

IANA Naming Function Monthly Performance Report

August 2018

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Summary of Performance


Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.89s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.49s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 5.23s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.61s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 1.47d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 1.95d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 0.47d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 2.82d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 8.12m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 5.29m	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✗ 8.08m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ 2.45m	p11
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.9m	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
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	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%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.05d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p18
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ 0.01d	p18
Validation and Reviews	Other Changes	N/A	0.53d	p18
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p19
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 35.44h	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	80.48h	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%)	✓ 0.18s	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
System Availability				
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%	✓ 99.99%	p26
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.06s	p27
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 2.3ms	p28
Accuracy				
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
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0s	p31
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.52d	p32
Label Generation Rulesets				
Review Time	Review Time	N/A	52.65h	p33
Implementation Time	Implementation Time	N/A	13.23d	p34
Requester Clarification	Requester Clarification	N/A	15	p35
Time per Actor	IANA	N/A	16.52d	p36
Time per Actor	Requester	N/A	7.62d	p36
Time per Actor	Authorizer	N/A	15.5d	p36
Time per Actor	Regulatory	N/A	0.09d	p37
Request Volumes	Request Volumes	N/A	154	p37

Percentage of SLA thresholds met of those defined

98.4%

Exceptions and Narrative for Reporting Period

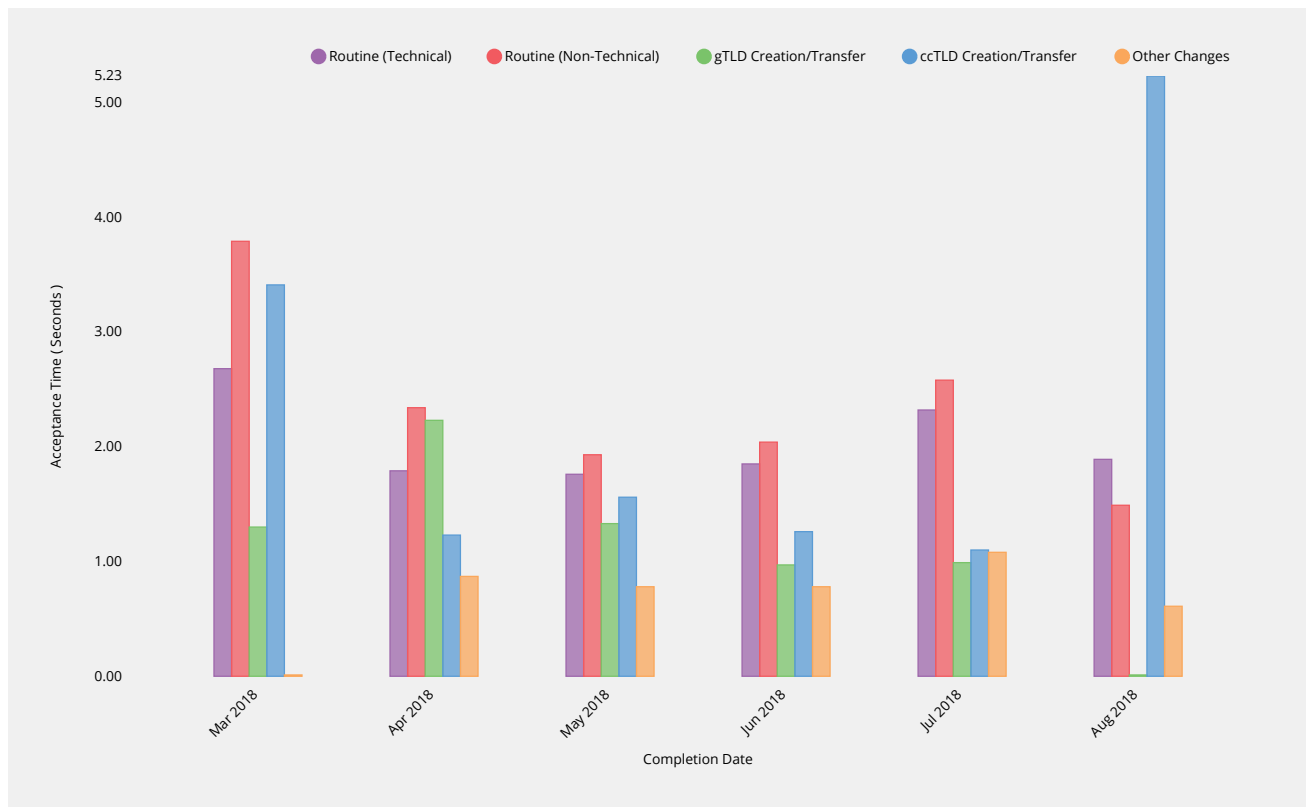
Metric	Category	Expected	Actual
Technical Check (Retest)	Routine (Technical)	3m	8.08m 
Primary cause:	Threshold requires revisiting		
Analysis/Comments:	One request exceeded the technical check threshold of three minutes. This exception relates to time spent waiting for responses from nameservers that 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.		

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)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Acceptance Time	2.68s	1.79s	1.76s	1.85s	2.32s	1.89s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	57	78	50	114	16	13
Mean Time	1.35s	0.93s	0.9s	0.9s	1.1s	0.89s
Shortest Time	0.64s	0.65s	0.54s	0.64s	0.59s	0.4s
Longest Time	3.55s	2.71s	2s	2.43s	2.33s	1.95s
Median Time	1.3s	0.77s	0.8s	0.74s	0.81s	0.68s
PStDev Time	0.66s	0.4s	0.31s	0.38s	0.61s	0.53s

Routine (Non-Technical)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Acceptance Time	3.79s	2.34s	1.93s	2.04s	2.58s	1.49s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	257	64	32	63	17	221
Mean Time	3.28s	1.47s	1.38s	1.43s	1.62s	1.19s
Shortest Time	1.21s	0.96s	1.08s	1.07s	1.24s	0.73s

Routine (Non-Technical)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Longest Time	4.08s	2.75s	2.56s	2.25s	2.61s	2.18s
Median Time	3.37s	1.34s	1.33s	1.39s	1.43s	1.15s
PStDev Time	0.47s	0.37s	0.29s	0.25s	0.42s	0.17s

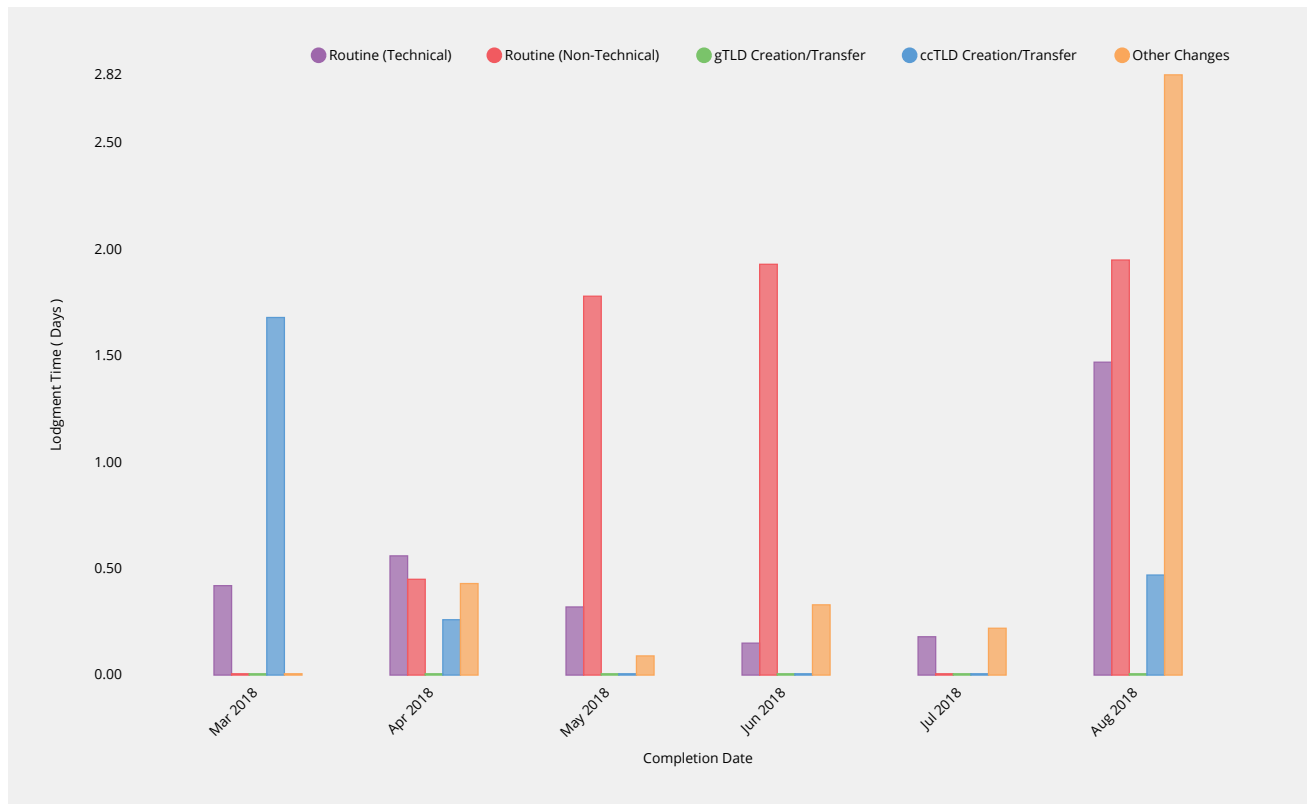
gTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Acceptance Time	1.3s	2.23s	1.33s	0.97s	0.99s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	197	2	1	1	1	0
Mean Time	1.24s	2.18s	1.33s	0.97s	0.99s	—
Shortest Time	1.14s	2.11s	1.33s	0.97s	0.99s	—
Longest Time	1.72s	2.24s	1.33s	0.97s	0.99s	—
Median Time	1.23s	2.18s	1.33s	0.97s	0.99s	—
PStDev Time	0.06s	0.06s	0s	0s	0s	—

ccTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Acceptance Time	3.41s	1.23s	1.56s	1.26s	1.1s	5.23s
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	1	2	2	1
Mean Time	3.41s	1.13s	1.56s	1.25s	1s	5.23s
Shortest Time	3.41s	1.01s	1.56s	1.23s	0.9s	5.23s
Longest Time	3.41s	1.24s	1.56s	1.26s	1.11s	5.23s
Median Time	3.41s	1.13s	1.56s	1.25s	1s	5.23s
PStDev Time	0s	0.11s	0s	0.02s	0.1s	0s

Other Changes	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Acceptance Time	—	0.87s	0.78s	0.78s	1.08s	0.61s
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	2	2	1	1
Mean Time	—	0.87s	0.75s	0.78s	1.08s	0.61s
Shortest Time	—	0.87s	0.73s	0.78s	1.08s	0.61s
Longest Time	—	0.87s	0.78s	0.78s	1.08s	0.61s
Median Time	—	0.87s	0.75s	0.78s	1.08s	0.61s
PStDev Time	—	0s	0.03s	0s	0s	0s

Manual Lodgment Time

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



Routine (Technical)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Lodgment Time	0.42d	0.56d	0.32d	0.15d	0.18d	1.47d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	6	8	8	3	4	4
Mean Time	0.17d	0.25d	0.18d	0.09d	0.11d	0.65d
Shortest Time	0d	0.07d	0.05d	0d	0.02d	0.1d
Longest Time	0.46d	0.64d	0.34d	0.15d	0.18d	1.6d
Median Time	0.13d	0.22d	0.17d	0.12d	0.12d	0.46d
PStDev Time	0.16d	0.19d	0.08d	0.07d	0.07d	0.6d

Routine (Non-Technical)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Lodgment Time	—	0.45d	1.78d	1.93d	—	1.95d
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	2	4	3	0	7
Mean Time	—	0.37d	0.74d	0.75d	—	0.6d
Shortest Time	—	0.28d	0d	0.01d	—	0.02d
Longest Time	—	0.46d	2d	2.14d	—	2.48d
Median Time	—	0.37d	0.47d	0.09d	—	0.3d
PStDev Time	—	0.09d	0.76d	0.98d	—	0.81d

gTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Lodgment Time	—	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d

gTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

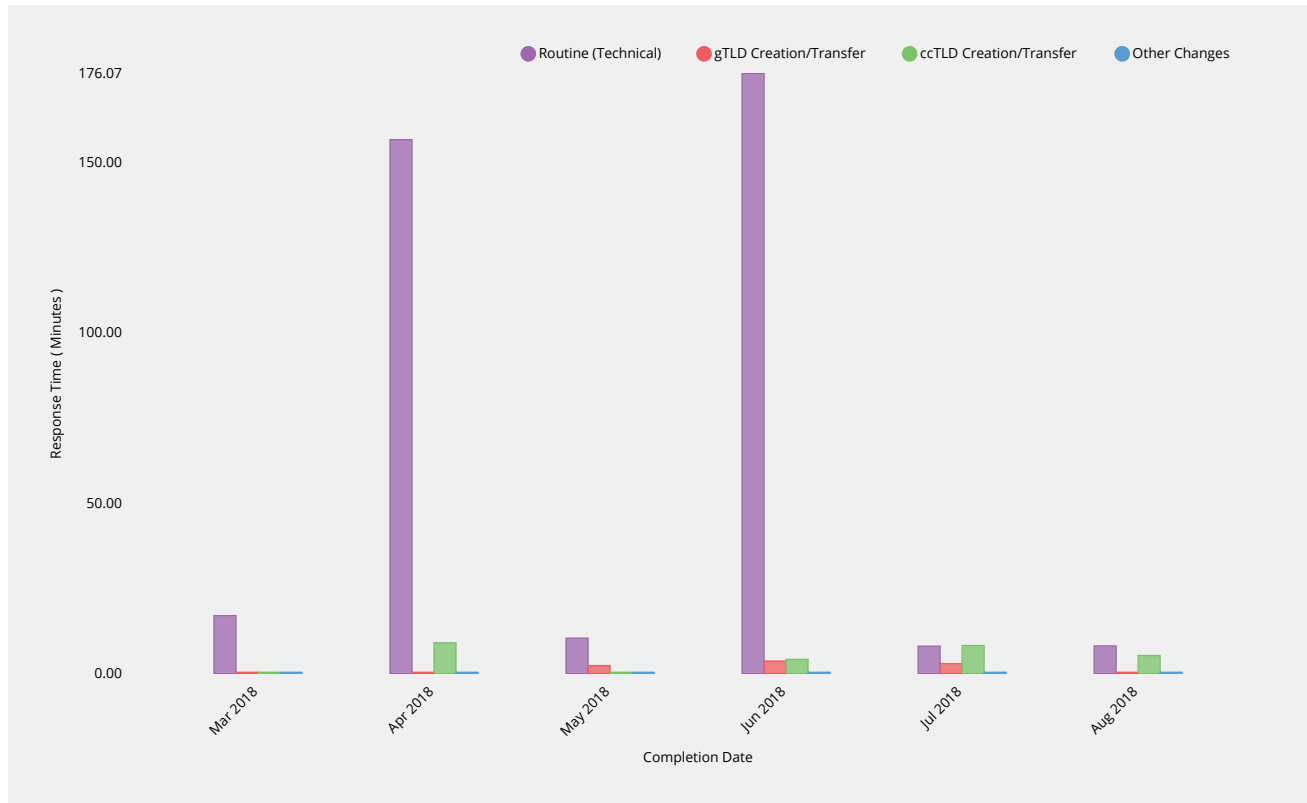
ccTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Lodgment Time	1.68d	0.26d	—	—	—	0.47d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	1	0	0	0	1
Mean Time	1.68d	0.26d	—	—	—	0.47d
Shortest Time	1.68d	0.26d	—	—	—	0.47d
Longest Time	1.68d	0.26d	—	—	—	0.47d
Median Time	1.68d	0.26d	—	—	—	0.47d
PStDev Time	0d	0d	—	—	—	0d

Other Changes	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Lodgment Time	—	0.43d	0.09d	0.33d	0.22d	2.82d
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	2	2	1	1
Mean Time	—	0.43d	0.06d	0.28d	0.22d	2.82d
Shortest Time	—	0.43d	0.03d	0.22d	0.22d	2.82d
Longest Time	—	0.43d	0.09d	0.34d	0.22d	2.82d
Median Time	—	0.43d	0.06d	0.28d	0.22d	2.82d
PStDev Time	—	0d	0.03d	0.06d	0d	0d

Technical Checks

Technical Check (First)

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



Routine (Technical)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Response Time	17m	156.62m	10.41m	176.07m	8.05m	8.12m
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	57	78	50	114	16	13
Mean Time	5.89m	48.4m	4.2m	41.32m	3.28m	3.88m
Shortest Time	0.37m	0.31m	0.39m	0.14m	0.23m	1.5m
Longest Time	22.59m	173.47m	14.78m	202.88m	9.84m	12.29m
Median Time	4.4m	14.41m	3.83m	4.68m	3.25m	2.93m
PStDev Time	4.83m	54.67m	2.78m	60.47m	2.59m	2.66m

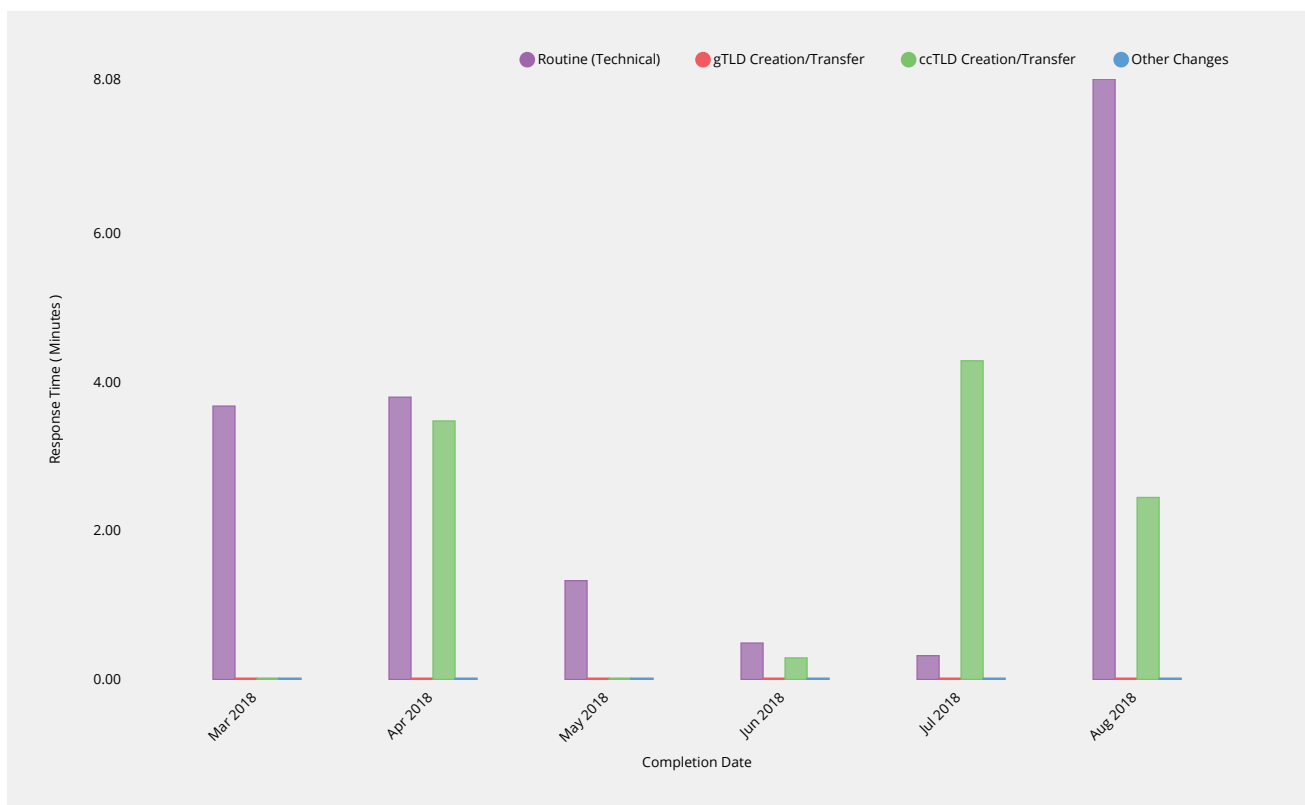
gTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Response Time	—	—	2.35m	3.69m	2.92m	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	1	1	1	0
Mean Time	—	—	2.35m	3.69m	2.92m	—
Shortest Time	—	—	2.35m	3.69m	2.92m	—
Longest Time	—	—	2.35m	3.69m	2.92m	—
Median Time	—	—	2.35m	3.69m	2.92m	—
PStDev Time	—	—	0m	0m	0m	—

ccTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Response Time	—	9.03m	—	4.18m	8.23m	5.29m
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	1	2	1
Mean Time	—	6.72m	—	4.18m	4.79m	5.29m
Shortest Time	—	4.15m	—	4.18m	0.98m	5.29m
Longest Time	—	9.29m	—	4.18m	8.61m	5.29m
Median Time	—	6.72m	—	4.18m	4.79m	5.29m
PStDev Time	—	2.57m	—	0m	3.82m	0m

Other Changes	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
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)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Response Time	3.68m	3.8m	1.33m	0.49m	0.32m	8.08m

Routine (Technical)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	217	111	128	330	26	37
Mean Time	1.31m	0.74m	0.46m	0.18m	0.21m	2.07m
Shortest Time	0.1m	0.19m	0.09m	0.06m	0.07m	0.39m
Longest Time	4.56m	9.16m	2.59m	4.73m	0.4m	8.1m
Median Time	0.61m	0.37m	0.25m	0.08m	0.24m	0.44m
PStDev Time	1.23m	1.22m	0.48m	0.4m	0.08m	3.11m

Exception Narrative

Primary cause: Threshold requires revisiting
 Analysis/Comments: One request 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.

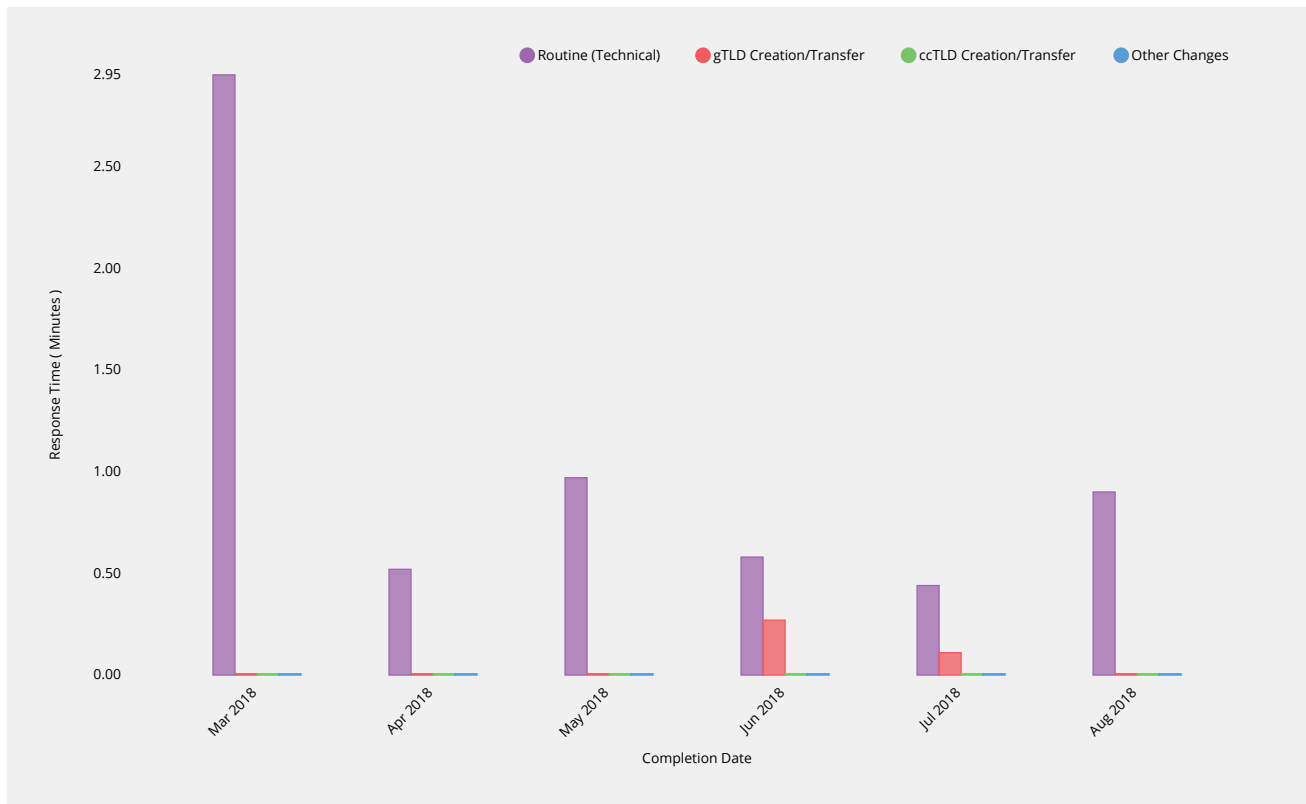
gTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Response Time	—	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Response Time	—	3.48m	—	0.29m	4.29m	2.45m
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	26	0	3	55	13
Mean Time	—	3.19m	—	0.23m	2.54m	0.7m
Shortest Time	—	0.08m	—	0.19m	0.24m	0.17m
Longest Time	—	5.45m	—	0.3m	4.51m	2.45m
Median Time	—	3.36m	—	0.21m	2.49m	0.45m
PStDev Time	—	0.81m	—	0.05m	1.32m	0.77m

Other Changes	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
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)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Response Time	2.95m	0.52m	0.97m	0.58m	0.44m	0.9m
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	166	71	55	118	17	12
Mean Time	1.01m	0.27m	0.51m	0.26m	0.22m	0.39m
Shortest Time	0.07m	0.1m	0.08m	0.07m	0.07m	0.14m
Longest Time	4.61m	3.84m	6.61m	4.69m	0.45m	1.3m
Median Time	0.56m	0.16m	0.24m	0.15m	0.19m	0.28m
PStDev Time	1.16m	0.45m	1.21m	0.57m	0.12m	0.3m

gTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Response Time	—	—	—	0.27m	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	0	1	1	0
Mean Time	—	—	—	0.27m	0.11m	—
Shortest Time	—	—	—	0.27m	0.11m	—
Longest Time	—	—	—	0.27m	0.11m	—
Median Time	—	—	—	0.27m	0.11m	—
PStDev Time	—	—	—	0m	0m	—

ccTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Response Time	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m

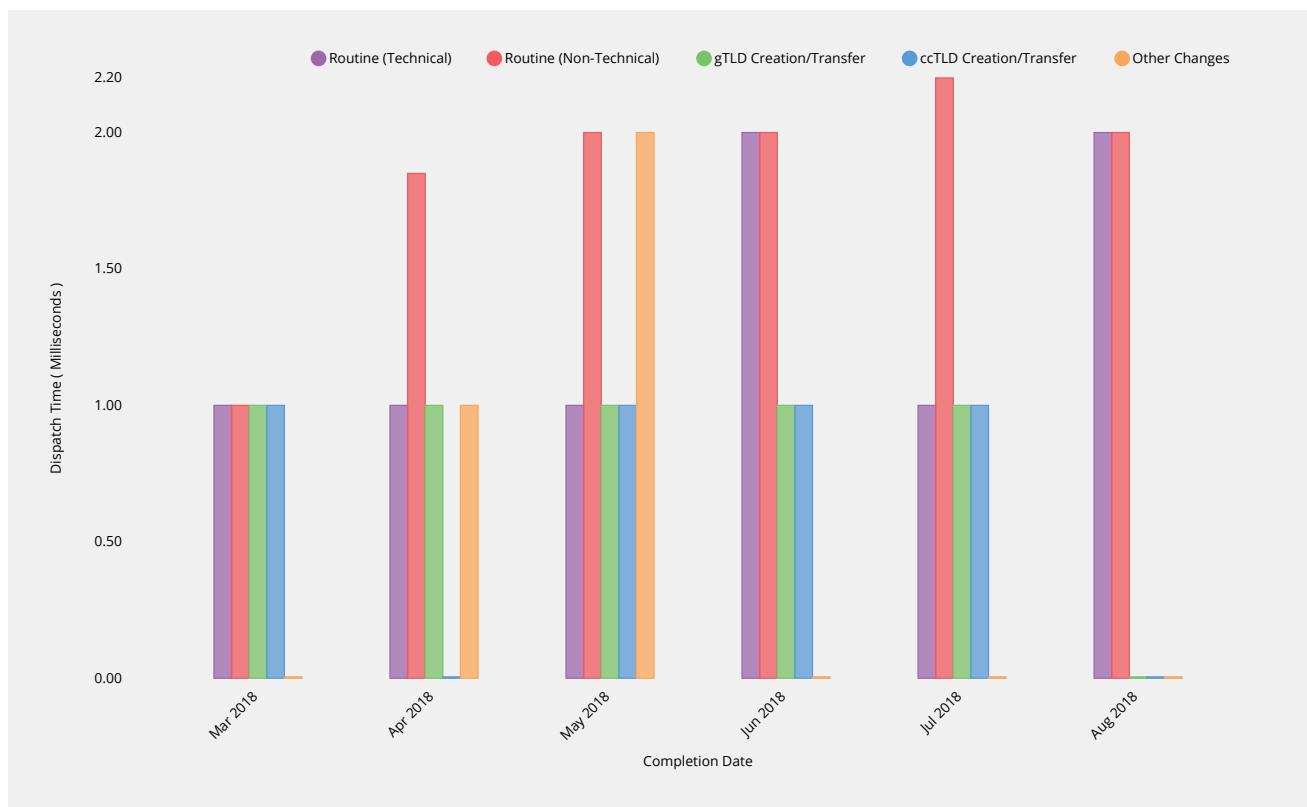
ccTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
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)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Dispatch Time	1ms	1ms	1ms	2ms	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	56	71	46	110	15	11
Mean Time	0.7ms	0.65ms	0.7ms	0.75ms	0.87ms	1.18ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	1ms
Longest Time	1ms	1ms	2ms	4ms	1ms	3ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.46ms	0.48ms	0.55ms	0.64ms	0.34ms	0.57ms

Routine (Non-Technical)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Dispatch Time	1ms	1.85ms	2ms	2ms	2.2ms	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	257	64	32	63	17	221
Mean Time	0.88ms	0.91ms	1ms	1.17ms	1.41ms	1.37ms
Shortest Time	0ms	0ms	0ms	0ms	1ms	0ms
Longest Time	4ms	2ms	2ms	2ms	3ms	9ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.42ms	0.46ms	0.5ms	0.52ms	0.6ms	0.88ms

gTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Dispatch Time	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%
Email Count	197	2	1	1	1	0
Mean Time	0.84ms	1ms	1ms	1ms	1ms	—
Shortest Time	0ms	1ms	1ms	1ms	1ms	—
Longest Time	2ms	1ms	1ms	1ms	1ms	—
Median Time	1ms	1ms	1ms	1ms	1ms	—
PStDev Time	0.39ms	0ms	0ms	0ms	0ms	—

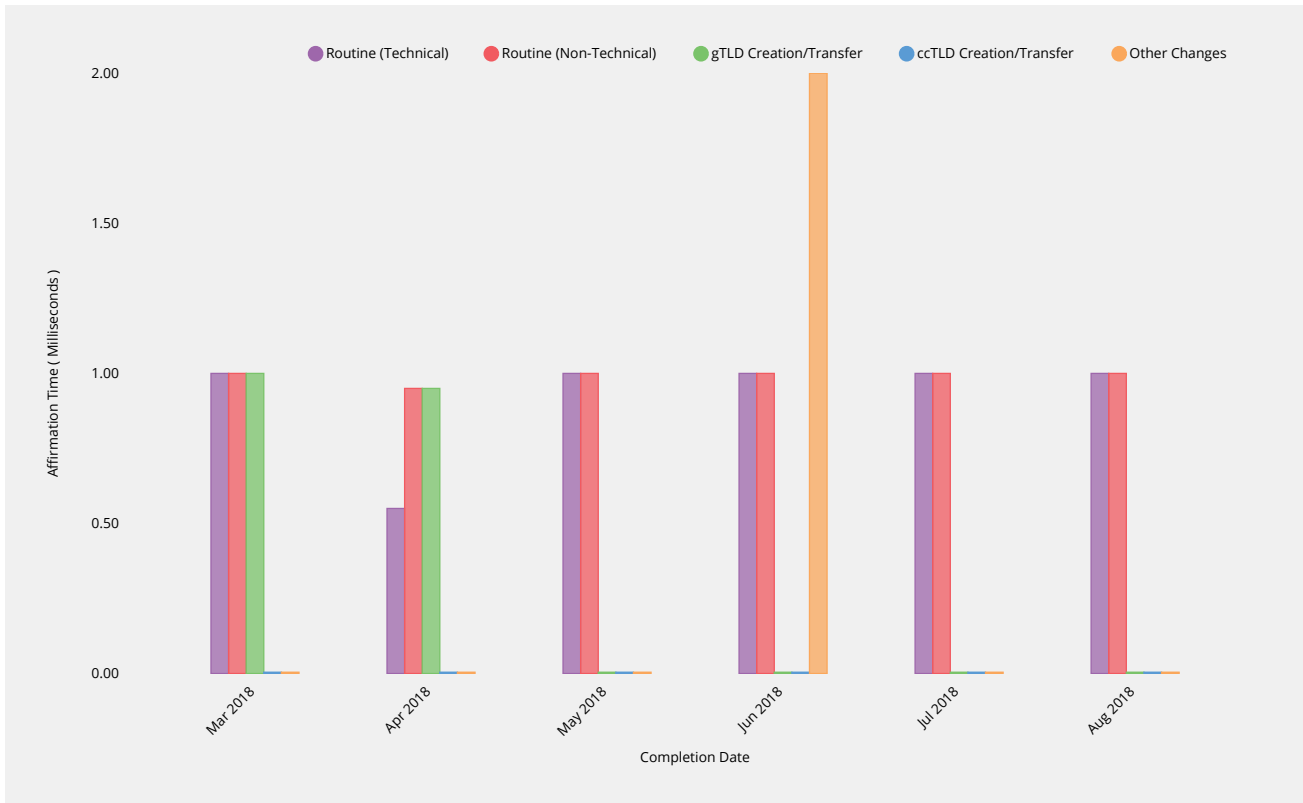
ccTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Dispatch Time	1ms	—	1ms	1ms	1ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	0	1	2	1	0
Mean Time	1ms	—	1ms	1ms	1ms	—
Shortest Time	1ms	—	1ms	1ms	1ms	—
Longest Time	1ms	—	1ms	1ms	1ms	—
Median Time	1ms	—	1ms	1ms	1ms	—
PStDev Time	0ms	—	0ms	0ms	0ms	—

Other Changes	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
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	1	2	0	0	0
Mean Time	—	1ms	2ms	—	—	—
Shortest Time	—	1ms	2ms	—	—	—

Other Changes	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
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)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Affirmation Time	1ms	0.55ms	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	55	70	42	109	15	11
Mean Time	0.11ms	0.06ms	0.21ms	0.22ms	0.27ms	0.18ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	2ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.31ms	0.23ms	0.41ms	0.44ms	0.44ms	0.39ms

Routine (Non-Technical)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Affirmation Time	1ms	0.95ms	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	257	62	28	60	17	220
Mean Time	0.07ms	0.06ms	0.11ms	0.12ms	0.29ms	0.12ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms

Routine (Non-Technical)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
PStDev Time	0.25ms	0.25ms	0.31ms	0.32ms	0.46ms	0.33ms

gTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Affirmation Time	1ms	0.95ms	—	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	197	2	0	1	1	0
Mean Time	0.09ms	0.5ms	—	0ms	0ms	—
Shortest Time	0ms	0ms	—	0ms	0ms	—
Longest Time	1ms	1ms	—	0ms	0ms	—
Median Time	0ms	0.5ms	—	0ms	0ms	—
PStDev Time	0.29ms	0.5ms	—	0ms	0ms	—

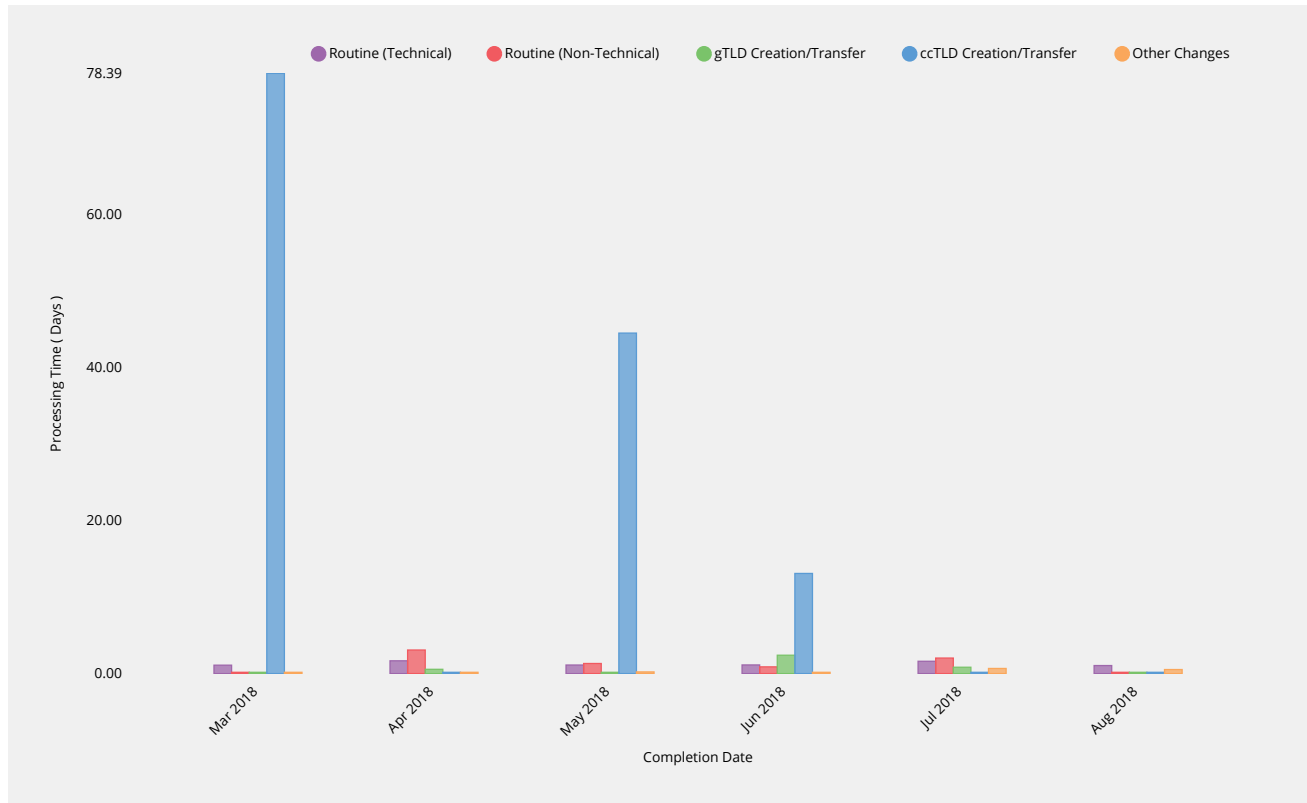
ccTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Affirmation Time	—	—	0ms	0ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	1	2	0	0
Mean Time	—	—	0ms	0ms	—	—
Shortest Time	—	—	0ms	0ms	—	—
Longest Time	—	—	0ms	0ms	—	—
Median Time	—	—	0ms	0ms	—	—
PStDev Time	—	—	0ms	0ms	—	—

Other Changes	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Affirmation Time	—	0ms	0ms	2ms	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	2	1	1	1
Mean Time	—	0ms	0ms	2ms	0ms	0ms
Shortest Time	—	0ms	0ms	2ms	0ms	0ms
Longest Time	—	0ms	0ms	2ms	0ms	0ms
Median Time	—	0ms	0ms	2ms	0ms	0ms
PStDev Time	—	0ms	0ms	0ms	0ms	0ms

Staff Processing

Validation and Reviews

Time to complete all other validations and reviews by IANA Functions Operator and release request for implementation.



Routine (Technical)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Processing Time	1.1d	1.67d	1.12d	1.13d	1.61d	1.05d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	55	70	42	108	15	11
Mean Time	0.75d	0.61d	0.57d	0.34d	0.86d	0.72d
Shortest Time	0.01d	0.01d	0.02d	0d	0d	0.07d
Longest Time	11.16d	3.29d	2.39d	2.37d	1.86d	1.2d
Median Time	0.45d	0.36d	0.45d	0.07d	0.76d	0.91d
PStDev Time	1.5d	0.65d	0.51d	0.46d	0.6d	0.37d

Routine (Non-Technical)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Processing Time	0d	3.08d	1.32d	0.88d	2.03d	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	257	62	27	60	17	218
Mean Time	0.03d	1.03d	0.44d	0.73d	0.76d	0.02d
Shortest Time	0d	0d	0.01d	0.01d	0d	0d
Longest Time	1.27d	3.6d	1.46d	1.04d	3.6d	0.82d
Median Time	0d	0.59d	0.24d	0.78d	0.27d	0d
PStDev Time	0.14d	1.08d	0.5d	0.23d	1.08d	0.09d

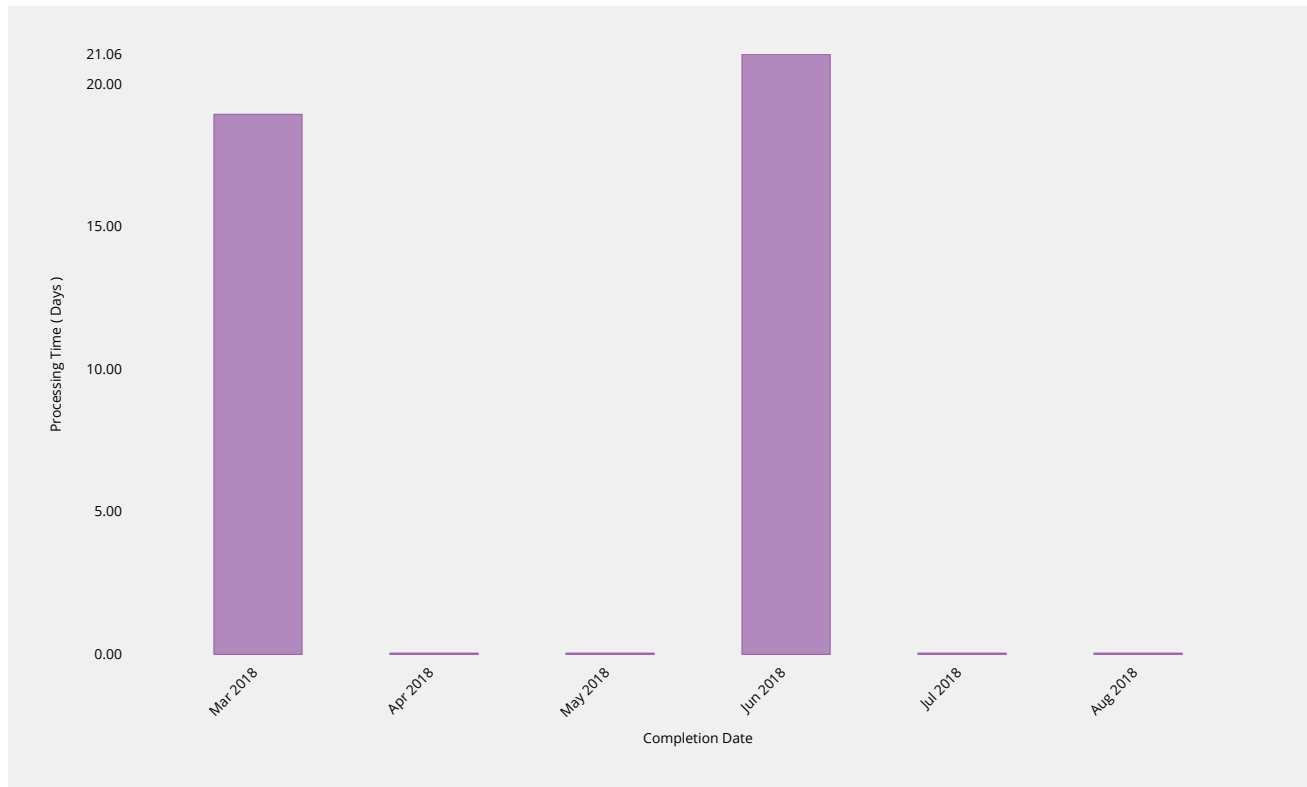
gTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Processing Time	0d	0.56d	—	2.4d	0.83d	—
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	197	2	0	1	1	0
Mean Time	0d	0.56d	—	2.4d	0.83d	—
Shortest Time	0d	0.56d	—	2.4d	0.83d	—
Longest Time	0.66d	0.56d	—	2.4d	0.83d	—
Median Time	0d	0.56d	—	2.4d	0.83d	—
PStDev Time	0.05d	0d	—	0d	0d	—

ccTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Processing Time	78.39d	0d	44.47d	13.08d	—	0.01d
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	1	1	1	0	1
Mean Time	78.39d	0d	44.47d	13.08d	—	0.01d
Shortest Time	78.39d	0d	44.47d	13.08d	—	0.01d
Longest Time	78.39d	0d	44.47d	13.08d	—	0.01d
Median Time	78.39d	0d	44.47d	13.08d	—	0.01d
PStDev Time	0d	0d	0d	0d	—	0d

Other Changes	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Processing Time	—	0.17d	0.22d	0.06d	0.67d	0.53d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	1	2	1	1	1
Mean Time	—	0.17d	0.22d	0.06d	0.67d	0.53d
Shortest Time	—	0.17d	0.22d	0.06d	0.67d	0.53d
Longest Time	—	0.17d	0.22d	0.06d	0.67d	0.53d
Median Time	—	0.17d	0.22d	0.06d	0.67d	0.53d
PStDev Time	—	0d	0d	0d	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).

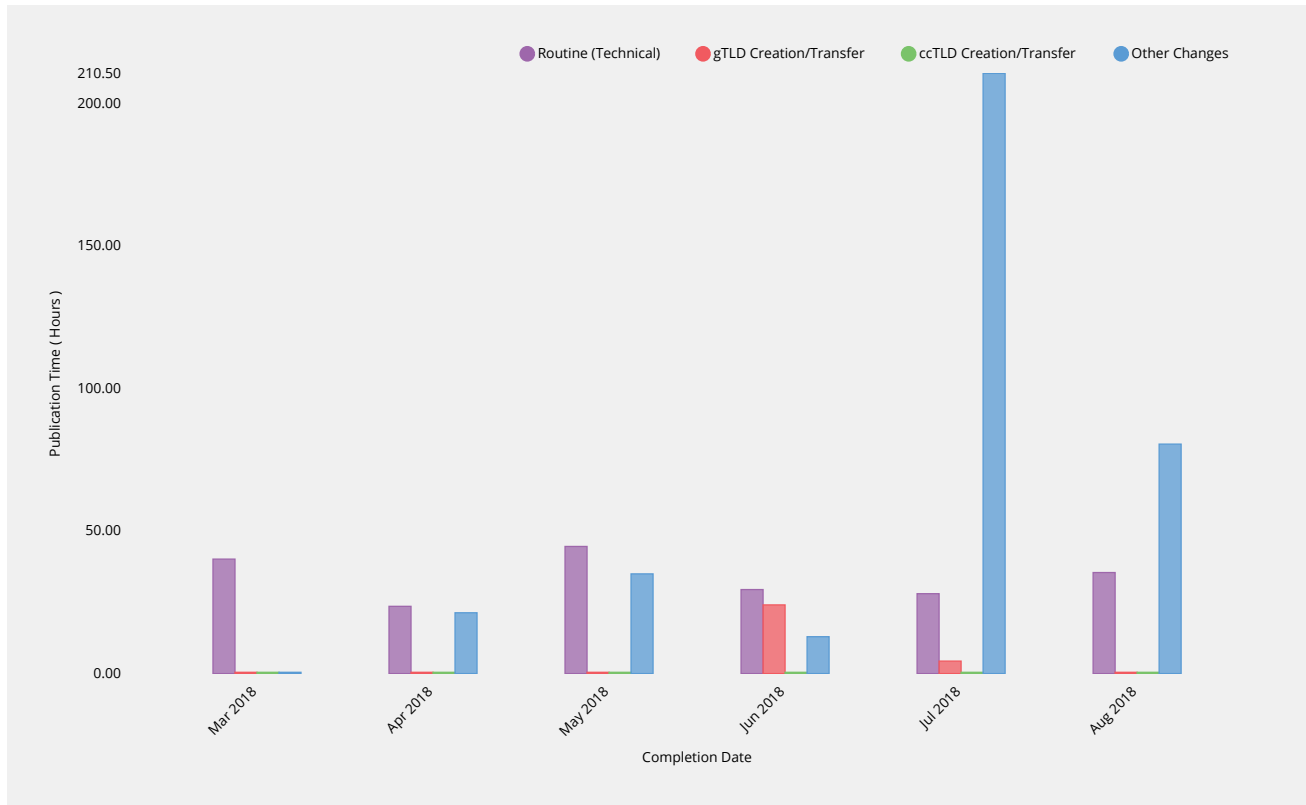


ccTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Processing Time	18.95d	—	—	21.06d	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	1	0	0	1	0	0
Mean Time	18.95d	—	—	21.06d	—	—
Shortest Time	18.95d	—	—	21.06d	—	—
Longest Time	18.95d	—	—	21.06d	—	—
Median Time	18.95d	—	—	21.06d	—	—
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)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Publication Time	40.15h	23.59h	44.59h	29.47h	28.02h	35.44h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	54	70	42	108	15	11
Mean Time	14.23h	14.57h	17.26h	11.89h	12.46h	16.99h
Shortest Time	1.32h	0.37h	2.01h	1.24h	0.85h	0.69h
Longest Time	47.09h	24.84h	44.89h	30.89h	28.03h	36.37h
Median Time	16.78h	17.22h	16.36h	11.82h	4.45h	21.88h
PStDev Time	9.93h	7.77h	11.71h	5.82h	10.69h	11.38h

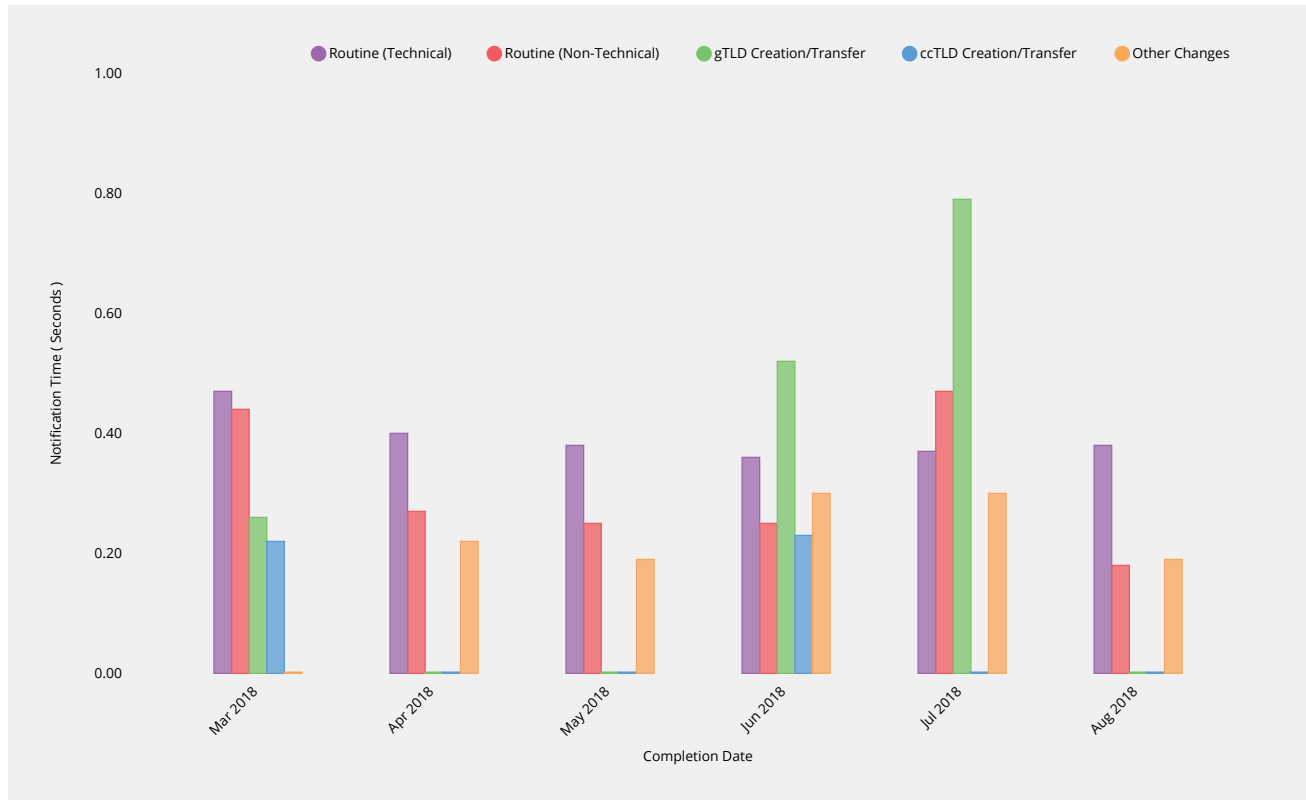
gTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Publication Time	—	—	—	24.09h	4.38h	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	0	1	1	0
Mean Time	—	—	—	24.09h	4.38h	—
Shortest Time	—	—	—	24.09h	4.38h	—
Longest Time	—	—	—	24.09h	4.38h	—
Median Time	—	—	—	24.09h	4.38h	—
PStDev Time	—	—	—	0h	0h	—

ccTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
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	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Publication Time	—	21.33h	34.97h	12.94h	210.5h	80.48h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	0	1	2	1	1	1
Mean Time	—	21.33h	34.97h	12.94h	210.5h	80.48h
Shortest Time	—	21.33h	34.96h	12.94h	210.5h	80.48h
Longest Time	—	21.33h	34.97h	12.94h	210.5h	80.48h
Median Time	—	21.33h	34.97h	12.94h	210.5h	80.48h
PStDev Time	—	0h	0h	0h	0h	0h

Notification of Completion

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



Routine (Technical)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Notification Time	0.47s	0.4s	0.38s	0.36s	0.37s	0.38s
Monthly Threshold	60s	60s	60s	60s	60s	60s

Routine (Technical)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	54	70	42	108	15	11
Mean Time	0.33s	0.24s	0.23s	0.22s	0.25s	0.24s
Shortest Time	0.2s	0.16s	0.18s	0.16s	0.2s	0.16s
Longest Time	1.2s	0.66s	0.38s	0.59s	0.38s	0.41s
Median Time	0.25s	0.22s	0.21s	0.2s	0.24s	0.2s
PStDev Time	0.17s	0.09s	0.06s	0.07s	0.05s	0.08s

Routine (Non-Technical)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Notification Time	0.44s	0.27s	0.25s	0.25s	0.47s	0.18s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	257	61	27	55	17	218
Mean Time	0.37s	0.23s	0.22s	0.23s	0.28s	0.14s
Shortest Time	0.18s	0.17s	0.18s	0.17s	0.19s	0.12s
Longest Time	0.5s	0.29s	0.38s	1.3s	1.2s	0.36s
Median Time	0.37s	0.22s	0.21s	0.21s	0.22s	0.14s
PStDev Time	0.05s	0.03s	0.04s	0.15s	0.23s	0.03s

gTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Notification Time	0.26s	—	—	0.52s	0.79s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	197	0	0	1	1	0
Mean Time	0.23s	—	—	0.52s	0.79s	—
Shortest Time	0.2s	—	—	0.52s	0.79s	—
Longest Time	0.32s	—	—	0.52s	0.79s	—
Median Time	0.23s	—	—	0.52s	0.79s	—
PStDev Time	0.02s	—	—	0s	0s	—

ccTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Notification Time	0.22s	—	—	0.23s	—	—
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	1	0	0
Mean Time	0.22s	—	—	0.23s	—	—
Shortest Time	0.22s	—	—	0.23s	—	—
Longest Time	0.22s	—	—	0.23s	—	—
Median Time	0.22s	—	—	0.23s	—	—
PStDev Time	0s	—	—	0s	—	—

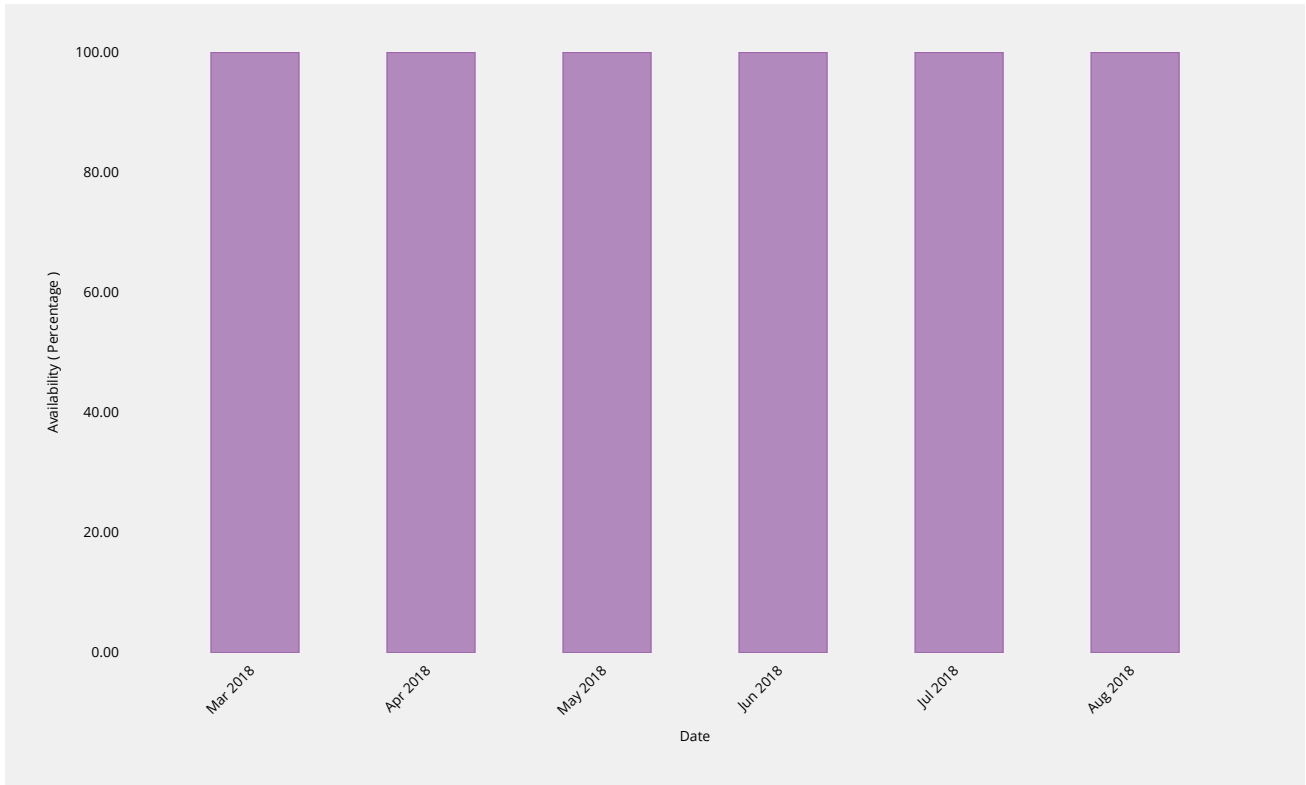
Other Changes	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Notification Time	—	0.22s	0.19s	0.3s	0.3s	0.19s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	1	2	1	1	1
Mean Time	—	0.22s	0.19s	0.3s	0.3s	0.19s
Shortest Time	—	0.22s	0.18s	0.3s	0.3s	0.19s
Longest Time	—	0.22s	0.19s	0.3s	0.3s	0.19s
Median Time	—	0.22s	0.19s	0.3s	0.3s	0.19s

Other Changes	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
PStDev Time	—	0s	0s	0s	0s	0s

System Availability

IANA Website

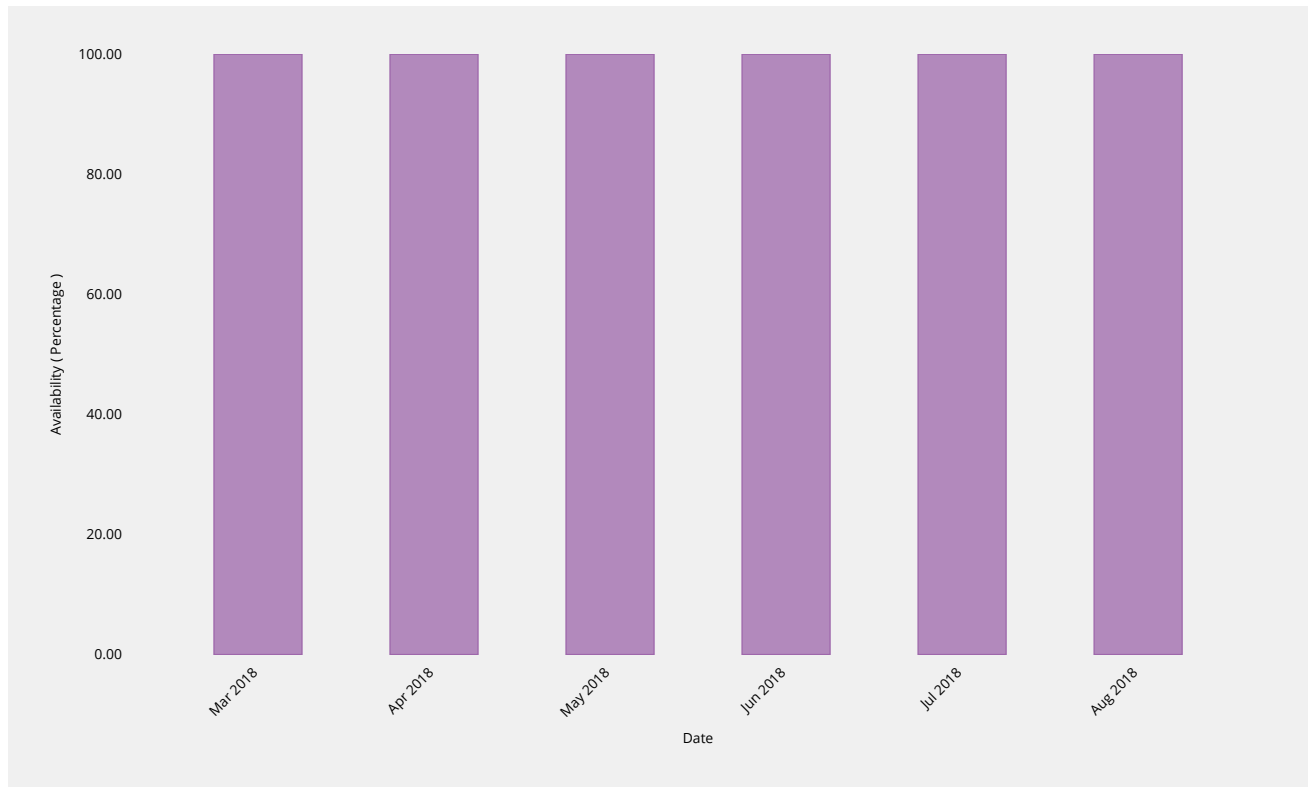
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Management System

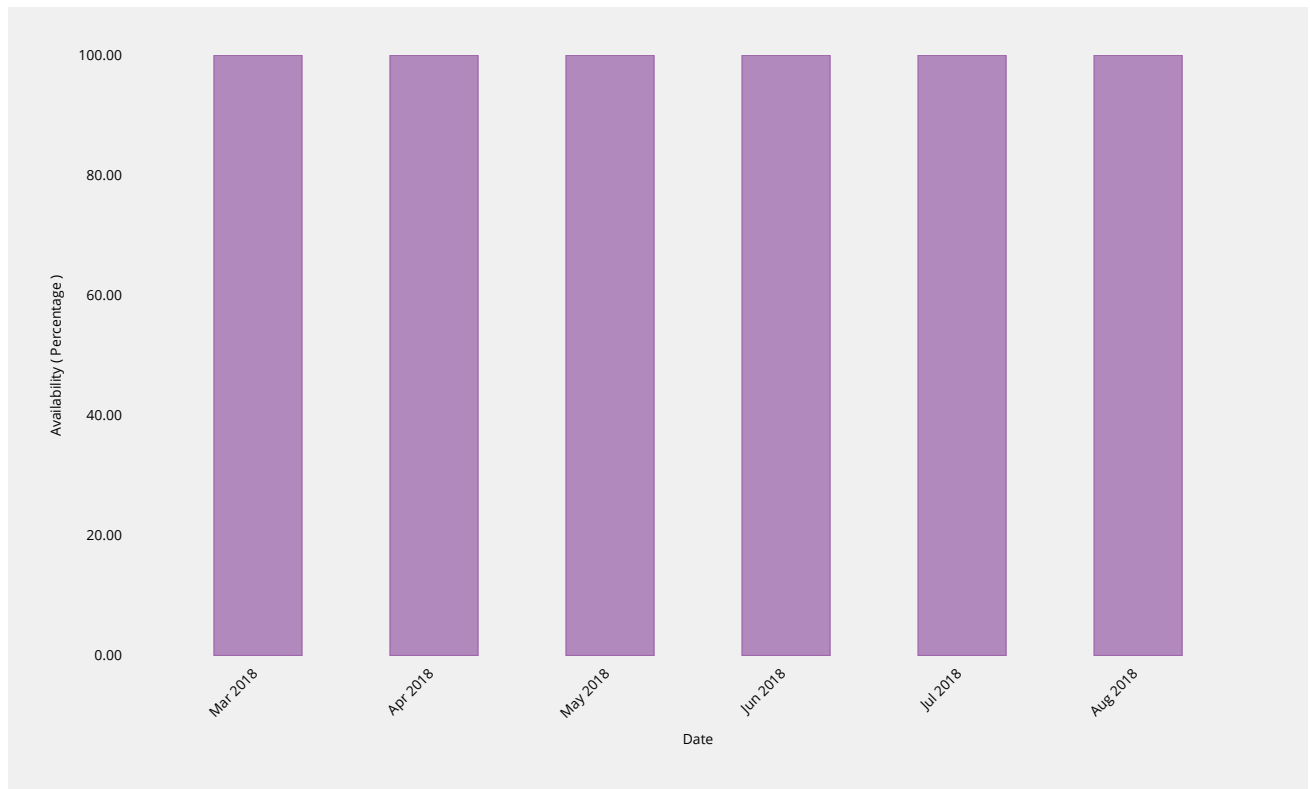
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Directory Service

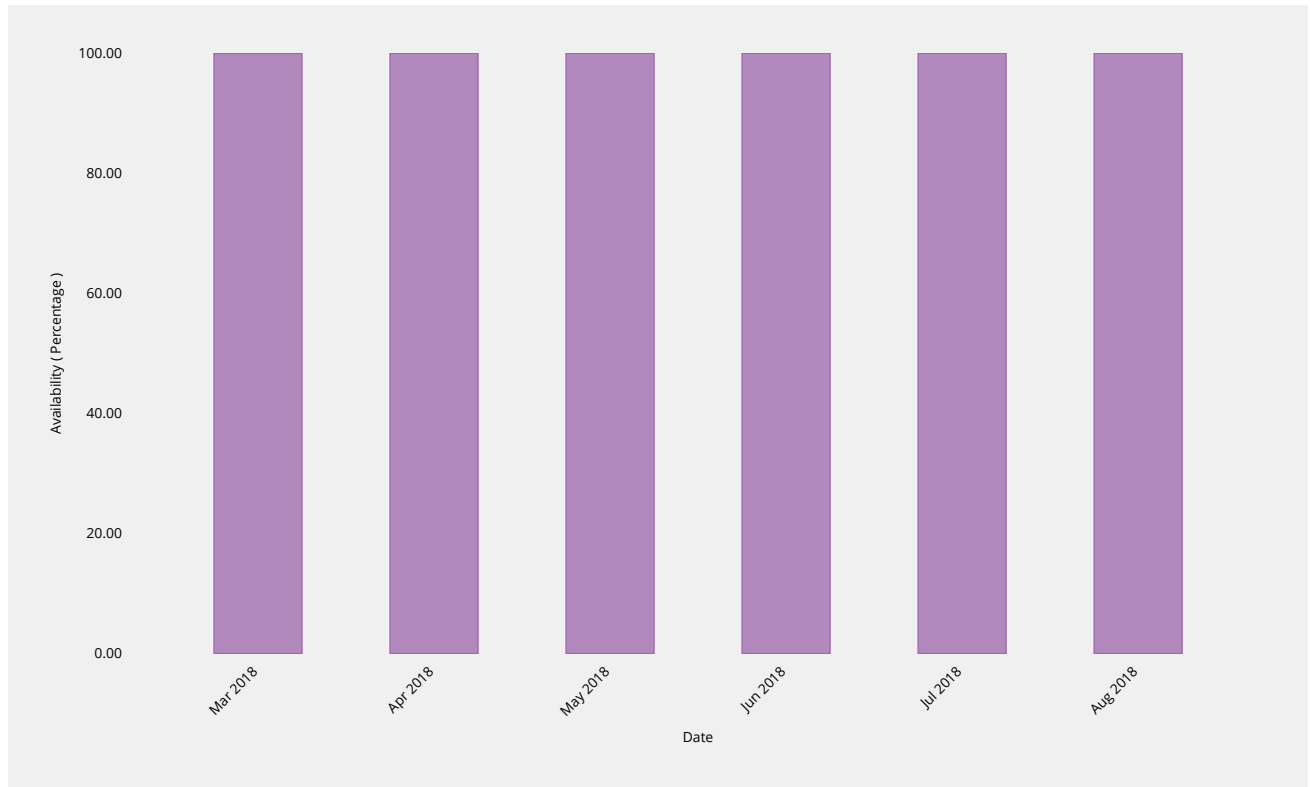
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Service Level Dashboard

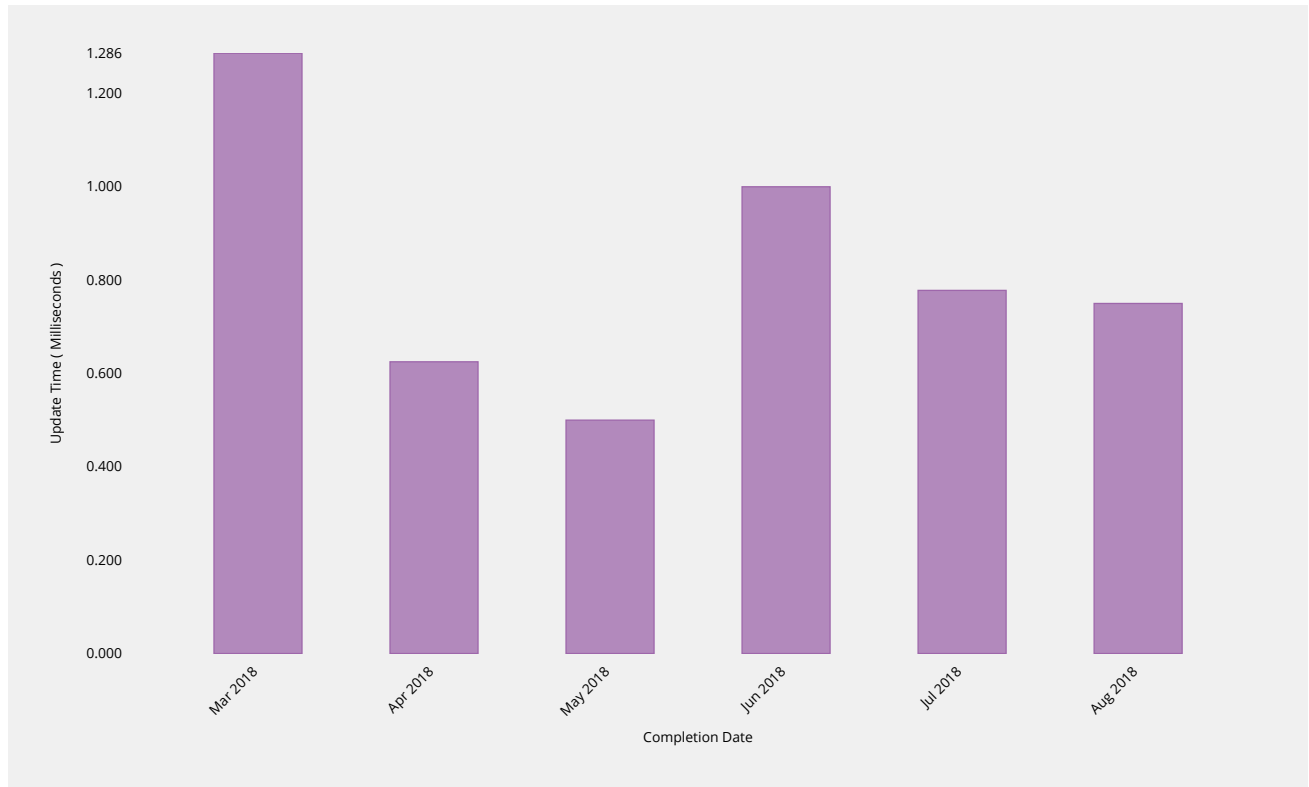
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Availability	99.97%	100%	100%	100%	100%	99.99%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Credential Change

Time to implement new password within the system.

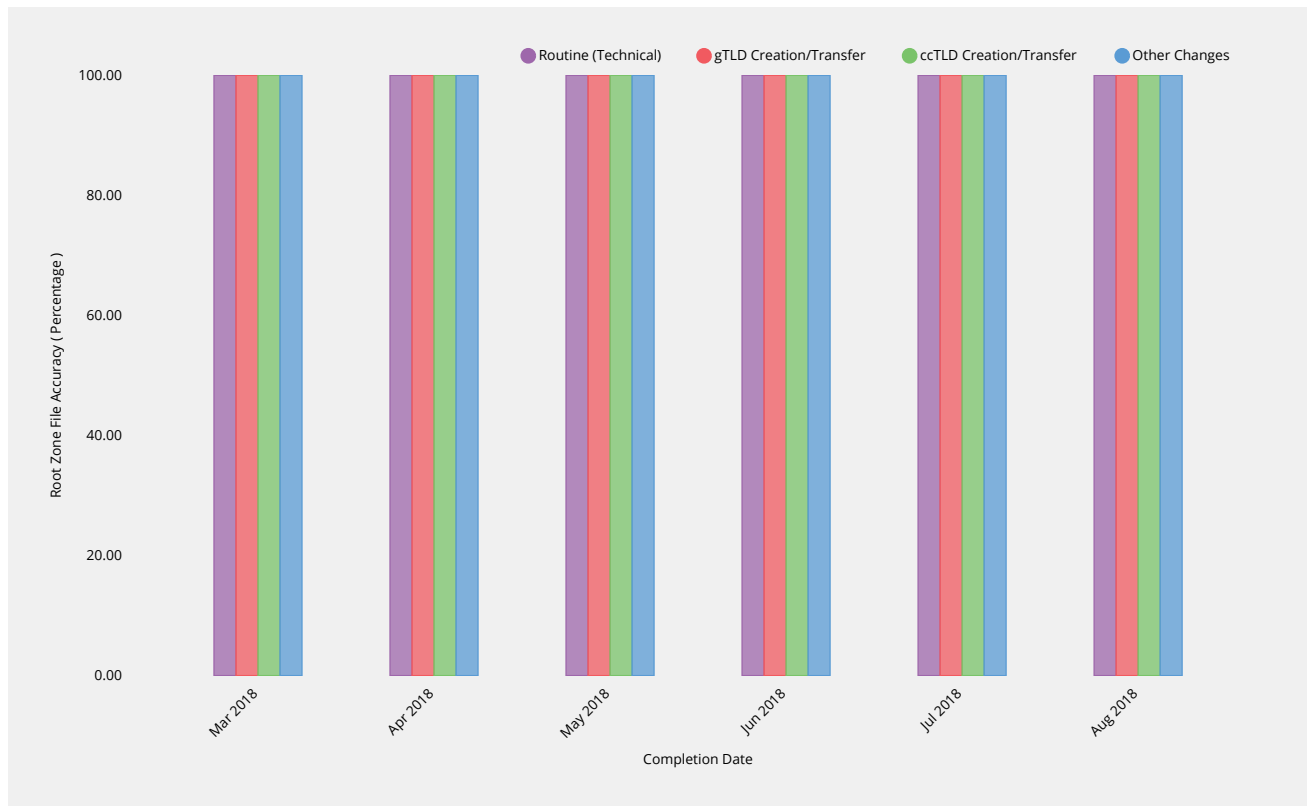


Credential Change	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Update Time	4.8ms	1.65ms	2.05ms	2.2ms	1ms	2.3ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	14	8	20	9	9	8
Mean Time	1.286ms	0.625ms	0.5ms	1ms	0.778ms	0.75ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	10ms	2ms	3ms	3ms	1ms	3ms
Median Time	1ms	0.5ms	0ms	1ms	1ms	0.5ms
PStDev Time	2.491ms	0.696ms	0.806ms	0.816ms	0.416ms	0.968ms

Accuracy

Root Zone File

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



Routine (Technical)	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
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	54	70	42	108	15	11

gTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
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	197	0	0	1	1	0

ccTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
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	1	0	0

Other Changes	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0

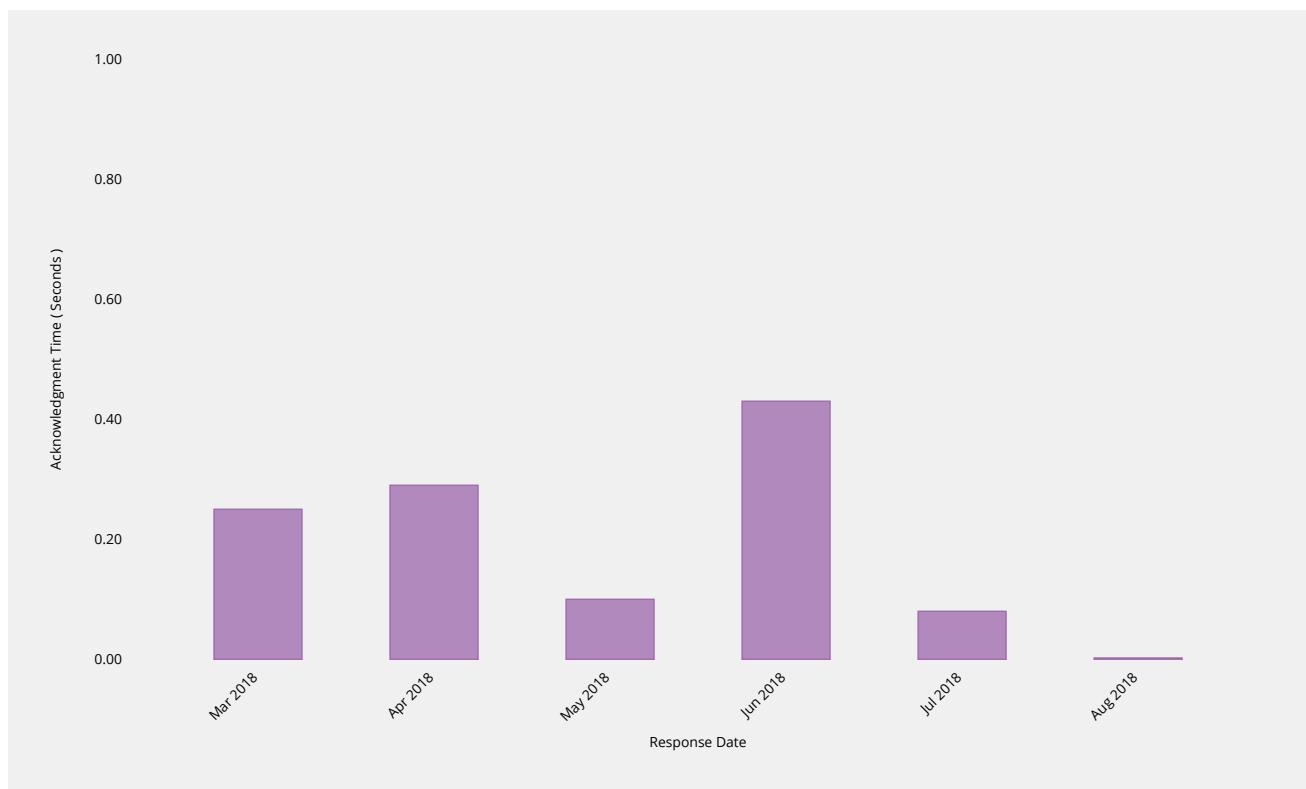
ccTLD Creation/Transfer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	0	0	1	0	0

Other Changes	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	1	2	1	1	1

Enquiry Processing

Time to acknowledge

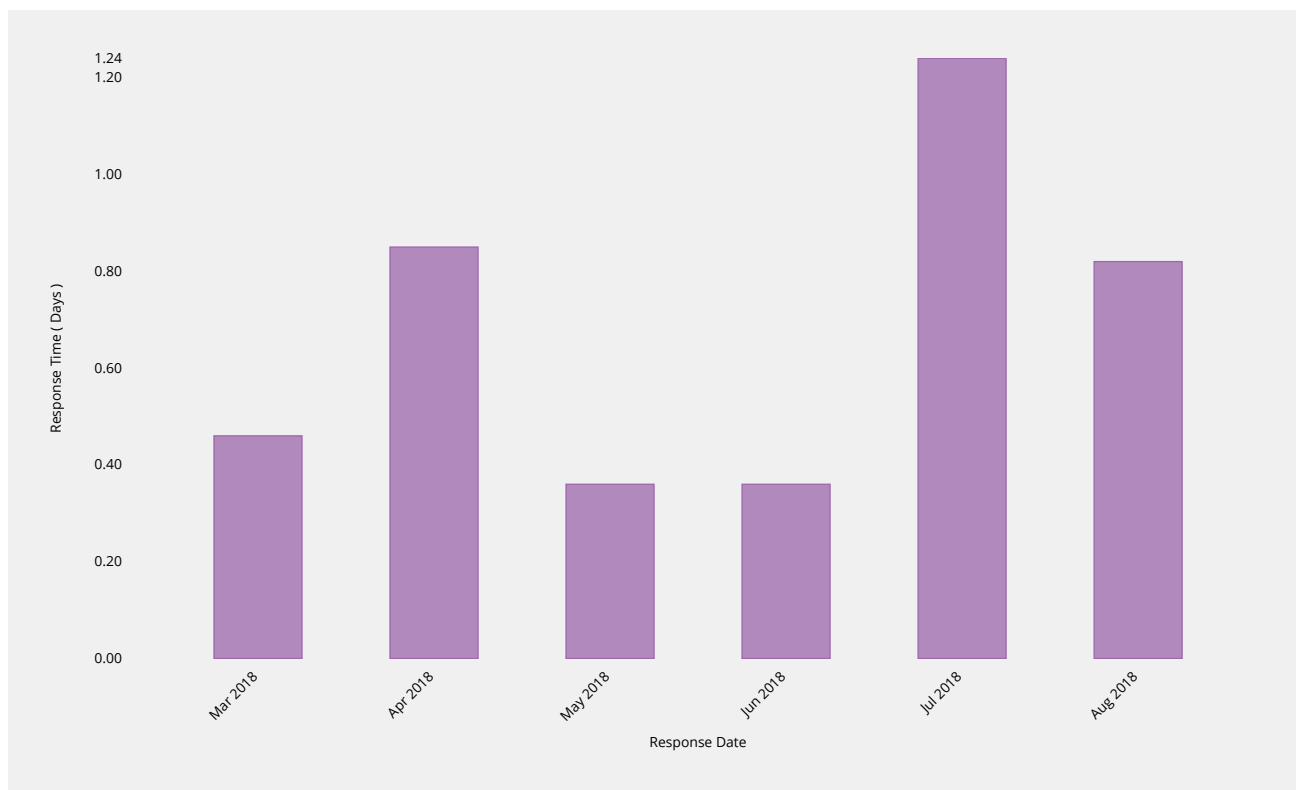
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Acknowledgment Time	0.85s	1s	0.55s	1s	0.4s	0s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	4	7	10	7	13	3
Mean Time	0.25s	0.29s	0.1s	0.43s	0.08s	0s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	1s	1s	1s	0s
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0.43s	0.45s	0.3s	0.49s	0.27s	0s

Time to initial response

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

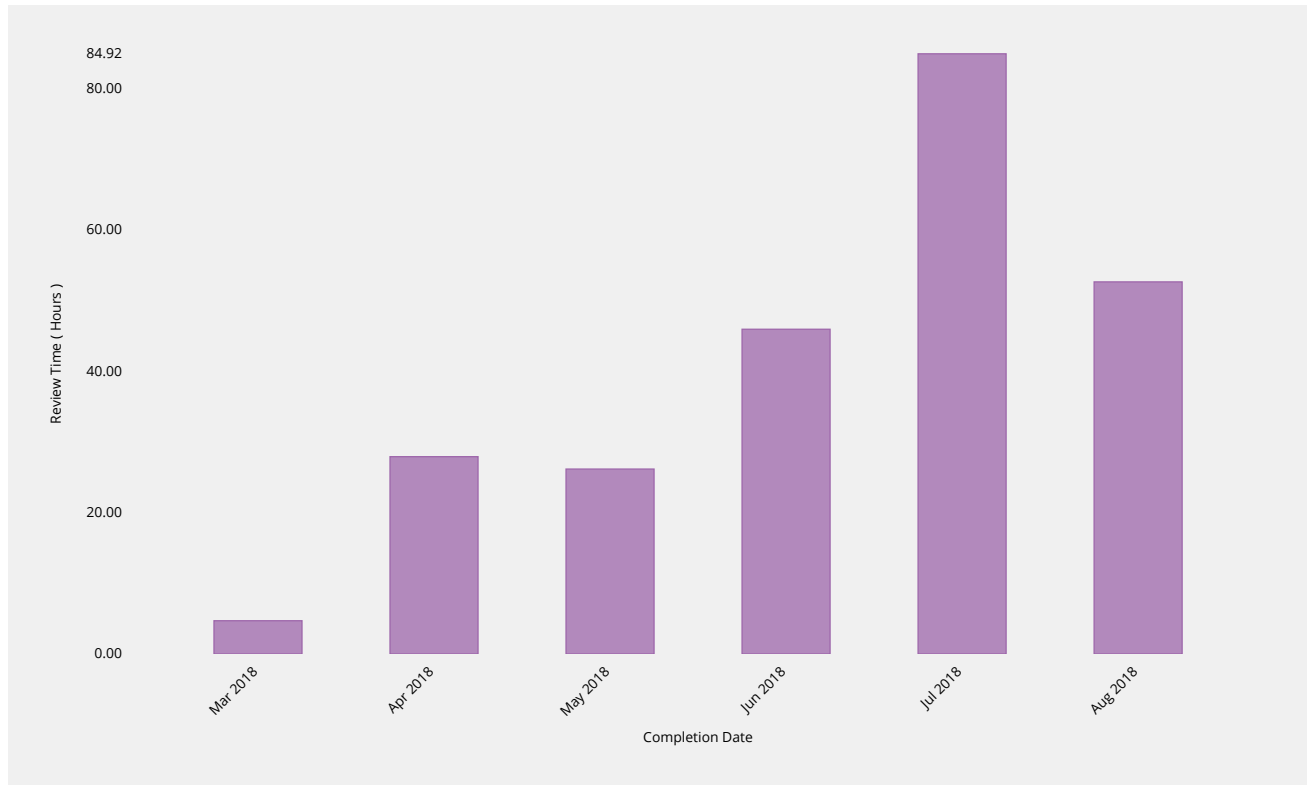


Manual Enquiries	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Response Time	0.79d	1.72d	0.54d	0.47d	3.89d	1.52d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	4	7	10	7	13	3
Mean Time	0.46d	0.85d	0.36d	0.36d	1.24d	0.82d
Shortest Time	0.02d	0.09d	0.07d	0.23d	0.01d	0.14d
Longest Time	0.89d	2.45d	0.6d	0.58d	4.37d	1.76d
Median Time	0.47d	0.65d	0.41d	0.37d	0.44d	0.55d
PStDev Time	0.31d	0.74d	0.17d	0.11d	1.55d	0.69d

Label Generation Rulesets

Review Time

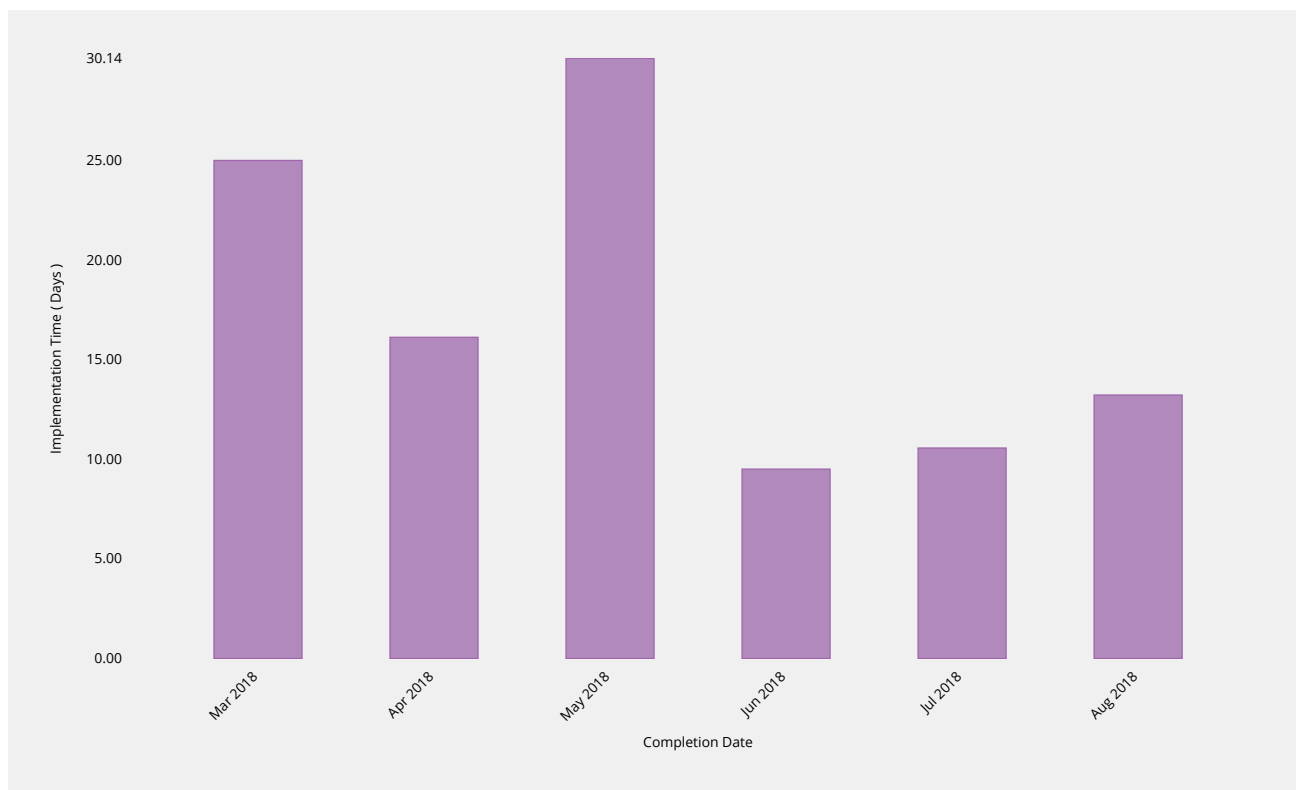
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Mean Time	4.71h	27.92h	26.17h	45.95h	84.92h	52.65h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Review Count	6	3	16	23	75	27
Shortest Time	3.66h	0.57h	0.43h	0.09h	0.61h	0.18h
Longest Time	5.78h	65h	115.96h	134.17h	151.12h	151.12h
Median Time	4.71h	18.18h	15.09h	16.75h	59.16h	33.4h
PStDev Time	1.02h	27.19h	30.5h	53.11h	48.54h	50.57h

Implementation Time

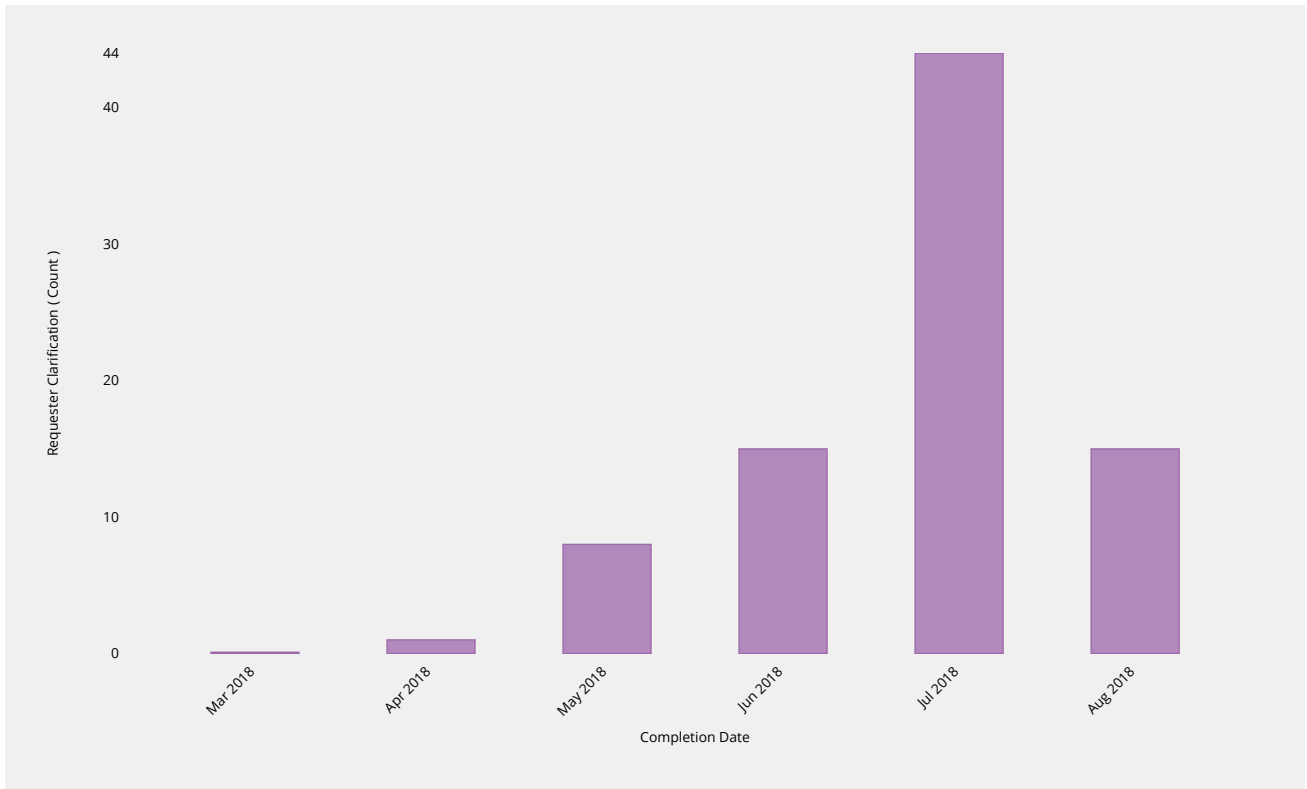
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Mean Time	25.01d	16.13d	30.14d	9.51d	10.57d	13.23d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Request Count	6	3	8	8	31	13
Shortest Time	22.51d	2.81d	0.85d	0.76d	2.14d	1.11d
Longest Time	27.52d	39.97d	58.58d	12.25d	18.82d	22.88d
Median Time	25.02d	5.6d	32.04d	10.5d	10.32d	14.32d
PStDev Time	2.5d	16.9d	20.38d	3.35d	5.65d	5.86d

Requester Clarification

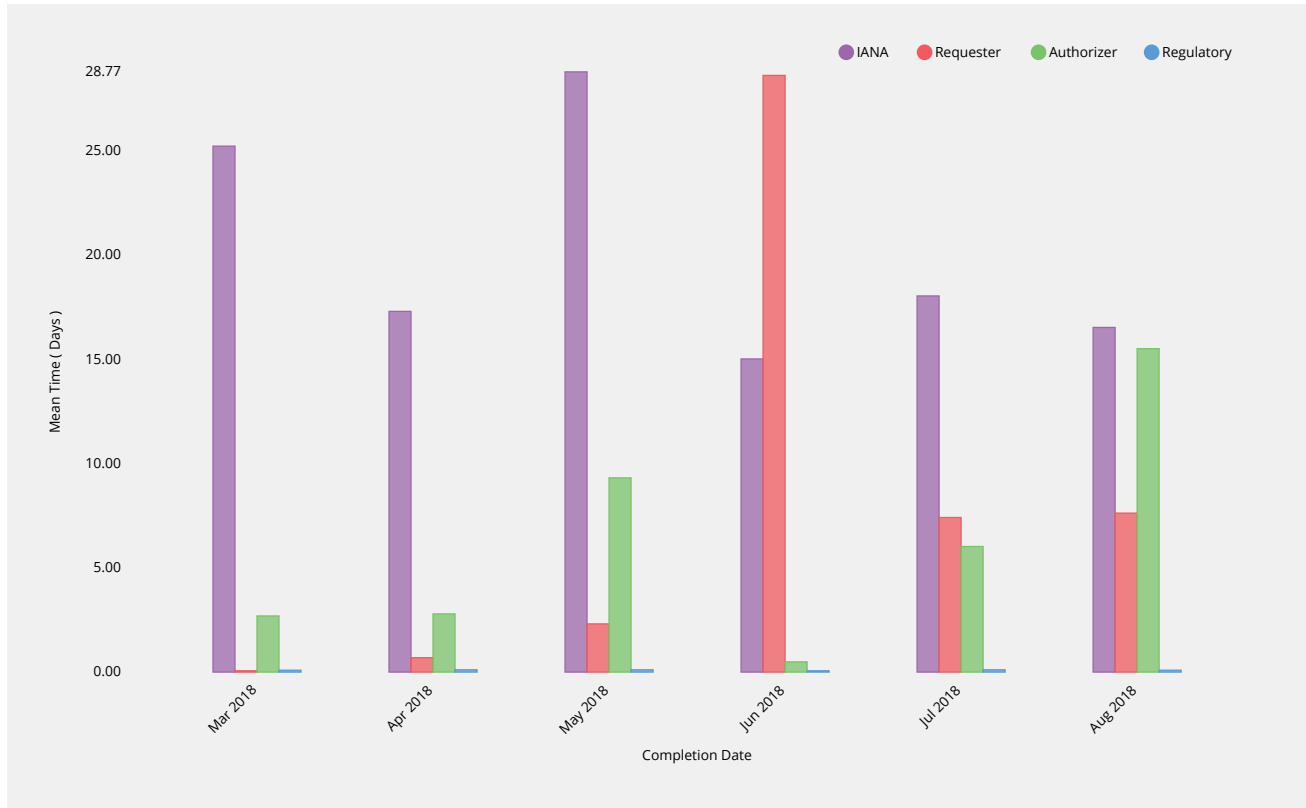
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Count	0	1	8	15	44	15
Request Count	6	3	9	8	33	14
Shortest Clarification	0	0	0	1	1	0
Longest Clarification	0	1	3	2	3	2

Time per Actor

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



IANA	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Mean Time	25.21d	17.29d	28.77d	15.01d	18.03d	16.52d
Review Count	6	3	9	8	33	14
Shortest Time	22.75d	2.83d	1.33d	1.07d	7.76d	1.39d
Longest Time	27.67d	42.67d	64.1d	18.99d	27.53d	25.21d
Median Time	25.21d	6.36d	28.64d	17.2d	18.54d	18.43d
PStDev Time	2.46d	18.01d	22.25d	5.43d	6.72d	7.76d

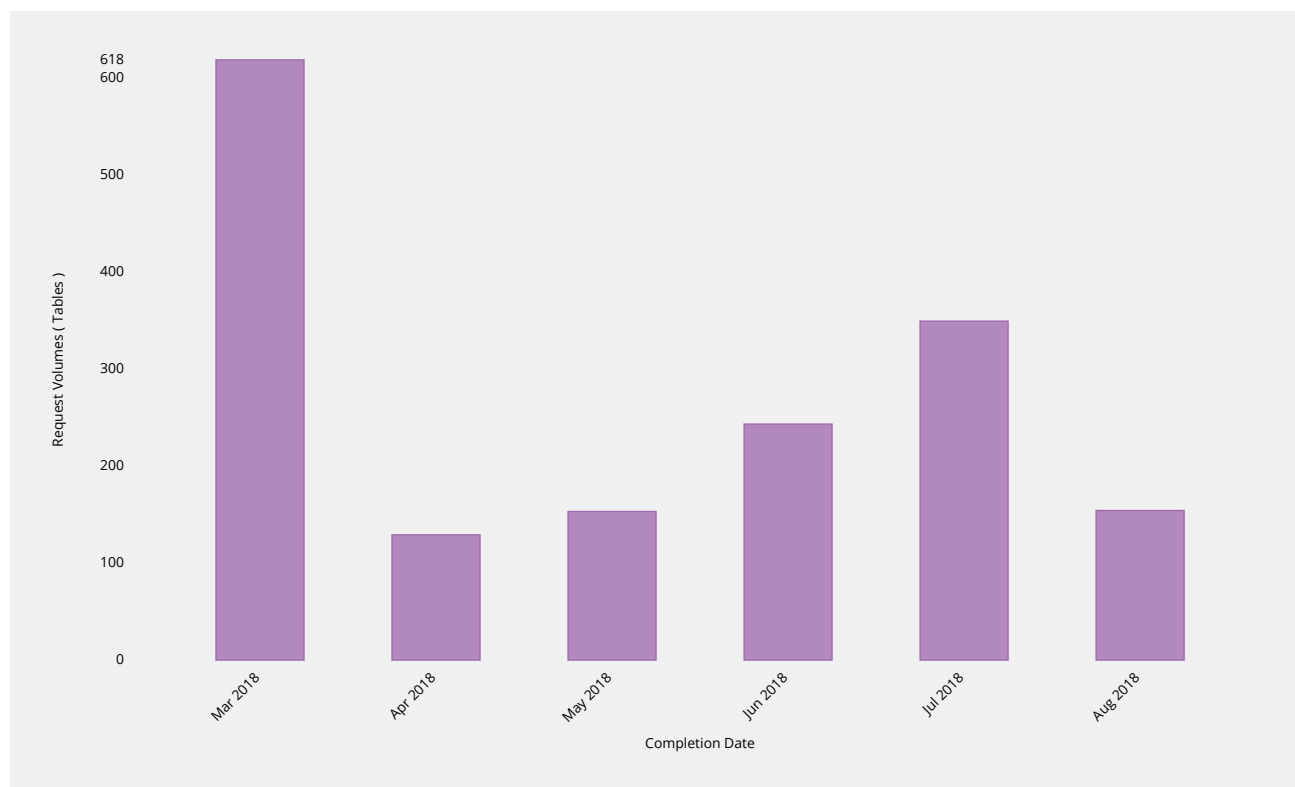
Requester	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Mean Time	—	0.69d	2.31d	28.6d	7.41d	7.62d
Review Count	0	1	5	8	33	11
Shortest Time	—	0.69d	0d	0.01d	0.64d	0.06d
Longest Time	—	0.69d	5.08d	35.98d	32.64d	31.63d
Median Time	—	0.69d	1.48d	32.64d	0.64d	0.76d
PStDev Time	—	0d	2.14d	10.93d	10.54d	11.09d

Authorizer	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Mean Time	2.69d	2.79d	9.31d	0.49d	6.02d	15.5d
Review Count	6	3	8	8	31	13
Shortest Time	0.67d	0d	0d	0.04d	0d	0.02d
Longest Time	4.73d	8.14d	32.47d	1.69d	23.8d	34.22d
Median Time	2.69d	0.21d	6.07d	0.37d	2.85d	11.22d
PStDev Time	2.03d	3.79d	10.6d	0.47d	6.61d	12.84d

Regulatory	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Mean Time	0.09d	0.11d	0.11d	0.02d	0.11d	0.09d
Review Count	6	3	6	7	31	13
Shortest Time	0.02d	0.08d	0d	0.01d	0d	0.02d
Longest Time	0.16d	0.18d	0.41d	0.04d	1.52d	0.44d
Median Time	0.09d	0.08d	0.03d	0.02d	0.04d	0.04d
PStDev Time	0.07d	0.05d	0.14d	0.01d	0.26d	0.12d

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08
Total LGRs Processed	618	129	153	243	349	154
Request Count	6	3	8	8	31	13
Average LGRs per Request	103	43	19	30	11	12
Smallest per Request	103	1	1	20	1	1
Largest per Request	103	103	103	103	60	64

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.