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

**November 2017**

Date: 14 December 2017

**Overall Finding**

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

Satisfactory - PTI met the service level agreement at 96.9% for the month of November2017. Missed service level agreements that were satisfactorily explained and not an indication of a persistent issue:

1. Technical Check (Retest)
2. Technical Check (Supplemental)

Regarding both the Technical Check (Retest) and the Technical Check (Supplemental) missed service levels are subject to a CSC recommendation that would re-categorize this month’s performance for these metrics as ‘met’ as well.

On the evidence so far, the CSC does not regard this as a cause for concern.

Please refer to the Exceptions and Narrative for Reporting Period section of the November2017 PTI performance report for a more detailed explanation of the missed SLAs.

**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**

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| --- | --- | --- | --- | --- |
| 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**

During this reporting period, PTI has notified the CSC of 2 escalations. The CSC has discussed the escalation and determined that it is not a persistent performance issue or system problem association with the provision of the IANA naming services.

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