

# IANA Naming Function Monthly Performance Report

May 2018

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.76s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.93s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.33s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 1.56s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.78s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.32d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 1.78d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.09d	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 10.41m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 2.35m	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%)	✓ 1.33m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
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%)	✓ 0.97m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p13
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 2ms	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0ms	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.12d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 1.32d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p18
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ 44.47d	p18
Validation and Reviews	Other Changes	N/A	0.22d	p18
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p19
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 44.59h	p20
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p20
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p21
Root Zone Publication	Other Changes	N/A	34.97h	p21
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.38s	p21

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.25s	p22
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p22
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p22
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.19s	p22
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p23
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p24
Directory Service	WHOIS Availability	≥99%	✓ 100%	p25
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p26
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.04s	p27
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 2.05ms	p28
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100%	p29
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p29
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p29
Root Zone File	Other Changes	100%	✓ 100%	p29
Root Zone Database	Routine (Technical)	100%	✓ 100%	p30
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p30
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone Database	Other Changes	100%	✓ 100%	p31
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.55s	p31
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.54d	p32
<b>Label Generation Rulesets</b>				
Review Time	Review Time	N/A	29.86h	p33
Implementation Time	Implementation Time	N/A	30.14d	p34
Requester Clarification	Requester Clarification	N/A	5	p35
Time per Actor	IANA	N/A	32.16d	p36
Time per Actor	Requester	N/A	1.73d	p36
Time per Actor	Authorizer	N/A	9.31d	p36
Time per Actor	Regulatory	N/A	0.11d	p37
Request Volumes	Request Volumes	N/A	153	p37

Percentage of SLA thresholds met of those defined

**100.0%**

## Exceptions and Narrative for Reporting Period

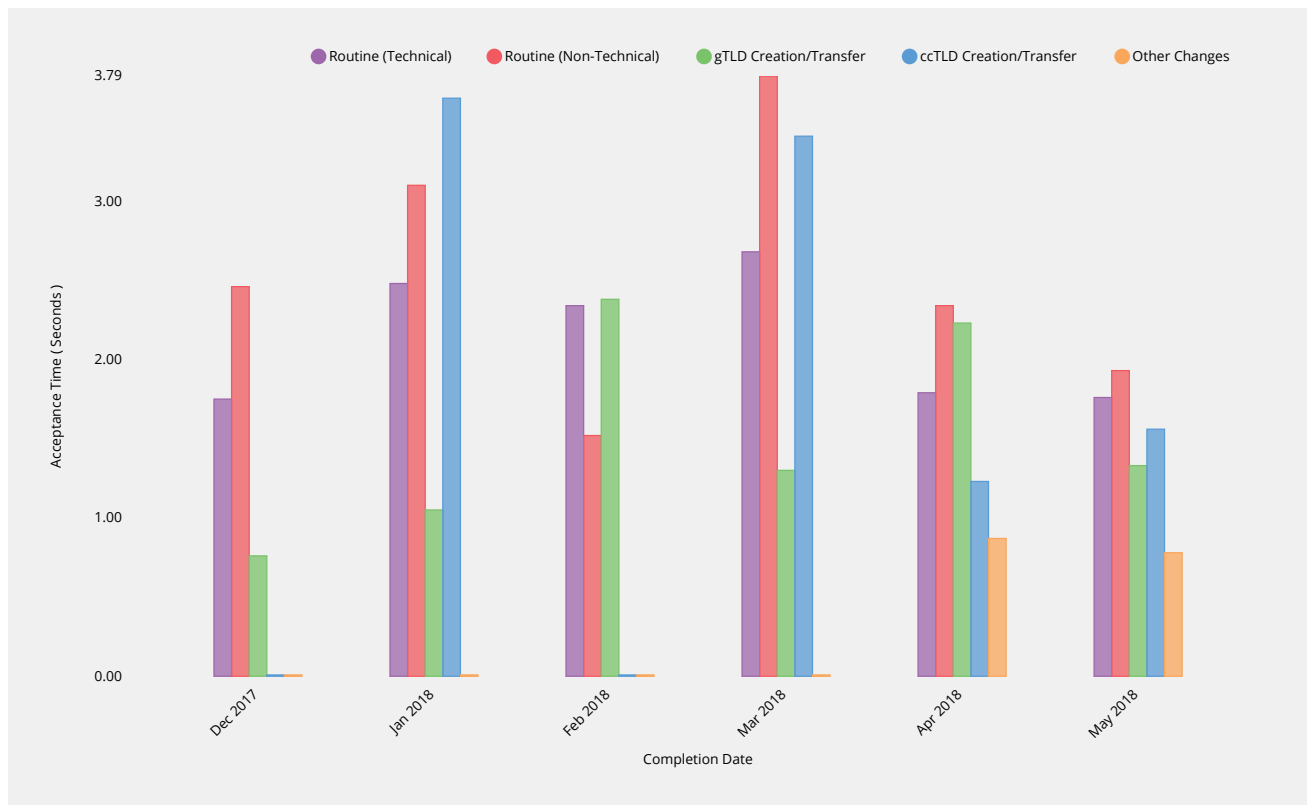
There were no exceptions for the reporting period.

# 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)	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Acceptance Time	1.75s	2.48s	2.34s	2.68s	1.79s	1.76s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	74	82	56	57	78	50
Mean Time	0.89s	1.11s	1.07s	1.35s	0.93s	0.9s
Shortest Time	0.55s	0.61s	0.57s	0.64s	0.65s	0.54s
Longest Time	1.9s	2.74s	2.4s	3.55s	2.71s	2s
Median Time	0.72s	0.83s	0.84s	1.3s	0.77s	0.8s
PStDev Time	0.38s	0.61s	0.5s	0.66s	0.4s	0.31s

Routine (Non-Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Acceptance Time	2.46s	3.1s	1.52s	3.79s	2.34s	1.93s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	13	25	252	257	64	32
Mean Time	1.65s	1.86s	1.1s	3.28s	1.47s	1.38s
Shortest Time	1.06s	0.97s	0.94s	1.21s	0.96s	1.08s

Routine (Non-Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Longest Time	2.78s	3.25s	2.93s	4.08s	2.75s	2.56s
Median Time	1.44s	1.61s	1.03s	3.37s	1.34s	1.33s
PStDev Time	0.55s	0.62s	0.31s	0.47s	0.37s	0.29s

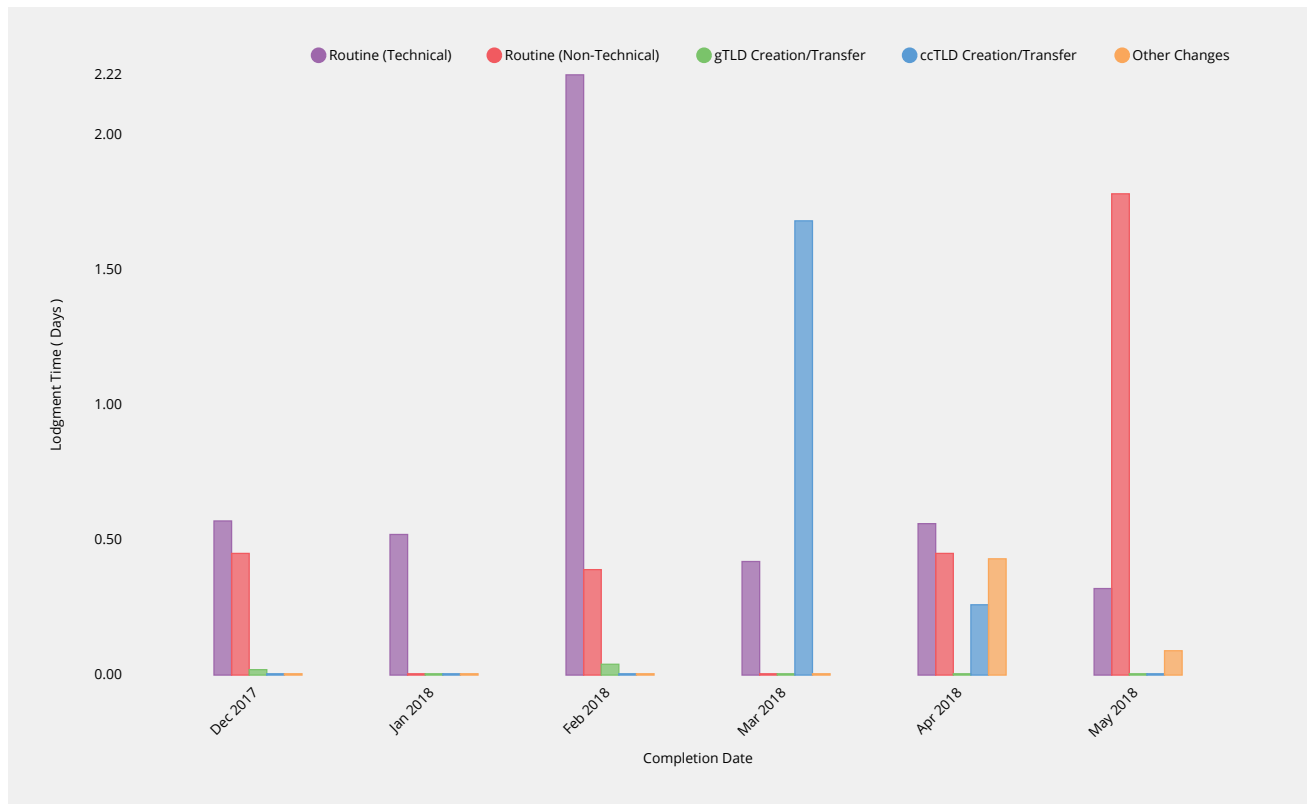
gTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Acceptance Time	0.76s	1.05s	2.38s	1.3s	2.23s	1.33s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	2	4	197	2	1
Mean Time	0.76s	1.04s	1.95s	1.24s	2.18s	1.33s
Shortest Time	0.76s	1.03s	1.72s	1.14s	2.11s	1.33s
Longest Time	0.76s	1.05s	2.47s	1.72s	2.24s	1.33s
Median Time	0.76s	1.04s	1.81s	1.23s	2.18s	1.33s
PStDev Time	0s	0.01s	0.3s	0.06s	0.06s	0s

ccTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Acceptance Time	—	3.65s	—	3.41s	1.23s	1.56s
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	0	1	2	1
Mean Time	—	3.65s	—	3.41s	1.13s	1.56s
Shortest Time	—	3.65s	—	3.41s	1.01s	1.56s
Longest Time	—	3.65s	—	3.41s	1.24s	1.56s
Median Time	—	3.65s	—	3.41s	1.13s	1.56s
PStDev Time	—	0s	—	0s	0.11s	0s

Other Changes	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Acceptance Time	—	—	—	—	0.87s	0.78s
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	0	0	0	1	2
Mean Time	—	—	—	—	0.87s	0.75s
Shortest Time	—	—	—	—	0.87s	0.73s
Longest Time	—	—	—	—	0.87s	0.78s
Median Time	—	—	—	—	0.87s	0.75s
PStDev Time	—	—	—	—	0s	0.03s

## Manual Lodgment Time

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



Routine (Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Lodgment Time	0.57d	0.52d	2.22d	0.42d	0.56d	0.32d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	13	10	9	6	8	8
Mean Time	0.23d	0.35d	0.62d	0.17d	0.25d	0.18d
Shortest Time	0.01d	0.03d	0d	0d	0.07d	0.05d
Longest Time	0.66d	0.6d	3.38d	0.46d	0.64d	0.34d
Median Time	0.16d	0.43d	0.37d	0.13d	0.22d	0.17d
PStDev Time	0.18d	0.17d	0.99d	0.16d	0.19d	0.08d

Routine (Non-Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Lodgment Time	0.45d	—	0.39d	—	0.45d	1.78d
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	0	1	0	2	4
Mean Time	0.45d	—	0.39d	—	0.37d	0.74d
Shortest Time	0.45d	—	0.39d	—	0.28d	0d
Longest Time	0.45d	—	0.39d	—	0.46d	2d
Median Time	0.45d	—	0.39d	—	0.37d	0.47d
PStDev Time	0d	—	0d	—	0.09d	0.76d

gTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Lodgment Time	0.02d	—	0.04d	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d

gTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	1	0	0	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	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Lodgment Time	—	—	—	1.68d	0.26d	—
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	1	0
Mean Time	—	—	—	1.68d	0.26d	—
Shortest Time	—	—	—	1.68d	0.26d	—
Longest Time	—	—	—	1.68d	0.26d	—
Median Time	—	—	—	1.68d	0.26d	—
PStDev Time	—	—	—	0d	0d	—

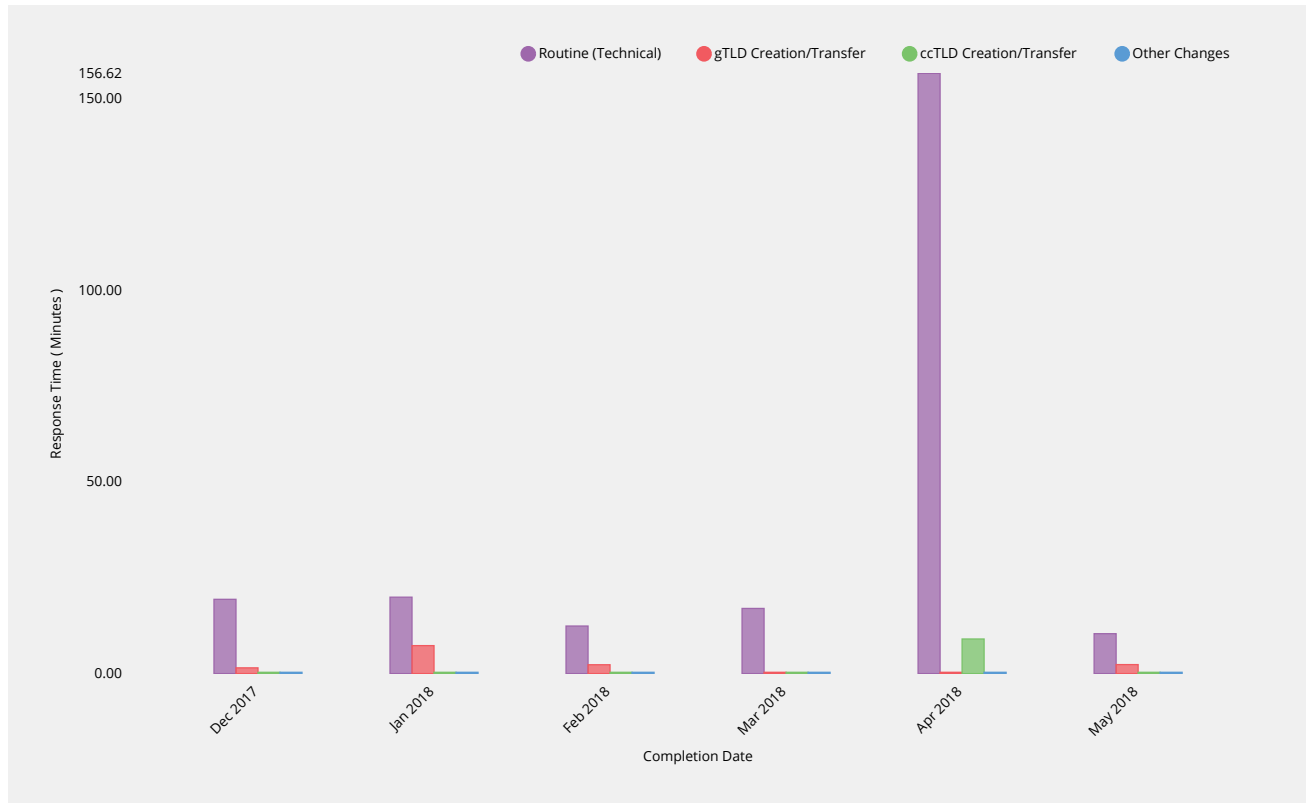
Other Changes	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Lodgment Time	—	—	—	—	0.43d	0.09d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	1	2
Mean Time	—	—	—	—	0.43d	0.06d
Shortest Time	—	—	—	—	0.43d	0.03d
Longest Time	—	—	—	—	0.43d	0.09d
Median Time	—	—	—	—	0.43d	0.06d
PStDev Time	—	—	—	—	0d	0.03d



## Technical Checks

### Technical Check (First)

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



Routine (Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Response Time	19.38m	19.94m	12.41m	17m	156.62m	10.41m
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	74	82	56	57	78	50
Mean Time	5.64m	5.94m	4.5m	5.89m	48.4m	4.2m
Shortest Time	0.26m	0.08m	0.31m	0.37m	0.31m	0.39m
Longest Time	25.28m	27.79m	23.61m	22.59m	173.47m	14.78m
Median Time	3.52m	3.95m	3.63m	4.4m	14.41m	3.83m
PStDev Time	5.83m	6.11m	4.03m	4.83m	54.67m	2.78m

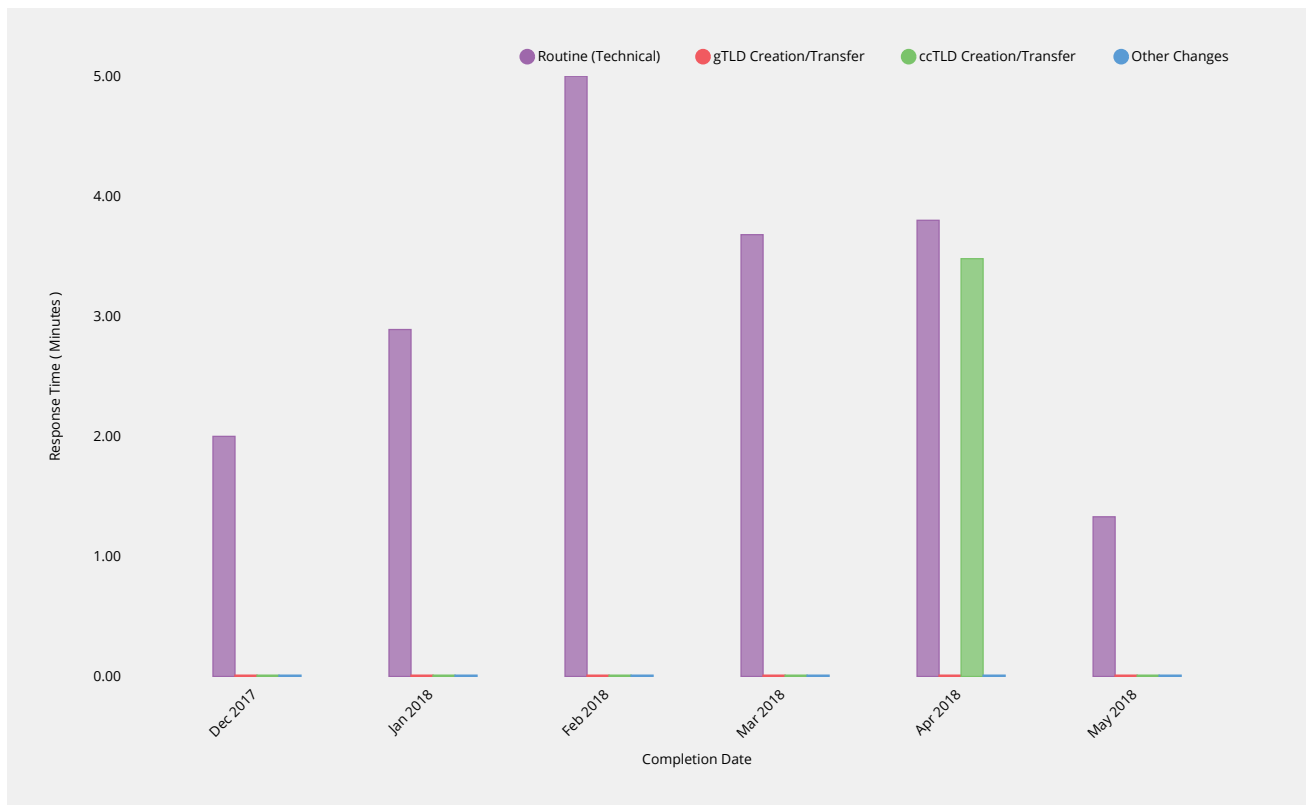
gTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Response Time	1.5m	7.3m	2.31m	—	—	2.35m
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	1	2	2	0	0	1
Mean Time	1.5m	5.55m	1.77m	—	—	2.35m
Shortest Time	1.5m	3.6m	1.18m	—	—	2.35m
Longest Time	1.5m	7.49m	2.37m	—	—	2.35m
Median Time	1.5m	5.55m	1.77m	—	—	2.35m
PStDev Time	0m	1.95m	0.59m	—	—	0m

ccTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Response Time	—	—	—	—	9.03m	—
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	0	2	0
Mean Time	—	—	—	—	6.72m	—
Shortest Time	—	—	—	—	4.15m	—
Longest Time	—	—	—	—	9.29m	—
Median Time	—	—	—	—	6.72m	—
PStDev Time	—	—	—	—	2.57m	—

Other Changes	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Response Time	—	—	—	—	—	—
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	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

## Technical Check (Retest)

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



Routine (Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Response Time	2m	2.89m	5m	3.68m	3.8m	1.33m

Routine (Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	382	412	175	217	111	128
Mean Time	0.67m	0.86m	2.01m	1.31m	0.74m	0.46m
Shortest Time	0.12m	0.1m	0.1m	0.1m	0.19m	0.09m
Longest Time	10.16m	8.8m	5.06m	4.56m	9.16m	2.59m
Median Time	0.32m	0.42m	0.38m	0.61m	0.37m	0.25m
PStDev Time	1.13m	1.07m	2.26m	1.23m	1.22m	0.48m

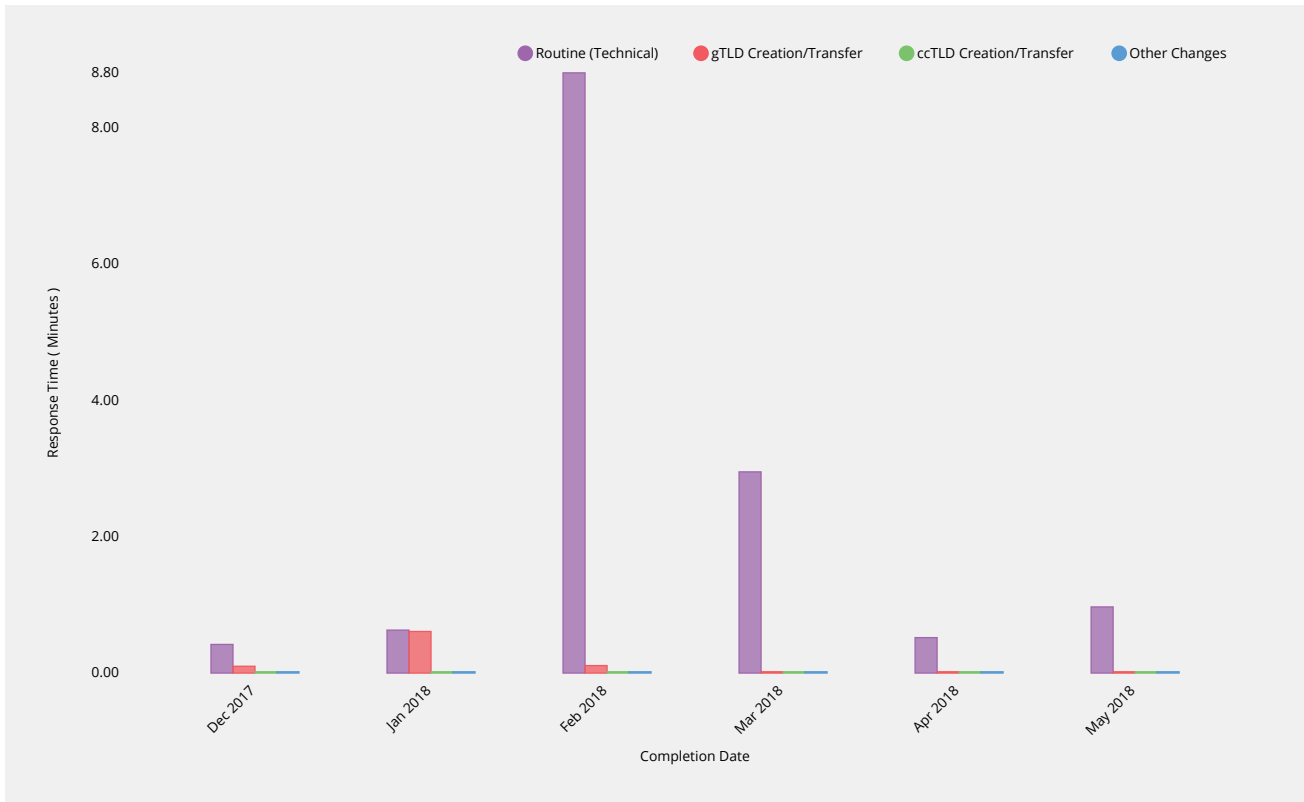
gTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Response Time	—	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Response Time	—	—	—	—	3.48m	—
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	26	0
Mean Time	—	—	—	—	3.19m	—
Shortest Time	—	—	—	—	0.08m	—
Longest Time	—	—	—	—	5.45m	—
Median Time	—	—	—	—	3.36m	—
PStDev Time	—	—	—	—	0.81m	—

Other Changes	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
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	—	—	—	—	—	—

## Technical Check (Supplemental)

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



Routine (Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Response Time	0.42m	0.63m	8.8m	2.95m	0.52m	0.97m
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	88	98	137	166	71	55
Mean Time	0.26m	0.28m	3.34m	1.01m	0.27m	0.51m
Shortest Time	0.1m	0.04m	0.06m	0.07m	0.1m	0.08m
Longest Time	1.12m	0.8m	11.71m	4.61m	3.84m	6.61m
Median Time	0.25m	0.24m	1.81m	0.56m	0.16m	0.24m
PStDev Time	0.14m	0.17m	3.36m	1.16m	0.45m	1.21m

gTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
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	1	2	1	0	0	0
Mean Time	0.1m	0.42m	0.11m	—	—	—
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	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Response Time	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m

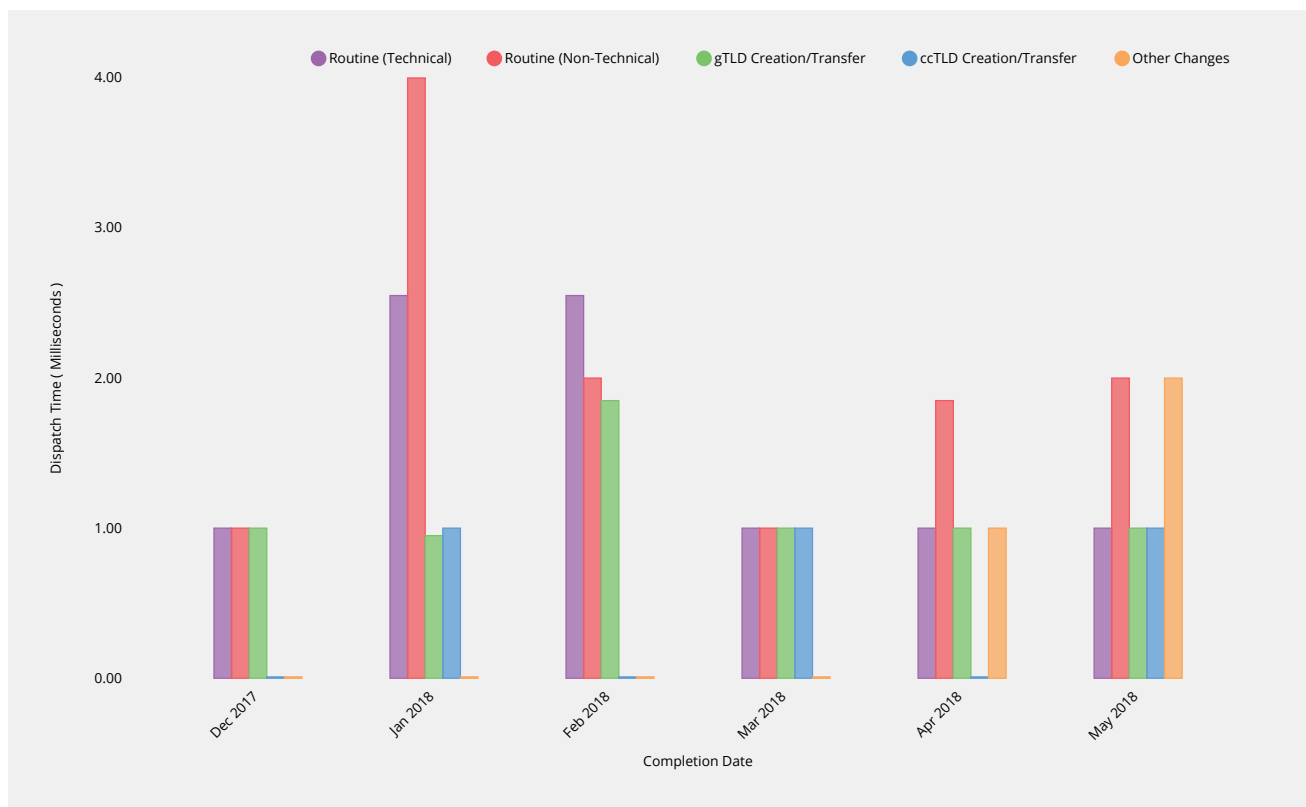
ccTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
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	—	—	—	—	—	—

## Contact Confirmations

### Email Dispatch

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



Routine (Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Dispatch Time	1ms	2.55ms	2.55ms	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	62	70	50	56	71	46
Mean Time	0.79ms	1.69ms	1.46ms	0.7ms	0.65ms	0.7ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	3ms	5ms	3ms	1ms	1ms	2ms
Median Time	1ms	2ms	1ms	1ms	1ms	1ms
PStDev Time	0.54ms	0.71ms	0.7ms	0.46ms	0.48ms	0.55ms

Routine (Non-Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Dispatch Time	1ms	4ms	2ms	1ms	1.85ms	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	13	25	252	257	64	32
Mean Time	1ms	2.16ms	1.06ms	0.88ms	0.91ms	1ms
Shortest Time	1ms	1ms	0ms	0ms	0ms	0ms
Longest Time	1ms	10ms	4ms	4ms	2ms	2ms
Median Time	1ms	2ms	1ms	1ms	1ms	1ms
PStDev Time	0ms	1.85ms	0.4ms	0.42ms	0.46ms	0.5ms

gTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Dispatch Time	1ms	0.95ms	1.85ms	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	2	4	197	2	1
Mean Time	1ms	0.5ms	0.75ms	0.84ms	1ms	1ms
Shortest Time	1ms	0ms	0ms	0ms	1ms	1ms
Longest Time	1ms	1ms	2ms	2ms	1ms	1ms
Median Time	1ms	0.5ms	0.5ms	1ms	1ms	1ms
PStDev Time	0ms	0.5ms	0.83ms	0.39ms	0ms	0ms

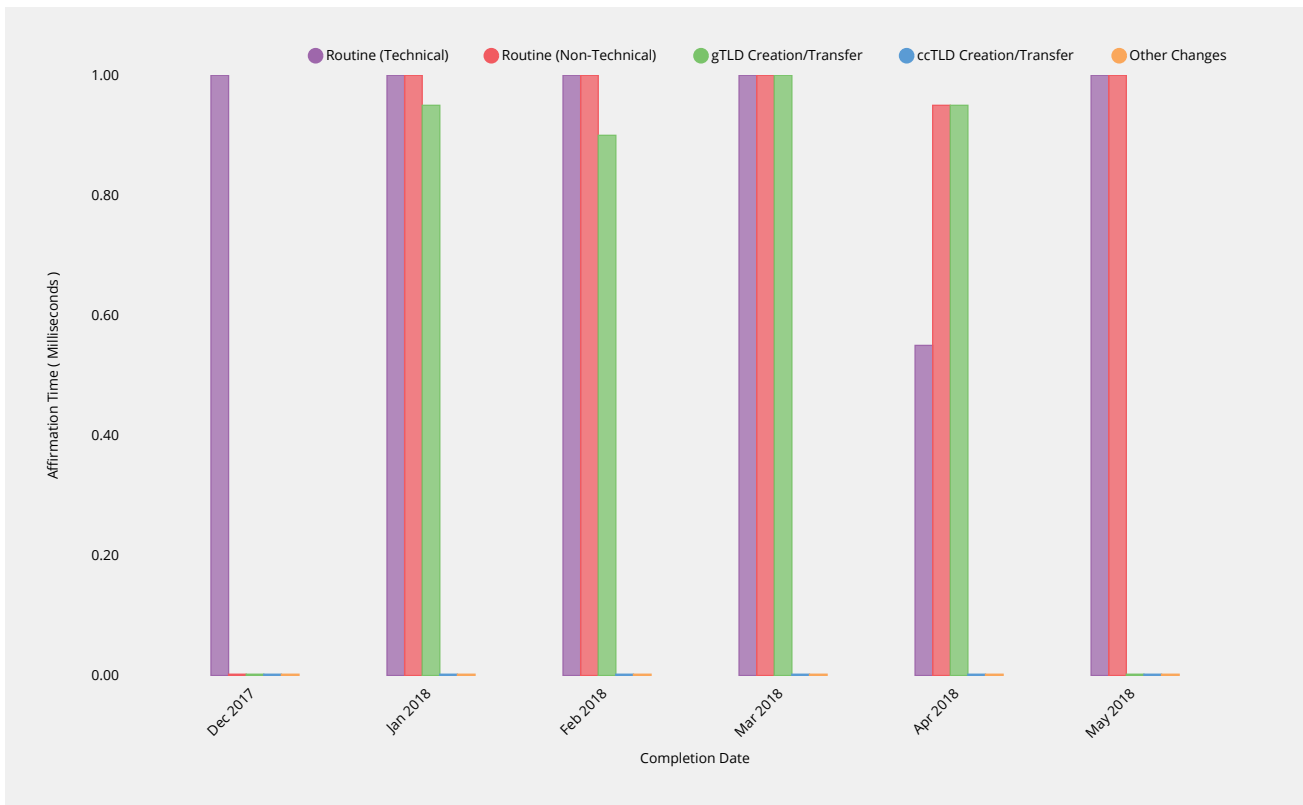
ccTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Dispatch Time	—	1ms	—	1ms	—	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	1	0	1	0	1
Mean Time	—	1ms	—	1ms	—	1ms
Shortest Time	—	1ms	—	1ms	—	1ms
Longest Time	—	1ms	—	1ms	—	1ms
Median Time	—	1ms	—	1ms	—	1ms
PStDev Time	—	0ms	—	0ms	—	0ms

Other Changes	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Dispatch Time	—	—	—	—	1ms	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	0	0	1	2
Mean Time	—	—	—	—	1ms	2ms
Shortest Time	—	—	—	—	1ms	2ms

Other Changes	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Longest Time	—	—	—	—	1ms	2ms
Median Time	—	—	—	—	1ms	2ms
PStDev Time	—	—	—	—	0ms	0ms

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Affirmation Time	1ms	1ms	1ms	1ms	0.55ms	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	61	69	48	55	70	42
Mean Time	0.07ms	0.1ms	0.12ms	0.11ms	0.06ms	0.21ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.25ms	0.3ms	0.33ms	0.31ms	0.23ms	0.41ms

Routine (Non-Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Affirmation Time	0ms	1ms	1ms	1ms	0.95ms	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	6	20	249	257	62	28
Mean Time	0ms	0.15ms	0.06ms	0.07ms	0.06ms	0.11ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	0ms	1ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms

Routine (Non-Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
PStDev Time	0ms	0.36ms	0.24ms	0.25ms	0.25ms	0.31ms

gTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Affirmation Time	0ms	0.95ms	0.9ms	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%
Affirmation Count	1	2	3	197	2	0
Mean Time	0ms	0.5ms	0.33ms	0.09ms	0.5ms	—
Shortest Time	0ms	0ms	0ms	0ms	0ms	—
Longest Time	0ms	1ms	1ms	1ms	1ms	—
Median Time	0ms	0.5ms	0ms	0ms	0.5ms	—
PStDev Time	0ms	0.5ms	0.47ms	0.29ms	0.5ms	—

ccTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
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	0	1	0	0	0	1
Mean Time	—	0ms	—	—	—	0ms
Shortest Time	—	0ms	—	—	—	0ms
Longest Time	—	0ms	—	—	—	0ms
Median Time	—	0ms	—	—	—	0ms
PStDev Time	—	0ms	—	—	—	0ms

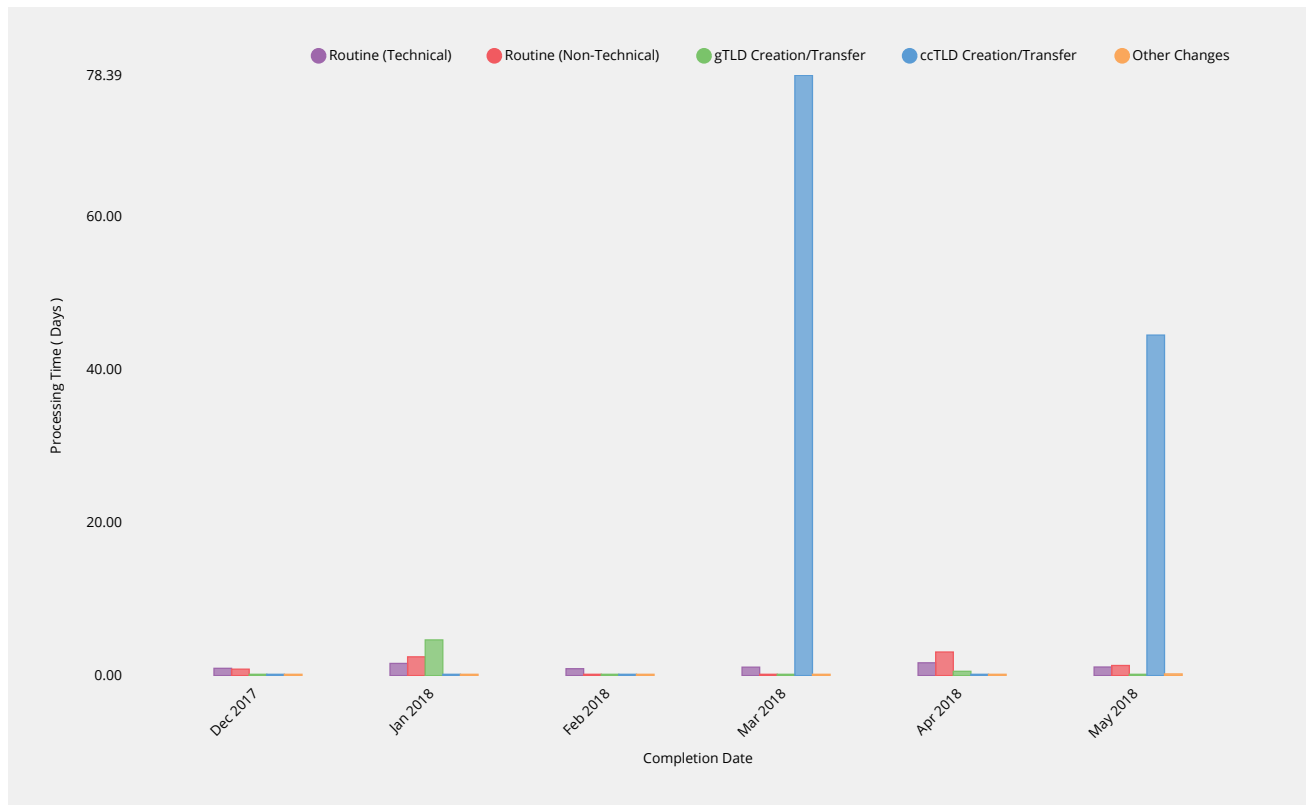
Other Changes	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Affirmation Time	—	—	—	—	0ms	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	0	0	1	2
Mean Time	—	—	—	—	0ms	0ms
Shortest Time	—	—	—	—	0ms	0ms
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)	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Processing Time	0.95d	1.59d	0.9d	1.1d	1.67d	1.12d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	60	72	48	55	70	42
Mean Time	0.61d	0.88d	0.57d	0.75d	0.61d	0.57d
Shortest Time	0d	0d	0.01d	0.01d	0.01d	0.02d
Longest Time	2.71d	2.93d	2.11d	11.16d	3.29d	2.39d
Median Time	0.61d	0.72d	0.48d	0.45d	0.36d	0.45d
PStDev Time	0.46d	0.66d	0.43d	1.5d	0.65d	0.51d

Routine (Non-Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Processing Time	0.84d	2.45d	0d	0d	3.08d	1.32d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	6	20	248	257	62	27
Mean Time	0.38d	0.99d	0.02d	0.03d	1.03d	0.44d
Shortest Time	0d	0.08d	0d	0d	0d	0.01d
Longest Time	0.98d	2.45d	1.4d	1.27d	3.6d	1.46d
Median Time	0.28d	0.83d	0d	0d	0.59d	0.24d
PStDev Time	0.35d	0.81d	0.14d	0.14d	1.08d	0.5d

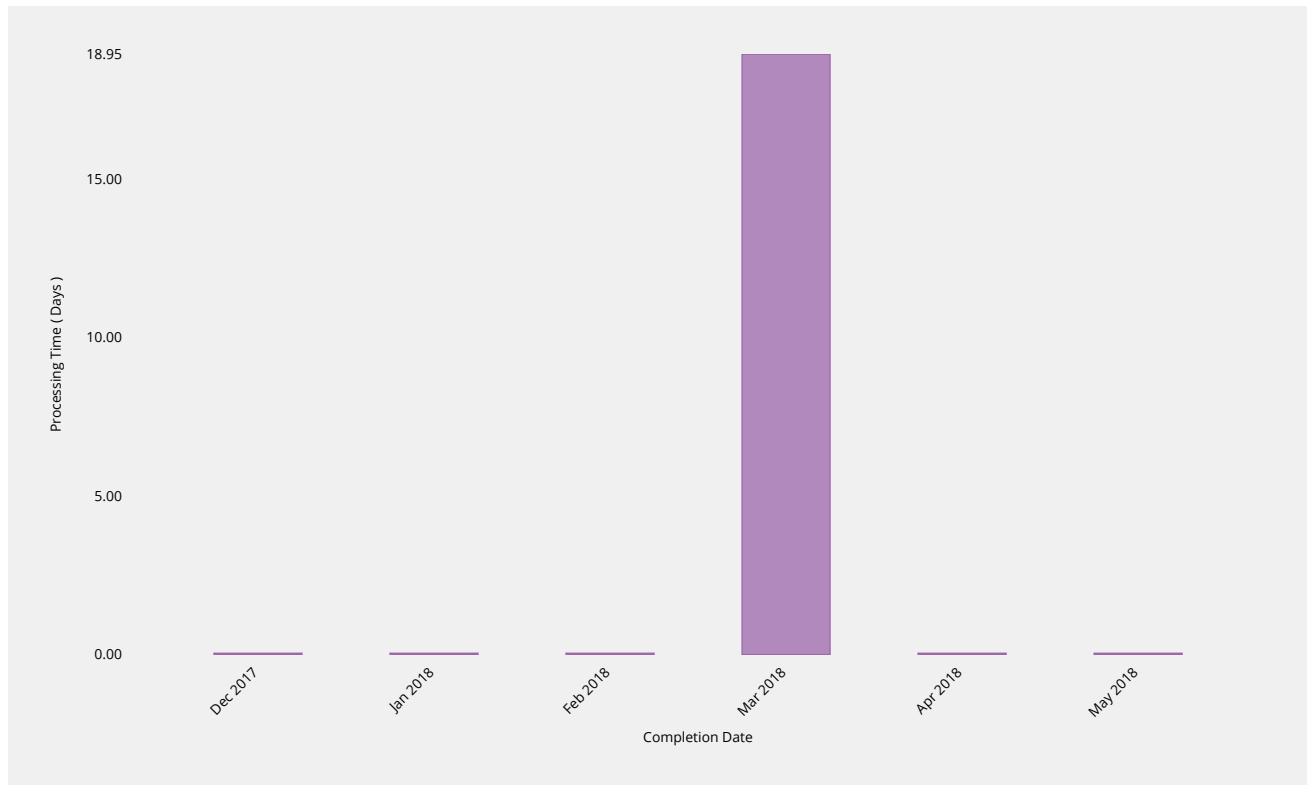
gTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Processing Time	0.15d	4.66d	0.13d	0d	0.56d	—
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	2	3	197	2	0
Mean Time	0.15d	3.24d	0.11d	0d	0.56d	—
Shortest Time	0.15d	1.46d	0.07d	0d	0.56d	—
Longest Time	0.15d	5.02d	0.14d	0.66d	0.56d	—
Median Time	0.15d	3.24d	0.1d	0d	0.56d	—
PStDev Time	0d	1.78d	0.03d	0.05d	0d	—

ccTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Processing Time	—	—	—	78.39d	0d	44.47d
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	0	1	1	1
Mean Time	—	—	—	78.39d	0d	44.47d
Shortest Time	—	—	—	78.39d	0d	44.47d
Longest Time	—	—	—	78.39d	0d	44.47d
Median Time	—	—	—	78.39d	0d	44.47d
PStDev Time	—	—	—	0d	0d	0d

Other Changes	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Processing Time	—	—	—	—	0.17d	0.22d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	0	0	1	2
Mean Time	—	—	—	—	0.17d	0.22d
Shortest Time	—	—	—	—	0.17d	0.22d
Longest Time	—	—	—	—	0.17d	0.22d
Median Time	—	—	—	—	0.17d	0.22d
PStDev Time	—	—	—	—	0d	0d

## Third Party Approval

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

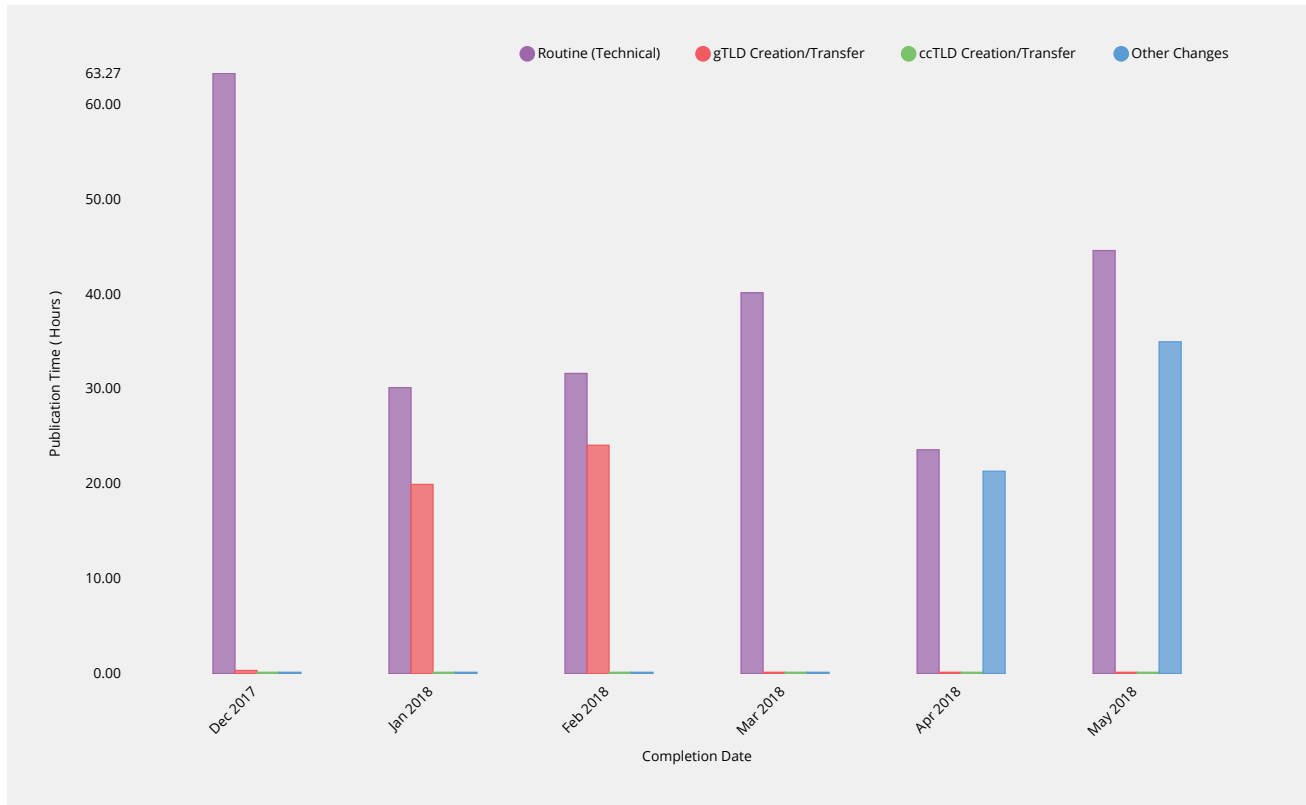


ccTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Processing Time	—	—	—	18.95d	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	0	1	0	0
Mean Time	—	—	—	18.95d	—	—
Shortest Time	—	—	—	18.95d	—	—
Longest Time	—	—	—	18.95d	—	—
Median Time	—	—	—	18.95d	—	—
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)	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Publication Time	63.27h	30.14h	31.64h	40.15h	23.59h	44.59h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	60	69	48	54	70	42
Mean Time	16.6h	16.44h	15.67h	14.23h	14.57h	17.26h
Shortest Time	0.72h	0.77h	0.78h	1.32h	0.37h	2.01h
Longest Time	63.3h	38.41h	31.89h	47.09h	24.84h	44.89h
Median Time	15.86h	19.12h	19.26h	16.78h	17.22h	16.36h
PStDev Time	14.99h	8.08h	9.3h	9.93h	7.77h	11.71h

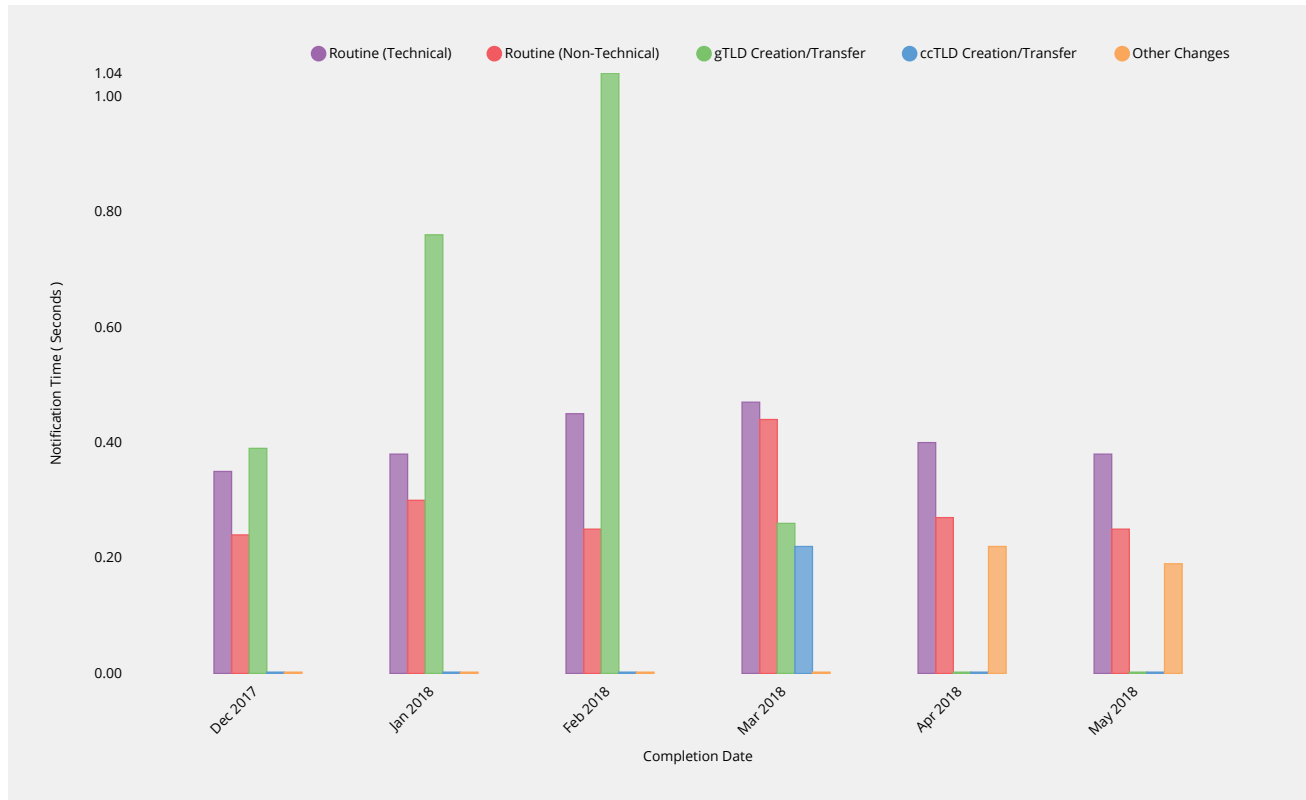
gTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Publication Time	0.33h	19.94h	24.07h	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	1	2	1	0	0	0
Mean Time	0.33h	18.44h	24.07h	—	—	—
Shortest Time	0.33h	16.9h	24.07h	—	—	—
Longest Time	0.33h	19.97h	24.07h	—	—	—
Median Time	0.33h	18.44h	24.07h	—	—	—
PStDev Time	0h	1.54h	0h	—	—	—

ccTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
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	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Publication Time	—	—	—	—	21.33h	34.97h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	0	0	0	0	1	2
Mean Time	—	—	—	—	21.33h	34.97h
Shortest Time	—	—	—	—	21.33h	34.96h
Longest Time	—	—	—	—	21.33h	34.97h
Median Time	—	—	—	—	21.33h	34.97h
PStDev Time	—	—	—	—	0h	0h

## Notification of Completion

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



Routine (Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Notification Time	0.35s	0.38s	0.45s	0.47s	0.4s	0.38s
Monthly Threshold	60s	60s	60s	60s	60s	60s

Routine (Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	59	69	48	54	70	42
Mean Time	0.21s	0.26s	0.29s	0.33s	0.24s	0.23s
Shortest Time	0.15s	0.18s	0.17s	0.2s	0.16s	0.18s
Longest Time	0.38s	0.56s	0.79s	1.2s	0.66s	0.38s
Median Time	0.2s	0.24s	0.24s	0.25s	0.22s	0.21s
PStDev Time	0.05s	0.07s	0.12s	0.17s	0.09s	0.06s

Routine (Non-Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Notification Time	0.24s	0.3s	0.25s	0.44s	0.27s	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	6	20	248	257	61	27
Mean Time	0.22s	0.24s	0.2s	0.37s	0.23s	0.22s
Shortest Time	0.19s	0.19s	0.16s	0.18s	0.17s	0.18s
Longest Time	0.25s	0.35s	0.49s	0.5s	0.29s	0.38s
Median Time	0.23s	0.23s	0.2s	0.37s	0.22s	0.21s
PStDev Time	0.02s	0.04s	0.05s	0.05s	0.03s	0.04s

gTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Notification Time	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	2	3	197	0	0
Mean Time	0.39s	0.66s	0.68s	0.23s	—	—
Shortest Time	0.39s	0.55s	0.42s	0.2s	—	—
Longest Time	0.39s	0.77s	1.1s	0.32s	—	—
Median Time	0.39s	0.66s	0.54s	0.23s	—	—
PStDev Time	0s	0.11s	0.29s	0.02s	—	—

ccTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Notification Time	—	—	—	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	0	0	0	1	0	0
Mean Time	—	—	—	0.22s	—	—
Shortest Time	—	—	—	0.22s	—	—
Longest Time	—	—	—	0.22s	—	—
Median Time	—	—	—	0.22s	—	—
PStDev Time	—	—	—	0s	—	—

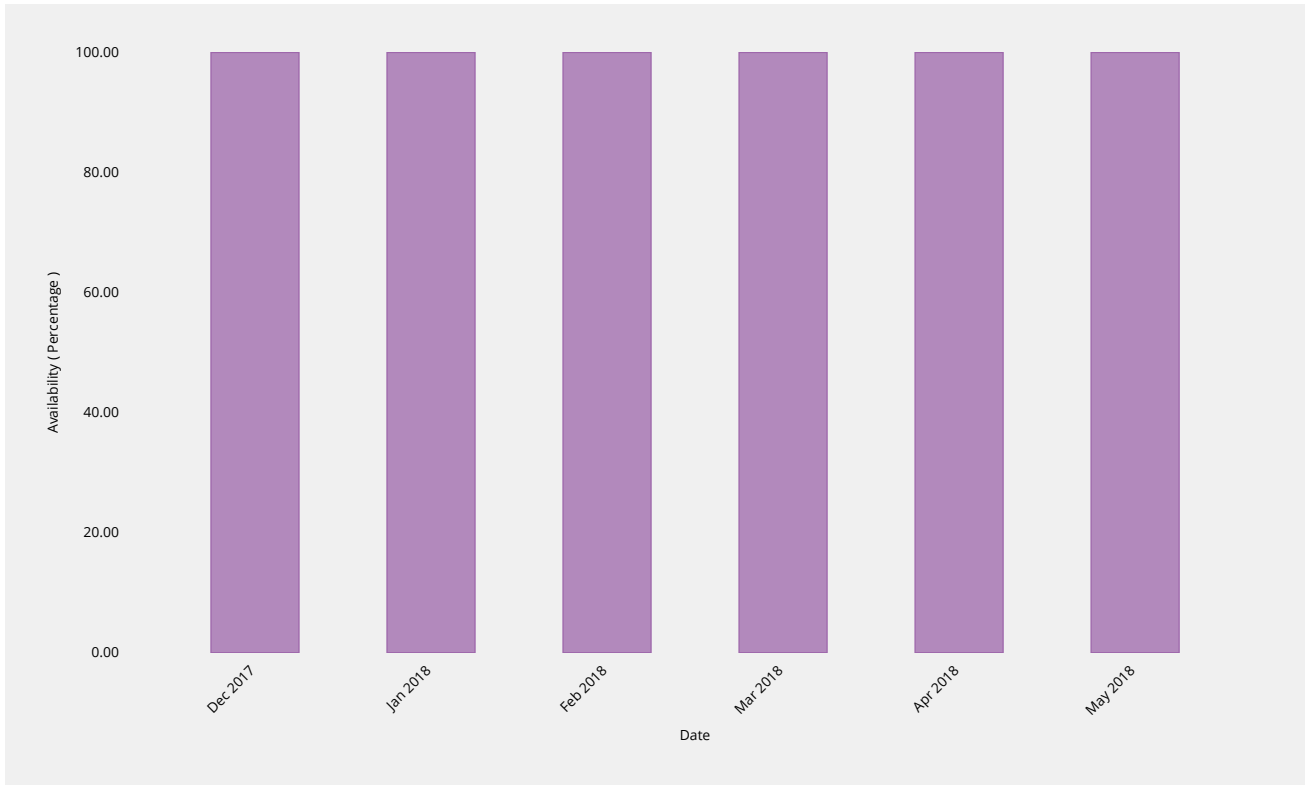
Other Changes	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Notification Time	—	—	—	—	0.22s	0.19s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	0	1	2
Mean Time	—	—	—	—	0.22s	0.19s
Shortest Time	—	—	—	—	0.22s	0.18s
Longest Time	—	—	—	—	0.22s	0.19s
Median Time	—	—	—	—	0.22s	0.19s

Other Changes	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
PStDev Time	—	—	—	—	0s	0s

## System Availability

### IANA Website

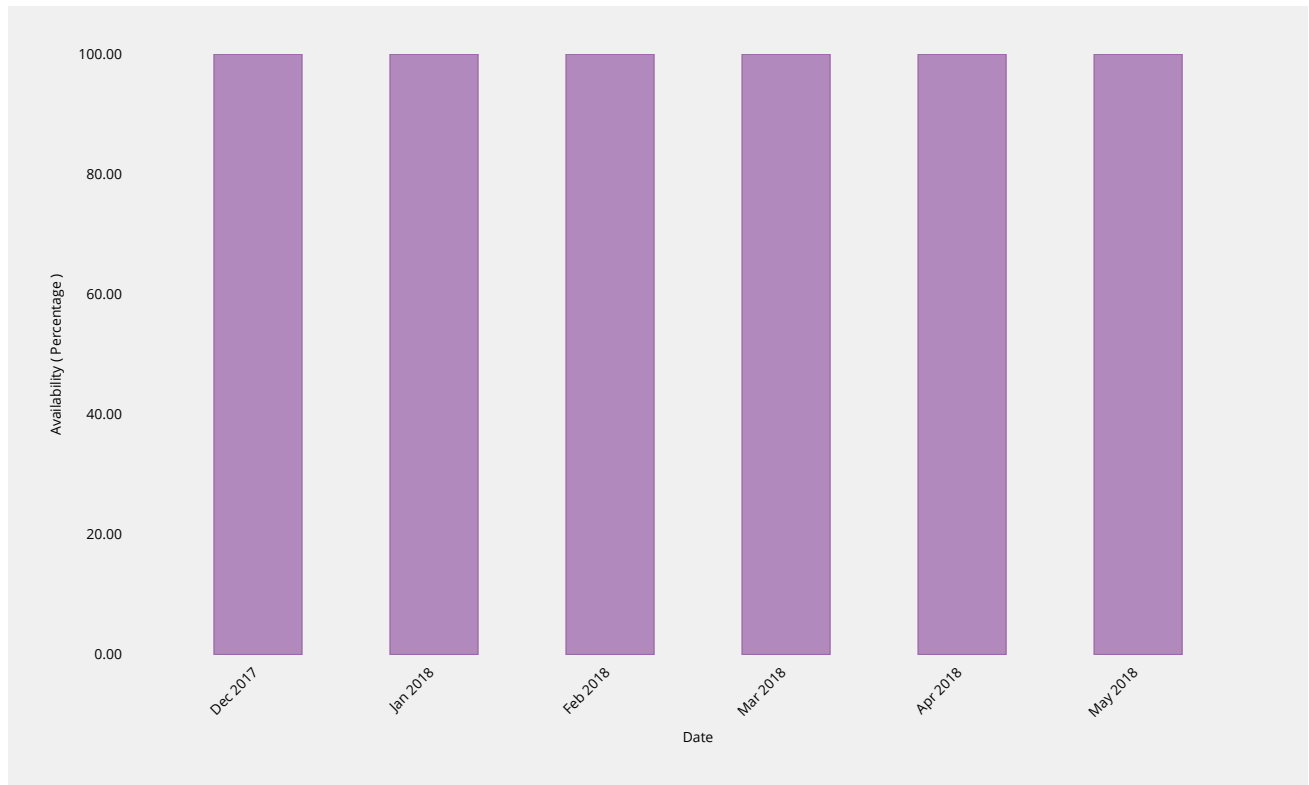
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
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.

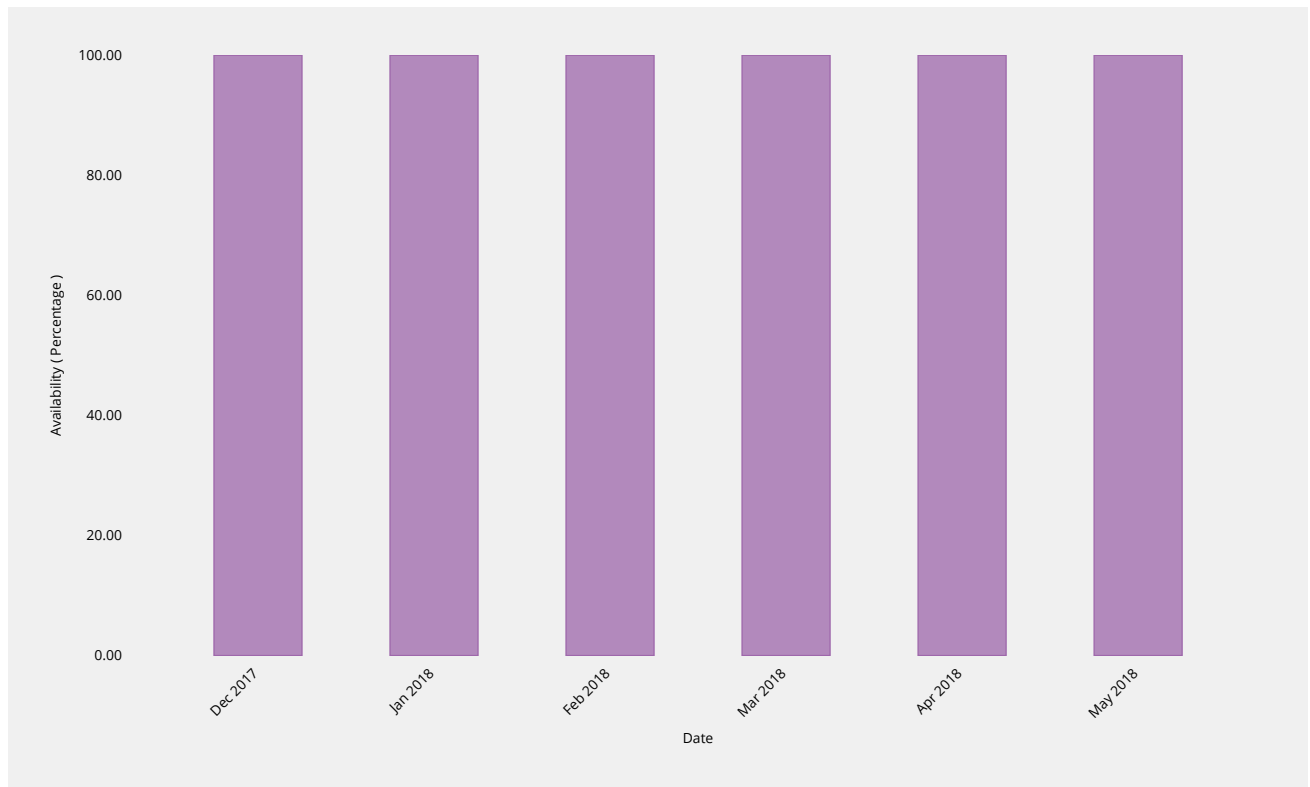


RZM Availability	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%



## Directory Service

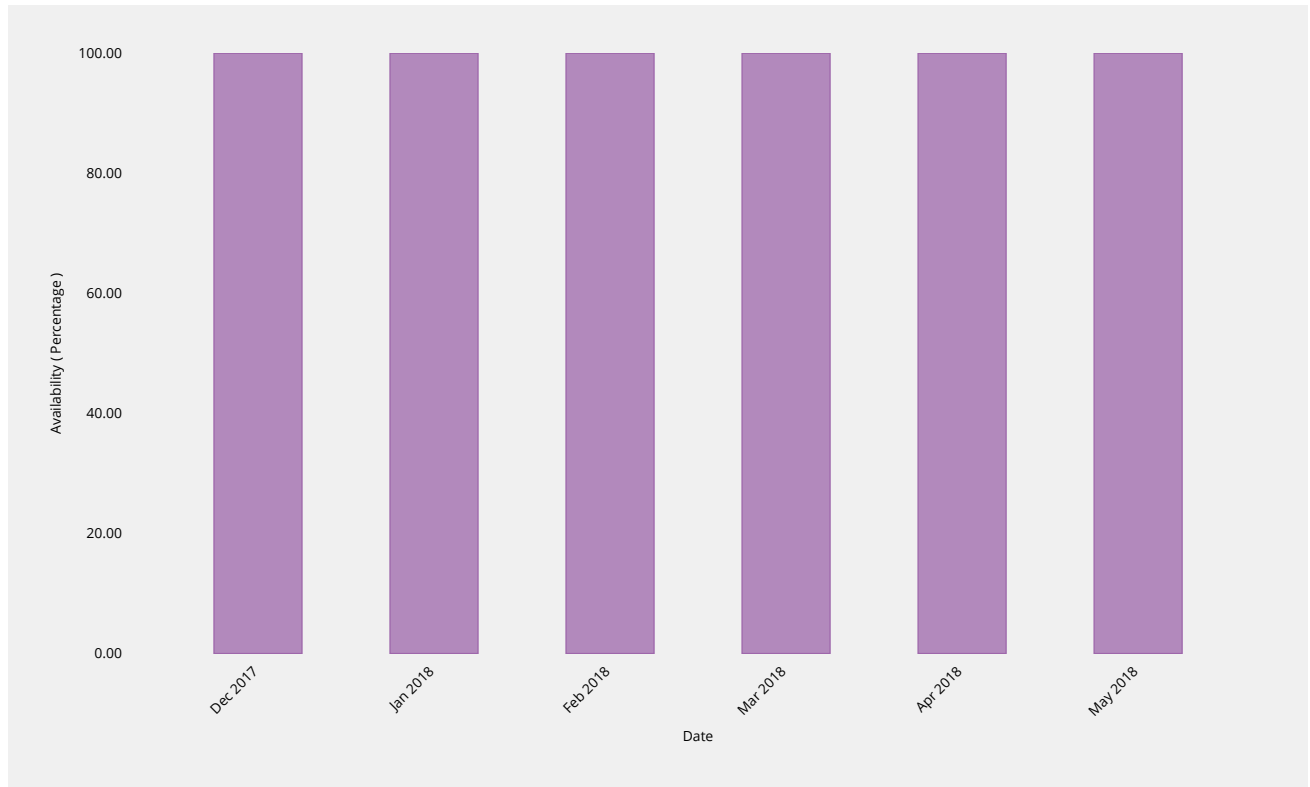
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Service Level Dashboard

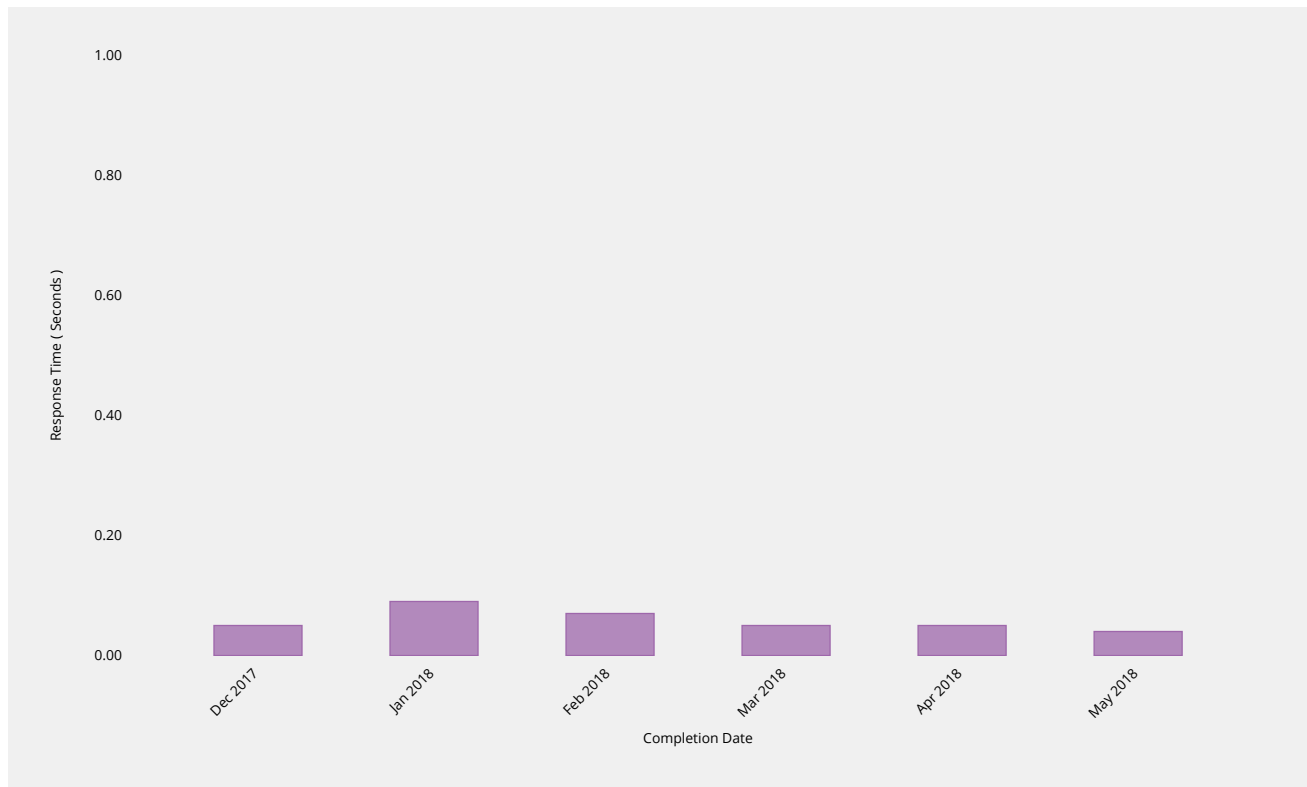
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Credential Recovery

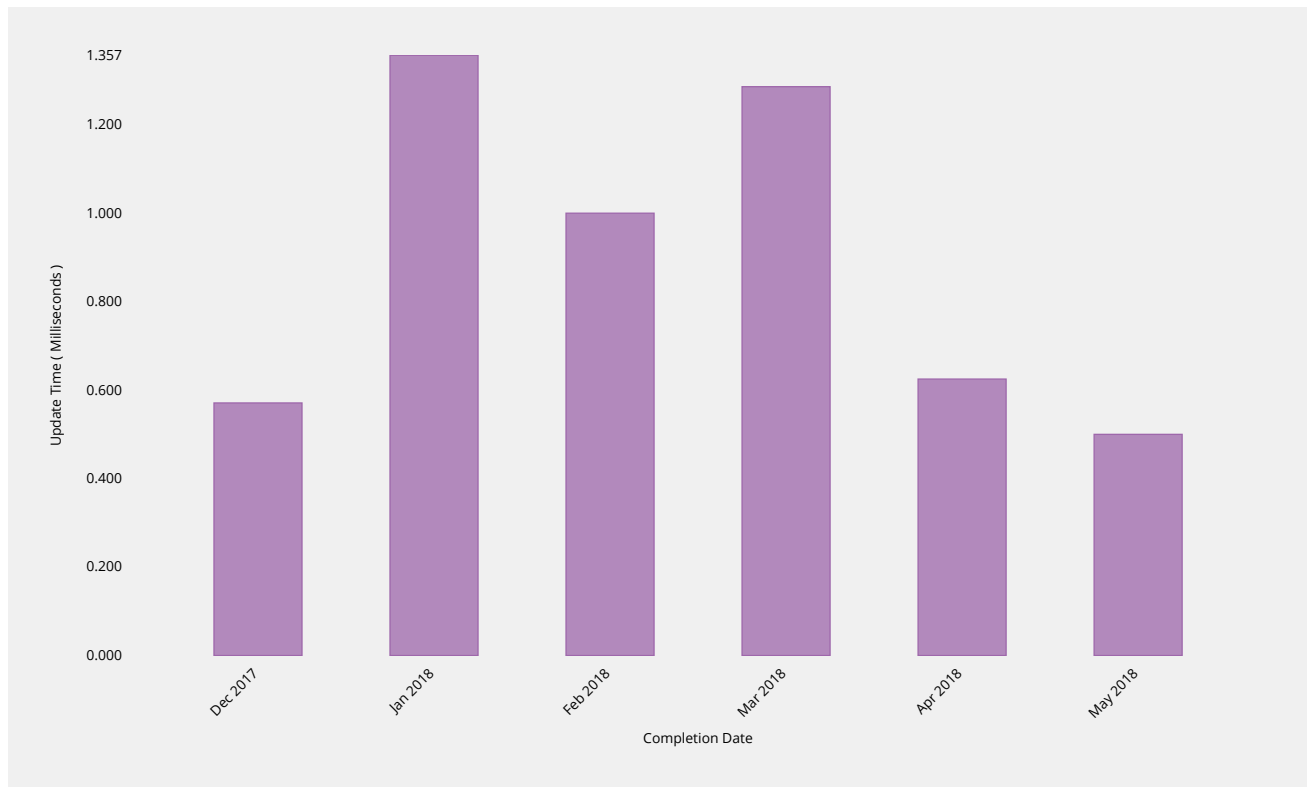
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Response Time	0.05s	0.09s	0.07s	0.05s	0.05s	0.04s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	7	38	11	27	14	28
Mean Time	0.05s	0.06s	0.05s	0.04s	0.03s	0.03s
Shortest Time	0.04s	0.02s	0.03s	0.01s	0.01s	0.01s
Longest Time	0.06s	0.11s	0.08s	0.06s	0.05s	0.05s
Median Time	0.05s	0.07s	0.04s	0.04s	0.03s	0.03s
PStDev Time	0s	0.03s	0.02s	0.01s	0.01s	0.01s

## Credential Change

Time to implement new password within the system.

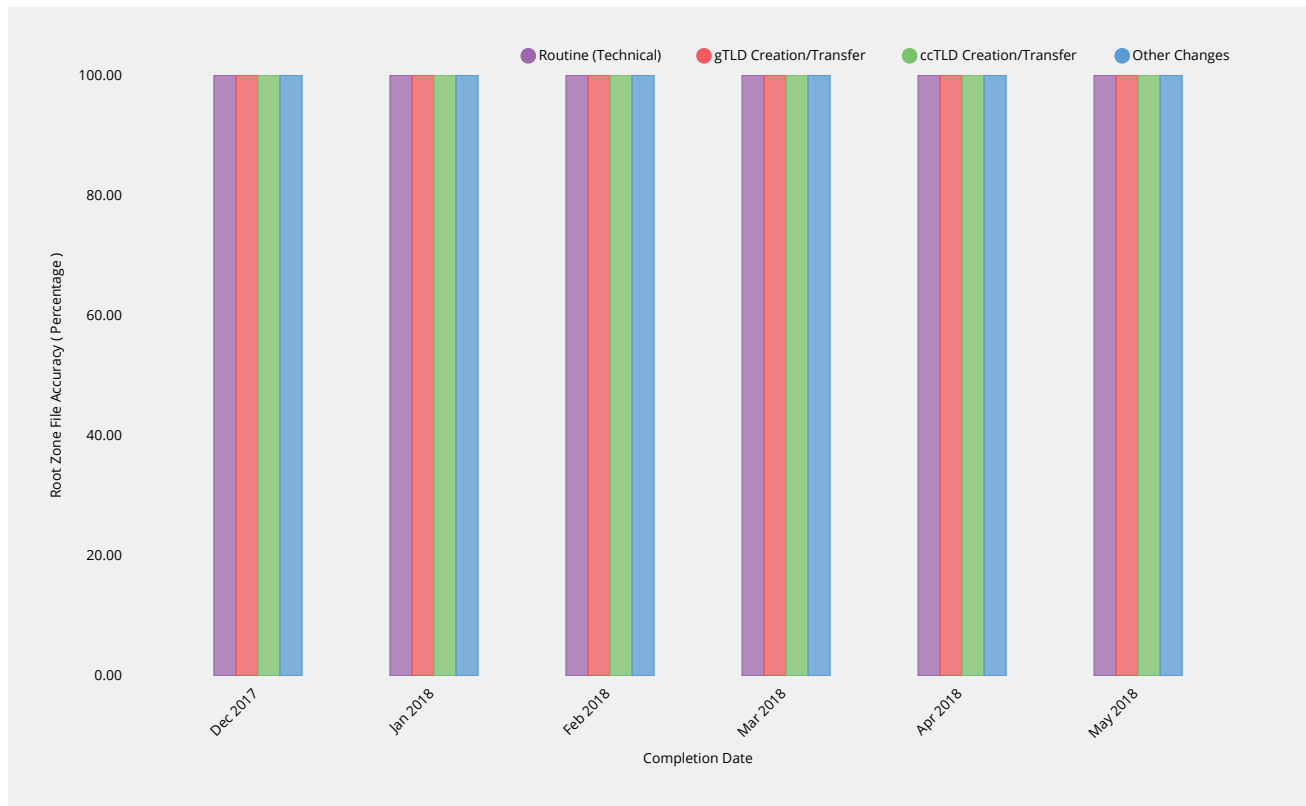


Credential Change	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Update Time	1.7ms	3ms	2ms	4.8ms	1.65ms	2.05ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	7	14	7	14	8	20
Mean Time	0.571ms	1.357ms	1ms	1.286ms	0.625ms	0.5ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	2ms	3ms	2ms	10ms	2ms	3ms
Median Time	0ms	1ms	1ms	1ms	0.5ms	0ms
PStDev Time	0.728ms	0.972ms	0.926ms	2.491ms	0.696ms	0.806ms

## Accuracy

### Root Zone File

Root zone file data published in the root zone matches that provided in the change request.



Routine (Technical)	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
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	59	69	48	54	70	42

gTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
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	2	3	197	0	0

ccTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
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	0	1	0	0

Other Changes	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0



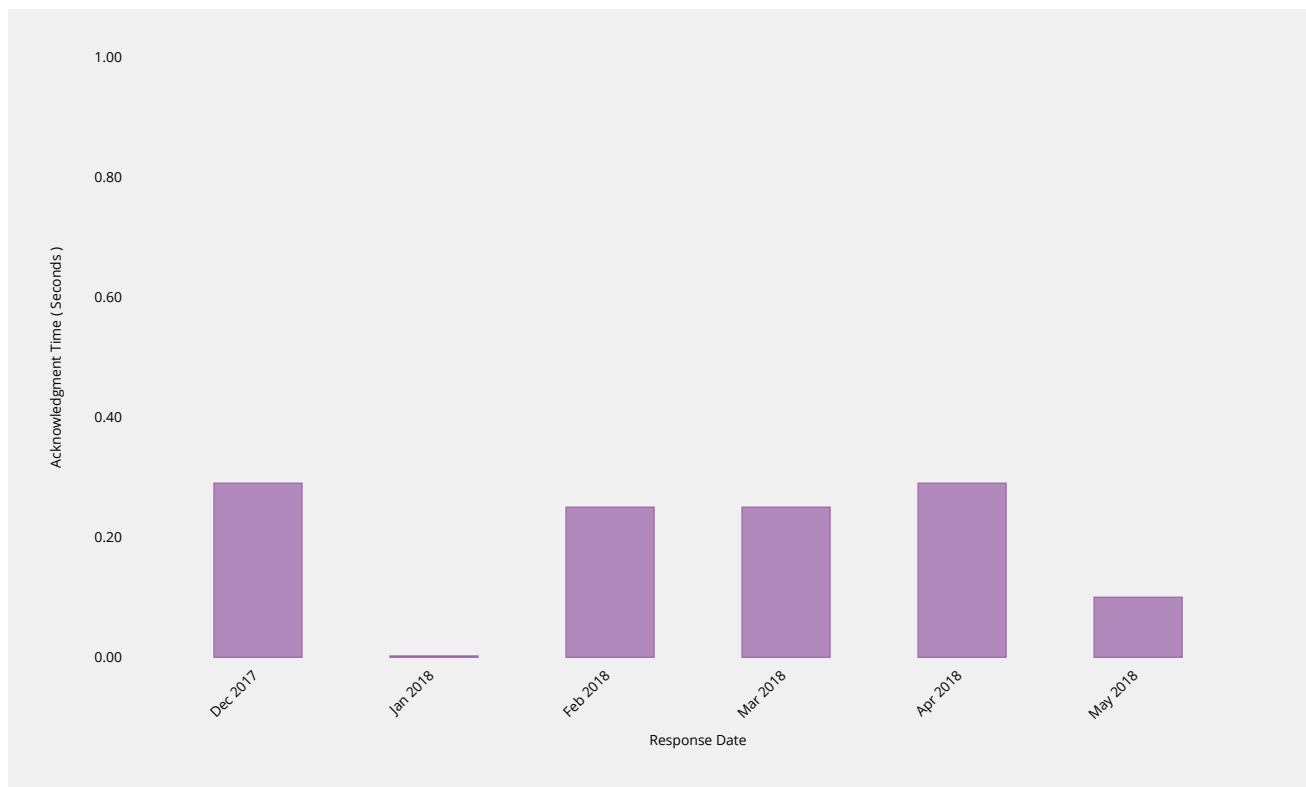
ccTLD Creation/Transfer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	0	1	0	0

Other Changes	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
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	0	0	1	2

## Enquiry Processing

### Time to acknowledge

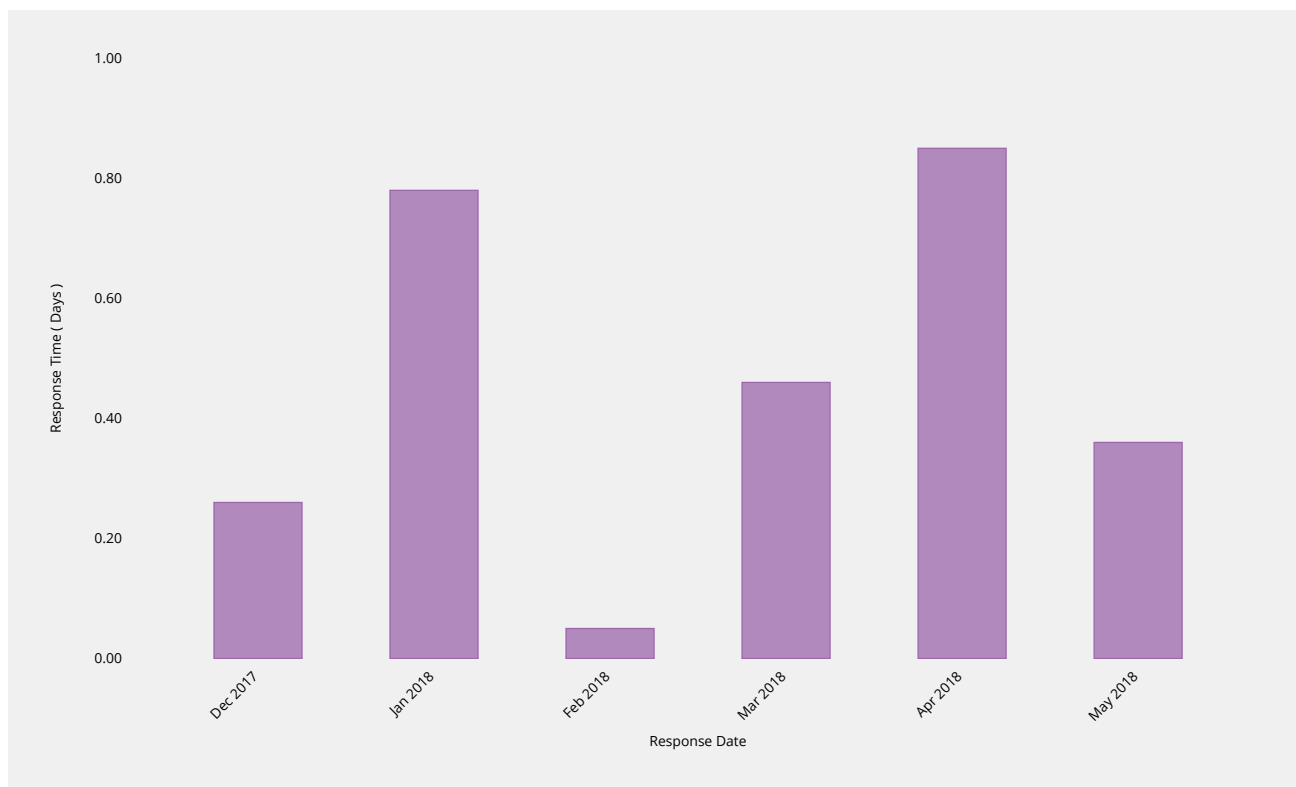
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Acknowledgment Time	1s	0s	0.85s	0.85s	1s	0.55s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	7	4	4	4	7	10
Mean Time	0.29s	0s	0.25s	0.25s	0.29s	0.1s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	0s	1s	1s	1s	1s
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0.45s	0s	0.43s	0.43s	0.45s	0.3s

## Time to initial response

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



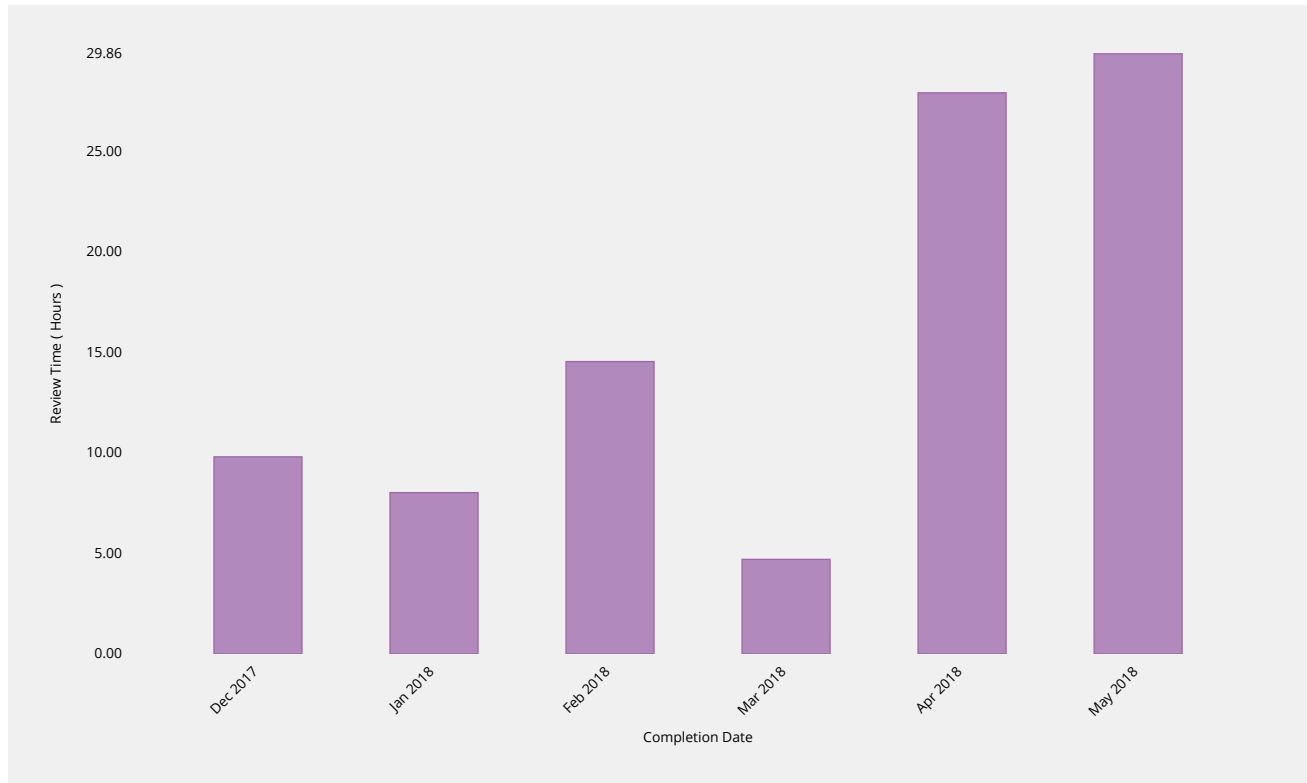
Manual Enquiries	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Response Time	0.63d	1.44d	0.08d	0.79d	1.72d	0.54d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	7	4	4	4	7	10
Mean Time	0.26d	0.78d	0.05d	0.46d	0.85d	0.36d
Shortest Time	0.01d	0.02d	0d	0.02d	0.09d	0.07d
Longest Time	0.84d	1.67d	0.08d	0.89d	2.45d	0.6d
Median Time	0.09d	0.72d	0.06d	0.47d	0.65d	0.41d
PStDev Time	0.28d	0.6d	0.03d	0.31d	0.74d	0.17d



## Label Generation Rulesets

### Review Time

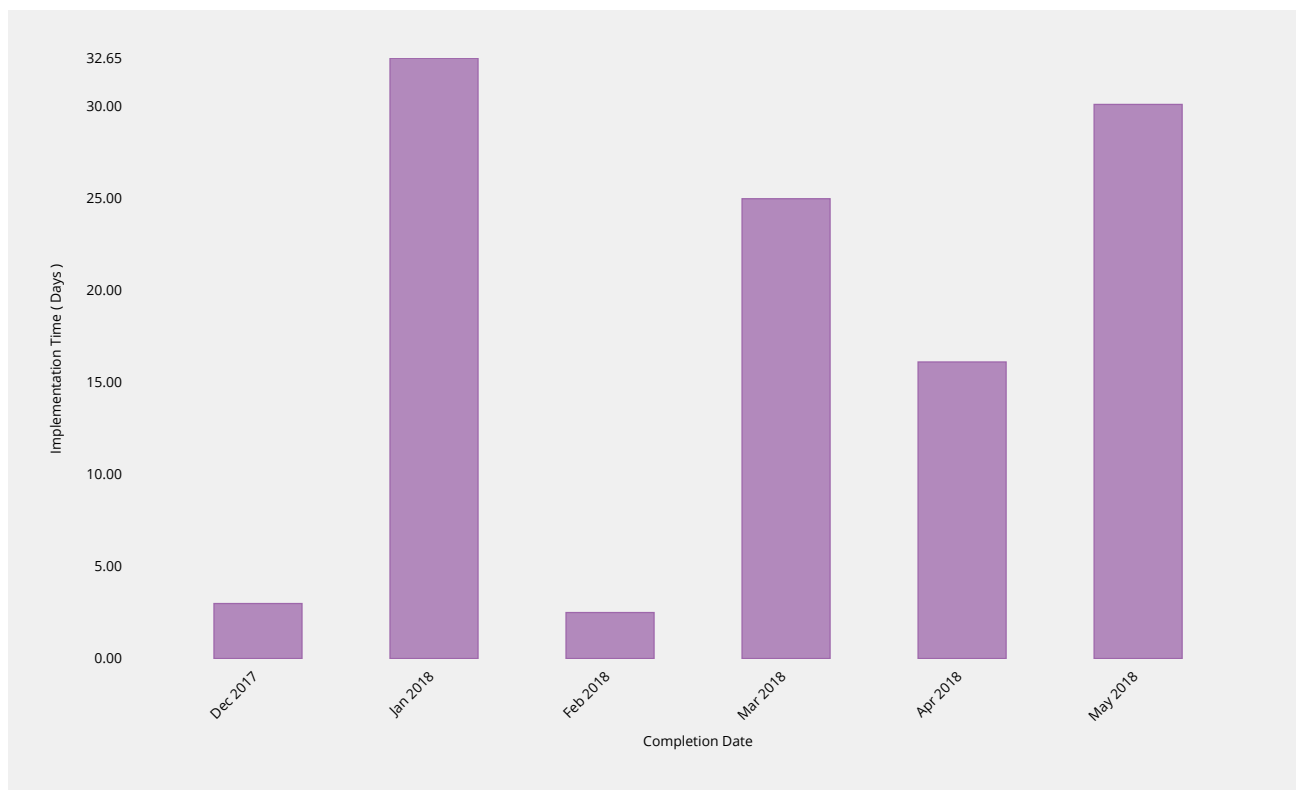
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Mean Time	9.81h	8.03h	14.55h	4.71h	27.92h	29.86h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Review Count	3	5	4	6	3	13
Shortest Time	0.12h	0.19h	1.58h	3.66h	0.57h	3.72h
Longest Time	16.4h	16.4h	29.29h	5.78h	65h	115.96h
Median Time	12.92h	9.46h	13.66h	4.71h	18.18h	16.48h
PStDev Time	7h	6.4h	12.86h	1.02h	27.19h	32.53h

## Implementation Time

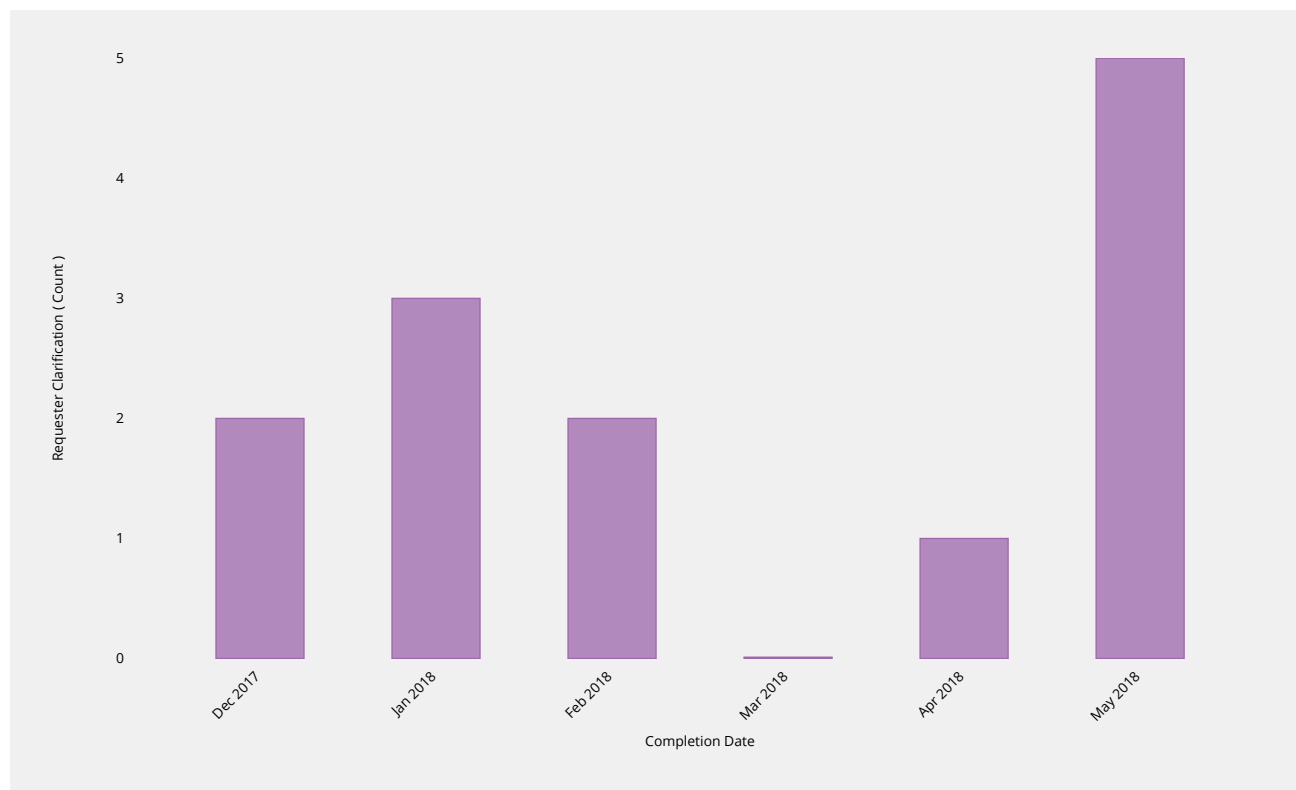
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Mean Time	2.99d	32.65d	2.5d	25.01d	16.13d	30.14d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Request Count	1	2	2	6	3	8
Shortest Time	2.99d	12.2d	0.07d	22.51d	2.81d	0.85d
Longest Time	2.99d	53.1d	4.94d	27.52d	39.97d	58.58d
Median Time	2.99d	32.65d	2.5d	25.02d	5.6d	32.04d
PStDev Time	0d	20.45d	2.44d	2.5d	16.9d	20.38d

## Requester Clarification

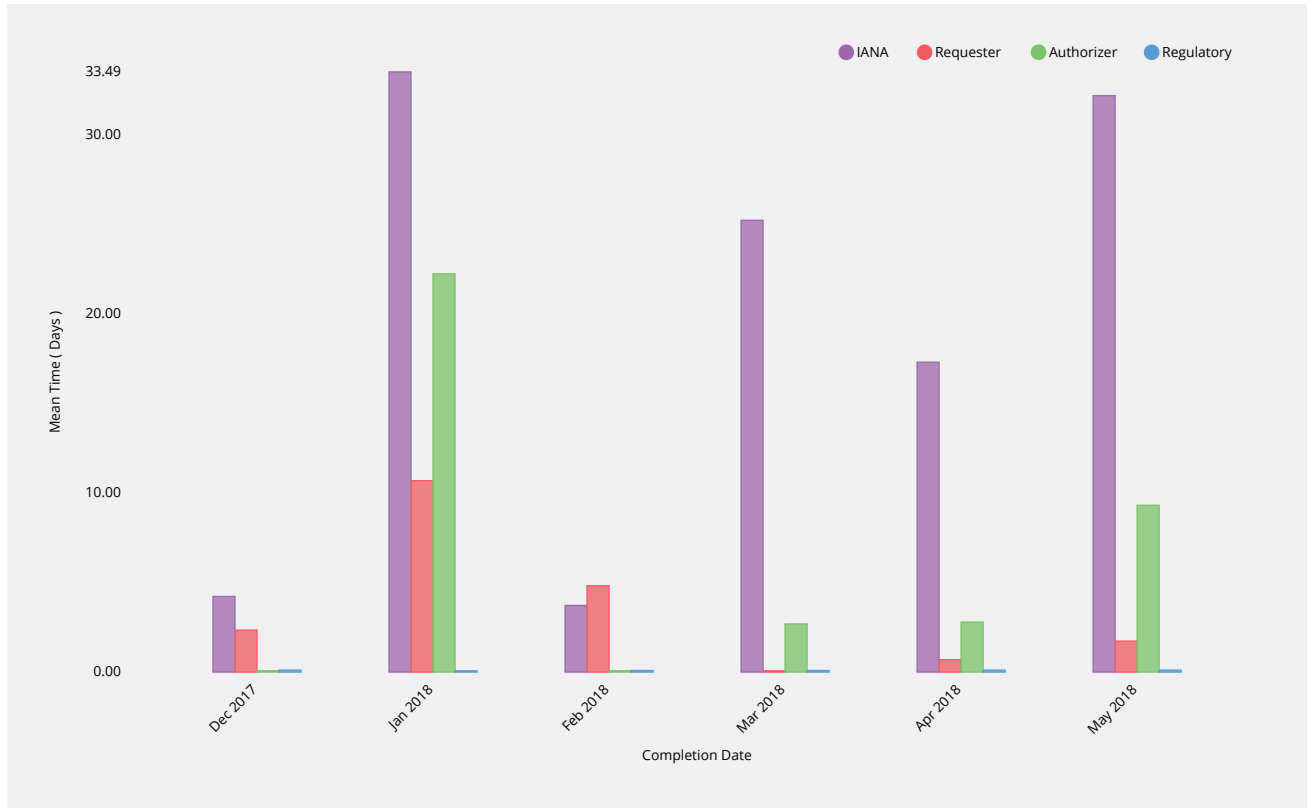
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2017-12	2018-01	2018-02	2018-03	2018-04	<b>2018-05</b>
Count	2	3	2	0	1	5
Request Count	1	2	2	6	3	8
Shortest Clarification	2	1	0	0	0	0
Longest Clarification	2	2	2	0	1	2

## Time per Actor

Average time taken for staff processing, requester clarification, administrative contact authorization and regulatory checks.



IANA	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Mean Time	4.22d	33.49d	3.72d	25.21d	17.29d	32.16d
Review Count	1	2	2	6	3	8
Shortest Time	4.22d	13.43d	0.13d	22.75d	2.83d	1.33d
Longest Time	4.22d	53.54d	7.3d	27.67d	42.67d	64.1d
Median Time	4.22d	33.49d	3.72d	25.21d	6.36d	34.3d
PStDev Time	0d	20.05d	3.58d	2.46d	18.01d	21.3d

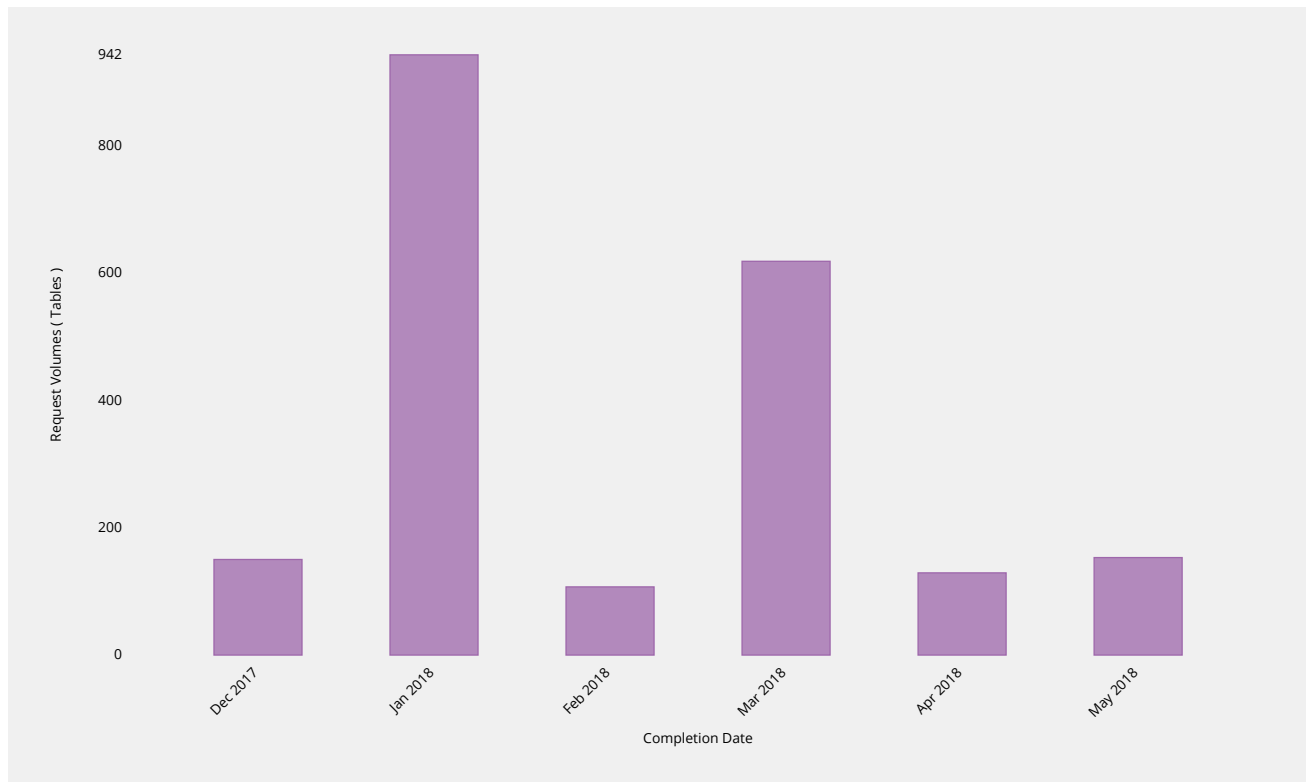
Requester	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Mean Time	2.34d	10.68d	4.82d	—	0.69d	1.73d
Review Count	1	2	1	0	1	4
Shortest Time	2.34d	2.34d	4.82d	—	0.69d	0d
Longest Time	2.34d	19.02d	4.82d	—	0.69d	5.08d
Median Time	2.34d	10.68d	4.82d	—	0.69d	0.93d
PStDev Time	0d	8.34d	0d	—	0d	2.01d

Authorizer	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Mean Time	0.02d	22.22d	0.01d	2.69d	2.79d	9.31d
Review Count	1	2	2	6	3	8
Shortest Time	0.02d	0.47d	0d	0.67d	0d	0d
Longest Time	0.02d	43.98d	0.01d	4.73d	8.14d	32.47d
Median Time	0.02d	22.22d	0.01d	2.69d	0.21d	6.07d
PStDev Time	0d	21.75d	0d	2.03d	3.79d	10.6d

Regulatory	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Mean Time	0.11d	0.07d	0.09d	0.09d	0.11d	0.11d
Review Count	1	2	2	6	3	6
Shortest Time	0.11d	0.01d	0.09d	0.02d	0.08d	0d
Longest Time	0.11d	0.13d	0.1d	0.16d	0.18d	0.41d
Median Time	0.11d	0.07d	0.09d	0.09d	0.08d	0.03d
PStDev Time	0d	0.06d	0d	0.07d	0.05d	0.14d

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2017-12	2018-01	2018-02	2018-03	2018-04	2018-05
Total LGRs Processed	150	942	107	618	129	153
Request Count	1	2	2	6	3	8
Average LGRs per Request	150	471	54	103	43	19
Smallest per Request	150	6	4	103	1	1
Largest per Request	150	936	103	103	103	103

# 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.