



IANA Naming Function Monthly Performance Report

January 2019

PROTOTYPE ONLY

Summary of Performance	2
Exceptions and Narrative.....	4
Detailed Performance	5
Definitions.....	42

Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.56s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.26s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 2.37s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.19d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 2.36d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 1.1d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 1.58m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 1.82m	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 1.58m	p11
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ 0.26m	p12
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.56m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ —	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ 0.13m	p14
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p14
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2ms	p15
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 2.85ms	p16
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p17
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0ms	p17
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.7ms	p18
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p18
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p18
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p19
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.13d	p20
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.89d	p20
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p21
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✗ 60.22d	p21
Validation and Reviews	Other Changes	N/A	—	p21
Third Party Approval	ccTLD Creation/Transfer	N/A	89.19d	p22
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 24.42h	p23
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ 18.95h	p24
Root Zone Publication	Other Changes	N/A	—	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.26s	p25

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.22s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p26
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.47s	p26
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p26
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 99.99%	p27
Root Zone Management System	RZM Availability	≥99%	✓ 99.95%	p28
Directory Service	WHOIS Availability	≥99%	✓ 100%	p29
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p30
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.04s	p31
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1ms	p32
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100%	p33
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p33
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p33
Root Zone File	Other Changes	100%	✓ 100%	p34
Root Zone Database	Routine (Technical)	100%	✓ 100%	p34
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p34
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p34
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p35
Root Zone Database	Other Changes	100%	✓ 100%	p35
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p35
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.68d	p36
Label Generation Rulesets				
Review Time	Review Time	N/A	—	p37
Implementation Time	Implementation Time	N/A	—	p38
Requester Clarification	Requester Clarification	N/A	—	p39
Time per Actor	IANA	N/A	—	p40
Time per Actor	Requester	N/A	—	p40
Time per Actor	Authorizer	N/A	—	p40
Time per Actor	Regulatory	N/A	—	p41
Request Volumes	Request Volumes	N/A	—	p41

Percentage of SLA thresholds met of those defined

98.4%

Exceptions and Narrative for Reporting Period

Metric	Category	Expected	Actual
Validation and Reviews	ccTLD Creation/Transfer	60d	60.22d 

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Routine (Non-Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
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	25	252	257	64	32	63	17	221	17	17	14	14	30
Mean Time	1.86s	1.1s	3.28s	1.47s	1.38s	1.43s	1.62s	1.19s	1.05s	1.36s	1.19s	1.2s	1.4s
Shortest Time	0.97s	0.94s	1.21s	0.96s	1.08s	1.07s	1.24s	0.73s	0.73s	0.84s	0.92s	0.84s	0.84s
Longest Time	3.25s	2.93s	4.08s	2.75s	2.56s	2.25s	2.61s	2.18s	2.06s	2.63s	1.47s	1.98s	2.35s
Median Time	1.61s	1.03s	3.37s	1.34s	1.33s	1.39s	1.43s	1.15s	0.96s	1.18s	1.15s	1.1s	1.17s
PStDev Time	0.62s	0.31s	0.47s	0.37s	0.29s	0.25s	0.42s	0.17s	0.3s	0.5s	0.17s	0.35s	0.47s

gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Acceptance Time	1.05s	2.38s	1.3s	2.23s	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—
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%
Acceptance Count	2	4	197	2	1	1	1	0	0	1	0	1	0
Mean Time	1.04s	1.95s	1.24s	2.18s	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—
Shortest Time	1.03s	1.72s	1.14s	2.11s	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—
Longest Time	1.05s	2.47s	1.72s	2.24s	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—
Median Time	1.04s	1.81s	1.23s	2.18s	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—
PStDev Time	0.01s	0.3s	0.06s	0.06s	0s	0s	0s	—	—	0s	—	0s	—

ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Acceptance Time	3.65s	—	3.41s	1.23s	1.56s	1.26s	1.1s	5.23s	0.93s	0.48s	—	0.76s	2.37s
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%
Acceptance Count	1	0	1	2	1	2	2	1	2	1	0	1	2
Mean Time	3.65s	—	3.41s	1.13s	1.56s	1.25s	1s	5.23s	0.75s	0.48s	—	0.76s	1.78s
Shortest Time	3.65s	—	3.41s	1.01s	1.56s	1.23s	0.9s	5.23s	0.54s	0.48s	—	0.76s	1.13s
Longest Time	3.65s	—	3.41s	1.24s	1.56s	1.26s	1.11s	5.23s	0.95s	0.48s	—	0.76s	2.43s
Median Time	3.65s	—	3.41s	1.13s	1.56s	1.25s	1s	5.23s	0.75s	0.48s	—	0.76s	1.78s
PStDev Time	0s	—	0s	0.11s	0s	0.02s	0.1s	0s	0.21s	0s	—	0s	0.65s

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Acceptance Time	—	—	—	0.87s	0.78s	0.78s	1.08s	0.61s	0.55s	1.47s	—	1.04s	—
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	1	2	2	1	1	5	2	0	2	0
Mean Time	—	—	—	0.87s	0.75s	0.78s	1.08s	0.61s	0.52s	1.06s	—	0.83s	—
Shortest Time	—	—	—	0.87s	0.73s	0.78s	1.08s	0.61s	0.49s	0.6s	—	0.59s	—
Longest Time	—	—	—	0.87s	0.78s	0.78s	1.08s	0.61s	0.55s	1.51s	—	1.07s	—
Median Time	—	—	—	0.87s	0.75s	0.78s	1.08s	0.61s	0.52s	1.06s	—	0.83s	—
PStDev Time	—	—	—	0s	0.03s	0s	0s	0s	0.02s	0.46s	—	0.24s	—

Manual Lodgment Time

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



Routine (Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Lodgment Time	0.52d	2.22d	0.42d	0.56d	0.32d	0.15d	0.18d	1.47d	0.34d	1.15d	0.06d	—	0.19d
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	10	9	6	8	8	3	4	4	1	2	1	0	1
Mean Time	0.35d	0.62d	0.17d	0.25d	0.18d	0.09d	0.11d	0.65d	0.34d	0.65d	0.06d	—	0.19d
Shortest Time	0.03d	0d	0d	0.07d	0.05d	0d	0.02d	0.1d	0.34d	0.09d	0.06d	—	0.19d
Longest Time	0.6d	3.38d	0.46d	0.64d	0.34d	0.15d	0.18d	1.6d	0.34d	1.21d	0.06d	—	0.19d
Median Time	0.43d	0.37d	0.13d	0.22d	0.17d	0.12d	0.12d	0.46d	0.34d	0.65d	0.06d	—	0.19d
PStDev Time	0.17d	0.99d	0.16d	0.19d	0.08d	0.07d	0.07d	0.6d	0d	0.56d	0d	—	0d

Routine (Non-Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Lodgment Time	—	0.39d	—	0.45d	1.78d	1.93d	—	1.95d	0.37d	0.68d	0.66d	—	2.36d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	0	2	4	3	0	7	1	2	11	0	5
Mean Time	—	0.39d	—	0.37d	0.74d	0.75d	—	0.6d	0.37d	0.36d	0.34d	—	1d
Shortest Time	—	0.39d	—	0.28d	0d	0.01d	—	0.02d	0.37d	0.01d	0.12d	—	0d
Longest Time	—	0.39d	—	0.46d	2d	2.14d	—	2.48d	0.37d	0.71d	0.67d	—	2.7d
Median Time	—	0.39d	—	0.37d	0.47d	0.09d	—	0.3d	0.37d	0.36d	0.29d	—	0.98d

Routine (Non-Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
PStDev Time	—	0d	—	0.09d	0.76d	0.98d	—	0.81d	0d	0.35d	0.17d	—	0.93d

gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Lodgment Time	—	0.04d	—	—	—	—	—	—	—	—	—	0.01d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	0	0	0	0	0	0	0	0	0	1	0
Mean Time	—	0.04d	—	—	—	—	—	—	—	—	—	0.01d	—
Shortest Time	—	0.04d	—	—	—	—	—	—	—	—	—	0.01d	—
Longest Time	—	0.04d	—	—	—	—	—	—	—	—	—	0.01d	—
Median Time	—	0.04d	—	—	—	—	—	—	—	—	—	0.01d	—
PStDev Time	—	0d	—	—	—	—	—	—	—	—	—	0d	—

ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Lodgment Time	—	—	1.68d	0.26d	—	—	—	0.47d	1.91d	0.11d	—	—	1.1d
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	1	1	0	0	0	1	2	1	0	0	2
Mean Time	—	—	1.68d	0.26d	—	—	—	0.47d	1.01d	0.11d	—	—	0.6d
Shortest Time	—	—	1.68d	0.26d	—	—	—	0.47d	0.01d	0.11d	—	—	0.05d
Longest Time	—	—	1.68d	0.26d	—	—	—	0.47d	2.01d	0.11d	—	—	1.16d
Median Time	—	—	1.68d	0.26d	—	—	—	0.47d	1.01d	0.11d	—	—	0.6d
PStDev Time	—	—	0d	0d	—	—	—	0d	1d	0d	—	—	0.55d

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Lodgment Time	—	—	—	0.43d	0.09d	0.33d	0.22d	2.82d	0.32d	0.47d	—	0.3d	—
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	1	2	2	1	1	5	1	0	2	0
Mean Time	—	—	—	0.43d	0.06d	0.28d	0.22d	2.82d	0.27d	0.47d	—	0.23d	—
Shortest Time	—	—	—	0.43d	0.03d	0.22d	0.22d	2.82d	0.14d	0.47d	—	0.16d	—
Longest Time	—	—	—	0.43d	0.09d	0.34d	0.22d	2.82d	0.32d	0.47d	—	0.3d	—
Median Time	—	—	—	0.43d	0.06d	0.28d	0.22d	2.82d	0.28d	0.47d	—	0.23d	—
PStDev Time	—	—	—	0d	0.03d	0.06d	0d	0d	0.07d	0d	—	0.07d	—

Technical Checks

Technical Check (First)

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



Routine (Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	19.94m	12.41m	17m	156.62m	10.41m	176.07m	8.05m	8.12m	6.67m	22m	7.63m	1.3m	1.58m
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	82	56	57	78	50	114	16	13	19	30	27	64	38
Mean Time	5.94m	4.5m	5.89m	48.4m	4.2m	41.32m	3.28m	3.88m	3.7m	8.42m	2.42m	0.54m	0.44m
Shortest Time	0.08m	0.31m	0.37m	0.31m	0.39m	0.14m	0.23m	1.5m	0.78m	0.24m	0.2m	0.1m	0.11m
Longest Time	27.79m	23.61m	22.59m	173.47m	14.78m	202.88m	9.84m	12.29m	7.76m	27.21m	10.37m	2.93m	2.55m
Median Time	3.95m	3.63m	4.4m	14.41m	3.83m	4.68m	3.25m	2.93m	3.99m	4.58m	1.61m	0.34m	0.28m
PStDev Time	6.11m	4.03m	4.83m	54.67m	2.78m	60.47m	2.59m	2.66m	1.88m	7.47m	2.6m	0.48m	0.5m

gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	7.3m	2.31m	—	—	2.35m	3.69m	2.92m	—	—	—	—	—	—
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	2	2	0	0	1	1	1	0	0	0	0	0	0

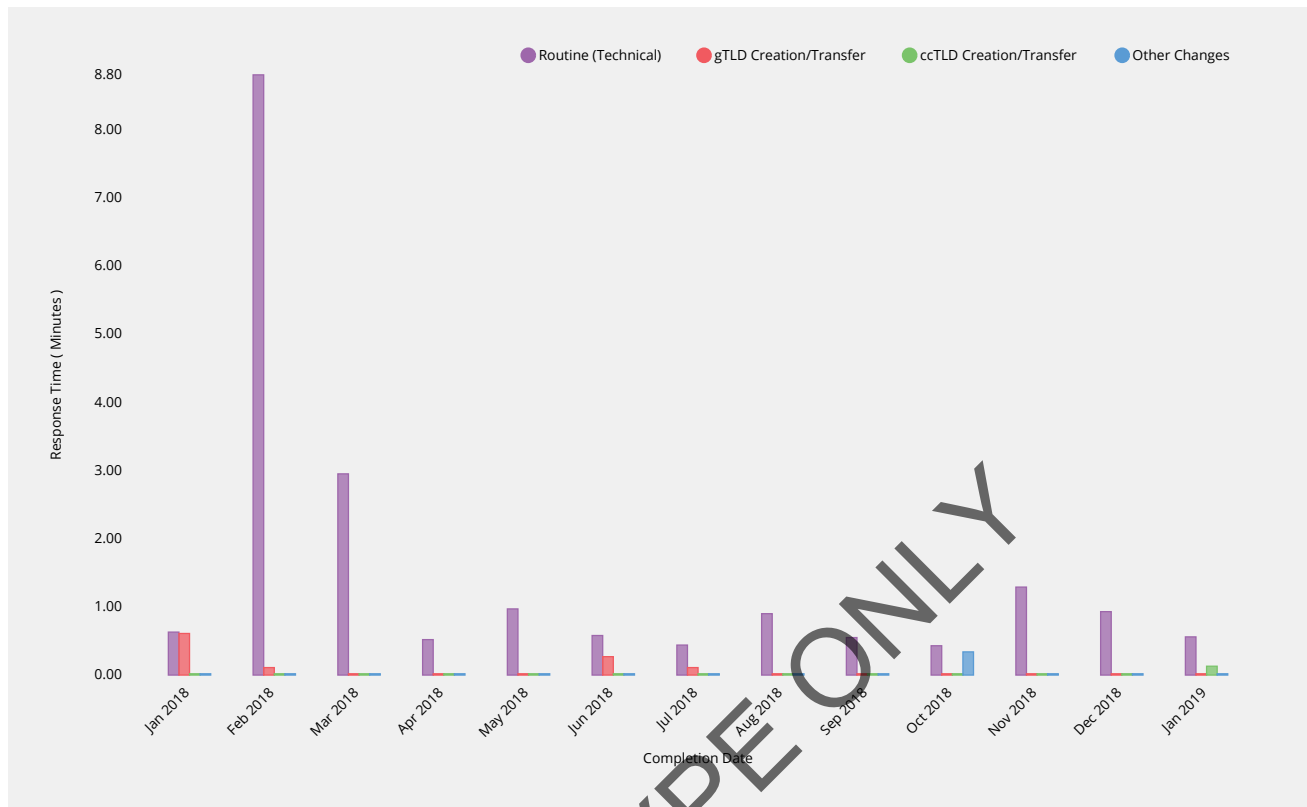
gTLD Creation/ Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Count													
Mean Time	5.55m	1.77m	—	—	2.35m	3.69m	2.92m	—	—	—	—	—	—
Shortest Time	3.6m	1.18m	—	—	2.35m	3.69m	2.92m	—	—	—	—	—	—
Longest Time	7.49m	2.37m	—	—	2.35m	3.69m	2.92m	—	—	—	—	—	—
Median Time	5.55m	1.77m	—	—	2.35m	3.69m	2.92m	—	—	—	—	—	—
PStDev Time	1.95m	0.59m	—	—	0m	0m	0m	—	—	—	—	—	—

ccTLD Creation/ Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	—	—	—	9.03m	—	4.18m	8.23m	5.29m	2.87m	2.34m	—	3.12m	1.82m
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	2	0	1	2	1	1	1	0	1	1
Mean Time	—	—	—	6.72m	—	4.18m	4.79m	5.29m	2.87m	2.34m	—	3.12m	1.82m
Shortest Time	—	—	—	4.15m	—	4.18m	0.98m	5.29m	2.87m	2.34m	—	3.12m	1.82m
Longest Time	—	—	—	9.29m	—	4.18m	8.61m	5.29m	2.87m	2.34m	—	3.12m	1.82m
Median Time	—	—	—	6.72m	—	4.18m	4.79m	5.29m	2.87m	2.34m	—	3.12m	1.82m
PStDev Time	—	—	—	2.57m	—	0m	3.82m	0m	0m	0m	—	0m	0m

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	—	—	—	—	—	—	—	—	—	3.78m	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	0	0	0	0	1	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	3.78m	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	3.78m	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	3.78m	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	3.78m	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	0m	—	—	—

Technical Check (Supplemental)

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



Routine (Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	0.63m	8.8m	2.95m	0.52m	0.97m	0.58m	0.44m	0.9m	0.55m	0.43m	1.29m	0.93m	0.56m
Monthly Threshold	1m	1m	1m	1m	1m	1m	1m	1m	1m	1m	1m	1m	1m
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	98	137	166	71	55	118	17	12	27	33	30	56	25
Mean Time	0.28m	3.34m	1.01m	0.27m	0.51m	0.26m	0.22m	0.39m	0.22m	0.22m	0.43m	0.41m	0.4m
Shortest Time	0.04m	0.06m	0.07m	0.1m	0.08m	0.07m	0.07m	0.14m	0.04m	0.06m	0.15m	0.08m	0.08m
Longest Time	0.8m	11.71m	4.61m	3.84m	6.61m	4.69m	0.45m	1.3m	0.6m	0.45m	1.59m	1.22m	4.35m
Median Time	0.24m	1.81m	0.56m	0.16m	0.24m	0.15m	0.19m	0.28m	0.13m	0.18m	0.34m	0.25m	0.18m
PStDev Time	0.17m	3.36m	1.16m	0.45m	1.21m	0.57m	0.12m	0.3m	0.16m	0.14m	0.34m	0.28m	0.82m

gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	0.61m	0.11m	—	—	—	0.27m	0.11m	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m
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	2	1	0	0	0	1	1	0	0	0	0	0	0
Mean Time	0.42m	0.11m	—	—	—	0.27m	0.11m	—	—	—	—	—	—
Shortest Time	0.2m	0.11m	—	—	—	0.27m	0.11m	—	—	—	—	—	—
Longest Time	0.63m	0.11m	—	—	—	0.27m	0.11m	—	—	—	—	—	—
Median Time	0.42m	0.11m	—	—	—	0.27m	0.11m	—	—	—	—	—	—

gTLD Creation/ Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
PStDev Time	0.21m	0m	—	—	—	0m	0m	—	—	—	—	—	—

ccTLD Creation/ Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	—	—	—	—	—	—	—	—	—	—	—	—	0.13m
Monthly Threshold	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0	0	0	0	0	0	0	1
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	0.13m
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.13m
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.13m
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	0.13m
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0m

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	—	—	—	—	—	—	—	—	—	0.34m	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0	0	0	0	1	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	0.34m	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	0.34m	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	0.34m	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	0.34m	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	0m	—	—	—

Routine (Non-Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Threshold													
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	25	252	257	64	32	63	17	221	17	17	14	14	30
Mean Time	2.16ms	1.06ms	0.88ms	0.91ms	1ms	1.17ms	1.41ms	1.37ms	1.35ms	1.24ms	2.29ms	1.14ms	1.27ms
Shortest Time	1ms	0ms	0ms	0ms	0ms	0ms	1ms	0ms	0ms	1ms	1ms	1ms	1ms
Longest Time	10ms	4ms	4ms	2ms	2ms	2ms	3ms	9ms	6ms	2ms	4ms	2ms	2ms
Median Time	2ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	2ms	1ms	1ms
PStDev Time	1.85ms	0.4ms	0.42ms	0.46ms	0.5ms	0.52ms	0.6ms	0.88ms	1.23ms	0.42ms	0.8ms	0.35ms	0.44ms

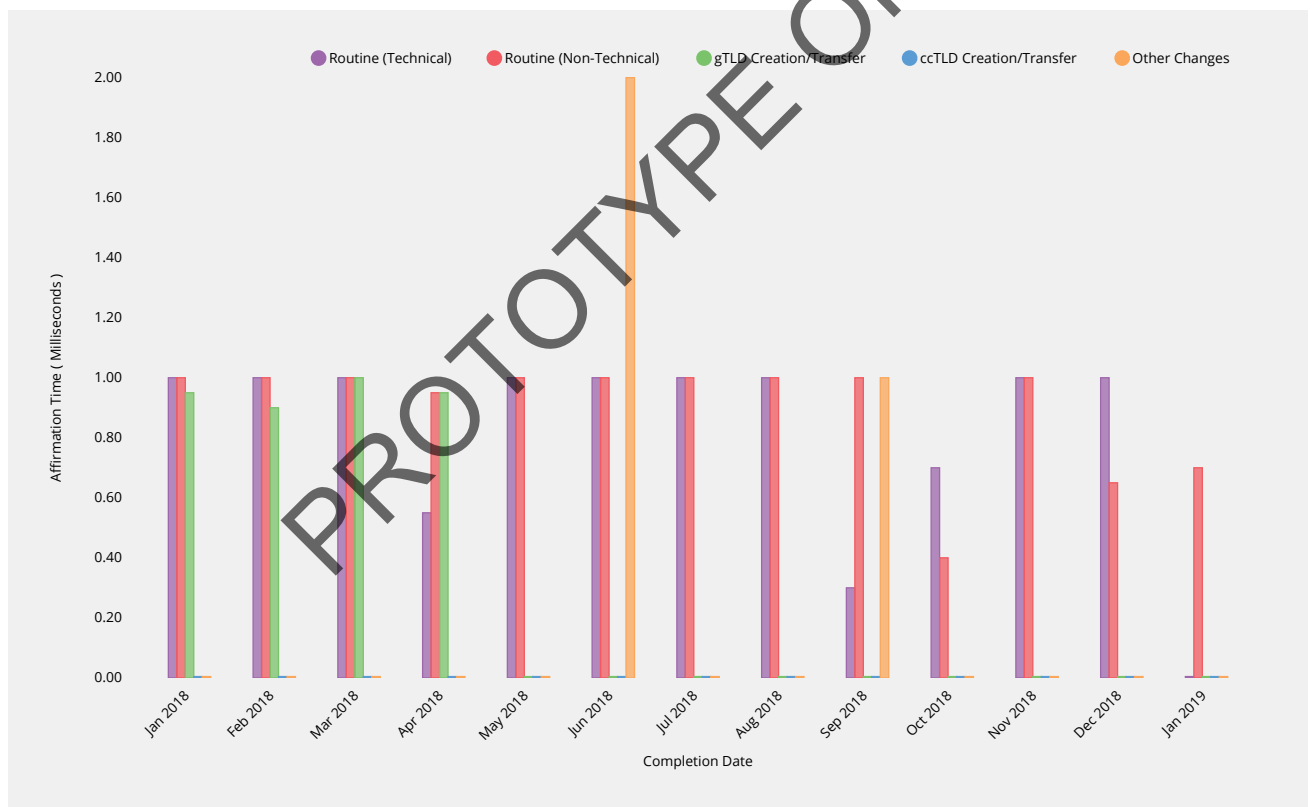
gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Dispatch Time	0.95ms	1.85ms	1ms	1ms	1ms	1ms	1ms	—	—	1ms	—	16ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	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	4	197	2	1	1	1	0	0	1	0	1	0
Mean Time	0.5ms	0.75ms	0.84ms	1ms	1ms	1ms	1ms	—	—	1ms	—	16ms	—
Shortest Time	0ms	0ms	0ms	1ms	1ms	1ms	1ms	—	—	1ms	—	16ms	—
Longest Time	1ms	2ms	2ms	1ms	1ms	1ms	1ms	—	—	1ms	—	16ms	—
Median Time	0.5ms	0.5ms	1ms	1ms	1ms	1ms	1ms	—	—	1ms	—	16ms	—
PStDev Time	0.5ms	0.83ms	0.39ms	0ms	0ms	0ms	0ms	—	—	0ms	—	0ms	—

ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Dispatch Time	1ms	—	1ms	—	1ms	1ms	1ms	—	1ms	1ms	—	2ms	2.85ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	0	1	0	1	2	1	0	2	1	0	1	2
Mean Time	1ms	—	1ms	—	1ms	1ms	1ms	—	1ms	1ms	—	2ms	1.5ms
Shortest Time	1ms	—	1ms	—	1ms	1ms	1ms	—	1ms	1ms	—	2ms	0ms
Longest Time	1ms	—	1ms	—	1ms	1ms	1ms	—	1ms	1ms	—	2ms	3ms
Median Time	1ms	—	1ms	—	1ms	1ms	1ms	—	1ms	1ms	—	2ms	1.5ms
PStDev Time	0ms	—	0ms	—	0ms	0ms	0ms	—	0ms	0ms	—	0ms	1.5ms

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Dispatch Time	—	—	—	1ms	2ms	—	—	—	—	1ms	—	3ms	—
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	1	2	0	0	0	0	1	0	1	0
Mean Time	—	—	—	1ms	2ms	—	—	—	—	1ms	—	3ms	—
Shortest Time	—	—	—	1ms	2ms	—	—	—	—	1ms	—	3ms	—
Longest Time	—	—	—	1ms	2ms	—	—	—	—	1ms	—	3ms	—
Median Time	—	—	—	1ms	2ms	—	—	—	—	1ms	—	3ms	—
PStDev Time	—	—	—	0ms	0ms	—	—	—	—	0ms	—	0ms	—

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Affirmation Time	1ms	1ms	1ms	0.55ms	1ms	1ms	1ms	1ms	0.3ms	0.7ms	1ms	1ms	0ms
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	69	48	55	70	42	109	15	11	19	27	22	56	24

ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Affirmation Count	1	0	0	0	1	2	0	0	1	0	0	0	1
Mean Time	0ms	—	—	—	0ms	0ms	—	—	0ms	—	—	—	0ms
Shortest Time	0ms	—	—	—	0ms	0ms	—	—	0ms	—	—	—	0ms
Longest Time	0ms	—	—	—	0ms	0ms	—	—	0ms	—	—	—	0ms
Median Time	0ms	—	—	—	0ms	0ms	—	—	0ms	—	—	—	0ms
PStDev Time	0ms	—	—	—	0ms	0ms	—	—	0ms	—	—	—	0ms

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Affirmation Time	—	—	—	0ms	0ms	2ms	0ms	0ms	1ms	0ms	—	0ms	—
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	1	2	1	1	1	4	2	0	2	0
Mean Time	—	—	—	0ms	0ms	2ms	0ms	0ms	0.5ms	0ms	—	0ms	—
Shortest Time	—	—	—	0ms	0ms	2ms	0ms	0ms	0ms	0ms	—	0ms	—
Longest Time	—	—	—	0ms	0ms	2ms	0ms	0ms	1ms	0ms	—	0ms	—
Median Time	—	—	—	0ms	0ms	2ms	0ms	0ms	0.5ms	0ms	—	0ms	—
PStDev Time	—	—	—	0ms	0ms	0ms	0ms	0ms	0.5ms	0ms	—	0ms	—

PROTOTYPE ONLY

Staff Processing

Validation and Reviews

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



Routine (Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Processing Time	1.59d	0.9d	1.1d	1.67d	1.12d	1.13d	1.61d	1.05d	1.88d	0.72d	1.61d	1.46d	1.13d
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	72	48	55	70	42	108	15	11	19	27	22	56	24
Mean Time	0.88d	0.57d	0.75d	0.61d	0.57d	0.34d	0.86d	0.72d	0.78d	0.42d	0.94d	0.91d	0.57d
Shortest Time	0d	0.01d	0.01d	0.01d	0.02d	0d	0d	0.07d	0.05d	0.12d	0.03d	0d	0.01d
Longest Time	2.93d	2.11d	11.16d	3.29d	2.39d	2.37d	1.86d	1.2d	3.95d	1.03d	2.91d	2.82d	1.83d
Median Time	0.72d	0.48d	0.45d	0.36d	0.45d	0.07d	0.76d	0.91d	0.37d	0.41d	0.66d	0.71d	0.48d
PStDev Time	0.66d	0.43d	1.5d	0.65d	0.51d	0.46d	0.6d	0.37d	1.01d	0.21d	0.71d	0.6d	0.43d

Routine (Non-Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Processing Time	2.45d	0d	0d	3.08d	1.32d	0.88d	2.03d	0d	0.46d	1.55d	1.36d	0.54d	0.89d
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	20	248	257	62	27	60	17	218	16	13	12	11	27
Mean Time	0.99d	0.02d	0.03d	1.03d	0.44d	0.73d	0.76d	0.02d	0.25d	0.48d	2.18d	0.2d	0.56d
Shortest Time	0.08d	0d	0d	0d	0.01d	0.01d	0d	0d	0.03d	0.02d	0.03d	0d	0d

Routine (Non-Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Longest Time	2.45d	1.4d	1.27d	3.6d	1.46d	1.04d	3.6d	0.82d	0.5d	1.94d	20.88d	0.7d	3.47d
Median Time	0.83d	0d	0d	0.59d	0.24d	0.78d	0.27d	0d	0.16d	0.18d	0.63d	0.21d	0.41d
PStDev Time	0.81d	0.14d	0.14d	1.08d	0.5d	0.23d	1.08d	0.09d	0.19d	0.62d	5.65d	0.22d	0.74d

gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Processing Time	4.66d	0.13d	0d	0.56d	—	2.4d	0.83d	—	—	0.37d	—	—	—
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	2	3	197	2	0	1	1	0	0	1	0	0	0
Mean Time	3.24d	0.11d	0d	0.56d	—	2.4d	0.83d	—	—	0.37d	—	—	—
Shortest Time	1.46d	0.07d	0d	0.56d	—	2.4d	0.83d	—	—	0.37d	—	—	—
Longest Time	5.02d	0.14d	0.66d	0.56d	—	2.4d	0.83d	—	—	0.37d	—	—	—
Median Time	3.24d	0.1d	0d	0.56d	—	2.4d	0.83d	—	—	0.37d	—	—	—
PStDev Time	1.78d	0.03d	0.05d	0d	—	0d	0d	—	—	0d	—	—	—

ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Processing Time	—	—	78.39d	0d	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d
Monthly Threshold	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d
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%
Request Count	0	0	1	1	1	1	0	1	1	0	0	0	1
Mean Time	—	—	78.39d	0d	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d
Shortest Time	—	—	78.39d	0d	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d
Longest Time	—	—	78.39d	0d	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d
Median Time	—	—	78.39d	0d	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d
PStDev Time	—	—	0d	0d	0d	0d	—	0d	0d	—	—	—	0d

Exception Narrative

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Processing Time	—	—	—	0.17d	0.22d	0.06d	0.67d	0.53d	0.21d	0.07d	—	6.13d	—
Monthly Threshold	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	1	2	1	1	1	4	2	0	2	0
Mean Time	—	—	—	0.17d	0.22d	0.06d	0.67d	0.53d	0.14d	0.04d	—	3.14d	—
Shortest Time	—	—	—	0.17d	0.22d	0.06d	0.67d	0.53d	0.05d	0d	—	0.15d	—
Longest Time	—	—	—	0.17d	0.22d	0.06d	0.67d	0.53d	0.21d	0.07d	—	6.13d	—
Median Time	—	—	—	0.17d	0.22d	0.06d	0.67d	0.53d	0.16d	0.04d	—	3.14d	—
PStDev Time	—	—	—	0d	0d	0d	0d	0d	0.07d	0.04d	—	2.99d	—

Third Party Approval

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

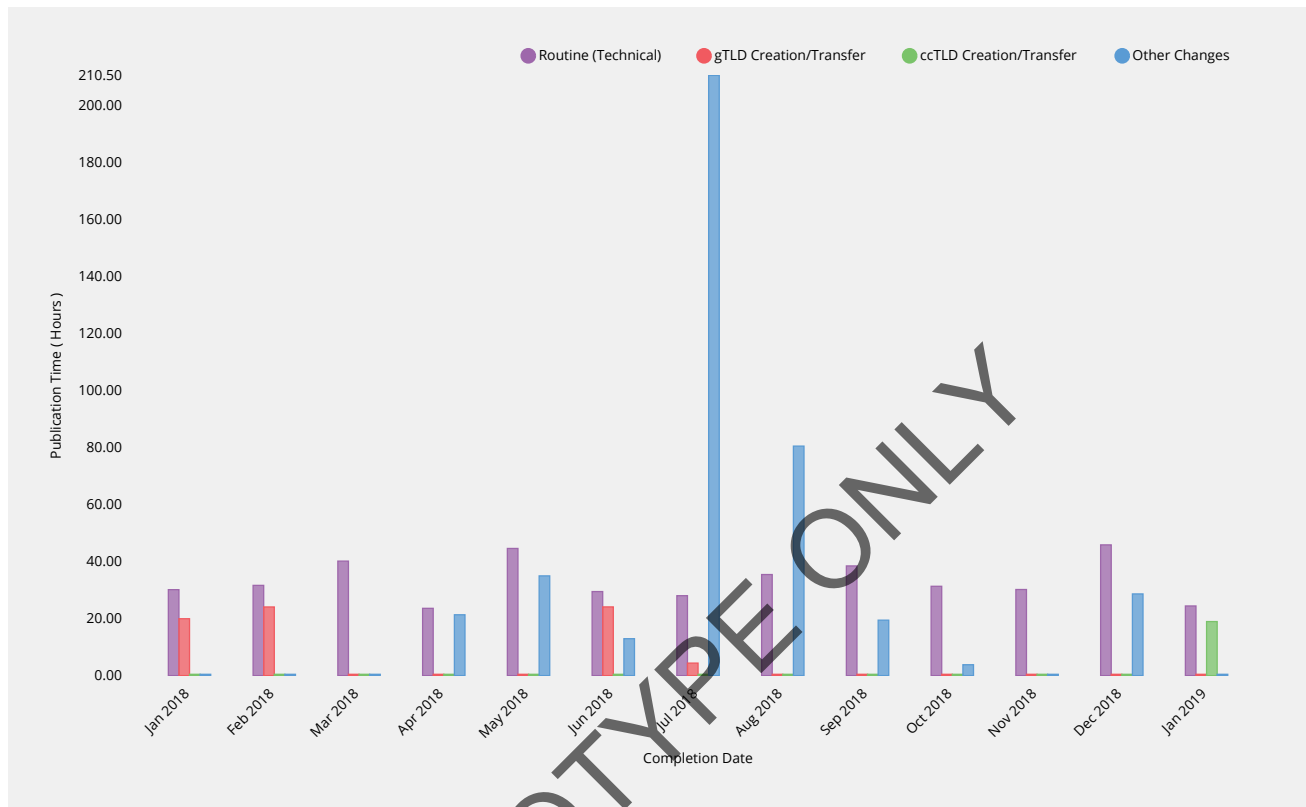


ccTLD Creation/ Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Processing Time	—	—	18.95d	—	—	21.06d	—	—	—	—	—	—	89.19d
Request Count	0	0	1	0	0	1	0	0	0	0	0	0	1
Mean Time	—	—	18.95d	—	—	21.06d	—	—	—	—	—	—	89.19d
Shortest Time	—	—	18.95d	—	—	21.06d	—	—	—	—	—	—	89.19d
Longest Time	—	—	18.95d	—	—	21.06d	—	—	—	—	—	—	89.19d
Median Time	—	—	18.95d	—	—	21.06d	—	—	—	—	—	—	89.19d
PStDev Time	—	—	0d	—	—	0d	—	—	—	—	—	—	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)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Publication Time	30.14h	31.64h	40.15h	23.59h	44.59h	29.47h	28.02h	35.44h	38.46h	31.32h	30.19h	45.84h	24.42h
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	69	48	54	70	42	108	15	11	19	27	22	55	24
Mean Time	16.44h	15.67h	14.23h	14.57h	17.26h	11.89h	12.46h	16.99h	17.27h	7.52h	14.24h	11.65h	8.7h
Shortest Time	0.77h	0.78h	1.32h	0.37h	2.01h	1.24h	0.85h	0.69h	2.21h	0.52h	1.1h	0.46h	0.61h
Longest Time	38.41h	31.89h	47.09h	24.84h	44.89h	30.89h	28.03h	36.37h	39.11h	31.64h	31.16h	64.82h	25.04h
Median Time	19.12h	19.26h	16.78h	17.22h	16.36h	11.82h	4.45h	21.88h	18.35h	6.01h	10.94h	12.72h	5.16h
PStDev Time	8.08h	9.3h	9.93h	7.77h	11.71h	5.82h	10.69h	11.38h	9.77h	8.47h	9.39h	11.18h	8h

gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Publication Time	19.94h	24.07h	—	—	—	24.09h	4.38h	—	—	—	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	2	1	0	0	0	1	1	0	0	0	0	0	0

gTLD Creation/ Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Mean Time	18.44h	24.07h	—	—	—	24.09h	4.38h	—	—	—	—	—	—
Shortest Time	16.9h	24.07h	—	—	—	24.09h	4.38h	—	—	—	—	—	—
Longest Time	19.97h	24.07h	—	—	—	24.09h	4.38h	—	—	—	—	—	—
Median Time	18.44h	24.07h	—	—	—	24.09h	4.38h	—	—	—	—	—	—
PStDev Time	1.54h	0h	—	—	—	0h	0h	—	—	—	—	—	—

ccTLD Creation/ Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Publication Time	—	—	—	—	—	—	—	—	—	—	—	—	18.95h
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	0	0	0	0	0	0	0	0	0	0	1
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	18.95h
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	18.95h
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	18.95h
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	18.95h
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0h

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Publication Time	—	—	—	21.33h	34.97h	12.94h	210.5h	80.48h	19.44h	3.81h	—	28.64h	—
Monthly Threshold	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	0	0	0	1	2	1	1	1	4	2	0	1	0
Mean Time	—	—	—	21.33h	34.97h	12.94h	210.5h	80.48h	15.3h	2.09h	—	28.64h	—
Shortest Time	—	—	—	21.33h	34.96h	12.94h	210.5h	80.48h	3.26h	0.36h	—	28.64h	—
Longest Time	—	—	—	21.33h	34.97h	12.94h	210.5h	80.48h	19.44h	3.81h	—	28.64h	—
Median Time	—	—	—	21.33h	34.97h	12.94h	210.5h	80.48h	19.24h	2.09h	—	28.64h	—
PStDev Time	—	—	—	0h	0h	0h	0h	0h	6.95h	1.73h	—	0h	—

Notification of Completion

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



Routine (Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Notification Time	0.38s	0.45s	0.47s	0.4s	0.38s	0.36s	0.37s	0.38s	0.2s	0.31s	0.29s	0.26s	0.26s
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	69	48	54	70	42	108	15	11	19	27	22	55	24
Mean Time	0.26s	0.29s	0.33s	0.24s	0.23s	0.22s	0.25s	0.24s	0.16s	0.18s	0.19s	0.18s	0.18s
Shortest Time	0.18s	0.17s	0.2s	0.16s	0.18s	0.16s	0.2s	0.16s	0.12s	0.11s	0.14s	0.13s	0.14s
Longest Time	0.56s	0.79s	1.2s	0.66s	0.38s	0.59s	0.38s	0.41s	0.27s	0.41s	0.3s	0.3s	0.27s
Median Time	0.24s	0.24s	0.25s	0.22s	0.21s	0.2s	0.24s	0.2s	0.15s	0.16s	0.17s	0.16s	0.18s
PStDev Time	0.07s	0.12s	0.17s	0.09s	0.06s	0.07s	0.05s	0.08s	0.03s	0.07s	0.05s	0.04s	0.03s

Routine (Non-Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Notification Time	0.3s	0.25s	0.44s	0.27s	0.25s	0.25s	0.47s	0.18s	0.46s	0.74s	0.26s	0.23s	0.22s
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	20	248	257	61	27	55	17	218	16	13	12	8	26
Mean Time	0.24s	0.2s	0.37s	0.23s	0.22s	0.23s	0.28s	0.14s	0.23s	0.3s	0.2s	0.18s	0.19s
Shortest Time	0.19s	0.16s	0.18s	0.17s	0.18s	0.17s	0.19s	0.12s	0.12s	0.14s	0.15s	0.14s	0.14s
Longest Time	0.35s	0.49s	0.5s	0.29s	0.38s	1.3s	1.2s	0.36s	1.24s	1.18s	0.27s	0.25s	0.27s
Median Time	0.23s	0.2s	0.37s	0.22s	0.21s	0.21s	0.22s	0.14s	0.16s	0.21s	0.21s	0.17s	0.19s

Routine (Non-Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
PStDev Time	0.04s	0.05s	0.05s	0.03s	0.04s	0.15s	0.23s	0.03s	0.26s	0.27s	0.04s	0.03s	0.03s

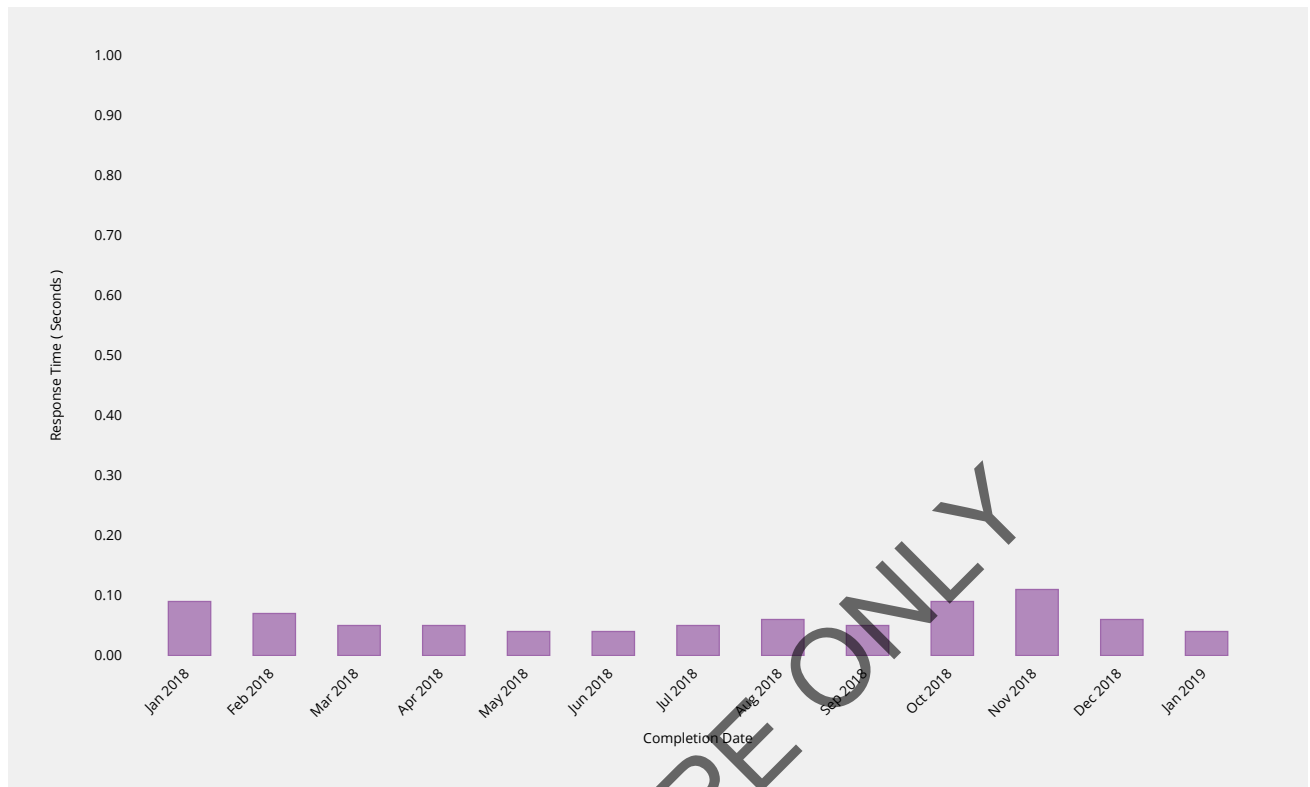
gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Notification Time	0.76s	1.04s	0.26s	—	—	0.52s	0.79s	—	—	0.14s	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	2	3	197	0	0	1	1	0	0	1	0	0	0
Mean Time	0.66s	0.68s	0.23s	—	—	0.52s	0.79s	—	—	0.14s	—	—	—
Shortest Time	0.55s	0.42s	0.2s	—	—	0.52s	0.79s	—	—	0.14s	—	—	—
Longest Time	0.77s	1.1s	0.32s	—	—	0.52s	0.79s	—	—	0.14s	—	—	—
Median Time	0.66s	0.54s	0.23s	—	—	0.52s	0.79s	—	—	0.14s	—	—	—
PStDev Time	0.11s	0.29s	0.02s	—	—	0s	0s	—	—	0s	—	—	—

ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Notification Time	—	—	0.22s	—	—	0.23s	—	—	—	—	—	—	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	0	0	1	0	0	1	0	0	0	0	0	0	1
Mean Time	—	—	0.22s	—	—	0.23s	—	—	—	—	—	—	0.47s
Shortest Time	—	—	0.22s	—	—	0.23s	—	—	—	—	—	—	0.47s
Longest Time	—	—	0.22s	—	—	0.23s	—	—	—	—	—	—	0.47s
Median Time	—	—	0.22s	—	—	0.23s	—	—	—	—	—	—	0.47s
PStDev Time	—	—	0s	—	—	0s	—	—	—	—	—	—	0s

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Notification Time	—	—	—	0.22s	0.19s	0.3s	0.3s	0.19s	0.18s	0.21s	—	0.18s	—
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	1	2	1	1	1	4	2	0	2	0
Mean Time	—	—	—	0.22s	0.19s	0.3s	0.3s	0.19s	0.16s	0.18s	—	0.16s	—
Shortest Time	—	—	—	0.22s	0.18s	0.3s	0.3s	0.19s	0.13s	0.16s	—	0.14s	—
Longest Time	—	—	—	0.22s	0.19s	0.3s	0.3s	0.19s	0.18s	0.21s	—	0.18s	—
Median Time	—	—	—	0.22s	0.19s	0.3s	0.3s	0.19s	0.15s	0.18s	—	0.16s	—
PStDev Time	—	—	—	0s	0s	0s	0s	0s	0.02s	0.03s	—	0.02s	—

Credential Recovery

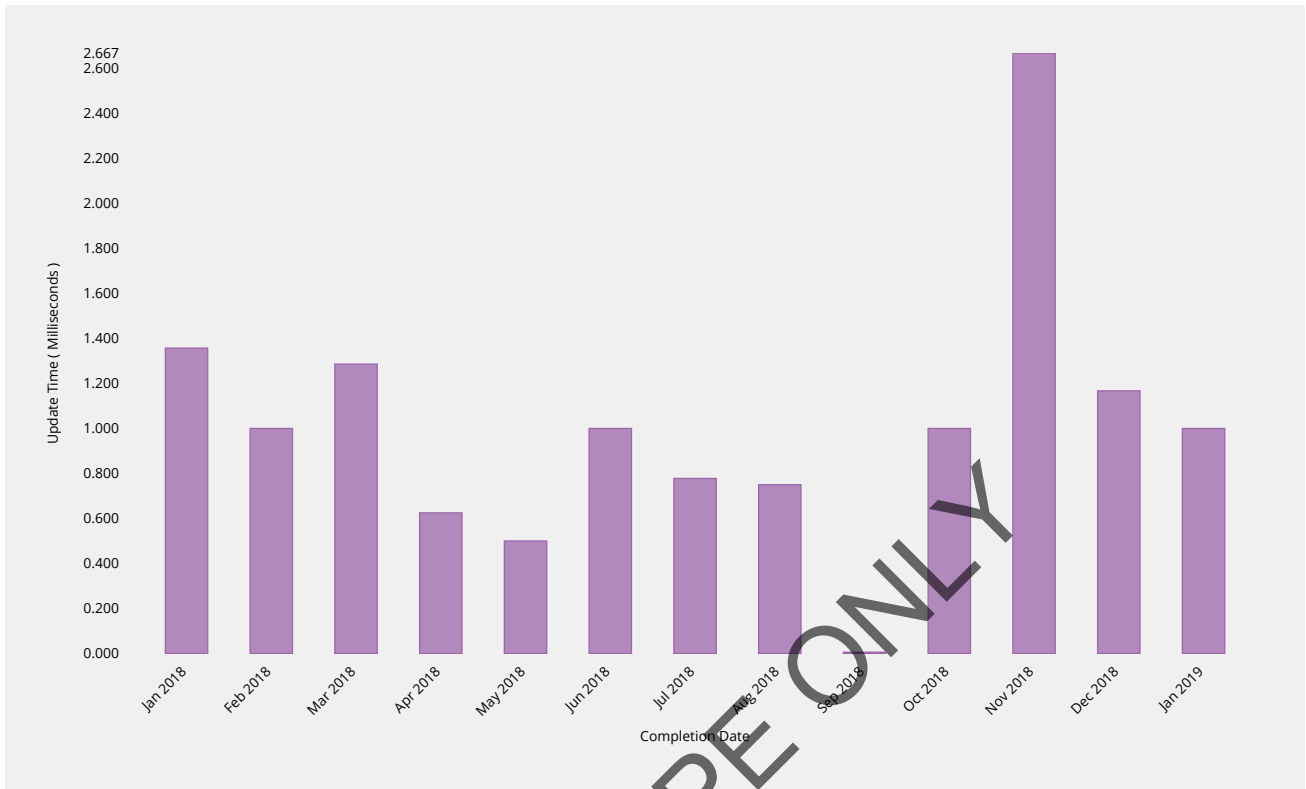
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	0.09s	0.07s	0.05s	0.05s	0.04s	0.04s	0.05s	0.06s	0.05s	0.09s	0.11s	0.06s	0.04s
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	38	11	27	14	28	10	9	10	3	9	22	28	5
Mean Time	0.06s	0.05s	0.04s	0.03s	0.03s	0.03s	0.04s	0.05s	0.05s	0.05s	0.03s	0.02s	0.04s
Shortest Time	0.02s	0.03s	0.01s	0.01s	0.01s	0.01s	0.03s	0.04s	0.04s	0.03s	0s	0s	0.04s
Longest Time	0.11s	0.08s	0.06s	0.05s	0.05s	0.04s	0.05s	0.06s	0.05s	0.09s	0.21s	0.07s	0.04s
Median Time	0.07s	0.04s	0.04s	0.03s	0.03s	0.04s	0.04s	0.04s	0.04s	0.04s	0.01s	0s	0.04s
PStDev Time	0.03s	0.02s	0.01s	0.01s	0.01s	0.01s	0.01s	0.01s	0s	0.02s	0.05s	0.02s	0s

Credential Change

Time to implement new password within the system.



Credential Change	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Update Time	3ms	2ms	4.8ms	1.65ms	2.05ms	2.2ms	1ms	2.3ms	0ms	2ms	9.5ms	2.75ms
Monthly Threshold	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%
Update Count	14	7	14	8	20	9	9	8	2	6	6	6
Mean Time	1.357ms	1ms	1.286ms	0.625ms	0.5ms	1ms	0.778ms	0.75ms	0ms	1ms	2.667ms	1.167ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	3ms	2ms	10ms	2ms	3ms	3ms	1ms	3ms	0ms	2ms	12ms	3ms
Median Time	1ms	1ms	1ms	0.5ms	0ms	1ms	1ms	0.5ms	0ms	1ms	1ms	1ms
PStDev Time	0.972ms	0.926ms	2.491ms	0.696ms	0.806ms	0.816ms	0.416ms	0.968ms	0ms	0.816ms	4.23ms	1.067ms

Accuracy

Root Zone File

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



Routine (Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	69	48	54	70	42	108	15	11	19	27	22	55	24

gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	2	3	197	0	0	1	1	0	0	1	0	0	0

ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	1	0	0	1	0	0	0	0	0	0	1

gTLD Creation/ Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	2	3	197	0	0	1	1	0	0	1	0	0	0

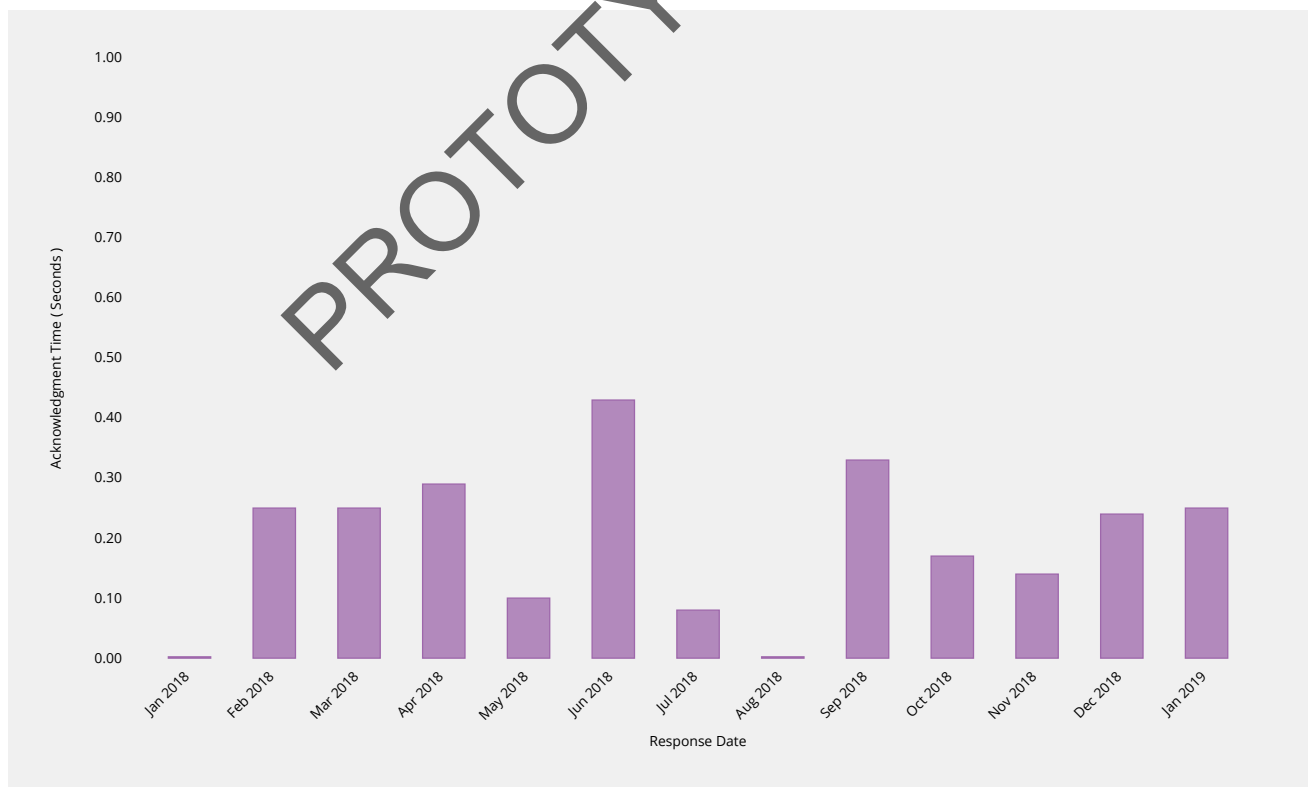
ccTLD Creation/ Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	1	0	0	1	0	0	0	0	0	0	1

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	1	2	1	1	1	4	2	0	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	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Acknowledgment Time	0s	0.85s	0.85s	1s	0.55s	1s	0.4s	0s	0.9s	1s	1s	1s	1s

Manual Enquiries	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
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	4	4	4	7	10	7	13	3	3	12	14	17	8
Mean Time	0s	0.25s	0.25s	0.29s	0.1s	0.43s	0.08s	0s	0.33s	0.17s	0.14s	0.24s	0.25s
Shortest Time	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s
Longest Time	0s	1s	1s	1s	1s	1s	1s	0s	1s	1s	1s	1s	1s
Median Time	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s
PStDev Time	0s	0.43s	0.43s	0.45s	0.3s	0.49s	0.27s	0s	0.47s	0.37s	0.35s	0.42s	0.43s

Time to initial response

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

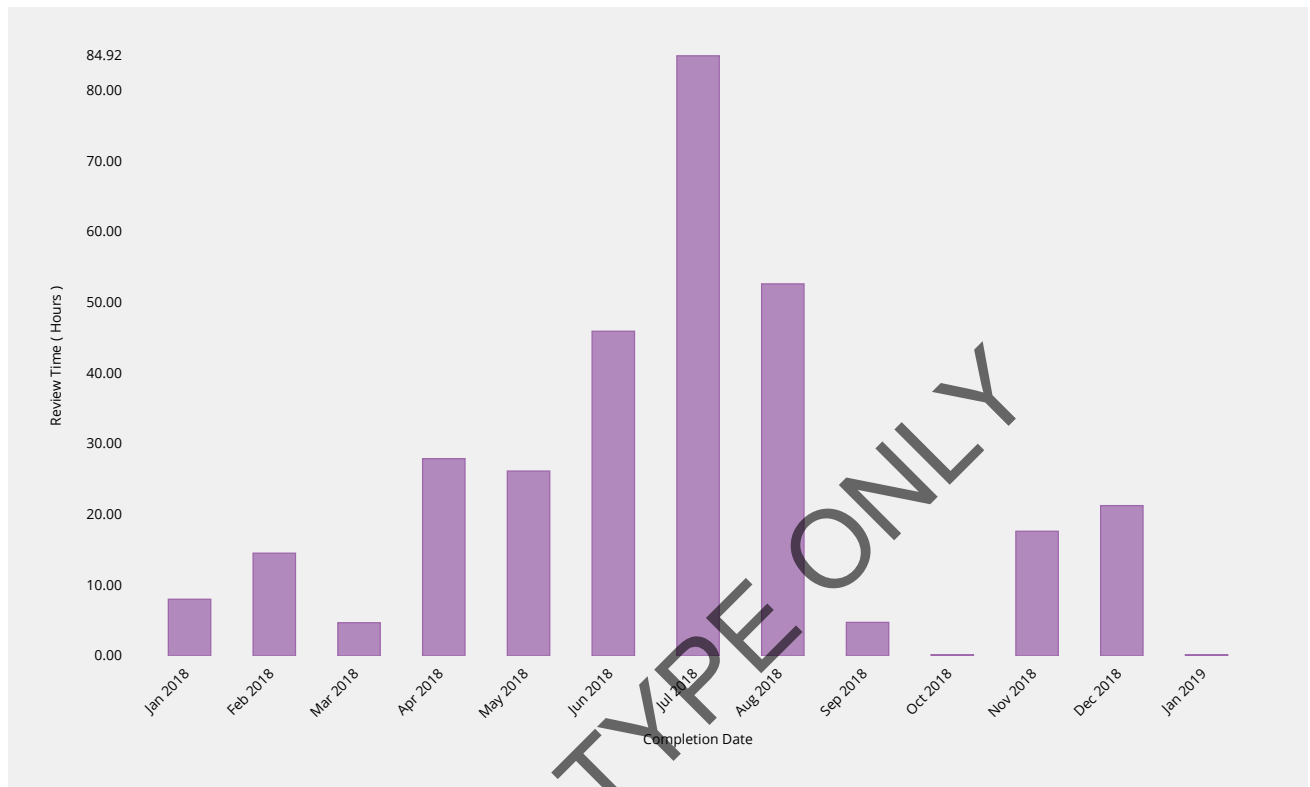


Manual Enquiries	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	1.44d	0.08d	0.79d	1.72d	0.54d	0.47d	3.89d	1.52d	1.4d	2.95d	2.77d	1.91d	1.68d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	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	4	4	7	10	7	13	3	3	11	15	17	7
Mean Time	0.78d	0.05d	0.46d	0.85d	0.36d	0.36d	1.24d	0.82d	0.8d	0.95d	0.99d	0.78d	0.82d
Shortest Time	0.02d	0d	0.02d	0.09d	0.07d	0.23d	0.01d	0.14d	0.27d	0d	0.09d	0d	0.17d
Longest Time	1.67d	0.08d	0.89d	2.45d	0.6d	0.58d	4.37d	1.76d	1.62d	3.18d	3.04d	3.02d	1.96d
Median Time	0.72d	0.06d	0.47d	0.65d	0.41d	0.37d	0.44d	0.55d	0.5d	0.44d	0.46d	0.48d	0.62d
PStDev Time	0.6d	0.03d	0.31d	0.74d	0.17d	0.11d	1.55d	0.69d	0.59d	1.09d	1.04d	0.81d	0.64d

Label Generation Rulesets

Review Time

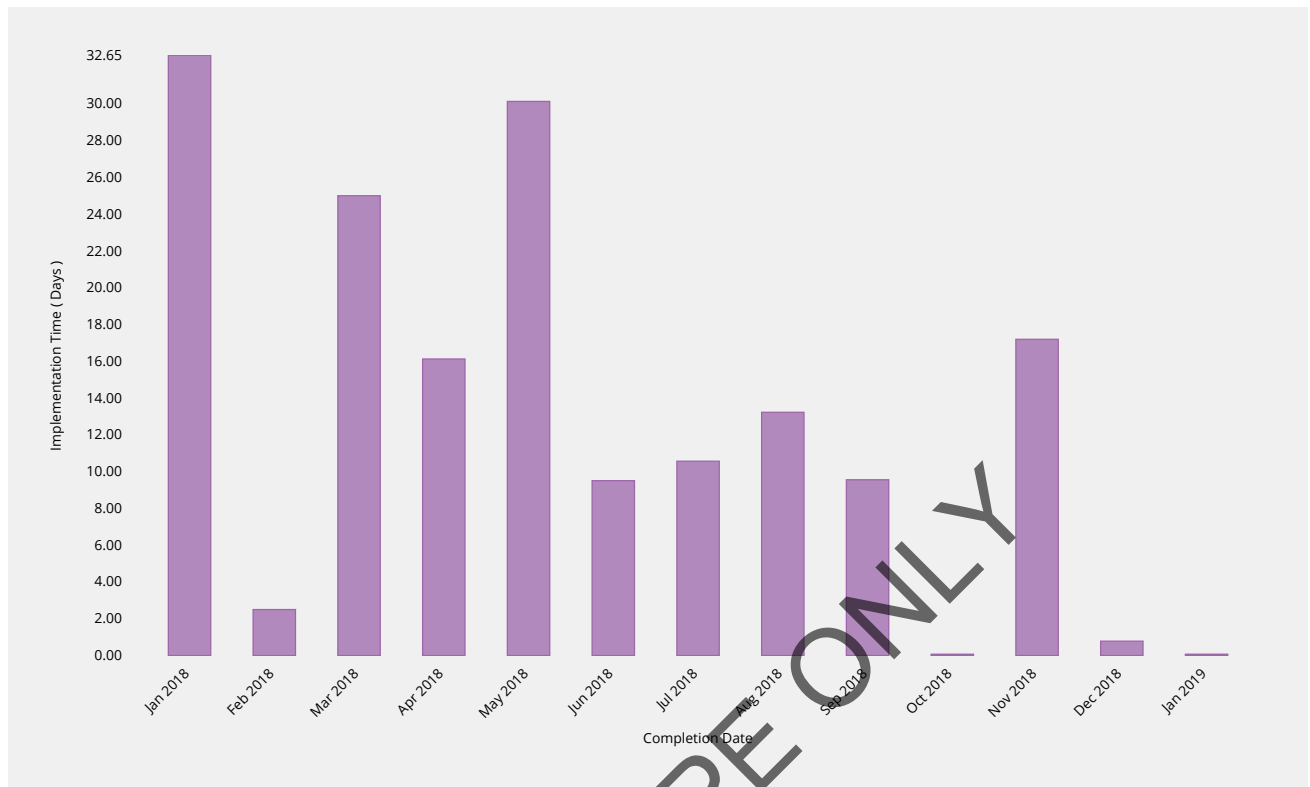
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Mean Time	8.03h	14.55h	4.71h	27.92h	26.17h	45.95h	84.92h	52.65h	4.76h	—	17.65h	21.28h	—
Monthly Threshold	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h
Review Count	5	4	6	3	16	23	75	27	13	0	8	3	0
Shortest Time	0.19h	1.58h	3.66h	0.57h	0.43h	0.09h	0.61h	0.18h	0.43h	—	0.15h	0.13h	—
Longest Time	16.4h	29.29h	5.78h	65h	115.96h	134.17h	151.12h	151.12h	22.43h	—	88.13h	53.35h	—
Median Time	9.46h	13.66h	4.71h	18.18h	15.09h	16.75h	59.16h	33.4h	1.17h	—	6.08h	10.36h	—
PStDev Time	6.4h	12.86h	1.02h	27.19h	30.5h	53.11h	48.54h	50.57h	6.61h	—	28.25h	23.06h	—

Implementation Time

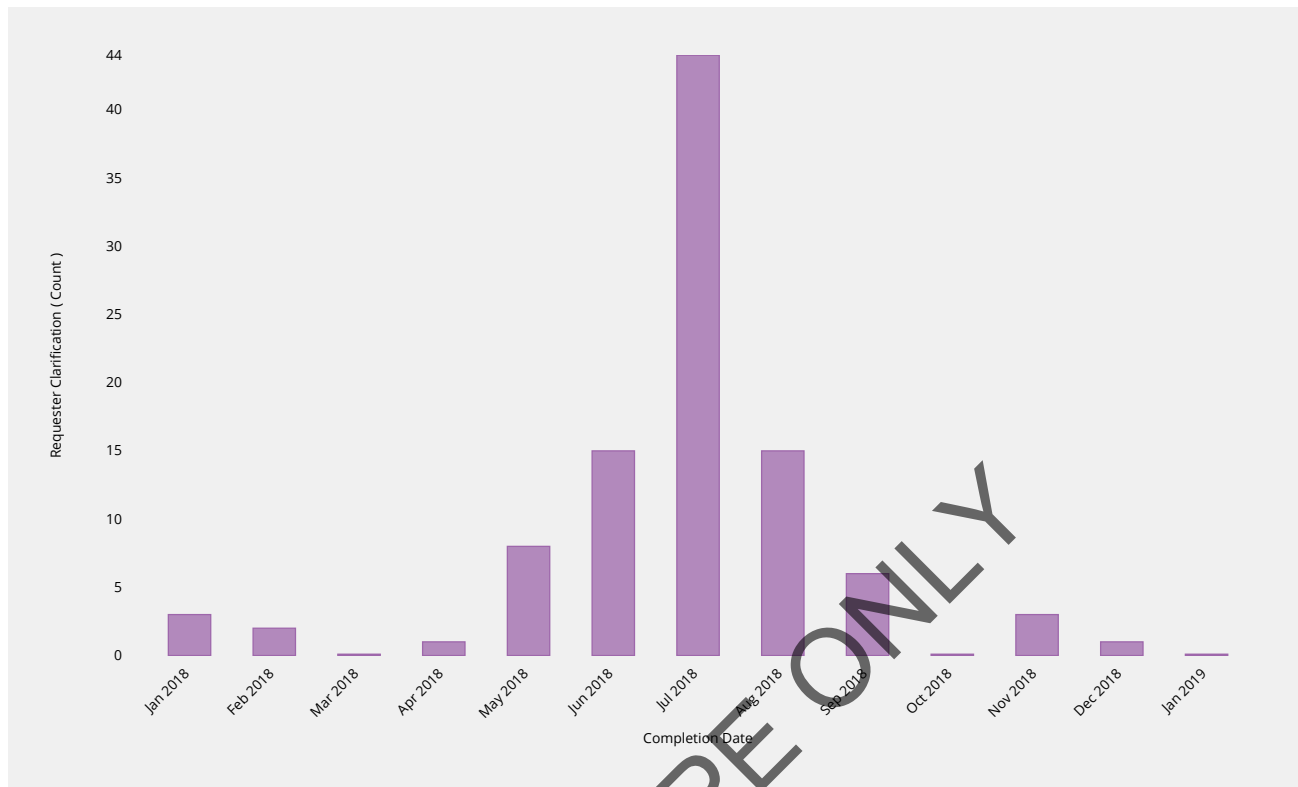
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Mean Time	32.65d	2.5d	25.01d	16.13d	30.14d	9.51d	10.57d	13.23d	9.56d	—	17.2d	0.78d	—
Monthly Threshold	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d
Request Count	2	2	6	3	8	8	31	13	7	0	5	2	0
Shortest Time	12.2d	0.07d	22.51d	2.81d	0.85d	0.76d	2.14d	1.11d	0.28d	—	0.33d	0.39d	—
Longest Time	53.1d	4.94d	27.52d	39.97d	58.58d	12.25d	18.82d	22.88d	17.09d	—	41.57d	1.17d	—
Median Time	32.65d	2.5d	25.02d	5.6d	32.04d	10.5d	10.32d	14.32d	6.71d	—	5.16d	0.78d	—
PStDev Time	20.45d	2.44d	2.5d	16.9d	20.38d	3.35d	5.65d	5.86d	5.75d	—	18.77d	0.39d	—

Requester Clarification

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



Requester Clarification	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Count	3	2	0	1	8	15	44	15	6	—	3	1	—
Request Count	2	2	6	3	9	8	33	14	7	0	5	2	0
Shortest Clarification	1	0	0	0	0	1	1	0	0	—	0	0	—
Longest Clarification	2	2	0	1	3	2	3	2	1	—	1	1	—

Time per Actor

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



IANA	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Mean Time	33.49d	3.72d	25.21d	17.29d	28.77d	15.01d	18.03d	16.52d	9.93d	—	18.38d	2.11d	—
Review Count	2	2	6	3	9	8	33	14	7	0	5	2	0
Shortest Time	13.43d	0.13d	22.75d	2.83d	1.33d	1.07d	7.76d	1.39d	1.31d	—	0.33d	1.6d	—
Longest Time	53.54d	7.3d	27.67d	42.67d	64.1d	18.99d	27.53d	25.21d	17.17d	—	41.94d	2.62d	—
Median Time	33.49d	3.72d	25.21d	6.36d	28.64d	17.2d	18.54d	18.43d	6.86d	—	9.26d	2.11d	—
PStDev Time	20.05d	3.58d	2.46d	18.01d	22.25d	5.43d	6.72d	7.76d	5.59d	—	18.71d	0.51d	—

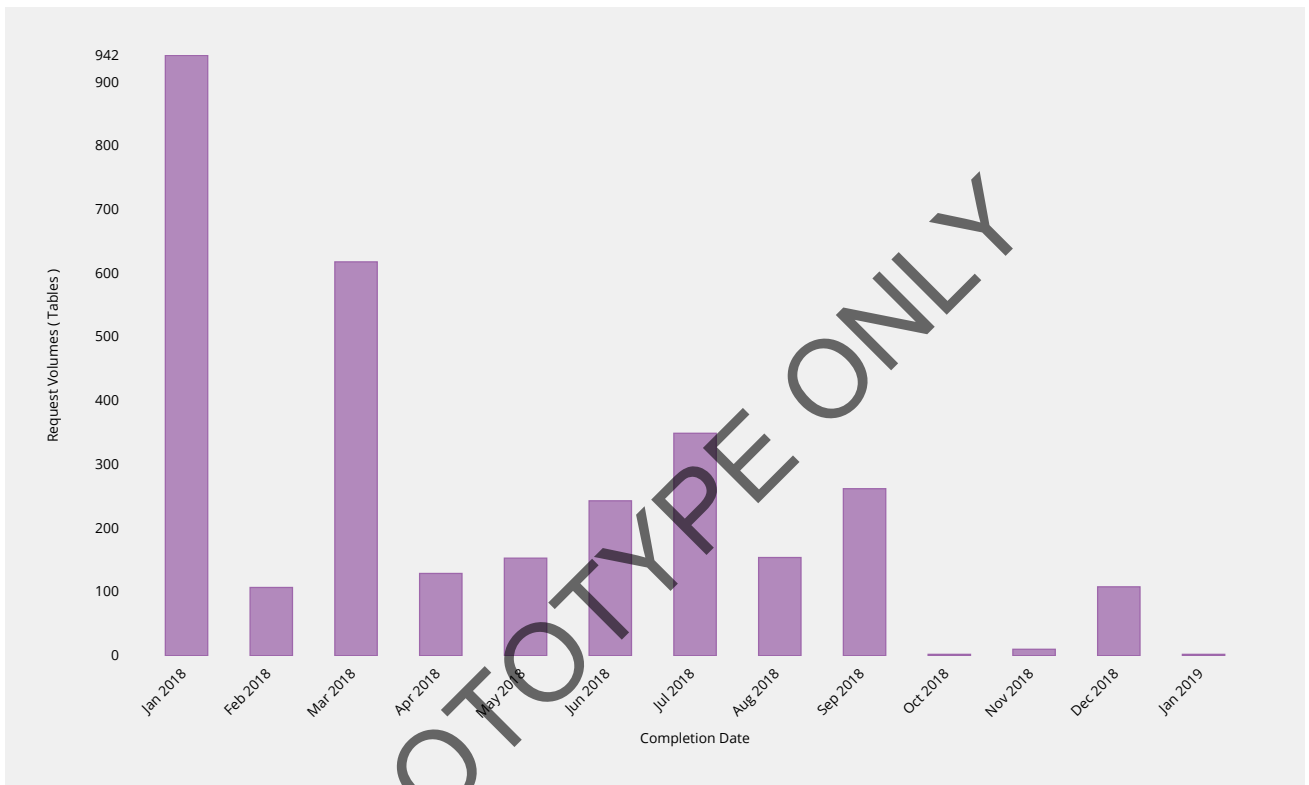
Requester	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Mean Time	10.68d	4.82d	—	0.69d	2.31d	28.6d	7.41d	7.62d	0.13d	—	2.98d	0d	—
Review Count	2	1	0	1	5	8	33	11	6	0	3	1	0
Shortest Time	2.34d	4.82d	—	0.69d	0d	0.01d	0.64d	0.06d	0.02d	—	0d	0d	—
Longest Time	19.02d	4.82d	—	0.69d	5.08d	35.98d	32.64d	31.63d	0.54d	—	8.83d	0d	—
Median Time	10.68d	4.82d	—	0.69d	1.48d	32.64d	0.64d	0.76d	0.06d	—	0.12d	0d	—
PStDev Time	8.34d	0d	—	0d	2.14d	10.93d	10.54d	11.09d	0.19d	—	4.13d	0d	—

Authorizer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Mean Time	22.22d	0.01d	2.69d	2.79d	9.31d	0.49d	6.02d	15.5d	1.97d	—	0.87d	1.54d	—
Review Count	2	2	6	3	8	8	31	13	7	0	5	2	0
Shortest Time	0.47d	0d	0.67d	0d	0d	0.04d	0d	0.02d	0.01d	—	0.01d	0.69d	—
Longest Time	43.98d	0.01d	4.73d	8.14d	32.47d	1.69d	23.8d	34.22d	5.44d	—	3.6d	2.4d	—
Median Time	22.22d	0.01d	2.69d	0.21d	6.07d	0.37d	2.85d	11.22d	2.36d	—	0.06d	1.54d	—
PStDev Time	21.75d	0d	2.03d	3.79d	10.6d	0.47d	6.61d	12.84d	1.69d	—	1.38d	0.85d	—

Regulatory	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Mean Time	0.07d	0.09d	0.09d	0.11d	0.11d	0.02d	0.11d	0.09d	0.44d	—	0.6d	0.27d	—
Review Count	2	2	6	3	6	7	31	13	6	0	5	2	0
Shortest Time	0.01d	0.09d	0.02d	0.08d	0d	0.01d	0d	0.02d	0.02d	—	0d	0.01d	—
Longest Time	0.13d	0.1d	0.16d	0.18d	0.41d	0.04d	1.52d	0.44d	0.74d	—	2.35d	0.53d	—
Median Time	0.07d	0.09d	0.09d	0.08d	0.03d	0.02d	0.04d	0.04d	0.58d	—	0.24d	0.27d	—
PStDev Time	0.06d	0d	0.07d	0.05d	0.14d	0.01d	0.26d	0.12d	0.32d	—	0.88d	0.26d	—

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Total LGRs Processed	942	107	618	129	153	243	349	154	262	—	10	108	—
Request Count	2	2	6	3	8	8	31	13	7	0	5	2	0
Average LGRs per Request	471	54	103	43	19	30	11	12	37	—	2	54	—
Smallest per Request	6	4	103	1	1	20	1	1	1	—	1	4	—
Largest per Request	936	103	103	103	103	103	60	64	238	—	3	104	—

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.

PROTOTYPE ONLY