

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

January 2018

Summary of Performance .....	2
Exceptions and Narrative.....	4
Detailed Performance .....	5
Definitions.....	35
Addendum .....	37

## 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%)	✓ 3.1s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.05s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 3.65s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.52d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ —	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%)	✓ —	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 19.94m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 7.3m	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 2.89m	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%)	✓ —	p12
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.63m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ 0.61m	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p13
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p13
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2.55ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 4ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.95ms	p15
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p16
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.95ms	p17
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p17
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p17
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.59d	p18
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 2.45d	p18
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 4.66d	p19
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p19
Validation and Reviews	Other Changes	≤0d	✓ —	p19
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p20
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 30.14h	p21
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 19.94h	p21
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	≤0h	✓ —	p22
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.38s	p23

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.3s	p23
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.76s	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p24
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p25
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p26
Directory Service	WHOIS Availability	≥99%	✓ 100%	p27
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p28
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.09s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 3ms	p30
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100%	p31
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone File	Other Changes	100%	✓ 100%	p31
Root Zone Database	Routine (Technical)	100%	✓ 100%	p32
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p32
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p32
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p33
Root Zone Database	Other Changes	100%	✓ 100%	p33
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.44d	p34

Percentage of SLA thresholds met of those defined

**100.0%**

## **Exceptions and Narrative for Reporting Period**

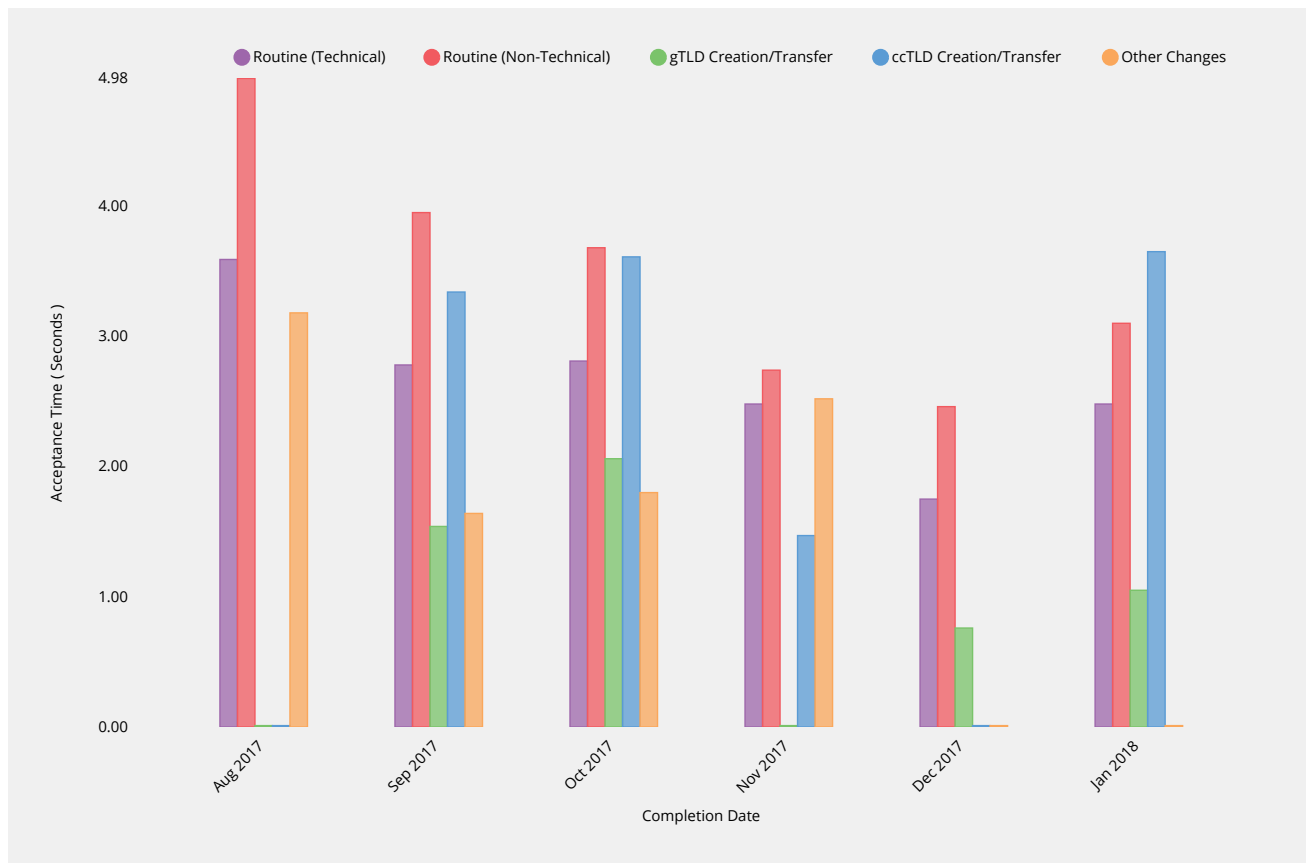
There were no exceptions for the reporting period.

# 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)	2017-08	2017-09	2017-10	2017-11	2017-12	<b>2018-01</b>
Acceptance Time	3.59s	2.78s	2.81s	2.48s	1.75s	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	26	34	109	94	74	82
Mean Time	2.1s	1.76s	1.74s	1.32s	0.89s	1.11s
Shortest Time	1s	1.22s	1.27s	0.61s	0.55s	0.61s
Longest Time	3.69s	3s	4s	3.43s	1.9s	2.74s
Median Time	1.85s	1.52s	1.53s	1.36s	0.72s	0.83s
PStDev Time	0.78s	0.51s	0.49s	0.57s	0.38s	0.61s

Routine (Non-Technical)	2017-08	2017-09	2017-10	2017-11	2017-12	<b>2018-01</b>
Acceptance Time	4.98s	3.95s	3.68s	2.74s	2.46s	3.1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	285	8	28	16	13	25
Mean Time	2.88s	2.85s	2.75s	2.18s	1.65s	1.86s

Routine (Non-Technical)	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Shortest Time	1.91s	2.33s	1.86s	1.24s	1.06s	0.97s
Longest Time	5.24s	4.03s	4.2s	2.84s	2.78s	3.25s
Median Time	2.6s	2.48s	2.59s	2.29s	1.44s	1.61s
PStDev Time	0.84s	0.63s	0.56s	0.44s	0.55s	0.62s

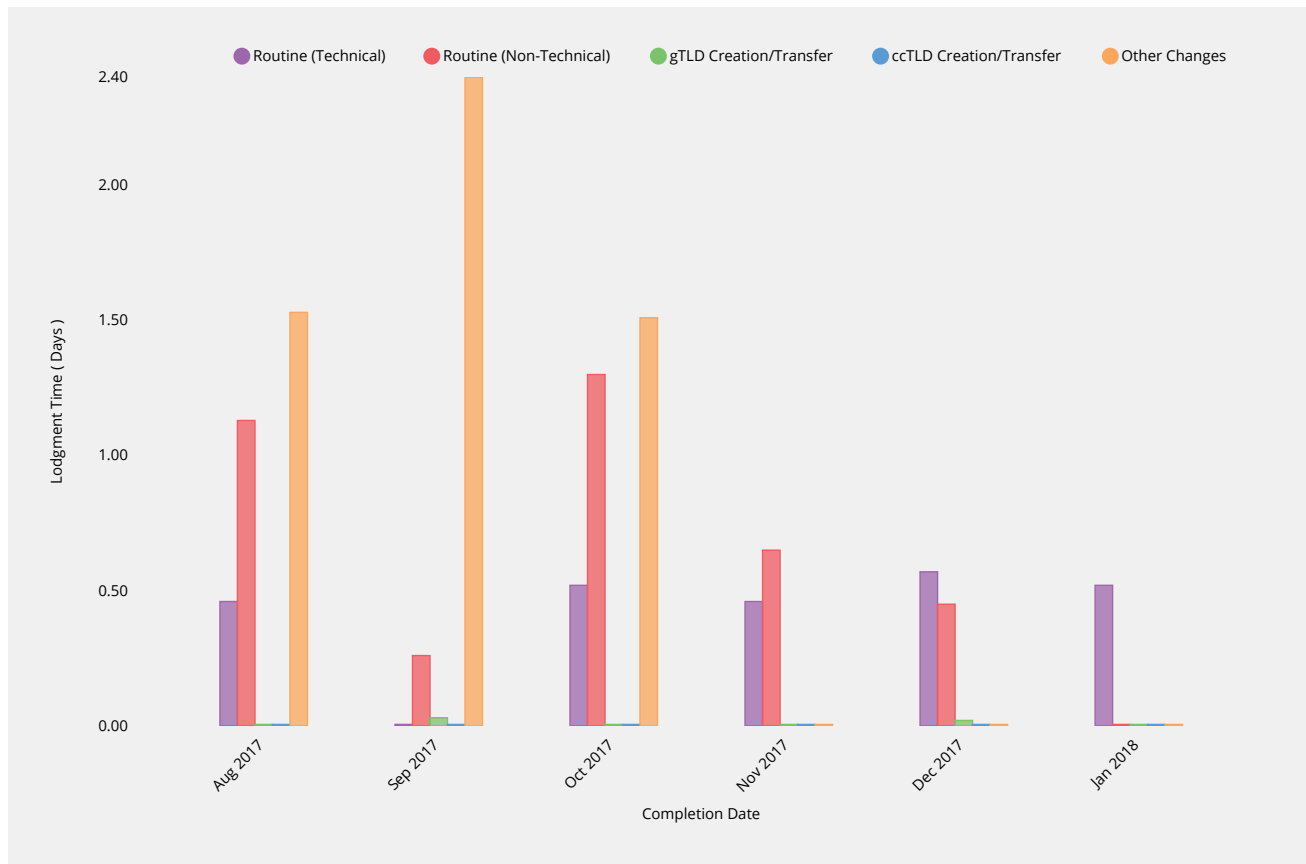
gTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Acceptance Time	—	1.54s	2.06s	—	0.76s	1.05s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	1	1	0	1	2
Mean Time	—	1.54s	2.06s	—	0.76s	1.04s
Shortest Time	—	1.54s	2.06s	—	0.76s	1.03s
Longest Time	—	1.54s	2.06s	—	0.76s	1.05s
Median Time	—	1.54s	2.06s	—	0.76s	1.04s
PStDev Time	—	0s	0s	—	0s	0.01s

ccTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Acceptance Time	—	3.34s	3.61s	1.47s	—	3.65s
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	1	2	0	1
Mean Time	—	3.34s	3.61s	1.47s	—	3.65s
Shortest Time	—	3.34s	3.61s	1.46s	—	3.65s
Longest Time	—	3.34s	3.61s	1.47s	—	3.65s
Median Time	—	3.34s	3.61s	1.47s	—	3.65s
PStDev Time	—	0s	0s	0.01s	—	0s

Other Changes	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Acceptance Time	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	2	3	3	2	0	0
Mean Time	2.41s	1.57s	1.59s	2.5s	—	—
Shortest Time	1.55s	1.51s	1.4s	2.48s	—	—
Longest Time	3.26s	1.65s	1.83s	2.52s	—	—
Median Time	2.41s	1.56s	1.55s	2.5s	—	—
PStDev Time	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)	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Lodgment Time	0.46d	—	0.52d	0.46d	0.57d	0.52d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	3	0	8	5	13	10
Mean Time	0.21d	—	0.17d	0.22d	0.23d	0.35d
Shortest Time	0.01d	—	0d	0.04d	0.01d	0.03d
Longest Time	0.49d	—	0.57d	0.51d	0.66d	0.6d
Median Time	0.14d	—	0.1d	0.19d	0.16d	0.43d
PStDev Time	0.2d	—	0.2d	0.17d	0.18d	0.17d

Routine (Non-Technical)	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Lodgment Time	1.13d	0.26d	1.3d	0.65d	0.45d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	11	1	5	2	1	0
Mean Time	0.38d	0.26d	0.64d	0.46d	0.45d	—
Shortest Time	0.01d	0.26d	0d	0.24d	0.45d	—
Longest Time	1.13d	0.26d	1.41d	0.67d	0.45d	—
Median Time	0.2d	0.26d	0.87d	0.46d	0.45d	—
PStDev Time	0.39d	0d	0.54d	0.21d	0d	—

gTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Lodgment Time	—	0.03d	—	—	0.02d	—
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	1	0	0	1	0
Mean Time	—	0.03d	—	—	0.02d	—
Shortest Time	—	0.03d	—	—	0.02d	—
Longest Time	—	0.03d	—	—	0.02d	—
Median Time	—	0.03d	—	—	0.02d	—
PStDev Time	—	0d	—	—	0d	—

ccTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Lodgment Time	—	—	—	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	0	0	0	1	0	0
Mean Time	—	—	—	0d	—	—
Shortest Time	—	—	—	0d	—	—
Longest Time	—	—	—	0d	—	—
Median Time	—	—	—	0d	—	—
PStDev Time	—	—	—	0d	—	—

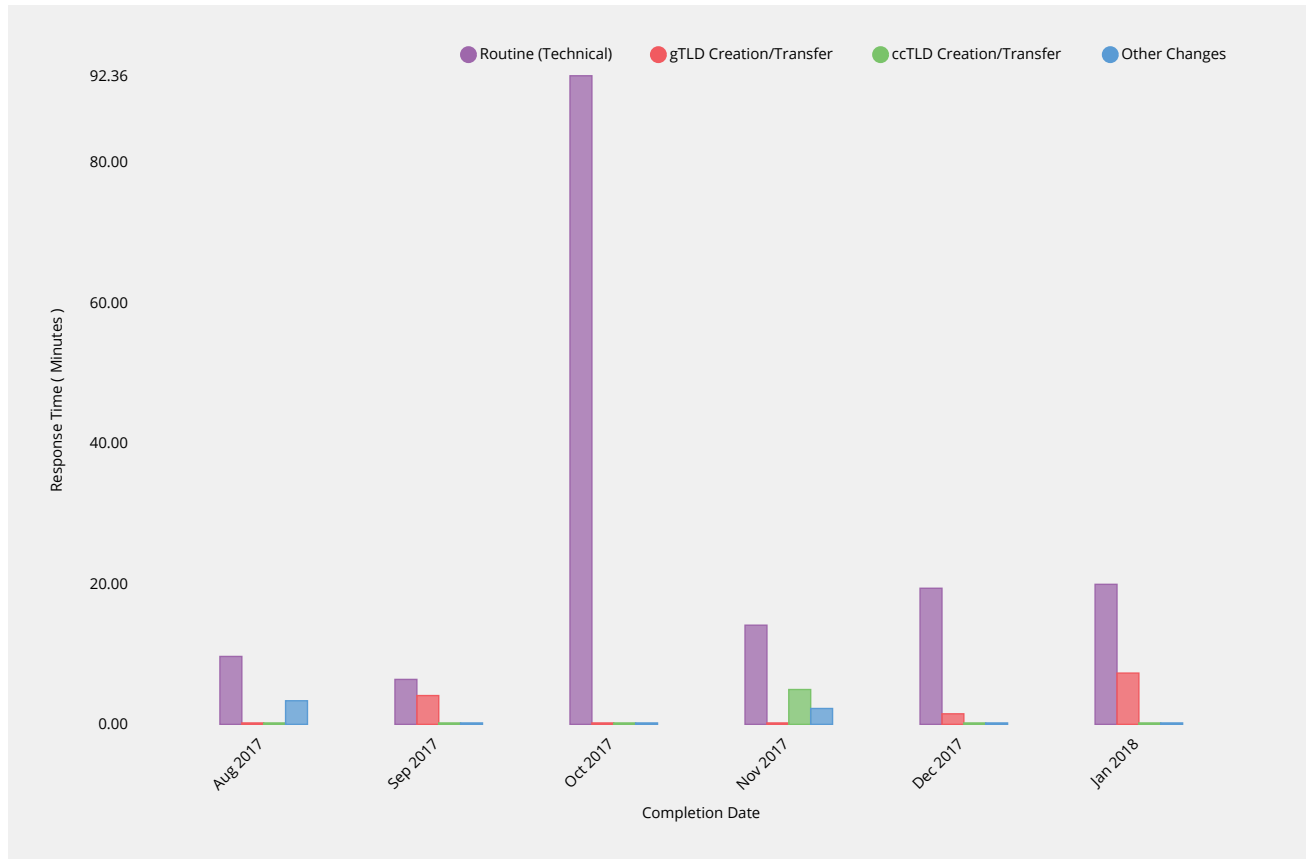
Other Changes	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Lodgment Time	1.53d	2.4d	1.51d	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	3	2	0	0	0
Mean Time	1.53d	0.9d	0.84d	—	—	—
Shortest Time	1.53d	0d	0.1d	—	—	—
Longest Time	1.53d	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)	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Response Time	9.67m	6.4m	92.36m	14.12m	19.38m	19.94m
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	26	34	109	94	74	82
Mean Time	4.36m	3.81m	26.41m	5.26m	5.64m	5.94m
Shortest Time	0.84m	0.92m	0.29m	0.27m	0.26m	0.08m
Longest Time	10.03m	8.57m	117.35m	25.57m	25.28m	27.79m
Median Time	3.9m	3.91m	5.52m	4.19m	3.52m	3.95m
PStDev Time	2.56m	1.72m	32.59m	4.54m	5.83m	6.11m

gTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Response Time	—	4.1m	—	—	1.5m	7.3m
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	1	2
Mean Time	—	4.1m	—	—	1.5m	5.55m
Shortest Time	—	4.1m	—	—	1.5m	3.6m
Longest Time	—	4.1m	—	—	1.5m	7.49m
Median Time	—	4.1m	—	—	1.5m	5.55m

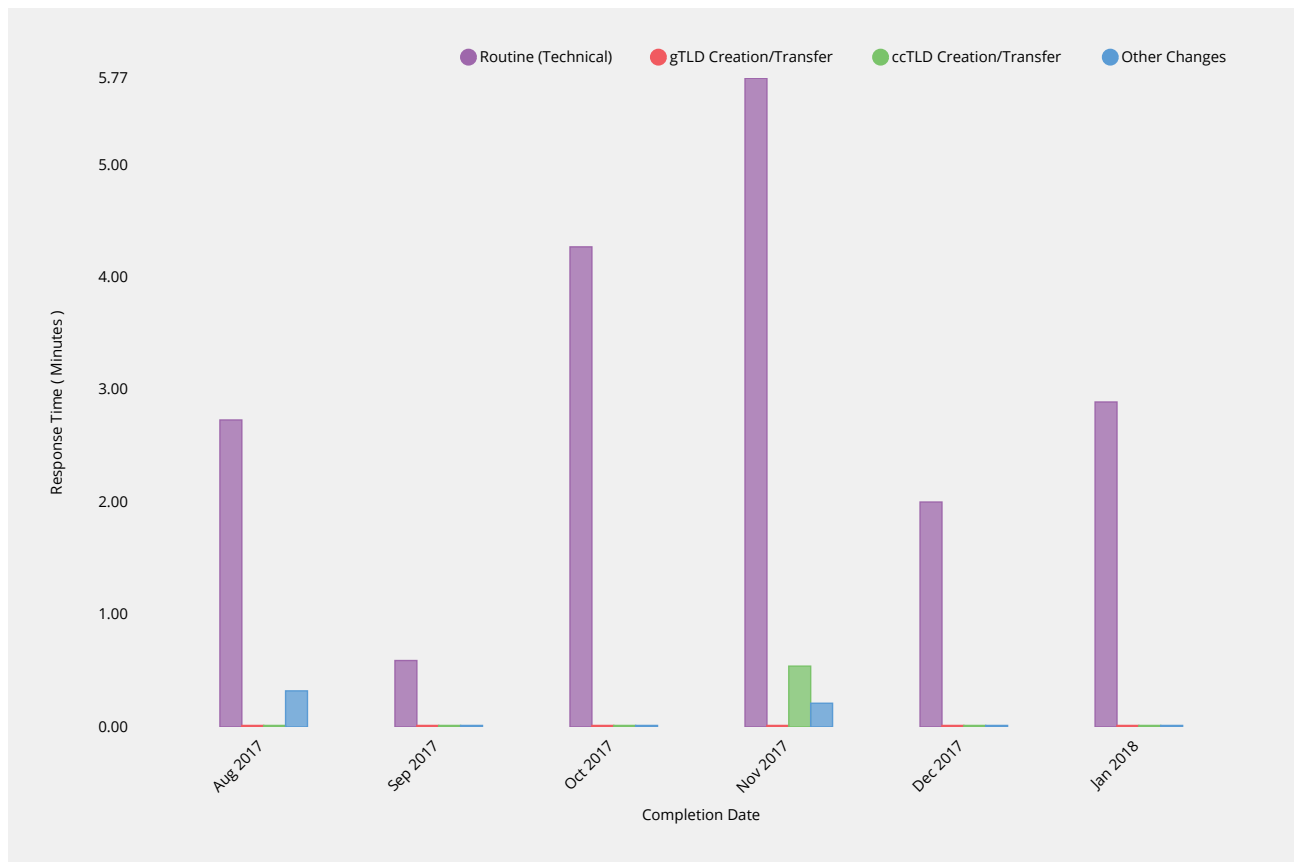
gTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	<b>2018-01</b>
PStDev Time	—	0m	—	—	0m	1.95m

ccTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	<b>2018-01</b>
Response Time	—	—	—	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	0	0	0	2	0	0
Mean Time	—	—	—	3.29m	—	—
Shortest Time	—	—	—	1.43m	—	—
Longest Time	—	—	—	5.15m	—	—
Median Time	—	—	—	3.29m	—	—
PStDev Time	—	—	—	1.86m	—	—

Other Changes	2017-08	2017-09	2017-10	2017-11	2017-12	<b>2018-01</b>
Response Time	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	2	0	0	1	0	0
Mean Time	3.19m	—	—	2.26m	—	—
Shortest Time	3m	—	—	2.26m	—	—
Longest Time	3.38m	—	—	2.26m	—	—
Median Time	3.19m	—	—	2.26m	—	—
PStDev Time	0.19m	—	—	0m	—	—

## Technical Check (Retest)

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



Routine (Technical)	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Response Time	2.73m	0.59m	4.27m	5.77m	2m	2.89m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	30	50	191	494	382	412
Mean Time	0.79m	0.35m	0.7m	1.76m	0.67m	0.86m
Shortest Time	0.11m	0.09m	0.07m	0.06m	0.12m	0.1m
Longest Time	3.4m	2.66m	4.77m	5.82m	10.16m	8.8m
Median Time	0.31m	0.19m	0.36m	0.48m	0.32m	0.42m
PStDev Time	0.97m	0.49m	1.09m	1.89m	1.13m	1.07m

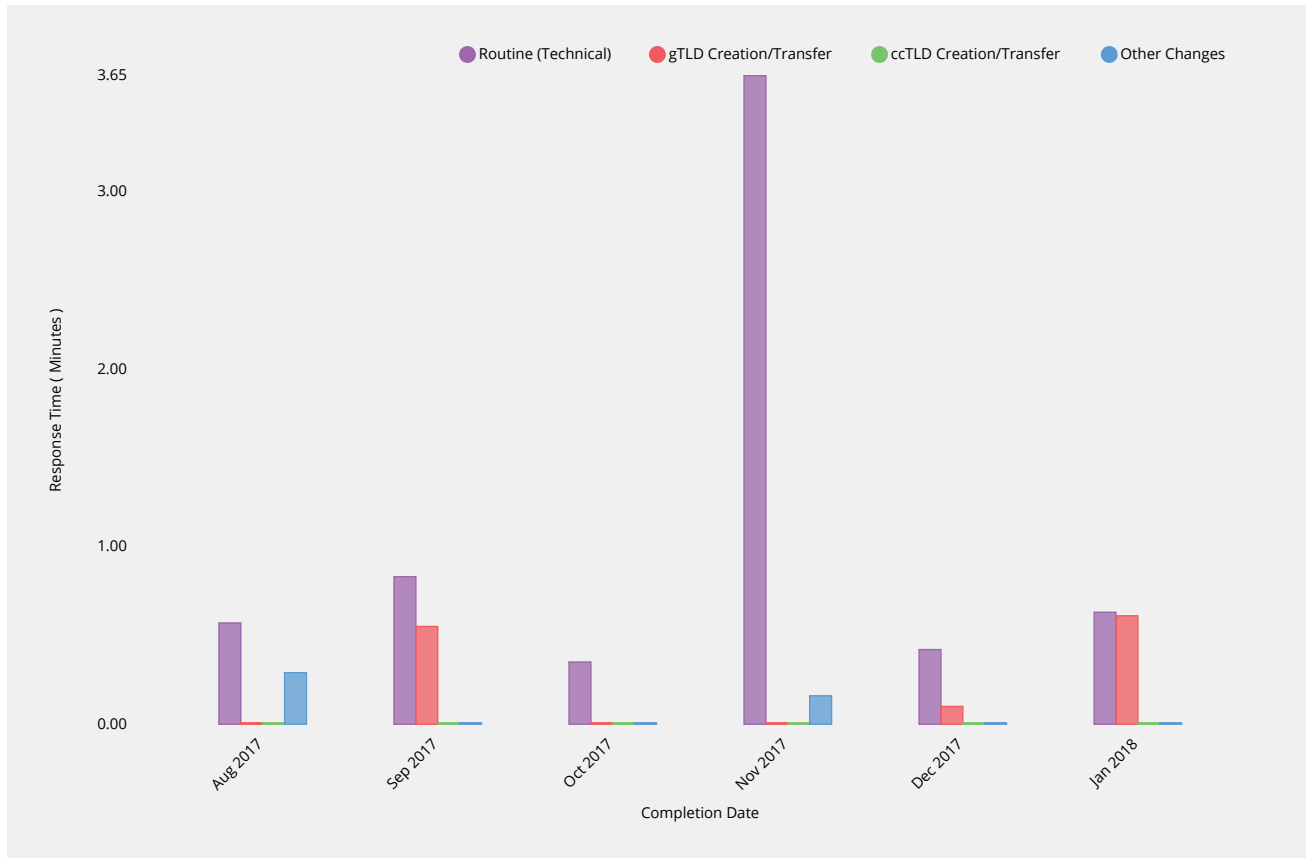
gTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Response Time	—	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Response Time	—	—	—	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	0	0	0	27	0	0
Mean Time	—	—	—	0.21m	—	—
Shortest Time	—	—	—	0.14m	—	—
Longest Time	—	—	—	0.83m	—	—
Median Time	—	—	—	0.16m	—	—
PStDev Time	—	—	—	0.15m	—	—

Other Changes	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Response Time	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	54	0	0	34	0	0
Mean Time	0.3m	—	—	0.26m	—	—
Shortest Time	0.28m	—	—	0.15m	—	—
Longest Time	0.34m	—	—	3.47m	—	—
Median Time	0.3m	—	—	0.16m	—	—
PStDev Time	0.01m	—	—	0.56m	—	—

## Technical Check (Supplemental)

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



Routine (Technical)	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Response Time	0.57m	0.83m	0.35m	3.65m	0.42m	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	20	24	120	87	88	98
Mean Time	0.35m	0.47m	0.17m	1.07m	0.26m	0.28m
Shortest Time	0.09m	0.05m	0.07m	0.05m	0.1m	0.04m
Longest Time	0.71m	4.8m	0.53m	11m	1.12m	0.8m
Median Time	0.33m	0.21m	0.14m	0.33m	0.25m	0.24m
PStDev Time	0.14m	0.92m	0.09m	1.84m	0.14m	0.17m

gTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Response Time	—	0.55m	—	—	0.1m	0.61m
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	1	0	0	1	2
Mean Time	—	0.55m	—	—	0.1m	0.42m
Shortest Time	—	0.55m	—	—	0.1m	0.2m
Longest Time	—	0.55m	—	—	0.1m	0.63m
Median Time	—	0.55m	—	—	0.1m	0.42m
PStDev Time	—	0m	—	—	0m	0.21m

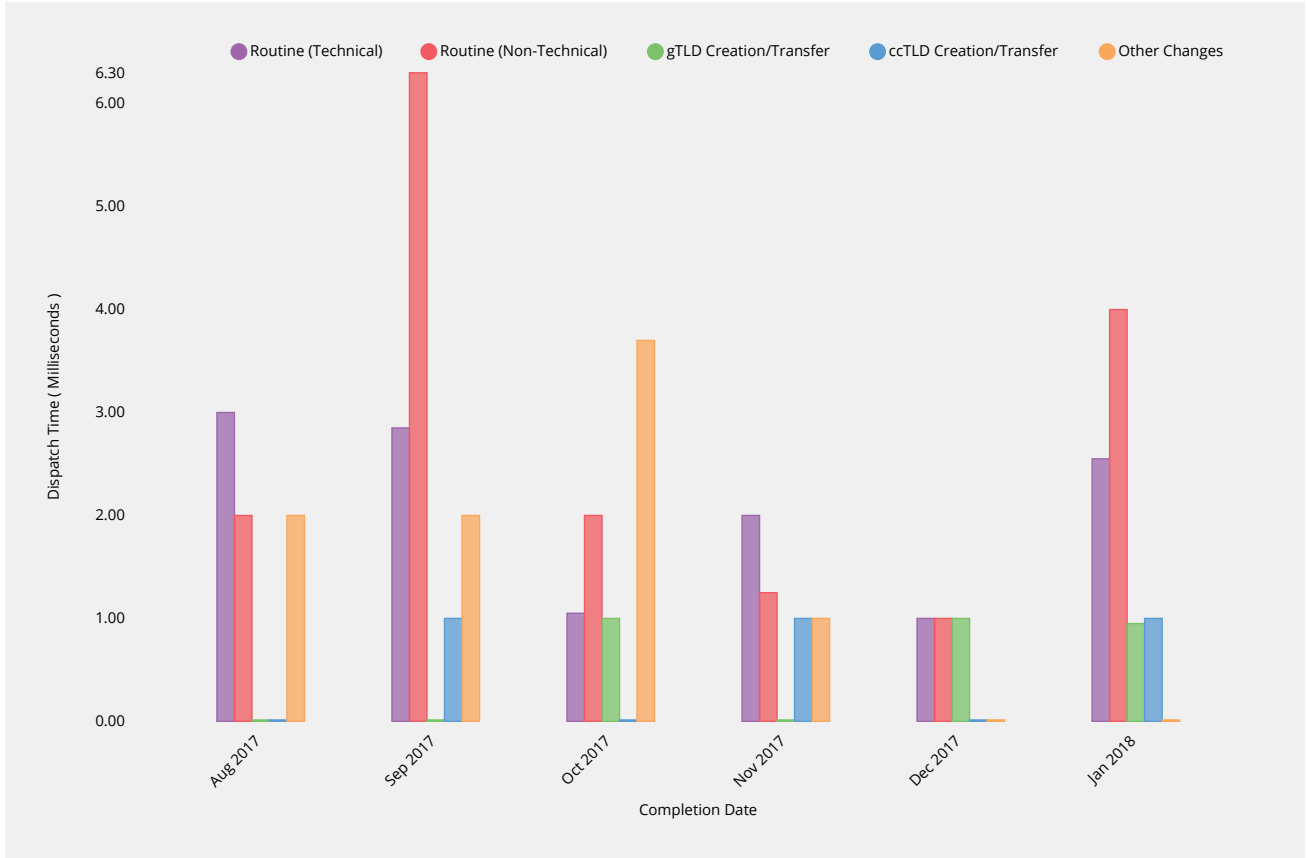
ccTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Response Time	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Response Time	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	2	0	0	1	0	0
Mean Time	0.2m	—	—	0.16m	—	—
Shortest Time	0.1m	—	—	0.16m	—	—
Longest Time	0.3m	—	—	0.16m	—	—
Median Time	0.2m	—	—	0.16m	—	—
PStDev Time	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)	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Dispatch Time	3ms	2.85ms	1.05ms	2ms	1ms	2.55ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	21	24	100	72	62	70
Mean Time	1.62ms	1.25ms	0.77ms	0.83ms	0.79ms	1.69ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	5ms	6ms	2ms	5ms	3ms	5ms
Median Time	1ms	1ms	1ms	1ms	1ms	2ms
PStDev Time	1.09ms	1.16ms	0.53ms	0.78ms	0.54ms	0.71ms

Routine (Non-Technical)	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Dispatch Time	2ms	6.3ms	2ms	1.25ms	1ms	4ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	285	8	28	16	13	25
Mean Time	1.87ms	2.5ms	1ms	1ms	1ms	2.16ms
Shortest Time	0ms	0ms	0ms	0ms	1ms	1ms
Longest Time	46ms	7ms	2ms	2ms	1ms	10ms
Median Time	2ms	1.5ms	1ms	1ms	1ms	2ms

Routine (Non-Technical)	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
PStDev Time	2.67ms	2.24ms	0.46ms	0.35ms	0ms	1.85ms

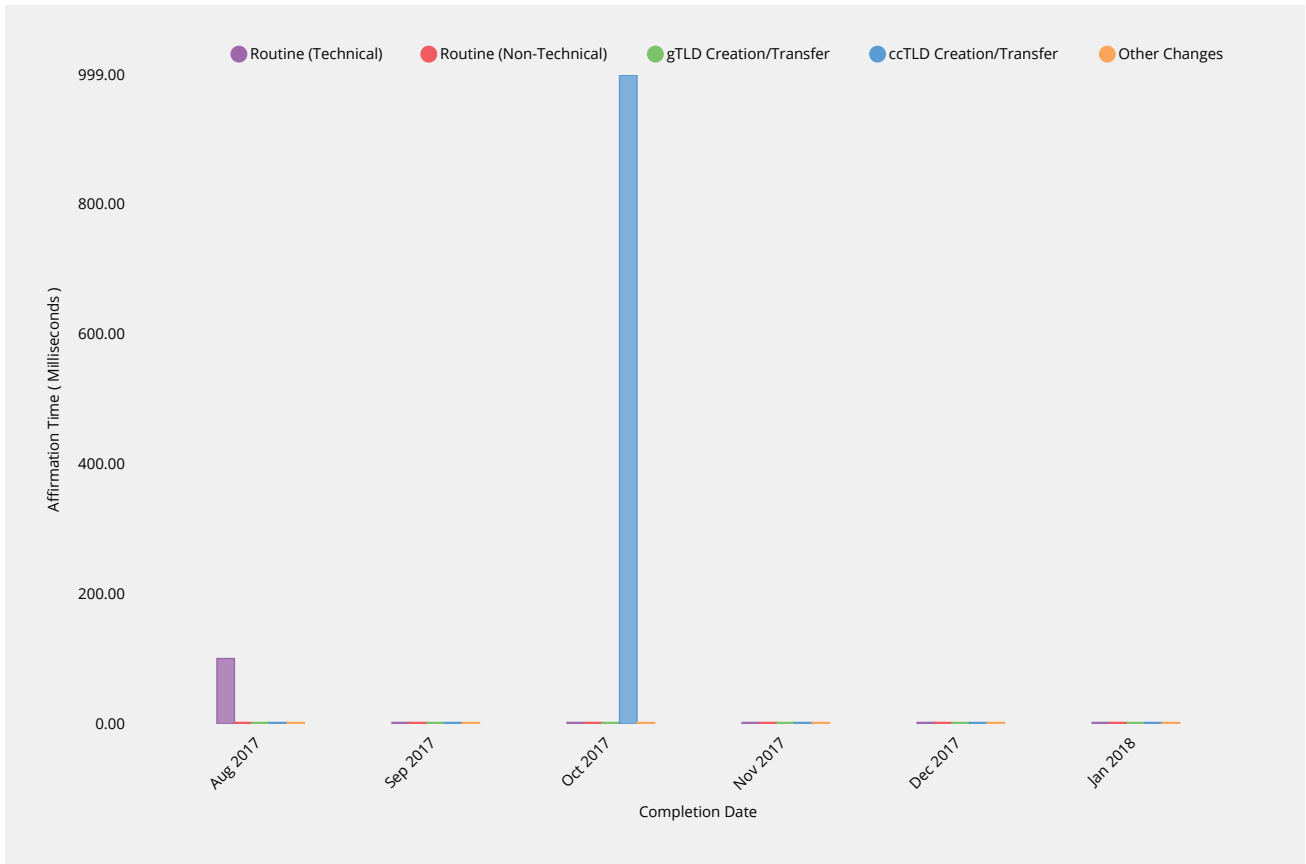
gTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Dispatch Time	—	0ms	1ms	—	1ms	0.95ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	1	1	0	1	2
Mean Time	—	0ms	1ms	—	1ms	0.5ms
Shortest Time	—	0ms	1ms	—	1ms	0ms
Longest Time	—	0ms	1ms	—	1ms	1ms
Median Time	—	0ms	1ms	—	1ms	0.5ms
PStDev Time	—	0ms	0ms	—	0ms	0.5ms

ccTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Dispatch Time	—	1ms	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%
Email Count	0	1	1	1	0	1
Mean Time	—	1ms	0ms	1ms	—	1ms
Shortest Time	—	1ms	0ms	1ms	—	1ms
Longest Time	—	1ms	0ms	1ms	—	1ms
Median Time	—	1ms	0ms	1ms	—	1ms
PStDev Time	—	0ms	0ms	0ms	—	0ms

Other Changes	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Dispatch Time	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	2	5	3	2	0	0
Mean Time	2ms	1.6ms	2ms	1ms	—	—
Shortest Time	2ms	1ms	1ms	1ms	—	—
Longest Time	2ms	2ms	4ms	1ms	—	—
Median Time	2ms	2ms	1ms	1ms	—	—
PStDev Time	0ms	0.49ms	1.41ms	0ms	—	—

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Affirmation Time	100.6ms	0ms	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%
Affirmation Count	19	23	99	71	61	69
Mean Time	52.74ms	0.04ms	0.34ms	0.08ms	0.07ms	0.1ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	997ms	1ms	28ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	222.57ms	0.2ms	2.8ms	0.28ms	0.25ms	0.3ms

Routine (Non-Technical)	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Affirmation Time	1ms	0ms	0.7ms	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%
Affirmation Count	273	7	27	15	6	20
Mean Time	3.58ms	0ms	0.07ms	0.13ms	0ms	0.15ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	940ms	0ms	1ms	1ms	0ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	56.78ms	0ms	0.26ms	0.34ms	0ms	0.36ms



gTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Affirmation Time	—	0ms	0ms	—	0ms	0.95ms
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	1	0	1	2
Mean Time	—	0ms	0ms	—	0ms	0.5ms
Shortest Time	—	0ms	0ms	—	0ms	0ms
Longest Time	—	0ms	0ms	—	0ms	1ms
Median Time	—	0ms	0ms	—	0ms	0.5ms
PStDev Time	—	0ms	0ms	—	0ms	0.5ms

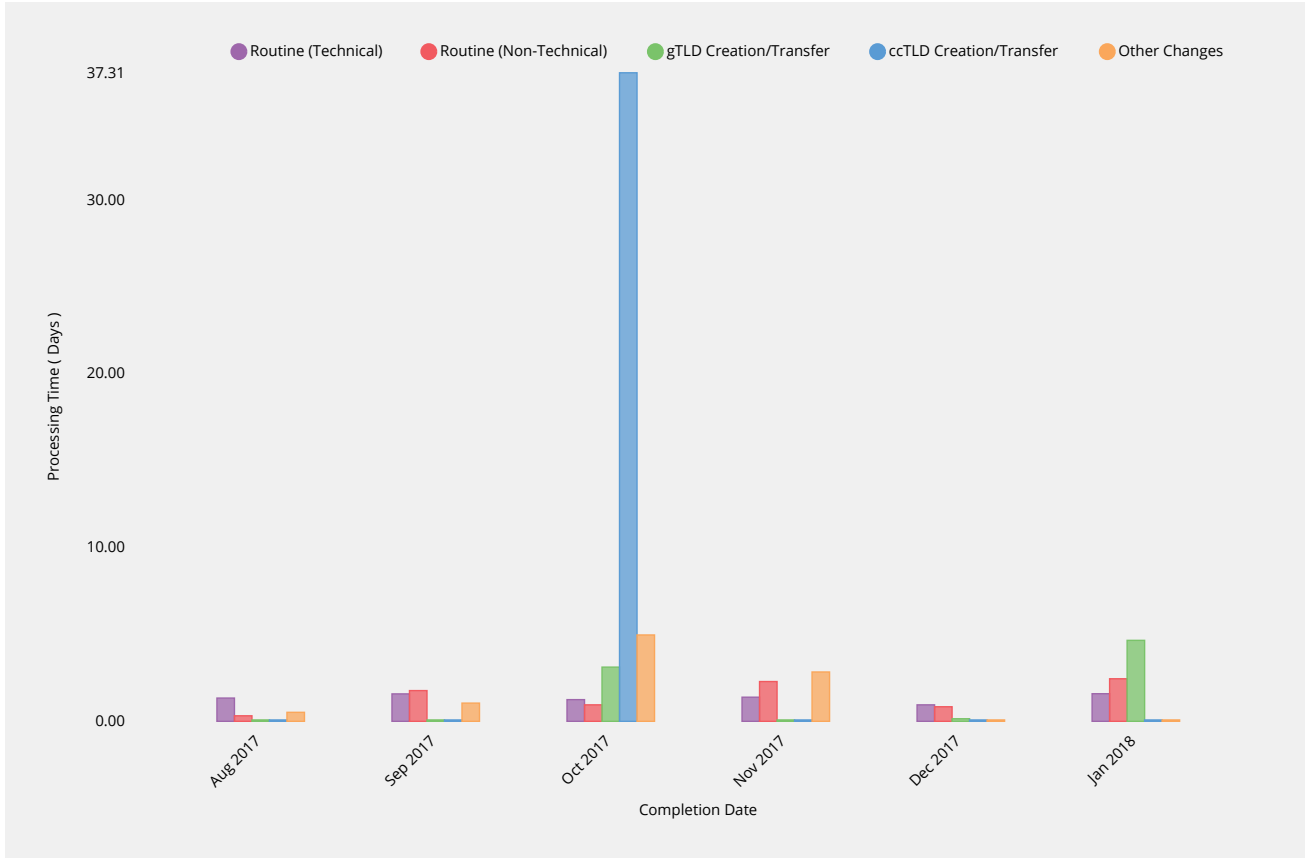
ccTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Affirmation Time	—	0ms	999ms	—	—	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	1	1	0	0	1
Mean Time	—	0ms	999ms	—	—	0ms
Shortest Time	—	0ms	999ms	—	—	0ms
Longest Time	—	0ms	999ms	—	—	0ms
Median Time	—	0ms	999ms	—	—	0ms
PStDev Time	—	0ms	0ms	—	—	0ms

Other Changes	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Affirmation Time	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	2	5	3	2	0	0
Mean Time	0ms	0ms	0ms	0ms	—	—
Shortest Time	0ms	0ms	0ms	0ms	—	—
Longest Time	0ms	0ms	0ms	0ms	—	—
Median Time	0ms	0ms	0ms	0ms	—	—
PStDev Time	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)	2017-08	2017-09	2017-10	2017-11	2017-12	<b>2018-01</b>
Processing Time	1.34d	1.58d	1.25d	1.39d	0.95d	1.59d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	19	25	100	71	60	72
Mean Time	0.93d	0.95d	0.58d	0.66d	0.61d	0.88d
Shortest Time	0.01d	0d	0d	0d	0d	0d
Longest Time	4.58d	4.91d	10.86d	4.56d	2.71d	2.93d
Median Time	0.91d	0.66d	0.15d	0.48d	0.61d	0.72d
PStDev Time	0.96d	1d	1.34d	0.71d	0.46d	0.66d

Routine (Non-Technical)	2017-08	2017-09	2017-10	2017-11	2017-12	<b>2018-01</b>
Processing Time	0.32d	1.77d	0.95d	2.29d	0.84d	2.45d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	273	7	26	15	6	20
Mean Time	0.13d	0.8d	0.4d	0.71d	0.38d	0.99d
Shortest Time	0d	0.06d	0d	0.02d	0d	0.08d
Longest Time	3.9d	3.13d	1.87d	3.01d	0.98d	2.45d
Median Time	0d	0.48d	0.25d	0.33d	0.28d	0.83d

Routine (Non-Technical)	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
PStDev Time	0.48d	1.01d	0.47d	0.96d	0.35d	0.81d

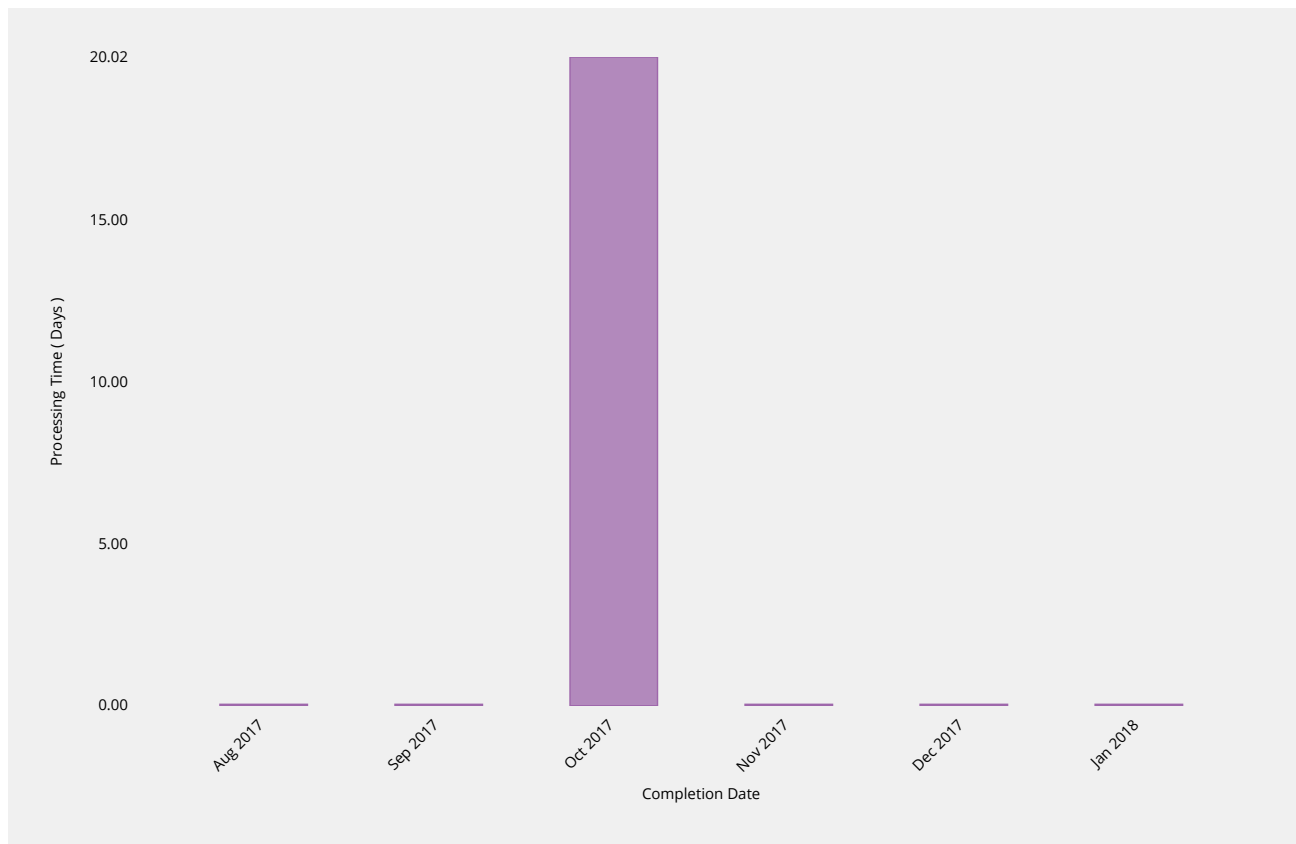
gTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Processing Time	—	0d	3.12d	—	0.15d	4.66d
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	0	1	1	0	1	2
Mean Time	—	0d	3.12d	—	0.15d	3.24d
Shortest Time	—	0d	3.12d	—	0.15d	1.46d
Longest Time	—	0d	3.12d	—	0.15d	5.02d
Median Time	—	0d	3.12d	—	0.15d	3.24d
PStDev Time	—	0d	0d	—	0d	1.78d

ccTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Processing Time	—	—	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	0	0	1	0	0	0
Mean Time	—	—	37.31d	—	—	—
Shortest Time	—	—	37.31d	—	—	—
Longest Time	—	—	37.31d	—	—	—
Median Time	—	—	37.31d	—	—	—
PStDev Time	—	—	0d	—	—	—

Other Changes	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Processing Time	0.52d	1.05d	4.97d	2.84d	—	—
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	2	4	3	2	0	0
Mean Time	0.34d	0.57d	1.8d	1.88d	—	—
Shortest Time	0.16d	0.13d	0.15d	0.92d	—	—
Longest Time	0.52d	1.05d	4.97d	2.84d	—	—
Median Time	0.34d	0.55d	0.28d	1.88d	—	—
PStDev Time	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).

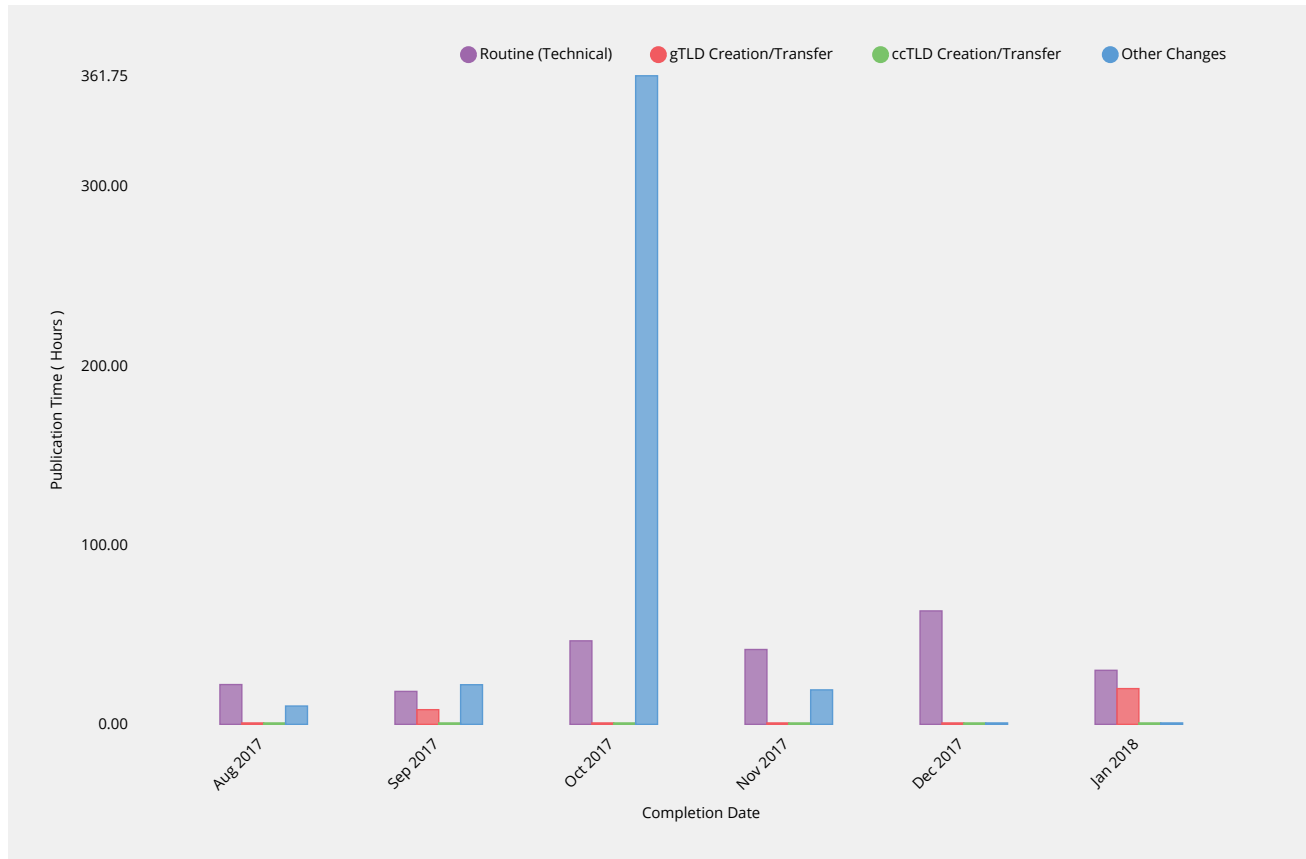


ccTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Processing Time	—	—	20.02d	—	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	1	0	0	0
Mean Time	—	—	20.02d	—	—	—
Shortest Time	—	—	20.02d	—	—	—
Longest Time	—	—	20.02d	—	—	—
Median Time	—	—	20.02d	—	—	—
PStDev Time	—	—	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)	2017-08	2017-09	2017-10	2017-11	2017-12	<b>2018-01</b>
Publication Time	22.19h	18.38h	46.58h	41.75h	63.27h	30.14h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	19	23	97	71	60	69
Mean Time	12.12h	8.56h	10.97h	12.97h	16.6h	16.44h
Shortest Time	1.92h	1.92h	0.43h	0.28h	0.72h	0.77h
Longest Time	22.26h	18.38h	71.59h	70.58h	63.3h	38.41h
Median Time	14.21h	6.35h	11.61h	11.83h	15.86h	19.12h
PStDev Time	7.66h	5.38h	9.49h	11.76h	14.99h	8.08h

gTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	<b>2018-01</b>
Publication Time	—	8.19h	—	—	0.33h	19.94h
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	1	2
Mean Time	—	8.19h	—	—	0.33h	18.44h
Shortest Time	—	8.19h	—	—	0.33h	16.9h
Longest Time	—	8.19h	—	—	0.33h	19.97h
Median Time	—	8.19h	—	—	0.33h	18.44h

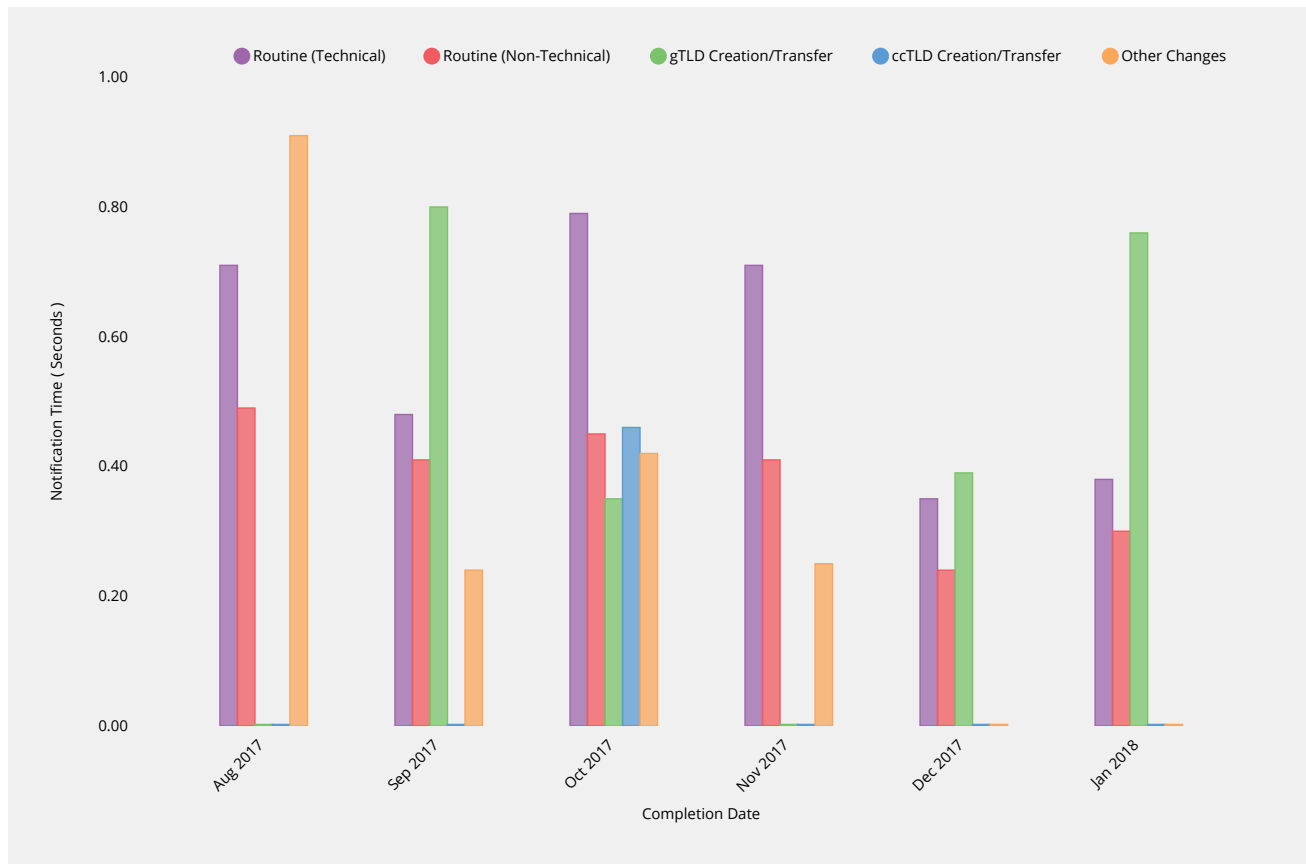
gTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
PStDev Time	—	0h	—	—	0h	1.54h

ccTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Publication Time	—	—	—	—	—	—
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	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Publication Time	10.22h	22.1h	361.75h	19.23h	—	—
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	2	4	3	1	0	0
Mean Time	8.06h	6.46h	136.49h	19.23h	—	—
Shortest Time	5.89h	0.59h	23.72h	19.23h	—	—
Longest Time	10.22h	22.1h	361.75h	19.23h	—	—
Median Time	8.06h	1.58h	24h	19.23h	—	—
PStDev Time	2.17h	9.04h	159.28h	0h	—	—

## Notification of Completion

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



Routine (Technical)	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Notification Time	0.71s	0.48s	0.79s	0.71s	0.35s	0.38s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	19	23	96	71	59	69
Mean Time	0.56s	0.43s	0.43s	0.31s	0.21s	0.26s
Shortest Time	0.38s	0.33s	0.25s	0.16s	0.15s	0.18s
Longest Time	0.75s	0.82s	0.93s	0.82s	0.38s	0.56s
Median Time	0.59s	0.42s	0.39s	0.24s	0.2s	0.24s
PStDev Time	0.12s	0.09s	0.15s	0.16s	0.05s	0.07s

Routine (Non-Technical)	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Notification Time	0.49s	0.41s	0.45s	0.41s	0.24s	0.3s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	273	7	26	15	6	20
Mean Time	0.4s	0.38s	0.4s	0.32s	0.22s	0.24s
Shortest Time	0.28s	0.3s	0.32s	0.21s	0.19s	0.19s
Longest Time	0.75s	0.42s	0.48s	0.42s	0.25s	0.35s
Median Time	0.4s	0.39s	0.4s	0.35s	0.23s	0.23s
PStDev Time	0.06s	0.03s	0.04s	0.09s	0.02s	0.04s

gTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Notification Time	—	0.8s	0.35s	—	0.39s	0.76s
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	1	0	1	2
Mean Time	—	0.8s	0.35s	—	0.39s	0.66s
Shortest Time	—	0.8s	0.35s	—	0.39s	0.55s
Longest Time	—	0.8s	0.35s	—	0.39s	0.77s
Median Time	—	0.8s	0.35s	—	0.39s	0.66s
PStDev Time	—	0s	0s	—	0s	0.11s

ccTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Notification Time	—	—	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	0	0	1	0	0	0
Mean Time	—	—	0.46s	—	—	—
Shortest Time	—	—	0.46s	—	—	—
Longest Time	—	—	0.46s	—	—	—
Median Time	—	—	0.46s	—	—	—
PStDev Time	—	—	0s	—	—	—

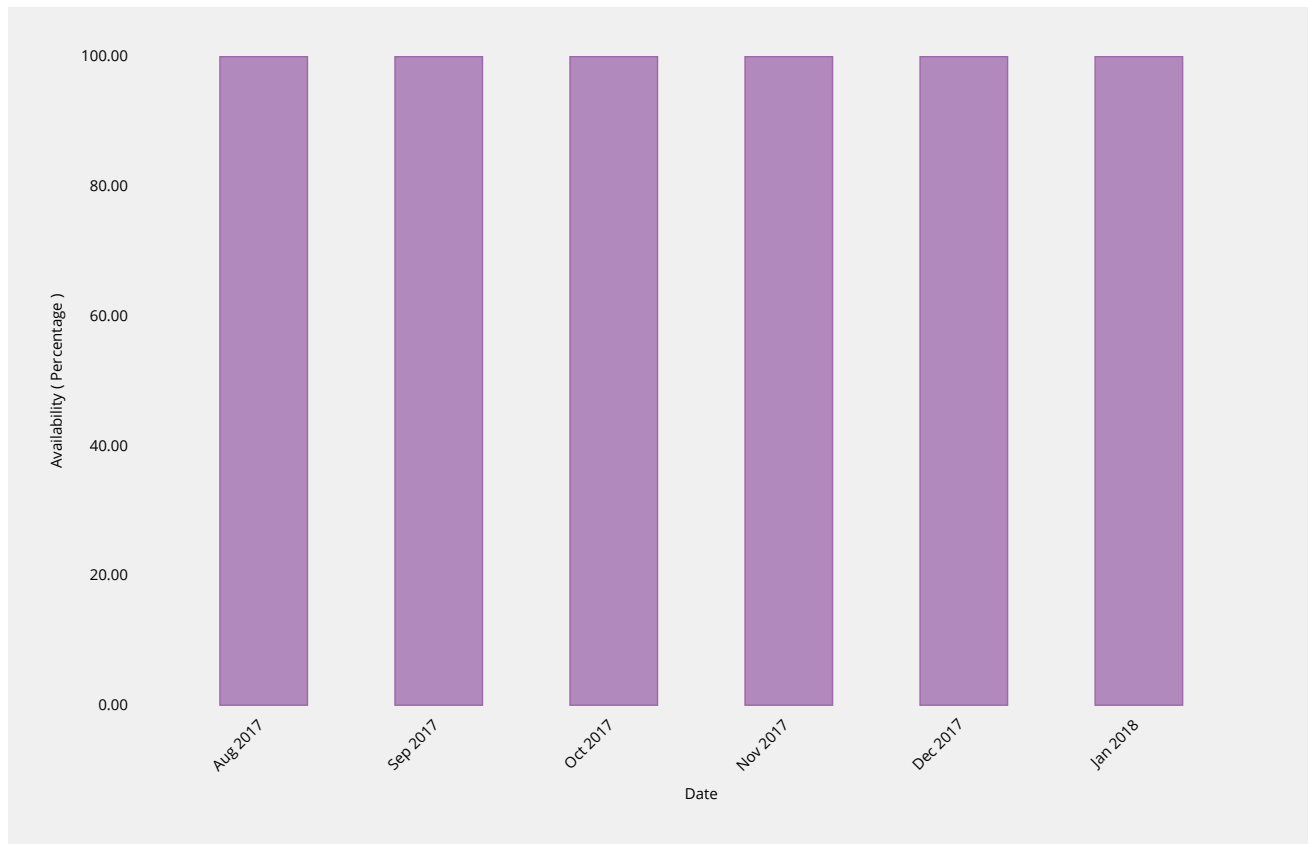
Other Changes	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Notification Time	0.91s	0.24s	0.42s	0.25s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	2	4	3	2	0	0
Mean Time	0.83s	0.07s	0.39s	0.24s	—	—
Shortest Time	0.74s	0s	0.36s	0.22s	—	—
Longest Time	0.92s	0.28s	0.43s	0.25s	—	—
Median Time	0.83s	0s	0.38s	0.24s	—	—
PStDev Time	0.09s	0.12s	0.03s	0.01s	—	—



# System Availability

## IANA Website

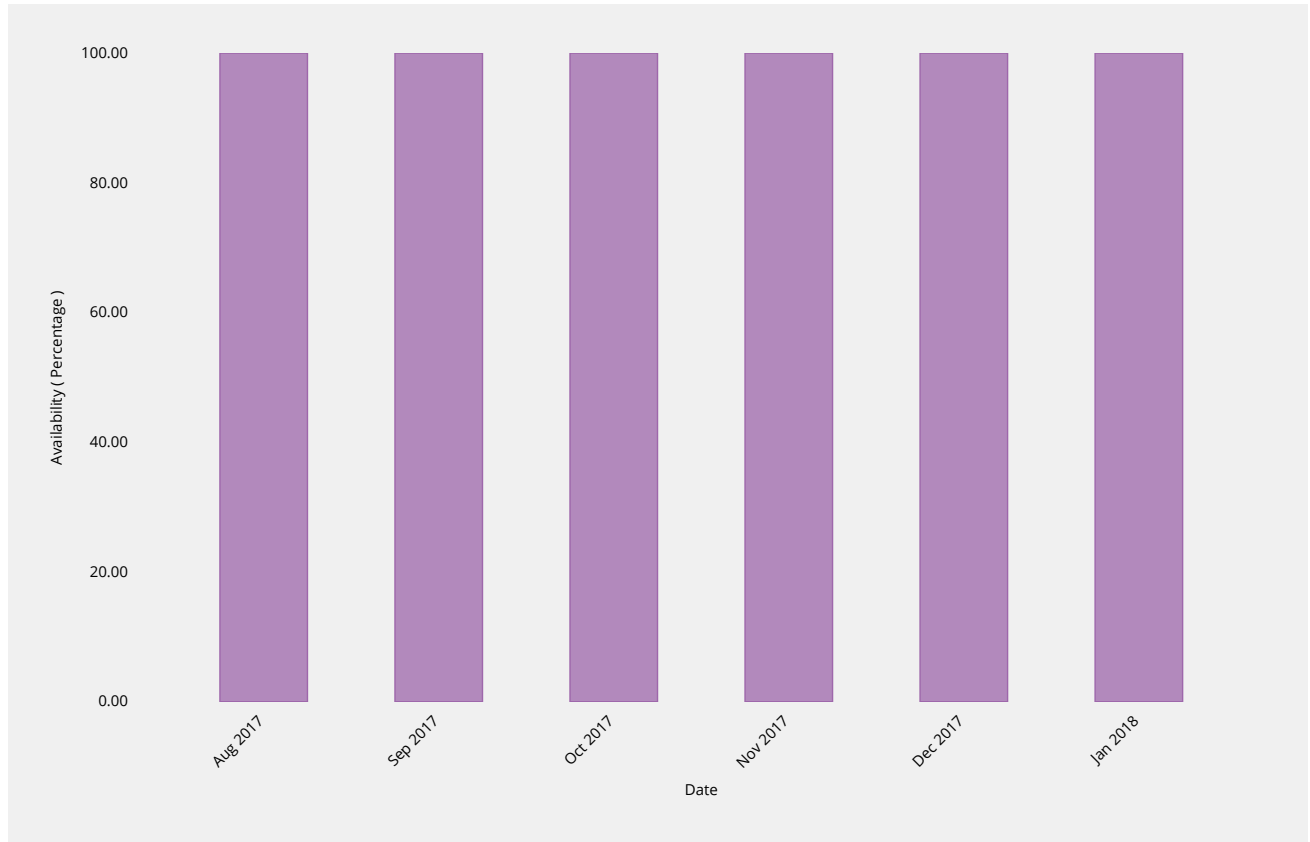
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2017-08	2017-09	2017-10	2017-11	2017-12	<b>2018-01</b>
Availability	100%	100%	100%	100%	100%	<b>100%</b>
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Management System

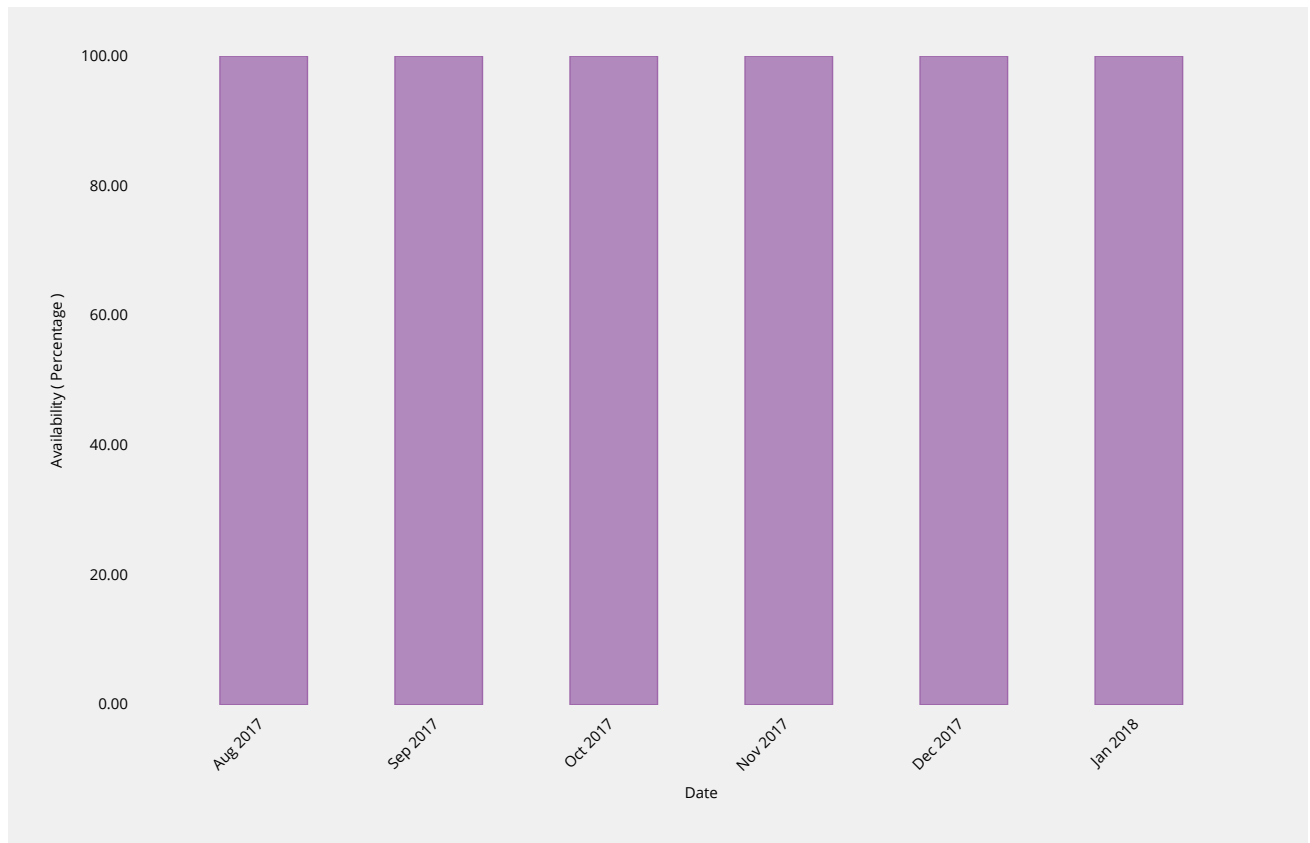
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Directory Service

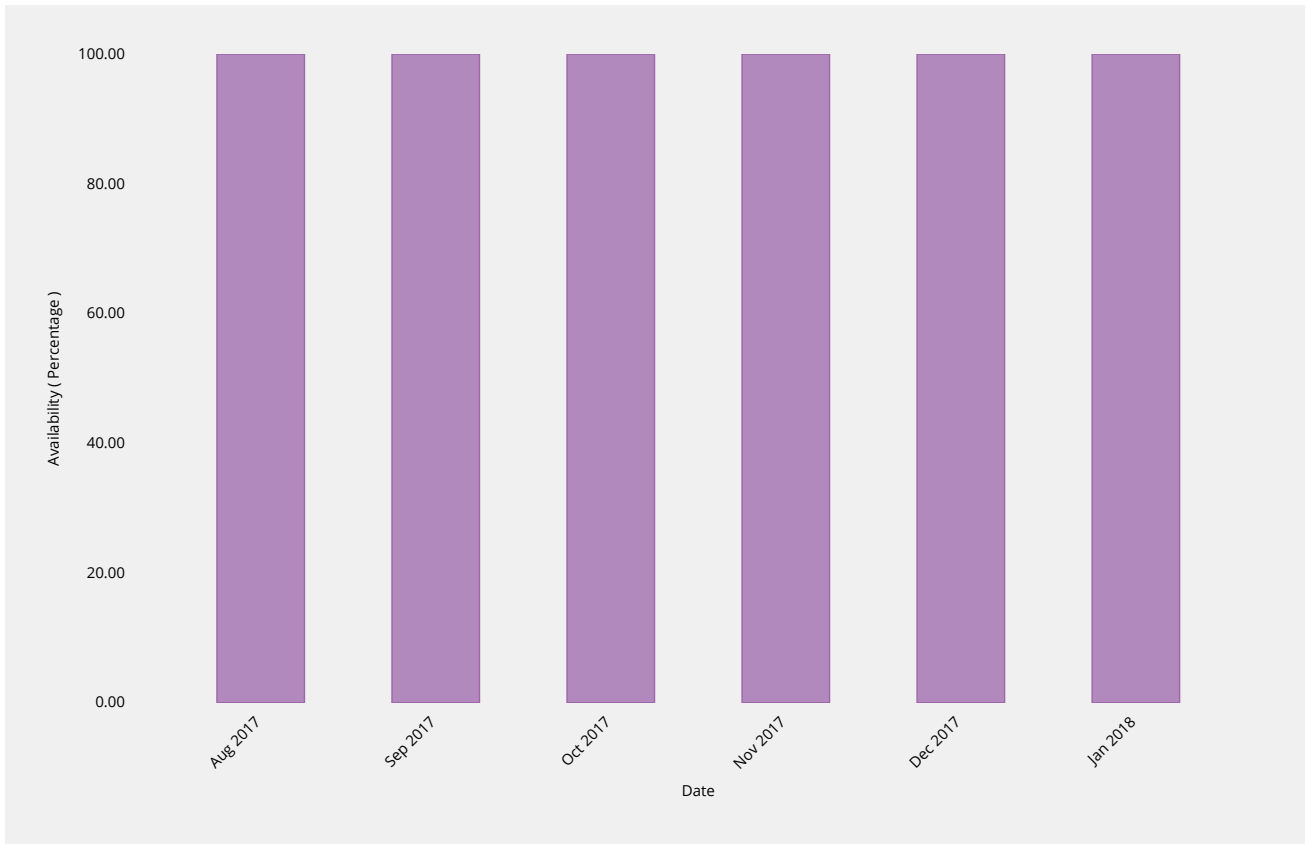
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2017-08	2017-09	2017-10	2017-11	2017-12	<b>2018-01</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Service Level Dashboard

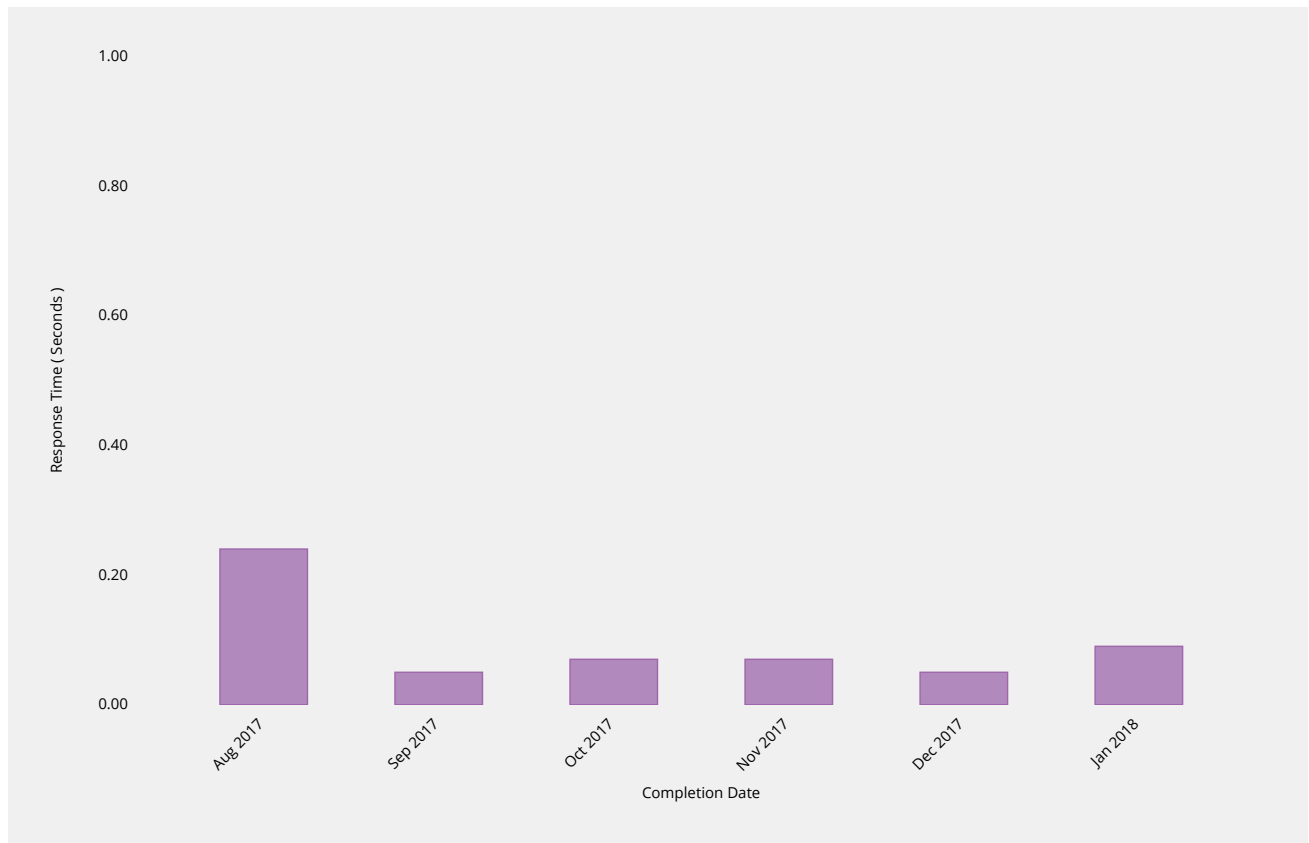
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2017-08	2017-09	2017-10	2017-11	2017-12	<b>2018-01</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Credential Recovery

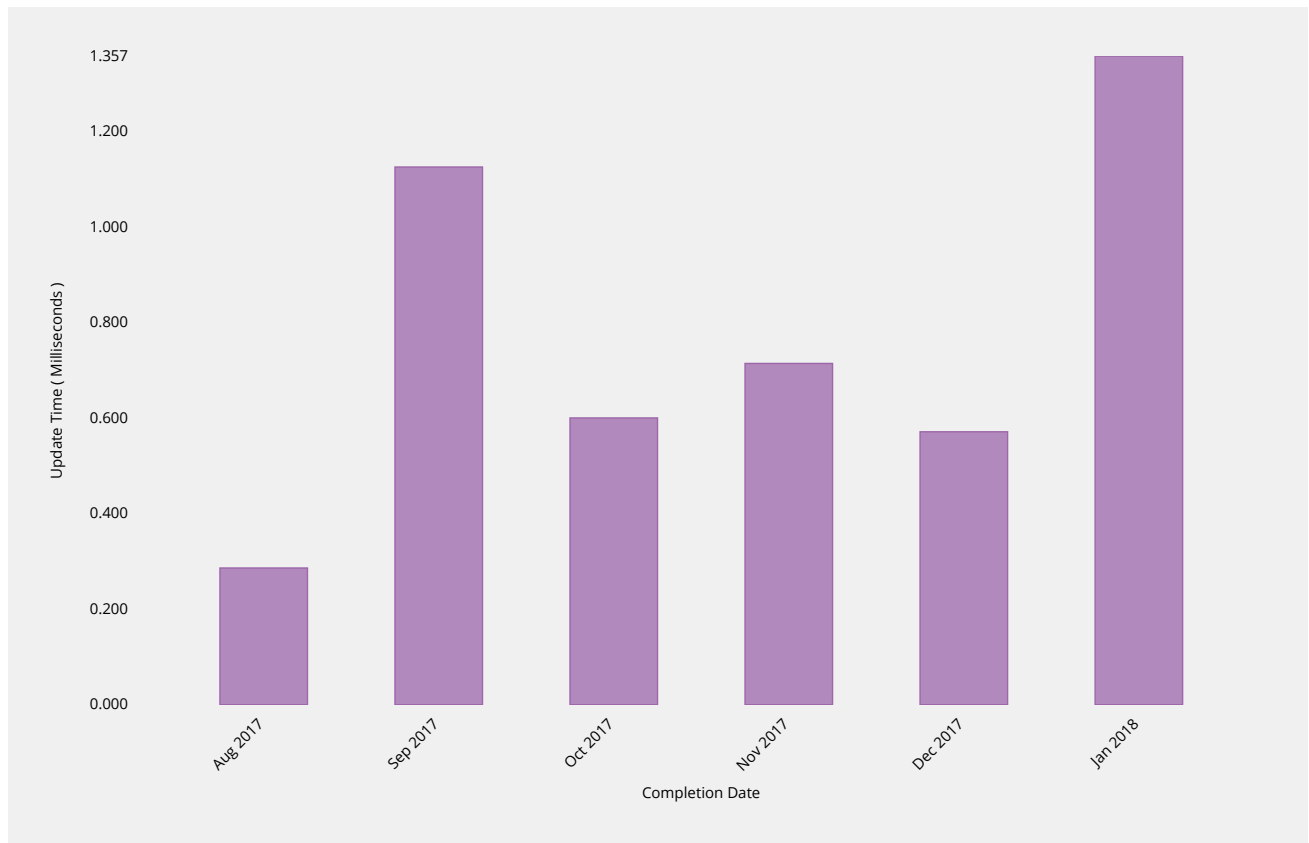
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2017-08	2017-09	2017-10	2017-11	2017-12	<b>2018-01</b>
Response Time	0.24s	0.05s	0.07s	0.07s	0.05s	<b>0.09s</b>
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	10	10	18	9	7	38
Mean Time	0.11s	0.04s	0.05s	0.05s	0.05s	0.06s
Shortest Time	0.04s	0.01s	0.01s	0.04s	0.04s	0.02s
Longest Time	0.32s	0.05s	0.1s	0.08s	0.06s	0.11s
Median Time	0.08s	0.05s	0.05s	0.05s	0.05s	0.07s
PStDev Time	0.08s	0.01s	0.02s	0.01s	0s	0.03s

## Credential Change

Time to implement new password within the system.



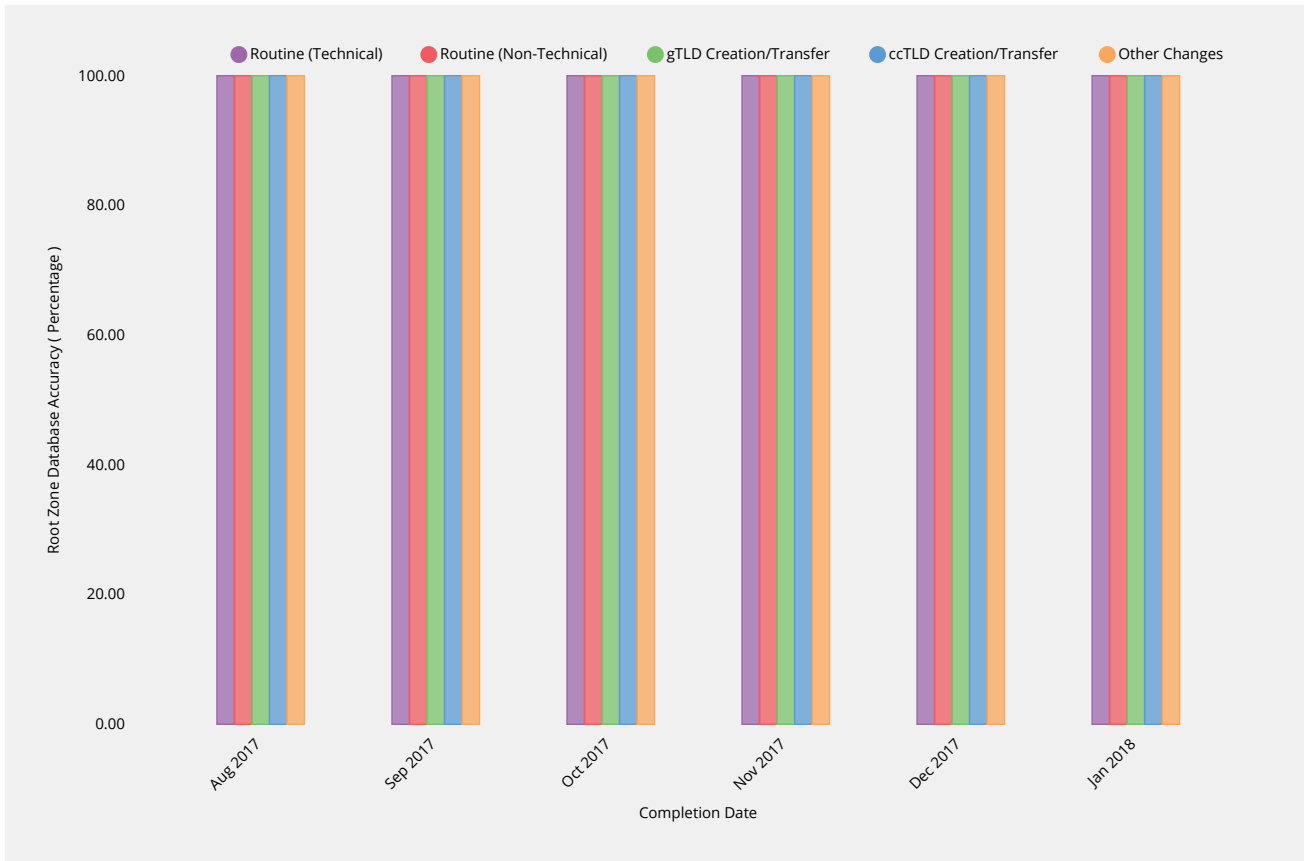
Credential Change	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Update Time	1ms	2ms	1.6ms	1ms	1.7ms	3ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	7	8	15	7	7	14
Mean Time	0.286ms	1.125ms	0.6ms	0.714ms	0.571ms	1.357ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	2ms	3ms	1ms	2ms	3ms
Median Time	0ms	1ms	0ms	1ms	0ms	1ms
PStDev Time	0.452ms	0.599ms	0.8ms	0.452ms	0.728ms	0.972ms



Other Changes	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	2	4	3	2	0	0

## Root Zone Database

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



Routine (Technical)	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
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	19	23	96	71	59	69

Routine (Non-Technical)	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
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	273	7	26	15	6	20

gTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
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	1	0	1	2



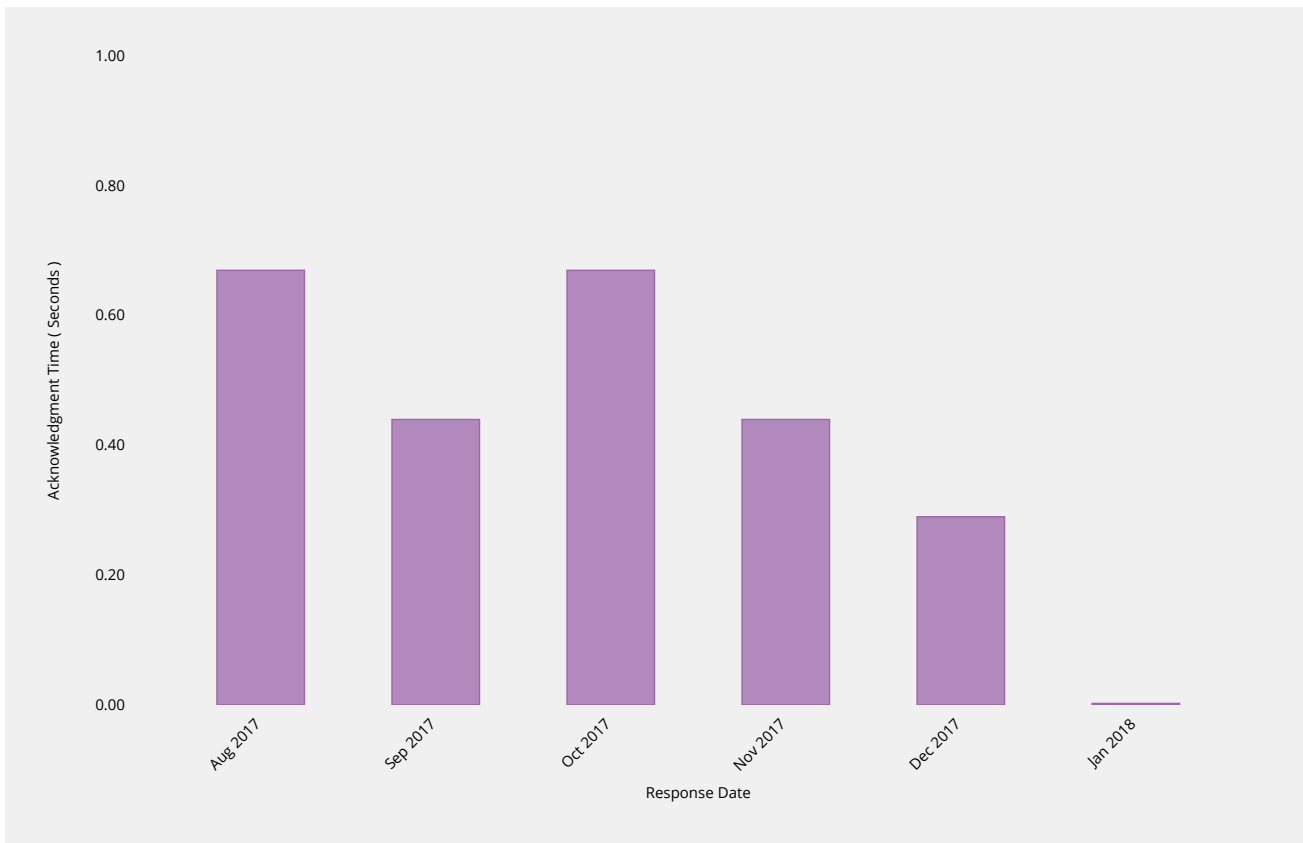
ccTLD Creation/Transfer	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	1	0	0	0

Other Changes	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
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	2	4	3	2	0	0

## 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.

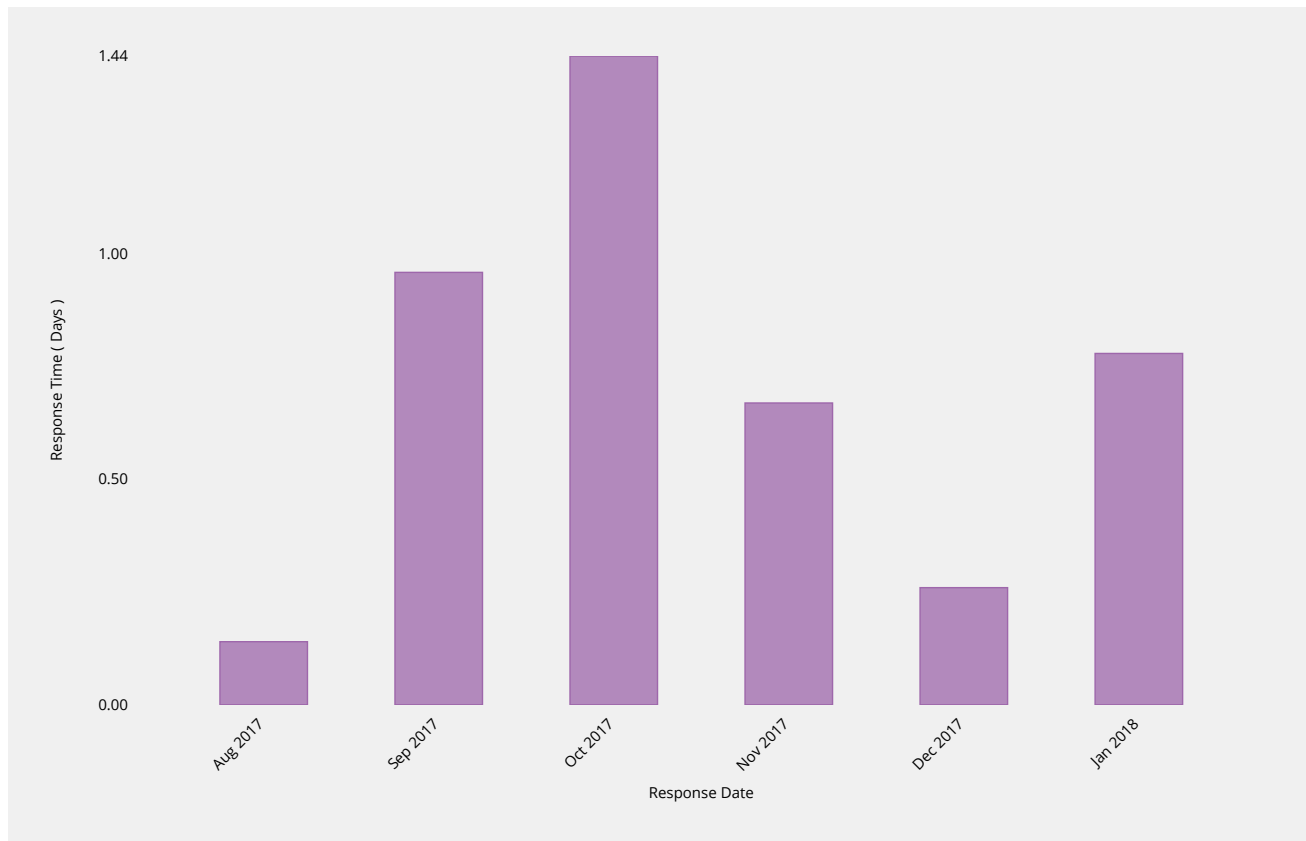


Manual Enquiries	2017-08	2017-09	2017-10	2017-11	2017-12	2018-01
Acknowledgment Time	1s	1s	1.6s	1s	1s	0s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	3	9	9	9	7	4
Mean Time	0.67s	0.44s	0.67s	0.44s	0.29s	0s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	2s	1s	1s	0s

Manual Enquiries	2017-08	2017-09	2017-10	2017-11	2017-12	<b>2018-01</b>
Median Time	1s	0s	1s	0s	0s	0s
PStDev Time	0.47s	0.5s	0.67s	0.5s	0.45s	0s

## Time to initial response

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



Manual Enquiries	2017-08	2017-09	2017-10	2017-11	2017-12	<b>2018-01</b>
Response Time	0.19d	2.33d	3.06d	1.25d	0.63d	1.44d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	3	9	9	9	7	4
Mean Time	0.14d	0.96d	1.44d	0.67d	0.26d	0.78d
Shortest Time	0.04d	0d	0.02d	0.14d	0.01d	0.02d
Longest Time	0.19d	3.55d	8.88d	1.61d	0.84d	1.67d
Median Time	0.19d	0.46d	0.39d	0.51d	0.09d	0.72d
PStDev Time	0.07d	1.11d	2.68d	0.45d	0.28d	0.6d

# 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 January 2018:

TLDs involved in submission	# of Tables	Request Type	Start Date	End Date	Processing notes
52	18	IDN Table Addition and Modification	2017-11-17	2017-01-29	
26	6	IDN Table Addition	2017-12-01	2017-01-29	25 of 26 sets of registrations were completed on 2017-12-07. Confirmation of the remaining request was delayed by the TLD's administrative contact change.