

# CSC Findings of PTI Performance Report for the Month of April 2017

Date: 15 May 2017

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## Overall Finding

The CSC completed review of the April 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 single missed service level is subject to a CSC recommendation that would recategorize this month's performance for this metric as 'met'. On the evidence so far, the CSC does not regard this as a persistent problem or a cause for concern.

Missed service level agreement was:

- a) Technical Check (Retest)

Please refer to the Exceptions and Narrative for Reporting Period section of the April 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 issue was a minor issue that the CSC discussed with PTI regarding the details of the exception. There are no indications of a persistent issue.

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

Metric	Current SLA	Actual Performance	Proposed Adjusted SLA	Explanation
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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 April 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.