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

**December 2017**

Date: 15 January 2018

**Overall Finding**

The CSC completed review of the December 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 September 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.

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