**CSC Findings of PTI Performance Report for the Month of**

**March 2017**

Date: 17 April 2017

**Overall Finding**

The CSC completed review of the March 2017 PTI Performance Report and finds that PTI’s performance for the month was:

Satisfactory - PTI met the service level agreement for 99.5%\* of defined metrics. The single missed service level agreement was satisfactorily explained and the CSC has determined that this exception is no cause for concern. No persistent problems were identified and no further action is needed.

Missed service level agreement was:

1. Technical Check (Retest)

Please refer to the Exceptions and Narrative for Reporting Period section of the March 2017 PTI performance report for a more detailed explanation of this missed SLA.

In addition, PTI reported that it discovered two change types (revocations and root server changes) that had been underreported in previous monthly reports. The explanation was satisfactory and the CSC understands what steps are being taken to remediate this reporting issue. Please see the addendum to the March 2017 PTI performance report for more details.

**Metrics That the CSC is Tracking Closely**

This was a minor issue that the CSC discussed with PTI regarding the details of the exception. There are no indications of a persistent issue.

**Service Level Agreement(s) that the CSC is considering or recommending be adjusted**

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

**Report of Escalations**

To-date, PTI has notified the CSC of 0 escalations.

Appendix of PTI performance report for the month of March 2017 is attached.

\* The Method for arriving at the overall of SLAs met is to sum the total number of requests that met the SLA in a category divided by the total number of requests for that category. The sum of the percentages of all the categories is then divided by the number of categories.