

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

April 2017

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 2.03s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.15s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.93s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 1.22s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.77d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.72d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.37d	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%)	✓ 8.32m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 4.7m	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ 0.81m	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✗ 9.93m	p11
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ 0.53m	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%)	✓ 0.74m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ 0.15m	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p14
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ 0.13m	p14
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2.15ms	p15
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 3.7ms	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%)	✓ 0ms	p17
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.6ms	p17
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p18
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p18
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0ms	p18
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 4.15d	p19
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.87d	p19
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.74d	p20
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p20
Validation and Reviews	Other Changes	≤0d	✓ 6.24d	p20
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p21
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 28.63h	p22
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 21.42h	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	Other Changes	≤72h (99.0%)	✓ 17.58h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.59s	p24

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.25s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.47s	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.56s	p25
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 99.99%	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%)	✓ 0.09s	p30
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 0.8ms	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%)	✓ 0s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 2.82d	p35

Percentage of SLA thresholds met of those defined	98.6%
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Exceptions and Narrative for Reporting Period

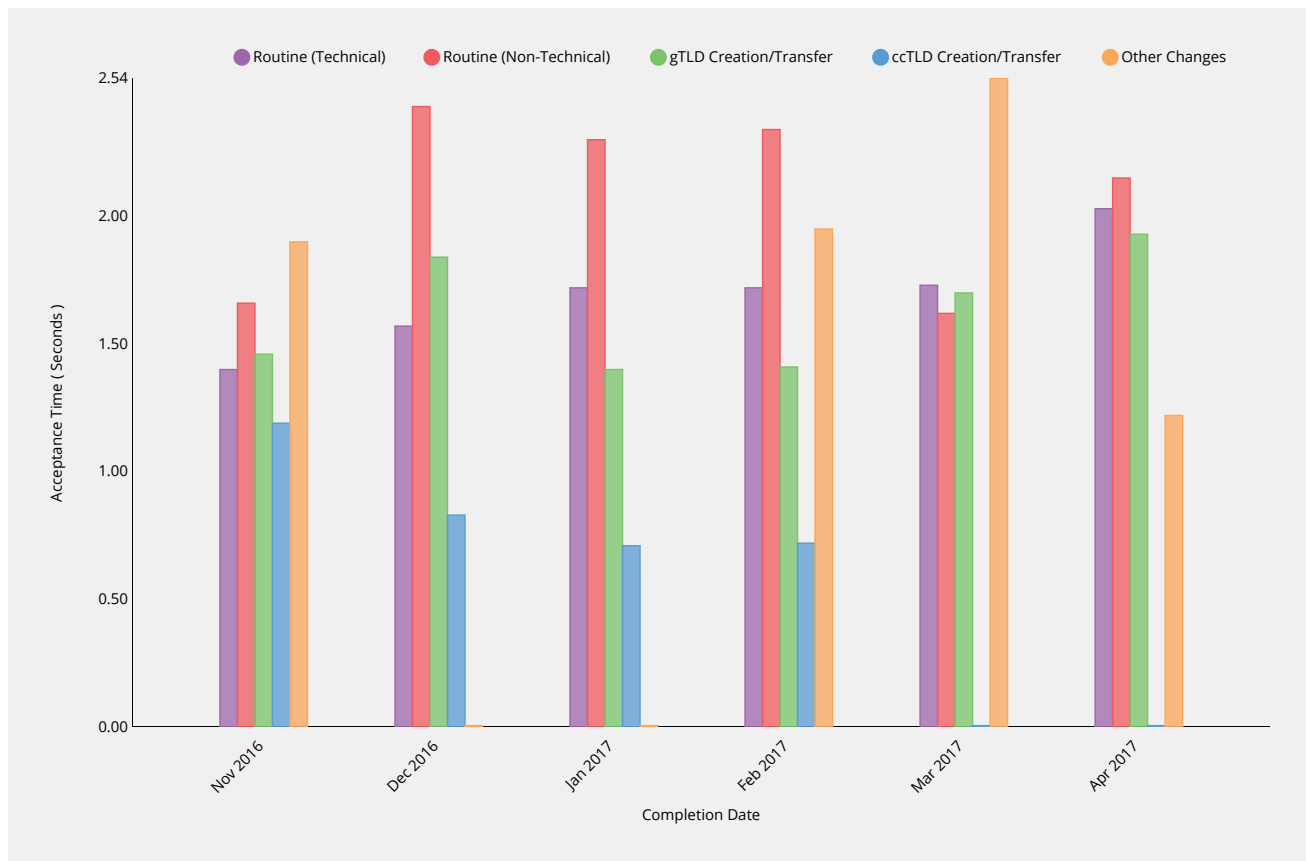
Metric	Category	Expected	Actual
Technical Check (Retest)	Routine (Technical)	3m	9.93m 
Primary cause:	Threshold requires revisiting		
Analysis/Comments:	Two requests exceeded the technical check threshold of three minutes. This exception relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.		

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)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Acceptance Time	1.4s	1.57s	1.72s	1.72s	1.73s	2.03s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	136	152	36	55	65	22
Mean Time	0.74s	0.77s	0.86s	0.88s	0.92s	1.12s
Shortest Time	0.49s	0.49s	0.56s	0.6s	0.61s	0.58s
Longest Time	8.46s	1.97s	1.9s	1.84s	1.95s	3.27s
Median Time	0.59s	0.66s	0.75s	0.76s	0.82s	0.86s
PStDev Time	0.72s	0.32s	0.34s	0.32s	0.34s	0.63s

Routine (Non-Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Acceptance Time	1.66s	2.43s	2.3s	2.34s	1.62s	2.15s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	30	16	15	35	12	31
Mean Time	1.27s	1.61s	1.6s	1.57s	1.36s	1.49s

Routine (Non-Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Shortest Time	0.94s	1.13s	1.13s	1.14s	1.06s	1.04s
Longest Time	2.43s	3.07s	2.36s	3.35s	1.65s	3.08s
Median Time	1.2s	1.33s	1.45s	1.46s	1.37s	1.36s
PStDev Time	0.29s	0.51s	0.37s	0.46s	0.16s	0.38s

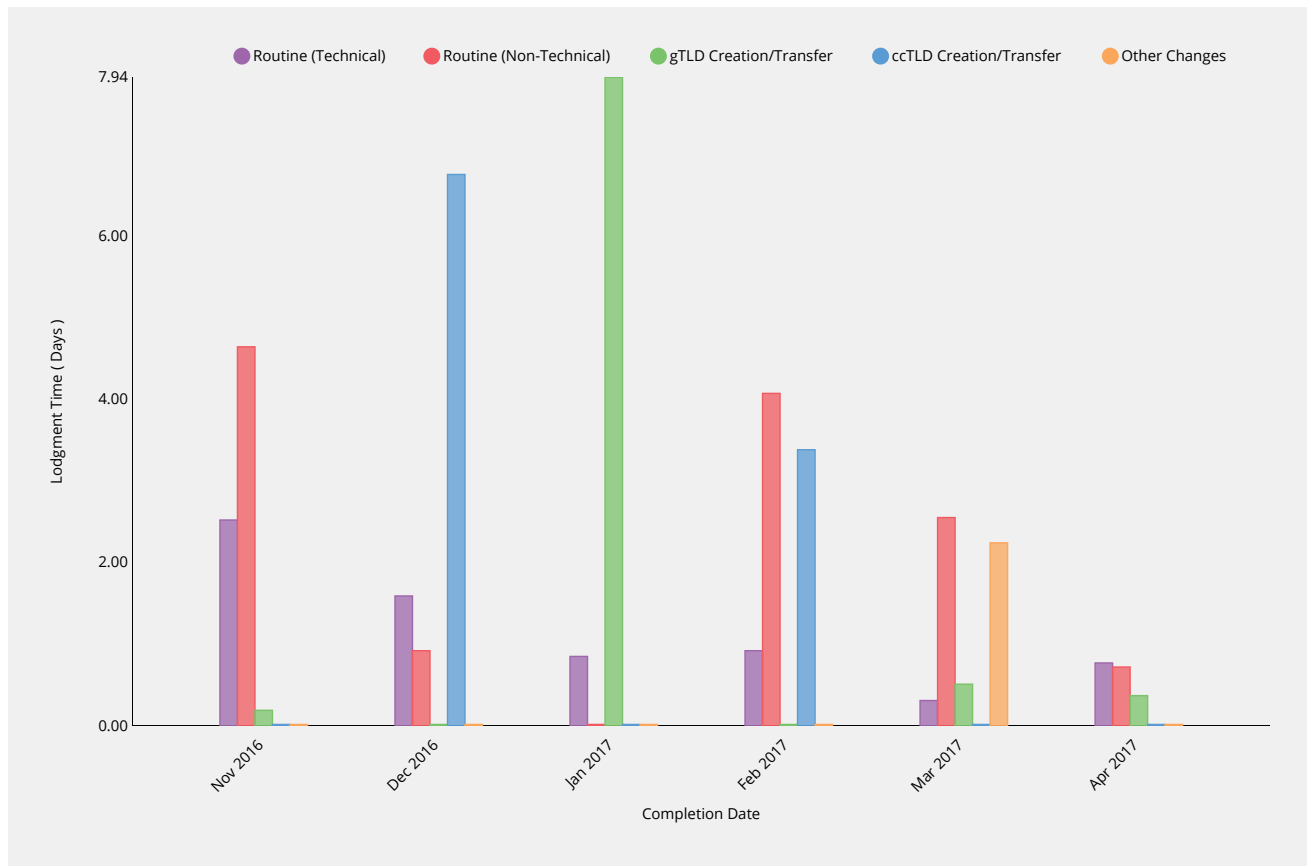
gTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Acceptance Time	1.46s	1.84s	1.4s	1.41s	1.7s	1.93s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	15	12	1	3	2	6
Mean Time	1.08s	1.1s	1.4s	1.22s	1.43s	1.17s
Shortest Time	0.89s	0.77s	1.4s	1.07s	1.13s	0.84s
Longest Time	1.73s	1.99s	1.4s	1.44s	1.73s	2.2s
Median Time	0.96s	0.94s	1.4s	1.15s	1.43s	0.99s
PStDev Time	0.23s	0.36s	0s	0.16s	0.3s	0.47s

ccTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Acceptance Time	1.19s	0.83s	0.71s	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	1	2	1	1	0	0
Mean Time	1.19s	0.8s	0.71s	0.72s	—	—
Shortest Time	1.19s	0.76s	0.71s	0.72s	—	—
Longest Time	1.19s	0.83s	0.71s	0.72s	—	—
Median Time	1.19s	0.8s	0.71s	0.72s	—	—
PStDev Time	0s	0.03s	0s	0s	—	—

Other Changes	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Acceptance Time	1.9s	—	—	1.95s	2.54s	1.22s
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	2	1
Mean Time	1.9s	—	—	1.95s	1.68s	1.22s
Shortest Time	1.9s	—	—	1.95s	0.73s	1.22s
Longest Time	1.9s	—	—	1.95s	2.63s	1.22s
Median Time	1.9s	—	—	1.95s	1.68s	1.22s
PStDev Time	0s	—	—	0s	0.95s	0s

Manual Lodgment Time

Time for lodgment of change request into RZMS by ICANN staff on behalf of request sent by email.



Routine (Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Lodgment Time	2.52d	1.59d	0.85d	0.92d	0.31d	0.77d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	112	115	8	4	3	4
Mean Time	1.03d	0.4d	0.37d	0.36d	0.25d	0.38d
Shortest Time	0.04d	0d	0.01d	0.02d	0.22d	0.08d
Longest Time	2.7d	2.53d	1.05d	1.02d	0.32d	0.85d
Median Time	0.61d	0.16d	0.47d	0.21d	0.22d	0.3d
PStDev Time	0.79d	0.52d	0.33d	0.4d	0.05d	0.28d

Routine (Non-Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Lodgment Time	4.64d	0.92d	—	4.07d	2.55d	0.72d
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	2	0	4	3	2
Mean Time	1.53d	0.49d	—	1.44d	1.19d	0.5d
Shortest Time	0.01d	0.01d	—	0.12d	0.35d	0.25d
Longest Time	5.24d	0.97d	—	4.63d	2.78d	0.74d
Median Time	0.15d	0.49d	—	0.51d	0.44d	0.5d
PStDev Time	2.04d	0.48d	—	1.87d	1.13d	0.25d

gTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Lodgment Time	0.19d	—	7.94d	—	0.51d	0.37d
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	0	1	0	1	1
Mean Time	0.11d	—	7.94d	—	0.51d	0.37d
Shortest Time	0.01d	—	7.94d	—	0.51d	0.37d
Longest Time	0.2d	—	7.94d	—	0.51d	0.37d
Median Time	0.11d	—	7.94d	—	0.51d	0.37d
PStDev Time	0.09d	—	0d	—	0d	0d

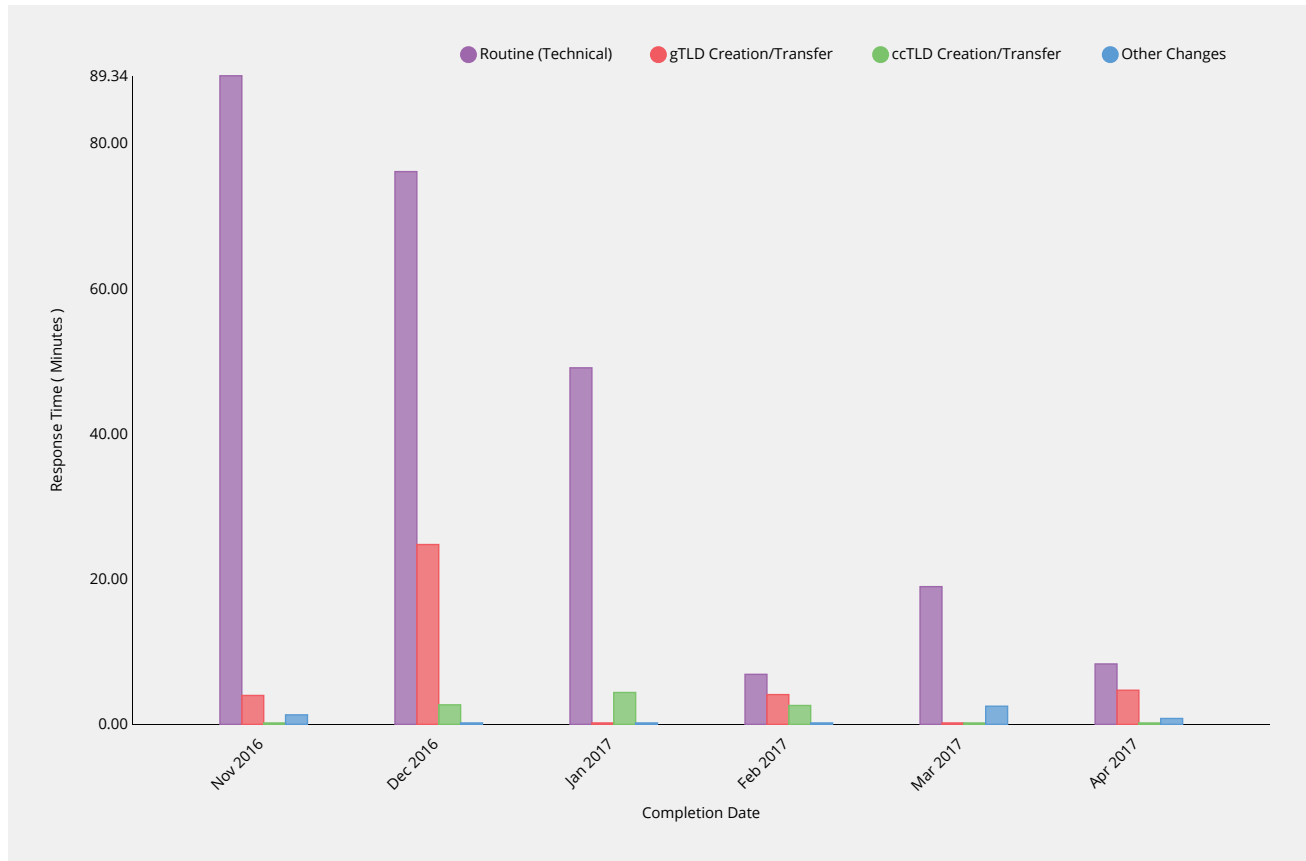
ccTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Lodgment Time	—	6.75d	0.01d	3.38d	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	2	1	1	0	0
Mean Time	—	4.02d	0.01d	3.38d	—	—
Shortest Time	—	0.99d	0.01d	3.38d	—	—
Longest Time	—	7.05d	0.01d	3.38d	—	—
Median Time	—	4.02d	0.01d	3.38d	—	—
PStDev Time	—	3.03d	0d	0d	—	—

Other Changes	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Lodgment Time	—	—	—	—	2.24d	—
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	2	0
Mean Time	—	—	—	—	1.93d	—
Shortest Time	—	—	—	—	1.58d	—
Longest Time	—	—	—	—	2.28d	—
Median Time	—	—	—	—	1.93d	—
PStDev Time	—	—	—	—	0.35d	—

Technical Checks

Technical Check (First)

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



Routine (Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Response Time	89.34m	76.14m	49.11m	6.89m	18.97m	8.32m
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	136	152	36	55	65	22
Mean Time	22.14m	16.98m	13.22m	3.46m	6.32m	3.32m
Shortest Time	0.88m	0.17m	0.14m	0.15m	0.35m	0.16m
Longest Time	104.4m	94.18m	137.92m	12.82m	19.89m	10.37m
Median Time	11.57m	7.03m	3.62m	3.31m	3.88m	2.65m
PStDev Time	25.85m	22.43m	25.22m	2.21m	5.55m	2.38m

gTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Response Time	3.98m	24.77m	—	4.1m	—	4.7m
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	13	11	0	1	0	6
Mean Time	2.64m	6.51m	—	4.1m	—	2.85m
Shortest Time	1.06m	0.26m	—	4.1m	—	0.62m
Longest Time	4.03m	44.44m	—	4.1m	—	5.04m
Median Time	2.42m	2.86m	—	4.1m	—	3.15m

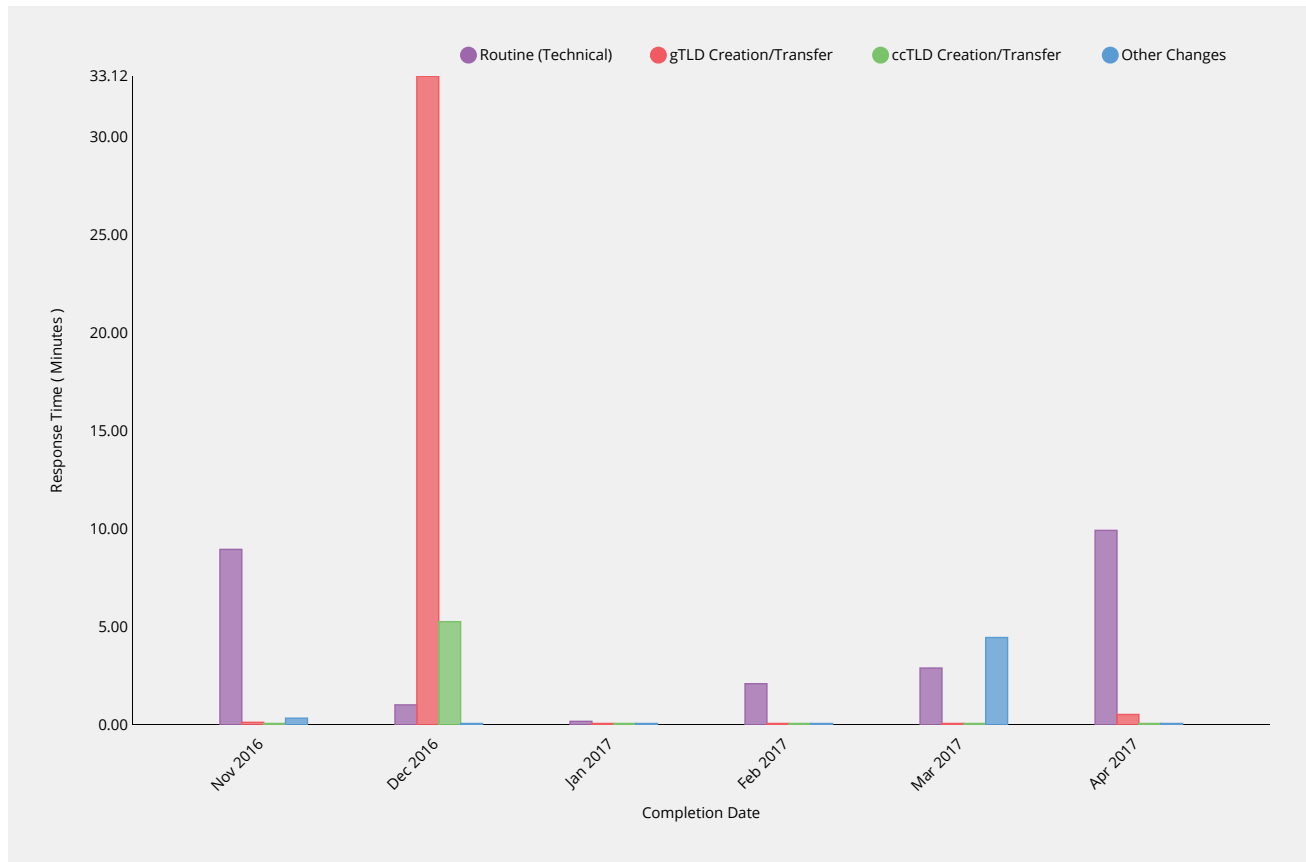
gTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
PStDev Time	0.89m	12.09m	—	0m	—	1.47m

ccTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Response Time	—	2.69m	4.39m	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	2	1	1	0	0
Mean Time	—	2.64m	4.39m	2.6m	—	—
Shortest Time	—	2.58m	4.39m	2.6m	—	—
Longest Time	—	2.69m	4.39m	2.6m	—	—
Median Time	—	2.64m	4.39m	2.6m	—	—
PStDev Time	—	0.05m	0m	0m	—	—

Other Changes	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Response Time	1.31m	—	—	—	2.5m	0.81m
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	1
Mean Time	1.31m	—	—	—	2.5m	0.81m
Shortest Time	1.31m	—	—	—	2.5m	0.81m
Longest Time	1.31m	—	—	—	2.5m	0.81m
Median Time	1.31m	—	—	—	2.5m	0.81m
PStDev Time	0m	—	—	—	0m	0m

Technical Check (Retest)

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



	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Routine (Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Response Time	8.96m	1.02m	0.18m	2.1m	2.9m	9.93m 📌
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	139	146	21	131	93	154
Mean Time	3.65m	0.35m	0.2m	1.01m	1.14m	3.69m
Shortest Time	0.15m	0.1m	0.06m	0.11m	0.12m	0.13m
Longest Time	16.96m	5.89m	0.96m	2.14m	4.21m	10.05m
Median Time	4.07m	0.16m	0.17m	0.59m	1.09m	2.87m
PStDev Time	3.24m	0.57m	0.17m	0.72m	0.8m	3.3m

Exception Narrative

Primary cause: Threshold requires revisiting
 Analysis/Comments: Two requests exceeded the technical check threshold of three minutes. This exception relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.

	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
gTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Response Time	0.13m	33.12m	—	—	—	0.53m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	15	4	0	0	0	52

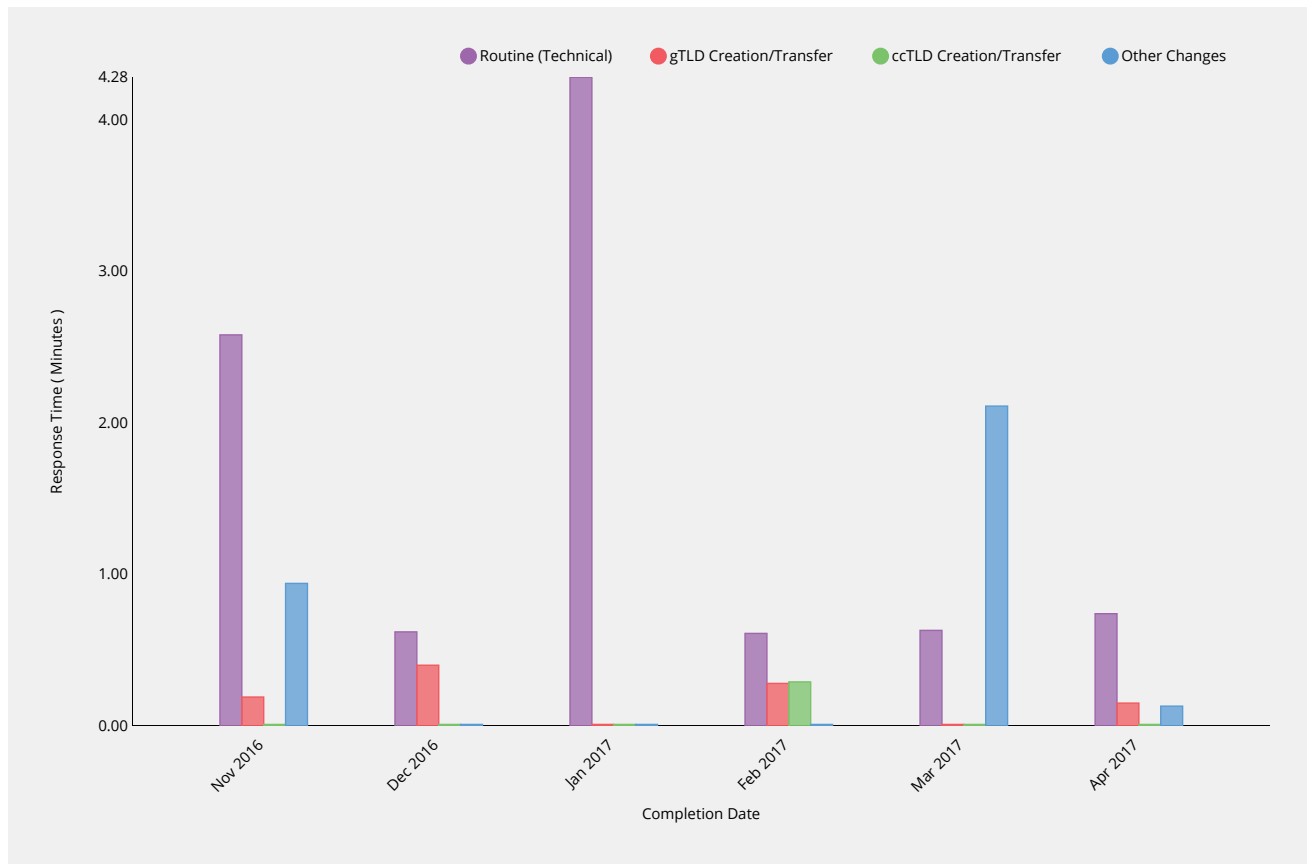
gTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Mean Time	0.12m	24.94m	—	—	—	0.32m
Shortest Time	0.11m	0.5m	—	—	—	0.26m
Longest Time	0.13m	33.13m	—	—	—	0.73m
Median Time	0.12m	33.06m	—	—	—	0.28m
PStDev Time	0m	14.11m	—	—	—	0.1m

ccTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Response Time	—	5.27m	—	—	—	—
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	56	0	0	0	0
Mean Time	—	2.6m	—	—	—	—
Shortest Time	—	1.6m	—	—	—	—
Longest Time	—	14.59m	—	—	—	—
Median Time	—	1.66m	—	—	—	—
PStDev Time	—	2.66m	—	—	—	—

Other Changes	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Response Time	0.34m	—	—	—	4.46m	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	2	0	0	0	32	0
Mean Time	0.31m	—	—	—	1.75m	—
Shortest Time	0.28m	—	—	—	0.26m	—
Longest Time	0.35m	—	—	—	4.67m	—
Median Time	0.31m	—	—	—	0.51m	—
PStDev Time	0.03m	—	—	—	1.91m	—

Technical Check (Supplemental)

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



	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Routine (Technical)						
Response Time	2.58m	0.62m	4.28m	0.61m	0.63m	0.74m
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	173	185	44	57	58	19
Mean Time	0.43m	0.21m	4.91m	0.59m	0.23m	0.29m
Shortest Time	0.08m	0.08m	0.06m	0.06m	0.06m	0.09m
Longest Time	4.45m	0.97m	137.45m	19.35m	0.88m	1.09m
Median Time	0.16m	0.12m	0.34m	0.12m	0.17m	0.19m
PStDev Time	0.7m	0.19m	20.31m	2.53m	0.17m	0.25m

	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
gTLD Creation/Transfer						
Response Time	0.19m	0.4m	—	0.28m	—	0.15m
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	11	10	0	1	0	2
Mean Time	0.13m	0.21m	—	0.28m	—	0.12m
Shortest Time	0.1m	0.08m	—	0.28m	—	0.08m
Longest Time	0.21m	0.45m	—	0.28m	—	0.16m
Median Time	0.11m	0.18m	—	0.28m	—	0.12m
PStDev Time	0.03m	0.11m	—	0m	—	0.04m

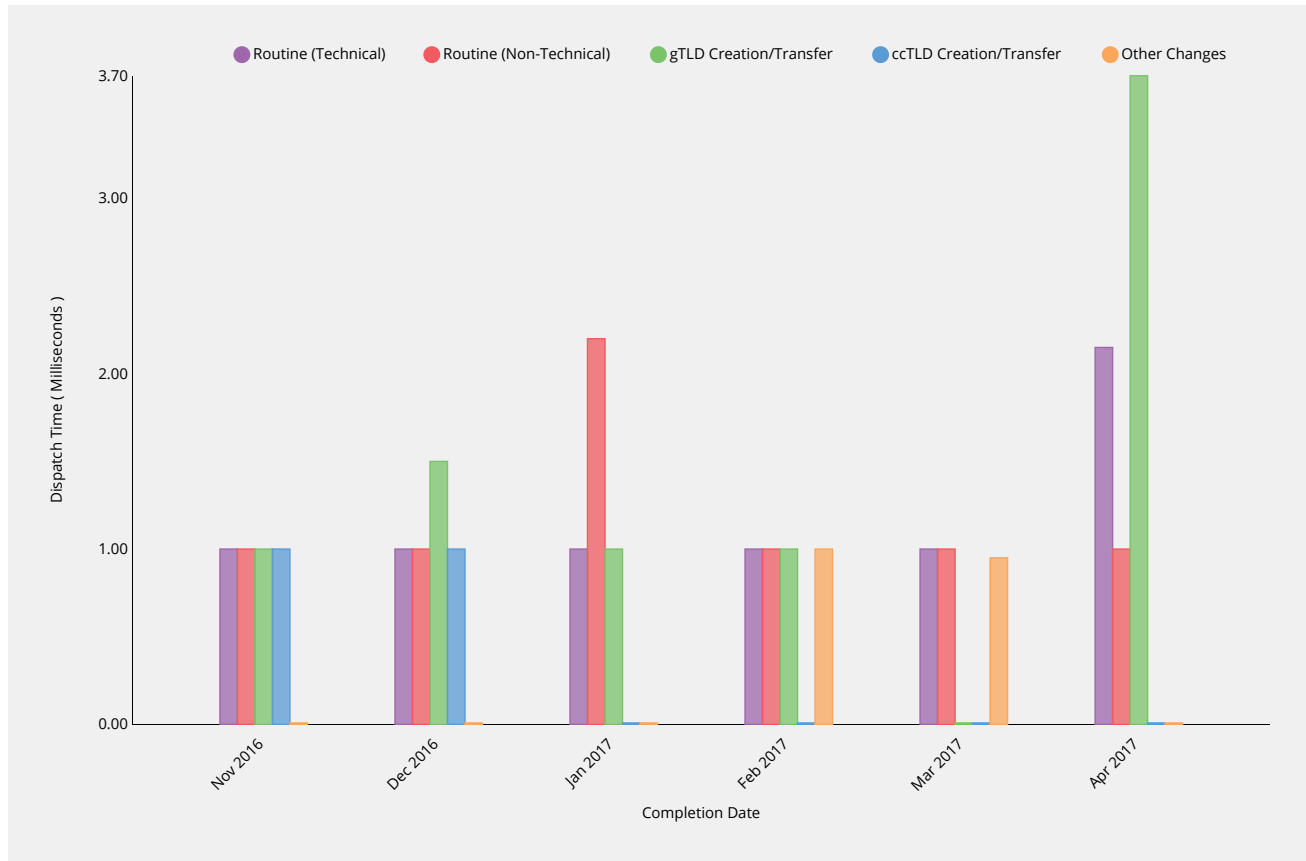
ccTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Response Time	—	—	—	0.29m	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	1	0	0
Mean Time	—	—	—	0.29m	—	—
Shortest Time	—	—	—	0.29m	—	—
Longest Time	—	—	—	0.29m	—	—
Median Time	—	—	—	0.29m	—	—
PStDev Time	—	—	—	0m	—	—

Other Changes	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Response Time	0.94m	—	—	—	2.11m	0.13m
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	4	0	0	0	13	1
Mean Time	0.91m	—	—	—	0.84m	0.13m
Shortest Time	0.82m	—	—	—	0.26m	0.13m
Longest Time	0.94m	—	—	—	2.13m	0.13m
Median Time	0.93m	—	—	—	0.47m	0.13m
PStDev Time	0.05m	—	—	—	0.73m	0m

Contact Confirmations

Email Dispatch

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



Routine (Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Dispatch Time	1ms	1ms	1ms	1ms	1ms	2.15ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	133	150	34	50	61	18
Mean Time	0.65ms	0.74ms	0.65ms	0.66ms	0.69ms	0.83ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	2ms	2ms	2ms	2ms	3ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.48ms	0.5ms	0.54ms	0.51ms	0.53ms	0.76ms

Routine (Non-Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Dispatch Time	1ms	1ms	2.2ms	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	30	16	15	35	12	31
Mean Time	0.8ms	0.88ms	1.2ms	0.97ms	0.83ms	0.94ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	2ms	1ms	5ms	2ms	1ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms

Routine (Non-Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
PStDev Time	0.48ms	0.33ms	1.05ms	0.29ms	0.37ms	0.35ms

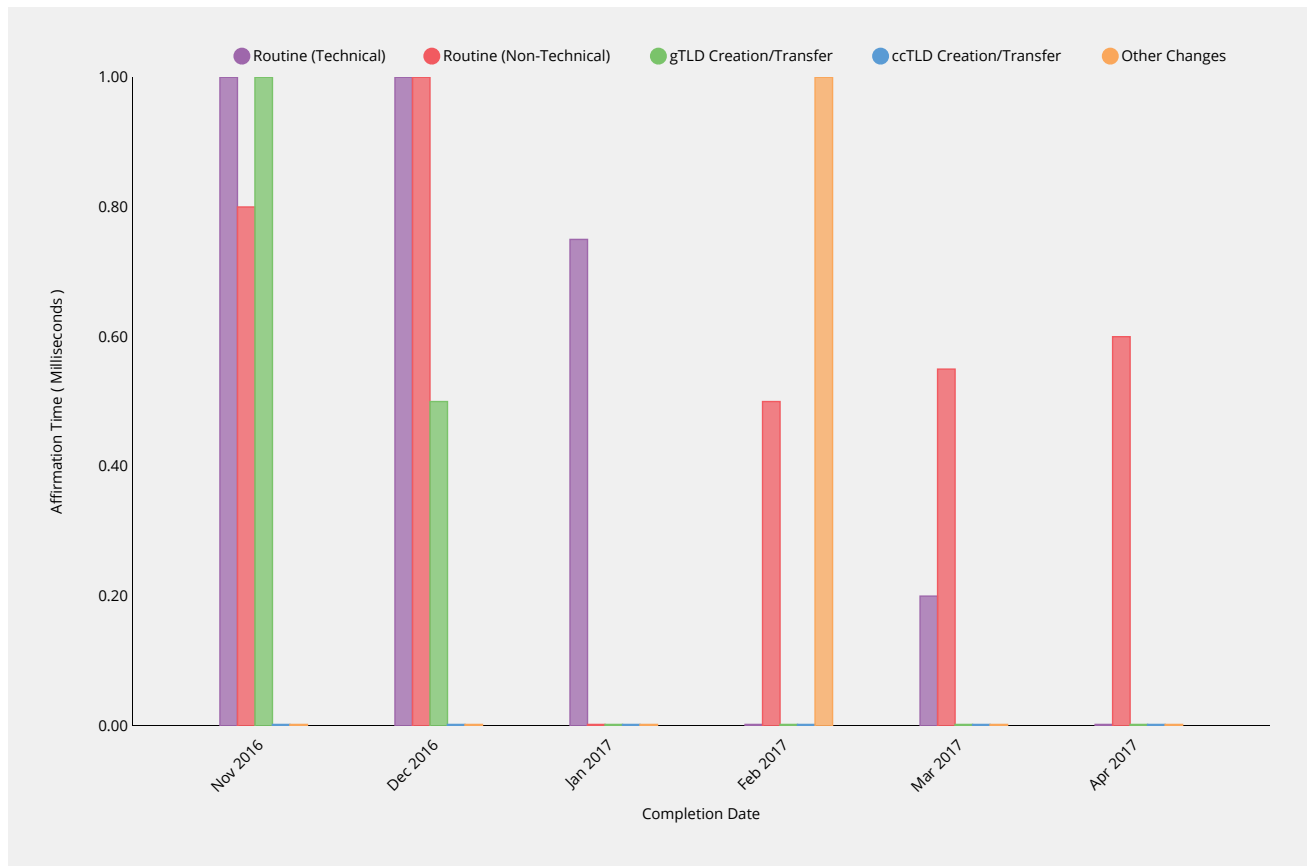
gTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Dispatch Time	1ms	1.5ms	1ms	1ms	0ms	3.7ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	14	11	1	3	2	3
Mean Time	0.43ms	1.09ms	1ms	1ms	0ms	2ms
Shortest Time	0ms	1ms	1ms	1ms	0ms	1ms
Longest Time	1ms	2ms	1ms	1ms	0ms	4ms
Median Time	0ms	1ms	1ms	1ms	0ms	1ms
PStDev Time	0.49ms	0.29ms	0ms	0ms	0ms	1.41ms

ccTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Dispatch Time	1ms	1ms	0ms	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	1	1	0	0
Mean Time	1ms	1ms	0ms	0ms	—	—
Shortest Time	1ms	1ms	0ms	0ms	—	—
Longest Time	1ms	1ms	0ms	0ms	—	—
Median Time	1ms	1ms	0ms	0ms	—	—
PStDev Time	0ms	0ms	0ms	0ms	—	—

Other Changes	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Dispatch Time	0ms	—	—	1ms	0.95ms	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	0	0	1	2	1
Mean Time	0ms	—	—	1ms	0.5ms	0ms
Shortest Time	0ms	—	—	1ms	0ms	0ms
Longest Time	0ms	—	—	1ms	1ms	0ms
Median Time	0ms	—	—	1ms	0.5ms	0ms
PStDev Time	0ms	—	—	0ms	0.5ms	0ms

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Affirmation Time	1ms	1ms	0.75ms	0ms	0.2ms	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	132	137	26	49	57	16
Mean Time	0.07ms	0.1ms	0.08ms	0.04ms	0.05ms	0ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	1ms	0ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.25ms	0.3ms	0.27ms	0.2ms	0.22ms	0ms

Routine (Non-Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Affirmation Time	0.8ms	1ms	0ms	0.5ms	0.55ms	0.6ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	25	12	9	31	10	29
Mean Time	0.08ms	0.42ms	0ms	0.06ms	0.1ms	0.07ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	0ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.27ms	0.49ms	0ms	0.25ms	0.3ms	0.25ms

gTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Affirmation Time	1ms	0.5ms	0ms	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	13	11	1	3	2	2
Mean Time	0.15ms	0.09ms	0ms	0ms	0ms	0ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	0ms	0ms	0ms	0ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.36ms	0.29ms	0ms	0ms	0ms	0ms

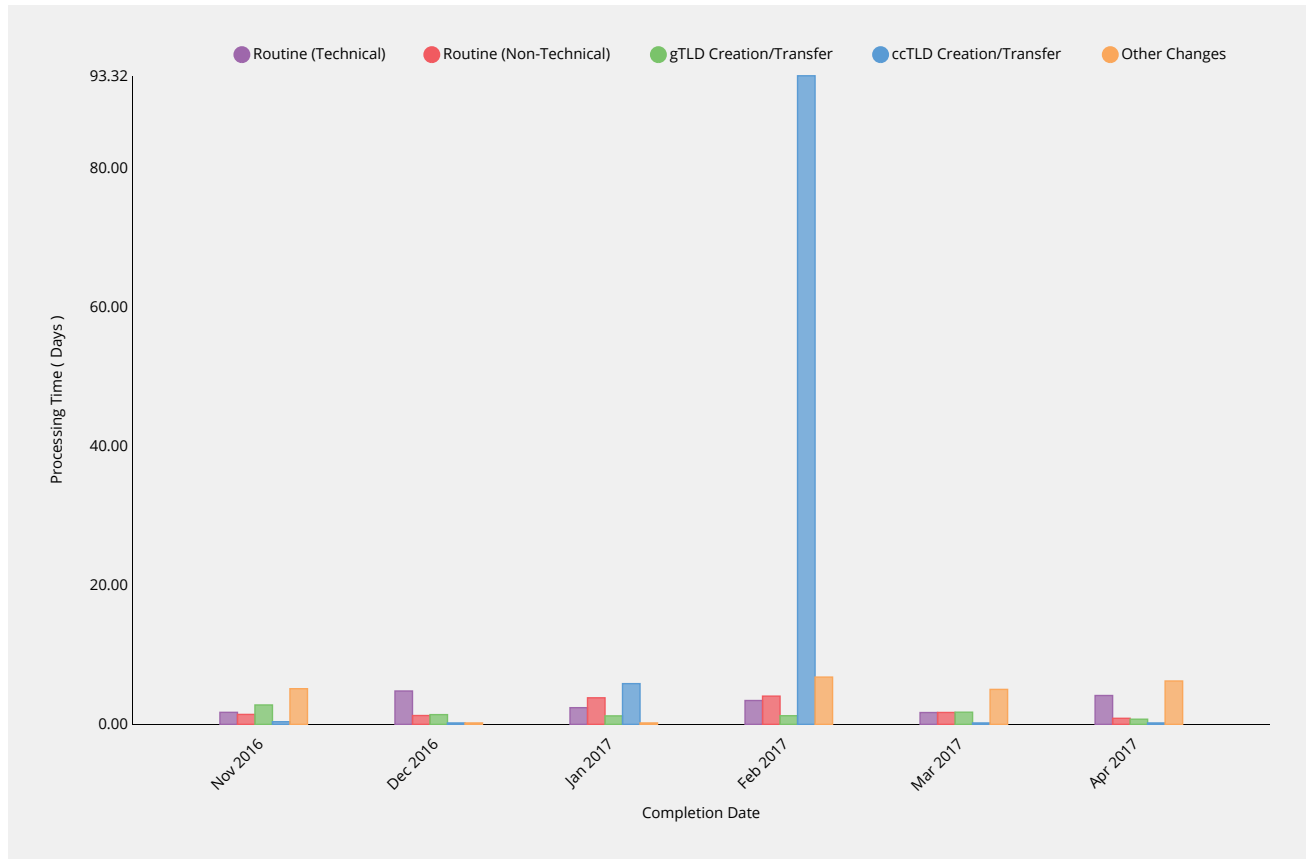
ccTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Affirmation Time	0ms	0ms	0ms	0ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	1	1	1	0	0
Mean Time	0ms	0ms	0ms	0ms	—	—
Shortest Time	0ms	0ms	0ms	0ms	—	—
Longest Time	0ms	0ms	0ms	0ms	—	—
Median Time	0ms	0ms	0ms	0ms	—	—
PStDev Time	0ms	0ms	0ms	0ms	—	—

Other Changes	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Affirmation Time	0ms	—	—	1ms	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	2	1
Mean Time	0ms	—	—	1ms	0ms	0ms
Shortest Time	0ms	—	—	1ms	0ms	0ms
Longest Time	0ms	—	—	1ms	0ms	0ms
Median Time	0ms	—	—	1ms	0ms	0ms
PStDev Time	0ms	—	—	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)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Processing Time	1.73d	4.8d	2.4d	3.43d	1.7d	4.15d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	132	138	31	49	58	16
Mean Time	0.87d	2.4d	1.02d	1.55d	1.13d	1.95d
Shortest Time	0d	0d	0d	0d	0d	0.22d
Longest Time	3.98d	4.92d	3.75d	4.29d	3.8d	4.63d
Median Time	0.64d	1.44d	0.83d	1.47d	1.09d	1.51d
PStDev Time	0.82d	1.73d	1.01d	1.1d	0.76d	1.45d

Routine (Non-Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Processing Time	1.43d	1.27d	3.82d	4.06d	1.71d	0.87d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	25	12	13	31	9	28
Mean Time	0.92d	1d	1.78d	1.71d	0.9d	0.93d
Shortest Time	0.05d	0.35d	0d	0d	0d	0.07d
Longest Time	3.51d	1.89d	4.92d	4.74d	3.66d	3.97d
Median Time	0.89d	0.98d	1.17d	1.17d	0.83d	0.86d

Routine (Non-Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
PStDev Time	0.85d	0.4d	1.68d	1.46d	1.07d	0.62d

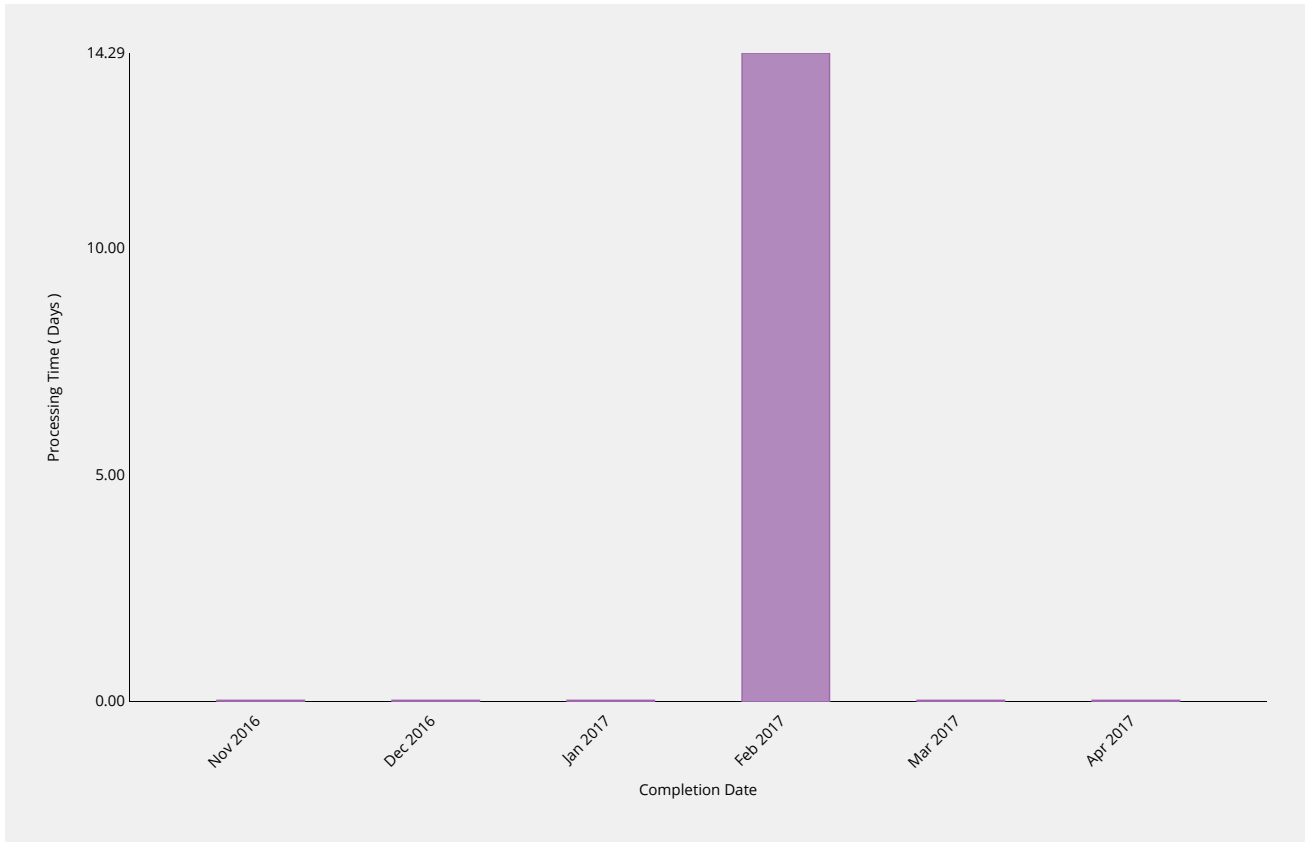
gTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Processing Time	2.79d	1.4d	1.22d	1.24d	1.75d	0.74d
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	13	11	1	3	2	3
Mean Time	1.49d	1.07d	1.22d	1.17d	1.35d	0.31d
Shortest Time	0.02d	0d	1.22d	1.03d	0.85d	0d
Longest Time	4.16d	2.91d	1.22d	1.24d	1.85d	0.93d
Median Time	1.03d	1.1d	1.22d	1.24d	1.35d	0d
PStDev Time	1.24d	0.73d	0d	0.1d	0.5d	0.44d

ccTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Processing Time	0.38d	0.01d	5.86d	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	1	1	1	1	0	0
Mean Time	0.38d	0.01d	5.86d	93.32d	—	—
Shortest Time	0.38d	0.01d	5.86d	93.32d	—	—
Longest Time	0.38d	0.01d	5.86d	93.32d	—	—
Median Time	0.38d	0.01d	5.86d	93.32d	—	—
PStDev Time	0d	0d	0d	0d	—	—

Other Changes	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Processing Time	5.13d	—	—	6.8d	5.03d	6.24d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	1	0	0	1	1	1
Mean Time	5.13d	—	—	6.8d	5.03d	6.24d
Shortest Time	5.13d	—	—	6.8d	5.03d	6.24d
Longest Time	5.13d	—	—	6.8d	5.03d	6.24d
Median Time	5.13d	—	—	6.8d	5.03d	6.24d
PStDev Time	0d	—	—	0d	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).

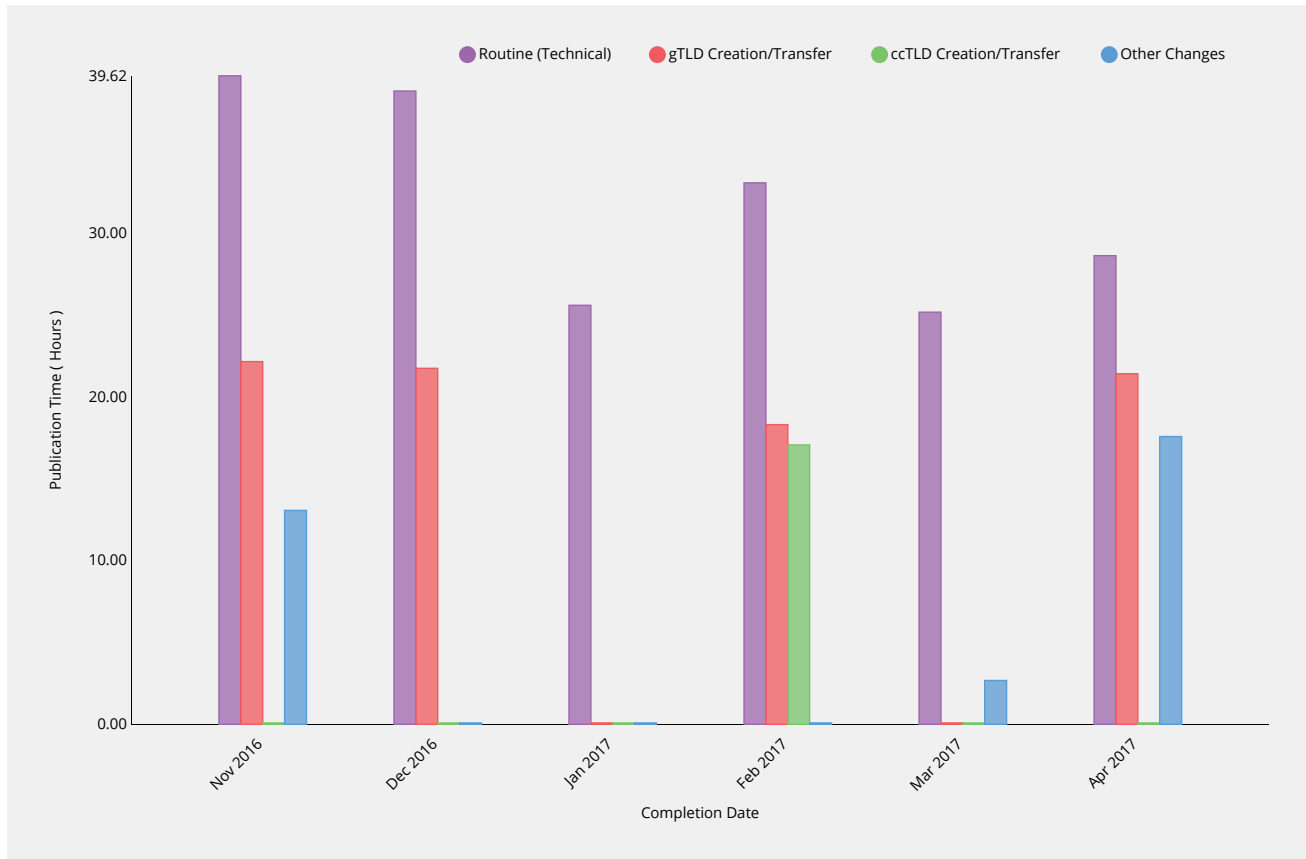


ccTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Processing Time	—	—	—	14.29d	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	0	1	0	0
Mean Time	—	—	—	14.29d	—	—
Shortest Time	—	—	—	14.29d	—	—
Longest Time	—	—	—	14.29d	—	—
Median Time	—	—	—	14.29d	—	—
PStDev Time	—	—	—	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)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Publication Time	39.62h	38.69h	25.6h	33.08h	25.18h	28.63h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	131	137	27	49	57	16
Mean Time	21.8h	15.46h	19.88h	16.57h	8.7h	10.56h
Shortest Time	0.44h	4.21h	13.35h	1.17h	0.68h	2.02h
Longest Time	44.32h	41.59h	25.98h	36.06h	26.61h	29.23h
Median Time	19.3h	14.33h	19.7h	18.77h	5.16h	7.41h
PStDev Time	7.77h	6.36h	2.67h	8.12h	7h	8.59h

gTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Publication Time	22.16h	21.75h	—	18.31h	—	21.42h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	11	10	0	1	0	2
Mean Time	19.46h	16.52h	—	18.31h	—	11.6h
Shortest Time	18.07h	5.63h	—	18.31h	—	1.58h
Longest Time	22.36h	21.96h	—	18.31h	—	21.62h
Median Time	19.03h	15.9h	—	18.31h	—	11.6h

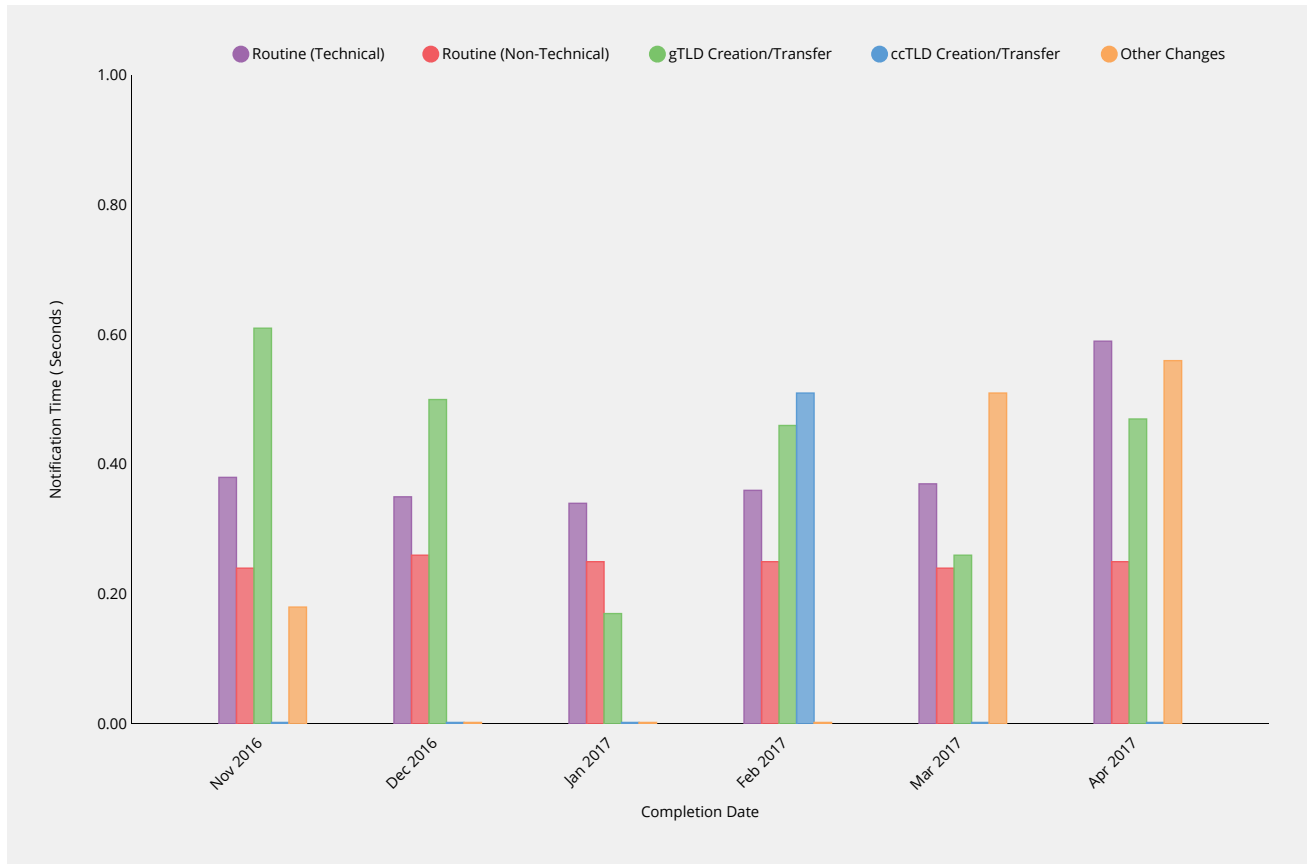
gTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
PStDev Time	1.14h	4.19h	—	0h	—	10.02h

ccTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Publication Time	—	—	—	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	0	0	1	0	0
Mean Time	—	—	—	17.07h	—	—
Shortest Time	—	—	—	17.07h	—	—
Longest Time	—	—	—	17.07h	—	—
Median Time	—	—	—	17.07h	—	—
PStDev Time	—	—	—	0h	—	—

Other Changes	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Publication Time	13.07h	—	—	—	2.68h	17.58h
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	1
Mean Time	13.07h	—	—	—	2.68h	17.58h
Shortest Time	13.07h	—	—	—	2.68h	17.58h
Longest Time	13.07h	—	—	—	2.68h	17.58h
Median Time	13.07h	—	—	—	2.68h	17.58h
PStDev Time	0h	—	—	—	0h	0h

Notification of Completion

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



Routine (Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Notification Time	0.38s	0.35s	0.34s	0.36s	0.37s	0.59s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	131	137	27	49	57	16
Mean Time	0.23s	0.23s	0.24s	0.23s	0.24s	0.37s
Shortest Time	0.16s	0.15s	0.16s	0.16s	0.17s	0.21s
Longest Time	0.84s	0.52s	0.39s	0.37s	0.47s	0.73s
Median Time	0.19s	0.21s	0.21s	0.2s	0.2s	0.33s
PStDev Time	0.09s	0.06s	0.07s	0.06s	0.07s	0.14s

Routine (Non-Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Notification Time	0.24s	0.26s	0.25s	0.25s	0.24s	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	25	12	13	29	9	28
Mean Time	0.2s	0.22s	0.21s	0.21s	0.22s	0.21s
Shortest Time	0.18s	0.19s	0.18s	0.16s	0.2s	0.17s
Longest Time	0.28s	0.26s	0.25s	0.29s	0.24s	0.48s
Median Time	0.19s	0.21s	0.2s	0.21s	0.22s	0.19s
PStDev Time	0.02s	0.02s	0.02s	0.02s	0.01s	0.06s

gTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Notification Time	0.61s	0.5s	0.17s	0.46s	0.26s	0.47s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	13	11	1	3	2	2
Mean Time	0.47s	0.44s	0.17s	0.3s	0.23s	0.43s
Shortest Time	0.2s	0.19s	0.17s	0.2s	0.19s	0.38s
Longest Time	0.69s	0.51s	0.17s	0.49s	0.26s	0.48s
Median Time	0.49s	0.46s	0.17s	0.22s	0.23s	0.43s
PStDev Time	0.13s	0.08s	0s	0.13s	0.04s	0.05s

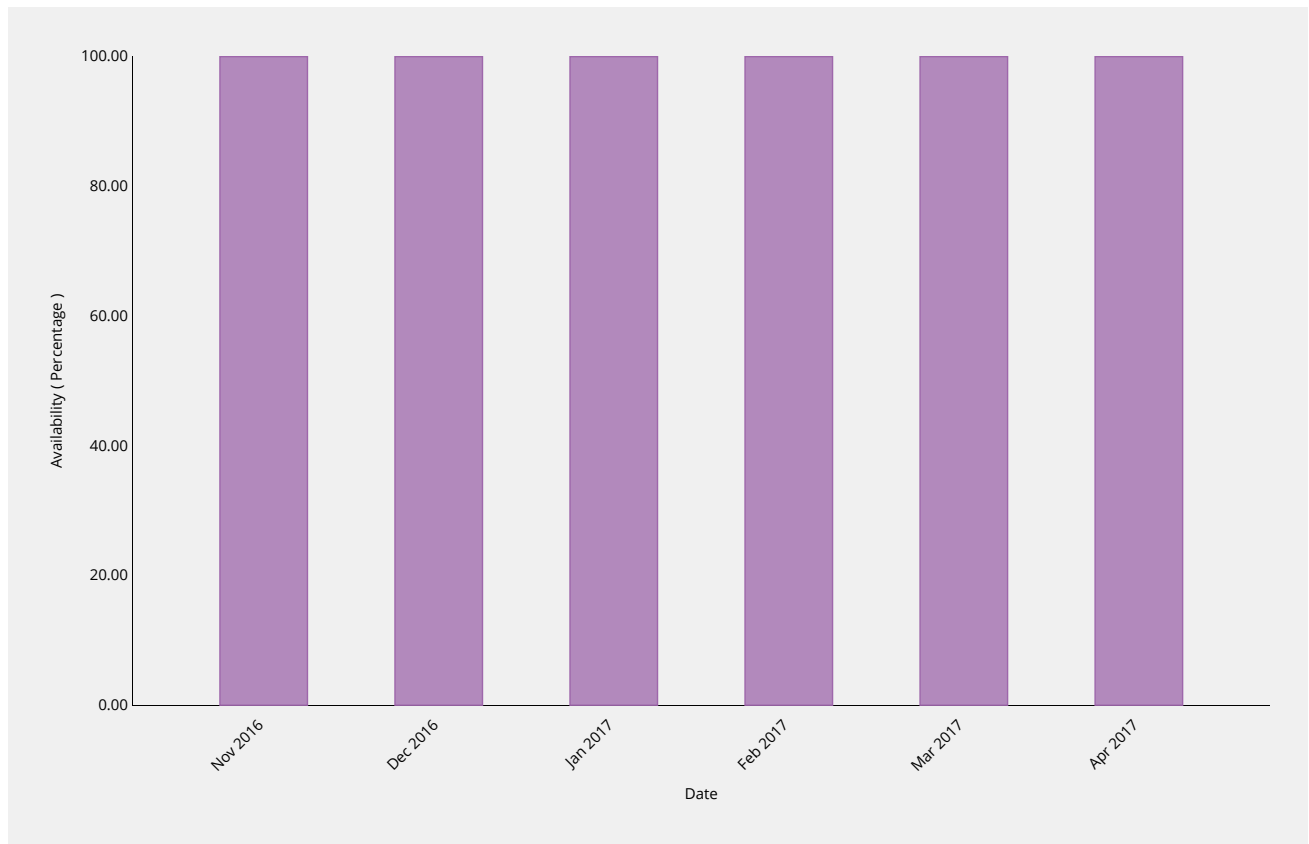
ccTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Notification Time	—	—	—	0.51s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	1	0	0
Mean Time	—	—	—	0.51s	—	—
Shortest Time	—	—	—	0.51s	—	—
Longest Time	—	—	—	0.51s	—	—
Median Time	—	—	—	0.51s	—	—
PStDev Time	—	—	—	0s	—	—

Other Changes	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Notification Time	0.18s	—	—	—	0.51s	0.56s
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	1
Mean Time	0.18s	—	—	—	0.51s	0.56s
Shortest Time	0.18s	—	—	—	0.51s	0.56s
Longest Time	0.18s	—	—	—	0.51s	0.56s
Median Time	0.18s	—	—	—	0.51s	0.56s
PStDev Time	0s	—	—	—	0s	0s

System Availability

IANA Website

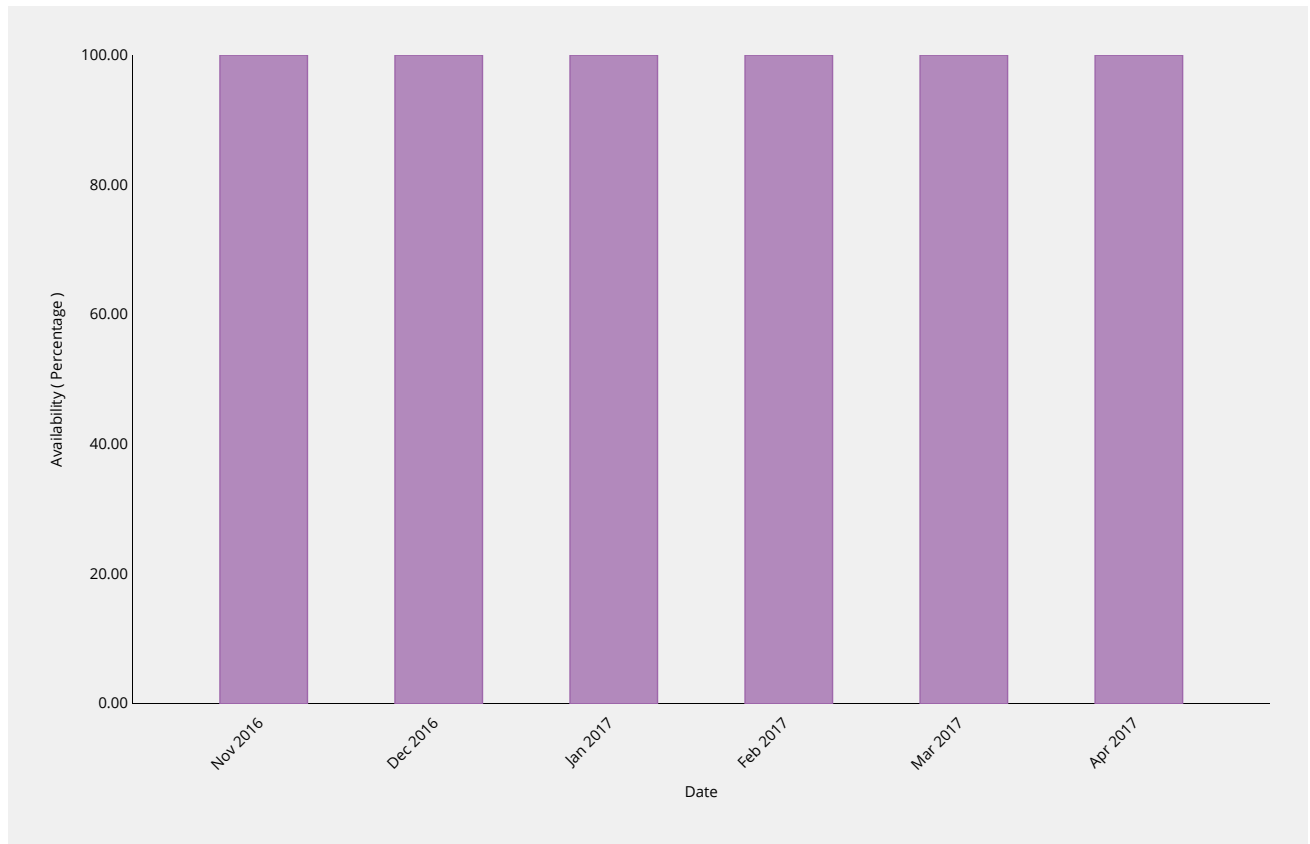
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Management System

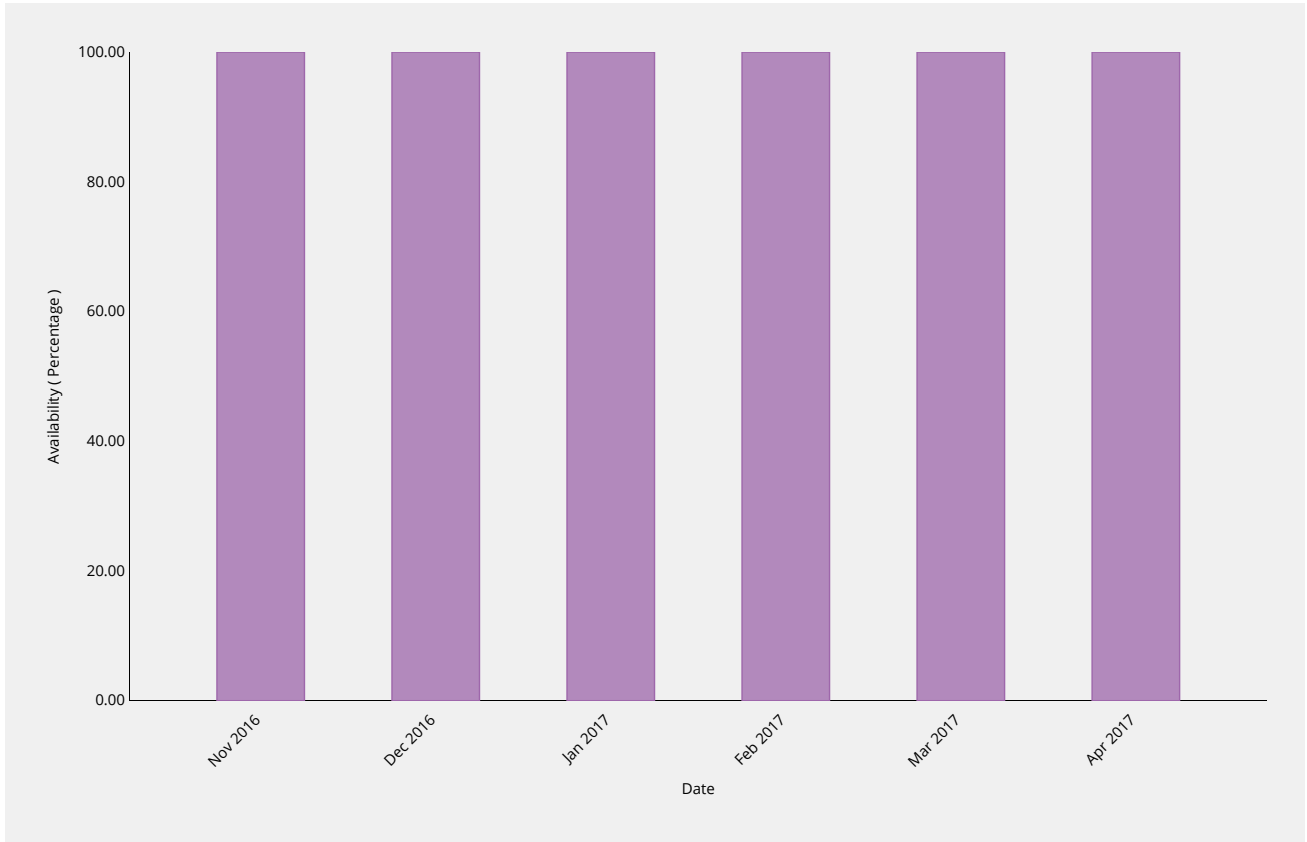
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Availability	100%	100%	100%	100%	100%	99.99%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Directory Service

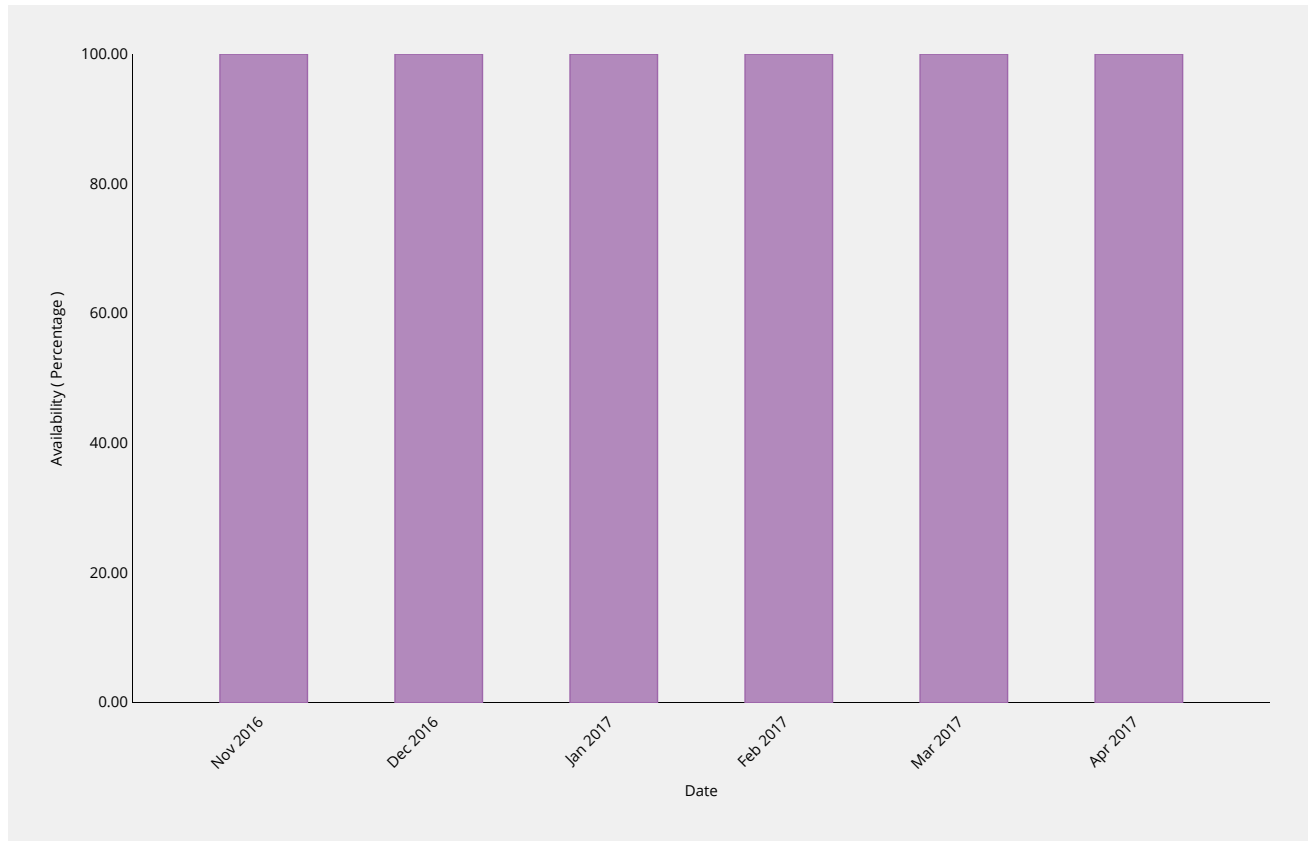
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Service Level Dashboard

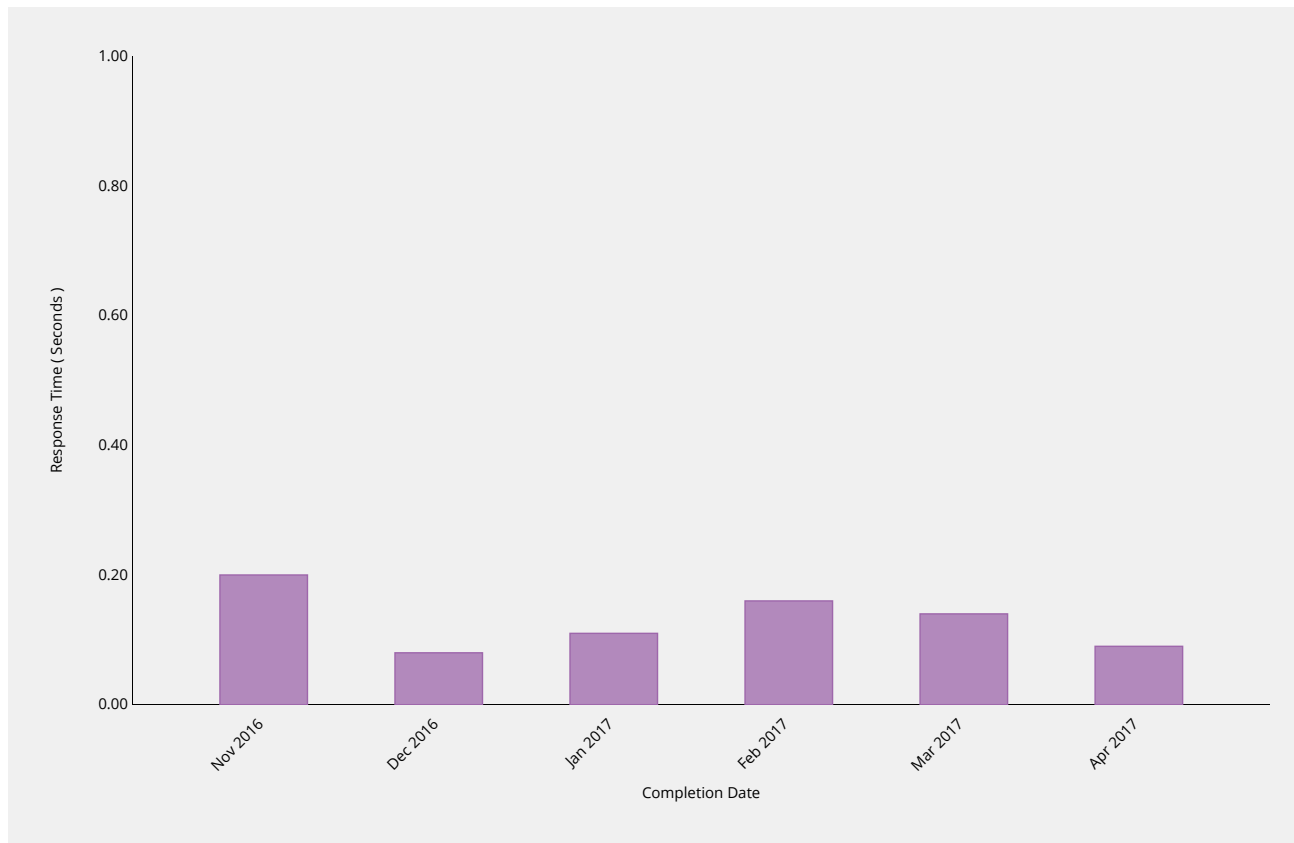
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Credential Recovery

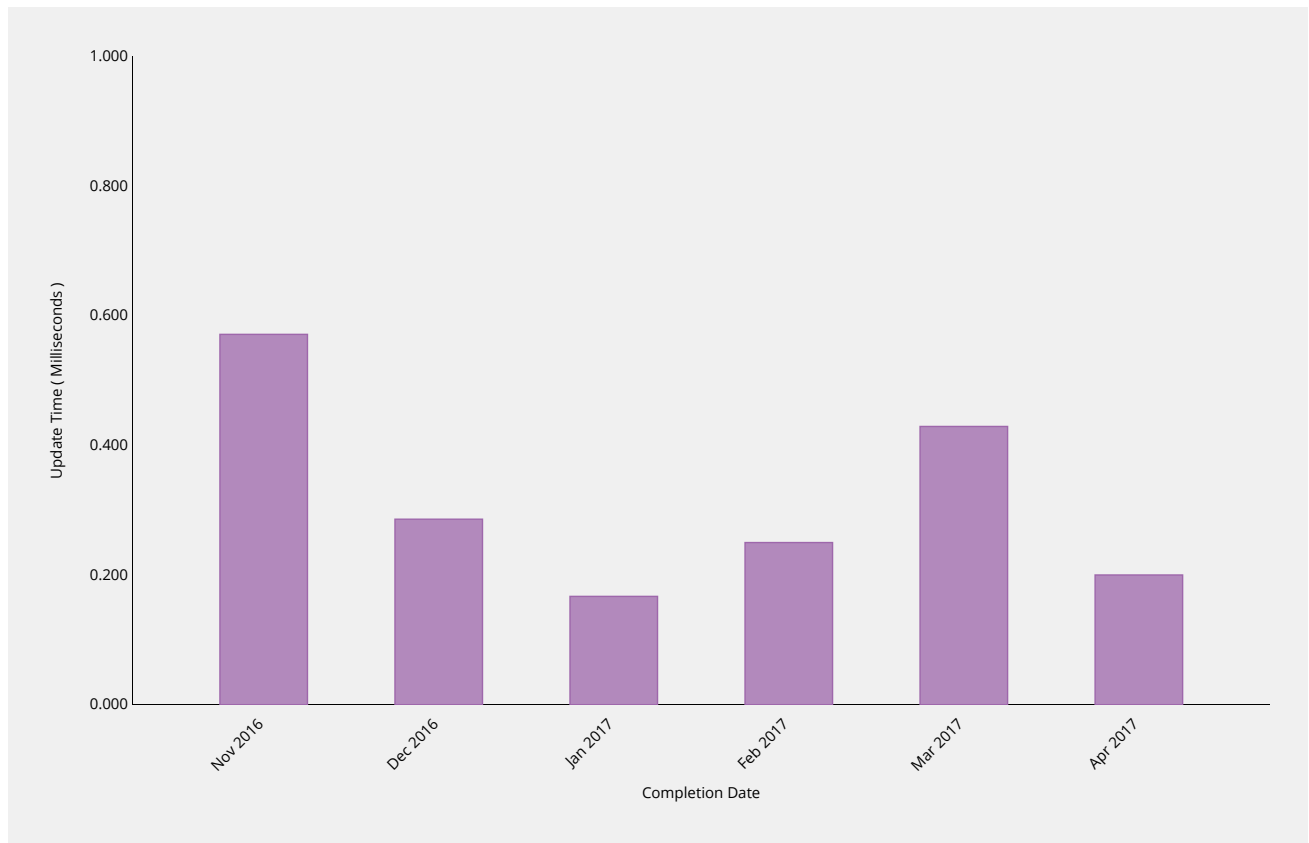
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Response Time	0.2s	0.08s	0.11s	0.16s	0.14s	0.09s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	7	16	9	25	13	5
Mean Time	0.09s	0.05s	0.07s	0.07s	0.07s	0.07s
Shortest Time	0.05s	0.03s	0.03s	0.02s	0.04s	0.05s
Longest Time	0.24s	0.15s	0.12s	0.26s	0.18s	0.09s
Median Time	0.06s	0.05s	0.07s	0.06s	0.05s	0.08s
PStDev Time	0.06s	0.03s	0.03s	0.05s	0.04s	0.01s

Credential Change

Time to implement new password within the system.

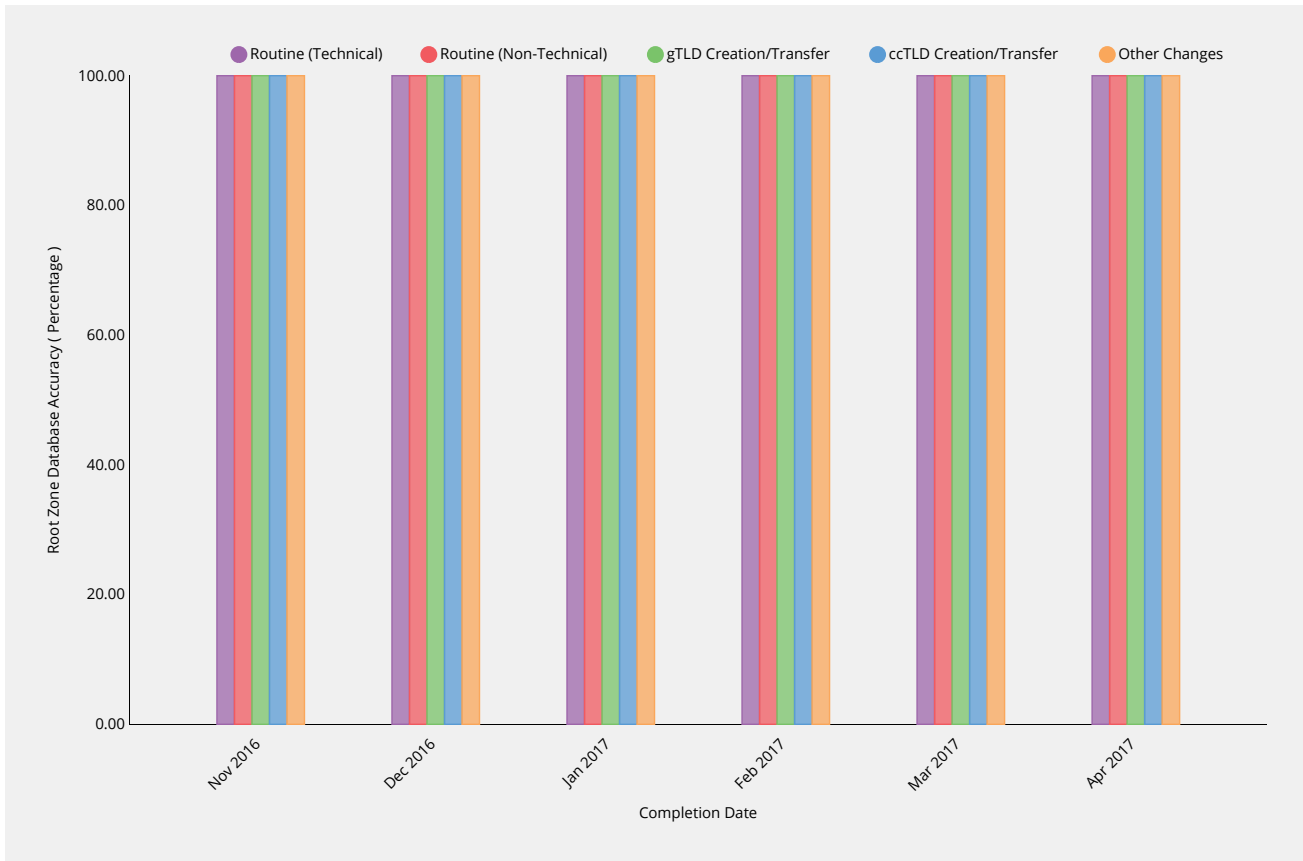


Credential Change	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Update Time	2.4ms	1ms	0.75ms	1ms	1ms	0.8ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	7	14	6	20	7	5
Mean Time	0.571ms	0.286ms	0.167ms	0.25ms	0.429ms	0.2ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	3ms	1ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	1.05ms	0.452ms	0.373ms	0.433ms	0.495ms	0.4ms

Other Changes	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	0	0	0	1	1

Root Zone Database

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



Routine (Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
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	131	137	27	49	57	16

Routine (Non-Technical)	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
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	25	12	13	29	9	28

gTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
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	13	11	1	3	2	2

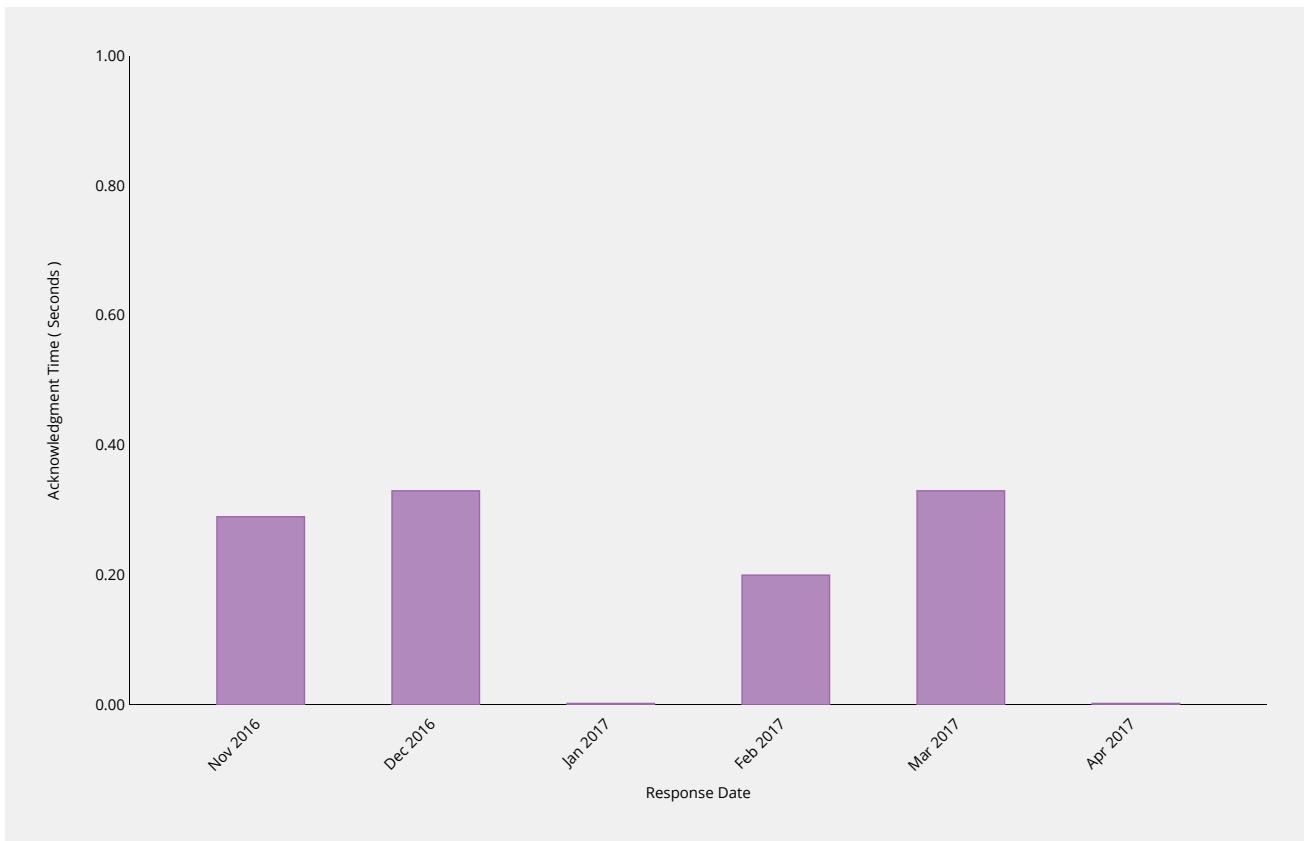
ccTLD Creation/Transfer	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	0	1	0	0

Other Changes	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
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	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.

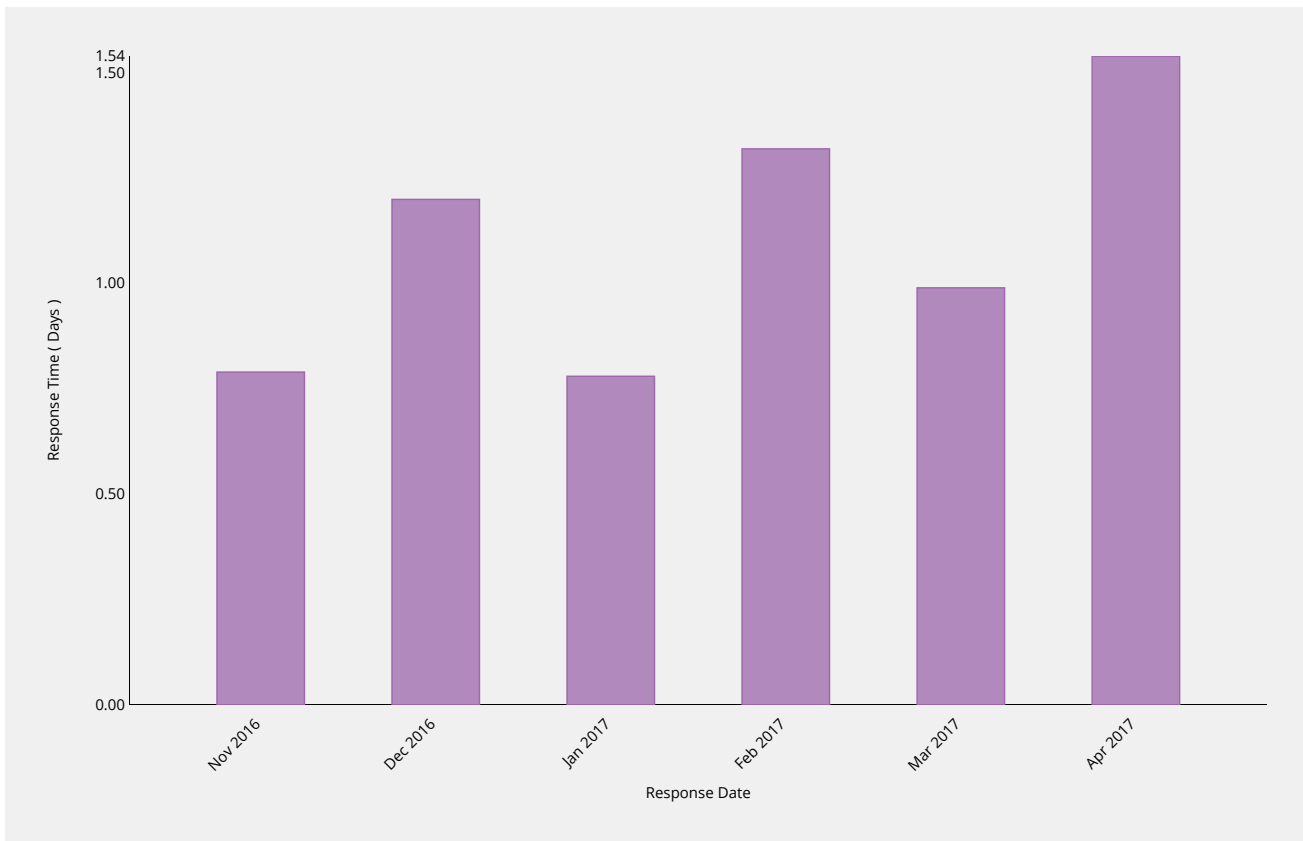


Manual Enquiries	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Acknowledgment Time	1s	1s	0s	1s	1s	0s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	7	9	8	15	18	5
Mean Time	0.29s	0.33s	0s	0.2s	0.33s	0s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	0s	1s	1s	0s

Manual Enquiries	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0.45s	0.47s	0s	0.4s	0.47s	0s

Time to initial response

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



Manual Enquiries	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Response Time	2.14d	3.15d	1.59d	4.11d	2.54d	2.82d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	7	9	7	15	14	7
Mean Time	0.79d	1.2d	0.78d	1.32d	0.99d	1.54d
Shortest Time	0d	0.07d	0.02d	0.02d	0.04d	0.14d
Longest Time	3.24d	3.38d	1.95d	7.47d	4.66d	2.82d
Median Time	0.29d	0.47d	0.71d	0.33d	0.45d	1.05d
PStDev Time	1.09d	1.26d	0.65d	2.16d	1.3d	1.14d

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.

Addendum

Below is a list of the revocation and root server change requests completed during April 2017.

Change applied to	Change Type (Category 5 Other changes)	Start Date	End Date	Staff Processing Time
.orientexpress	revocation	2017-03-26	2017-04-18	2 days