

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

December 2016

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Summary of Performance



Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.56s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.39s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.52s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 1.59d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.92d	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
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✗ 75.82m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 24.77m	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 2.55m	p11
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✗ 33.12m	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ —	p12
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.62m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ 0.4m	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p14
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p14
Contact Confirmations				
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%)	✓ 1.55ms	p16
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p17
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p17
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.55ms	p18
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p18
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p18
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 4.8d	p19
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 1.27d	p19
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 1.55d	p20
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p20
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p21
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 38.69h	p22
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 21.75h	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	Other Changes	≤72h (99.0%)	✓ —	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.35s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.26s	p24

Metric	Category	Expected	Actual	Detail
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.5s	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p25
System Availability				
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%)	✓ 0.08s	p30
Credential Change	Credential Change	≤30000ms (95.0%)	✓ 1ms	p31
Accuracy				
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
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 3.15d	p35

Percentage of SLA thresholds met of those defined

99.4%

Exceptions and Narrative for Reporting Period

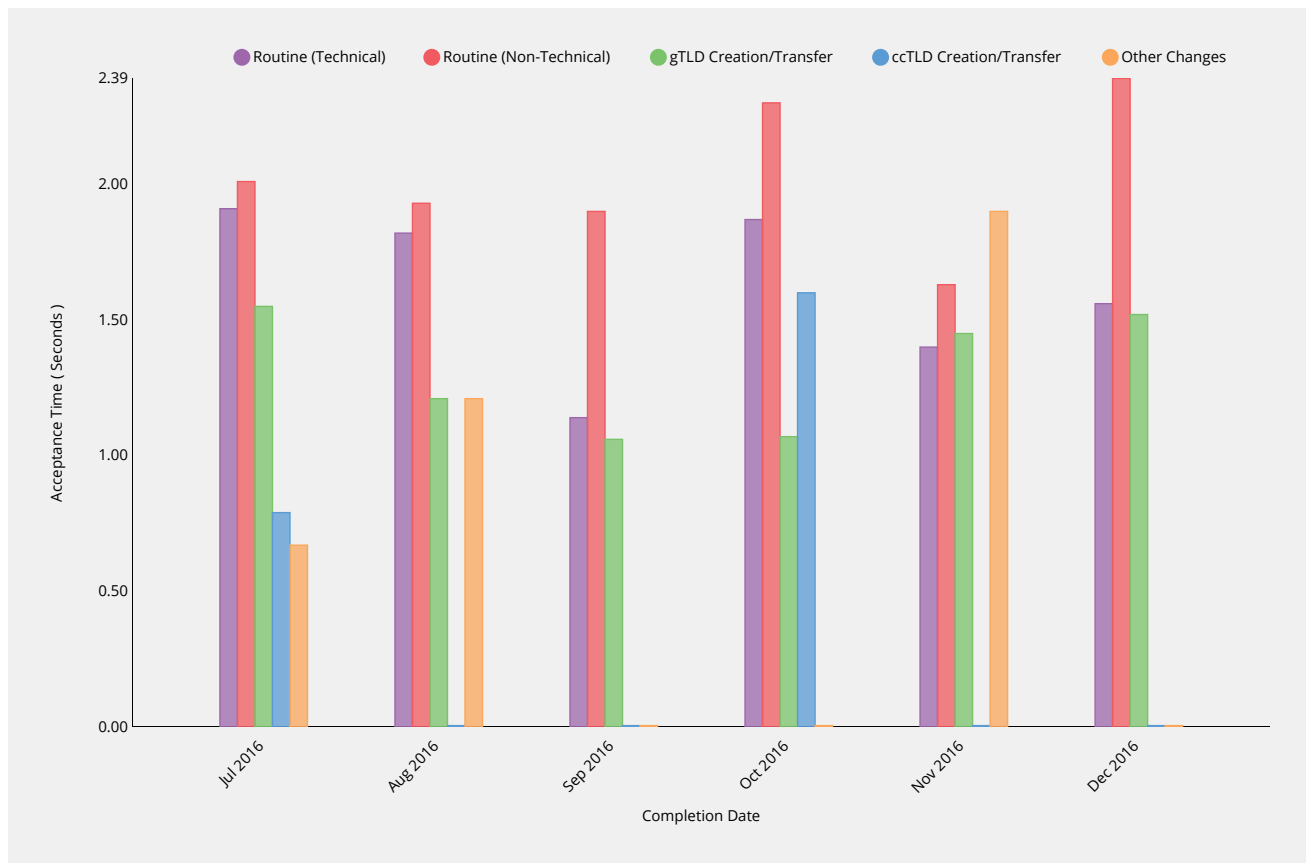
Metric	Category	Expected	Actual
Technical Check (First)	Routine (Technical)	50m	75.82m 
Primary cause:	Queuing of pending technical checks		
Analysis/Comments:	One gTLD creation request required multiple retests. The request was submitted with the wrong name servers which failed almost all the technical checks. RZMS repeatedly tested the name servers to check if the errors were remedied before the request was withdrawn and another submitted with the correct name server information. The CSC has recommended that the three minute threshold for this category be revisited.		
Technical Check (Retest)	gTLD Creation/Transfer	3m	33.12m 
Primary cause:	Threshold requires revisiting		
Analysis/Comments:	Sixteen routine root zone change requests exceeded the technical check threshold. 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.		

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)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Acceptance Time	1.91s	1.82s	1.14s	1.87s	1.4s	1.56s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	35	47	78	59	136	154
Mean Time	1.09s	0.94s	0.83s	1.07s	0.74s	0.78s
Shortest Time	0.6s	0.64s	0.56s	0.55s	0.49s	0.49s
Longest Time	2.57s	2.05s	1.92s	2.66s	8.46s	1.97s
Median Time	0.86s	0.79s	0.78s	0.88s	0.59s	0.66s
PStDev Time	0.48s	0.37s	0.24s	0.44s	0.72s	0.32s

Routine (Non-Technical)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Acceptance Time	2.01s	1.93s	1.9s	2.3s	1.63s	2.39s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	56	55	24	16	33	17
Mean Time	1.23s	1.19s	1.32s	1.66s	1.27s	1.63s

Routine (Non-Technical)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Shortest Time	1.03s	0.96s	1.04s	1.14s	0.94s	1.13s
Longest Time	2.26s	2.4s	2.18s	2.46s	2.43s	3.07s
Median Time	1.15s	1.09s	1.22s	1.46s	1.2s	1.35s
PStDev Time	0.27s	0.29s	0.27s	0.42s	0.27s	0.51s

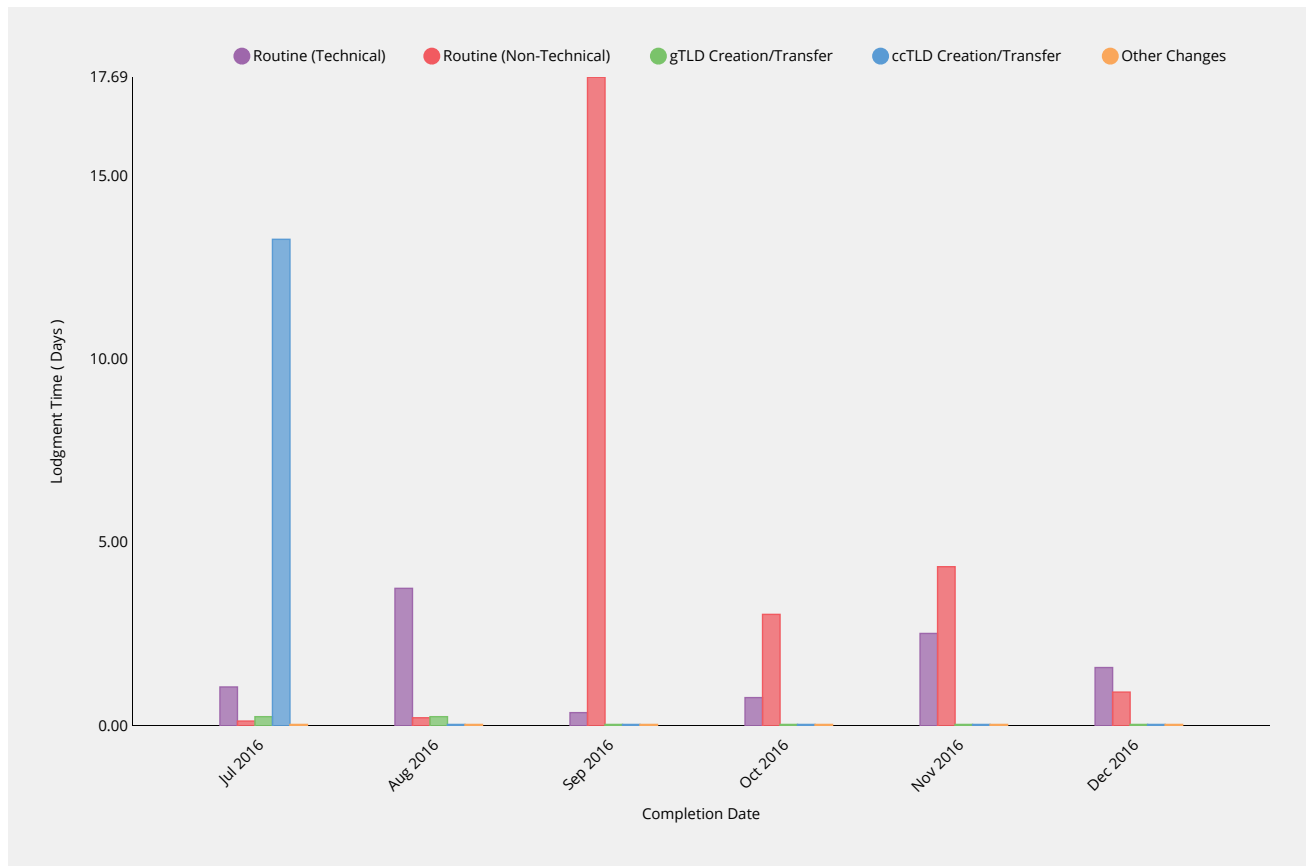
gTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Acceptance Time	1.55s	1.21s	1.06s	1.07s	1.45s	1.52s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	90	57	8	8	13	11
Mean Time	1.04s	0.99s	0.96s	0.98s	1.04s	1.02s
Shortest Time	0.79s	0.65s	0.88s	0.91s	0.89s	0.77s
Longest Time	3.29s	1.41s	1.09s	1.07s	1.73s	1.73s
Median Time	0.96s	0.97s	0.96s	0.96s	0.96s	0.94s
PStDev Time	0.32s	0.13s	0.06s	0.06s	0.22s	0.26s

ccTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	1	0	0	1	0	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	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	1	1	0	0	1	0
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)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Lodgment Time	1.06d	3.75d	0.36d	0.77d	2.52d	1.59d
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	5	4	4	112	117
Mean Time	0.44d	1.28d	0.14d	0.42d	1.03d	0.46d
Shortest Time	0.02d	0d	0d	0.13d	0.04d	0d
Longest Time	1.16d	4.37d	0.39d	0.81d	2.7d	7.05d
Median Time	0.14d	0.58d	0.09d	0.37d	0.61d	0.16d
PStDev Time	0.51d	1.61d	0.16d	0.27d	0.79d	0.8d

Routine (Non-Technical)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Lodgment Time	0.13d	0.22d	17.69d	3.04d	4.34d	0.92d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	2	2	5	7	7	2
Mean Time	0.08d	0.14d	5.14d	1.3d	1.12d	0.49d
Shortest Time	0.02d	0.05d	0.01d	0.25d	0.01d	0.01d
Longest Time	0.14d	0.23d	20.99d	3.41d	5.24d	0.97d
Median Time	0.08d	0.14d	0.24d	1.32d	0.15d	0.49d
PStDev Time	0.06d	0.09d	8.1d	1.1d	1.84d	0.48d

gTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	1	3	0	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	—	—	—	—

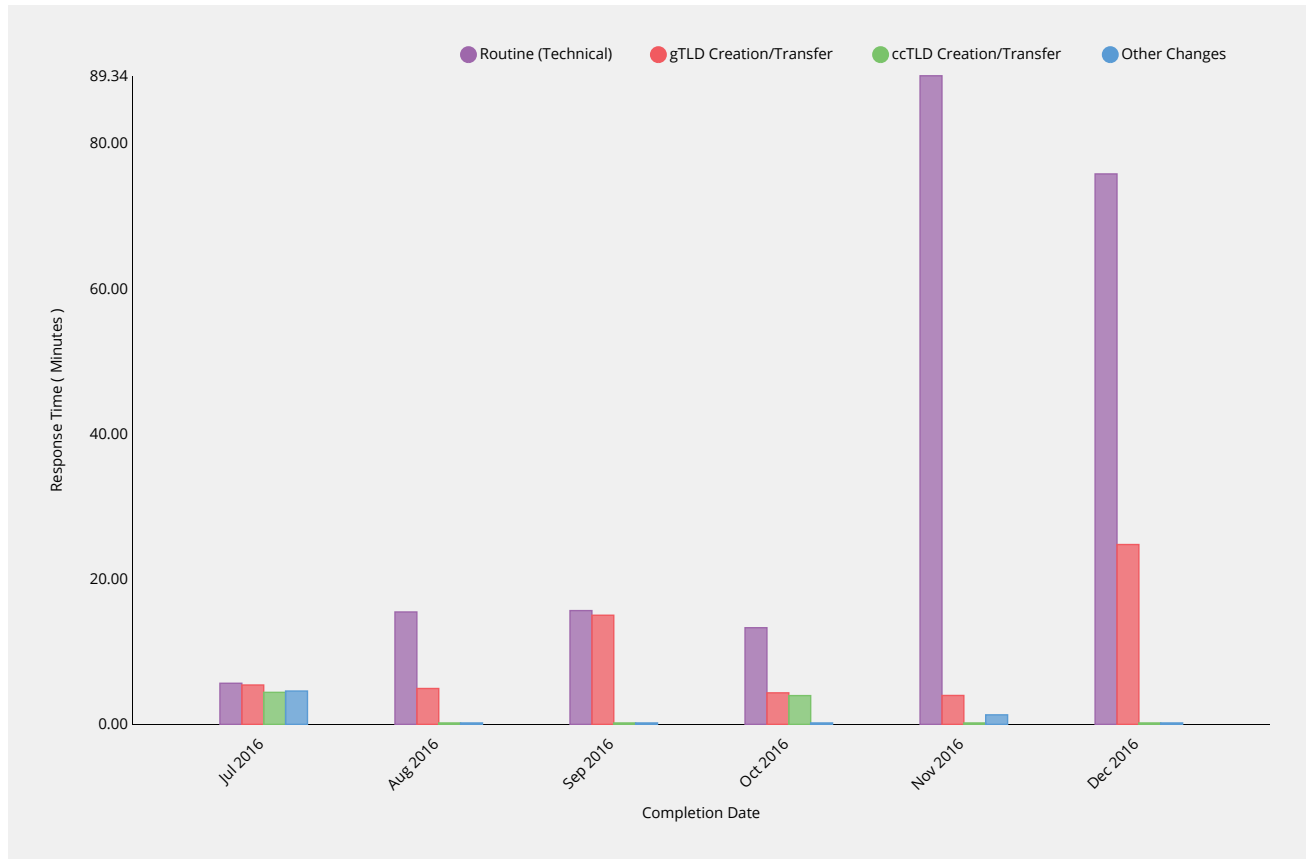
ccTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Lodgment Time	13.27d	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	0	0	0	0
Mean Time	13.27d	—	—	—	—	—
Shortest Time	13.27d	—	—	—	—	—
Longest Time	13.27d	—	—	—	—	—
Median Time	13.27d	—	—	—	—	—
PStDev Time	0d	—	—	—	—	—

Other Changes	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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.



	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Routine (Technical)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Response Time	5.66m	15.48m	15.67m	13.31m	89.34m	75.82m
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	47	78	59	136	154
Mean Time	3.51m	5.3m	5.99m	5.49m	22.14m	16.79m
Shortest Time	0.33m	0.54m	0.29m	0.31m	0.88m	0.17m
Longest Time	8.77m	21.34m	19.85m	18m	104.4m	94.18m
Median Time	3.83m	3.71m	4.53m	4.53m	11.57m	6.74m
PStDev Time	1.85m	4.8m	4.36m	4.14m	25.85m	22.34m

Exception Narrative

Primary cause: Queuing of pending technical checks
 Analysis/Comments: One gTLD creation request required multiple retests. The request was submitted with the wrong name servers which failed almost all the technical checks. RZMS repeatedly tested the name servers to check if the errors were remedied before the request was withdrawn and another submitted with the correct name server information. The CSC has recommended that the three minute threshold for this category be revisited.

	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
gTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Response Time	5.42m	4.94m	15.03m	4.34m	3.98m	24.77m

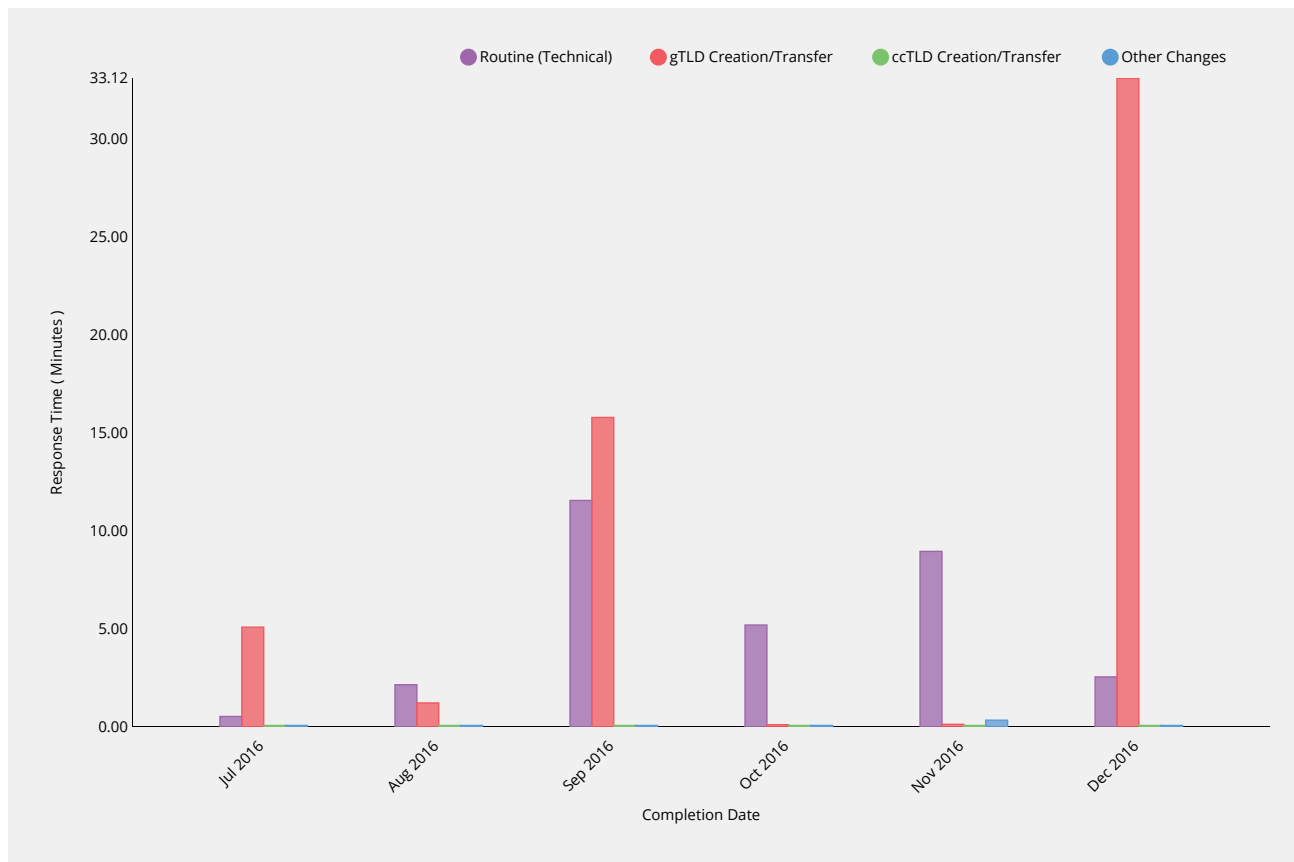
gTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	90	57	8	8	13	11
Mean Time	3.02m	2.61m	6m	2.65m	2.64m	6.51m
Shortest Time	0.31m	0.16m	0.85m	0.17m	1.06m	0.26m
Longest Time	6.88m	7.41m	20.4m	4.42m	4.03m	44.44m
Median Time	3.01m	2.64m	4.56m	2.67m	2.42m	2.86m
PStDev Time	1.49m	1.68m	5.58m	1.36m	0.89m	12.09m

ccTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	1	0	0	1	0	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	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	1	0	0	0	1	0
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.



Routine (Technical)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Response Time	0.53m	2.15m	11.56m	5.2m	8.96m	2.55m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	101	286	128	51	139	202
Mean Time	0.32m	0.99m	1.65m	1.86m	3.65m	0.97m
Shortest Time	0.1m	0.06m	0.09m	0.16m	0.15m	0.1m
Longest Time	0.6m	2.45m	19.75m	6.22m	16.96m	14.59m
Median Time	0.31m	1.14m	0.25m	0.49m	4.07m	0.3m
PStDev Time	0.09m	0.83m	3.81m	1.95m	3.24m	1.79m

gTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Response Time	5.09m	1.22m	15.8m	0.11m	0.13m	33.12m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	61	6	5	1	15	4
Mean Time	0.82m	0.69m	15.8m	0.11m	0.12m	24.94m
Shortest Time	0.11m	0.31m	15.79m	0.11m	0.11m	0.5m
Longest Time	5.21m	1.36m	15.8m	0.11m	0.13m	33.13m
Median Time	0.3m	0.67m	15.79m	0.11m	0.12m	33.06m
PStDev Time	1.35m	0.36m	0m	0m	0m	14.11m

Exception Narrative

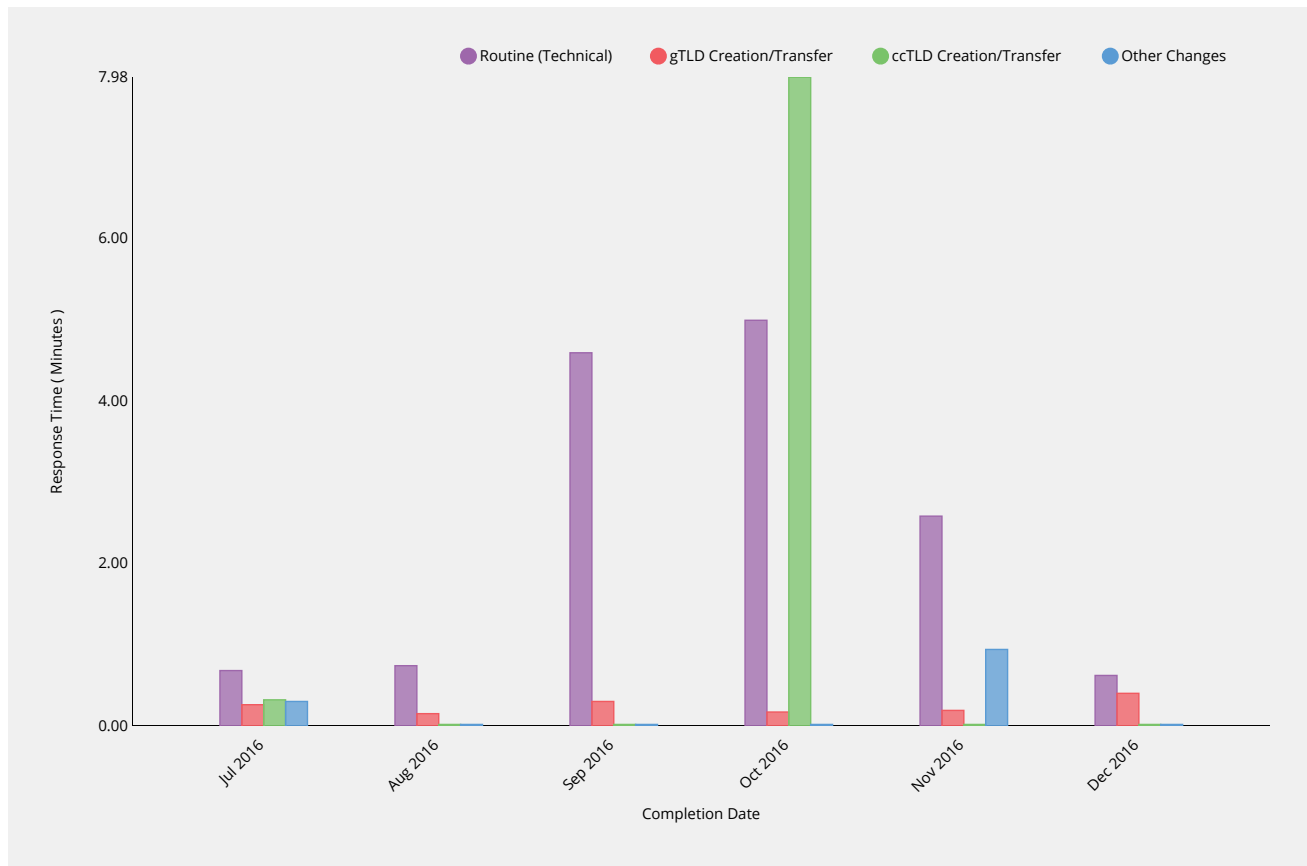
Primary cause: Threshold requires revisiting
 Analysis/Comments: Sixteen routine root zone change requests exceeded the technical check threshold. The active performance of the technical test itself did not exceed the SLA but rather the SLA was exceeded while the requests were sequentially queued waiting 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.

ccTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	2	0
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)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Response Time	0.68m	0.74m	4.59m	4.99m	2.58m	0.62m
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	31	57	78	67	173	185
Mean Time	0.33m	0.34m	1.1m	0.97m	0.43m	0.21m
Shortest Time	0.09m	0.06m	0.09m	0.13m	0.08m	0.08m
Longest Time	0.73m	2.08m	6.97m	7.09m	4.45m	0.97m
Median Time	0.31m	0.27m	0.29m	0.33m	0.16m	0.12m
PStDev Time	0.17m	0.35m	1.65m	1.57m	0.7m	0.19m

gTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Response Time	0.26m	0.15m	0.3m	0.17m	0.19m	0.4m
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	79	50	7	8	11	10
Mean Time	0.17m	0.12m	0.15m	0.14m	0.13m	0.21m
Shortest Time	0.1m	0.1m	0.08m	0.1m	0.1m	0.08m
Longest Time	2.16m	0.16m	0.34m	0.18m	0.21m	0.45m
Median Time	0.14m	0.11m	0.11m	0.14m	0.11m	0.18m
PStDev Time	0.23m	0.02m	0.08m	0.03m	0.03m	0.11m

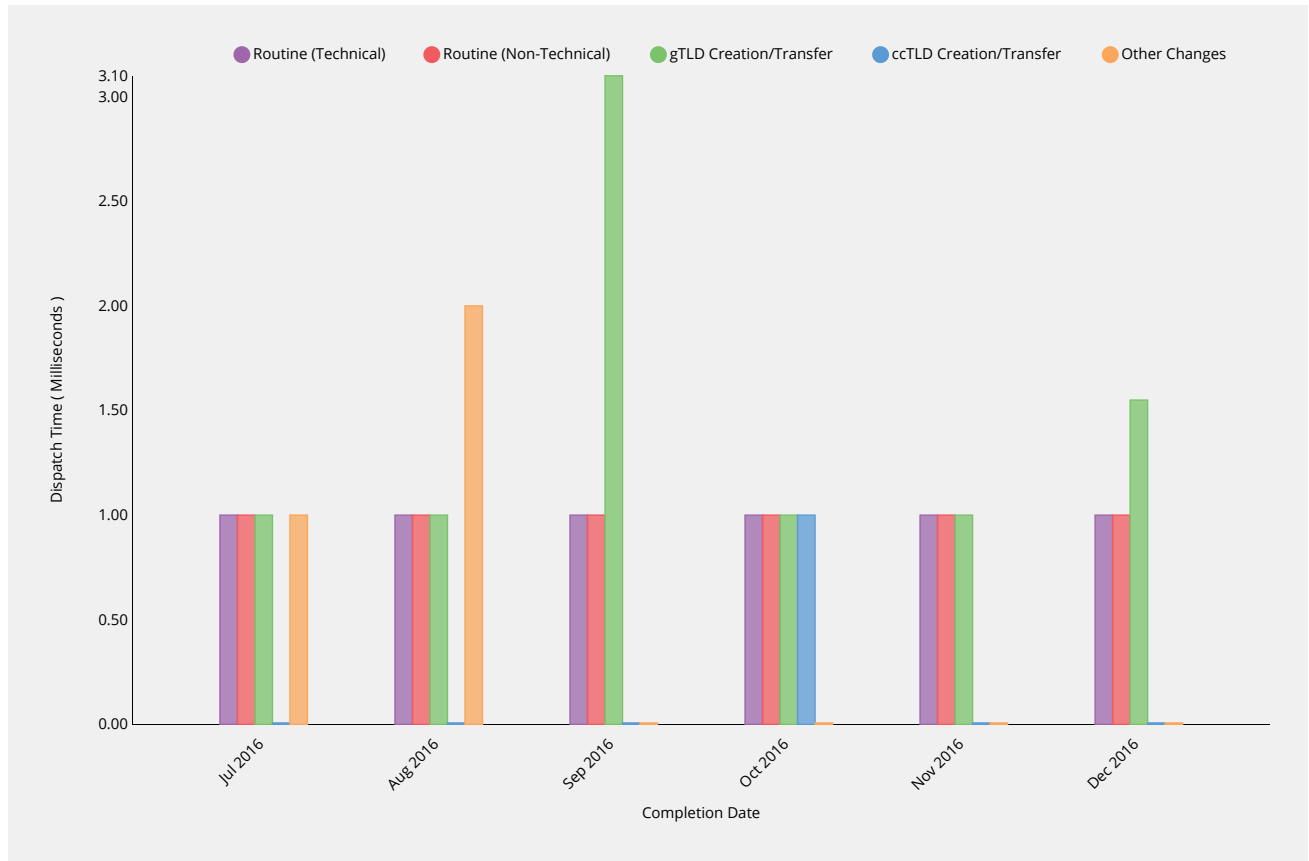
ccTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Response Time	0.32m	—	—	7.98m	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	1	0	0	6	0	0
Mean Time	0.32m	—	—	6.65m	—	—
Shortest Time	0.32m	—	—	0.23m	—	—
Longest Time	0.32m	—	—	7.99m	—	—
Median Time	0.32m	—	—	7.92m	—	—
PStDev Time	0m	—	—	2.87m	—	—

Other Changes	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	1	0	0	0	4	0
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)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	31	39	70	56	133	151
Mean Time	0.52ms	0.64ms	0.67ms	0.66ms	0.65ms	0.74ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	2ms	1ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.5ms	0.48ms	0.47ms	0.54ms	0.48ms	0.49ms

Routine (Non-Technical)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	56	55	24	16	33	17
Mean Time	0.61ms	0.96ms	0.75ms	0.88ms	0.79ms	0.88ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	5ms	2ms	1ms	2ms	1ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms

Routine (Non-Technical)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
PStDev Time	0.49ms	0.66ms	0.52ms	0.33ms	0.48ms	0.32ms

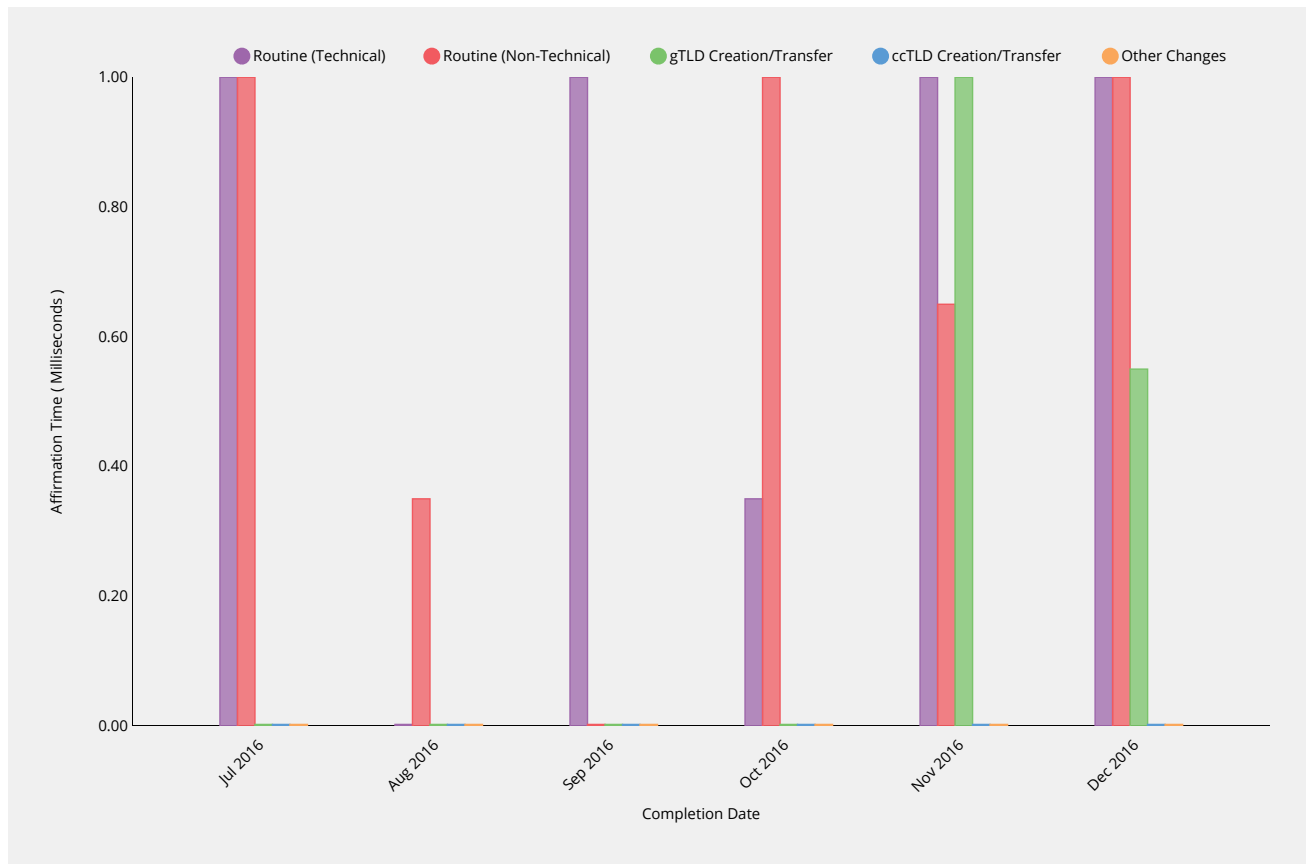
gTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Dispatch Time	1ms	1ms	3.1ms	1ms	1ms	1.55ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	83	56	7	8	12	10
Mean Time	0.7ms	0.8ms	0.71ms	1ms	0.42ms	1.1ms
Shortest Time	0ms	0ms	0ms	1ms	0ms	1ms
Longest Time	5ms	1ms	4ms	1ms	1ms	2ms
Median Time	1ms	1ms	0ms	1ms	0ms	1ms
PStDev Time	0.67ms	0.4ms	1.39ms	0ms	0.49ms	0.3ms

ccTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	1	0	0	1	0	0
Mean Time	0ms	—	—	1ms	—	—
Shortest Time	0ms	—	—	1ms	—	—
Longest Time	0ms	—	—	1ms	—	—
Median Time	0ms	—	—	1ms	—	—
PStDev Time	0ms	—	—	0ms	—	—

Other Changes	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	1	1	0	0	1	0
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)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Affirmation Time	1ms	0ms	1ms	0.35ms	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	31	39	70	54	132	138
Mean Time	0.1ms	0.03ms	0.1ms	0.06ms	0.07ms	0.1ms
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	0.3ms	0.16ms	0.3ms	0.23ms	0.25ms	0.3ms

Routine (Non-Technical)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Affirmation Time	1ms	0.35ms	0ms	1ms	0.65ms	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	54	22	13	28	13
Mean Time	0.07ms	0.06ms	0.05ms	0.23ms	0.07ms	0.38ms
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	0.26ms	0.23ms	0.21ms	0.42ms	0.26ms	0.49ms

gTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Affirmation Time	0ms	0ms	0ms	0ms	1ms	0.55ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	79	53	7	8	11	10
Mean Time	0.03ms	0ms	0ms	0ms	0.18ms	0.1ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	0ms	0ms	0ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.16ms	0ms	0ms	0ms	0.39ms	0.3ms

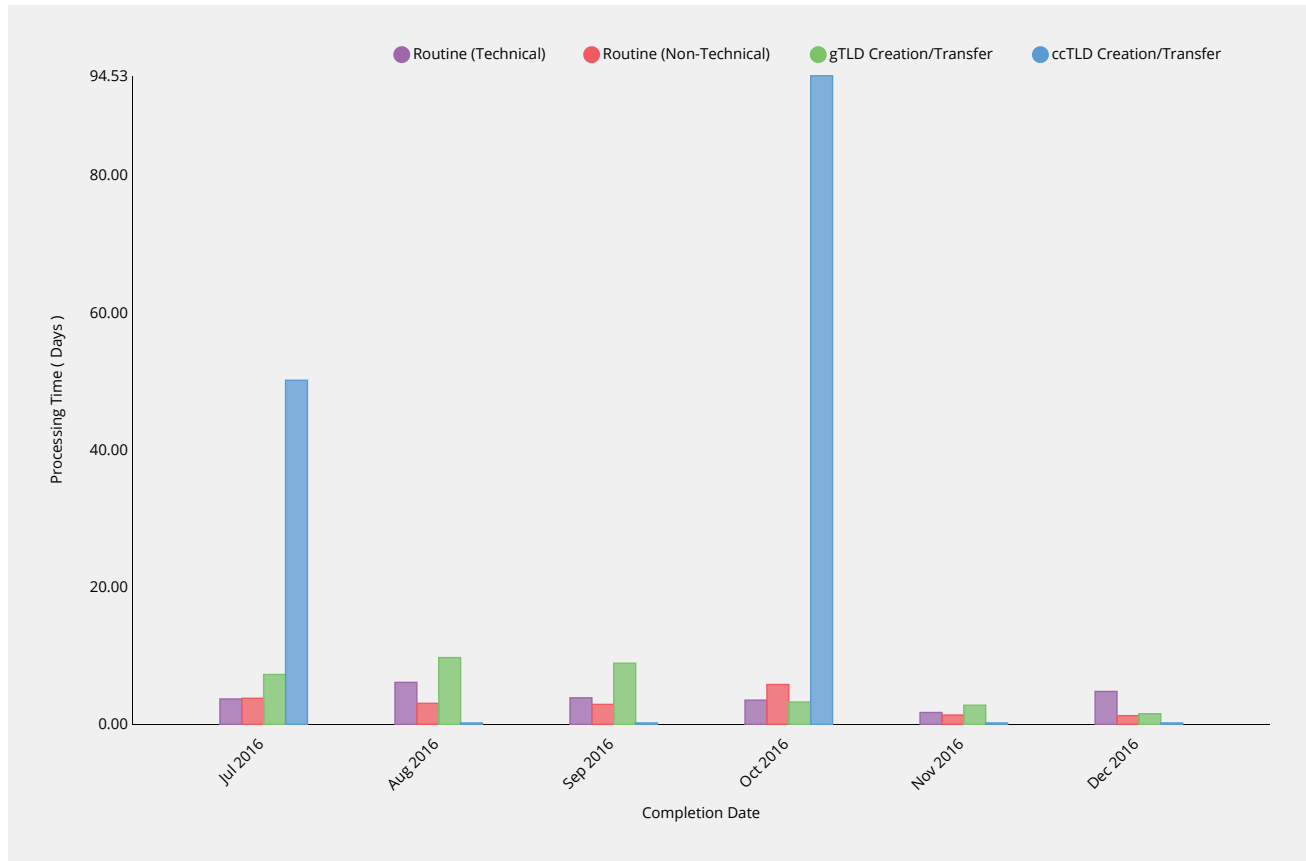
ccTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Affirmation Time	0ms	—	—	0ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	0	0	1	0	0
Mean Time	0ms	—	—	0ms	—	—
Shortest Time	0ms	—	—	0ms	—	—
Longest Time	0ms	—	—	0ms	—	—
Median Time	0ms	—	—	0ms	—	—
PStDev Time	0ms	—	—	0ms	—	—

Other Changes	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	1	1	0	0	1	0
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)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Processing Time	3.7d	6.12d	3.87d	3.53d	1.73d	4.8d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	31	39	70	54	132	139
Mean Time	2.58d	3.17d	1.66d	1.22d	0.87d	2.39d
Shortest Time	0.31d	0.02d	0.01d	0.02d	0d	0d
Longest Time	7.62d	8.78d	5.84d	12.91d	3.98d	4.92d
Median Time	2.42d	2.28d	1.37d	0.57d	0.64d	1.42d
PStDev Time	1.42d	2.46d	1.41d	2d	0.82d	1.74d

Routine (Non-Technical)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Processing Time	3.8d	3.06d	2.91d	5.81d	1.36d	1.27d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	54	54	22	12	28	13
Mean Time	3.19d	0.87d	2.57d	1.82d	0.89d	1.01d
Shortest Time	0.01d	0d	1.03d	0d	0.05d	0.35d
Longest Time	7.1d	9.26d	7.11d	7.2d	3.51d	1.89d
Median Time	3.79d	0.03d	2.77d	0.73d	0.82d	0.99d

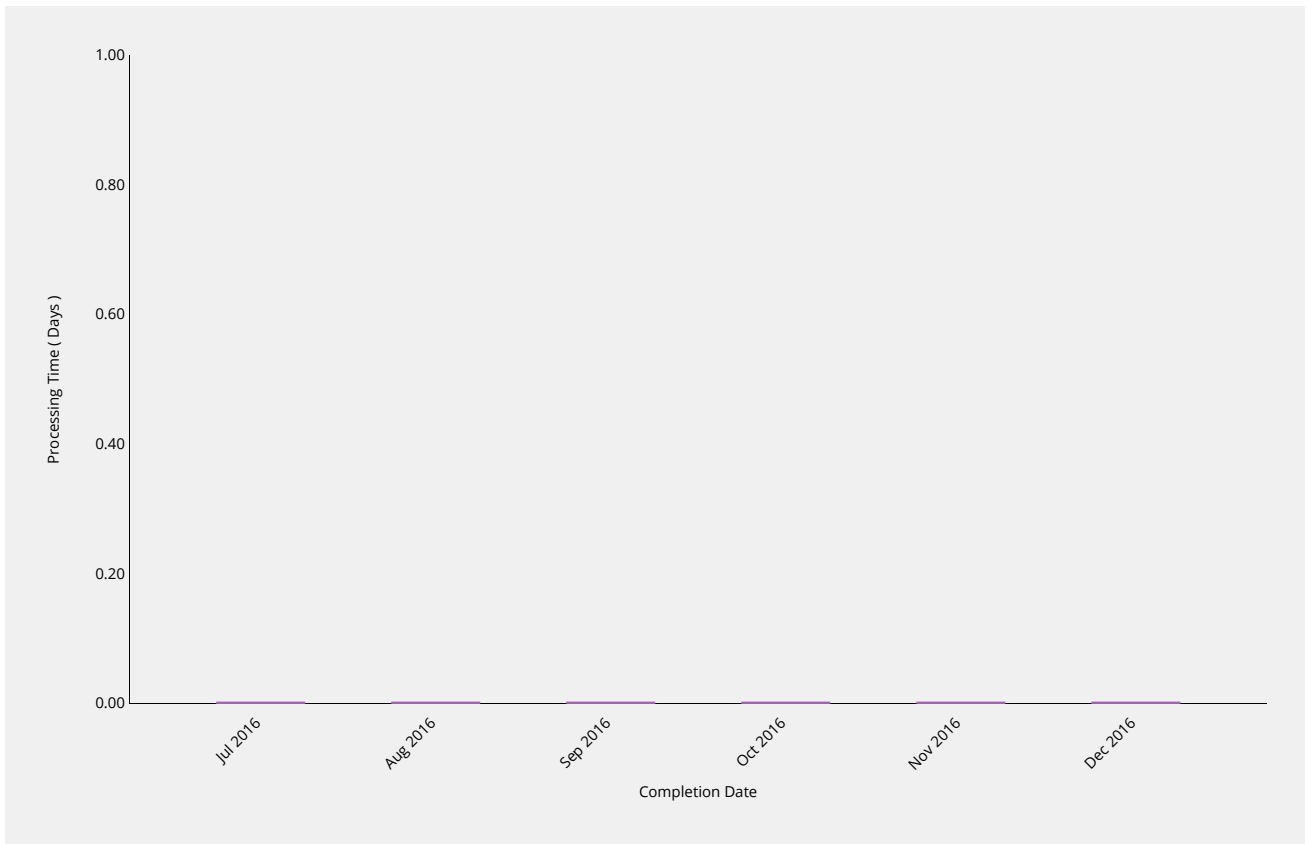
Routine (Non-Technical)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
PStDev Time	1.49d	1.94d	1.16d	2.33d	0.81d	0.39d

gTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Processing Time	7.27d	9.73d	8.91d	3.26d	2.79d	1.55d
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	79	53	7	8	11	10
Mean Time	4.66d	5.42d	6.46d	1.06d	1.62d	1.06d
Shortest Time	0.02d	0.98d	2.87d	0d	0.02d	0d
Longest Time	8.28d	12.26d	9.14d	3.92d	4.16d	2.91d
Median Time	5.17d	5.28d	6.16d	0.24d	1.06d	1.1d
PStDev Time	1.91d	2.56d	2.3d	1.44d	1.31d	0.76d

ccTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	1	0	0	1	0	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).

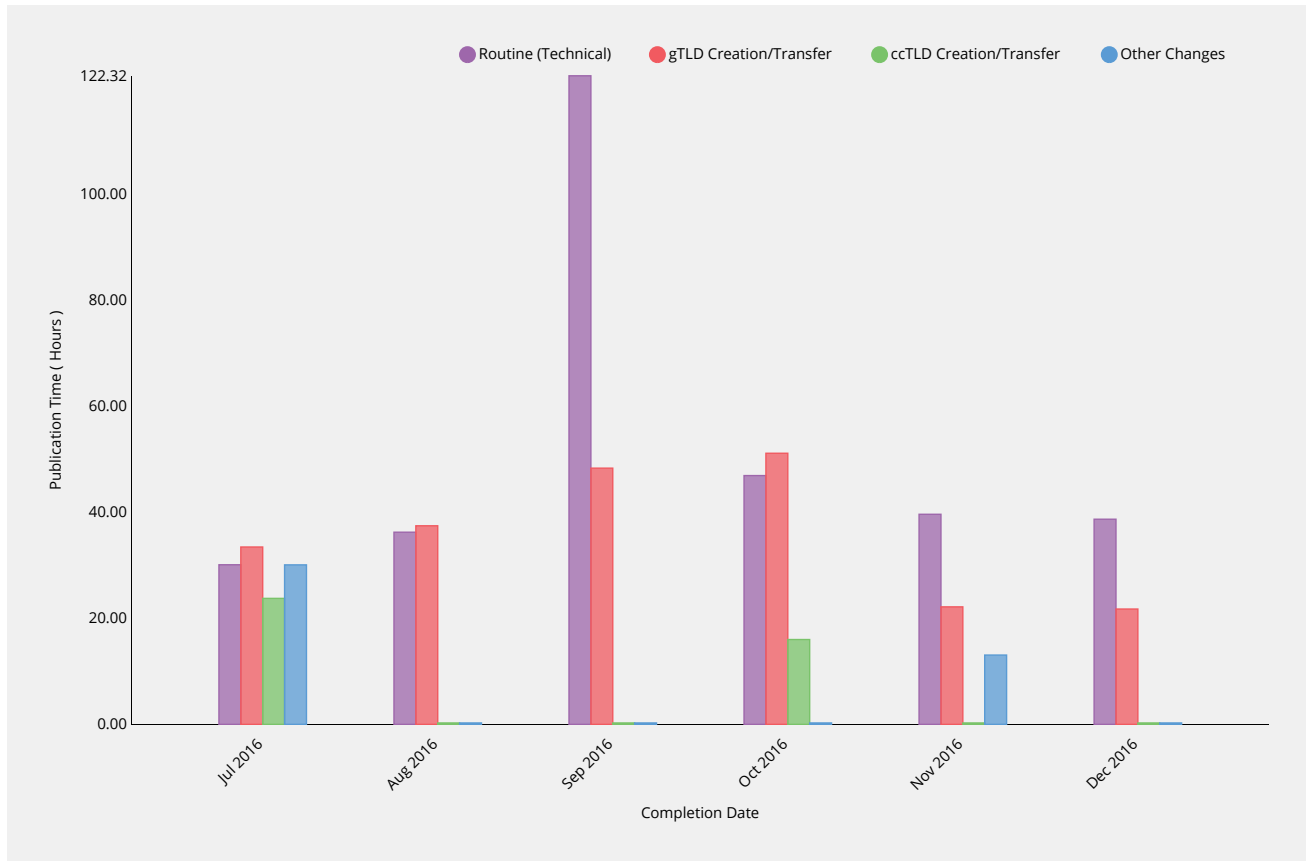


ccTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Processing Time	—	—	—	—	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev 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)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Publication Time	30.1h	36.24h	122.32h	46.92h	39.62h	38.69h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	31	38	70	53	131	137
Mean Time	18.74h	15.66h	23.31h	25.17h	21.8h	15.46h
Shortest Time	3h	4.87h	2.2h	0.86h	0.44h	4.21h
Longest Time	30.1h	40.91h	143.81h	46.92h	44.32h	41.59h
Median Time	19.97h	14.73h	22.97h	23.72h	19.3h	14.33h
PStDev Time	7.15h	7.89h	22.06h	10.38h	7.77h	6.36h

gTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Publication Time	33.45h	37.45h	48.32h	51.13h	22.16h	21.75h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	78	50	7	8	11	10
Mean Time	21.27h	17.78h	21.83h	37.81h	19.46h	16.52h
Shortest Time	5.39h	6.24h	3.41h	1.34h	18.07h	5.63h
Longest Time	33.45h	40.89h	49.8h	51.13h	22.36h	21.96h
Median Time	20.93h	16.98h	21.9h	48.05h	19.03h	15.9h

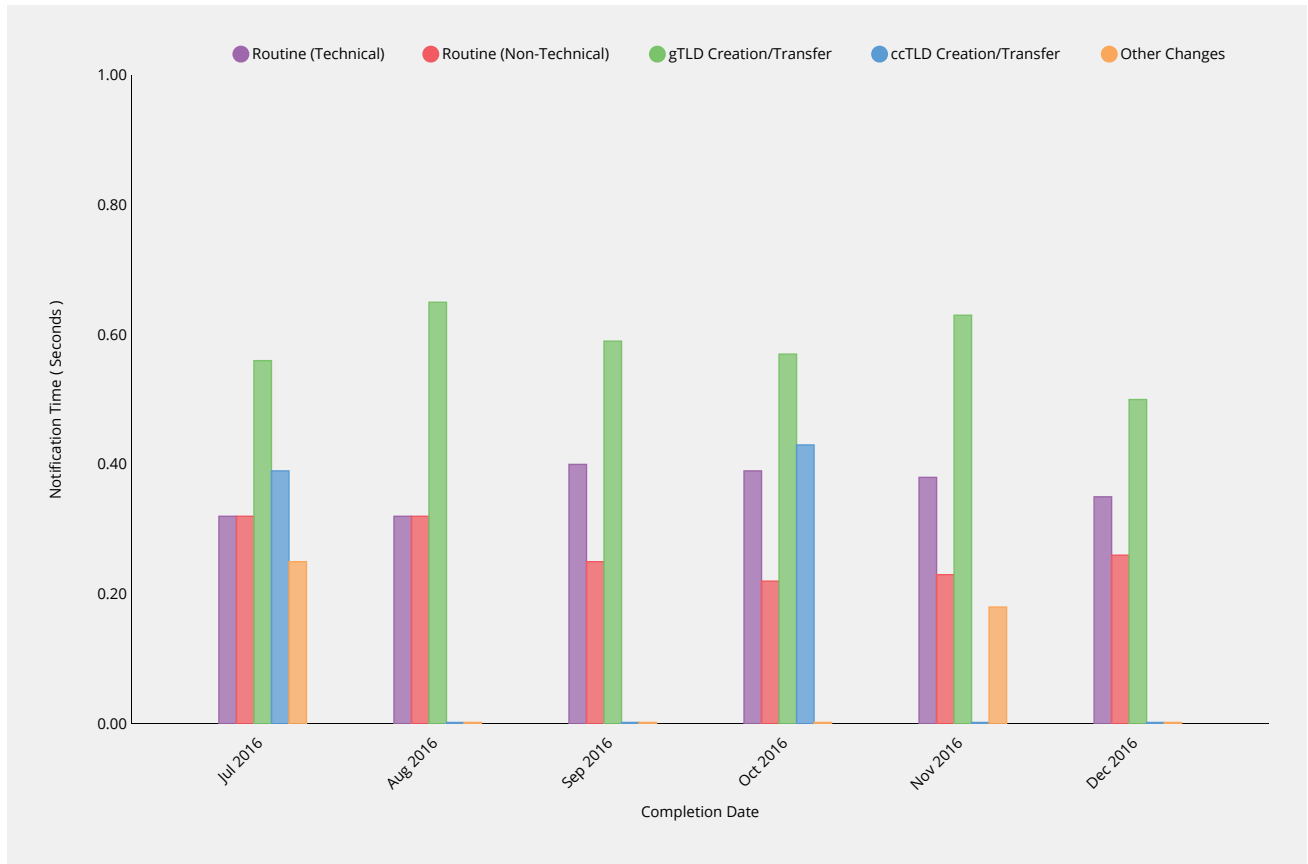
gTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
PStDev Time	4.79h	6.37h	13.84h	17.26h	1.14h	4.19h

ccTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	1	0	0	1	0	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	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	1	0	0	0	1	0
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)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Notification Time	0.32s	0.32s	0.4s	0.39s	0.38s	0.35s
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	38	69	53	131	137
Mean Time	0.21s	0.21s	0.26s	0.25s	0.23s	0.23s
Shortest Time	0.15s	0.14s	0.16s	0.17s	0.16s	0.15s
Longest Time	0.4s	0.4s	0.72s	0.52s	0.84s	0.52s
Median Time	0.19s	0.19s	0.2s	0.2s	0.19s	0.21s
PStDev Time	0.05s	0.06s	0.12s	0.09s	0.09s	0.06s

Routine (Non-Technical)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Notification Time	0.32s	0.32s	0.25s	0.22s	0.23s	0.26s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	54	53	22	11	27	13
Mean Time	0.2s	0.21s	0.2s	0.2s	0.2s	0.21s
Shortest Time	0.15s	0.16s	0.16s	0.17s	0.18s	0.19s
Longest Time	0.33s	0.37s	0.28s	0.22s	0.28s	0.26s
Median Time	0.18s	0.19s	0.19s	0.2s	0.2s	0.21s
PStDev Time	0.05s	0.06s	0.03s	0.02s	0.02s	0.02s

gTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Notification Time	0.56s	0.65s	0.59s	0.57s	0.63s	0.5s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	78	50	7	8	11	10
Mean Time	0.49s	0.49s	0.52s	0.49s	0.52s	0.47s
Shortest Time	0.42s	0.42s	0.47s	0.43s	0.46s	0.43s
Longest Time	1.17s	0.7s	0.61s	0.58s	0.69s	0.51s
Median Time	0.47s	0.48s	0.51s	0.48s	0.5s	0.46s
PStDev Time	0.09s	0.06s	0.05s	0.05s	0.06s	0.02s

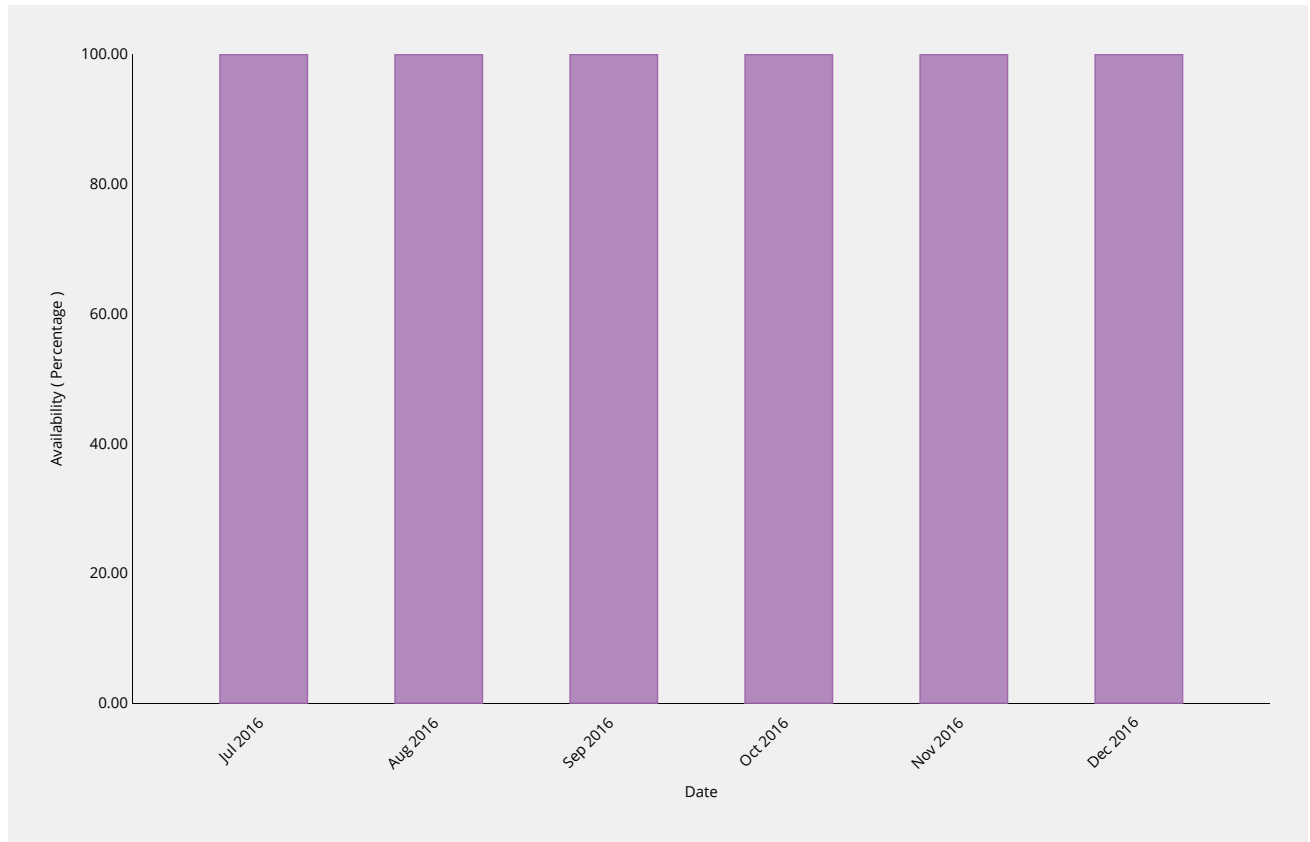
ccTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Notification Time	0.39s	—	—	0.43s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	0	0	1	0	0
Mean Time	0.39s	—	—	0.43s	—	—
Shortest Time	0.39s	—	—	0.43s	—	—
Longest Time	0.39s	—	—	0.43s	—	—
Median Time	0.39s	—	—	0.43s	—	—
PStDev Time	0s	—	—	0s	—	—

Other Changes	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	1	0	0	0	1	0
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

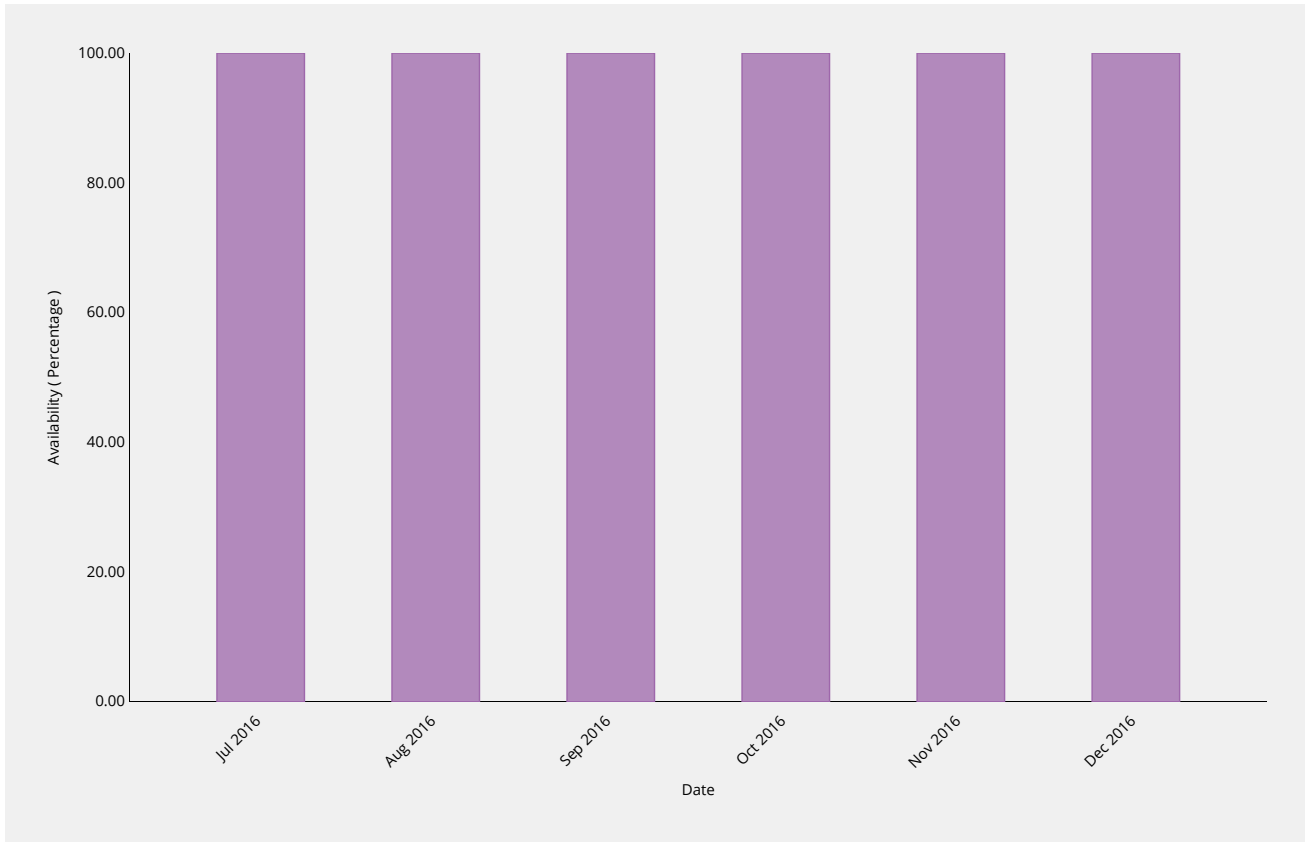
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Management System

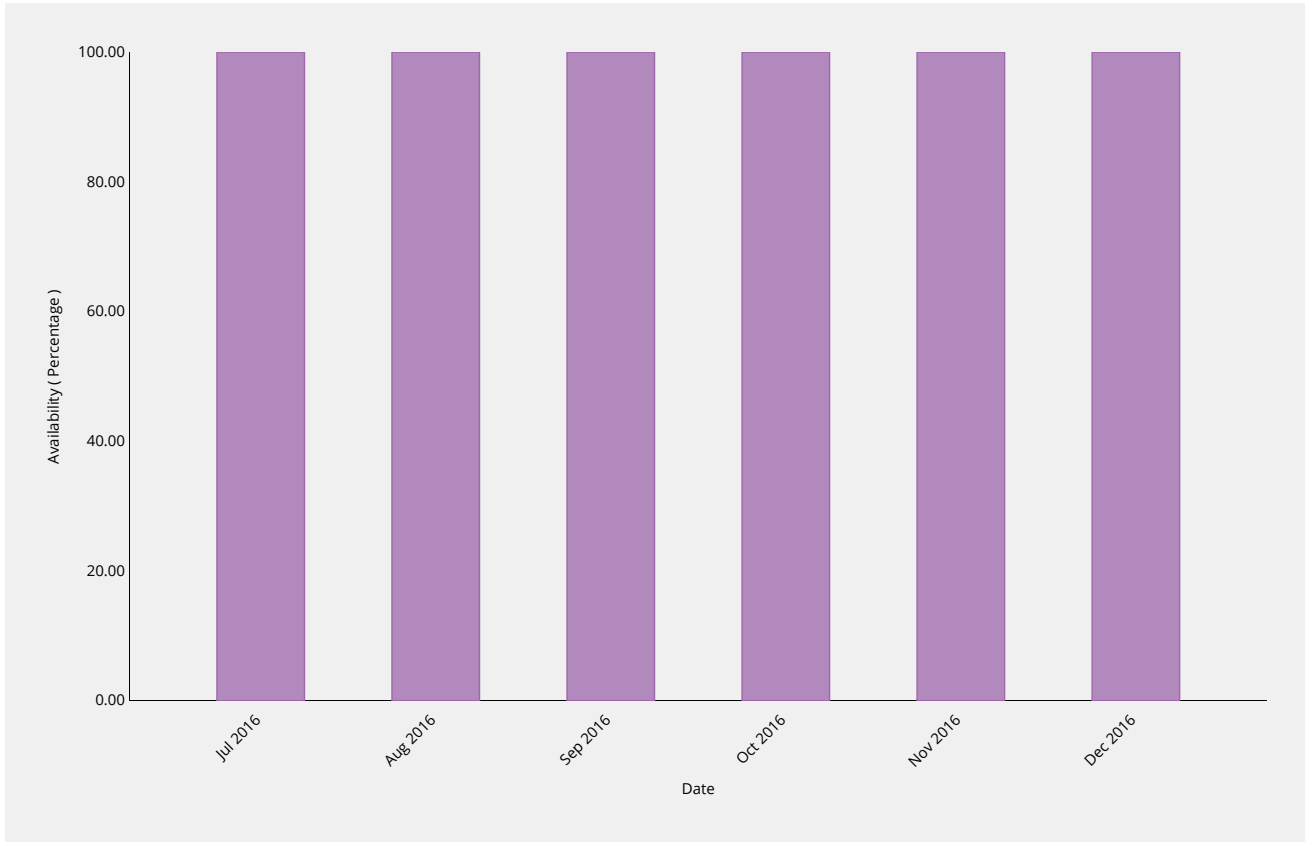
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Directory Service

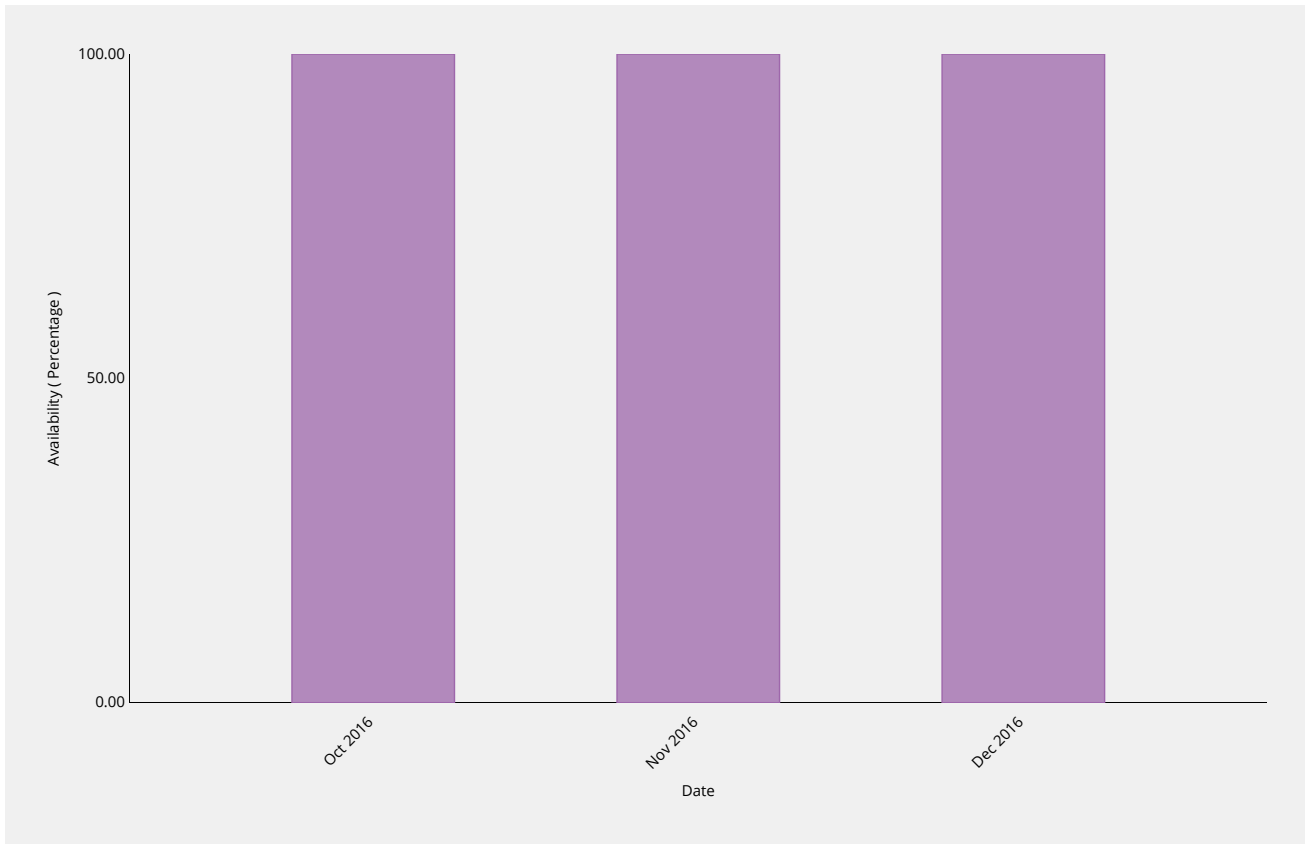
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Service Level Dashboard

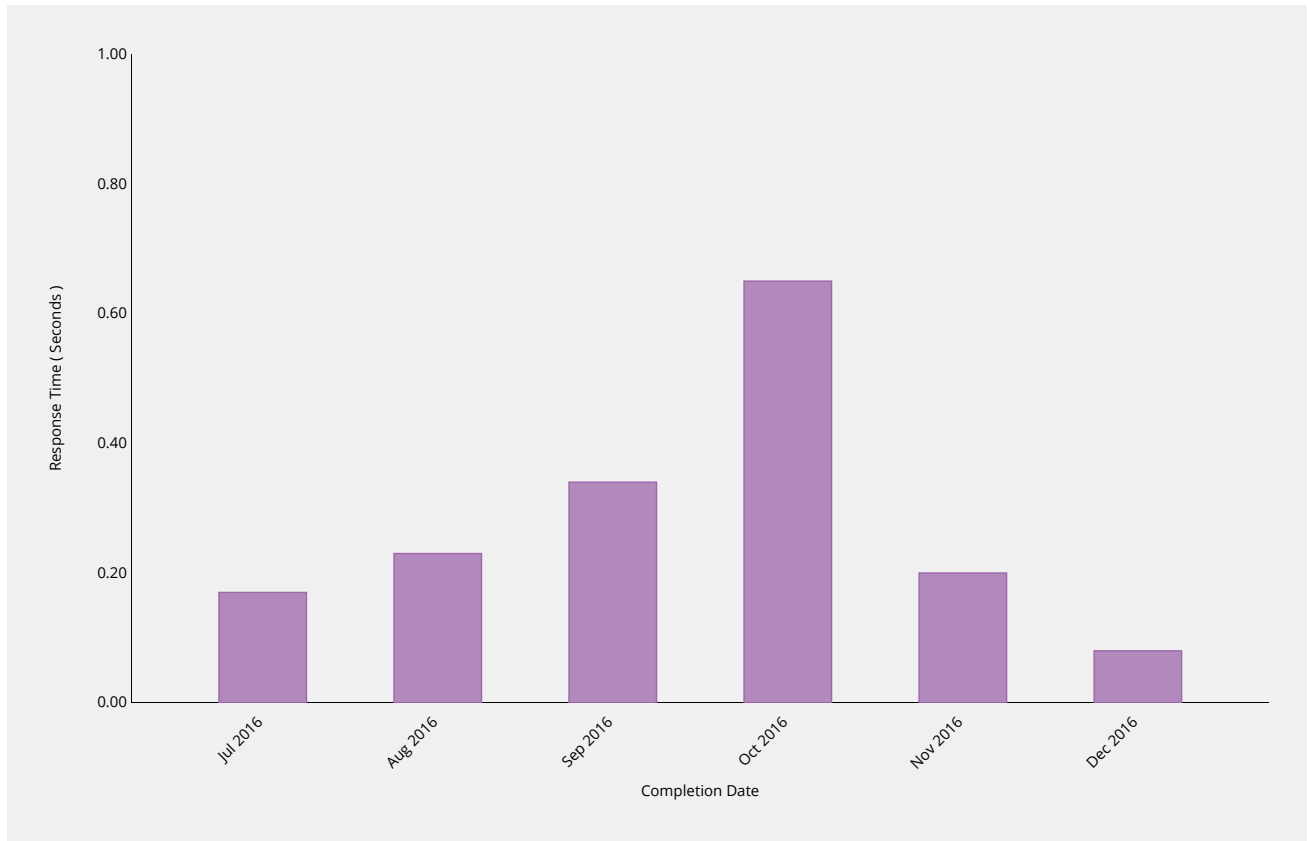
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2016-10	2016-11	2016-12
Availability	100%	100%	100%
Monthly Threshold	99%	99%	99%

Credential Recovery

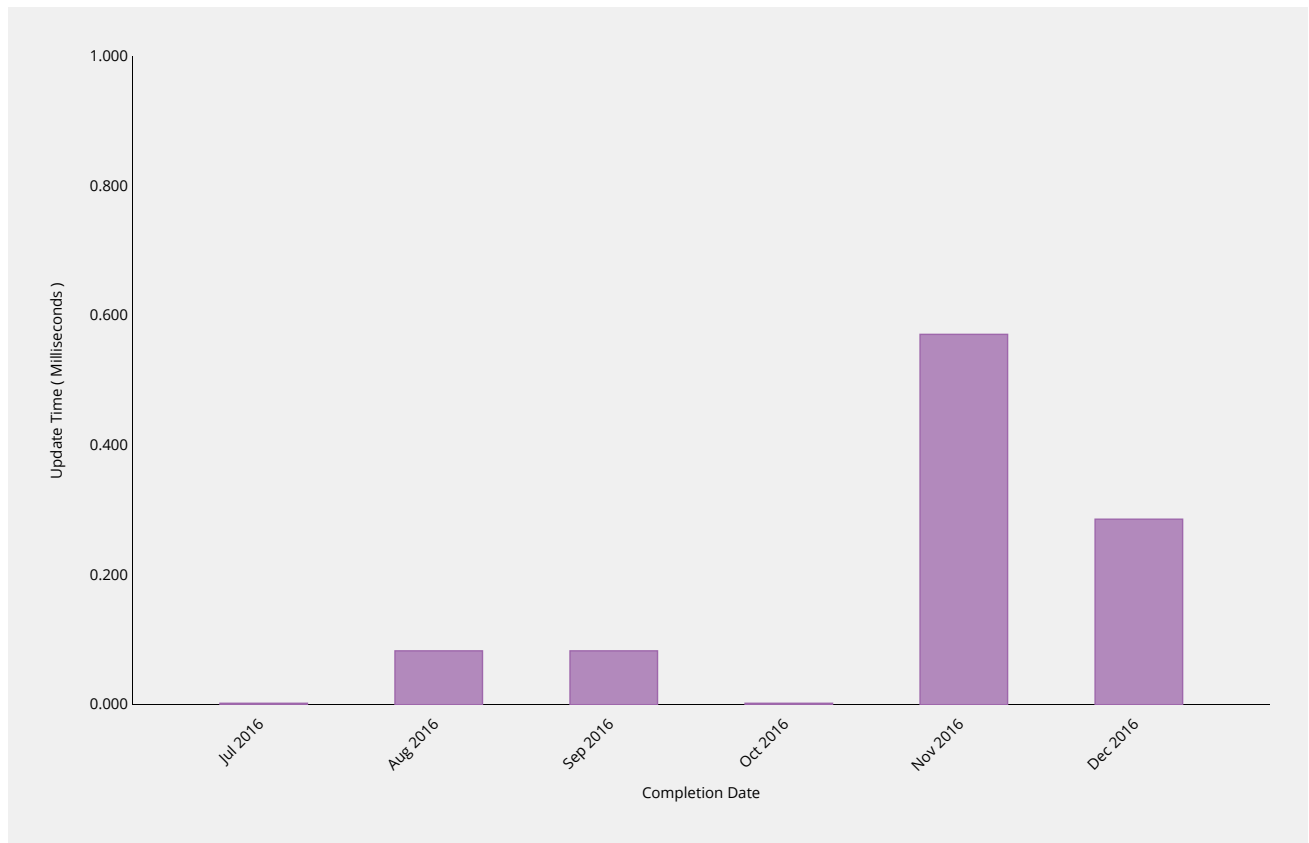
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Response Time	0.17s	0.23s	0.34s	0.65s	0.2s	0.08s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	28	45	18	9	7	16
Mean Time	0.08s	0.09s	0.1s	0.18s	0.09s	0.05s
Shortest Time	0.01s	0.01s	0.01s	0.03s	0.05s	0.03s
Longest Time	0.25s	0.26s	0.38s	1.01s	0.24s	0.15s
Median Time	0.06s	0.05s	0.06s	0.08s	0.06s	0.05s
PStDev Time	0.05s	0.07s	0.1s	0.29s	0.06s	0.03s

Credential Change

Time to implement new password within the system.

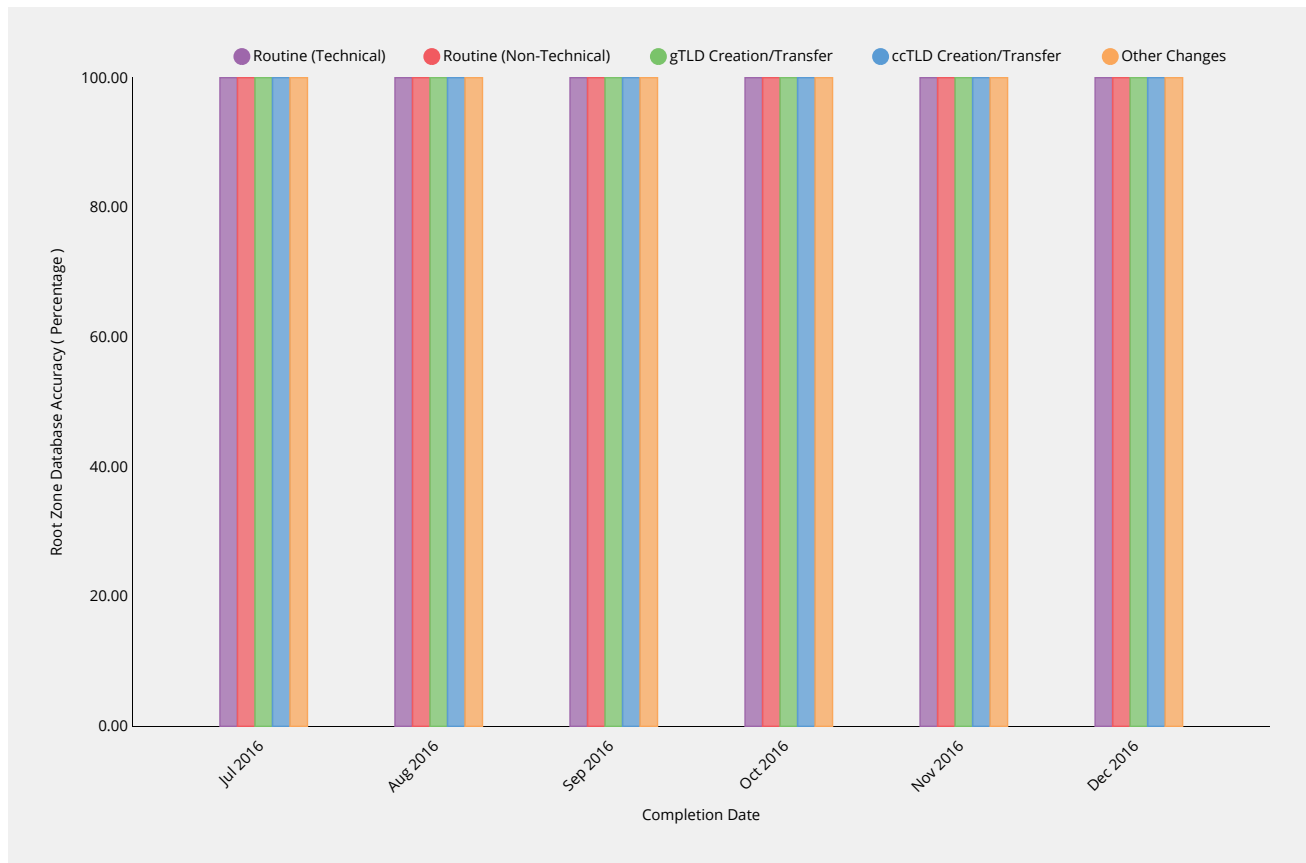


Credential Change	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Update Time	—	0.85ms	0.45ms	0ms	2.4ms	1ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	0	24	12	5	7	14
Mean Time	—	0.083ms	0.083ms	0ms	0.571ms	0.286ms
Shortest Time	—	0ms	0ms	0ms	0ms	0ms
Longest Time	—	1ms	1ms	0ms	3ms	1ms
Median Time	—	0ms	0ms	0ms	0ms	0ms
PStDev Time	—	0.276ms	0.276ms	0ms	1.05ms	0.452ms

Other Changes	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	0	0	0	1	0

Root Zone Database

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



Routine (Technical)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	38	69	53	131	137

Routine (Non-Technical)	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	53	22	11	27	13

gTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	78	50	7	8	11	10

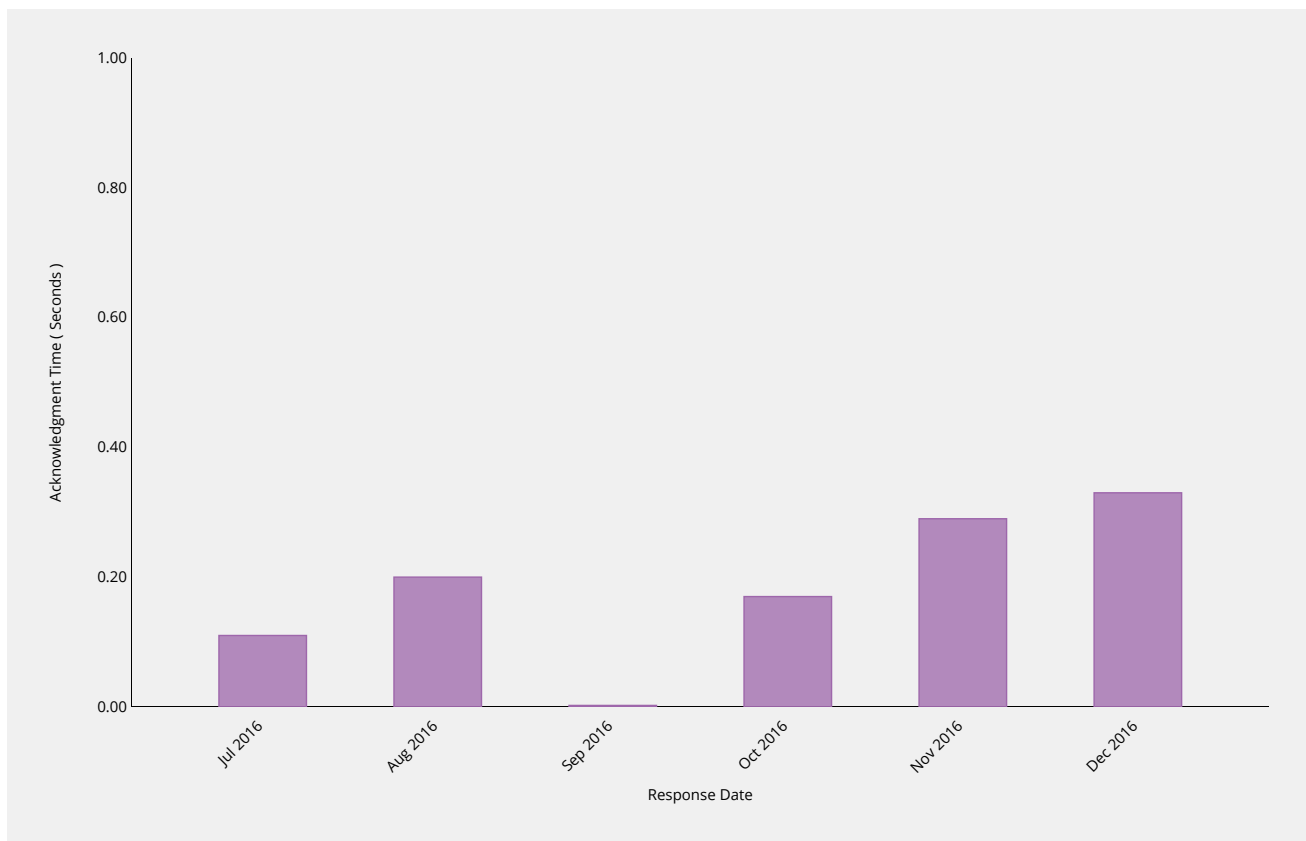
ccTLD Creation/Transfer	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	0	0	1	0	0

Other Changes	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
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	0	1	0

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.

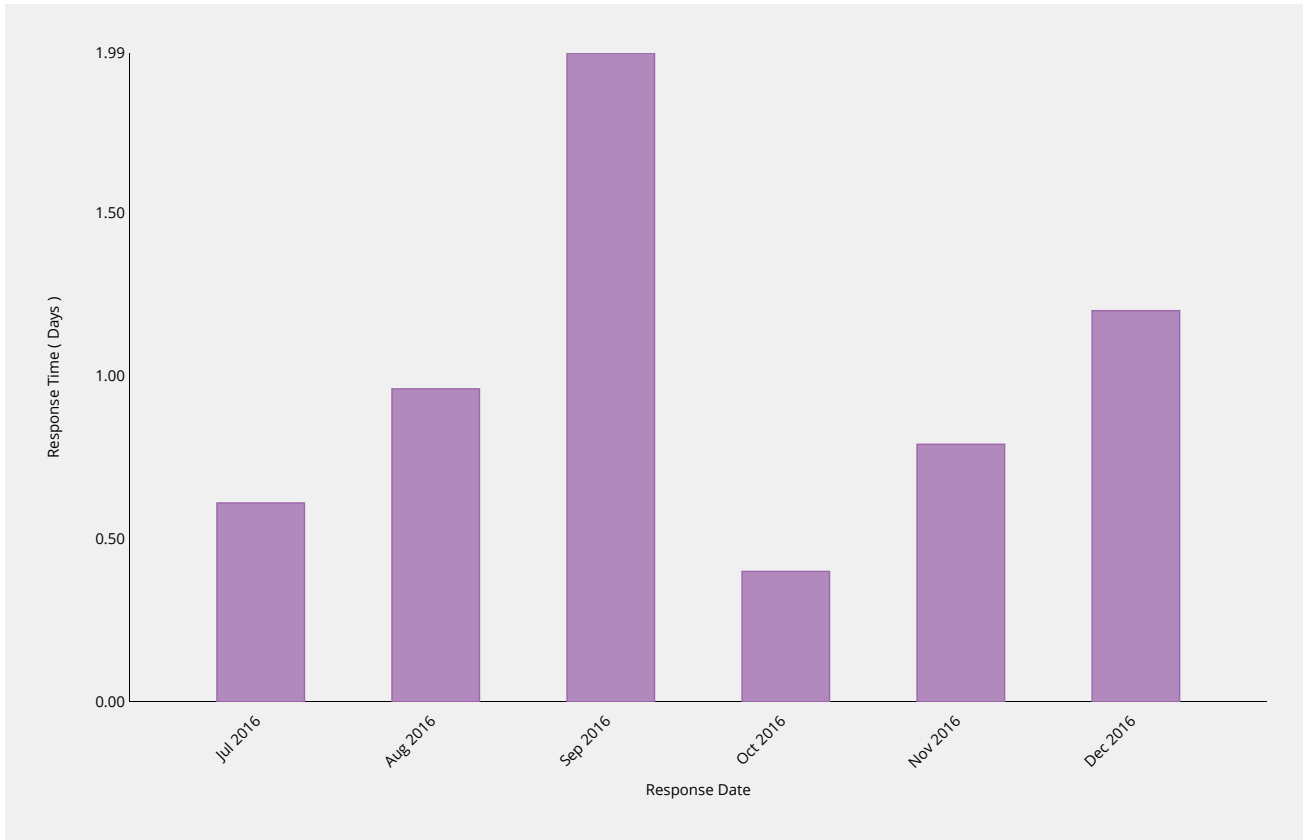


Manual Enquiries	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Acknowledgment Time	0.6s	1s	0s	0.75s	1s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	9	15	7	6	7	9
Mean Time	0.11s	0.2s	0s	0.17s	0.29s	0.33s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	0s	1s	1s	1s

Manual Enquiries	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0.31s	0.4s	0s	0.37s	0.45s	0.47s

Time to initial response

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



Manual Enquiries	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12
Response Time	1.54d	1.8d	5.36d	0.73d	2.14d	3.15d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	9	12	6	5	7	9
Mean Time	0.61d	0.96d	1.99d	0.4d	0.79d	1.2d
Shortest Time	0.07d	0.02d	0.04d	0.09d	0d	0.07d
Longest Time	2.02d	7.05d	7.34d	0.81d	3.24d	3.38d
Median Time	0.32d	0.19d	0.44d	0.36d	0.29d	0.47d
PStDev Time	0.65d	1.91d	2.64d	0.27d	1.09d	1.26d

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.