

# IANA Naming Function Monthly Performance Report

November 2018

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## Summary of Performance


Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.4s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.46s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.06d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.66d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 7.63m	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)	≤3m (95.0%)	✓ 1.22m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✗ 1.29m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p13
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p13
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 3ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 3.35ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p15
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p15
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p16
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p17
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p17
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.61d	p18
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 1.36d	p18
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p19
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p19
Validation and Reviews	Other Changes	N/A	—	p19
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p20
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 30.19h	p21
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p21
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	N/A	—	p22
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.29s	p22

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.26s	p23
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p23
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p23
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p23
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p24
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p25
Directory Service	WHOIS Availability	≥99%	✓ 100%	p26
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p27
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.11s	p28
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 9.5ms	p29
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100%	p30
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone File	Other Changes	100%	✓ 100%	p30
Root Zone Database	Routine (Technical)	100%	✓ 100%	p31
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p31
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone Database	Other Changes	100%	✓ 100%	p32
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p32
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 2.77d	p33
<b>Label Generation Rulesets</b>				
Review Time	Review Time	N/A	17.65h	p34
Implementation Time	Implementation Time	N/A	17.2d	p35
Requester Clarification	Requester Clarification	N/A	3	p36
Time per Actor	IANA	N/A	18.38d	p37
Time per Actor	Requester	N/A	2.98d	p37
Time per Actor	Authorizer	N/A	0.87d	p37
Time per Actor	Regulatory	N/A	0.6d	p38
Request Volumes	Request Volumes	N/A	10	p38

Percentage of SLA thresholds met of those defined

**98.4%**

## Exceptions and Narrative for Reporting Period

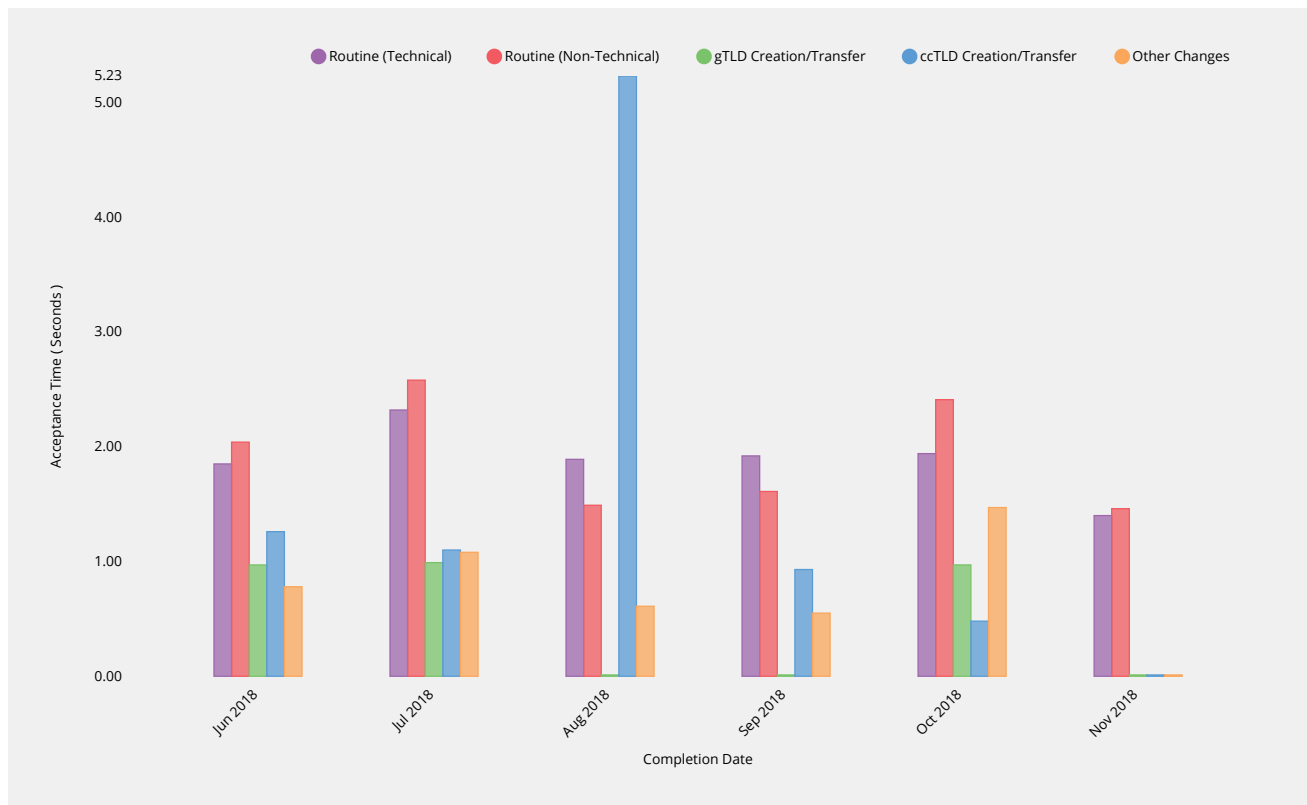
Metric	Category	Expected	Actual
Technical Check (Supplemental)	Routine (Technical)	1m	1.29m 
Primary cause:	Threshold requires revisiting		
Analysis/Comments:	One request exceeded the technical check threshold of one minute. This exception relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.		

# Detailed Performance for Reporting Period

## Submission

### Acceptance Recognition

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



Routine (Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	<b>2018-11</b>
Acceptance Time	1.85s	2.32s	1.89s	1.92s	1.94s	1.4s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	114	16	13	19	30	27
Mean Time	0.9s	1.1s	0.89s	1.23s	0.87s	0.78s
Shortest Time	0.64s	0.59s	0.4s	0.49s	0.45s	0.51s
Longest Time	2.43s	2.33s	1.95s	1.97s	3.04s	2.34s
Median Time	0.74s	0.81s	0.68s	1.47s	0.6s	0.65s
PStDev Time	0.38s	0.61s	0.53s	0.61s	0.59s	0.38s

Routine (Non-Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	<b>2018-11</b>
Acceptance Time	2.04s	2.58s	1.49s	1.61s	2.41s	1.46s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	63	17	221	17	17	14
Mean Time	1.43s	1.62s	1.19s	1.05s	1.36s	1.19s
Shortest Time	1.07s	1.24s	0.73s	0.73s	0.84s	0.92s

Routine (Non-Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Longest Time	2.25s	2.61s	2.18s	2.06s	2.63s	1.47s
Median Time	1.39s	1.43s	1.15s	0.96s	1.18s	1.15s
PStDev Time	0.25s	0.42s	0.17s	0.3s	0.5s	0.17s

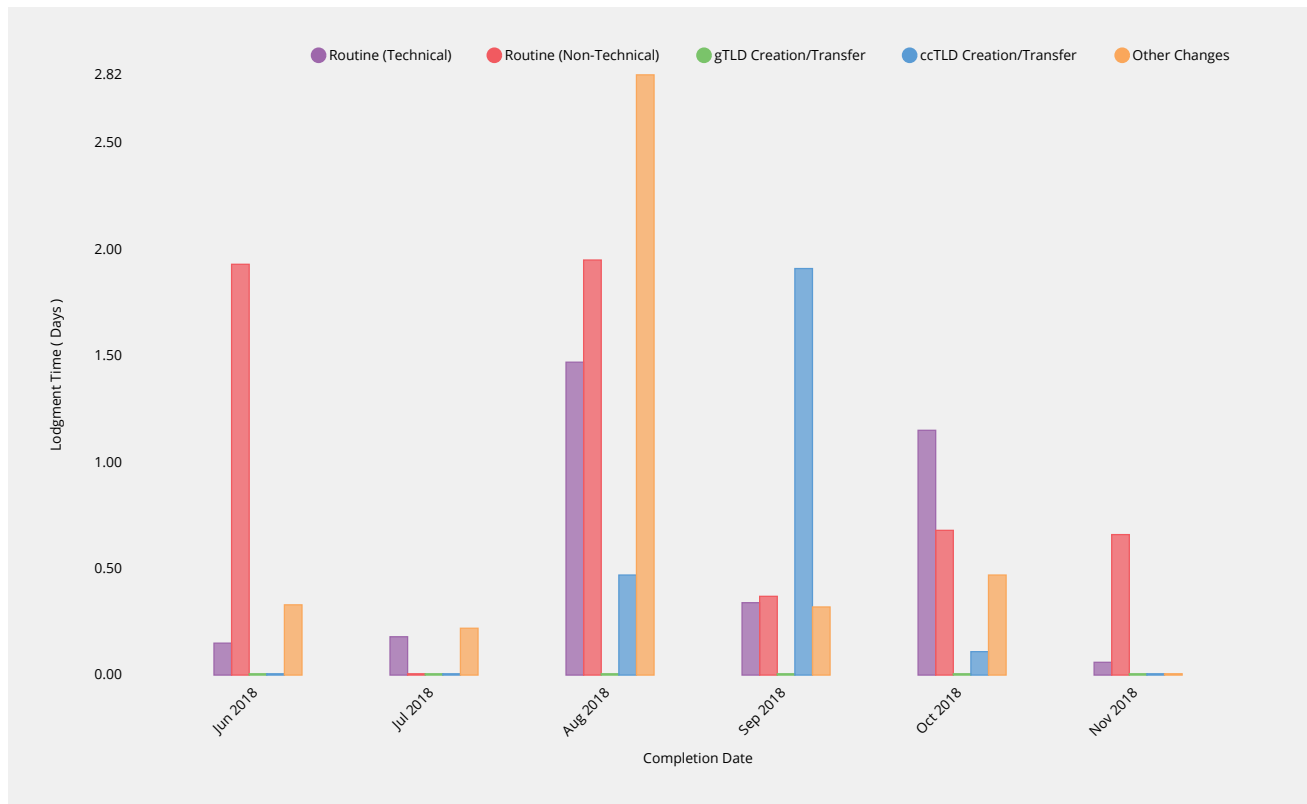
gTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Acceptance Time	0.97s	0.99s	—	—	0.97s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	1	0	0	1	0
Mean Time	0.97s	0.99s	—	—	0.97s	—
Shortest Time	0.97s	0.99s	—	—	0.97s	—
Longest Time	0.97s	0.99s	—	—	0.97s	—
Median Time	0.97s	0.99s	—	—	0.97s	—
PStDev Time	0s	0s	—	—	0s	—

ccTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Acceptance Time	1.26s	1.1s	5.23s	0.93s	0.48s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	2	2	1	2	1	0
Mean Time	1.25s	1s	5.23s	0.75s	0.48s	—
Shortest Time	1.23s	0.9s	5.23s	0.54s	0.48s	—
Longest Time	1.26s	1.11s	5.23s	0.95s	0.48s	—
Median Time	1.25s	1s	5.23s	0.75s	0.48s	—
PStDev Time	0.02s	0.1s	0s	0.21s	0s	—

Other Changes	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Acceptance Time	0.78s	1.08s	0.61s	0.55s	1.47s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	2	1	1	5	2	0
Mean Time	0.78s	1.08s	0.61s	0.52s	1.06s	—
Shortest Time	0.78s	1.08s	0.61s	0.49s	0.6s	—
Longest Time	0.78s	1.08s	0.61s	0.55s	1.51s	—
Median Time	0.78s	1.08s	0.61s	0.52s	1.06s	—
PStDev Time	0s	0s	0s	0.02s	0.46s	—

## Manual Lodgment Time

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



Routine (Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Lodgment Time	0.15d	0.18d	1.47d	0.34d	1.15d	0.06d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	3	4	4	1	2	1
Mean Time	0.09d	0.11d	0.65d	0.34d	0.65d	0.06d
Shortest Time	0d	0.02d	0.1d	0.34d	0.09d	0.06d
Longest Time	0.15d	0.18d	1.6d	0.34d	1.21d	0.06d
Median Time	0.12d	0.12d	0.46d	0.34d	0.65d	0.06d
PStDev Time	0.07d	0.07d	0.6d	0d	0.56d	0d

Routine (Non-Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Lodgment Time	1.93d	—	1.95d	0.37d	0.68d	0.66d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	3	0	7	1	2	11
Mean Time	0.75d	—	0.6d	0.37d	0.36d	0.34d
Shortest Time	0.01d	—	0.02d	0.37d	0.01d	0.12d
Longest Time	2.14d	—	2.48d	0.37d	0.71d	0.67d
Median Time	0.09d	—	0.3d	0.37d	0.36d	0.29d
PStDev Time	0.98d	—	0.81d	0d	0.35d	0.17d

gTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Lodgment Time	—	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d

gTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Lodgment Time	—	—	0.47d	1.91d	0.11d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	1	2	1	0
Mean Time	—	—	0.47d	1.01d	0.11d	—
Shortest Time	—	—	0.47d	0.01d	0.11d	—
Longest Time	—	—	0.47d	2.01d	0.11d	—
Median Time	—	—	0.47d	1.01d	0.11d	—
PStDev Time	—	—	0d	1d	0d	—

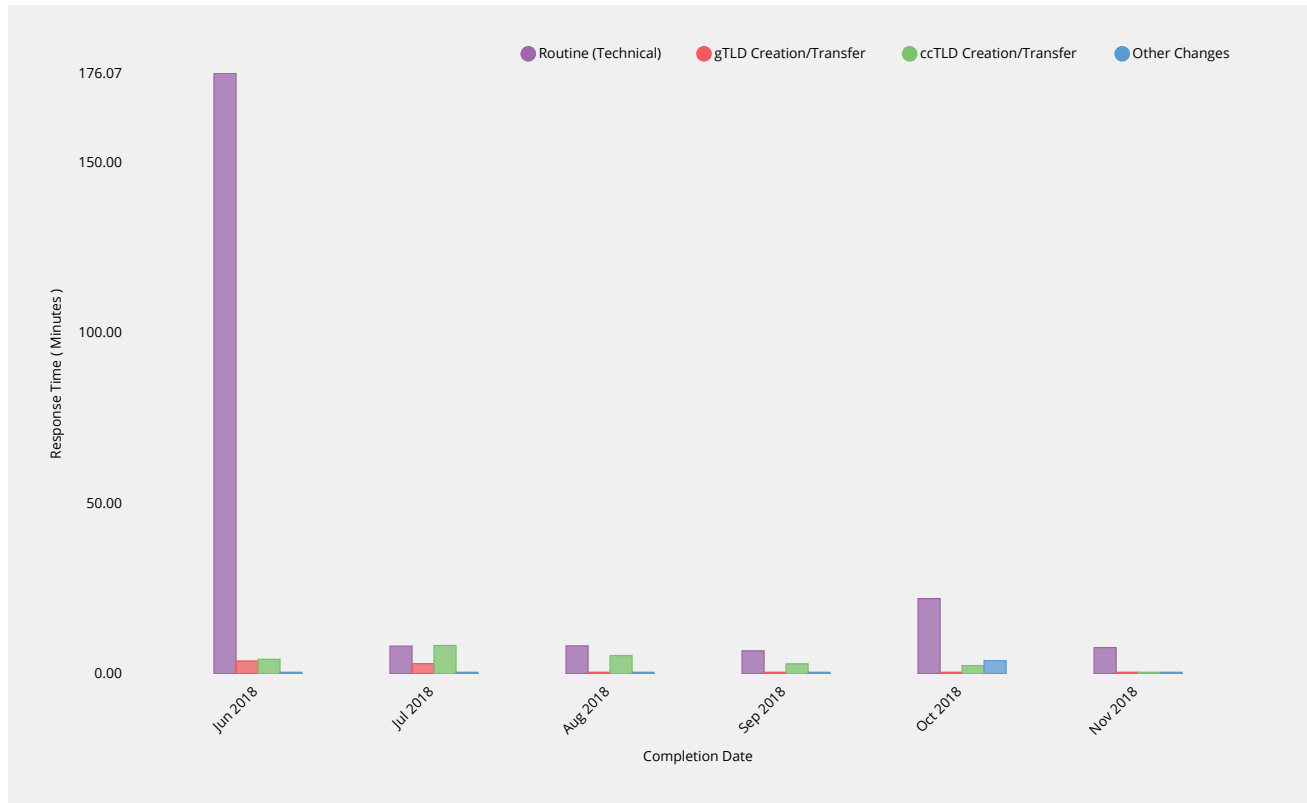
Other Changes	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Lodgment Time	0.33d	0.22d	2.82d	0.32d	0.47d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	2	1	1	5	1	0
Mean Time	0.28d	0.22d	2.82d	0.27d	0.47d	—
Shortest Time	0.22d	0.22d	2.82d	0.14d	0.47d	—
Longest Time	0.34d	0.22d	2.82d	0.32d	0.47d	—
Median Time	0.28d	0.22d	2.82d	0.28d	0.47d	—
PStDev Time	0.06d	0d	0d	0.07d	0d	—



## Technical Checks

### Technical Check (First)

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



Routine (Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Response Time	176.07m	8.05m	8.12m	6.67m	22m	7.63m
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	114	16	13	19	30	27
Mean Time	41.32m	3.28m	3.88m	3.7m	8.42m	2.42m
Shortest Time	0.14m	0.23m	1.5m	0.78m	0.24m	0.2m
Longest Time	202.88m	9.84m	12.29m	7.76m	27.21m	10.37m
Median Time	4.68m	3.25m	2.93m	3.99m	4.58m	1.61m
PStDev Time	60.47m	2.59m	2.66m	1.88m	7.47m	2.6m

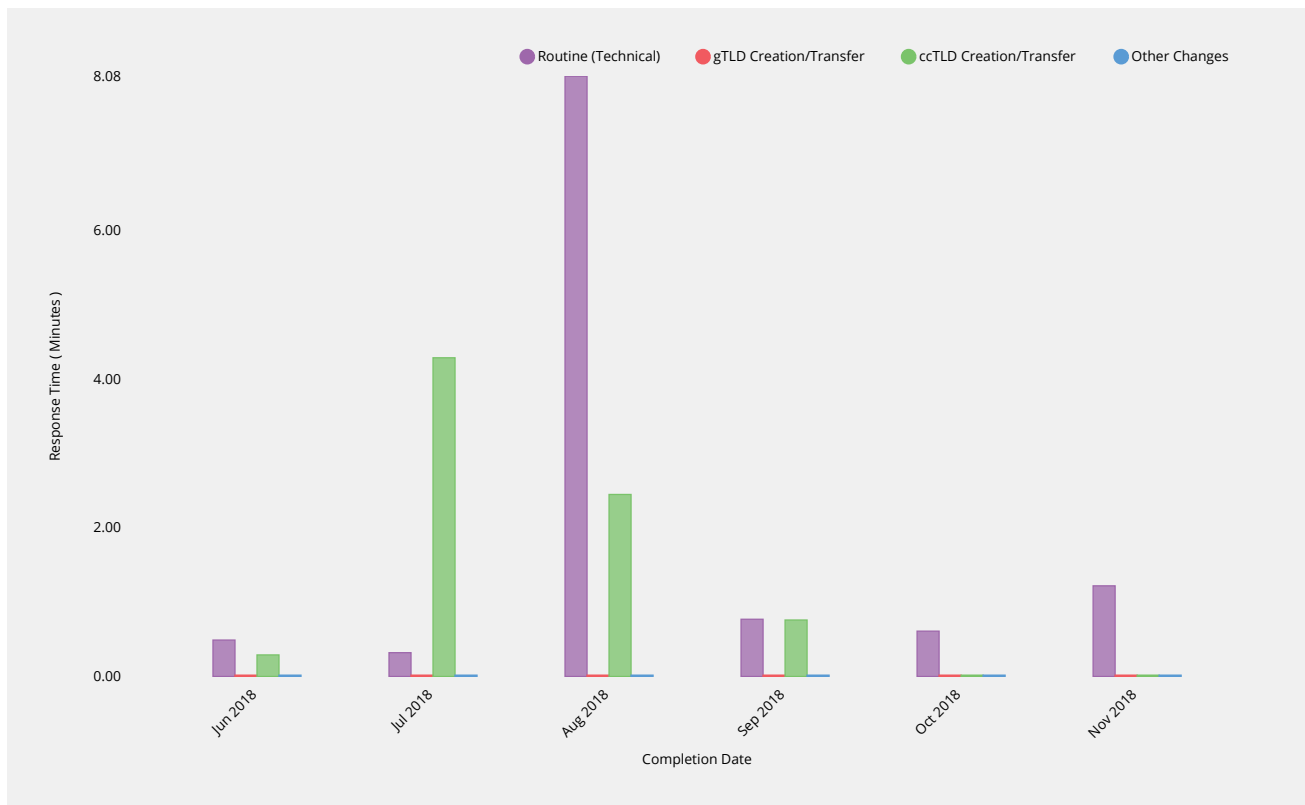
gTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Response Time	3.69m	2.92m	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	1	1	0	0	0	0
Mean Time	3.69m	2.92m	—	—	—	—
Shortest Time	3.69m	2.92m	—	—	—	—
Longest Time	3.69m	2.92m	—	—	—	—
Median Time	3.69m	2.92m	—	—	—	—
PStDev Time	0m	0m	—	—	—	—

ccTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Response Time	4.18m	8.23m	5.29m	2.87m	2.34m	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	1	2	1	1	1	0
Mean Time	4.18m	4.79m	5.29m	2.87m	2.34m	—
Shortest Time	4.18m	0.98m	5.29m	2.87m	2.34m	—
Longest Time	4.18m	8.61m	5.29m	2.87m	2.34m	—
Median Time	4.18m	4.79m	5.29m	2.87m	2.34m	—
PStDev Time	0m	3.82m	0m	0m	0m	—

Other Changes	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Response Time	—	—	—	—	3.78m	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	1	0
Mean Time	—	—	—	—	3.78m	—
Shortest Time	—	—	—	—	3.78m	—
Longest Time	—	—	—	—	3.78m	—
Median Time	—	—	—	—	3.78m	—
PStDev Time	—	—	—	—	0m	—

## Technical Check (Retest)

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



Routine (Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Response Time	0.49m	0.32m	8.08m	0.77m	0.61m	1.22m

Routine (Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	330	26	37	45	58	65
Mean Time	0.18m	0.21m	2.07m	0.27m	0.45m	0.54m
Shortest Time	0.06m	0.07m	0.39m	0.09m	0.25m	0.27m
Longest Time	4.73m	0.4m	8.1m	0.96m	0.79m	1.57m
Median Time	0.08m	0.24m	0.44m	0.18m	0.43m	0.33m
PStDev Time	0.4m	0.08m	3.11m	0.23m	0.07m	0.37m

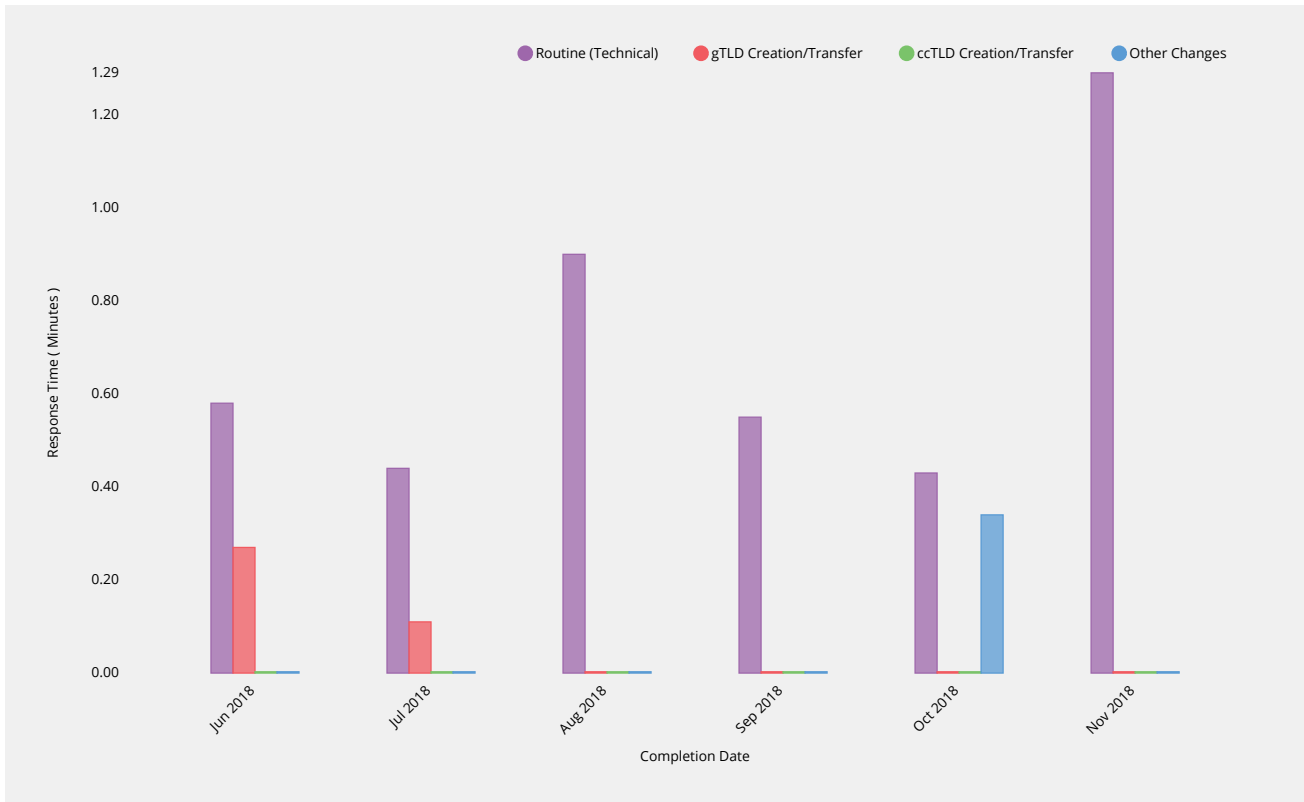
gTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Response Time	—	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Response Time	0.29m	4.29m	2.45m	0.76m	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	3	55	13	10	0	0
Mean Time	0.23m	2.54m	0.7m	0.42m	—	—
Shortest Time	0.19m	0.24m	0.17m	0.18m	—	—
Longest Time	0.3m	4.51m	2.45m	0.83m	—	—
Median Time	0.21m	2.49m	0.45m	0.29m	—	—
PStDev Time	0.05m	1.32m	0.77m	0.24m	—	—

Other Changes	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Response Time	—	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

## Technical Check (Supplemental)

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



Routine (Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Response Time	0.58m	0.44m	0.9m	0.55m	0.43m	1.29m
Monthly Threshold	1m	1m	1m	1m	1m	1m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	118	17	12	27	33	30
Mean Time	0.26m	0.22m	0.39m	0.22m	0.22m	0.43m
Shortest Time	0.07m	0.07m	0.14m	0.04m	0.06m	0.15m
Longest Time	4.69m	0.45m	1.3m	0.6m	0.45m	1.59m
Median Time	0.15m	0.19m	0.28m	0.13m	0.18m	0.34m
PStDev Time	0.57m	0.12m	0.3m	0.16m	0.14m	0.34m

### Exception Narrative

Primary cause: Threshold requires revisiting  
 Analysis/Comments: One request exceeded the technical check threshold of one minute. This exception relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.

gTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Response Time	0.27m	0.11m	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	1	1	0	0	0	0
Mean Time	0.27m	0.11m	—	—	—	—
Shortest Time	0.27m	0.11m	—	—	—	—

gTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Longest Time	0.27m	0.11m	—	—	—	—
Median Time	0.27m	0.11m	—	—	—	—
PStDev Time	0m	0m	—	—	—	—

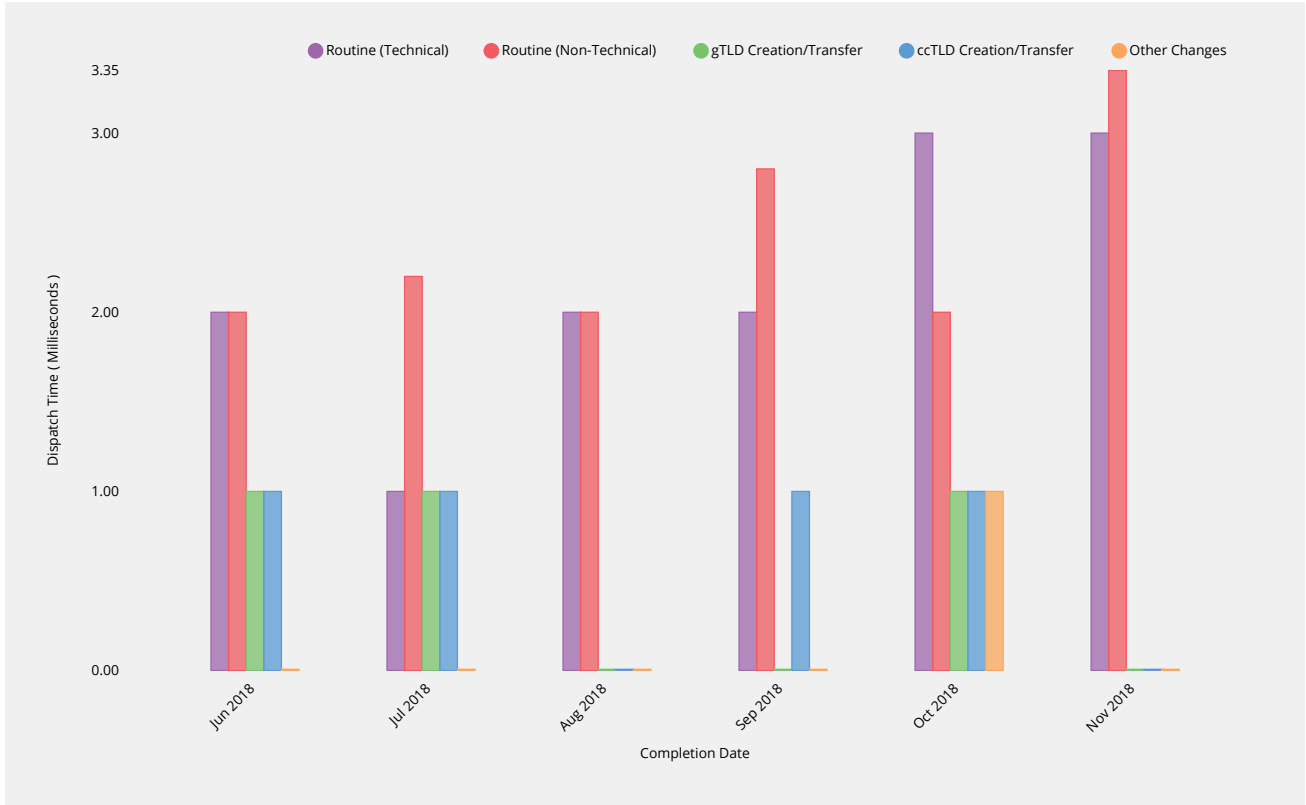
ccTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Response Time	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Response Time	—	—	—	—	0.34m	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	1	0
Mean Time	—	—	—	—	0.34m	—
Shortest Time	—	—	—	—	0.34m	—
Longest Time	—	—	—	—	0.34m	—
Median Time	—	—	—	—	0.34m	—
PStDev Time	—	—	—	—	0m	—

# Contact Confirmations

## Email Dispatch

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



Routine (Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Dispatch Time	2ms	1ms	2ms	2ms	3ms	3ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	110	15	11	19	27	24
Mean Time	0.75ms	0.87ms	1.18ms	0.95ms	1.56ms	1.75ms
Shortest Time	0ms	0ms	1ms	0ms	0ms	0ms
Longest Time	4ms	1ms	3ms	2ms	4ms	3ms
Median Time	1ms	1ms	1ms	1ms	1ms	2ms
PStDev Time	0.64ms	0.34ms	0.57ms	0.51ms	0.87ms	0.88ms

Routine (Non-Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Dispatch Time	2ms	2.2ms	2ms	2.8ms	2ms	3.35ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	63	17	221	17	17	14
Mean Time	1.17ms	1.41ms	1.37ms	1.35ms	1.24ms	2.29ms
Shortest Time	0ms	1ms	0ms	0ms	1ms	1ms
Longest Time	2ms	3ms	9ms	6ms	2ms	4ms
Median Time	1ms	1ms	1ms	1ms	1ms	2ms
PStDev Time	0.52ms	0.6ms	0.88ms	1.23ms	0.42ms	0.8ms

gTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Dispatch Time	1ms	1ms	—	—	1ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	1	0	0	1	0
Mean Time	1ms	1ms	—	—	1ms	—
Shortest Time	1ms	1ms	—	—	1ms	—
Longest Time	1ms	1ms	—	—	1ms	—
Median Time	1ms	1ms	—	—	1ms	—
PStDev Time	0ms	0ms	—	—	0ms	—

ccTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Dispatch Time	1ms	1ms	—	1ms	1ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	2	1	0	2	1	0
Mean Time	1ms	1ms	—	1ms	1ms	—
Shortest Time	1ms	1ms	—	1ms	1ms	—
Longest Time	1ms	1ms	—	1ms	1ms	—
Median Time	1ms	1ms	—	1ms	1ms	—
PStDev Time	0ms	0ms	—	0ms	0ms	—

Other Changes	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Dispatch Time	—	—	—	—	1ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	0	0	1	0
Mean Time	—	—	—	—	1ms	—
Shortest Time	—	—	—	—	1ms	—
Longest Time	—	—	—	—	1ms	—
Median Time	—	—	—	—	1ms	—
PStDev Time	—	—	—	—	0ms	—





gTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	1	0	0	1	0
Mean Time	0ms	0ms	—	—	0ms	—
Shortest Time	0ms	0ms	—	—	0ms	—
Longest Time	0ms	0ms	—	—	0ms	—
Median Time	0ms	0ms	—	—	0ms	—
PStDev Time	0ms	0ms	—	—	0ms	—

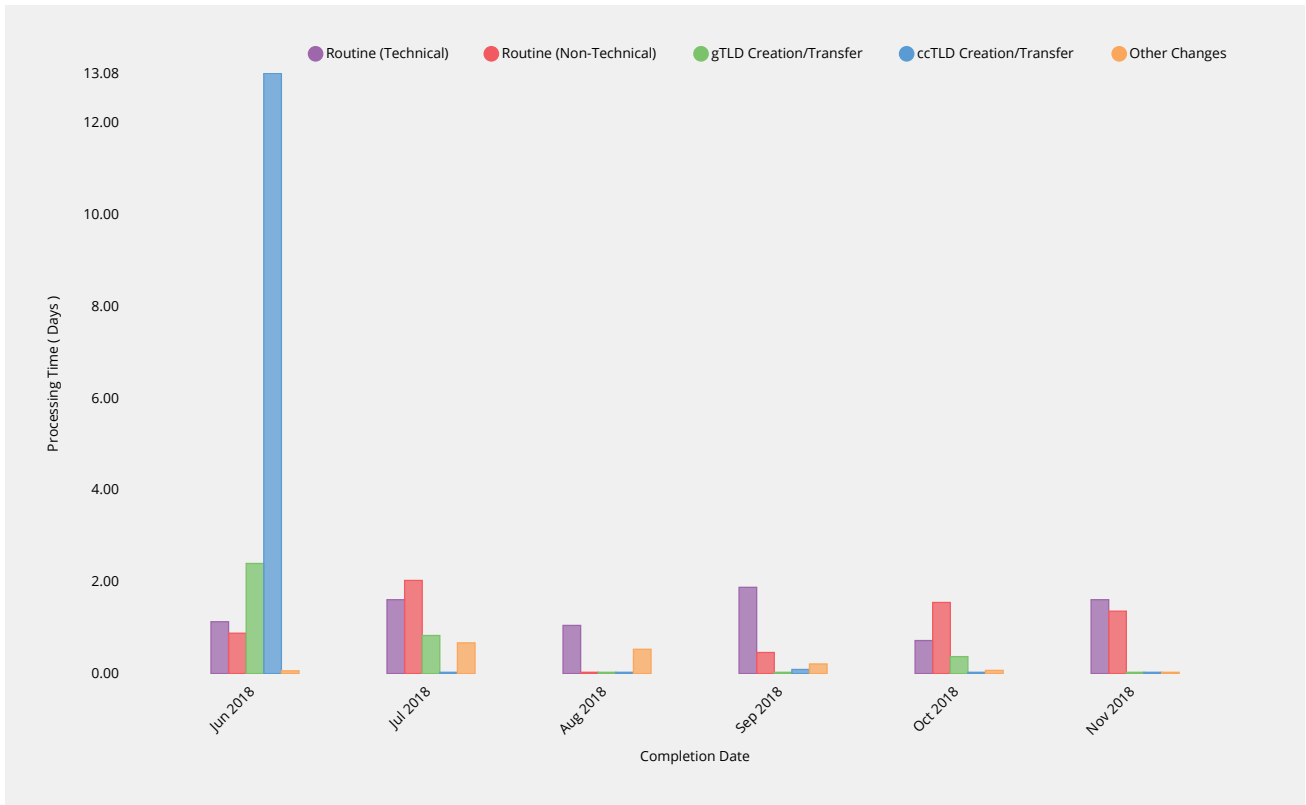
ccTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Affirmation Time	0ms	—	—	0ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	2	0	0	1	0	0
Mean Time	0ms	—	—	0ms	—	—
Shortest Time	0ms	—	—	0ms	—	—
Longest Time	0ms	—	—	0ms	—	—
Median Time	0ms	—	—	0ms	—	—
PStDev Time	0ms	—	—	0ms	—	—

Other Changes	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Affirmation Time	2ms	0ms	0ms	1ms	0ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	1	1	4	2	0
Mean Time	2ms	0ms	0ms	0.5ms	0ms	—
Shortest Time	2ms	0ms	0ms	0ms	0ms	—
Longest Time	2ms	0ms	0ms	1ms	0ms	—
Median Time	2ms	0ms	0ms	0.5ms	0ms	—
PStDev Time	0ms	0ms	0ms	0.5ms	0ms	—

# Staff Processing

## Validation and Reviews

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



Routine (Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Processing Time	1.13d	1.61d	1.05d	1.88d	0.72d	1.61d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	108	15	11	19	27	22
Mean Time	0.34d	0.86d	0.72d	0.78d	0.42d	0.94d
Shortest Time	0d	0d	0.07d	0.05d	0.12d	0.03d
Longest Time	2.37d	1.86d	1.2d	3.95d	1.03d	2.91d
Median Time	0.07d	0.76d	0.91d	0.37d	0.41d	0.66d
PStDev Time	0.46d	0.6d	0.37d	1.01d	0.21d	0.71d

Routine (Non-Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Processing Time	0.88d	2.03d	0d	0.46d	1.55d	1.36d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	60	17	218	16	13	12
Mean Time	0.73d	0.76d	0.02d	0.25d	0.48d	2.18d
Shortest Time	0.01d	0d	0d	0.03d	0.02d	0.03d
Longest Time	1.04d	3.6d	0.82d	0.5d	1.94d	20.88d
Median Time	0.78d	0.27d	0d	0.16d	0.18d	0.63d
PStDev Time	0.23d	1.08d	0.09d	0.19d	0.62d	5.65d

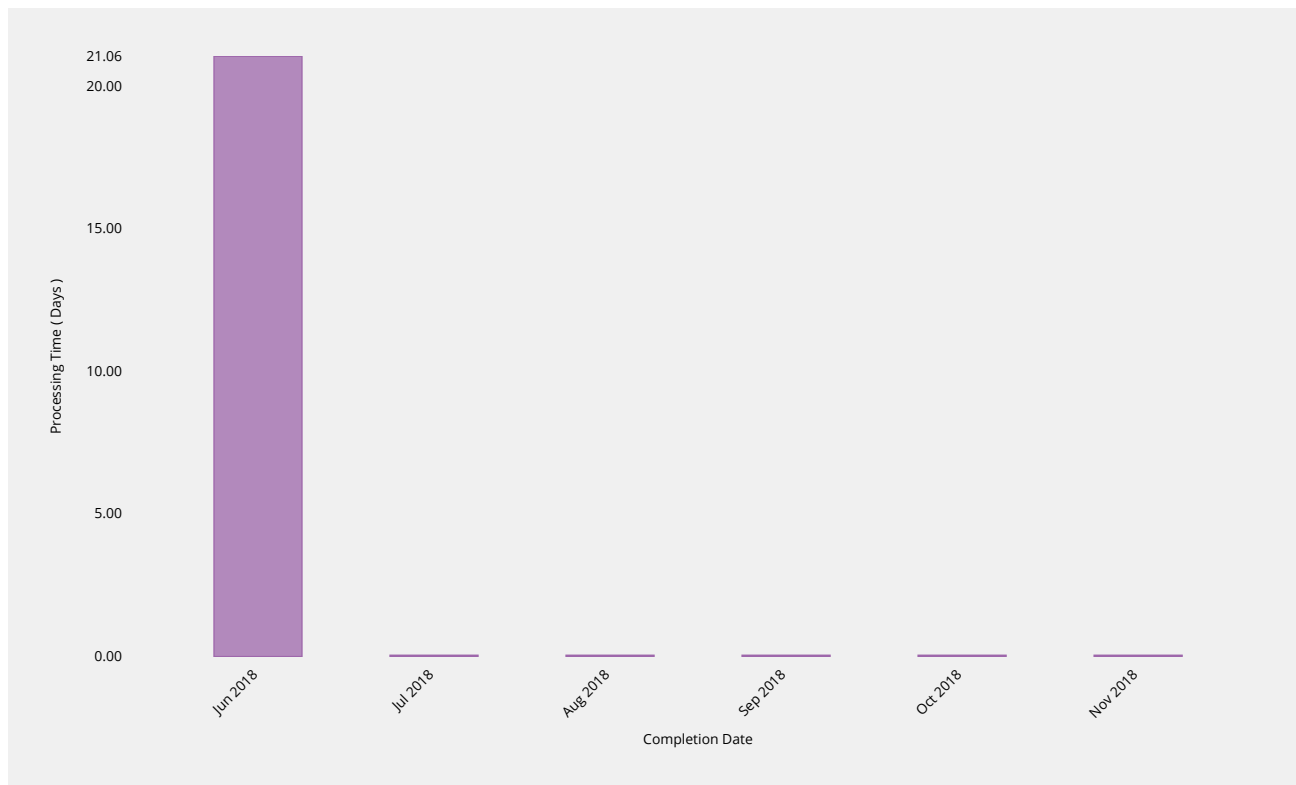
gTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Processing Time	2.4d	0.83d	—	—	0.37d	—
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	1	0	0	1	0
Mean Time	2.4d	0.83d	—	—	0.37d	—
Shortest Time	2.4d	0.83d	—	—	0.37d	—
Longest Time	2.4d	0.83d	—	—	0.37d	—
Median Time	2.4d	0.83d	—	—	0.37d	—
PStDev Time	0d	0d	—	—	0d	—

ccTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Processing Time	13.08d	—	0.01d	0.09d	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Request Count	1	0	1	1	0	0
Mean Time	13.08d	—	0.01d	0.09d	—	—
Shortest Time	13.08d	—	0.01d	0.09d	—	—
Longest Time	13.08d	—	0.01d	0.09d	—	—
Median Time	13.08d	—	0.01d	0.09d	—	—
PStDev Time	0d	—	0d	0d	—	—

Other Changes	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Processing Time	0.06d	0.67d	0.53d	0.21d	0.07d	—
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	1	1	1	4	2	0
Mean Time	0.06d	0.67d	0.53d	0.14d	0.04d	—
Shortest Time	0.06d	0.67d	0.53d	0.05d	0d	—
Longest Time	0.06d	0.67d	0.53d	0.21d	0.07d	—
Median Time	0.06d	0.67d	0.53d	0.16d	0.04d	—
PStDev Time	0d	0d	0d	0.07d	0.04d	—

## Third Party Approval

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

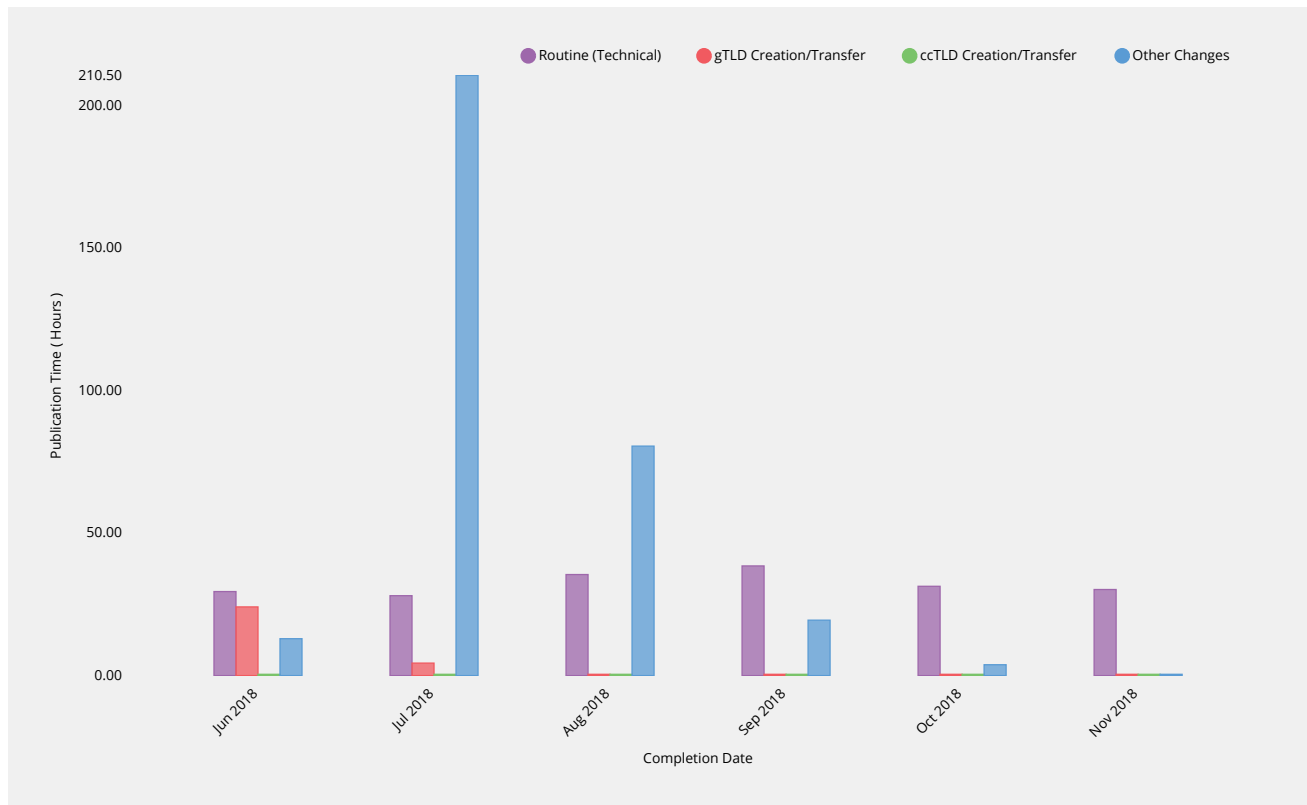


ccTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	<b>2018-11</b>
Processing Time	21.06d	—	—	—	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	1	0	0	0	0	0
Mean Time	21.06d	—	—	—	—	—
Shortest Time	21.06d	—	—	—	—	—
Longest Time	21.06d	—	—	—	—	—
Median Time	21.06d	—	—	—	—	—
PStDev Time	0d	—	—	—	—	—

# Implementation

## Root Zone Publication

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



Routine (Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Publication Time	29.47h	28.02h	35.44h	38.46h	31.32h	30.19h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	108	15	11	19	27	22
Mean Time	11.89h	12.46h	16.99h	17.27h	7.52h	14.24h
Shortest Time	1.24h	0.85h	0.69h	2.21h	0.52h	1.1h
Longest Time	30.89h	28.03h	36.37h	39.11h	31.64h	31.16h
Median Time	11.82h	4.45h	21.88h	18.35h	6.01h	10.94h
PStDev Time	5.82h	10.69h	11.38h	9.77h	8.47h	9.39h

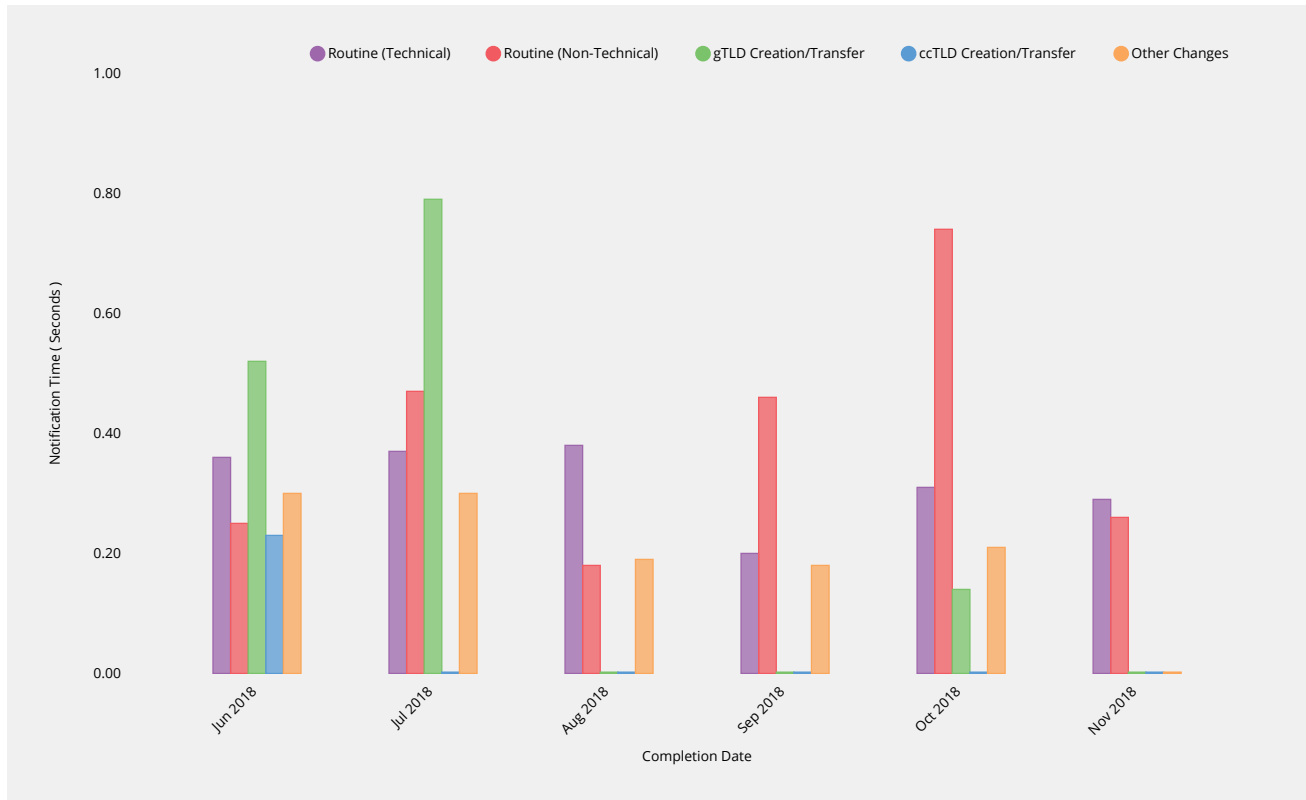
gTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Publication Time	24.09h	4.38h	—	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	1	1	0	0	0	0
Mean Time	24.09h	4.38h	—	—	—	—
Shortest Time	24.09h	4.38h	—	—	—	—
Longest Time	24.09h	4.38h	—	—	—	—
Median Time	24.09h	4.38h	—	—	—	—
PStDev Time	0h	0h	—	—	—	—

ccTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Publication Time	—	—	—	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Publication Time	12.94h	210.5h	80.48h	19.44h	3.81h	—
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	1	1	1	4	2	0
Mean Time	12.94h	210.5h	80.48h	15.3h	2.09h	—
Shortest Time	12.94h	210.5h	80.48h	3.26h	0.36h	—
Longest Time	12.94h	210.5h	80.48h	19.44h	3.81h	—
Median Time	12.94h	210.5h	80.48h	19.24h	2.09h	—
PStDev Time	0h	0h	0h	6.95h	1.73h	—

## Notification of Completion

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



Routine (Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Notification Time	0.36s	0.37s	0.38s	0.2s	0.31s	0.29s
Monthly Threshold	60s	60s	60s	60s	60s	60s

Routine (Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	108	15	11	19	27	22
Mean Time	0.22s	0.25s	0.24s	0.16s	0.18s	0.19s
Shortest Time	0.16s	0.2s	0.16s	0.12s	0.11s	0.14s
Longest Time	0.59s	0.38s	0.41s	0.27s	0.41s	0.3s
Median Time	0.2s	0.24s	0.2s	0.15s	0.16s	0.17s
PStDev Time	0.07s	0.05s	0.08s	0.03s	0.07s	0.05s

Routine (Non-Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Notification Time	0.25s	0.47s	0.18s	0.46s	0.74s	0.26s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	55	17	218	16	13	12
Mean Time	0.23s	0.28s	0.14s	0.23s	0.3s	0.2s
Shortest Time	0.17s	0.19s	0.12s	0.12s	0.14s	0.15s
Longest Time	1.3s	1.2s	0.36s	1.24s	1.18s	0.27s
Median Time	0.21s	0.22s	0.14s	0.16s	0.21s	0.21s
PStDev Time	0.15s	0.23s	0.03s	0.26s	0.27s	0.04s

gTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Notification Time	0.52s	0.79s	—	—	0.14s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	1	0	0	1	0
Mean Time	0.52s	0.79s	—	—	0.14s	—
Shortest Time	0.52s	0.79s	—	—	0.14s	—
Longest Time	0.52s	0.79s	—	—	0.14s	—
Median Time	0.52s	0.79s	—	—	0.14s	—
PStDev Time	0s	0s	—	—	0s	—

ccTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Notification Time	0.23s	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	0	0	0	0	0
Mean Time	0.23s	—	—	—	—	—
Shortest Time	0.23s	—	—	—	—	—
Longest Time	0.23s	—	—	—	—	—
Median Time	0.23s	—	—	—	—	—
PStDev Time	0s	—	—	—	—	—

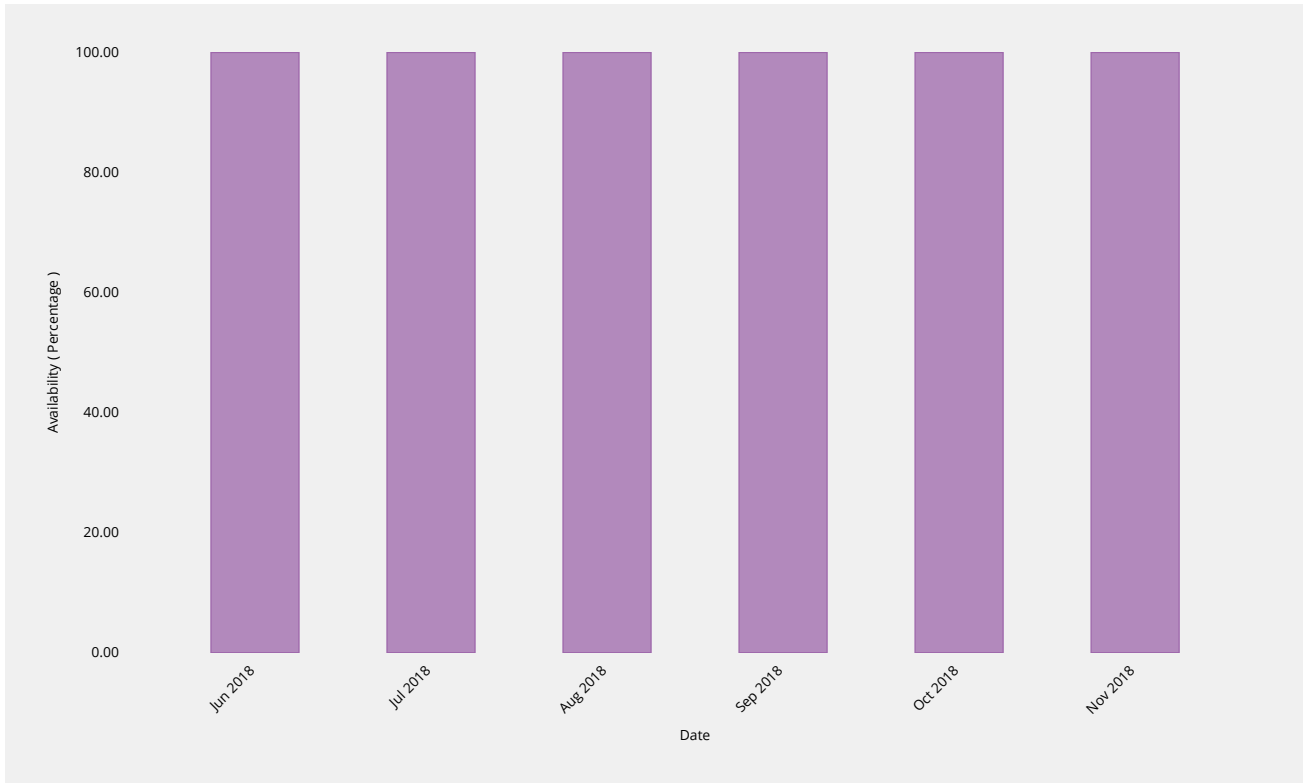
Other Changes	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Notification Time	0.3s	0.3s	0.19s	0.18s	0.21s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	1	1	4	2	0
Mean Time	0.3s	0.3s	0.19s	0.16s	0.18s	—
Shortest Time	0.3s	0.3s	0.19s	0.13s	0.16s	—
Longest Time	0.3s	0.3s	0.19s	0.18s	0.21s	—
Median Time	0.3s	0.3s	0.19s	0.15s	0.18s	—

Other Changes	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
PStDev Time	0s	0s	0s	0.02s	0.03s	—

## System Availability

### IANA Website

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

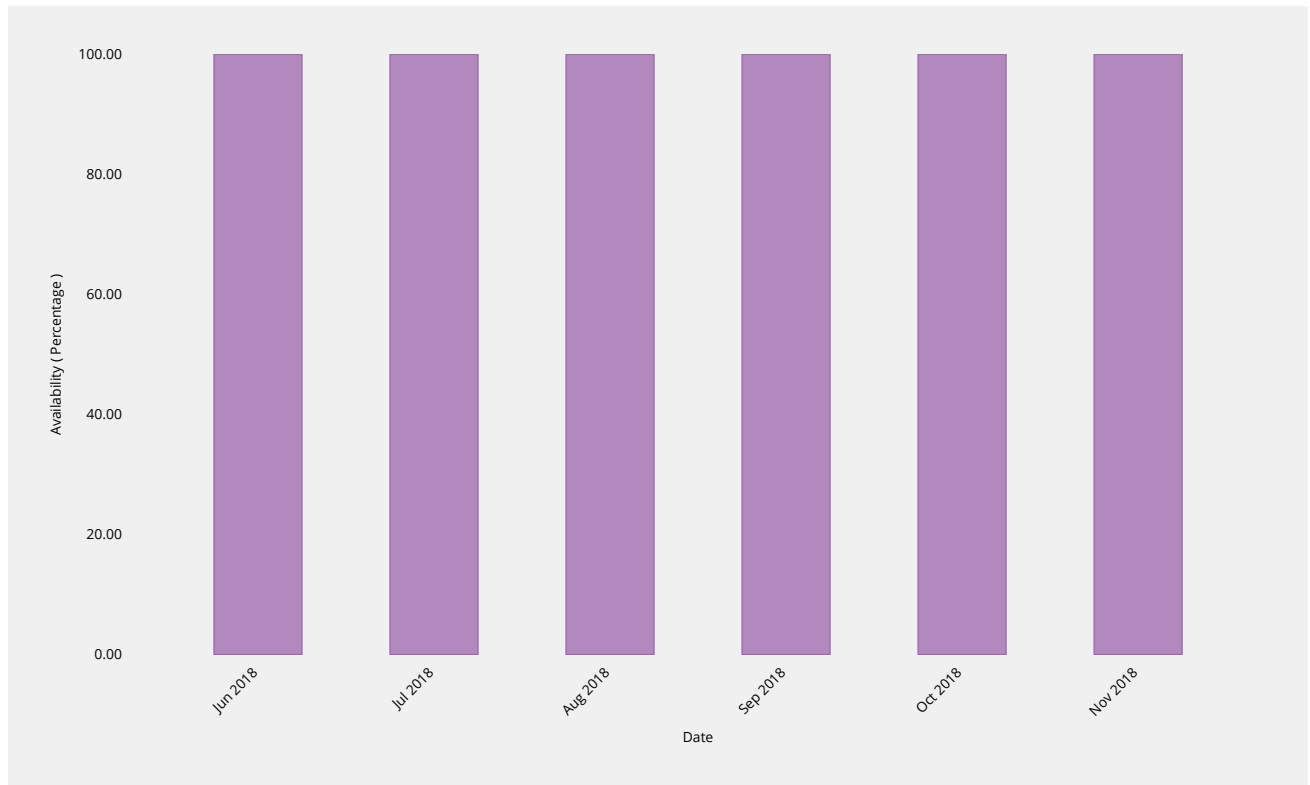


IANA Site Availability	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%



## Root Zone Management System

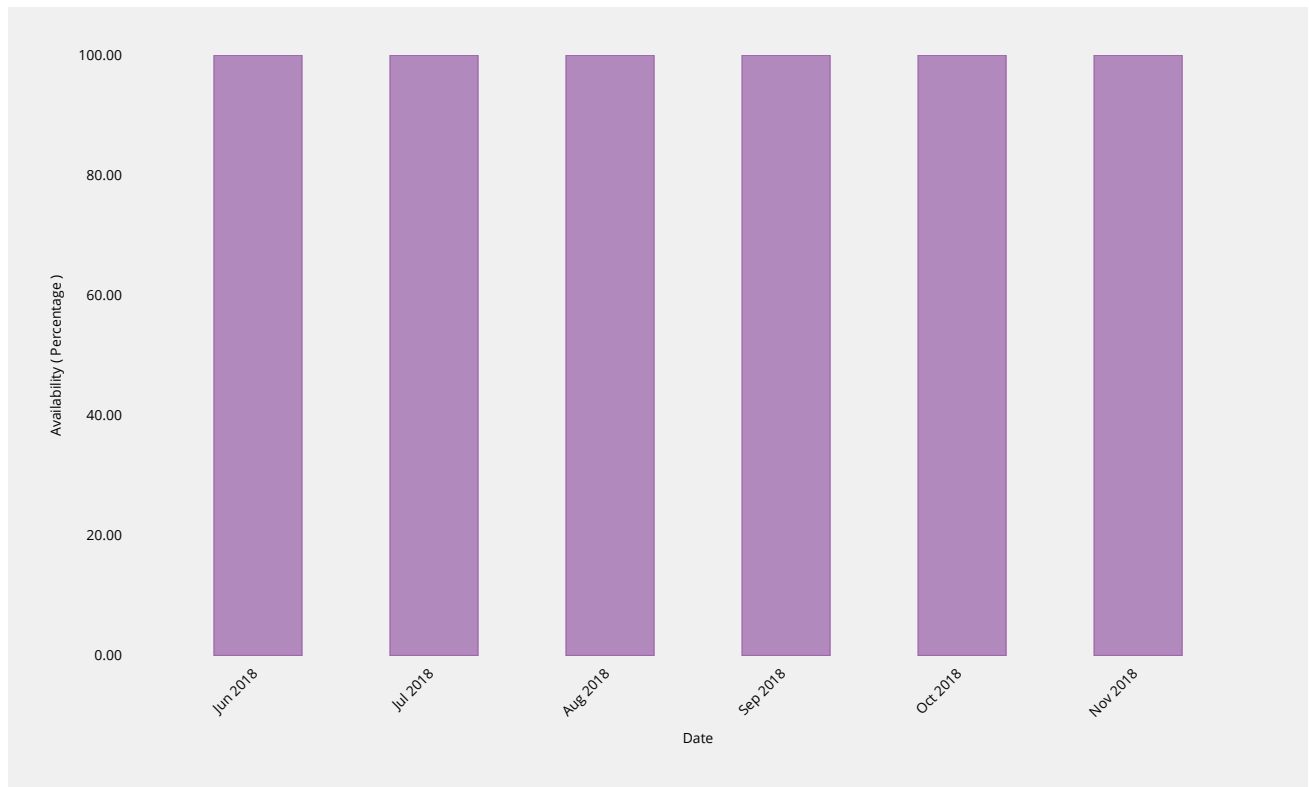
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Directory Service

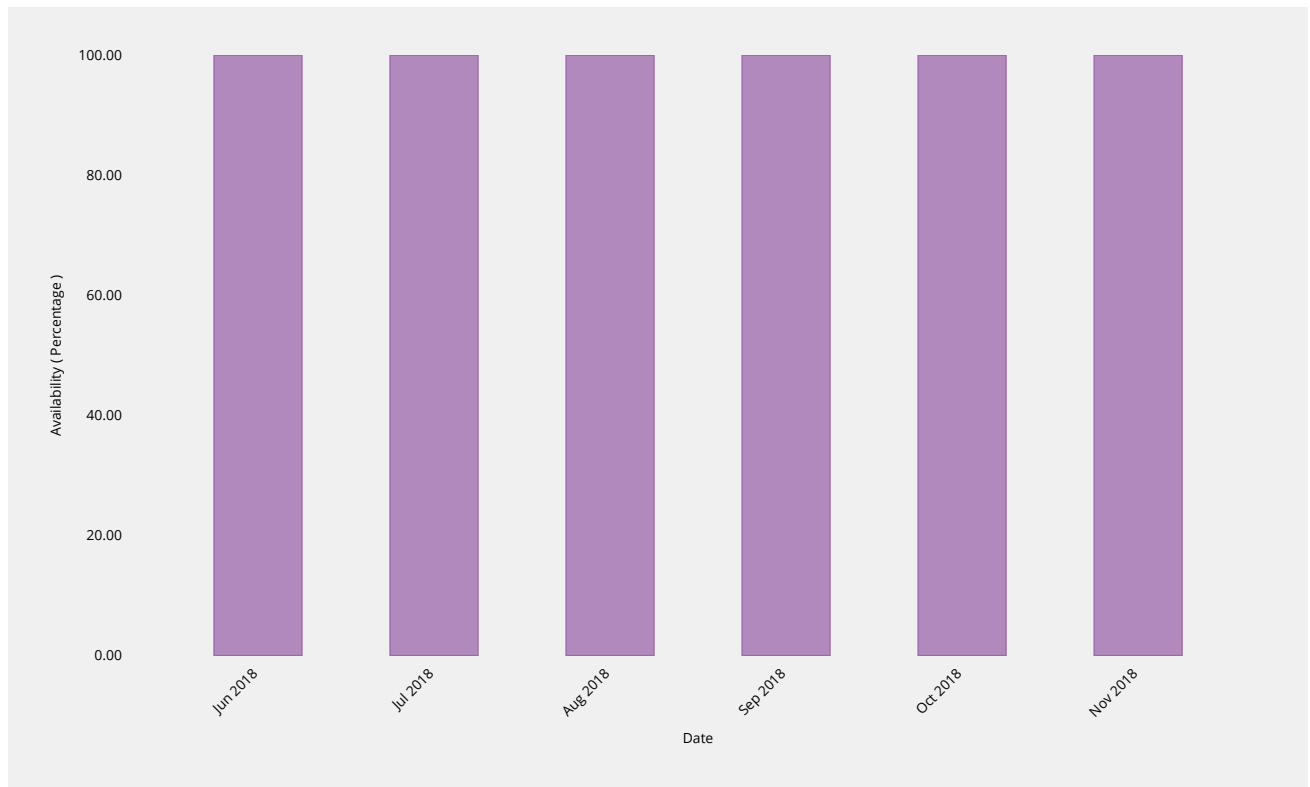
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2018-06	2018-07	2018-08	2018-09	2018-10	<b>2018-11</b>
Availability	100%	100%	100%	100%	100%	<b>100%</b>
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Service Level Dashboard

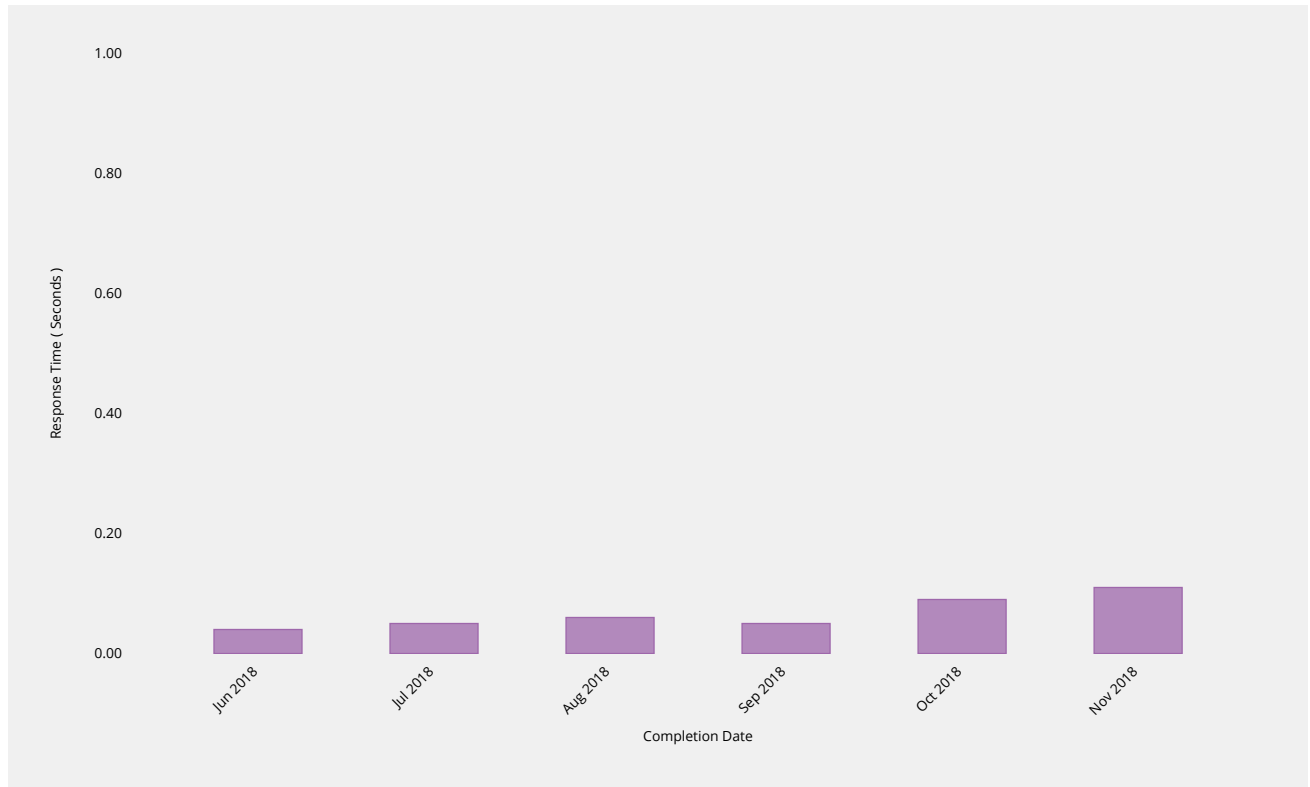
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2018-06	2018-07	2018-08	2018-09	2018-10	<b>2018-11</b>
Availability	100%	100%	99.99%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Credential Recovery

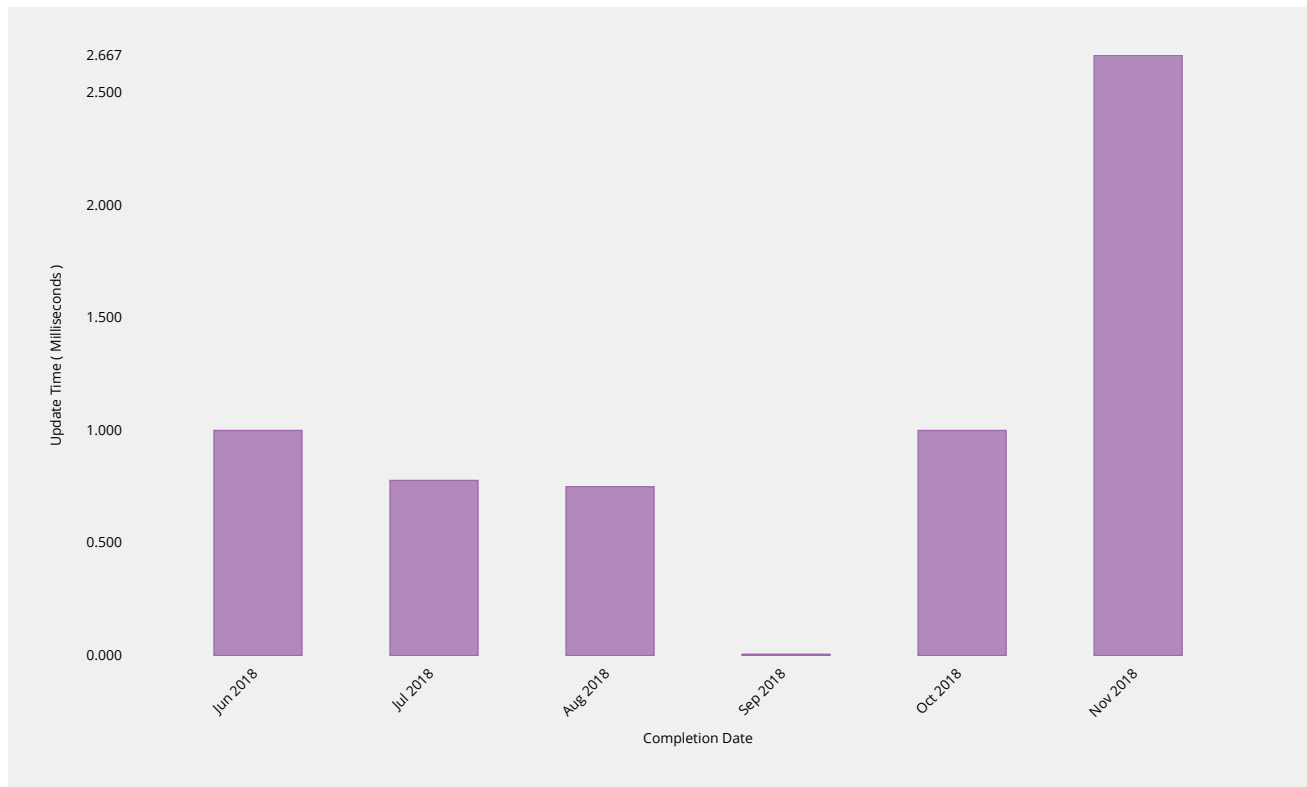
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2018-06	2018-07	2018-08	2018-09	2018-10	<b>2018-11</b>
Response Time	0.04s	0.05s	0.06s	0.05s	0.09s	0.11s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	10	9	10	3	9	22
Mean Time	0.03s	0.04s	0.05s	0.05s	0.05s	0.03s
Shortest Time	0.01s	0.03s	0.04s	0.04s	0.03s	0s
Longest Time	0.04s	0.05s	0.06s	0.05s	0.09s	0.21s
Median Time	0.04s	0.04s	0.04s	0.04s	0.04s	0.01s
PStDev Time	0.01s	0.01s	0.01s	0s	0.02s	0.05s

## Credential Change

Time to implement new password within the system.

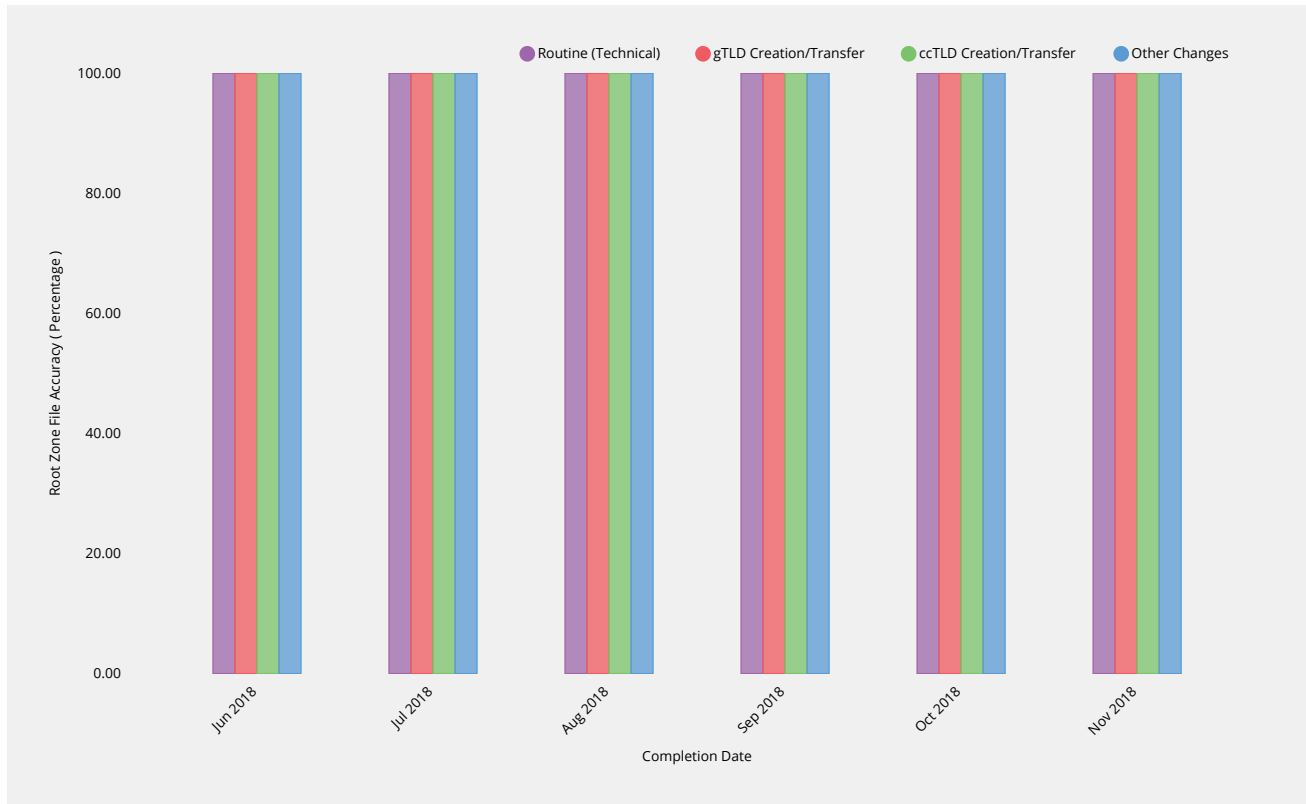


Credential Change	2018-06	2018-07	2018-08	2018-09	2018-10	<b>2018-11</b>
Update Time	2.2ms	1ms	2.3ms	0ms	2ms	<b>9.5ms</b>
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	9	9	8	2	6	6
Mean Time	1ms	0.778ms	0.75ms	0ms	1ms	2.667ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	3ms	1ms	3ms	0ms	2ms	12ms
Median Time	1ms	1ms	0.5ms	0ms	1ms	1ms
PStDev Time	0.816ms	0.416ms	0.968ms	0ms	0.816ms	4.23ms

## Accuracy

### Root Zone File

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



Routine (Technical)	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	108	15	11	19	27	22

gTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	1	0	0	1	0

ccTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	0	0	0	0	0

Other Changes	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0



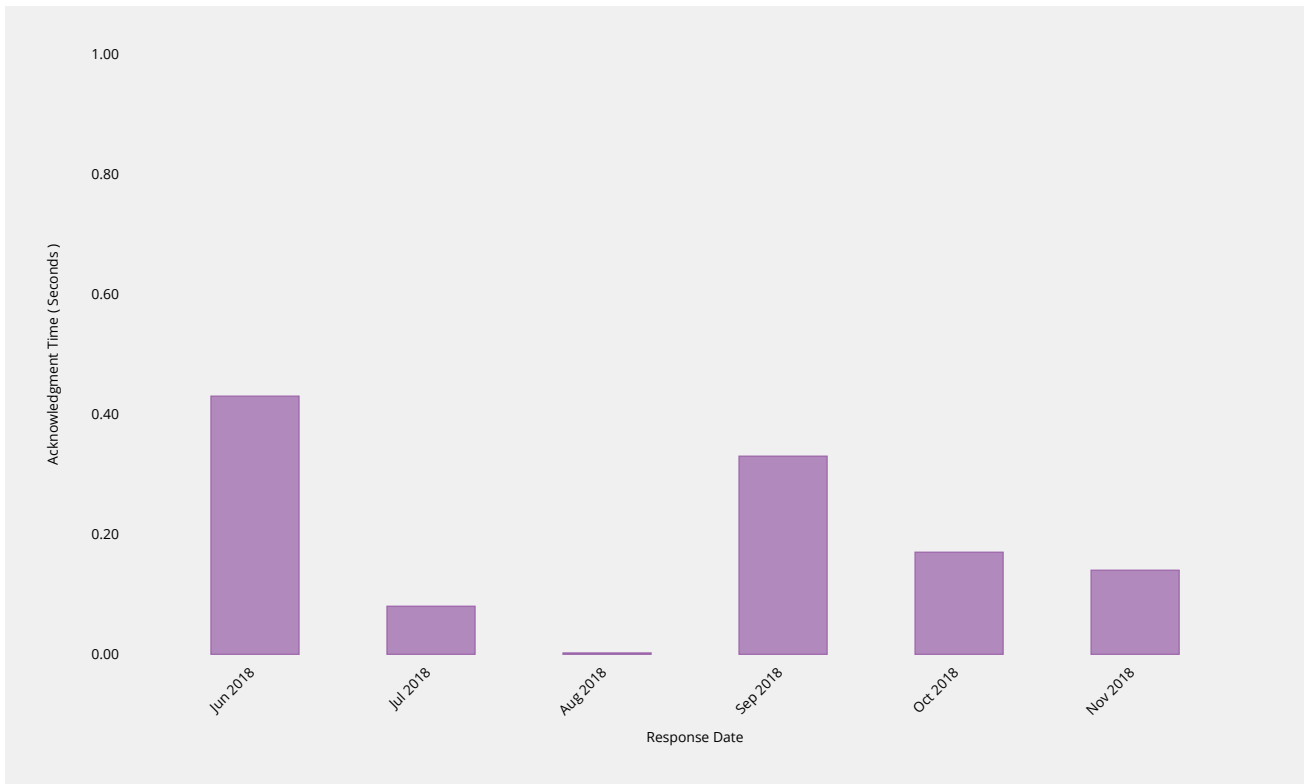
ccTLD Creation/Transfer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	0	0	0	0	0

Other Changes	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	1	1	4	2	0

## Enquiry Processing

### Time to acknowledge

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

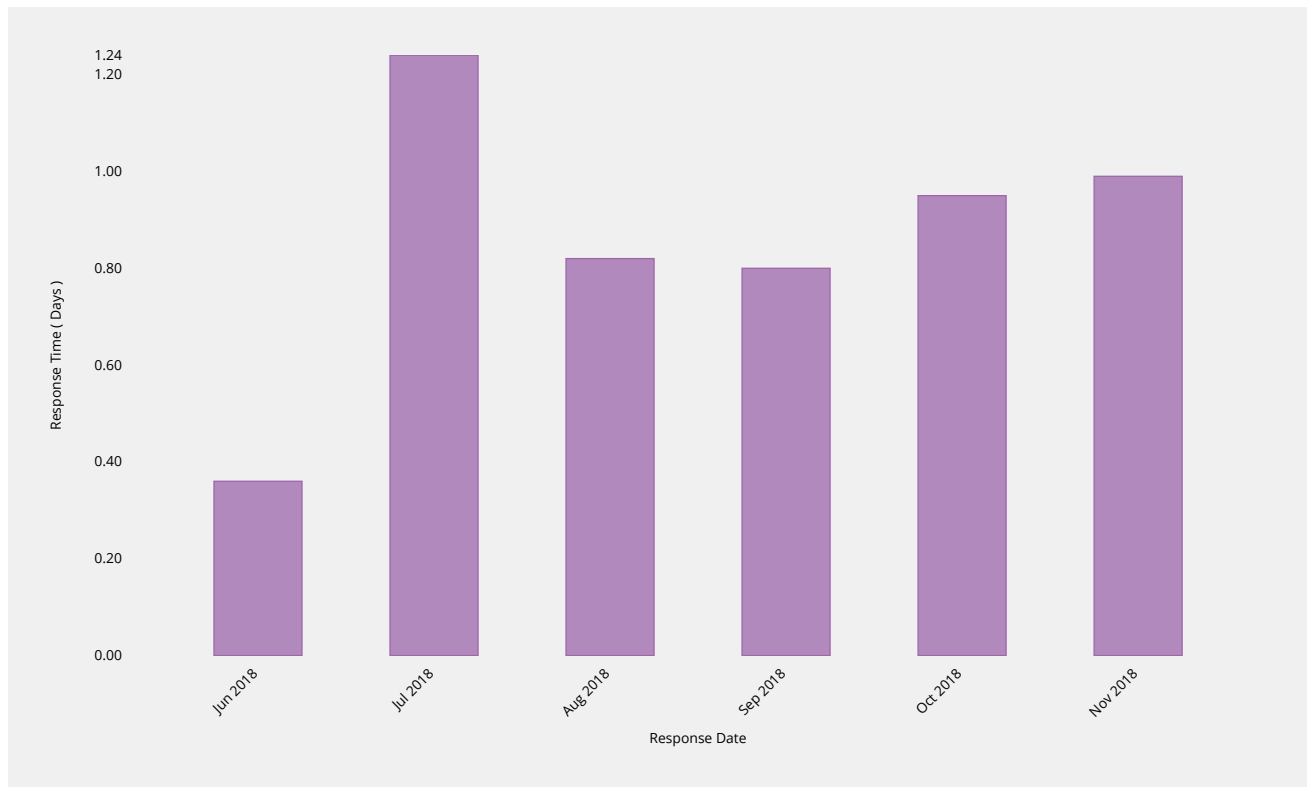


Manual Enquiries	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Acknowledgment Time	1s	0.4s	0s	0.9s	1s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	7	13	3	3	12	14
Mean Time	0.43s	0.08s	0s	0.33s	0.17s	0.14s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	0s	1s	1s	1s
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0.49s	0.27s	0s	0.47s	0.37s	0.35s



## Time to initial response

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

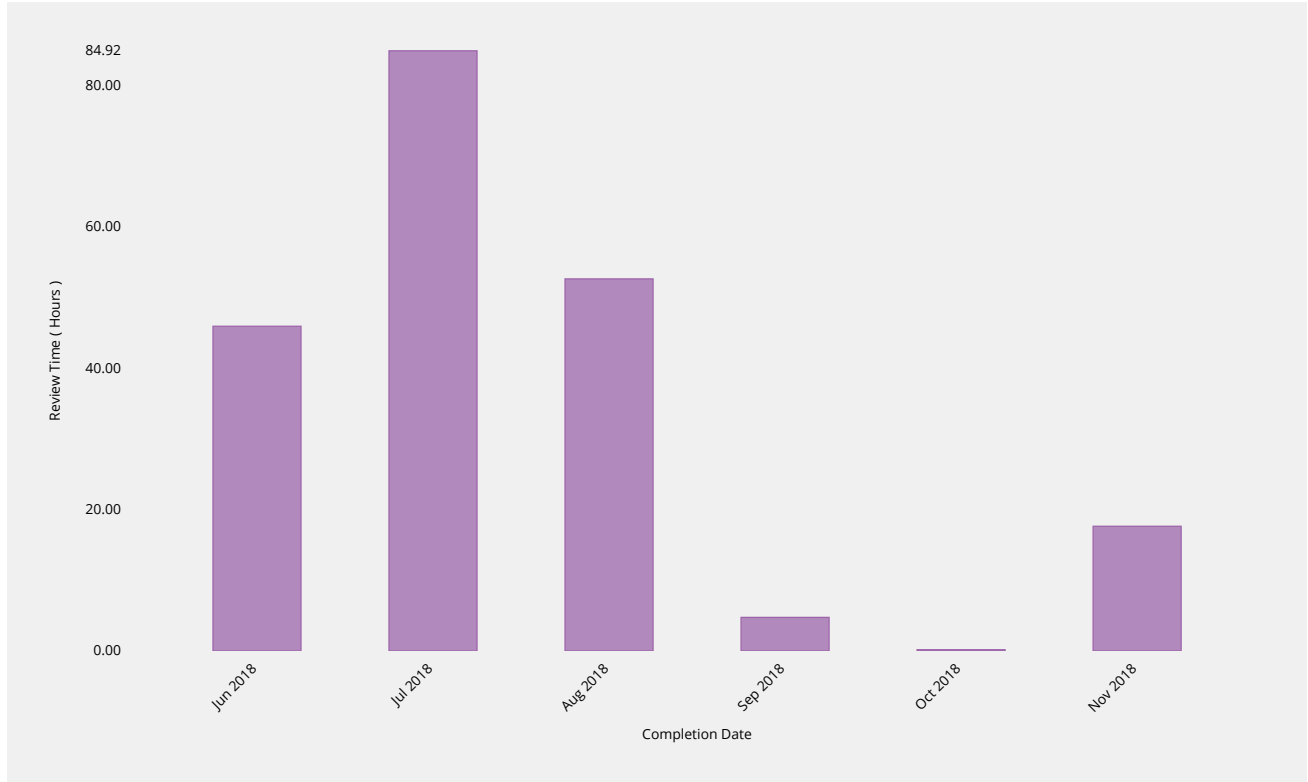


Manual Enquiries	2018-06	2018-07	2018-08	2018-09	2018-10	<b>2018-11</b>
Response Time	0.47d	3.89d	1.52d	1.4d	2.95d	<b>2.77d</b>
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	7	13	3	3	11	15
Mean Time	0.36d	1.24d	0.82d	0.8d	0.95d	0.99d
Shortest Time	0.23d	0.01d	0.14d	0.27d	0d	0.09d
Longest Time	0.58d	4.37d	1.76d	1.62d	3.18d	3.04d
Median Time	0.37d	0.44d	0.55d	0.5d	0.44d	0.46d
PStDev Time	0.11d	1.55d	0.69d	0.59d	1.09d	1.04d

## Label Generation Rulesets

### Review Time

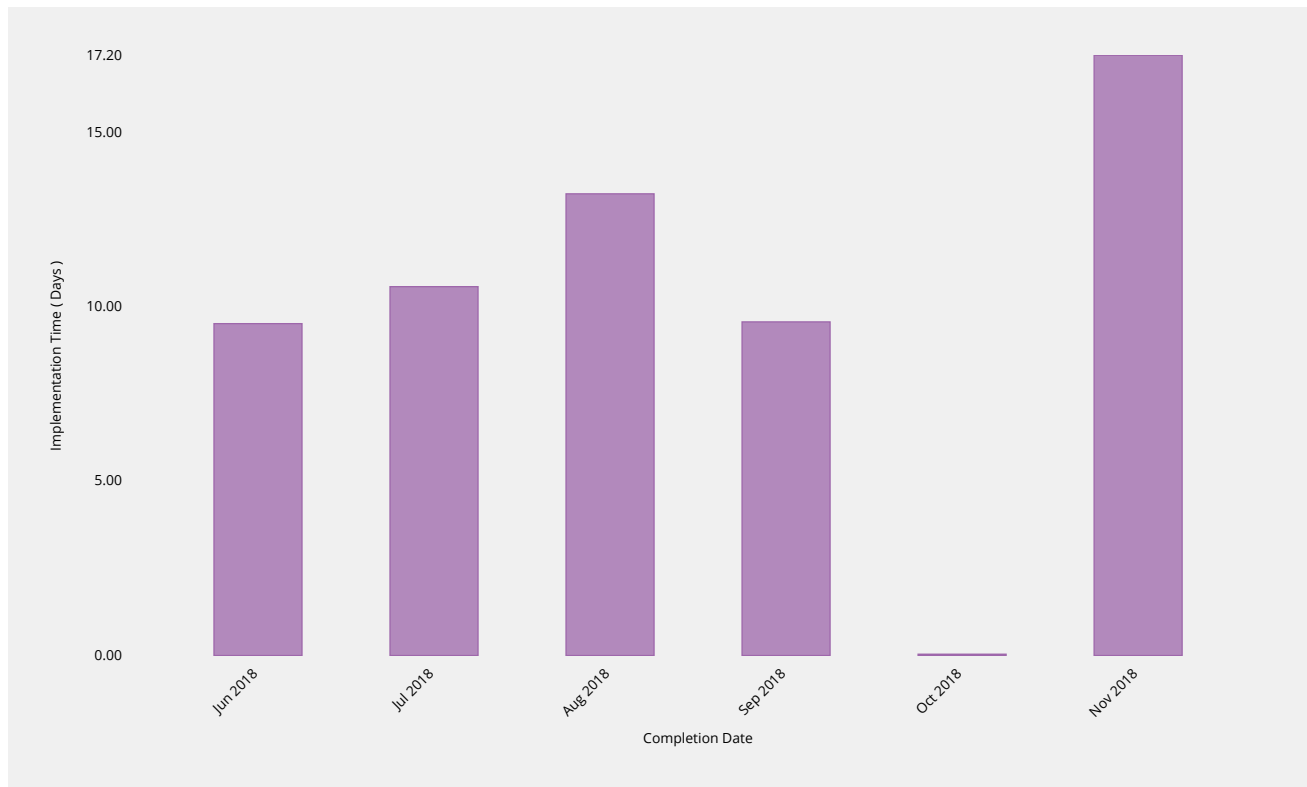
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2018-06	2018-07	2018-08	2018-09	2018-10	<b>2018-11</b>
Mean Time	45.95h	84.92h	52.65h	4.76h	—	17.65h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Review Count	23	75	27	13	0	8
Shortest Time	0.09h	0.61h	0.18h	0.43h	—	0.15h
Longest Time	134.17h	151.12h	151.12h	22.43h	—	88.13h
Median Time	16.75h	59.16h	33.4h	1.17h	—	6.08h
PStDev Time	53.11h	48.54h	50.57h	6.61h	—	28.25h

## Implementation Time

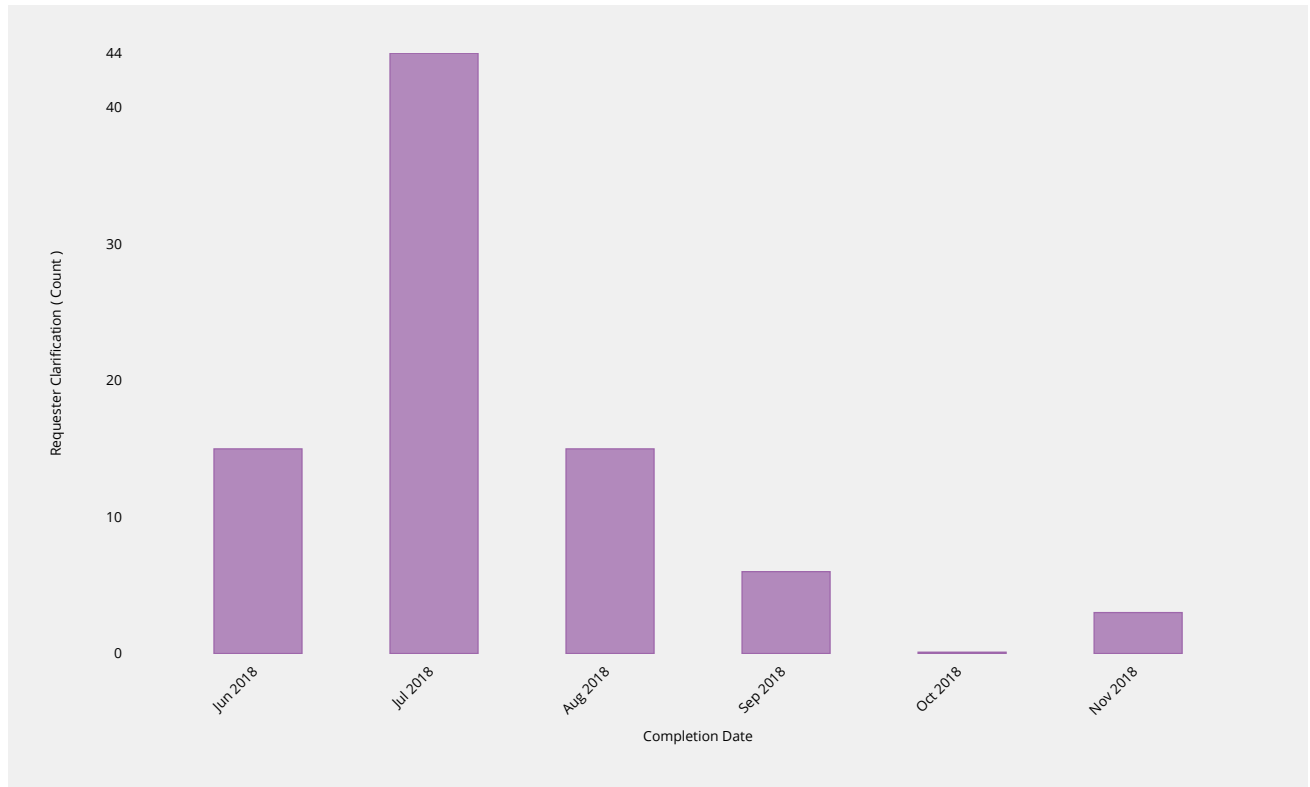
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2018-06	2018-07	2018-08	2018-09	2018-10	<b>2018-11</b>
Mean Time	9.51d	10.57d	13.23d	9.56d	—	17.2d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Request Count	8	31	13	7	0	5
Shortest Time	0.76d	2.14d	1.11d	0.28d	—	0.33d
Longest Time	12.25d	18.82d	22.88d	17.09d	—	41.57d
Median Time	10.5d	10.32d	14.32d	6.71d	—	5.16d
PStDev Time	3.35d	5.65d	5.86d	5.75d	—	18.77d

## Requester Clarification

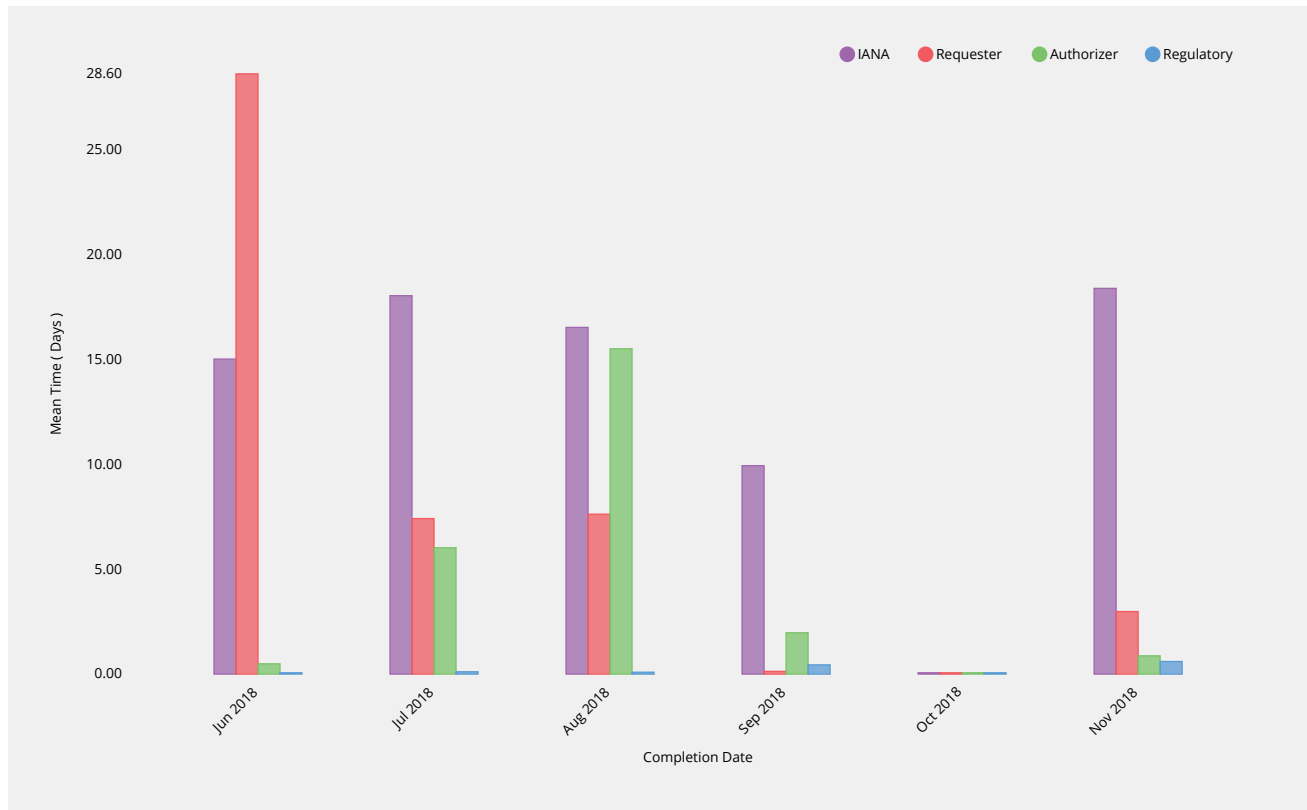
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2018-06	2018-07	2018-08	2018-09	2018-10	<b>2018-11</b>
Count	15	44	15	6	—	3
Request Count	8	33	14	7	0	5
Shortest Clarification	1	1	0	0	—	0
Longest Clarification	2	3	2	1	—	1

## Time per Actor

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



IANA	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Mean Time	15.01d	18.03d	16.52d	9.93d	—	18.38d
Review Count	8	33	14	7	0	5
Shortest Time	1.07d	7.76d	1.39d	1.31d	—	0.33d
Longest Time	18.99d	27.53d	25.21d	17.17d	—	41.94d
Median Time	17.2d	18.54d	18.43d	6.86d	—	9.26d
PStDev Time	5.43d	6.72d	7.76d	5.59d	—	18.71d

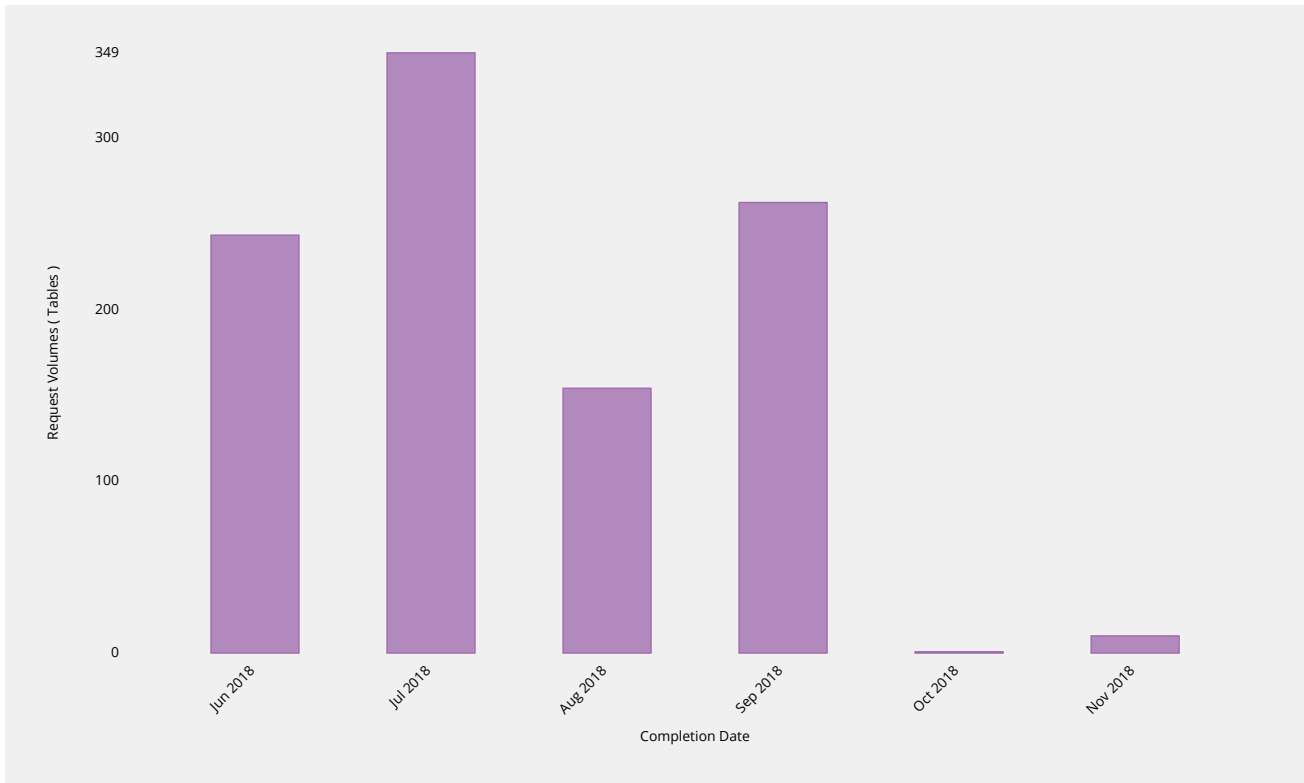
Requester	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Mean Time	28.6d	7.41d	7.62d	0.13d	—	2.98d
Review Count	8	33	11	6	0	3
Shortest Time	0.01d	0.64d	0.06d	0.02d	—	0d
Longest Time	35.98d	32.64d	31.63d	0.54d	—	8.83d
Median Time	32.64d	0.64d	0.76d	0.06d	—	0.12d
PStDev Time	10.93d	10.54d	11.09d	0.19d	—	4.13d

Authorizer	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11
Mean Time	0.49d	6.02d	15.5d	1.97d	—	0.87d
Review Count	8	31	13	7	0	5
Shortest Time	0.04d	0d	0.02d	0.01d	—	0.01d
Longest Time	1.69d	23.8d	34.22d	5.44d	—	3.6d
Median Time	0.37d	2.85d	11.22d	2.36d	—	0.06d
PStDev Time	0.47d	6.61d	12.84d	1.69d	—	1.38d

Regulatory	2018-06	2018-07	2018-08	2018-09	2018-10	<b>2018-11</b>
Mean Time	0.02d	0.11d	0.09d	0.44d	—	0.6d
Review Count	7	31	13	6	0	5
Shortest Time	0.01d	0d	0.02d	0.02d	—	0d
Longest Time	0.04d	1.52d	0.44d	0.74d	—	2.35d
Median Time	0.02d	0.04d	0.04d	0.58d	—	0.24d
PStDev Time	0.01d	0.26d	0.12d	0.32d	—	0.88d

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2018-06	2018-07	2018-08	2018-09	2018-10	<b>2018-11</b>
Total LGRs Processed	243	349	154	262	—	10
Request Count	8	31	13	7	0	5
Average LGRs per Request	30	11	12	37	—	2
Smallest per Request	20	1	1	1	—	1
Largest per Request	103	60	64	238	—	3

# 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.