**Recommended SLA metric Changes**

1. Changes to existing measures

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| **Metric** | **Current SLA** | **Actual** | **Proposed Adjusted SLA** | **Explanation** |
| Technical Check – Retest | 95% within 3 min, measured monthly | 5-8 mins | 95% within 10 min | This was an unnecessarily tight target and relaxing it has no impact on customers. |
| Technical Check – Supplemental | 95% within 1 min (routine)  95% within 5 min (TLD creation/transfer) | 5-8 mins | 95% within 10 min | This was an unnecessarily tight target and relaxing it has no impact on customers. |
| ccTLD Creation/Transfer – Validation and Reviews | 100% within 60 days, measured monthly | Varies, up to 67 days (estimate) | 80% within 60 days, 100% within 90 days, measured annually | The number of requests for this process is historically limited in number, and the complexity so variable that it is hard to set a realistic SLA based on evidence. Relaxing the target overall would be unfair on those that provide high quality documentation and so reducing the threshold is the best course of action. However, the low number of requests then means this must be measured annually not monthly. |

1. New measures

None.

1. Measures to remove

None.

**Other changes**

We recommend that a formal set of SLA change procedures be adopted, circulated as “IFO SLA Change Procedures – DRAFT for consultation”