

# IANA Naming Function Monthly Performance Report

June 2023

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.00s	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%)	✓ —	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.02d	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.00d	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 2.48m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 1.74m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 1.58m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ —	p13
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 3182.59ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1424.09ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 386.45ms	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 289.19ms	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.39ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.37ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1.80ms	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.43ms	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.66d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 2.00d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 2.65d	p18
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	0.13d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
<b>ccTLD Creation/Transfer</b>				

Metric	Category	Expected	Actual	Detail
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p20
Requester Clarification	Requester Clarification	N/A	—	p21
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p22
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 23.94h	p23
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p24
Root Zone Publication	Other Changes	N/A	5.22h	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 2.43s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.70s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.47s	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 3.96s	p25
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 100.00%	p27
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 1.73s	p30
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 676.389ms	p31
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	Other Changes	100%	✓ 100.00%	p32
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p33
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p33
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	Other Changes	100%	✓ 100.00%	p34
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.80s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.73d	p35
<b>Label Generation Rulesets</b>				
Review Time	Review Time	≤5d (90.0%)	✓ 2.01d	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 2.19d	p37
Requester Clarification	Requester Clarification	N/A	0	p38
Time per Actor	IANA	N/A	6.22d	p39
Time per Actor	Requester	N/A	—	p39
Time per Actor	Authorizer	N/A	—	p39
Time per Actor	Regulatory	N/A	—	p40
Request Volumes	Request Volumes	N/A	1	p40

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

## **Exceptions and Narrative for Reporting Period**

There were no exceptions for the reporting period.



Routine (Non-Technical)	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Longest Time	2.56s	2.12s	3.02s	1.97s	16.51s	3.64s	3.18s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Median Time	1.54s	1.44s	1.41s	1.44s	1.26s	2.39s	2.20s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.39s	0.28s	0.32s	0.27s	3.11s	0.50s	1.01s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s

gTLD Creation/Transfer	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Acceptance Time	2.09s	1.55s	2.21s	1.76s	1.07s	—	—	—	—	—	—	—	—
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	3	2	6	1	1	0	0	0	0	0	0	0	0
Mean Time	1.63s	1.30s	1.47s	1.76s	1.07s	—	—	—	—	—	—	—	—
Shortest Time	1.36s	1.01s	1.01s	1.76s	1.07s	—	—	—	—	—	—	—	—
Longest Time	2.17s	1.58s	2.40s	1.76s	1.07s	—	—	—	—	—	—	—	—
Median Time	1.38s	1.30s	1.25s	1.76s	1.07s	—	—	—	—	—	—	—	—
PStDev Time	0.38s	0.29s	0.45s	0.00s	0.00s	—	—	—	—	—	—	—	—

ccTLD Creation/Transfer	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Acceptance Time	1.56s	—	—	—	—	2.31s	—	—	—	—	—	—	—
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	2	0	0	0	0	2	0	0	0	0	0	0	0
Mean Time	1.50s	—	—	—	—	2.25s	—	—	—	—	—	—	—
Shortest Time	1.44s	—	—	—	—	2.19s	—	—	—	—	—	—	—
Longest Time	1.56s	—	—	—	—	2.31s	—	—	—	—	—	—	—
Median Time	1.50s	—	—	—	—	2.25s	—	—	—	—	—	—	—
PStDev Time	0.06s	—	—	—	—	0.06s	—	—	—	—	—	—	—

Other Changes	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Acceptance Time	—	—	—	—	0.76s	1.15s	0.92s	0.00s	—	—	—	—	—
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	1	5	1	0	0	0	0	0
Mean Time	—	—	—	—	0.67s	1.15s	0.36s	0.00s	—	—	—	—	—
Shortest Time	—	—	—	—	0.56s	1.15s	0.00s	0.00s	—	—	—	—	—
Longest Time	—	—	—	—	0.77s	1.15s	0.94s	0.00s	—	—	—	—	—
Median Time	—	—	—	—	0.67s	1.15s	0.00s	0.00s	—	—	—	—	—
PStDev Time	—	—	—	—	0.10s	0.00s	0.44s	0.00s	—	—	—	—	—



gTLD Creation/Transfer	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Lodgment Count	2	0	3	1	1	0	1	0	1	1	0	0	6
Mean Time	0.80d	—	0.36d	0.15d	0.07d	—	0.00d	—	0.00d	0.00d	—	—	0.01d
Shortest Time	0.52d	—	0.14d	0.15d	0.07d	—	0.00d	—	0.00d	0.00d	—	—	0.00d
Longest Time	1.08d	—	0.70d	0.15d	0.07d	—	0.00d	—	0.00d	0.00d	—	—	0.02d
Median Time	0.80d	—	0.25d	0.15d	0.07d	—	0.00d	—	0.00d	0.00d	—	—	0.00d
PStDev Time	0.28d	—	0.24d	0.00d	0.00d	—	0.00d	—	0.00d	0.00d	—	—	0.01d

ccTLD Creation/Transfer	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Lodgment Time	1.19d	—	—	—	—	—	—	—	—	—	—	—	—
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	0	0	0	0	0
Mean Time	1.19d	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	1.19d	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	1.19d	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	1.19d	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.00d	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Lodgment Time	—	—	—	—	0.67d	0.25d	0.17d	—	—	—	0.00d	—	0.00d
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	2	1	2	0	0	0	1	0	5
Mean Time	—	—	—	—	0.48d	0.25d	0.14d	—	—	—	0.00d	—	0.00d
Shortest Time	—	—	—	—	0.26d	0.25d	0.10d	—	—	—	0.00d	—	0.00d
Longest Time	—	—	—	—	0.69d	0.25d	0.17d	—	—	—	0.00d	—	0.00d
Median Time	—	—	—	—	0.48d	0.25d	0.14d	—	—	—	0.00d	—	0.00d
PStDev Time	—	—	—	—	0.22d	0.00d	0.04d	—	—	—	0.00d	—	0.00d











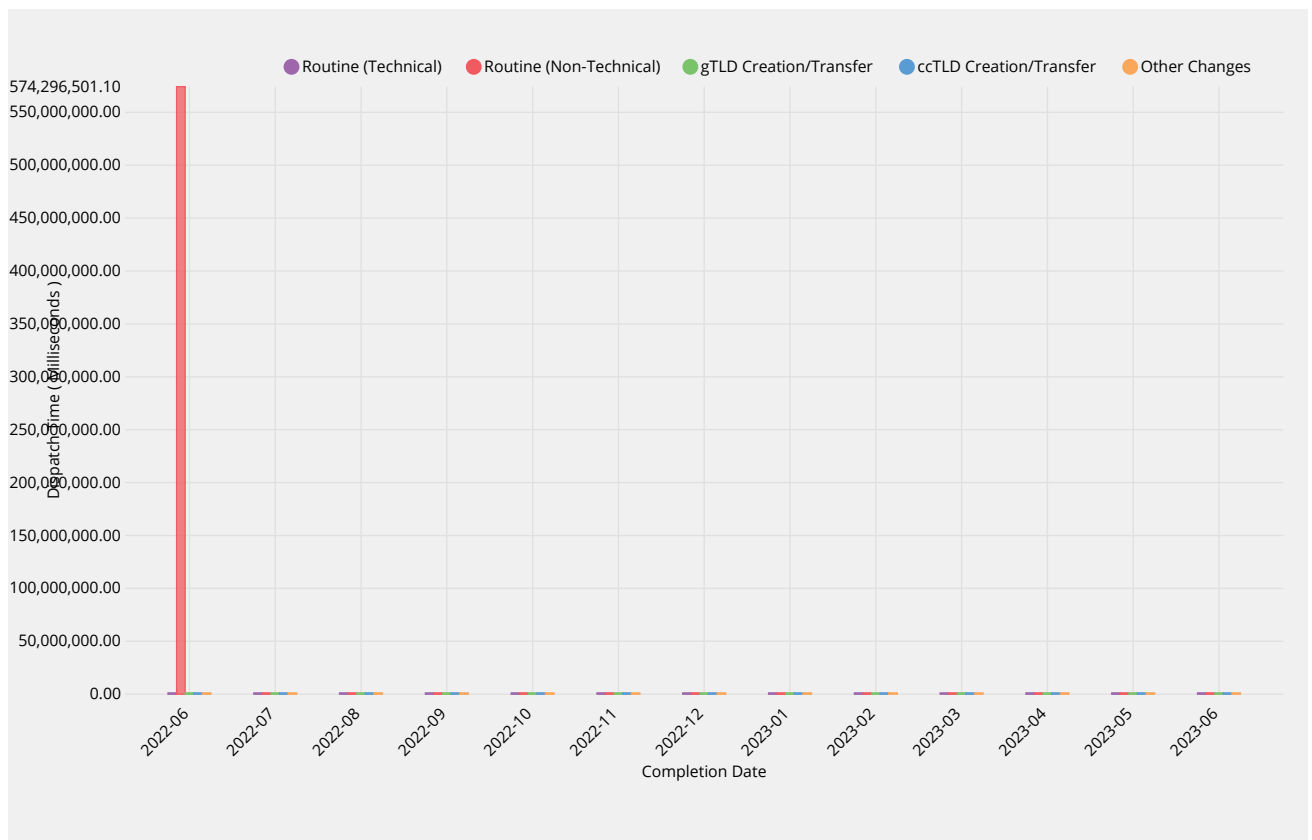
ccTLD Creation/Transfer	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Supplemental Test Count	0	0	0	0	0	1	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	0.10m	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	0.10m	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	0.10m	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	0.10m	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	0.00m	—	—	—	—	—	—	—

Other Changes	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Response Time	—	—	—	—	—	—	0.46m	0.38m	—	—	—	—	—
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	1	1	0	0	0	0	0
Mean Time	—	—	—	—	—	—	0.46m	0.38m	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	0.46m	0.38m	—	—	—	—	—
Longest Time	—	—	—	—	—	—	0.46m	0.38m	—	—	—	—	—
Median Time	—	—	—	—	—	—	0.46m	0.38m	—	—	—	—	—
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.



Routine (Technical)	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Dispatch	2.00ms	2.00ms	3.00ms	2.00ms	3.10ms	3.40ms	1273.60ms	3159.20ms	2906.10ms	2102.80ms	3115.08ms	3419.21ms	3182.59ms

Routine (Technical)	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
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%
Email Count	63	290	41	34	30	53	77	29	32	37	22	65	46
Mean Time	5597509.54ms	0.98ms	1.27ms	0.91ms	1.23ms	1.32ms	194.92ms	1470.10ms	1391.47ms	1231.27ms	1681.59ms	1568.31ms	1352.69ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	100.00ms	358.00ms	140.00ms	115.00ms	559.54ms	97.73ms
Longest Time	352643033.00ms	14.00ms	6.00ms	2.00ms	7.00ms	10.00ms	5764.00ms	4032.00ms	3401.00ms	6983.00ms	3185.47ms	6096.44ms	4276.89ms
Median Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1238.00ms	1165.50ms	1152.00ms	1703.00ms	1209.28ms	1168.09ms
PStDev Time	44074825.55ms	1.20ms	1.06ms	0.61ms	1.33ms	1.49ms	799.88ms	790.40ms	660.47ms	1061.76ms	885.26ms	932.55ms	889.96ms

Routine (Non-Technical)	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Dispatch Time	574296501.10ms	2.45ms	2.00ms	2.00ms	1.90ms	3.00ms	680.50ms	2081.75ms	2042.95ms	2302.70ms	1871.60ms	3433.71ms	1424.09ms
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	39	32	83	14	23	60	28	26	28	54	17	39	65
Mean Time	69396578.77ms	1.47ms	1.27ms	1.29ms	1.00ms	1.58ms	177.86ms	517.42ms	448.79ms	649.39ms	851.81ms	750.38ms	389.52ms
Shortest Time	0.00ms	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms	0.00ms	84.00ms	71.00ms	79.00ms	105.00ms	106.09ms	91.46ms
Longest Time	752305256.00ms	6.00ms	6.00ms	2.00ms	3.00ms	3.00ms	2236.00ms	2814.00ms	2750.00ms	6595.00ms	2962.00ms	4713.54ms	3834.99ms
Median Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	2.00ms	2.00ms	270.50ms	150.00ms	215.50ms	668.00ms	273.79ms	190.50ms
PStDev Time	195107145.84ms	1.00ms	0.76ms	0.45ms	0.59ms	0.67ms	441.65ms	663.64ms	687.21ms	1069.32ms	732.25ms	1130.91ms	593.25ms

gTLD Creation/Transfer	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Dispatch Time	2.00ms	1.95ms	5.00ms	2.00ms	2.00ms	—	75.00ms	—	86.00ms	206.00ms	—	—	386.45ms
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	3	2	6	1	1	0	1	0	1	1	0	0	6
Mean Time	1.67ms	1.50ms	1.83ms	2.00ms	2.00ms	—	75.00ms	—	86.00ms	206.00ms	—	—	185.95ms
Shortest Time	1.00ms	1.00ms	0.00ms	2.00ms	2.00ms	—	75.00ms	—	86.00ms	206.00ms	—	—	85.09ms
Longest Time	2.00ms	2.00ms	6.00ms	2.00ms	2.00ms	—	75.00ms	—	86.00ms	206.00ms	—	—	450.03ms
Median Time	2.00ms	1.50ms	1.50ms	2.00ms	2.00ms	—	75.00ms	—	86.00ms	206.00ms	—	—	149.38ms
PStDev Time	0.47ms	0.50ms	2.03ms	0.00ms	0.00ms	—	0.00ms	—	0.00ms	0.00ms	—	—	125.65ms

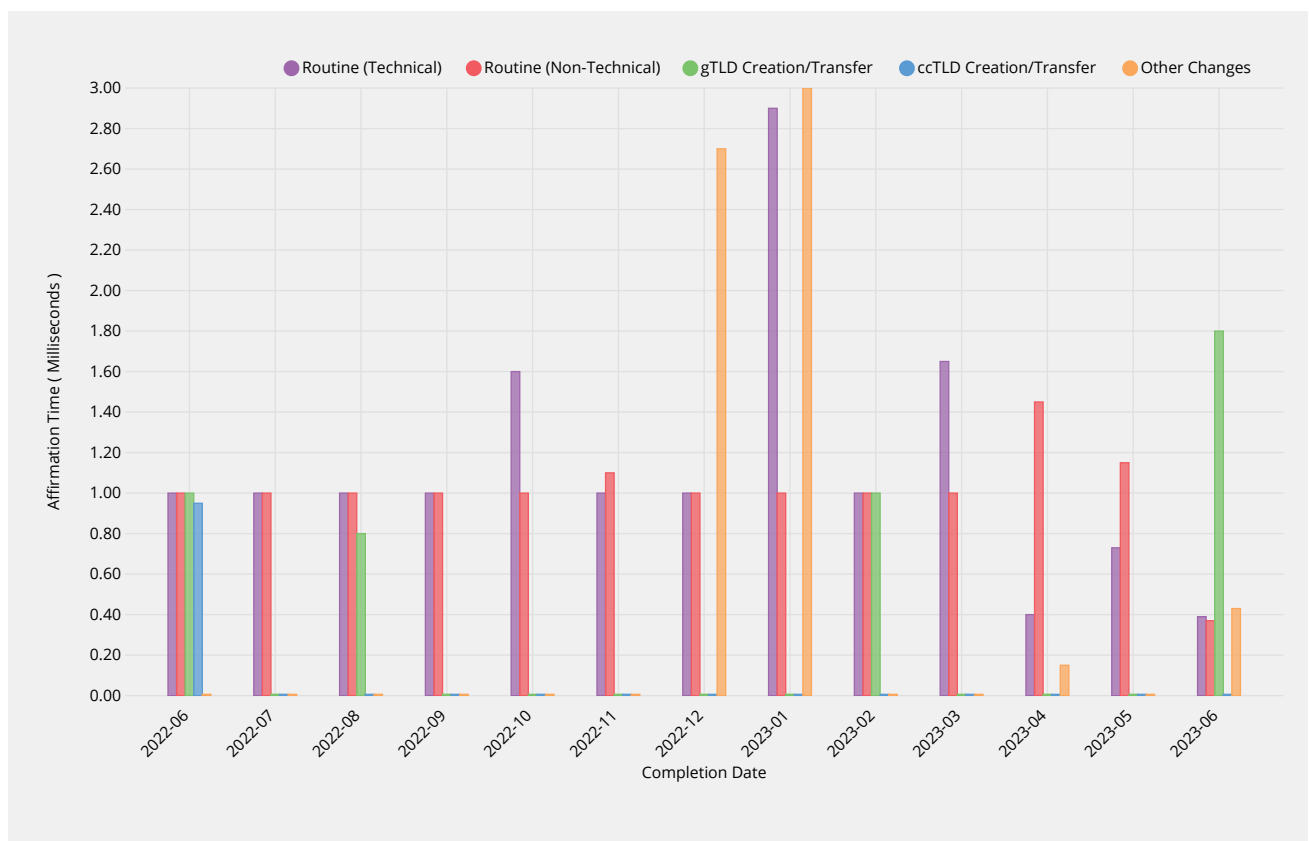
ccTLD Creation/Transfer	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Dispatch Time	3.00ms	—	—	—	—	1.00ms	—	414.00ms	—	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
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	2	0	0	0	0	2	0	1	0	0	0	0	0
Mean Time	3.00ms	—	—	—	—	1.00ms	—	414.00ms	—	—	—	—	—
Shortest Time	3.00ms	—	—	—	—	1.00ms	—	414.00ms	—	—	—	—	—

ccTLD Creation/ Transfer	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Longest Time	3.00ms	—	—	—	—	1.00ms	—	414.00ms	—	—	—	—	—
Median Time	3.00ms	—	—	—	—	1.00ms	—	414.00ms	—	—	—	—	—
PStDev Time	0.00ms	—	—	—	—	0.00ms	—	0.00ms	—	—	—	—	—

Other Changes	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Dispatch Time	—	—	—	—	—	—	2008.80ms	1861.00ms	—	—	1899.02ms	—	289.19ms
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	0	0	3	1	0	0	1	0	9
Mean Time	—	—	—	—	—	—	1104.67ms	1861.00ms	—	—	1899.02ms	—	173.18ms
Shortest Time	—	—	—	—	—	—	2.00ms	1861.00ms	—	—	1899.02ms	—	98.30ms
Longest Time	—	—	—	—	—	—	2097.00ms	1861.00ms	—	—	1899.02ms	—	316.27ms
Median Time	—	—	—	—	—	—	1215.00ms	1861.00ms	—	—	1899.02ms	—	188.02ms
PStDev Time	—	—	—	—	—	—	858.83ms	0.00ms	—	—	0.00ms	—	70.77ms

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.60ms	1.00ms	1.00ms	2.90ms	1.00ms	1.65ms	0.40ms	0.73ms	0.39ms
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	62	289	39	33	29	53	69	22	28	28	22	66	45
Mean Time	0.24ms	0.26ms	0.18ms	0.27ms	0.34ms	0.21ms	0.32ms	0.64ms	0.14ms	0.36ms	0.19ms	0.36ms	0.22ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.12ms	0.10ms

Routine (Technical)	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Longest Time	1.00ms	33.00ms	2.00ms	1.00ms	3.00ms	1.00ms	2.00ms	3.00ms	1.00ms	3.00ms	1.00ms	1.59ms	0.45ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.17ms	0.28ms	0.21ms
PStDev Time	0.43ms	1.96ms	0.45ms	0.45ms	0.71ms	0.41ms	0.50ms	0.88ms	0.35ms	0.72ms	0.21ms	0.28ms	0.08ms

Routine (Non-Technical)	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.10ms	1.00ms	1.00ms	1.00ms	1.00ms	1.45ms	1.15ms	0.37ms
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	33	28	81	9	21	59	21	21	28	47	12	37	63
Mean Time	0.27ms	0.14ms	0.22ms	0.44ms	0.10ms	0.49ms	0.29ms	0.29ms	0.21ms	0.30ms	0.46ms	0.57ms	0.26ms
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	0.12ms
Longest Time	1.00ms	2.00ms	4.00ms	1.00ms	1.00ms	10.00ms	1.00ms	1.00ms	1.00ms	1.00ms	2.00ms	4.52ms	1.20ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.17ms	0.32ms	0.24ms
PStDev Time	0.45ms	0.44ms	0.63ms	0.50ms	0.29ms	1.36ms	0.45ms	0.45ms	0.41ms	0.46ms	0.61ms	0.74ms	0.14ms

gTLD Creation/Transfer	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Affirmation Time	1.00ms	0.00ms	0.80ms	0.00ms	0.00ms	—	—	—	1.00ms	0.00ms	—	—	1.80ms
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	3	2	5	1	1	0	0	0	1	1	0	0	6
Mean Time	0.67ms	0.00ms	0.20ms	0.00ms	0.00ms	—	—	—	1.00ms	0.00ms	—	—	0.97ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	—	—	—	1.00ms	0.00ms	—	—	0.34ms
Longest Time	1.00ms	0.00ms	1.00ms	0.00ms	0.00ms	—	—	—	1.00ms	0.00ms	—	—	1.92ms
Median Time	1.00ms	0.00ms	0.00ms	0.00ms	0.00ms	—	—	—	1.00ms	0.00ms	—	—	0.85ms
PStDev Time	0.47ms	0.00ms	0.40ms	0.00ms	0.00ms	—	—	—	0.00ms	0.00ms	—	—	0.58ms

ccTLD Creation/Transfer	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Affirmation Time	0.95ms	—	—	—	—	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	2	0	0	0	0	2	0	1	0	0	0	0	0
Mean Time	0.50ms	—	—	—	—	0.00ms	—	0.00ms	—	—	—	—	—
Shortest Time	0.00ms	—	—	—	—	0.00ms	—	0.00ms	—	—	—	—	—
Longest Time	1.00ms	—	—	—	—	0.00ms	—	0.00ms	—	—	—	—	—
Median Time	0.50ms	—	—	—	—	0.00ms	—	0.00ms	—	—	—	—	—
PStDev Time	0.50ms	—	—	—	—	0.00ms	—	0.00ms	—	—	—	—	—

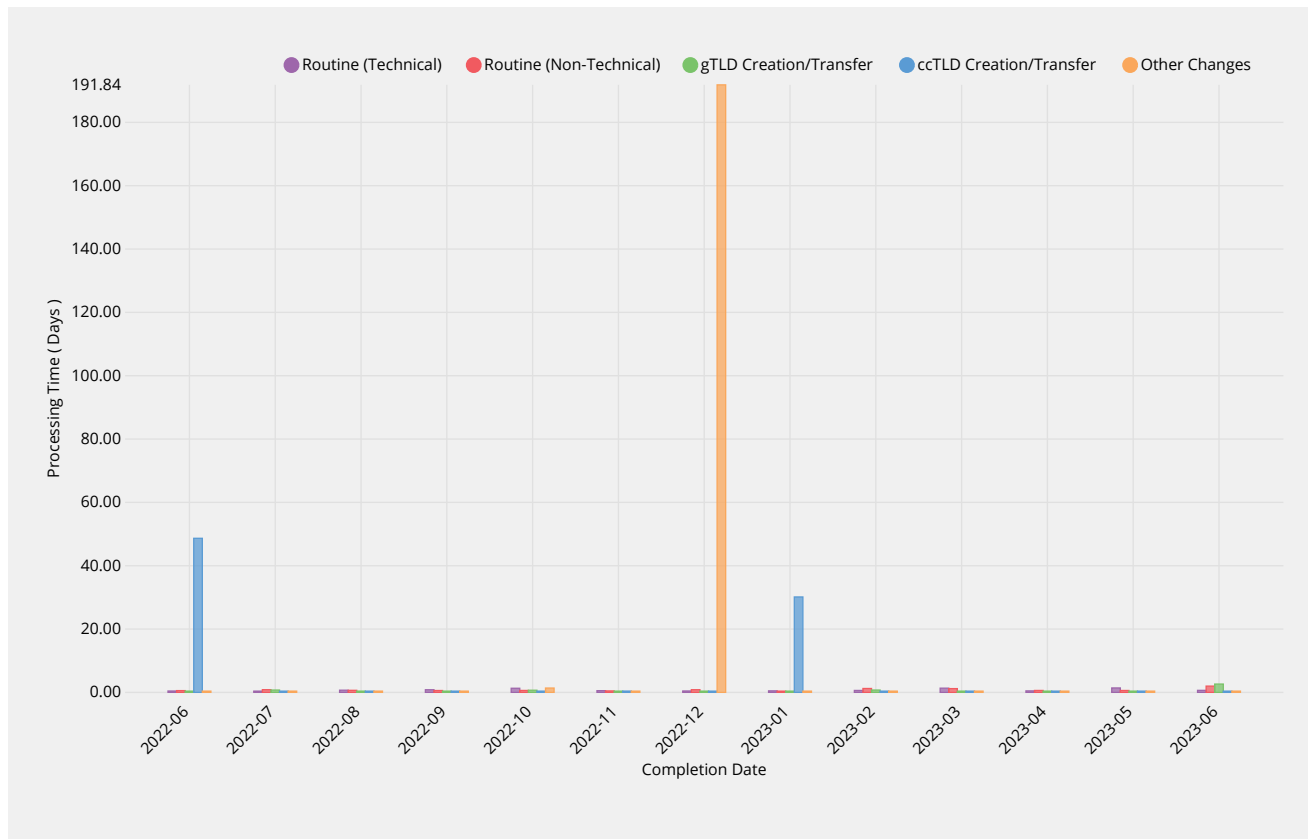
Other Changes	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Affirmation Time	—	—	—	—	0.00ms	0.00ms	2.70ms	3.00ms	—	—	0.15ms	—	0.43ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	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	1	4	1	0	0	1	0	9
Mean Time	—	—	—	—	0.00ms	0.00ms	1.00ms	3.00ms	—	—	0.15ms	—	0.23ms
Shortest Time	—	—	—	—	0.00ms	0.00ms	0.00ms	3.00ms	—	—	0.15ms	—	0.12ms
Longest Time	—	—	—	—	0.00ms	0.00ms	3.00ms	3.00ms	—	—	0.15ms	—	0.50ms
Median Time	—	—	—	—	0.00ms	0.00ms	0.50ms	3.00ms	—	—	0.15ms	—	0.19ms
PStDev Time	—	—	—	—	0.00ms	0.00ms	1.22ms	0.00ms	—	—	0.00ms	—	0.12ms



# Staff Processing

## Validation and Reviews

Time to complete all other validations and reviews by IANA Functions Operator and release request for implementation.



Routine (Technical)	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Processing Time	0.45d	0.29d	0.71d	0.85d	1.32d	0.56d	0.46d	0.50d	0.63d	1.35d	0.49d	1.42d	0.66d
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	62	289	39	33	30	53	69	21	28	28	22	66	45
Mean Time	0.19d	0.09d	0.36d	0.35d	0.49d	0.38d	0.25d	0.34d	0.37d	0.64d	0.33d	0.48d	0.32d
Shortest Time	0.00d	0.00d	0.00d	0.02d	0.00d	0.03d	0.00d	0.01d	0.01d	0.04d	0.04d	0.01d	0.02d
Longest Time	2.13d	4.73d	2.07d	2.56d	2.57d	2.86d	3.56d	1.32d	1.24d	2.26d	2.32d	1.43d	1.63d
Median Time	0.00d	0.00d	0.16d	0.10d	0.17d	0.32d	0.00d	0.30d	0.37d	0.44d	0.25d	0.40d	0.15d
PStDev Time	0.39d	0.35d	0.47d	0.51d	0.69d	0.41d	0.65d	0.29d	0.27d	0.54d	0.47d	0.44d	0.33d

Routine (Non-Technical)	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Processing Time	0.58d	0.87d	0.67d	0.61d	0.63d	0.48d	0.86d	0.33d	1.25d	1.21d	0.63d	0.62d	2.00d
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	32	28	80	9	21	57	21	21	28	45	11	33	61
Mean Time	0.35d	0.27d	0.22d	0.27d	0.39d	0.25d	0.41d	0.15d	0.58d	0.45d	0.28d	0.28d	0.72d
Shortest Time	0.02d	0.00d	0.01d	0.01d	0.02d	0.01d	0.01d	0.00d	0.01d	0.01d	0.02d	0.00d	0.05d
Longest Time	2.04d	2.11d	1.27d	0.94d	2.40d	2.80d	1.41d	0.41d	2.41d	1.39d	0.66d	3.06d	2.00d
Median Time	0.38d	0.04d	0.04d	0.10d	0.25d	0.11d	0.26d	0.07d	0.42d	0.11d	0.25d	0.11d	0.15d
PStDev Time	0.36d	0.50d	0.29d	0.31d	0.57d	0.49d	0.39d	0.14d	0.53d	0.48d	0.24d	0.57d	0.85d

gTLD Creation/Transfer	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Processing Time	0.09d	0.76d	0.12d	0.22d	0.70d	—	—	—	0.76d	0.09d	—	—	2.65d
Monthly Threshold	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d
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	3	2	5	1	1	0	0	0	1	1	0	0	6
Mean Time	0.07d	0.76d	0.10d	0.22d	0.70d	—	—	—	0.76d	0.09d	—	—	2.22d
Shortest Time	0.03d	0.76d	0.08d	0.22d	0.70d	—	—	—	0.76d	0.09d	—	—	0.09d
Longest Time	0.09d	0.76d	0.14d	0.22d	0.70d	—	—	—	0.76d	0.09d	—	—	2.65d
Median Time	0.08d	0.76d	0.09d	0.22d	0.70d	—	—	—	0.76d	0.09d	—	—	2.65d
PStDev Time	0.03d	0.00d	0.02d	0.00d	0.00d	—	—	—	0.00d	0.00d	—	—	0.95d

ccTLD Creation/Transfer	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Processing Time	48.67d	—	—	—	—	0.43d	—	30.15d	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	2	0	0	0	0	1	0	1	0	0	0	0	0
Mean Time	48.67d	—	—	—	—	0.43d	—	30.15d	—	—	—	—	—
Shortest Time	48.67d	—	—	—	—	0.43d	—	30.15d	—	—	—	—	—
Longest Time	48.67d	—	—	—	—	0.43d	—	30.15d	—	—	—	—	—
Median Time	48.67d	—	—	—	—	0.43d	—	30.15d	—	—	—	—	—
PStDev Time	0.00d	—	—	—	—	0.00d	—	0.00d	—	—	—	—	—

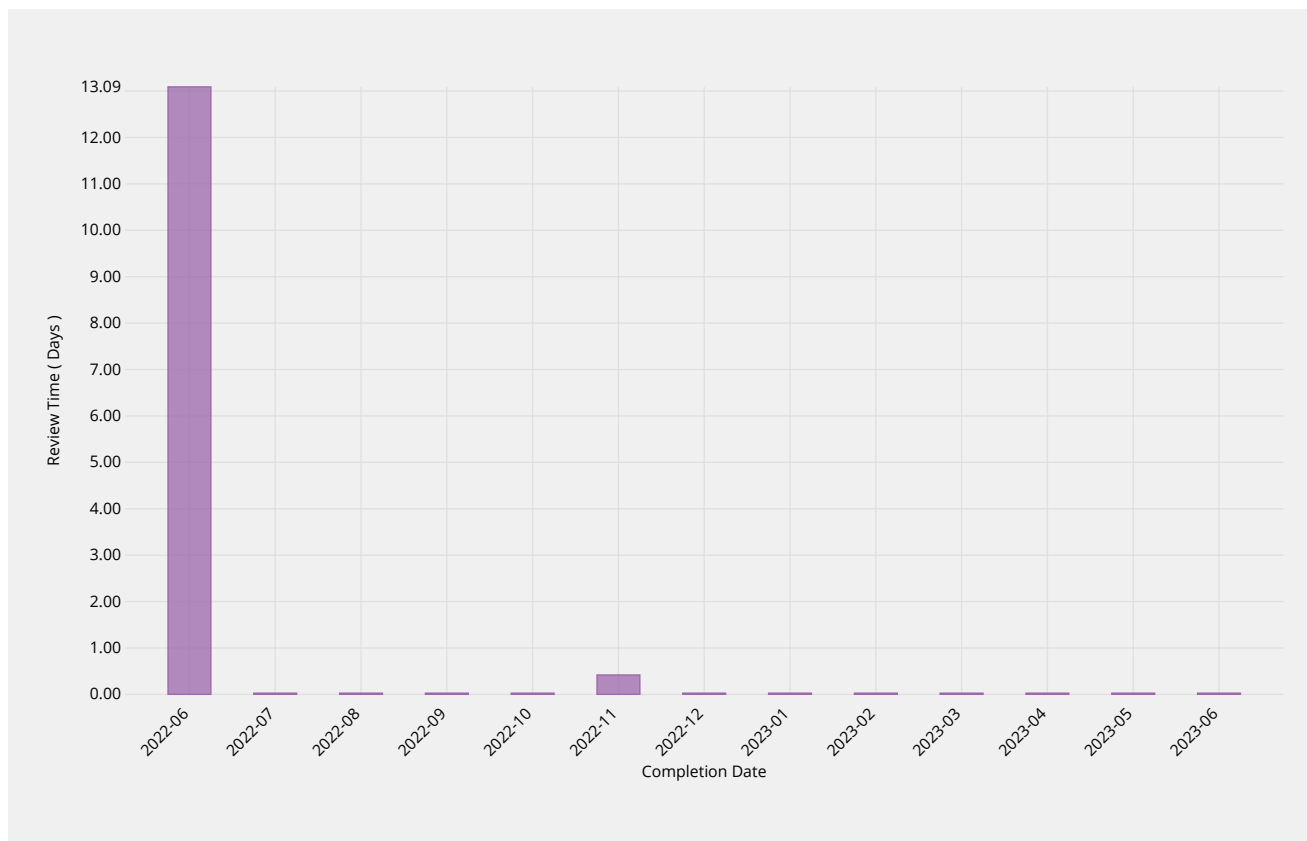
Other Changes	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Processing Time	—	—	—	—	1.39d	0.05d	191.84d	0.03d	—	—	0.15d	—	0.13d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	2	1	4	1	0	0	1	0	9
Mean Time	—	—	—	—	0.71d	0.05d	48.01d	0.03d	—	—	0.15d	—	0.09d
Shortest Time	—	—	—	—	0.04d	0.05d	0.00d	0.03d	—	—	0.15d	—	0.04d
Longest Time	—	—	—	—	1.39d	0.05d	191.84d	0.03d	—	—	0.15d	—	0.13d
Median Time	—	—	—	—	0.71d	0.05d	0.11d	0.03d	—	—	0.15d	—	0.13d
PStDev Time	—	—	—	—	0.67d	0.00d	83.04d	0.00d	—	—	0.00d	—	0.04d



## ccTLD Creation/Transfer

### Submission Review

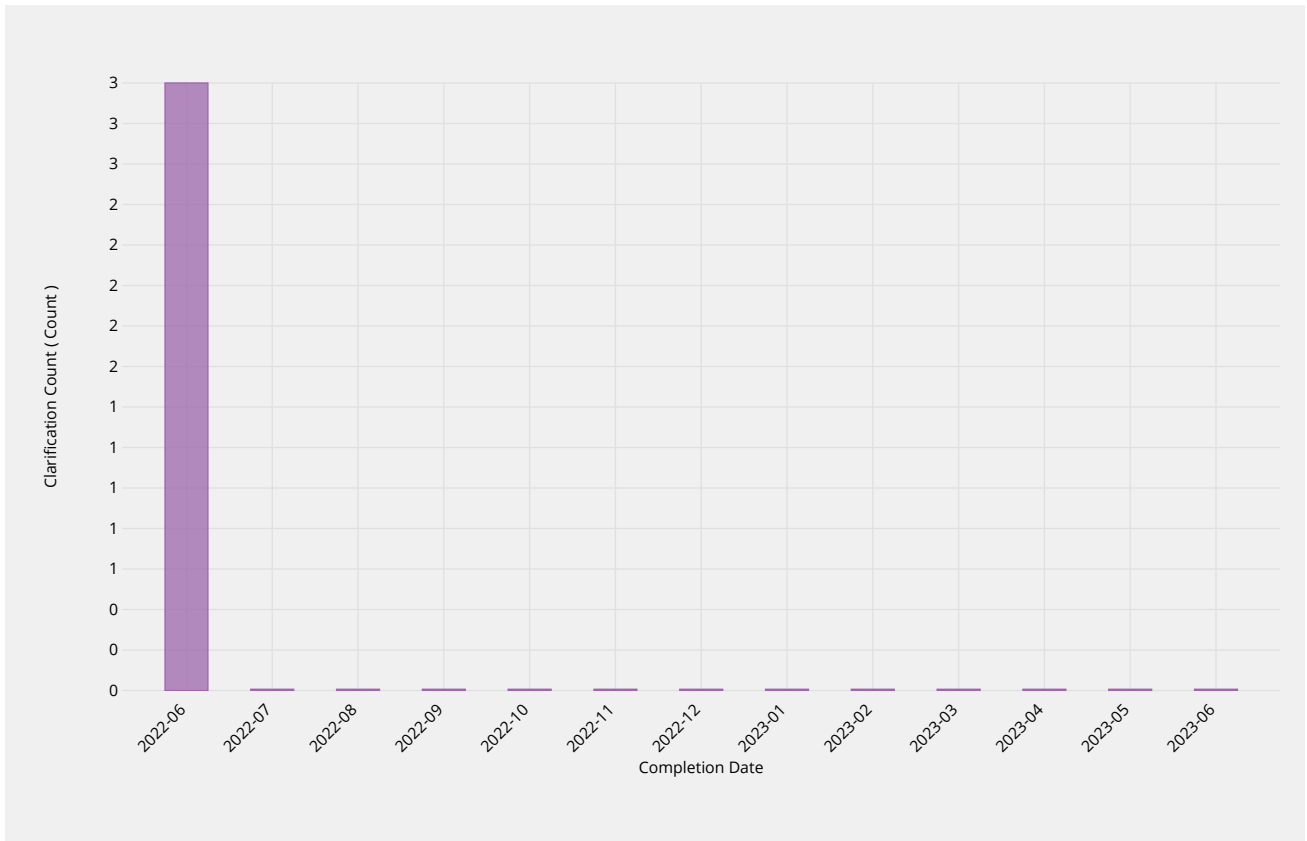
Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.



Staff Review	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Review Time	13.09d	—	—	—	—	0.42d	—	—	—	—	—	—	—
Monthly Threshold	14d	14d	14d	14d	14d	14d	14d	14d	14d	14d	14d	14d	14d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Review Count	4	0	0	0	0	1	0	0	0	0	0	0	0
Mean Time	12.37d	—	—	—	—	0.42d	—	—	—	—	—	—	—
Shortest Time	11.66d	—	—	—	—	0.42d	—	—	—	—	—	—	—
Longest Time	13.09d	—	—	—	—	0.42d	—	—	—	—	—	—	—
Median Time	12.37d	—	—	—	—	0.42d	—	—	—	—	—	—	—
PStDev Time	0.71d	—	—	—	—	0.00d	—	—	—	—	—	—	—

## Requester Clarification

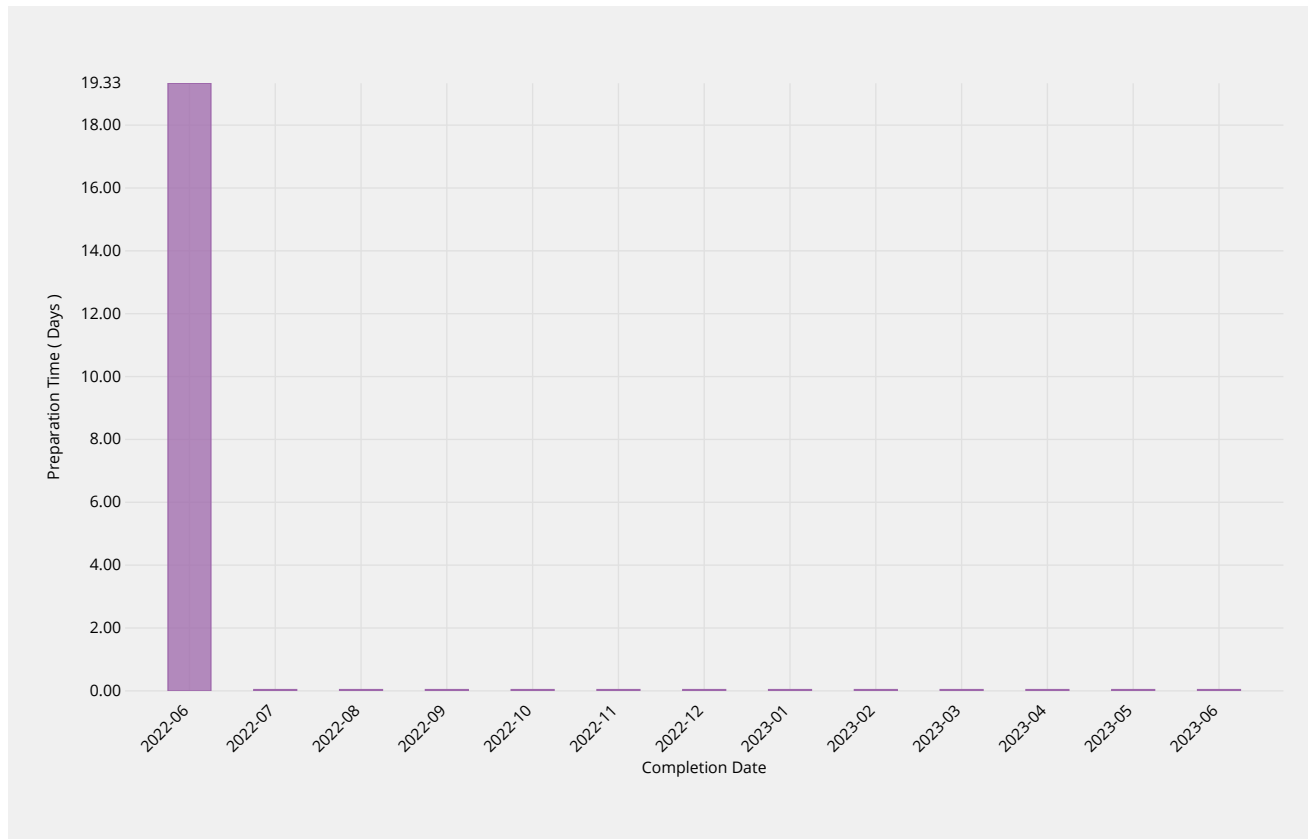
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Clarification Count	3	—	—	—	—	0	—	0	—	—	—	—	—
Request Count	2	0	0	0	0	2	0	1	0	0	0	0	0
Lowest Count	1	—	—	—	—	0	—	0	—	—	—	—	—
Highest Count	2	—	—	—	—	0	—	0	—	—	—	—	—

## Report Preparation

Time it takes for staff to prepare a delegation or transfer report to be submitted for review and publication.



Report Preparation	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Preparation Time	19.33d	—	—	—	—	0.00d	—	—	—	—	—	—	—
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Report Count	2	0	0	0	0	1	0	0	0	0	0	0	0
Mean Time	19.32d	—	—	—	—	0.00d	—	—	—	—	—	—	—
Shortest Time	19.32d	—	—	—	—	0.00d	—	—	—	—	—	—	—
Longest Time	19.33d	—	—	—	—	0.00d	—	—	—	—	—	—	—
Median Time	19.32d	—	—	—	—	0.00d	—	—	—	—	—	—	—
PStDev Time	0.00d	—	—	—	—	0.00d	—	—	—	—	—	—	—







Routine (Technical)	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Notification Count	62	289	39	33	29	53	69	21	28	28	22	66	44
Mean Time	0.23s	0.26s	0.29s	0.26s	0.24s	0.40s	0.47s	2.44s	1.32s	1.36s	1.96s	2.39s	1.32s
Shortest Time	0.13s	0.14s	0.16s	0.13s	0.13s	0.25s	0.21s	1.10s	1.08s	0.16s	0.14s	0.28s	0.17s
Longest Time	0.53s	0.44s	0.67s	0.59s	0.56s	0.84s	2.15s	11.99s	2.52s	5.68s	9.28s	8.61s	2.51s
Median Time	0.19s	0.27s	0.23s	0.20s	0.19s	0.36s	0.35s	1.22s	1.19s	1.21s	1.42s	1.39s	1.26s
PStDev Time	0.08s	0.06s	0.13s	0.12s	0.12s	0.14s	0.35s	2.84s	0.36s	0.90s	1.90s	1.87s	0.50s

Routine (Non-Technical)	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Notification Time	0.35s	0.38s	0.35s	0.34s	0.30s	0.47s	2.79s	0.73s	0.82s	2.47s	1.78s	7.48s	0.70s
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	32	26	80	9	21	57	21	21	28	45	11	33	61
Mean Time	0.23s	0.23s	0.22s	0.26s	0.21s	0.33s	0.81s	0.38s	0.24s	0.45s	0.87s	1.27s	0.29s
Shortest Time	0.14s	0.14s	0.14s	0.17s	0.14s	0.20s	0.10s	0.08s	0.07s	0.07s	0.20s	0.12s	0.08s
Longest Time	0.58s	0.39s	0.49s	0.35s	0.32s	0.51s	6.15s	4.34s	1.19s	2.92s	1.83s	9.26s	3.19s
Median Time	0.20s	0.20s	0.19s	0.28s	0.19s	0.31s	0.36s	0.15s	0.16s	0.13s	0.33s	0.31s	0.12s
PStDev Time	0.09s	0.08s	0.07s	0.06s	0.06s	0.08s	1.35s	0.89s	0.26s	0.71s	0.69s	2.31s	0.46s

gTLD Creation/Transfer	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Notification Time	0.28s	0.29s	0.32s	0.36s	0.30s	—	—	—	0.15s	0.09s	—	—	0.47s
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	3	2	5	1	1	0	0	0	1	1	0	0	6
Mean Time	0.23s	0.23s	0.26s	0.36s	0.30s	—	—	—	0.15s	0.09s	—	—	0.20s
Shortest Time	0.14s	0.16s	0.20s	0.36s	0.30s	—	—	—	0.15s	0.09s	—	—	0.07s
Longest Time	0.28s	0.30s	0.33s	0.36s	0.30s	—	—	—	0.15s	0.09s	—	—	0.52s
Median Time	0.26s	0.23s	0.24s	0.36s	0.30s	—	—	—	0.15s	0.09s	—	—	0.10s
PStDev Time	0.06s	0.07s	0.05s	0.00s	0.00s	—	—	—	0.00s	0.00s	—	—	0.16s

ccTLD Creation/Transfer	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Notification Time	0.27s	—	—	—	—	0.43s	—	—	—	—	—	—	—
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	2	0	0	0	0	1	0	0	0	0	0	0	0
Mean Time	0.24s	—	—	—	—	0.43s	—	—	—	—	—	—	—
Shortest Time	0.20s	—	—	—	—	0.43s	—	—	—	—	—	—	—
Longest Time	0.28s	—	—	—	—	0.43s	—	—	—	—	—	—	—
Median Time	0.24s	—	—	—	—	0.43s	—	—	—	—	—	—	—
PStDev Time	0.04s	—	—	—	—	0.00s	—	—	—	—	—	—	—

Other Changes	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Notification Time	—	—	—	—	0.23s	0.27s	1.21s	1.20s	—	—	6.16s	—	3.96s
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	1	3	1	0	0	1	0	9
Mean Time	—	—	—	—	0.22s	0.27s	0.61s	1.20s	—	—	6.16s	—	1.79s
Shortest Time	—	—	—	—	0.21s	0.27s	0.24s	1.20s	—	—	6.16s	—	0.76s
Longest Time	—	—	—	—	0.23s	0.27s	1.31s	1.20s	—	—	6.16s	—	4.68s
Median Time	—	—	—	—	0.22s	0.27s	0.30s	1.20s	—	—	6.16s	—	1.22s
PStDev Time	—	—	—	—	0.01s	0.00s	0.49s	0.00s	—	—	0.00s	—	1.17s



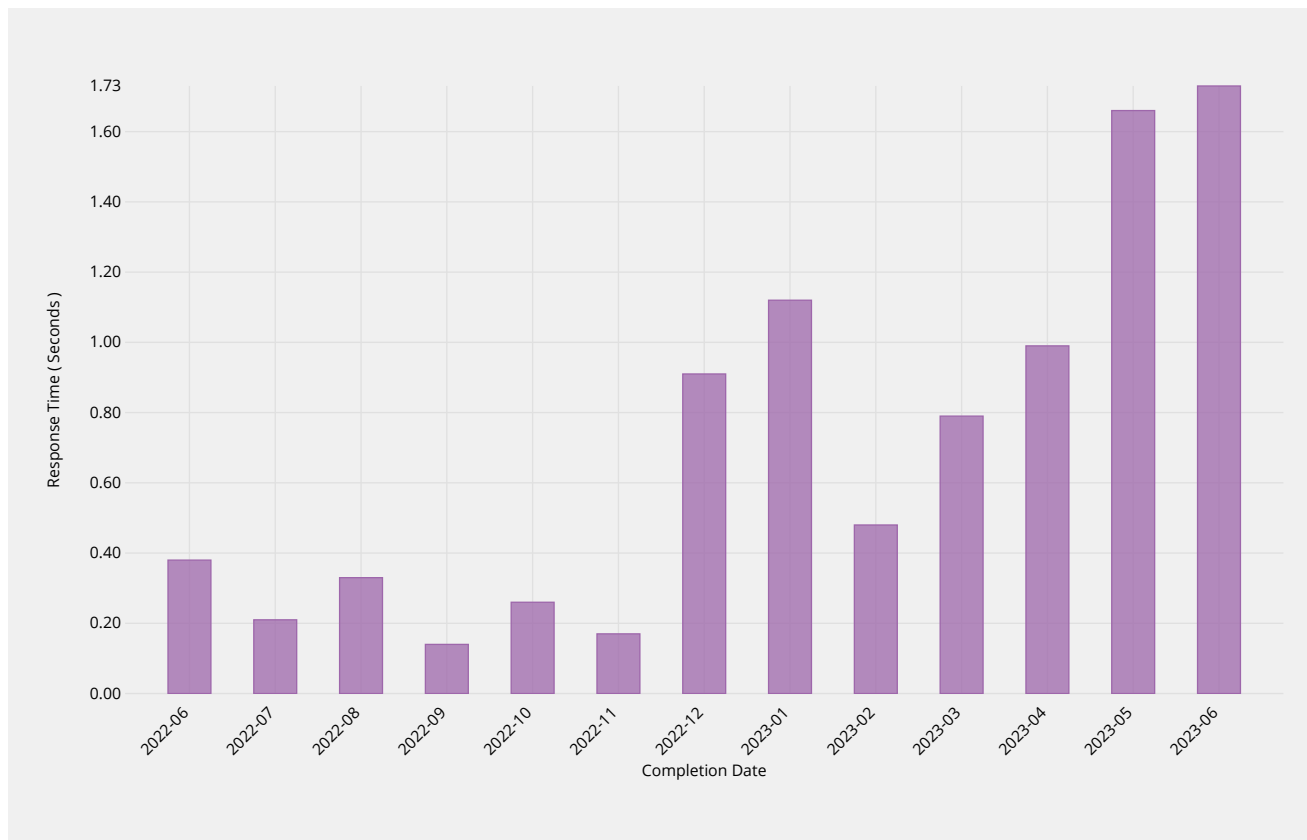






## Credential Recovery

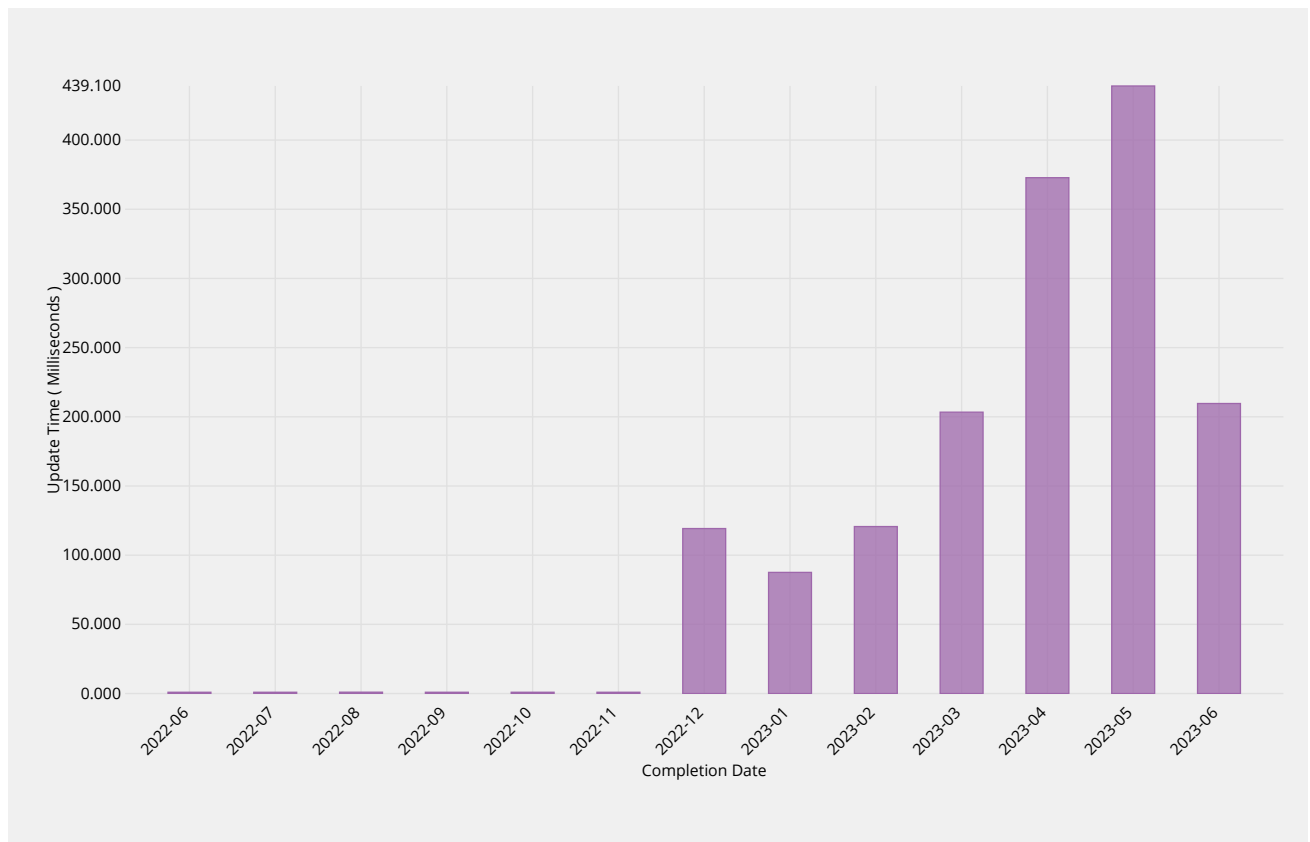
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Response Time	0.38s	0.21s	0.33s	0.14s	0.26s	0.17s	0.91s	1.12s	0.48s	0.79s	0.99s	1.66s	1.73s
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	6	3	20	3	13	10	43	16	19	30	11	13	17
Mean Time	0.20s	0.14s	0.17s	0.12s	0.14s	0.09s	0.28s	0.38s	0.17s	0.20s	0.58s	0.71s	0.52s
Shortest Time	0.05s	0.07s	0.02s	0.08s	0.02s	0.05s	0.02s	0.05s	0.04s	0.05s	0.06s	0.13s	0.05s
Longest Time	0.43s	0.22s	0.83s	0.14s	0.27s	0.18s	1.47s	1.77s	0.94s	1.03s	1.00s	2.24s	5.07s
Median Time	0.17s	0.13s	0.12s	0.13s	0.14s	0.07s	0.15s	0.16s	0.12s	0.12s	0.56s	0.66s	0.21s
PStDev Time	0.12s	0.06s	0.17s	0.03s	0.08s	0.04s	0.30s	0.45s	0.21s	0.24s	0.38s	0.60s	1.15s

## Credential Change

Time to implement new password within the system.



Credential Change	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Update Time	1.750ms	0.900ms	2.450ms	0.900ms	2.800ms	1.700ms	482.196ms	95.100ms	278.350ms	587.500ms	1212.000ms	1296.275ms	676.389ms
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	6	3	18	3	13	7	19	7	10	19	11	12	12
Mean Time	0.833ms	0.333ms	1.000ms	0.333ms	0.538ms	0.714ms	119.256ms	87.571ms	120.700ms	203.368ms	372.817ms	439.100ms	209.628ms
Shortest Time	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	78.000ms	81.000ms	78.000ms	92.696ms	88.862ms	86.985ms
Longest Time	2.000ms	1.000ms	5.000ms	1.000ms	4.000ms	2.000ms	911.000ms	96.000ms	430.000ms	952.000ms	1896.000ms	1455.310ms	932.409ms
Median Time	1.000ms	0.000ms	1.000ms	0.000ms	0.000ms	1.000ms	86.222ms	89.000ms	87.000ms	94.000ms	119.264ms	118.197ms	113.657ms
PStDev Time	0.687ms	0.471ms	1.202ms	0.471ms	1.151ms	0.700ms	209.450ms	6.044ms	103.152ms	231.748ms	511.476ms	471.691ms	239.064ms







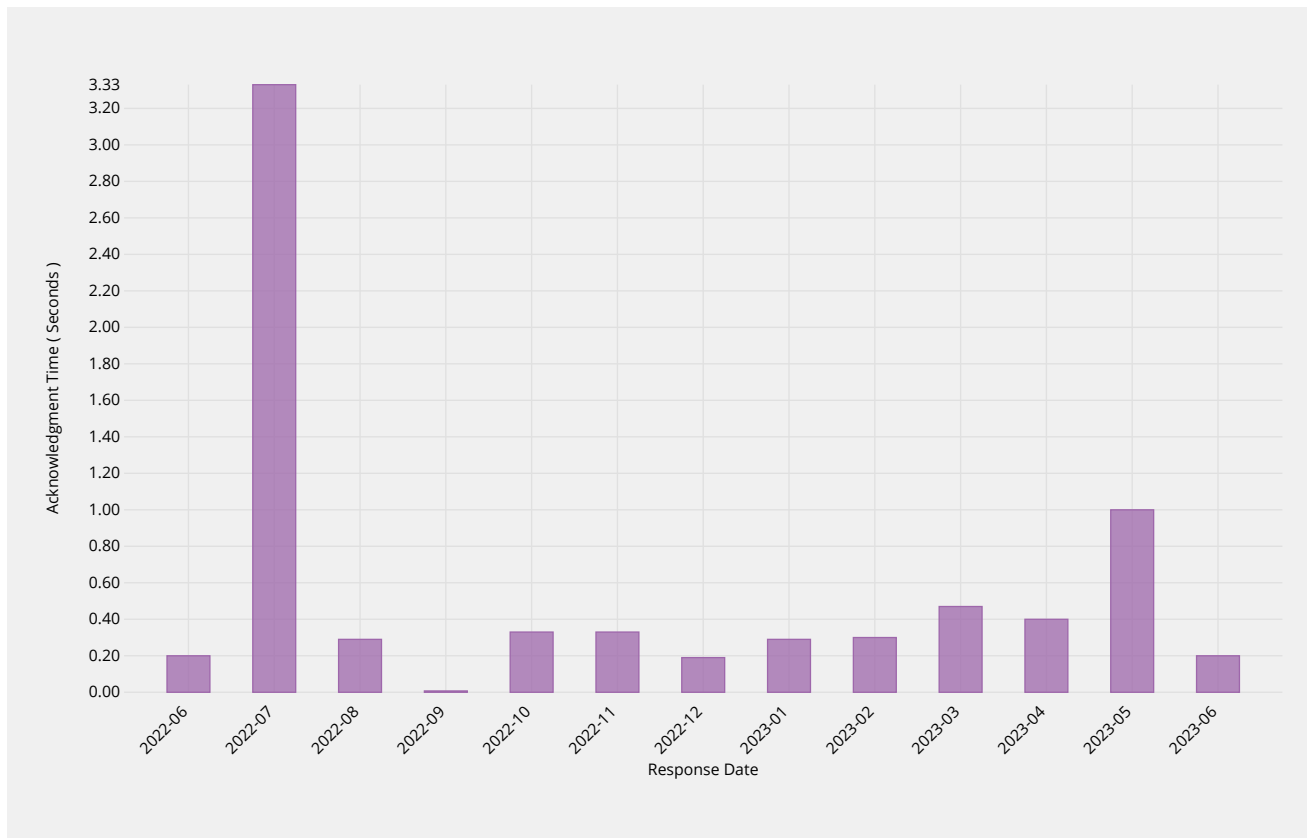
ccTLD Creation/Transfer	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	2	0	0	0	0	1	0	0	0	0	0	0	0

Other Changes	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
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	1	3	1	0	0	1	0	9

## Enquiry Processing

### Time to acknowledge

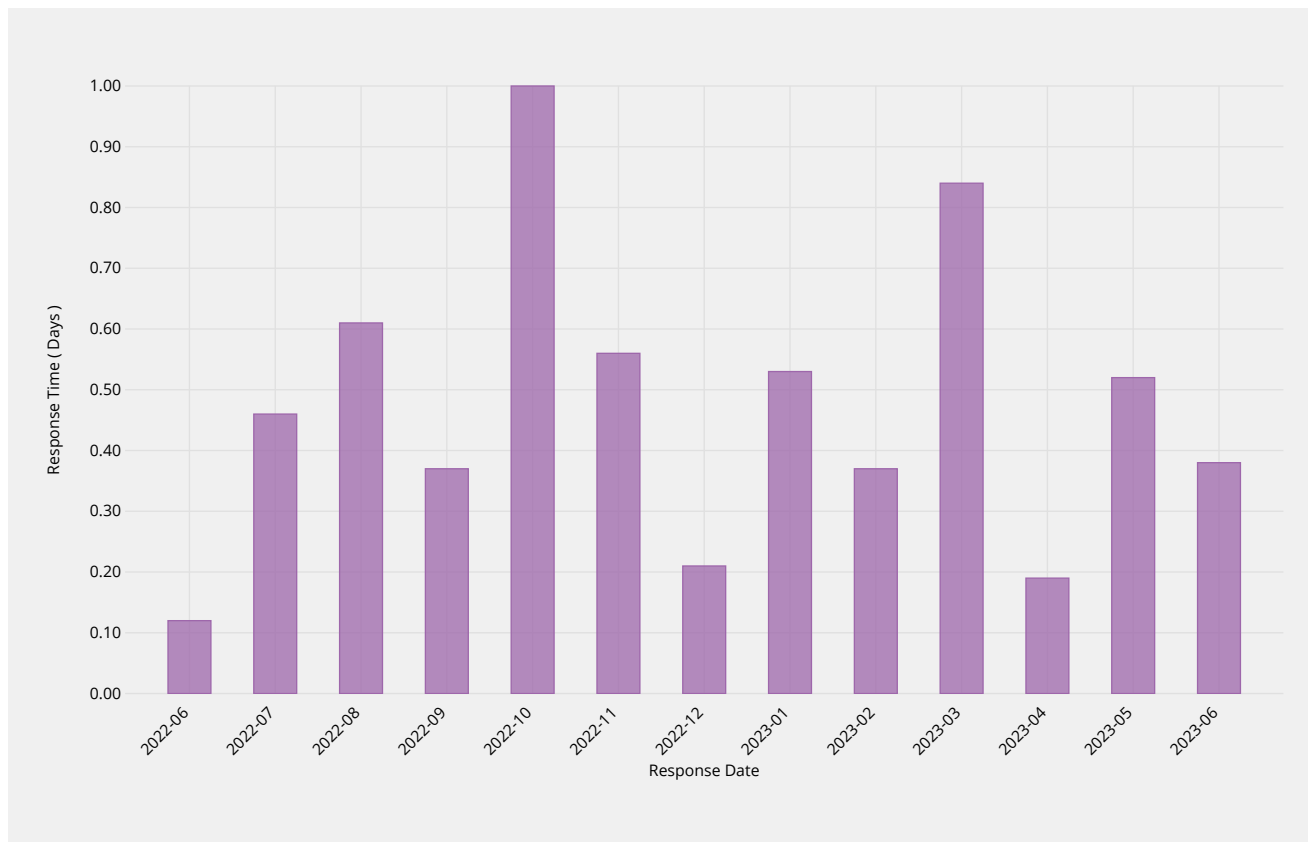
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Acknowledgment Time	0.80s	14.50s	1.00s	0.00s	0.90s	0.90s	1.00s	1.00s	1.00s	1.30s	1.00s	4.80s	0.80s
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	5	6	7	4	3	3	16	7	10	15	5	13	5
Mean Time	0.20s	3.33s	0.29s	0.00s	0.33s	0.33s	0.19s	0.29s	0.30s	0.47s	0.40s	1.00s	0.20s
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	0.00s
Longest Time	1.00s	19.00s	1.00s	0.00s	1.00s	1.00s	1.00s	1.00s	1.00s	2.00s	1.00s	9.00s	1.00s
Median 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	0.00s
PStDev Time	0.40s	7.02s	0.45s	0.00s	0.47s	0.47s	0.39s	0.45s	0.46s	0.62s	0.49s	2.39s	0.40s

## Time to initial response

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

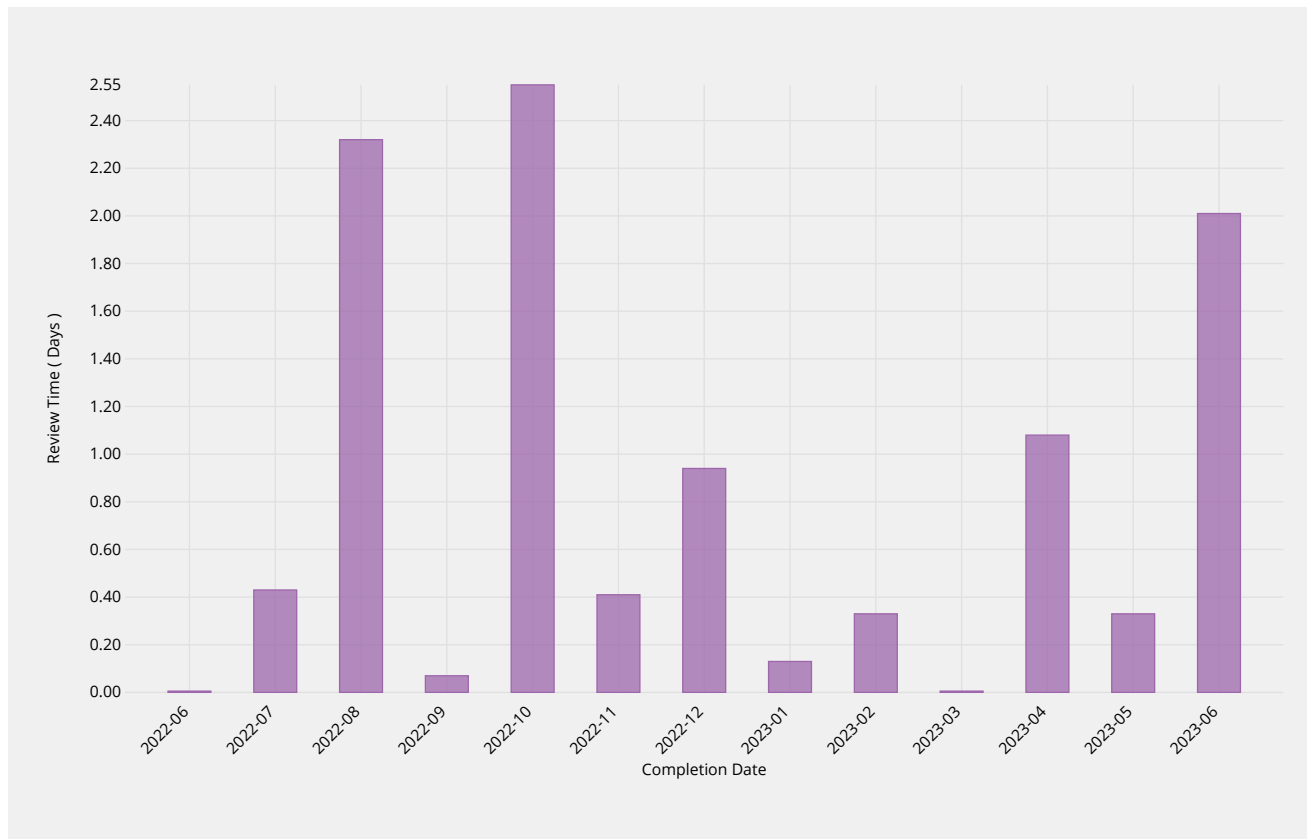


Manual Enquiries	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Response Time	0.23d	0.83d	1.39d	0.76d	2.33d	0.86d	0.45d	1.34d	0.58d	2.22d	0.39d	1.33d	0.73d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	4	5	7	3	3	3	15	7	9	16	5	12	5
Mean Time	0.12d	0.46d	0.61d	0.37d	1.00d	0.56d	0.21d	0.53d	0.37d	0.84d	0.19d	0.52d	0.38d
Shortest Time	0.02d	0.18d	0.04d	0.08d	0.01d	0.01d	0.01d	0.03d	0.07d	0.01d	0.02d	0.01d	0.03d
Longest Time	0.25d	0.96d	2.77d	0.93d	2.88d	0.87d	0.54d	3.10d	0.67d	3.77d	0.53d	1.98d	0.85d
Median Time	0.10d	0.32d	0.32d	0.09d	0.12d	0.81d	0.20d	0.14d	0.35d	0.40d	0.15d	0.24d	0.25d
PStDev Time	0.10d	0.30d	0.90d	0.40d	1.33d	0.39d	0.18d	1.05d	0.19d	1.04d	0.18d	0.62d	0.29d

## Label Generation Rulesets

### Review Time

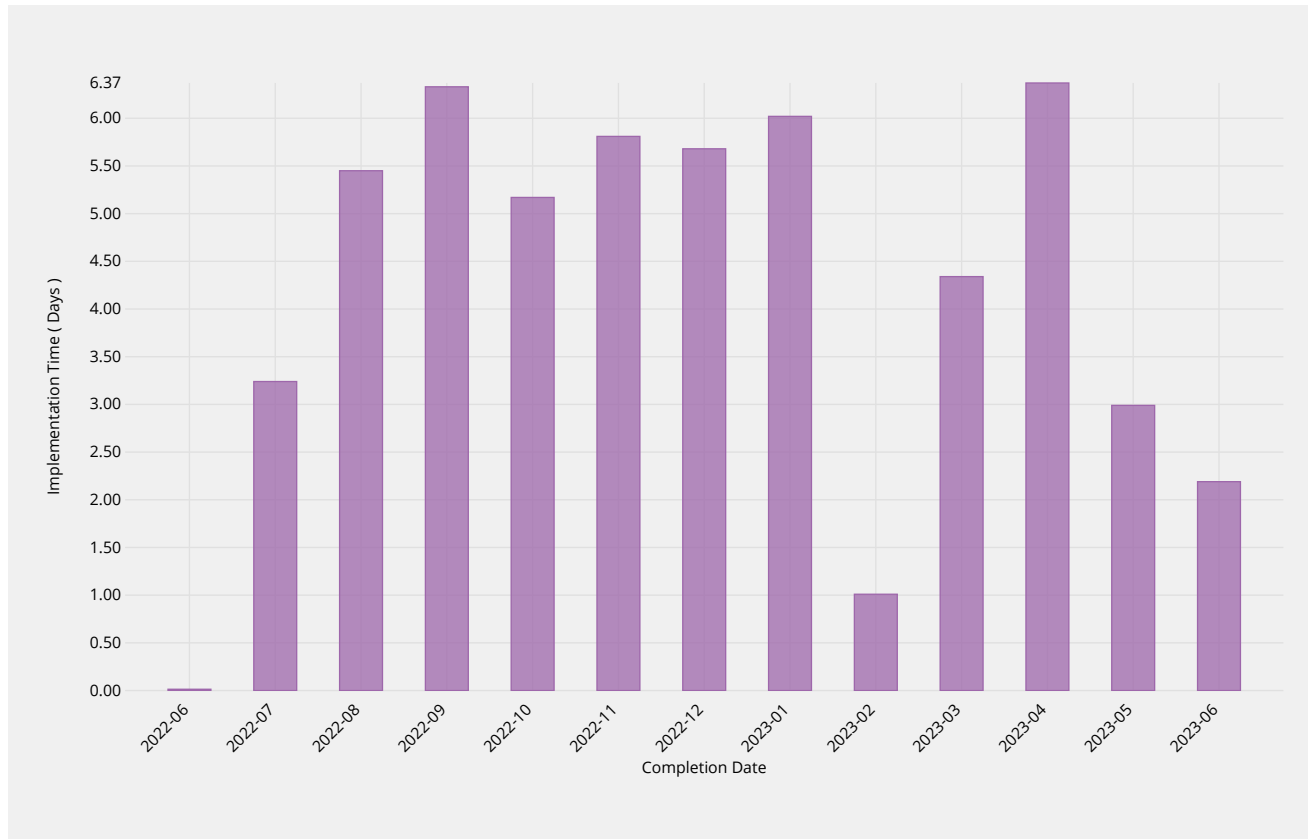
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Review Time	—	0.43d	2.32d	0.07d	2.55d	0.41d	0.94d	0.13d	0.33d	0.00d	1.08d	0.33d	2.01d
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	0	2	3	2	5	3	3	1	1	1	1	3	1
Shortest Time	—	0.01d	0.13d	0.04d	0.62d	0.06d	0.01d	0.13d	0.33d	0.00d	1.08d	0.01d	2.01d
Longest Time	—	0.48d	2.47d	0.08d	3.03d	0.49d	1.00d	0.13d	0.33d	0.00d	1.08d	0.39d	2.01d
Median Time	—	0.24d	1.73d	0.06d	1.09d	0.07d	0.70d	0.13d	0.33d	0.00d	1.08d	0.08d	2.01d
PStDev Time	—	0.24d	0.98d	0.02d	0.88d	0.20d	0.42d	0.00d	0.00d	0.00d	0.00d	0.17d	0.00d

## Implementation Time

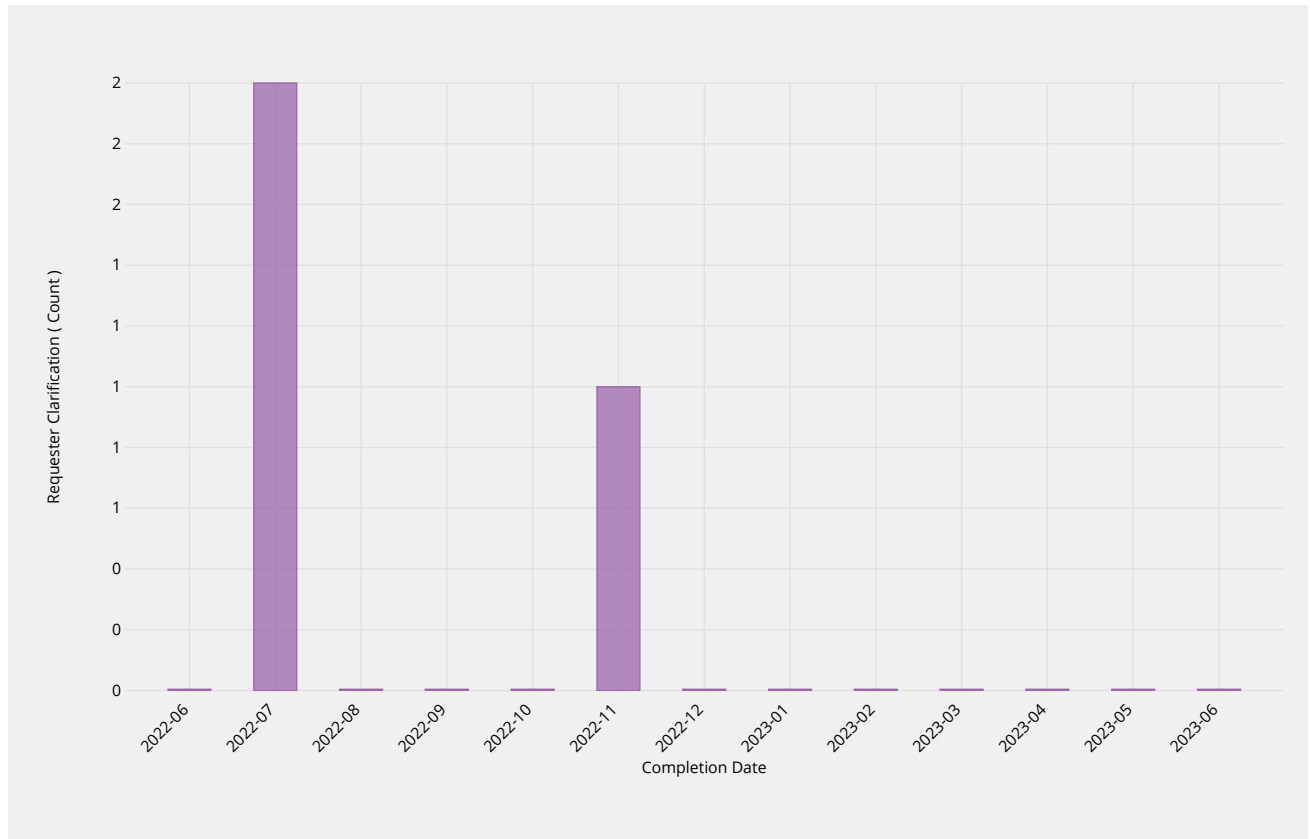
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Implementation Time	—	3.24d	5.45d	6.33d	5.17d	5.81d	5.68d	6.02d	1.01d	4.34d	6.37d	2.99d	2.19d
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	0	2	3	2	5	4	3	1	1	1	1	3	1
Shortest Time	—	2.14d	3.93d	2.13d	0.32d	1.86d	1.98d	6.02d	1.01d	4.34d	6.37d	1.19d	2.19d
Longest Time	—	3.36d	5.83d	6.79d	5.20d	5.90d	6.13d	6.02d	1.01d	4.34d	6.37d	3.17d	2.19d
Median Time	—	2.75d	3.93d	4.46d	1.25d	3.79d	3.87d	6.02d	1.01d	4.34d	6.37d	2.28d	2.19d
PStDev Time	—	0.61d	0.90d	2.33d	2.24d	1.92d	1.70d	0.00d	0.00d	0.00d	0.00d	0.81d	0.00d

## Requester Clarification

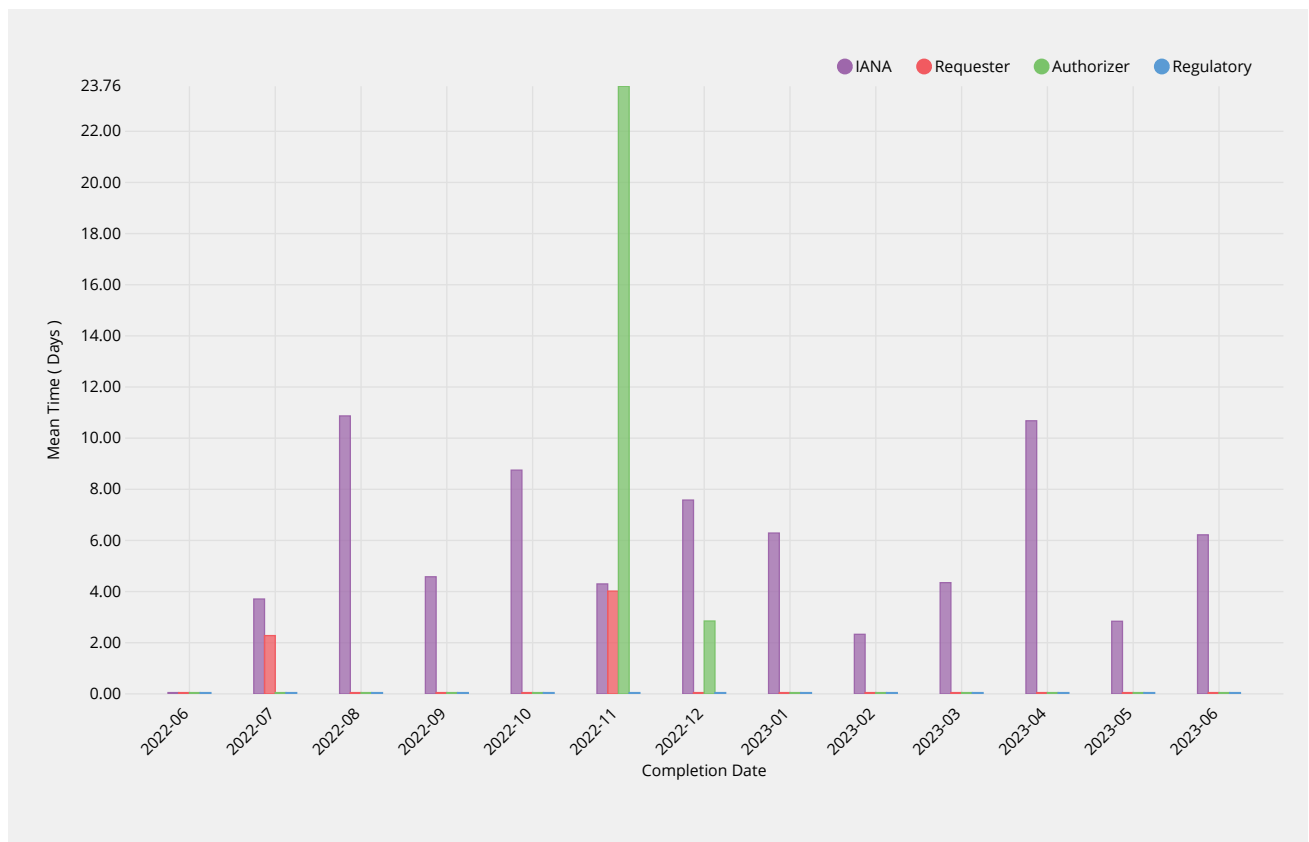
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Count	—	2	0	0	0	1	0	0	0	0	0	0	0
Request Count	0	2	3	2	5	4	3	1	1	1	1	3	1
Shortest Clarification	—	0	0	0	0	0	0	0	0	0	0	0	0
Longest Clarification	—	2	0	0	0	1	0	0	0	0	0	0	0

## Time per Actor

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



IANA	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Mean Time	—	3.71d	10.87d	4.58d	8.75d	4.30d	7.58d	6.29d	2.33d	4.35d	10.68d	2.84d	6.22d
Review Count	0	2	3	2	4	4	2	1	1	1	1	3	1
Shortest Time	—	3.37d	6.22d	2.28d	1.11d	2.11d	2.00d	6.29d	2.33d	4.35d	10.68d	1.49d	6.22d
Longest Time	—	4.06d	13.82d	6.87d	21.58d	7.07d	13.17d	6.29d	2.33d	4.35d	10.68d	4.73d	6.22d
Median Time	—	3.71d	12.55d	4.58d	6.15d	4.02d	7.58d	6.29d	2.33d	4.35d	10.68d	2.28d	6.22d
PStDev Time	—	0.34d	3.32d	2.29d	7.76d	2.22d	5.58d	0.00d	0.00d	0.00d	0.00d	1.38d	0.00d

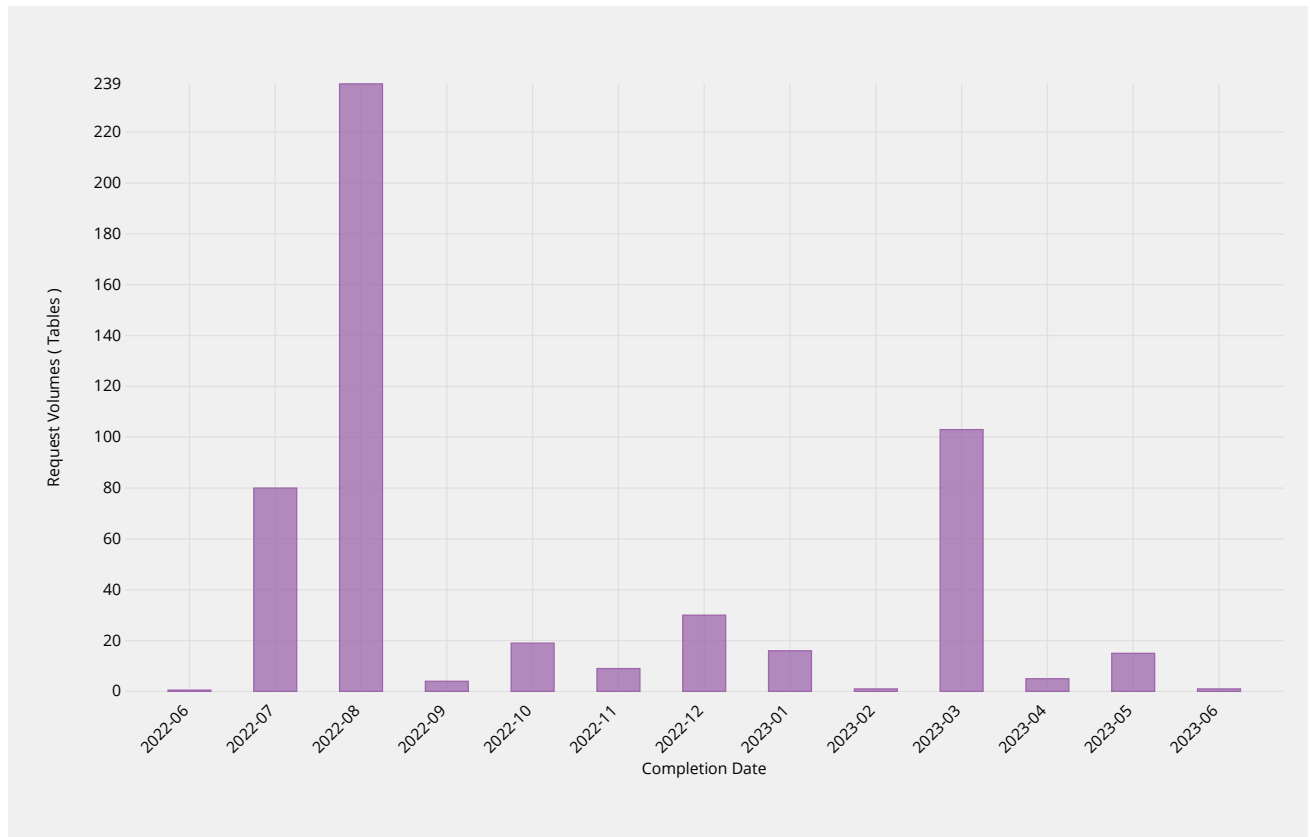
Requester	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Mean Time	—	2.28d	—	—	—	4.02d	—	—	—	—	—	—	—
Review Count	0	1	0	0	0	1	0	0	0	0	0	0	0
Shortest Time	—	2.28d	—	—	—	4.02d	—	—	—	—	—	—	—
Longest Time	—	2.28d	—	—	—	4.02d	—	—	—	—	—	—	—
Median Time	—	2.28d	—	—	—	4.02d	—	—	—	—	—	—	—
PStDev Time	—	0.00d	—	—	—	0.00d	—	—	—	—	—	—	—

Authorizer	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Mean Time	—	—	—	—	—	23.76d	2.85d	—	—	—	—	—	—
Review Count	0	0	0	0	0	1	1	0	0	0	0	0	0
Shortest Time	—	—	—	—	—	23.76d	2.85d	—	—	—	—	—	—
Longest Time	—	—	—	—	—	23.76d	2.85d	—	—	—	—	—	—
Median Time	—	—	—	—	—	23.76d	2.85d	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	0.00d	0.00d	—	—	—	—	—	—

Regulatory	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Mean Time	—	—	—	—	—	0.05d	0.01d	—	—	—	—	—	—
Review Count	0	0	0	0	0	1	1	0	0	0	0	0	0
Shortest Time	—	—	—	—	—	0.05d	0.01d	—	—	—	—	—	—
Longest Time	—	—	—	—	—	0.05d	0.01d	—	—	—	—	—	—
Median Time	—	—	—	—	—	0.05d	0.01d	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	0.00d	0.00d	—	—	—	—	—	—

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06
Total LGRs Processed	—	80	239	4	19	9	30	16	1	103	5	15	1
Request Count	0	2	3	2	5	4	3	1	1	1	1	3	1
Average LGRs per Request	—	40	80	2	4	2	10	16	1	103	5	5	1
Smallest per Request	—	40	1	1	1	1	2	16	1	103	5	2	1
Largest per Request	—	40	196	3	8	4	24	16	1	103	5	8	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.