

CSC Findings of IANA Naming Function Performance Report for the Month of

July 2019

Date: 13 August 2019

Overall Finding

The CSC completed review of the July 2019 IANA Naming Function Performance Report and finds that PTI's performance for the month was:

Excellent- PTI met the service level agreement at 100% for the month of July 2019.

Metrics That the CSC is Tracking Closely

Currently, there are no metrics requiring close tracking.

SLA metrics that have been recently implemented

Metric	Current SLA	Actual Performance	Proposed Adjusted SLA	Explanation	Implementation Date
Technical Check - Retest and Supplemental	1-5 minutes	5-8 minutes	10 minutes	No impact on customer and better reflection of historical trend	01 July 2019

SLA metrics that are in the process of being changed

Metric	Current SLA	Actual Performance	Proposed Adjusted SLA	Explanation
Publication of LGR/IDN Tables:	none	N/A	Threshold: ≤ 5 days Type: Max Breach: 90%	Currently, this proposed SLA ended it's

Validation and Reviews: Time to confirm that a submission is well-formed or send it back for remediation.			Period: Month Mechanism: Publish in dashboard	Public Comment on 26 July 2019, with a Comment Report posted by 09 August 2019.
Publication of LGR/IDN Tables: Implementation: Time from the point at which the request is ready for implementation until request completion.	None	N/a	Threshold: ≤ 7 days Type: Max Breach: 90% Period: Month Mechanism: Publish in dashboard	2 nd SLA in above mentioned Public Comment

SLA metrics that the CSC is considering for change

Metric	Current SLA	Actual Performance	Proposed SLA adjustment	Explanation
ccTLD Delegation/Transfer: Validation and Reviews	100% within 60 days, measured monthly	40-90 days	Remove	Time it takes staff to review and analyze documentation, write the findings report and complete all other staff processes involved in the request from beginning to end.
ccTLD Delegation/Transfer: Validation and Reviews after each submission	No current SLA	New SLA	100% within 14 days, measured monthly	Time it takes staff to process the information included in each documentation submission, and respond to the

				requester describing deficiencies if necessary.
ccTLD Delegation/Transfer: Report Creation	No current SLA	New SLA	100% within 21 days, measured monthly	Time it takes for staff to finalize a delegation or transfer report to be submitted for review and publication.
ccTLD Delegation/Transfer: Number of interactions or clarifications with customer	No current SLA	Informational only	Informational only	Tracks the number of interactions with the customer as an indication of the quality of the request.

Report of Escalations

No new escalations have been received during this reporting period.

IANA Naming Function Performance Report July 2019

The IANA Naming Function Monthly Performance Reports are available at: <https://www.iana.org/performance/csc-reports>