

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

May 2017

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 3.39s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.63s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 2.27s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 6.34s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 2.15d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.95d	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%)	✓ 36.93m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 3.78m	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%)	✗ 4.56m	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%)	✗ 3.29m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ 0.13m	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%)	✓ 2ms	p15
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 2ms	p16
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 2ms	p16
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p17
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0ms	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%)	✓ 3.16d	p19
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 1.72d	p19
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.95d	p20
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p20
Validation and Reviews	Other Changes	≤0d	✓ 3.28d	p20
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p21
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 52.95h	p22
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 4.64h	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%)	✓ 0.75s	p24

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.26s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.39s	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.59s	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%)	✓ 0.22s	p30
Credential Change	Credential Change	≤300000ms (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%)	✓ 1.49d	p35

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

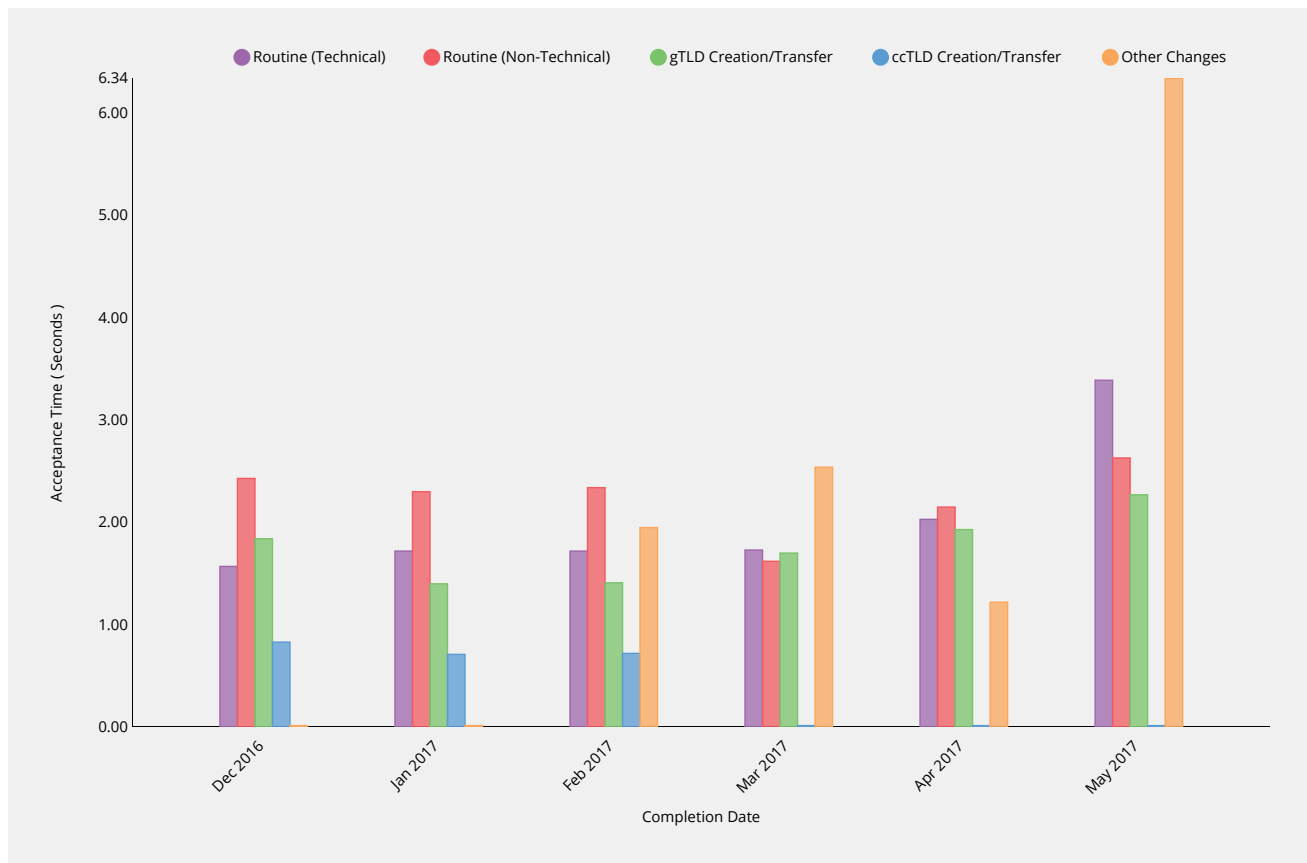
Metric	Category	Expected	Actual
Technical Check (Retest)	Routine (Technical)	3m	4.56m 
Primary cause: Analysis/Comments:	Threshold requires revisiting Six requests exceeded the technical check threshold of three minutes. This exception relates to time spent waiting for responses from nameservers that 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.		
Technical Check (Supplemental)	Routine (Technical)	1m	3.29m 
Primary cause: Analysis/Comments:	Threshold requires revisiting Three requests exceeded the technical check threshold of one minute. This exception also 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)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Acceptance Time	1.57s	1.72s	1.72s	1.73s	2.03s	3.39s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	152	36	55	65	22	51
Mean Time	0.77s	0.86s	0.88s	0.92s	1.12s	1.52s
Shortest Time	0.49s	0.56s	0.6s	0.61s	0.58s	0.61s
Longest Time	1.97s	1.9s	1.84s	1.95s	3.27s	4.25s
Median Time	0.66s	0.75s	0.76s	0.82s	0.86s	1.41s
PStDev Time	0.32s	0.34s	0.32s	0.34s	0.63s	0.78s

Routine (Non-Technical)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Acceptance Time	2.43s	2.3s	2.34s	1.62s	2.15s	2.63s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	16	15	35	12	31	231
Mean Time	1.61s	1.6s	1.57s	1.36s	1.49s	1.87s

Routine (Non-Technical)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Shortest Time	1.13s	1.13s	1.14s	1.06s	1.04s	1s
Longest Time	3.07s	2.36s	3.35s	1.65s	3.08s	3.29s
Median Time	1.33s	1.45s	1.46s	1.37s	1.36s	1.86s
PStDev Time	0.51s	0.37s	0.46s	0.16s	0.38s	0.35s

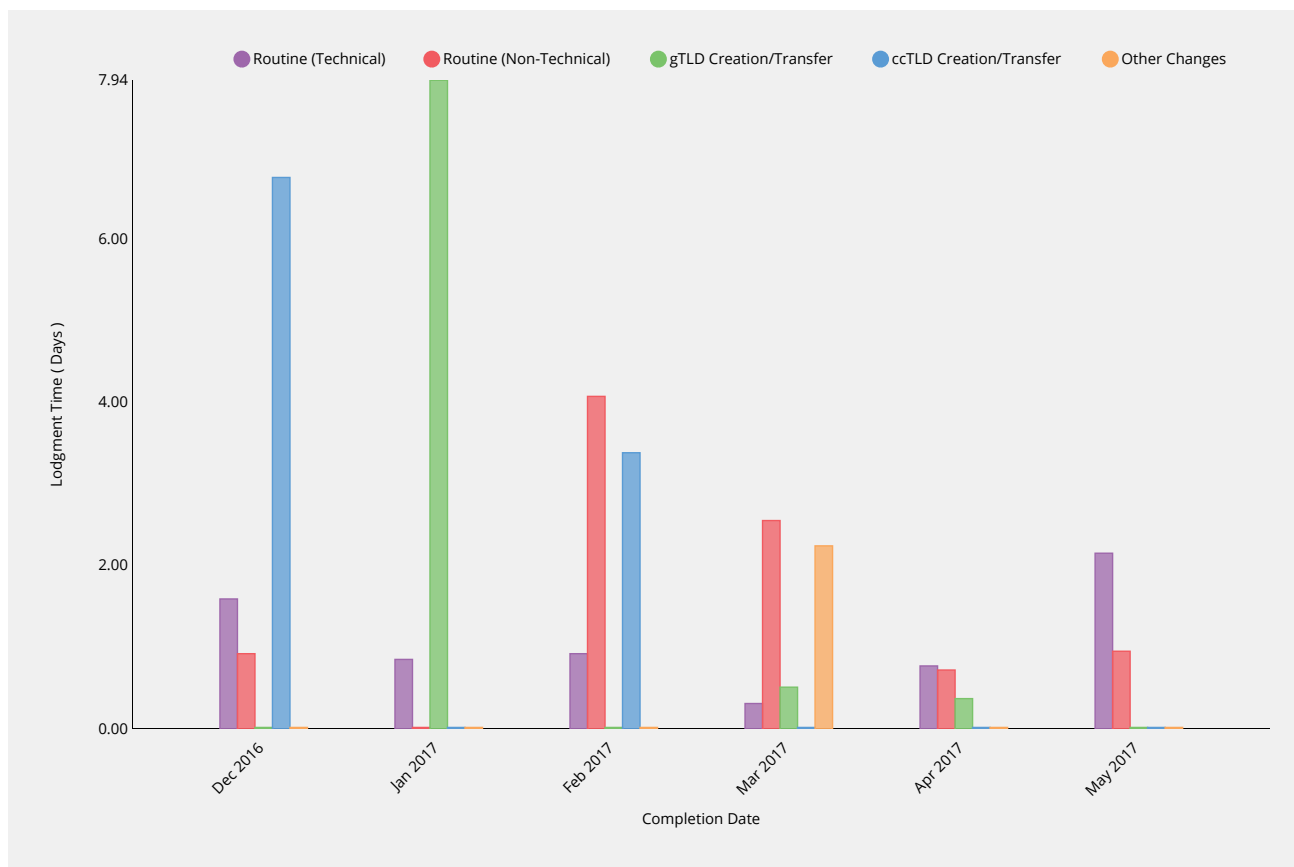
gTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Acceptance Time	1.84s	1.4s	1.41s	1.7s	1.93s	2.27s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	12	1	3	2	6	4
Mean Time	1.1s	1.4s	1.22s	1.43s	1.17s	2.02s
Shortest Time	0.77s	1.4s	1.07s	1.13s	0.84s	1.73s
Longest Time	1.99s	1.4s	1.44s	1.73s	2.2s	2.28s
Median Time	0.94s	1.4s	1.15s	1.43s	0.99s	2.03s
PStDev Time	0.36s	0s	0.16s	0.3s	0.47s	0.24s

ccTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Acceptance Time	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	2	1	1	0	0	0
Mean Time	0.8s	0.71s	0.72s	—	—	—
Shortest Time	0.76s	0.71s	0.72s	—	—	—
Longest Time	0.83s	0.71s	0.72s	—	—	—
Median Time	0.8s	0.71s	0.72s	—	—	—
PStDev Time	0.03s	0s	0s	—	—	—

Other Changes	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Acceptance Time	—	—	1.95s	2.54s	1.22s	6.34s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	1	2	1	1
Mean Time	—	—	1.95s	1.68s	1.22s	6.34s
Shortest Time	—	—	1.95s	0.73s	1.22s	6.34s
Longest Time	—	—	1.95s	2.63s	1.22s	6.34s
Median Time	—	—	1.95s	1.68s	1.22s	6.34s
PStDev Time	—	—	0s	0.95s	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)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Lodgment Time	1.59d	0.85d	0.92d	0.31d	0.77d	2.15d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	115	8	4	3	4	3
Mean Time	0.4d	0.37d	0.36d	0.25d	0.38d	0.99d
Shortest Time	0d	0.01d	0.02d	0.22d	0.08d	0.21d
Longest Time	2.53d	1.05d	1.02d	0.32d	0.85d	2.34d
Median Time	0.16d	0.47d	0.21d	0.22d	0.3d	0.42d
PStDev Time	0.52d	0.33d	0.4d	0.05d	0.28d	0.96d

Routine (Non-Technical)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Lodgment Time	0.92d	—	4.07d	2.55d	0.72d	0.95d
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	4	3	2	1
Mean Time	0.49d	—	1.44d	1.19d	0.5d	0.95d
Shortest Time	0.01d	—	0.12d	0.35d	0.25d	0.95d
Longest Time	0.97d	—	4.63d	2.78d	0.74d	0.95d
Median Time	0.49d	—	0.51d	0.44d	0.5d	0.95d
PStDev Time	0.48d	—	1.87d	1.13d	0.25d	0d

gTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Lodgment Time	—	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	0	1	0	1	1	0
Mean Time	—	7.94d	—	0.51d	0.37d	—
Shortest Time	—	7.94d	—	0.51d	0.37d	—
Longest Time	—	7.94d	—	0.51d	0.37d	—
Median Time	—	7.94d	—	0.51d	0.37d	—
PStDev Time	—	0d	—	0d	0d	—

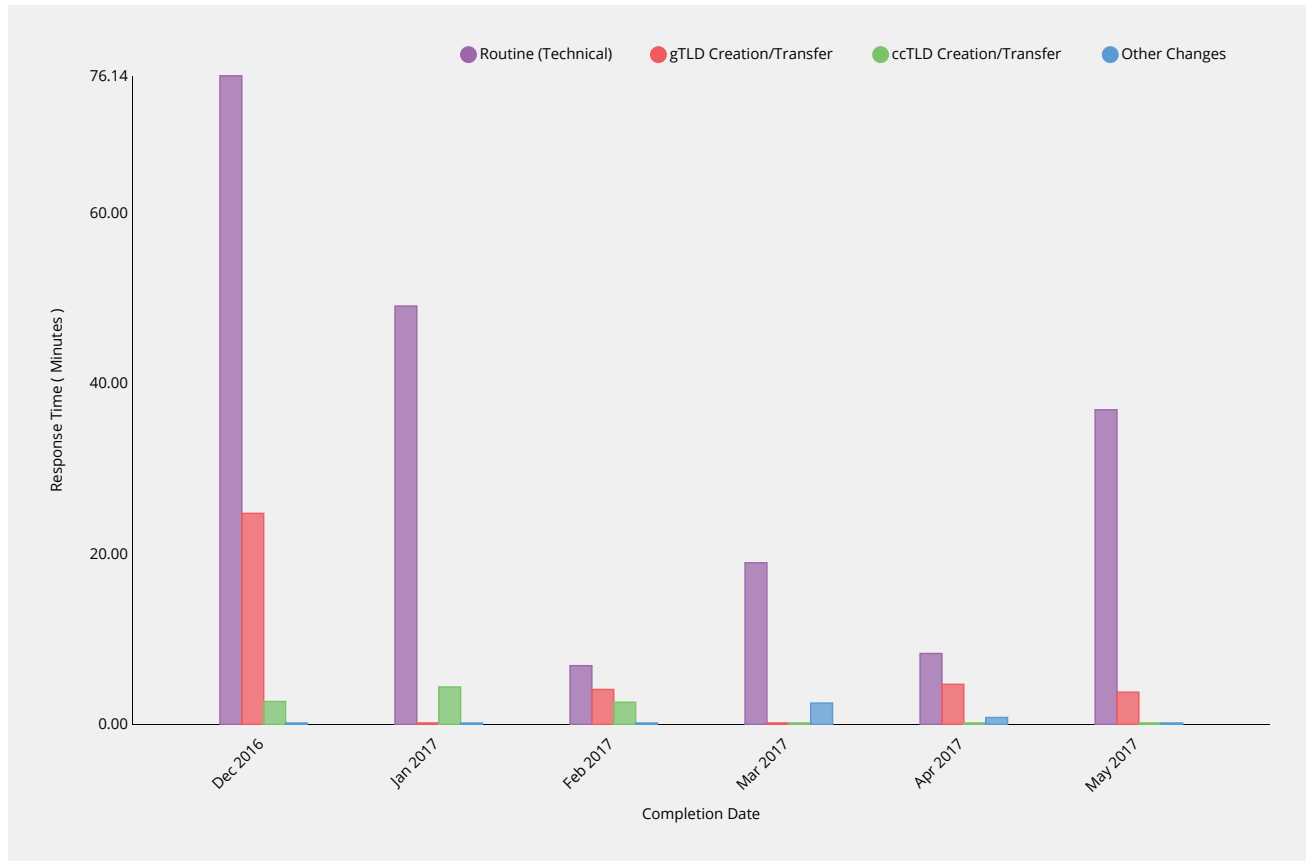
ccTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Lodgment Time	6.75d	0.01d	3.38d	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	2	1	1	0	0	0
Mean Time	4.02d	0.01d	3.38d	—	—	—
Shortest Time	0.99d	0.01d	3.38d	—	—	—
Longest Time	7.05d	0.01d	3.38d	—	—	—
Median Time	4.02d	0.01d	3.38d	—	—	—
PStDev Time	3.03d	0d	0d	—	—	—

Other Changes	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
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	2	0	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)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Response Time	76.14m	49.11m	6.89m	18.97m	8.32m	36.93m
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	152	36	55	65	22	51
Mean Time	16.98m	13.22m	3.46m	6.32m	3.32m	10.6m
Shortest Time	0.17m	0.14m	0.15m	0.35m	0.16m	0.48m
Longest Time	94.18m	137.92m	12.82m	19.89m	10.37m	44.28m
Median Time	7.03m	3.62m	3.31m	3.88m	2.65m	4.96m
PStDev Time	22.43m	25.22m	2.21m	5.55m	2.38m	11.77m

gTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Response Time	24.77m	—	4.1m	—	4.7m	3.78m
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	11	0	1	0	6	3
Mean Time	6.51m	—	4.1m	—	2.85m	2.69m
Shortest Time	0.26m	—	4.1m	—	0.62m	1.75m
Longest Time	44.44m	—	4.1m	—	5.04m	3.94m
Median Time	2.86m	—	4.1m	—	3.15m	2.38m

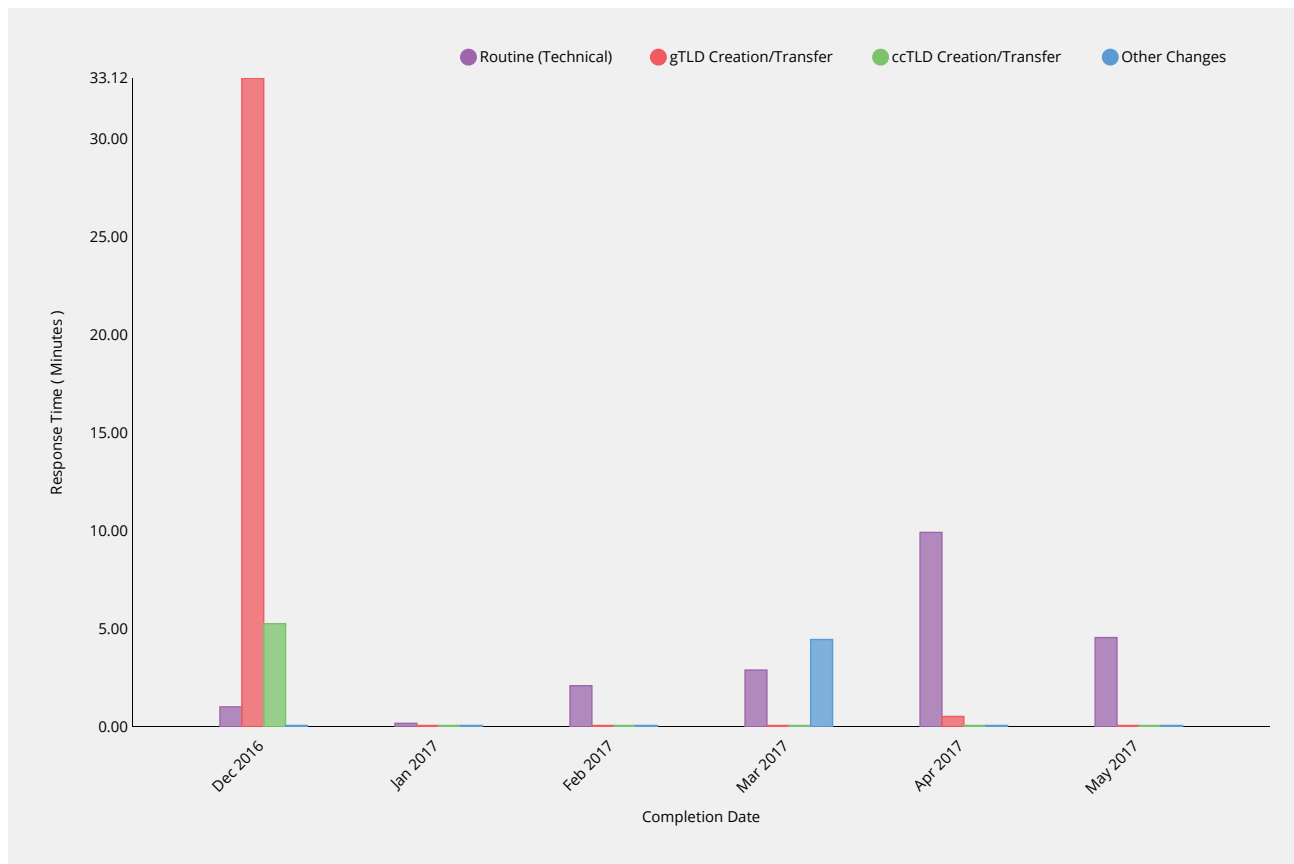
gTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
PStDev Time	12.09m	—	0m	—	1.47m	0.92m

ccTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
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	2	1	1	0	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	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Response Time	—	—	—	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	0	0	0	1	1	0
Mean Time	—	—	—	2.5m	0.81m	—
Shortest Time	—	—	—	2.5m	0.81m	—
Longest Time	—	—	—	2.5m	0.81m	—
Median Time	—	—	—	2.5m	0.81m	—
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)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Response Time	1.02m	0.18m	2.1m	2.9m	9.93m	4.56m 📌
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	146	21	131	93	154	343
Mean Time	0.35m	0.2m	1.01m	1.14m	3.69m	1.34m
Shortest Time	0.1m	0.06m	0.11m	0.12m	0.13m	0.12m
Longest Time	5.89m	0.96m	2.14m	4.21m	10.05m	5.76m
Median Time	0.16m	0.17m	0.59m	1.09m	2.87m	0.69m
PStDev Time	0.57m	0.17m	0.72m	0.8m	3.3m	1.4m

Exception Narrative

Primary cause: Threshold requires revisiting
 Analysis/Comments: Six 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.

gTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Response Time	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	4	0	0	0	52	0

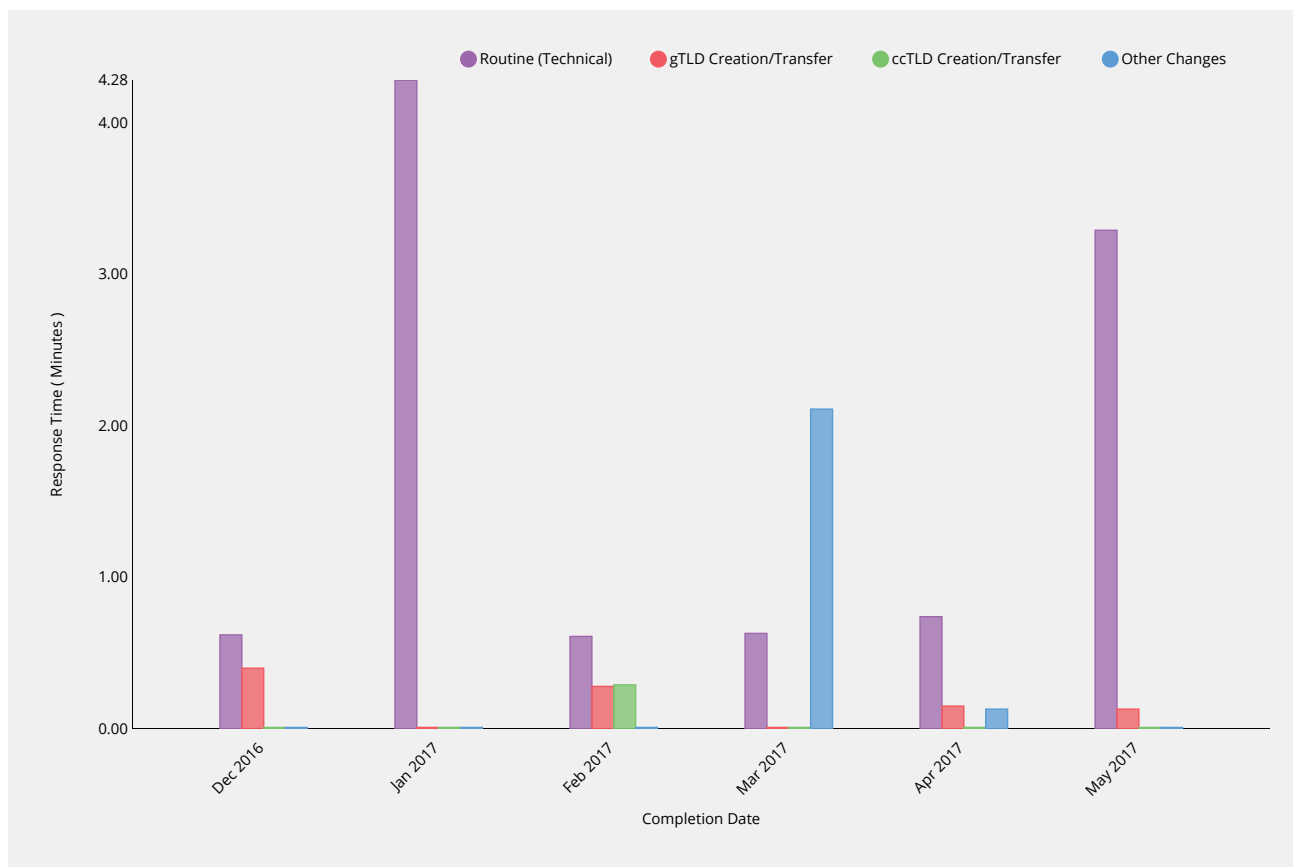
gTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Mean Time	24.94m	—	—	—	0.32m	—
Shortest Time	0.5m	—	—	—	0.26m	—
Longest Time	33.13m	—	—	—	0.73m	—
Median Time	33.06m	—	—	—	0.28m	—
PStDev Time	14.11m	—	—	—	0.1m	—

ccTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
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	56	0	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	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Response Time	—	—	—	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	0	0	0	32	0	0
Mean Time	—	—	—	1.75m	—	—
Shortest Time	—	—	—	0.26m	—	—
Longest Time	—	—	—	4.67m	—	—
Median Time	—	—	—	0.51m	—	—
PStDev Time	—	—	—	1.91m	—	—

Technical Check (Supplemental)

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



Routine (Technical)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Response Time	0.62m	4.28m	0.61m	0.63m	0.74m	3.29m 📌
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	185	44	57	58	19	56
Mean Time	0.21m	4.91m	0.59m	0.23m	0.29m	0.63m
Shortest Time	0.08m	0.06m	0.06m	0.06m	0.09m	0.1m
Longest Time	0.97m	137.45m	19.35m	0.88m	1.09m	4.19m
Median Time	0.12m	0.34m	0.12m	0.17m	0.19m	0.24m
PStDev Time	0.19m	20.31m	2.53m	0.17m	0.25m	0.99m

Exception Narrative

Primary cause: Threshold requires revisiting
 Analysis/Comments: Three requests exceeded the technical check threshold of one minute. This exception also 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.

gTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Response Time	0.4m	—	0.28m	—	0.15m	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	10	0	1	0	2	2
Mean Time	0.21m	—	0.28m	—	0.12m	0.12m

gTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Shortest Time	0.08m	—	0.28m	—	0.08m	0.11m
Longest Time	0.45m	—	0.28m	—	0.16m	0.14m
Median Time	0.18m	—	0.28m	—	0.12m	0.12m
PStDev Time	0.11m	—	0m	—	0.04m	0.01m

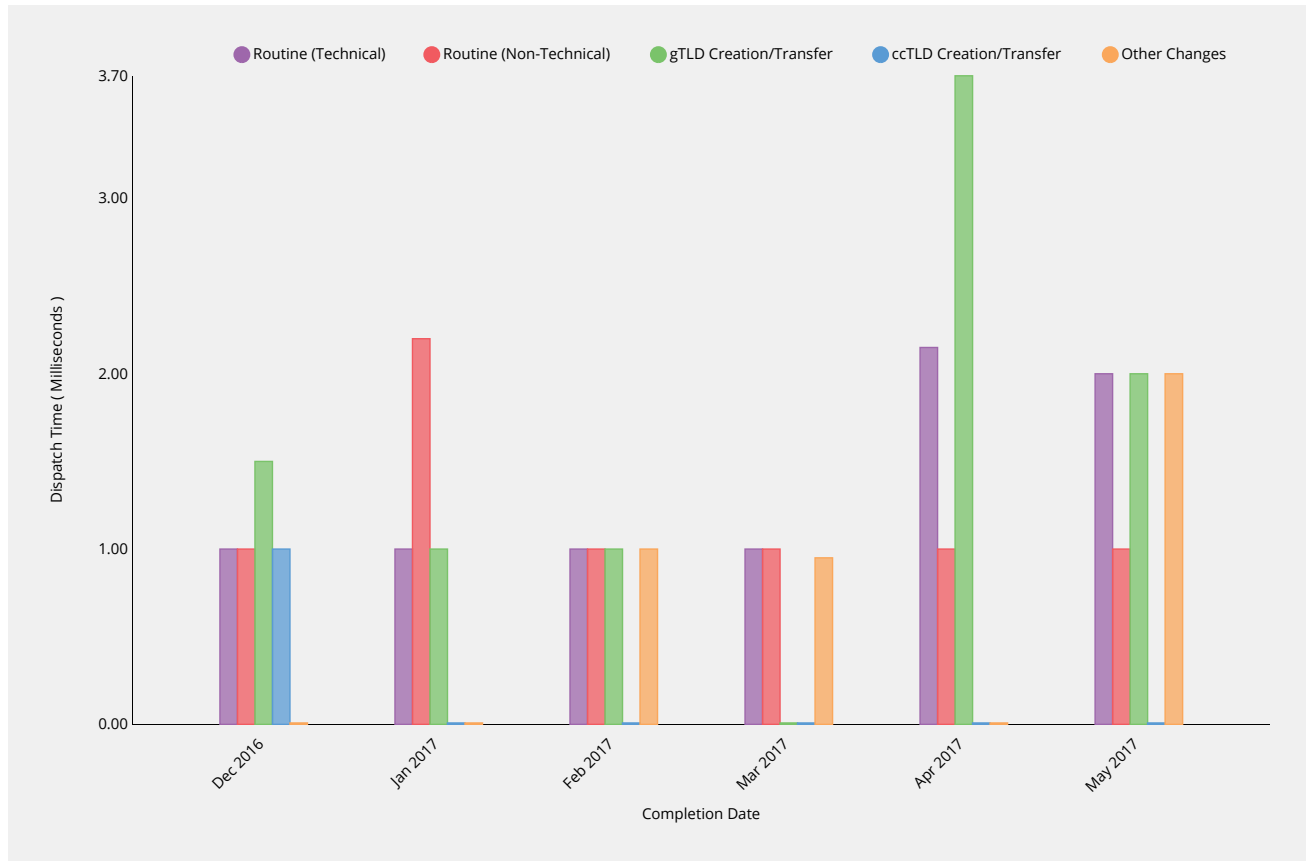
ccTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Response Time	—	—	0.29m	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	1	0	0	0
Mean Time	—	—	0.29m	—	—	—
Shortest Time	—	—	0.29m	—	—	—
Longest Time	—	—	0.29m	—	—	—
Median Time	—	—	0.29m	—	—	—
PStDev Time	—	—	0m	—	—	—

Other Changes	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Response Time	—	—	—	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	0	0	0	13	1	0
Mean Time	—	—	—	0.84m	0.13m	—
Shortest Time	—	—	—	0.26m	0.13m	—
Longest Time	—	—	—	2.13m	0.13m	—
Median Time	—	—	—	0.47m	0.13m	—
PStDev Time	—	—	—	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)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Dispatch Time	1ms	1ms	1ms	1ms	2.15ms	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	150	34	50	61	18	46
Mean Time	0.74ms	0.65ms	0.66ms	0.69ms	0.83ms	1.37ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	2ms	2ms	2ms	2ms	3ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.5ms	0.54ms	0.51ms	0.53ms	0.76ms	0.6ms

Routine (Non-Technical)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Dispatch Time	1ms	2.2ms	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	16	15	35	12	31	231
Mean Time	0.88ms	1.2ms	0.97ms	0.83ms	0.94ms	0.88ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	5ms	2ms	1ms	2ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms

Routine (Non-Technical)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
PStDev Time	0.33ms	1.05ms	0.29ms	0.37ms	0.35ms	0.4ms

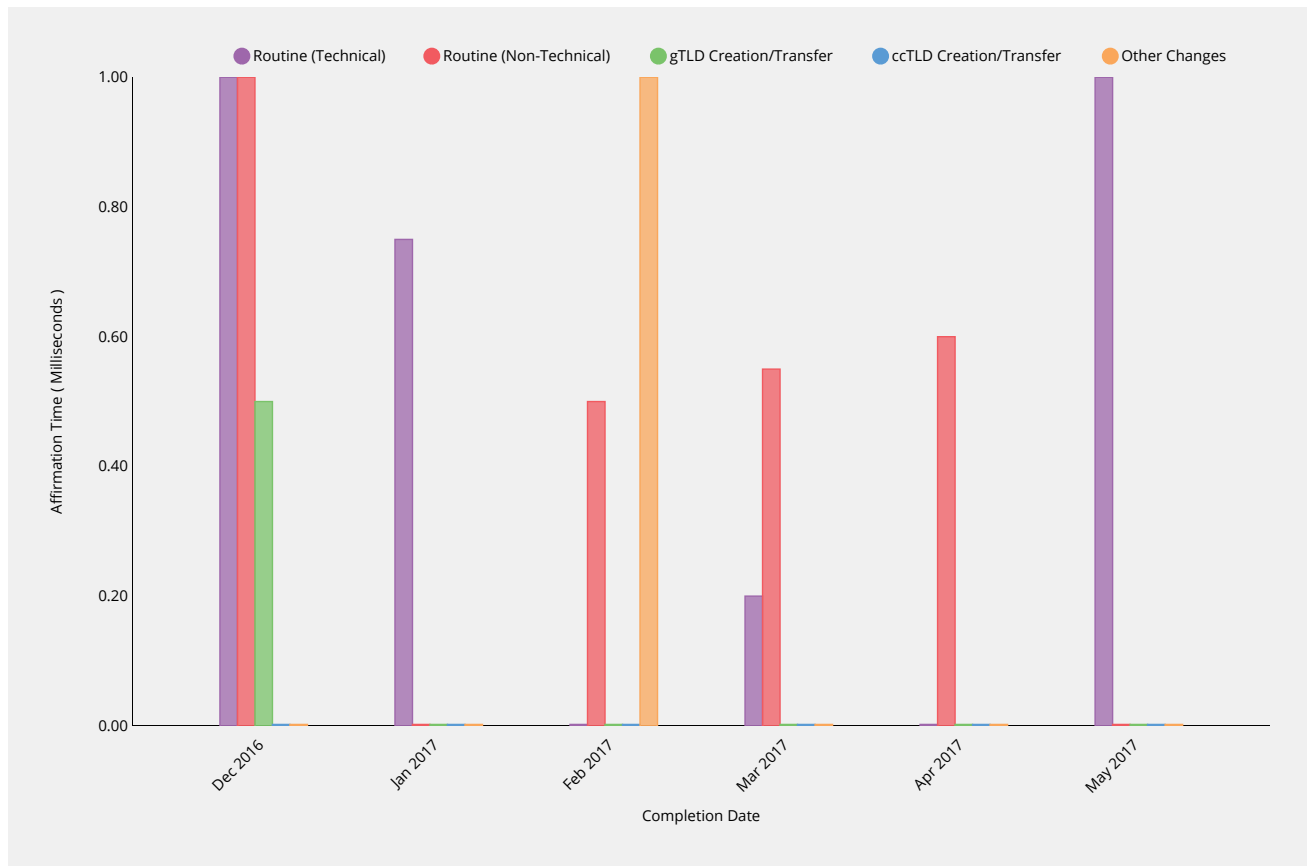
gTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Dispatch Time	1.5ms	1ms	1ms	0ms	3.7ms	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	11	1	3	2	3	3
Mean Time	1.09ms	1ms	1ms	0ms	2ms	1.67ms
Shortest Time	1ms	1ms	1ms	0ms	1ms	1ms
Longest Time	2ms	1ms	1ms	0ms	4ms	2ms
Median Time	1ms	1ms	1ms	0ms	1ms	2ms
PStDev Time	0.29ms	0ms	0ms	0ms	1.41ms	0.47ms

ccTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Dispatch Time	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	0	0	0
Mean Time	1ms	0ms	0ms	—	—	—
Shortest Time	1ms	0ms	0ms	—	—	—
Longest Time	1ms	0ms	0ms	—	—	—
Median Time	1ms	0ms	0ms	—	—	—
PStDev Time	0ms	0ms	0ms	—	—	—

Other Changes	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Dispatch Time	—	—	1ms	0.95ms	0ms	2ms
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	2	1	1
Mean Time	—	—	1ms	0.5ms	0ms	2ms
Shortest Time	—	—	1ms	0ms	0ms	2ms
Longest Time	—	—	1ms	1ms	0ms	2ms
Median Time	—	—	1ms	0.5ms	0ms	2ms
PStDev Time	—	—	0ms	0.5ms	0ms	0ms

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Affirmation Time	1ms	0.75ms	0ms	0.2ms	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	137	26	49	57	16	45
Mean Time	0.1ms	0.08ms	0.04ms	0.05ms	0ms	0.18ms
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	0.3ms	0.27ms	0.2ms	0.22ms	0ms	0.38ms

Routine (Non-Technical)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Affirmation Time	1ms	0ms	0.5ms	0.55ms	0.6ms	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	12	9	31	10	29	228
Mean Time	0.42ms	0ms	0.06ms	0.1ms	0.07ms	0.05ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	0ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.49ms	0ms	0.25ms	0.3ms	0.25ms	0.21ms

gTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Affirmation Time	0.5ms	0ms	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	11	1	3	2	2	3
Mean Time	0.09ms	0ms	0ms	0ms	0ms	0ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	0ms	0ms	0ms	0ms	0ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.29ms	0ms	0ms	0ms	0ms	0ms

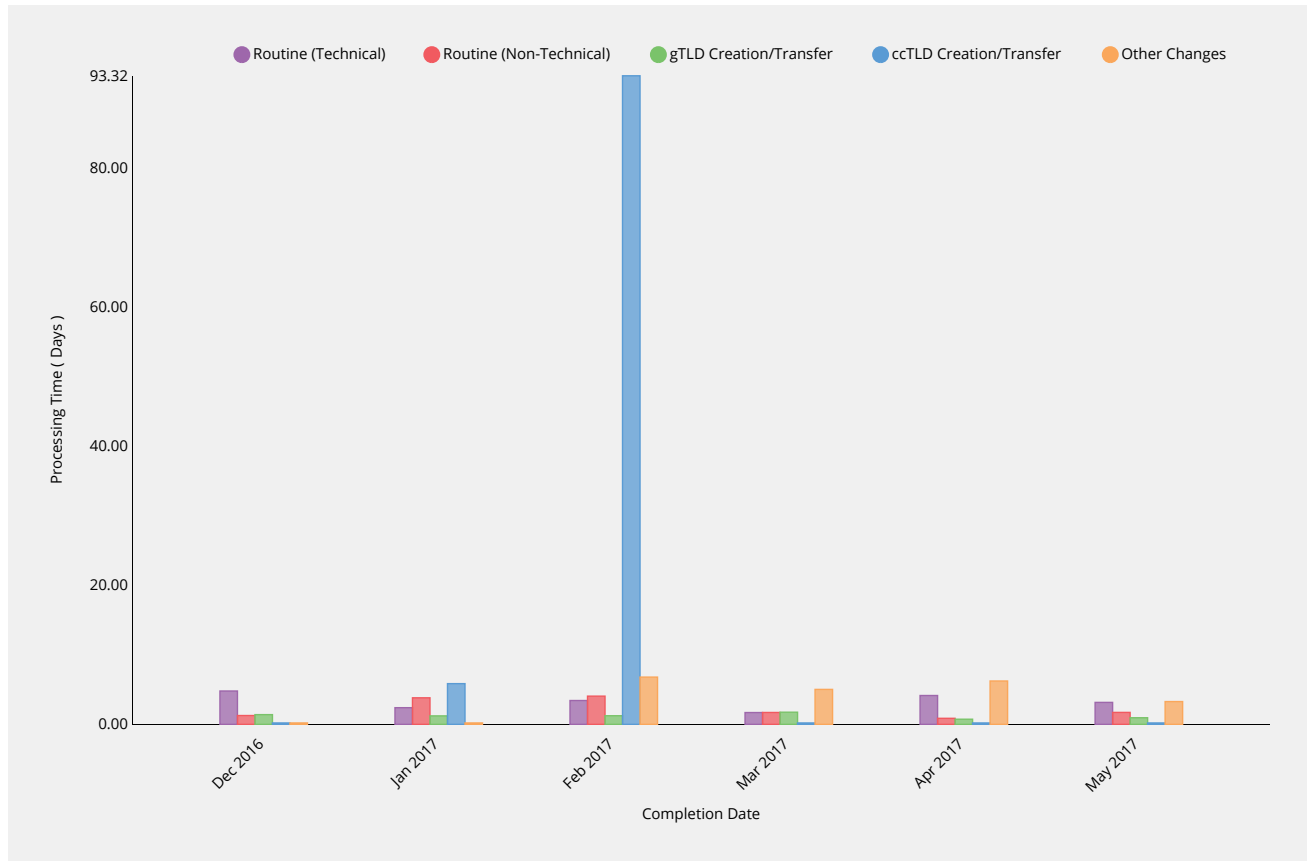
ccTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Affirmation Time	0ms	0ms	0ms	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	1	1	0	0	0
Mean Time	0ms	0ms	0ms	—	—	—
Shortest Time	0ms	0ms	0ms	—	—	—
Longest Time	0ms	0ms	0ms	—	—	—
Median Time	0ms	0ms	0ms	—	—	—
PStDev Time	0ms	0ms	0ms	—	—	—

Other Changes	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Affirmation Time	—	—	1ms	0ms	0ms	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	1	2	1	1
Mean Time	—	—	1ms	0ms	0ms	0ms
Shortest Time	—	—	1ms	0ms	0ms	0ms
Longest Time	—	—	1ms	0ms	0ms	0ms
Median Time	—	—	1ms	0ms	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)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Processing Time	4.8d	2.4d	3.43d	1.7d	4.15d	3.16d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	138	31	49	58	16	45
Mean Time	2.4d	1.02d	1.55d	1.13d	1.95d	1.27d
Shortest Time	0d	0d	0d	0d	0.22d	0.2d
Longest Time	4.92d	3.75d	4.29d	3.8d	4.63d	4.37d
Median Time	1.44d	0.83d	1.47d	1.09d	1.51d	0.57d
PStDev Time	1.73d	1.01d	1.1d	0.76d	1.45d	1.2d

Routine (Non-Technical)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Processing Time	1.27d	3.82d	4.06d	1.71d	0.87d	1.72d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	12	13	31	9	28	227
Mean Time	1d	1.78d	1.71d	0.9d	0.93d	1.16d
Shortest Time	0.35d	0d	0d	0d	0.07d	0.08d
Longest Time	1.89d	4.92d	4.74d	3.66d	3.97d	3.83d
Median Time	0.98d	1.17d	1.17d	0.83d	0.86d	0.99d

Routine (Non-Technical)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
PStDev Time	0.4d	1.68d	1.46d	1.07d	0.62d	0.48d

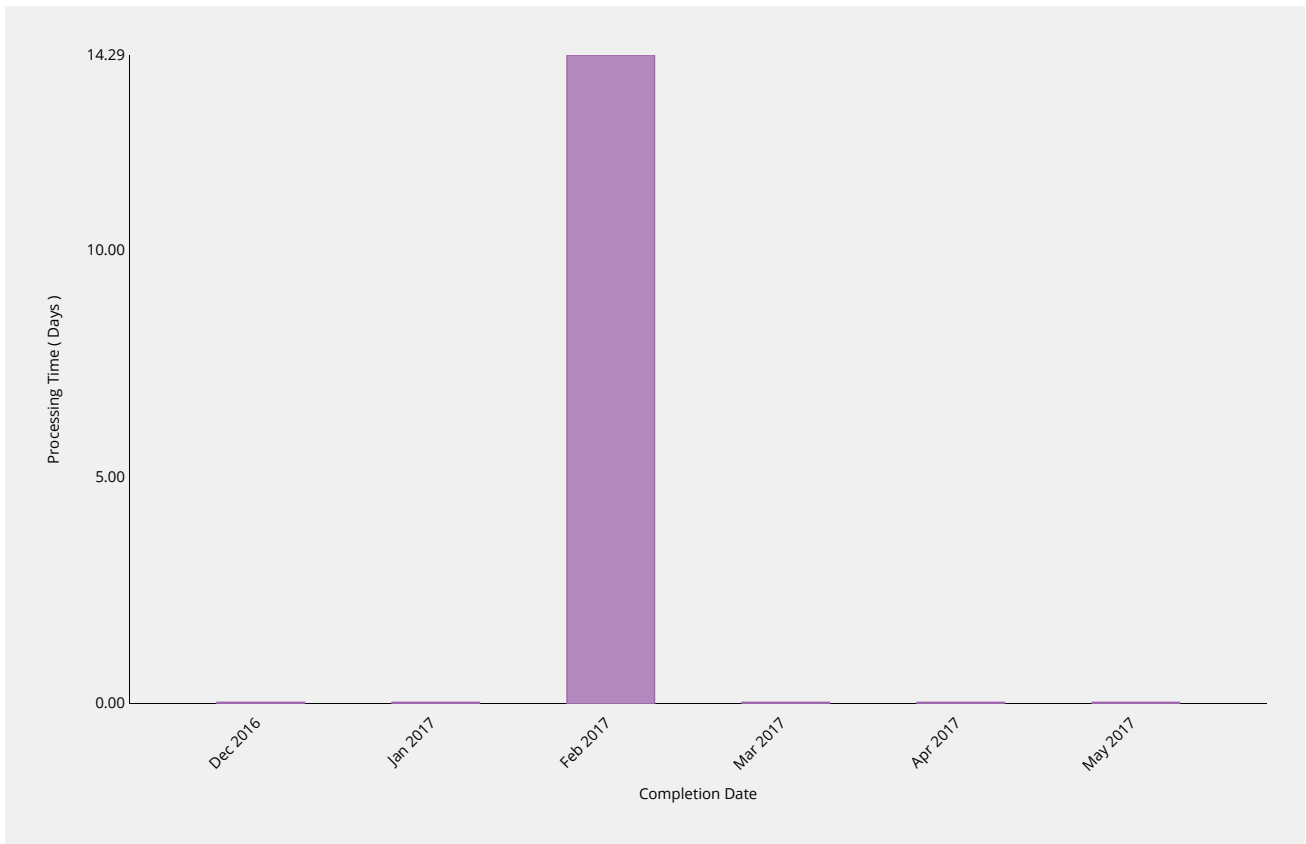
gTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Processing Time	1.4d	1.22d	1.24d	1.75d	0.74d	0.95d
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	11	1	3	2	3	3
Mean Time	1.07d	1.22d	1.17d	1.35d	0.31d	0.8d
Shortest Time	0d	1.22d	1.03d	0.85d	0d	0.51d
Longest Time	2.91d	1.22d	1.24d	1.85d	0.93d	0.95d
Median Time	1.1d	1.22d	1.24d	1.35d	0d	0.95d
PStDev Time	0.73d	0d	0.1d	0.5d	0.44d	0.21d

ccTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Processing Time	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	0	0	0
Mean Time	0.01d	5.86d	93.32d	—	—	—
Shortest Time	0.01d	5.86d	93.32d	—	—	—
Longest Time	0.01d	5.86d	93.32d	—	—	—
Median Time	0.01d	5.86d	93.32d	—	—	—
PStDev Time	0d	0d	0d	—	—	—

Other Changes	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Processing Time	—	—	6.8d	5.03d	6.24d	3.28d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	1	1	1	1
Mean Time	—	—	6.8d	5.03d	6.24d	3.28d
Shortest Time	—	—	6.8d	5.03d	6.24d	3.28d
Longest Time	—	—	6.8d	5.03d	6.24d	3.28d
Median Time	—	—	6.8d	5.03d	6.24d	3.28d
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).

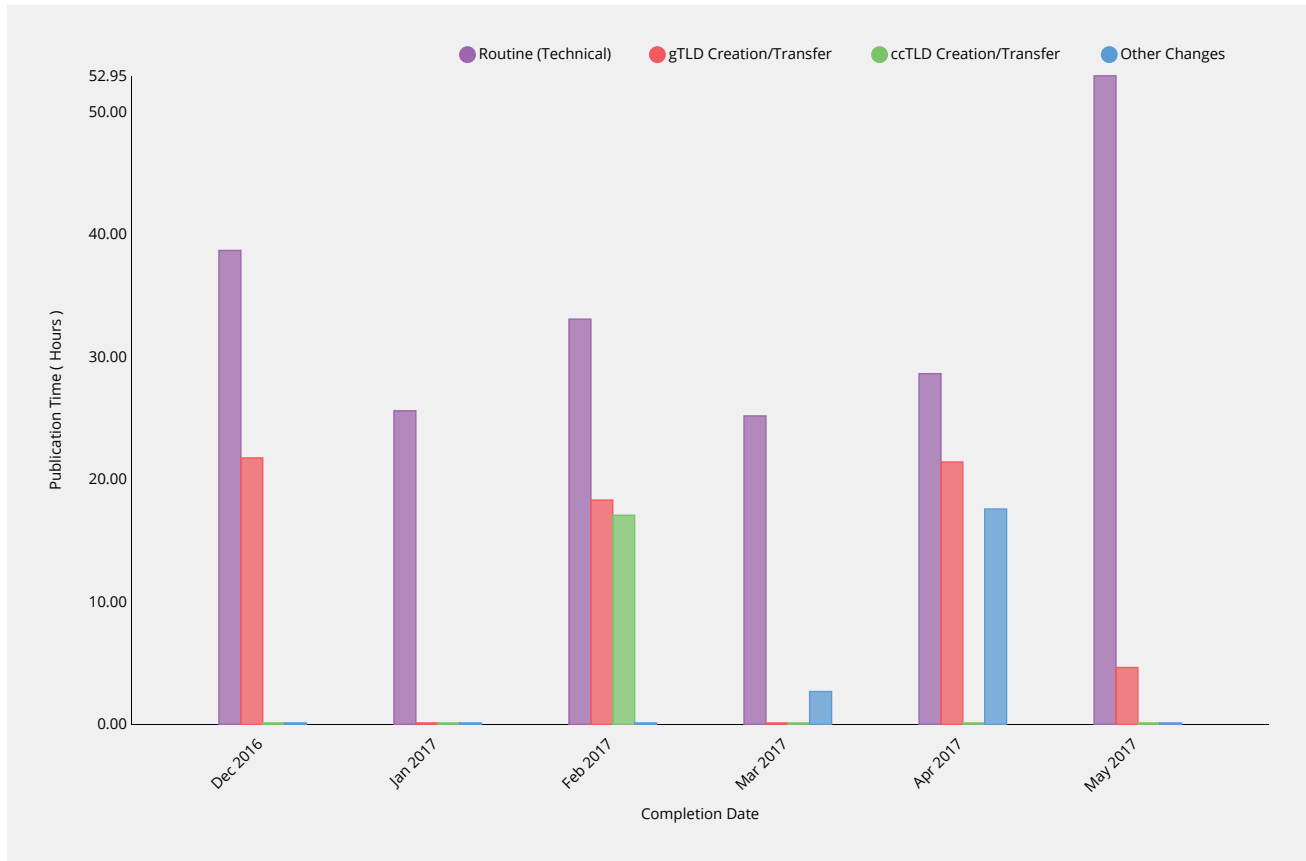


ccTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Processing Time	—	—	14.29d	—	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	1	0	0	0
Mean Time	—	—	14.29d	—	—	—
Shortest Time	—	—	14.29d	—	—	—
Longest Time	—	—	14.29d	—	—	—
Median 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)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Publication Time	38.69h	25.6h	33.08h	25.18h	28.63h	52.95h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	137	27	49	57	16	45
Mean Time	15.46h	19.88h	16.57h	8.7h	10.56h	11.57h
Shortest Time	4.21h	13.35h	1.17h	0.68h	2.02h	0.96h
Longest Time	41.59h	25.98h	36.06h	26.61h	29.23h	76.65h
Median Time	14.33h	19.7h	18.77h	5.16h	7.41h	8.07h
PStDev Time	6.36h	2.67h	8.12h	7h	8.59h	12.53h

gTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Publication Time	21.75h	—	18.31h	—	21.42h	4.64h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	10	0	1	0	2	2
Mean Time	16.52h	—	18.31h	—	11.6h	4.64h
Shortest Time	5.63h	—	18.31h	—	1.58h	4.63h
Longest Time	21.96h	—	18.31h	—	21.62h	4.64h
Median Time	15.9h	—	18.31h	—	11.6h	4.64h

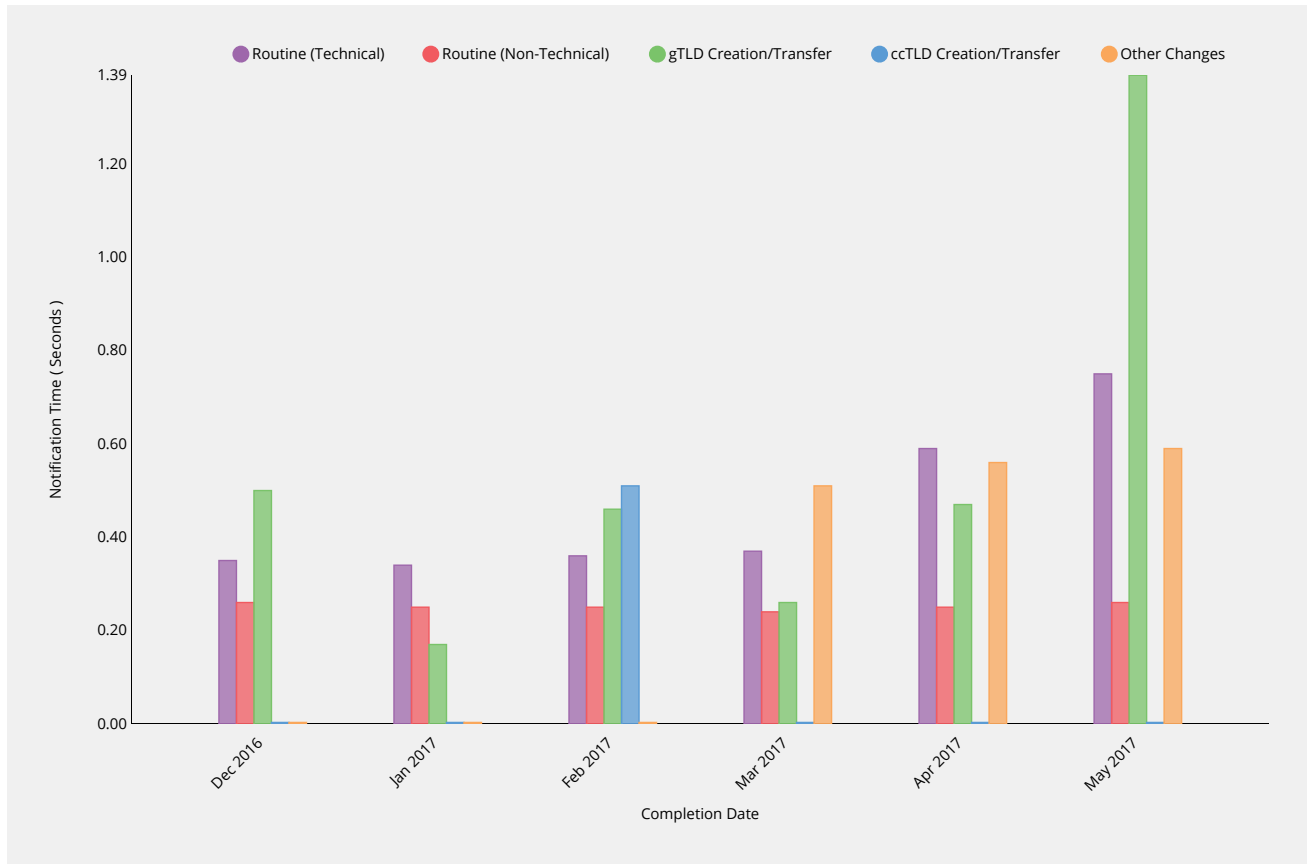
gTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
PStDev Time	4.19h	—	0h	—	10.02h	0.01h

ccTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
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	1	0	0	0
Mean Time	—	—	17.07h	—	—	—
Shortest Time	—	—	17.07h	—	—	—
Longest Time	—	—	17.07h	—	—	—
Median Time	—	—	17.07h	—	—	—
PStDev Time	—	—	0h	—	—	—

Other Changes	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Publication Time	—	—	—	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	0	0	0	1	1	0
Mean Time	—	—	—	2.68h	17.58h	—
Shortest Time	—	—	—	2.68h	17.58h	—
Longest Time	—	—	—	2.68h	17.58h	—
Median Time	—	—	—	2.68h	17.58h	—
PStDev Time	—	—	—	0h	0h	—

Notification of Completion

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



Routine (Technical)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Notification Time	0.35s	0.34s	0.36s	0.37s	0.59s	0.75s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	137	27	49	57	16	45
Mean Time	0.23s	0.24s	0.23s	0.24s	0.37s	0.43s
Shortest Time	0.15s	0.16s	0.16s	0.17s	0.21s	0.17s
Longest Time	0.52s	0.39s	0.37s	0.47s	0.73s	0.81s
Median Time	0.21s	0.21s	0.2s	0.2s	0.33s	0.4s
PStDev Time	0.06s	0.07s	0.06s	0.07s	0.14s	0.17s

Routine (Non-Technical)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Notification Time	0.26s	0.25s	0.25s	0.24s	0.25s	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	12	13	29	9	28	227
Mean Time	0.22s	0.21s	0.21s	0.22s	0.21s	0.2s
Shortest Time	0.19s	0.18s	0.16s	0.2s	0.17s	0.15s
Longest Time	0.26s	0.25s	0.29s	0.24s	0.48s	0.46s
Median Time	0.21s	0.2s	0.21s	0.22s	0.19s	0.19s
PStDev Time	0.02s	0.02s	0.02s	0.01s	0.06s	0.05s

gTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Notification Time	0.5s	0.17s	0.46s	0.26s	0.47s	1.39s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	11	1	3	2	2	3
Mean Time	0.44s	0.17s	0.3s	0.23s	0.43s	0.89s
Shortest Time	0.19s	0.17s	0.2s	0.19s	0.38s	0.24s
Longest Time	0.51s	0.17s	0.49s	0.26s	0.48s	1.43s
Median Time	0.46s	0.17s	0.22s	0.23s	0.43s	1.01s
PStDev Time	0.08s	0s	0.13s	0.04s	0.05s	0.49s

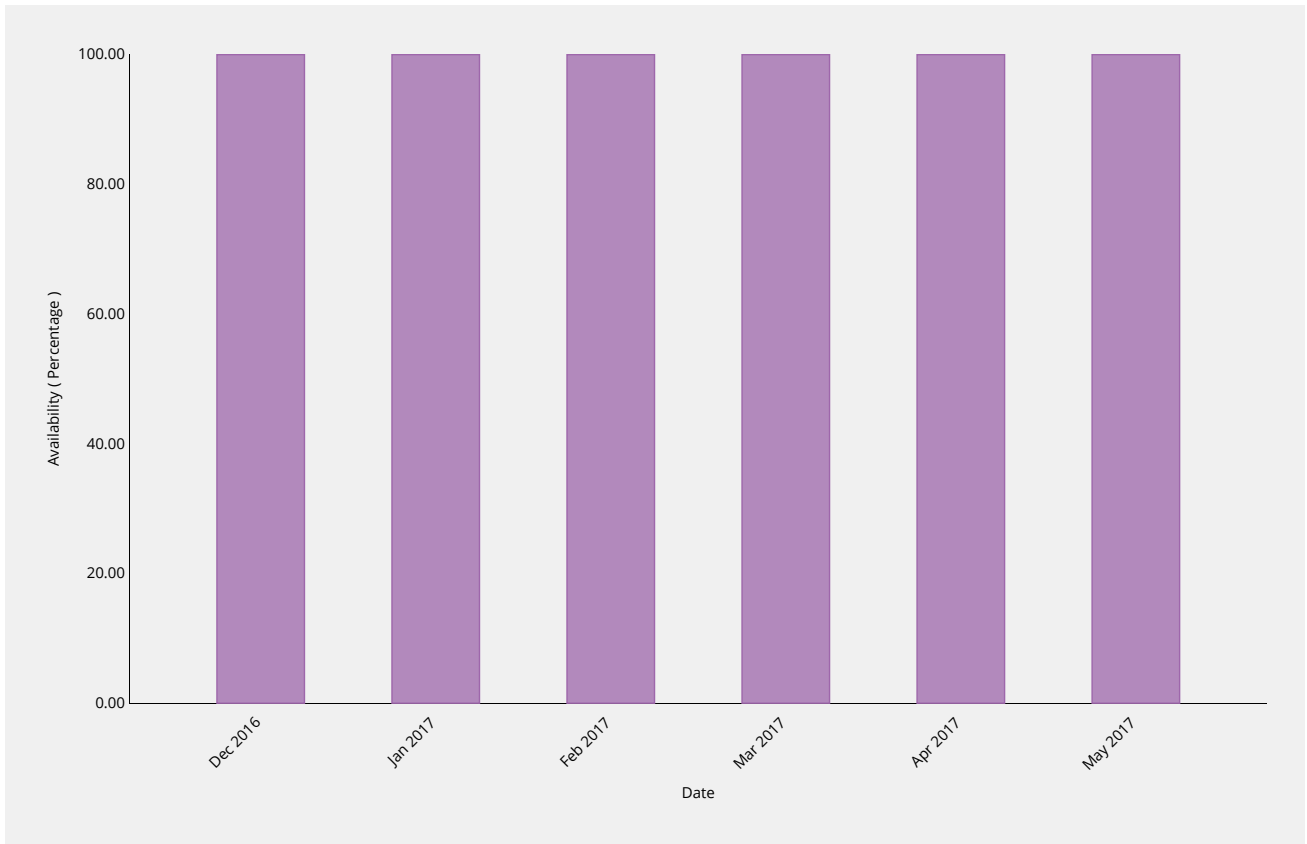
ccTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Notification Time	—	—	0.51s	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	1	0	0	0
Mean Time	—	—	0.51s	—	—	—
Shortest Time	—	—	0.51s	—	—	—
Longest Time	—	—	0.51s	—	—	—
Median Time	—	—	0.51s	—	—	—
PStDev Time	—	—	0s	—	—	—

Other Changes	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Notification Time	—	—	—	0.51s	0.56s	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	0	0	0	1	1	1
Mean Time	—	—	—	0.51s	0.56s	0.59s
Shortest Time	—	—	—	0.51s	0.56s	0.59s
Longest Time	—	—	—	0.51s	0.56s	0.59s
Median Time	—	—	—	0.51s	0.56s	0.59s
PStDev Time	—	—	—	0s	0s	0s

System Availability

IANA Website

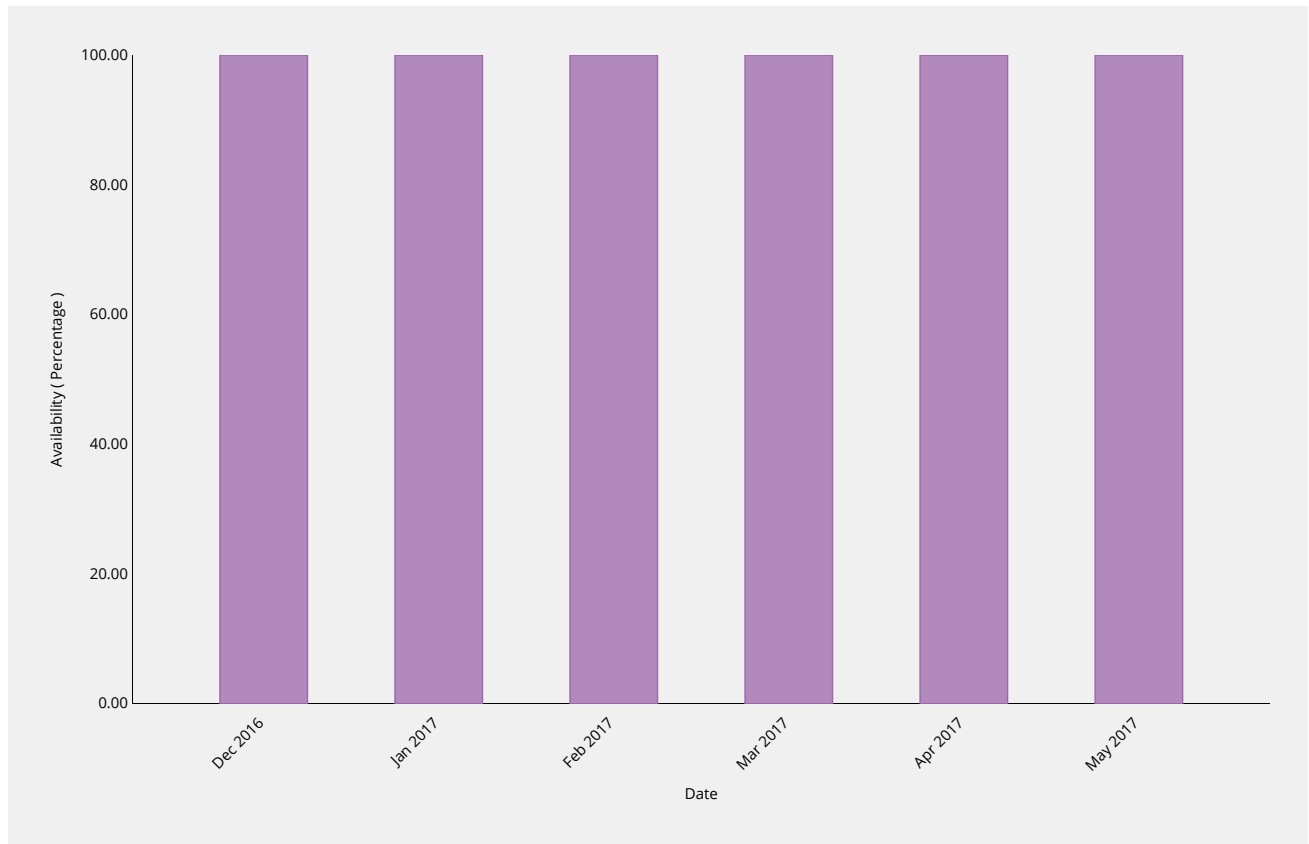
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Management System

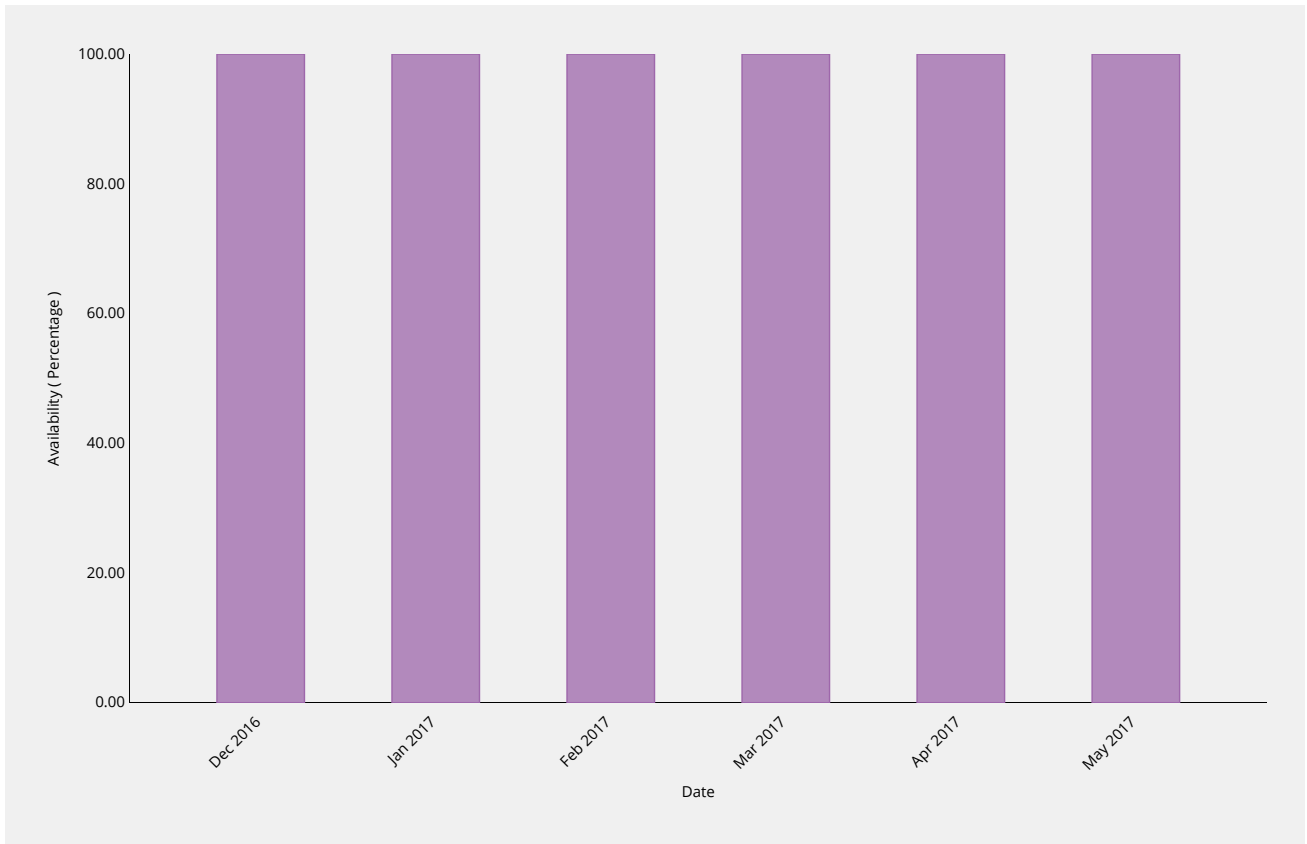
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Availability	100%	100%	100%	100%	99.99%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Directory Service

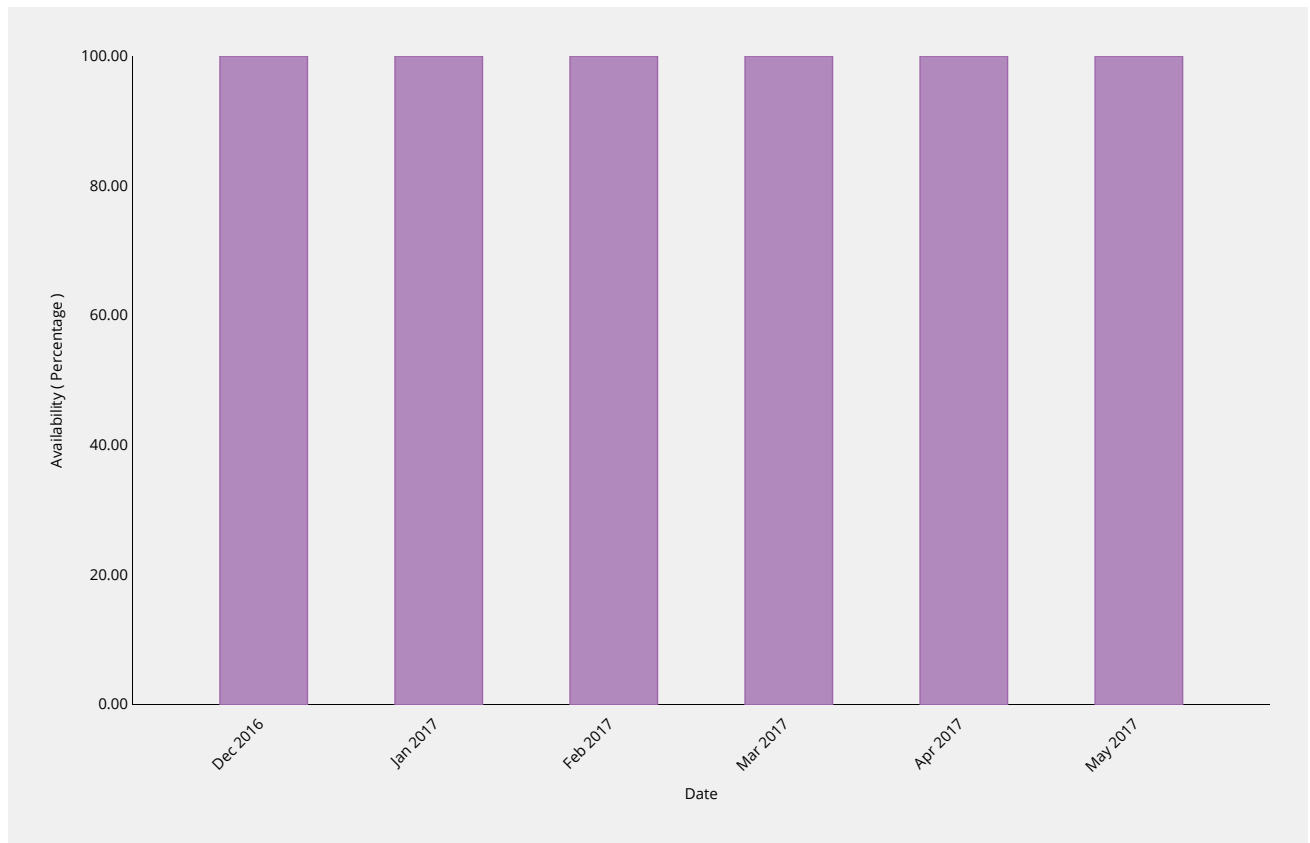
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Service Level Dashboard

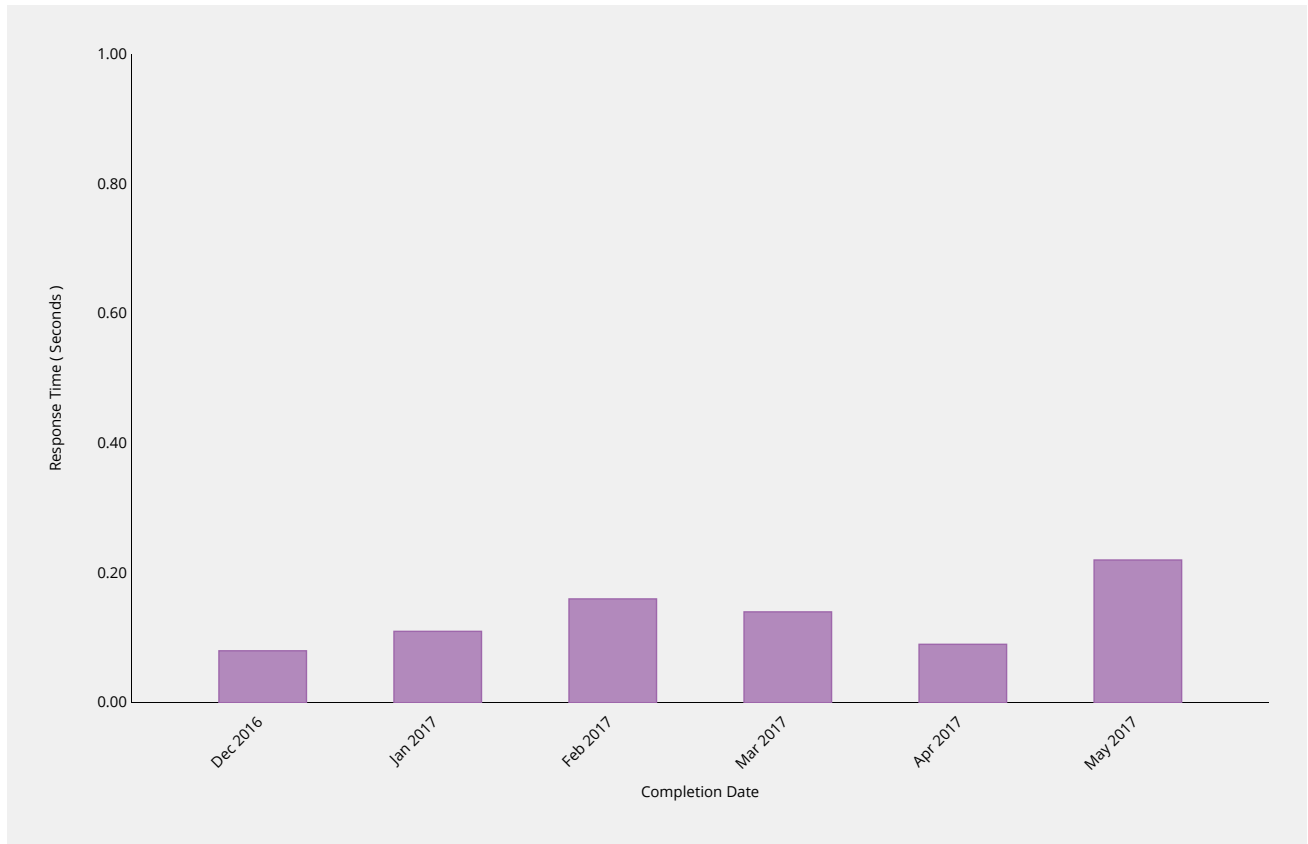
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Credential Recovery

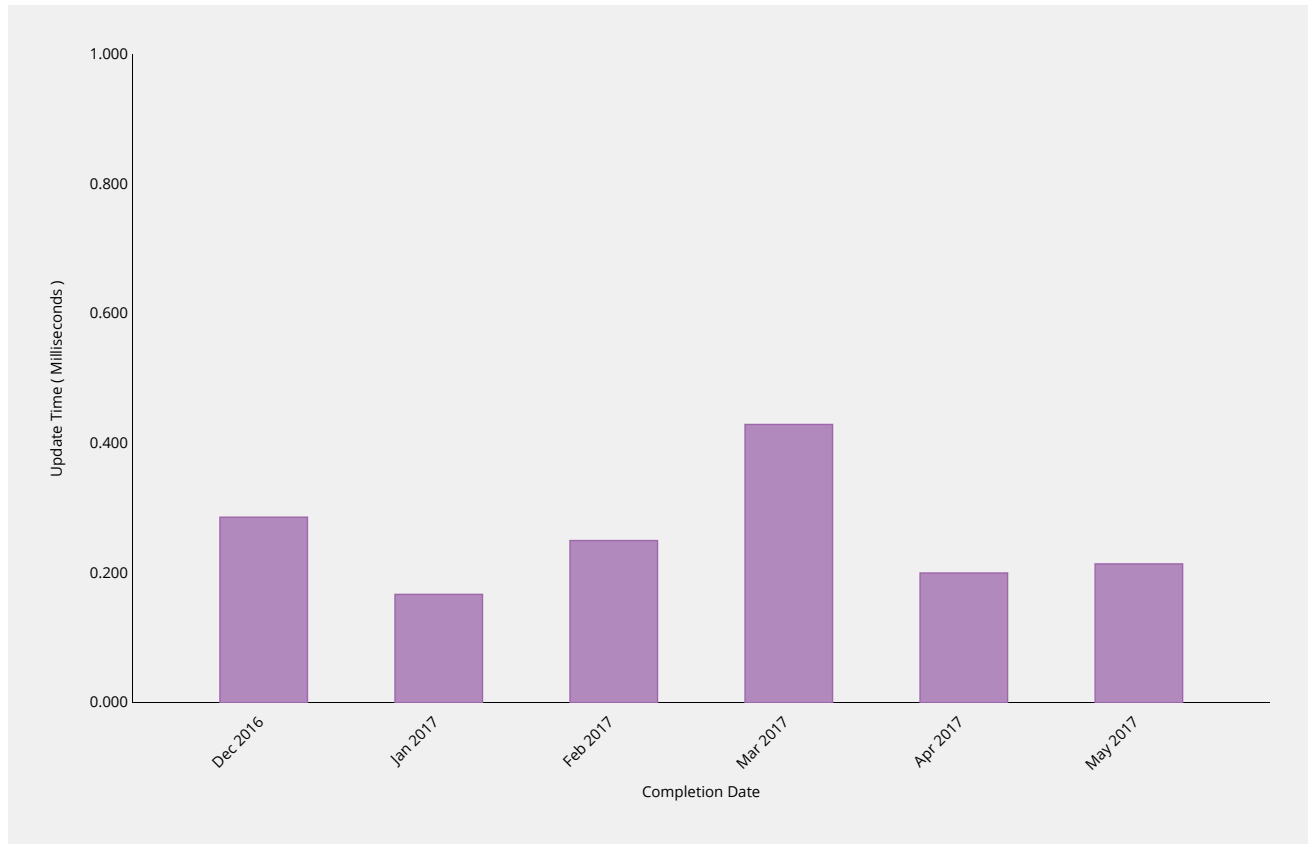
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Response Time	0.08s	0.11s	0.16s	0.14s	0.09s	0.22s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	16	9	25	13	5	18
Mean Time	0.05s	0.07s	0.07s	0.07s	0.07s	0.09s
Shortest Time	0.03s	0.03s	0.02s	0.04s	0.05s	0.03s
Longest Time	0.15s	0.12s	0.26s	0.18s	0.09s	0.22s
Median Time	0.05s	0.07s	0.06s	0.05s	0.08s	0.07s
PStDev Time	0.03s	0.03s	0.05s	0.04s	0.01s	0.06s

Credential Change

Time to implement new password within the system.

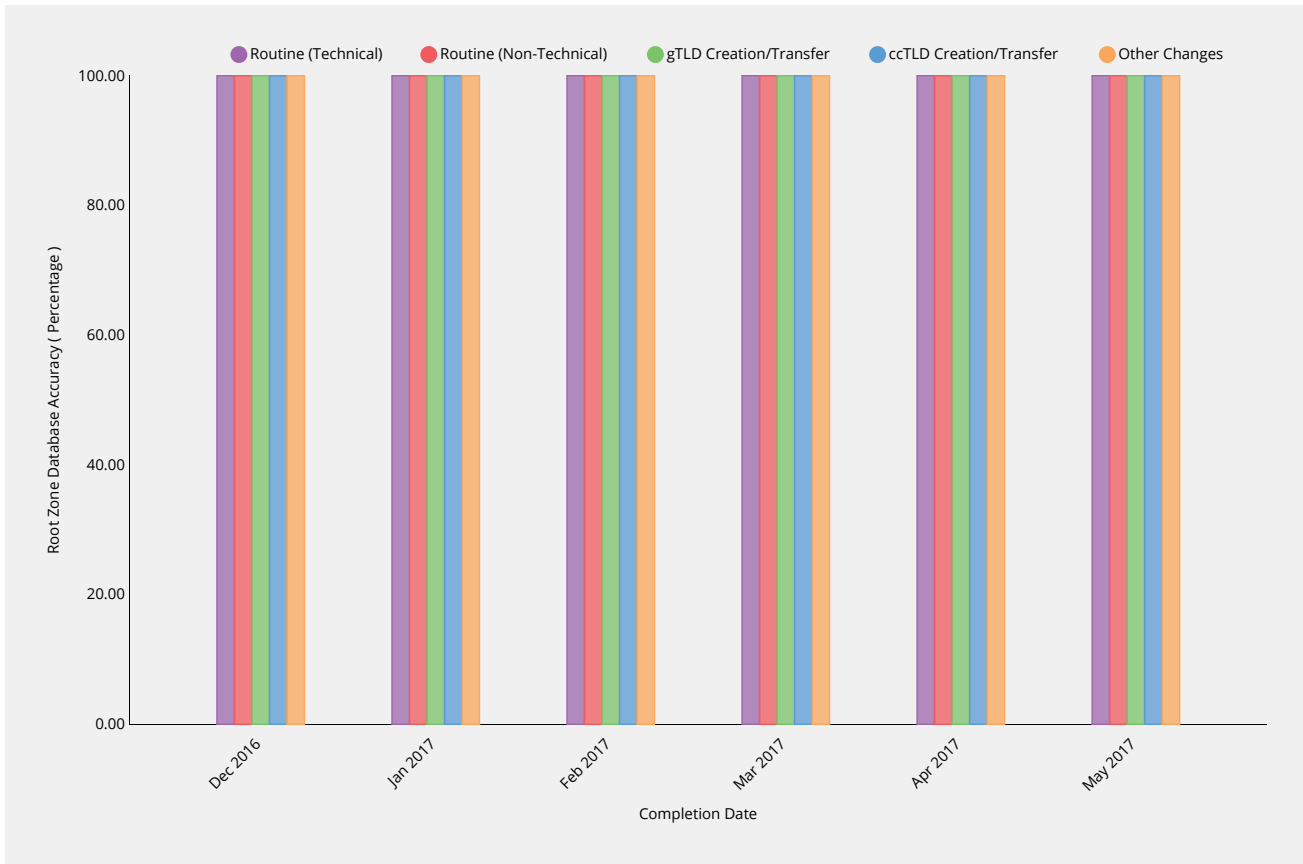


Credential Change	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Update Time	1ms	0.75ms	1ms	1ms	0.8ms	1ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	14	6	20	7	5	14
Mean Time	0.286ms	0.167ms	0.25ms	0.429ms	0.2ms	0.214ms
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	0.452ms	0.373ms	0.433ms	0.495ms	0.4ms	0.41ms

Other Changes	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	0	1	1	1

Root Zone Database

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



Routine (Technical)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
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	137	27	49	57	16	45

Routine (Non-Technical)	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
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	12	13	29	9	28	227

gTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
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	11	1	3	2	2	3

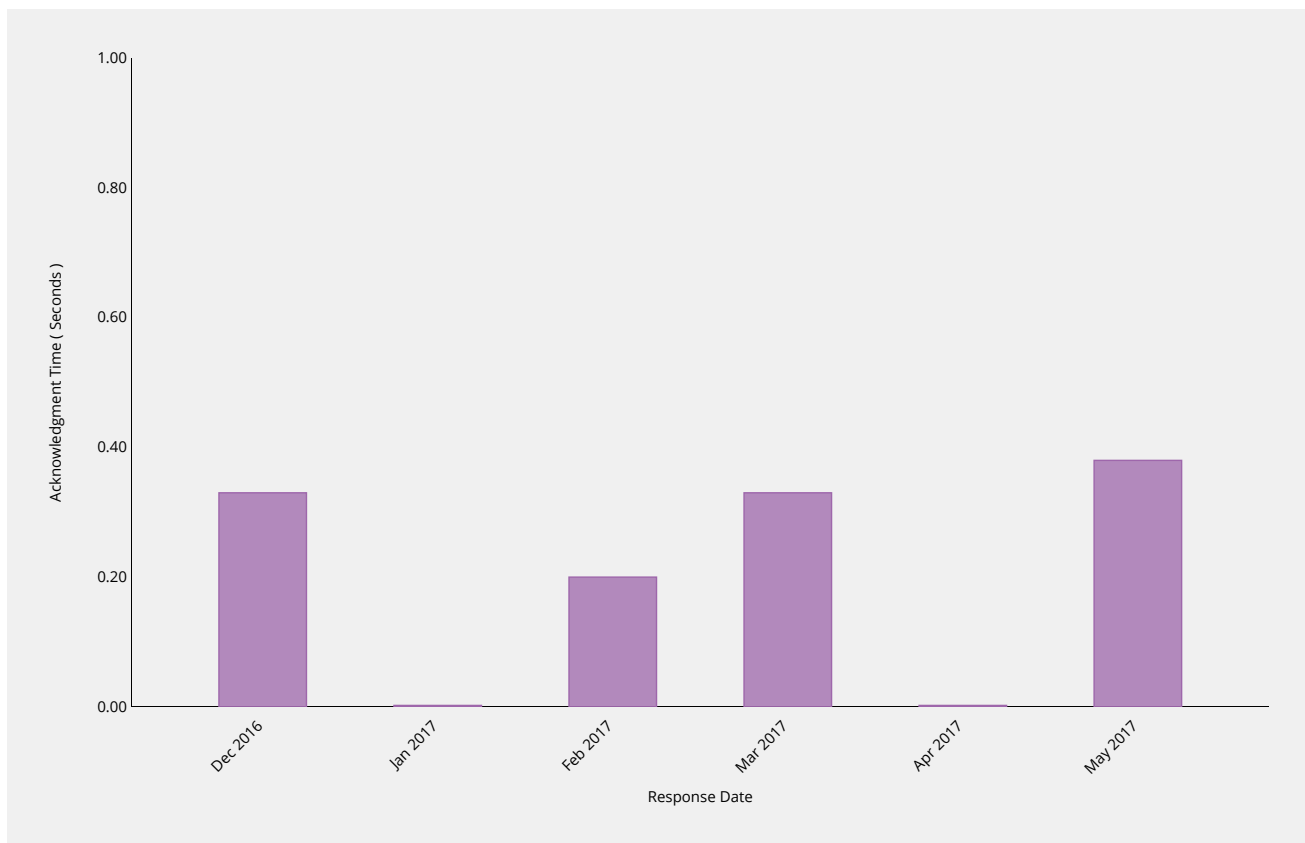
ccTLD Creation/Transfer	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	1	0	0	0

Other Changes	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
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	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.

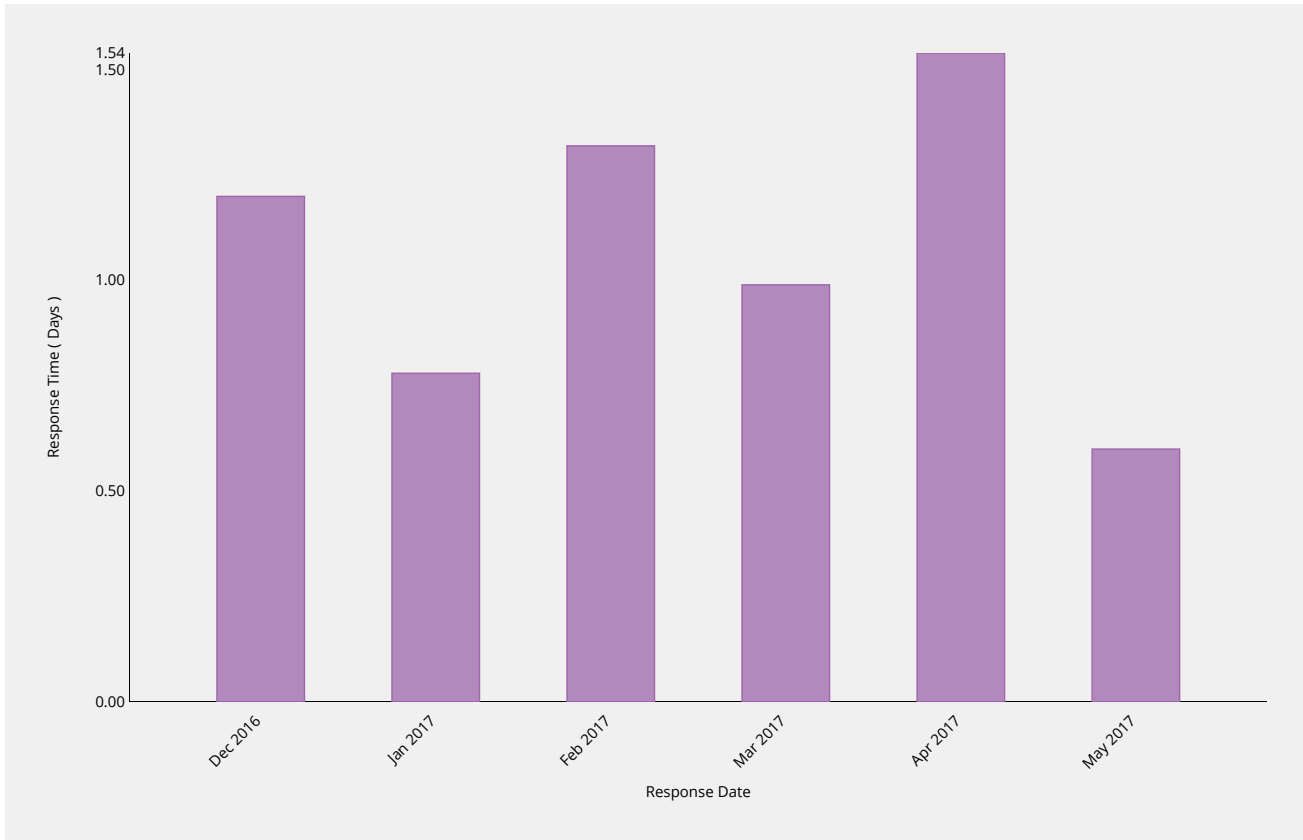


Manual Enquiries	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Acknowledgment Time	1s	0s	1s	1s	0s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	9	8	15	18	5	16
Mean Time	0.33s	0s	0.2s	0.33s	0s	0.38s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	0s	1s	1s	0s	1s

Manual Enquiries	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0.47s	0s	0.4s	0.47s	0s	0.48s

Time to initial response

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



Manual Enquiries	2016-12	2017-01	2017-02	2017-03	2017-04	2017-05
Response Time	3.15d	1.59d	4.11d	2.54d	2.82d	1.49d
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	7	15	14	7	16
Mean Time	1.2d	0.78d	1.32d	0.99d	1.54d	0.6d
Shortest Time	0.07d	0.02d	0.02d	0.04d	0.14d	0.02d
Longest Time	3.38d	1.95d	7.47d	4.66d	2.82d	1.97d
Median Time	0.47d	0.71d	0.33d	0.45d	1.05d	0.42d
PStDev Time	1.26d	0.65d	2.16d	1.3d	1.14d	0.6d

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 May 2017.

Change applied to	Change Type (Category 5 Other changes)	Start Date	End Date	Staff Processing Time
.mtpc	revocation	2017-05-10	2017-05-16	5 days