CSC Findings of PTI Performance Report for the Month of May 2017

Date: 16 June 2017

Overall Finding

The CSC completed review of the May 2017 PTI Performance Report and finds that PTI's performance for the month was:

> Satisfactory - PTI met the service level agreement for 98.6%* of defined metrics. The two missed service levels are subject to a CSC recommendation that would recategorize this month's performance for these metrics as 'met'. On the evidence so far, the CSC does not regard this as a cause for concern.
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> Missed service level agreements were:

a) Technical Check (Retest)
b) Technical Check (Supplemental)

Please refer to the Exceptions and Narrative for Reporting Period section of the May 2017 PTI performance report for a more detailed explanation of this missed SLA.

Metrics That the CSC is Tracking Closely

Currently, there are no metrics requiring close tracking.

The reported issues were minor issues that the CSC discussed with PTI regarding the details of the exceptions. There are no indications of a cause for concern.

Service Level Agreement(s) that the CSC is considering or recommending be adjusted

Metric	Current SLA	Actual Performance	Proposed Adjusted SLA	Explanation
Technical Check – Retest and Supplemental	1-5 minutes	5-8 minutes	10 minutes	No impact on customer and better reflection of historical trend

Publication of IDN tables	No current SLAs	Data being gathered	To be determined	The CSC recommends that a SLA be determined for the maintenance of IDN tables and label generation rulesets. The Naming Function Contract calls for the maintenance of such a repository.

Report of Escalations

To-date, PTI has notified the CSC of 0 escalations.

Appendix of PTI performance report for the month of May 2017 is attached.

* The Method for arriving at the overall of SLAs met is to sum the total number of requests that met the SLA in a category divided by the total number of requests for that category. The sum of the percentages of all the categories is then divided by the number of categories.