

IANA Naming Function Monthly Performance Report

September 2024

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Summary of Performance


Metric	Category	Expected	Actual	Detail
Submission				
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%)	✓ 0.00s	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%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.00d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 2.53m	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%)	✓ 2.23m	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✗ 15.83m	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%)	✓ 1.41m	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 1.57m	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%)	✓ 1.69m	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60s (95.0%)	✓ 5.289s	p13
Email Dispatch	Routine (Non-Technical)	≤60s (95.0%)	✓ 5.358s	p14
Email Dispatch	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60s (95.0%)	✓ 3.194s	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1.60ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.55ms	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%)	✓ 0.43ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.37d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.70d	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	0.68d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
ccTLD Creation/Transfer				

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
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 22.50h	p23
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	Other Changes	N/A	5.42h	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 14.37s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 4.90s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 12.93s	p25
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 99.95%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 99.93%	p27
Directory Service	WHOIS Availability	≥99%	✓ 99.30%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 99.98%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 1.81s	p30
Credential Change	Credential Change	≤300s (95.0%)	✓ 0.843s	p31
Accuracy				
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
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.00s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.11d	p35
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 0.80d	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 0.93d	p37
Requester Clarification	Requester Clarification	N/A	0	p38
Time per Actor	IANA	N/A	2.53d	p39
Time per Actor	Requester	N/A	—	p39
Time per Actor	Authorizer	N/A	—	p39
Time per Actor	Regulatory	N/A	—	p39
Request Volumes	Request Volumes	N/A	1	p40

Percentage of SLA thresholds met of those defined

63 of 64 (98.4%)

Exceptions and Narrative for Reporting Period

Metric	Category	Expected	Actual
Technical Check (Retest)	Routine (Technical)	10m	15.83m 
Primary cause:	Temporary technical issue		
Analysis/Comments:	A temporary technical issue prevented some completed tests being communicated to the Root Zone Management System, they were successfully completed when re-run automatically 15 minutes later.		

Routine (Non-Technical)	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Longest 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
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	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s

gTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Acceptance Time	—	0.00s	0.00s	—	0.00s	0.00s	—	0.00s	0.00s	0.00s	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	2	1	0	8	12	0	9	3	1	1	0	0
Mean Time	—	0.00s	0.00s	—	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—
Shortest Time	—	0.00s	0.00s	—	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—
Longest Time	—	0.00s	0.00s	—	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—
Median Time	—	0.00s	0.00s	—	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—
PStDev Time	—	0.00s	0.00s	—	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—

ccTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Acceptance Time	—	—	—	—	0.00s	0.00s	—	—	—	—	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	0	0	0	0	1	0	0
Mean Time	—	—	—	—	0.00s	0.00s	—	—	—	—	0.00s	—	—
Shortest Time	—	—	—	—	0.00s	0.00s	—	—	—	—	0.00s	—	—
Longest Time	—	—	—	—	0.00s	0.00s	—	—	—	—	0.00s	—	—
Median Time	—	—	—	—	0.00s	0.00s	—	—	—	—	0.00s	—	—
PStDev Time	—	—	—	—	0.00s	0.00s	—	—	—	—	0.00s	—	—

Other Changes	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Acceptance 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
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	9	5	10	4	4	3	6	5	5	4	2	0	5
Mean 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
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	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s
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
PStDev 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

gTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Lodgment Count	0	2	1	0	8	12	0	9	3	1	1	0	0
Mean Time	—	0.01d	0.01d	—	0.00d	0.00d	—	0.01d	0.00d	0.01d	0.00d	—	—
Shortest Time	—	0.01d	0.01d	—	0.00d	0.00d	—	0.00d	0.00d	0.01d	0.00d	—	—
Longest Time	—	0.01d	0.01d	—	0.01d	0.01d	—	0.02d	0.00d	0.01d	0.00d	—	—
Median Time	—	0.01d	0.01d	—	0.00d	0.00d	—	0.00d	0.00d	0.01d	0.00d	—	—
PStDev Time	—	0.00d	0.00d	—	0.00d	0.00d	—	0.01d	0.00d	0.00d	0.00d	—	—

ccTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Lodgment Time	—	—	—	—	0.01d	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	0	0	0	0	1	0	0
Mean Time	—	—	—	—	0.01d	0.00d	—	—	—	—	0.00d	—	—
Shortest Time	—	—	—	—	0.00d	0.00d	—	—	—	—	0.00d	—	—
Longest Time	—	—	—	—	0.01d	0.00d	—	—	—	—	0.00d	—	—
Median Time	—	—	—	—	0.01d	0.00d	—	—	—	—	0.00d	—	—
PStDev Time	—	—	—	—	0.00d	0.00d	—	—	—	—	0.00d	—	—

Other Changes	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Lodgment Time	0.00d	0.95d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	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	3	1	5	1	3	1	3	1	1	1	1	0	2
Mean Time	0.00d	0.95d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	—	0.00d
Shortest Time	0.00d	0.95d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	—	0.00d
Longest Time	0.00d	0.95d	0.00d	0.00d	0.00d	0.00d	0.01d	0.00d	0.00d	0.00d	0.00d	—	0.00d
Median Time	0.00d	0.95d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	—	0.00d
PStDev Time	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	—	0.00d

Technical Checks

Technical Check (First)

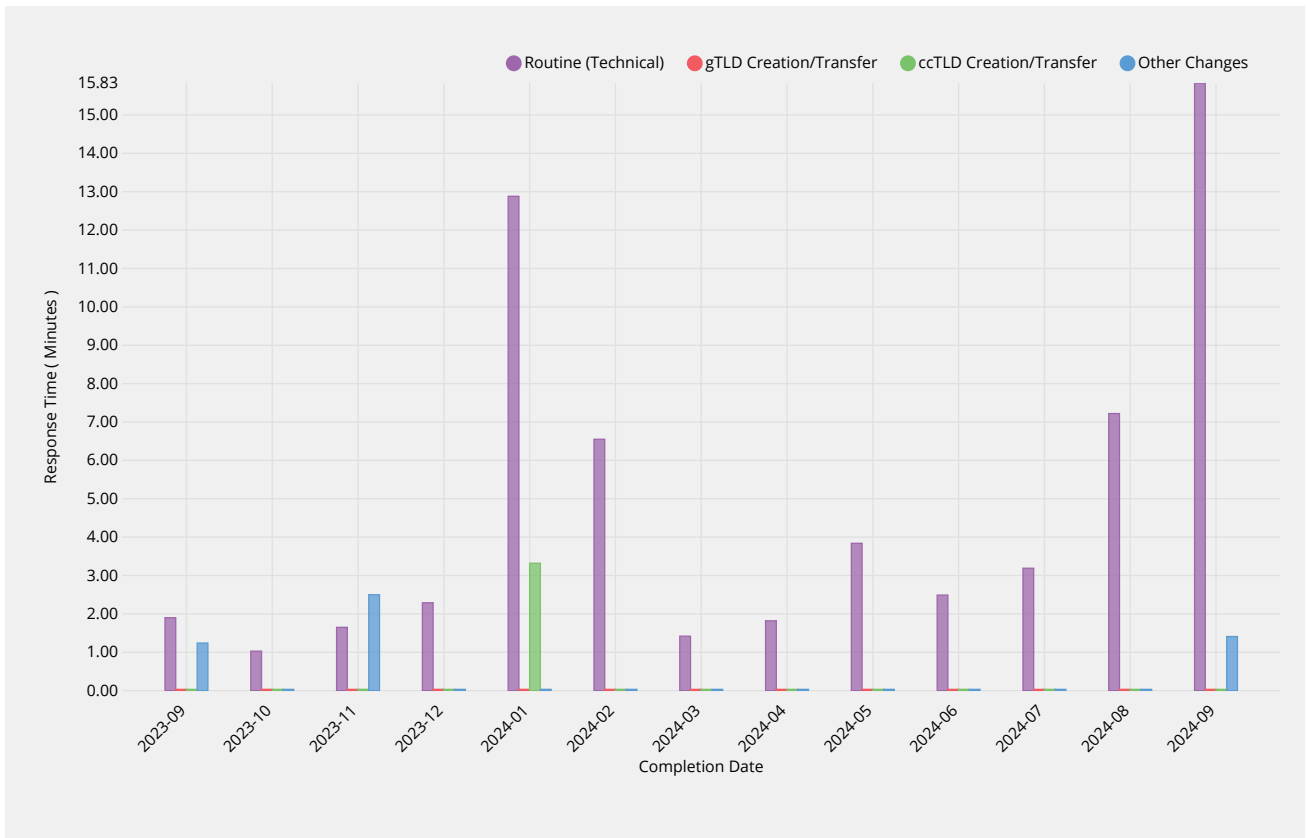
Time to return results for technical checks following submission of request via automated submission

ccTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Shortest Time	—	—	—	—	2.77m	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	2.77m	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	2.77m	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.00m	—	—	—	—	—	—	—	—

Other Changes	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Response Time	3.22m	2.29m	2.84m	1.04m	1.82m	1.66m	1.46m	1.72m	1.88m	—	—	—	2.23m
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	7	1	3	2	2	1	2	2	4	0	0	0	3
Mean Time	2.16m	2.29m	2.06m	0.99m	1.72m	1.66m	1.44m	1.59m	1.54m	—	—	—	1.73m
Shortest Time	1.62m	2.29m	1.47m	0.93m	1.60m	1.66m	1.41m	1.46m	1.20m	—	—	—	1.39m
Longest Time	3.59m	2.29m	2.97m	1.04m	1.83m	1.66m	1.46m	1.73m	1.89m	—	—	—	2.31m
Median Time	2.04m	2.29m	1.73m	0.99m	1.72m	1.66m	1.44m	1.59m	1.54m	—	—	—	1.49m
PStDev Time	0.64m	0.00m	0.65m	0.06m	0.11m	0.00m	0.03m	0.13m	0.31m	—	—	—	0.41m

Technical Check (Retest)

Time to return results for subsequent performance of technical checks during retesting due to earlier failed tests.



Routine (Technical)	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Response Time	1.90m	1.03m	1.65m	2.29m	12.88m	6.55m	1.42m	1.82m	3.84m	2.49m	3.19m	7.22m	15.83m
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	70	36	57	19	123	274	165	32	147	59	133	88	14
Mean Time	1.13m	0.59m	1.31m	1.33m	3.15m	1.84m	0.78m	1.21m	1.60m	1.38m	1.47m	5.15m	2.74m
Shortest Time	0.36m	0.16m	0.32m	0.27m	0.11m	0.32m	0.14m	0.34m	0.17m	0.23m	0.27m	0.33m	0.36m

Routine (Technical)	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
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	71	55	126	205	49	57	91	62	67	27	65	27	36
Mean Time	1.420s	1.645s	1.710s	2.643s	1.664s	1.598s	1.433s	1.489s	1.317s	1.550s	1.319s	2.488s	2.958s
Shortest Time	0.155s	0.574s	0.207s	0.079s	0.178s	0.141s	0.334s	0.304s	0.208s	0.110s	0.053s	0.216s	1.201s
Longest Time	3.716s	4.081s	8.241s	20.621s	5.561s	4.342s	4.383s	4.017s	4.249s	4.156s	4.174s	7.512s	6.289s
Median Time	1.189s	1.260s	1.305s	1.589s	1.330s	1.346s	1.220s	1.203s	1.138s	1.212s	1.162s	2.208s	3.048s
PStDev Time	0.629s	0.813s	1.105s	2.856s	0.972s	0.868s	0.691s	0.705s	0.642s	0.859s	0.926s	1.617s	1.282s

Routine (Non-Technical)	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Dispatch Time	1.755s	3.687s	2.313s	2.221s	1.688s	2.436s	1.263s	1.889s	2.078s	0.960s	1.241s	5.786s	5.358s
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%
Email Count	308	29	89	24	120	64	51	109	167	8	17	22	25
Mean Time	0.342s	1.323s	0.639s	0.803s	0.475s	0.674s	0.412s	0.474s	0.417s	0.325s	0.440s	2.145s	2.683s
Shortest Time	0.063s	0.063s	0.070s	0.081s	0.067s	0.077s	0.064s	0.064s	0.053s	0.067s	0.068s	0.073s	0.090s
Longest Time	5.610s	6.244s	6.188s	3.344s	3.091s	3.332s	4.678s	3.790s	3.975s	1.308s	1.876s	6.239s	7.136s
Median Time	0.090s	0.397s	0.284s	0.293s	0.201s	0.243s	0.204s	0.158s	0.081s	0.210s	0.214s	2.135s	2.666s
PStDev Time	0.764s	1.564s	0.989s	0.855s	0.578s	0.839s	0.737s	0.671s	0.720s	0.380s	0.454s	2.005s	1.567s

gTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Dispatch Time	—	1.326s	0.328s	—	0.558s	1.379s	—	1.204s	0.700s	0.202s	0.224s	—	—
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%
Email Count	0	2	1	0	8	12	0	9	3	1	1	0	0
Mean Time	—	1.028s	0.328s	—	0.247s	0.458s	—	0.528s	0.331s	0.202s	0.224s	—	—
Shortest Time	—	0.696s	0.328s	—	0.106s	0.102s	—	0.079s	0.113s	0.202s	0.224s	—	—
Longest Time	—	1.359s	0.328s	—	0.656s	2.440s	—	1.232s	0.765s	0.202s	0.224s	—	—
Median Time	—	1.028s	0.328s	—	0.137s	0.271s	—	0.311s	0.114s	0.202s	0.224s	—	—
PStDev Time	—	0.332s	0.000s	—	0.182s	0.605s	—	0.430s	0.307s	0.000s	0.000s	—	—

ccTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Dispatch Time	—	—	—	—	1.675s	—	—	—	—	—	—	—	—
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%
Email Count	0	0	0	0	2	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	1.181s	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	0.632s	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	1.730s	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	1.181s	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.549s	—	—	—	—	—	—	—	—

Other Changes	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Dispatch Time	1.180s	3.363s	2.081s	1.494s	1.785s	0.205s	4.454s	2.679s	2.190s	1.095s	1.720s	—	3.194s
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%
Email Count	8	5	10	4	4	2	6	5	5	4	2	0	5
Mean Time	0.520s	1.567s	0.606s	0.614s	0.832s	0.138s	1.970s	1.163s	0.883s	0.544s	1.165s	—	1.600s
Shortest Time	0.077s	0.062s	0.092s	0.116s	0.064s	0.065s	0.094s	0.146s	0.108s	0.084s	0.548s	—	0.117s
Longest Time	1.190s	3.697s	2.509s	1.695s	1.877s	0.212s	4.565s	3.032s	2.448s	1.179s	1.781s	—	3.465s
Median Time	0.173s	1.689s	0.169s	0.322s	0.693s	0.138s	1.418s	1.219s	0.546s	0.457s	1.165s	—	2.092s
PStDev Time	0.504s	1.303s	0.771s	0.630s	0.771s	0.074s	1.878s	1.055s	0.868s	0.412s	0.617s	—	1.272s

gTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
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	2	1	0	8	12	0	8	3	1	1	0	0
Mean Time	—	0.68ms	0.53ms	—	0.42ms	1.30ms	—	0.37ms	0.25ms	0.16ms	0.45ms	—	—
Shortest Time	—	0.61ms	0.53ms	—	0.23ms	0.34ms	—	0.09ms	0.12ms	0.16ms	0.45ms	—	—
Longest Time	—	0.76ms	0.53ms	—	0.80ms	3.43ms	—	1.08ms	0.41ms	0.16ms	0.45ms	—	—
Median Time	—	0.68ms	0.53ms	—	0.33ms	1.28ms	—	0.29ms	0.23ms	0.16ms	0.45ms	—	—
PStDev Time	—	0.08ms	0.00ms	—	0.21ms	0.76ms	—	0.30ms	0.12ms	0.00ms	0.00ms	—	—

ccTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Affirmation Time	—	—	—	—	0.95ms	—	—	—	—	—	—	—	—
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	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	0.61ms	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	0.23ms	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	0.99ms	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	0.61ms	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.38ms	—	—	—	—	—	—	—	—

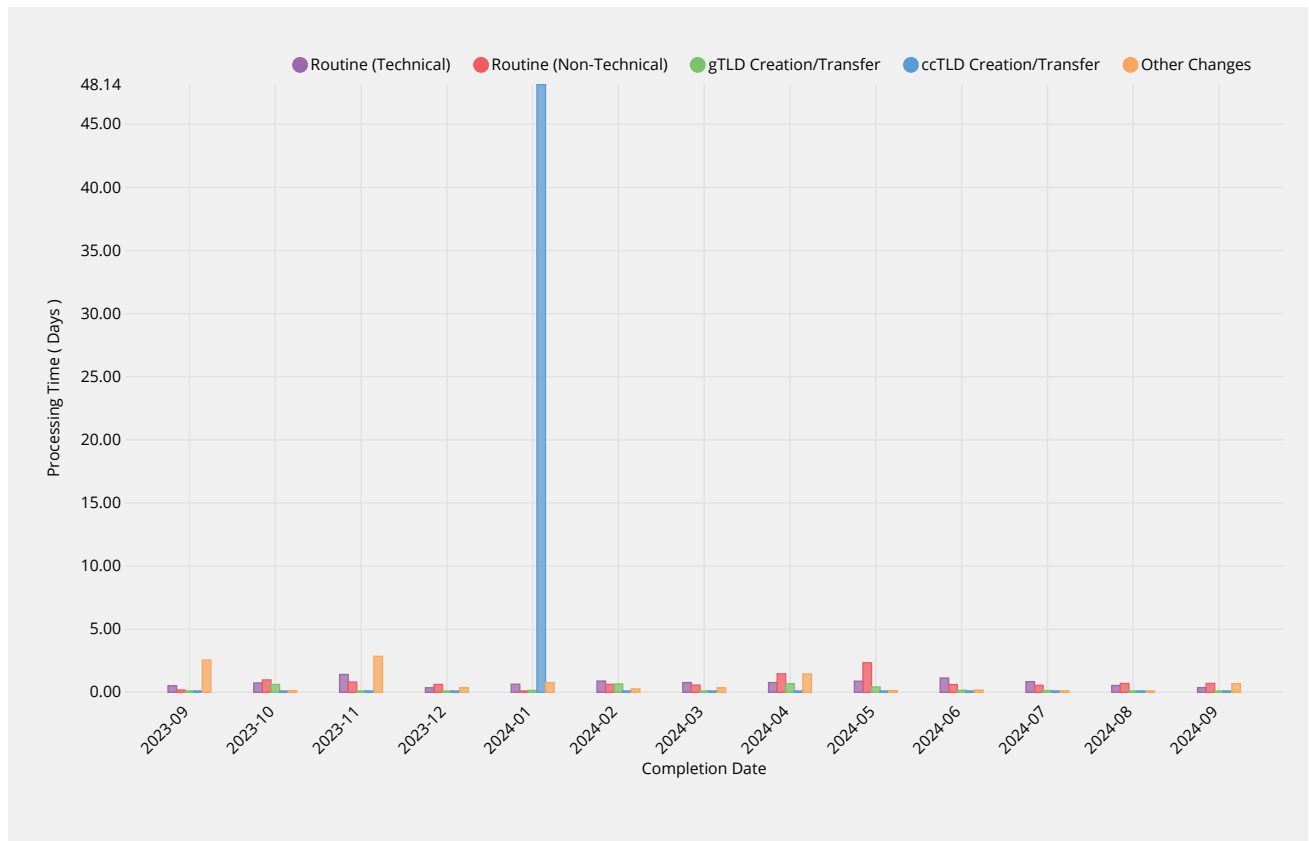
Other Changes	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Affirmation Time	0.76ms	1.14ms	1.20ms	0.40ms	0.94ms	0.39ms	0.80ms	0.39ms	0.89ms	0.37ms	1.16ms	—	0.43ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	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	7	5	10	4	4	2	6	5	5	4	2	0	4
Mean Time	0.29ms	0.51ms	0.45ms	0.26ms	0.60ms	0.27ms	0.43ms	0.29ms	0.47ms	0.20ms	0.89ms	—	0.27ms
Shortest Time	0.09ms	0.17ms	0.13ms	0.12ms	0.21ms	0.14ms	0.16ms	0.13ms	0.22ms	0.12ms	0.59ms	—	0.12ms
Longest Time	0.98ms	1.30ms	1.61ms	0.42ms	0.95ms	0.40ms	0.85ms	0.40ms	0.95ms	0.41ms	1.19ms	—	0.45ms
Median Time	0.17ms	0.37ms	0.30ms	0.26ms	0.61ms	0.27ms	0.33ms	0.33ms	0.25ms	0.13ms	0.89ms	—	0.25ms
PStDev Time	0.29ms	0.42ms	0.43ms	0.10ms	0.32ms	0.13ms	0.24ms	0.10ms	0.29ms	0.12ms	0.30ms	—	0.13ms

Staff Processing

Validation and Reviews

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

implementation.



Routine (Technical)	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Processing Time	0.52d	0.74d	1.41d	0.36d	0.64d	0.89d	0.77d	0.77d	0.88d	1.13d	0.84d	0.54d	0.37d
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	64	49	120	208	49	53	90	60	67	26	65	24	35
Mean Time	0.21d	0.35d	0.61d	0.10d	0.35d	0.81d	0.54d	0.40d	0.41d	0.54d	0.35d	0.23d	0.19d
Shortest Time	0.00d	0.02d	0.01d	0.00d	0.02d	0.03d	0.01d	0.00d	0.00d	0.04d	0.01d	0.04d	0.02d
Longest Time	1.69d	1.93d	4.26d	1.68d	3.11d	17.23d	4.55d	2.68d	2.40d	2.84d	1.36d	0.89d	0.76d
Median Time	0.09d	0.25d	0.27d	0.00d	0.19d	0.33d	0.36d	0.16d	0.25d	0.30d	0.25d	0.10d	0.14d
PStDev Time	0.31d	0.35d	1.07d	0.26d	0.45d	2.34d	0.70d	0.47d	0.45d	0.63d	0.34d	0.22d	0.15d

Routine (Non-Technical)	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Processing Time	0.18d	0.98d	0.81d	0.62d	0.06d	0.63d	0.57d	1.46d	2.34d	0.61d	0.55d	0.70d	0.70d
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	299	26	86	21	115	62	48	106	158	7	16	12	21
Mean Time	0.17d	0.40d	0.39d	0.39d	0.03d	0.16d	0.27d	0.77d	1.94d	0.31d	0.21d	0.22d	0.28d
Shortest Time	0.00d	0.00d	0.01d	0.02d	0.00d	0.00d	0.01d	0.02d	0.01d	0.00d	0.00d	0.02d	0.01d
Longest Time	37.07d	0.98d	2.98d	2.08d	0.63d	1.03d	2.28d	22.39d	2.36d	0.66d	0.68d	0.70d	1.98d
Median Time	0.00d	0.43d	0.15d	0.27d	0.00d	0.03d	0.18d	0.41d	2.29d	0.26d	0.05d	0.06d	0.06d
PStDev Time	2.14d	0.32d	0.57d	0.54d	0.08d	0.24d	0.37d	2.17d	0.79d	0.23d	0.24d	0.28d	0.47d

gTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Processing Time	—	0.62d	0.03d	—	0.15d	0.66d	—	0.68d	0.42d	0.16d	0.14d	—	—
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	0	2	1	0	7	12	0	8	3	1	1	0	0
Mean Time	—	0.35d	0.03d	—	0.14d	0.46d	—	0.27d	0.42d	0.16d	0.14d	—	—

gTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Shortest Time	—	0.01d	0.03d	—	0.13d	0.38d	—	0.04d	0.42d	0.16d	0.14d	—	—
Longest Time	—	0.69d	0.03d	—	0.18d	0.72d	—	0.80d	0.42d	0.16d	0.14d	—	—
Median Time	—	0.35d	0.03d	—	0.13d	0.40d	—	0.17d	0.42d	0.16d	0.14d	—	—
PStDev Time	—	0.34d	0.00d	—	0.02d	0.11d	—	0.26d	0.00d	0.00d	0.00d	—	—

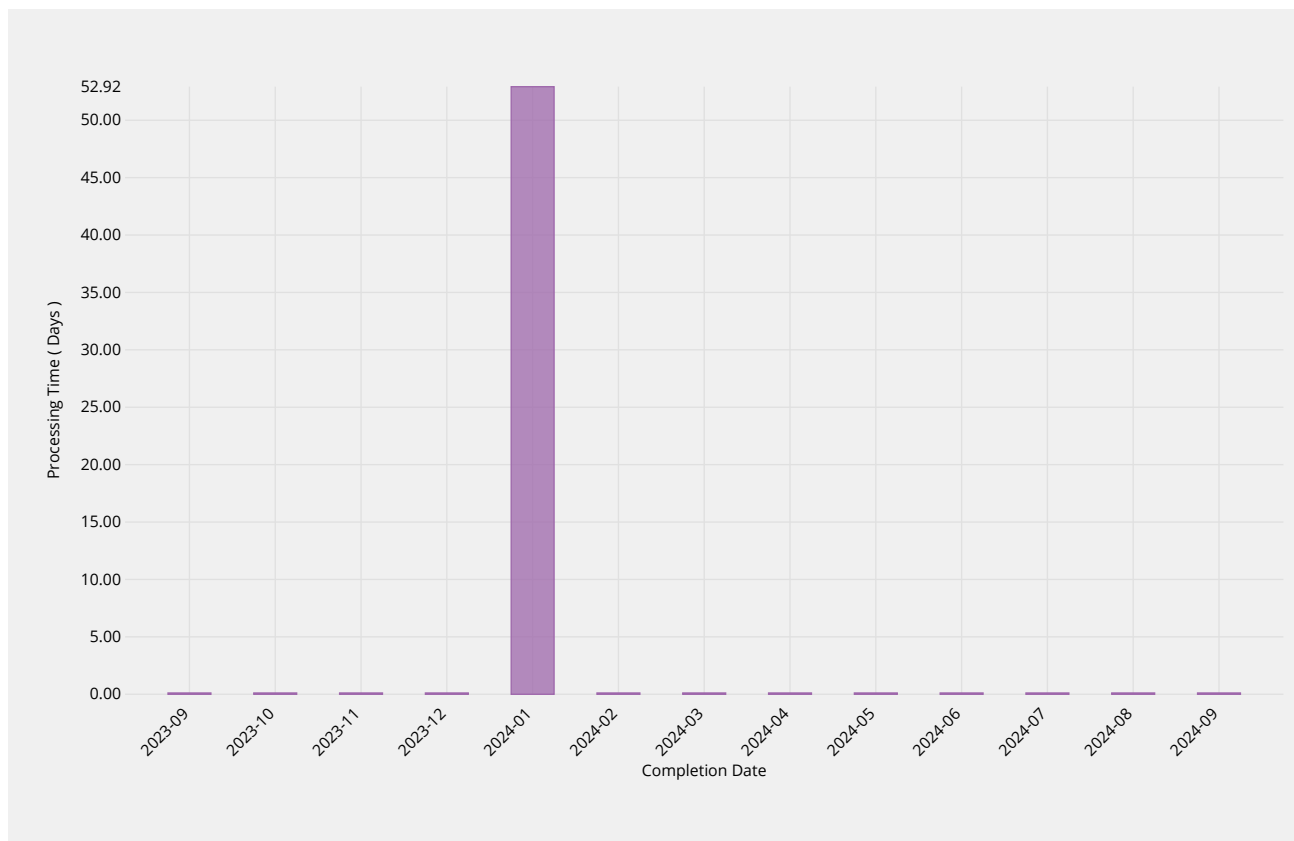
ccTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Processing Time	—	—	—	—	48.14d	—	—	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	2	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	39.09d	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	30.04d	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	48.14d	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	39.09d	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	9.05d	—	—	—	—	—	—	—	—

Other Changes	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Processing Time	2.55d	0.13d	2.85d	0.37d	0.77d	0.27d	0.36d	1.45d	0.13d	0.18d	0.11d	—	0.68d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	7	5	10	4	4	2	6	5	5	3	2	0	4
Mean Time	0.60d	0.08d	0.55d	0.14d	0.57d	0.27d	0.27d	0.42d	0.07d	0.14d	0.08d	—	0.28d
Shortest Time	0.00d	0.03d	0.01d	0.00d	0.36d	0.27d	0.07d	0.12d	0.03d	0.06d	0.05d	—	0.06d
Longest Time	2.55d	0.13d	2.85d	0.37d	0.77d	0.27d	0.36d	1.45d	0.13d	0.18d	0.11d	—	0.68d
Median Time	0.26d	0.07d	0.14d	0.10d	0.58d	0.27d	0.30d	0.19d	0.05d	0.16d	0.08d	—	0.19d
PStDev Time	0.84d	0.05d	0.82d	0.14d	0.20d	0.00d	0.10d	0.52d	0.04d	0.05d	0.03d	—	0.24d

Third Party Approval

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

verification parties).



ccTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Processing Time	—	—	—	—	52.92d	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	2	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	44.92d	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	36.92d	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	52.92d	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	44.92d	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	8.00d	—	—	—	—	—	—	—	—

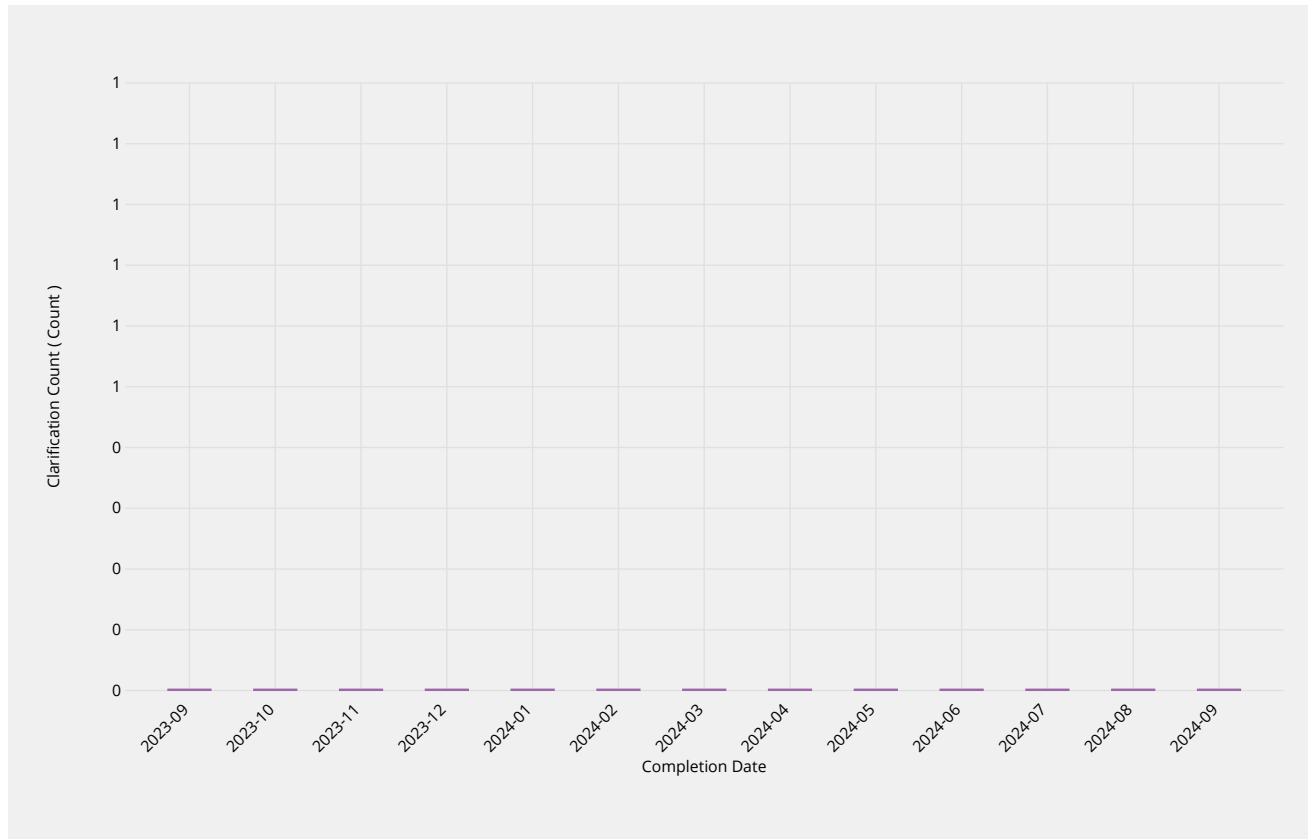
ccTLD Creation/Transfer

Submission Review

Time it takes staff to process the information included in each documentation submission, and respond

Requester Clarification

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

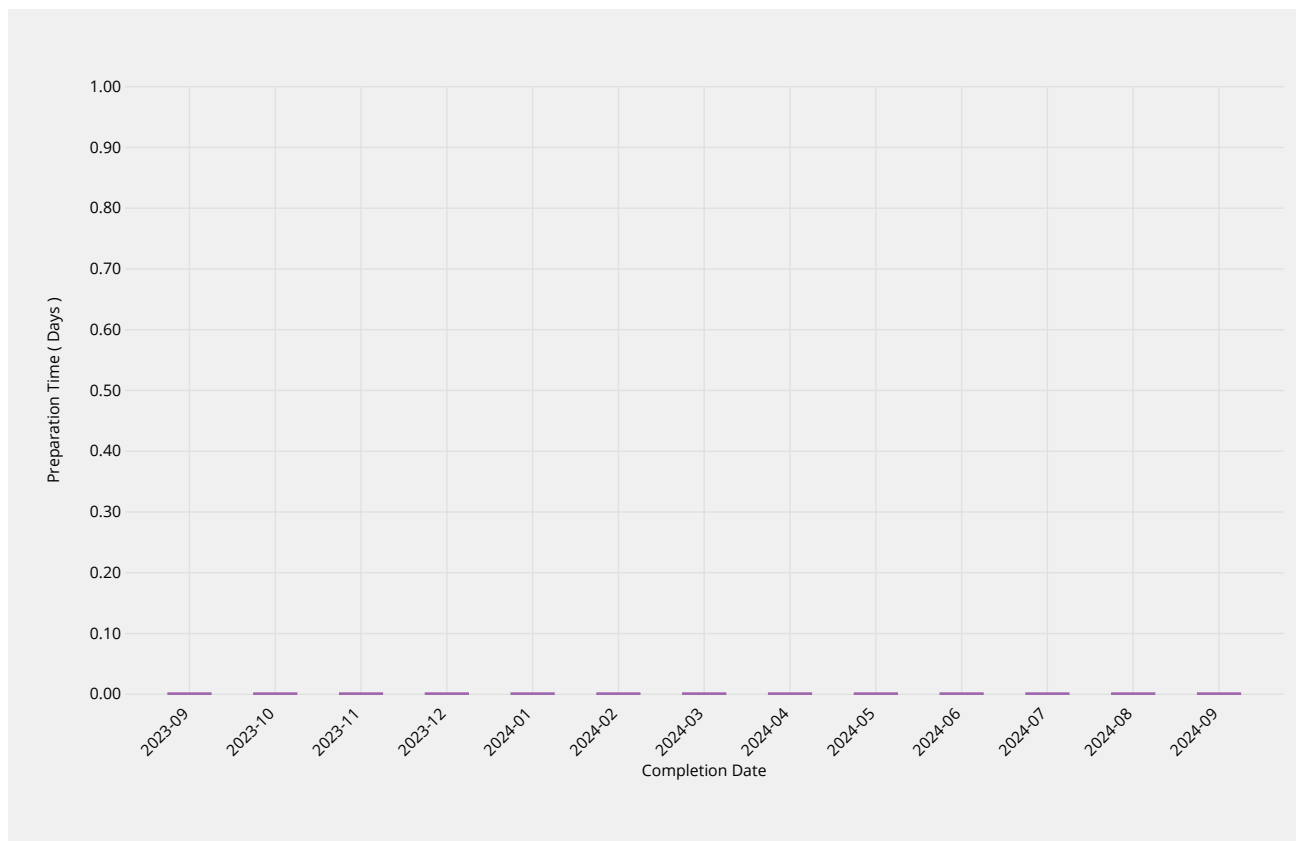


Requester Clarification	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Clarification Count	—	—	—	—	0	0	—	—	—	—	0	—	—
Request Count	0	0	0	0	2	1	0	0	0	0	1	0	0
Lowest Count	—	—	—	—	0	0	—	—	—	—	0	—	—
Highest Count	—	—	—	—	0	0	—	—	—	—	0	—	—

Report Preparation

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

publication.



Report Preparation	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Preparation Time	—	—	—	—	—	—	—	—	—	—	—	—	—
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	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Implementation

Root Zone Publication

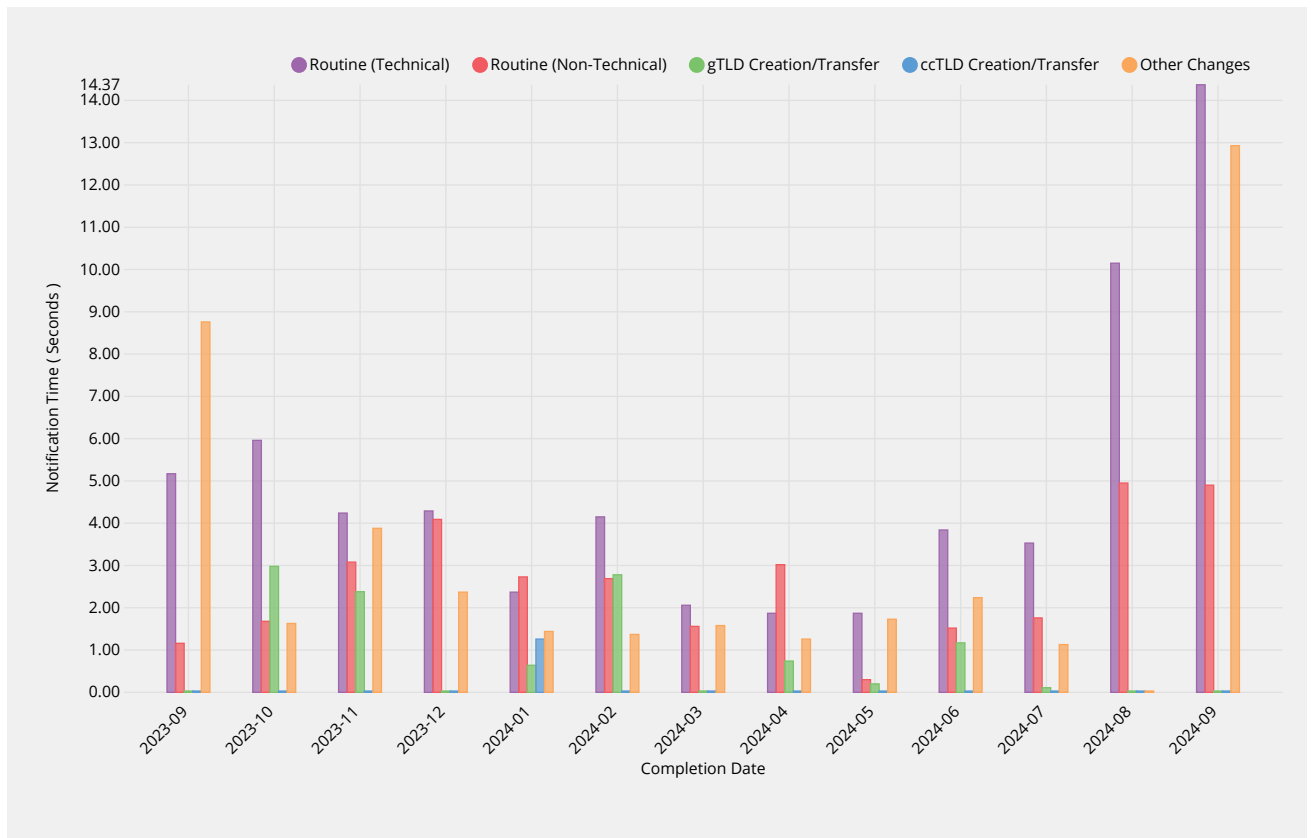
Time for root zone changes to be published following completion of validations and reviews by IANA

ccTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Shortest Time	—	—	—	—	5.01h	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	5.01h	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	5.01h	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.00h	—	—	—	—	—	—	—	—

Other Changes	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Publication Time	20.16h	2.71h	4.32h	21.59h	7.01h	9.26h	5.73h	4.21h	19.76h	20.46h	1.90h	—	5.42h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	5	5	8	3	4	2	4	2	4	1	1	0	4
Mean Time	6.38h	2.17h	2.39h	10.17h	5.98h	9.21h	3.74h	3.46h	8.12h	20.46h	1.90h	—	4.05h
Shortest Time	1.91h	1.61h	0.60h	4.01h	5.19h	9.16h	0.50h	2.71h	1.50h	20.46h	1.90h	—	1.60h
Longest Time	20.16h	2.71h	4.32h	21.59h	7.01h	9.26h	5.73h	4.21h	19.76h	20.46h	1.90h	—	5.42h
Median Time	3.71h	1.91h	1.96h	4.90h	5.86h	9.21h	4.36h	3.46h	5.62h	20.46h	1.90h	—	4.60h
PStDev Time	6.93h	0.45h	1.30h	8.08h	0.81h	0.05h	1.95h	0.75h	6.92h	0.00h	0.00h	—	1.45h

Notification of Completion

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



Routine (Technical)	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Notification Time	5.17s	5.96s	4.24s	4.29s	2.37s	4.15s	2.06s	1.87s	1.87s	3.84s	3.53s	10.15s	14.37s
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	64	49	119	208	49	52	89	60	64	26	65	24	35
Mean Time	1.82s	2.24s	1.75s	2.32s	1.23s	2.27s	1.06s	1.00s	1.15s	1.46s	1.36s	3.41s	4.29s
Shortest Time	0.06s	0.08s	0.05s	0.07s	0.06s	0.08s	0.07s	0.07s	0.07s	0.08s	0.07s	0.13s	0.18s
Longest Time	8.07s	10.09s	6.11s	4.77s	3.77s	30.16s	3.85s	2.41s	5.35s	5.82s	3.92s	12.53s	15.51s
Median Time	1.18s	1.35s	1.35s	2.25s	1.17s	1.25s	1.18s	1.23s	1.15s	1.21s	1.24s	3.04s	3.20s

Routine (Technical)	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
PStDev Time	1.68s	1.98s	1.22s	1.05s	0.69s	4.90s	0.73s	0.61s	1.00s	1.36s	0.86s	2.85s	4.10s

Routine (Non-Technical)	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Notification Time	1.16s	1.68s	3.08s	4.09s	2.73s	2.69s	1.56s	3.02s	0.30s	1.52s	1.76s	4.95s	4.90s
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	298	26	86	21	115	62	48	103	158	7	16	12	21
Mean Time	0.29s	0.39s	0.69s	1.45s	0.52s	0.85s	0.42s	0.64s	0.14s	0.43s	0.58s	2.03s	2.16s
Shortest Time	0.06s	0.07s	0.09s	0.08s	0.06s	0.09s	0.07s	0.08s	0.05s	0.08s	0.06s	0.12s	0.13s
Longest Time	13.88s	2.97s	6.20s	7.08s	4.00s	3.83s	3.91s	5.33s	1.51s	2.06s	1.78s	6.05s	7.83s
Median Time	0.09s	0.16s	0.19s	0.63s	0.16s	0.30s	0.18s	0.18s	0.08s	0.21s	0.36s	1.34s	1.79s
PStDev Time	0.95s	0.65s	1.08s	1.75s	0.84s	0.97s	0.68s	1.04s	0.20s	0.67s	0.56s	1.85s	1.90s

gTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Notification Time	—	2.98s	2.38s	—	0.64s	2.78s	—	0.74s	0.20s	1.17s	0.11s	—	—
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	2	1	0	7	12	0	8	3	1	1	0	0
Mean Time	—	2.47s	2.38s	—	0.25s	0.97s	—	0.29s	0.13s	1.17s	0.11s	—	—
Shortest Time	—	1.90s	2.38s	—	0.12s	0.12s	—	0.11s	0.08s	1.17s	0.11s	—	—
Longest Time	—	3.04s	2.38s	—	0.78s	3.38s	—	1.02s	0.21s	1.17s	0.11s	—	—
Median Time	—	2.47s	2.38s	—	0.13s	0.34s	—	0.22s	0.09s	1.17s	0.11s	—	—
PStDev Time	—	0.57s	0.00s	—	0.23s	1.01s	—	0.28s	0.06s	0.00s	0.00s	—	—

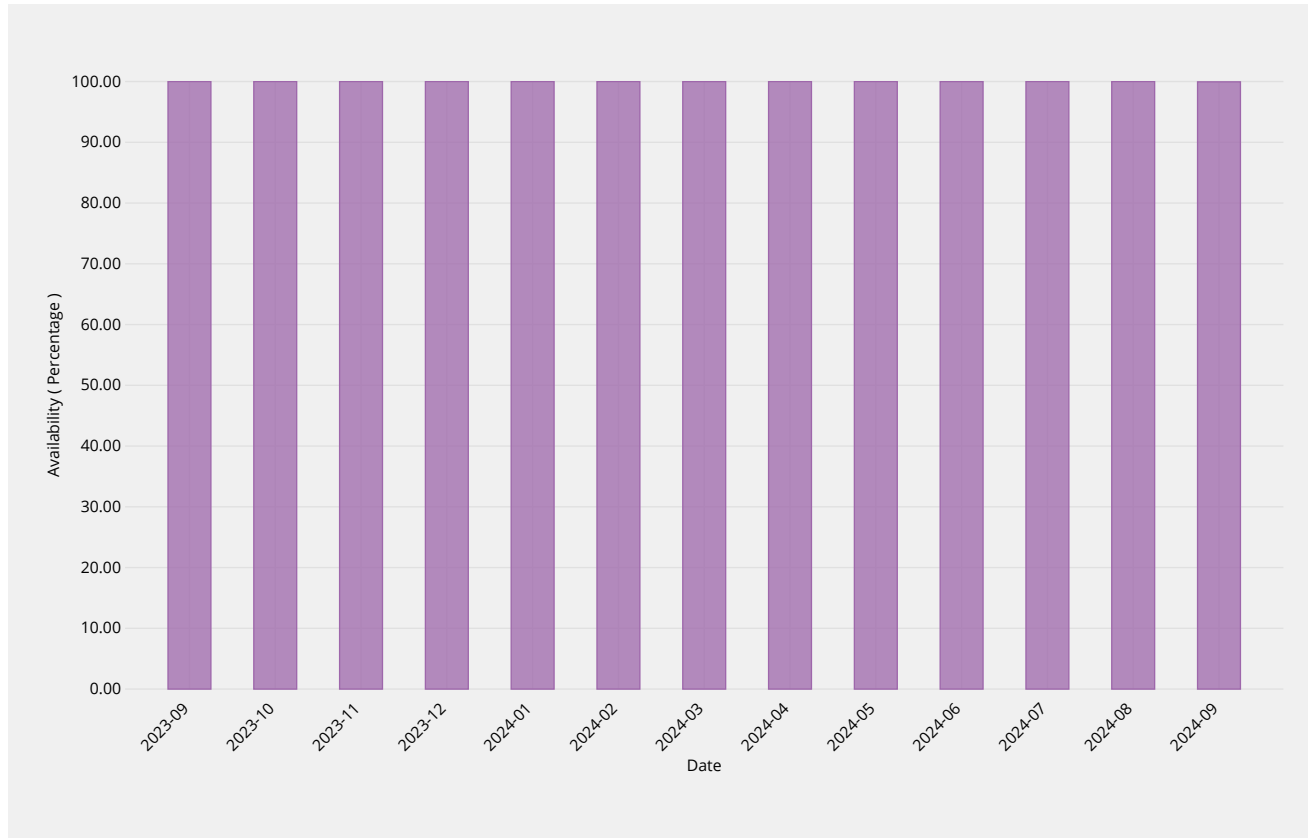
ccTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Notification Time	—	—	—	—	1.26s	—	—	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	0	2	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	0.81s	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	0.32s	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	1.31s	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	0.81s	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.50s	—	—	—	—	—	—	—	—

Other Changes	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Notification Time	8.76s	1.63s	3.88s	2.37s	1.44s	1.37s	1.58s	1.26s	1.73s	2.24s	1.13s	—	12.93s
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%
Notification Count	7	5	10	4	4	2	6	5	5	3	2	0	4
Mean Time	2.60s	1.43s	1.72s	0.98s	1.20s	1.35s	0.80s	0.62s	1.13s	1.26s	0.66s	—	5.55s
Shortest Time	0.07s	1.25s	0.24s	0.21s	0.79s	1.32s	0.15s	0.15s	0.25s	0.22s	0.14s	—	0.16s
Longest Time	11.02s	1.64s	3.94s	2.66s	1.46s	1.37s	1.65s	1.29s	1.86s	2.36s	1.18s	—	14.50s
Median Time	1.19s	1.35s	1.34s	0.53s	1.28s	1.35s	0.73s	0.29s	1.18s	1.20s	0.66s	—	3.78s
PStDev Time	3.59s	0.15s	1.21s	0.99s	0.25s	0.03s	0.61s	0.50s	0.52s	0.87s	0.52s	—	5.38s

System Availability

IANA Website

Percentage availability of IANA website for consulting documentations and other posted materials.



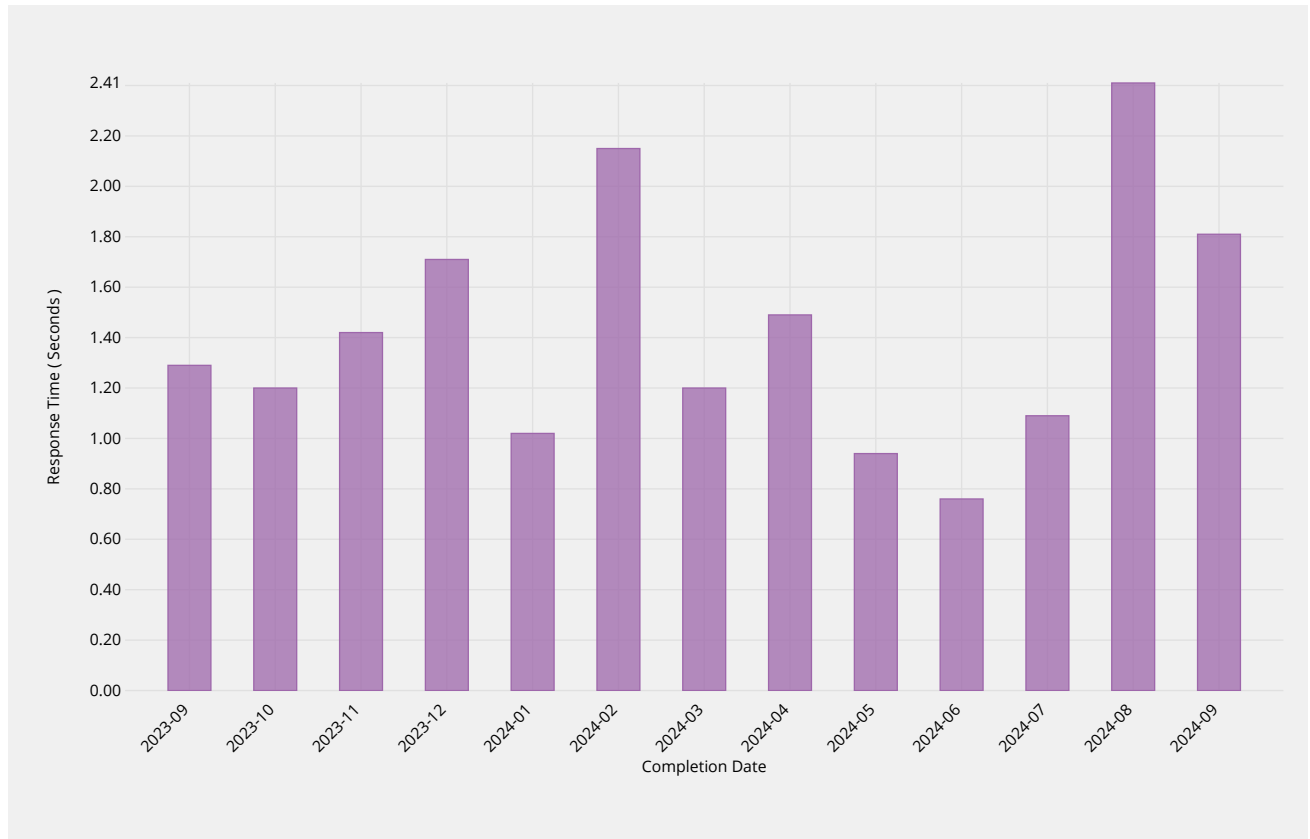
IANA Site Availability	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Availability	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	99.99%	100.00%	100.00%	99.95%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Root Zone Management System

Percentage availability of the RZMS to allow customers to perform self-service operations via the web

Credential Recovery

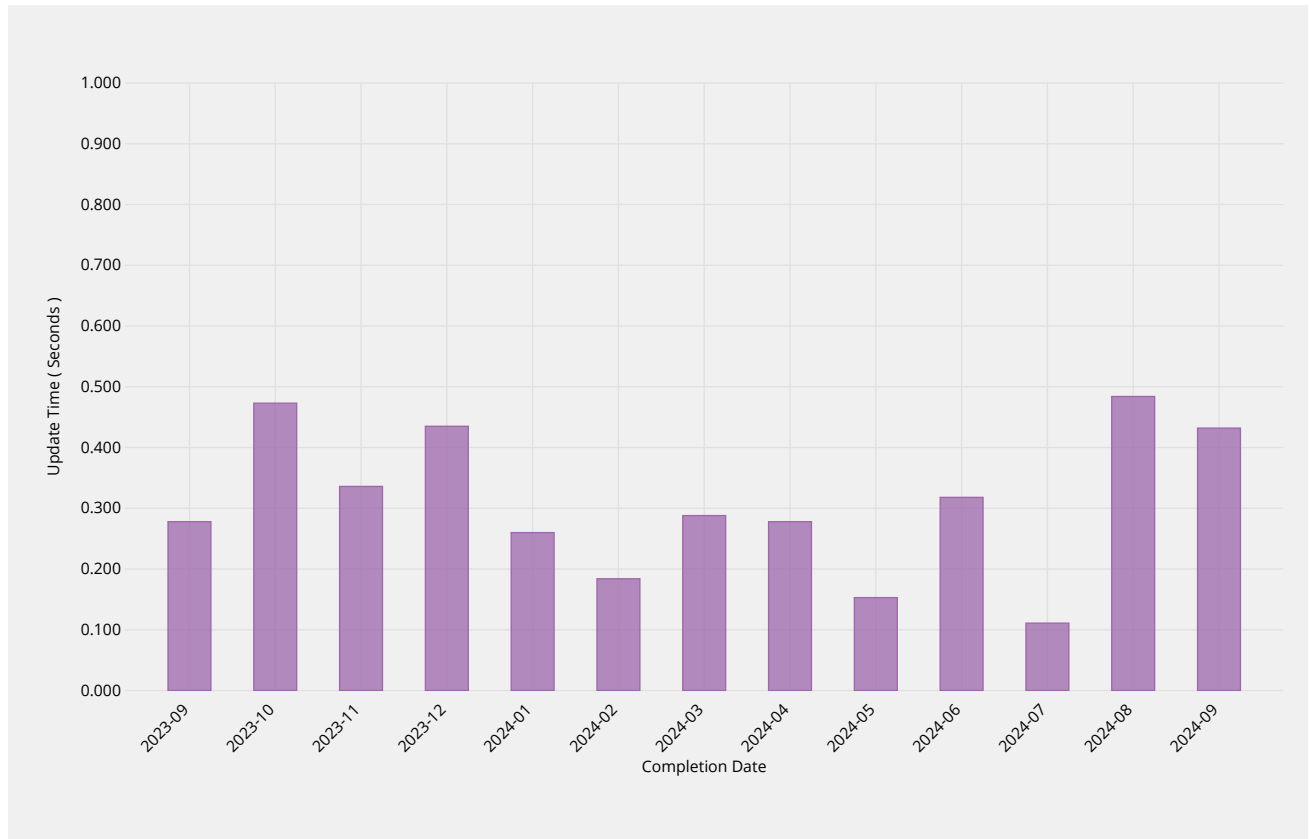
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Response Time	1.29s	1.20s	1.42s	1.71s	1.02s	2.15s	1.20s	1.49s	0.94s	0.76s	1.09s	2.41s	1.81s
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	14	19	20	12	18	29	29	22	17	11	11	20	6
Mean Time	0.44s	0.46s	0.53s	0.86s	0.35s	0.54s	0.38s	0.66s	0.31s	0.31s	0.29s	1.10s	1.30s
Shortest Time	0.03s	0.03s	0.03s	0.16s	0.03s	0.03s	0.03s	0.03s	0.05s	0.05s	0.03s	0.05s	0.27s
Longest Time	1.69s	1.49s	4.33s	2.03s	1.14s	3.07s	1.73s	4.10s	2.71s	0.92s	1.67s	2.91s	1.86s
Median Time	0.22s	0.52s	0.20s	0.88s	0.22s	0.22s	0.21s	0.29s	0.15s	0.18s	0.13s	1.04s	1.40s
PStDev Time	0.47s	0.40s	0.94s	0.58s	0.33s	0.72s	0.41s	0.87s	0.61s	0.26s	0.46s	0.78s	0.51s

Credential Change

Time to implement new password within the system.



Credential Change	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Update Time	0.884s	1.464s	0.897s	1.368s	0.839s	0.596s	1.252s	0.858s	0.395s	0.975s	0.143s	1.314s	0.843s
Monthly Threshold	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s
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	10	14	17	11	15	20	23	21	12	10	9	10	6
Mean Time	0.278s	0.473s	0.336s	0.435s	0.260s	0.184s	0.288s	0.278s	0.153s	0.318s	0.111s	0.484s	0.432s
Shortest Time	0.081s	0.077s	0.078s	0.083s	0.077s	0.084s	0.081s	0.075s	0.083s	0.080s	0.086s	0.082s	0.097s
Longest Time	1.224s	1.614s	1.376s	1.394s	1.174s	0.801s	1.633s	0.877s	0.712s	1.122s	0.161s	1.432s	0.885s
Median Time	0.093s	0.103s	0.112s	0.161s	0.101s	0.107s	0.096s	0.101s	0.107s	0.102s	0.108s	0.353s	0.393s
PStDev Time	0.349s	0.525s	0.357s	0.466s	0.310s	0.196s	0.412s	0.284s	0.169s	0.360s	0.019s	0.448s	0.329s

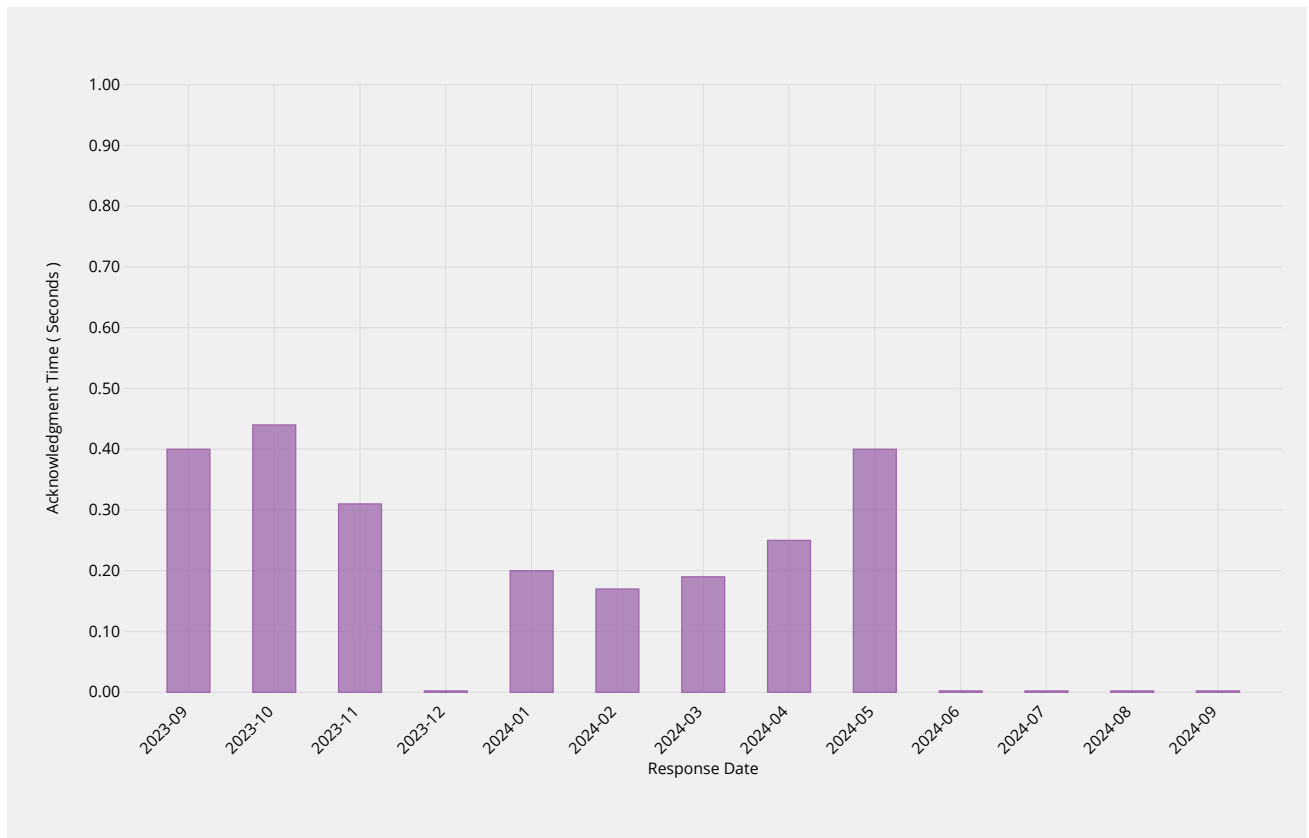
ccTLD Creation/Transfer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	0	2	0	0	0	0	0	0	0	0

Other Changes	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
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	7	5	10	4	4	2	6	5	5	3	2	0	4

Enquiry Processing

Time to acknowledge

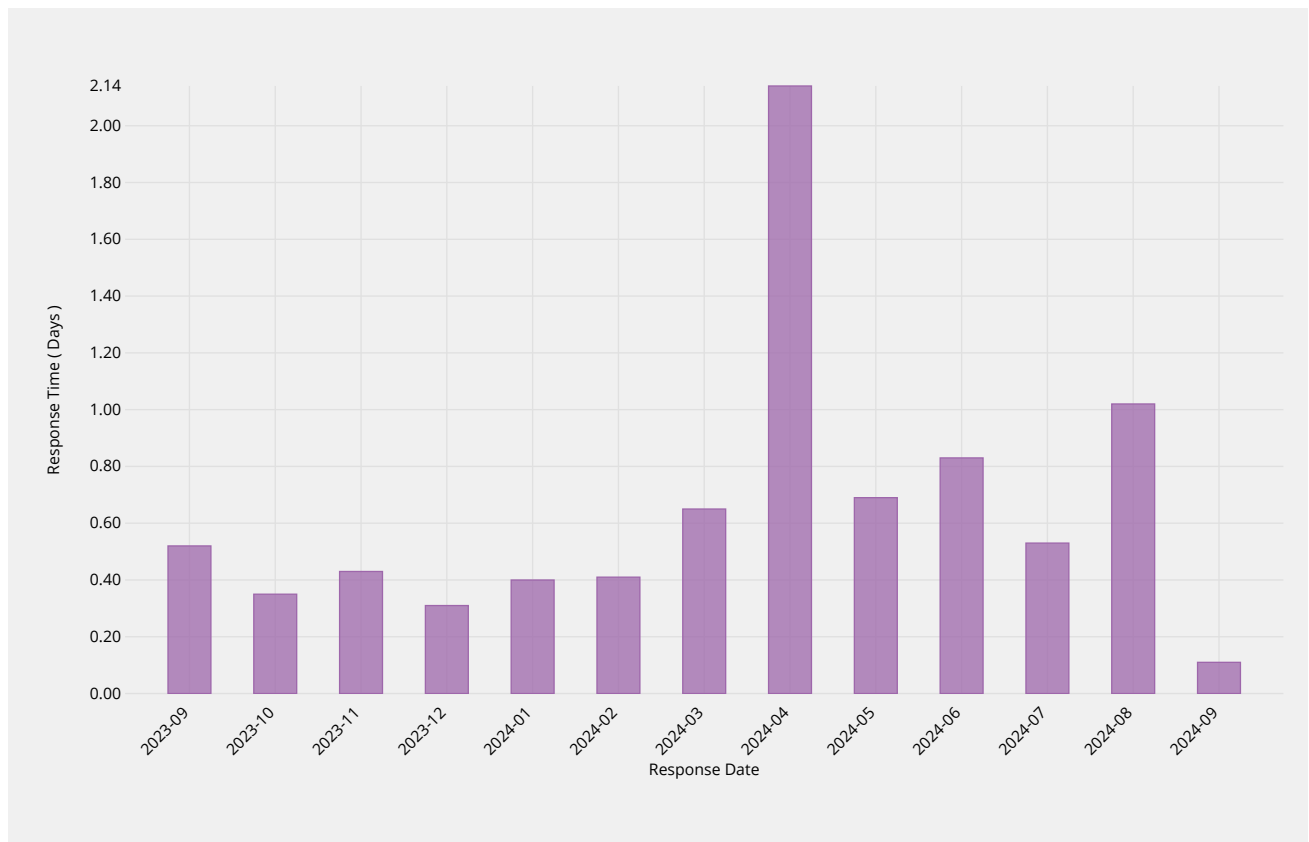
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Acknowledgment Time	1.00s	1.00s	1.00s	0.00s	1.00s	0.75s	1.00s	0.85s	1.00s	0.00s	0.00s	0.00s	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	10	9	13	7	10	6	16	4	5	1	3	4	1
Mean Time	0.40s	0.44s	0.31s	0.00s	0.20s	0.17s	0.19s	0.25s	0.40s	0.00s	0.00s	0.00s	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	0.00s
Longest Time	1.00s	1.00s	1.00s	0.00s	1.00s	1.00s	1.00s	1.00s	1.00s	0.00s	0.00s	0.00s	0.00s
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	0.49s	0.50s	0.46s	0.00s	0.40s	0.37s	0.39s	0.43s	0.49s	0.00s	0.00s	0.00s	0.00s

Time to initial response

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



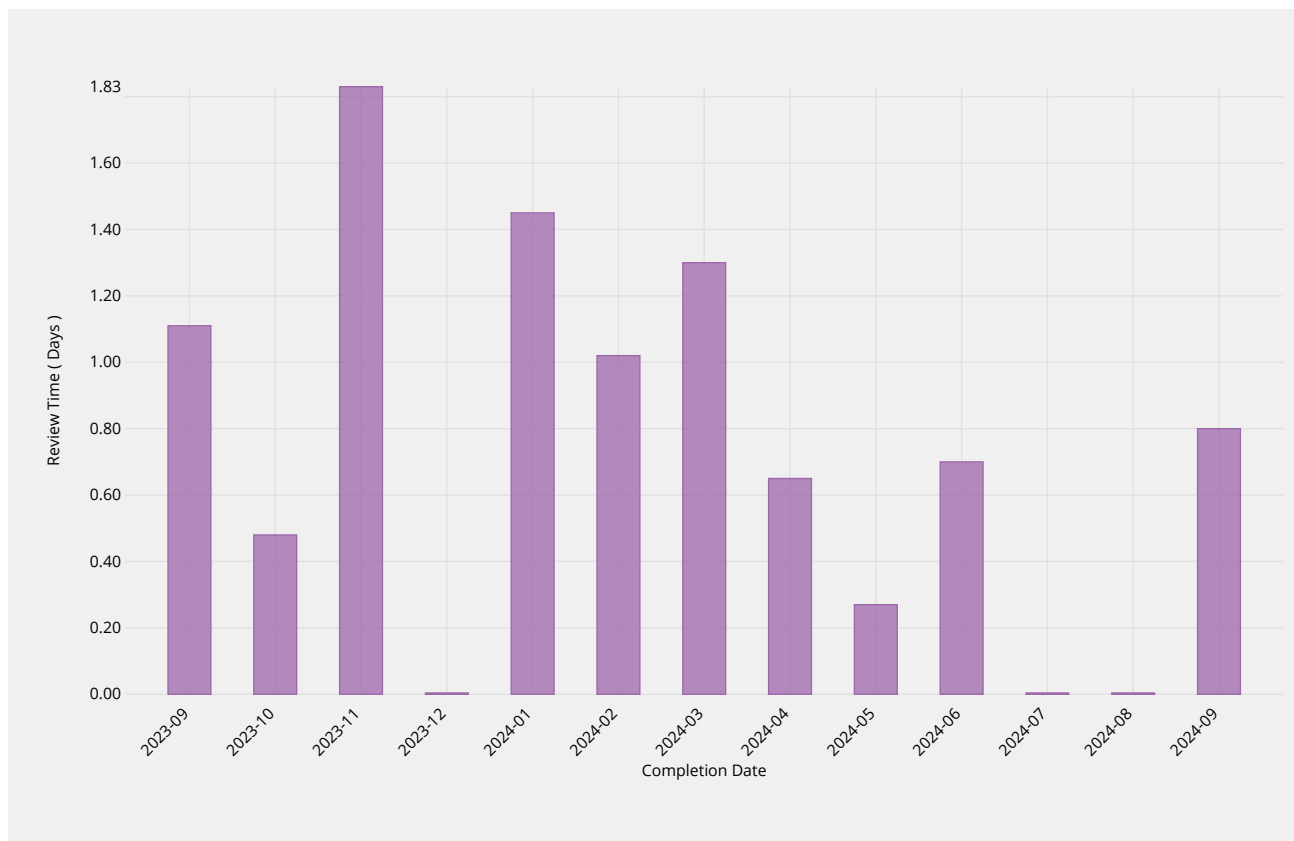
Manual Enquiries	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Response Time	0.86d	0.83d	0.50d	0.48d	0.98d	0.97d	1.61d	3.79d	1.90d	0.83d	1.01d	2.52d	0.11d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	10	8	13	6	8	6	14	3	4	1	3	4	1
Mean Time	0.52d	0.35d	0.43d	0.31d	0.40d	0.41d	0.65d	2.14d	0.69d	0.83d	0.53d	1.02d	0.11d
Shortest Time	0.03d	0.01d	0.01d	0.01d	0.00d	0.01d	0.03d	0.01d	0.01d	0.83d	0.02d	0.14d	0.11d
Longest Time	1.10d	1.99d	2.90d	0.51d	1.18d	1.19d	3.46d	4.17d	2.70d	0.83d	1.17d	3.48d	0.11d
Median Time	0.46d	0.10d	0.32d	0.35d	0.20d	0.25d	0.29d	2.24d	0.02d	0.83d	0.38d	0.24d	0.11d
PStDev Time	0.30d	0.63d	0.74d	0.17d	0.41d	0.43d	0.91d	1.70d	1.16d	0.00d	0.48d	1.42d	0.00d

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

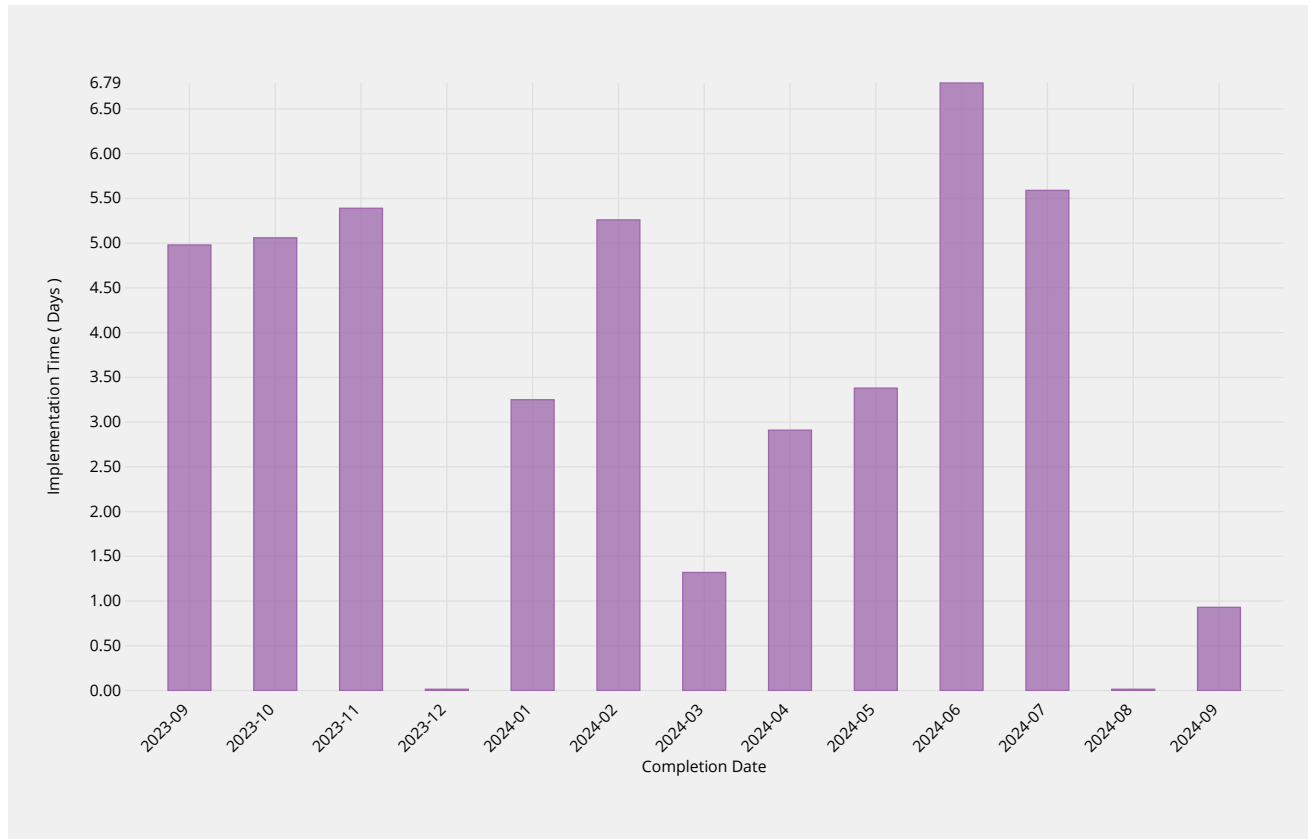
for remediation.



Review Time	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Review Time	1.11d	0.48d	1.83d	—	1.45d	1.02d	1.30d	0.65d	0.27d	0.70d	0.00d	—	0.80d
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	2	8	2	0	2	5	1	2	1	4	3	0	1
Shortest Time	0.00d	0.00d	0.00d	—	1.25d	0.00d	1.30d	0.62d	0.27d	0.00d	0.00d	—	0.80d
Longest Time	1.23d	1.02d	2.03d	—	1.48d	1.69d	1.30d	0.66d	0.27d	1.00d	0.00d	—	0.80d
Median Time	0.62d	0.00d	1.02d	—	1.36d	0.00d	1.30d	0.64d	0.27d	0.00d	0.00d	—	0.80d
PStDev Time	0.61d	0.33d	1.01d	—	0.11d	0.67d	0.00d	0.02d	0.00d	0.43d	0.00d	—	0.00d

Implementation Time

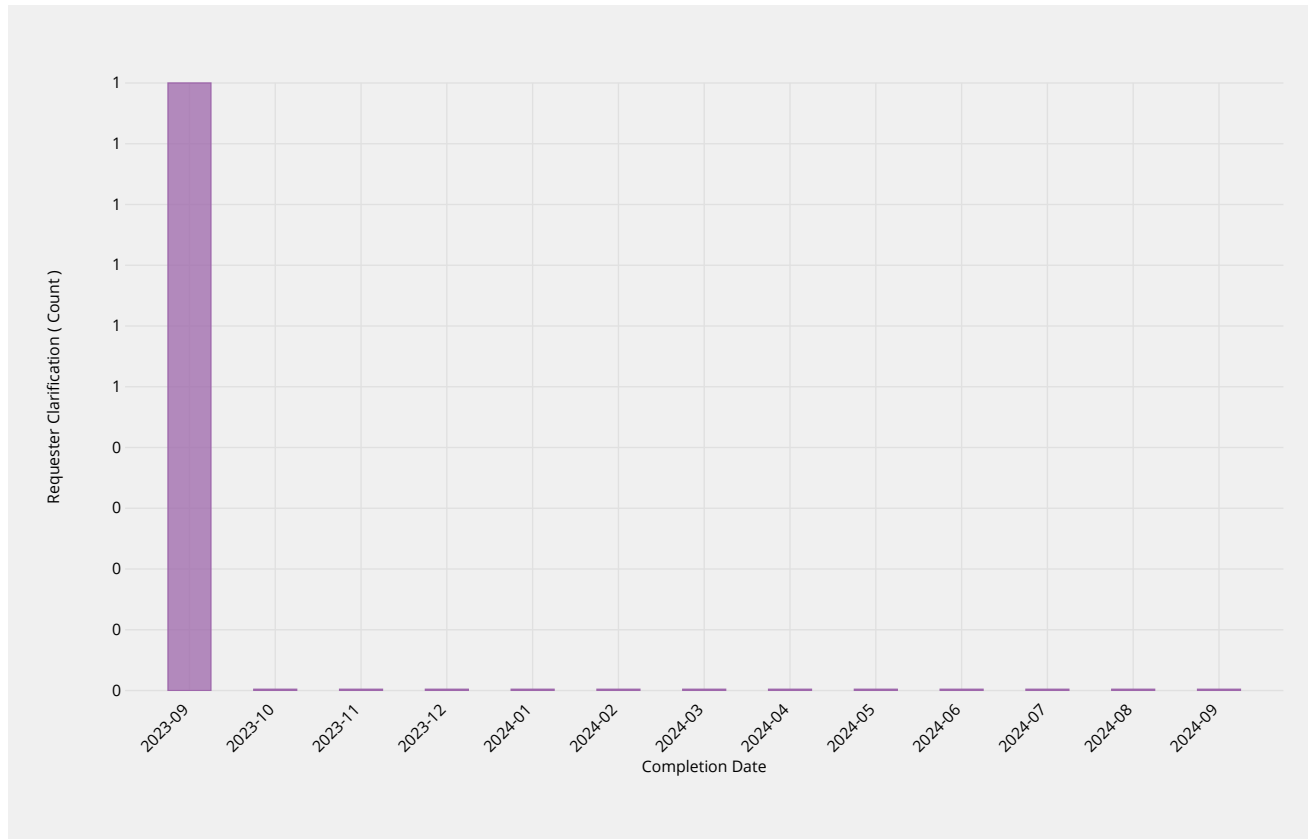
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Implementation Time	4.98d	5.06d	5.39d	—	3.25d	5.26d	1.32d	2.91d	3.38d	6.79d	5.59d	—	0.93d
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	2	8	2	0	2	5	1	2	1	4	3	0	1
Shortest Time	3.88d	0.22d	5.09d	—	2.79d	0.87d	1.32d	2.91d	3.38d	1.24d	1.13d	—	0.93d
Longest Time	5.11d	6.97d	5.42d	—	3.30d	6.72d	1.32d	2.91d	3.38d	6.79d	5.99d	—	0.93d
Median Time	4.49d	3.38d	5.25d	—	3.04d	3.07d	1.32d	2.91d	3.38d	4.58d	4.01d	—	0.93d
PStDev Time	0.62d	2.21d	0.17d	—	0.25d	1.98d	0.00d	0.00d	0.00d	2.52d	2.00d	—	0.00d

Requester Clarification

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

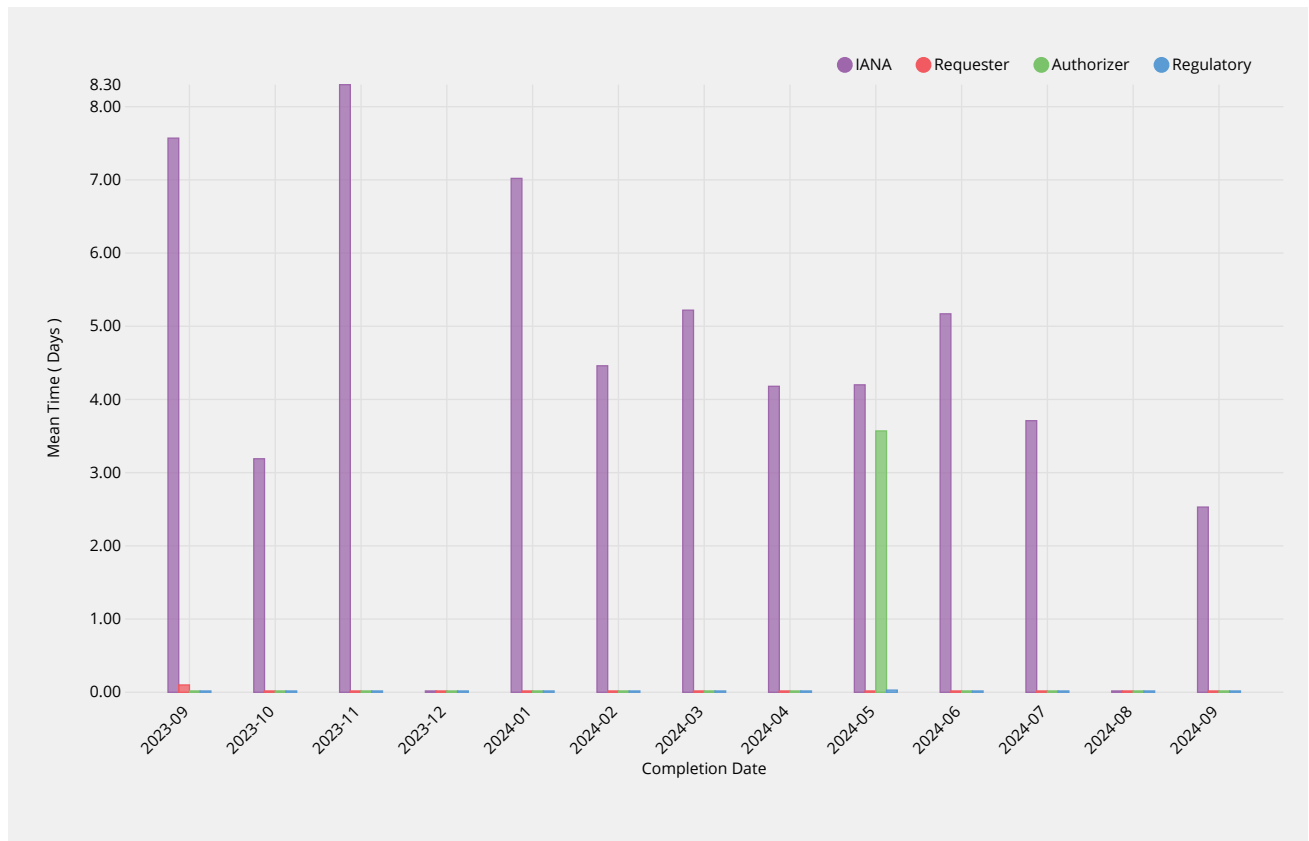


Requester Clarification	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Count	1	0	0	—	0	0	0	0	0	0	0	—	0
Request Count	2	8	2	0	2	5	1	2	1	4	3	0	1
Shortest Clarification	0	0	0	—	0	0	0	0	0	0	0	—	0
Longest Clarification	1	0	0	—	0	0	0	0	0	0	0	—	0

Time per Actor

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

regulatory checks.



IANA	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Mean Time	7.57d	3.19d	8.30d	—	7.02d	4.46d	5.22d	4.18d	4.20d	5.17d	3.71d	—	2.53d
Review Count	2	8	2	0	2	5	1	2	1	4	3	0	1
Shortest Time	3.88d	0.23d	5.09d	—	5.75d	0.87d	5.22d	4.15d	4.20d	1.24d	1.13d	—	2.53d
Longest Time	11.26d	9.01d	11.51d	—	8.29d	13.48d	5.22d	4.22d	4.20d	6.80d	5.99d	—	2.53d
Median Time	7.57d	3.38d	8.30d	—	7.02d	3.07d	5.22d	4.18d	4.20d	6.31d	4.01d	—	2.53d
PStDev Time	3.69d	2.69d	3.21d	—	1.27d	4.58d	0.00d	0.04d	0.00d	2.30d	2.00d	—	0.00d

Requester	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Mean Time	0.10d	—	—	—	—	—	—	—	—	—	—	—	—
Review Count	1	0	0	0	0	0	0	0	0	0	0	0	0
Shortest Time	0.10d	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	0.10d	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	0.10d	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.00d	—	—	—	—	—	—	—	—	—	—	—	—

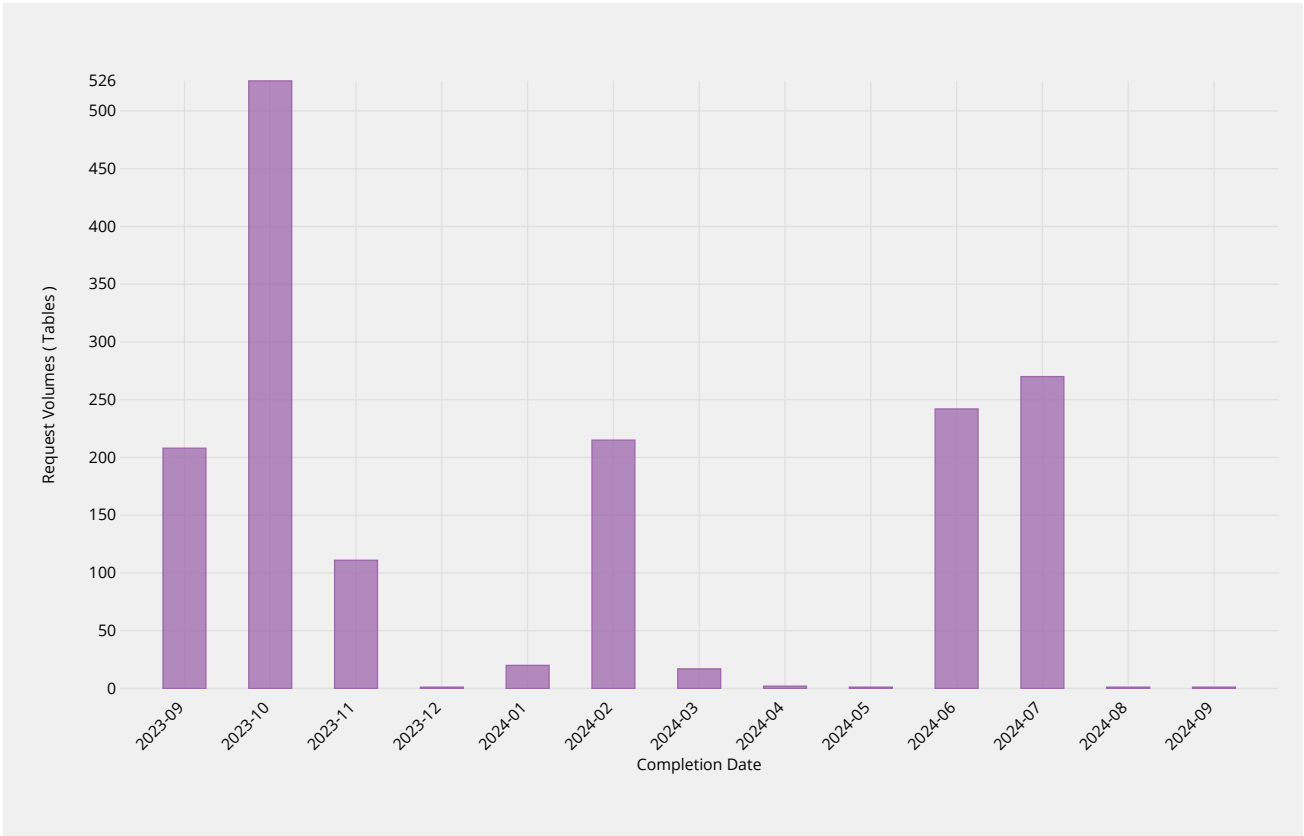
Authorizer	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Mean Time	—	—	—	—	—	—	—	—	3.57d	—	—	—	—
Review Count	0	0	0	0	0	0	0	0	1	0	0	0	0
Shortest Time	—	—	—	—	—	—	—	—	3.57d	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	3.57d	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	3.57d	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	0.00d	—	—	—	—

Regulatory	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Mean Time	—	—	—	—	—	—	—	—	0.03d	—	—	—	—
Review Count	0	0	0	0	0	0	0	0	1	0	0	0	0
Shortest Time	—	—	—	—	—	—	—	—	0.03d	—	—	—	—

Regulatory	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Longest Time	—	—	—	—	—	—	—	—	0.03d	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	0.03d	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	0.00d	—	—	—	—

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09
Total LGRs Processed	208	526	111	—	20	215	17	2	1	242	270	—	1
Request Count	2	8	2	0	2	5	1	2	1	4	3	0	1
Average LGRs per Request	104	66	56	—	10	43	17	1	1	60	90	—	1
Smallest per Request	103	1	8	—	4	1	17	1	1	5	5	—	1
Largest per Request	105	206	103	—	16	103	17	1	1	103	206	—	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.