

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

November 2017

Summary of Performance .....	2
Exceptions and Narrative.....	4
Detailed Performance .....	5
Definitions.....	36
Addendum .....	38

# Summary of Performance



Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 2.48s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.74s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 1.47s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 2.52s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.46d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.65d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 0d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 14.12m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 4.96m	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ 2.26m	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✗ 5.77m	p11
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ 0.54m	p12
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ 0.21m	p12
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✗ 3.65m	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%)	✓ 0.16m	p14
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2ms	p15
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.25ms	p15
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p16
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 1ms	p16
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p17
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	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
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.39d	p19
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 2.29d	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	✓ 2.84d	p20
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p21
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 41.75h	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	≤0h	✓ 19.23h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.71s	p24

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.41s	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%)	✓ 0.25s	p25
<b>System Availability</b>				
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%)	✓ 0.07s	p30
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1ms	p31
<b>Accuracy</b>				
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
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.25d	p35

Percentage of SLA thresholds met of those defined

**96.9%**

## Exceptions and Narrative for Reporting Period

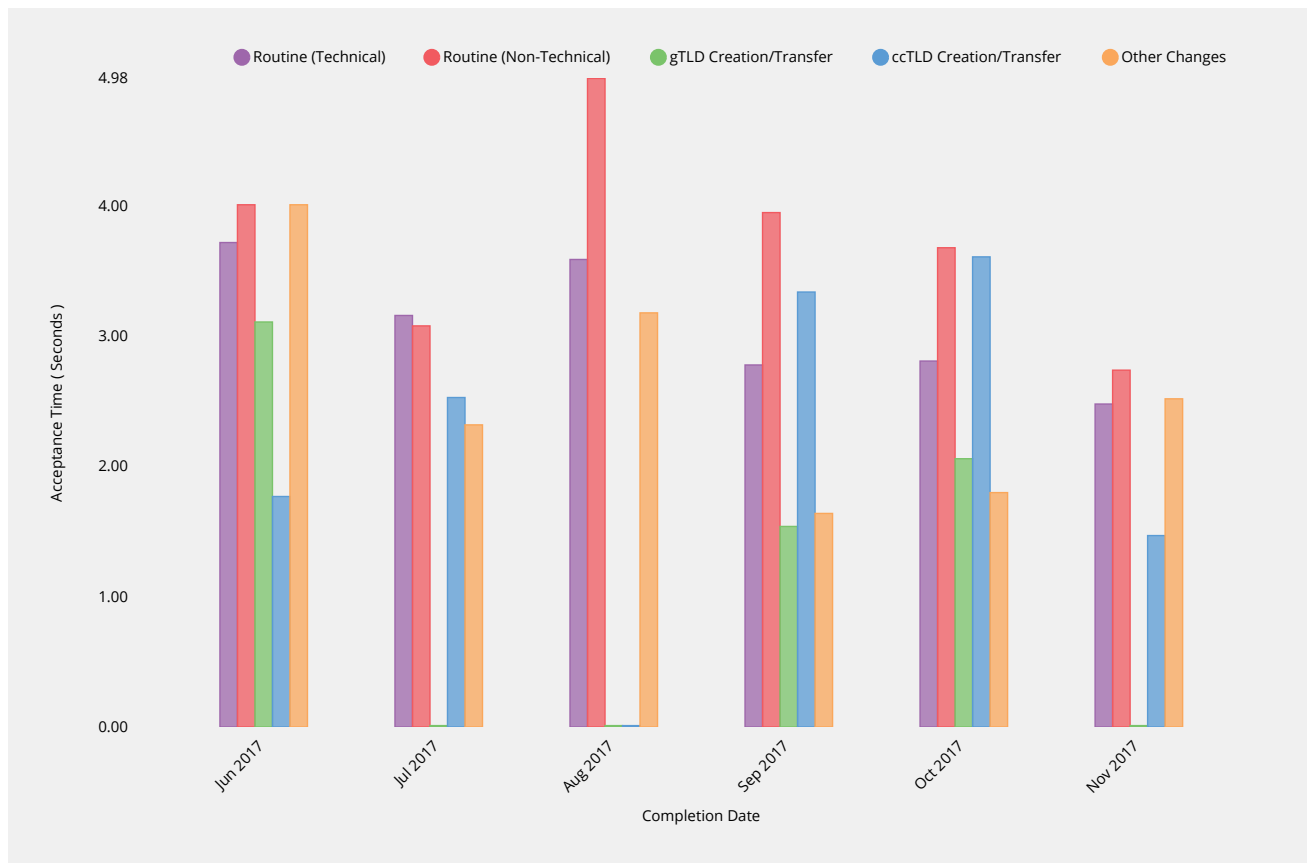
Metric	Category	Expected	Actual
Technical Check (Retest)	Routine (Technical)	3m	5.77m 
Primary cause: Analysis/Comments:	Threshold requires revisiting Seven requests exceeded the technical check threshold of three minutes. This exception relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.		
Technical Check (Supplemental)	Routine (Technical)	1m	3.65m 
Primary cause: Analysis/Comments:	Threshold requires revisiting Nineteen requests exceeded the technical check threshold of one minute. This exception also relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) 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)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Acceptance Time	3.72s	3.16s	3.59s	2.78s	2.81s	2.48s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	42	38	26	34	109	94
Mean Time	2.16s	1.73s	2.1s	1.76s	1.74s	1.32s
Shortest Time	1.2s	1s	1s	1.22s	1.27s	0.61s
Longest Time	4.13s	3.57s	3.69s	3s	4s	3.43s
Median Time	1.67s	1.59s	1.85s	1.52s	1.53s	1.36s
PStDev Time	0.9s	0.59s	0.78s	0.51s	0.49s	0.57s

Routine (Non-Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Acceptance Time	4.01s	3.08s	4.98s	3.95s	3.68s	2.74s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	22	67	285	8	28	16
Mean Time	2.91s	2.44s	2.88s	2.85s	2.75s	2.18s

Routine (Non-Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Shortest Time	1.12s	1.75s	1.91s	2.33s	1.86s	1.24s
Longest Time	4.88s	4.28s	5.24s	4.03s	4.2s	2.84s
Median Time	2.93s	2.35s	2.6s	2.48s	2.59s	2.29s
PStDev Time	0.83s	0.43s	0.84s	0.63s	0.56s	0.44s

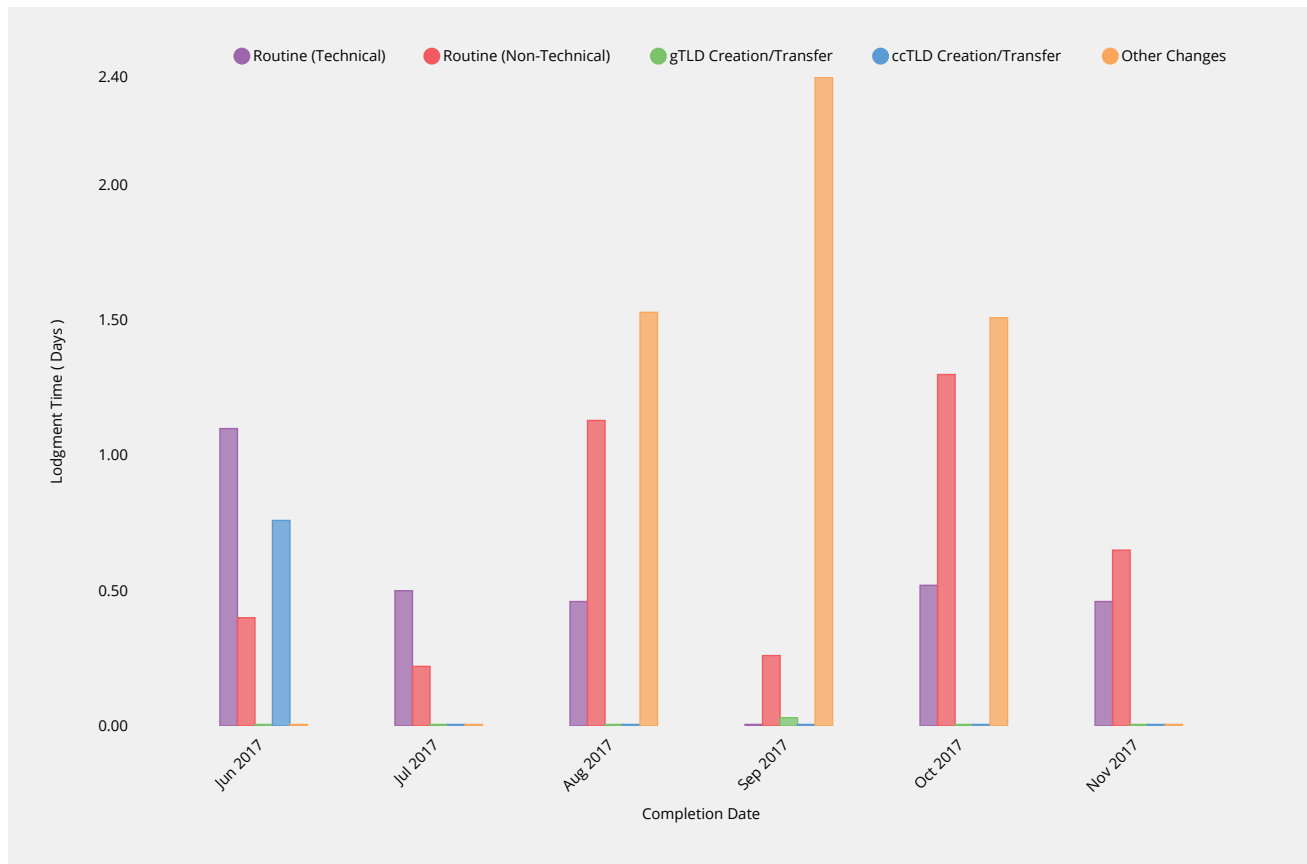
gTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Acceptance Time	3.11s	—	—	1.54s	2.06s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	8	0	0	1	1	0
Mean Time	2.33s	—	—	1.54s	2.06s	—
Shortest Time	1.99s	—	—	1.54s	2.06s	—
Longest Time	3.4s	—	—	1.54s	2.06s	—
Median Time	2.12s	—	—	1.54s	2.06s	—
PStDev Time	0.44s	—	—	0s	0s	—

ccTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Acceptance Time	1.77s	2.53s	—	3.34s	3.61s	1.47s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	9	1	0	1	1	2
Mean Time	1.62s	2.53s	—	3.34s	3.61s	1.47s
Shortest Time	1.38s	2.53s	—	3.34s	3.61s	1.46s
Longest Time	1.79s	2.53s	—	3.34s	3.61s	1.47s
Median Time	1.71s	2.53s	—	3.34s	3.61s	1.47s
PStDev Time	0.14s	0s	—	0s	0s	0.01s

Other Changes	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Acceptance Time	4.01s	2.32s	3.18s	1.64s	1.8s	2.52s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	4	1	2	3	3	2
Mean Time	3.12s	2.32s	2.41s	1.57s	1.59s	2.5s
Shortest Time	1.54s	2.32s	1.55s	1.51s	1.4s	2.48s
Longest Time	4.03s	2.32s	3.26s	1.65s	1.83s	2.52s
Median Time	3.45s	2.32s	2.41s	1.56s	1.55s	2.5s
PStDev Time	0.99s	0s	0.86s	0.06s	0.18s	0.02s

## Manual Lodgment Time

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



Routine (Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Lodgment Time	1.1d	0.5d	0.46d	—	0.52d	0.46d
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	1	3	0	8	5
Mean Time	0.43d	0.5d	0.21d	—	0.17d	0.22d
Shortest Time	0.03d	0.5d	0.01d	—	0d	0.04d
Longest Time	1.26d	0.5d	0.49d	—	0.57d	0.51d
Median Time	0.21d	0.5d	0.14d	—	0.1d	0.19d
PStDev Time	0.49d	0d	0.2d	—	0.2d	0.17d

Routine (Non-Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Lodgment Time	0.4d	0.22d	1.13d	0.26d	1.3d	0.65d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	5	11	1	5	2
Mean Time	0.4d	0.11d	0.38d	0.26d	0.64d	0.46d
Shortest Time	0.4d	0d	0.01d	0.26d	0d	0.24d
Longest Time	0.4d	0.24d	1.13d	0.26d	1.41d	0.67d
Median Time	0.4d	0.09d	0.2d	0.26d	0.87d	0.46d
PStDev Time	0d	0.08d	0.39d	0d	0.54d	0.21d

gTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Lodgment Time	—	—	—	0.03d	—	—
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	1	0	0
Mean Time	—	—	—	0.03d	—	—
Shortest Time	—	—	—	0.03d	—	—
Longest Time	—	—	—	0.03d	—	—
Median Time	—	—	—	0.03d	—	—
PStDev Time	—	—	—	0d	—	—

ccTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Lodgment Time	0.76d	—	—	—	—	0d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	8	0	0	0	0	1
Mean Time	0.67d	—	—	—	—	0d
Shortest Time	0.1d	—	—	—	—	0d
Longest Time	0.76d	—	—	—	—	0d
Median Time	0.74d	—	—	—	—	0d
PStDev Time	0.21d	—	—	—	—	0d

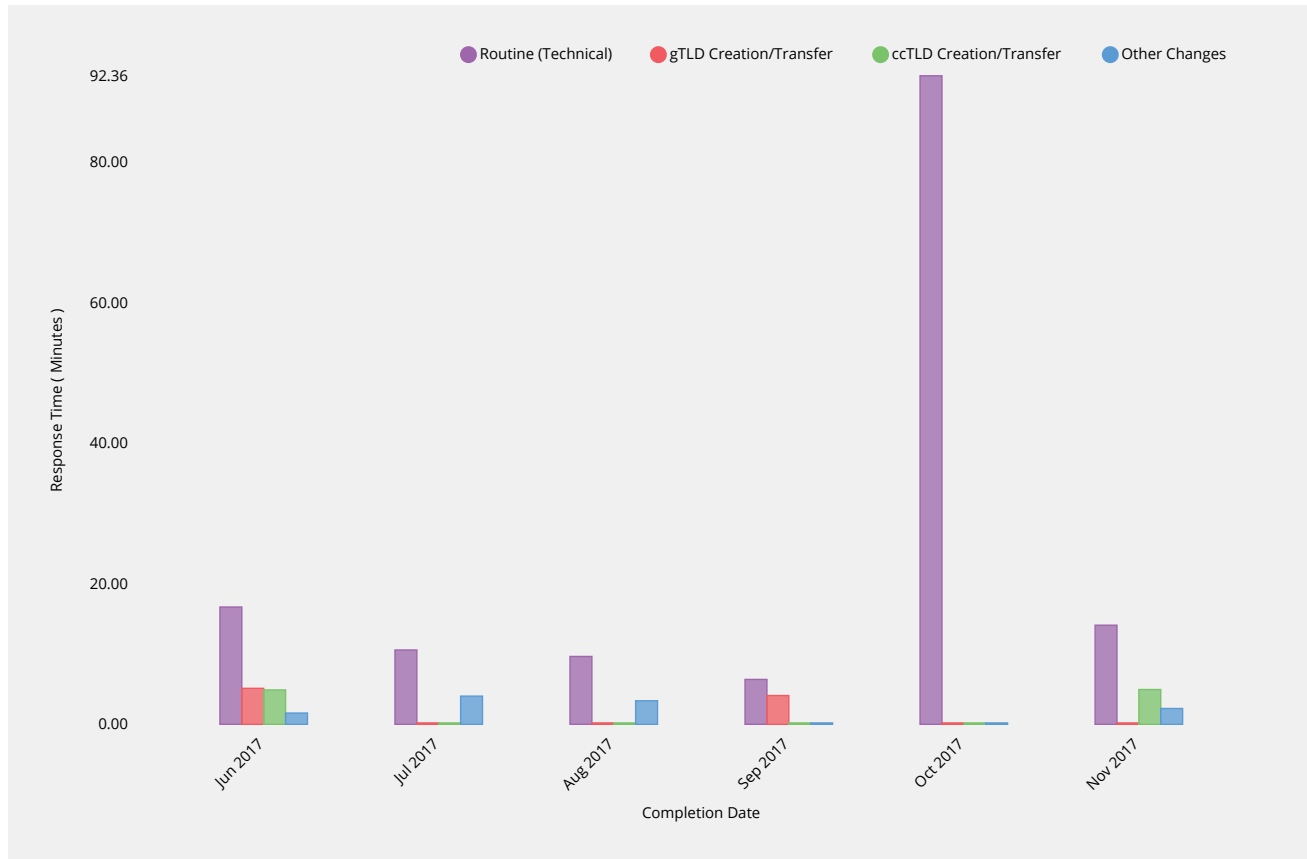
Other Changes	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Lodgment Time	—	—	1.53d	2.4d	1.51d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	1	3	2	0
Mean Time	—	—	1.53d	0.9d	0.84d	—
Shortest Time	—	—	1.53d	0d	0.1d	—
Longest Time	—	—	1.53d	2.66d	1.58d	—
Median Time	—	—	1.53d	0.02d	0.84d	—
PStDev Time	—	—	0d	1.25d	0.74d	—



## Technical Checks

### Technical Check (First)

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



Routine (Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Response Time	16.71m	10.59m	9.67m	6.4m	92.36m	14.12m
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	42	38	26	34	109	94
Mean Time	5.79m	3.8m	4.36m	3.81m	26.41m	5.26m
Shortest Time	0.41m	0.36m	0.84m	0.92m	0.29m	0.27m
Longest Time	31.6m	15.7m	10.03m	8.57m	117.35m	25.57m
Median Time	4.09m	2.89m	3.9m	3.91m	5.52m	4.19m
PStDev Time	6.03m	3.31m	2.56m	1.72m	32.59m	4.54m

gTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Response Time	5.13m	—	—	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	6	0	0	1	0	0
Mean Time	3.62m	—	—	4.1m	—	—
Shortest Time	1.88m	—	—	4.1m	—	—
Longest Time	5.13m	—	—	4.1m	—	—
Median Time	3.5m	—	—	4.1m	—	—

gTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
PStDev Time	1.2m	—	—	0m	—	—

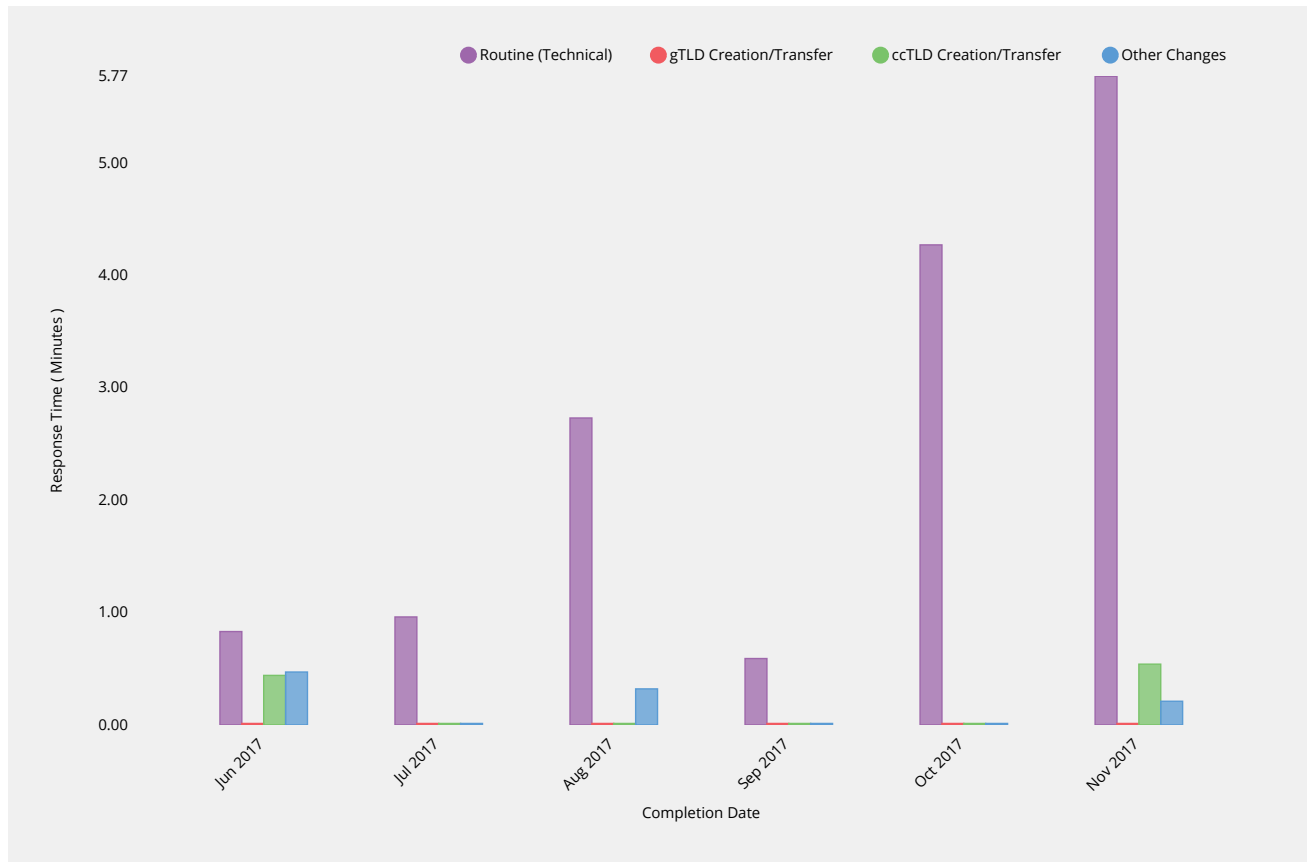
ccTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Response Time	4.9m	—	—	—	—	4.96m
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	8	0	0	0	0	2
Mean Time	3.23m	—	—	—	—	3.29m
Shortest Time	1.4m	—	—	—	—	1.43m
Longest Time	4.94m	—	—	—	—	5.15m
Median Time	2.87m	—	—	—	—	3.29m
PStDev Time	1.27m	—	—	—	—	1.86m

Other Changes	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Response Time	1.61m	4.02m	3.36m	—	—	2.26m
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	3	1	2	0	0	1
Mean Time	1.26m	4.02m	3.19m	—	—	2.26m
Shortest Time	0.63m	4.02m	3m	—	—	2.26m
Longest Time	1.62m	4.02m	3.38m	—	—	2.26m
Median Time	1.53m	4.02m	3.19m	—	—	2.26m
PStDev Time	0.45m	0m	0.19m	—	—	0m

## Technical Check (Retest)

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



	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Routine (Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	<b>2017-11</b>
Response Time	0.83m	0.96m	2.73m	0.59m	4.27m	5.77m <span>📌</span>
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	99	20	30	50	191	494
Mean Time	0.71m	0.73m	0.79m	0.35m	0.7m	1.76m
Shortest Time	0.05m	0.28m	0.11m	0.09m	0.07m	0.06m
Longest Time	14.15m	6.63m	3.4m	2.66m	4.77m	5.82m
Median Time	0.58m	0.33m	0.31m	0.19m	0.36m	0.48m
PStDev Time	1.51m	1.36m	0.97m	0.49m	1.09m	1.89m

### Exception Narrative

Primary cause: Threshold requires revisiting  
 Analysis/Comments: Seven requests exceeded the technical check threshold of three minutes. This exception relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.

	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
gTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	<b>2017-11</b>
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

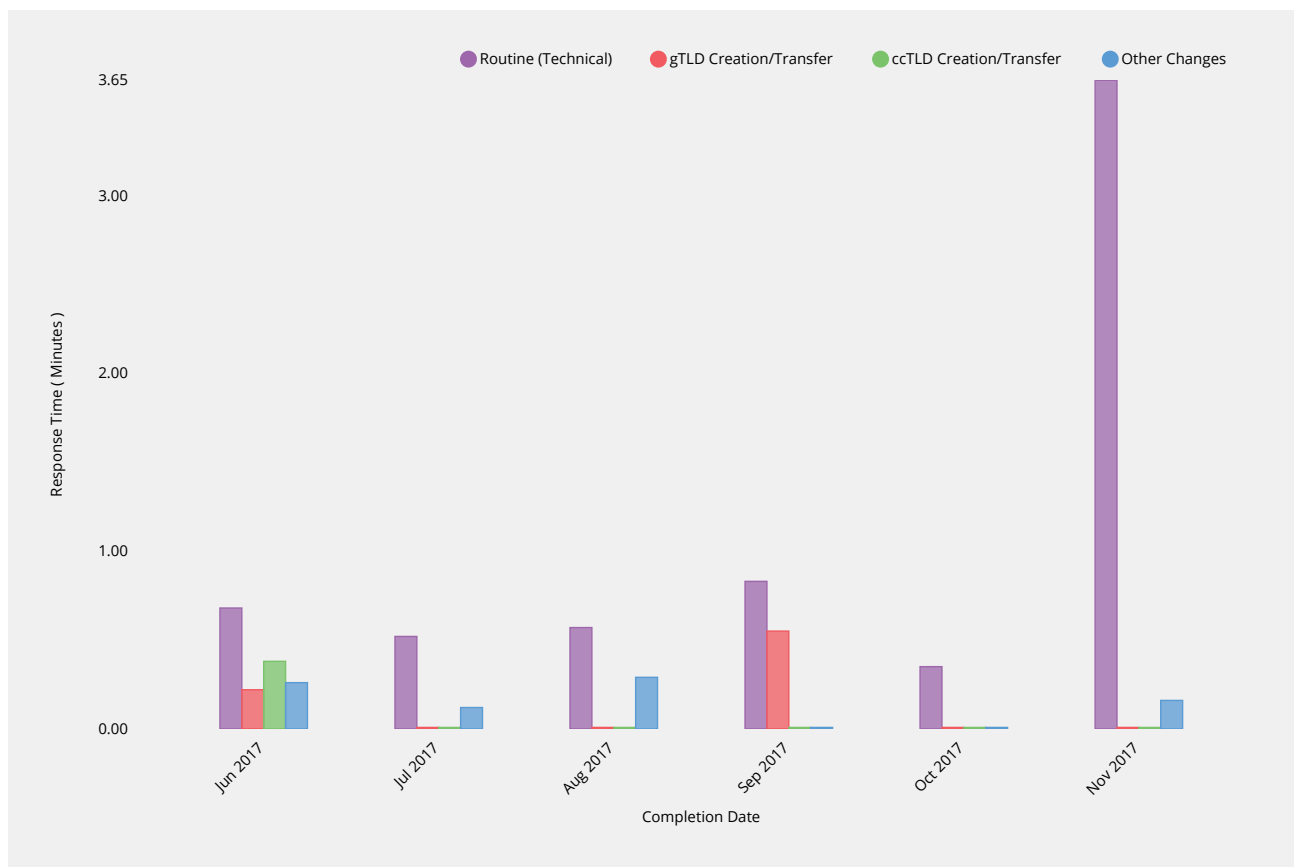
gTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Response Time	0.44m	—	—	—	—	0.54m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	4	0	0	0	0	27
Mean Time	0.39m	—	—	—	—	0.21m
Shortest Time	0.36m	—	—	—	—	0.14m
Longest Time	0.46m	—	—	—	—	0.83m
Median Time	0.37m	—	—	—	—	0.16m
PStDev Time	0.04m	—	—	—	—	0.15m

Other Changes	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Response Time	0.47m	—	0.32m	—	—	0.21m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	6	0	54	0	0	34
Mean Time	0.32m	—	0.3m	—	—	0.26m
Shortest Time	0.15m	—	0.28m	—	—	0.15m
Longest Time	0.48m	—	0.34m	—	—	3.47m
Median Time	0.34m	—	0.3m	—	—	0.16m
PStDev Time	0.13m	—	0.01m	—	—	0.56m

## Technical Check (Supplemental)

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



	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Routine (Technical)						
Response Time	0.68m	0.52m	0.57m	0.83m	0.35m	3.65m <span>📌</span>
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	46	41	20	24	120	87
Mean Time	0.26m	0.27m	0.35m	0.47m	0.17m	1.07m
Shortest Time	0.06m	0.09m	0.09m	0.05m	0.07m	0.05m
Longest Time	1.18m	0.67m	0.71m	4.8m	0.53m	11m
Median Time	0.2m	0.28m	0.33m	0.21m	0.14m	0.33m
PStDev Time	0.21m	0.12m	0.14m	0.92m	0.09m	1.84m

### Exception Narrative

Primary cause: Threshold requires revisiting  
 Analysis/Comments: Nineteen requests exceeded the technical check threshold of one minute. This exception also relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.

	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
gTLD Creation/Transfer						
Response Time	0.22m	—	—	0.55m	—	—
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	0	0	1	0	0
Mean Time	0.13m	—	—	0.55m	—	—

gTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	<b>2017-11</b>
Shortest Time	0.08m	—	—	0.55m	—	—
Longest Time	0.26m	—	—	0.55m	—	—
Median Time	0.13m	—	—	0.55m	—	—
PStDev Time	0.05m	—	—	0m	—	—

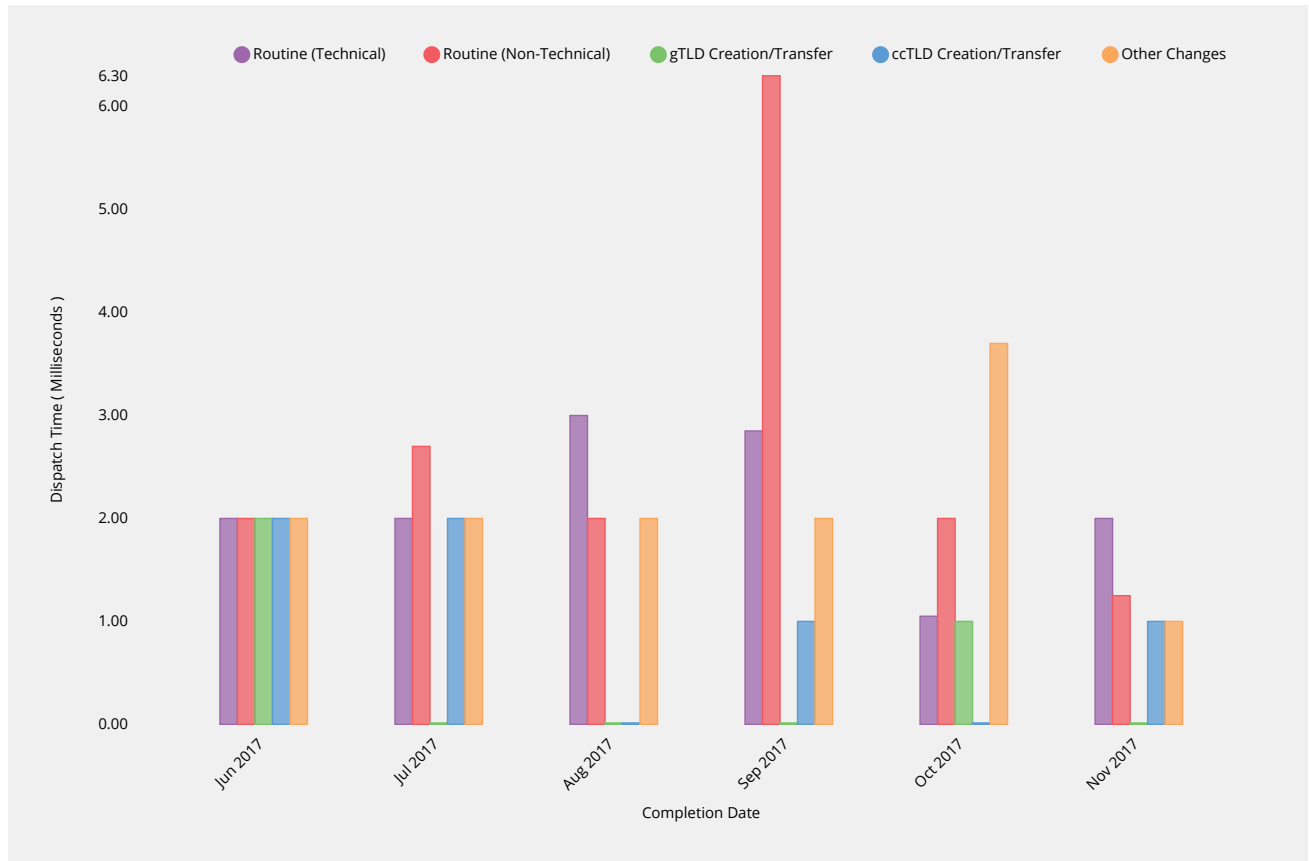
ccTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	<b>2017-11</b>
Response Time	0.38m	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	8	0	0	0	0	0
Mean Time	0.36m	—	—	—	—	—
Shortest Time	0.34m	—	—	—	—	—
Longest Time	0.38m	—	—	—	—	—
Median Time	0.35m	—	—	—	—	—
PStDev Time	0.01m	—	—	—	—	—

Other Changes	2017-06	2017-07	2017-08	2017-09	2017-10	<b>2017-11</b>
Response Time	0.26m	0.12m	0.29m	—	—	0.16m
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	3	1	2	0	0	1
Mean Time	0.18m	0.12m	0.2m	—	—	0.16m
Shortest Time	0.11m	0.12m	0.1m	—	—	0.16m
Longest Time	0.27m	0.12m	0.3m	—	—	0.16m
Median Time	0.16m	0.12m	0.2m	—	—	0.16m
PStDev Time	0.07m	0m	0.1m	—	—	0m

# Contact Confirmations

## Email Dispatch

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



Routine (Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Dispatch Time	2ms	2ms	3ms	2.85ms	1.05ms	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	38	38	21	24	100	72
Mean Time	1.61ms	1.26ms	1.62ms	1.25ms	0.77ms	0.83ms
Shortest Time	1ms	0ms	0ms	0ms	0ms	0ms
Longest Time	2ms	3ms	5ms	6ms	2ms	5ms
Median Time	2ms	1.5ms	1ms	1ms	1ms	1ms
PStDev Time	0.49ms	0.88ms	1.09ms	1.16ms	0.53ms	0.78ms

Routine (Non-Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Dispatch Time	2ms	2.7ms	2ms	6.3ms	2ms	1.25ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	22	67	285	8	28	16
Mean Time	1.68ms	1.79ms	1.87ms	2.5ms	1ms	1ms
Shortest Time	1ms	0ms	0ms	0ms	0ms	0ms
Longest Time	2ms	3ms	46ms	7ms	2ms	2ms
Median Time	2ms	2ms	2ms	1.5ms	1ms	1ms

Routine (Non-Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
PStDev Time	0.47ms	0.59ms	2.67ms	2.24ms	0.46ms	0.35ms

gTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Dispatch Time	2ms	—	—	0ms	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	0	0	1	1	0
Mean Time	1.5ms	—	—	0ms	1ms	—
Shortest Time	1ms	—	—	0ms	1ms	—
Longest Time	2ms	—	—	0ms	1ms	—
Median Time	1.5ms	—	—	0ms	1ms	—
PStDev Time	0.5ms	—	—	0ms	0ms	—

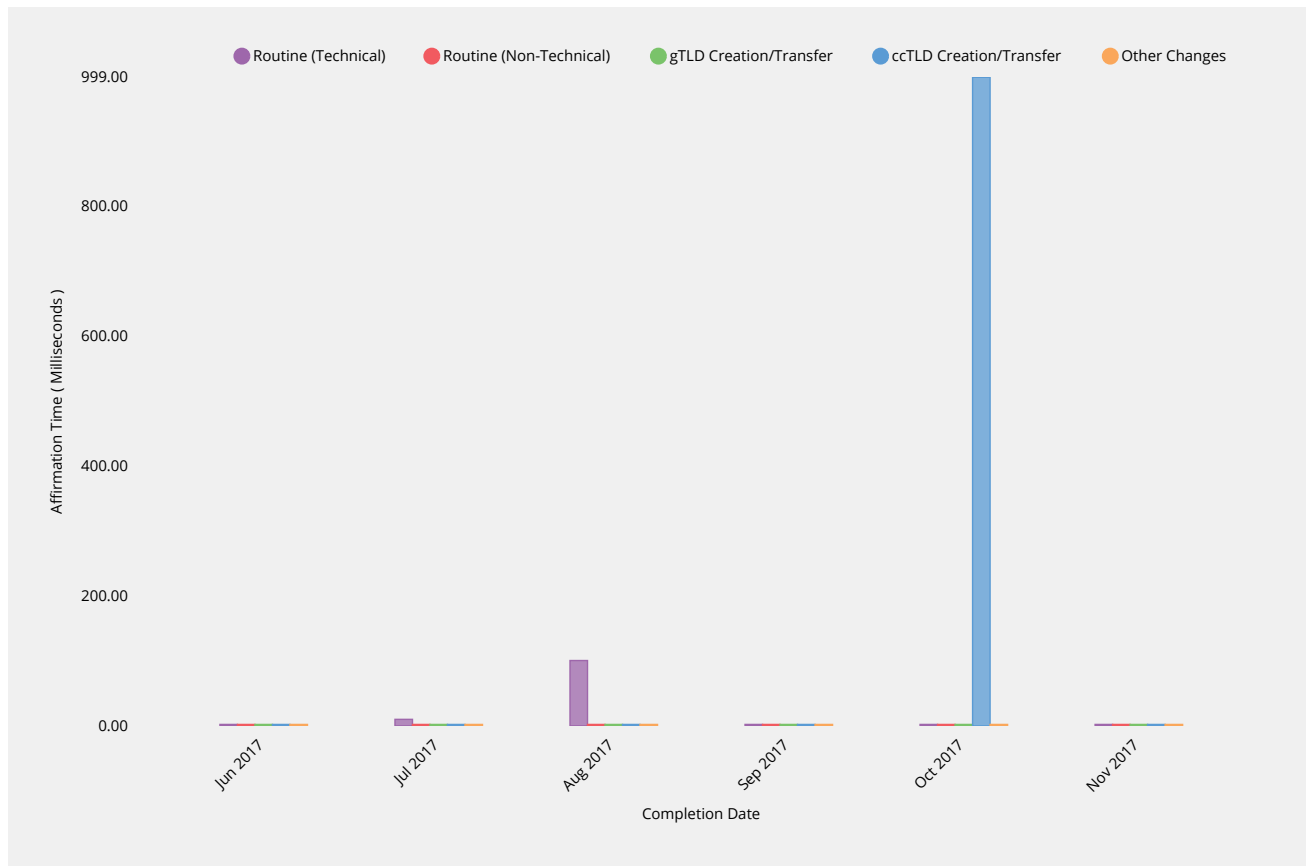
ccTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Dispatch Time	2ms	2ms	—	1ms	0ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	9	1	0	1	1	1
Mean Time	1.33ms	2ms	—	1ms	0ms	1ms
Shortest Time	1ms	2ms	—	1ms	0ms	1ms
Longest Time	2ms	2ms	—	1ms	0ms	1ms
Median Time	1ms	2ms	—	1ms	0ms	1ms
PStDev Time	0.47ms	0ms	—	0ms	0ms	0ms

Other Changes	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Dispatch Time	2ms	2ms	2ms	2ms	3.7ms	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	4	1	2	5	3	2
Mean Time	2ms	2ms	2ms	1.6ms	2ms	1ms
Shortest Time	2ms	2ms	2ms	1ms	1ms	1ms
Longest Time	2ms	2ms	2ms	2ms	4ms	1ms
Median Time	2ms	2ms	2ms	2ms	1ms	1ms
PStDev Time	0ms	0ms	0ms	0.49ms	1.41ms	0ms



## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Affirmation Time	1ms	10ms	100.6ms	0ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	38	38	19	23	99	71
Mean Time	0.11ms	14.29ms	52.74ms	0.04ms	0.34ms	0.08ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	450ms	997ms	1ms	28ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.31ms	71.75ms	222.57ms	0.2ms	2.8ms	0.28ms

Routine (Non-Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Affirmation Time	1ms	1ms	1ms	0ms	0.7ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	20	65	273	7	27	15
Mean Time	0.1ms	15.34ms	3.58ms	0ms	0.07ms	0.13ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	986ms	940ms	0ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.3ms	121.33ms	56.78ms	0ms	0.26ms	0.34ms

gTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Affirmation Time	1ms	—	—	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	0	0	1	1	0
Mean Time	0.25ms	—	—	0ms	0ms	—
Shortest Time	0ms	—	—	0ms	0ms	—
Longest Time	1ms	—	—	0ms	0ms	—
Median Time	0ms	—	—	0ms	0ms	—
PStDev Time	0.43ms	—	—	0ms	0ms	—

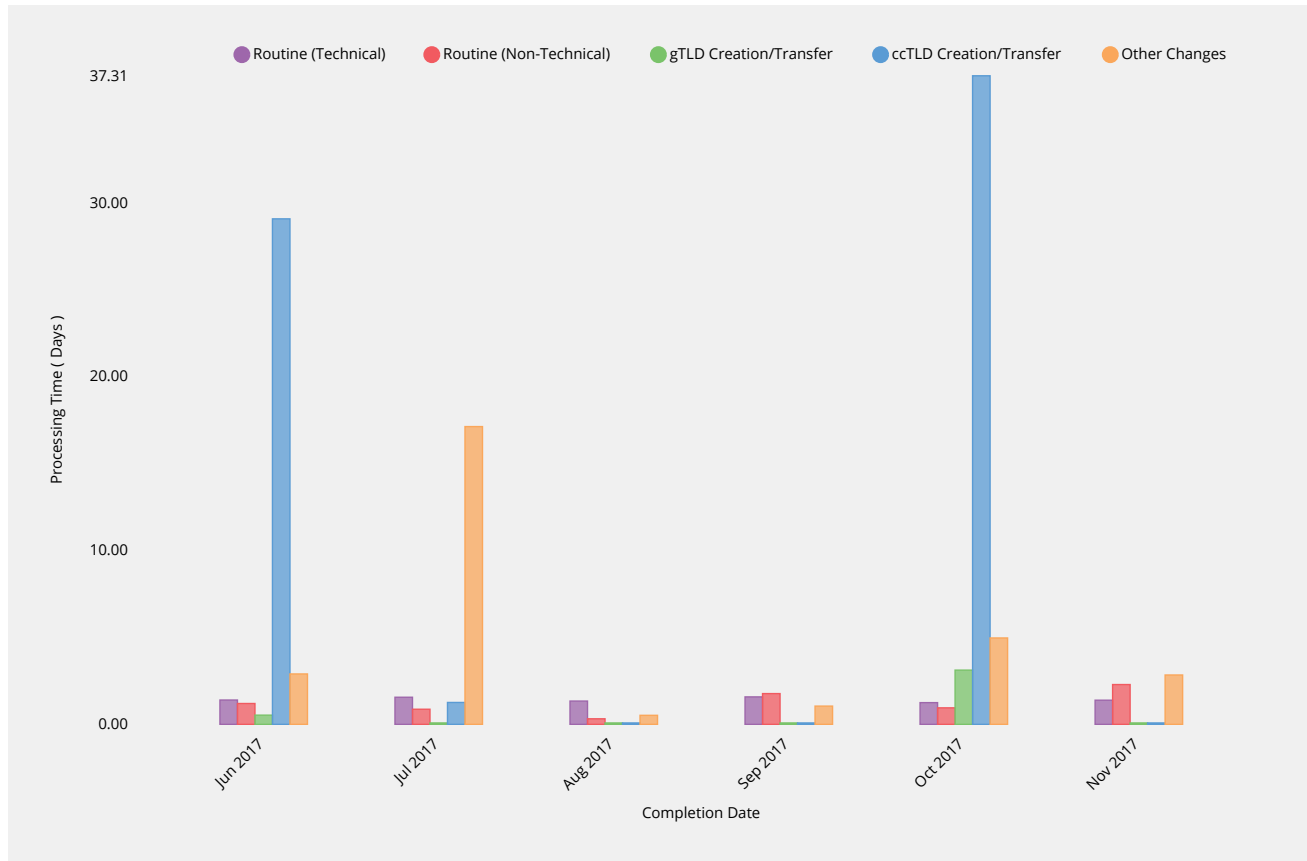
ccTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Affirmation Time	0.6ms	0ms	—	0ms	999ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	9	1	0	1	1	0
Mean Time	0.11ms	0ms	—	0ms	999ms	—
Shortest Time	0ms	0ms	—	0ms	999ms	—
Longest Time	1ms	0ms	—	0ms	999ms	—
Median Time	0ms	0ms	—	0ms	999ms	—
PStDev Time	0.31ms	0ms	—	0ms	0ms	—

Other Changes	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Affirmation Time	0.85ms	1ms	0ms	0ms	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	4	1	2	5	3	2
Mean Time	0.25ms	1ms	0ms	0ms	0ms	0ms
Shortest Time	0ms	1ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	0ms	0ms	0ms	0ms
Median Time	0ms	1ms	0ms	0ms	0ms	0ms
PStDev Time	0.43ms	0ms	0ms	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)	2017-06	2017-07	2017-08	2017-09	2017-10	<b>2017-11</b>
Processing Time	1.4d	1.56d	1.34d	1.58d	1.25d	1.39d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	38	38	19	25	100	71
Mean Time	0.59d	0.61d	0.93d	0.95d	0.58d	0.66d
Shortest Time	0.03d	0d	0.01d	0d	0d	0d
Longest Time	2d	2.03d	4.58d	4.91d	10.86d	4.56d
Median Time	0.44d	0.46d	0.91d	0.66d	0.15d	0.48d
PStDev Time	0.47d	0.52d	0.96d	1d	1.34d	0.71d

Routine (Non-Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	<b>2017-11</b>
Processing Time	1.2d	0.87d	0.32d	1.77d	0.95d	2.29d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	18	65	273	7	26	15
Mean Time	0.59d	0.59d	0.13d	0.8d	0.4d	0.71d
Shortest Time	0.02d	0d	0d	0.06d	0d	0.02d
Longest Time	1.5d	1.7d	3.9d	3.13d	1.87d	3.01d
Median Time	0.31d	0.57d	0d	0.48d	0.25d	0.33d

Routine (Non-Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
PStDev Time	0.5d	0.29d	0.48d	1.01d	0.47d	0.96d

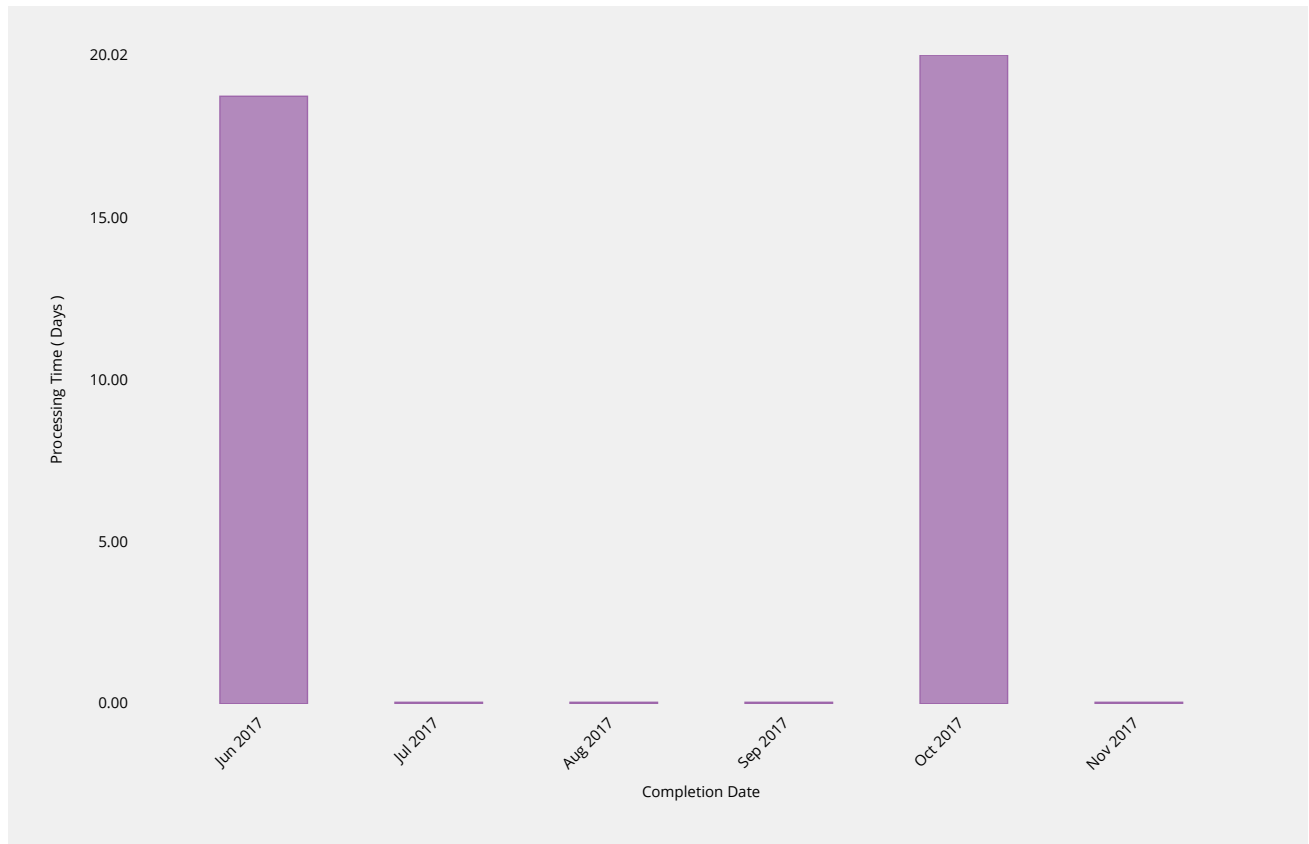
gTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Processing Time	0.53d	—	—	0d	3.12d	—
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	8	0	0	1	1	0
Mean Time	0.36d	—	—	0d	3.12d	—
Shortest Time	0.14d	—	—	0d	3.12d	—
Longest Time	0.56d	—	—	0d	3.12d	—
Median Time	0.38d	—	—	0d	3.12d	—
PStDev Time	0.13d	—	—	0d	0d	—

ccTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Processing Time	29.08d	1.26d	—	—	37.31d	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Request Count	9	1	0	0	1	0
Mean Time	23.3d	1.26d	—	—	37.31d	—
Shortest Time	2.6d	1.26d	—	—	37.31d	—
Longest Time	29.08d	1.26d	—	—	37.31d	—
Median Time	25.43d	1.26d	—	—	37.31d	—
PStDev Time	7.41d	0d	—	—	0d	—

Other Changes	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Processing Time	2.9d	17.13d	0.52d	1.05d	4.97d	2.84d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	4	1	2	4	3	2
Mean Time	1.04d	17.13d	0.34d	0.57d	1.8d	1.88d
Shortest Time	0.04d	17.13d	0.16d	0.13d	0.15d	0.92d
Longest Time	2.9d	17.13d	0.52d	1.05d	4.97d	2.84d
Median Time	0.62d	17.13d	0.34d	0.55d	0.28d	1.88d
PStDev Time	1.11d	0d	0.18d	0.44d	2.24d	0.96d

### Third Party Approval

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

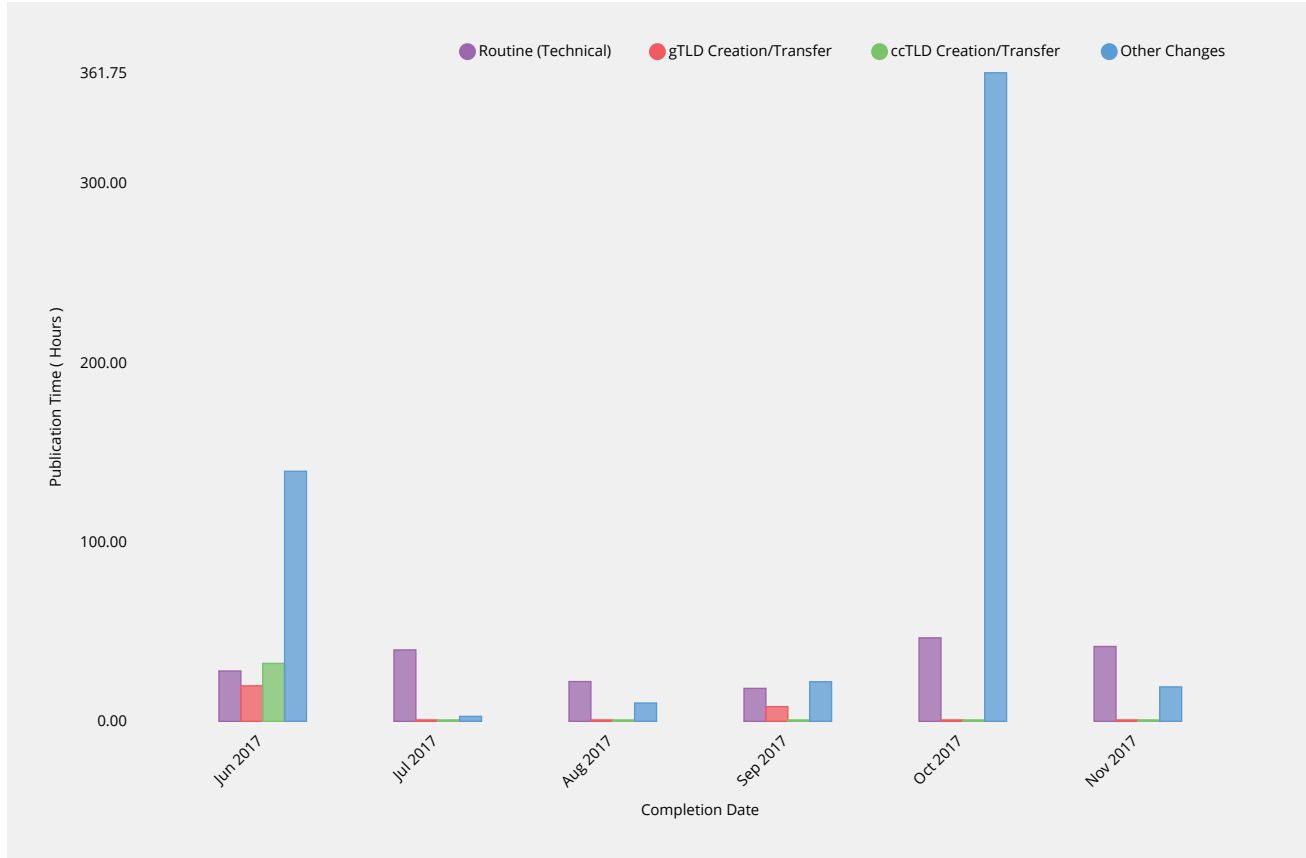


ccTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	<b>2017-11</b>
Processing Time	18.75d	—	—	—	20.02d	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	8	0	0	0	1	0
Mean Time	18.75d	—	—	—	20.02d	—
Shortest Time	18.75d	—	—	—	20.02d	—
Longest Time	18.75d	—	—	—	20.02d	—
Median Time	18.75d	—	—	—	20.02d	—
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)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Publication Time	28.1h	39.84h	22.19h	18.38h	46.58h	41.75h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	38	37	19	23	97	71
Mean Time	9.75h	19.72h	12.12h	8.56h	10.97h	12.97h
Shortest Time	0.88h	1.08h	1.92h	1.92h	0.43h	0.28h
Longest Time	28.1h	40.07h	22.26h	18.38h	71.59h	70.58h
Median Time	7.43h	19.34h	14.21h	6.35h	11.61h	11.83h
PStDev Time	7.87h	11.54h	7.66h	5.38h	9.49h	11.76h

gTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Publication Time	19.82h	—	—	8.19h	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	6	0	0	1	0	0
Mean Time	13.35h	—	—	8.19h	—	—
Shortest Time	9.13h	—	—	8.19h	—	—
Longest Time	19.82h	—	—	8.19h	—	—
Median Time	11.13h	—	—	8.19h	—	—

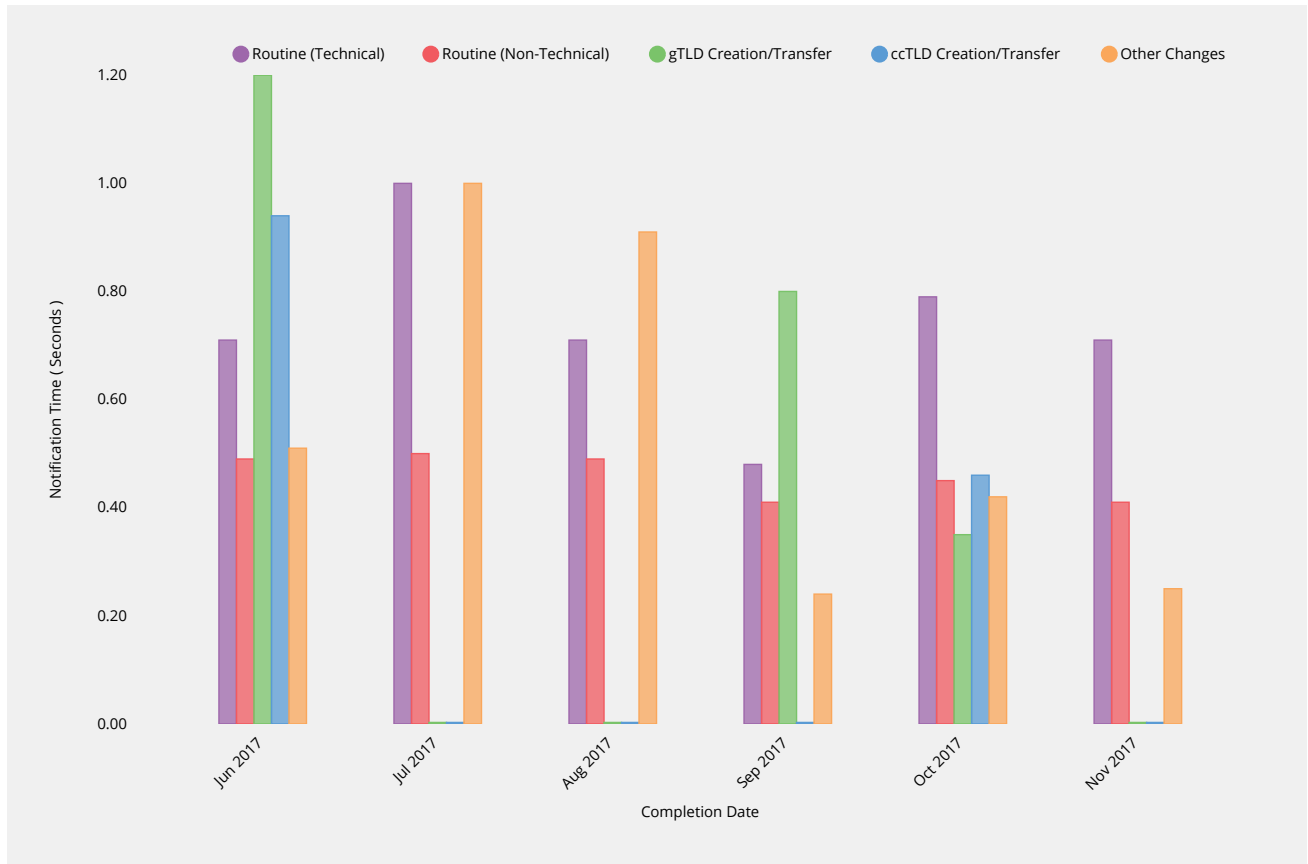
gTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
PStDev Time	4.76h	—	—	0h	—	—

ccTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Publication Time	32.32h	—	—	—	—	—
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	0	0	0	0	0
Mean Time	30.34h	—	—	—	—	—
Shortest Time	24.23h	—	—	—	—	—
Longest Time	32.32h	—	—	—	—	—
Median Time	32.31h	—	—	—	—	—
PStDev Time	3.41h	—	—	—	—	—

Other Changes	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Publication Time	139.48h	2.79h	10.22h	22.1h	361.75h	19.23h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	3	1	2	4	3	1
Mean Time	52.75h	2.79h	8.06h	6.46h	136.49h	19.23h
Shortest Time	3.83h	2.79h	5.89h	0.59h	23.72h	19.23h
Longest Time	139.48h	2.79h	10.22h	22.1h	361.75h	19.23h
Median Time	14.95h	2.79h	8.06h	1.58h	24h	19.23h
PStDev Time	61.49h	0h	2.17h	9.04h	159.28h	0h

## Notification of Completion

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



Routine (Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Notification Time	0.71s	1s	0.71s	0.48s	0.79s	0.71s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	38	37	19	23	96	71
Mean Time	0.46s	0.6s	0.56s	0.43s	0.43s	0.31s
Shortest Time	0.34s	0s	0.38s	0.33s	0.25s	0.16s
Longest Time	0.74s	1s	0.75s	0.82s	0.93s	0.82s
Median Time	0.43s	0.5s	0.59s	0.42s	0.39s	0.24s
PStDev Time	0.1s	0.26s	0.12s	0.09s	0.15s	0.16s

Routine (Non-Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Notification Time	0.49s	0.5s	0.49s	0.41s	0.45s	0.41s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	18	65	273	7	26	15
Mean Time	0.42s	0.42s	0.4s	0.38s	0.4s	0.32s
Shortest Time	0.36s	0s	0.28s	0.3s	0.32s	0.21s
Longest Time	0.53s	0.62s	0.75s	0.42s	0.48s	0.42s
Median Time	0.41s	0.43s	0.4s	0.39s	0.4s	0.35s
PStDev Time	0.04s	0.07s	0.06s	0.03s	0.04s	0.09s



gTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Notification Time	1.2s	—	—	0.8s	0.35s	—
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	0	0	1	1	0
Mean Time	0.89s	—	—	0.8s	0.35s	—
Shortest Time	0.28s	—	—	0.8s	0.35s	—
Longest Time	1.22s	—	—	0.8s	0.35s	—
Median Time	1.05s	—	—	0.8s	0.35s	—
PStDev Time	0.35s	—	—	0s	0s	—

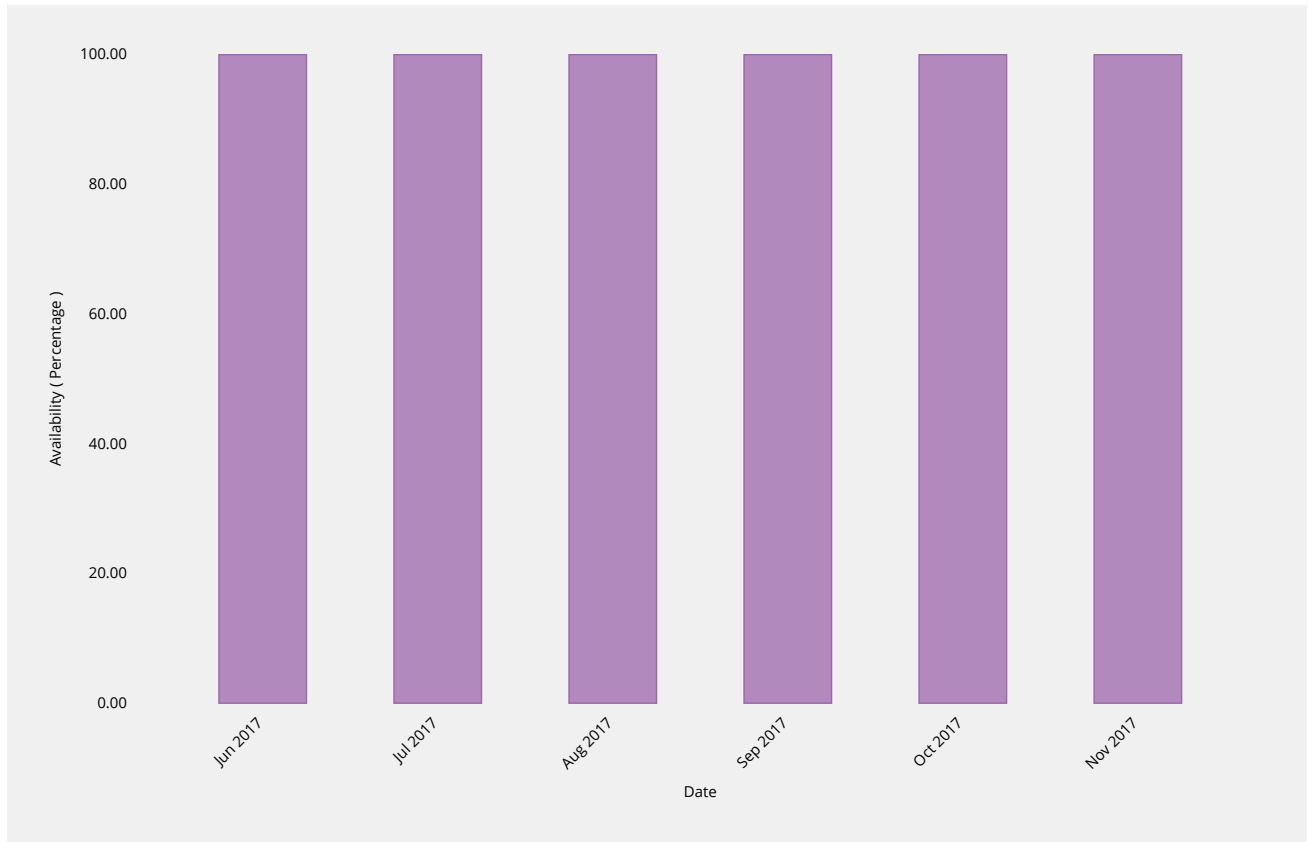
ccTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Notification Time	0.94s	—	—	—	0.46s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	9	0	0	0	1	0
Mean Time	0.77s	—	—	—	0.46s	—
Shortest Time	0.45s	—	—	—	0.46s	—
Longest Time	0.96s	—	—	—	0.46s	—
Median Time	0.78s	—	—	—	0.46s	—
PStDev Time	0.13s	—	—	—	0s	—

Other Changes	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Notification Time	0.51s	1s	0.91s	0.24s	0.42s	0.25s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	4	1	2	4	3	2
Mean Time	0.49s	1s	0.83s	0.07s	0.39s	0.24s
Shortest Time	0.42s	1s	0.74s	0s	0.36s	0.22s
Longest Time	0.51s	1s	0.92s	0.28s	0.43s	0.25s
Median Time	0.51s	1s	0.83s	0s	0.38s	0.24s
PStDev Time	0.04s	0s	0.09s	0.12s	0.03s	0.01s

## System Availability

### IANA Website

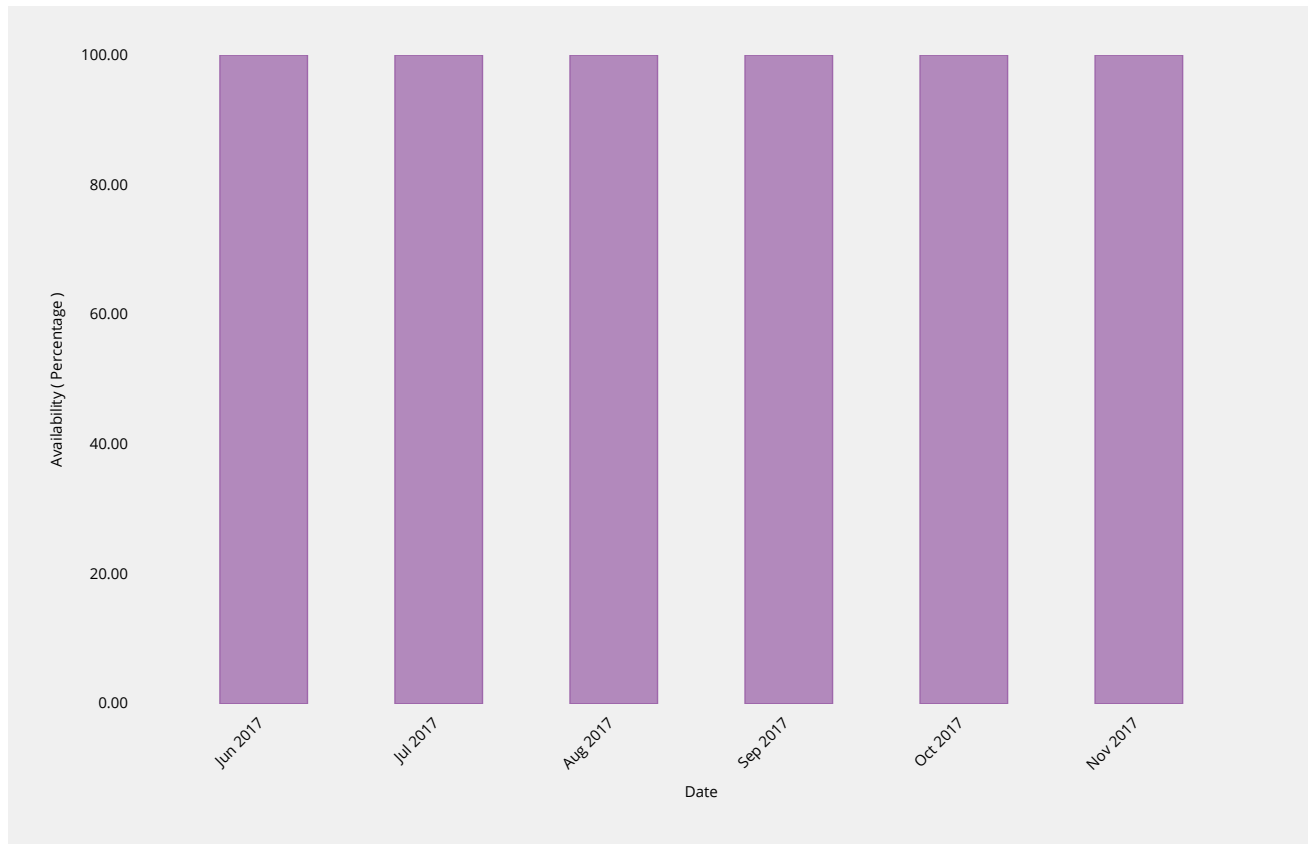
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Management System

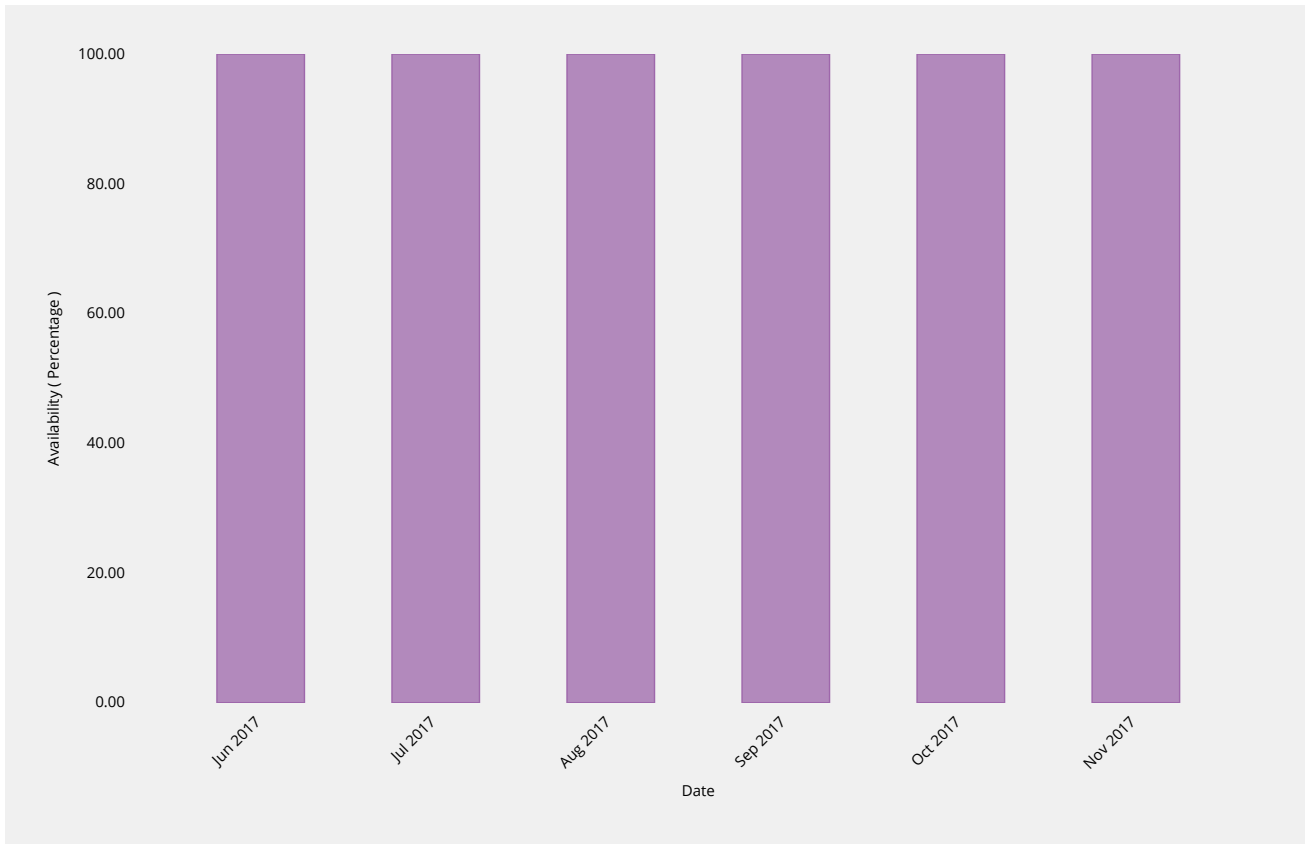
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Directory Service

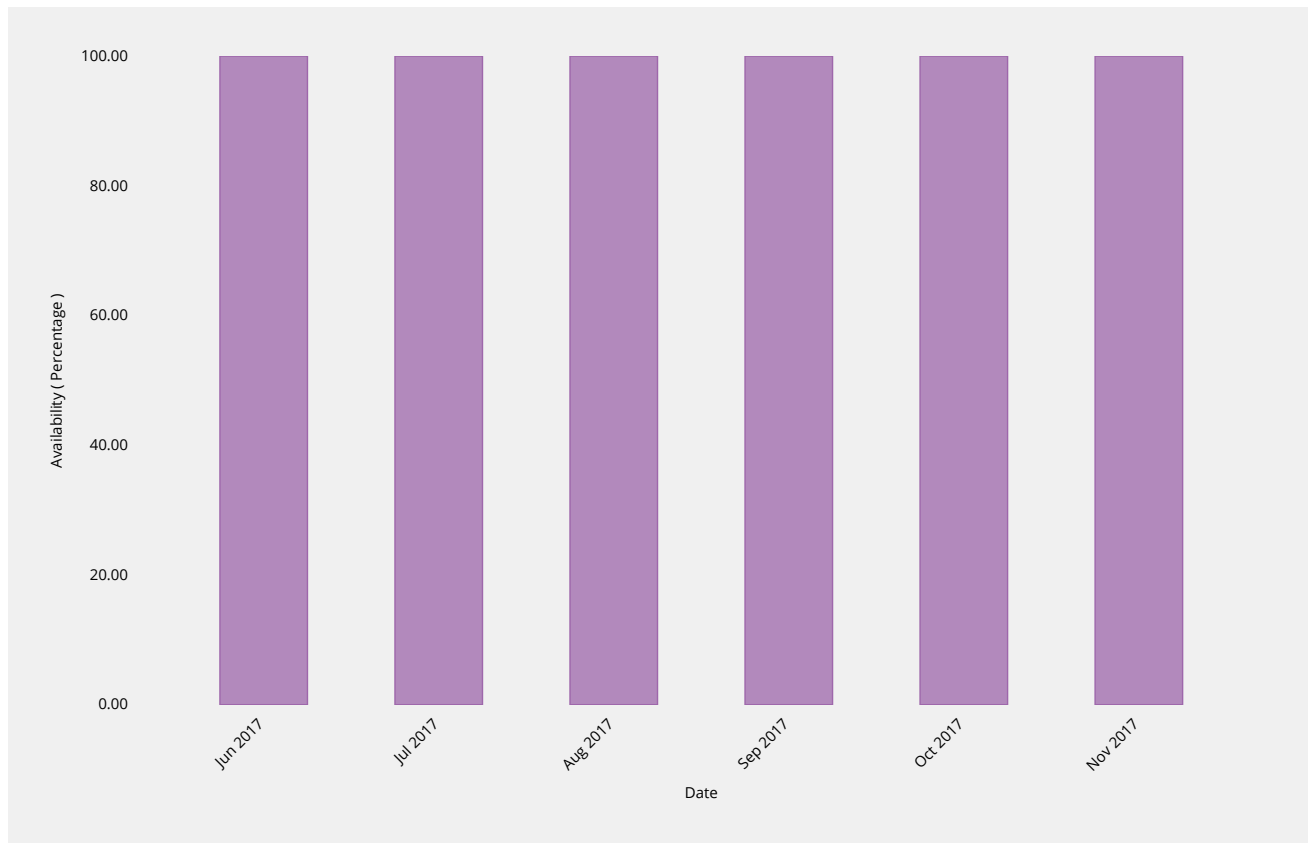
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2017-06	2017-07	2017-08	2017-09	2017-10	<b>2017-11</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Service Level Dashboard

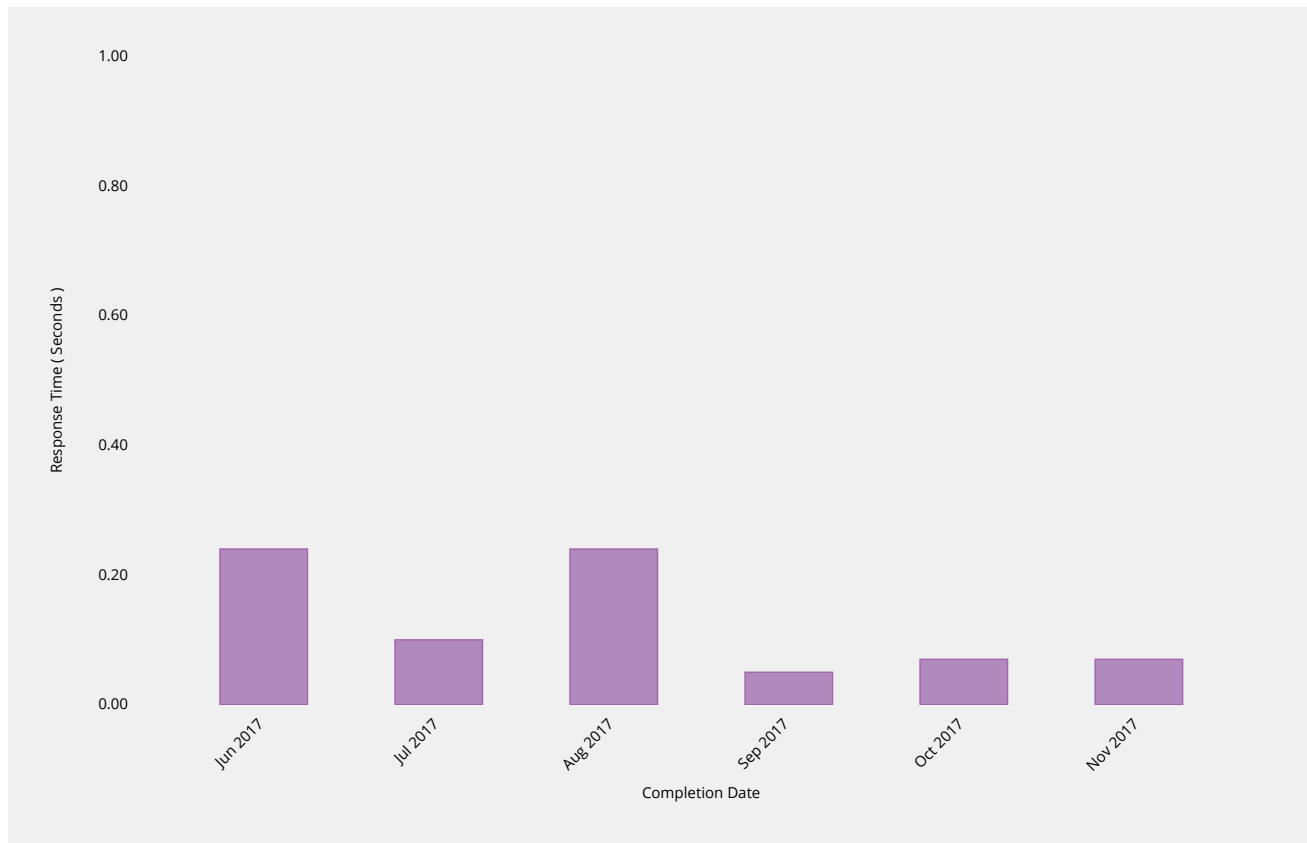
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2017-06	2017-07	2017-08	2017-09	2017-10	<b>2017-11</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Credential Recovery

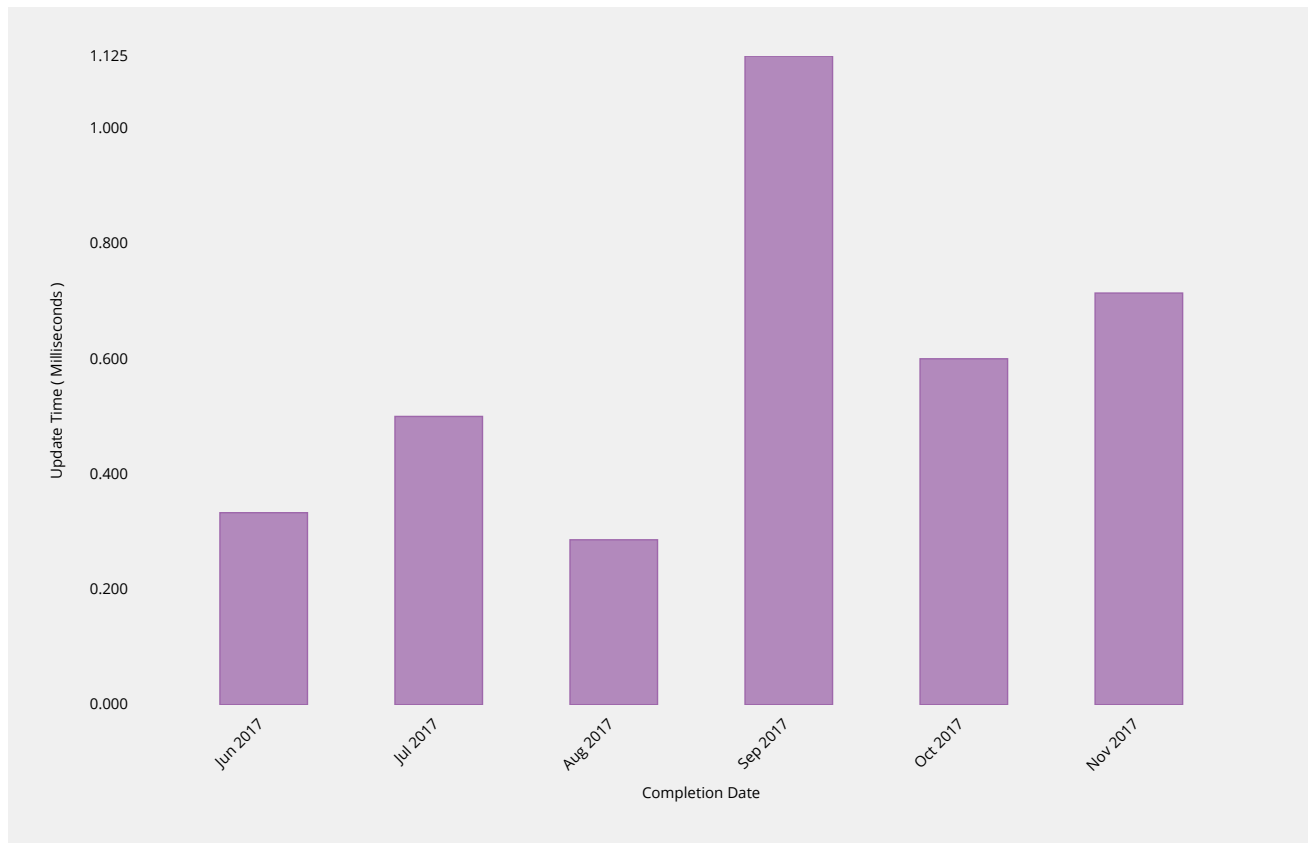
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Response Time	0.24s	0.1s	0.24s	0.05s	0.07s	0.07s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	18	4	10	10	18	9
Mean Time	0.12s	0.08s	0.11s	0.04s	0.05s	0.05s
Shortest Time	0.06s	0.06s	0.04s	0.01s	0.01s	0.04s
Longest Time	0.29s	0.1s	0.32s	0.05s	0.1s	0.08s
Median Time	0.1s	0.09s	0.08s	0.05s	0.05s	0.05s
PStDev Time	0.06s	0.02s	0.08s	0.01s	0.02s	0.01s

## Credential Change

Time to implement new password within the system.



Credential Change	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Update Time	1ms	1ms	1ms	2ms	1.6ms	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	15	4	7	8	15	7
Mean Time	0.333ms	0.5ms	0.286ms	1.125ms	0.6ms	0.714ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	2ms	3ms	1ms
Median Time	0ms	0.5ms	0ms	1ms	0ms	1ms
PStDev Time	0.471ms	0.5ms	0.452ms	0.599ms	0.8ms	0.452ms

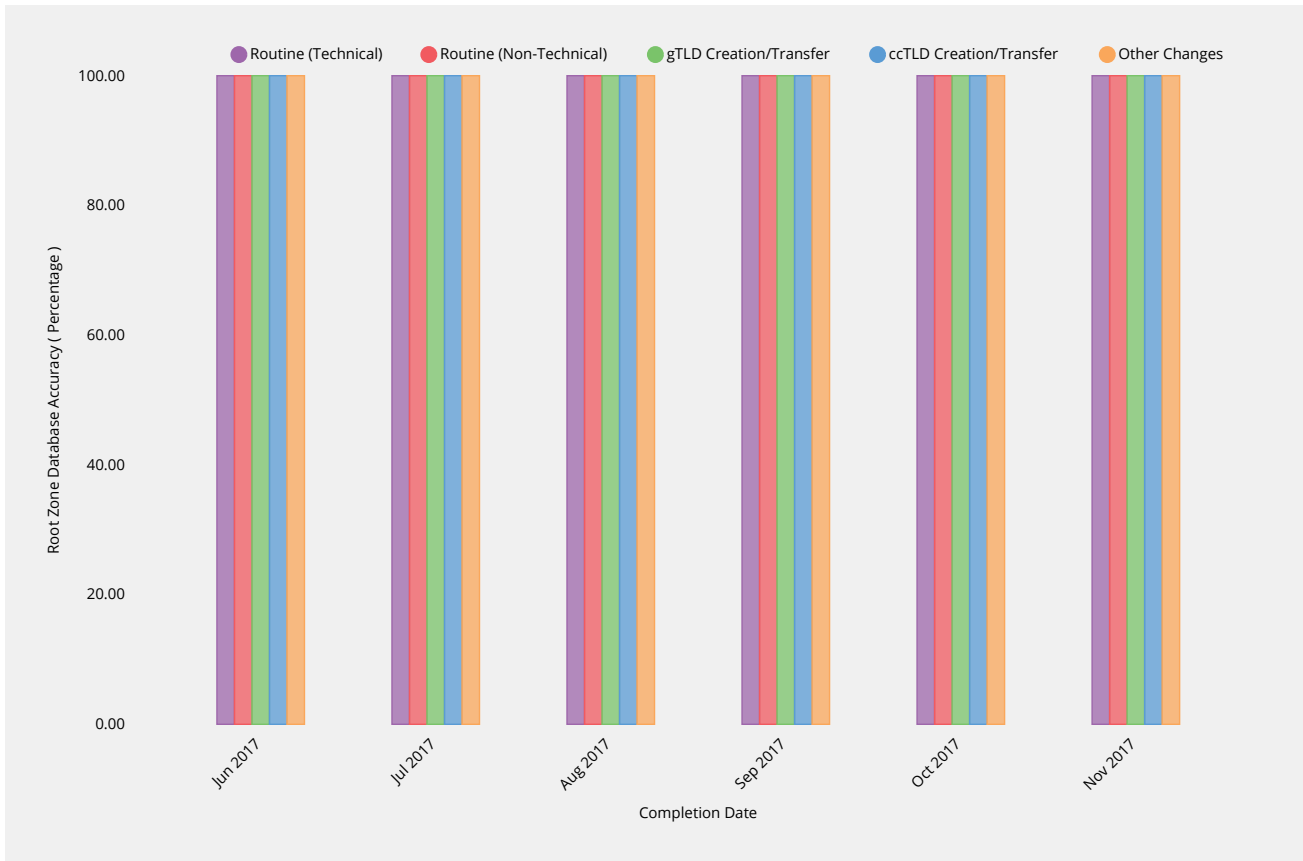




Other Changes	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	4	1	2	4	3	2

## Root Zone Database

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



Routine (Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
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	38	37	19	23	96	71

Routine (Non-Technical)	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
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	18	65	273	7	26	15

gTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
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	0	0	1	1	0

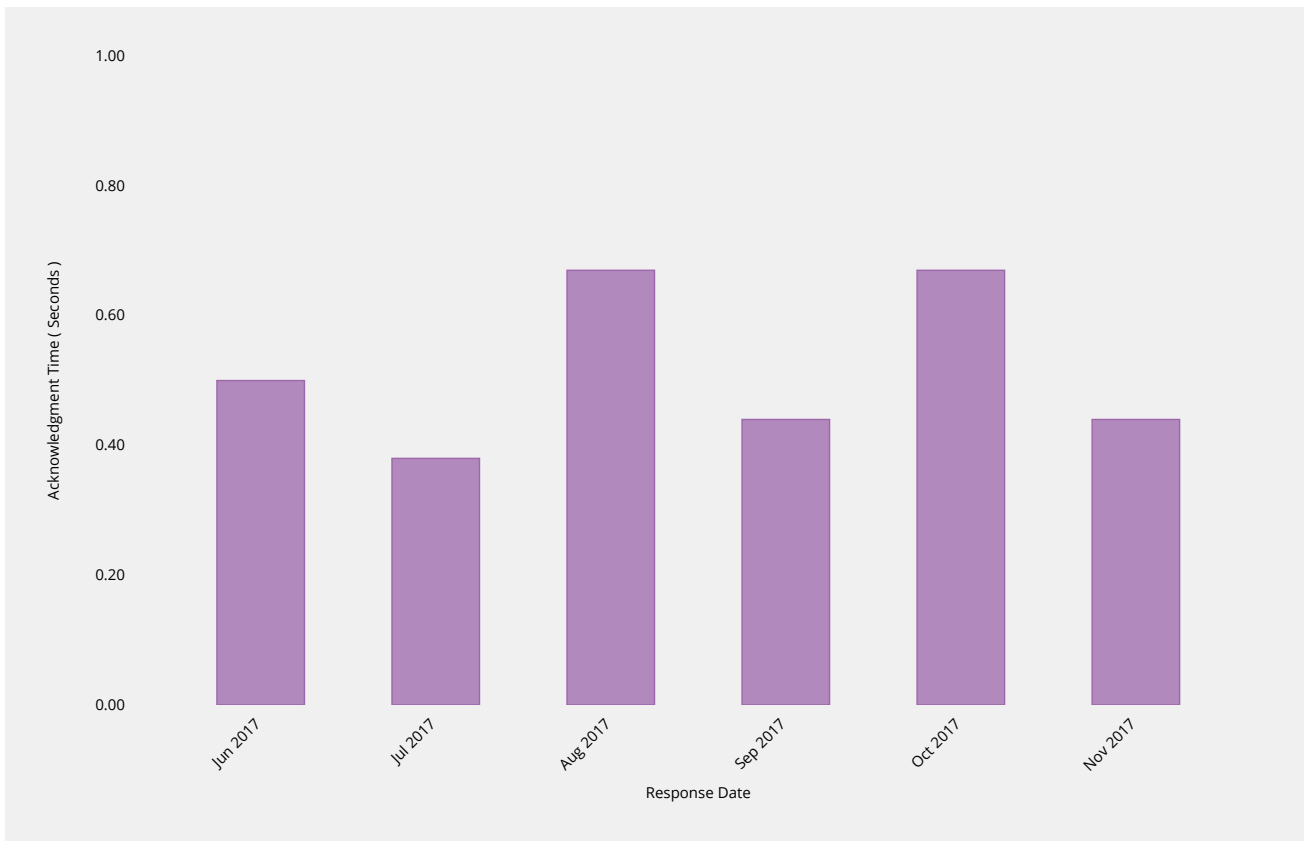
ccTLD Creation/Transfer	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	9	0	0	0	1	0

Other Changes	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
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	4	1	2	4	3	2

## 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.

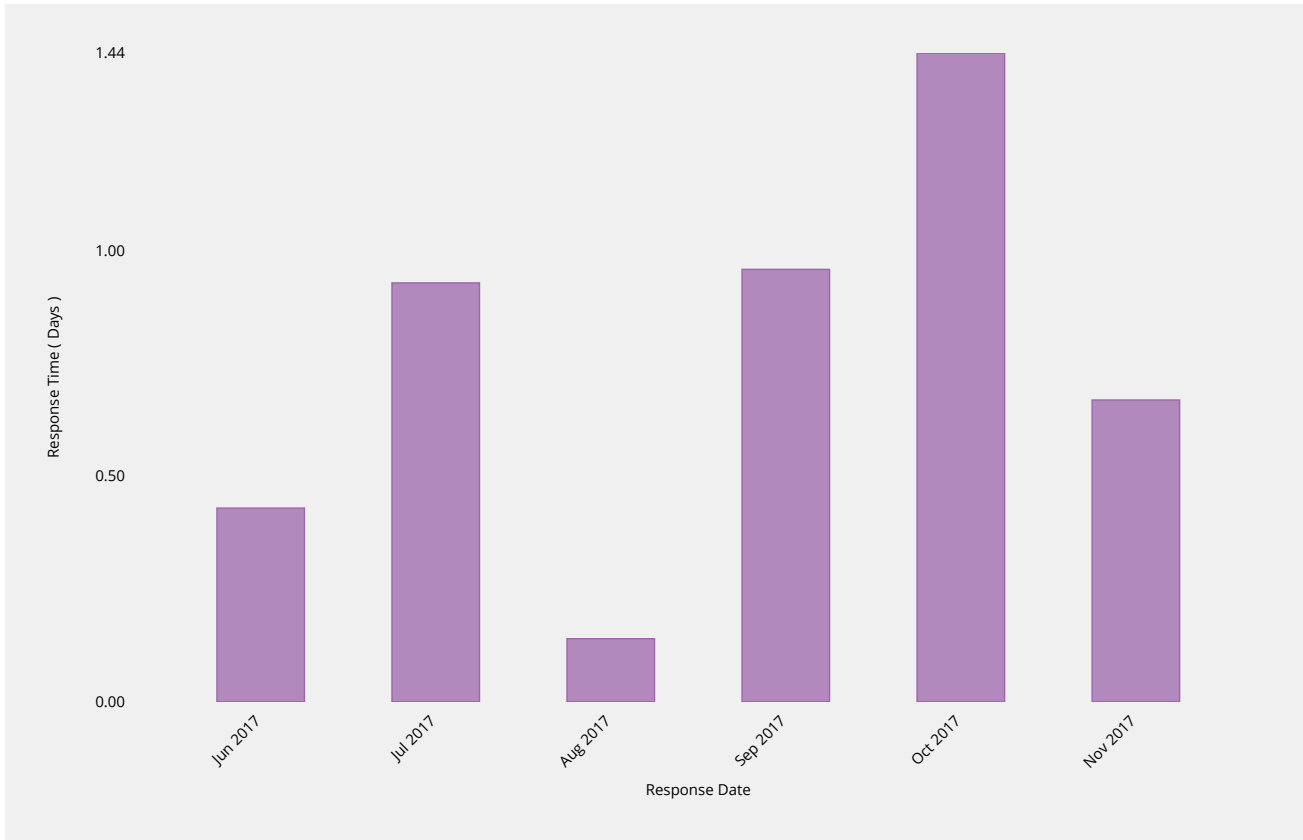


Manual Enquiries	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Acknowledgment Time	1.55s	1s	1s	1s	1.6s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	10	26	3	9	9	9
Mean Time	0.5s	0.38s	0.67s	0.44s	0.67s	0.44s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	2s	1s	1s	1s	2s	1s

Manual Enquiries	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Median Time	0s	0s	1s	0s	1s	0s
PStDev Time	0.67s	0.49s	0.47s	0.5s	0.67s	0.5s

## Time to initial response

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



Manual Enquiries	2017-06	2017-07	2017-08	2017-09	2017-10	2017-11
Response Time	0.8d	1.01d	0.19d	2.33d	3.06d	1.25d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	10	26	3	9	9	9
Mean Time	0.43d	0.93d	0.14d	0.96d	1.44d	0.67d
Shortest Time	0d	0.26d	0.04d	0d	0.02d	0.14d
Longest Time	1.53d	2.5d	0.19d	3.55d	8.88d	1.61d
Median Time	0.34d	0.95d	0.19d	0.46d	0.39d	0.51d
PStDev Time	0.42d	0.37d	0.07d	1.11d	2.68d	0.45d

# 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

## IDN Table Processing

Below is a summary of requests to add or modify IDN tables in the IDN Practices Repository (<https://www.iana.org/domains/idn-tables>) processed during November 2017:

TLDs involved in submission	# of Tables	Request Type	Start Date	End Date	Processing notes
24	1	IDN Table Addition	2017-10-13	2017-11-11	
1	1	IDN Table Addition	2017-11-09	2017-11-16	
1	1	IDN Table Addition	2017-11-15	2017-11-28	