

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

July 2017

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 3.16s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 3.08s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 2.53s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 2.32s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.5d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.22d	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
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 10.59m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ 4.02m	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 0.96m	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%)	✓ 0.52m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ —	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p13
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ 0.12m	p13
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2.7ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p15
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 2ms	p15
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 2ms	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 10ms	p16
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p17
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p17
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 1ms	p17
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.56d	p18
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.87d	p18
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p19
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ 1.26d	p19
Validation and Reviews	Other Changes	≤0d	✓ 17.13d	p19
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p20
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 39.84h	p21
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p21
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	≤0h	✓ 2.79h	p22
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 1s	p23

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.5s	p23
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 1s	p24
<b>System Availability</b>				
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%)	✓ 0.1s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1ms	p30
<b>Accuracy</b>				
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
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.01d	p34
Percentage of SLA thresholds met of those defined			<b>100.0%</b>	

## **Exceptions and Narrative for Reporting Period**

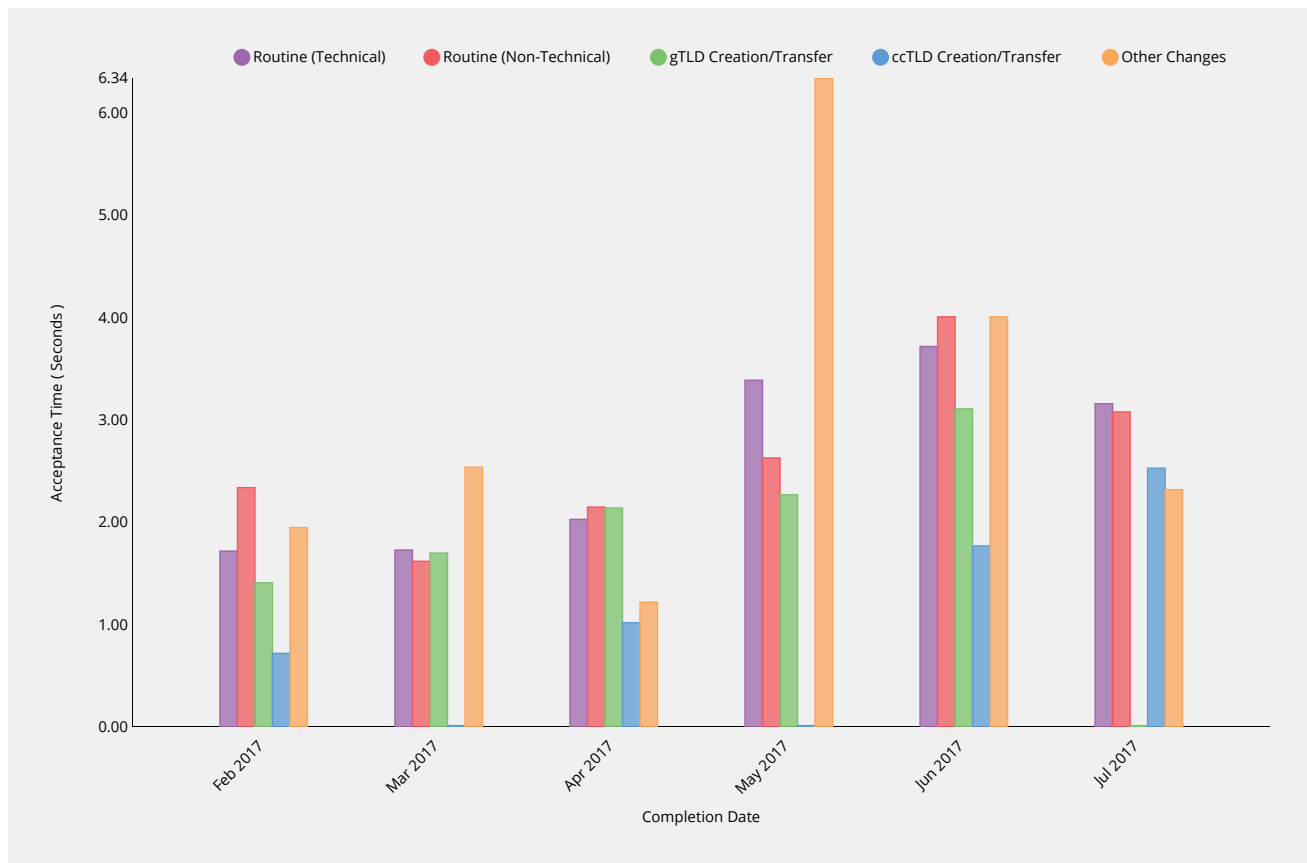
There were no exceptions for the reporting period.

# 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)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Acceptance Time	1.72s	1.73s	2.03s	3.39s	3.72s	3.16s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	55	65	22	51	42	38
Mean Time	0.88s	0.92s	1.12s	1.52s	2.16s	1.73s
Shortest Time	0.6s	0.61s	0.58s	0.61s	1.2s	1s
Longest Time	1.84s	1.95s	3.27s	4.25s	4.13s	3.57s
Median Time	0.76s	0.82s	0.86s	1.41s	1.67s	1.59s
PStDev Time	0.32s	0.34s	0.63s	0.78s	0.9s	0.59s

Routine (Non-Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Acceptance Time	2.34s	1.62s	2.15s	2.63s	4.01s	3.08s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	35	12	31	231	22	67
Mean Time	1.57s	1.36s	1.49s	1.87s	2.91s	2.44s

Routine (Non-Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Shortest Time	1.14s	1.06s	1.04s	1s	1.12s	1.75s
Longest Time	3.35s	1.65s	3.08s	3.29s	4.88s	4.28s
Median Time	1.46s	1.37s	1.36s	1.86s	2.93s	2.35s
PStDev Time	0.46s	0.16s	0.38s	0.35s	0.83s	0.43s

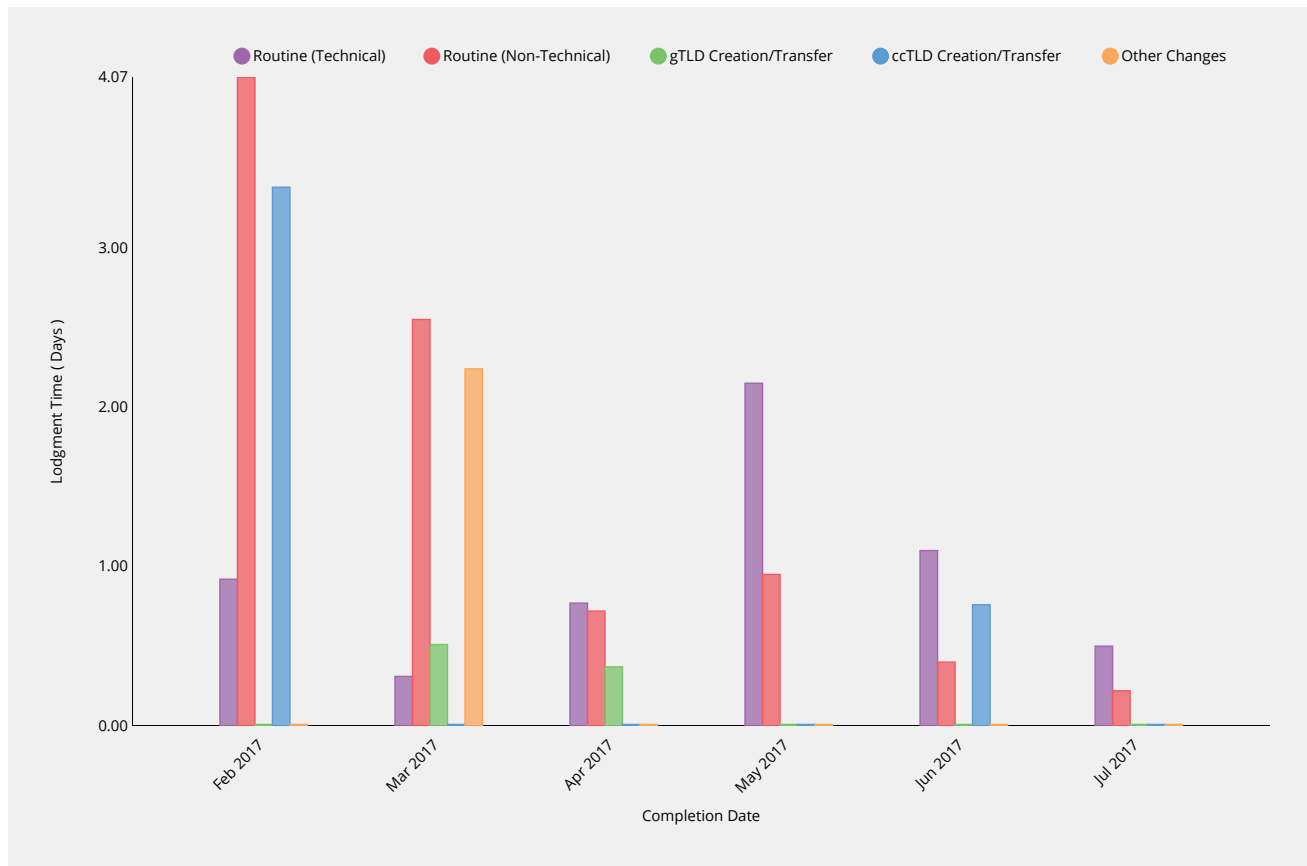
gTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Acceptance Time	1.41s	1.7s	2.14s	2.27s	3.11s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	3	2	2	4	8	0
Mean Time	1.22s	1.43s	1.66s	2.02s	2.33s	—
Shortest Time	1.07s	1.13s	1.13s	1.73s	1.99s	—
Longest Time	1.44s	1.73s	2.2s	2.28s	3.4s	—
Median Time	1.15s	1.43s	1.66s	2.03s	2.12s	—
PStDev Time	0.16s	0.3s	0.53s	0.24s	0.44s	—

ccTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Acceptance Time	0.72s	—	1.02s	—	1.77s	2.53s
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	4	0	9	1
Mean Time	0.72s	—	0.92s	—	1.62s	2.53s
Shortest Time	0.72s	—	0.84s	—	1.38s	2.53s
Longest Time	0.72s	—	1.04s	—	1.79s	2.53s
Median Time	0.72s	—	0.91s	—	1.71s	2.53s
PStDev Time	0s	—	0.08s	—	0.14s	0s

Other Changes	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Acceptance Time	1.95s	2.54s	1.22s	6.34s	4.01s	2.32s
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	4	1
Mean Time	1.95s	1.68s	1.22s	6.34s	3.12s	2.32s
Shortest Time	1.95s	0.73s	1.22s	6.34s	1.54s	2.32s
Longest Time	1.95s	2.63s	1.22s	6.34s	4.03s	2.32s
Median Time	1.95s	1.68s	1.22s	6.34s	3.45s	2.32s
PStDev Time	0s	0.95s	0s	0s	0.99s	0s

## Manual Lodgment Time

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



Routine (Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Lodgment Time	0.92d	0.31d	0.77d	2.15d	1.1d	0.5d
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	3	4	3	4	1
Mean Time	0.36d	0.25d	0.38d	0.99d	0.43d	0.5d
Shortest Time	0.02d	0.22d	0.08d	0.21d	0.03d	0.5d
Longest Time	1.02d	0.32d	0.85d	2.34d	1.26d	0.5d
Median Time	0.21d	0.22d	0.3d	0.42d	0.21d	0.5d
PStDev Time	0.4d	0.05d	0.28d	0.96d	0.49d	0d

Routine (Non-Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Lodgment Time	4.07d	2.55d	0.72d	0.95d	0.4d	0.22d
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	3	2	1	1	5
Mean Time	1.44d	1.19d	0.5d	0.95d	0.4d	0.11d
Shortest Time	0.12d	0.35d	0.25d	0.95d	0.4d	0d
Longest Time	4.63d	2.78d	0.74d	0.95d	0.4d	0.24d
Median Time	0.51d	0.44d	0.5d	0.95d	0.4d	0.09d
PStDev Time	1.87d	1.13d	0.25d	0d	0d	0.08d

gTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Lodgment Time	—	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	1	0	0	0
Mean Time	—	0.51d	0.37d	—	—	—
Shortest Time	—	0.51d	0.37d	—	—	—
Longest Time	—	0.51d	0.37d	—	—	—
Median Time	—	0.51d	0.37d	—	—	—
PStDev Time	—	0d	0d	—	—	—

ccTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Lodgment Time	3.38d	—	—	—	0.76d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	0	0	8	0
Mean Time	3.38d	—	—	—	0.67d	—
Shortest Time	3.38d	—	—	—	0.1d	—
Longest Time	3.38d	—	—	—	0.76d	—
Median Time	3.38d	—	—	—	0.74d	—
PStDev Time	0d	—	—	—	0.21d	—

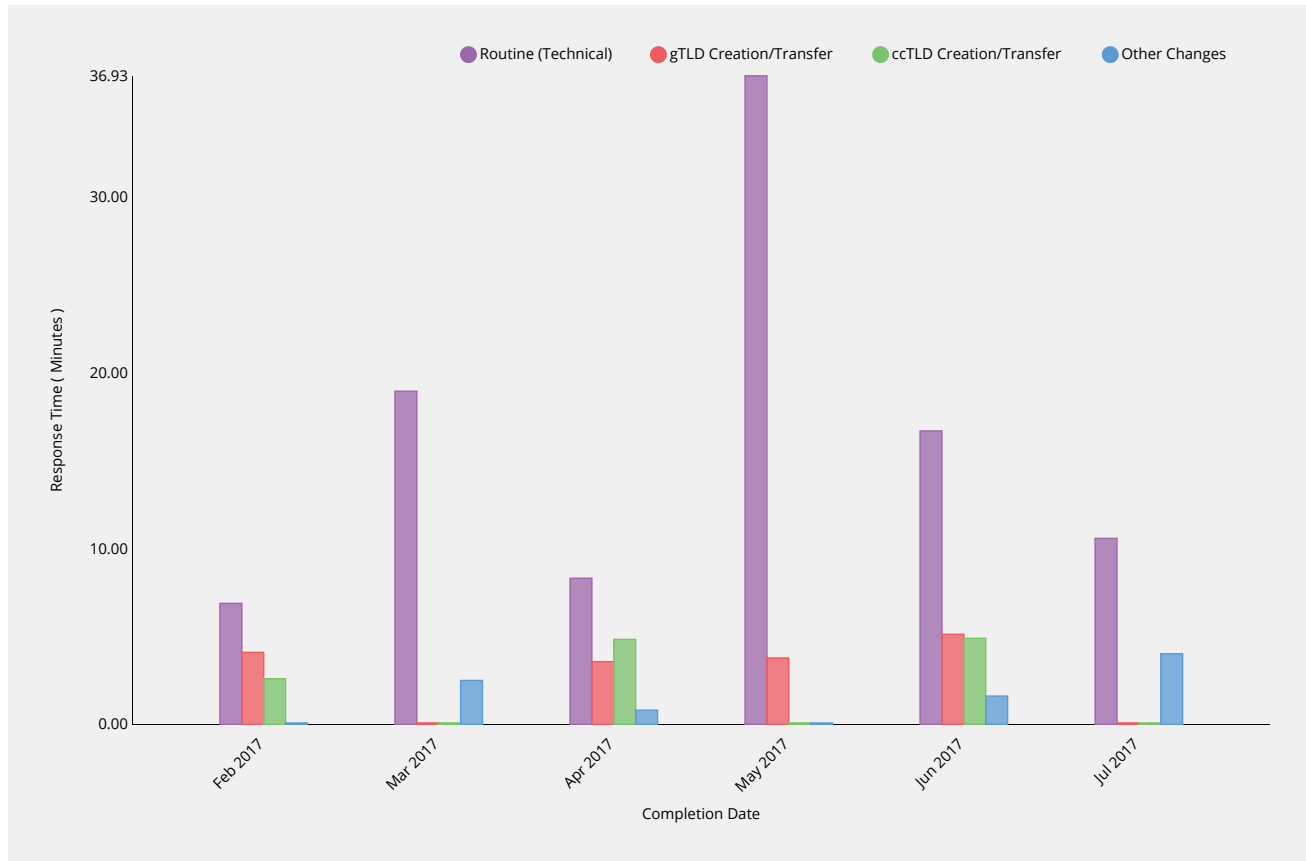
Other Changes	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Lodgment Time	—	2.24d	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	2	0	0	0	0
Mean Time	—	1.93d	—	—	—	—
Shortest Time	—	1.58d	—	—	—	—
Longest Time	—	2.28d	—	—	—	—
Median 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)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Response Time	6.89m	18.97m	8.32m	36.93m	16.71m	10.59m
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	55	65	22	51	42	38
Mean Time	3.46m	6.32m	3.32m	10.6m	5.79m	3.8m
Shortest Time	0.15m	0.35m	0.16m	0.48m	0.41m	0.36m
Longest Time	12.82m	19.89m	10.37m	44.28m	31.6m	15.7m
Median Time	3.31m	3.88m	2.65m	4.96m	4.09m	2.89m
PStDev Time	2.21m	5.55m	2.38m	11.77m	6.03m	3.31m

gTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Response Time	4.1m	—	3.57m	3.78m	5.13m	—
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	2	3	6	0
Mean Time	4.1m	—	3.15m	2.69m	3.62m	—
Shortest Time	4.1m	—	2.7m	1.75m	1.88m	—
Longest Time	4.1m	—	3.61m	3.94m	5.13m	—
Median Time	4.1m	—	3.15m	2.38m	3.5m	—

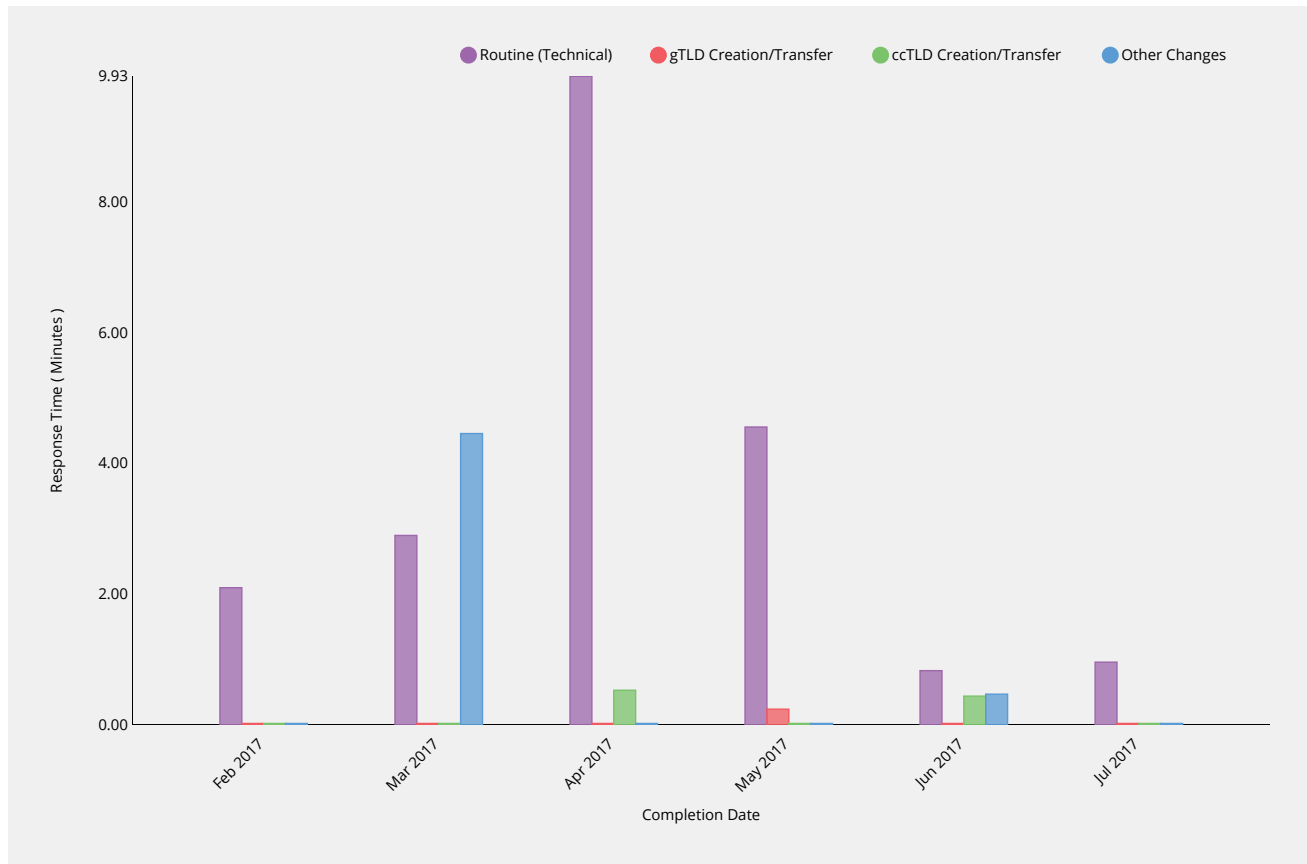
gTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
PStDev Time	0m	—	0.46m	0.92m	1.2m	—

ccTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Response Time	2.6m	—	4.84m	—	4.9m	—
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	4	0	8	0
Mean Time	2.6m	—	2.7m	—	3.23m	—
Shortest Time	2.6m	—	0.62m	—	1.4m	—
Longest Time	2.6m	—	5.04m	—	4.94m	—
Median Time	2.6m	—	2.57m	—	2.87m	—
PStDev Time	0m	—	1.76m	—	1.27m	—

Other Changes	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Response Time	—	2.5m	0.81m	—	1.61m	4.02m
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	1	0	3	1
Mean Time	—	2.5m	0.81m	—	1.26m	4.02m
Shortest Time	—	2.5m	0.81m	—	0.63m	4.02m
Longest Time	—	2.5m	0.81m	—	1.62m	4.02m
Median Time	—	2.5m	0.81m	—	1.53m	4.02m
PStDev Time	—	0m	0m	—	0.45m	0m

## Technical Check (Retest)

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



Routine (Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Response Time	2.1m	2.9m	9.93m	4.56m	0.83m	0.96m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	131	93	154	343	99	20
Mean Time	1.01m	1.14m	3.69m	1.34m	0.71m	0.73m
Shortest Time	0.11m	0.12m	0.13m	0.12m	0.05m	0.28m
Longest Time	2.14m	4.21m	10.05m	5.76m	14.15m	6.63m
Median Time	0.59m	1.09m	2.87m	0.69m	0.58m	0.33m
PStDev Time	0.72m	0.8m	3.3m	1.4m	1.51m	1.36m

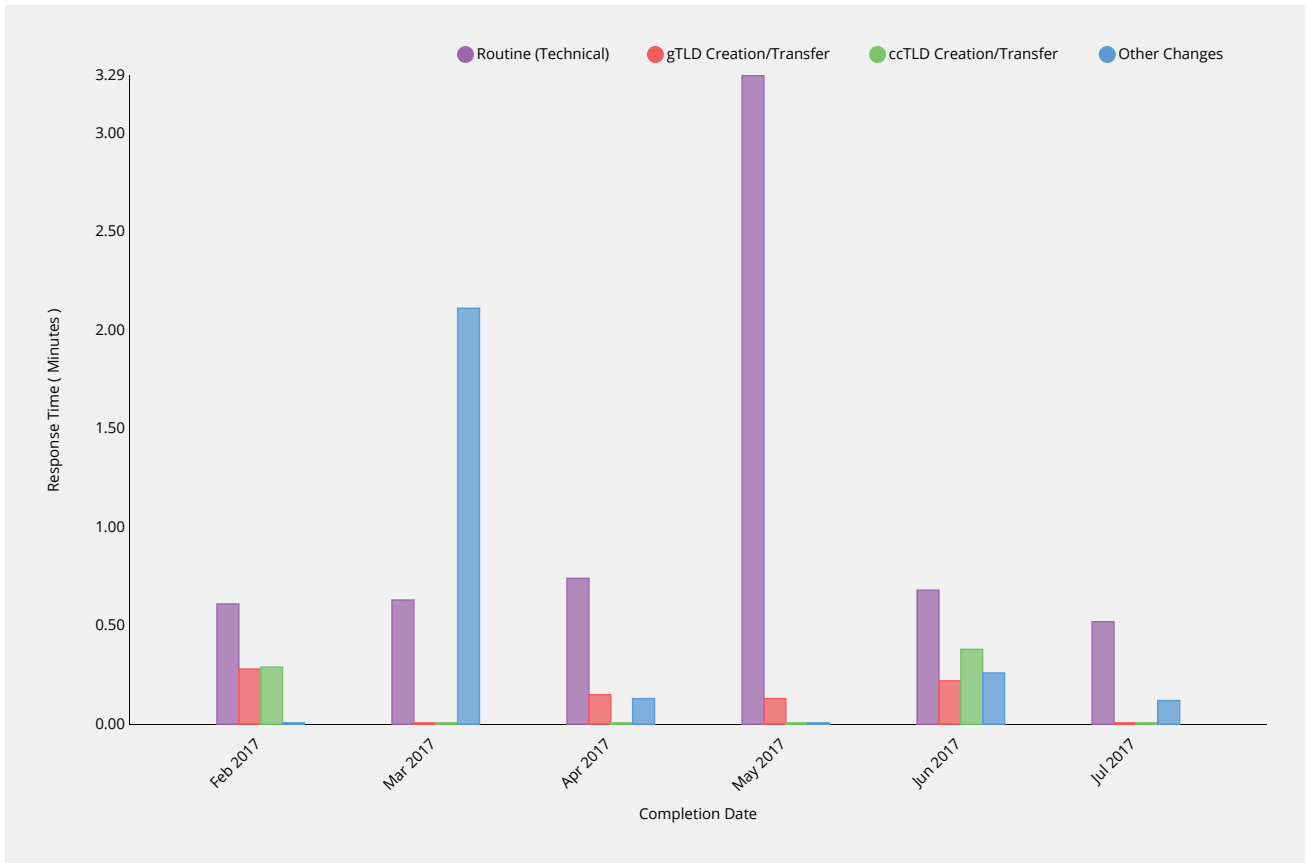
gTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Response Time	—	—	—	0.24m	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	44	0	0
Mean Time	—	—	—	0.15m	—	—
Shortest Time	—	—	—	0.08m	—	—
Longest Time	—	—	—	1.11m	—	—
Median Time	—	—	—	0.14m	—	—
PStDev Time	—	—	—	0.15m	—	—

ccTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Response Time	—	—	0.53m	—	0.44m	—
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	52	0	4	0
Mean Time	—	—	0.32m	—	0.39m	—
Shortest Time	—	—	0.26m	—	0.36m	—
Longest Time	—	—	0.73m	—	0.46m	—
Median Time	—	—	0.28m	—	0.37m	—
PStDev Time	—	—	0.1m	—	0.04m	—

Other Changes	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Response Time	—	4.46m	—	—	0.47m	—
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	32	0	0	6	0
Mean Time	—	1.75m	—	—	0.32m	—
Shortest Time	—	0.26m	—	—	0.15m	—
Longest Time	—	4.67m	—	—	0.48m	—
Median Time	—	0.51m	—	—	0.34m	—
PStDev Time	—	1.91m	—	—	0.13m	—

### Technical Check (Supplemental)

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



Routine (Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Response Time	0.61m	0.63m	0.74m	3.29m	0.68m	0.52m
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	57	58	19	56	46	41
Mean Time	0.59m	0.23m	0.29m	0.63m	0.26m	0.27m
Shortest Time	0.06m	0.06m	0.09m	0.1m	0.06m	0.09m
Longest Time	19.35m	0.88m	1.09m	4.19m	1.18m	0.67m
Median Time	0.12m	0.17m	0.19m	0.24m	0.2m	0.28m
PStDev Time	2.53m	0.17m	0.25m	0.99m	0.21m	0.12m

gTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Response Time	0.28m	—	0.15m	0.13m	0.22m	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	1	0	2	2	8	0
Mean Time	0.28m	—	0.12m	0.12m	0.13m	—
Shortest Time	0.28m	—	0.08m	0.11m	0.08m	—
Longest Time	0.28m	—	0.16m	0.14m	0.26m	—
Median Time	0.28m	—	0.12m	0.12m	0.13m	—
PStDev Time	0m	—	0.04m	0.01m	0.05m	—

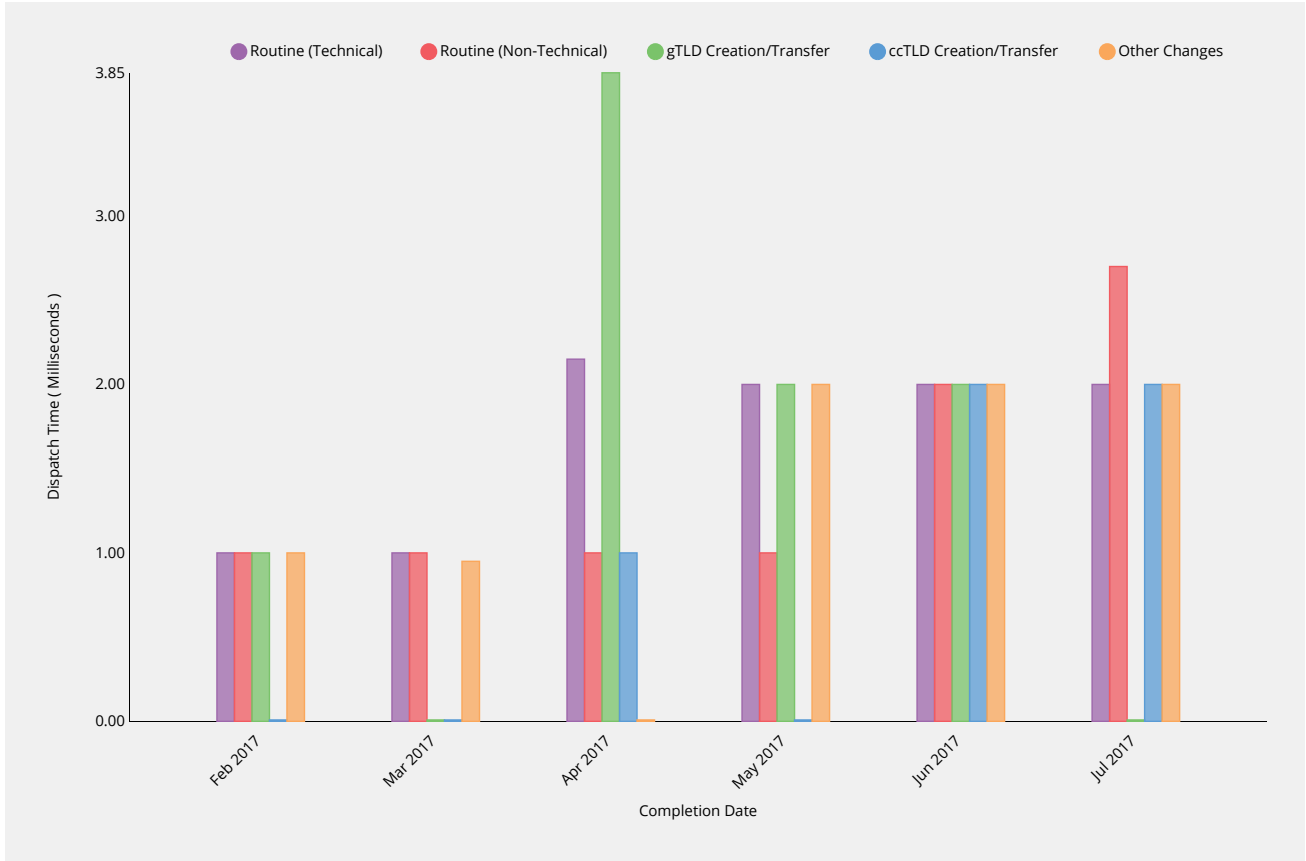
ccTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Response Time	0.29m	—	—	—	0.38m	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	1	0	0	0	8	0
Mean Time	0.29m	—	—	—	0.36m	—
Shortest Time	0.29m	—	—	—	0.34m	—
Longest Time	0.29m	—	—	—	0.38m	—
Median Time	0.29m	—	—	—	0.35m	—
PStDev Time	0m	—	—	—	0.01m	—

Other Changes	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Response Time	—	2.11m	0.13m	—	0.26m	0.12m
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	13	1	0	3	1
Mean Time	—	0.84m	0.13m	—	0.18m	0.12m
Shortest Time	—	0.26m	0.13m	—	0.11m	0.12m
Longest Time	—	2.13m	0.13m	—	0.27m	0.12m
Median Time	—	0.47m	0.13m	—	0.16m	0.12m
PStDev Time	—	0.73m	0m	—	0.07m	0m

# Contact Confirmations

## Email Dispatch

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



Routine (Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Dispatch Time	1ms	1ms	2.15ms	2ms	2ms	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	50	61	18	46	38	38
Mean Time	0.66ms	0.69ms	0.83ms	1.37ms	1.61ms	1.26ms
Shortest Time	0ms	0ms	0ms	0ms	1ms	0ms
Longest Time	2ms	2ms	3ms	2ms	2ms	3ms
Median Time	1ms	1ms	1ms	1ms	2ms	1.5ms
PStDev Time	0.51ms	0.53ms	0.76ms	0.6ms	0.49ms	0.88ms

Routine (Non-Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Dispatch Time	1ms	1ms	1ms	1ms	2ms	2.7ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	35	12	31	231	22	67
Mean Time	0.97ms	0.83ms	0.94ms	0.88ms	1.68ms	1.79ms
Shortest Time	0ms	0ms	0ms	0ms	1ms	0ms
Longest Time	2ms	1ms	2ms	2ms	2ms	3ms
Median Time	1ms	1ms	1ms	1ms	2ms	2ms

Routine (Non-Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
PStDev Time	0.29ms	0.37ms	0.35ms	0.4ms	0.47ms	0.59ms

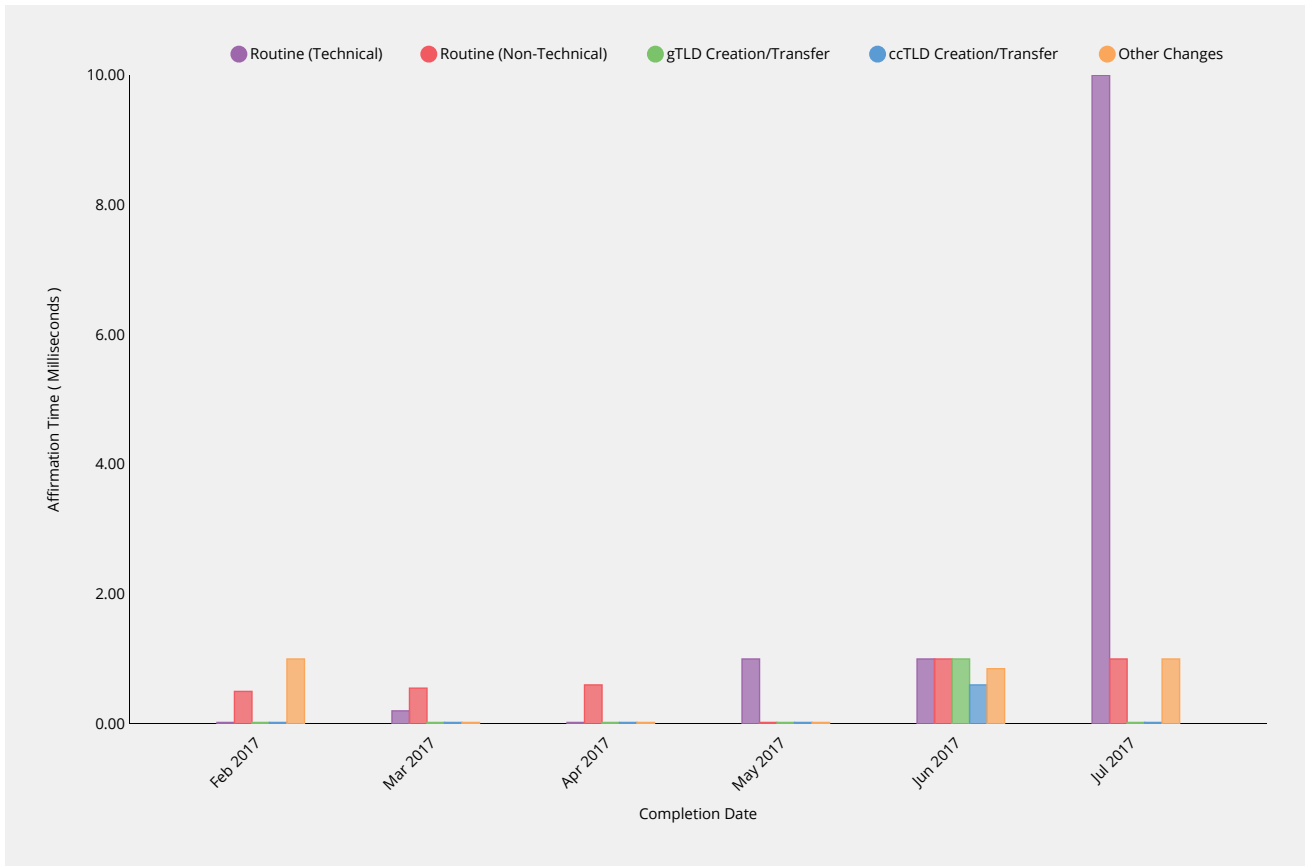
gTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Dispatch Time	1ms	0ms	3.85ms	2ms	2ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	3	2	2	3	8	0
Mean Time	1ms	0ms	2.5ms	1.67ms	1.5ms	—
Shortest Time	1ms	0ms	1ms	1ms	1ms	—
Longest Time	1ms	0ms	4ms	2ms	2ms	—
Median Time	1ms	0ms	2.5ms	2ms	1.5ms	—
PStDev Time	0ms	0ms	1.5ms	0.47ms	0.5ms	—

ccTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Dispatch Time	0ms	—	1ms	—	2ms	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	1	0	1	0	9	1
Mean Time	0ms	—	1ms	—	1.33ms	2ms
Shortest Time	0ms	—	1ms	—	1ms	2ms
Longest Time	0ms	—	1ms	—	2ms	2ms
Median Time	0ms	—	1ms	—	1ms	2ms
PStDev Time	0ms	—	0ms	—	0.47ms	0ms

Other Changes	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Dispatch Time	1ms	0.95ms	0ms	2ms	2ms	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	1	2	1	1	4	1
Mean Time	1ms	0.5ms	0ms	2ms	2ms	2ms
Shortest Time	1ms	0ms	0ms	2ms	2ms	2ms
Longest Time	1ms	1ms	0ms	2ms	2ms	2ms
Median Time	1ms	0.5ms	0ms	2ms	2ms	2ms
PStDev Time	0ms	0.5ms	0ms	0ms	0ms	0ms

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Affirmation Time	0ms	0.2ms	0ms	1ms	1ms	10ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	49	57	16	45	38	38
Mean Time	0.04ms	0.05ms	0ms	0.18ms	0.11ms	14.29ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	0ms	1ms	1ms	450ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.2ms	0.22ms	0ms	0.38ms	0.31ms	71.75ms

Routine (Non-Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Affirmation Time	0.5ms	0.55ms	0.6ms	0ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	31	10	29	228	20	65
Mean Time	0.06ms	0.1ms	0.07ms	0.05ms	0.1ms	15.34ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	1ms	986ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.25ms	0.3ms	0.25ms	0.21ms	0.3ms	121.33ms



gTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Affirmation Time	0ms	0ms	0ms	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	3	2	2	3	8	0
Mean Time	0ms	0ms	0ms	0ms	0.25ms	—
Shortest Time	0ms	0ms	0ms	0ms	0ms	—
Longest Time	0ms	0ms	0ms	0ms	1ms	—
Median Time	0ms	0ms	0ms	0ms	0ms	—
PStDev Time	0ms	0ms	0ms	0ms	0.43ms	—

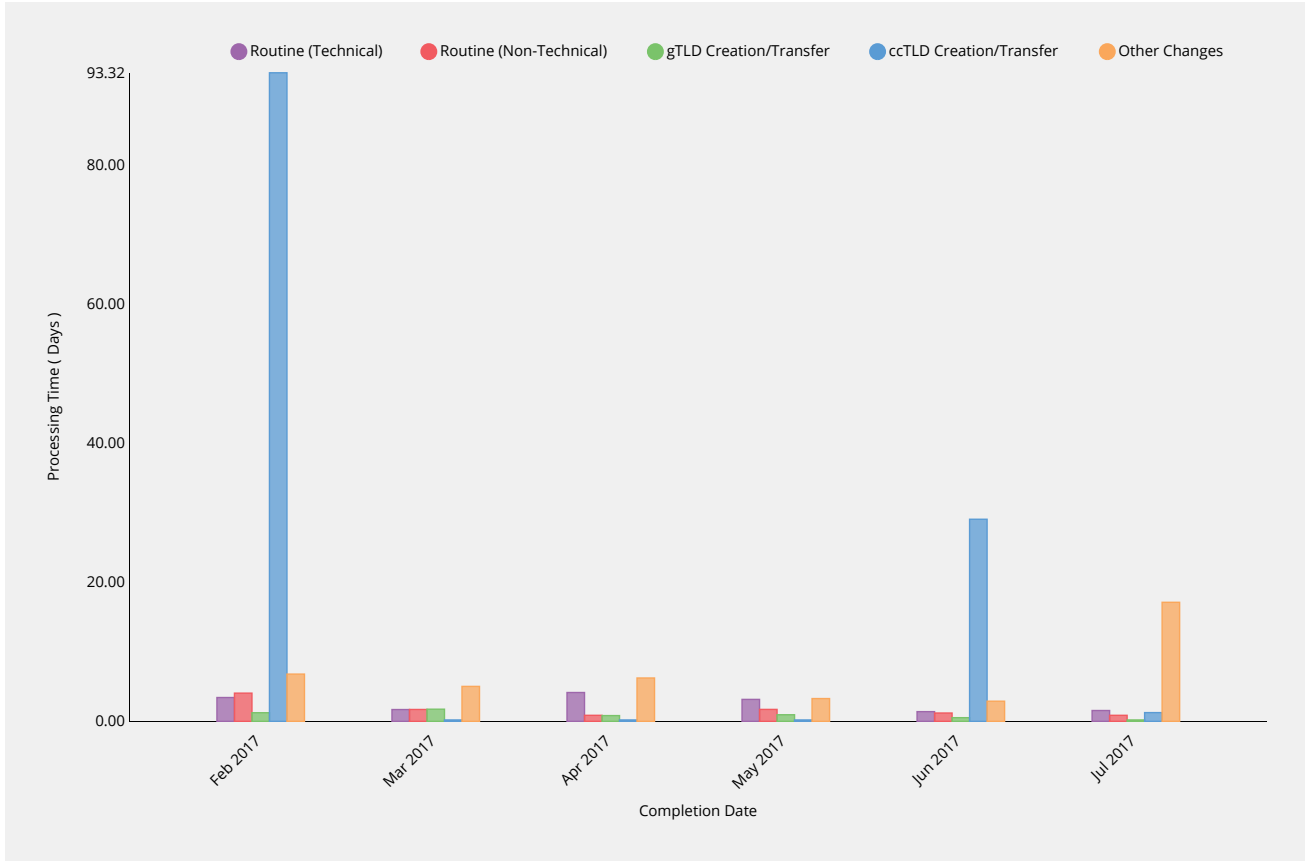
ccTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Affirmation Time	0ms	—	—	—	0.6ms	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	0	0	0	9	1
Mean Time	0ms	—	—	—	0.11ms	0ms
Shortest Time	0ms	—	—	—	0ms	0ms
Longest Time	0ms	—	—	—	1ms	0ms
Median Time	0ms	—	—	—	0ms	0ms
PStDev Time	0ms	—	—	—	0.31ms	0ms

Other Changes	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Affirmation Time	1ms	0ms	0ms	0ms	0.85ms	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	1	2	1	1	4	1
Mean Time	1ms	0ms	0ms	0ms	0.25ms	1ms
Shortest Time	1ms	0ms	0ms	0ms	0ms	1ms
Longest Time	1ms	0ms	0ms	0ms	1ms	1ms
Median Time	1ms	0ms	0ms	0ms	0ms	1ms
PStDev Time	0ms	0ms	0ms	0ms	0.43ms	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)	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Processing Time	3.43d	1.7d	4.15d	3.16d	1.4d	1.56d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	49	58	16	45	38	38
Mean Time	1.55d	1.13d	1.95d	1.27d	0.59d	0.61d
Shortest Time	0d	0d	0.22d	0.2d	0.03d	0d
Longest Time	4.29d	3.8d	4.63d	4.37d	2d	2.03d
Median Time	1.47d	1.09d	1.51d	0.57d	0.44d	0.46d
PStDev Time	1.1d	0.76d	1.45d	1.2d	0.47d	0.52d

Routine (Non-Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Processing Time	4.06d	1.71d	0.87d	1.72d	1.2d	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	31	9	28	227	18	65
Mean Time	1.71d	0.9d	0.93d	1.16d	0.59d	0.59d
Shortest Time	0d	0d	0.07d	0.08d	0.02d	0d
Longest Time	4.74d	3.66d	3.97d	3.83d	1.5d	1.7d
Median Time	1.17d	0.83d	0.86d	0.99d	0.31d	0.57d

Routine (Non-Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
PStDev Time	1.46d	1.07d	0.62d	0.48d	0.5d	0.29d

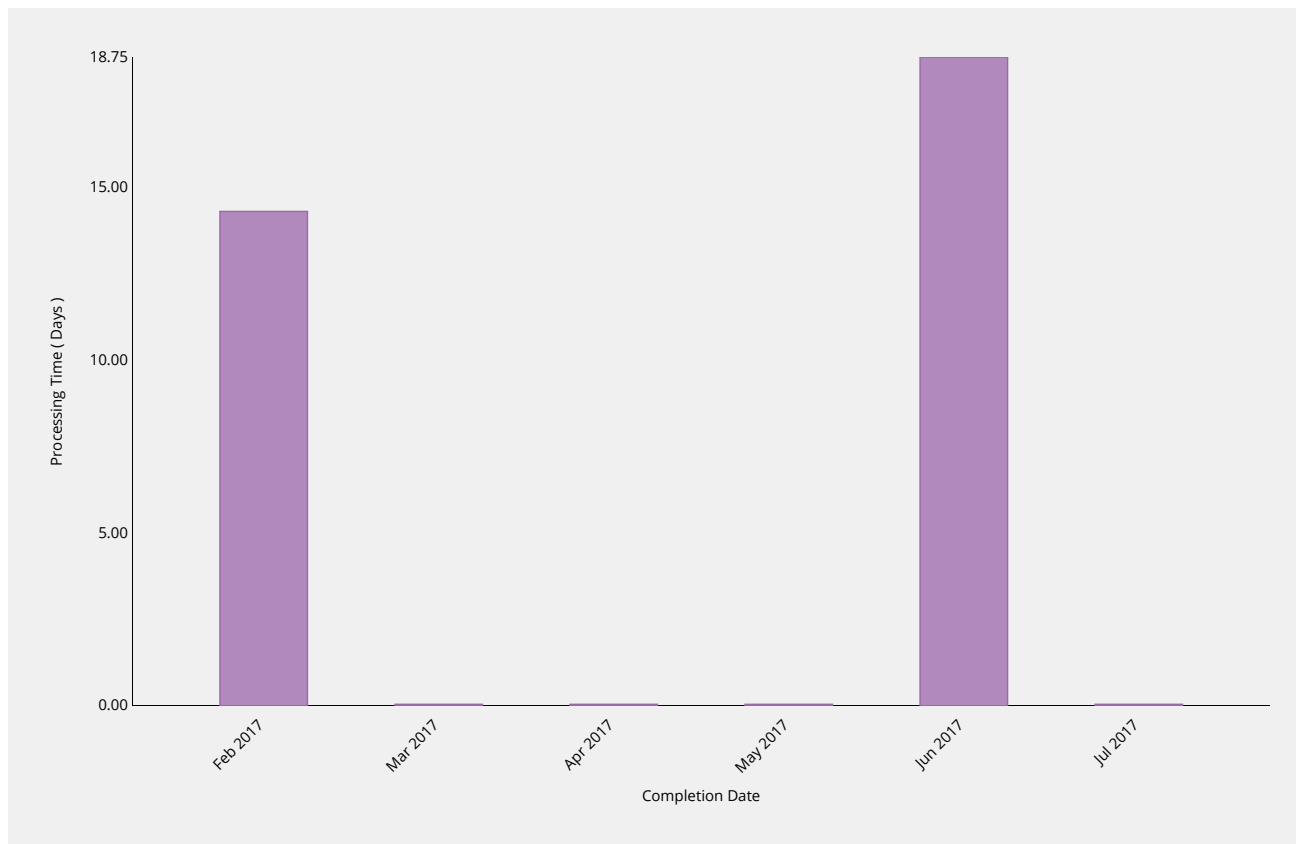
gTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Processing Time	1.24d	1.75d	0.83d	0.95d	0.53d	—
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	3	2	2	3	8	0
Mean Time	1.17d	1.35d	0.46d	0.8d	0.36d	—
Shortest Time	1.03d	0.85d	0d	0.51d	0.14d	—
Longest Time	1.24d	1.85d	0.93d	0.95d	0.56d	—
Median Time	1.24d	1.35d	0.46d	0.95d	0.38d	—
PStDev Time	0.1d	0.5d	0.46d	0.21d	0.13d	—

ccTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Processing Time	93.32d	—	0d	—	29.08d	1.26d
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Request Count	1	0	1	0	9	1
Mean Time	93.32d	—	0d	—	23.3d	1.26d
Shortest Time	93.32d	—	0d	—	2.6d	1.26d
Longest Time	93.32d	—	0d	—	29.08d	1.26d
Median Time	93.32d	—	0d	—	25.43d	1.26d
PStDev Time	0d	—	0d	—	7.41d	0d

Other Changes	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Processing Time	6.8d	5.03d	6.24d	3.28d	2.9d	17.13d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	1	1	1	1	4	1
Mean Time	6.8d	5.03d	6.24d	3.28d	1.04d	17.13d
Shortest Time	6.8d	5.03d	6.24d	3.28d	0.04d	17.13d
Longest Time	6.8d	5.03d	6.24d	3.28d	2.9d	17.13d
Median Time	6.8d	5.03d	6.24d	3.28d	0.62d	17.13d
PStDev Time	0d	0d	0d	0d	1.11d	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).

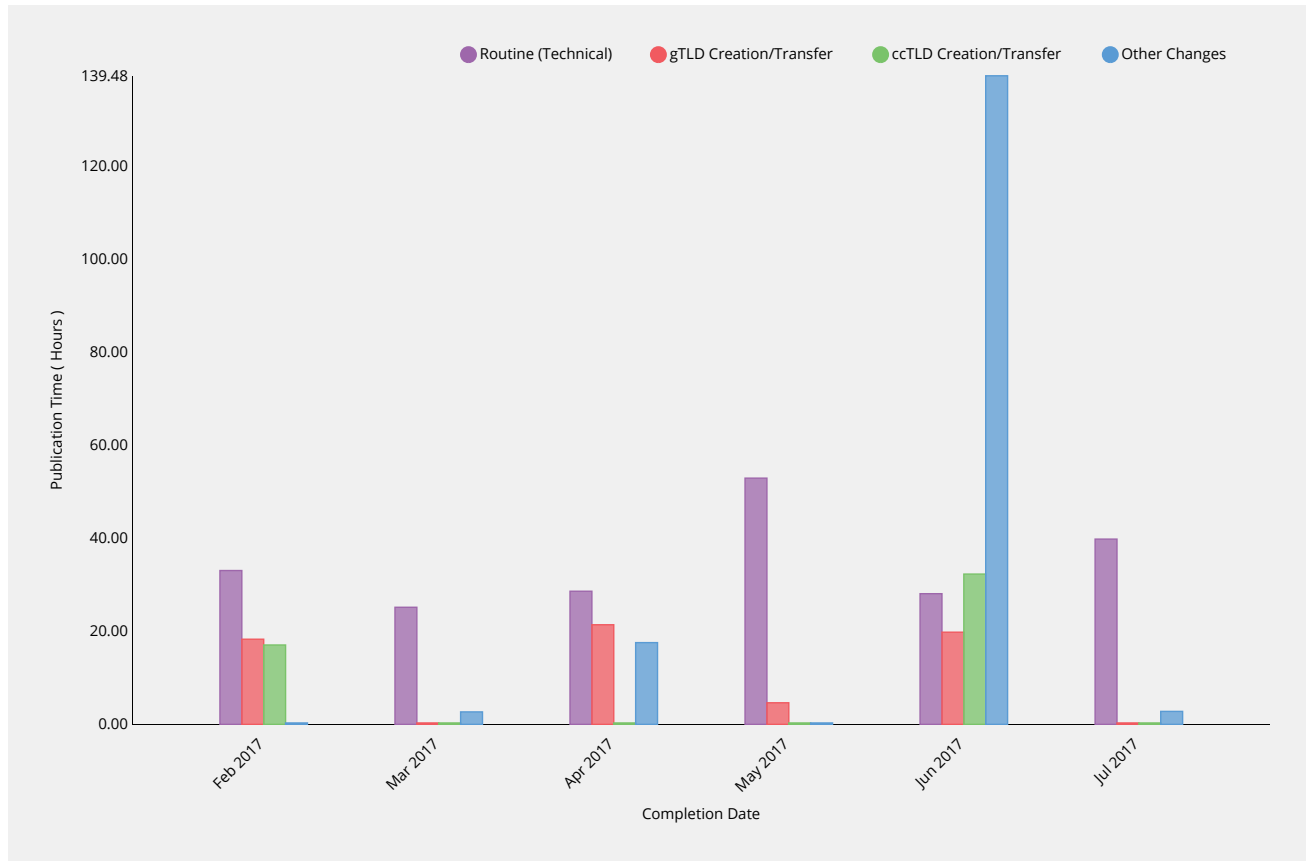


ccTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Processing Time	14.29d	—	—	—	18.75d	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	1	0	0	0	8	0
Mean Time	14.29d	—	—	—	18.75d	—
Shortest Time	14.29d	—	—	—	18.75d	—
Longest Time	14.29d	—	—	—	18.75d	—
Median Time	14.29d	—	—	—	18.75d	—
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)	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Publication Time	33.08h	25.18h	28.63h	52.95h	28.1h	39.84h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	49	57	16	45	38	37
Mean Time	16.57h	8.7h	10.56h	11.57h	9.75h	19.72h
Shortest Time	1.17h	0.68h	2.02h	0.96h	0.88h	1.08h
Longest Time	36.06h	26.61h	29.23h	76.65h	28.1h	40.07h
Median Time	18.77h	5.16h	7.41h	8.07h	7.43h	19.34h
PStDev Time	8.12h	7h	8.59h	12.53h	7.87h	11.54h

gTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Publication Time	18.31h	—	21.42h	4.64h	19.82h	—
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	2	2	6	0
Mean Time	18.31h	—	11.6h	4.64h	13.35h	—
Shortest Time	18.31h	—	1.58h	4.63h	9.13h	—
Longest Time	18.31h	—	21.62h	4.64h	19.82h	—
Median Time	18.31h	—	11.6h	4.64h	11.13h	—

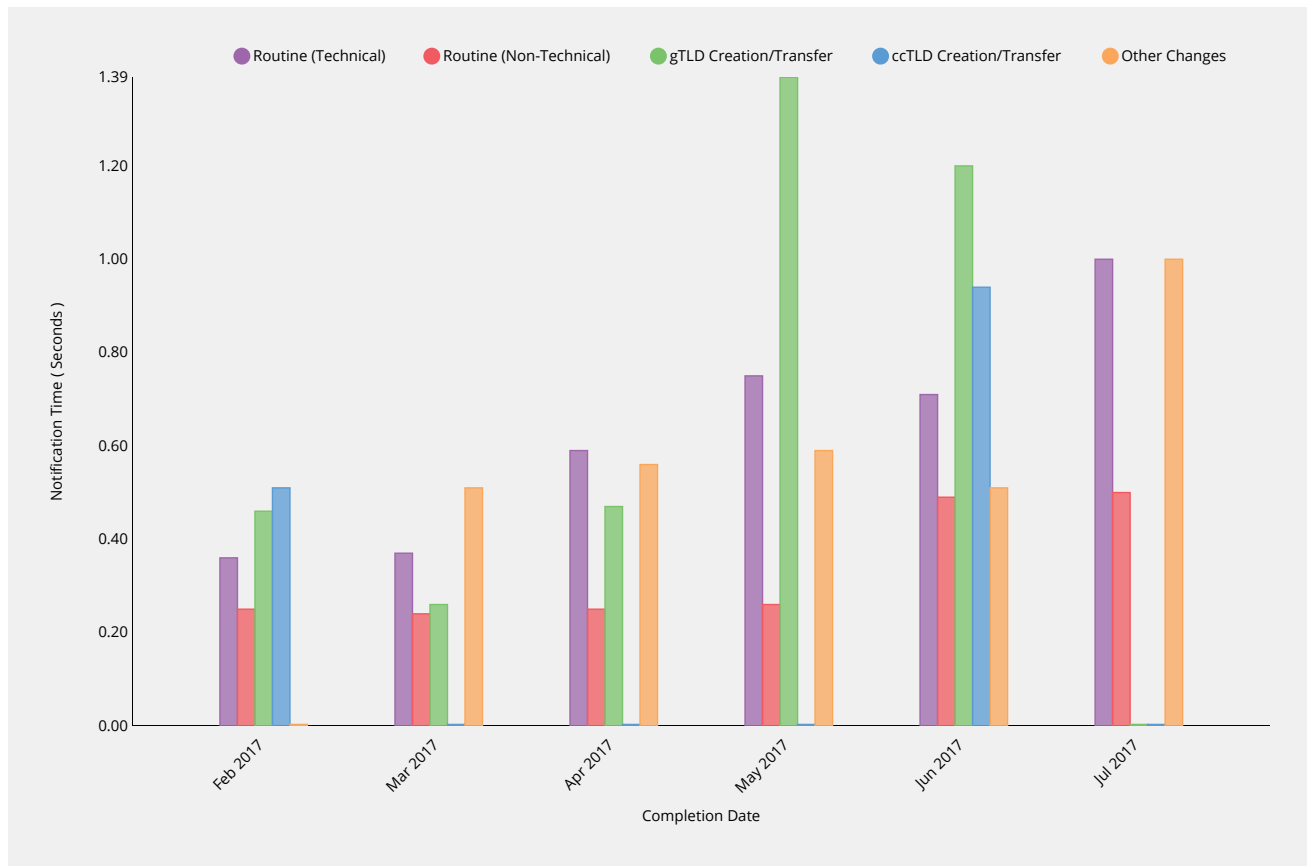
gTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
PStDev Time	0h	—	10.02h	0.01h	4.76h	—

ccTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Publication Time	17.07h	—	—	—	32.32h	—
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	8	0
Mean Time	17.07h	—	—	—	30.34h	—
Shortest Time	17.07h	—	—	—	24.23h	—
Longest Time	17.07h	—	—	—	32.32h	—
Median Time	17.07h	—	—	—	32.31h	—
PStDev Time	0h	—	—	—	3.41h	—

Other Changes	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Publication Time	—	2.68h	17.58h	—	139.48h	2.79h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	0	1	1	0	3	1
Mean Time	—	2.68h	17.58h	—	52.75h	2.79h
Shortest Time	—	2.68h	17.58h	—	3.83h	2.79h
Longest Time	—	2.68h	17.58h	—	139.48h	2.79h
Median Time	—	2.68h	17.58h	—	14.95h	2.79h
PStDev Time	—	0h	0h	—	61.49h	0h

## Notification of Completion

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



Routine (Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Notification Time	0.36s	0.37s	0.59s	0.75s	0.71s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	49	57	16	45	38	37
Mean Time	0.23s	0.24s	0.37s	0.43s	0.46s	0.6s
Shortest Time	0.16s	0.17s	0.21s	0.17s	0.34s	0s
Longest Time	0.37s	0.47s	0.73s	0.81s	0.74s	1s
Median Time	0.2s	0.2s	0.33s	0.4s	0.43s	0.5s
PStDev Time	0.06s	0.07s	0.14s	0.17s	0.1s	0.26s

Routine (Non-Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Notification Time	0.25s	0.24s	0.25s	0.26s	0.49s	0.5s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	29	9	28	227	18	65
Mean Time	0.21s	0.22s	0.21s	0.2s	0.42s	0.42s
Shortest Time	0.16s	0.2s	0.17s	0.15s	0.36s	0s
Longest Time	0.29s	0.24s	0.48s	0.46s	0.53s	0.62s
Median Time	0.21s	0.22s	0.19s	0.19s	0.41s	0.43s
PStDev Time	0.02s	0.01s	0.06s	0.05s	0.04s	0.07s

gTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Notification Time	0.46s	0.26s	0.47s	1.39s	1.2s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	3	2	2	3	8	0
Mean Time	0.3s	0.23s	0.43s	0.89s	0.89s	—
Shortest Time	0.2s	0.19s	0.38s	0.24s	0.28s	—
Longest Time	0.49s	0.26s	0.48s	1.43s	1.22s	—
Median Time	0.22s	0.23s	0.43s	1.01s	1.05s	—
PStDev Time	0.13s	0.04s	0.05s	0.49s	0.35s	—

ccTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Notification Time	0.51s	—	—	—	0.94s	—
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	9	0
Mean Time	0.51s	—	—	—	0.77s	—
Shortest Time	0.51s	—	—	—	0.45s	—
Longest Time	0.51s	—	—	—	0.96s	—
Median Time	0.51s	—	—	—	0.78s	—
PStDev Time	0s	—	—	—	0.13s	—

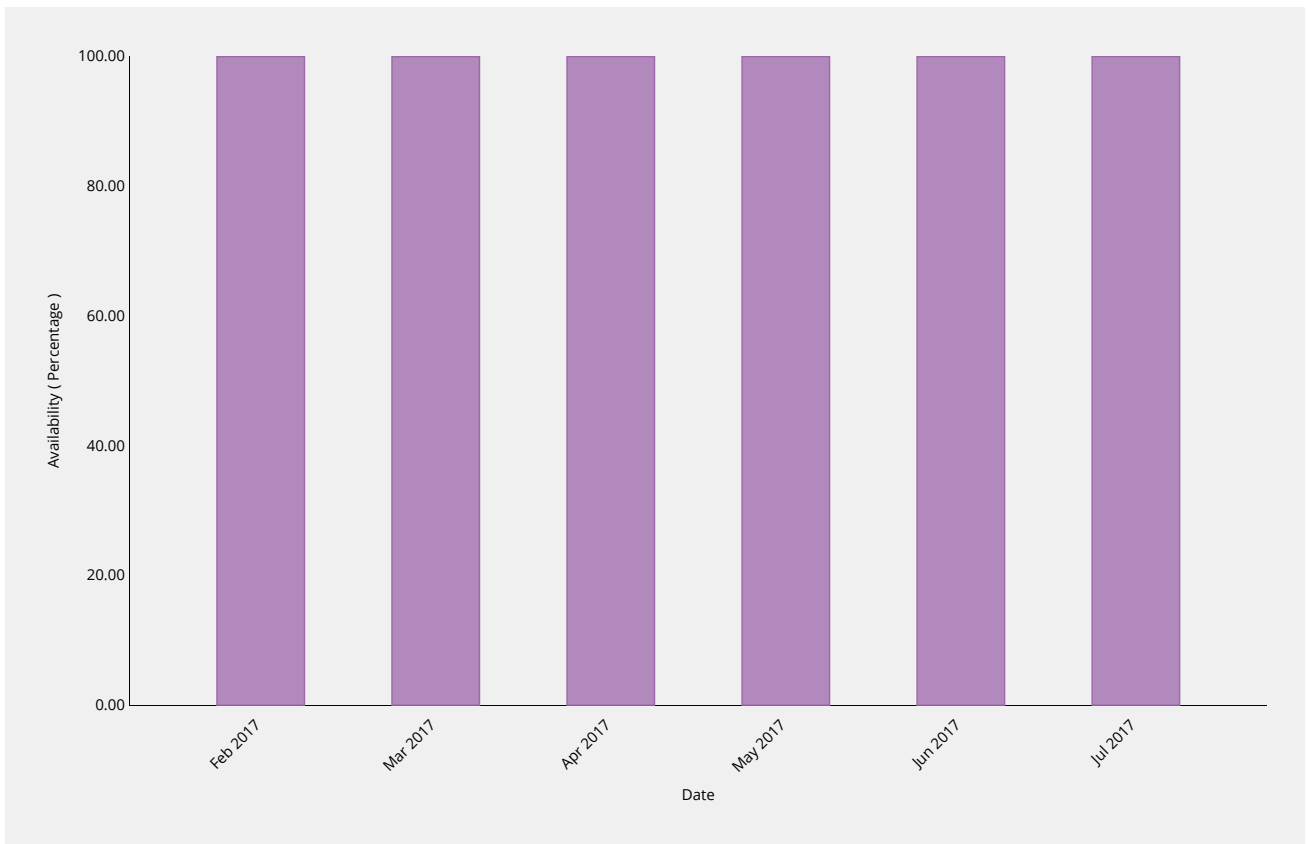
Other Changes	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Notification Time	—	0.51s	0.56s	0.59s	0.51s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	1	1	1	4	1
Mean Time	—	0.51s	0.56s	0.59s	0.49s	1s
Shortest Time	—	0.51s	0.56s	0.59s	0.42s	1s
Longest Time	—	0.51s	0.56s	0.59s	0.51s	1s
Median Time	—	0.51s	0.56s	0.59s	0.51s	1s
PStDev Time	—	0s	0s	0s	0.04s	0s



# System Availability

## IANA Website

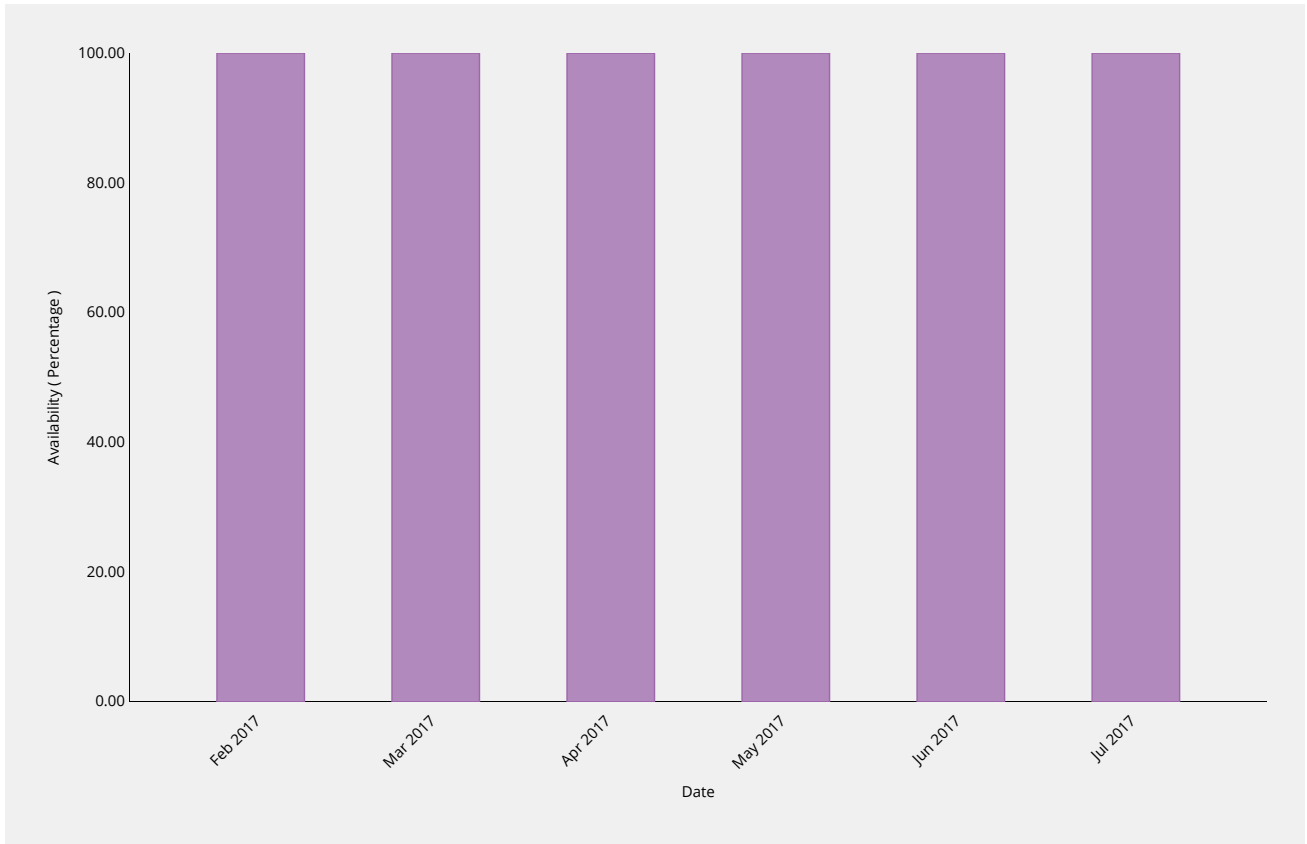
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Availability	100%	100%	100%	100%	100%	<b>100%</b>
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Management System

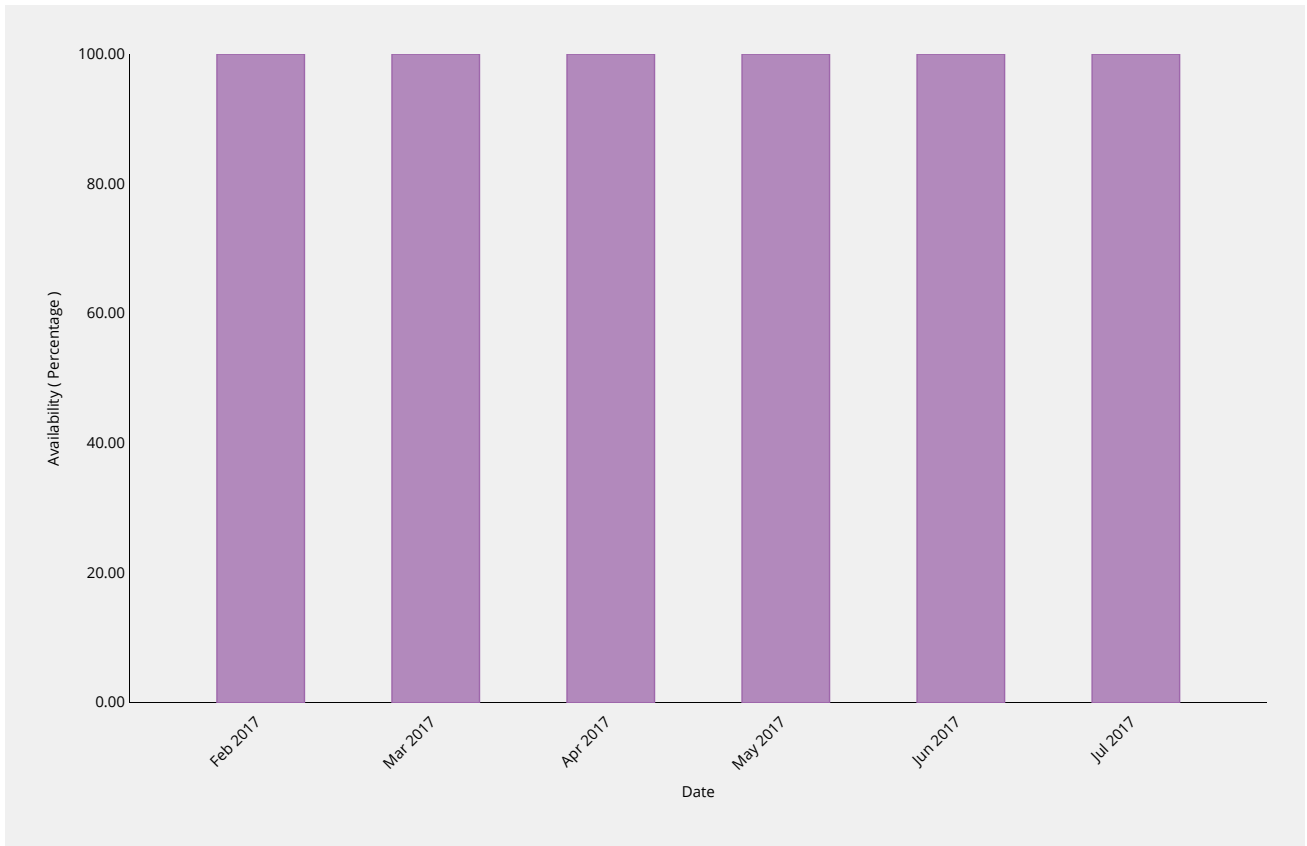
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Availability	100%	100%	99.99%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Directory Service

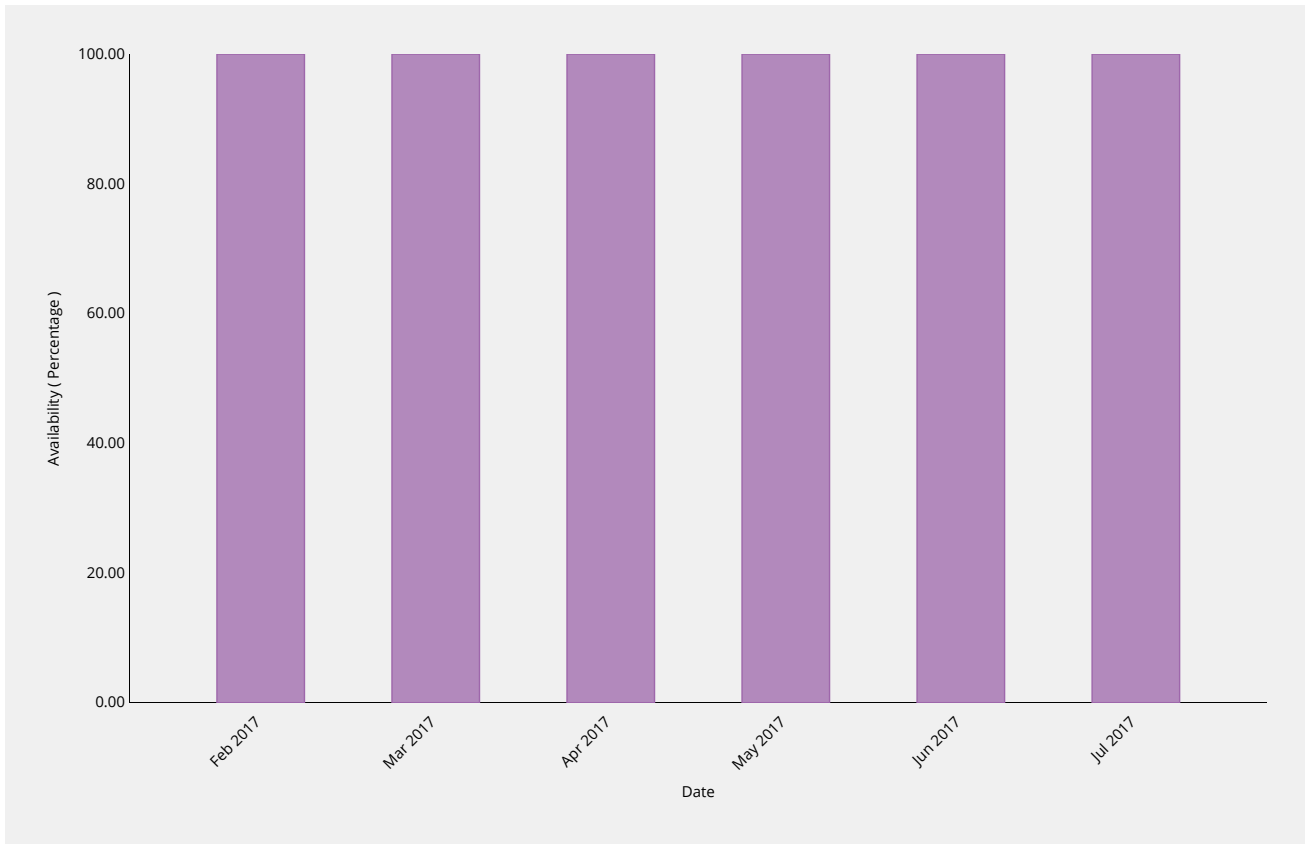
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Availability	100%	100%	100%	100%	100%	<b>100%</b>
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Service Level Dashboard

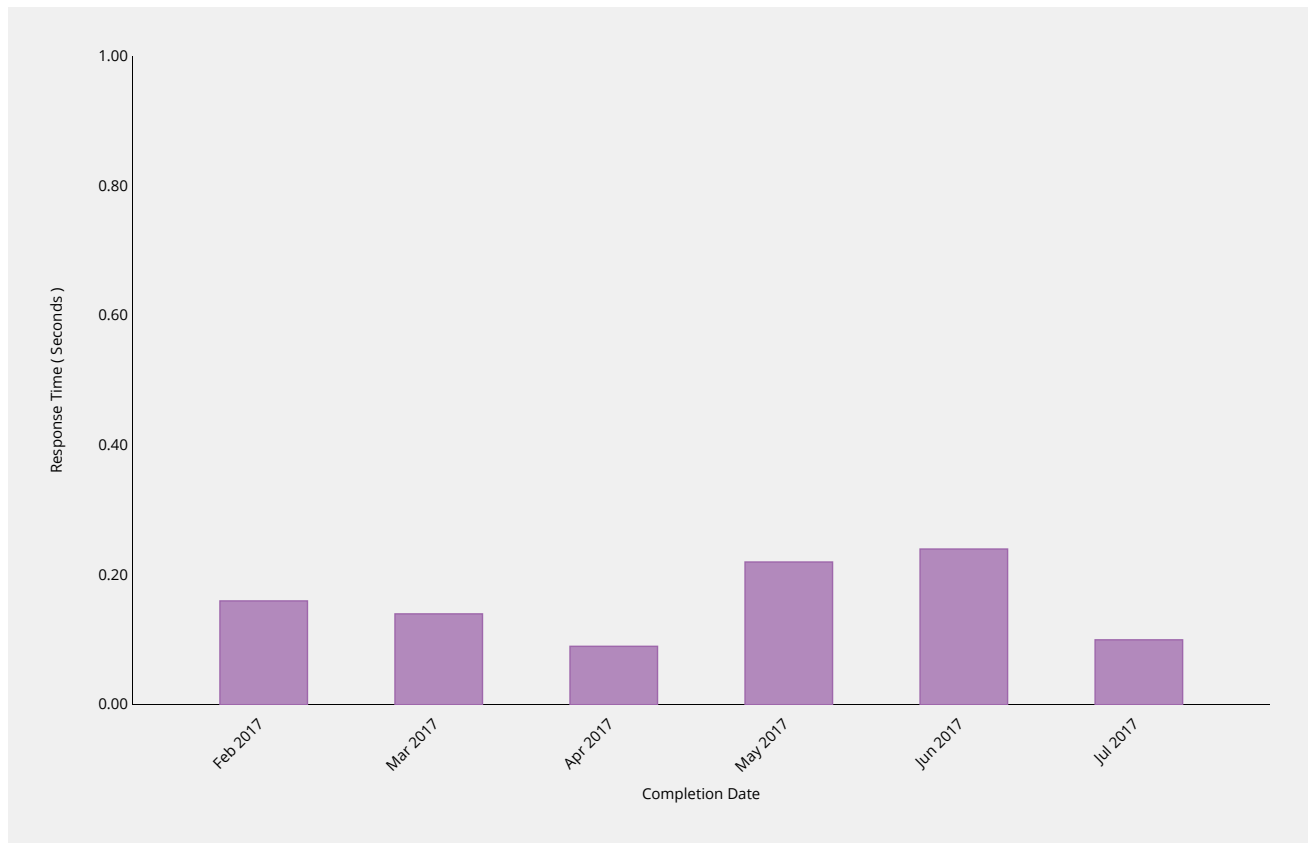
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Credential Recovery

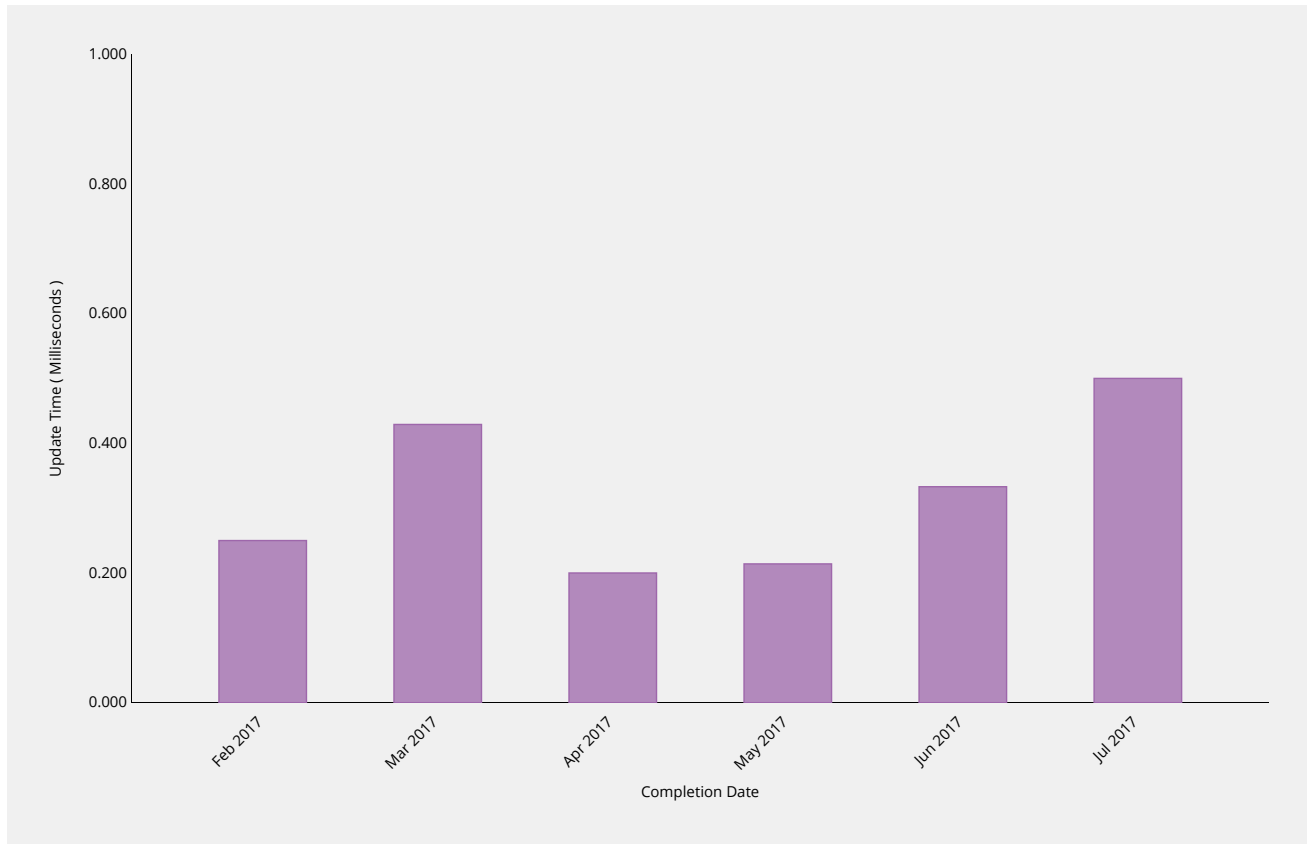
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Response Time	0.16s	0.14s	0.09s	0.22s	0.24s	0.1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	25	13	5	18	18	4
Mean Time	0.07s	0.07s	0.07s	0.09s	0.12s	0.08s
Shortest Time	0.02s	0.04s	0.05s	0.03s	0.06s	0.06s
Longest Time	0.26s	0.18s	0.09s	0.22s	0.29s	0.1s
Median Time	0.06s	0.05s	0.08s	0.07s	0.1s	0.09s
PStDev Time	0.05s	0.04s	0.01s	0.06s	0.06s	0.02s

## Credential Change

Time to implement new password within the system.



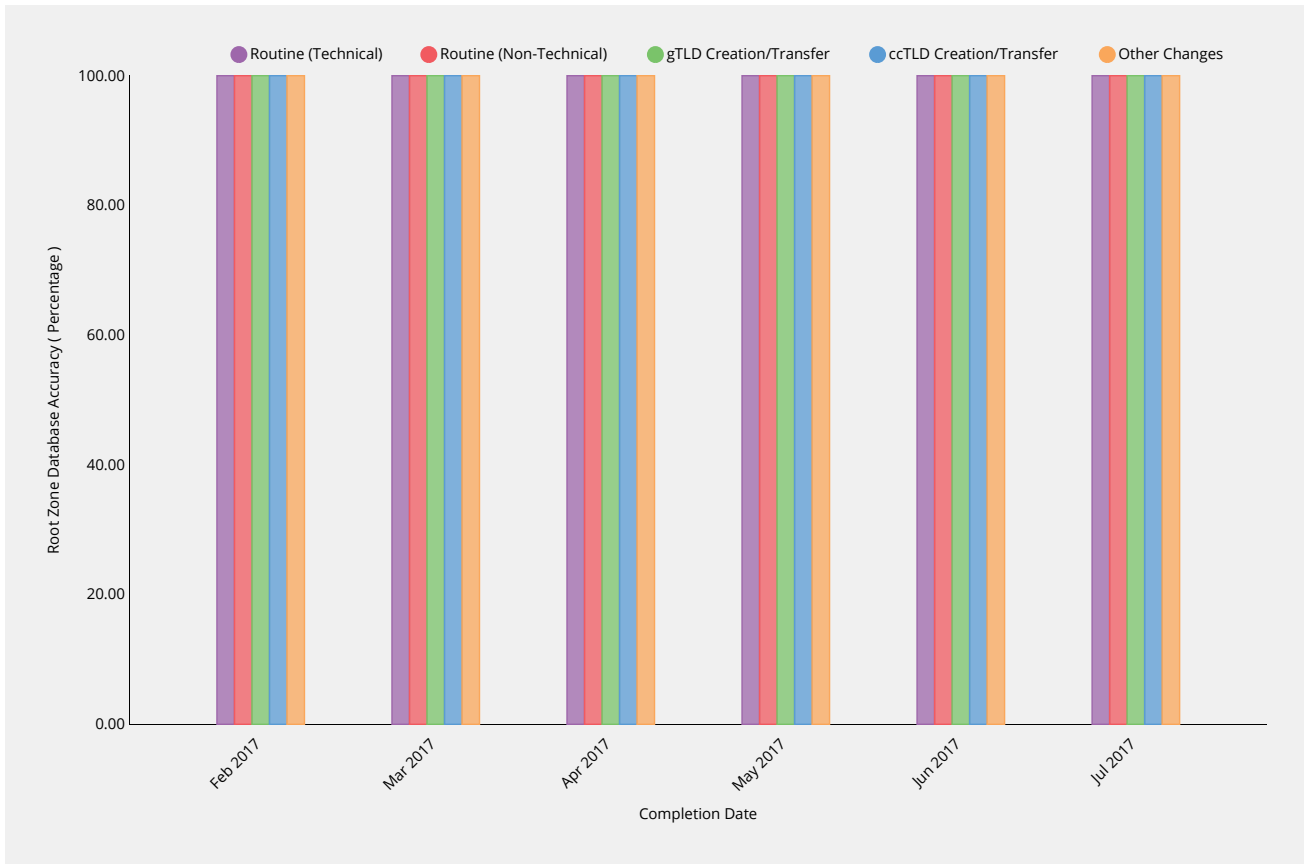
Credential Change	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Update Time	1ms	1ms	0.8ms	1ms	1ms	<b>1ms</b>
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	20	7	5	14	15	4
Mean Time	0.25ms	0.429ms	0.2ms	0.214ms	0.333ms	0.5ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0.5ms
PStDev Time	0.433ms	0.495ms	0.4ms	0.41ms	0.471ms	0.5ms



Other Changes	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	1	1	1	4	1

## Root Zone Database

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



Routine (Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
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	49	57	16	45	38	37

Routine (Non-Technical)	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
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	29	9	28	227	18	65

gTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
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	3	2	2	3	8	0



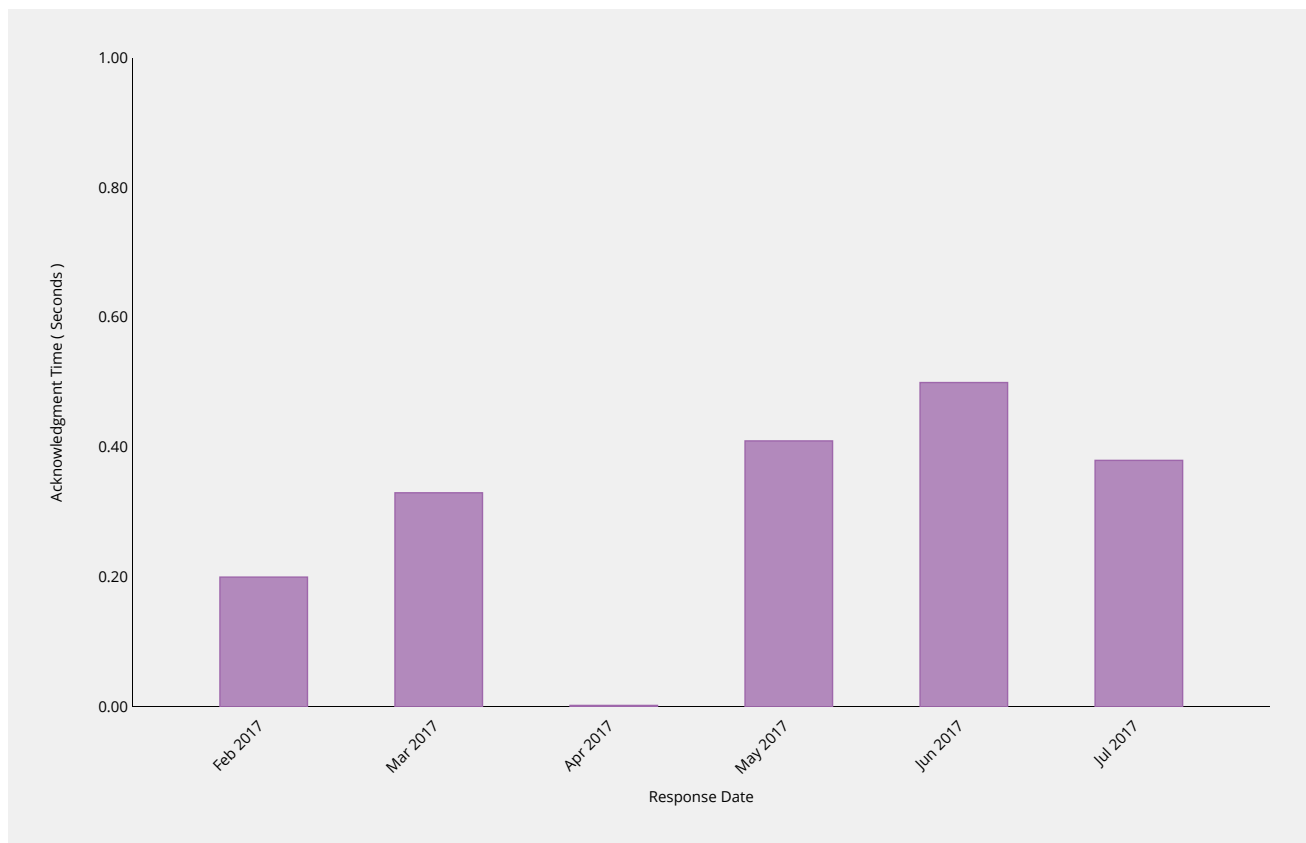
ccTLD Creation/Transfer	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	0	0	0	9	0

Other Changes	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
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	1	1	4	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.

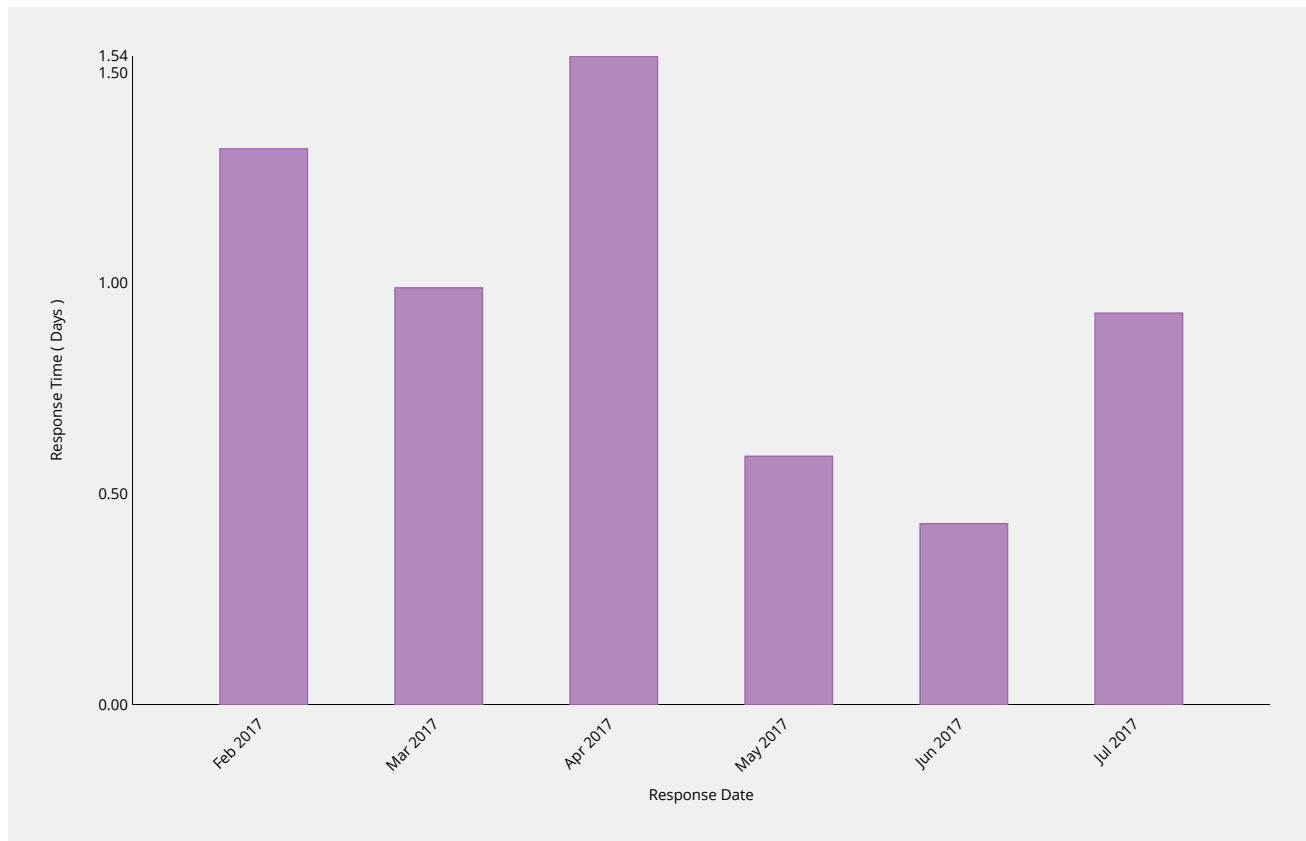


Manual Enquiries	2017-02	2017-03	2017-04	2017-05	2017-06	2017-07
Acknowledgment Time	1s	1s	0s	1s	1.55s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	15	18	5	17	10	26
Mean Time	0.2s	0.33s	0s	0.41s	0.5s	0.38s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	0s	1s	2s	1s

Manual Enquiries	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0.4s	0.47s	0s	0.49s	0.67s	0.49s

## Time to initial response

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



Manual Enquiries	2017-02	2017-03	2017-04	2017-05	2017-06	<b>2017-07</b>
Response Time	4.11d	2.54d	2.82d	1.42d	0.8d	1.01d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	15	14	7	17	10	26
Mean Time	1.32d	0.99d	1.54d	0.59d	0.43d	0.93d
Shortest Time	0.02d	0.04d	0.14d	0.02d	0d	0.26d
Longest Time	7.47d	4.66d	2.82d	1.97d	1.53d	2.5d
Median Time	0.33d	0.45d	1.05d	0.43d	0.34d	0.95d
PStDev Time	2.16d	1.3d	1.14d	0.58d	0.42d	0.37d

# 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

## Missing Data for Some Categories

During compilation of this report, PTI identified that event data was not fully recorded for a partial period during the month. The majority of this data was subsequently recovered through restoration of backups and through augmentation with alternative logging mechanisms built into our system.

We were unable to restore some metrics that require sub-second granularity for a 90 hour period between 2017-07-14 and 2017-07-18. The categories affected were: acceptance recognition time, email dispatch time, recognition of confirmation time, notification of completion time, credential recovery time, and credential change time.

There is no indication that performance of these categories was anomalous during the period, and we believe this has no bearing on our adherence to the service level expectations for the month.

We are working on remediating the underlying technical issue that caused this data capture outage, as well as improved alerting so that during such an issue, it will be identified and corrected faster in the future.

## Root Zone Revocations and Root Server Changes

There were no revocation or root server change requests completed during July 2017.

## IDN Table Processing

Below is a summary of requests processed during July 2017 to add or modify IDN tables in the IDN Practices Repository: <https://www.iana.org/domains/idn-tables>:

TLDs involved in submission	# of Tables	Request Type	Start Date	End Date	Processing notes
3	3	IDN Table Addition	2017-06-08	2017-07-13	Submission required corrections
1	103	IDN Table Addition	2017-07-07	2017-07-31	
1	6	IDN Table Addition	2017-07-13	2017-07-31	