

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

March 2018




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

Summary of Performance

| Metric | Category | Expected | Actual | Detail |
|--------------------------------|-------------------------|------------------|----------|--------|
| Submission | | | | |
| Acceptance Recognition | Routine (Technical) | ≤60s (95.0%) | ✓ 2.68s | p5 |
| Acceptance Recognition | Routine (Non-Technical) | ≤60s (95.0%) | ✓ 3.79s | p5 |
| Acceptance Recognition | gTLD Creation/Transfer | ≤60s (95.0%) | ✓ 1.3s | p5 |
| Acceptance Recognition | ccTLD Creation/Transfer | ≤60s (95.0%) | ✓ 3.41s | p5 |
| Acceptance Recognition | Other Changes | ≤60s (95.0%) | ✓ — | p6 |
| Manual Lodgment Time | Routine (Technical) | ≤3d (95.0%) | ✓ 0.42d | p6 |
| Manual Lodgment Time | Routine (Non-Technical) | ≤3d (95.0%) | ✓ — | p7 |
| Manual Lodgment Time | gTLD Creation/Transfer | ≤3d (95.0%) | ✓ — | p7 |
| Manual Lodgment Time | ccTLD Creation/Transfer | ≤3d (95.0%) | ✓ 1.68d | p7 |
| Manual Lodgment Time | Other Changes | ≤3d (95.0%) | ✓ — | p7 |
| Technical Checks | | | | |
| Technical Check (First) | Routine (Technical) | ≤50m (95.0%) | ✓ 17m | p8 |
| Technical Check (First) | gTLD Creation/Transfer | ≤50m (95.0%) | ✓ — | p8 |
| Technical Check (First) | ccTLD Creation/Transfer | ≤50m (95.0%) | ✓ — | p9 |
| Technical Check (First) | Other Changes | ≤50m (95.0%) | ✓ — | p9 |
| Technical Check (Retest) | Routine (Technical) | ≤3m (95.0%) | ✗ 3.68m | p10 |
| Technical Check (Retest) | gTLD Creation/Transfer | ≤3m (95.0%) | ✓ — | p10 |
| Technical Check (Retest) | ccTLD Creation/Transfer | ≤3m (95.0%) | ✓ — | p11 |
| Technical Check (Retest) | Other Changes | ≤3m (95.0%) | ✓ — | p11 |
| Technical Check (Supplemental) | Routine (Technical) | ≤1m (95.0%) | ✗ 2.95m | p12 |
| Technical Check (Supplemental) | gTLD Creation/Transfer | ≤5m (95.0%) | ✓ — | p12 |
| Technical Check (Supplemental) | ccTLD Creation/Transfer | ≤5m (95.0%) | ✓ — | p13 |
| Technical Check (Supplemental) | Other Changes | ≤5m (95.0%) | ✓ — | p13 |
| Contact Confirmations | | | | |
| Email Dispatch | Routine (Technical) | ≤60000ms (95.0%) | ✓ 1ms | p14 |
| Email Dispatch | Routine (Non-Technical) | ≤60000ms (95.0%) | ✓ 1ms | p14 |
| Email Dispatch | gTLD Creation/Transfer | ≤60000ms (95.0%) | ✓ 1ms | 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%) | ✓ 1ms | p17 |
| Recognition of Confirmation | ccTLD Creation/Transfer | ≤60000ms (95.0%) | ✓ — | p17 |
| Recognition of Confirmation | Other Changes | ≤60000ms (95.0%) | ✓ — | p17 |
| Staff Processing | | | | |
| Validation and Reviews | Routine (Technical) | ≤5d (90.0%) | ✓ 1.1d | p18 |
| Validation and Reviews | Routine (Non-Technical) | ≤5d (90.0%) | ✓ 0d | p18 |
| Validation and Reviews | gTLD Creation/Transfer | ≤10d (90.0%) | ✓ 0d | p19 |
| Validation and Reviews | ccTLD Creation/Transfer | ≤60d (100.0%) | ✗ 78.39d | p19 |
| Validation and Reviews | Other Changes | ≤0d | ✓ — | p19 |
| Third Party Approval | ccTLD Creation/Transfer | ≤60d | ✓ 18.95d | p20 |
| Implementation | | | | |
| Root Zone Publication | Routine (Technical) | ≤72h (99.0%) | ✓ 40.15h | p21 |
| Root Zone Publication | gTLD Creation/Transfer | ≤72h (99.0%) | ✓ — | 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%) | ✓ 0.47s | p23 |

| Metric | Category | Expected | Actual | Detail |
|---|------------------------------|-------------------|--------------|--------|
| Notification of Completion | Routine (Non-Technical) | ≤60s (95.0%) | ✓ 0.44s | p23 |
| Notification of Completion | gTLD Creation/Transfer | ≤60s (95.0%) | ✓ 0.26s | p24 |
| Notification of Completion | ccTLD Creation/Transfer | ≤60s (95.0%) | ✓ 0.22s | p24 |
| Notification of Completion | Other Changes | ≤60s (95.0%) | ✓ — | p24 |
| System Availability | | | | |
| 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%) | ✓ 0.05s | p29 |
| Credential Change | Credential Change | ≤300000ms (95.0%) | ✓ 4.8ms | p30 |
| Accuracy | | | | |
| 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 |
| Enquiry Processing | | | | |
| Time to acknowledge | Manual Enquiries | ≤60s (95.0%) | ✓ 0.9s | p33 |
| Time to initial response | Manual Enquiries | ≤5d (90.0%) | ✓ 0.82d | p34 |
| Percentage of SLA thresholds met of those defined | | | 95.3% | |

Exceptions and Narrative for Reporting Period

| Metric | Category | Expected | Actual |
|--------------------------------|--|----------|--|
| Technical Check (Retest) | Routine (Technical) | 3m | 3.68m  |
| Primary cause: | Threshold requires revisiting | | |
| Analysis/Comments: | Two 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 | 2.95m  |
| Primary cause: | Threshold requires revisiting | | |
| Analysis/Comments: | Eight 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. | | |
| Validation and Reviews | ccTLD Creation/Transfer | 60d | 78.39d  |
| Primary cause: | Threshold requires revisiting | | |
| Analysis/Comments: | One ccTLD transfer request exceeded the validation and reviews threshold of 60 days. The request was complex and not fully documented when it was submitted, so it required an extensive amount of communication with the requestor. Another factor that contributed to increased staff processing time was that many of the email communications and supporting documents were not provided in English. The CSC has previously recommended that the threshold for this be revisited and measured annually instead of monthly. | | |

| Routine (Technical) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|---------------------|---------|---------|---------|---------|---------|---------|
| Lodgment Count | 8 | 5 | 13 | 10 | 9 | 6 |
| Mean Time | 0.17d | 0.22d | 0.23d | 0.35d | 0.62d | 0.17d |
| Shortest Time | 0d | 0.04d | 0.01d | 0.03d | 0d | 0d |
| Longest Time | 0.57d | 0.51d | 0.66d | 0.6d | 3.38d | 0.46d |
| Median Time | 0.1d | 0.19d | 0.16d | 0.43d | 0.37d | 0.13d |
| PStDev Time | 0.2d | 0.17d | 0.18d | 0.17d | 0.99d | 0.16d |

| Routine (Non-Technical) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Lodgment Time | 1.3d | 0.65d | 0.45d | — | 0.39d | — |
| Monthly Threshold | 3d | 3d | 3d | 3d | 3d | 3d |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Lodgment Count | 5 | 2 | 1 | 0 | 1 | 0 |
| Mean Time | 0.64d | 0.46d | 0.45d | — | 0.39d | — |
| Shortest Time | 0d | 0.24d | 0.45d | — | 0.39d | — |
| Longest Time | 1.41d | 0.67d | 0.45d | — | 0.39d | — |
| Median Time | 0.87d | 0.46d | 0.45d | — | 0.39d | — |
| PStDev Time | 0.54d | 0.21d | 0d | — | 0d | — |

| gTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Lodgment Time | — | — | 0.02d | — | 0.04d | — |
| 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 | 0 | 1 | 0 |
| Mean Time | — | — | 0.02d | — | 0.04d | — |
| Shortest Time | — | — | 0.02d | — | 0.04d | — |
| Longest Time | — | — | 0.02d | — | 0.04d | — |
| Median Time | — | — | 0.02d | — | 0.04d | — |
| PStDev Time | — | — | 0d | — | 0d | — |

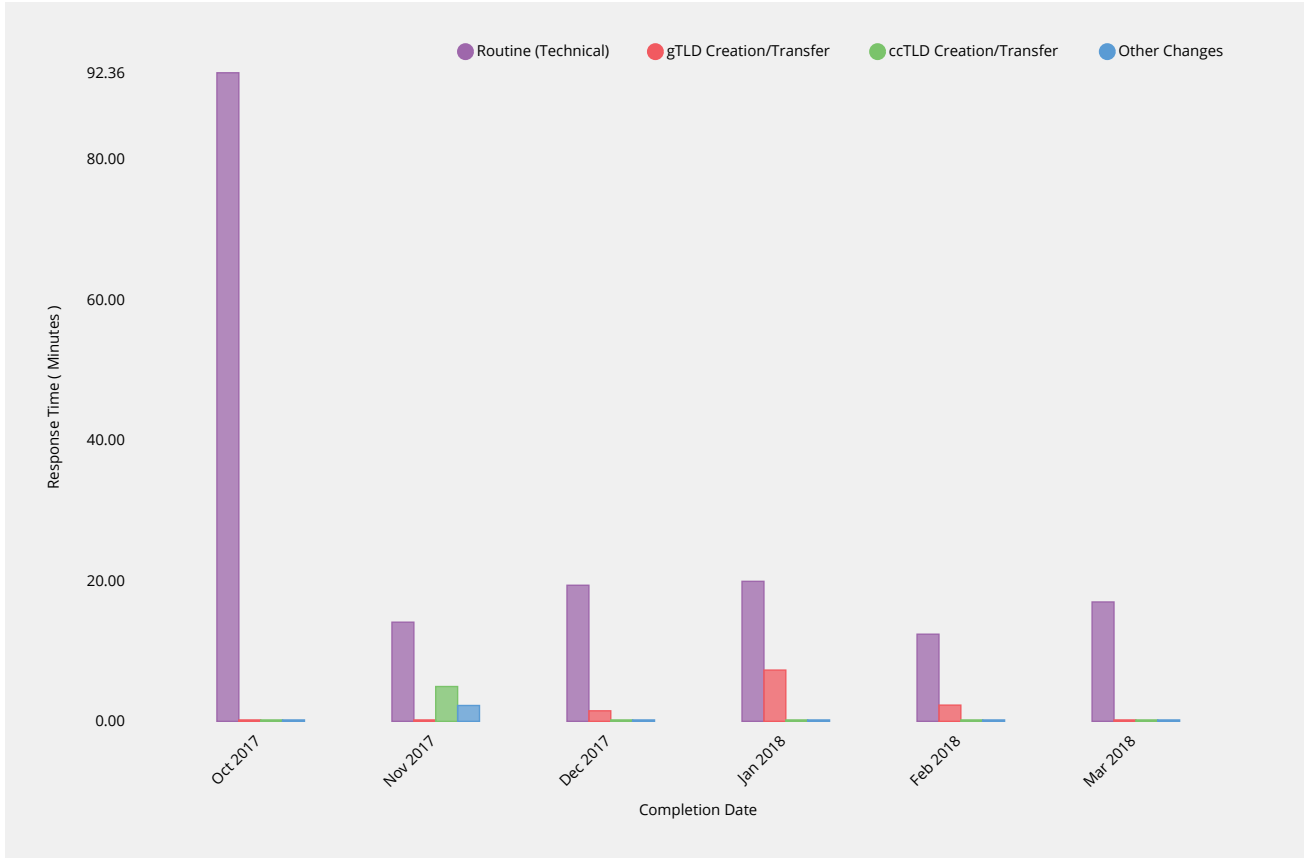
| ccTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Lodgment Time | — | 0d | — | — | — | 1.68d |
| Monthly Threshold | 3d | 3d | 3d | 3d | 3d | 3d |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Lodgment Count | 0 | 1 | 0 | 0 | 0 | 1 |
| Mean Time | — | 0d | — | — | — | 1.68d |
| Shortest Time | — | 0d | — | — | — | 1.68d |
| Longest Time | — | 0d | — | — | — | 1.68d |
| Median Time | — | 0d | — | — | — | 1.68d |
| PStDev Time | — | 0d | — | — | — | 0d |

| Other Changes | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Lodgment Time | 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 | 2 | 0 | 0 | 0 | 0 | 0 |
| Mean Time | 0.84d | — | — | — | — | — |
| Shortest Time | 0.1d | — | — | — | — | — |
| Longest Time | 1.58d | — | — | — | — | — |
| Median Time | 0.84d | — | — | — | — | — |
| PStDev Time | 0.74d | — | — | — | — | — |

Technical Checks

Technical Check (First)

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



| Routine (Technical) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Response Time | 92.36m | 14.12m | 19.38m | 19.94m | 12.41m | 17m |
| 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 | 109 | 94 | 74 | 82 | 56 | 57 |
| Mean Time | 26.41m | 5.26m | 5.64m | 5.94m | 4.5m | 5.89m |
| Shortest Time | 0.29m | 0.27m | 0.26m | 0.08m | 0.31m | 0.37m |
| Longest Time | 117.35m | 25.57m | 25.28m | 27.79m | 23.61m | 22.59m |
| Median Time | 5.52m | 4.19m | 3.52m | 3.95m | 3.63m | 4.4m |
| PStDev Time | 32.59m | 4.54m | 5.83m | 6.11m | 4.03m | 4.83m |

| gTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Response Time | — | — | 1.5m | 7.3m | 2.31m | — |
| 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 | 1 | 2 | 2 | 0 |
| Mean Time | — | — | 1.5m | 5.55m | 1.77m | — |
| Shortest Time | — | — | 1.5m | 3.6m | 1.18m | — |
| Longest Time | — | — | 1.5m | 7.49m | 2.37m | — |
| Median Time | — | — | 1.5m | 5.55m | 1.77m | — |

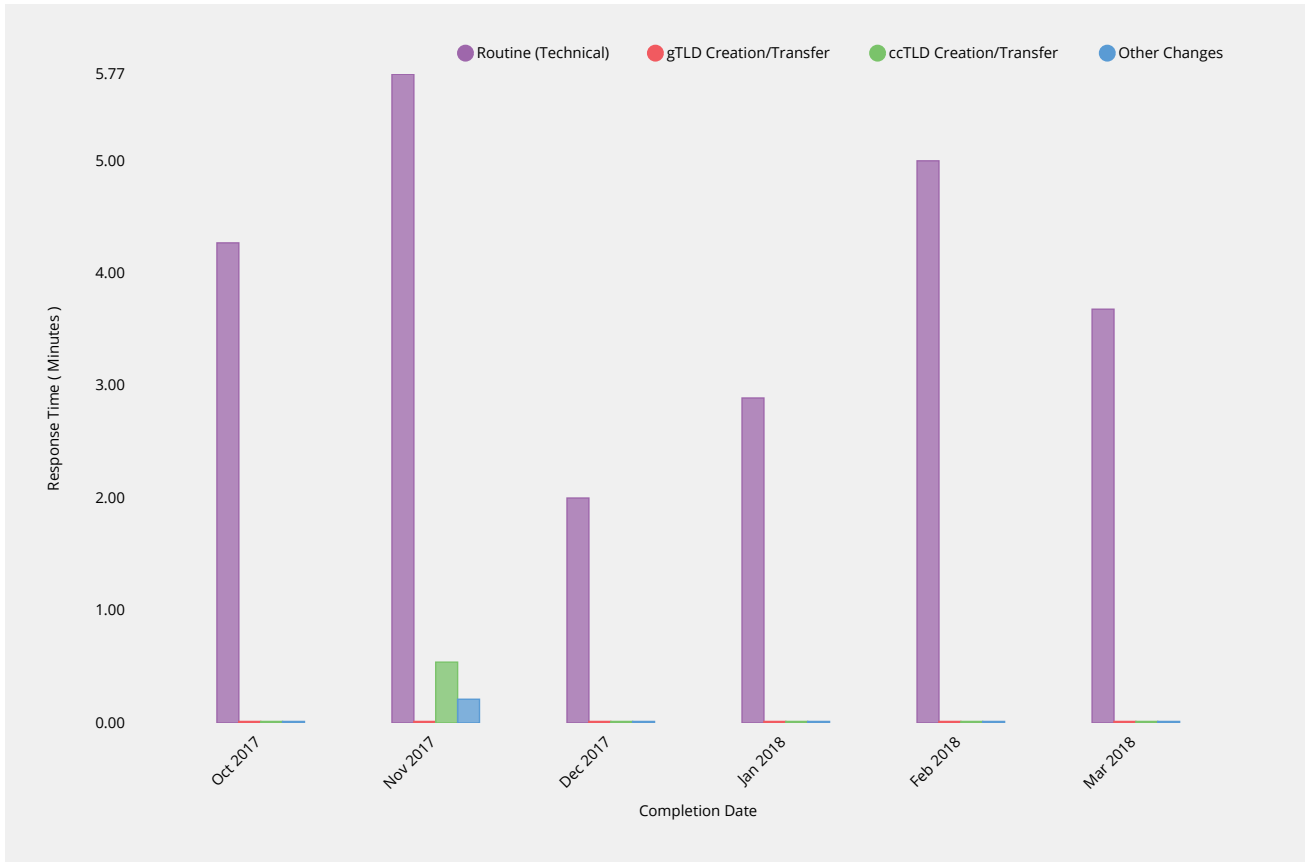
| gTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------|---------|---------|---------|---------|---------|---------|
| PStDev Time | — | — | 0m | 1.95m | 0.59m | — |

| ccTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| 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 | 2 | 0 | 0 | 0 | 0 |
| Mean Time | — | 3.29m | — | — | — | — |
| Shortest Time | — | 1.43m | — | — | — | — |
| Longest Time | — | 5.15m | — | — | — | — |
| Median Time | — | 3.29m | — | — | — | — |
| PStDev Time | — | 1.86m | — | — | — | — |

| Other Changes | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Response Time | — | 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 | 0 | 1 | 0 | 0 | 0 | 0 |
| Mean Time | — | 2.26m | — | — | — | — |
| Shortest Time | — | 2.26m | — | — | — | — |
| Longest Time | — | 2.26m | — | — | — | — |
| Median Time | — | 2.26m | — | — | — | — |
| PStDev Time | — | 0m | — | — | — | — |

Technical Check (Retest)

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



| | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|---------|---------|---------|---------|---------|----------------------|
| Routine (Technical) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
| Response Time | 4.27m | 5.77m | 2m | 2.89m | 5m | 3.68m 📄 |
| Monthly Threshold | 3m | 3m | 3m | 3m | 3m | 3m |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Retest Count | 191 | 494 | 382 | 412 | 175 | 217 |
| Mean Time | 0.7m | 1.76m | 0.67m | 0.86m | 2.01m | 1.31m |
| Shortest Time | 0.07m | 0.06m | 0.12m | 0.1m | 0.1m | 0.1m |
| Longest Time | 4.77m | 5.82m | 10.16m | 8.8m | 5.06m | 4.56m |
| Median Time | 0.36m | 0.48m | 0.32m | 0.42m | 0.38m | 0.61m |
| PStDev Time | 1.09m | 1.89m | 1.13m | 1.07m | 2.26m | 1.23m |

Exception Narrative

Primary cause: Threshold requires revisiting
 Analysis/Comments: Two 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.

| | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------|---------|---------|---------|---------|---------|---------|
| gTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
| 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 |

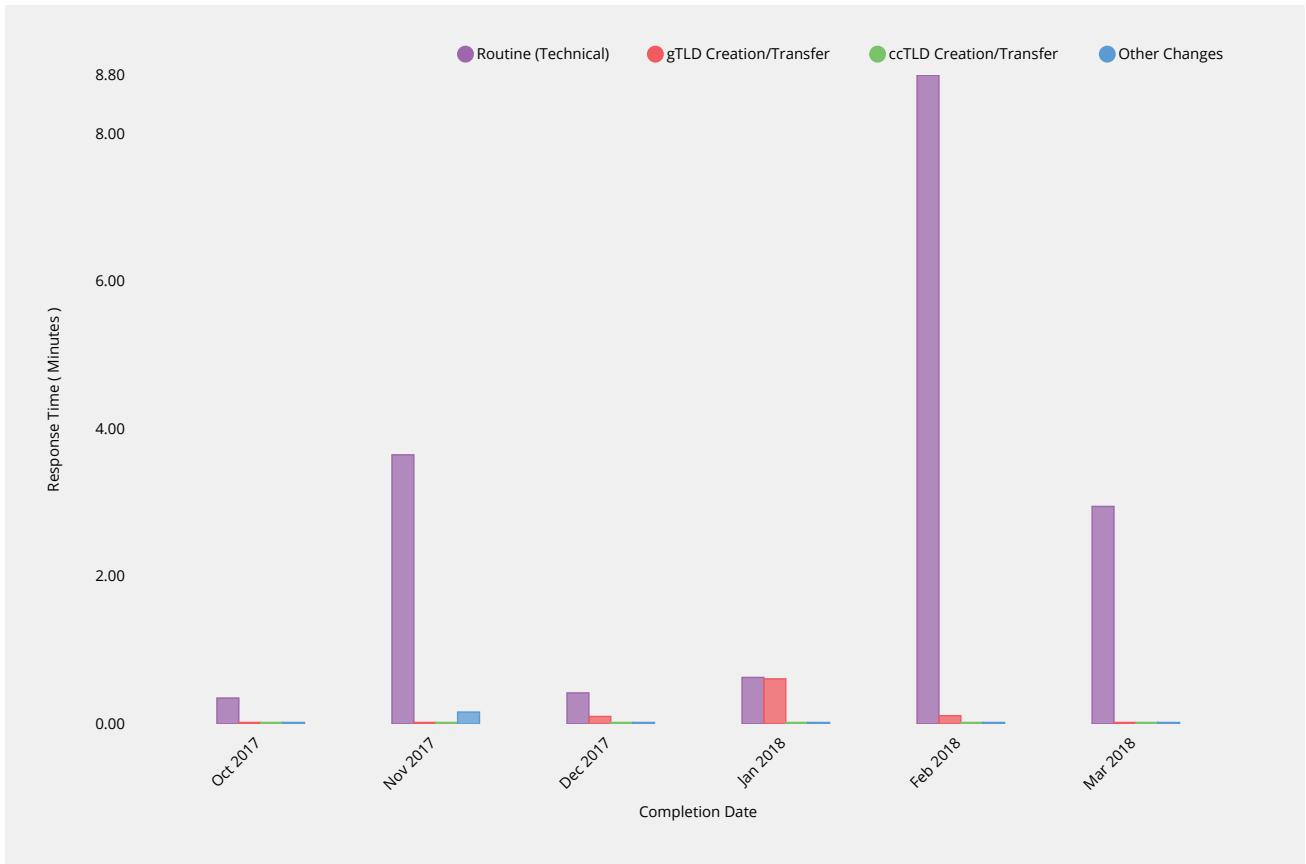
| gTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Mean Time | — | — | — | — | — | — |
| Shortest Time | — | — | — | — | — | — |
| Longest Time | — | — | — | — | — | — |
| Median Time | — | — | — | — | — | — |
| PStDev Time | — | — | — | — | — | — |

| ccTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| 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 | 27 | 0 | 0 | 0 | 0 |
| Mean Time | — | 0.21m | — | — | — | — |
| Shortest Time | — | 0.14m | — | — | — | — |
| Longest Time | — | 0.83m | — | — | — | — |
| Median Time | — | 0.16m | — | — | — | — |
| PStDev Time | — | 0.15m | — | — | — | — |

| Other Changes | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Response Time | — | 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 | 0 | 34 | 0 | 0 | 0 | 0 |
| Mean Time | — | 0.26m | — | — | — | — |
| Shortest Time | — | 0.15m | — | — | — | — |
| Longest Time | — | 3.47m | — | — | — | — |
| Median Time | — | 0.16m | — | — | — | — |
| PStDev Time | — | 0.56m | — | — | — | — |

Technical Check (Supplemental)

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



| | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|----------------------|
| Routine (Technical) | | | | | | |
| Response Time | 0.35m | 3.65m | 0.42m | 0.63m | 8.8m | 2.95m ⚠ |
| 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 | 120 | 87 | 88 | 98 | 137 | 166 |
| Mean Time | 0.17m | 1.07m | 0.26m | 0.28m | 3.34m | 1.01m |
| Shortest Time | 0.07m | 0.05m | 0.1m | 0.04m | 0.06m | 0.07m |
| Longest Time | 0.53m | 11m | 1.12m | 0.8m | 11.71m | 4.61m |
| Median Time | 0.14m | 0.33m | 0.25m | 0.24m | 1.81m | 0.56m |
| PStDev Time | 0.09m | 1.84m | 0.14m | 0.17m | 3.36m | 1.16m |

Exception Narrative

Primary cause: Threshold requires revisiting
 Analysis/Comments: Eight 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.

| | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| gTLD Creation/Transfer | | | | | | |
| Response Time | — | — | 0.1m | 0.61m | 0.11m | — |
| 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 | 1 | 2 | 1 | 0 |
| Mean Time | — | — | 0.1m | 0.42m | 0.11m | — |

| gTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------|---------|---------|---------|---------|---------|----------------|
| Shortest Time | — | — | 0.1m | 0.2m | 0.11m | — |
| Longest Time | — | — | 0.1m | 0.63m | 0.11m | — |
| Median Time | — | — | 0.1m | 0.42m | 0.11m | — |
| PStDev Time | — | — | 0m | 0.21m | 0m | — |

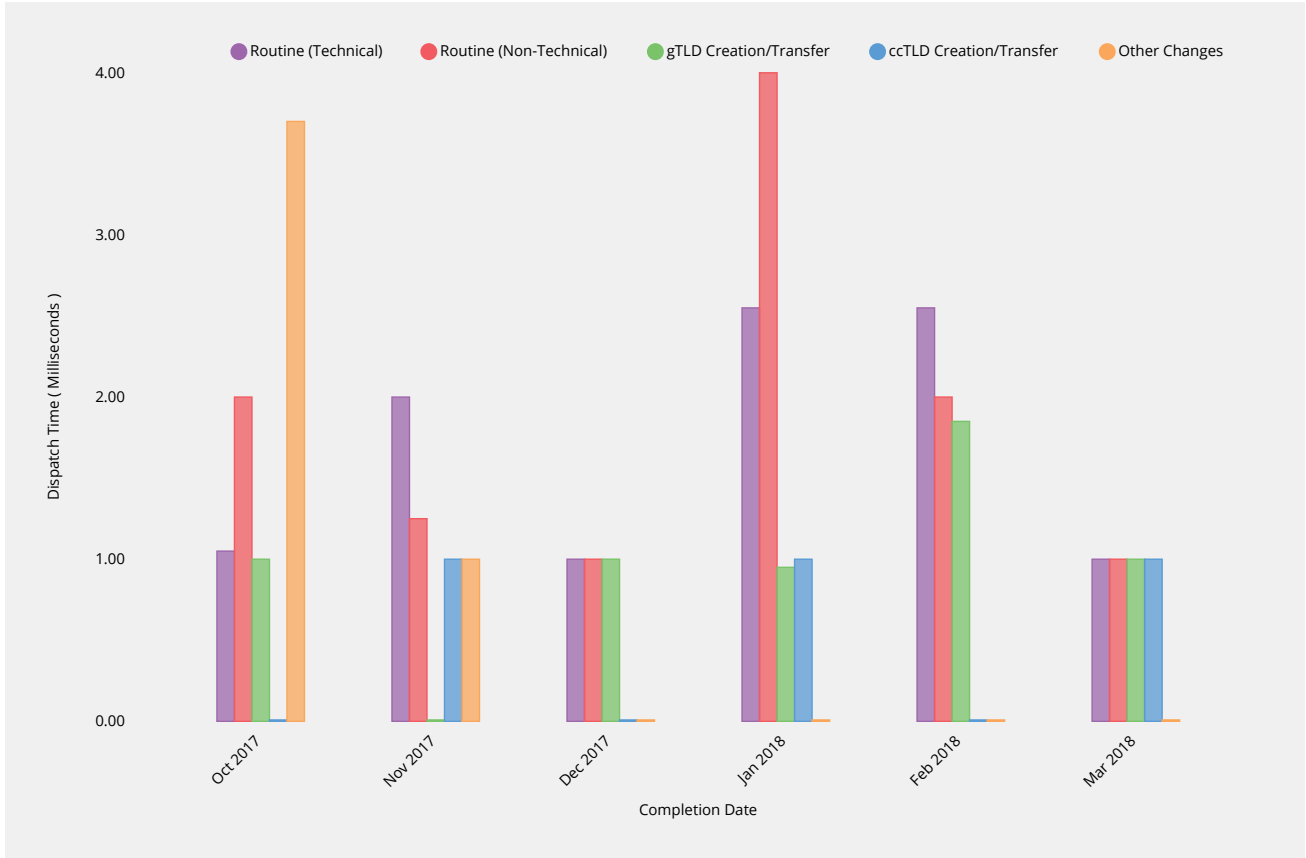
| ccTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|----------------|
| Response Time | — | — | — | — | — | — |
| Monthly Threshold | 5m | 5m | 5m | 5m | 5m | 5m |
| Threshold Percentile | 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 | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|----------------|
| Response Time | — | 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 | 0 | 1 | 0 | 0 | 0 | 0 |
| Mean Time | — | 0.16m | — | — | — | — |
| Shortest Time | — | 0.16m | — | — | — | — |
| Longest Time | — | 0.16m | — | — | — | — |
| Median Time | — | 0.16m | — | — | — | — |
| PStDev Time | — | 0m | — | — | — | — |

Contact Confirmations

Email Dispatch

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



| Routine (Technical) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|---------|---------|---------|---------|---------|----------------|
| Dispatch Time | 1.05ms | 2ms | 1ms | 2.55ms | 2.55ms | 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 | 100 | 72 | 62 | 70 | 50 | 56 |
| Mean Time | 0.77ms | 0.83ms | 0.79ms | 1.69ms | 1.46ms | 0.7ms |
| Shortest Time | 0ms | 0ms | 0ms | 0ms | 0ms | 0ms |
| Longest Time | 2ms | 5ms | 3ms | 5ms | 3ms | 1ms |
| Median Time | 1ms | 1ms | 1ms | 2ms | 1ms | 1ms |
| PStDev Time | 0.53ms | 0.78ms | 0.54ms | 0.71ms | 0.7ms | 0.46ms |

| Routine (Non-Technical) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|----------------|
| Dispatch Time | 2ms | 1.25ms | 1ms | 4ms | 2ms | 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 | 28 | 16 | 13 | 25 | 252 | 257 |
| Mean Time | 1ms | 1ms | 1ms | 2.16ms | 1.06ms | 0.88ms |
| Shortest Time | 0ms | 0ms | 1ms | 1ms | 0ms | 0ms |
| Longest Time | 2ms | 2ms | 1ms | 10ms | 4ms | 4ms |
| Median Time | 1ms | 1ms | 1ms | 2ms | 1ms | 1ms |

| Routine (Non-Technical) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|----------------|
| PStDev Time | 0.46ms | 0.35ms | 0ms | 1.85ms | 0.4ms | 0.42ms |

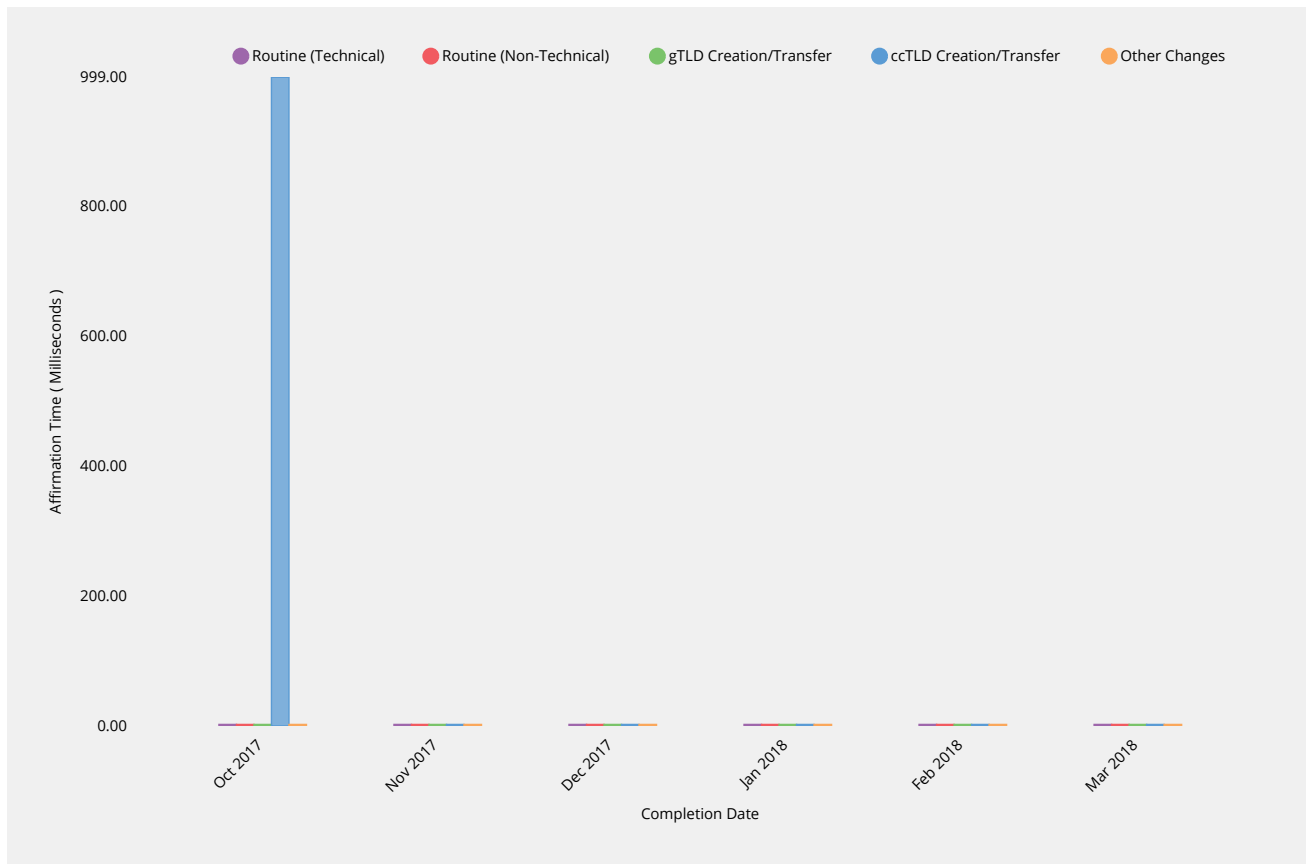
| gTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------|---------|---------|---------|---------|---------|----------------|
| Dispatch Time | 1ms | — | 1ms | 0.95ms | 1.85ms | 1ms |
| Monthly Threshold | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Email Count | 1 | 0 | 1 | 2 | 4 | 197 |
| Mean Time | 1ms | — | 1ms | 0.5ms | 0.75ms | 0.84ms |
| Shortest Time | 1ms | — | 1ms | 0ms | 0ms | 0ms |
| Longest Time | 1ms | — | 1ms | 1ms | 2ms | 2ms |
| Median Time | 1ms | — | 1ms | 0.5ms | 0.5ms | 1ms |
| PStDev Time | 0ms | — | 0ms | 0.5ms | 0.83ms | 0.39ms |

| ccTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|----------------|
| Dispatch Time | 0ms | 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% |
| Email Count | 1 | 1 | 0 | 1 | 0 | 1 |
| Mean Time | 0ms | 1ms | — | 1ms | — | 1ms |
| Shortest Time | 0ms | 1ms | — | 1ms | — | 1ms |
| Longest Time | 0ms | 1ms | — | 1ms | — | 1ms |
| Median Time | 0ms | 1ms | — | 1ms | — | 1ms |
| PStDev Time | 0ms | 0ms | — | 0ms | — | 0ms |

| Other Changes | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|---------|---------|---------|---------|---------|----------------|
| Dispatch Time | 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 | 3 | 2 | 0 | 0 | 0 | 0 |
| Mean Time | 2ms | 1ms | — | — | — | — |
| Shortest Time | 1ms | 1ms | — | — | — | — |
| Longest Time | 4ms | 1ms | — | — | — | — |
| Median Time | 1ms | 1ms | — | — | — | — |
| PStDev Time | 1.41ms | 0ms | — | — | — | — |

Recognition of Confirmation

Time for response to be affirmed by IANA.



| Routine (Technical) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Affirmation Time | 1ms | 1ms | 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 | 99 | 71 | 61 | 69 | 48 | 55 |
| Mean Time | 0.34ms | 0.08ms | 0.07ms | 0.1ms | 0.12ms | 0.11ms |
| Shortest Time | 0ms | 0ms | 0ms | 0ms | 0ms | 0ms |
| Longest Time | 28ms | 1ms | 1ms | 1ms | 1ms | 1ms |
| Median Time | 0ms | 0ms | 0ms | 0ms | 0ms | 0ms |
| PStDev Time | 2.8ms | 0.28ms | 0.25ms | 0.3ms | 0.33ms | 0.31ms |

| Routine (Non-Technical) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Affirmation Time | 0.7ms | 1ms | 0ms | 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 | 27 | 15 | 6 | 20 | 249 | 257 |
| Mean Time | 0.07ms | 0.13ms | 0ms | 0.15ms | 0.06ms | 0.07ms |
| Shortest Time | 0ms | 0ms | 0ms | 0ms | 0ms | 0ms |
| Longest Time | 1ms | 1ms | 0ms | 1ms | 1ms | 1ms |
| Median Time | 0ms | 0ms | 0ms | 0ms | 0ms | 0ms |
| PStDev Time | 0.26ms | 0.34ms | 0ms | 0.36ms | 0.24ms | 0.25ms |

| gTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Affirmation Time | 0ms | — | 0ms | 0.95ms | 0.9ms | 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 | 1 | 0 | 1 | 2 | 3 | 197 |
| Mean Time | 0ms | — | 0ms | 0.5ms | 0.33ms | 0.09ms |
| Shortest Time | 0ms | — | 0ms | 0ms | 0ms | 0ms |
| Longest Time | 0ms | — | 0ms | 1ms | 1ms | 1ms |
| Median Time | 0ms | — | 0ms | 0.5ms | 0ms | 0ms |
| PStDev Time | 0ms | — | 0ms | 0.5ms | 0.47ms | 0.29ms |

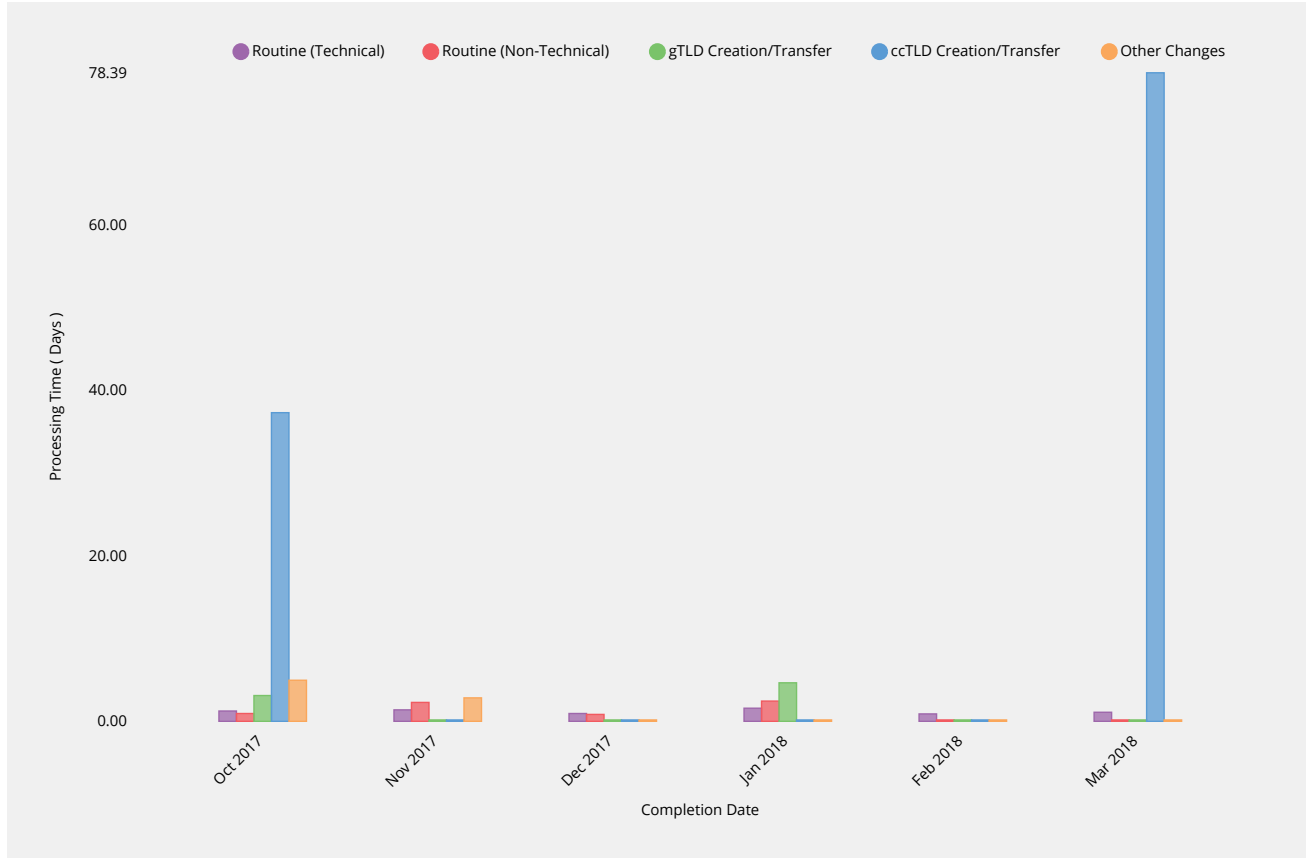
| ccTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Affirmation Time | 999ms | — | — | 0ms | — | — |
| Monthly Threshold | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Affirmation Count | 1 | 0 | 0 | 1 | 0 | 0 |
| Mean Time | 999ms | — | — | 0ms | — | — |
| Shortest Time | 999ms | — | — | 0ms | — | — |
| Longest Time | 999ms | — | — | 0ms | — | — |
| Median Time | 999ms | — | — | 0ms | — | — |
| PStDev Time | 0ms | — | — | 0ms | — | — |

| Other Changes | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Affirmation Time | 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 | 3 | 2 | 0 | 0 | 0 | 0 |
| Mean Time | 0ms | 0ms | — | — | — | — |
| Shortest Time | 0ms | 0ms | — | — | — | — |
| Longest Time | 0ms | 0ms | — | — | — | — |
| Median Time | 0ms | 0ms | — | — | — | — |
| PStDev Time | 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) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|---------|---------|---------|---------|---------|----------------|
| Processing Time | 1.25d | 1.39d | 0.95d | 1.59d | 0.9d | 1.1d |
| Monthly Threshold | 5d | 5d | 5d | 5d | 5d | 5d |
| Threshold Percentile | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |
| Request Count | 100 | 71 | 60 | 72 | 48 | 55 |
| Mean Time | 0.58d | 0.66d | 0.61d | 0.88d | 0.57d | 0.75d |
| Shortest Time | 0d | 0d | 0d | 0d | 0.01d | 0.01d |
| Longest Time | 10.86d | 4.56d | 2.71d | 2.93d | 2.11d | 11.16d |
| Median Time | 0.15d | 0.48d | 0.61d | 0.72d | 0.48d | 0.45d |
| PStDev Time | 1.34d | 0.71d | 0.46d | 0.66d | 0.43d | 1.5d |

| Routine (Non-Technical) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|----------------|
| Processing Time | 0.95d | 2.29d | 0.84d | 2.45d | 0d | 0d |
| Monthly Threshold | 5d | 5d | 5d | 5d | 5d | 5d |
| Threshold Percentile | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |
| Request Count | 26 | 15 | 6 | 20 | 248 | 257 |
| Mean Time | 0.4d | 0.71d | 0.38d | 0.99d | 0.02d | 0.03d |
| Shortest Time | 0d | 0.02d | 0d | 0.08d | 0d | 0d |
| Longest Time | 1.87d | 3.01d | 0.98d | 2.45d | 1.4d | 1.27d |
| Median Time | 0.25d | 0.33d | 0.28d | 0.83d | 0d | 0d |

| Routine (Non-Technical) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| PStDev Time | 0.47d | 0.96d | 0.35d | 0.81d | 0.14d | 0.14d |

| gTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Processing Time | 3.12d | — | 0.15d | 4.66d | 0.13d | 0d |
| Monthly Threshold | 10d | 10d | 10d | 10d | 10d | 10d |
| Threshold Percentile | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |
| Request Count | 1 | 0 | 1 | 2 | 3 | 197 |
| Mean Time | 3.12d | — | 0.15d | 3.24d | 0.11d | 0d |
| Shortest Time | 3.12d | — | 0.15d | 1.46d | 0.07d | 0d |
| Longest Time | 3.12d | — | 0.15d | 5.02d | 0.14d | 0.66d |
| Median Time | 3.12d | — | 0.15d | 3.24d | 0.1d | 0d |
| PStDev Time | 0d | — | 0d | 1.78d | 0.03d | 0.05d |

| ccTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|--|
| Processing Time | 37.31d | — | — | — | — | 78.39d  |
| Monthly Threshold | 60d | 60d | 60d | 60d | 60d | 60d |
| Threshold Percentile | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Request Count | 1 | 0 | 0 | 0 | 0 | 1 |
| Mean Time | 37.31d | — | — | — | — | 78.39d |
| Shortest Time | 37.31d | — | — | — | — | 78.39d |
| Longest Time | 37.31d | — | — | — | — | 78.39d |
| Median Time | 37.31d | — | — | — | — | 78.39d |
| PStDev Time | 0d | — | — | — | — | 0d |

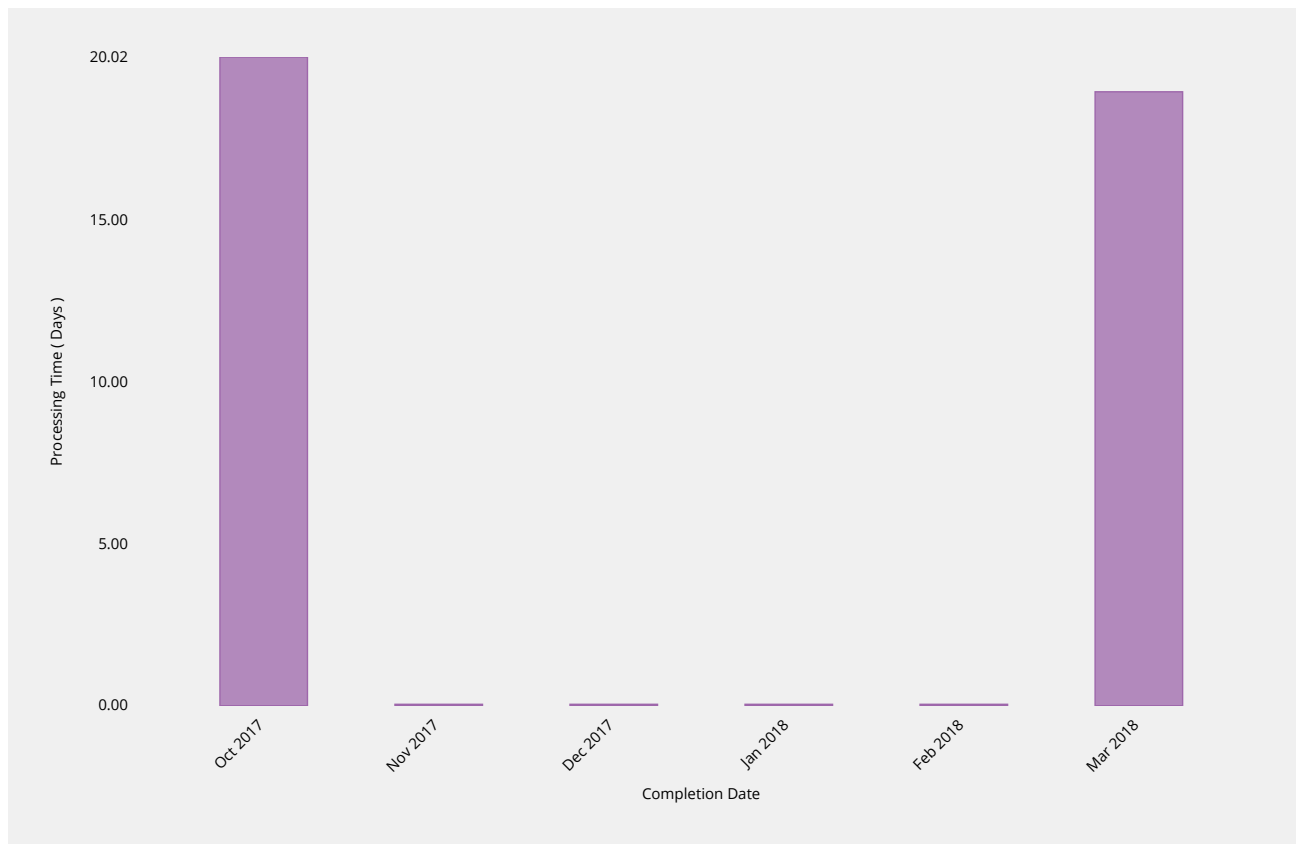
Exception Narrative

Primary cause: Threshold requires revisiting
 Analysis/Comments: One ccTLD transfer request exceeded the validation and reviews threshold of 60 days. The request was complex and not fully documented when it was submitted, so it required an extensive amount of communication with the requestor. Another factor that contributed to increased staff processing time was that many of the email communications and supporting documents were not provided in English. The CSC has previously recommended that the threshold for this be revisited and measured annually instead of monthly.

| Other Changes | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Processing Time | 4.97d | 2.84d | — | — | — | — |
| Monthly Threshold | 0d | 0d | 0d | 0d | 0d | 0d |
| Threshold Percentile | — | — | — | — | — | — |
| Request Count | 3 | 2 | 0 | 0 | 0 | 0 |
| Mean Time | 1.8d | 1.88d | — | — | — | — |
| Shortest Time | 0.15d | 0.92d | — | — | — | — |
| Longest Time | 4.97d | 2.84d | — | — | — | — |
| Median Time | 0.28d | 1.88d | — | — | — | — |
| PStDev Time | 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).

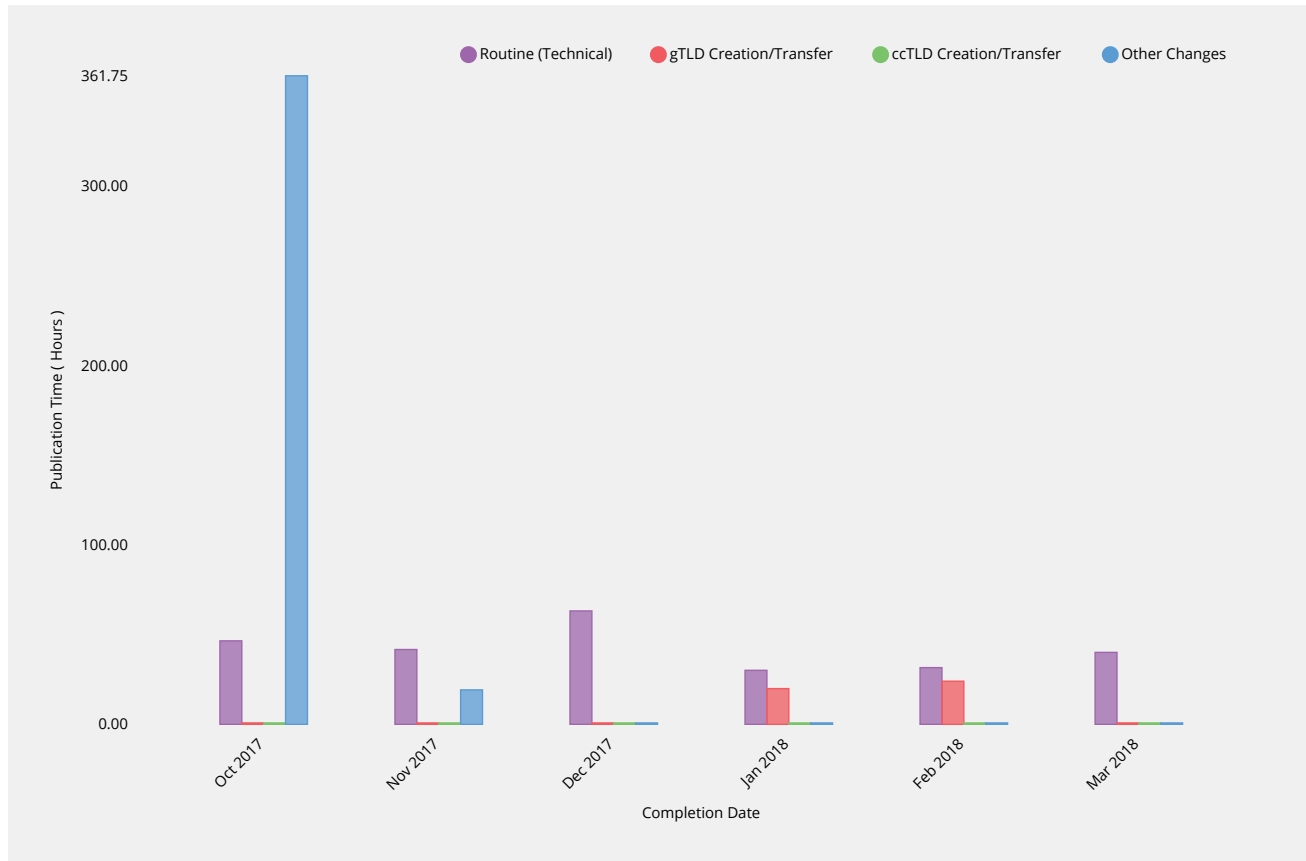


| ccTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|----------------|
| Processing Time | 20.02d | — | — | — | — | 18.95d |
| Monthly Threshold | 60d | 60d | 60d | 60d | 60d | 60d |
| Threshold Percentile | — | — | — | — | — | — |
| Request Count | 1 | 0 | 0 | 0 | 0 | 1 |
| Mean Time | 20.02d | — | — | — | — | 18.95d |
| Shortest Time | 20.02d | — | — | — | — | 18.95d |
| Longest Time | 20.02d | — | — | — | — | 18.95d |
| Median Time | 20.02d | — | — | — | — | 18.95d |
| 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) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Publication Time | 46.58h | 41.75h | 63.27h | 30.14h | 31.64h | 40.15h |
| Monthly Threshold | 72h | 72h | 72h | 72h | 72h | 72h |
| Threshold Percentile | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |
| Publication Count | 97 | 71 | 60 | 69 | 48 | 54 |
| Mean Time | 10.97h | 12.97h | 16.6h | 16.44h | 15.67h | 14.23h |
| Shortest Time | 0.43h | 0.28h | 0.72h | 0.77h | 0.78h | 1.32h |
| Longest Time | 71.59h | 70.58h | 63.3h | 38.41h | 31.89h | 47.09h |
| Median Time | 11.61h | 11.83h | 15.86h | 19.12h | 19.26h | 16.78h |
| PStDev Time | 9.49h | 11.76h | 14.99h | 8.08h | 9.3h | 9.93h |

| gTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Publication Time | — | — | 0.33h | 19.94h | 24.07h | — |
| 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 | 1 | 2 | 1 | 0 |
| Mean Time | — | — | 0.33h | 18.44h | 24.07h | — |
| Shortest Time | — | — | 0.33h | 16.9h | 24.07h | — |
| Longest Time | — | — | 0.33h | 19.97h | 24.07h | — |
| Median Time | — | — | 0.33h | 18.44h | 24.07h | — |

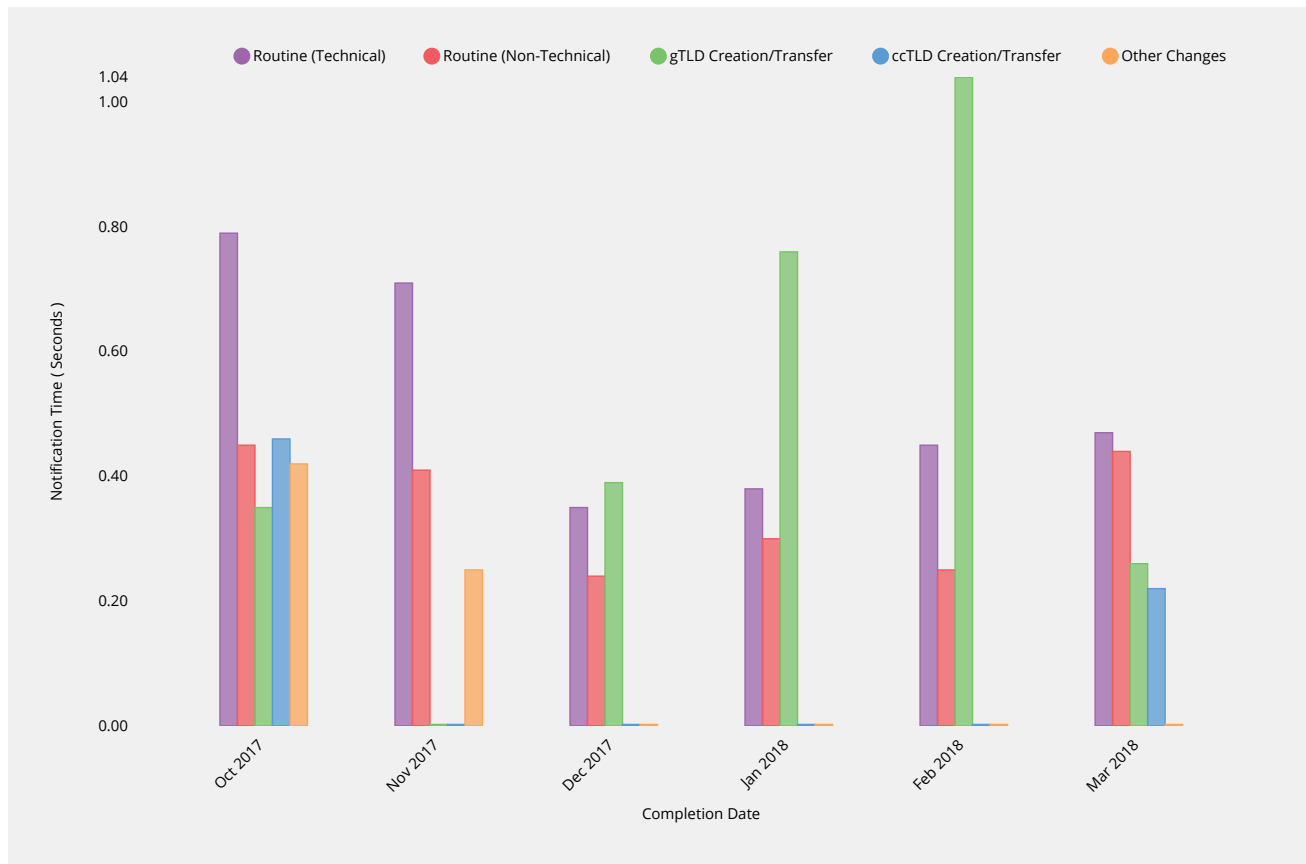
| gTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------|---------|---------|---------|---------|---------|---------|
| PStDev Time | — | — | 0h | 1.54h | 0h | — |

| ccTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| 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 | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Publication Time | 361.75h | 19.23h | — | — | — | — |
| Monthly Threshold | 0h | 0h | 0h | 0h | 0h | 0h |
| Threshold Percentile | — | — | — | — | — | — |
| Publication Count | 3 | 1 | 0 | 0 | 0 | 0 |
| Mean Time | 136.49h | 19.23h | — | — | — | — |
| Shortest Time | 23.72h | 19.23h | — | — | — | — |
| Longest Time | 361.75h | 19.23h | — | — | — | — |
| Median Time | 24h | 19.23h | — | — | — | — |
| PStDev Time | 159.28h | 0h | — | — | — | — |

Notification of Completion

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



| Routine (Technical) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Notification Time | 0.79s | 0.71s | 0.35s | 0.38s | 0.45s | 0.47s |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Notification Count | 96 | 71 | 59 | 69 | 48 | 54 |
| Mean Time | 0.43s | 0.31s | 0.21s | 0.26s | 0.29s | 0.33s |
| Shortest Time | 0.25s | 0.16s | 0.15s | 0.18s | 0.17s | 0.2s |
| Longest Time | 0.93s | 0.82s | 0.38s | 0.56s | 0.79s | 1.2s |
| Median Time | 0.39s | 0.24s | 0.2s | 0.24s | 0.24s | 0.25s |
| PStDev Time | 0.15s | 0.16s | 0.05s | 0.07s | 0.12s | 0.17s |

| Routine (Non-Technical) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Notification Time | 0.45s | 0.41s | 0.24s | 0.3s | 0.25s | 0.44s |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Notification Count | 26 | 15 | 6 | 20 | 248 | 257 |
| Mean Time | 0.4s | 0.32s | 0.22s | 0.24s | 0.2s | 0.37s |
| Shortest Time | 0.32s | 0.21s | 0.19s | 0.19s | 0.16s | 0.18s |
| Longest Time | 0.48s | 0.42s | 0.25s | 0.35s | 0.49s | 0.5s |
| Median Time | 0.4s | 0.35s | 0.23s | 0.23s | 0.2s | 0.37s |
| PStDev Time | 0.04s | 0.09s | 0.02s | 0.04s | 0.05s | 0.05s |

| gTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Notification Time | 0.35s | — | 0.39s | 0.76s | 1.04s | 0.26s |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Notification Count | 1 | 0 | 1 | 2 | 3 | 197 |
| Mean Time | 0.35s | — | 0.39s | 0.66s | 0.68s | 0.23s |
| Shortest Time | 0.35s | — | 0.39s | 0.55s | 0.42s | 0.2s |
| Longest Time | 0.35s | — | 0.39s | 0.77s | 1.1s | 0.32s |
| Median Time | 0.35s | — | 0.39s | 0.66s | 0.54s | 0.23s |
| PStDev Time | 0s | — | 0s | 0.11s | 0.29s | 0.02s |

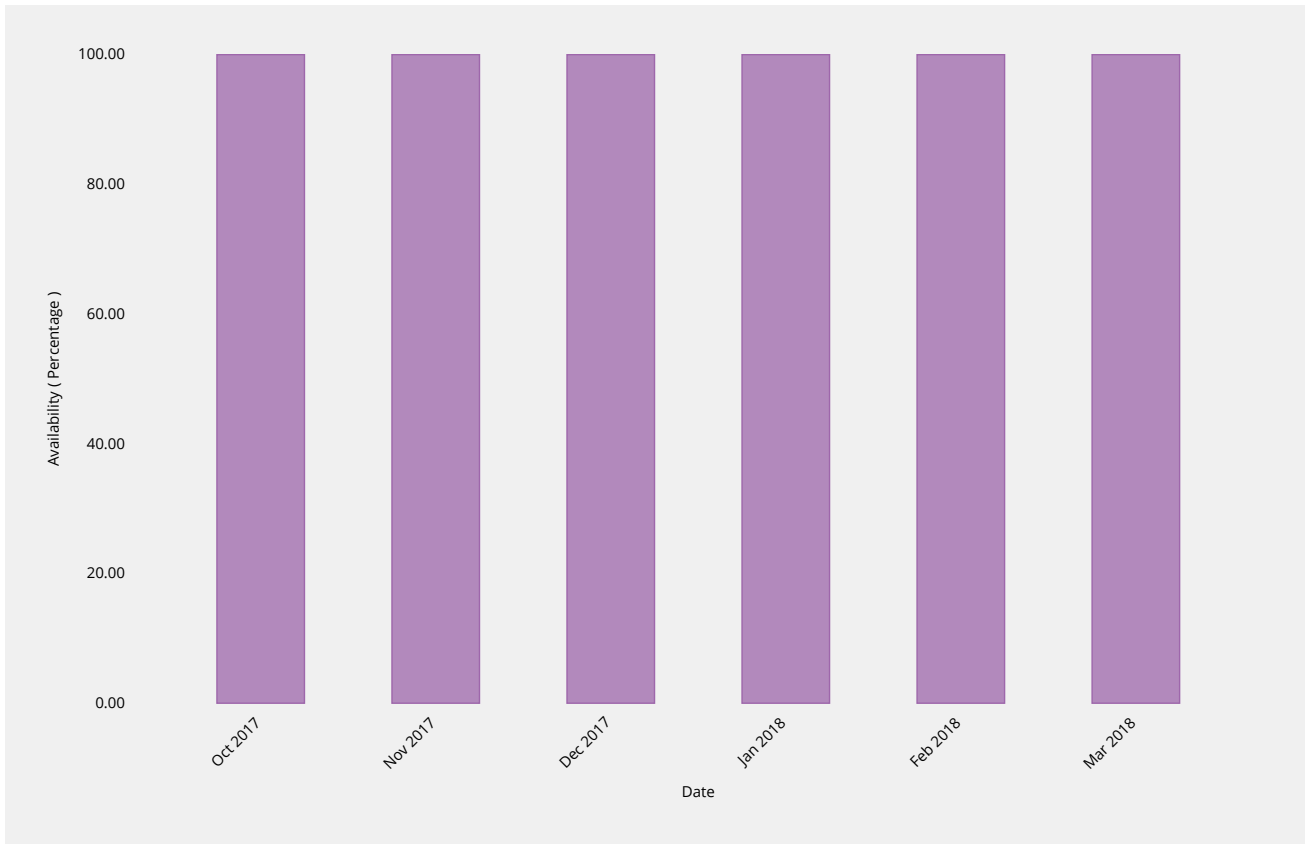
| ccTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Notification Time | 0.46s | — | — | — | — | 0.22s |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Notification Count | 1 | 0 | 0 | 0 | 0 | 1 |
| Mean Time | 0.46s | — | — | — | — | 0.22s |
| Shortest Time | 0.46s | — | — | — | — | 0.22s |
| Longest Time | 0.46s | — | — | — | — | 0.22s |
| Median Time | 0.46s | — | — | — | — | 0.22s |
| PStDev Time | 0s | — | — | — | — | 0s |

| Other Changes | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Notification Time | 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 | 3 | 2 | 0 | 0 | 0 | 0 |
| Mean Time | 0.39s | 0.24s | — | — | — | — |
| Shortest Time | 0.36s | 0.22s | — | — | — | — |
| Longest Time | 0.43s | 0.25s | — | — | — | — |
| Median Time | 0.38s | 0.24s | — | — | — | — |
| PStDev Time | 0.03s | 0.01s | — | — | — | — |

System Availability

IANA Website

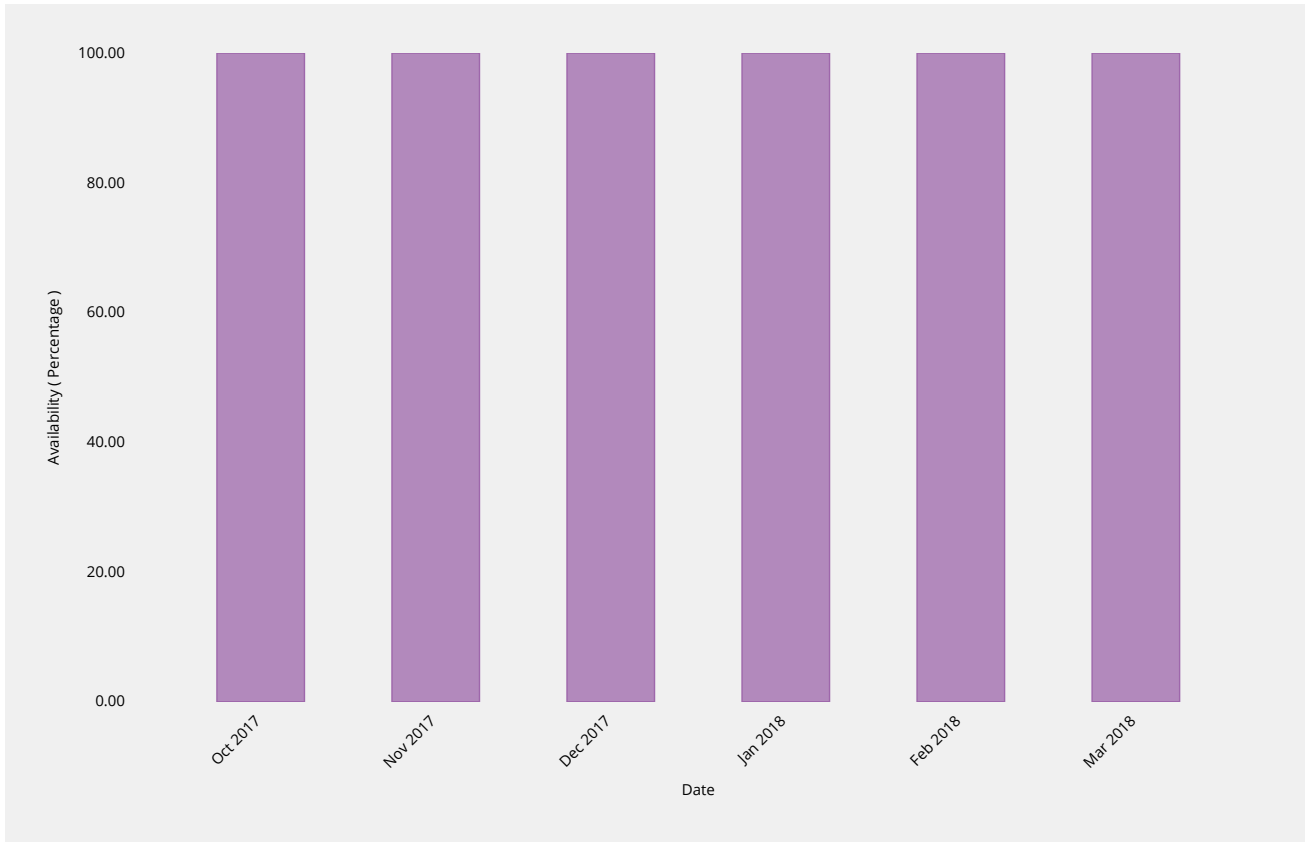
Percentage availability of IANA website for consulting documentations and other posted materials.



| IANA Site Availability | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------|---------|---------|---------|---------|---------|----------------|
| Availability | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 99% | 99% | 99% | 99% | 99% | 99% |

Root Zone Management System

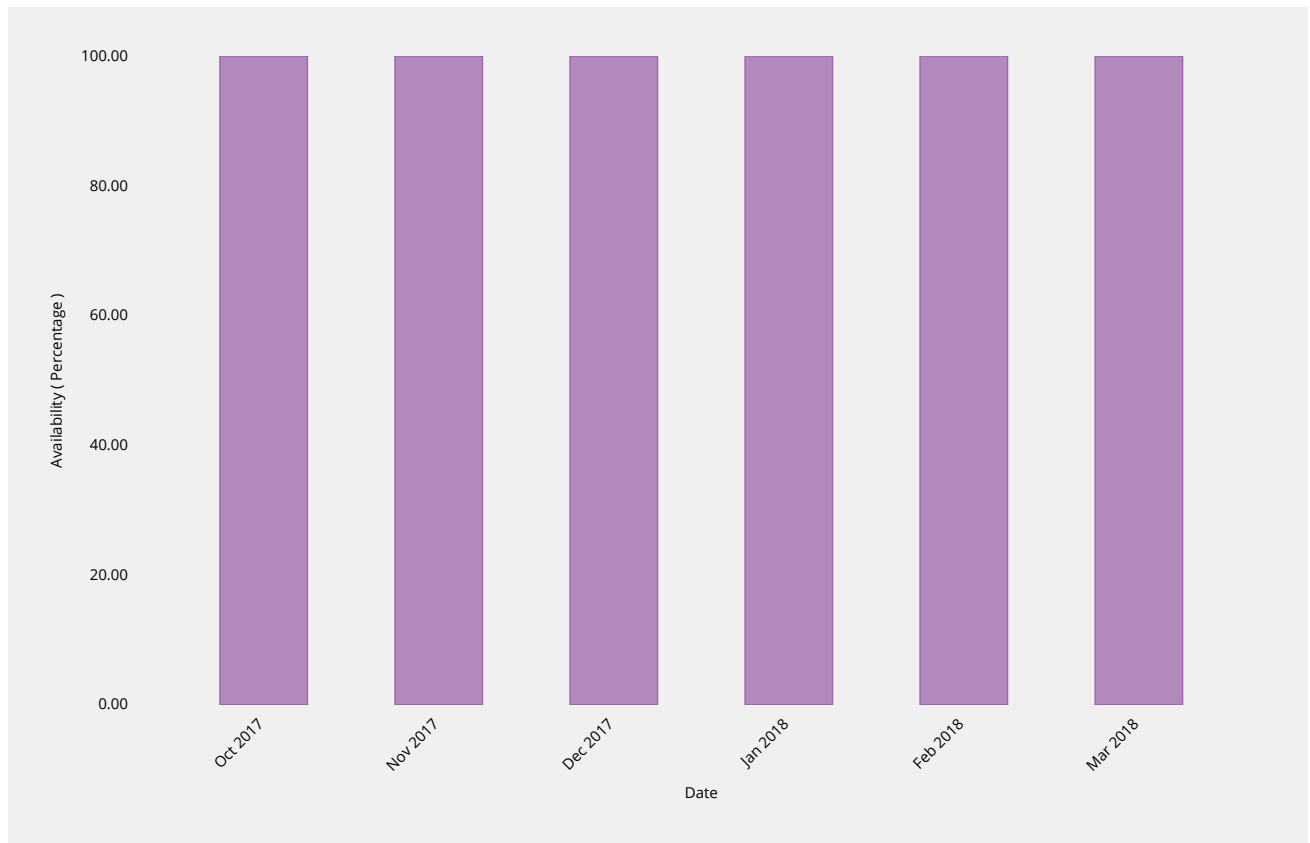
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



| RZM Availability | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------|---------|---------|---------|---------|---------|----------------|
| Availability | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 99% | 99% | 99% | 99% | 99% | 99% |

Directory Service

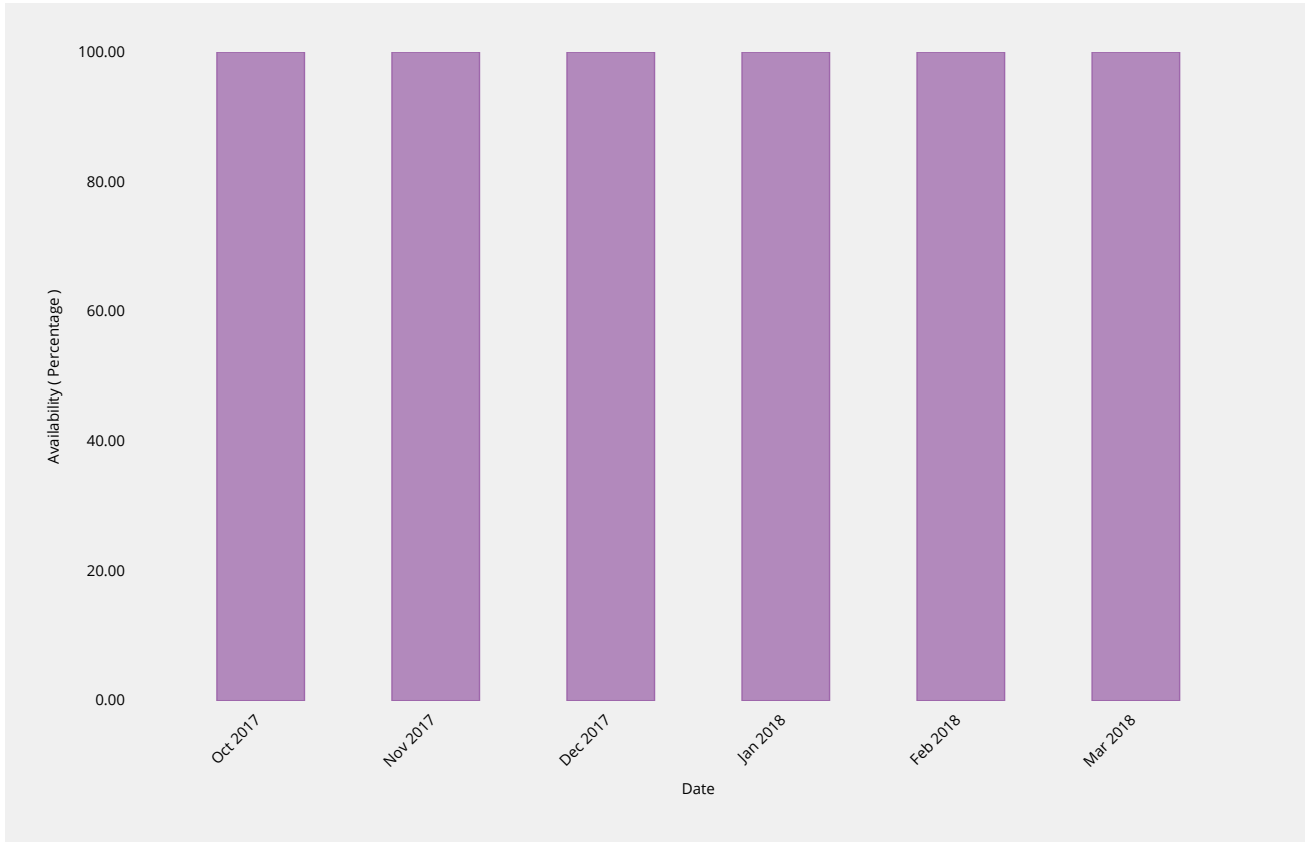
Percentage availability of WHOIS server and other registration data publication services.



| WHOIS Availability | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|--------------------|---------|---------|---------|---------|---------|----------------|
| Availability | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 99% | 99% | 99% | 99% | 99% | 99% |

Root Zone Service Level Dashboard

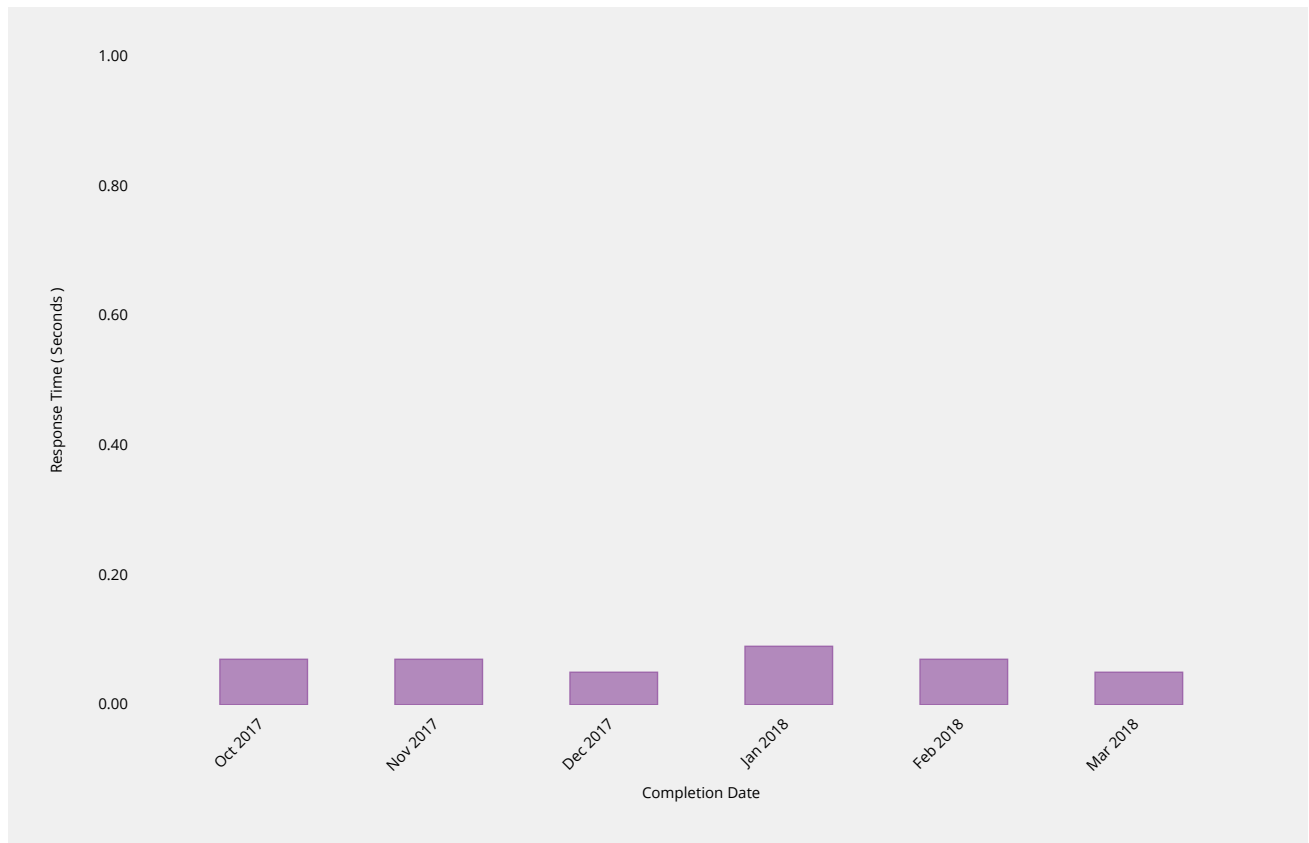
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



| Dashboard Availability | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------|---------|---------|---------|---------|---------|----------------|
| Availability | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 99% | 99% | 99% | 99% | 99% | 99% |

Credential Recovery

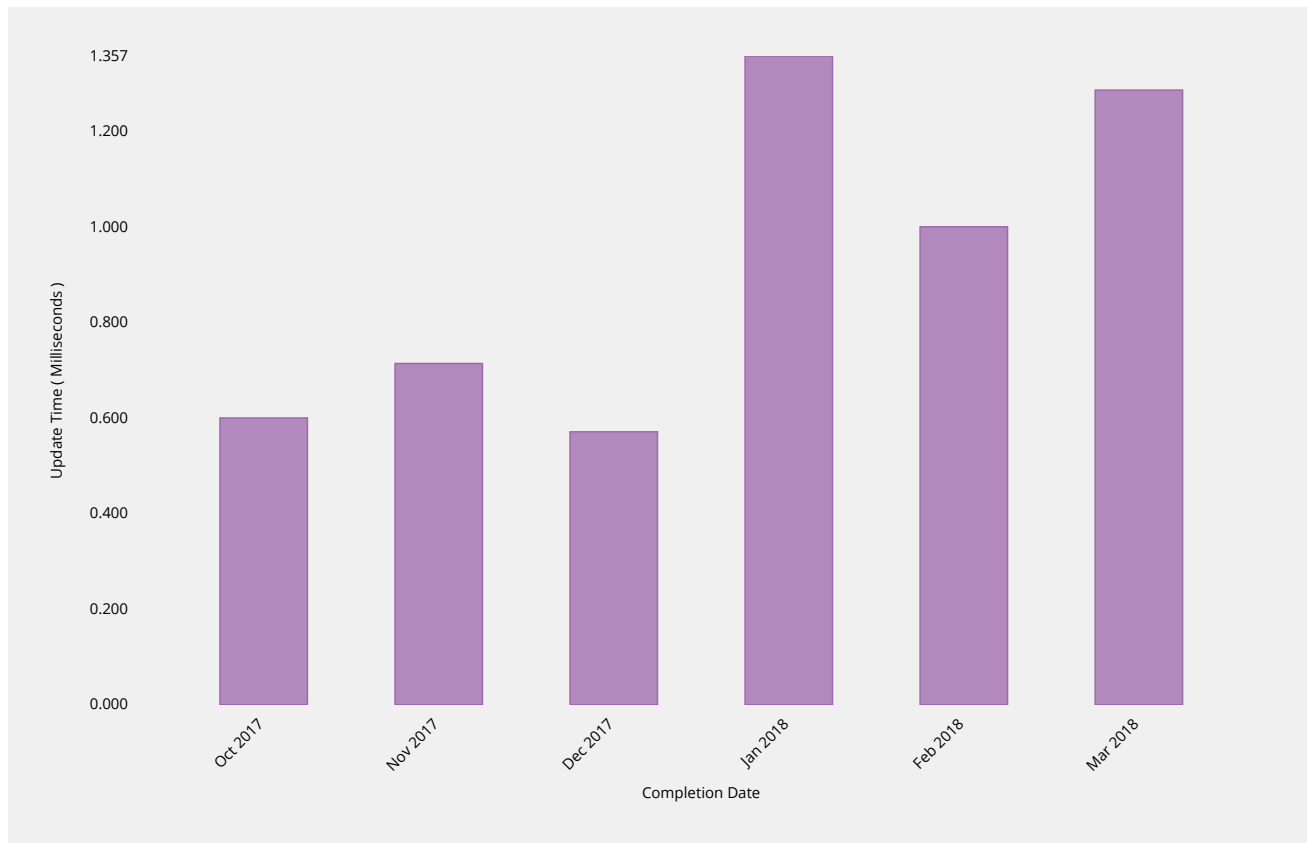
Time to dispatch confirmation email of forgotten password.



| Credential Recovery Response | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------------|---------|---------|---------|---------|---------|----------------|
| Response Time | 0.07s | 0.07s | 0.05s | 0.09s | 0.07s | 0.05s |
| 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 | 9 | 7 | 38 | 11 | 27 |
| Mean Time | 0.05s | 0.05s | 0.05s | 0.06s | 0.05s | 0.04s |
| Shortest Time | 0.01s | 0.04s | 0.04s | 0.02s | 0.03s | 0.01s |
| Longest Time | 0.1s | 0.08s | 0.06s | 0.11s | 0.08s | 0.06s |
| Median Time | 0.05s | 0.05s | 0.05s | 0.07s | 0.04s | 0.04s |
| PStDev Time | 0.02s | 0.01s | 0s | 0.03s | 0.02s | 0.01s |

Credential Change

Time to implement new password within the system.

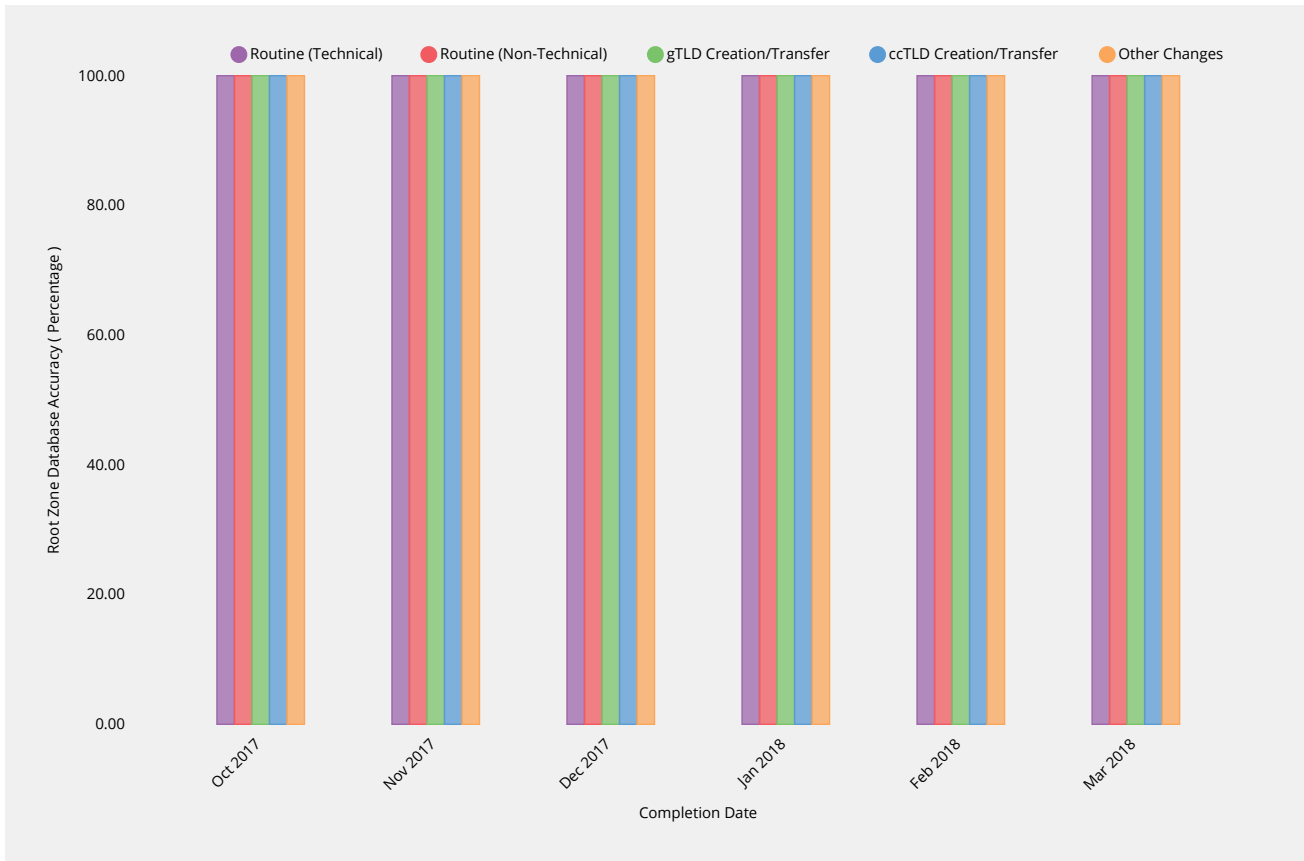


| Credential Change | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|----------|----------|----------|----------|----------|----------------|
| Update Time | 1.6ms | 1ms | 1.7ms | 3ms | 2ms | 4.8ms |
| Monthly Threshold | 300000ms | 300000ms | 300000ms | 300000ms | 300000ms | 300000ms |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Update Count | 15 | 7 | 7 | 14 | 7 | 14 |
| Mean Time | 0.6ms | 0.714ms | 0.571ms | 1.357ms | 1ms | 1.286ms |
| Shortest Time | 0ms | 0ms | 0ms | 0ms | 0ms | 0ms |
| Longest Time | 3ms | 1ms | 2ms | 3ms | 2ms | 10ms |
| Median Time | 0ms | 1ms | 0ms | 1ms | 1ms | 1ms |
| PStDev Time | 0.8ms | 0.452ms | 0.728ms | 0.972ms | 0.926ms | 2.491ms |

| Other Changes | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------|---------|---------|---------|---------|---------|---------|
| Monthly Threshold | 100% | 100% | 100% | 100% | 100% | 100% |
| Incident Count | 0 | 0 | 0 | 0 | 0 | 0 |
| Request Count | 3 | 2 | 0 | 0 | 0 | 0 |

Root Zone Database

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



| Routine (Technical) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|---------------------|---------|---------|---------|---------|---------|---------|
| 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 | 96 | 71 | 59 | 69 | 48 | 54 |

| Routine (Non-Technical) | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| 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 | 26 | 15 | 6 | 20 | 248 | 257 |

| gTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------|---------|---------|---------|---------|---------|---------|
| 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 | 1 | 0 | 1 | 2 | 3 | 197 |

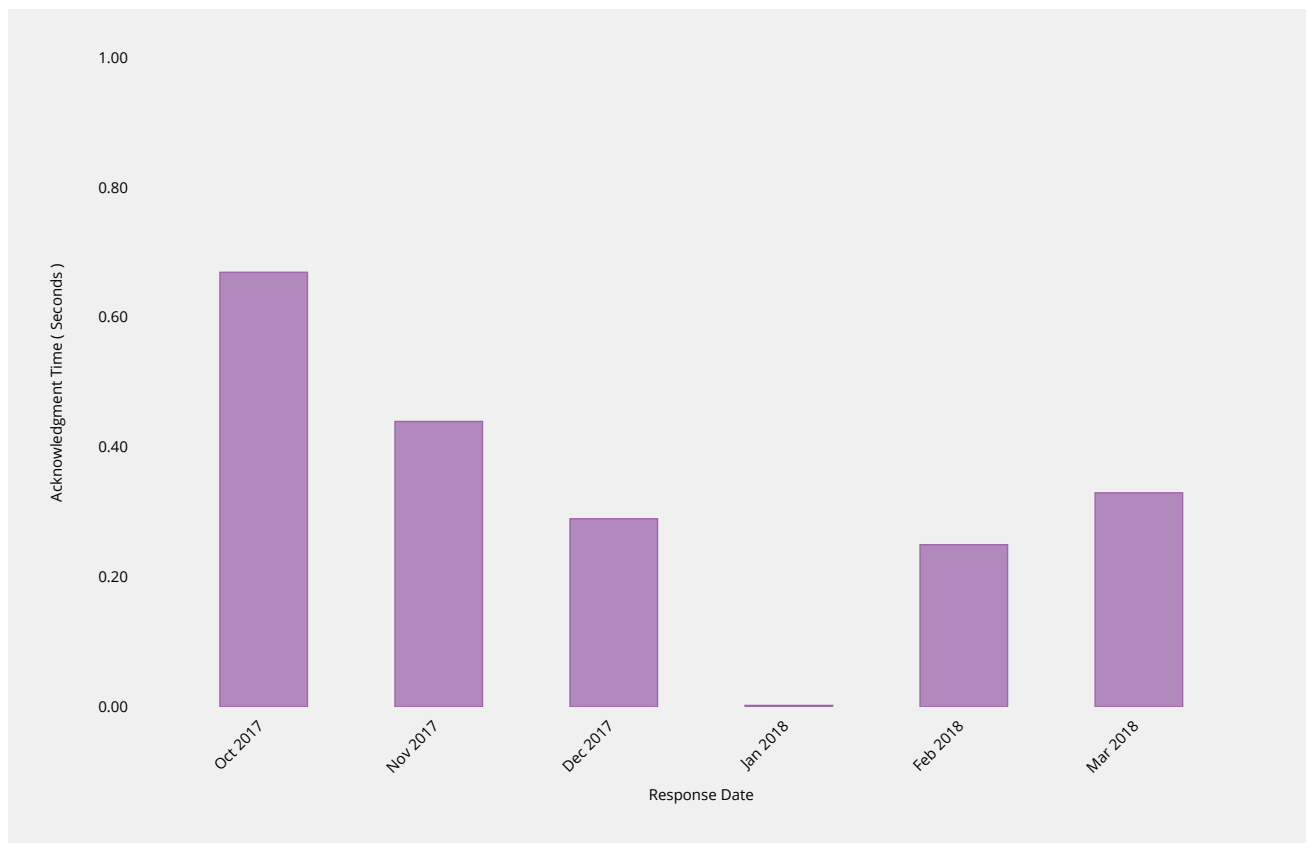
| ccTLD Creation/Transfer | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Accuracy | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 100% | 100% | 100% | 100% | 100% | 100% |
| Incident Count | 0 | 0 | 0 | 0 | 0 | 0 |
| Request Count | 1 | 0 | 0 | 0 | 0 | 1 |

| Other Changes | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|-------------------|---------|---------|---------|---------|---------|---------|
| 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 | 3 | 2 | 0 | 0 | 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.

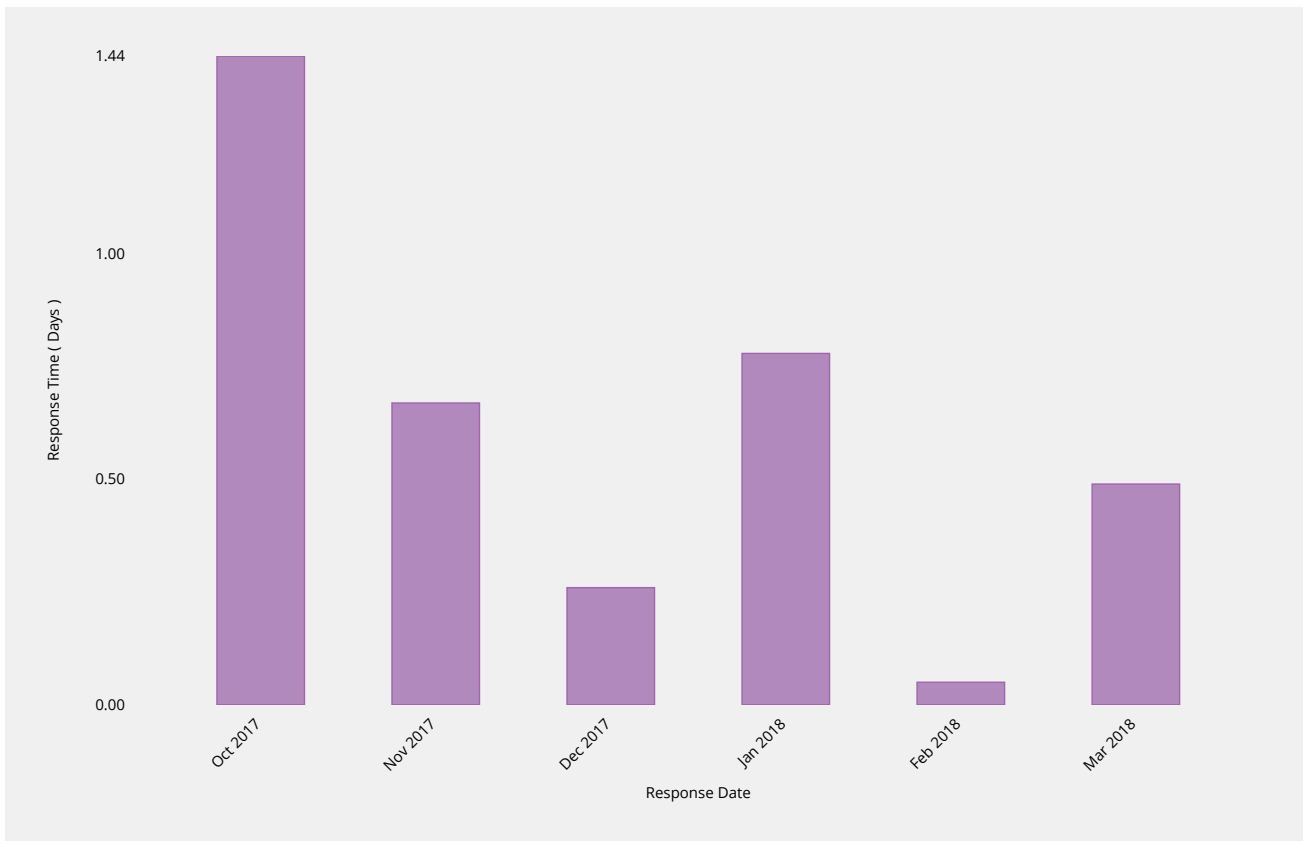


| Manual Enquiries | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Acknowledgment Time | 1.6s | 1s | 1s | 0s | 0.85s | 0.9s |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |
| Acknowledge Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Acknowledgment Count | 9 | 9 | 7 | 4 | 4 | 3 |
| Mean Time | 0.67s | 0.44s | 0.29s | 0s | 0.25s | 0.33s |
| Shortest Time | 0s | 0s | 0s | 0s | 0s | 0s |
| Longest Time | 2s | 1s | 1s | 0s | 1s | 1s |

| Manual Enquiries | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|------------------|---------|---------|---------|---------|---------|----------------|
| Median Time | 1s | 0s | 0s | 0s | 0s | 0s |
| PStDev Time | 0.67s | 0.5s | 0.45s | 0s | 0.43s | 0.47s |

Time to initial response

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



| Manual Enquiries | 2017-10 | 2017-11 | 2017-12 | 2018-01 | 2018-02 | 2018-03 |
|----------------------|---------|---------|---------|---------|---------|----------------|
| Response Time | 3.06d | 1.25d | 0.63d | 1.44d | 0.08d | 0.82d |
| Monthly Threshold | 5d | 5d | 5d | 5d | 5d | 5d |
| Threshold Percentile | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |
| Request Count | 9 | 9 | 7 | 4 | 4 | 3 |
| Mean Time | 1.44d | 0.67d | 0.26d | 0.78d | 0.05d | 0.49d |
| Shortest Time | 0.02d | 0.14d | 0.01d | 0.02d | 0d | 0.02d |
| Longest Time | 8.88d | 1.61d | 0.84d | 1.67d | 0.08d | 0.89d |
| Median Time | 0.39d | 0.51d | 0.09d | 0.72d | 0.06d | 0.56d |
| PStDev Time | 2.68d | 0.45d | 0.28d | 0.6d | 0.03d | 0.36d |

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 in March 2018.

| TLDs involved in submission | # of Tables | Request Type | Start Date | End Date | Processing notes |
|------------------------------------|--------------------|---------------------|-------------------|-----------------|-------------------------|
| 1 | 103 | IDN Table Addition | 2018-02-14 | 2018-03-15 | |
| 1 | 103 | IDN Table Addition | 2018-02-14 | 2018-03-15 | |
| 1 | 103 | IDN Table Addition | 2018-02-14 | 2018-03-15 | |
| 1 | 103 | IDN Table Addition | 2018-02-15 | 2018-03-15 | |
| 1 | 103 | IDN Table Addition | 2018-02-15 | 2018-03-15 | |
| 1 | 103 | IDN Table Addition | 2018-02-15 | 2018-03-15 | |