

IANA Naming Function Monthly Performance Report

May 2022

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Summary of Performance


Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 0.85s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.93s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.40d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.42m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p9
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 4.43m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 0.40m	p11
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ —	p12
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2.00ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✗ 68981689.10ms	p13
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1.00ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.00ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.00d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.36d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	—	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
ccTLD Creation/Transfer				
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p19
Requester Clarification	Requester Clarification	N/A	—	p20
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p21
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 16.60h	p22

Metric	Category	Expected	Actual	Detail
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	N/A	—	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.50s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.41s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p24
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p25
Root Zone Management System	RZM Availability	≥99%	✓ 100.00%	p26
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p27
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 99.99%	p28
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.27s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.800ms	p30
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p31
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p31
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p31
Root Zone File	Other Changes	100%	✓ 100.00%	p31
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p32
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone Database	Other Changes	100%	✓ 100.00%	p32
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.00s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 4.37d	p34
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 0.69d	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 3.10d	p36
Requester Clarification	Requester Clarification	N/A	2	p37
Time per Actor	IANA	N/A	3.47d	p38
Time per Actor	Requester	N/A	17.76d	p38
Time per Actor	Authorizer	N/A	0.66d	p38
Time per Actor	Regulatory	N/A	0.10d	p38
Request Volumes	Request Volumes	N/A	3	p39

Percentage of SLA thresholds met of those defined

63 of 64 (98.4%)

Exceptions and Narrative for Reporting Period

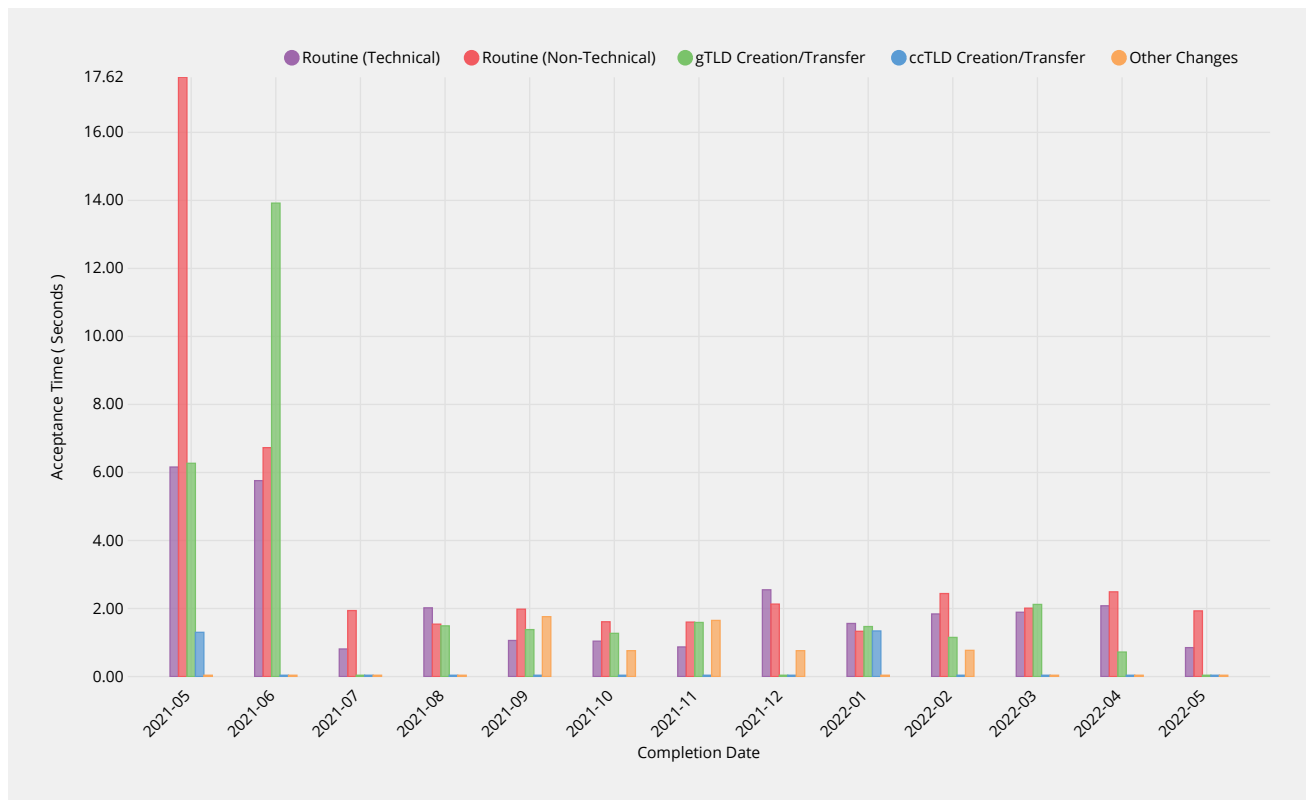
Metric	Category	Expected	Actual
Email Dispatch	Routine (Non-Technical)	60000ms	68981689.10ms 
Primary cause:	System upgrade stopped RZMS sending external emails		
Analysis/Comments:	On 20 May 2022 during a planned upgrade to the Root Zone Management System (RZMS) by ICANN, a configuration change was made that prevented delivery of email notifications from the system. The problem was resolved on 31 May 2022. All transactions from the time period were evaluated and it was identified that 6 root zone change requests were impacted, as well as 5 password reset requests. Where possible, IANA has manually adjusted the SLA timings for "Email Dispatch" to reflect when customers received delayed email notifications or were able to proceed with their request.		

Detailed Performance for Reporting Period

Submission

Acceptance Recognition

Time for ticket confirmation to be sent to requester following receipt of change request via automated submission interface.



Routine (Technical)	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Acceptance Time	6.16s	5.76s	0.81s	2.02s	1.06s	1.04s	0.87s	2.55s	1.56s	1.84s	1.89s	2.08s	0.85s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	45	39	270	18	25	235	510	21	55	29	29	25	220
Mean Time	3.31s	2.08s	0.64s	1.00s	0.72s	0.78s	0.70s	1.18s	0.77s	0.97s	1.01s	0.99s	0.68s
Shortest Time	0.09s	0.47s	0.53s	0.62s	0.54s	0.52s	0.55s	0.56s	0.54s	0.55s	0.54s	0.56s	0.52s
Longest Time	7.78s	24.35s	2.33s	2.14s	1.85s	3.08s	4.47s	2.57s	2.19s	2.40s	1.99s	2.49s	1.69s
Median Time	4.14s	0.63s	0.61s	0.81s	0.66s	0.72s	0.67s	0.98s	0.66s	0.73s	0.71s	0.77s	0.65s
PStDev Time	2.19s	3.97s	0.17s	0.48s	0.26s	0.28s	0.24s	0.65s	0.32s	0.48s	0.48s	0.48s	0.16s

Routine (Non-Technical)	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Acceptance Time	17.62s	6.73s	1.94s	1.54s	1.98s	1.61s	1.60s	2.13s	1.33s	2.44s	2.01s	2.49s	1.93s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	219	219	23	19	37	78	20	54	14	28	29	11	12
Mean Time	11.76s	2.41s	1.30s	1.28s	1.30s	1.24s	1.18s	1.58s	1.04s	1.40s	1.27s	1.55s	1.42s
Shortest Time	0.97s	0.74s	0.79s	0.94s	0.85s	0.95s	0.86s	0.80s	0.86s	0.94s	0.80s	1.08s	0.94s
Longest Time	21.01s	12.12s	2.24s	1.87s	2.11s	2.96s	1.61s	3.24s	1.38s	7.18s	2.18s	2.73s	2.05s
Median Time	11.49s	0.88s	1.33s	1.28s	1.22s	1.19s	1.15s	1.70s	1.01s	1.07s	1.24s	1.29s	1.46s
PStDev Time	2.95s	2.64s	0.36s	0.22s	0.28s	0.26s	0.21s	0.46s	0.14s	1.17s	0.35s	0.50s	0.32s

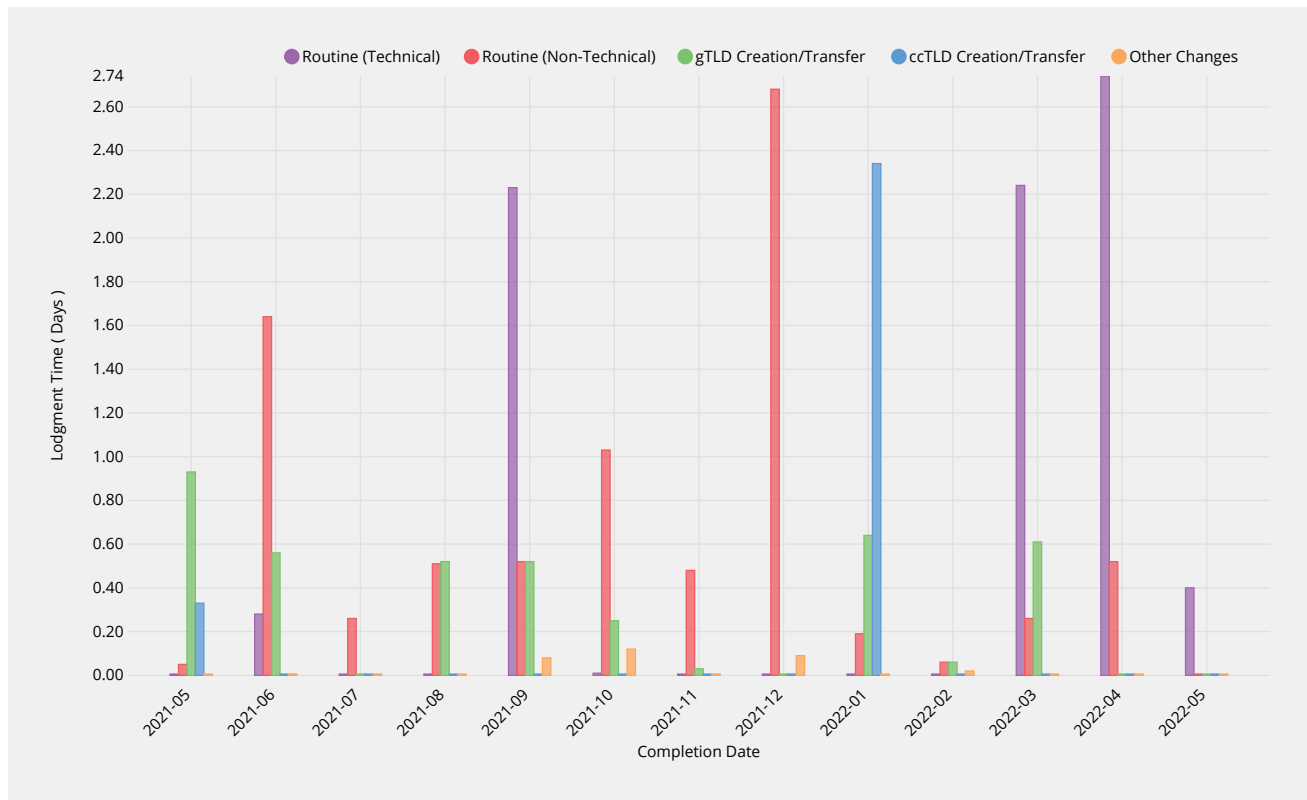
gTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Acceptance Time	6.27s	13.92s	—	1.49s	1.38s	1.27s	1.59s	—	1.47s	1.15s	2.12s	0.72s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	46	0	31	19	2	2	0	4	2	11	1	0
Mean Time	6.27s	11.09s	—	1.26s	1.26s	1.04s	1.42s	—	1.30s	1.13s	1.31s	0.72s	—
Shortest Time	6.27s	1.54s	—	0.91s	1.10s	0.78s	1.23s	—	1.11s	1.11s	0.67s	0.72s	—
Longest Time	6.27s	17.02s	—	1.52s	1.51s	1.30s	1.61s	—	1.49s	1.15s	2.15s	0.72s	—
Median Time	6.27s	11.52s	—	1.31s	1.27s	1.04s	1.42s	—	1.30s	1.13s	1.23s	0.72s	—
PStDev Time	0.00s	3.15s	—	0.18s	0.09s	0.26s	0.19s	—	0.14s	0.02s	0.42s	0.00s	—

ccTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Acceptance Time	1.30s	—	—	—	—	—	—	—	1.34s	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	0	0	0	0	0	0	0	1	0	0	0	0
Mean Time	1.30s	—	—	—	—	—	—	—	1.34s	—	—	—	—
Shortest Time	1.30s	—	—	—	—	—	—	—	1.34s	—	—	—	—
Longest Time	1.30s	—	—	—	—	—	—	—	1.34s	—	—	—	—
Median Time	1.30s	—	—	—	—	—	—	—	1.34s	—	—	—	—
PStDev Time	0.00s	—	—	—	—	—	—	—	0.00s	—	—	—	—

Other Changes	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Acceptance Time	—	—	—	—	1.76s	0.76s	1.65s	0.76s	—	0.77s	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	0	0	2	3	1	7	0	2	0	0	0
Mean Time	—	—	—	—	1.33s	0.68s	1.65s	0.68s	—	0.71s	—	—	—
Shortest Time	—	—	—	—	0.85s	0.59s	1.65s	0.62s	—	0.65s	—	—	—
Longest Time	—	—	—	—	1.81s	0.77s	1.65s	0.79s	—	0.77s	—	—	—
Median Time	—	—	—	—	1.33s	0.69s	1.65s	0.67s	—	0.71s	—	—	—
PStDev Time	—	—	—	—	0.48s	0.08s	0.00s	0.05s	—	0.06s	—	—	—

Manual Lodgment Time

Time for lodgment of change request into RZMS by ICANN staff on behalf of request sent by email.



Routine (Technical)	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Lodgment Time	—	0.28d	—	—	2.23d	0.01d	—	—	—	—	2.24d	2.74d	0.40d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	0	0	1	2	0	0	0	0	1	2	6
Mean Time	—	0.28d	—	—	2.23d	0.01d	—	—	—	—	2.24d	1.63d	0.21d
Shortest Time	—	0.28d	—	—	2.23d	0.01d	—	—	—	—	2.24d	0.39d	0.01d
Longest Time	—	0.28d	—	—	2.23d	0.01d	—	—	—	—	2.24d	2.87d	0.44d
Median Time	—	0.28d	—	—	2.23d	0.01d	—	—	—	—	2.24d	1.63d	0.25d
PStDev Time	—	0.00d	—	—	0.00d	0.00d	—	—	—	—	0.00d	1.24d	0.15d

Routine (Non-Technical)	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Lodgment Time	0.05d	1.64d	0.26d	0.51d	0.52d	1.03d	0.48d	2.68d	0.19d	0.06d	0.26d	0.52d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	2	4	3	1	3	2	3	2	1	1	2	4	0
Mean Time	0.04d	0.73d	0.18d	0.51d	0.43d	0.56d	0.48d	1.41d	0.19d	0.06d	0.22d	0.21d	—
Shortest Time	0.04d	0.02d	0.13d	0.51d	0.28d	0.04d	0.47d	0.00d	0.19d	0.06d	0.18d	0.01d	—
Longest Time	0.05d	1.82d	0.27d	0.51d	0.52d	1.08d	0.48d	2.82d	0.19d	0.06d	0.26d	0.57d	—
Median Time	0.04d	0.54d	0.14d	0.51d	0.48d	0.56d	0.47d	1.41d	0.19d	0.06d	0.22d	0.12d	—
PStDev Time	0.00d	0.66d	0.07d	0.00d	0.10d	0.52d	0.00d	1.41d	0.00d	0.00d	0.04d	0.22d	—

gTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Lodgment Time	0.93d	0.56d	—	0.52d	0.52d	0.25d	0.03d	—	0.64d	0.06d	0.61d	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	4	0	1	1	1	1	0	2	1	1	0	0
Mean Time	0.93d	0.55d	—	0.52d	0.52d	0.25d	0.03d	—	0.34d	0.06d	0.61d	—	—
Shortest Time	0.93d	0.55d	—	0.52d	0.52d	0.25d	0.03d	—	0.01d	0.06d	0.61d	—	—
Longest Time	0.93d	0.56d	—	0.52d	0.52d	0.25d	0.03d	—	0.67d	0.06d	0.61d	—	—

gTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Median Time	0.93d	0.55d	—	0.52d	0.52d	0.25d	0.03d	—	0.34d	0.06d	0.61d	—	—
PStDev Time	0.00d	0.00d	—	0.00d	0.00d	0.00d	0.00d	—	0.33d	0.00d	0.00d	—	—

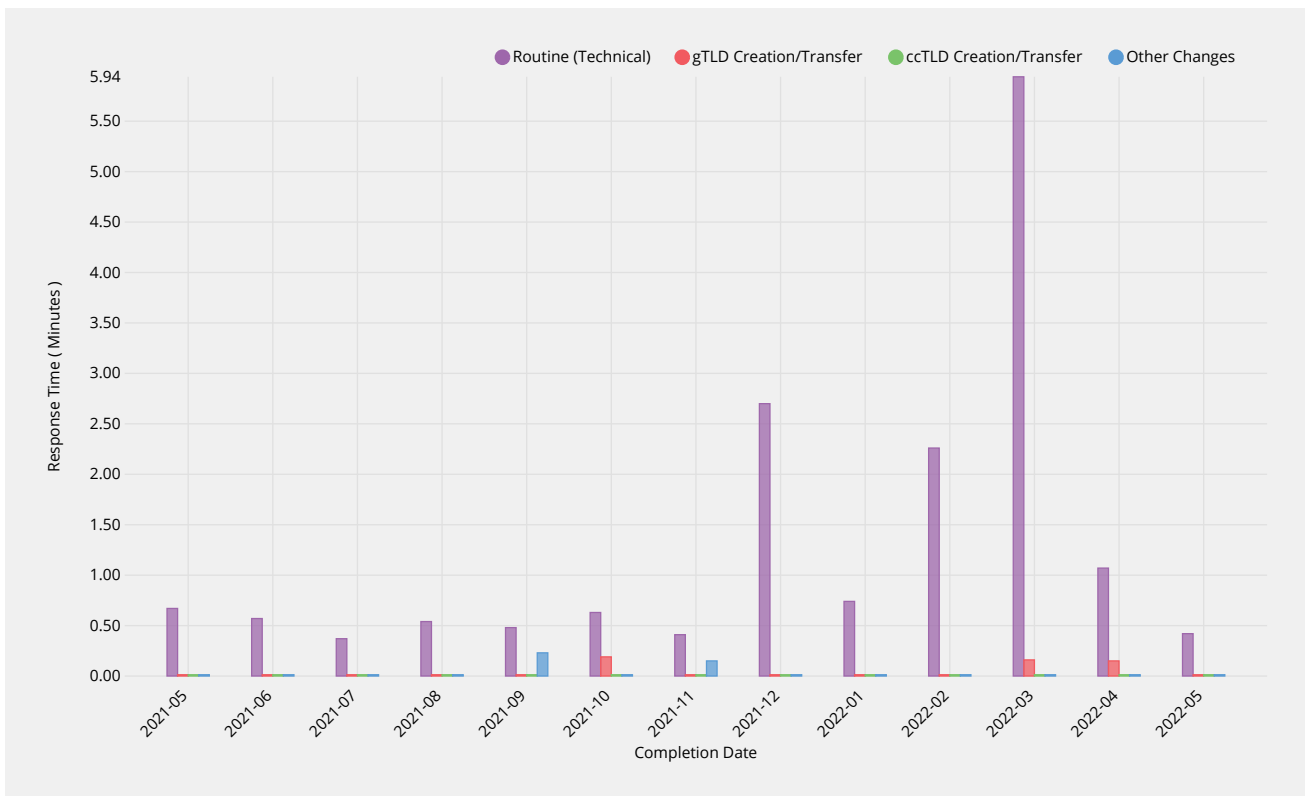
ccTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Lodgment Time	0.33d	—	—	—	—	—	—	—	2.34d	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	0	0	0	0	0	0	1	0	0	0	0
Mean Time	0.33d	—	—	—	—	—	—	—	2.34d	—	—	—	—
Shortest Time	0.33d	—	—	—	—	—	—	—	2.34d	—	—	—	—
Longest Time	0.33d	—	—	—	—	—	—	—	2.34d	—	—	—	—
Median Time	0.33d	—	—	—	—	—	—	—	2.34d	—	—	—	—
PStDev Time	0.00d	—	—	—	—	—	—	—	0.00d	—	—	—	—

Other Changes	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Lodgment Time	—	—	—	—	0.08d	0.12d	—	0.09d	—	0.02d	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	1	3	0	7	0	2	0	0	0
Mean Time	—	—	—	—	0.08d	0.05d	—	0.08d	—	0.02d	—	—	—
Shortest Time	—	—	—	—	0.08d	0.01d	—	0.04d	—	0.01d	—	—	—
Longest Time	—	—	—	—	0.08d	0.13d	—	0.09d	—	0.03d	—	—	—
Median Time	—	—	—	—	0.08d	0.01d	—	0.09d	—	0.02d	—	—	—
PStDev Time	—	—	—	—	0.00d	0.06d	—	0.02d	—	0.01d	—	—	—

Technical Checks

Technical Check (First)

Time to return results for technical checks following submission of request via automated submission interface.



Routine (Technical)	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Response Time	0.67m	0.57m	0.37m	0.54m	0.48m	0.63m	0.41m	2.70m	0.74m	2.26m	5.94m	1.07m	0.42m
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	44	38	270	18	25	235	510	21	55	29	29	25	220
Mean Time	0.84m	0.38m	0.20m	0.28m	0.25m	0.37m	0.25m	0.73m	0.28m	0.47m	1.22m	0.44m	0.20m
Shortest Time	0.12m	0.08m	0.09m	0.12m	0.10m	0.10m	0.09m	0.16m	0.07m	0.09m	0.13m	0.09m	0.07m
Longest Time	20.49m	4.38m	2.82m	0.70m	0.53m	3.35m	2.76m	4.55m	2.02m	2.57m	13.31m	2.66m	3.53m
Median Time	0.28m	0.22m	0.16m	0.24m	0.21m	0.31m	0.23m	0.35m	0.19m	0.20m	0.26m	0.25m	0.14m
PStDev Time	3.02m	0.67m	0.21m	0.14m	0.11m	0.30m	0.19m	1.05m	0.30m	0.67m	2.74m	0.54m	0.34m

gTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Response Time	—	—	—	—	—	0.19m	—	—	—	—	0.16m	0.15m	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	2	0	0	0	0	1	1	0
Mean Time	—	—	—	—	—	0.18m	—	—	—	—	0.16m	0.15m	—
Shortest Time	—	—	—	—	—	0.17m	—	—	—	—	0.16m	0.15m	—
Longest Time	—	—	—	—	—	0.20m	—	—	—	—	0.16m	0.15m	—
Median Time	—	—	—	—	—	0.18m	—	—	—	—	0.16m	0.15m	—
PStDev Time	—	—	—	—	—	0.01m	—	—	—	—	0.00m	0.00m	—

ccTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Response Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

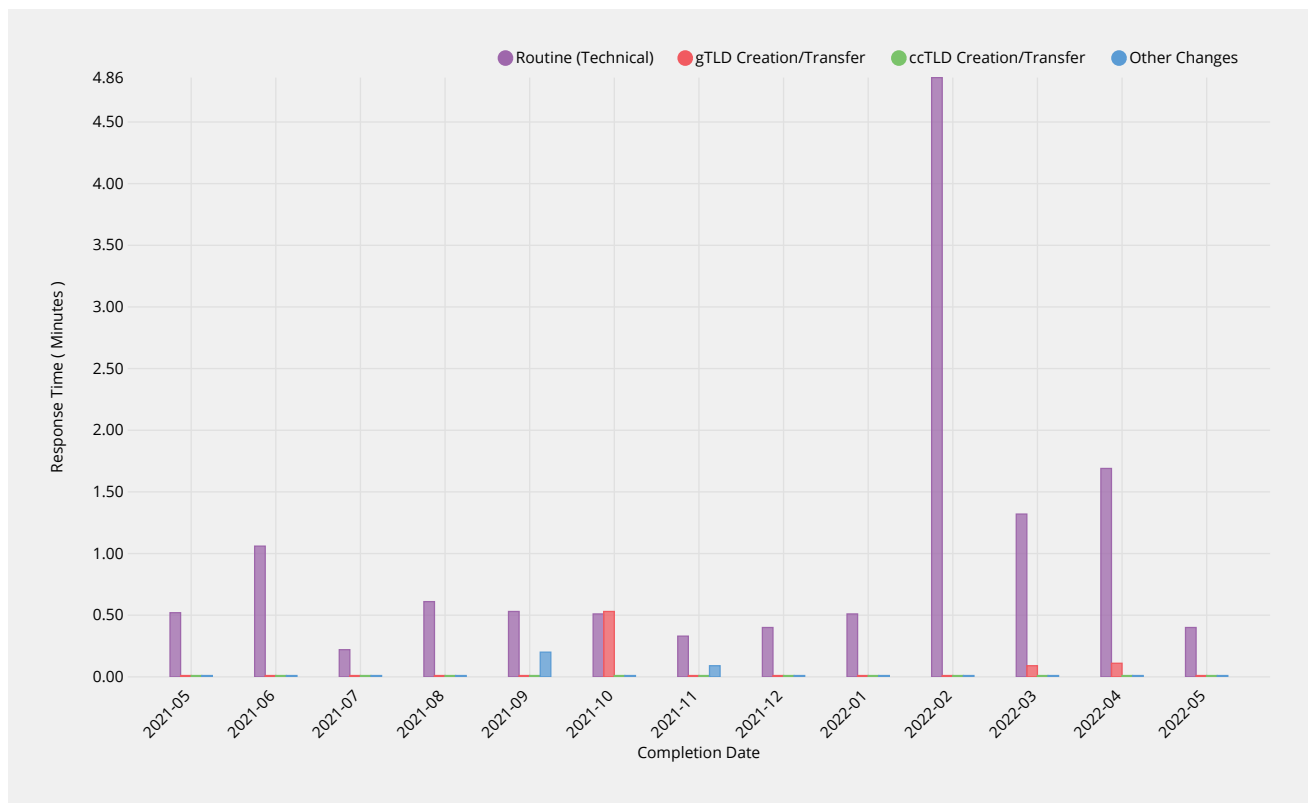
Other Changes	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Response Time	—	—	—	—	0.23m	—	0.15m	—	—	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	1	0	1	0	0	0	0	0	0
Mean Time	—	—	—	—	0.23m	—	0.15m	—	—	—	—	—	—
Shortest Time	—	—	—	—	0.23m	—	0.15m	—	—	—	—	—	—
Longest Time	—	—	—	—	0.23m	—	0.15m	—	—	—	—	—	—
Median Time	—	—	—	—	0.23m	—	0.15m	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.00m	—	0.00m	—	—	—	—	—	—

ccTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Response Time	—	—	—	—	0.18m	—	—	—	—	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	3	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	0.15m	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	0.14m	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	0.19m	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	0.14m	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.02m	—	—	—	—	—	—	—	—

Technical Check (Supplemental)

Time to return results for performance of technical checks during Supplemental Technical Check phase.



Routine (Technical)	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Response Time	0.52m	1.06m	0.22m	0.61m	0.53m	0.51m	0.33m	0.40m	0.51m	4.86m	1.32m	1.69m	0.40m
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	52	50	274	16	27	350	528	22	75	44	32	23	220
Mean Time	0.24m	0.40m	0.12m	0.24m	0.22m	0.27m	0.17m	0.27m	0.22m	0.65m	0.31m	0.42m	0.15m
Shortest Time	0.07m	0.05m	0.07m	0.06m	0.07m	0.07m	0.04m	0.13m	0.06m	0.06m	0.06m	0.06m	0.06m
Longest Time	0.82m	4.61m	1.31m	0.71m	0.99m	1.48m	0.63m	0.56m	0.88m	4.93m	2.65m	2.67m	3.60m
Median Time	0.19m	0.30m	0.09m	0.18m	0.09m	0.22m	0.16m	0.29m	0.19m	0.16m	0.16m	0.18m	0.09m
PStDev Time	0.16m	0.71m	0.10m	0.18m	0.20m	0.14m	0.07m	0.10m	0.17m	1.38m	0.54m	0.61m	0.27m

gTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Response Time	—	—	—	—	—	0.53m	—	—	—	—	0.09m	0.11m	—

gTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	2	0	0	0	0	1	1	0
Mean Time	—	—	—	—	—	0.32m	—	—	—	—	0.09m	0.11m	—
Shortest Time	—	—	—	—	—	0.08m	—	—	—	—	0.09m	0.11m	—
Longest Time	—	—	—	—	—	0.55m	—	—	—	—	0.09m	0.11m	—
Median Time	—	—	—	—	—	0.32m	—	—	—	—	0.09m	0.11m	—
PStDev Time	—	—	—	—	—	0.24m	—	—	—	—	0.00m	0.00m	—

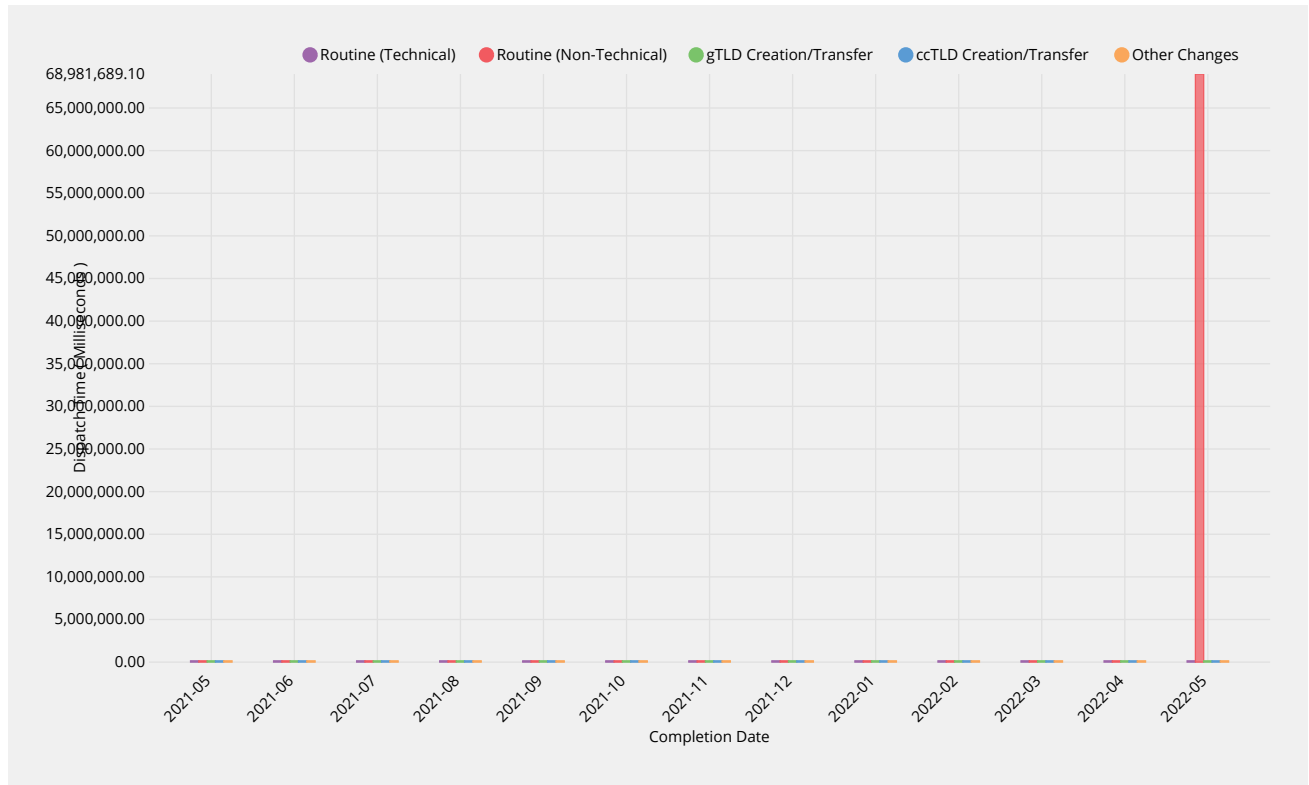
ccTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Response Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Response Time	—	—	—	—	0.20m	—	0.09m	—	—	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	1	0	1	0	0	0	0	0	0
Mean Time	—	—	—	—	0.20m	—	0.09m	—	—	—	—	—	—
Shortest Time	—	—	—	—	0.20m	—	0.09m	—	—	—	—	—	—
Longest Time	—	—	—	—	0.20m	—	0.09m	—	—	—	—	—	—
Median Time	—	—	—	—	0.20m	—	0.09m	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.00m	—	0.00m	—	—	—	—	—	—

Contact Confirmations

Email Dispatch

Time for authorization contacts to be asked to approve change request after completing previous process phase.



	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Routine (Technical)	2.00ms	2.25ms	2.00ms	3.00ms	2.00ms	2.00ms	2.00ms	5.20ms	1.45ms	2.00ms	1.75ms	2.00ms	2.00ms
Dispatch Time	2.00ms	2.25ms	2.00ms	3.00ms	2.00ms	2.00ms	2.00ms	5.20ms	1.45ms	2.00ms	1.75ms	2.00ms	2.00ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	42	36	269	17	24	233	509	18	52	27	26	23	219
Mean Time	1.67ms	1.47ms	1.60ms	1.94ms	1.67ms	1.09ms	1.00ms	1.72ms	0.90ms	1.04ms	0.85ms	1.13ms	1.00ms
Shortest Time	1.00ms	0.00ms	0.00ms	1.00ms	1.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	6.00ms	3.00ms	4.00ms	3.00ms	3.00ms	17.00ms	4.00ms	12.00ms	5.00ms	3.00ms	2.00ms	3.00ms	9.00ms
Median Time	2.00ms	1.00ms	2.00ms	2.00ms	2.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms
PStDev Time	0.86ms	0.64ms	0.63ms	0.54ms	0.55ms	1.42ms	0.76ms	2.68ms	0.74ms	0.69ms	0.53ms	0.68ms	0.84ms

Routine (Non-Technical)	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Dispatch Time	4.00ms	3.00ms	3.00ms	3.10ms	3.20ms	3.00ms	2.10ms	2.00ms	3.00ms	3.00ms	3.20ms	5.00ms	68981689.10ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	219	219	23	19	37	78	20	54	14	28	29	11	12
Mean Time	2.45ms	1.98ms	2.00ms	2.26ms	2.35ms	2.22ms	1.55ms	1.17ms	1.29ms	1.54ms	1.59ms	2.09ms	12774387.92ms
Shortest Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	1.00ms
Longest Time	5.00ms	4.00ms	3.00ms	4.00ms	5.00ms	9.00ms	4.00ms	3.00ms	3.00ms	5.00ms	6.00ms	6.00ms	153292640.00ms
Median Time	2.00ms	2.00ms	2.00ms	2.00ms	2.00ms	2.00ms	1.50ms	1.00ms	1.00ms	1.00ms	1.00ms	2.00ms	1.00ms
PStDev Time	0.83ms	0.55ms	0.66ms	0.64ms	0.74ms	1.03ms	0.80ms	0.63ms	0.80ms	1.05ms	1.10ms	1.62ms	42367847.12ms

Exception Narrative

Primary cause: System upgrade stopped RZMS sending external emails
 Analysis/Comments: On 20 May 2022 during a planned upgrade to the Root Zone Management System (RZMS) by ICANN, a configuration change was made that prevented delivery of email notifications from the system. The problem was resolved on 31 May 2022. All transactions from the time period were evaluated and it was identified that 6 root zone change requests were impacted, as well as 5 password reset requests. Where possible, IANA has manually adjusted the SLA timings for "Email Dispatch" to reflect when customers received delayed email notifications or were able to proceed with their request.

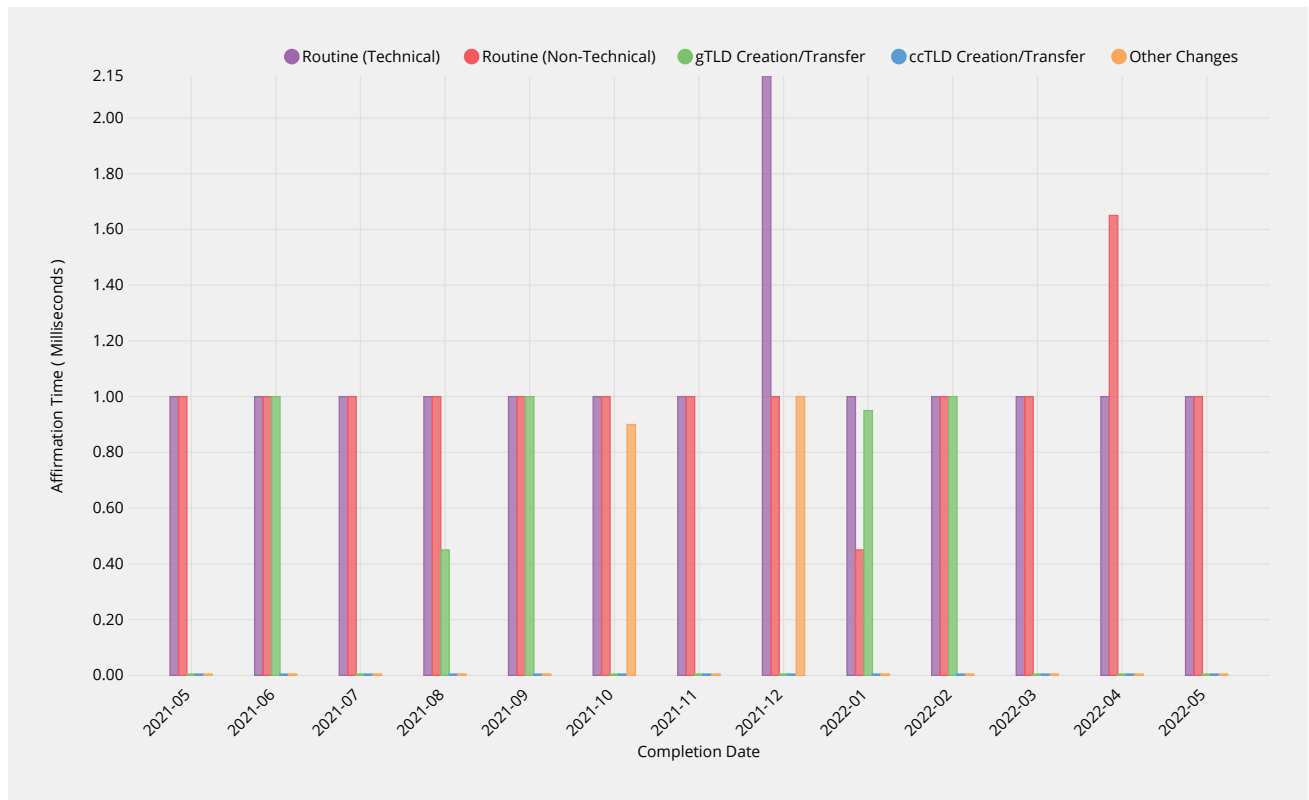
gTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Dispatch Time	2.00ms	3.00ms	—	3.00ms	3.00ms	1.00ms	1.95ms	—	2.00ms	1.90ms	2.00ms	0.00ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	46	0	31	19	1	2	0	4	2	11	1	0
Mean Time	2.00ms	1.93ms	—	2.03ms	2.42ms	1.00ms	1.50ms	—	1.50ms	1.00ms	1.18ms	0.00ms	—
Shortest Time	2.00ms	1.00ms	—	1.00ms	2.00ms	1.00ms	1.00ms	—	1.00ms	0.00ms	1.00ms	0.00ms	—
Longest Time	2.00ms	3.00ms	—	3.00ms	3.00ms	1.00ms	2.00ms	—	2.00ms	2.00ms	2.00ms	0.00ms	—
Median Time	2.00ms	2.00ms	—	2.00ms	2.00ms	1.00ms	1.50ms	—	1.50ms	1.00ms	1.00ms	0.00ms	—
PStDev Time	0.00ms	0.48ms	—	0.59ms	0.49ms	0.00ms	0.50ms	—	0.50ms	1.00ms	0.39ms	0.00ms	—

ccTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Dispatch Time	2.00ms	—	—	—	—	—	—	—	1.00ms	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	0	0	0	0	0	0	0	1	0	0	0	0
Mean Time	2.00ms	—	—	—	—	—	—	—	1.00ms	—	—	—	—
Shortest Time	2.00ms	—	—	—	—	—	—	—	1.00ms	—	—	—	—
Longest Time	2.00ms	—	—	—	—	—	—	—	1.00ms	—	—	—	—
Median Time	2.00ms	—	—	—	—	—	—	—	1.00ms	—	—	—	—
PStDev Time	0.00ms	—	—	—	—	—	—	—	0.00ms	—	—	—	—

Other Changes	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Dispatch Time	—	—	—	—	1.00ms	—	1.00ms	—	—	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	0	0	1	0	1	0	0	0	0	0	0
Mean Time	—	—	—	—	1.00ms	—	1.00ms	—	—	—	—	—	—
Shortest Time	—	—	—	—	1.00ms	—	1.00ms	—	—	—	—	—	—
Longest Time	—	—	—	—	1.00ms	—	1.00ms	—	—	—	—	—	—
Median Time	—	—	—	—	1.00ms	—	1.00ms	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.00ms	—	0.00ms	—	—	—	—	—	—

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	2.15ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	42	35	269	16	23	233	509	18	52	27	26	23	218
Mean Time	0.33ms	0.09ms	0.17ms	0.31ms	0.35ms	0.21ms	0.21ms	0.67ms	0.10ms	0.11ms	0.31ms	0.17ms	0.20ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	2.00ms	1.00ms	1.00ms	1.00ms	2.00ms	3.00ms	4.00ms	3.00ms	1.00ms	1.00ms	2.00ms	1.00ms	1.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.52ms	0.28ms	0.38ms	0.46ms	0.56ms	0.44ms	0.44ms	0.94ms	0.29ms	0.31ms	0.54ms	0.38ms	0.40ms

Routine (Non-Technical)	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	0.45ms	1.00ms	1.00ms	1.65ms	1.00ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	218	216	22	14	32	70	19	49	12	28	26	8	10
Mean Time	0.13ms	0.15ms	0.14ms	0.21ms	0.28ms	0.16ms	0.11ms	0.18ms	0.08ms	0.36ms	0.15ms	0.62ms	0.30ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	1.00ms	1.00ms	1.00ms	1.00ms	4.00ms	1.00ms	1.00ms	5.00ms	1.00ms	2.00ms	1.00ms	2.00ms	1.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.50ms	0.00ms
PStDev Time	0.33ms	0.36ms	0.34ms	0.41ms	0.76ms	0.36ms	0.31ms	0.75ms	0.28ms	0.55ms	0.36ms	0.70ms	0.46ms

gTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Affirmation Time	0.00ms	1.00ms	—	0.45ms	1.00ms	0.00ms	0.00ms	—	0.95ms	1.00ms	0.00ms	0.00ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	46	0	12	19	1	1	0	2	2	11	1	0
Mean Time	0.00ms	0.13ms	—	0.08ms	0.11ms	0.00ms	0.00ms	—	0.50ms	1.00ms	0.00ms	0.00ms	—
Shortest Time	0.00ms	0.00ms	—	0.00ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	0.00ms	—

gTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Longest Time	0.00ms	1.00ms	—	1.00ms	1.00ms	0.00ms	0.00ms	—	1.00ms	1.00ms	0.00ms	0.00ms	—
Median Time	0.00ms	0.00ms	—	0.00ms	0.00ms	0.00ms	0.00ms	—	0.50ms	1.00ms	0.00ms	0.00ms	—
PStDev Time	0.00ms	0.34ms	—	0.28ms	0.31ms	0.00ms	0.00ms	—	0.50ms	0.00ms	0.00ms	0.00ms	—

ccTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Affirmation Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Affirmation Time	—	—	—	—	0.00ms	0.90ms	0.00ms	1.00ms	—	0.00ms	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	0	0	2	3	1	7	0	2	0	0	0
Mean Time	—	—	—	—	0.00ms	0.33ms	0.00ms	0.29ms	—	0.00ms	—	—	—
Shortest Time	—	—	—	—	0.00ms	0.00ms	0.00ms	0.00ms	—	0.00ms	—	—	—
Longest Time	—	—	—	—	0.00ms	1.00ms	0.00ms	1.00ms	—	0.00ms	—	—	—
Median Time	—	—	—	—	0.00ms	0.00ms	0.00ms	0.00ms	—	0.00ms	—	—	—
PStDev Time	—	—	—	—	0.00ms	0.47ms	0.00ms	0.45ms	—	0.00ms	—	—	—

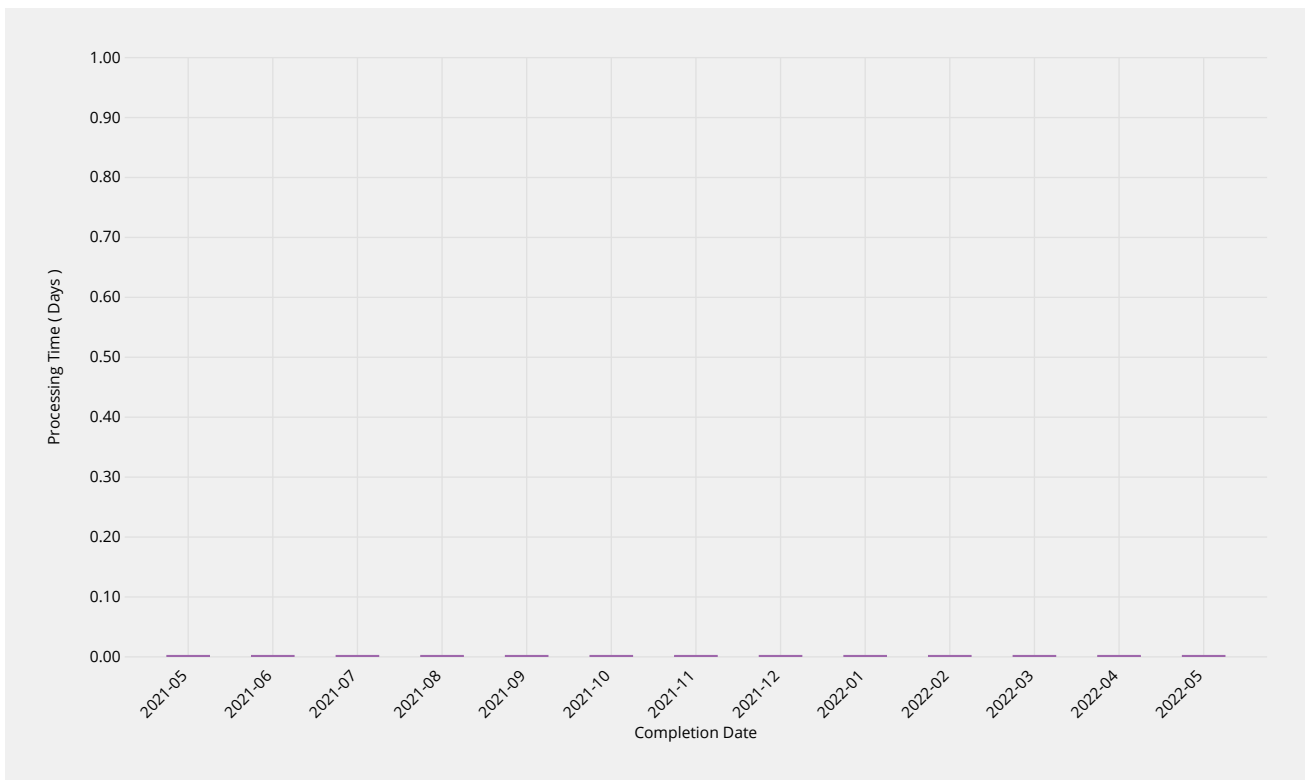
gTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Request Count	1	46	0	12	19	1	1	0	2	2	11	1	0
Mean Time	0.06d	0.01d	—	0.11d	0.04d	1.96d	0.23d	—	0.01d	0.46d	0.15d	2.68d	—
Shortest Time	0.06d	0.00d	—	0.02d	0.04d	1.96d	0.23d	—	0.01d	0.24d	0.08d	2.68d	—
Longest Time	0.06d	0.12d	—	0.33d	0.05d	1.96d	0.23d	—	0.02d	0.67d	0.81d	2.68d	—
Median Time	0.06d	0.00d	—	0.06d	0.04d	1.96d	0.23d	—	0.01d	0.46d	0.08d	2.68d	—
PStDev Time	0.00d	0.03d	—	0.10d	0.00d	0.00d	0.00d	—	0.00d	0.21d	0.21d	0.00d	—

ccTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Processing Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Processing Time	—	—	—	—	0.87d	1.24d	0.62d	1.58d	—	0.16d	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	2	3	1	7	0	2	0	0	0
Mean Time	—	—	—	—	0.46d	0.46d	0.62d	0.26d	—	0.10d	—	—	—
Shortest Time	—	—	—	—	0.05d	0.06d	0.62d	0.04d	—	0.03d	—	—	—
Longest Time	—	—	—	—	0.87d	1.24d	0.62d	1.58d	—	0.16d	—	—	—
Median Time	—	—	—	—	0.46d	0.09d	0.62d	0.04d	—	0.10d	—	—	—
PStDev Time	—	—	—	—	0.41d	0.55d	0.00d	0.54d	—	0.07d	—	—	—

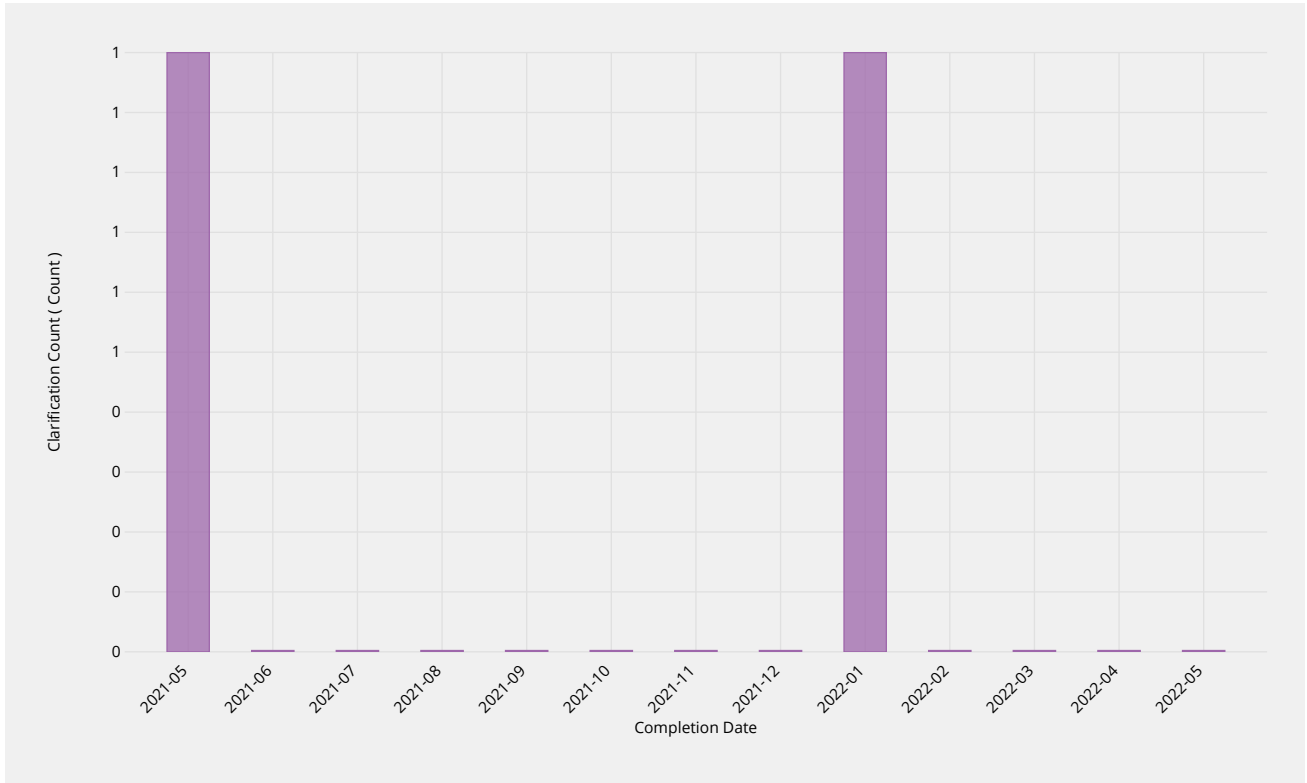
Third Party Approval

Time for third party review of request (e.g. by ICANN Board of Directors, PTI Board or other relevant verification parties).



Requester Clarification

The number of times a clarification or remediation was required from the requester.



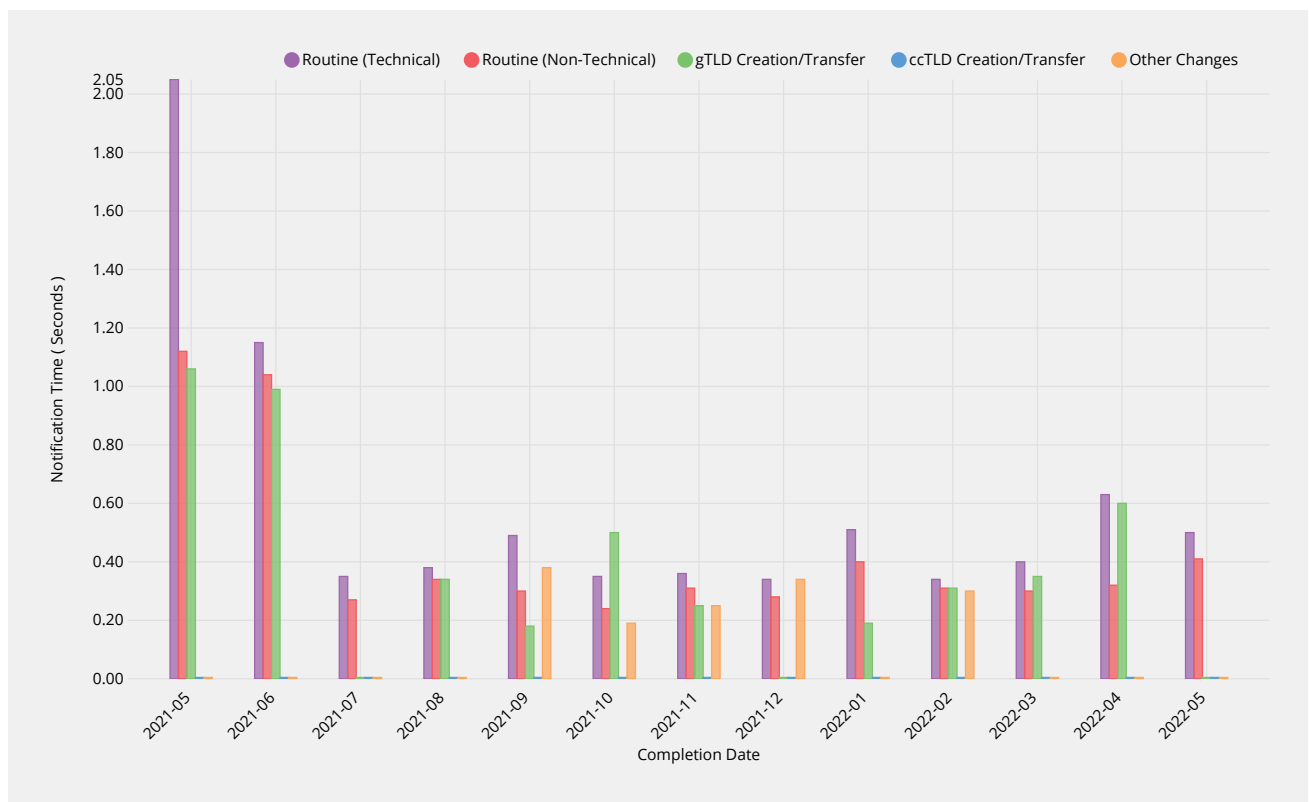
Requester Clarification	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Clarification Count	1	—	—	—	—	—	—	—	1	—	—	—	—
Request Count	1	0	0	0	0	0	0	0	1	0	0	0	0
Lowest Count	1	—	—	—	—	—	—	—	1	—	—	—	—
Highest Count	1	—	—	—	—	—	—	—	1	—	—	—	—

ccTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Publication Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Publication Time	—	—	—	—	6.57h	19.87h	7.28h	2.72h	—	25.81h	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	0	0	0	0	2	3	1	7	0	2	0	0	0
Mean Time	—	—	—	—	6.01h	15.11h	7.28h	2.09h	—	13.52h	—	—	—
Shortest Time	—	—	—	—	5.45h	7.05h	7.28h	1.98h	—	1.23h	—	—	—
Longest Time	—	—	—	—	6.57h	19.87h	7.28h	2.72h	—	25.81h	—	—	—
Median Time	—	—	—	—	6.01h	18.43h	7.28h	1.99h	—	13.52h	—	—	—
PStDev Time	—	—	—	—	0.56h	5.74h	0.00h	0.25h	—	12.29h	—	—	—

Notification of Completion

Time to notify requester of change completion following publication of requested changes.



Routine (Technical)	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Notification Time	2.05s	1.15s	0.35s	0.38s	0.49s	0.35s	0.36s	0.34s	0.51s	0.34s	0.40s	0.63s	0.50s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	42	34	268	16	23	233	509	18	51	27	25	23	218
Mean Time	1.07s	0.35s	0.19s	0.22s	0.26s	0.22s	0.23s	0.21s	0.27s	0.22s	0.23s	0.28s	0.30s
Shortest Time	0.16s	0.14s	0.13s	0.13s	0.14s	0.13s	0.12s	0.14s	0.13s	0.13s	0.13s	0.14s	0.13s
Longest Time	2.11s	2.00s	0.49s	0.39s	0.54s	1.14s	2.76s	0.42s	0.56s	0.39s	0.41s	0.64s	0.82s
Median Time	1.04s	0.20s	0.17s	0.17s	0.26s	0.20s	0.21s	0.18s	0.27s	0.21s	0.23s	0.22s	0.28s
PStDev Time	0.61s	0.41s	0.07s	0.09s	0.10s	0.08s	0.18s	0.07s	0.11s	0.07s	0.08s	0.15s	0.10s

Routine (Non-Technical)	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Notification Time	1.12s	1.04s	0.27s	0.34s	0.30s	0.24s	0.31s	0.28s	0.40s	0.31s	0.30s	0.32s	0.41s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	216	216	22	14	32	70	19	49	12	27	26	8	10
Mean Time	0.93s	0.40s	0.19s	0.20s	0.18s	0.15s	0.20s	0.19s	0.22s	0.20s	0.21s	0.23s	0.25s
Shortest Time	0.19s	0.12s	0.14s	0.14s	0.13s	0.13s	0.13s	0.14s	0.14s	0.14s	0.14s	0.14s	0.15s
Longest Time	1.70s	8.28s	0.34s	0.43s	0.32s	0.28s	0.31s	0.36s	0.45s	0.35s	0.31s	0.36s	0.45s
Median Time	0.93s	0.15s	0.17s	0.16s	0.15s	0.14s	0.18s	0.17s	0.16s	0.17s	0.19s	0.23s	0.25s
PStDev Time	0.15s	0.66s	0.05s	0.08s	0.06s	0.03s	0.06s	0.05s	0.10s	0.06s	0.05s	0.06s	0.09s

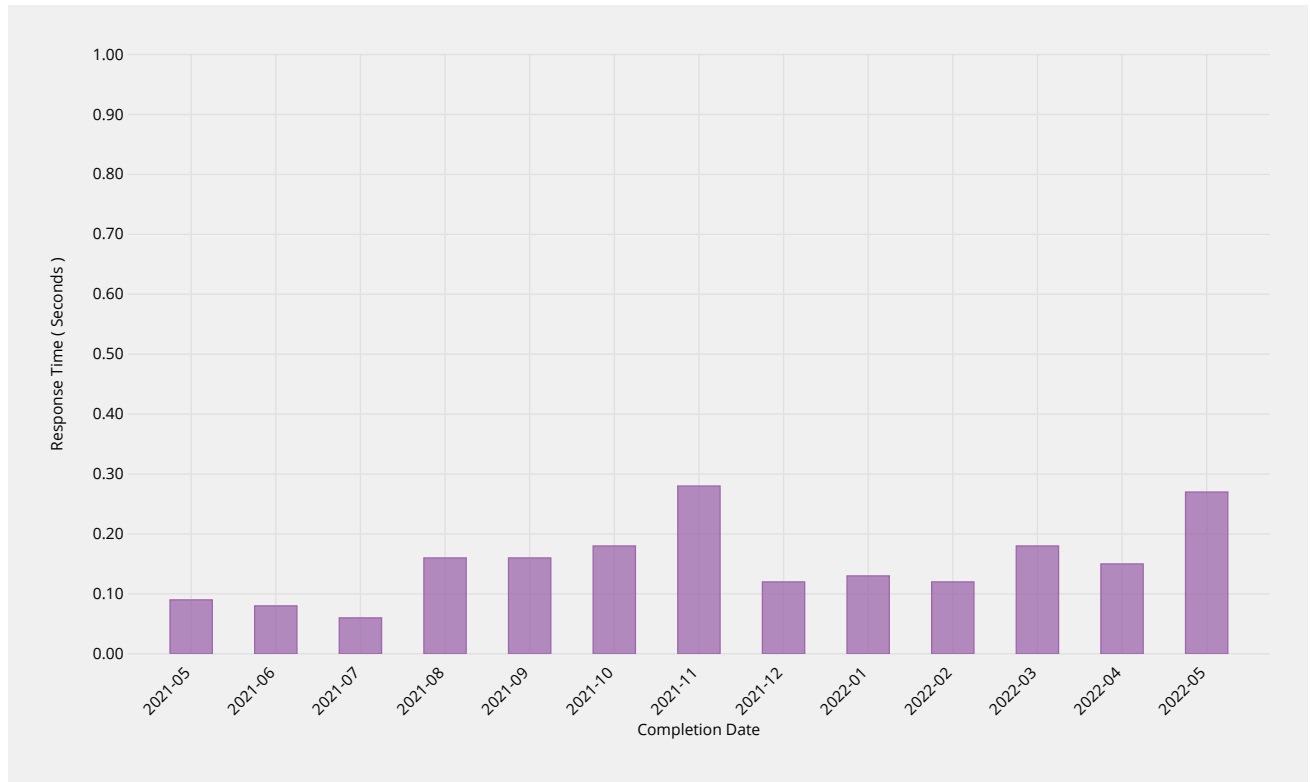
gTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Notification Time	1.06s	0.99s	—	0.34s	0.18s	0.50s	0.25s	—	0.19s	0.31s	0.35s	0.60s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	46	0	12	19	1	1	0	2	2	11	1	0
Mean Time	1.06s	0.83s	—	0.21s	0.15s	0.50s	0.25s	—	0.17s	0.25s	0.19s	0.60s	—
Shortest Time	1.06s	0.14s	—	0.14s	0.14s	0.50s	0.25s	—	0.15s	0.20s	0.15s	0.60s	—
Longest Time	1.06s	1.07s	—	0.36s	0.18s	0.50s	0.25s	—	0.20s	0.31s	0.41s	0.60s	—
Median Time	1.06s	0.92s	—	0.15s	0.14s	0.50s	0.25s	—	0.17s	0.25s	0.16s	0.60s	—
PStDev Time	0.00s	0.26s	—	0.08s	0.01s	0.00s	0.00s	—	0.02s	0.06s	0.08s	0.00s	—

ccTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Notification Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Notification Time	—	—	—	—	0.38s	0.19s	0.25s	0.34s	—	0.30s	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	0	2	3	1	7	0	2	0	0	0
Mean Time	—	—	—	—	0.33s	0.17s	0.25s	0.22s	—	0.26s	—	—	—
Shortest Time	—	—	—	—	0.28s	0.15s	0.25s	0.17s	—	0.21s	—	—	—
Longest Time	—	—	—	—	0.39s	0.19s	0.25s	0.35s	—	0.30s	—	—	—
Median Time	—	—	—	—	0.33s	0.18s	0.25s	0.17s	—	0.26s	—	—	—
PStDev Time	—	—	—	—	0.05s	0.02s	0.00s	0.07s	—	0.04s	—	—	—

Credential Recovery

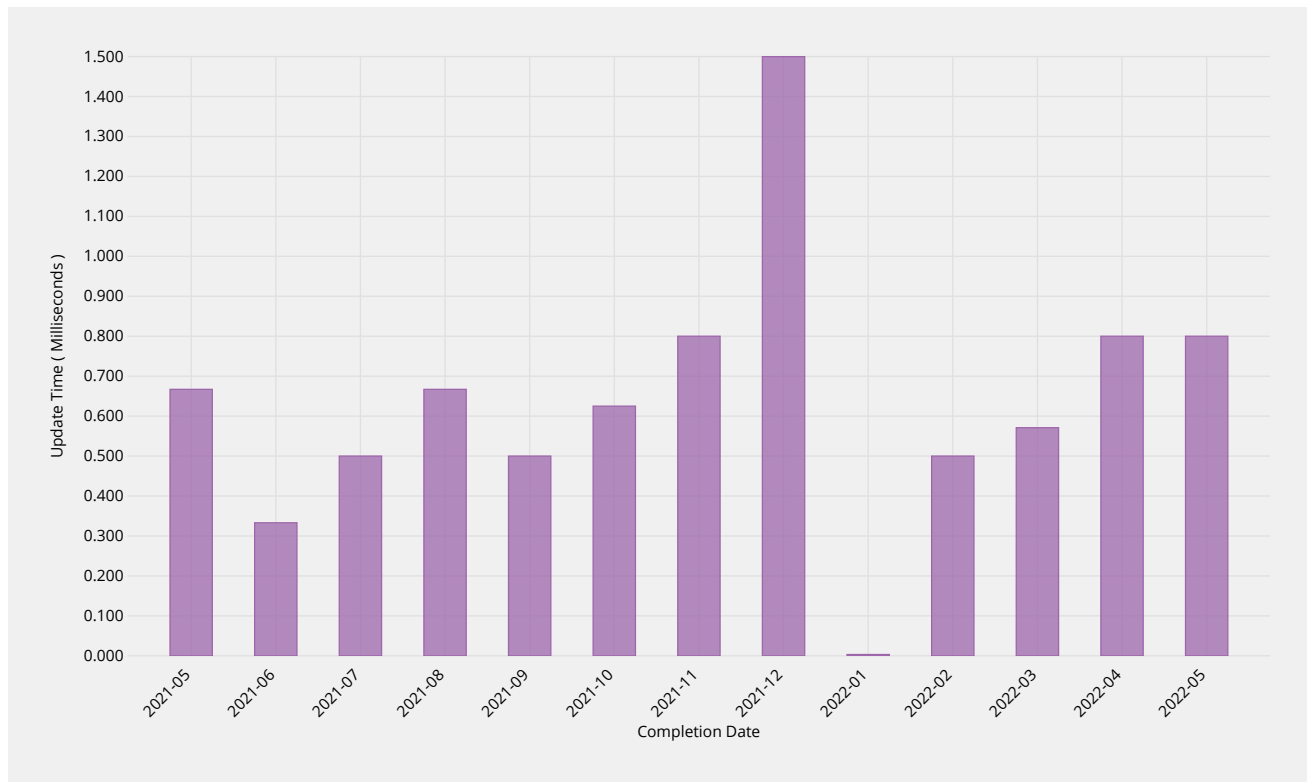
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Response Time	0.09s	0.08s	0.06s	0.16s	0.16s	0.18s	0.28s	0.12s	0.13s	0.12s	0.18s	0.15s	0.27s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	5	11	2	7	2	9	9	4	2	8	8	5	20
Mean Time	0.06s	0.05s	0.04s	0.11s	0.15s	0.11s	0.10s	0.06s	0.09s	0.06s	0.11s	0.12s	0.14s
Shortest Time	0.05s	0.01s	0.01s	0.05s	0.14s	0.04s	0.02s	0.01s	0.04s	0.01s	0.03s	0.07s	0.06s
Longest Time	0.10s	0.08s	0.06s	0.16s	0.16s	0.20s	0.38s	0.13s	0.14s	0.13s	0.18s	0.15s	0.33s
Median Time	0.06s	0.05s	0.04s	0.09s	0.15s	0.12s	0.06s	0.05s	0.09s	0.05s	0.12s	0.12s	0.14s
PStDev Time	0.02s	0.02s	0.02s	0.04s	0.01s	0.05s	0.10s	0.04s	0.05s	0.03s	0.05s	0.03s	0.07s

Credential Change

Time to implement new password within the system.

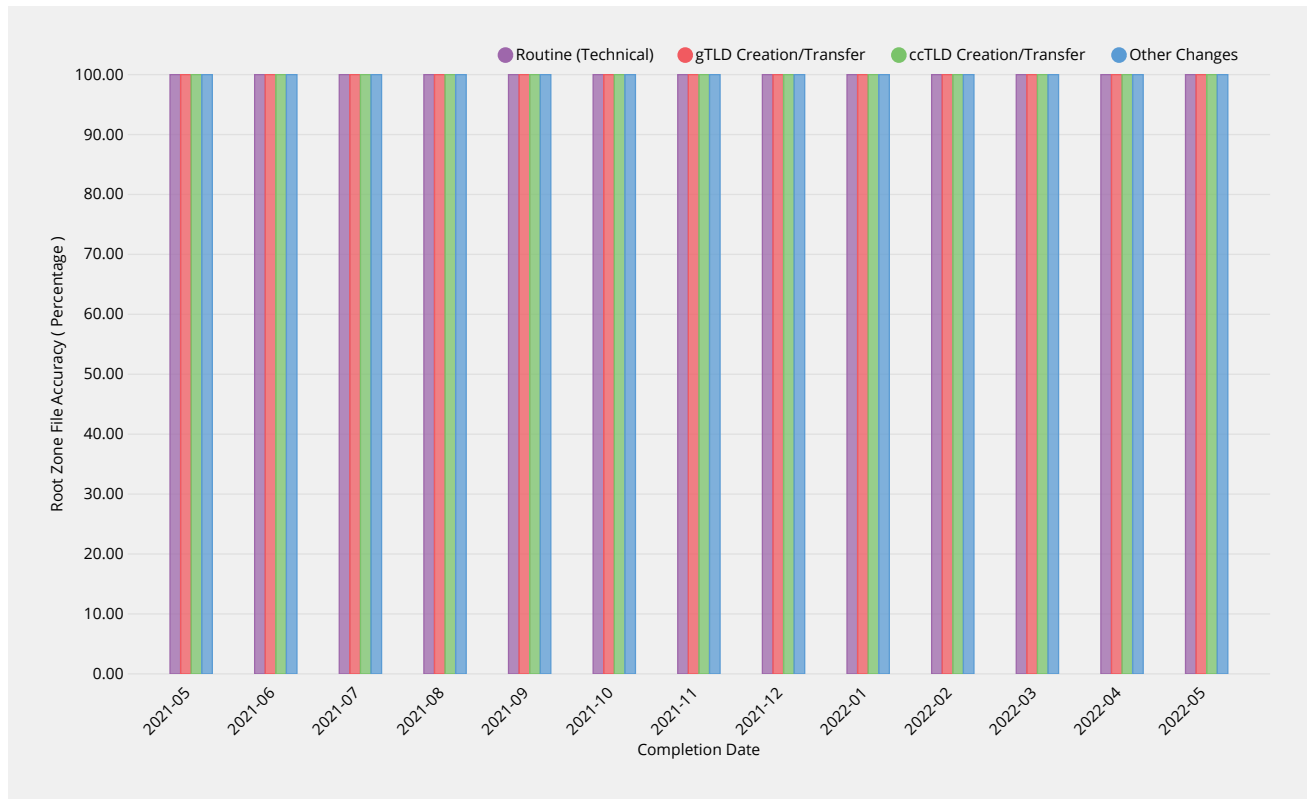


Credential Change	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Update Time	1.000ms	1.000ms	0.950ms	1.750ms	0.950ms	1.650ms	1.000ms	1.950ms	0.000ms	1.000ms	1.000ms	1.000ms	1.800ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	3	9	2	6	2	8	5	2	2	4	7	5	5
Mean Time	0.667ms	0.333ms	0.500ms	0.667ms	0.500ms	0.625ms	0.800ms	1.500ms	0.000ms	0.500ms	0.571ms	0.800ms	0.800ms
Shortest Time	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	1.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms
Longest Time	1.000ms	1.000ms	1.000ms	2.000ms	1.000ms	2.000ms	1.000ms	2.000ms	0.000ms	1.000ms	1.000ms	1.000ms	2.000ms
Median Time	1.000ms	0.000ms	0.500ms	0.500ms	0.500ms	0.500ms	1.000ms	1.500ms	0.000ms	0.500ms	1.000ms	1.000ms	1.000ms
PStDev Time	0.471ms	0.471ms	0.500ms	0.745ms	0.500ms	0.696ms	0.400ms	0.500ms	0.000ms	0.500ms	0.495ms	0.400ms	0.748ms

Accuracy

Root Zone File

Root zone file data published in the root zone matches that provided in the change request.



Routine (Technical)	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	42	34	269	16	23	233	509	18	51	27	25	23	218

gTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	1	46	0	12	19	1	1	0	2	2	11	1	0

ccTLD Creation/Transfer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	0

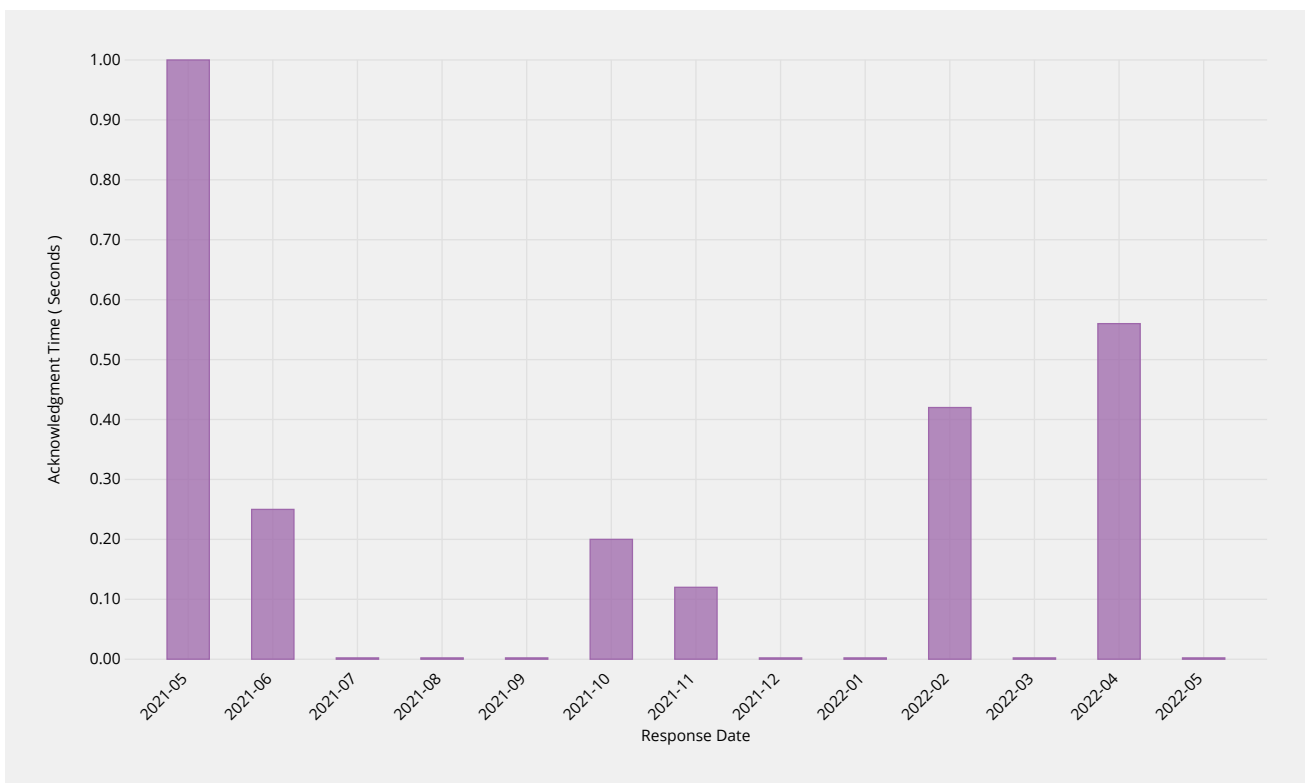
Other Changes	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	0	2	3	1	7	0	2	0	0	0

Other Changes	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Request Count	0	0	0	0	2	3	1	7	0	2	0	0	0

Enquiry Processing

Time to acknowledge

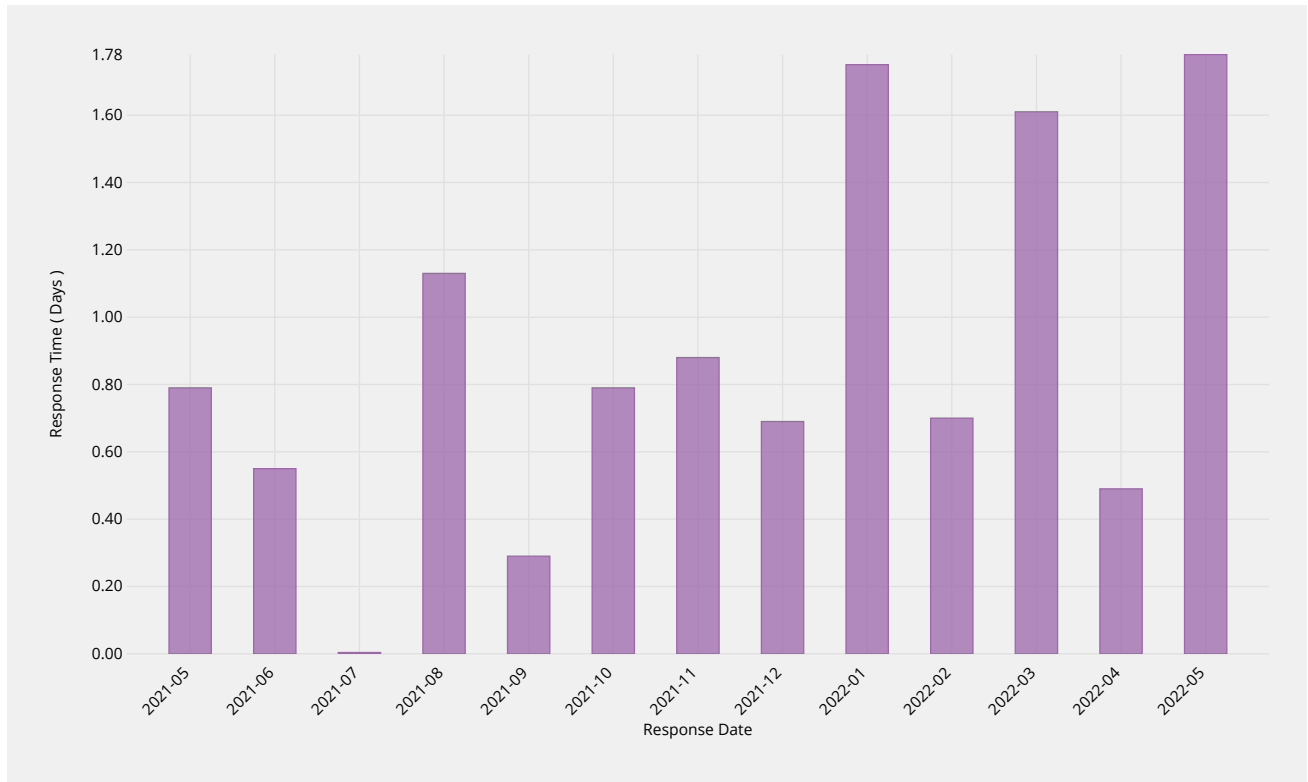
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Acknowledgment Time	2.30s	0.85s	—	0.00s	0.00s	0.80s	0.65s	0.00s	0.00s	1.00s	0.00s	1.00s	0.00s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	8	4	0	3	4	5	8	2	4	12	5	9	7
Mean Time	1.00s	0.25s	—	0.00s	0.00s	0.20s	0.12s	0.00s	0.00s	0.42s	0.00s	0.56s	0.00s
Shortest Time	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Longest Time	3.00s	1.00s	—	0.00s	0.00s	1.00s	1.00s	0.00s	0.00s	1.00s	0.00s	1.00s	0.00s
Median Time	1.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	1.00s	0.00s
PStDev Time	0.87s	0.43s	—	0.00s	0.00s	0.40s	0.33s	0.00s	0.00s	0.49s	0.00s	0.50s	0.00s

Time to initial response

Time taken for staff to respond to enquiry, either in part or in whole.

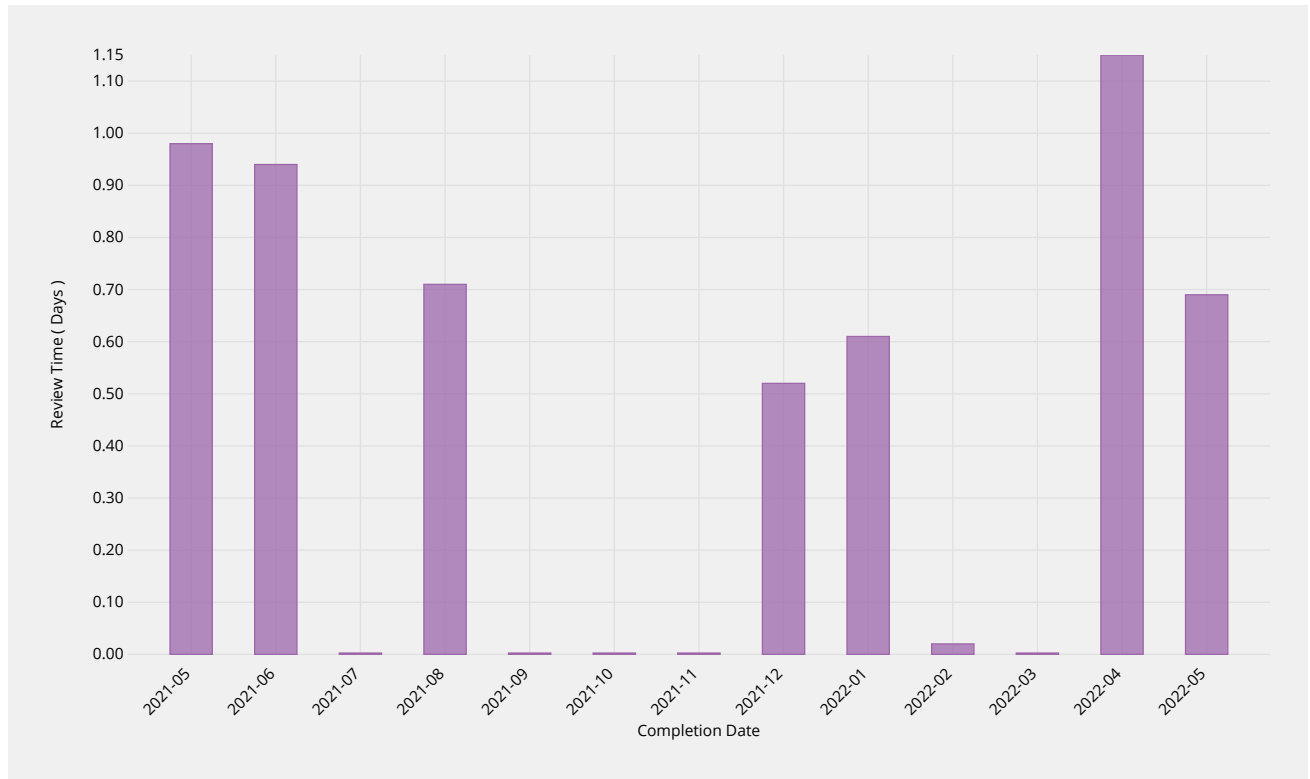


Manual Enquiries	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Response Time	1.46d	0.80d	—	2.68d	0.56d	1.71d	2.26d	1.19d	2.80d	2.21d	3.90d	1.01d	4.37d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	8	4	0	3	4	5	7	3	4	11	6	5	6
Mean Time	0.79d	0.55d	—	1.13d	0.29d	0.79d	0.88d	0.69d	1.75d	0.70d	1.61d	0.49d	1.78d
Shortest Time	0.18d	0.26d	—	0.01d	0.04d	0.02d	0.07d	0.04d	0.00d	0.02d	0.01d	0.05d	0.05d
Longest Time	1.52d	0.88d	—	3.34d	0.67d	1.89d	2.75d	1.32d	3.08d	2.25d	4.95d	1.18d	5.79d
Median Time	0.58d	0.53d	—	0.04d	0.22d	0.36d	0.36d	0.71d	1.96d	0.28d	0.82d	0.38d	0.77d
PStDev Time	0.47d	0.23d	—	1.56d	0.24d	0.74d	0.98d	0.52d	1.12d	0.79d	1.79d	0.43d	2.02d

Label Generation Rulesets

Review Time

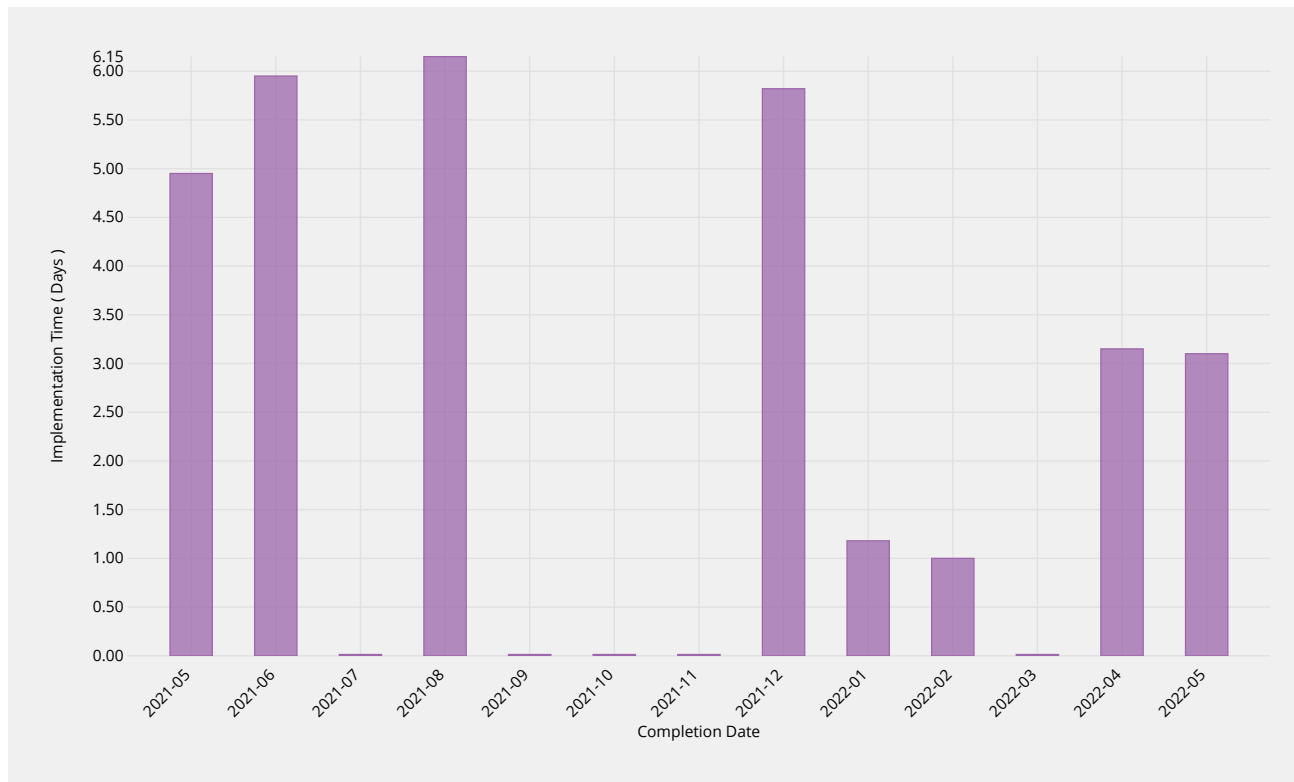
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Review Time	0.98d	0.94d	—	0.71d	—	—	—	0.52d	0.61d	0.02d	—	1.15d	0.69d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Review Count	18	9	0	5	0	0	0	1	2	1	0	1	3
Shortest Time	0.17d	0.08d	—	0.24d	—	—	—	0.52d	0.25d	0.02d	—	1.15d	0.16d
Longest Time	4.40d	1.10d	—	0.71d	—	—	—	0.52d	0.65d	0.02d	—	1.15d	0.69d
Median Time	0.94d	0.67d	—	0.49d	—	—	—	0.52d	0.45d	0.02d	—	1.15d	0.68d
PStDev Time	0.86d	0.35d	—	0.18d	—	—	—	0.00d	0.20d	0.00d	—	0.00d	0.25d

Implementation Time

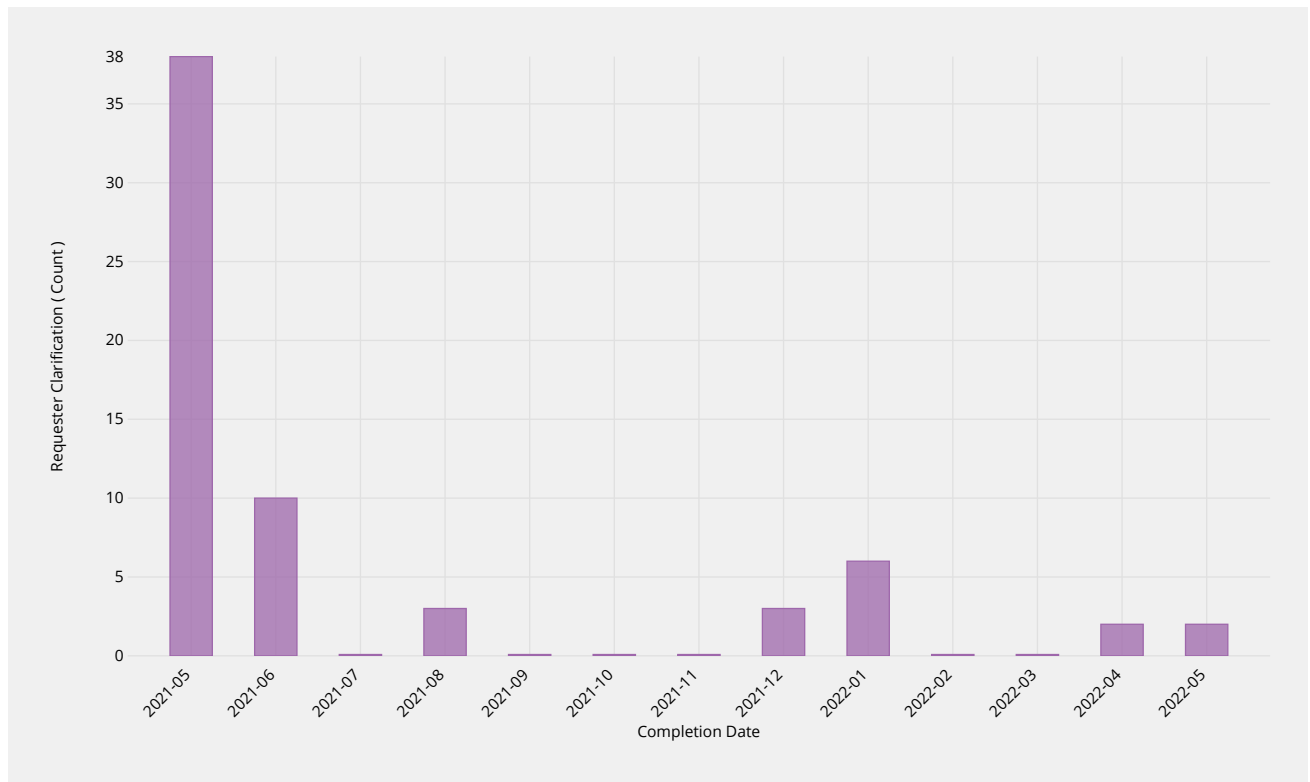
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Implementation Time	4.95d	5.95d	—	6.15d	—	—	—	5.82d	1.18d	1.00d	—	3.15d	3.10d
Monthly Threshold	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	18	9	0	5	0	0	0	1	2	1	0	1	3
Shortest Time	0.88d	2.91d	—	1.23d	—	—	—	5.82d	0.93d	1.00d	—	3.15d	0.31d
Longest Time	5.94d	6.36d	—	6.15d	—	—	—	5.82d	1.20d	1.00d	—	3.15d	3.79d
Median Time	2.51d	5.29d	—	6.13d	—	—	—	5.82d	1.07d	1.00d	—	3.15d	0.31d
PStDev Time	1.24d	1.02d	—	2.39d	—	—	—	0.00d	0.14d	0.00d	—	0.00d	1.64d

Requester Clarification

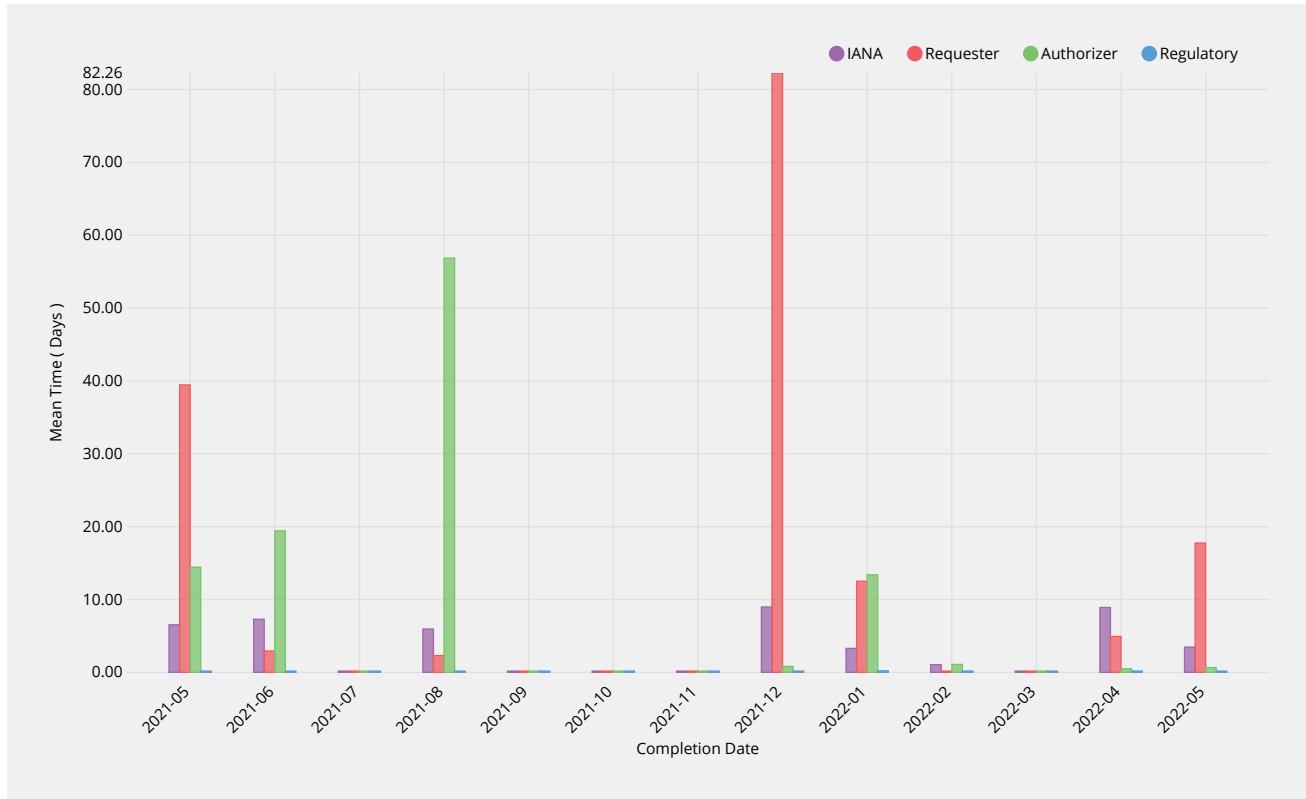
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Count	38	10	—	3	—	—	—	3	6	0	—	2	2
Request Count	19	9	0	5	0	0	0	1	2	1	0	1	3
Shortest Clarification	1	0	—	0	—	—	—	3	1	0	—	2	0
Longest Clarification	3	3	—	2	—	—	—	3	5	0	—	2	1

Time per Actor

Average time taken for staff processing, requester clarification, administrative contact authorization and regulatory checks.



IANA	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Mean Time	6.53d	7.29d	—	5.95d	—	—	—	8.97d	3.29d	1.06d	—	8.91d	3.47d
Review Count	18	9	0	5	0	0	0	1	2	1	0	1	3
Shortest Time	1.94d	3.42d	—	2.00d	—	—	—	8.97d	2.87d	1.06d	—	8.91d	3.05d
Longest Time	7.48d	10.48d	—	8.27d	—	—	—	8.97d	3.70d	1.06d	—	8.91d	4.28d
Median Time	7.02d	7.32d	—	8.10d	—	—	—	8.97d	3.29d	1.06d	—	8.91d	3.07d
PStDev Time	1.25d	2.04d	—	2.80d	—	—	—	0.00d	0.41d	0.00d	—	0.00d	0.58d

Requester	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Mean Time	39.46d	2.93d	—	2.30d	—	—	—	82.26d	12.51d	—	—	4.93d	17.76d
Review Count	19	7	0	2	0	0	0	1	2	0	0	1	2
Shortest Time	0.20d	0.20d	—	0.24d	—	—	—	82.26d	10.88d	—	—	4.93d	17.72d
Longest Time	53.08d	9.55d	—	4.36d	—	—	—	82.26d	14.14d	—	—	4.93d	17.80d
Median Time	47.19d	0.94d	—	2.30d	—	—	—	82.26d	12.51d	—	—	4.93d	17.76d
PStDev Time	17.22d	3.86d	—	2.06d	—	—	—	0.00d	1.63d	—	—	0.00d	0.04d

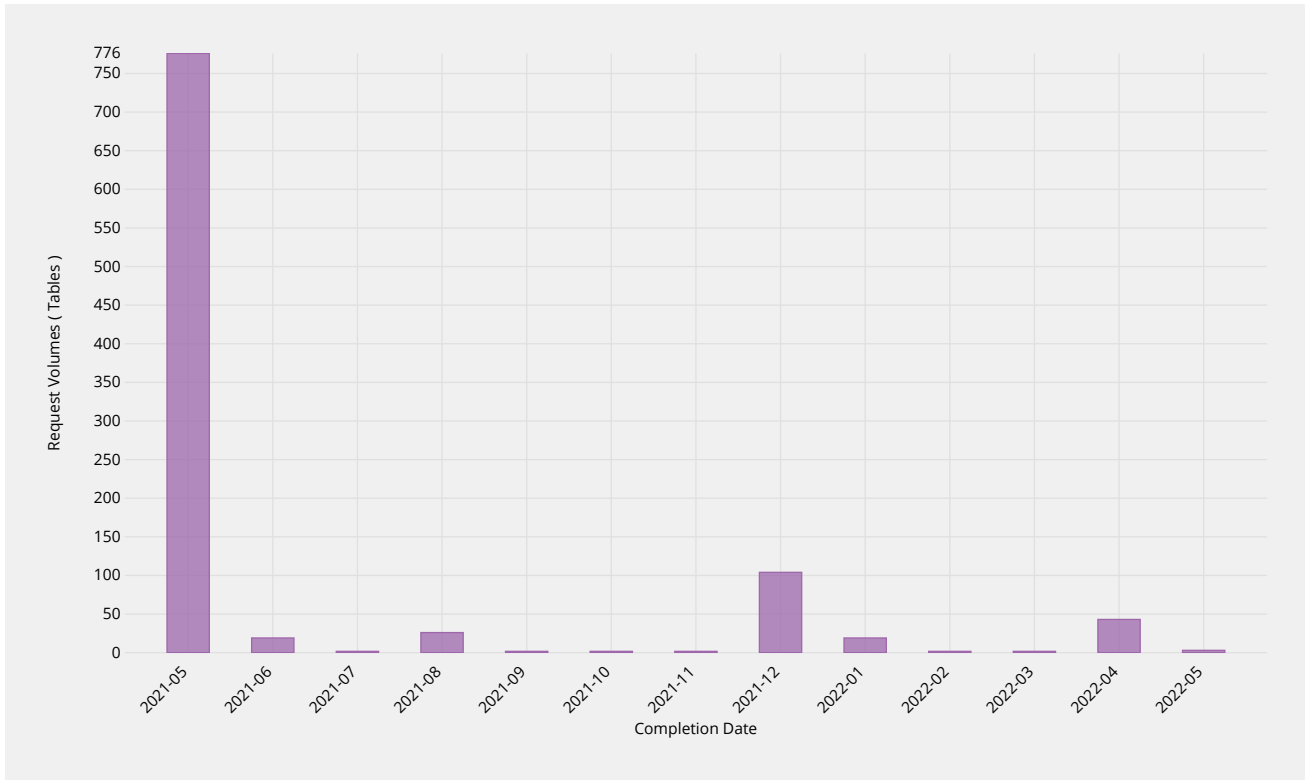
Authorizer	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Mean Time	14.44d	19.42d	—	56.87d	—	—	—	0.82d	13.39d	1.09d	—	0.50d	0.66d
Review Count	19	9	0	5	0	0	0	1	1	1	0	1	1
Shortest Time	0.83d	0.37d	—	0.29d	—	—	—	0.82d	13.39d	1.09d	—	0.50d	0.66d
Longest Time	34.02d	68.18d	—	140.16d	—	—	—	0.82d	13.39d	1.09d	—	0.50d	0.66d
Median Time	12.87d	14.40d	—	3.26d	—	—	—	0.82d	13.39d	1.09d	—	0.50d	0.66d
PStDev Time	7.39d	21.71d	—	68.01d	—	—	—	0.00d	0.00d	0.00d	—	0.00d	0.00d

Regulatory	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Mean Time	0.08d	0.07d	—	0.17d	—	—	—	0.02d	0.21d	0.09d	—	0.05d	0.10d
Review Count	19	9	0	5	0	0	0	1	1	1	0	1	1
Shortest Time	0.02d	0.01d	—	0.02d	—	—	—	0.02d	0.21d	0.09d	—	0.05d	0.10d

Regulatory	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Longest Time	0.14d	0.12d	—	0.65d	—	—	—	0.02d	0.21d	0.09d	—	0.05d	0.10d
Median Time	0.09d	0.07d	—	0.07d	—	—	—	0.02d	0.21d	0.09d	—	0.05d	0.10d
PStDev Time	0.03d	0.04d	—	0.24d	—	—	—	0.00d	0.00d	0.00d	—	0.00d	0.00d

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05
Total LGRs Processed	776	19	—	26	—	—	—	104	19	1	—	43	3
Request Count	18	9	0	5	0	0	0	1	2	1	0	1	3
Average LGRs per Request	43	2	—	5	—	—	—	104	10	1	—	43	1
Smallest per Request	1	1	—	1	—	—	—	104	1	1	—	43	1
Largest per Request	546	4	—	17	—	—	—	104	18	1	—	43	1

Definitions

Service Definitions

While there are many different ways change requests can be categorized, the key areas of distinction between different processing types for the purposes of metrics are as follows:

- **Category I (Routine updates impacting Root Zone File)** — Routine change requests that alter the technical data published in the DNS root zone (e.g. changes to NS records, DS records and glue records) . For these changes the process requires IANA, both pre- and post-transition, to engage third parties to implement, publish and distribute changes in the root zone file.
- **Category II (Routine updates not impacting Root Zone File)** — Routine change requests that do not alter the DNS root zone file (e.g. contact data and metadata). These changes do not engage third parties as part of implementation, and therefore will have a materially different processing timeframe.
- **Category III (Creating or Transferring a gTLD)** — Requests to create (“delegate”) or transfer (“redelegate” or “assign”) a generic top-level domain. These changes require additional processing by IANA to ensure policy and contractual requirements are met associated with a change of control for the TLD. While the key processing is performed elsewhere within ICANN, the IANA processing is significant and therefore distinguishes this type of request from a routine change request.
- **Category IV (Creating or Transferring a ccTLD)** — Requests to create or transfer a country-code top-level domain. These changes require additional processing by IANA to ensure policy requirements are met. This processing is performed by IANA staff, and includes performing additional analysis on the change request, producing a report, and having that report reviewed externally (including verification that all existing registration data has been successfully transferred from the old to new Registry operator). This processing is significant, and is normally substantially longer than a routine change request, and therefore should be distinguished.
- **Category V (Other change requests)** — Other non-routine change requests. IANA is required to process change requests that may have special handling requirements, or require additional documentary evidence or additional clarifications from the customer or third parties, that do not afford them the ability to automate. These scenarios include, but are not necessarily limited to:
 - i. Customers that require requests to be handled outside the online self-service platform, such as those lodging change requests through the exchange of postal mail;
 - ii. Customers that have placed special handling instructions on file with IANA, or have otherwise asked for special handling for a request that deviates from the normal process, that must be executed manually by IANA staff;
 - iii. Unique legal or regulatory encumbrances that must be satisfied that require additional processing;
 - iv. Removing a TLD from service (e.g. retirement or revocation);
 - v. Changes that relate to the operation of the root zone itself, including changing the Root Key Signing Key, altering the set of authoritative name servers for the root zone (e.g. the “root servers”), and changes to the “root hints” file.

Field Definitions

The fields in the preceding tables are as follows:

- **Process.** The business process that IANA is requested to perform.
- **Metric.** The individual metric that will be measured as part of the completion of the business process.
- **Target.** The specified target for each individual change request.
- **Type.** Whether the target specified is a minimum target (compliance must not be less than the target) or a maximum target (compliance must not be more than the target).
- **Breach.** The percentage limit of change requests within the specified period that fail to meet the metric, which if reached is deemed a breach in the SLE.
- **Period.** The period over which SLE compliance is measured.