

# CSC Findings of PTI Performance Report for the Month of

July 2017

Date: 15 August 2017

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## Overall Finding

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

Excellent- PTI met the service level agreement at 100% for the month of June 2017.

## Metrics That the CSC is Tracking Closely

Currently, there are no metrics requiring close tracking.

## 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.
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### **Report of Escalations**

To-date, PTI has notified the CSC of 2 escalations. The CSC took note of the escalations and has asked that PTI inform the CSC if there should be additional activity related to the resolutions.

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

\* The overall SLA compliance score is correctly identified in the PTI report as "Percentage of SLA thresholds met of those defined." However, prior to the June 2017 report the calculation did not follow this definition and was instead based on the compliance of each individual request made, as documented in CSC reports. This calculation starting with the June 2017 report and subsequent reports correctly meets the requirements of the SLA specification. The CSC has considered the reissuing of previous reports with the correct calculation but decided against it because the change would not be significant.