

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

November 2016





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# Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.4s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.63s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.45s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 1.9s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 2.52d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✗ 4.34d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✗ 89.34m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 3.98m	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ 1.31m	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✗ 8.98m	p11
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ 0.12m	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ —	p12
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ 0.34m	p12
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✗ 2.58m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ 0.19m	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p14
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ 0.94m	p14
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p16
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 0ms	p16
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p17
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.65ms	p17
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p18
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p18
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0ms	p18
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.73d	p19
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 1.36d	p19
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 2.79d	p20
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p20
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p21
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 39.62h	p22
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 22.16h	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	Other Changes	≤72h (99.0%)	✓ 13.07h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.38s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.23s	p24

Metric	Category	Expected	Actual	Detail
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.63s	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.18s	p25
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p27
Directory Service	WHOIS Availability	≥99%	✓ 100%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.2s	p30
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 2.4ms	p31
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100%	p32
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p32
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p32
Root Zone File	Other Changes	100%	✓ 100%	p32
Root Zone Database	Routine (Technical)	100%	✓ 100%	p33
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p33
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p33
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p34
Root Zone Database	Other Changes	100%	✓ 100%	p34
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 2.14d	p35
Percentage of SLA thresholds met of those defined			<b>99.0%</b>	

## Exceptions and Narrative for Reporting Period

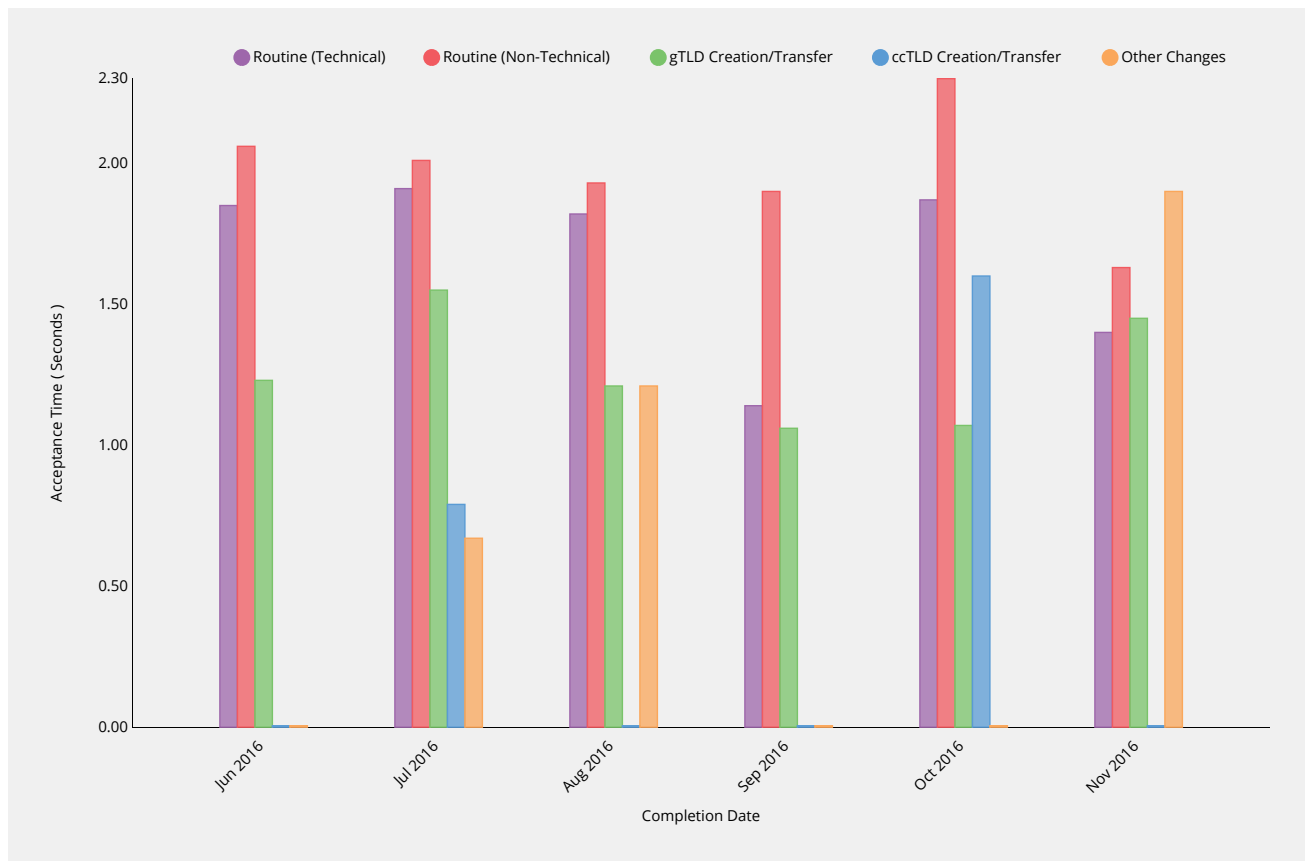
Metric	Category	Expected	Actual
Manual Lodgment Time	Routine (Non-Technical)	3d	4.34d 
Primary cause:	Spanned non-business days		
Analysis/Comments:	Request received on Friday afternoon LA time and reviewed by staff the following Monday. The request required a clarification with the requestor before it could be lodged on Wednesday of the same week.		
Technical Check (First)	Routine (Technical)	50m	89.34m 
Primary cause:	Queuing of pending technical checks		
Analysis/Comments:	The active performance of the technical test itself did not exceed the SLA but rather the SLA was exceeded while the requests were sequentially queued waiting to be performed. The next revision of RZMS will have the technical check portion substantially rewritten that will allow greater parallelization of the testing being performed.		
Technical Check (Retest)	Routine (Technical)	3m	8.98m 
Primary cause:	Threshold requires revisiting		
Analysis/Comments:	Two requests required multiple retests (34 and 45 times) due to sustained deficiencies in the requested name server changes. The CSC has recommended that the three minute threshold for this category be revised to be 10 minutes.		
Technical Check (Supplemental)	Routine (Technical)	1m	2.58m 
Primary cause:	Threshold requires revisiting		
Analysis/Comments:	One request required multiple supplemental retests (13 times) due to sustained deficiencies in the requested name server changes. The CSC has recommended that the three minute threshold for this category be revised to be 10 minutes.		

# 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)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Acceptance Time	1.85s	1.91s	1.82s	1.14s	1.87s	1.4s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	35	35	47	78	59	136
Mean Time	1.12s	1.09s	0.94s	0.83s	1.07s	0.74s
Shortest Time	0.57s	0.6s	0.64s	0.56s	0.55s	0.49s
Longest Time	1.87s	2.57s	2.05s	1.92s	2.66s	8.46s
Median Time	0.9s	0.86s	0.79s	0.78s	0.88s	0.59s
PStDev Time	0.47s	0.48s	0.37s	0.24s	0.44s	0.72s

Routine (Non-Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Acceptance Time	2.06s	2.01s	1.93s	1.9s	2.3s	1.63s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	35	56	55	24	16	33
Mean Time	1.38s	1.23s	1.19s	1.32s	1.66s	1.27s

Routine (Non-Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Shortest Time	0.96s	1.03s	0.96s	1.04s	1.14s	0.94s
Longest Time	3.21s	2.26s	2.4s	2.18s	2.46s	2.43s
Median Time	1.22s	1.15s	1.09s	1.22s	1.46s	1.2s
PStDev Time	0.41s	0.27s	0.29s	0.27s	0.42s	0.27s

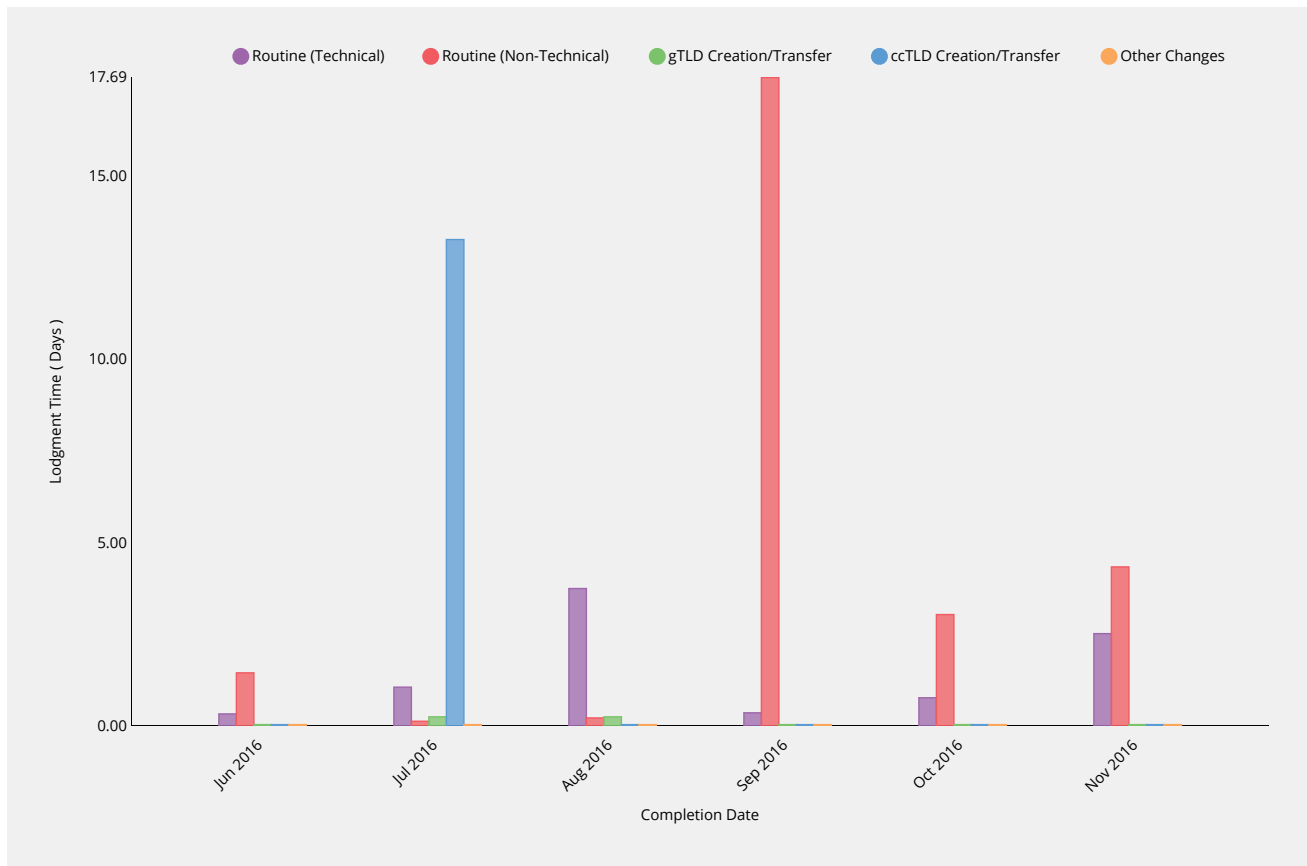
gTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Acceptance Time	1.23s	1.55s	1.21s	1.06s	1.07s	1.45s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	52	90	57	8	8	13
Mean Time	0.94s	1.04s	0.99s	0.96s	0.98s	1.04s
Shortest Time	0.79s	0.79s	0.65s	0.88s	0.91s	0.89s
Longest Time	1.32s	3.29s	1.41s	1.09s	1.07s	1.73s
Median Time	0.9s	0.96s	0.97s	0.96s	0.96s	0.96s
PStDev Time	0.12s	0.32s	0.13s	0.06s	0.06s	0.22s

ccTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Acceptance Time	—	0.79s	—	—	1.6s	—
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	0	1	0
Mean Time	—	0.79s	—	—	1.6s	—
Shortest Time	—	0.79s	—	—	1.6s	—
Longest Time	—	0.79s	—	—	1.6s	—
Median Time	—	0.79s	—	—	1.6s	—
PStDev Time	—	0s	—	—	0s	—

Other Changes	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Acceptance Time	—	0.67s	1.21s	—	—	1.9s
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	1	0	0	1
Mean Time	—	0.67s	1.21s	—	—	1.9s
Shortest Time	—	0.67s	1.21s	—	—	1.9s
Longest Time	—	0.67s	1.21s	—	—	1.9s
Median Time	—	0.67s	1.21s	—	—	1.9s
PStDev Time	—	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)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Lodgment Time	0.33d	1.06d	3.75d	0.36d	0.77d	2.52d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	3	3	5	4	4	112
Mean Time	0.24d	0.44d	1.28d	0.14d	0.42d	1.03d
Shortest Time	0.08d	0.02d	0d	0d	0.13d	0.04d
Longest Time	0.33d	1.16d	4.37d	0.39d	0.81d	2.7d
Median Time	0.32d	0.14d	0.58d	0.09d	0.37d	0.61d
PStDev Time	0.12d	0.51d	1.61d	0.16d	0.27d	0.79d

Routine (Non-Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Lodgment Time	1.45d	0.13d	0.22d	17.69d	3.04d	4.34d
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	2	2	5	7	7
Mean Time	1.45d	0.08d	0.14d	5.14d	1.3d	1.12d
Shortest Time	1.45d	0.02d	0.05d	0.01d	0.25d	0.01d
Longest Time	1.45d	0.14d	0.23d	20.99d	3.41d	5.24d
Median Time	1.45d	0.08d	0.14d	0.24d	1.32d	0.15d
PStDev Time	0d	0.06d	0.09d	8.1d	1.1d	1.84d

### Exception Narrative

Primary cause: Spanned non-business days

Analysis/Comments: Request received on Friday afternoon LA time and reviewed by staff the following Monday. The request required a clarification with the requestor before it could be lodged on Wednesday of the same week.

gTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Lodgment Time	—	0.25d	0.25d	—	—	—
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	3	0	0	0
Mean Time	—	0.25d	0.25d	—	—	—
Shortest Time	—	0.25d	0.24d	—	—	—
Longest Time	—	0.25d	0.25d	—	—	—
Median Time	—	0.25d	0.25d	—	—	—
PStDev Time	—	0d	0d	—	—	—

ccTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Lodgment Time	—	13.27d	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	0	0	0	0
Mean Time	—	13.27d	—	—	—	—
Shortest Time	—	13.27d	—	—	—	—
Longest Time	—	13.27d	—	—	—	—
Median Time	—	13.27d	—	—	—	—
PStDev Time	—	0d	—	—	—	—

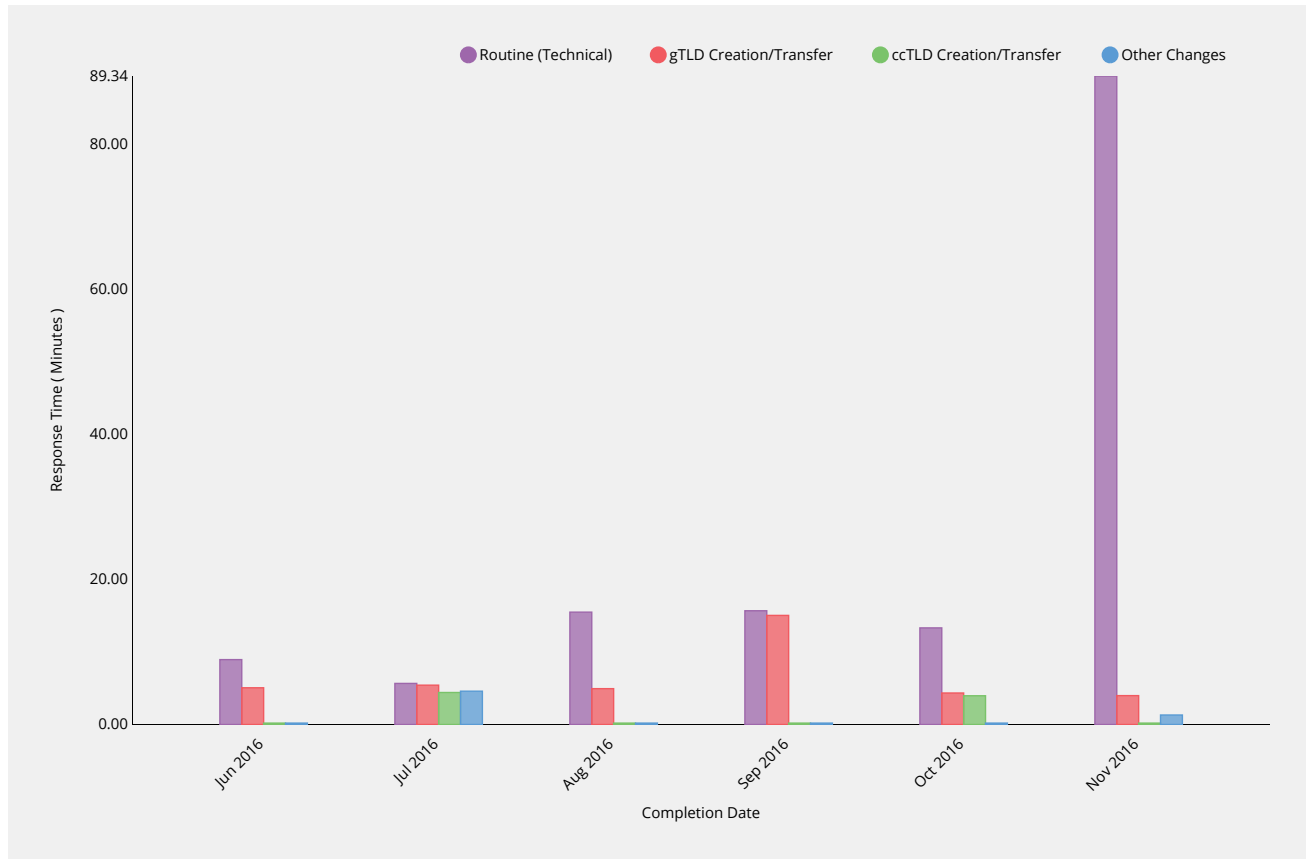
Other Changes	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Lodgment Time	—	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—



## Technical Checks

### Technical Check (First)

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



Routine (Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Response Time	8.94m	5.66m	15.48m	15.67m	13.31m	89.34m
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	35	35	47	78	59	136
Mean Time	5.44m	3.51m	5.3m	5.99m	5.49m	22.14m
Shortest Time	0.51m	0.33m	0.54m	0.29m	0.31m	0.88m
Longest Time	64.46m	8.77m	21.34m	19.85m	18m	104.4m
Median Time	3.5m	3.83m	3.71m	4.53m	4.53m	11.57m
PStDev Time	10.35m	1.85m	4.8m	4.36m	4.14m	25.85m

#### Exception Narrative

Primary cause: Queuing of pending technical checks  
 Analysis/Comments: The active performance of the technical test itself did not exceed the SLA but rather the SLA was exceeded while the requests were sequentially queued waiting to be performed. The next revision of RZMS will have the technical check portion substantially rewritten that will allow greater parallelization of the testing being performed.

gTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Response Time	5.06m	5.42m	4.94m	15.03m	4.34m	3.98m

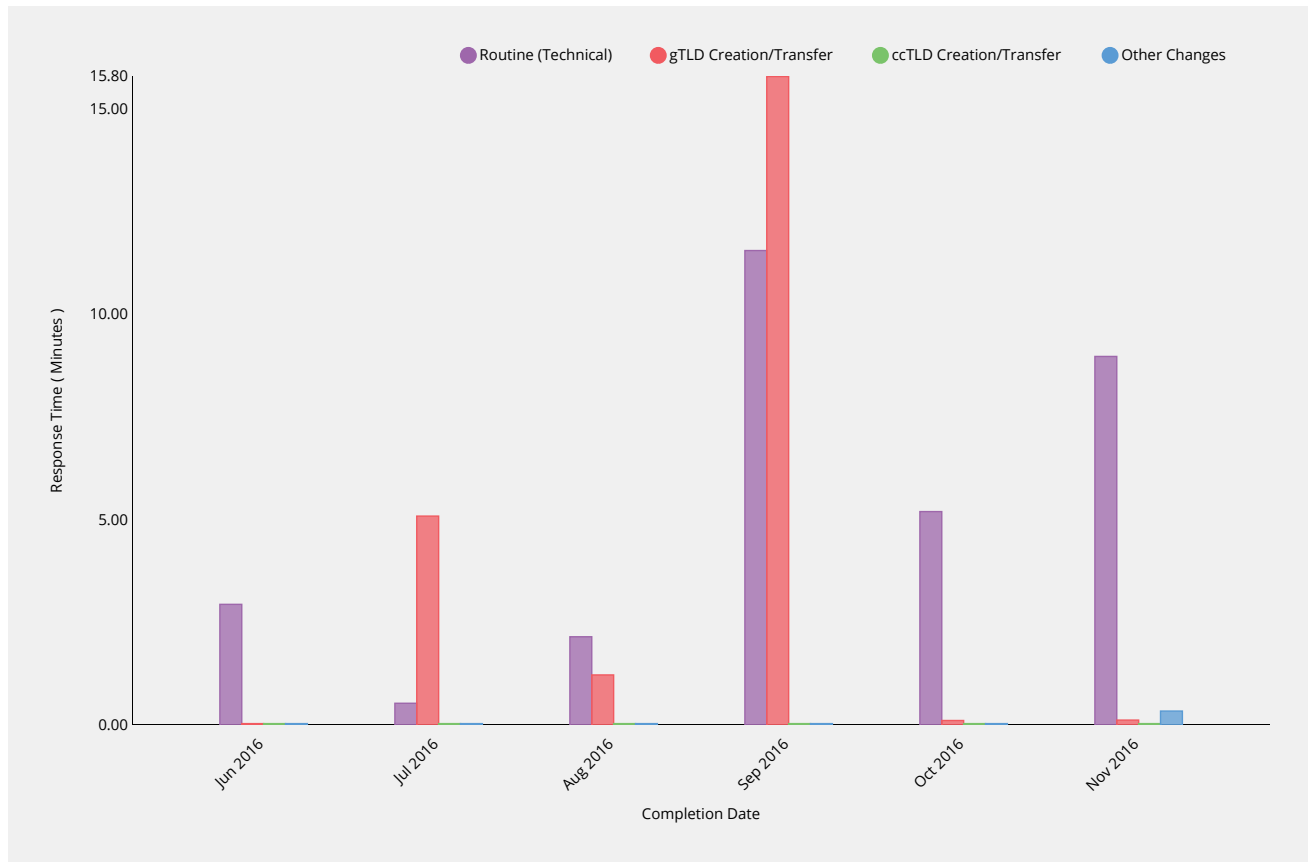
gTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	52	90	57	8	8	13
Mean Time	3.05m	3.02m	2.61m	6m	2.65m	2.64m
Shortest Time	0.28m	0.31m	0.16m	0.85m	0.17m	1.06m
Longest Time	17.13m	6.88m	7.41m	20.4m	4.42m	4.03m
Median Time	2.62m	3.01m	2.64m	4.56m	2.67m	2.42m
PStDev Time	2.42m	1.49m	1.68m	5.58m	1.36m	0.89m

ccTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Response Time	—	4.41m	—	—	3.96m	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	1	0	0	1	0
Mean Time	—	4.41m	—	—	3.96m	—
Shortest Time	—	4.41m	—	—	3.96m	—
Longest Time	—	4.41m	—	—	3.96m	—
Median Time	—	4.41m	—	—	3.96m	—
PStDev Time	—	0m	—	—	0m	—

Other Changes	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Response Time	—	4.59m	—	—	—	1.31m
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	1	0	0	0	1
Mean Time	—	4.59m	—	—	—	1.31m
Shortest Time	—	4.59m	—	—	—	1.31m
Longest Time	—	4.59m	—	—	—	1.31m
Median Time	—	4.59m	—	—	—	1.31m
PStDev Time	—	0m	—	—	—	0m

## Technical Check (Retest)

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



	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Routine (Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Response Time	2.94m	0.53m	2.15m	11.56m	5.2m	8.98m <span>📌</span>
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	192	101	286	128	51	137
Mean Time	7.28m	0.32m	0.99m	1.65m	1.86m	3.7m
Shortest Time	0.13m	0.1m	0.06m	0.09m	0.16m	0.15m
Longest Time	317.88m	0.6m	2.45m	19.75m	6.22m	16.96m
Median Time	0.79m	0.31m	1.14m	0.25m	0.49m	4.07m
PStDev Time	40.69m	0.09m	0.83m	3.81m	1.95m	3.24m

### Exception Narrative

Primary cause: Threshold requires revisiting  
 Analysis/Comments: Two requests required multiple retests (34 and 45 times) due to sustained deficiencies in the requested name server changes. The CSC has recommended that the three minute threshold for this category be revised to be 10 minutes.

	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
gTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Response Time	—	5.09m	1.22m	15.8m	0.11m	0.12m
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	61	6	5	1	14
Mean Time	—	0.82m	0.69m	15.8m	0.11m	0.12m

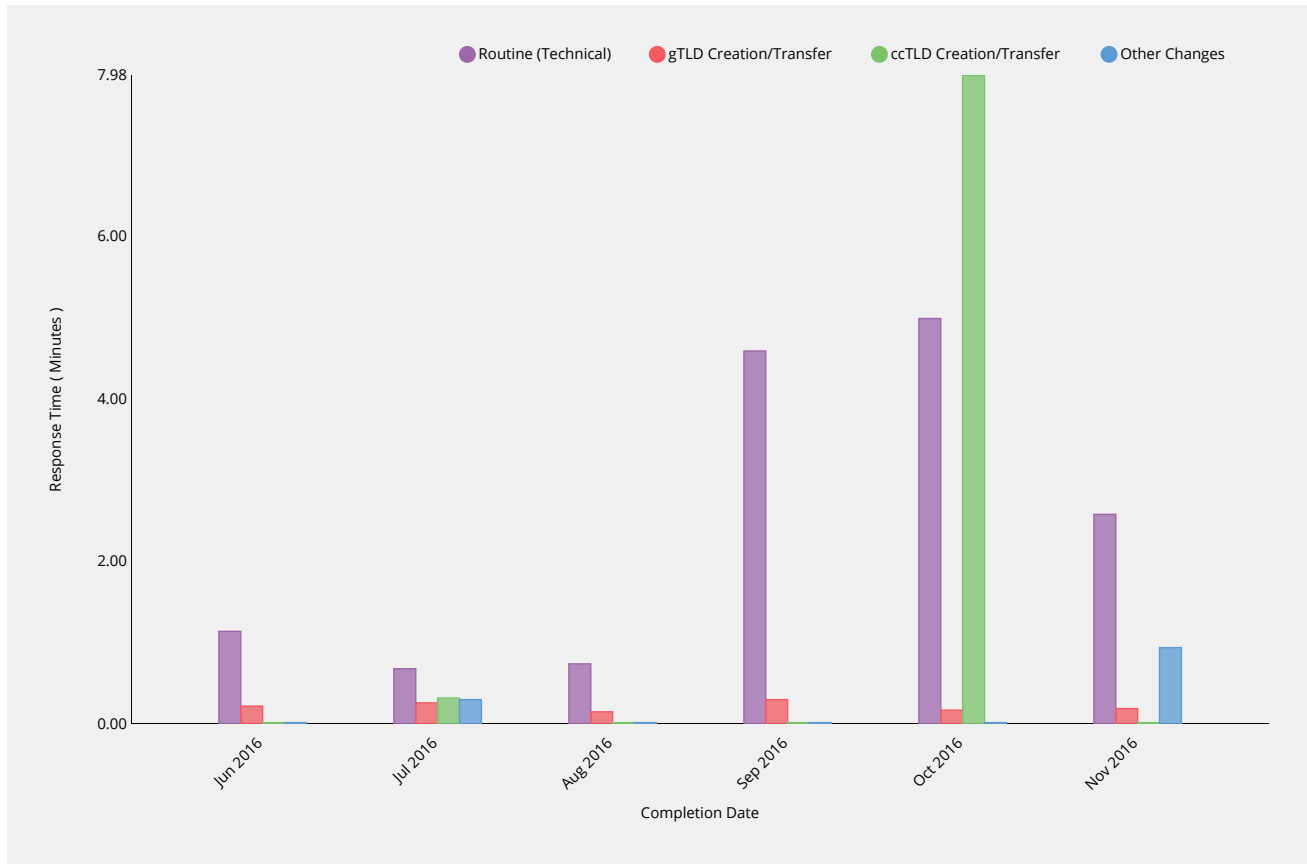
gTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Shortest Time	—	0.11m	0.31m	15.79m	0.11m	0.11m
Longest Time	—	5.21m	1.36m	15.8m	0.11m	0.13m
Median Time	—	0.3m	0.67m	15.79m	0.11m	0.12m
PStDev Time	—	1.35m	0.36m	0m	0m	0m

ccTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
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	—	—	—	—	—	—

Other Changes	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Response Time	—	—	—	—	—	0.34m
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	2
Mean Time	—	—	—	—	—	0.31m
Shortest Time	—	—	—	—	—	0.28m
Longest Time	—	—	—	—	—	0.35m
Median Time	—	—	—	—	—	0.31m
PStDev Time	—	—	—	—	—	0.03m

## Technical Check (Supplemental)

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



Routine (Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Response Time	1.14m	0.68m	0.74m	4.59m	4.99m	2.58m <span>📌</span>
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	35	31	57	78	67	167
Mean Time	0.47m	0.33m	0.34m	1.1m	0.97m	0.43m
Shortest Time	0.12m	0.09m	0.06m	0.09m	0.13m	0.08m
Longest Time	1.69m	0.73m	2.08m	6.97m	7.09m	4.45m
Median Time	0.38m	0.31m	0.27m	0.29m	0.33m	0.15m
PStDev Time	0.34m	0.17m	0.35m	1.65m	1.57m	0.71m

### Exception Narrative

Primary cause: Threshold requires revisiting  
 Analysis/Comments: One request required multiple supplemental retests (13 times) due to sustained deficiencies in the requested name server changes. The CSC has recommended that the three minute threshold for this category be revised to be 10 minutes.

gTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Response Time	0.22m	0.26m	0.15m	0.3m	0.17m	0.19m
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	43	79	50	7	8	11
Mean Time	0.14m	0.17m	0.12m	0.15m	0.14m	0.13m
Shortest Time	0.08m	0.1m	0.1m	0.08m	0.1m	0.1m

gTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Longest Time	0.36m	2.16m	0.16m	0.34m	0.18m	0.21m
Median Time	0.13m	0.14m	0.11m	0.11m	0.14m	0.11m
PStDev Time	0.05m	0.23m	0.02m	0.08m	0.03m	0.03m

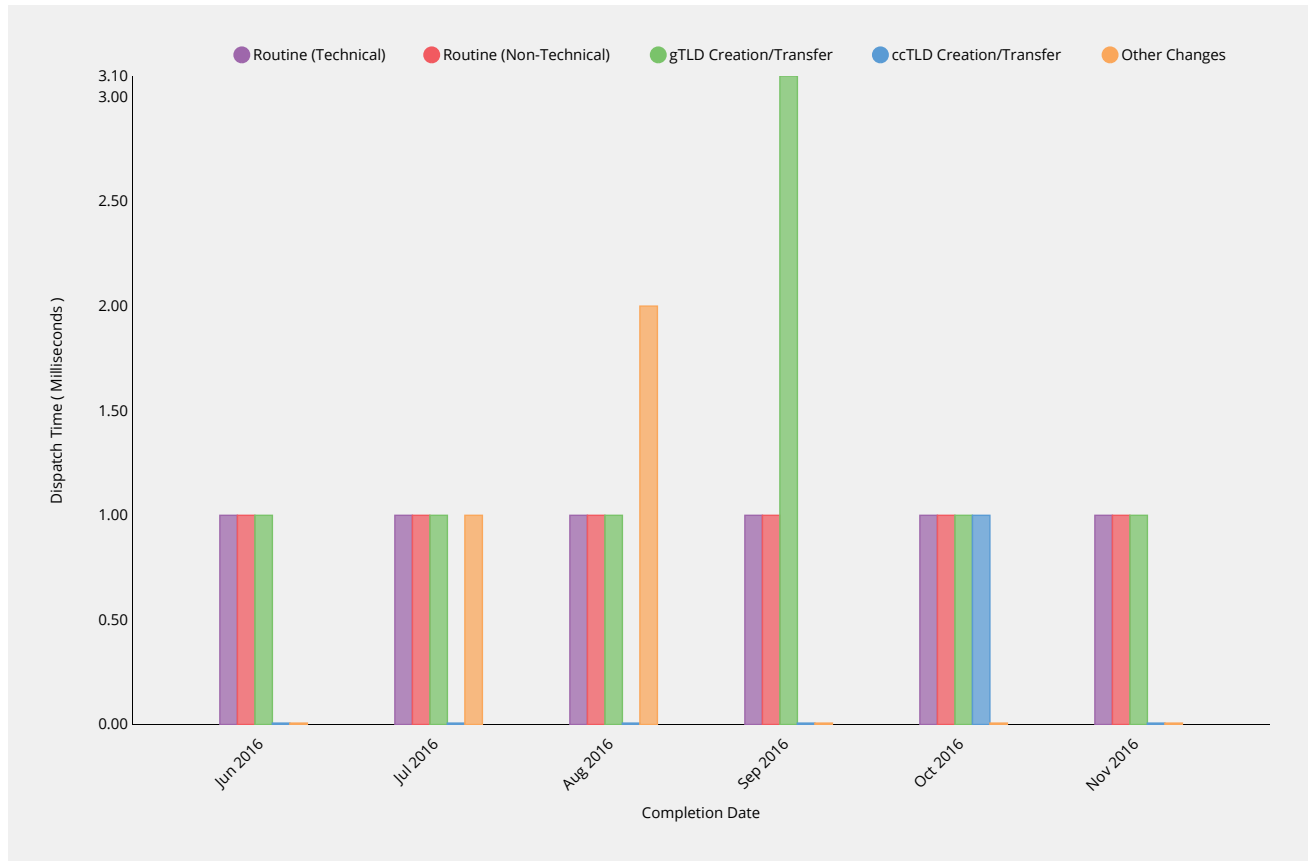
ccTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Response Time	—	0.32m	—	—	7.98m	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	1	0	0	6	0
Mean Time	—	0.32m	—	—	6.65m	—
Shortest Time	—	0.32m	—	—	0.23m	—
Longest Time	—	0.32m	—	—	7.99m	—
Median Time	—	0.32m	—	—	7.92m	—
PStDev Time	—	0m	—	—	2.87m	—

Other Changes	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Response Time	—	0.3m	—	—	—	0.94m
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	1	0	0	0	4
Mean Time	—	0.3m	—	—	—	0.91m
Shortest Time	—	0.3m	—	—	—	0.82m
Longest Time	—	0.3m	—	—	—	0.94m
Median Time	—	0.3m	—	—	—	0.93m
PStDev Time	—	0m	—	—	—	0.05m

# Contact Confirmations

## Email Dispatch

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



Routine (Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Dispatch Time	1ms	1ms	1ms	1ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	29	31	39	70	56	133
Mean Time	0.52ms	0.52ms	0.64ms	0.67ms	0.66ms	0.65ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	2ms	1ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.5ms	0.5ms	0.48ms	0.47ms	0.54ms	0.48ms

Routine (Non-Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Dispatch Time	1ms	1ms	1ms	1ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	35	56	55	24	16	33
Mean Time	0.63ms	0.61ms	0.96ms	0.75ms	0.88ms	0.79ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	5ms	2ms	1ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms

Routine (Non-Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
PStDev Time	0.48ms	0.49ms	0.66ms	0.52ms	0.33ms	0.48ms

gTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Dispatch Time	1ms	1ms	1ms	3.1ms	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	51	83	56	7	8	12
Mean Time	0.61ms	0.7ms	0.8ms	0.71ms	1ms	0.42ms
Shortest Time	0ms	0ms	0ms	0ms	1ms	0ms
Longest Time	1ms	5ms	1ms	4ms	1ms	1ms
Median Time	1ms	1ms	1ms	0ms	1ms	0ms
PStDev Time	0.49ms	0.67ms	0.4ms	1.39ms	0ms	0.49ms

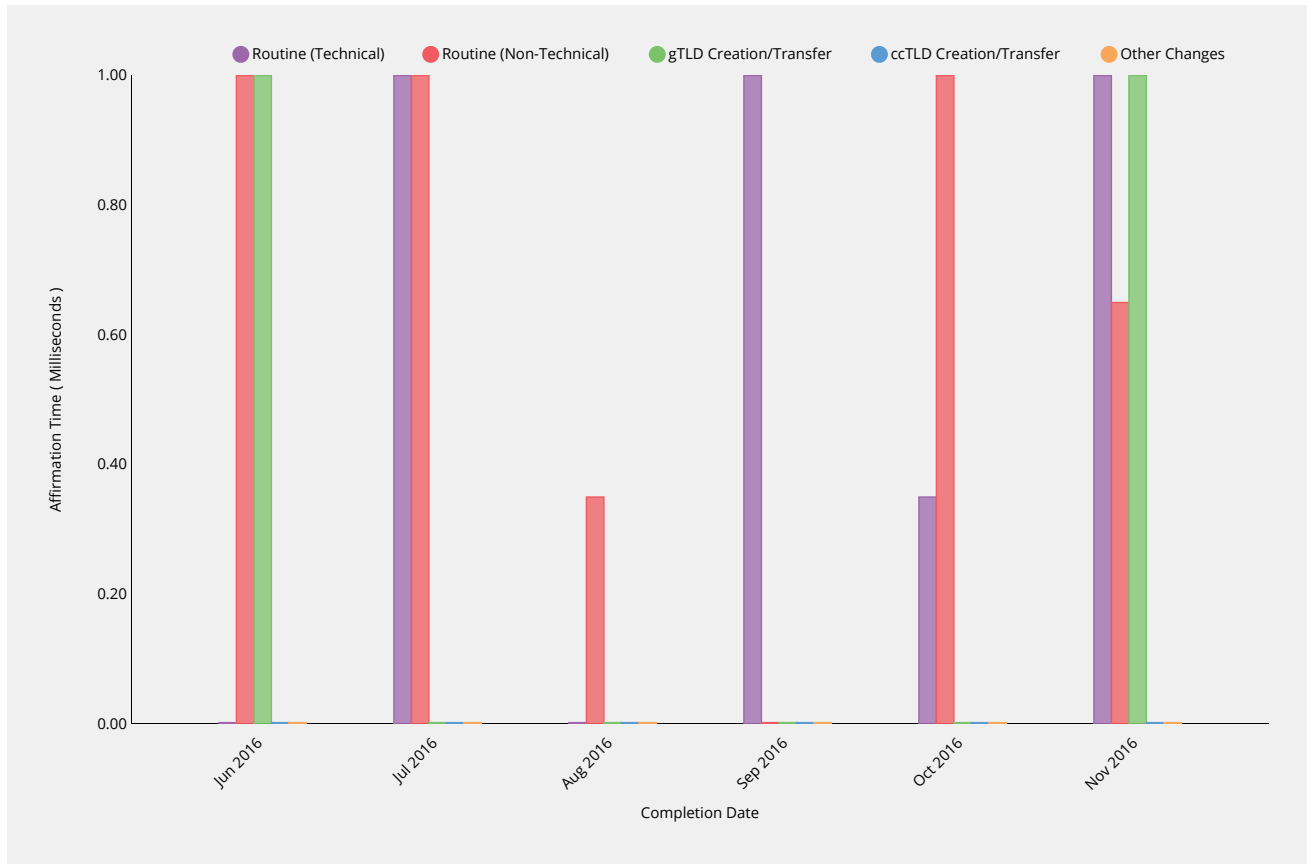
ccTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Dispatch Time	—	0ms	—	—	1ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	1	0	0	1	0
Mean Time	—	0ms	—	—	1ms	—
Shortest Time	—	0ms	—	—	1ms	—
Longest Time	—	0ms	—	—	1ms	—
Median Time	—	0ms	—	—	1ms	—
PStDev Time	—	0ms	—	—	0ms	—

Other Changes	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Dispatch Time	—	1ms	2ms	—	—	0ms
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	1	0	0	1
Mean Time	—	1ms	2ms	—	—	0ms
Shortest Time	—	1ms	2ms	—	—	0ms
Longest Time	—	1ms	2ms	—	—	0ms
Median Time	—	1ms	2ms	—	—	0ms
PStDev Time	—	0ms	0ms	—	—	0ms



## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Affirmation Time	0ms	1ms	0ms	1ms	0.35ms	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	29	31	39	70	54	132
Mean Time	0.03ms	0.1ms	0.03ms	0.1ms	0.06ms	0.07ms
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	0.18ms	0.3ms	0.16ms	0.3ms	0.23ms	0.25ms

Routine (Non-Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Affirmation Time	1ms	1ms	0.35ms	0ms	1ms	0.65ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	32	55	54	22	13	28
Mean Time	0.19ms	0.07ms	0.06ms	0.05ms	0.23ms	0.07ms
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	0.39ms	0.26ms	0.23ms	0.21ms	0.42ms	0.26ms

gTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Affirmation Time	1ms	0ms	0ms	0ms	0ms	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	43	79	53	7	8	11
Mean Time	0.12ms	0.03ms	0ms	0ms	0ms	0.18ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	0ms	0ms	0ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.32ms	0.16ms	0ms	0ms	0ms	0.39ms

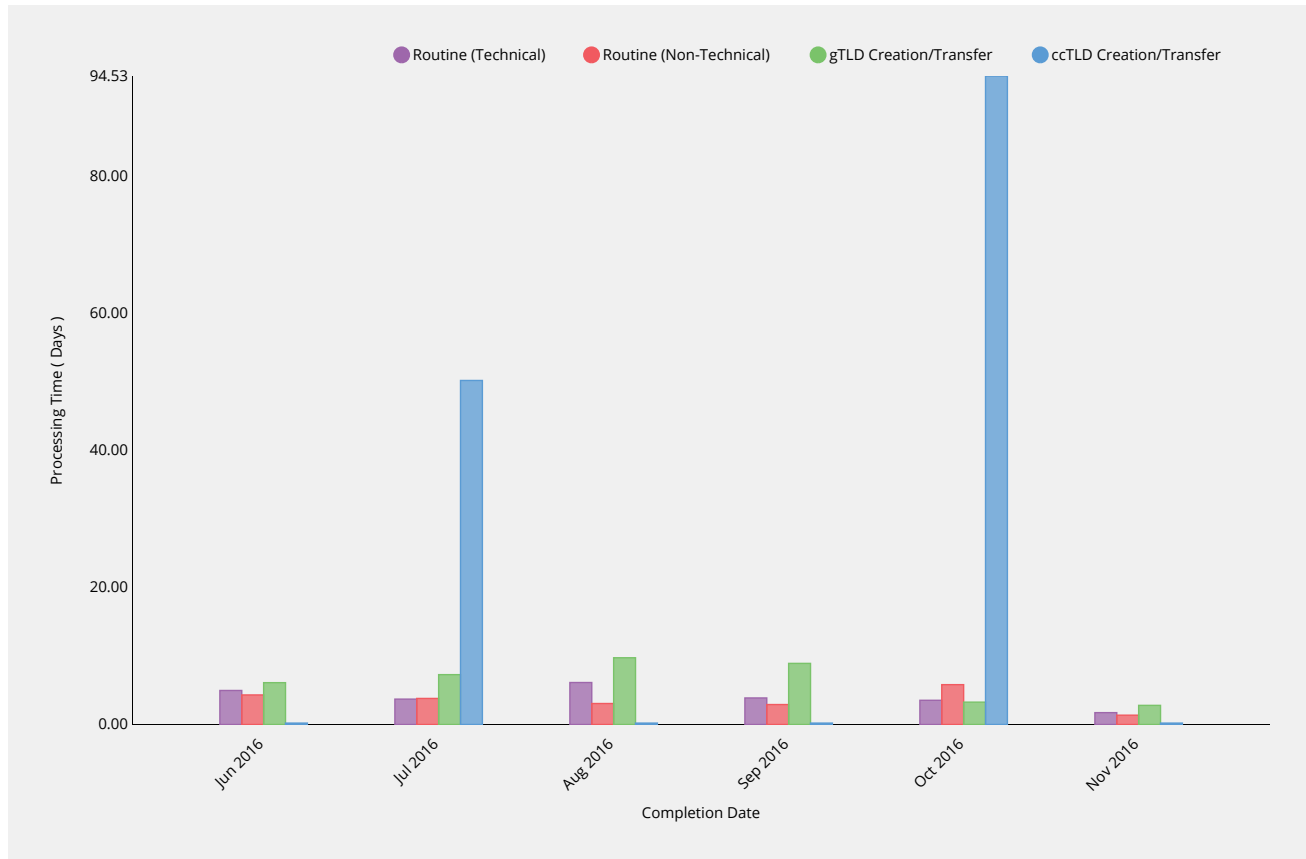
ccTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Affirmation Time	—	0ms	—	—	0ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	1	0	0	1	0
Mean Time	—	0ms	—	—	0ms	—
Shortest Time	—	0ms	—	—	0ms	—
Longest Time	—	0ms	—	—	0ms	—
Median Time	—	0ms	—	—	0ms	—
PStDev Time	—	0ms	—	—	0ms	—

Other Changes	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Affirmation Time	—	0ms	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	1	0	0	1
Mean Time	—	0ms	0ms	—	—	0ms
Shortest Time	—	0ms	0ms	—	—	0ms
Longest Time	—	0ms	0ms	—	—	0ms
Median Time	—	0ms	0ms	—	—	0ms
PStDev Time	—	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)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Processing Time	4.96d	3.7d	6.12d	3.87d	3.53d	1.73d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	29	31	39	70	54	132
Mean Time	3.3d	2.58d	3.17d	1.66d	1.22d	0.87d
Shortest Time	1.16d	0.31d	0.02d	0.01d	0.02d	0d
Longest Time	5.23d	7.62d	8.78d	5.84d	12.91d	3.98d
Median Time	3.21d	2.42d	2.28d	1.37d	0.57d	0.64d
PStDev Time	1.37d	1.42d	2.46d	1.41d	2d	0.82d

Routine (Non-Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Processing Time	4.31d	3.8d	3.06d	2.91d	5.81d	1.36d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	32	54	54	22	12	28
Mean Time	2.1d	3.19d	0.87d	2.57d	1.82d	0.89d
Shortest Time	0.16d	0.01d	0d	1.03d	0d	0.05d
Longest Time	5.42d	7.1d	9.26d	7.11d	7.2d	3.51d
Median Time	1.85d	3.79d	0.03d	2.77d	0.73d	0.82d

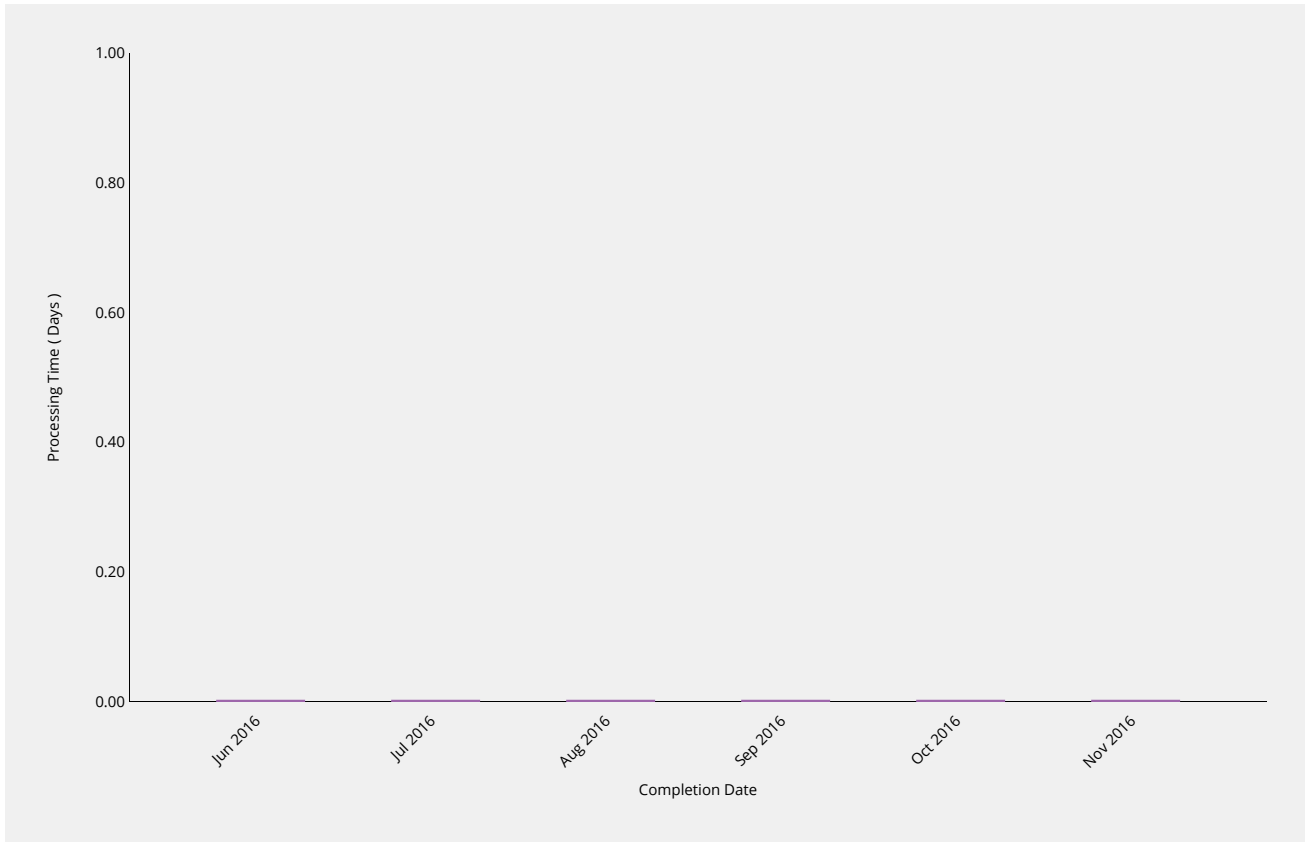
Routine (Non-Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
PStDev Time	1.74d	1.49d	1.94d	1.16d	2.33d	0.81d

gTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Processing Time	6.1d	7.27d	9.73d	8.91d	3.26d	2.79d
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	43	79	53	7	8	11
Mean Time	3.74d	4.66d	5.42d	6.46d	1.06d	1.62d
Shortest Time	1.11d	0.02d	0.98d	2.87d	0d	0.02d
Longest Time	11.03d	8.28d	12.26d	9.14d	3.92d	4.16d
Median Time	3.99d	5.17d	5.28d	6.16d	0.24d	1.06d
PStDev Time	2d	1.91d	2.56d	2.3d	1.44d	1.31d

ccTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Processing Time	—	50.15d	—	—	94.53d	—
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	1	0	0	1	0
Mean Time	—	50.15d	—	—	94.53d	—
Shortest Time	—	50.15d	—	—	94.53d	—
Longest Time	—	50.15d	—	—	94.53d	—
Median Time	—	50.15d	—	—	94.53d	—
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).

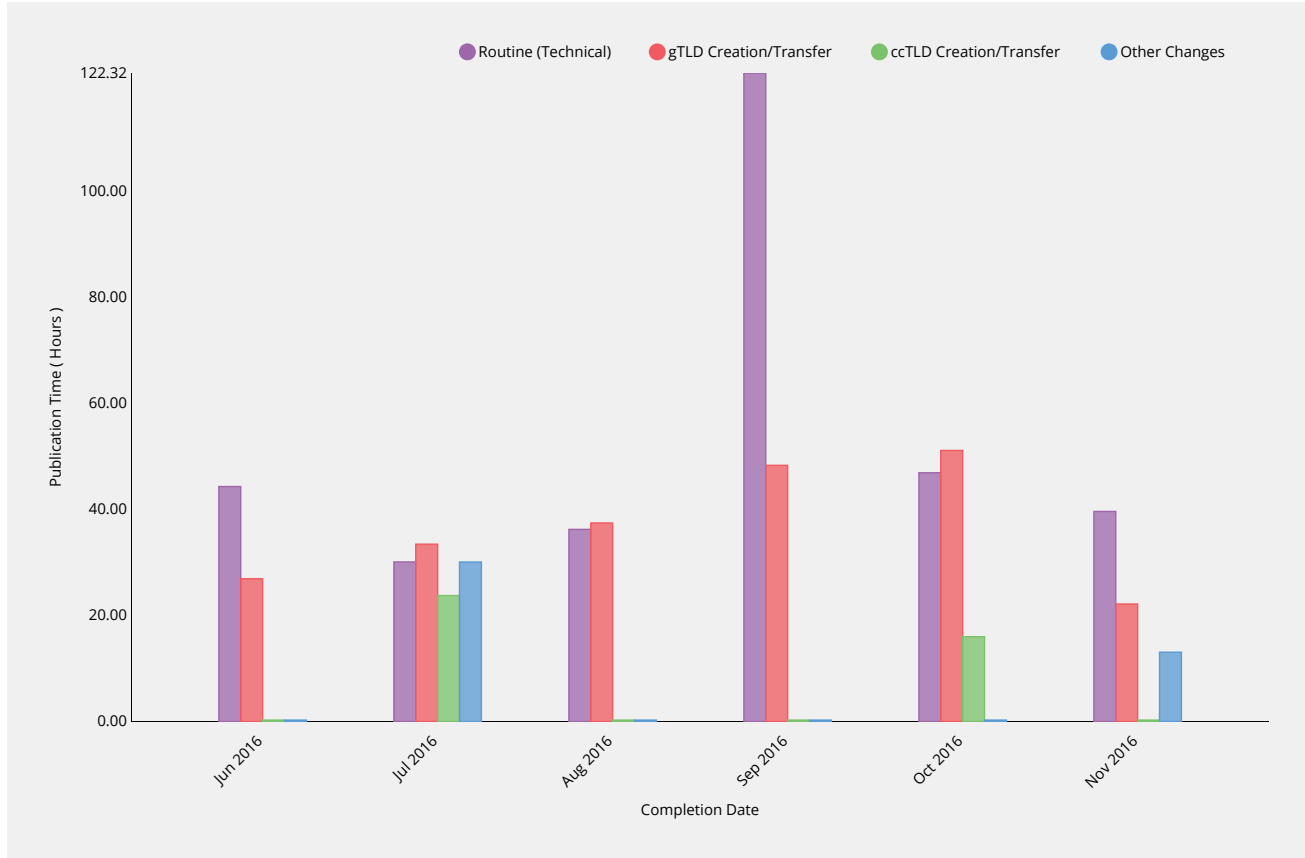


ccTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	<b>2016-11</b>
Processing Time	—	—	—	—	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

## Implementation

### Root Zone Publication

Time for root zone changes to be published following completion of validations and reviews by IANA Functions Operator.



Routine (Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Publication Time	44.32h	30.1h	36.24h	122.32h	46.92h	39.62h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	29	31	38	70	53	131
Mean Time	18.34h	18.74h	15.66h	23.31h	25.17h	21.8h
Shortest Time	2.82h	3h	4.87h	2.2h	0.86h	0.44h
Longest Time	44.32h	30.1h	40.91h	143.81h	46.92h	44.32h
Median Time	19.16h	19.97h	14.73h	22.97h	23.72h	19.3h
PStDev Time	11.84h	7.15h	7.89h	22.06h	10.38h	7.77h

gTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Publication Time	26.93h	33.45h	37.45h	48.32h	51.13h	22.16h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	43	78	50	7	8	11
Mean Time	21.95h	21.27h	17.78h	21.83h	37.81h	19.46h
Shortest Time	13.72h	5.39h	6.24h	3.41h	1.34h	18.07h
Longest Time	26.93h	33.45h	40.89h	49.8h	51.13h	22.36h
Median Time	21.18h	20.93h	16.98h	21.9h	48.05h	19.03h

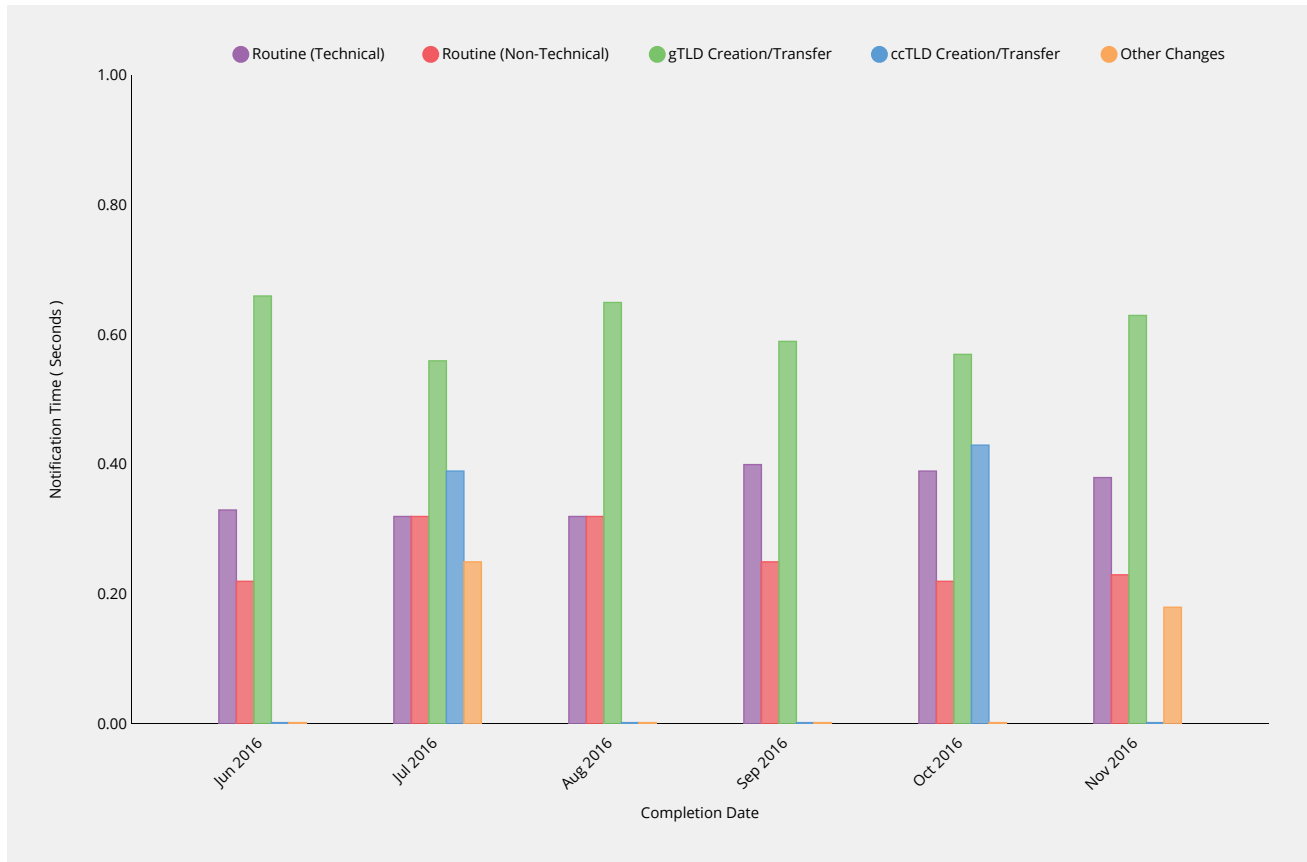
gTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
PStDev Time	4.5h	4.79h	6.37h	13.84h	17.26h	1.14h

ccTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Publication Time	—	23.76h	—	—	16h	—
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	1	0	0	1	0
Mean Time	—	23.76h	—	—	16h	—
Shortest Time	—	23.76h	—	—	16h	—
Longest Time	—	23.76h	—	—	16h	—
Median Time	—	23.76h	—	—	16h	—
PStDev Time	—	0h	—	—	0h	—

Other Changes	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Publication Time	—	30.08h	—	—	—	13.07h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	1	0	0	0	1
Mean Time	—	30.08h	—	—	—	13.07h
Shortest Time	—	30.08h	—	—	—	13.07h
Longest Time	—	30.08h	—	—	—	13.07h
Median Time	—	30.08h	—	—	—	13.07h
PStDev Time	—	0h	—	—	—	0h

## Notification of Completion

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



Routine (Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Notification Time	0.33s	0.32s	0.32s	0.4s	0.39s	0.38s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	29	31	38	69	53	131
Mean Time	0.21s	0.21s	0.21s	0.26s	0.25s	0.23s
Shortest Time	0.15s	0.15s	0.14s	0.16s	0.17s	0.16s
Longest Time	0.34s	0.4s	0.4s	0.72s	0.52s	0.84s
Median Time	0.2s	0.19s	0.19s	0.2s	0.2s	0.19s
PStDev Time	0.05s	0.05s	0.06s	0.12s	0.09s	0.09s

Routine (Non-Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Notification Time	0.22s	0.32s	0.32s	0.25s	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	31	54	53	22	11	27
Mean Time	0.19s	0.2s	0.21s	0.2s	0.2s	0.2s
Shortest Time	0.16s	0.15s	0.16s	0.16s	0.17s	0.18s
Longest Time	0.23s	0.33s	0.37s	0.28s	0.22s	0.28s
Median Time	0.19s	0.18s	0.19s	0.19s	0.2s	0.2s
PStDev Time	0.02s	0.05s	0.06s	0.03s	0.02s	0.02s



gTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Notification Time	0.66s	0.56s	0.65s	0.59s	0.57s	0.63s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	43	78	50	7	8	11
Mean Time	0.53s	0.49s	0.49s	0.52s	0.49s	0.52s
Shortest Time	0.46s	0.42s	0.42s	0.47s	0.43s	0.46s
Longest Time	1.7s	1.17s	0.7s	0.61s	0.58s	0.69s
Median Time	0.49s	0.47s	0.48s	0.51s	0.48s	0.5s
PStDev Time	0.19s	0.09s	0.06s	0.05s	0.05s	0.06s

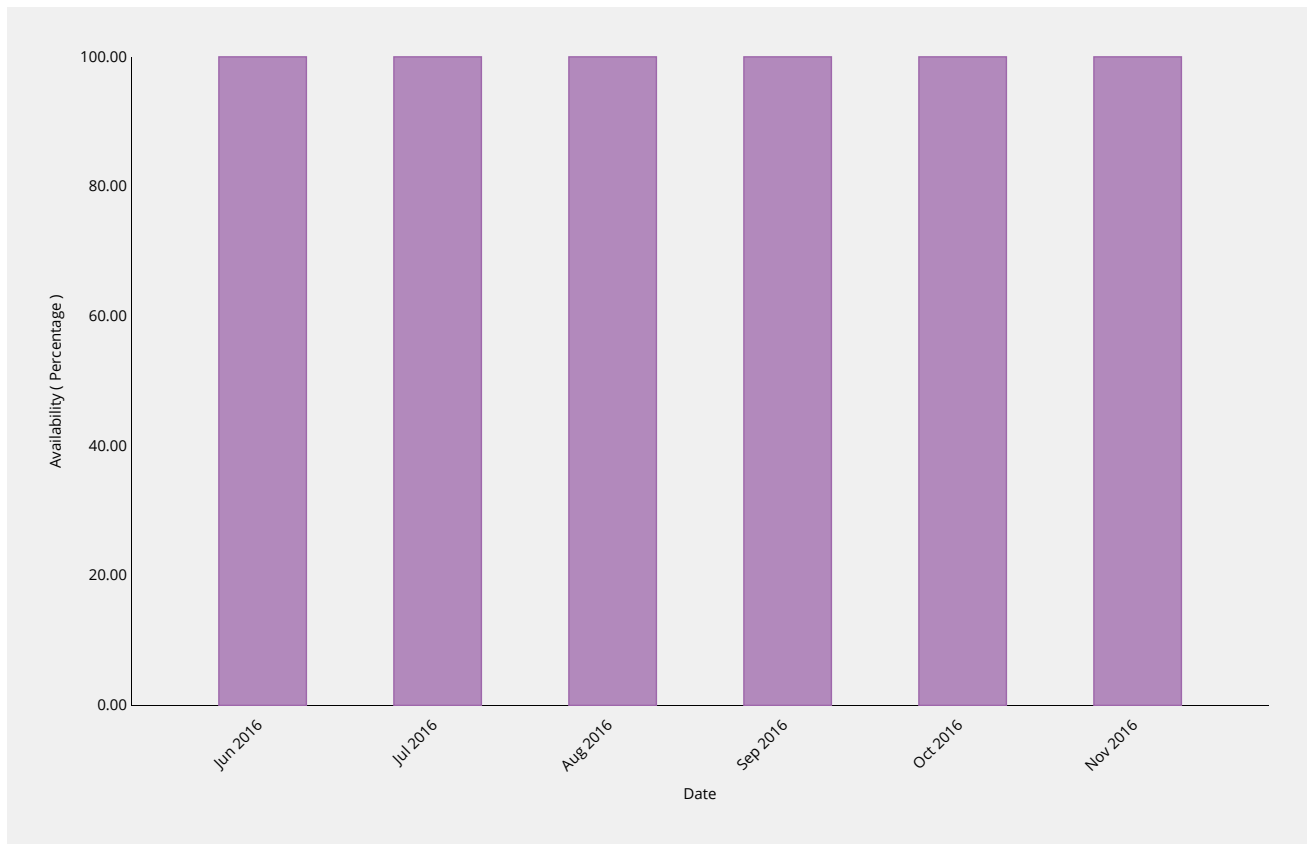
ccTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Notification Time	—	0.39s	—	—	0.43s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	1	0	0	1	0
Mean Time	—	0.39s	—	—	0.43s	—
Shortest Time	—	0.39s	—	—	0.43s	—
Longest Time	—	0.39s	—	—	0.43s	—
Median Time	—	0.39s	—	—	0.43s	—
PStDev Time	—	0s	—	—	0s	—

Other Changes	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Notification Time	—	0.25s	—	—	—	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	0	1	0	0	0	1
Mean Time	—	0.25s	—	—	—	0.18s
Shortest Time	—	0.25s	—	—	—	0.18s
Longest Time	—	0.25s	—	—	—	0.18s
Median Time	—	0.25s	—	—	—	0.18s
PStDev Time	—	0s	—	—	—	0s

## System Availability

### IANA Website

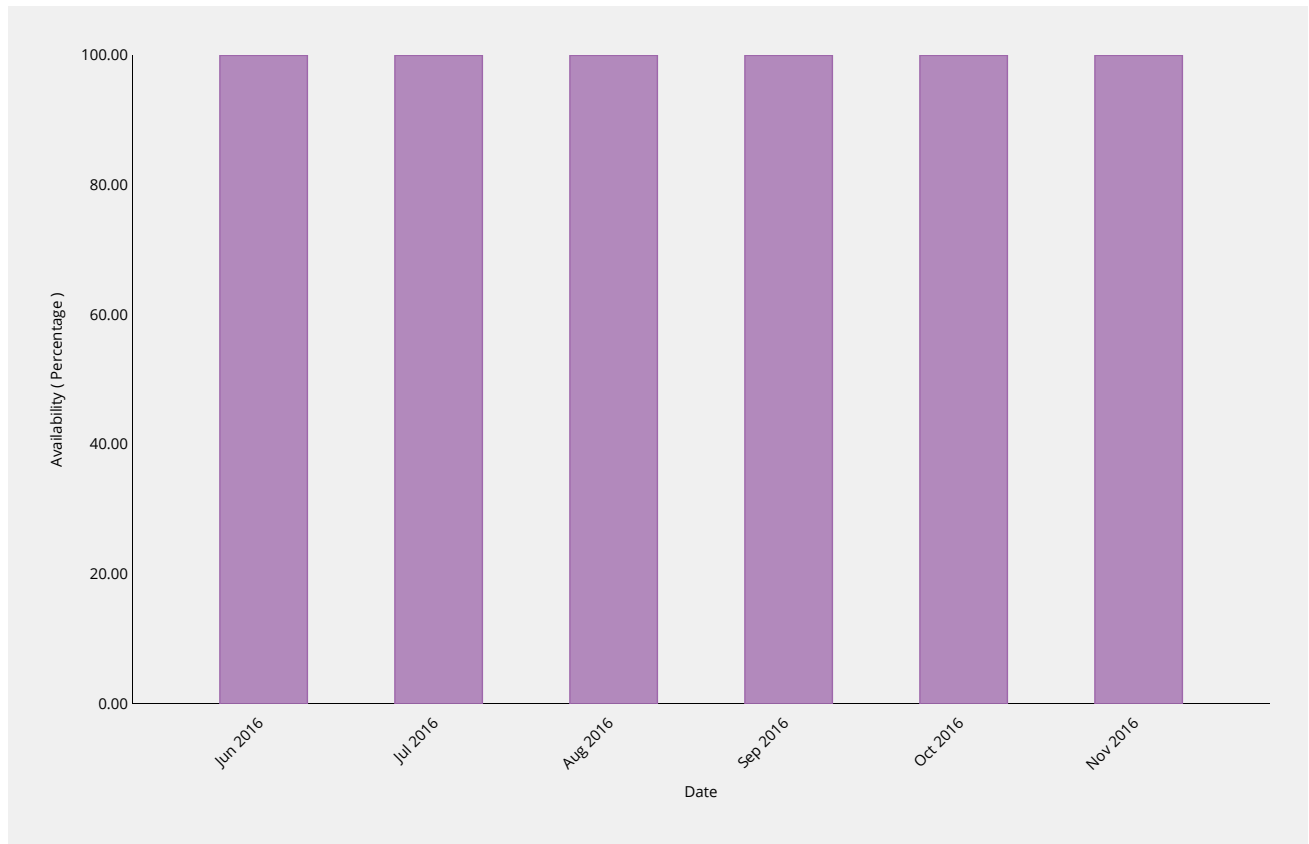
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Management System

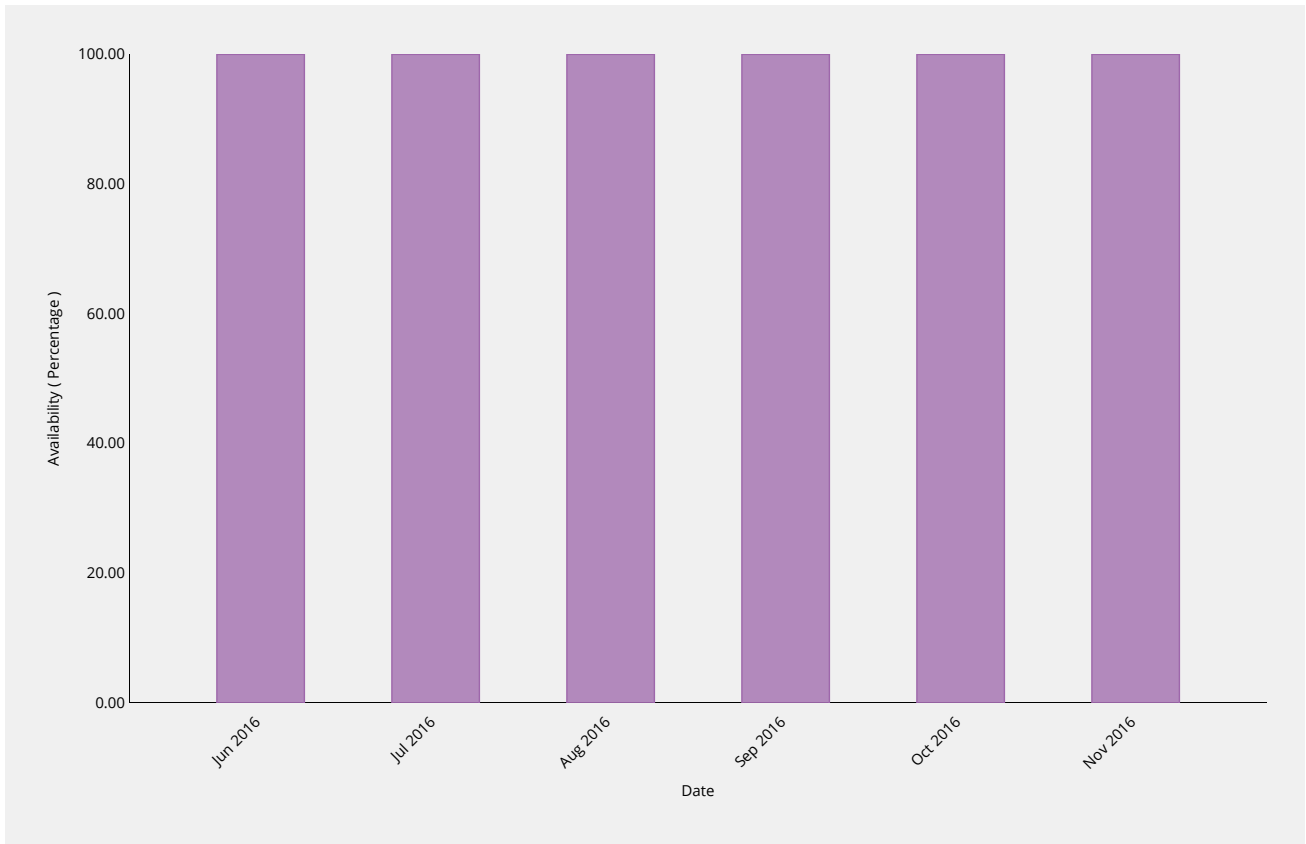
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Directory Service

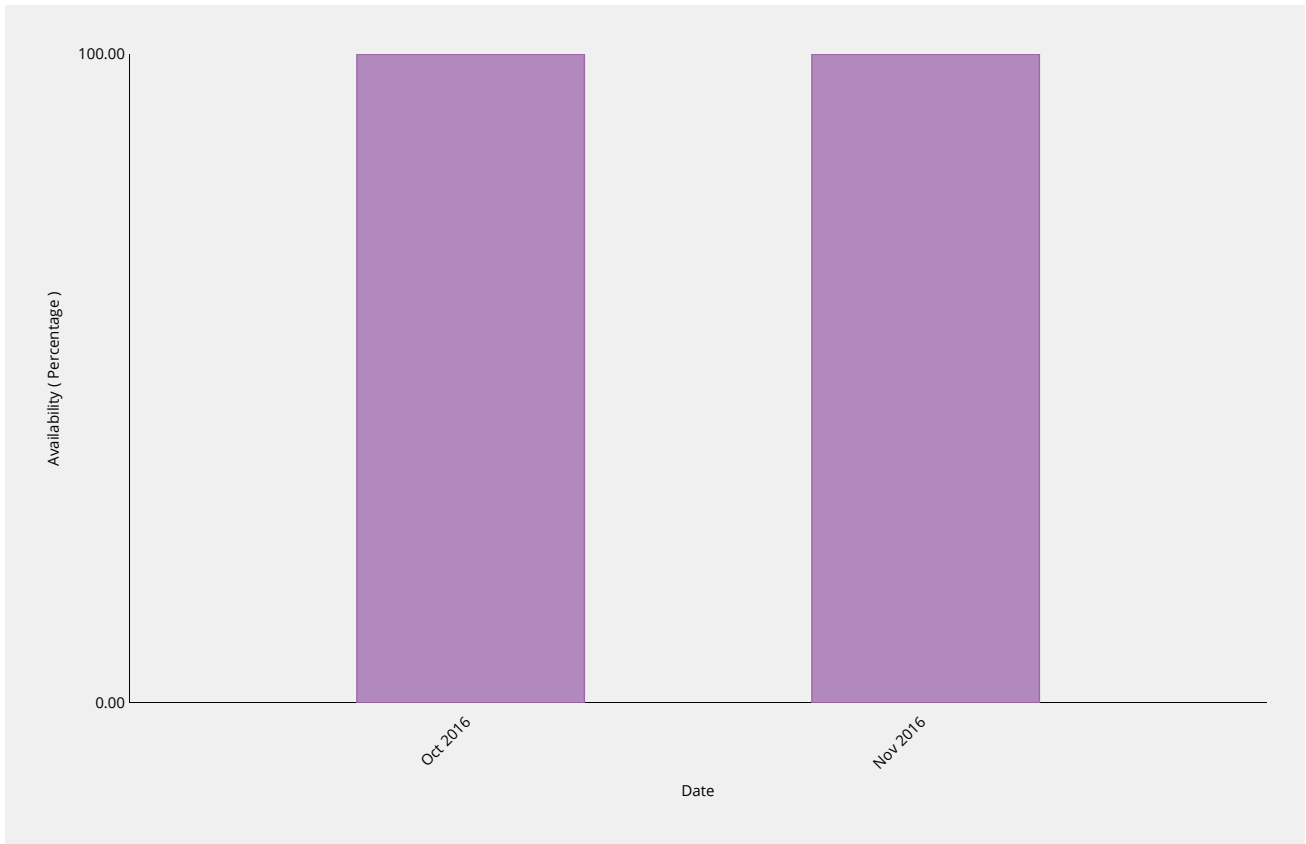
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2016-06	2016-07	2016-08	2016-09	2016-10	<b>2016-11</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Service Level Dashboard

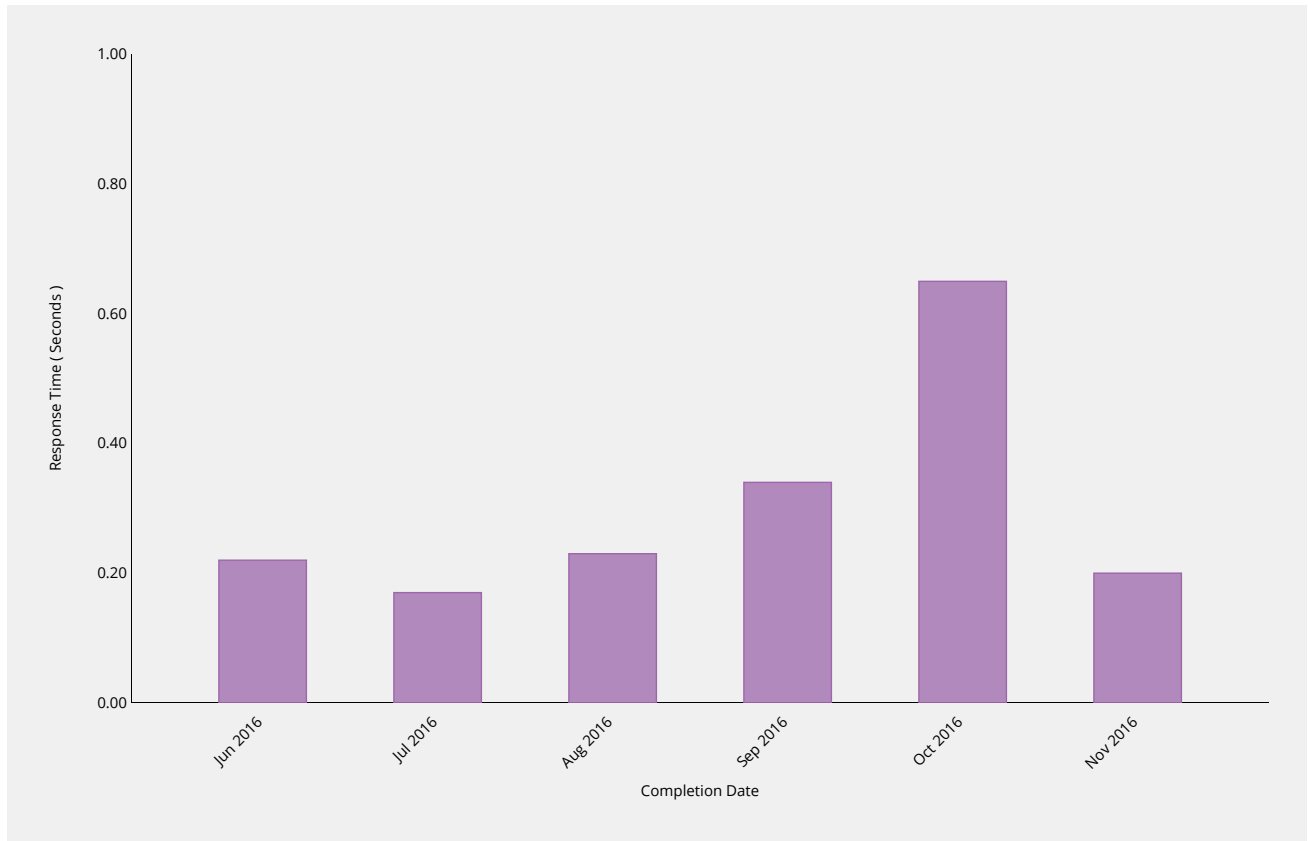
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2016-10	2016-11
Availability	100%	100%
Monthly Threshold	99%	99%

## Credential Recovery

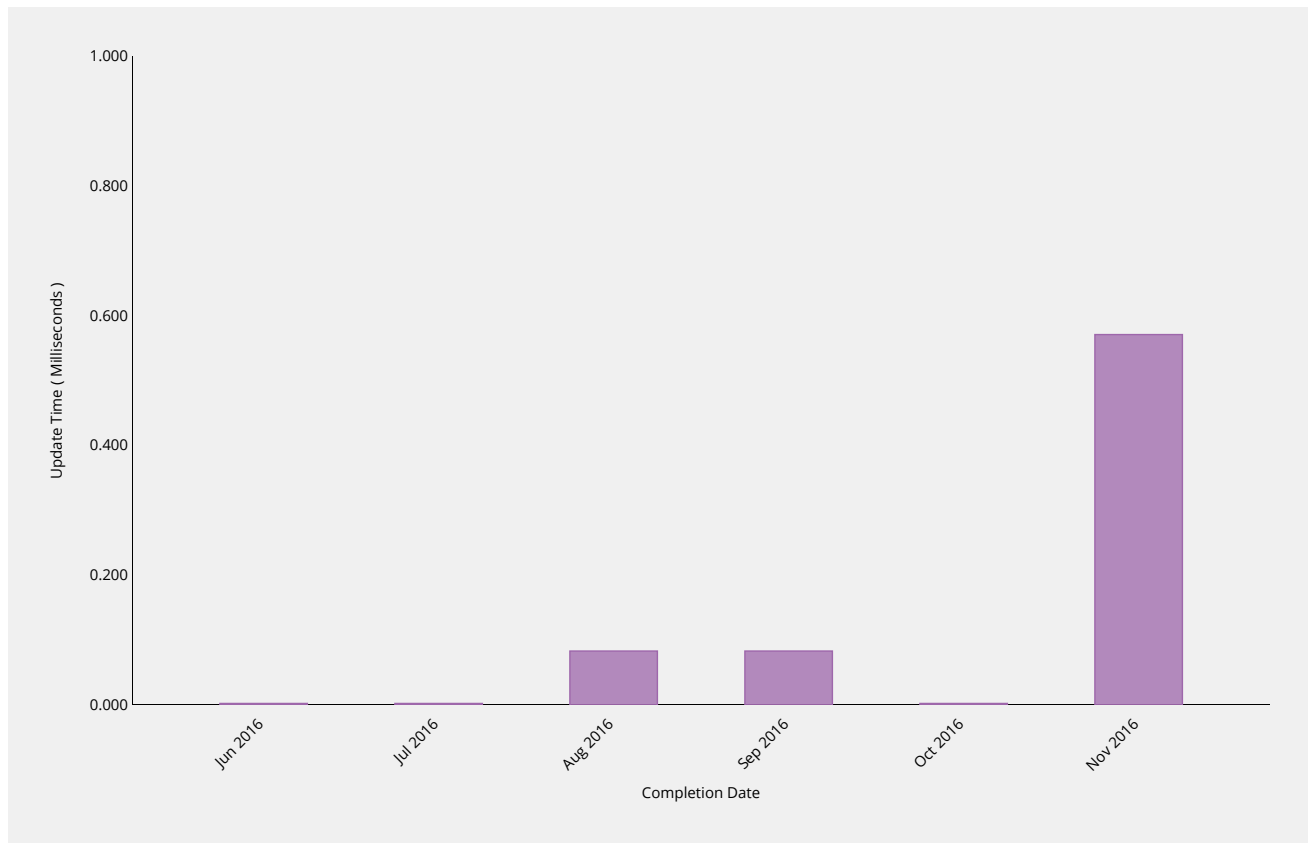
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Response Time	0.22s	0.17s	0.23s	0.34s	0.65s	0.2s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	38	28	45	18	9	7
Mean Time	0.09s	0.08s	0.09s	0.1s	0.18s	0.09s
Shortest Time	0.01s	0.01s	0.01s	0.01s	0.03s	0.05s
Longest Time	0.84s	0.25s	0.26s	0.38s	1.01s	0.24s
Median Time	0.05s	0.06s	0.05s	0.06s	0.08s	0.06s
PStDev Time	0.14s	0.05s	0.07s	0.1s	0.29s	0.06s

## Credential Change

Time to implement new password within the system.



Credential Change	2016-06	2016-07	2016-08	2016-09	2016-10	<b>2016-11</b>
Update Time	—	—	0.85ms	0.45ms	0ms	<b>2.4ms</b>
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	0	0	24	12	5	7
Mean Time	—	—	0.083ms	0.083ms	0ms	0.571ms
Shortest Time	—	—	0ms	0ms	0ms	0ms
Longest Time	—	—	1ms	1ms	0ms	3ms
Median Time	—	—	0ms	0ms	0ms	0ms
PStDev Time	—	—	0.276ms	0.276ms	0ms	1.05ms

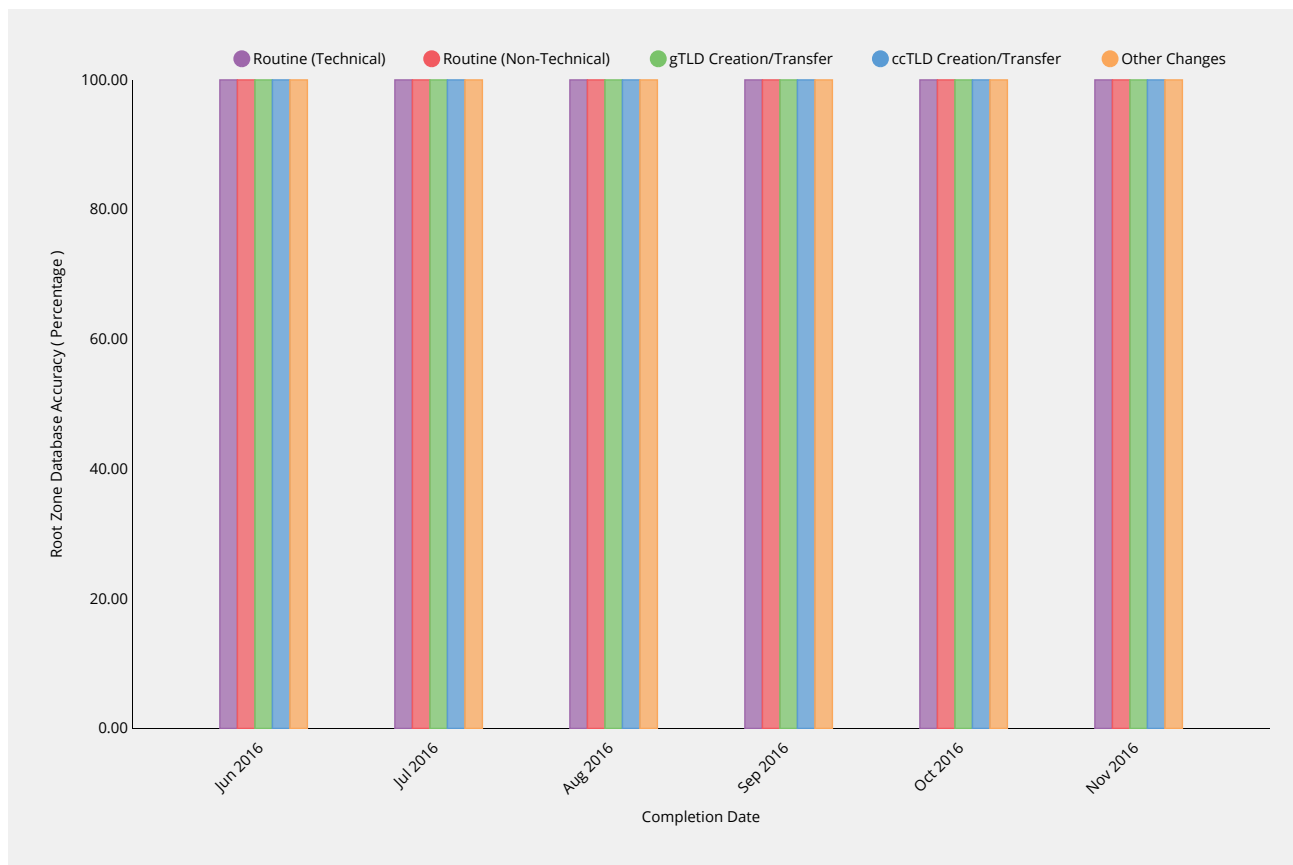




Other Changes	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	1	0	0	0	1

## Root Zone Database

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



Routine (Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
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	29	31	38	69	53	131

Routine (Non-Technical)	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
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	31	54	53	22	11	27

gTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
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	43	78	50	7	8	11

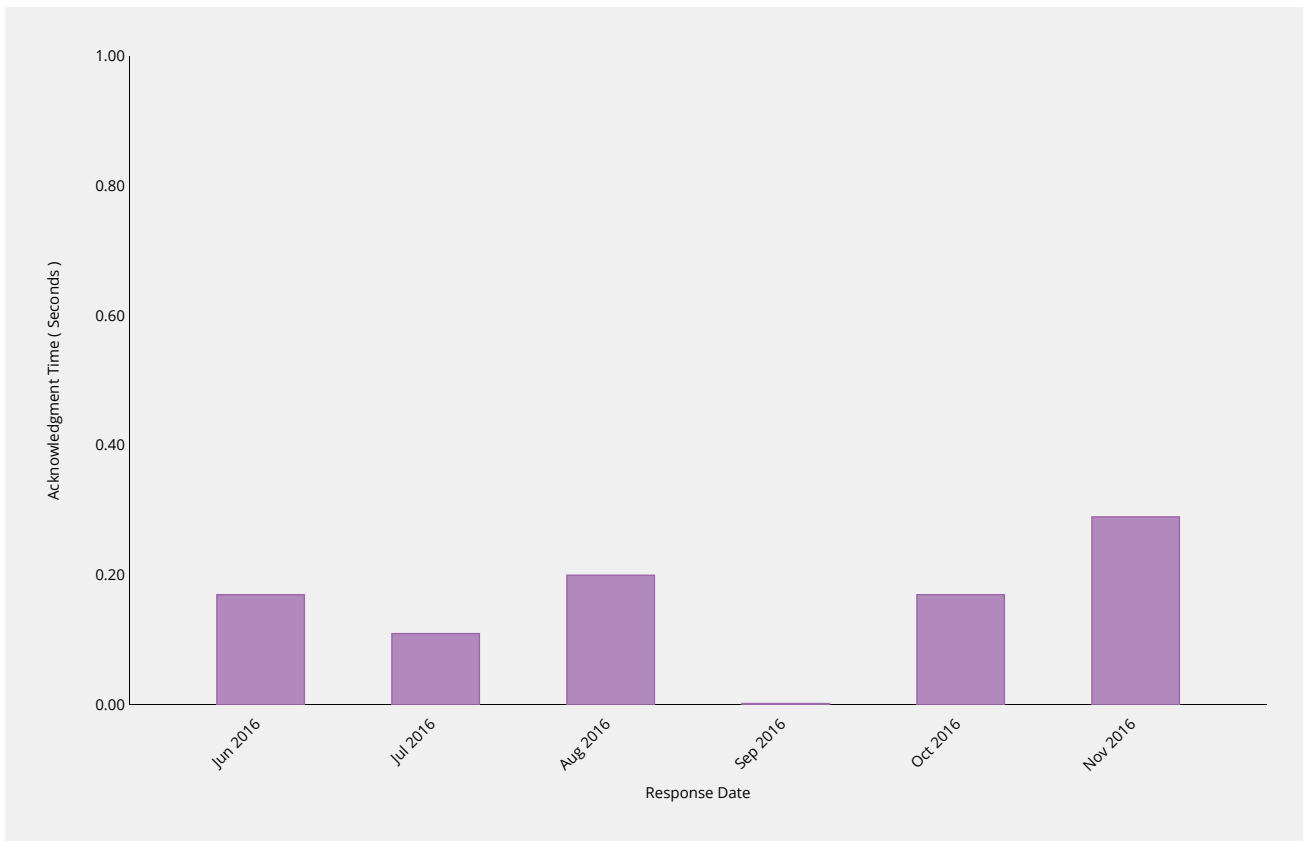
ccTLD Creation/Transfer	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	1	0	0	1	0

Other Changes	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
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	0	0	0	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.

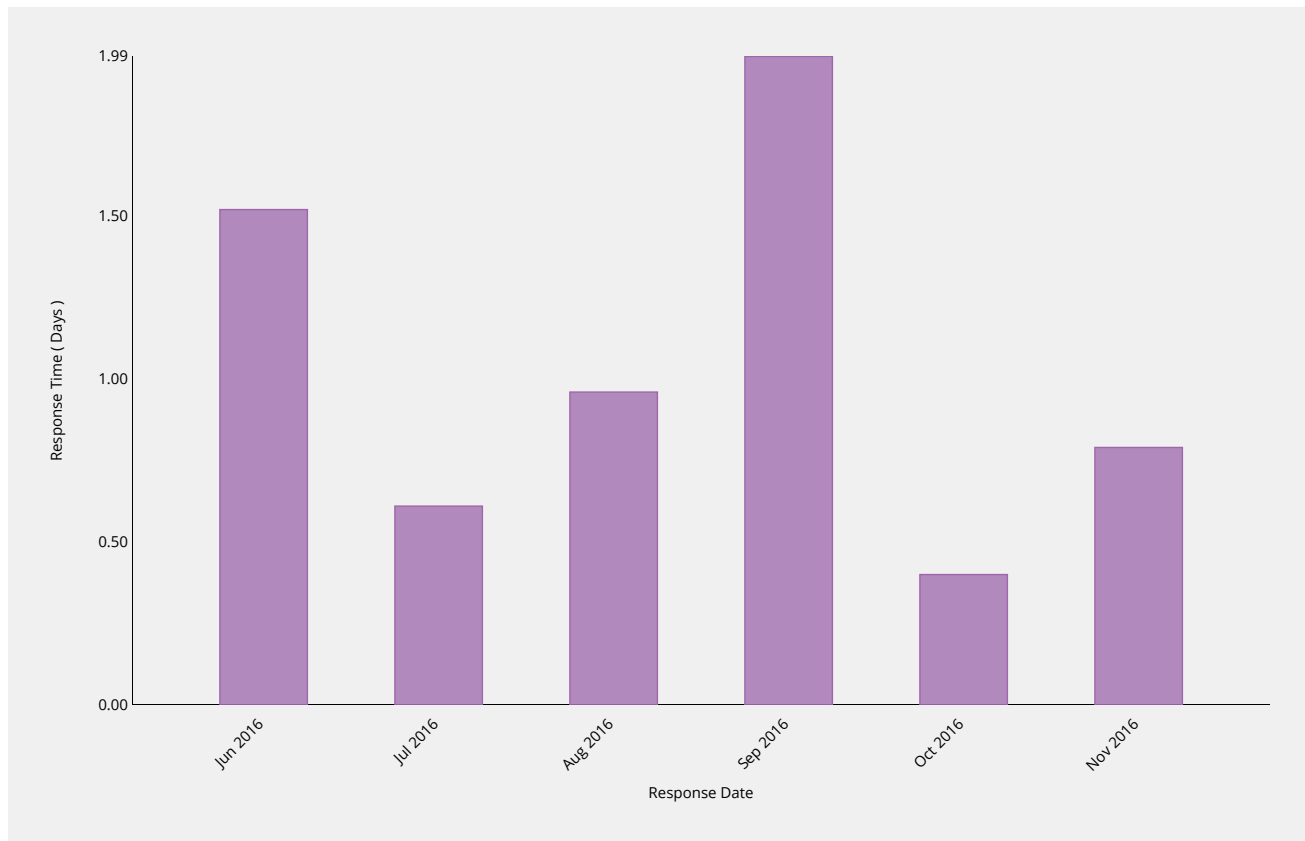


Manual Enquiries	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11
Acknowledgment Time	0.75s	0.6s	1s	0s	0.75s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	6	9	15	7	6	7
Mean Time	0.17s	0.11s	0.2s	0s	0.17s	0.29s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	1s	0s	1s	1s

Manual Enquiries	2016-06	2016-07	2016-08	2016-09	2016-10	<b>2016-11</b>
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0.37s	0.31s	0.4s	0s	0.37s	0.45s

## Time to initial response

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



Manual Enquiries	2016-06	2016-07	2016-08	2016-09	2016-10	<b>2016-11</b>
Response Time	3.49d	1.54d	1.8d	5.36d	0.73d	2.14d
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	9	12	6	5	7
Mean Time	1.52d	0.61d	0.96d	1.99d	0.4d	0.79d
Shortest Time	0d	0.07d	0.02d	0.04d	0.09d	0d
Longest Time	4.37d	2.02d	7.05d	7.34d	0.81d	3.24d
Median Time	0.85d	0.32d	0.19d	0.44d	0.36d	0.29d
PStDev Time	1.73d	0.65d	1.91d	2.64d	0.27d	1.09d

# 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.