

# CSC Findings of PTI Performance Report for the Month of March 2018

Date: 16 April 2018

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## Overall Finding

The CSC completed review of the March 2018 PTI Performance Report and finds that PTI's performance for the month was:

Satisfactory- PTI met the service level agreement at 95.3% for the month of March 2018. Missed service level agreements that were satisfactorily explained and not an indication of a performance issue:

- a) Technical Check (Retest)
- b) Technical Check (Supplemental)
- c) Validation and Reviews (ccTLD Creation/Transfer)

All three missed service levels are subject to a CSC recommendation that would re-categorize this month's performance for these metrics as 'met'.

On the evidence so far, the CSC does not regard this as a cause for concern.

Please refer to the Exceptions and Narrative for Reporting Period section of the March 2018 PTI performance report for a more detailed explanation of the missed SLAs.

## 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	1-5 minutes	5-8 minutes	10 minutes	No impact on customer and better reflection

and Supplemental				of historical trend
ccTLD Creation/Transfer - Validation and Reviews	100% within 60 days, measured monthly	Varies	To be determined	The number of requests for this process is historically limited in number, and the complexity so variable that it is hard to set a realistic SLA based on evidence. Relaxing the target overall would be unfair on those that provide high quality documentation and so reducing the threshold is the best course of action. However, the low number of requests then means this must be measured annually not monthly.
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

No new escalations have been received during this reporting period.

Appendix of PTI performance report for the month of March 2018 is attached.