

Monthly Performance Report from Public Technical Identifiers (PTI) to the Customer Standing Committee (CSC)

March 2017

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.73s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.68s	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%)	✓ 2.54s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.31d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 2.44d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 2.24d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 18.97m	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%)	✓ 2.5m	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 2.9m	p11
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ —	p12
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✗ 4.46m	p12
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.63m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ —	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p14
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ 2.11m	p14
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 0.95ms	p16
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.2ms	p17
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.45ms	p17
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p18
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p18
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0ms	p18
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.7d	p19
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 1.85d	p19
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p20
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p20
Validation and Reviews	Other Changes	≤0d	✓ 5.03d	p20
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p21
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 25.18h	p22
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	Other Changes	≤72h (99.0%)	✓ 2.68h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.37s	p24

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.25s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.51s	p25
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p27
Directory Service	WHOIS Availability	≥99%	✓ 100%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.14s	p30
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1ms	p31
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100%	p32
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p32
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p32
Root Zone File	Other Changes	100%	✓ 100%	p32
Root Zone Database	Routine (Technical)	100%	✓ 100%	p33
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p33
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p33
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p34
Root Zone Database	Other Changes	100%	✓ 100%	p34
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 2.53d	p35

Percentage of SLA thresholds met of those defined	99.5%
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Exceptions and Narrative for Reporting Period

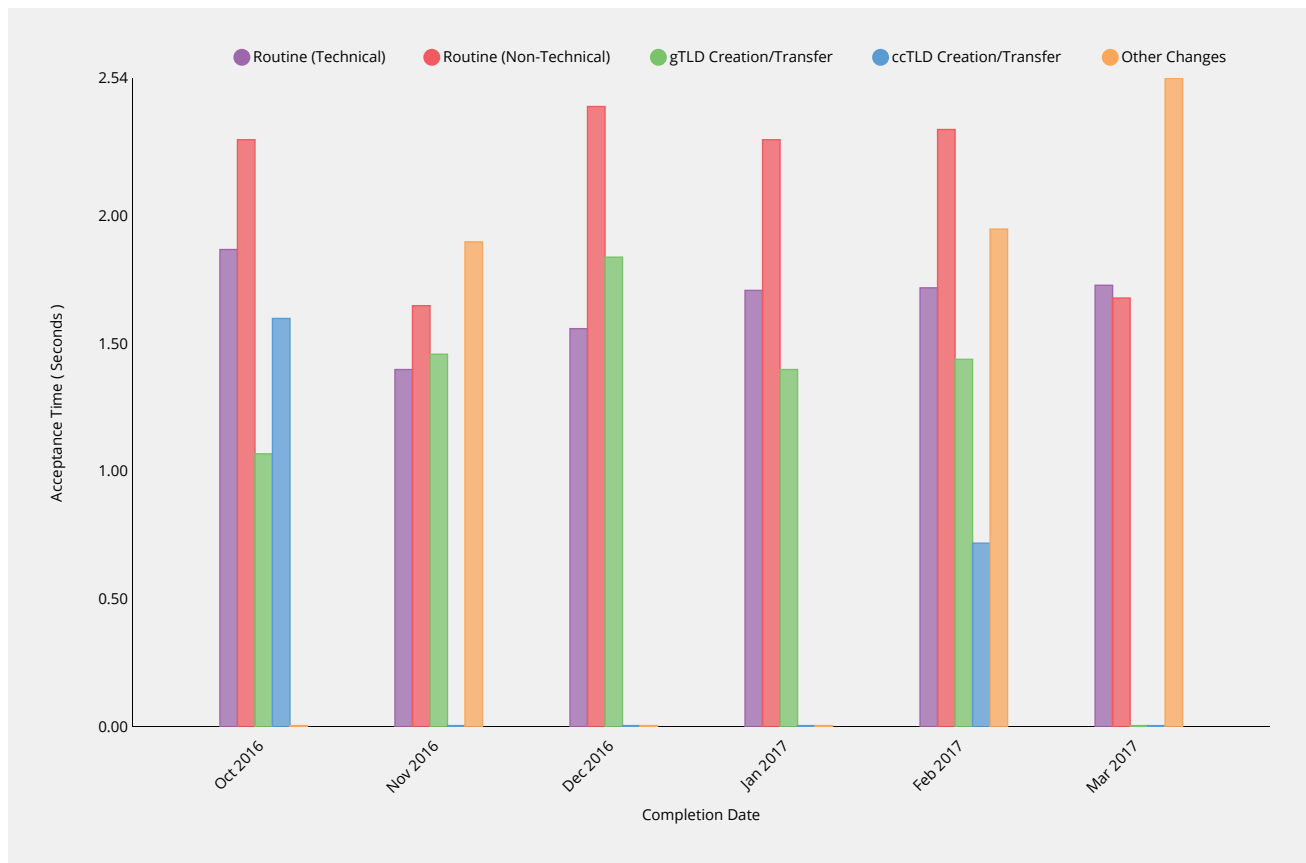
Metric	Category	Expected	Actual
Technical Check (Retest)	Other Changes	3m	4.46m 
Primary cause:	Threshold requires revisiting		
Analysis/Comments:	One request exceeded the supplemental technical check threshold of three minutes. The Development team is looking at the logs for this case to see if there are any optimization opportunities for the individual technical tests. 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)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Acceptance Time	1.87s	1.4s	1.56s	1.71s	1.72s	1.73s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	59	136	154	37	55	65
Mean Time	1.07s	0.74s	0.78s	0.86s	0.88s	0.92s
Shortest Time	0.55s	0.49s	0.49s	0.56s	0.6s	0.61s
Longest Time	2.66s	8.46s	1.97s	1.9s	1.84s	1.95s
Median Time	0.88s	0.59s	0.66s	0.74s	0.76s	0.82s
PStDev Time	0.44s	0.72s	0.32s	0.34s	0.32s	0.34s

Routine (Non-Technical)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Acceptance Time	2.3s	1.65s	2.43s	2.3s	2.34s	1.68s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	16	31	16	15	37	14
Mean Time	1.66s	1.27s	1.61s	1.6s	1.54s	1.37s

Routine (Non-Technical)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Shortest Time	1.14s	0.94s	1.13s	1.13s	1.07s	1.06s
Longest Time	2.46s	2.43s	3.07s	2.36s	3.35s	1.73s
Median Time	1.46s	1.19s	1.33s	1.45s	1.39s	1.37s
PStDev Time	0.42s	0.28s	0.51s	0.37s	0.46s	0.19s

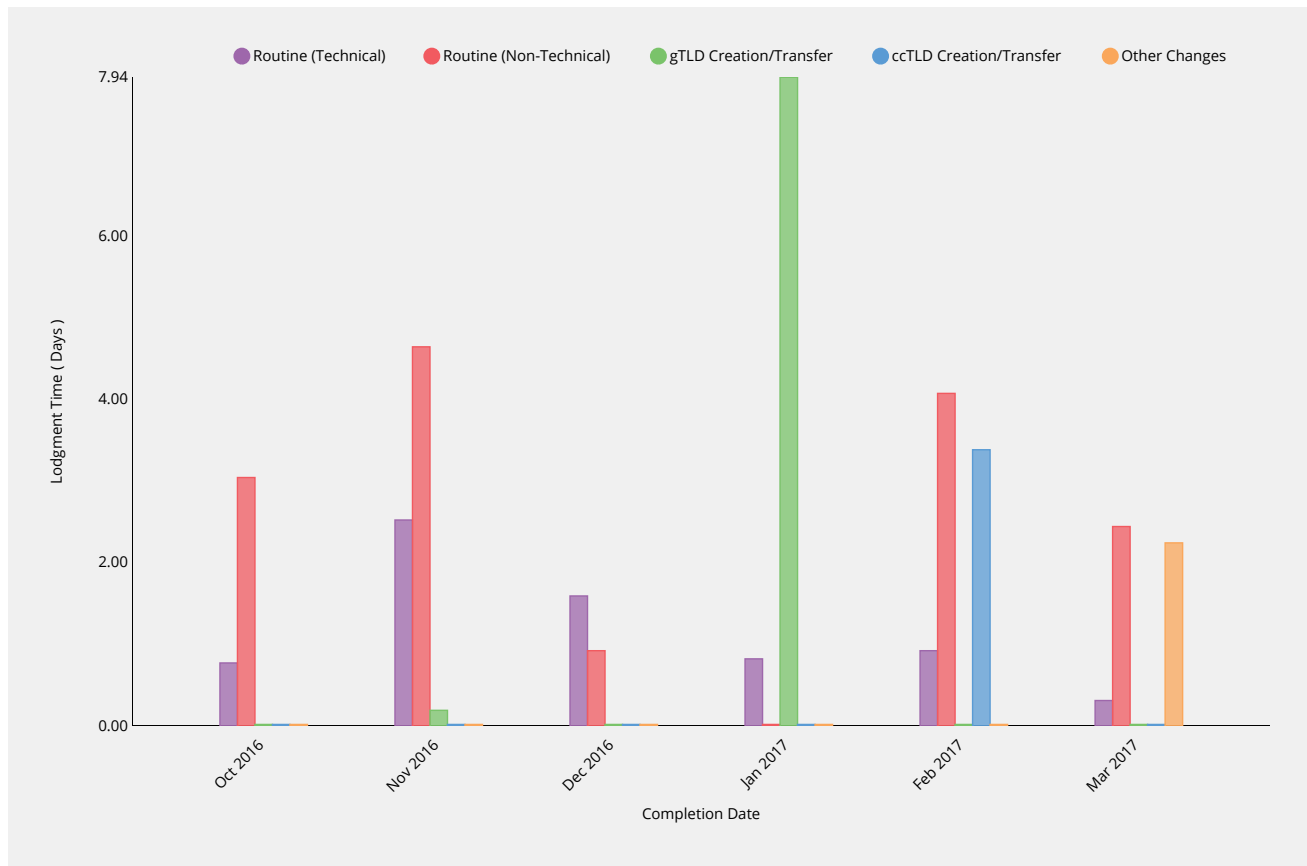
gTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Acceptance Time	1.07s	1.46s	1.84s	1.4s	1.44s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	8	15	12	1	1	0
Mean Time	0.98s	1.08s	1.1s	1.4s	1.44s	—
Shortest Time	0.91s	0.89s	0.77s	1.4s	1.44s	—
Longest Time	1.07s	1.73s	1.99s	1.4s	1.44s	—
Median Time	0.96s	0.96s	0.94s	1.4s	1.44s	—
PStDev Time	0.06s	0.23s	0.36s	0s	0s	—

ccTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Acceptance Time	1.6s	—	—	—	0.72s	—
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	0	0	0	1	0
Mean Time	1.6s	—	—	—	0.72s	—
Shortest Time	1.6s	—	—	—	0.72s	—
Longest Time	1.6s	—	—	—	0.72s	—
Median Time	1.6s	—	—	—	0.72s	—
PStDev Time	0s	—	—	—	0s	—

Other Changes	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Acceptance Time	—	1.9s	—	—	1.95s	2.54s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	1	0	0	1	2
Mean Time	—	1.9s	—	—	1.95s	1.68s
Shortest Time	—	1.9s	—	—	1.95s	0.73s
Longest Time	—	1.9s	—	—	1.95s	2.63s
Median Time	—	1.9s	—	—	1.95s	1.68s
PStDev Time	—	0s	—	—	0s	0.95s

Manual Lodgment Time

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



Routine (Technical)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Lodgment Time	0.77d	2.52d	1.59d	0.82d	0.92d	0.31d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	4	112	117	9	4	3
Mean Time	0.42d	1.03d	0.46d	0.33d	0.36d	0.25d
Shortest Time	0.13d	0.04d	0d	0.01d	0.02d	0.22d
Longest Time	0.81d	2.7d	7.05d	1.05d	1.02d	0.32d
Median Time	0.37d	0.61d	0.16d	0.47d	0.21d	0.22d
PStDev Time	0.27d	0.79d	0.8d	0.33d	0.4d	0.05d

Routine (Non-Technical)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Lodgment Time	3.04d	4.64d	0.92d	—	4.07d	2.44d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	7	5	2	0	4	4
Mean Time	1.3d	1.53d	0.49d	—	1.44d	1.02d
Shortest Time	0.25d	0.01d	0.01d	—	0.12d	0.35d
Longest Time	3.41d	5.24d	0.97d	—	4.63d	2.78d
Median Time	1.32d	0.15d	0.49d	—	0.51d	0.47d
PStDev Time	1.1d	2.04d	0.48d	—	1.87d	1.02d

gTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Lodgment Time	—	0.19d	—	7.94d	—	—
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	2	0	1	0	0
Mean Time	—	0.11d	—	7.94d	—	—
Shortest Time	—	0.01d	—	7.94d	—	—
Longest Time	—	0.2d	—	7.94d	—	—
Median Time	—	0.11d	—	7.94d	—	—
PStDev Time	—	0.09d	—	0d	—	—

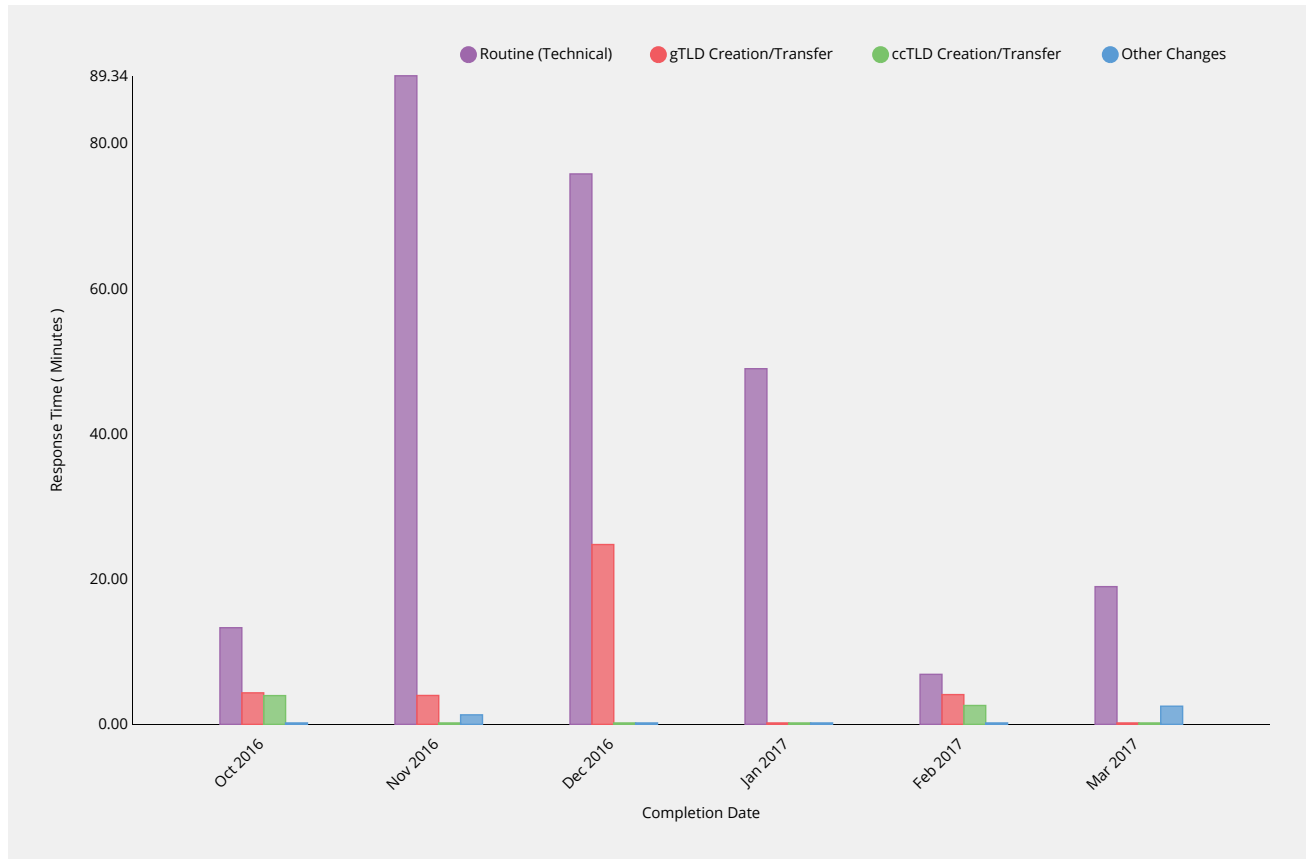
ccTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Lodgment Time	—	—	—	—	3.38d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	1	0
Mean Time	—	—	—	—	3.38d	—
Shortest Time	—	—	—	—	3.38d	—
Longest Time	—	—	—	—	3.38d	—
Median Time	—	—	—	—	3.38d	—
PStDev Time	—	—	—	—	0d	—

Other Changes	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Lodgment Time	—	—	—	—	—	2.24d
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	0	0	0	2
Mean Time	—	—	—	—	—	1.93d
Shortest Time	—	—	—	—	—	1.58d
Longest Time	—	—	—	—	—	2.28d
Median Time	—	—	—	—	—	1.93d
PStDev Time	—	—	—	—	—	0.35d

Technical Checks

Technical Check (First)

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



Routine (Technical)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Response Time	13.31m	89.34m	75.82m	48.99m	6.89m	18.97m
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	59	136	154	37	55	65
Mean Time	5.49m	22.14m	16.79m	12.98m	3.46m	6.32m
Shortest Time	0.31m	0.88m	0.17m	0.14m	0.15m	0.35m
Longest Time	18m	104.4m	94.18m	137.92m	12.82m	19.89m
Median Time	4.53m	11.57m	6.74m	3.63m	3.31m	3.88m
PStDev Time	4.14m	25.85m	22.34m	24.92m	2.21m	5.55m

gTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Response Time	4.34m	3.98m	24.77m	—	4.1m	—
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	8	13	11	0	1	0
Mean Time	2.65m	2.64m	6.51m	—	4.1m	—
Shortest Time	0.17m	1.06m	0.26m	—	4.1m	—
Longest Time	4.42m	4.03m	44.44m	—	4.1m	—
Median Time	2.67m	2.42m	2.86m	—	4.1m	—

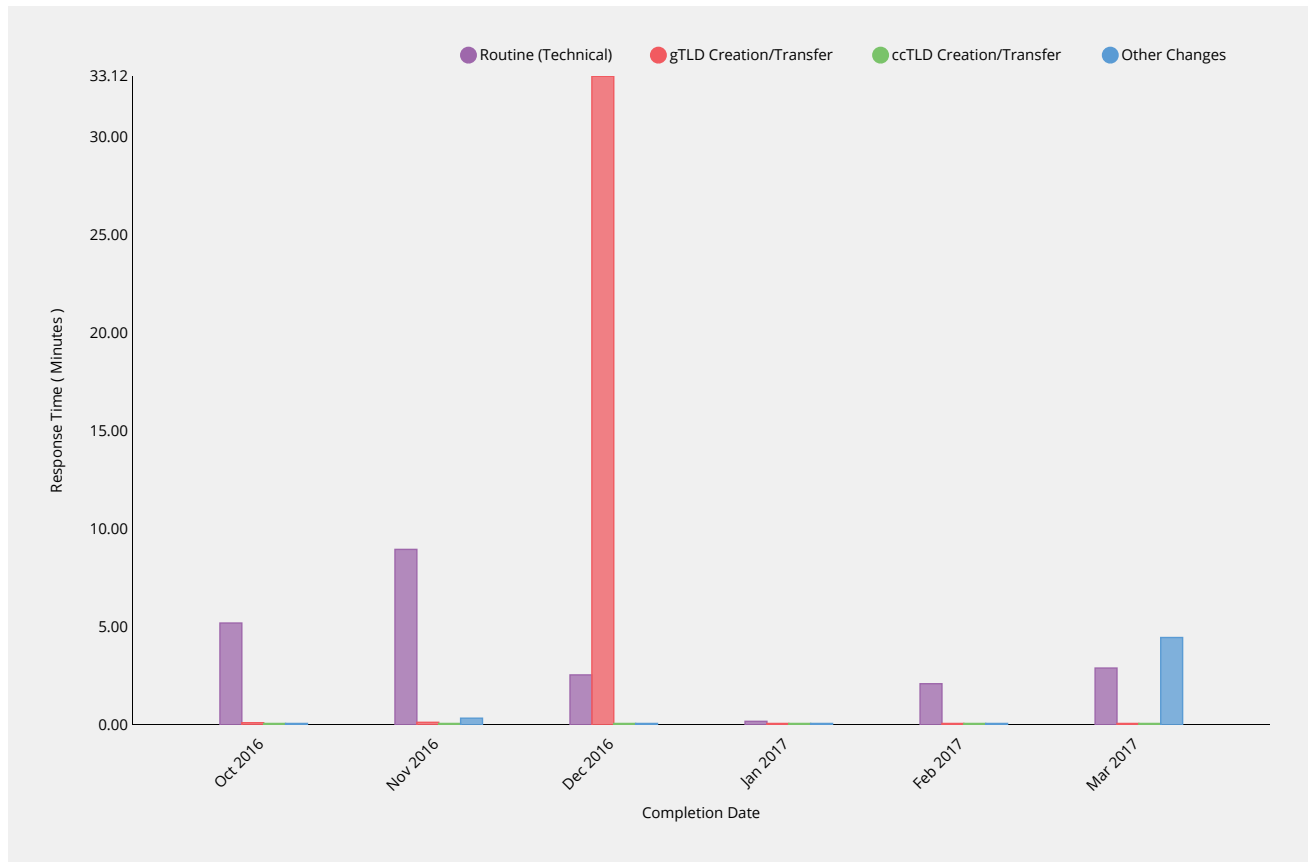
gTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
PStDev Time	1.36m	0.89m	12.09m	—	0m	—

ccTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Response Time	3.96m	—	—	—	2.6m	—
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	0	0	0	1	0
Mean Time	3.96m	—	—	—	2.6m	—
Shortest Time	3.96m	—	—	—	2.6m	—
Longest Time	3.96m	—	—	—	2.6m	—
Median Time	3.96m	—	—	—	2.6m	—
PStDev Time	0m	—	—	—	0m	—

Other Changes	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Response Time	—	1.31m	—	—	—	2.5m
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	1	0	0	0	1
Mean Time	—	1.31m	—	—	—	2.5m
Shortest Time	—	1.31m	—	—	—	2.5m
Longest Time	—	1.31m	—	—	—	2.5m
Median Time	—	1.31m	—	—	—	2.5m
PStDev Time	—	0m	—	—	—	0m

Technical Check (Retest)


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



Routine (Technical)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Response Time	5.2m	8.96m	2.55m	0.18m	2.1m	2.9m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	51	139	202	21	131	93
Mean Time	1.86m	3.65m	0.97m	0.2m	1.01m	1.14m
Shortest Time	0.16m	0.15m	0.1m	0.06m	0.11m	0.12m
Longest Time	6.22m	16.96m	14.59m	0.96m	2.14m	4.21m
Median Time	0.49m	4.07m	0.3m	0.17m	0.59m	1.09m
PStDev Time	1.95m	3.24m	1.79m	0.17m	0.72m	0.8m

gTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Response Time	0.11m	0.13m	33.12m	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	1	15	4	0	0	0
Mean Time	0.11m	0.12m	24.94m	—	—	—
Shortest Time	0.11m	0.11m	0.5m	—	—	—
Longest Time	0.11m	0.13m	33.13m	—	—	—
Median Time	0.11m	0.12m	33.06m	—	—	—
PStDev Time	0m	0m	14.11m	—	—	—

ccTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
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	—	—	—	—	—	—

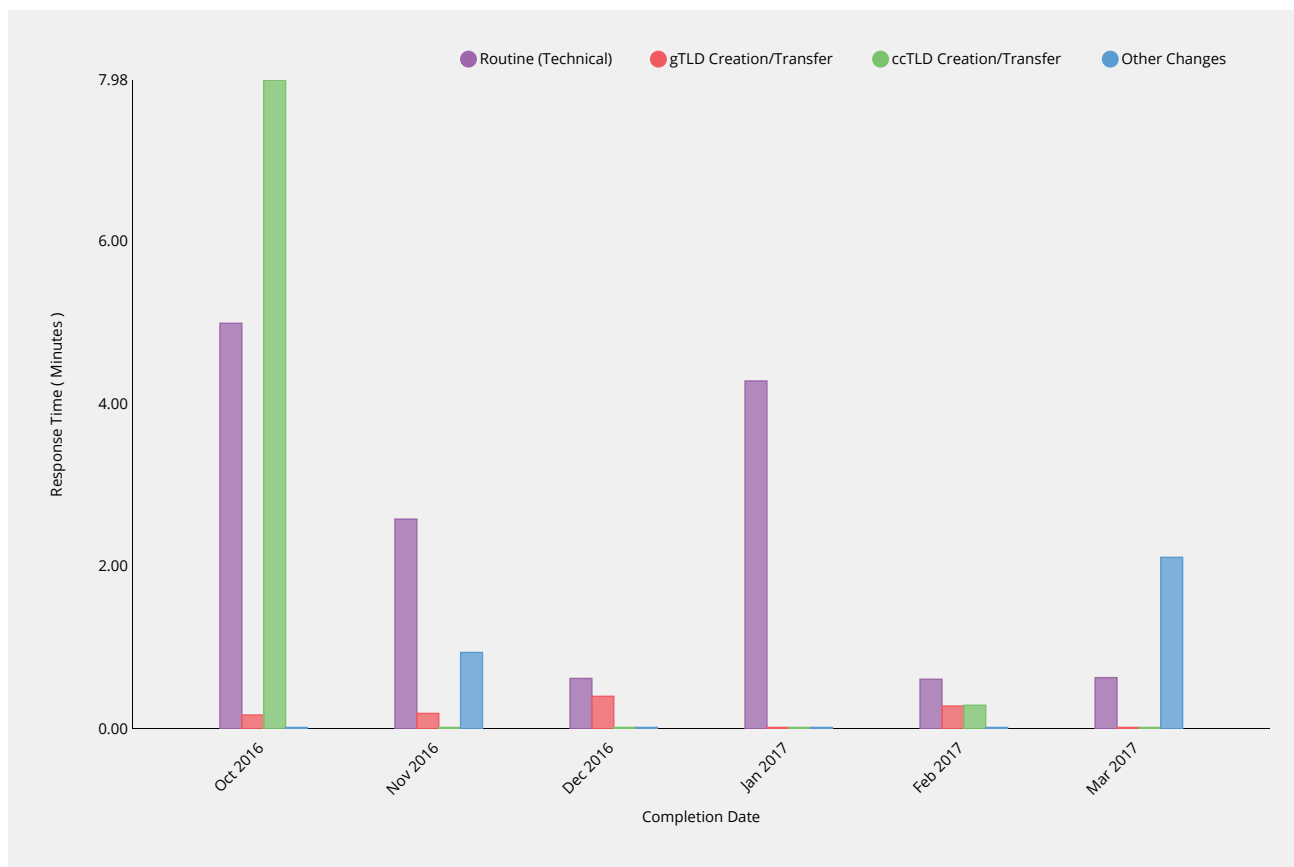
Other Changes	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Response Time	—	0.34m	—	—	—	4.46m 
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	2	0	0	0	32
Mean Time	—	0.31m	—	—	—	1.75m
Shortest Time	—	0.28m	—	—	—	0.26m
Longest Time	—	0.35m	—	—	—	4.67m
Median Time	—	0.31m	—	—	—	0.51m
PStDev Time	—	0.03m	—	—	—	1.91m

Exception Narrative

Primary cause: Threshold requires revisiting
 Analysis/Comments: One request exceeded the supplemental technical check threshold of three minutes. The Development team is looking at the logs for this case to see if there are any optimization opportunities for the individual technical tests. The CSC has previously recommended that the technical check threshold for this and other categories be revisited.

Technical Check (Supplemental)

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



Routine (Technical)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Response Time	4.99m	2.58m	0.62m	4.28m	0.61m	0.63m
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	67	173	185	44	57	58
Mean Time	0.97m	0.43m	0.21m	4.91m	0.59m	0.23m
Shortest Time	0.13m	0.08m	0.08m	0.06m	0.06m	0.06m
Longest Time	7.09m	4.45m	0.97m	137.45m	19.35m	0.88m
Median Time	0.33m	0.16m	0.12m	0.34m	0.12m	0.17m
PStDev Time	1.57m	0.7m	0.19m	20.31m	2.53m	0.17m

gTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Response Time	0.17m	0.19m	0.4m	—	0.28m	—
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	8	11	10	0	1	0
Mean Time	0.14m	0.13m	0.21m	—	0.28m	—
Shortest Time	0.1m	0.1m	0.08m	—	0.28m	—
Longest Time	0.18m	0.21m	0.45m	—	0.28m	—
Median Time	0.14m	0.11m	0.18m	—	0.28m	—
PStDev Time	0.03m	0.03m	0.11m	—	0m	—

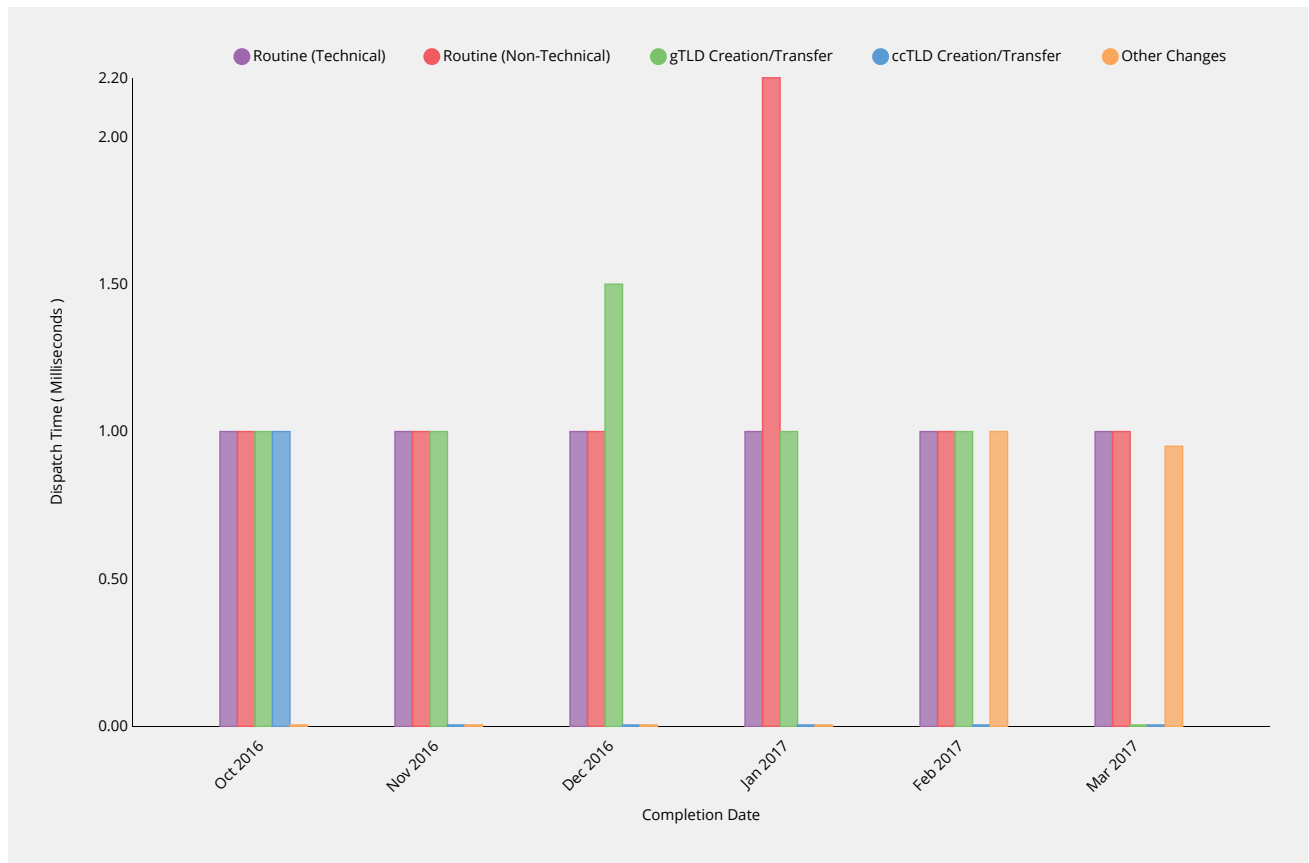
ccTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Response Time	7.98m	—	—	—	0.29m	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	6	0	0	0	1	0
Mean Time	6.65m	—	—	—	0.29m	—
Shortest Time	0.23m	—	—	—	0.29m	—
Longest Time	7.99m	—	—	—	0.29m	—
Median Time	7.92m	—	—	—	0.29m	—
PStDev Time	2.87m	—	—	—	0m	—

Other Changes	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Response Time	—	0.94m	—	—	—	2.11m
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	0	4	0	0	0	13
Mean Time	—	0.91m	—	—	—	0.84m
Shortest Time	—	0.82m	—	—	—	0.26m
Longest Time	—	0.94m	—	—	—	2.13m
Median Time	—	0.93m	—	—	—	0.47m
PStDev Time	—	0.05m	—	—	—	0.73m

Contact Confirmations

Email Dispatch

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



Routine (Technical)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Dispatch Time	1ms	1ms	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	56	133	151	35	50	61
Mean Time	0.66ms	0.65ms	0.74ms	0.63ms	0.66ms	0.69ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	2ms	1ms	2ms	2ms	2ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.54ms	0.48ms	0.49ms	0.54ms	0.51ms	0.53ms

Routine (Non-Technical)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Dispatch Time	1ms	1ms	1ms	2.2ms	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	16	31	16	15	37	14
Mean Time	0.88ms	0.81ms	0.88ms	1.2ms	0.97ms	0.71ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	2ms	1ms	5ms	2ms	1ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms

Routine (Non-Technical)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
PStDev Time	0.33ms	0.47ms	0.33ms	1.05ms	0.28ms	0.45ms

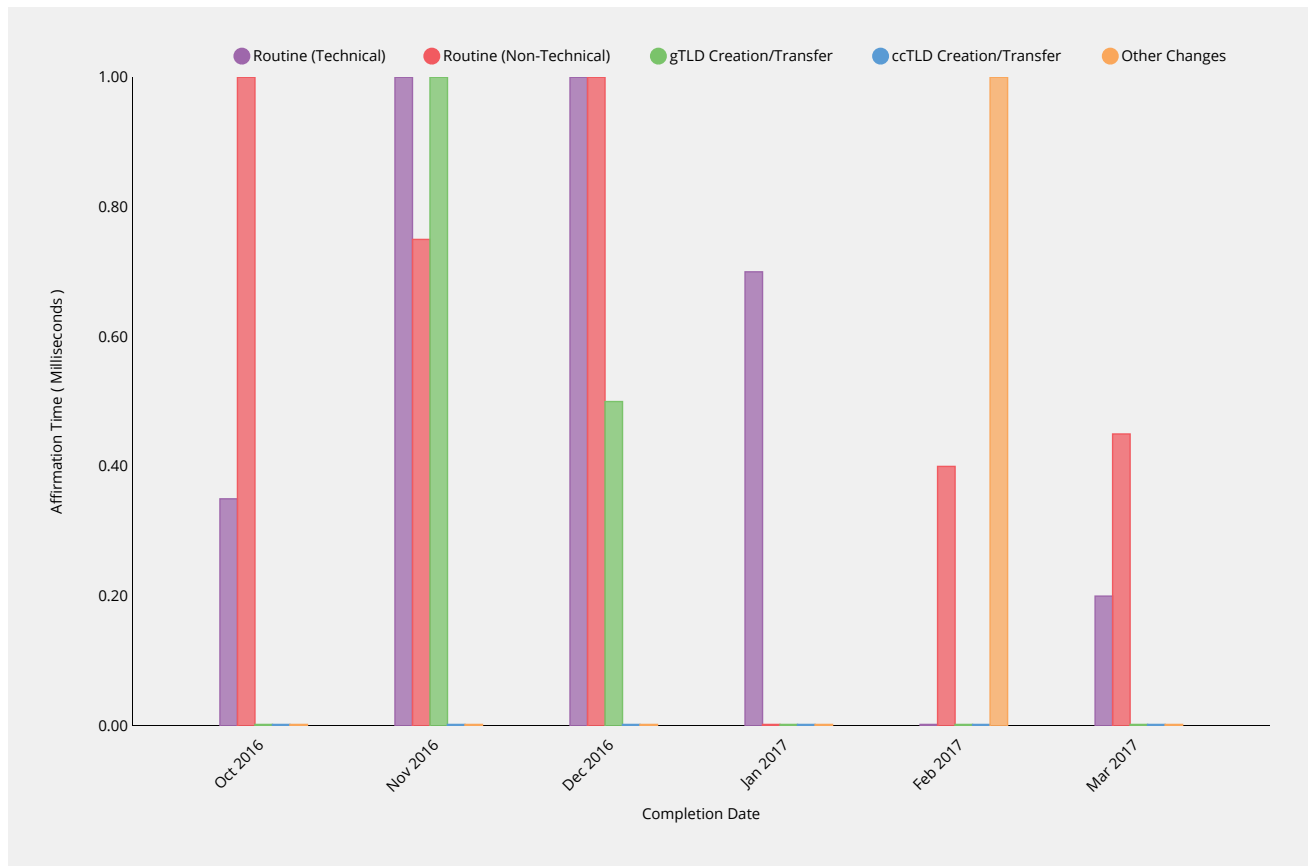
gTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Dispatch Time	1ms	1ms	1.5ms	1ms	1ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	8	14	11	1	1	0
Mean Time	1ms	0.43ms	1.09ms	1ms	1ms	—
Shortest Time	1ms	0ms	1ms	1ms	1ms	—
Longest Time	1ms	1ms	2ms	1ms	1ms	—
Median Time	1ms	0ms	1ms	1ms	1ms	—
PStDev Time	0ms	0.49ms	0.29ms	0ms	0ms	—

ccTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Dispatch Time	1ms	—	—	—	0ms	—
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	0	0	0	1	0
Mean Time	1ms	—	—	—	0ms	—
Shortest Time	1ms	—	—	—	0ms	—
Longest Time	1ms	—	—	—	0ms	—
Median Time	1ms	—	—	—	0ms	—
PStDev Time	0ms	—	—	—	0ms	—

Other Changes	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Dispatch Time	—	0ms	—	—	1ms	0.95ms
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	1	0	0	1	2
Mean Time	—	0ms	—	—	1ms	0.5ms
Shortest Time	—	0ms	—	—	1ms	0ms
Longest Time	—	0ms	—	—	1ms	1ms
Median Time	—	0ms	—	—	1ms	0.5ms
PStDev Time	—	0ms	—	—	0ms	0.5ms

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Affirmation Time	0.35ms	1ms	1ms	0.7ms	0ms	0.2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	54	132	138	27	49	57
Mean Time	0.06ms	0.07ms	0.1ms	0.07ms	0.04ms	0.05ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.23ms	0.25ms	0.3ms	0.26ms	0.2ms	0.22ms

Routine (Non-Technical)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Affirmation Time	1ms	0.75ms	1ms	0ms	0.4ms	0.45ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	13	26	12	9	33	12
Mean Time	0.23ms	0.08ms	0.42ms	0ms	0.06ms	0.08ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	0ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.42ms	0.27ms	0.49ms	0ms	0.24ms	0.28ms

gTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Affirmation Time	0ms	1ms	0.5ms	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	8	13	11	1	1	0
Mean Time	0ms	0.15ms	0.09ms	0ms	0ms	—
Shortest Time	0ms	0ms	0ms	0ms	0ms	—
Longest Time	0ms	1ms	1ms	0ms	0ms	—
Median Time	0ms	0ms	0ms	0ms	0ms	—
PStDev Time	0ms	0.36ms	0.29ms	0ms	0ms	—

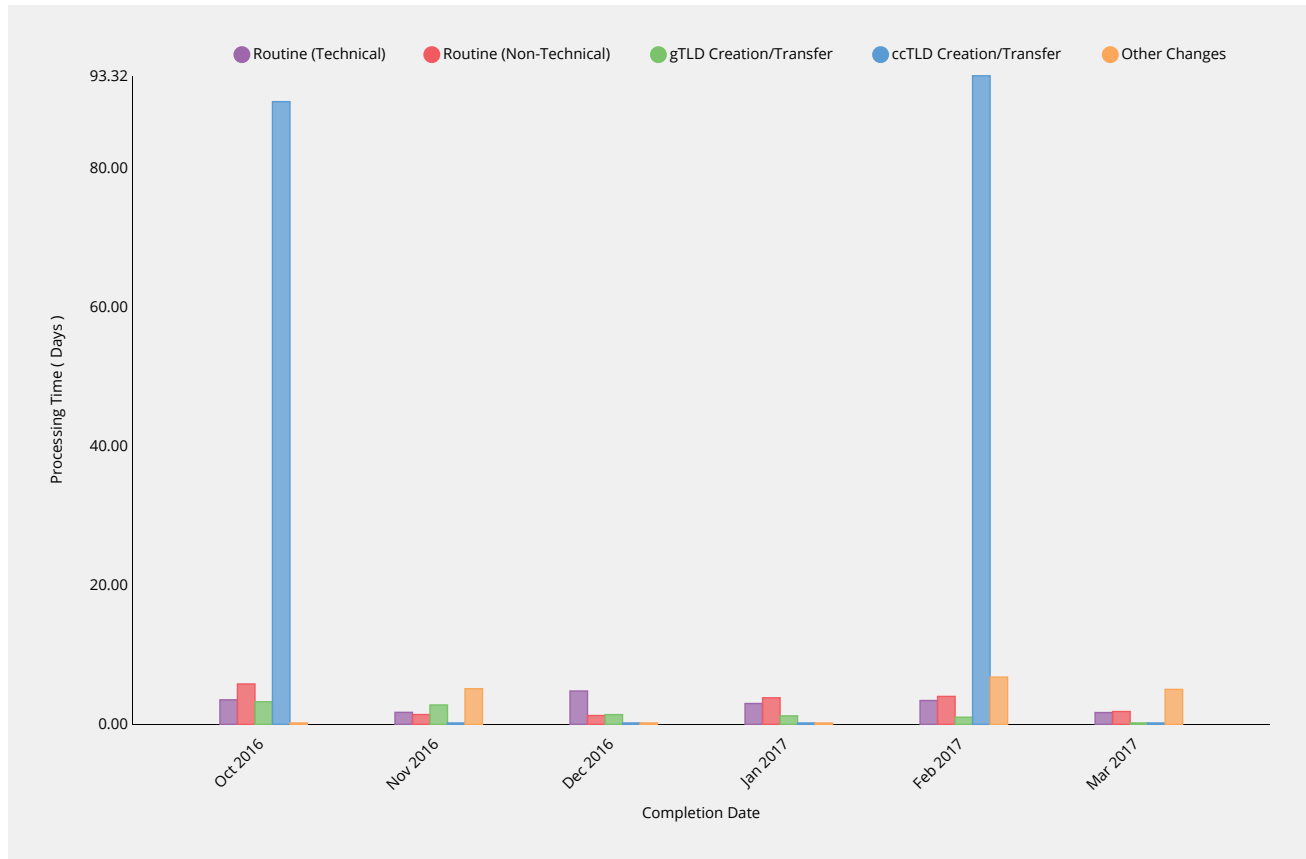
ccTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Affirmation Time	0ms	—	—	—	0ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	0	0	0	1	0
Mean Time	0ms	—	—	—	0ms	—
Shortest Time	0ms	—	—	—	0ms	—
Longest Time	0ms	—	—	—	0ms	—
Median Time	0ms	—	—	—	0ms	—
PStDev Time	0ms	—	—	—	0ms	—

Other Changes	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Affirmation Time	—	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	0	1	0	0	1	2
Mean Time	—	0ms	—	—	1ms	0ms
Shortest Time	—	0ms	—	—	1ms	0ms
Longest Time	—	0ms	—	—	1ms	0ms
Median Time	—	0ms	—	—	1ms	0ms
PStDev Time	—	0ms	—	—	0ms	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)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Processing Time	3.53d	1.73d	4.8d	3d	3.43d	1.7d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	54	132	139	32	49	58
Mean Time	1.22d	0.87d	2.39d	1.17d	1.55d	1.13d
Shortest Time	0.02d	0d	0d	0d	0d	0d
Longest Time	12.91d	3.98d	4.92d	5.86d	4.29d	3.8d
Median Time	0.57d	0.64d	1.42d	0.94d	1.47d	1.09d
PStDev Time	2d	0.82d	1.74d	1.31d	1.1d	0.76d

Routine (Non-Technical)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Processing Time	5.81d	1.41d	1.27d	3.82d	4.02d	1.85d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	12	26	12	13	33	11
Mean Time	1.82d	0.9d	1d	1.78d	1.68d	0.98d
Shortest Time	0d	0.05d	0.35d	0d	0d	0d
Longest Time	7.2d	3.51d	1.89d	4.92d	4.74d	3.66d
Median Time	0.73d	0.89d	0.98d	1.17d	1.24d	0.85d

Routine (Non-Technical)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
PStDev Time	2.33d	0.84d	0.4d	1.68d	1.42d	1.01d

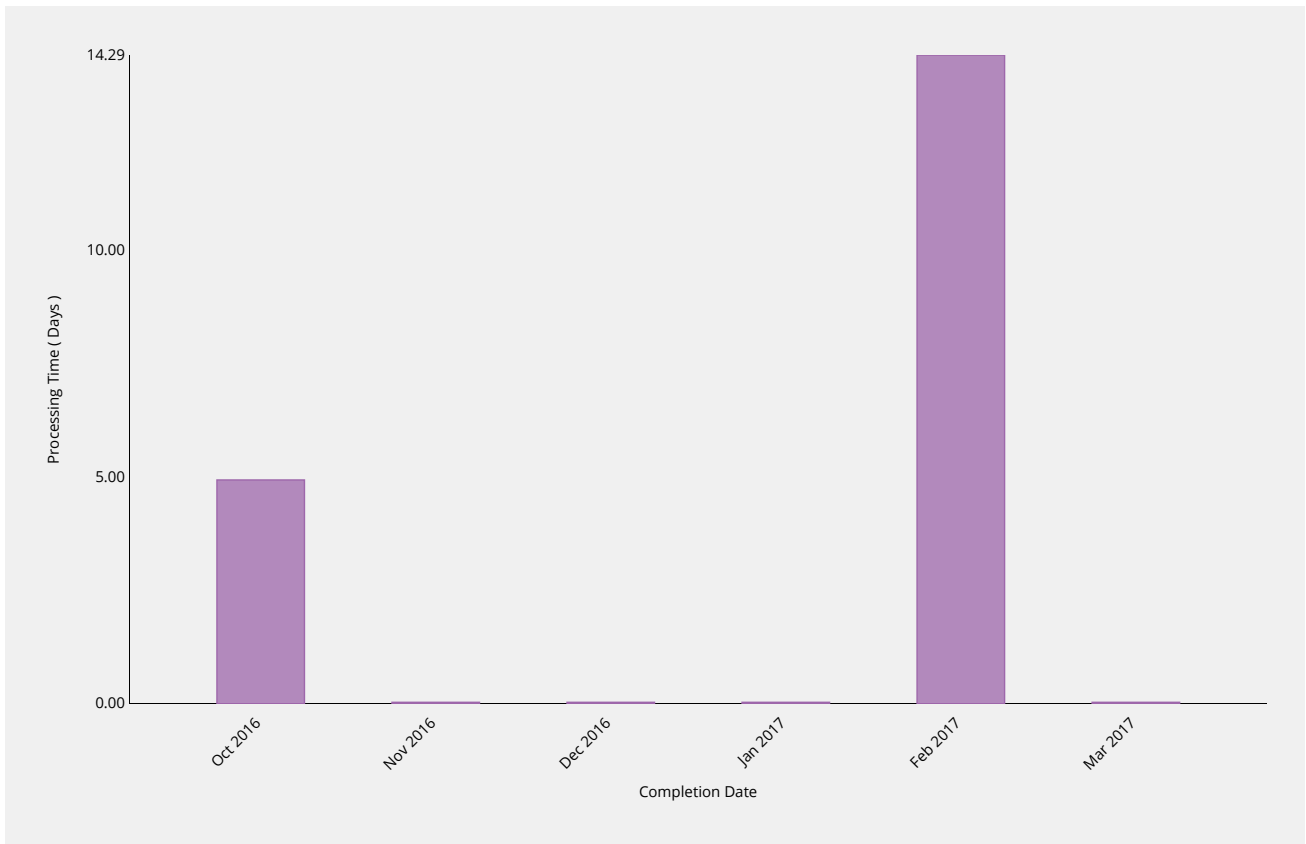
gTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Processing Time	3.26d	2.79d	1.4d	1.22d	1.03d	—
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	8	13	11	1	1	0
Mean Time	1.06d	1.49d	1.07d	1.22d	1.03d	—
Shortest Time	0d	0.02d	0d	1.22d	1.03d	—
Longest Time	3.92d	4.16d	2.91d	1.22d	1.03d	—
Median Time	0.24d	1.03d	1.1d	1.22d	1.03d	—
PStDev Time	1.44d	1.24d	0.73d	0d	0d	—

ccTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Processing Time	89.6d	—	—	—	93.32d	—
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	0	0	1	0
Mean Time	89.6d	—	—	—	93.32d	—
Shortest Time	89.6d	—	—	—	93.32d	—
Longest Time	89.6d	—	—	—	93.32d	—
Median Time	89.6d	—	—	—	93.32d	—
PStDev Time	0d	—	—	—	0d	—

Other Changes	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Processing Time	—	5.13d	—	—	6.8d	5.03d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	1	0	0	1	1
Mean Time	—	5.13d	—	—	6.8d	5.03d
Shortest Time	—	5.13d	—	—	6.8d	5.03d
Longest Time	—	5.13d	—	—	6.8d	5.03d
Median Time	—	5.13d	—	—	6.8d	5.03d
PStDev Time	—	0d	—	—	0d	0d

Third Party Approval

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

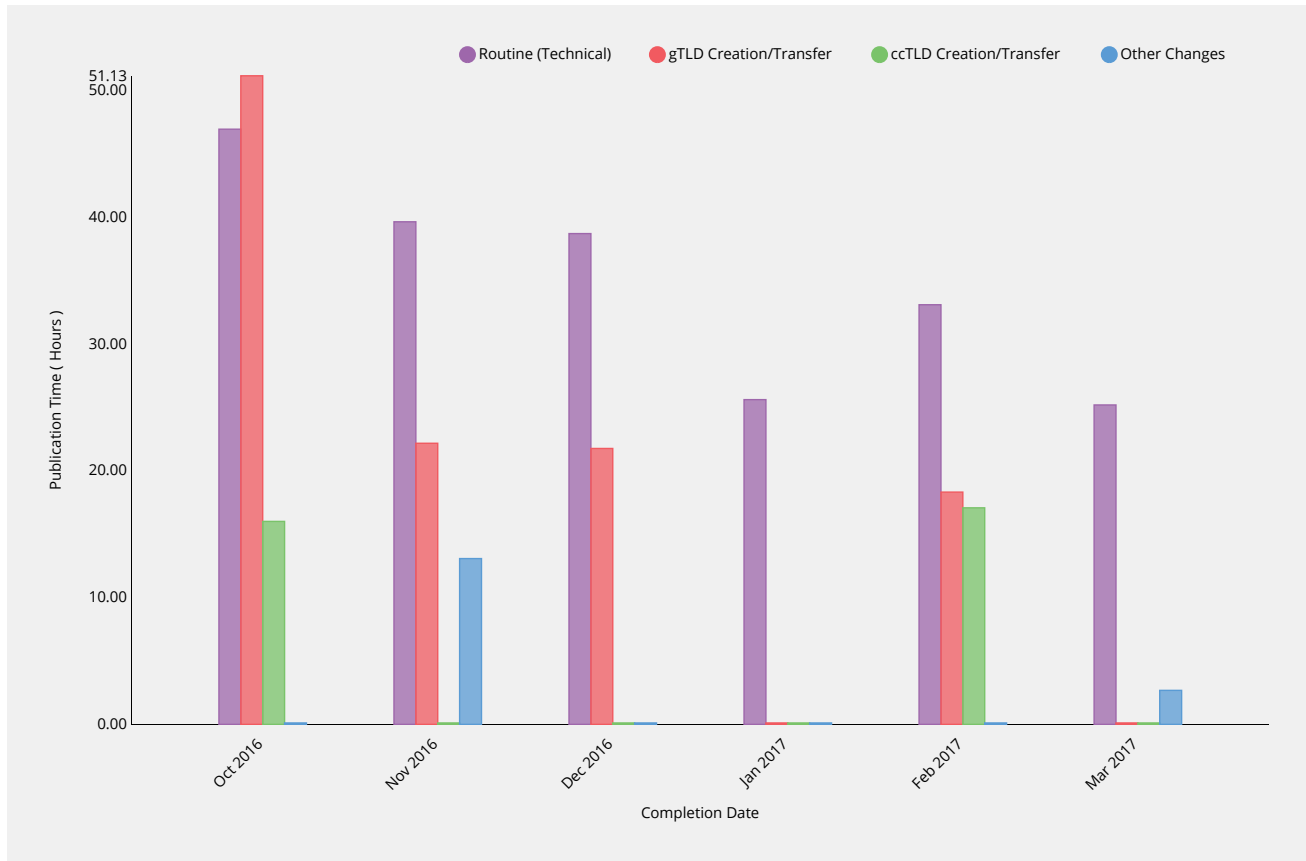


ccTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Processing Time	4.93d	—	—	—	14.29d	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	1	0	0	0	1	0
Mean Time	4.93d	—	—	—	14.29d	—
Shortest Time	4.93d	—	—	—	14.29d	—
Longest Time	4.93d	—	—	—	14.29d	—
Median Time	4.93d	—	—	—	14.29d	—
PStDev Time	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)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Publication Time	46.92h	39.62h	38.69h	25.6h	33.08h	25.18h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	53	131	137	27	49	57
Mean Time	25.17h	21.8h	15.46h	19.88h	16.57h	8.7h
Shortest Time	0.86h	0.44h	4.21h	13.35h	1.17h	0.68h
Longest Time	46.92h	44.32h	41.59h	25.98h	36.06h	26.61h
Median Time	23.72h	19.3h	14.33h	19.7h	18.77h	5.16h
PStDev Time	10.38h	7.77h	6.36h	2.67h	8.12h	7h

gTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Publication Time	51.13h	22.16h	21.75h	—	18.31h	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	8	11	10	0	1	0
Mean Time	37.81h	19.46h	16.52h	—	18.31h	—
Shortest Time	1.34h	18.07h	5.63h	—	18.31h	—
Longest Time	51.13h	22.36h	21.96h	—	18.31h	—
Median Time	48.05h	19.03h	15.9h	—	18.31h	—

gTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
PStDev Time	17.26h	1.14h	4.19h	—	0h	—

ccTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Publication Time	16h	—	—	—	17.07h	—
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	0	0	0	1	0
Mean Time	16h	—	—	—	17.07h	—
Shortest Time	16h	—	—	—	17.07h	—
Longest Time	16h	—	—	—	17.07h	—
Median Time	16h	—	—	—	17.07h	—
PStDev Time	0h	—	—	—	0h	—

Other Changes	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Publication Time	—	13.07h	—	—	—	2.68h
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	1	0	0	0	1
Mean Time	—	13.07h	—	—	—	2.68h
Shortest Time	—	13.07h	—	—	—	2.68h
Longest Time	—	13.07h	—	—	—	2.68h
Median Time	—	13.07h	—	—	—	2.68h
PStDev Time	—	0h	—	—	—	0h

gTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Notification Time	0.57s	0.61s	0.5s	0.17s	0.49s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	8	13	11	1	1	0
Mean Time	0.49s	0.47s	0.44s	0.17s	0.49s	—
Shortest Time	0.43s	0.2s	0.19s	0.17s	0.49s	—
Longest Time	0.58s	0.69s	0.51s	0.17s	0.49s	—
Median Time	0.48s	0.49s	0.46s	0.17s	0.49s	—
PStDev Time	0.05s	0.13s	0.08s	0s	0s	—

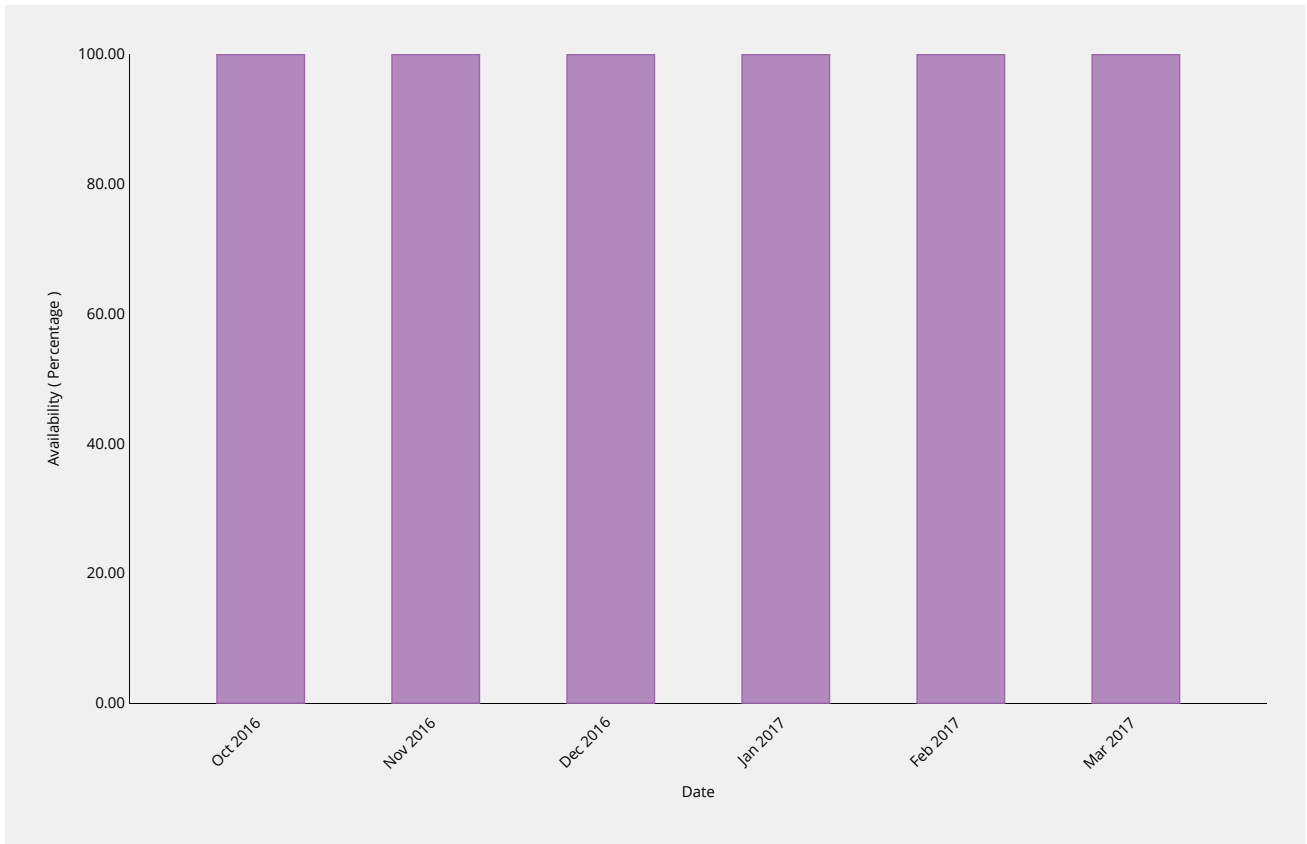
ccTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Notification Time	0.43s	—	—	—	0.51s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	0	0	0	1	0
Mean Time	0.43s	—	—	—	0.51s	—
Shortest Time	0.43s	—	—	—	0.51s	—
Longest Time	0.43s	—	—	—	0.51s	—
Median Time	0.43s	—	—	—	0.51s	—
PStDev Time	0s	—	—	—	0s	—

Other Changes	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Notification Time	—	0.18s	—	—	—	0.51s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	1	0	0	0	1
Mean Time	—	0.18s	—	—	—	0.51s
Shortest Time	—	0.18s	—	—	—	0.51s
Longest Time	—	0.18s	—	—	—	0.51s
Median Time	—	0.18s	—	—	—	0.51s
PStDev Time	—	0s	—	—	—	0s

System Availability

IANA Website

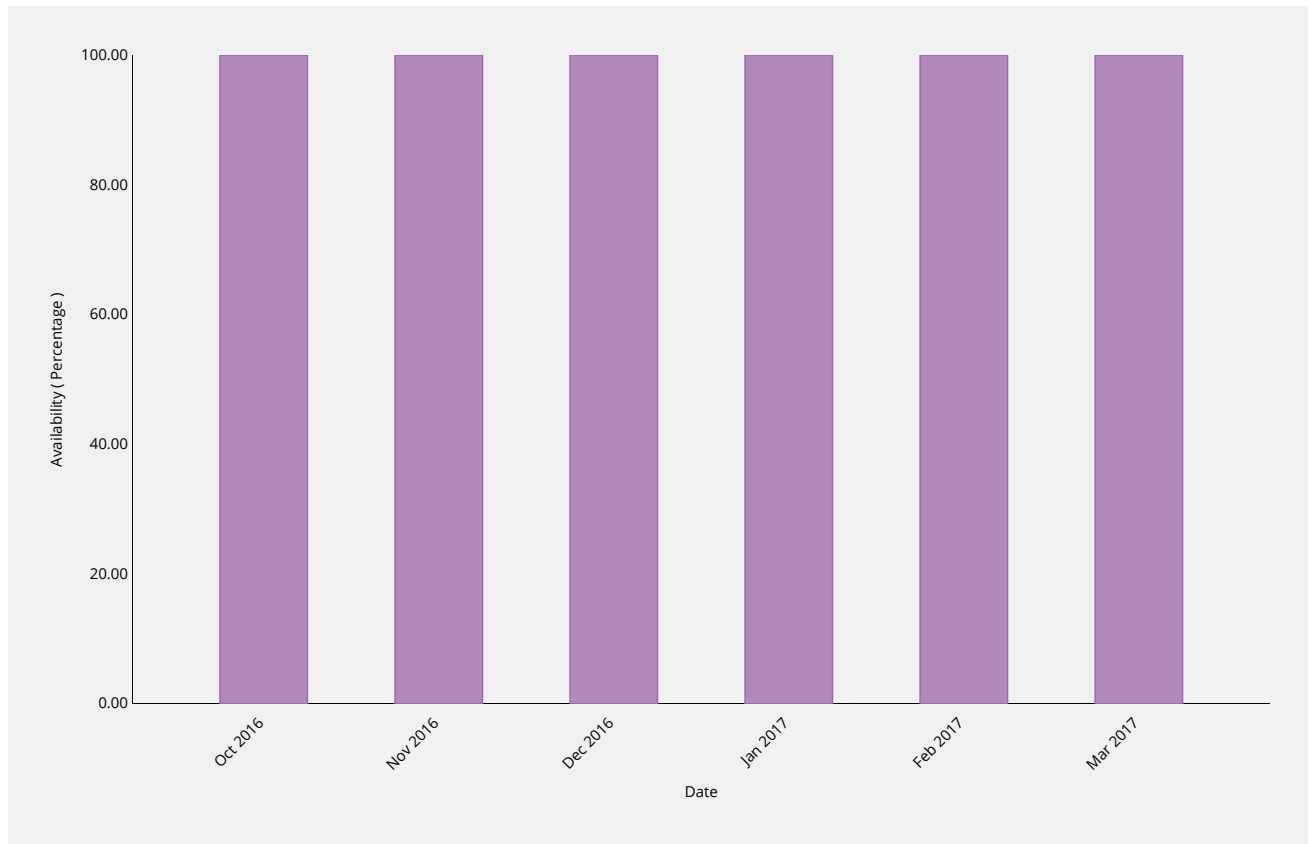
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Management System

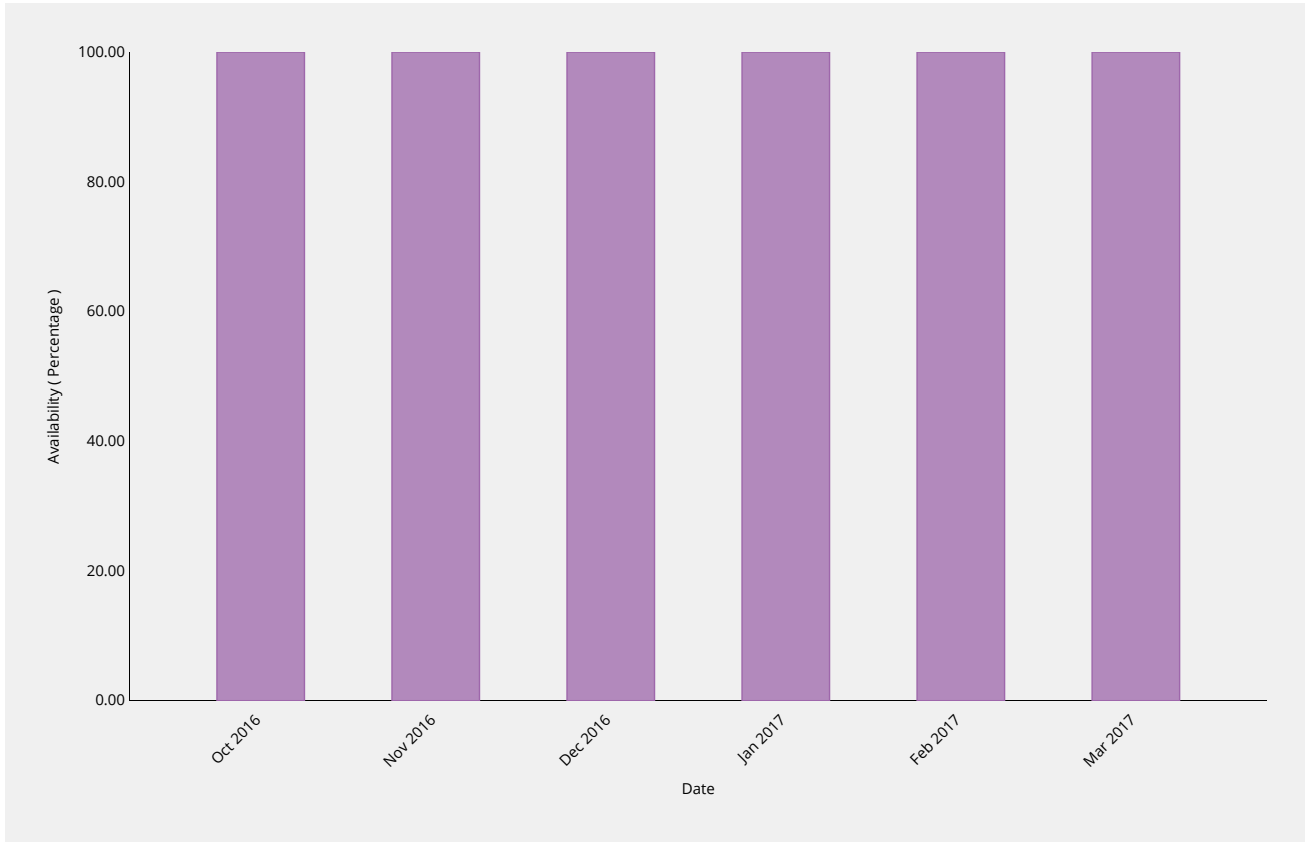
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Directory Service

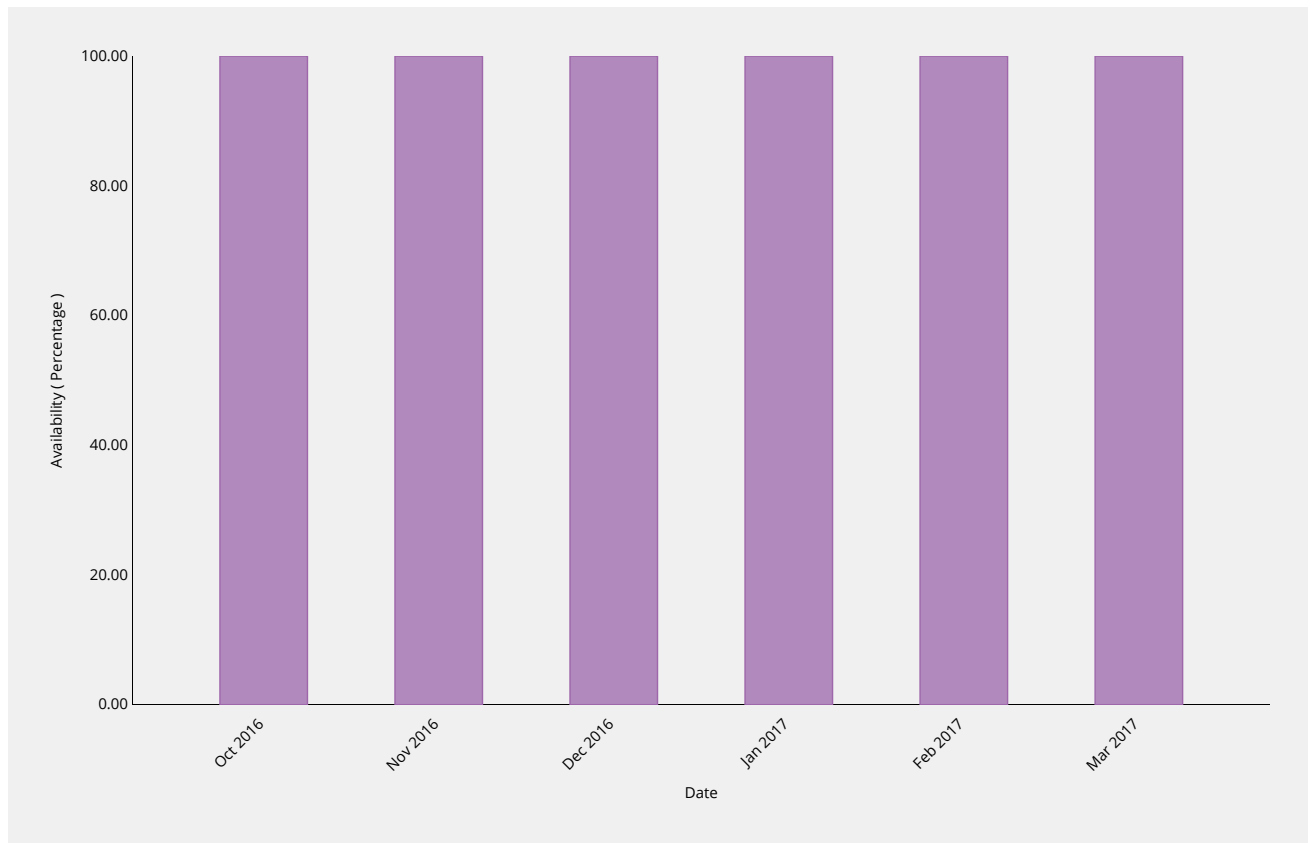
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Service Level Dashboard

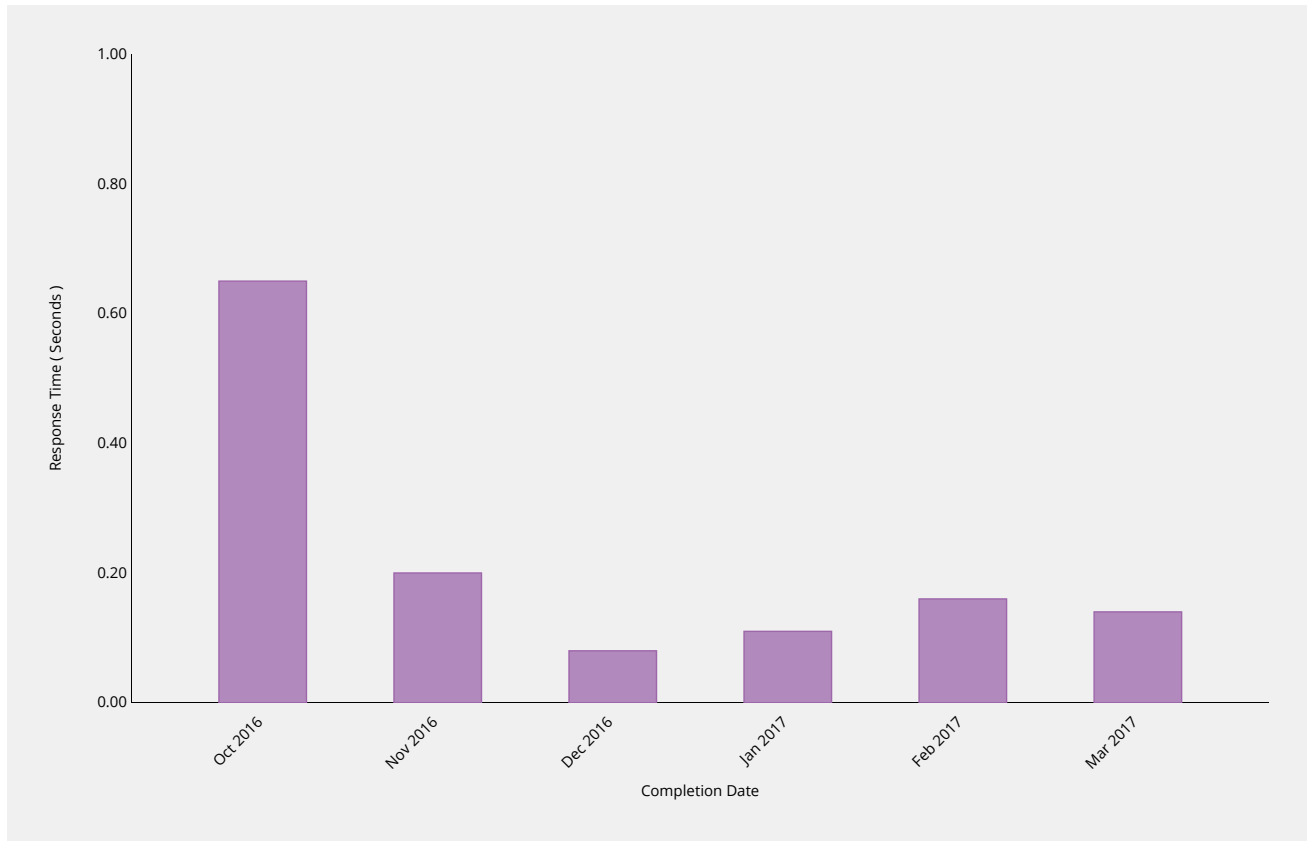
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Credential Recovery

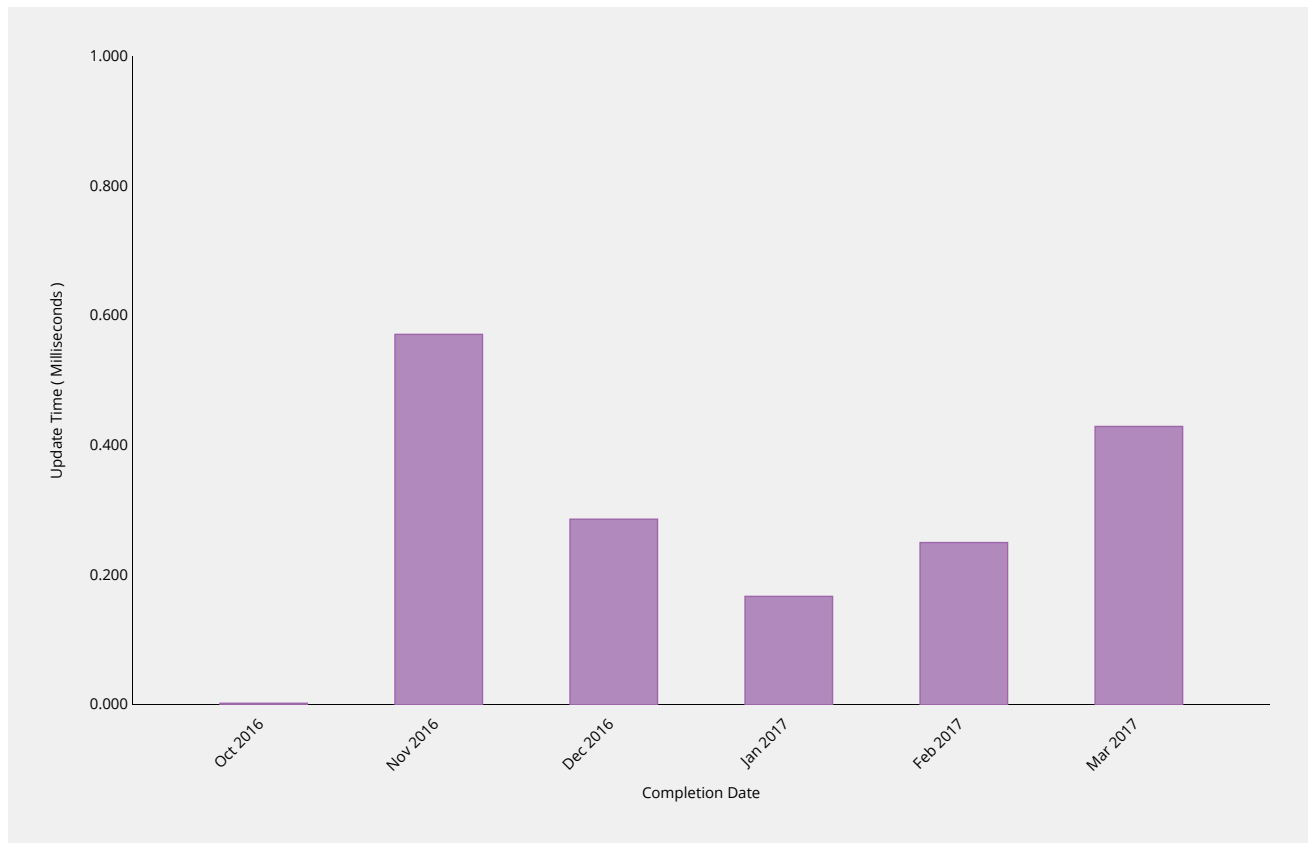
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Response Time	0.65s	0.2s	0.08s	0.11s	0.16s	0.14s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	9	7	16	9	25	13
Mean Time	0.18s	0.09s	0.05s	0.07s	0.07s	0.07s
Shortest Time	0.03s	0.05s	0.03s	0.03s	0.02s	0.04s
Longest Time	1.01s	0.24s	0.15s	0.12s	0.26s	0.18s
Median Time	0.08s	0.06s	0.05s	0.07s	0.06s	0.05s
PStDev Time	0.29s	0.06s	0.03s	0.03s	0.05s	0.04s

Credential Change

Time to implement new password within the system.

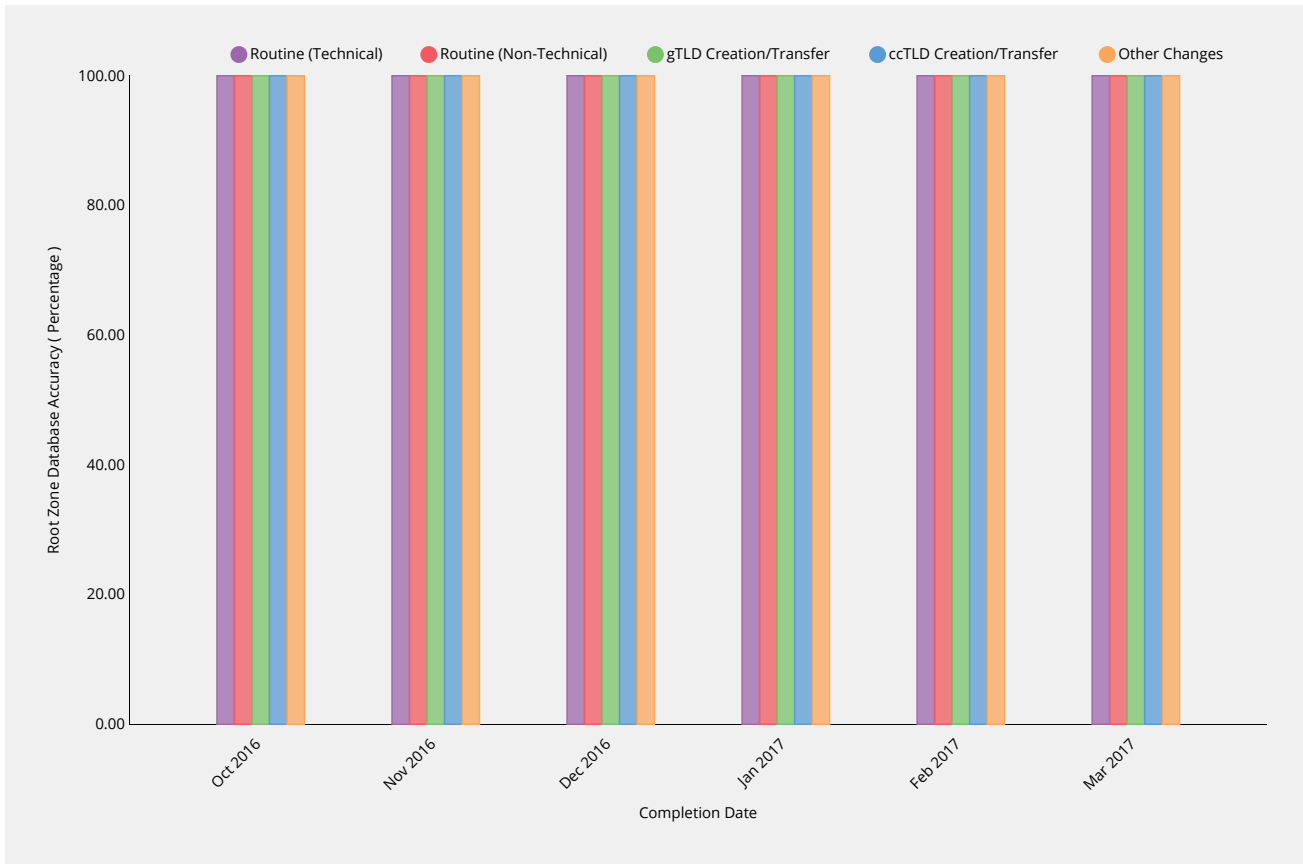


Credential Change	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Update Time	0ms	2.4ms	1ms	0.75ms	1ms	1ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	5	7	14	6	20	7
Mean Time	0ms	0.571ms	0.286ms	0.167ms	0.25ms	0.429ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	0ms	3ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0ms	1.05ms	0.452ms	0.373ms	0.433ms	0.495ms

Other Changes	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	1	0	0	0	1

Root Zone Database

Root Zone Database is correctly updated in accordance with change request.



Routine (Technical)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
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	53	131	137	27	49	57

Routine (Non-Technical)	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
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	11	25	12	13	31	11

gTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
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	8	13	11	1	1	0

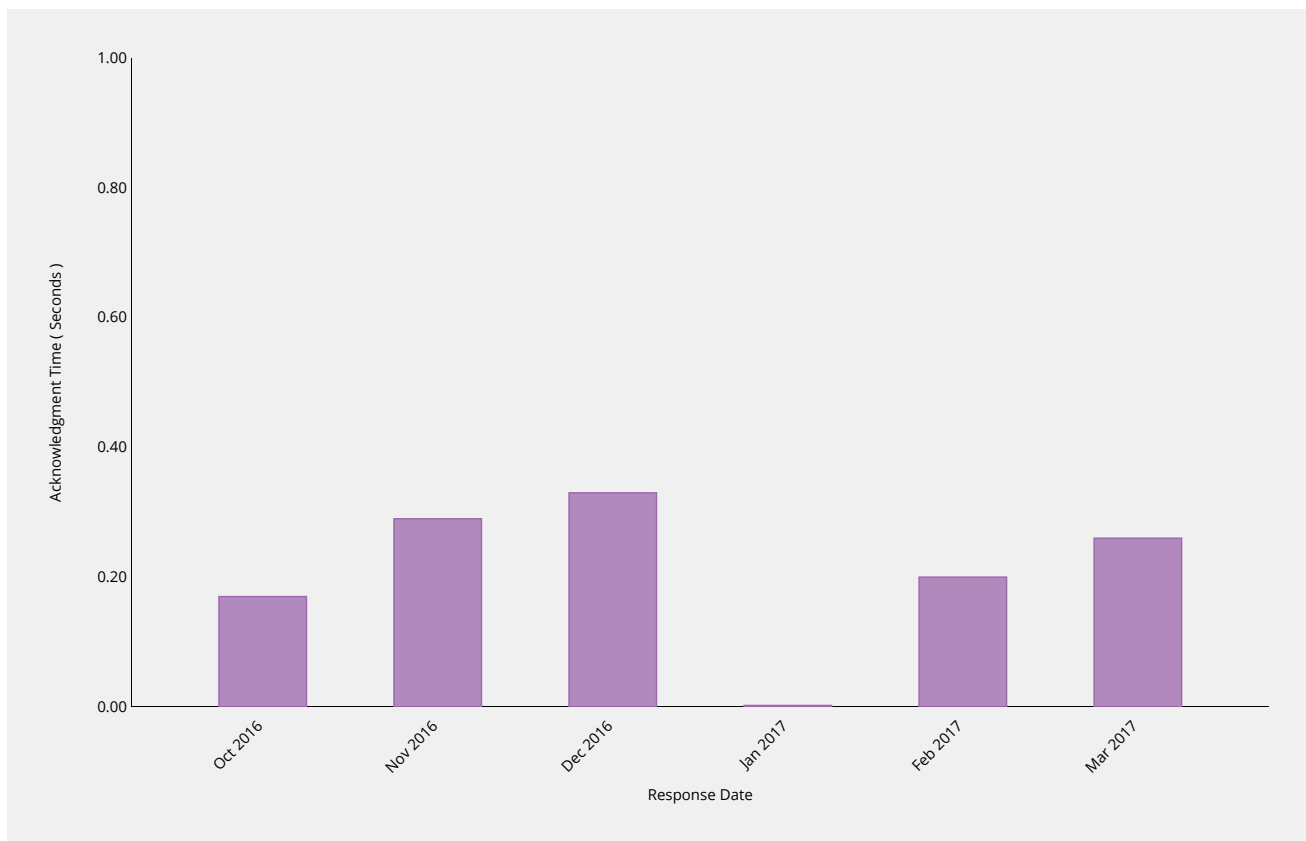
ccTLD Creation/Transfer	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	0	0	0	1	0

Other Changes	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
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	0	1	0	0	0	1

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.

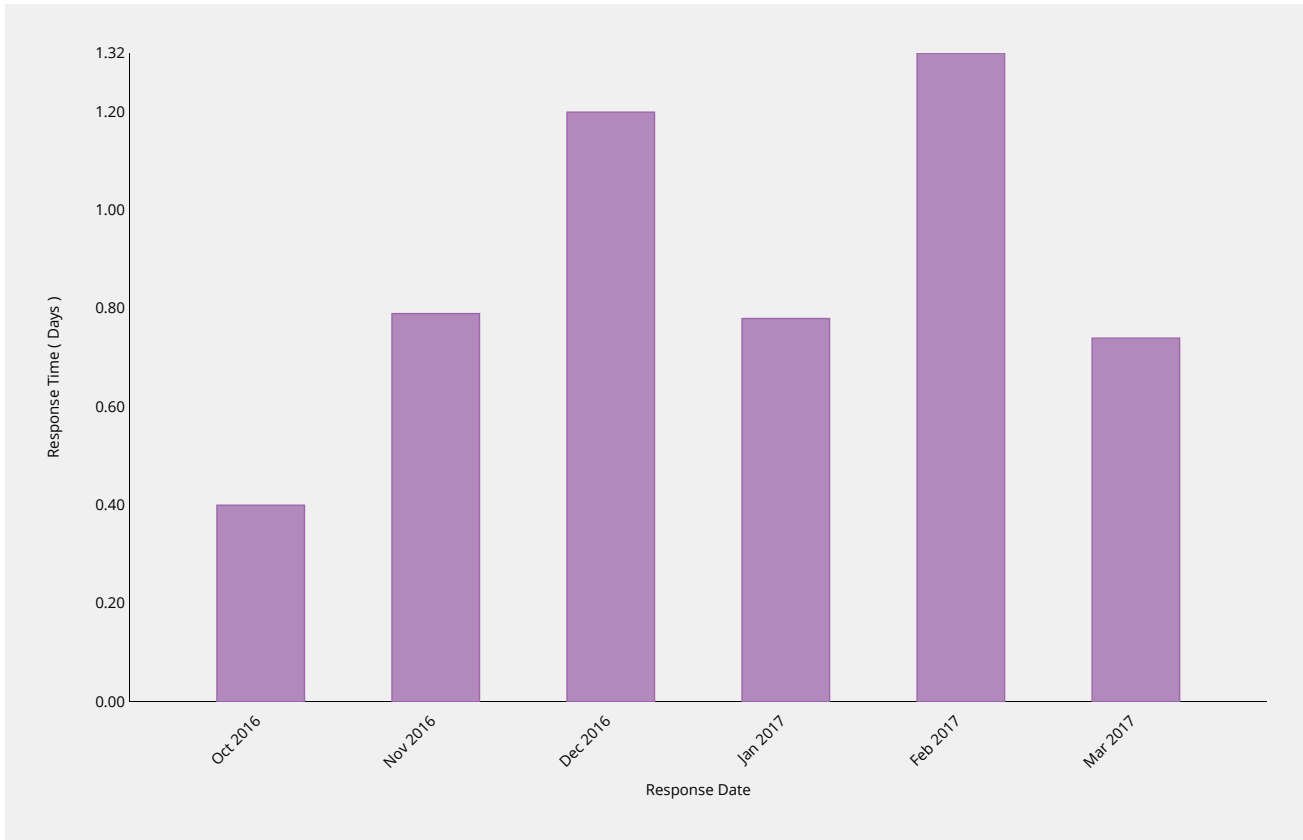


Manual Enquiries	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Acknowledgment Time	0.75s	1s	1s	0s	1s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	6	7	9	8	15	23
Mean Time	0.17s	0.29s	0.33s	0s	0.2s	0.26s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	1s	0s	1s	1s

Manual Enquiries	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0.37s	0.45s	0.47s	0s	0.4s	0.44s

Time to initial response

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



Manual Enquiries	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03
Response Time	0.73d	2.14d	3.15d	1.59d	4.11d	2.53d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	5	7	9	7	15	20
Mean Time	0.4d	0.79d	1.2d	0.78d	1.32d	0.74d
Shortest Time	0.09d	0d	0.07d	0.02d	0.02d	0.04d
Longest Time	0.81d	3.24d	3.38d	1.95d	7.47d	4.66d
Median Time	0.36d	0.29d	0.47d	0.71d	0.33d	0.18d
PStDev Time	0.27d	1.09d	1.26d	0.65d	2.16d	1.15d

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.

Addendum

Issue

PTI recently discovered an issue where the monthly PTI performance reports to the Customer Standing Committee (CSC) did not include two change types: Revocations and root server changes. This is due to a design oversight in the SLE dashboard which generates the PTI report data. The design oversight stems from the fact that the Root Zone Management System (RZMS) automation system does not handle such request types. When RZMS was first introduced back in 2011, it did not include the functionality to handle revocations and root server changes as these were rare events. Instead, revocation and root server changes have been processed manually.

Remediation

The development team is currently working on adding the missing functionality to RZMS to enable processing of revocation and root server requests through the automation system. This will allow the SLE dashboard to query and process data from RZMS for these requests. We expect this updated version of RZMS to be deployed by July 2017.

In the interim, we will include an addendum to the PTI performance reports that details revocation and root server change requests that take place during the reporting period and are not reflected in the report.

Below is a list of the revocation and root server change requests since 1 October 2016. These requests are category 5 requests:

Change applied to	Change Type (Category 5 Other changes)	Start Date	End Date	Staff Processing Time
.mutuelle	revocation	2016-12-14	2016-12-21	1 day
.iinet	revocation	2016-12-16	2016-12-21	5 days
g.root-servers.net	IP address renumbering	2016-10-06	2016-10-21	8 days