Webpage Mock-up: list of current IANA Naming Function Services

IANA Naming Function Service Levels

- Current Service Levels
- Archived Service Levels
- Process for Amending IANA Naming Service Level Agreements

IANA Naming Function Service Level Agreements: Current SLAs

Last updated March 2019

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Additional Legal Text may be added here

Process Performance: Total Contractor transaction time for emergency changes should be completed within a target of 12 hours until reviewed by the CSC with Contractor

Process Category	Metric	Threshold	Type	Compliance	Period
Category I — Routine updates impacting Root Zone File (NS, DS and glue records)	**Submission**				
	Time for ticket confirmation to be sent to requester following receipt of change request via automated submission interface	*≤ 60 secs*	*Max*	*95%*	*Month*

Note: continue scrolling to view entire SLA table

Process Category	Metric	Threshold	Type	Compliance	Period
Category I — Routine updates impacting Root Zone File (NS, DS and glue records)	Time for lodgment of change request into RZMS by Contractor on behalf of request sent by email	*≤ 3 days*	*Max*	*95%*	*Month*
	Technical Checks				
	Time to return results for technical checks following submission of request via automated submission interface	*≤ 50 mins*	*Max*	*95%*	*Month*
	Time to return results for subsequent performance of technical checks during retesting due to earlier failed tests	*≤ 3 mins*	*Max*	*95%*	*Month*

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The webpage will continue to be scrollable to bottom of table

Note: continue scrolling to view entire SLA table

Webpage Mock-up: Archive Page

IANA Naming Function Service Levels

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IANA Naming Function Services: Archive of Service Levels

- February 2019

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NOTE:
Clicking on an archived set of SLAs will have the same behavior as the Bylaws Archives found at https://www.icann.org/resources/pages/governance/bylaws-archive-en

Webpage Mock-up: Procedure for Amending IANA Naming SLAs

Secure https://pti.icann.org/sles-archive-en

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Procedure for Amending IANA Naming Service Levels

Process for Amending the IANA Naming Service Level Agreements

The following procedure for amending IANA Naming Service Level Agreements (SLAs) has been developed and agreed to by the Customer Standing Committee (CSC), ICANN and PTI. These procedures are developed to enable timely amendments to service levels that fall into a number of defined categories.

The SLAs are enforceable by ICANN through the IANA Naming Functions Contract it holds with PTI. None of the requirements in the procedure for amending IANA Naming SLAs override any obligations within the IANA Naming Functions Contract. Pursuant to that agreement, PTI's obligations to consult or notify ICANN are not modified through this procedure for amending IANA Naming SLAs.

The procedure for amending IANA Naming SLAs may be reviewed at the request of the CSC, ccNSO Council, RySG or GNSO Council, PTI or ICANN. The review will be conducted by the CSC, PTI and optionally ICANN.

I. Determining that a SLA needs amending

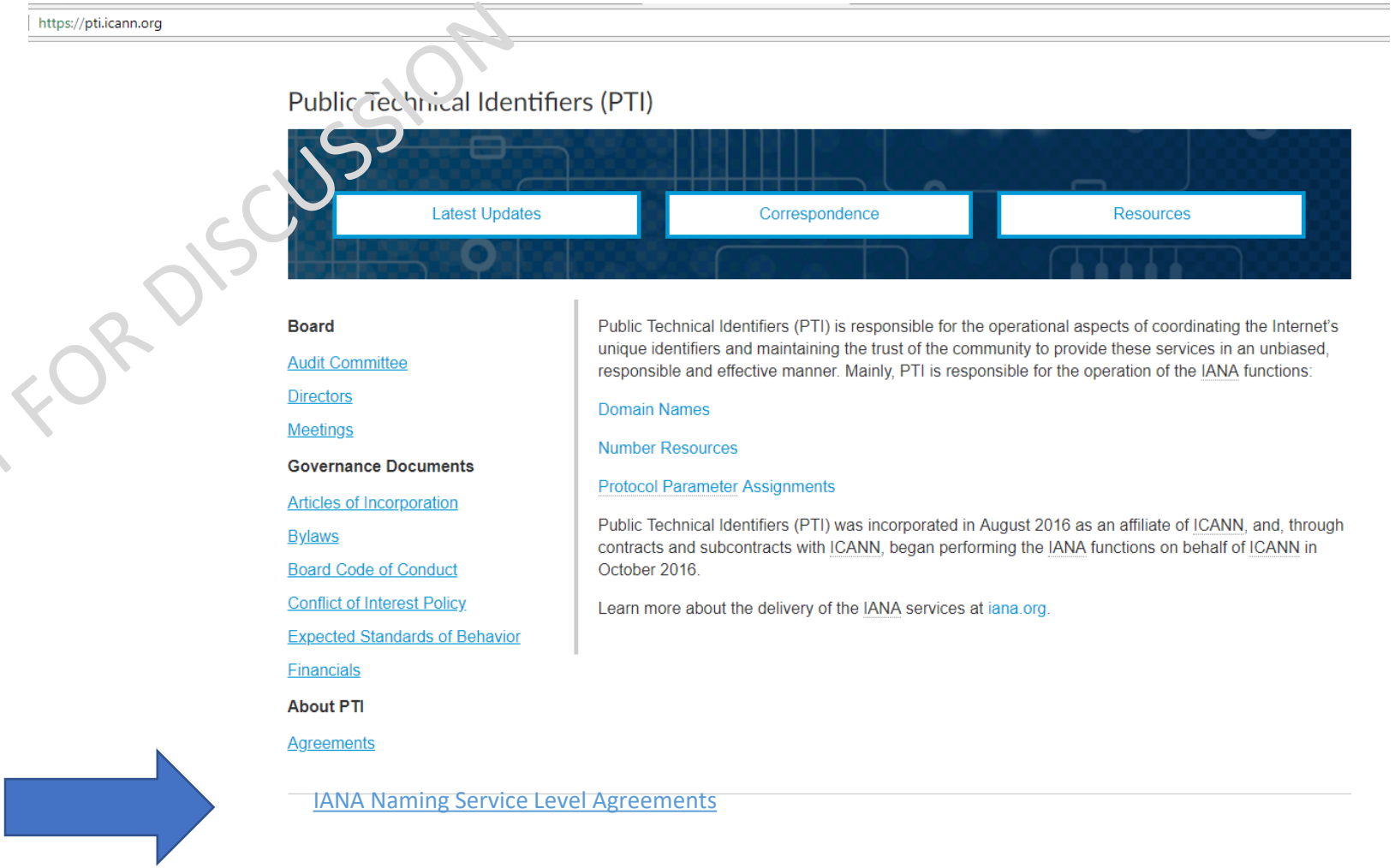
1. An IANA Naming Function SLA change request may come from the CSC, ICANN or PTI. The change request, along with reasoning for the change, must be distributed to the parties.

Note: continue scrolling to view full procedure

HOW TO NAVIGATE TO IANA NAMING SERVICE LEVEL PAGE

There will be links to the IANA Naming SLAs from the main menu of both the PTI and the CSC webpages. In addition, the Amendment Procedure will have a link on the CSC's "Other Procedures" page that currently has a link for the Remedial Action Procedures

1. From PTI's webpage, on the left hand menu: pti.icann.org



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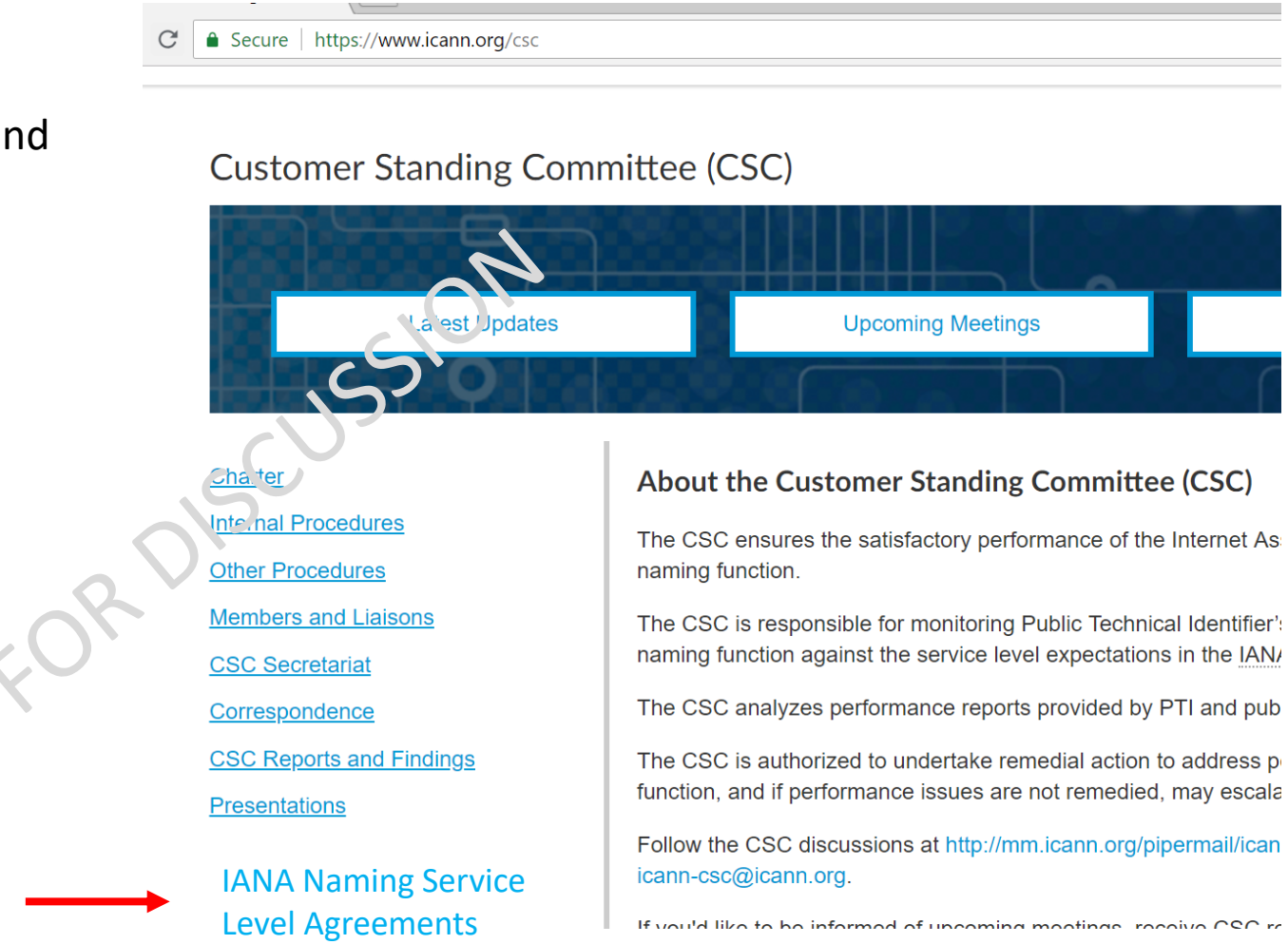
HOW TO NAVIGATE TO IANA NAMING SERVICE LEVEL PAGE

2. From the CSC's webpage, on the left hand menu



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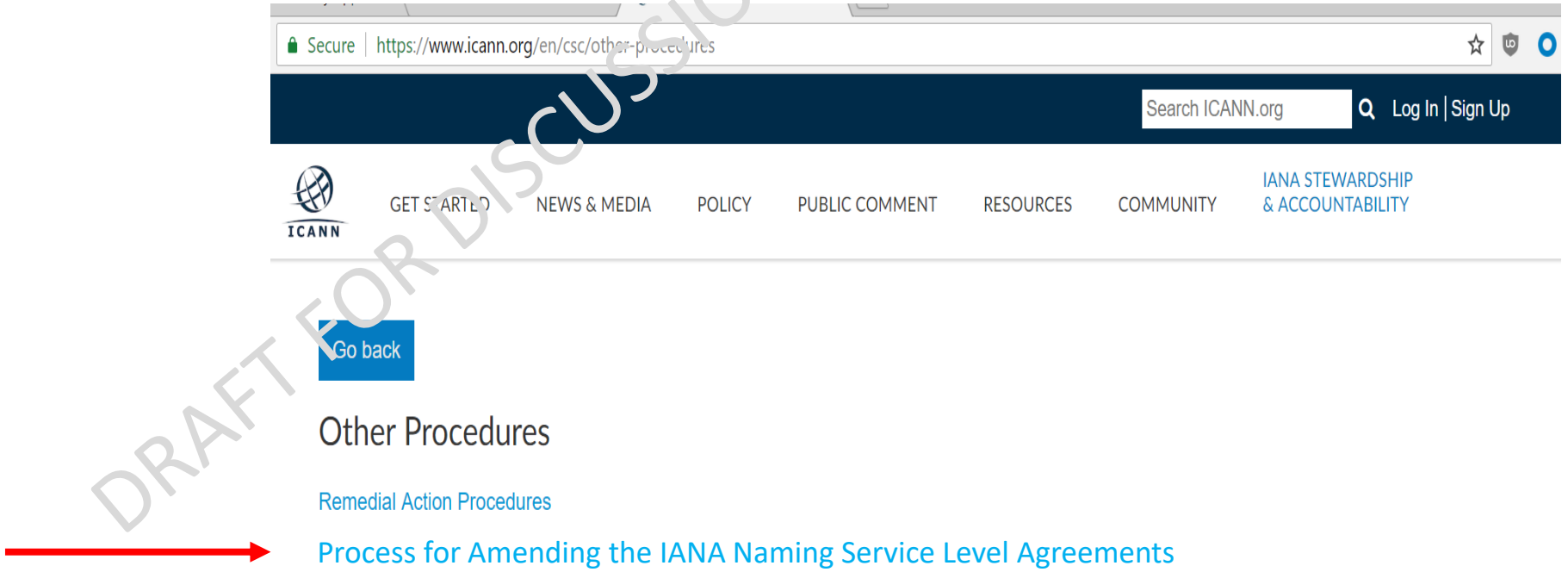
HOW TO NAVIGATE TO IANA NAMING SERVICE LEVEL AGREEMENT PAGE

3. Only the Process for amending IANA Naming SLAs (i.e. this is not a list of the SLAs themselves) will be available on the CSC's webpage referred to as "Other Procedures", where the Remedial Action Procedures currently exist



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