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

**August 2017**

Date: 17 September 2017

**Overall Finding**

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

Excellent- PTI met the service level agreement at 100% for the month of August 2017.

**Metrics That the CSC is Tracking Closely**

Currently, there are no metrics requiring close tracking.

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Metric | Current SLA | Actual Performance | Proposed Adjusted SLA | Explanation |
| Technical Check – Retest and Supplemental | 1-5 minutes | 5-8 minutes | 10 minutes | No impact on customer and better reflection of historical trend |
| Publication of IDN tables | No current SLAs | Data being gathered | To be determined | The CSC recommends that a SLA be determined for the maintenance of IDN tables and label generation rulesets. The Naming Function Contract calls for the maintenance of such a repository. |

**Report of Escalations**

No new escalations have been received during this reporting period, and the two past escalations (both from the June 2017 reporting period) have been closed.

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