

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

February 2017

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Summary of Performance




Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.72s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.34s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.44s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.72s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 1.95s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.92d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✗ 4.07d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✗ 3.38d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 6.89m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 4.1m	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 2.6m	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 2.1m	p11
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	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%)	✓ 0.61m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ 0.28m	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ 0.29m	p13
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p15
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 1ms	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0ms	p16
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.4ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p17
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p17
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 1ms	p17
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 3.43d	p18
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 4.02d	p18
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 1.03d	p19
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✗ 93.32d	p19
Validation and Reviews	Other Changes	≤0d	✓ 6.8d	p19
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ 14.29d	p20
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 33.08h	p21
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 18.31h	p21
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ 17.07h	p22
Root Zone Publication	Other Changes	≤72h (99.0%)	✓ —	p22
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.36s	p23

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.25s	p23
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.49s	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.51s	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p24
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p25
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p26
Directory Service	WHOIS Availability	≥99%	✓ 100%	p27
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p28
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.16s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1ms	p30
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100%	p31
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone File	Other Changes	100%	✓ 100%	p31
Root Zone Database	Routine (Technical)	100%	✓ 100%	p32
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p32
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p32
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p33
Root Zone Database	Other Changes	100%	✓ 100%	p33
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 4.11d	p34

Percentage of SLA thresholds met of those defined

97.6%

Exceptions and Narrative for Reporting Period

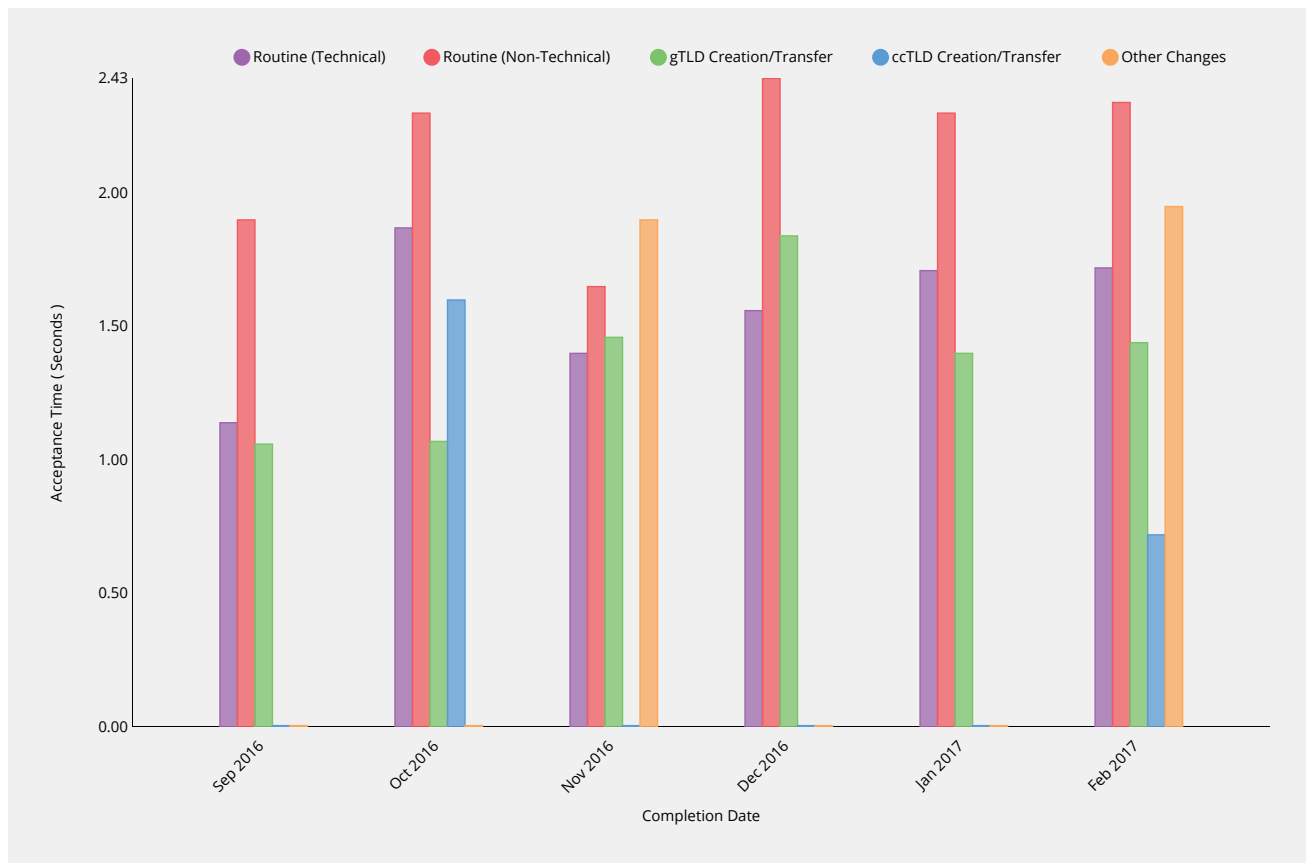
Metric	Category	Expected	Actual
Manual Lodgment Time	Routine (Non-Technical)	3d	4.07d 
Primary cause:	Clarification needed from requestor		
Analysis/Comments:	Request started with an inquiry on how to make changes in the IANA root zone database for a TLD. However, no change request was included in the initial inquiry. After several iterations with the requestor, it was clarified that the currently listed contacts have changed. Staff explained the procedure to lodge a request in this case. The CSC has previously recommended not including clarification time in this SLA. This request is on the list of items to address in the statistics collection tool to revise the calculation of manual lodgment time to account for clarification time.		
Manual Lodgment Time	ccTLD Creation/Transfer	3d	3.38d 
Primary cause:	Clarification needed from requestor		
Analysis/Comments:	Request was submitted via the template form and required staff to lodge it in the RZMS system. However, a clarification was needed first from the requestor. Staff requested the clarification right away but the wait time to receive the response spanned over a weekend. The CSC has previously recommended not including clarification time in this SLA. This request is on the list of items to address in the statistics collection tool to revise the calculation of manual lodgment time to account for clarification time.		
Validation and Reviews	ccTLD Creation/Transfer	60d	93.32d 
Primary cause:	Aspirational target		
Analysis/Comments:	Request is an IDN ccTLD delegation request lodged in April 2016. A ccTLD delegation request requires extensive amount of communications with the requestor, especially if the request is not fully documented when it is first submitted. Another factor that contributed to increased staff processing time was the need to clarify if the IANA Stewardship transition impacted the ccTLD delegation/transfer process, specifically the role of the ICANN Board going forward.		

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)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Acceptance Time	1.14s	1.87s	1.4s	1.56s	1.71s	1.72s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	78	59	136	154	37	55
Mean Time	0.83s	1.07s	0.74s	0.78s	0.86s	0.88s
Shortest Time	0.56s	0.55s	0.49s	0.49s	0.56s	0.6s
Longest Time	1.92s	2.66s	8.46s	1.97s	1.9s	1.84s
Median Time	0.78s	0.88s	0.59s	0.66s	0.74s	0.76s
PStDev Time	0.24s	0.44s	0.72s	0.32s	0.34s	0.32s

Routine (Non-Technical)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Acceptance Time	1.9s	2.3s	1.65s	2.43s	2.3s	2.34s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	24	16	31	16	15	37
Mean Time	1.32s	1.66s	1.27s	1.61s	1.6s	1.54s

Routine (Non-Technical)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Shortest Time	1.04s	1.14s	0.94s	1.13s	1.13s	1.07s
Longest Time	2.18s	2.46s	2.43s	3.07s	2.36s	3.35s
Median Time	1.22s	1.46s	1.19s	1.33s	1.45s	1.39s
PStDev Time	0.27s	0.42s	0.28s	0.51s	0.37s	0.46s

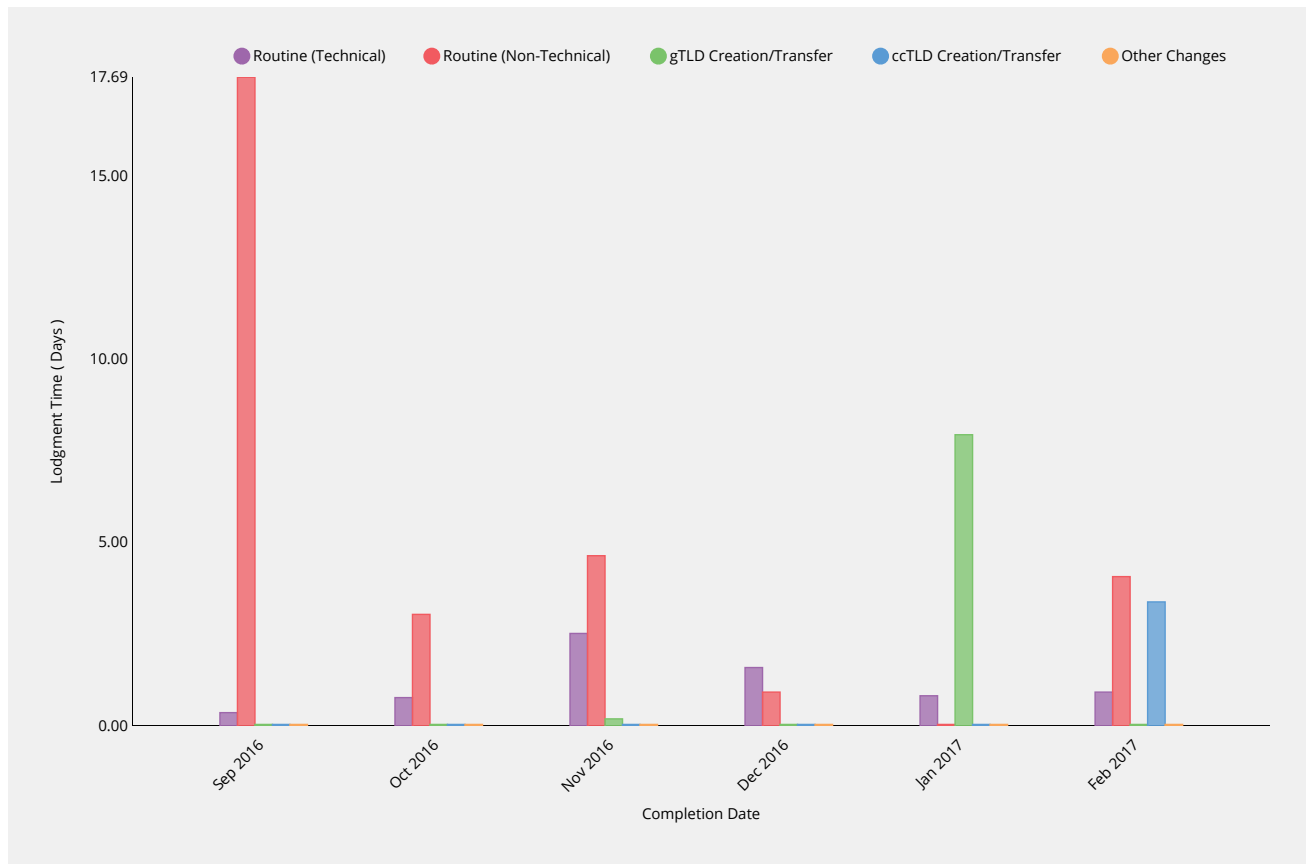
gTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Acceptance Time	1.06s	1.07s	1.46s	1.84s	1.4s	1.44s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	8	8	15	12	1	1
Mean Time	0.96s	0.98s	1.08s	1.1s	1.4s	1.44s
Shortest Time	0.88s	0.91s	0.89s	0.77s	1.4s	1.44s
Longest Time	1.09s	1.07s	1.73s	1.99s	1.4s	1.44s
Median Time	0.96s	0.96s	0.96s	0.94s	1.4s	1.44s
PStDev Time	0.06s	0.06s	0.23s	0.36s	0s	0s

ccTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Acceptance Time	—	1.6s	—	—	—	0.72s
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	0	1
Mean Time	—	1.6s	—	—	—	0.72s
Shortest Time	—	1.6s	—	—	—	0.72s
Longest Time	—	1.6s	—	—	—	0.72s
Median Time	—	1.6s	—	—	—	0.72s
PStDev Time	—	0s	—	—	—	0s

Other Changes	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Acceptance Time	—	—	1.9s	—	—	1.95s
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	0	1	0	0	1
Mean Time	—	—	1.9s	—	—	1.95s
Shortest Time	—	—	1.9s	—	—	1.95s
Longest Time	—	—	1.9s	—	—	1.95s
Median Time	—	—	1.9s	—	—	1.95s
PStDev Time	—	—	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)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Lodgment Time	0.36d	0.77d	2.52d	1.59d	0.82d	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	4	4	112	117	9	4
Mean Time	0.14d	0.42d	1.03d	0.46d	0.33d	0.36d
Shortest Time	0d	0.13d	0.04d	0d	0.01d	0.02d
Longest Time	0.39d	0.81d	2.7d	7.05d	1.05d	1.02d
Median Time	0.09d	0.37d	0.61d	0.16d	0.47d	0.21d
PStDev Time	0.16d	0.27d	0.79d	0.8d	0.33d	0.4d


Routine (Non-Technical)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Lodgment Time	17.69d	3.04d	4.64d	0.92d	—	4.07d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	5	7	5	2	0	4
Mean Time	5.14d	1.3d	1.53d	0.49d	—	1.44d
Shortest Time	0.01d	0.25d	0.01d	0.01d	—	0.12d
Longest Time	20.99d	3.41d	5.24d	0.97d	—	4.63d
Median Time	0.24d	1.32d	0.15d	0.49d	—	0.51d
PStDev Time	8.1d	1.1d	2.04d	0.48d	—	1.87d

Exception Narrative

Primary cause: Clarification needed from requestor

Analysis/Comments: Request started with an inquiry on how to make changes in the IANA root zone database for a TLD. However, no change request was included in the initial inquiry. After several iterations with the requestor, it was clarified that the currently listed contacts have changed. Staff explained the procedure to lodge a request in this case. The CSC has previously recommended not including clarification time in this SLA. This request is on the list of items to address in the statistics collection tool to revise the calculation of manual lodgment time to account for clarification time.

gTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Lodgment Time	—	—	0.19d	—	7.94d	—
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	2	0	1	0
Mean Time	—	—	0.11d	—	7.94d	—
Shortest Time	—	—	0.01d	—	7.94d	—
Longest Time	—	—	0.2d	—	7.94d	—
Median Time	—	—	0.11d	—	7.94d	—
PStDev Time	—	—	0.09d	—	0d	—

ccTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Lodgment Time	—	—	—	—	—	3.38d 
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	1
Mean Time	—	—	—	—	—	3.38d
Shortest Time	—	—	—	—	—	3.38d
Longest Time	—	—	—	—	—	3.38d
Median Time	—	—	—	—	—	3.38d
PStDev Time	—	—	—	—	—	0d

Exception Narrative

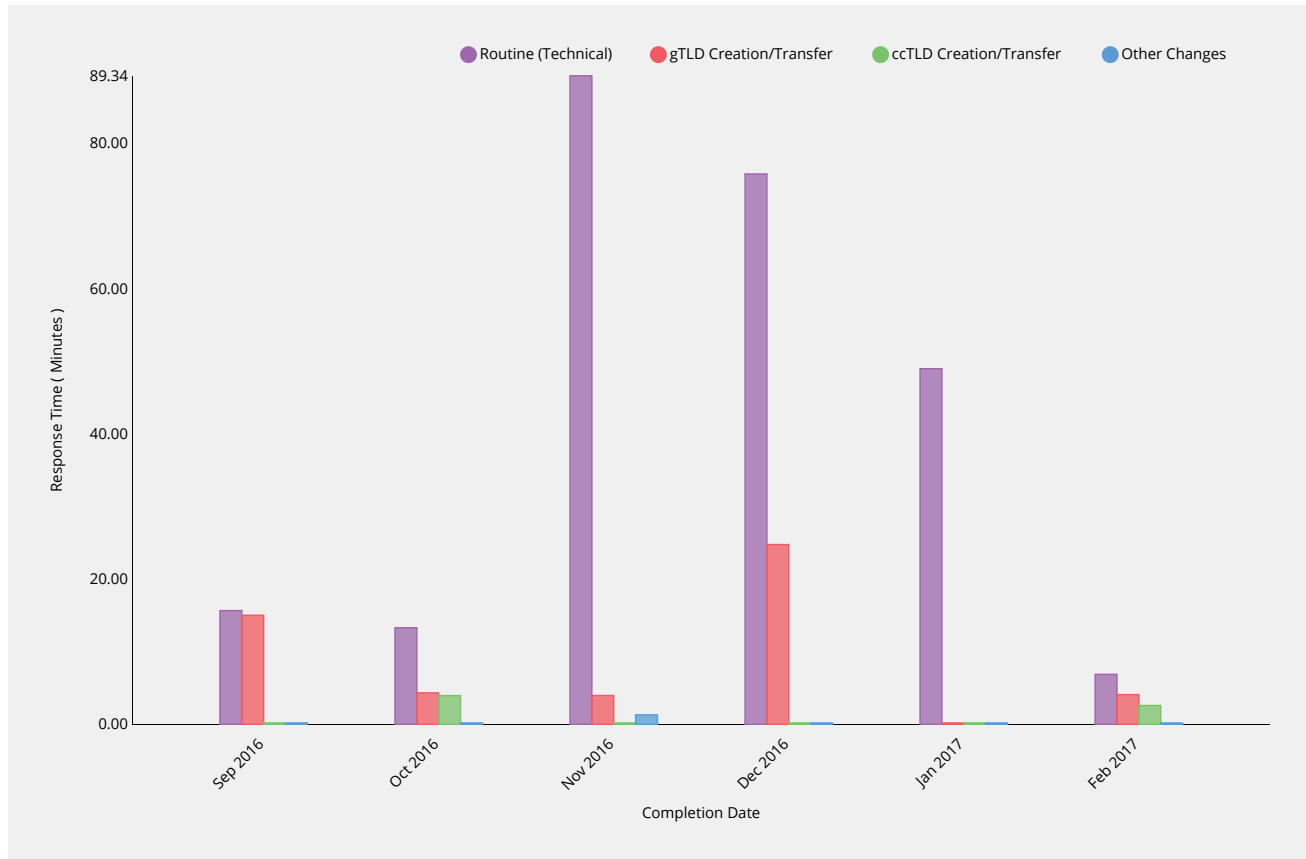
Primary cause: Clarification needed from requestor
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Other Changes	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Lodgment Time	—	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	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)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Response Time	15.67m	13.31m	89.34m	75.82m	48.99m	6.89m
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	78	59	136	154	37	55
Mean Time	5.99m	5.49m	22.14m	16.79m	12.98m	3.46m
Shortest Time	0.29m	0.31m	0.88m	0.17m	0.14m	0.15m
Longest Time	19.85m	18m	104.4m	94.18m	137.92m	12.82m
Median Time	4.53m	4.53m	11.57m	6.74m	3.63m	3.31m
PStDev Time	4.36m	4.14m	25.85m	22.34m	24.92m	2.21m

gTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Response Time	15.03m	4.34m	3.98m	24.77m	—	4.1m
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	8	8	13	11	0	1
Mean Time	6m	2.65m	2.64m	6.51m	—	4.1m
Shortest Time	0.85m	0.17m	1.06m	0.26m	—	4.1m
Longest Time	20.4m	4.42m	4.03m	44.44m	—	4.1m
Median Time	4.56m	2.67m	2.42m	2.86m	—	4.1m

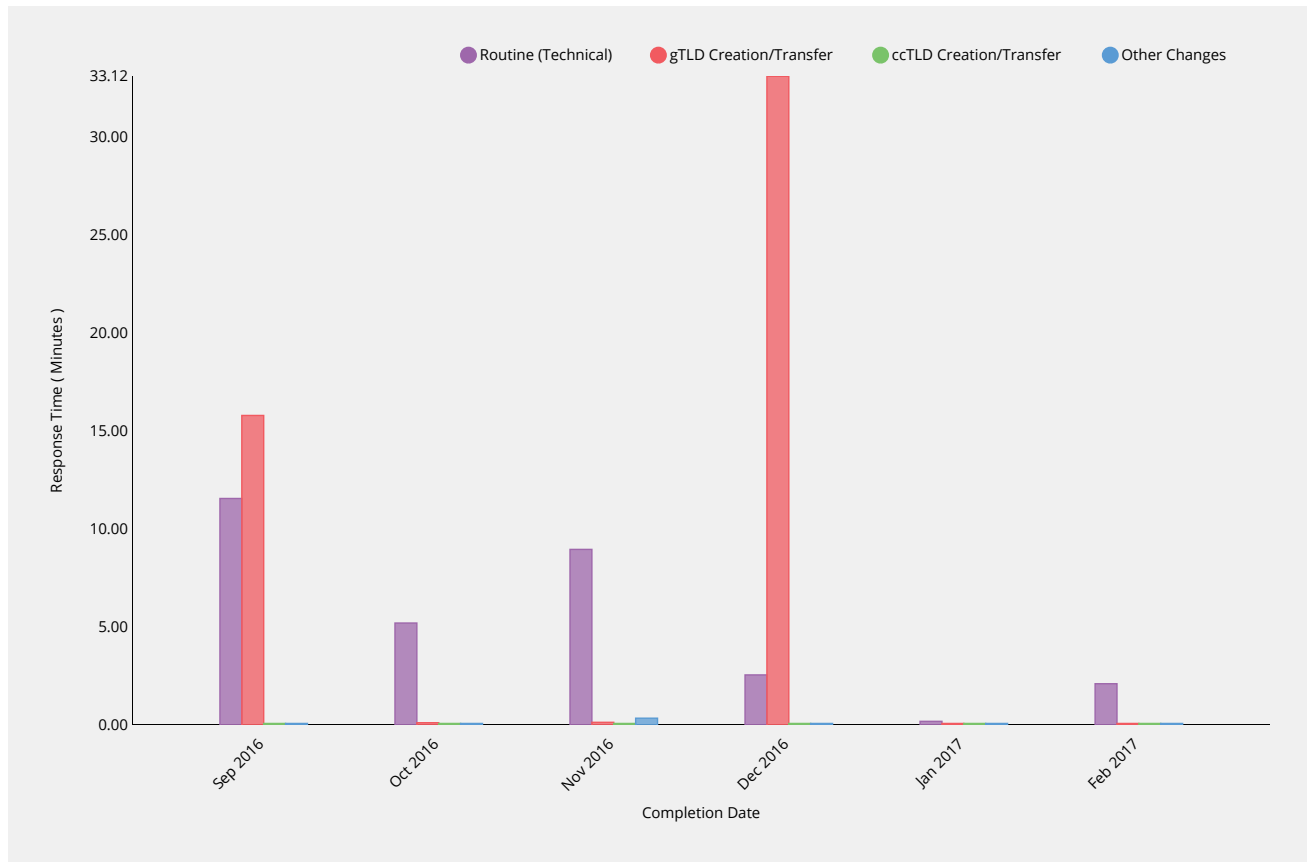
gTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
PStDev Time	5.58m	1.36m	0.89m	12.09m	—	0m

ccTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Response Time	—	3.96m	—	—	—	2.6m
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	—	3.96m	—	—	—	2.6m
Shortest Time	—	3.96m	—	—	—	2.6m
Longest Time	—	3.96m	—	—	—	2.6m
Median Time	—	3.96m	—	—	—	2.6m
PStDev Time	—	0m	—	—	—	0m

Other Changes	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Response Time	—	—	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	0	1	0	0	0
Mean Time	—	—	1.31m	—	—	—
Shortest Time	—	—	1.31m	—	—	—
Longest Time	—	—	1.31m	—	—	—
Median Time	—	—	1.31m	—	—	—
PStDev Time	—	—	0m	—	—	—

Technical Check (Retest)

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



Routine (Technical)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Response Time	11.56m	5.2m	8.96m	2.55m	0.18m	2.1m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	128	51	139	202	21	130
Mean Time	1.65m	1.86m	3.65m	0.97m	0.2m	1.01m
Shortest Time	0.09m	0.16m	0.15m	0.1m	0.06m	0.11m
Longest Time	19.75m	6.22m	16.96m	14.59m	0.96m	2.14m
Median Time	0.25m	0.49m	4.07m	0.3m	0.17m	0.6m
PStDev Time	3.81m	1.95m	3.24m	1.79m	0.17m	0.72m

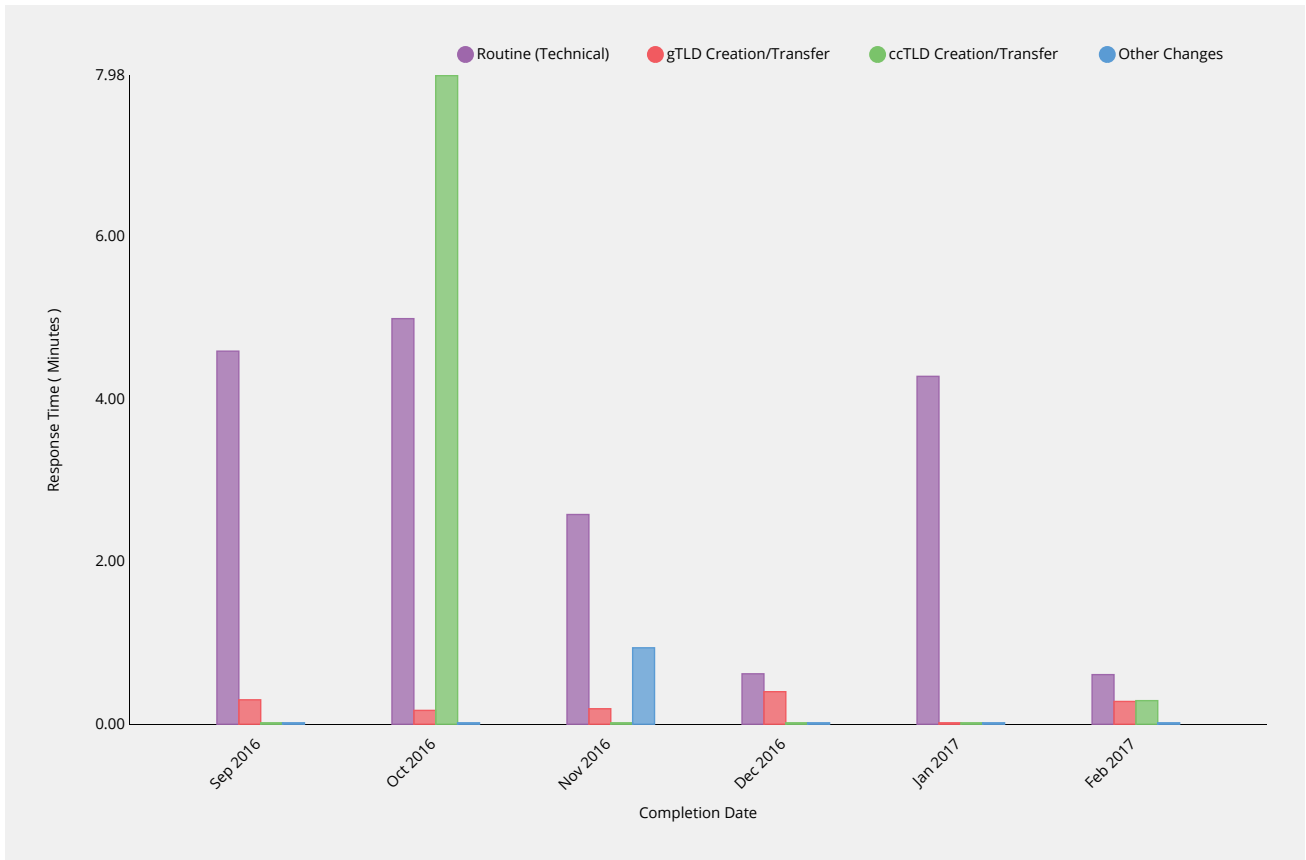
gTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Response Time	15.8m	0.11m	0.13m	33.12m	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	5	1	15	4	0	0
Mean Time	15.8m	0.11m	0.12m	24.94m	—	—
Shortest Time	15.79m	0.11m	0.11m	0.5m	—	—
Longest Time	15.8m	0.11m	0.13m	33.13m	—	—
Median Time	15.79m	0.11m	0.12m	33.06m	—	—
PStDev Time	0m	0m	0m	14.11m	—	—

ccTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
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	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
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	2	0	0	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)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Response Time	4.59m	4.99m	2.58m	0.62m	4.28m	0.61m
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	78	67	173	185	44	57
Mean Time	1.1m	0.97m	0.43m	0.21m	4.91m	0.59m
Shortest Time	0.09m	0.13m	0.08m	0.08m	0.06m	0.06m
Longest Time	6.97m	7.09m	4.45m	0.97m	137.45m	19.35m
Median Time	0.29m	0.33m	0.16m	0.12m	0.34m	0.12m
PStDev Time	1.65m	1.57m	0.7m	0.19m	20.31m	2.53m

gTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Response Time	0.3m	0.17m	0.19m	0.4m	—	0.28m
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	7	8	11	10	0	1
Mean Time	0.15m	0.14m	0.13m	0.21m	—	0.28m
Shortest Time	0.08m	0.1m	0.1m	0.08m	—	0.28m
Longest Time	0.34m	0.18m	0.21m	0.45m	—	0.28m
Median Time	0.11m	0.14m	0.11m	0.18m	—	0.28m
PStDev Time	0.08m	0.03m	0.03m	0.11m	—	0m

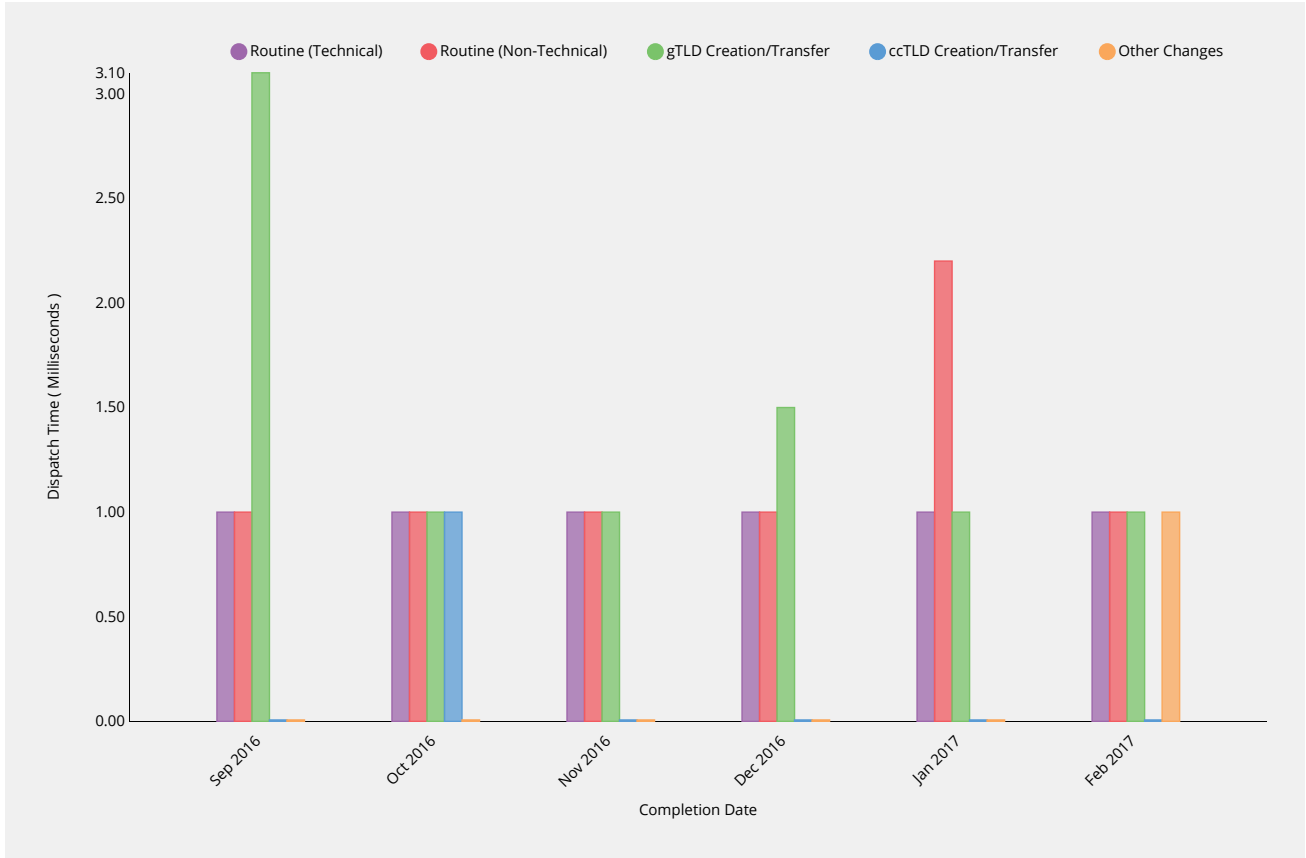
ccTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Response Time	—	7.98m	—	—	—	0.29m
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	6	0	0	0	1
Mean Time	—	6.65m	—	—	—	0.29m
Shortest Time	—	0.23m	—	—	—	0.29m
Longest Time	—	7.99m	—	—	—	0.29m
Median Time	—	7.92m	—	—	—	0.29m
PStDev Time	—	2.87m	—	—	—	0m

Other Changes	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Response Time	—	—	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	0	4	0	0	0
Mean Time	—	—	0.91m	—	—	—
Shortest Time	—	—	0.82m	—	—	—
Longest Time	—	—	0.94m	—	—	—
Median Time	—	—	0.93m	—	—	—
PStDev Time	—	—	0.05m	—	—	—

Contact Confirmations

Email Dispatch

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



Routine (Technical)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
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	70	56	133	151	35	50
Mean Time	0.67ms	0.66ms	0.65ms	0.74ms	0.63ms	0.66ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	2ms	1ms	2ms	2ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.47ms	0.54ms	0.48ms	0.49ms	0.54ms	0.51ms

Routine (Non-Technical)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Dispatch Time	1ms	1ms	1ms	1ms	2.2ms	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	24	16	31	16	15	37
Mean Time	0.75ms	0.88ms	0.81ms	0.88ms	1.2ms	0.97ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	2ms	1ms	2ms	1ms	5ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms

Routine (Non-Technical)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
PStDev Time	0.52ms	0.33ms	0.47ms	0.33ms	1.05ms	0.28ms

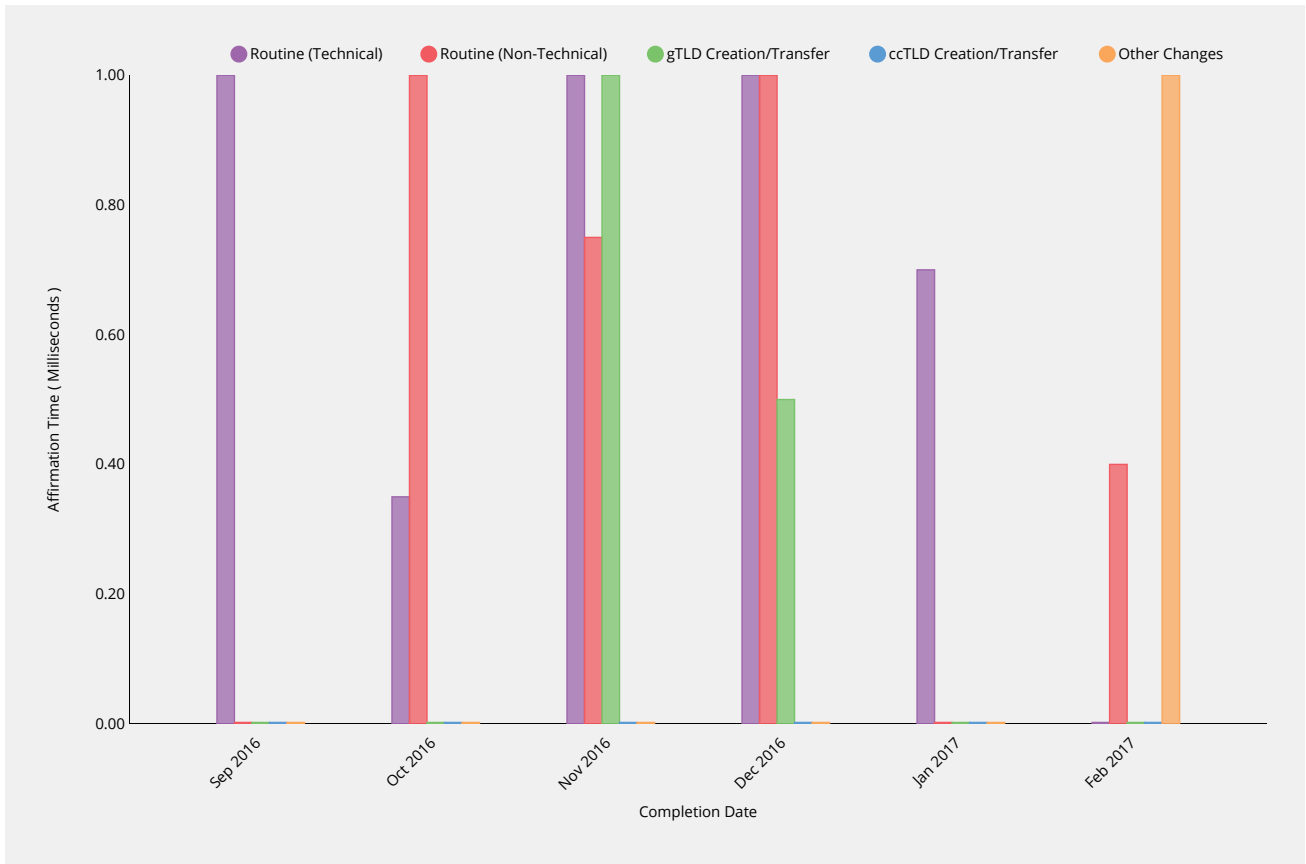
gTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Dispatch Time	3.1ms	1ms	1ms	1.5ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	7	8	14	11	1	1
Mean Time	0.71ms	1ms	0.43ms	1.09ms	1ms	1ms
Shortest Time	0ms	1ms	0ms	1ms	1ms	1ms
Longest Time	4ms	1ms	1ms	2ms	1ms	1ms
Median Time	0ms	1ms	0ms	1ms	1ms	1ms
PStDev Time	1.39ms	0ms	0.49ms	0.29ms	0ms	0ms

ccTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Dispatch Time	—	1ms	—	—	—	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	0	0	0	1
Mean Time	—	1ms	—	—	—	0ms
Shortest Time	—	1ms	—	—	—	0ms
Longest Time	—	1ms	—	—	—	0ms
Median Time	—	1ms	—	—	—	0ms
PStDev Time	—	0ms	—	—	—	0ms

Other Changes	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
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	0	1	0	0	1
Mean Time	—	—	0ms	—	—	1ms
Shortest Time	—	—	0ms	—	—	1ms
Longest Time	—	—	0ms	—	—	1ms
Median Time	—	—	0ms	—	—	1ms
PStDev Time	—	—	0ms	—	—	0ms

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Affirmation Time	1ms	0.35ms	1ms	1ms	0.7ms	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	70	54	132	138	27	49
Mean Time	0.1ms	0.06ms	0.07ms	0.1ms	0.07ms	0.04ms
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	0.23ms	0.25ms	0.3ms	0.26ms	0.2ms

Routine (Non-Technical)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Affirmation Time	0ms	1ms	0.75ms	1ms	0ms	0.4ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	22	13	26	12	9	33
Mean Time	0.05ms	0.23ms	0.08ms	0.42ms	0ms	0.06ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	0ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.21ms	0.42ms	0.27ms	0.49ms	0ms	0.24ms

gTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Affirmation Time	0ms	0ms	1ms	0.5ms	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	7	8	13	11	1	1
Mean Time	0ms	0ms	0.15ms	0.09ms	0ms	0ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	0ms	0ms	1ms	1ms	0ms	0ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0ms	0ms	0.36ms	0.29ms	0ms	0ms

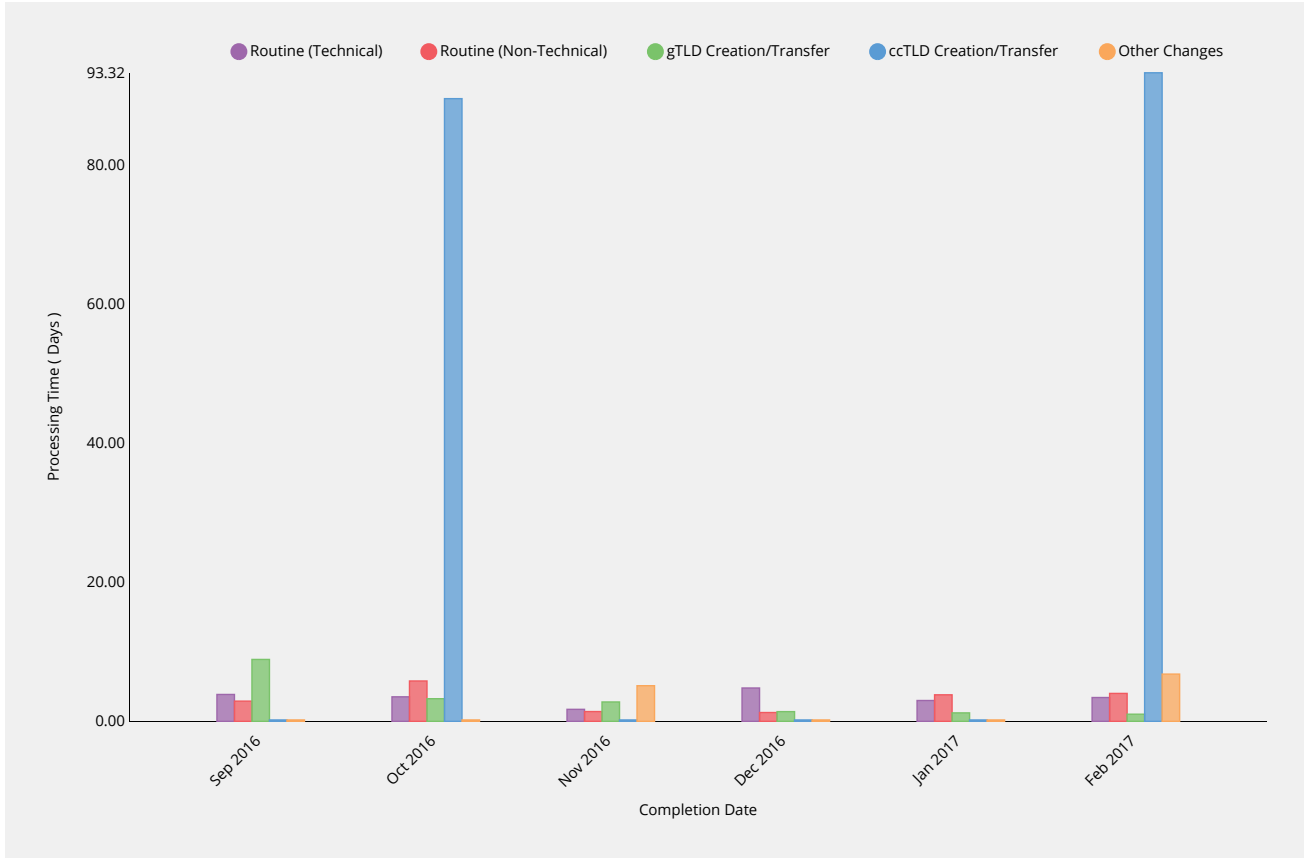
ccTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Affirmation Time	—	0ms	—	—	—	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	1	0	0	0	1
Mean Time	—	0ms	—	—	—	0ms
Shortest Time	—	0ms	—	—	—	0ms
Longest Time	—	0ms	—	—	—	0ms
Median Time	—	0ms	—	—	—	0ms
PStDev Time	—	0ms	—	—	—	0ms

Other Changes	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Affirmation 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%
Affirmation Count	0	0	1	0	0	1
Mean Time	—	—	0ms	—	—	1ms
Shortest Time	—	—	0ms	—	—	1ms
Longest Time	—	—	0ms	—	—	1ms
Median Time	—	—	0ms	—	—	1ms
PStDev Time	—	—	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)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Processing Time	3.87d	3.53d	1.73d	4.8d	3d	3.43d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	70	54	132	139	32	49
Mean Time	1.66d	1.22d	0.87d	2.39d	1.17d	1.55d
Shortest Time	0.01d	0.02d	0d	0d	0d	0d
Longest Time	5.84d	12.91d	3.98d	4.92d	5.86d	4.29d
Median Time	1.37d	0.57d	0.64d	1.42d	0.94d	1.47d
PStDev Time	1.41d	2d	0.82d	1.74d	1.31d	1.1d

Routine (Non-Technical)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Processing Time	2.91d	5.81d	1.41d	1.27d	3.82d	4.02d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	22	12	26	12	13	33
Mean Time	2.57d	1.82d	0.9d	1d	1.78d	1.68d
Shortest Time	1.03d	0d	0.05d	0.35d	0d	0d
Longest Time	7.11d	7.2d	3.51d	1.89d	4.92d	4.74d
Median Time	2.77d	0.73d	0.89d	0.98d	1.17d	1.24d

Routine (Non-Technical)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
PStDev Time	1.16d	2.33d	0.84d	0.4d	1.68d	1.42d

gTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Processing Time	8.91d	3.26d	2.79d	1.4d	1.22d	1.03d
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	7	8	13	11	1	1
Mean Time	6.46d	1.06d	1.49d	1.07d	1.22d	1.03d
Shortest Time	2.87d	0d	0.02d	0d	1.22d	1.03d
Longest Time	9.14d	3.92d	4.16d	2.91d	1.22d	1.03d
Median Time	6.16d	0.24d	1.03d	1.1d	1.22d	1.03d
PStDev Time	2.3d	1.44d	1.24d	0.73d	0d	0d

ccTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Processing Time	—	89.6d	—	—	—	93.32d 
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	0	1
Mean Time	—	89.6d	—	—	—	93.32d
Shortest Time	—	89.6d	—	—	—	93.32d
Longest Time	—	89.6d	—	—	—	93.32d
Median Time	—	89.6d	—	—	—	93.32d
PStDev Time	—	0d	—	—	—	0d

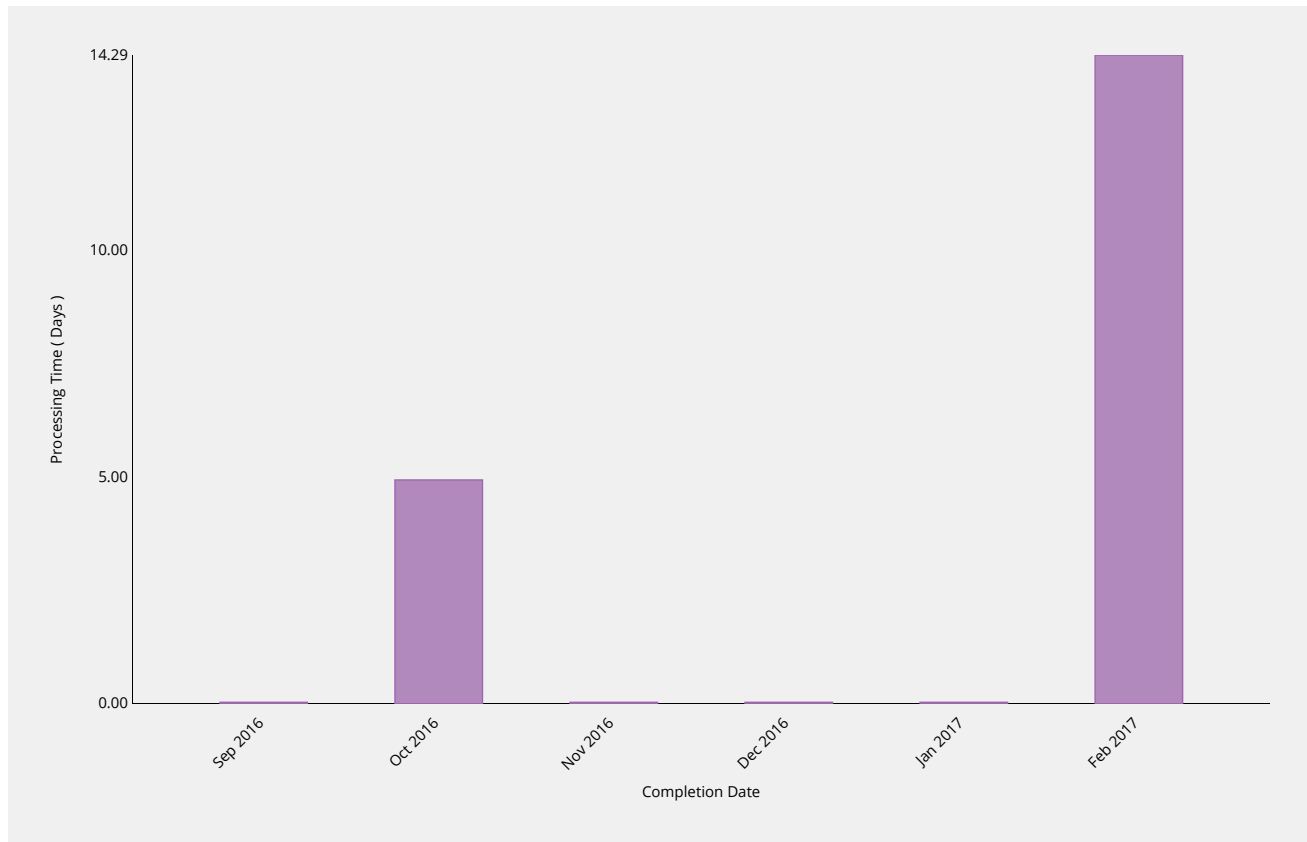
Exception Narrative

Primary cause: Aspirational target
 Analysis/Comments: Request is an IDN ccTLD delegation request lodged in April 2016. A ccTLD delegation request requires extensive amount of communications with the requestor, especially if the request is not fully documented when it is first submitted. Another factor that contributed to increased staff processing time was the need to clarify if the IANA Stewardship transition impacted the ccTLD delegation/transfer process, specifically the role of the ICANN Board going forward.

Other Changes	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Processing Time	—	—	5.13d	—	—	6.8d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	1	0	0	1
Mean Time	—	—	5.13d	—	—	6.8d
Shortest Time	—	—	5.13d	—	—	6.8d
Longest Time	—	—	5.13d	—	—	6.8d
Median Time	—	—	5.13d	—	—	6.8d
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).

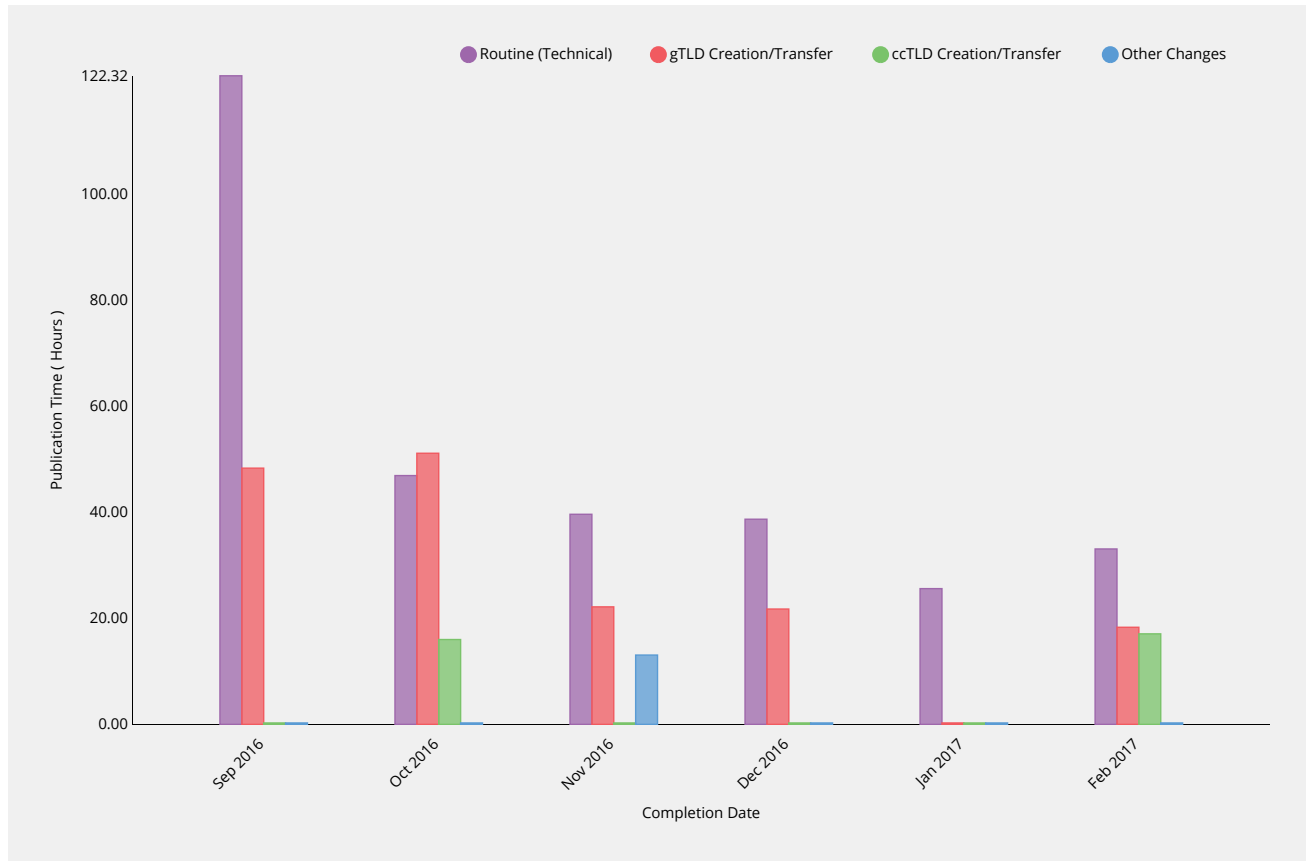


ccTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Processing Time	—	4.93d	—	—	—	14.29d
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	1	0	0	0	1
Mean Time	—	4.93d	—	—	—	14.29d
Shortest Time	—	4.93d	—	—	—	14.29d
Longest Time	—	4.93d	—	—	—	14.29d
Median Time	—	4.93d	—	—	—	14.29d
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)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Publication Time	122.32h	46.92h	39.62h	38.69h	25.6h	33.08h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	70	53	131	137	27	49
Mean Time	23.31h	25.17h	21.8h	15.46h	19.88h	16.57h
Shortest Time	2.2h	0.86h	0.44h	4.21h	13.35h	1.17h
Longest Time	143.81h	46.92h	44.32h	41.59h	25.98h	36.06h
Median Time	22.97h	23.72h	19.3h	14.33h	19.7h	18.77h
PStDev Time	22.06h	10.38h	7.77h	6.36h	2.67h	8.12h

gTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Publication Time	48.32h	51.13h	22.16h	21.75h	—	18.31h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	7	8	11	10	0	1
Mean Time	21.83h	37.81h	19.46h	16.52h	—	18.31h
Shortest Time	3.41h	1.34h	18.07h	5.63h	—	18.31h
Longest Time	49.8h	51.13h	22.36h	21.96h	—	18.31h
Median Time	21.9h	48.05h	19.03h	15.9h	—	18.31h

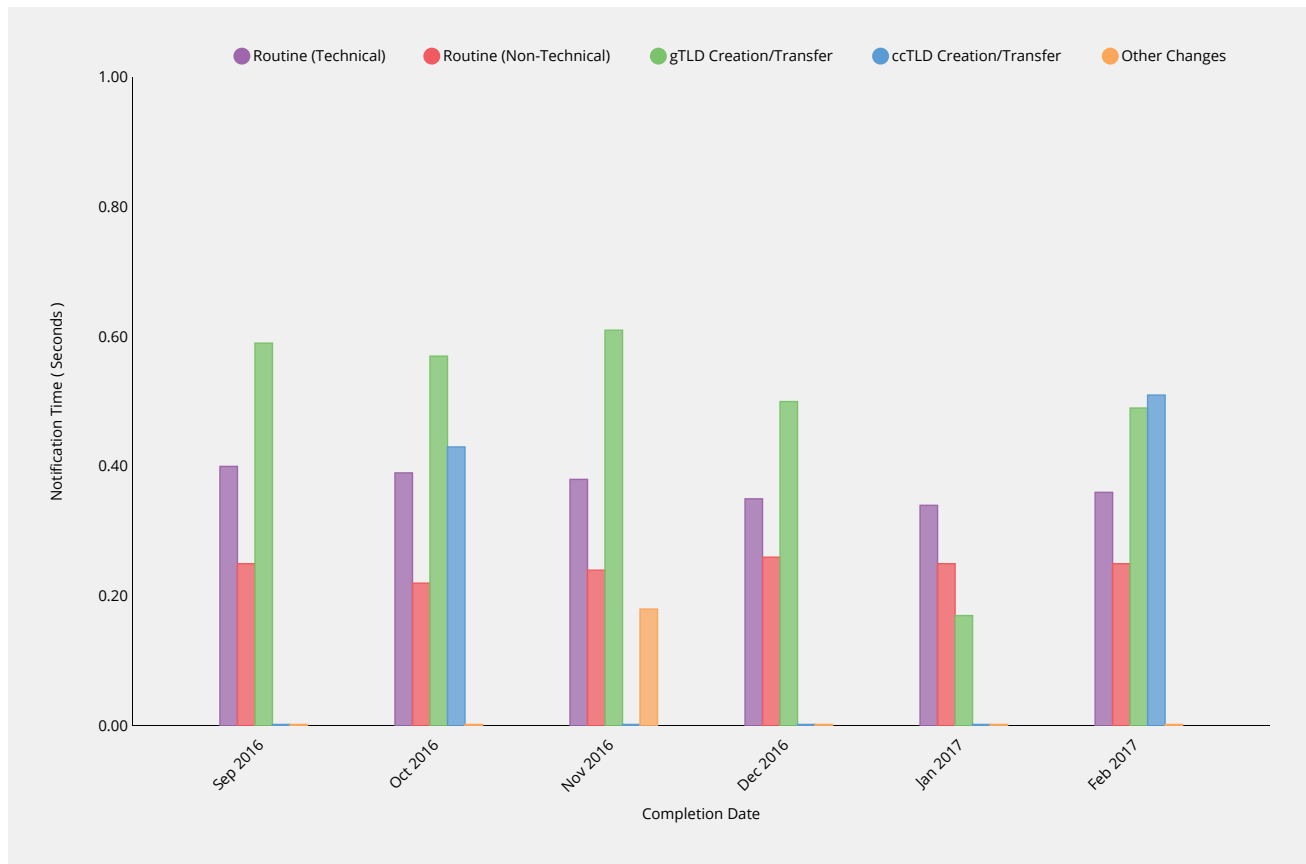
gTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
PStDev Time	13.84h	17.26h	1.14h	4.19h	—	0h

ccTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Publication Time	—	16h	—	—	—	17.07h
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	—	16h	—	—	—	17.07h
Shortest Time	—	16h	—	—	—	17.07h
Longest Time	—	16h	—	—	—	17.07h
Median Time	—	16h	—	—	—	17.07h
PStDev Time	—	0h	—	—	—	0h

Other Changes	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Publication Time	—	—	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	0	1	0	0	0
Mean Time	—	—	13.07h	—	—	—
Shortest Time	—	—	13.07h	—	—	—
Longest Time	—	—	13.07h	—	—	—
Median Time	—	—	13.07h	—	—	—
PStDev Time	—	—	0h	—	—	—

Notification of Completion

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



Routine (Technical)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Notification Time	0.4s	0.39s	0.38s	0.35s	0.34s	0.36s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	69	53	131	137	27	49
Mean Time	0.26s	0.25s	0.23s	0.23s	0.24s	0.23s
Shortest Time	0.16s	0.17s	0.16s	0.15s	0.16s	0.16s
Longest Time	0.72s	0.52s	0.84s	0.52s	0.39s	0.37s
Median Time	0.2s	0.2s	0.19s	0.21s	0.21s	0.2s
PStDev Time	0.12s	0.09s	0.09s	0.06s	0.07s	0.06s

Routine (Non-Technical)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Notification Time	0.25s	0.22s	0.24s	0.26s	0.25s	0.25s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	22	11	25	12	13	31
Mean Time	0.2s	0.2s	0.2s	0.22s	0.21s	0.21s
Shortest Time	0.16s	0.17s	0.18s	0.19s	0.18s	0.16s
Longest Time	0.28s	0.22s	0.28s	0.26s	0.25s	0.29s
Median Time	0.19s	0.2s	0.19s	0.21s	0.2s	0.21s
PStDev Time	0.03s	0.02s	0.02s	0.02s	0.02s	0.02s

gTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Notification Time	0.59s	0.57s	0.61s	0.5s	0.17s	0.49s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	7	8	13	11	1	1
Mean Time	0.52s	0.49s	0.47s	0.44s	0.17s	0.49s
Shortest Time	0.47s	0.43s	0.2s	0.19s	0.17s	0.49s
Longest Time	0.61s	0.58s	0.69s	0.51s	0.17s	0.49s
Median Time	0.51s	0.48s	0.49s	0.46s	0.17s	0.49s
PStDev Time	0.05s	0.05s	0.13s	0.08s	0s	0s

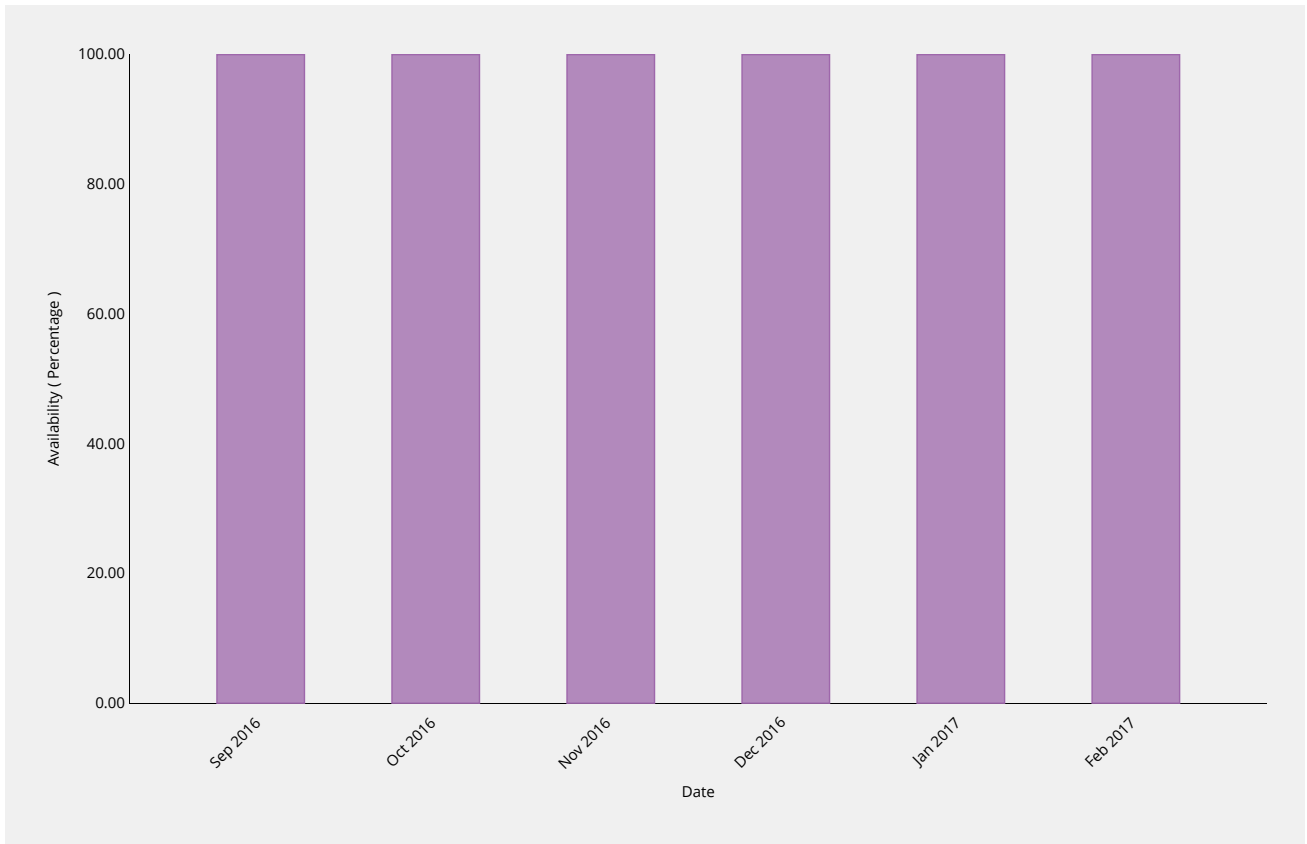
ccTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Notification Time	—	0.43s	—	—	—	0.51s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	1	0	0	0	1
Mean Time	—	0.43s	—	—	—	0.51s
Shortest Time	—	0.43s	—	—	—	0.51s
Longest Time	—	0.43s	—	—	—	0.51s
Median Time	—	0.43s	—	—	—	0.51s
PStDev Time	—	0s	—	—	—	0s

Other Changes	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Notification Time	—	—	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	0	1	0	0	0
Mean Time	—	—	0.18s	—	—	—
Shortest Time	—	—	0.18s	—	—	—
Longest Time	—	—	0.18s	—	—	—
Median Time	—	—	0.18s	—	—	—
PStDev Time	—	—	0s	—	—	—

System Availability

IANA Website

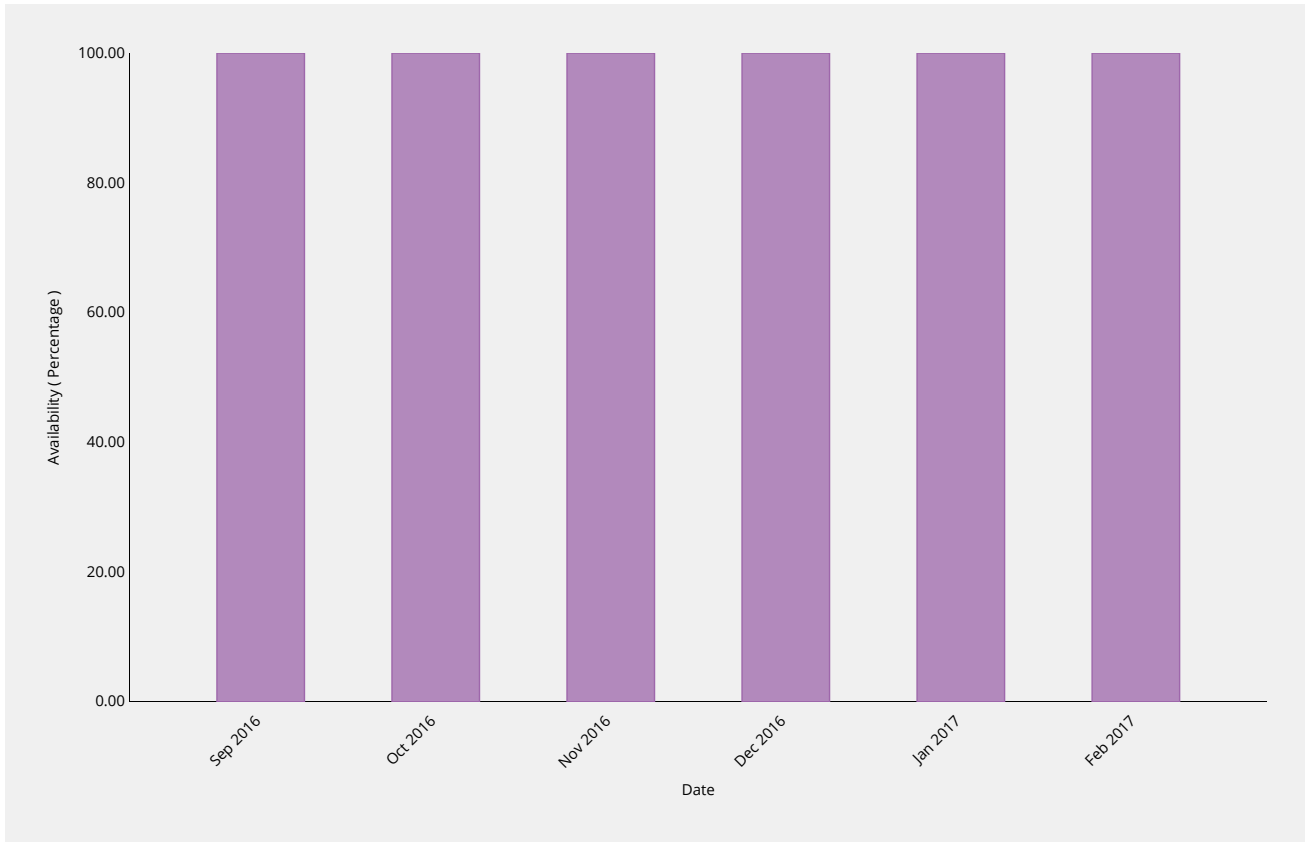
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Management System

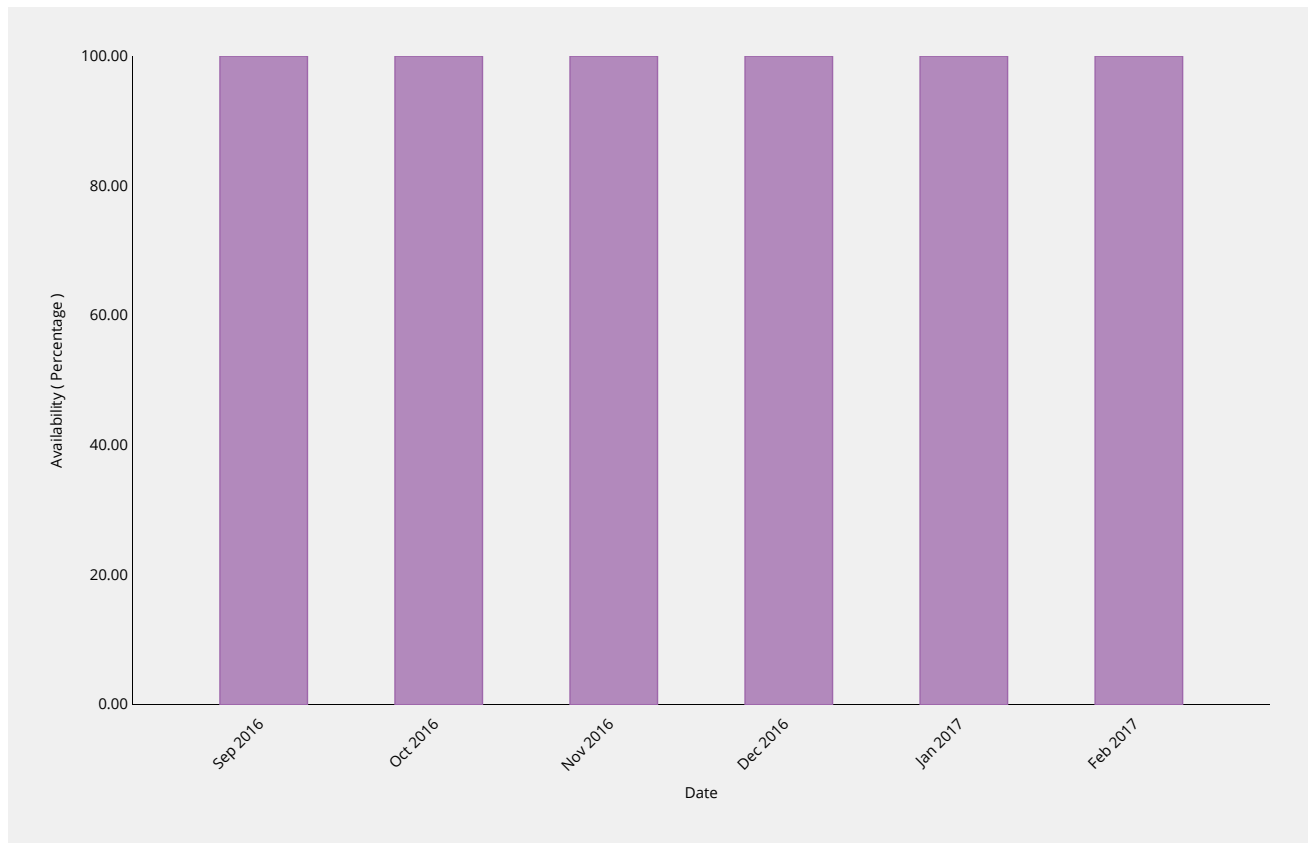
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Directory Service

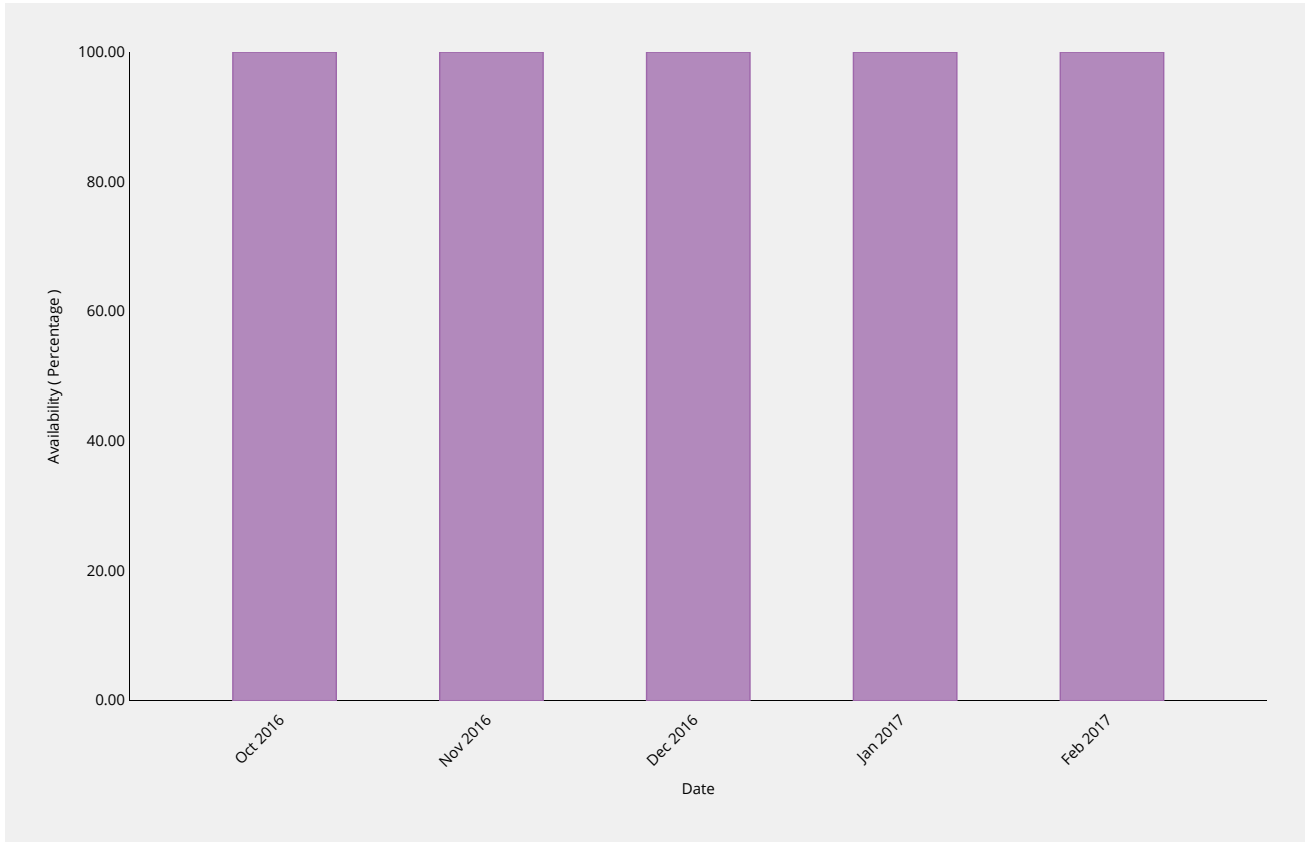
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Service Level Dashboard

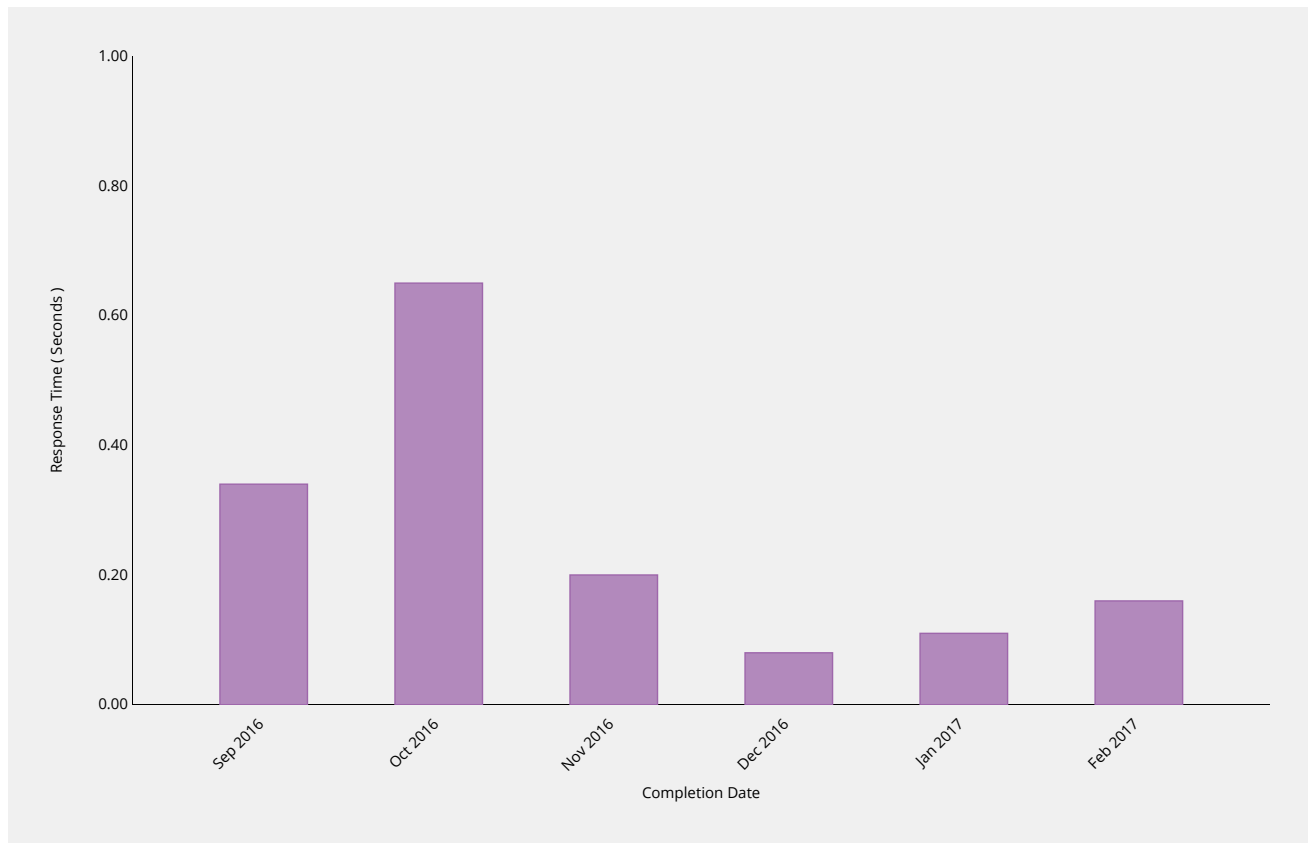
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2016-10	2016-11	2016-12	2017-01	2017-02
Availability	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%

Credential Recovery

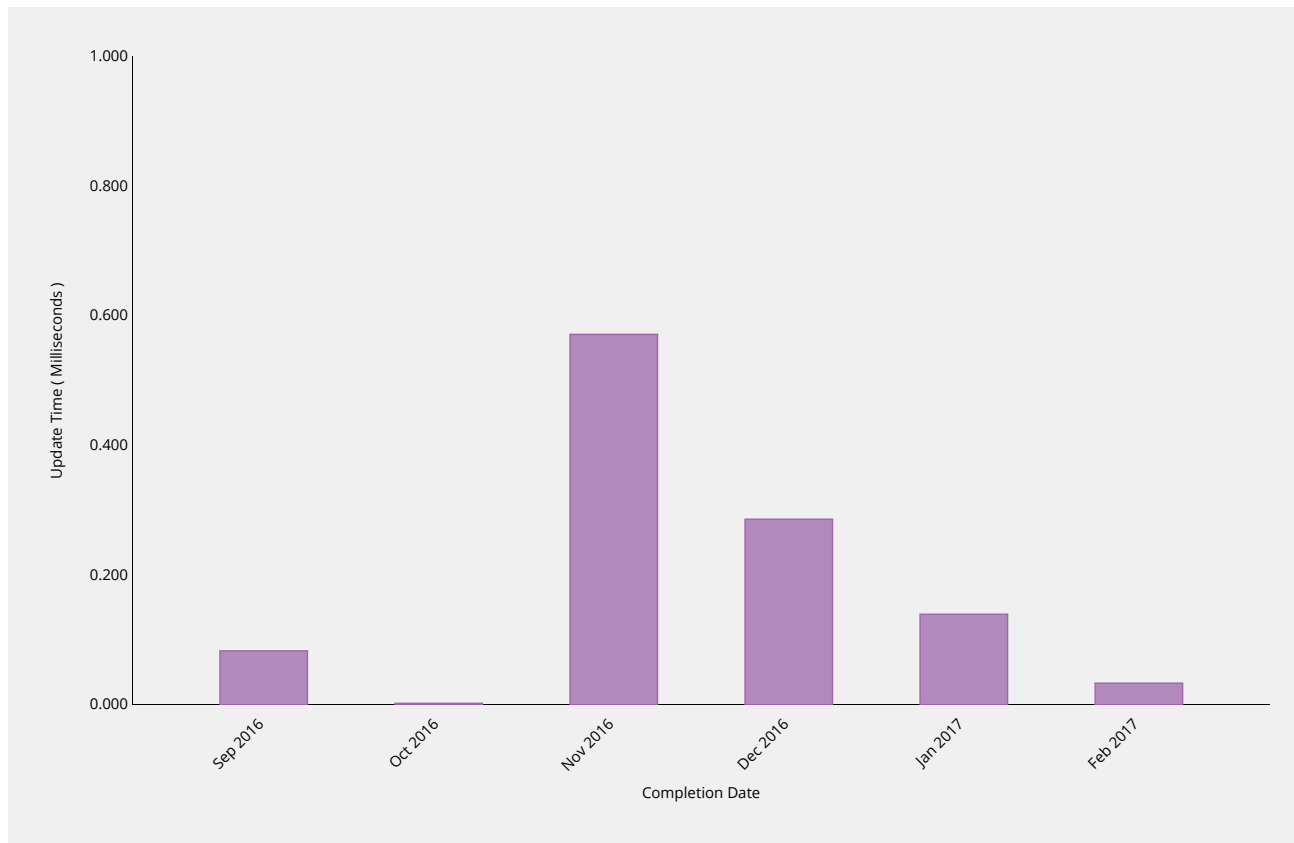
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Response Time	0.34s	0.65s	0.2s	0.08s	0.11s	0.16s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	18	9	7	16	9	25
Mean Time	0.1s	0.18s	0.09s	0.05s	0.07s	0.07s
Shortest Time	0.01s	0.03s	0.05s	0.03s	0.03s	0.02s
Longest Time	0.38s	1.01s	0.24s	0.15s	0.12s	0.26s
Median Time	0.06s	0.08s	0.06s	0.05s	0.07s	0.06s
PStDev Time	0.1s	0.29s	0.06s	0.03s	0.03s	0.05s

Credential Change

Time to implement new password within the system.

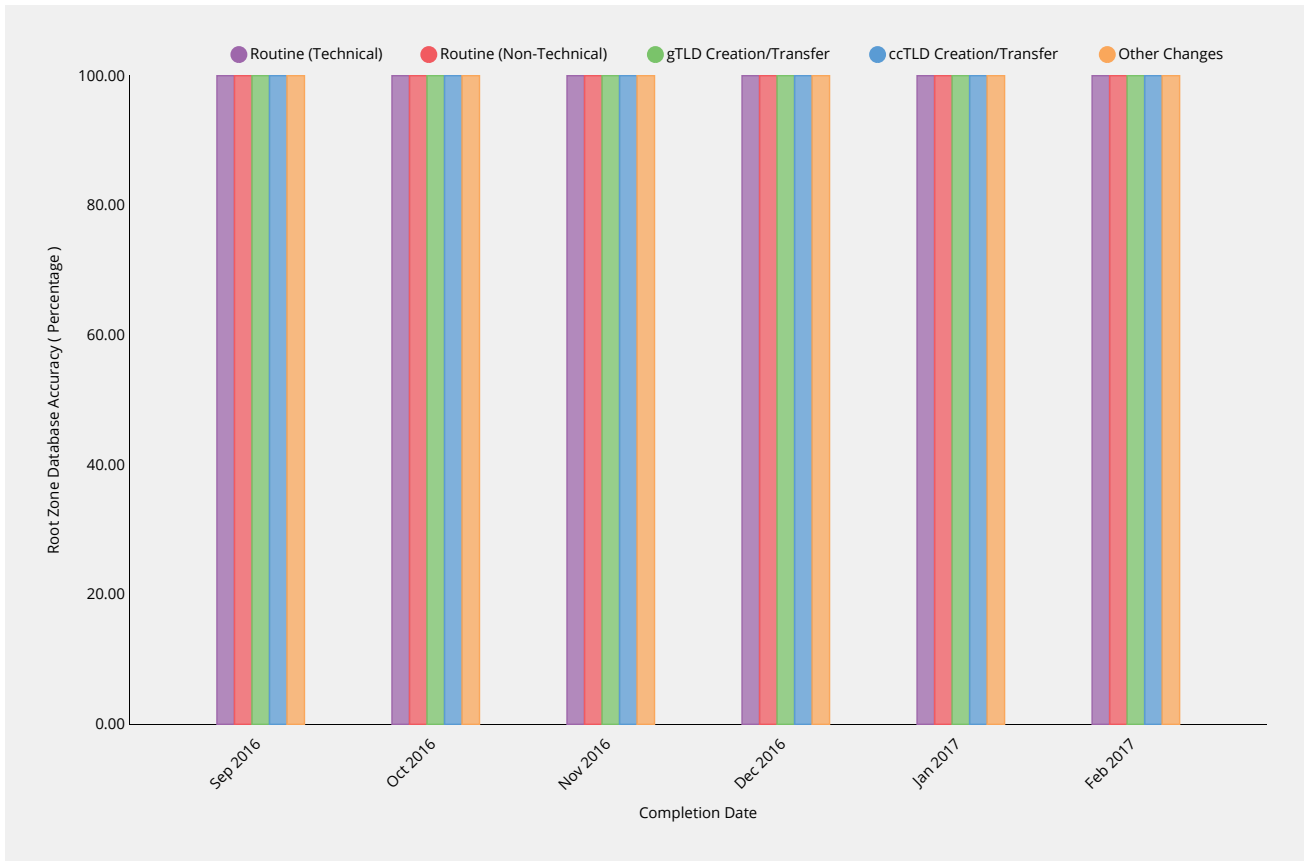


Credential Change	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Update Time	0.45ms	0ms	2.4ms	1ms	0.75ms	1ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	12	5	7	14	6	20
Mean Time	0.083ms	0ms	0.571ms	0.286ms	0.167ms	0.25ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	0ms	3ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.276ms	0ms	1.05ms	0.452ms	0.373ms	0.433ms

Other Changes	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	1	0	0	0

Root Zone Database

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



Routine (Technical)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
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	69	53	131	137	27	49

Routine (Non-Technical)	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
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	22	11	25	12	13	31

gTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
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	7	8	13	11	1	1

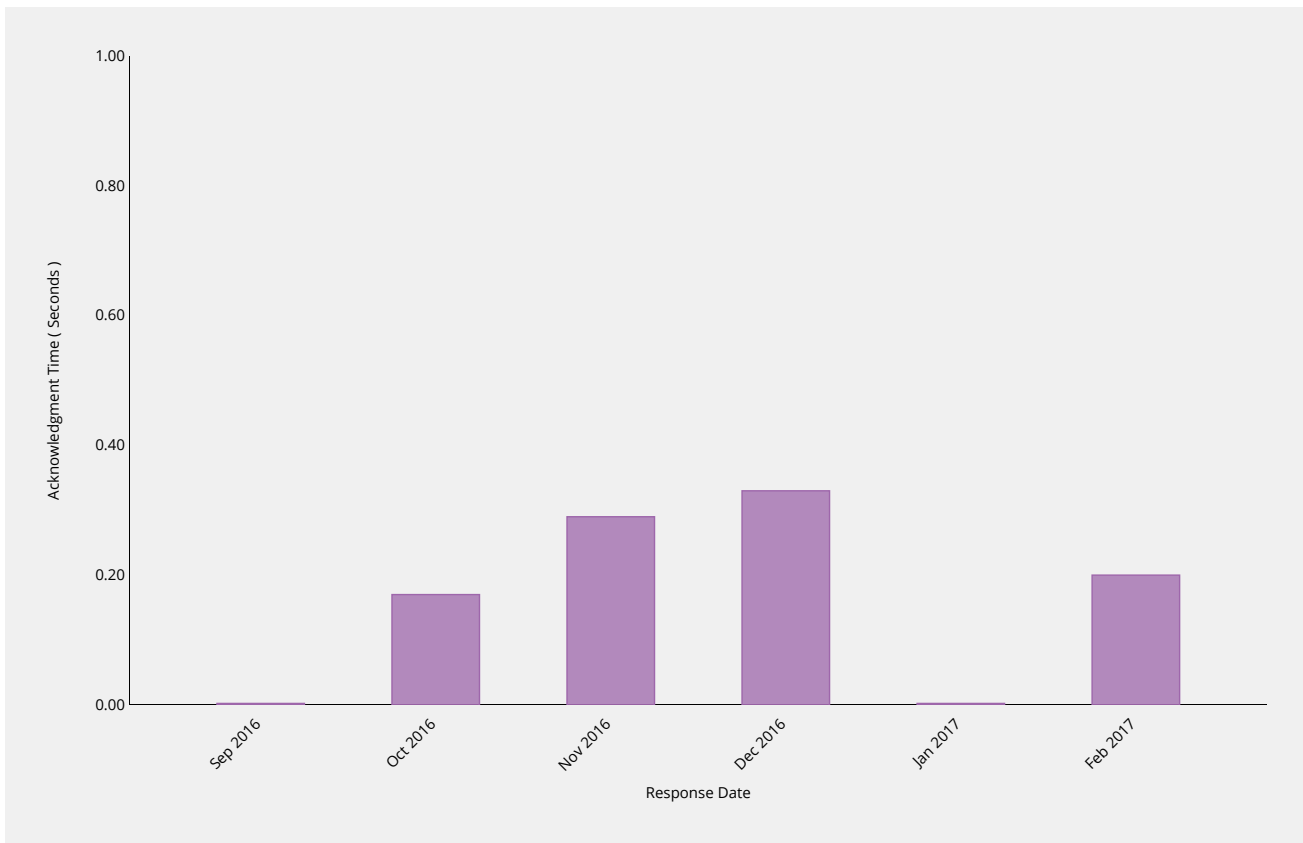
ccTLD Creation/Transfer	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	1	0	0	0	1

Other Changes	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
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	0	1	0	0	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.

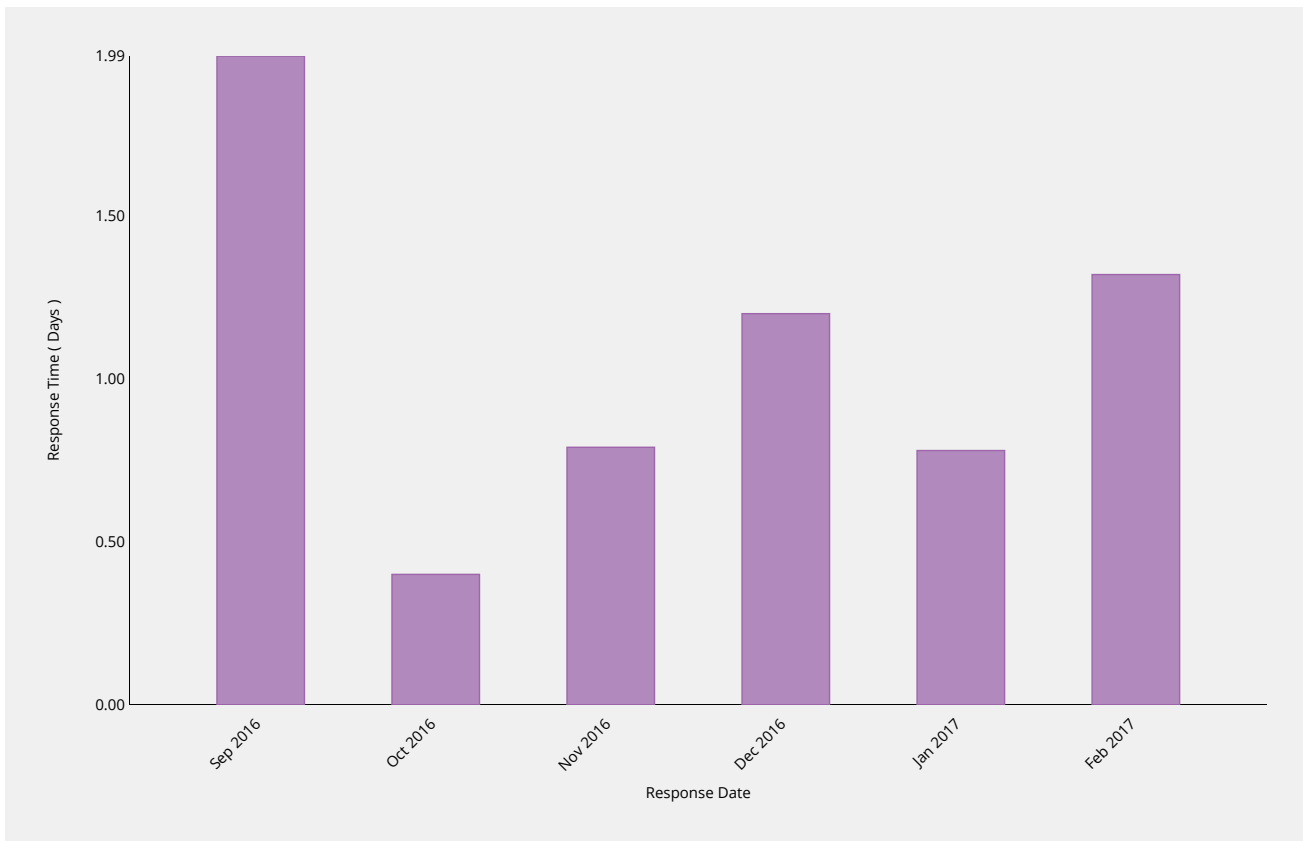


Manual Enquiries	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Acknowledgment Time	0s	0.75s	1s	1s	0s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	7	6	7	9	8	15
Mean Time	0s	0.17s	0.29s	0.33s	0s	0.2s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	0s	1s	1s	1s	0s	1s

Manual Enquiries	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0s	0.37s	0.45s	0.47s	0s	0.4s

Time to initial response

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



Manual Enquiries	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02
Response Time	5.36d	0.73d	2.14d	3.15d	1.59d	4.11d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	6	5	7	9	7	15
Mean Time	1.99d	0.4d	0.79d	1.2d	0.78d	1.32d
Shortest Time	0.04d	0.09d	0d	0.07d	0.02d	0.02d
Longest Time	7.34d	0.81d	3.24d	3.38d	1.95d	7.47d
Median Time	0.44d	0.36d	0.29d	0.47d	0.71d	0.33d
PStDev Time	2.64d	0.27d	1.09d	1.26d	0.65d	2.16d

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.