

# IANA Naming Function Monthly Performance Report

June 2018

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.85s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.04s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.97s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 1.26s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.78s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.15d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 1.93d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.33d	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✗ 176.07m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 3.69m	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 4.18m	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 0.49m	p11
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ 0.29m	p11
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.58m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ 0.27m	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p13
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p13
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p16
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p17
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 2ms	p17
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.13d	p18
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.88d	p18
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 2.4d	p19
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ 13.08d	p19
Validation and Reviews	Other Changes	N/A	0.06d	p19
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ 21.06d	p20
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 29.47h	p21
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 24.09h	p21
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	N/A	12.94h	p22
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.36s	p22

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.25s	p23
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.52s	p23
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.23s	p23
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.3s	p23
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p24
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p25
Directory Service	WHOIS Availability	≥99%	✓ 100%	p26
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p27
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.04s	p28
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 2.2ms	p29
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100%	p30
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone File	Other Changes	100%	✓ 100%	p30
Root Zone Database	Routine (Technical)	100%	✓ 100%	p31
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p31
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone Database	Other Changes	100%	✓ 100%	p32
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p32
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.47d	p33
<b>Label Generation Rulesets</b>				
Review Time	Review Time	N/A	45.95h	p34
Implementation Time	Implementation Time	N/A	9.51d	p35
Requester Clarification	Requester Clarification	N/A	15	p36
Time per Actor	IANA	N/A	15.01d	p37
Time per Actor	Requester	N/A	28.6d	p37
Time per Actor	Authorizer	N/A	0.49d	p37
Time per Actor	Regulatory	N/A	0.02d	p38
Request Volumes	Request Volumes	N/A	243	p38

Percentage of SLA thresholds met of those defined

**98.4%**

## Exceptions and Narrative for Reporting Period

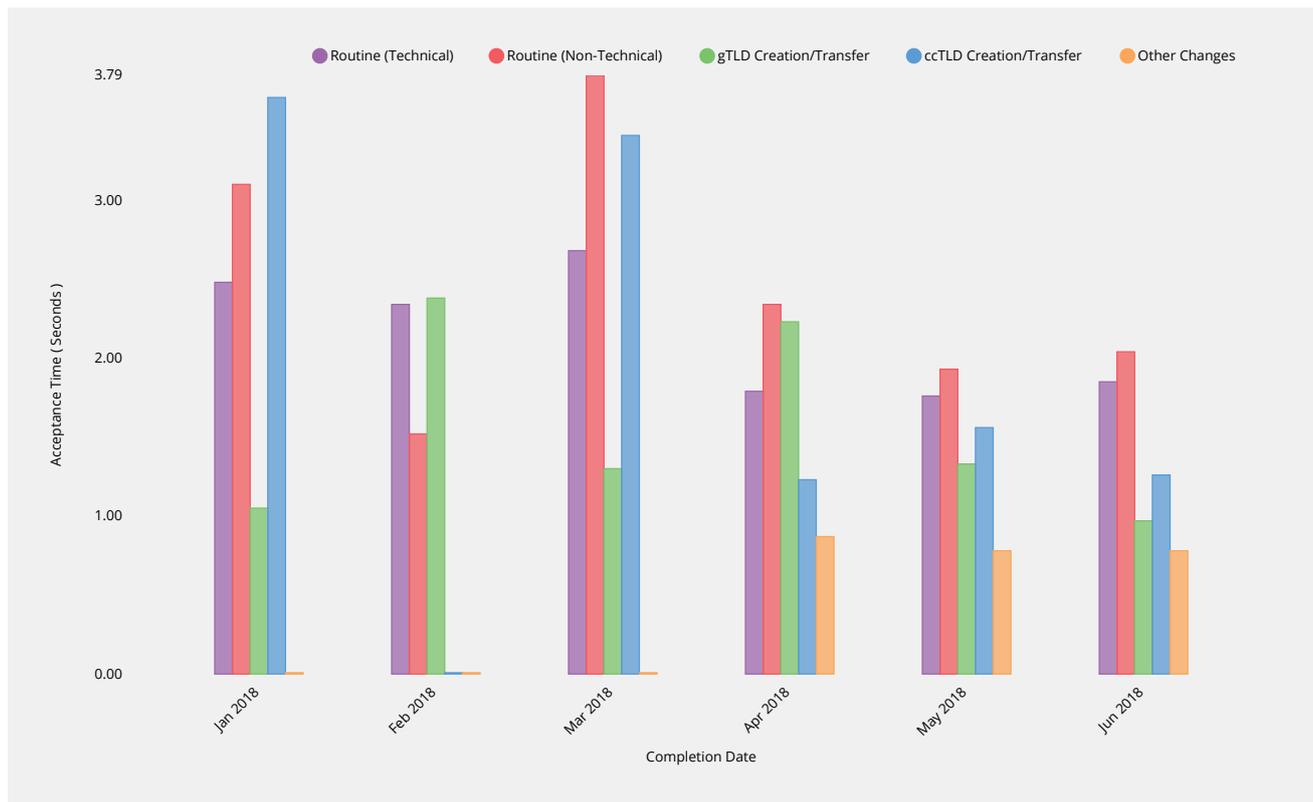
Metric	Category	Expected	Actual
Technical Check (First)	Routine (Technical)	50m	176.07m 
Primary cause:	Queuing of pending technical checks		
Analysis/Comments:	When requests are submitted in a batch of multiple requests, the RZM system queues these requests according to their submission time and performs technical checks on the requests one by one in a serial fashion. Queuing requests for technical checks causes requests submitted later in the batch to take longer to go through technical checks.		

# 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)	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Acceptance Time	2.48s	2.34s	2.68s	1.79s	1.76s	1.85s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	82	56	57	78	50	114
Mean Time	1.11s	1.07s	1.35s	0.93s	0.9s	0.9s
Shortest Time	0.61s	0.57s	0.64s	0.65s	0.54s	0.64s
Longest Time	2.74s	2.4s	3.55s	2.71s	2s	2.43s
Median Time	0.83s	0.84s	1.3s	0.77s	0.8s	0.74s
PStDev Time	0.61s	0.5s	0.66s	0.4s	0.31s	0.38s

Routine (Non-Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Acceptance Time	3.1s	1.52s	3.79s	2.34s	1.93s	2.04s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	25	252	257	64	32	63
Mean Time	1.86s	1.1s	3.28s	1.47s	1.38s	1.43s
Shortest Time	0.97s	0.94s	1.21s	0.96s	1.08s	1.07s

Routine (Non-Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Longest Time	3.25s	2.93s	4.08s	2.75s	2.56s	2.25s
Median Time	1.61s	1.03s	3.37s	1.34s	1.33s	1.39s
PStDev Time	0.62s	0.31s	0.47s	0.37s	0.29s	0.25s

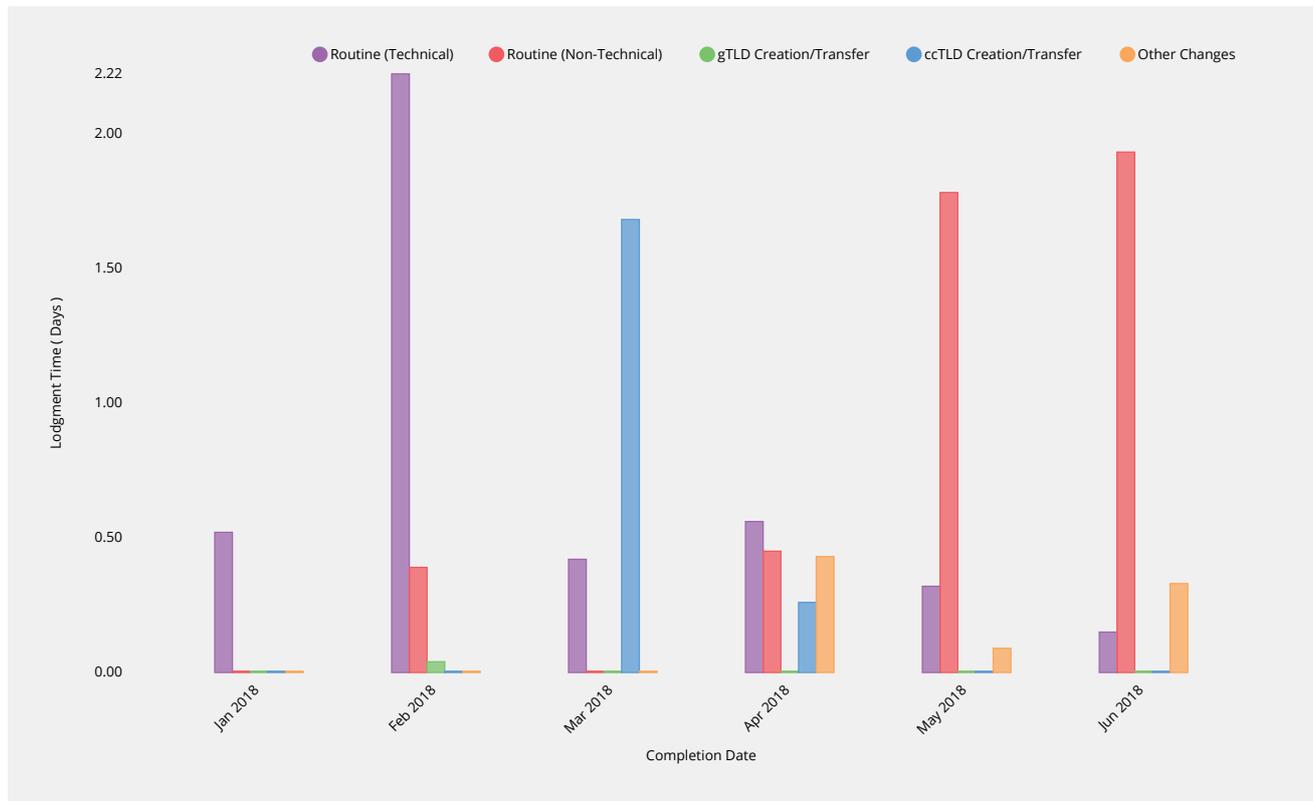
gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Acceptance Time	1.05s	2.38s	1.3s	2.23s	1.33s	0.97s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	2	4	197	2	1	1
Mean Time	1.04s	1.95s	1.24s	2.18s	1.33s	0.97s
Shortest Time	1.03s	1.72s	1.14s	2.11s	1.33s	0.97s
Longest Time	1.05s	2.47s	1.72s	2.24s	1.33s	0.97s
Median Time	1.04s	1.81s	1.23s	2.18s	1.33s	0.97s
PStDev Time	0.01s	0.3s	0.06s	0.06s	0s	0s

ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Acceptance Time	3.65s	—	3.41s	1.23s	1.56s	1.26s
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	1	2	1	2
Mean Time	3.65s	—	3.41s	1.13s	1.56s	1.25s
Shortest Time	3.65s	—	3.41s	1.01s	1.56s	1.23s
Longest Time	3.65s	—	3.41s	1.24s	1.56s	1.26s
Median Time	3.65s	—	3.41s	1.13s	1.56s	1.25s
PStDev Time	0s	—	0s	0.11s	0s	0.02s

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Acceptance Time	—	—	—	0.87s	0.78s	0.78s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	0	1	2	2
Mean Time	—	—	—	0.87s	0.75s	0.78s
Shortest Time	—	—	—	0.87s	0.73s	0.78s
Longest Time	—	—	—	0.87s	0.78s	0.78s
Median Time	—	—	—	0.87s	0.75s	0.78s
PStDev Time	—	—	—	0s	0.03s	0s

## Manual Lodgment Time

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



Routine (Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Lodgment Time	0.52d	2.22d	0.42d	0.56d	0.32d	0.15d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	10	9	6	8	8	3
Mean Time	0.35d	0.62d	0.17d	0.25d	0.18d	0.09d
Shortest Time	0.03d	0d	0d	0.07d	0.05d	0d
Longest Time	0.6d	3.38d	0.46d	0.64d	0.34d	0.15d
Median Time	0.43d	0.37d	0.13d	0.22d	0.17d	0.12d
PStDev Time	0.17d	0.99d	0.16d	0.19d	0.08d	0.07d

Routine (Non-Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Lodgment Time	—	0.39d	—	0.45d	1.78d	1.93d
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	0	2	4	3
Mean Time	—	0.39d	—	0.37d	0.74d	0.75d
Shortest Time	—	0.39d	—	0.28d	0d	0.01d
Longest Time	—	0.39d	—	0.46d	2d	2.14d
Median Time	—	0.39d	—	0.37d	0.47d	0.09d
PStDev Time	—	0d	—	0.09d	0.76d	0.98d

gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Lodgment Time	—	0.04d	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d

gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	0	0	0	0
Mean Time	—	0.04d	—	—	—	—
Shortest Time	—	0.04d	—	—	—	—
Longest Time	—	0.04d	—	—	—	—
Median Time	—	0.04d	—	—	—	—
PStDev Time	—	0d	—	—	—	—

ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Lodgment Time	—	—	1.68d	0.26d	—	—
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	0	1	1	0	0
Mean Time	—	—	1.68d	0.26d	—	—
Shortest Time	—	—	1.68d	0.26d	—	—
Longest Time	—	—	1.68d	0.26d	—	—
Median Time	—	—	1.68d	0.26d	—	—
PStDev Time	—	—	0d	0d	—	—

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Lodgment Time	—	—	—	0.43d	0.09d	0.33d
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	0	0	1	2	2
Mean Time	—	—	—	0.43d	0.06d	0.28d
Shortest Time	—	—	—	0.43d	0.03d	0.22d
Longest Time	—	—	—	0.43d	0.09d	0.34d
Median Time	—	—	—	0.43d	0.06d	0.28d
PStDev Time	—	—	—	0d	0.03d	0.06d



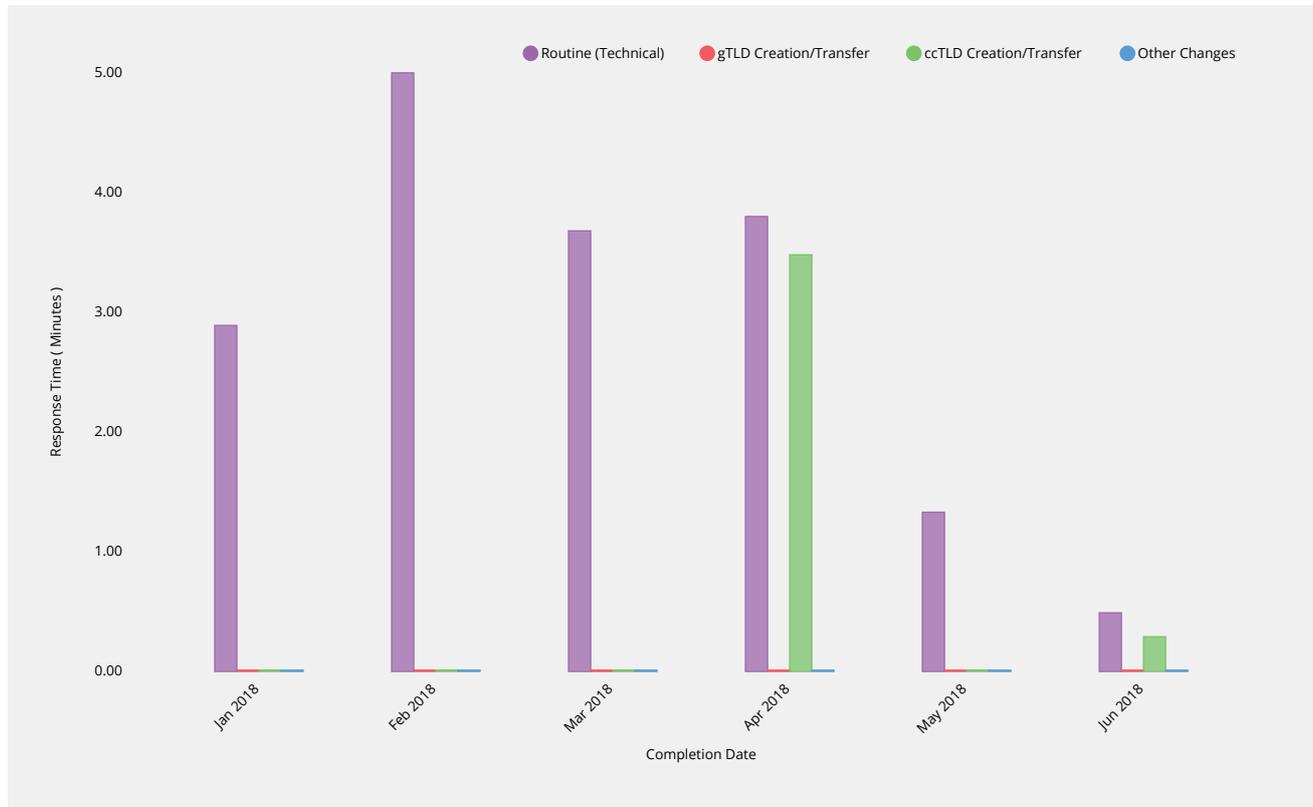
gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
First Test Count	2	2	0	0	1	1
Mean Time	5.55m	1.77m	—	—	2.35m	3.69m
Shortest Time	3.6m	1.18m	—	—	2.35m	3.69m
Longest Time	7.49m	2.37m	—	—	2.35m	3.69m
Median Time	5.55m	1.77m	—	—	2.35m	3.69m
PStDev Time	1.95m	0.59m	—	—	0m	0m

ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Response Time	—	—	—	9.03m	—	4.18m
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	0	0	2	0	1
Mean Time	—	—	—	6.72m	—	4.18m
Shortest Time	—	—	—	4.15m	—	4.18m
Longest Time	—	—	—	9.29m	—	4.18m
Median Time	—	—	—	6.72m	—	4.18m
PStDev Time	—	—	—	2.57m	—	0m

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Response Time	—	—	—	—	—	—
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	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

## Technical Check (Retest)

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



Routine (Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Response Time	2.89m	5m	3.68m	3.8m	1.33m	0.49m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	412	175	217	111	128	330
Mean Time	0.86m	2.01m	1.31m	0.74m	0.46m	0.18m
Shortest Time	0.1m	0.1m	0.1m	0.19m	0.09m	0.06m
Longest Time	8.8m	5.06m	4.56m	9.16m	2.59m	4.73m
Median Time	0.42m	0.38m	0.61m	0.37m	0.25m	0.08m
PStDev Time	1.07m	2.26m	1.23m	1.22m	0.48m	0.4m

gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Response Time	—	—	—	—	—	—
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	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Response Time	—	—	—	3.48m	—	0.29m



Routine (Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Supplemental Test Count	98	137	166	71	55	118
Mean Time	0.28m	3.34m	1.01m	0.27m	0.51m	0.26m
Shortest Time	0.04m	0.06m	0.07m	0.1m	0.08m	0.07m
Longest Time	0.8m	11.71m	4.61m	3.84m	6.61m	4.69m
Median Time	0.24m	1.81m	0.56m	0.16m	0.24m	0.15m
PStDev Time	0.17m	3.36m	1.16m	0.45m	1.21m	0.57m

gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Response Time	0.61m	0.11m	—	—	—	0.27m
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	2	1	0	0	0	1
Mean Time	0.42m	0.11m	—	—	—	0.27m
Shortest Time	0.2m	0.11m	—	—	—	0.27m
Longest Time	0.63m	0.11m	—	—	—	0.27m
Median Time	0.42m	0.11m	—	—	—	0.27m
PStDev Time	0.21m	0m	—	—	—	0m

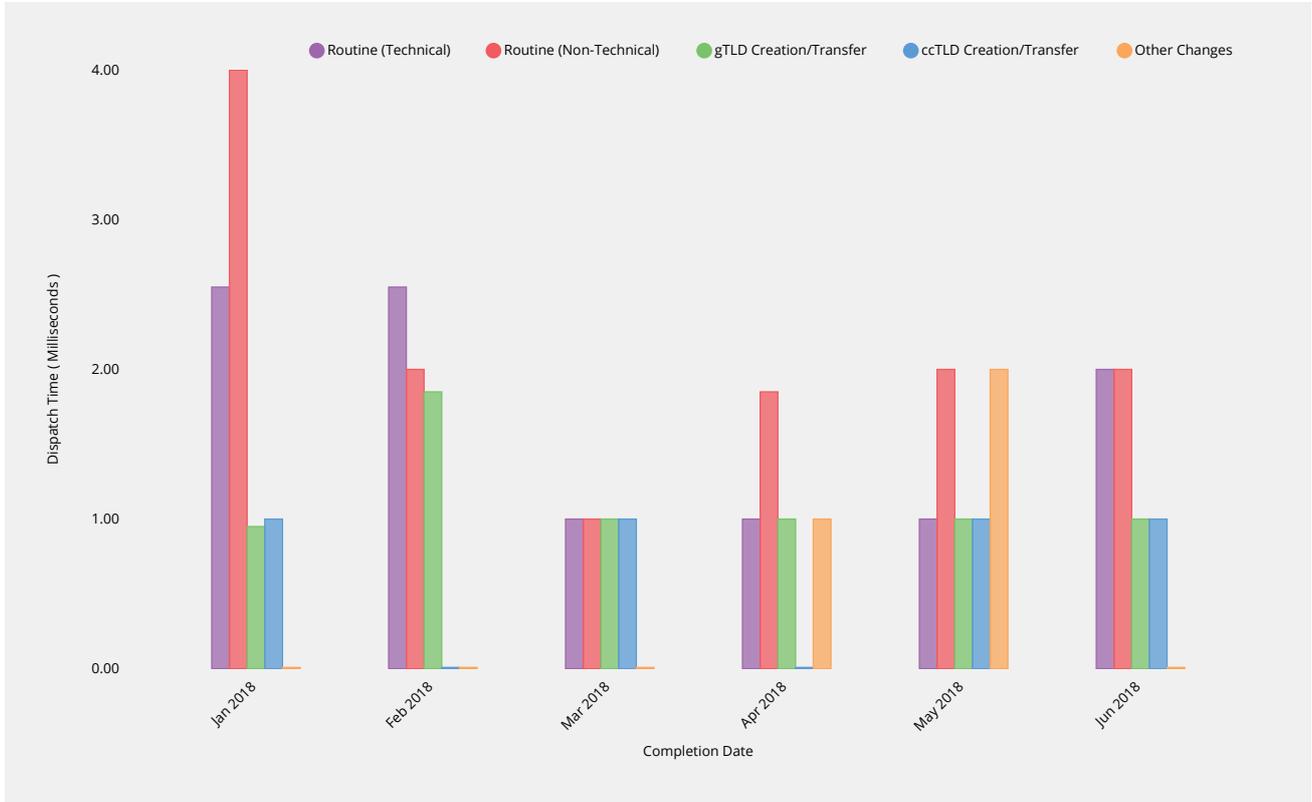
ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Response Time	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Response Time	—	—	—	—	—	—
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	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

# Contact Confirmations

## Email Dispatch

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



Routine (Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Dispatch Time	2.55ms	2.55ms	1ms	1ms	1ms	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	70	50	56	71	46	110
Mean Time	1.69ms	1.46ms	0.7ms	0.65ms	0.7ms	0.75ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	5ms	3ms	1ms	1ms	2ms	4ms
Median Time	2ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.71ms	0.7ms	0.46ms	0.48ms	0.55ms	0.64ms

Routine (Non-Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Dispatch Time	4ms	2ms	1ms	1.85ms	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	25	252	257	64	32	63
Mean Time	2.16ms	1.06ms	0.88ms	0.91ms	1ms	1.17ms
Shortest Time	1ms	0ms	0ms	0ms	0ms	0ms
Longest Time	10ms	4ms	4ms	2ms	2ms	2ms
Median Time	2ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	1.85ms	0.4ms	0.42ms	0.46ms	0.5ms	0.52ms

gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Dispatch Time	0.95ms	1.85ms	1ms	1ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	2	4	197	2	1	1
Mean Time	0.5ms	0.75ms	0.84ms	1ms	1ms	1ms
Shortest Time	0ms	0ms	0ms	1ms	1ms	1ms
Longest Time	1ms	2ms	2ms	1ms	1ms	1ms
Median Time	0.5ms	0.5ms	1ms	1ms	1ms	1ms
PStDev Time	0.5ms	0.83ms	0.39ms	0ms	0ms	0ms

ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Dispatch Time	1ms	—	1ms	—	1ms	1ms
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	1	2
Mean Time	1ms	—	1ms	—	1ms	1ms
Shortest Time	1ms	—	1ms	—	1ms	1ms
Longest Time	1ms	—	1ms	—	1ms	1ms
Median Time	1ms	—	1ms	—	1ms	1ms
PStDev Time	0ms	—	0ms	—	0ms	0ms

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Dispatch Time	—	—	—	1ms	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	0	0	0	1	2	0
Mean Time	—	—	—	1ms	2ms	—
Shortest Time	—	—	—	1ms	2ms	—
Longest Time	—	—	—	1ms	2ms	—
Median Time	—	—	—	1ms	2ms	—
PStDev Time	—	—	—	0ms	0ms	—



gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	2	3	197	2	0	1
Mean Time	0.5ms	0.33ms	0.09ms	0.5ms	—	0ms
Shortest Time	0ms	0ms	0ms	0ms	—	0ms
Longest Time	1ms	1ms	1ms	1ms	—	0ms
Median Time	0.5ms	0ms	0ms	0.5ms	—	0ms
PStDev Time	0.5ms	0.47ms	0.29ms	0.5ms	—	0ms

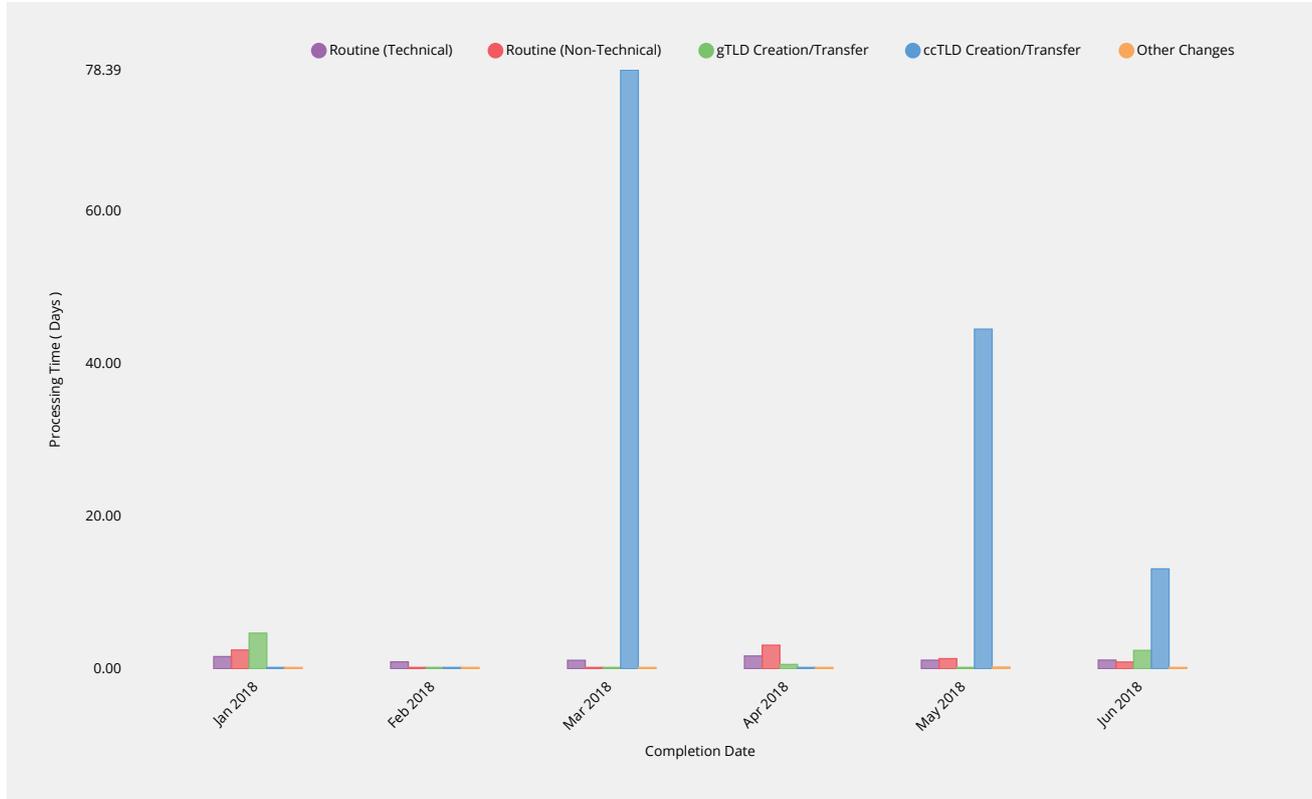
ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Affirmation Time	0ms	—	—	—	0ms	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	0	0	0	1	2
Mean Time	0ms	—	—	—	0ms	0ms
Shortest Time	0ms	—	—	—	0ms	0ms
Longest Time	0ms	—	—	—	0ms	0ms
Median Time	0ms	—	—	—	0ms	0ms
PStDev Time	0ms	—	—	—	0ms	0ms

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Affirmation Time	—	—	—	0ms	0ms	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	0	1	2	1
Mean Time	—	—	—	0ms	0ms	2ms
Shortest Time	—	—	—	0ms	0ms	2ms
Longest Time	—	—	—	0ms	0ms	2ms
Median Time	—	—	—	0ms	0ms	2ms
PStDev Time	—	—	—	0ms	0ms	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)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Processing Time	1.59d	0.9d	1.1d	1.67d	1.12d	1.13d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	72	48	55	70	42	108
Mean Time	0.88d	0.57d	0.75d	0.61d	0.57d	0.34d
Shortest Time	0d	0.01d	0.01d	0.01d	0.02d	0d
Longest Time	2.93d	2.11d	11.16d	3.29d	2.39d	2.37d
Median Time	0.72d	0.48d	0.45d	0.36d	0.45d	0.07d
PStDev Time	0.66d	0.43d	1.5d	0.65d	0.51d	0.46d

Routine (Non-Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Processing Time	2.45d	0d	0d	3.08d	1.32d	0.88d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	20	248	257	62	27	60
Mean Time	0.99d	0.02d	0.03d	1.03d	0.44d	0.73d
Shortest Time	0.08d	0d	0d	0d	0.01d	0.01d
Longest Time	2.45d	1.4d	1.27d	3.6d	1.46d	1.04d
Median Time	0.83d	0d	0d	0.59d	0.24d	0.78d
PStDev Time	0.81d	0.14d	0.14d	1.08d	0.5d	0.23d

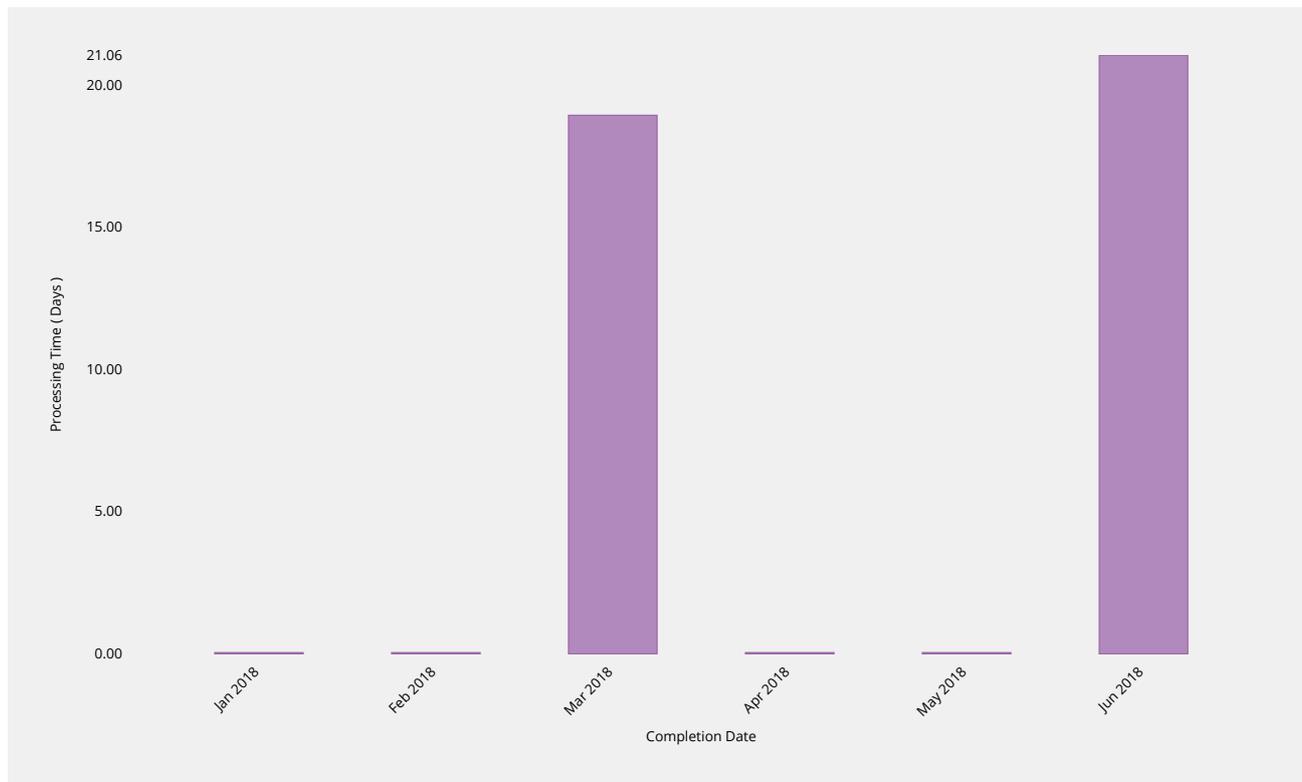
gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Processing Time	4.66d	0.13d	0d	0.56d	—	2.4d
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	2	3	197	2	0	1
Mean Time	3.24d	0.11d	0d	0.56d	—	2.4d
Shortest Time	1.46d	0.07d	0d	0.56d	—	2.4d
Longest Time	5.02d	0.14d	0.66d	0.56d	—	2.4d
Median Time	3.24d	0.1d	0d	0.56d	—	2.4d
PStDev Time	1.78d	0.03d	0.05d	0d	—	0d

ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Processing Time	—	—	78.39d	0d	44.47d	13.08d
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Request Count	0	0	1	1	1	1
Mean Time	—	—	78.39d	0d	44.47d	13.08d
Shortest Time	—	—	78.39d	0d	44.47d	13.08d
Longest Time	—	—	78.39d	0d	44.47d	13.08d
Median Time	—	—	78.39d	0d	44.47d	13.08d
PStDev Time	—	—	0d	0d	0d	0d

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Processing Time	—	—	—	0.17d	0.22d	0.06d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	0	1	2	1
Mean Time	—	—	—	0.17d	0.22d	0.06d
Shortest Time	—	—	—	0.17d	0.22d	0.06d
Longest Time	—	—	—	0.17d	0.22d	0.06d
Median Time	—	—	—	0.17d	0.22d	0.06d
PStDev Time	—	—	—	0d	0d	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).

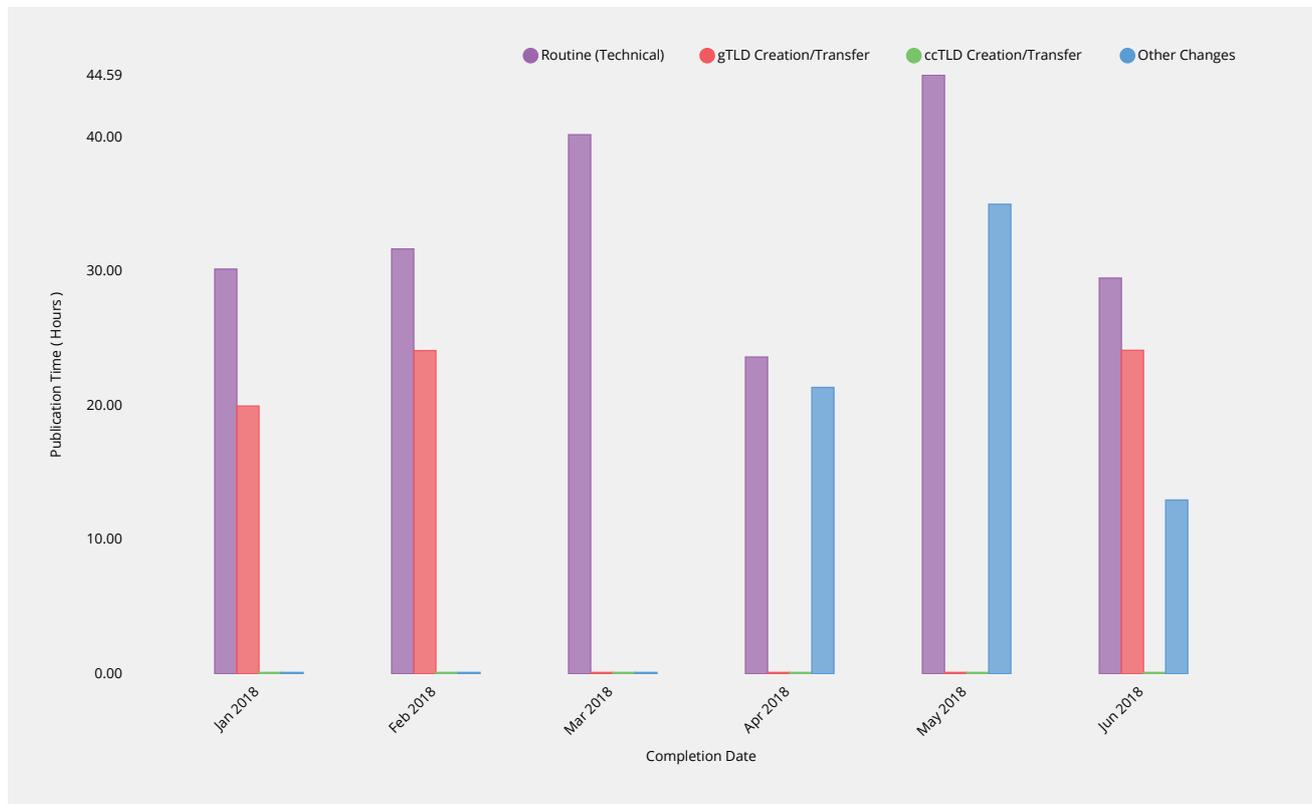


ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Processing Time	—	—	18.95d	—	—	<b>21.06d</b>
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	1	0	0	1
Mean Time	—	—	18.95d	—	—	21.06d
Shortest Time	—	—	18.95d	—	—	21.06d
Longest Time	—	—	18.95d	—	—	21.06d
Median Time	—	—	18.95d	—	—	21.06d
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)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Publication Time	30.14h	31.64h	40.15h	23.59h	44.59h	29.47h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	69	48	54	70	42	108
Mean Time	16.44h	15.67h	14.23h	14.57h	17.26h	11.89h
Shortest Time	0.77h	0.78h	1.32h	0.37h	2.01h	1.24h
Longest Time	38.41h	31.89h	47.09h	24.84h	44.89h	30.89h
Median Time	19.12h	19.26h	16.78h	17.22h	16.36h	11.82h
PStDev Time	8.08h	9.3h	9.93h	7.77h	11.71h	5.82h

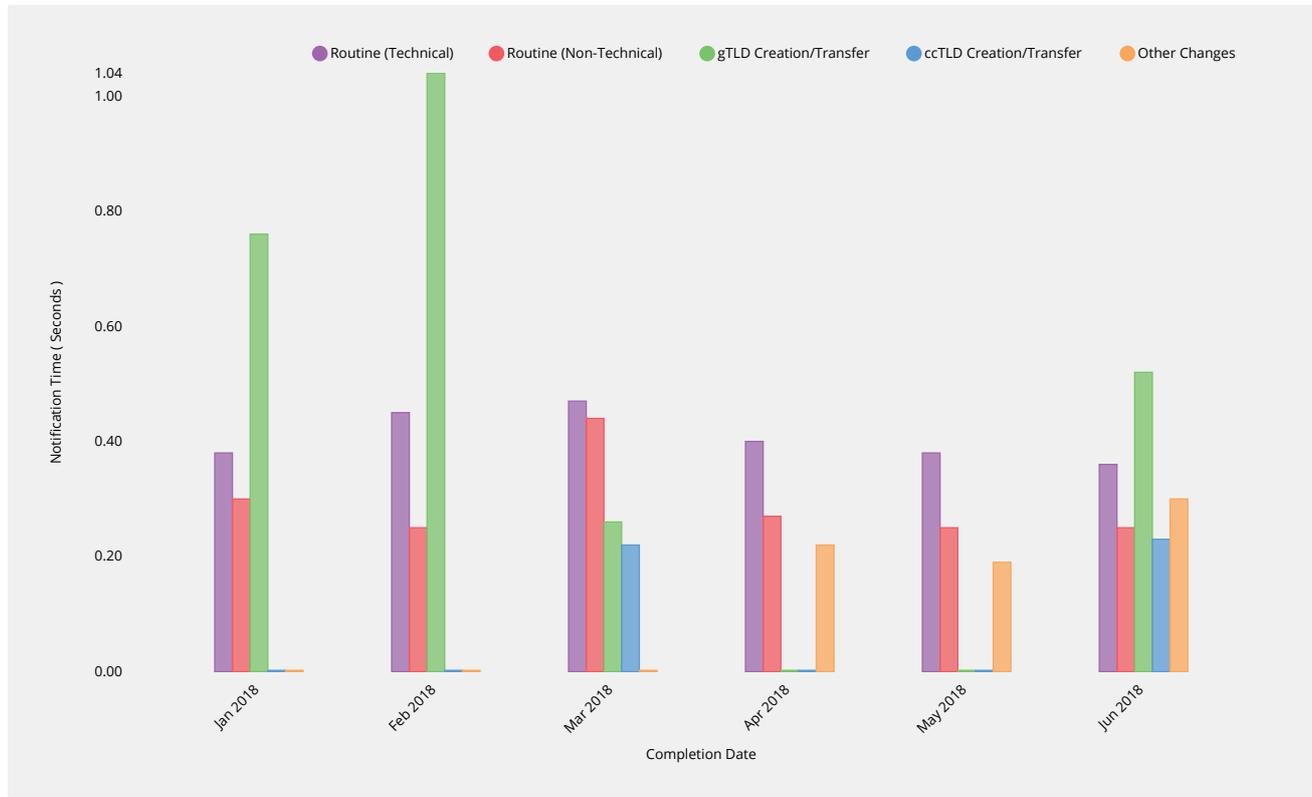
gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Publication Time	19.94h	24.07h	—	—	—	24.09h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	2	1	0	0	0	1
Mean Time	18.44h	24.07h	—	—	—	24.09h
Shortest Time	16.9h	24.07h	—	—	—	24.09h
Longest Time	19.97h	24.07h	—	—	—	24.09h
Median Time	18.44h	24.07h	—	—	—	24.09h
PStDev Time	1.54h	0h	—	—	—	0h

ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Publication Time	—	—	—	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Publication Time	—	—	—	21.33h	34.97h	12.94h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	0	0	0	1	2	1
Mean Time	—	—	—	21.33h	34.97h	12.94h
Shortest Time	—	—	—	21.33h	34.96h	12.94h
Longest Time	—	—	—	21.33h	34.97h	12.94h
Median Time	—	—	—	21.33h	34.97h	12.94h
PStDev Time	—	—	—	0h	0h	0h

## Notification of Completion

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



Routine (Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Notification Time	0.38s	0.45s	0.47s	0.4s	0.38s	0.36s
Monthly Threshold	60s	60s	60s	60s	60s	60s

Routine (Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	69	48	54	70	42	108
Mean Time	0.26s	0.29s	0.33s	0.24s	0.23s	0.22s
Shortest Time	0.18s	0.17s	0.2s	0.16s	0.18s	0.16s
Longest Time	0.56s	0.79s	1.2s	0.66s	0.38s	0.59s
Median Time	0.24s	0.24s	0.25s	0.22s	0.21s	0.2s
PStDev Time	0.07s	0.12s	0.17s	0.09s	0.06s	0.07s

Routine (Non-Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Notification Time	0.3s	0.25s	0.44s	0.27s	0.25s	0.25s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	20	248	257	61	27	55
Mean Time	0.24s	0.2s	0.37s	0.23s	0.22s	0.23s
Shortest Time	0.19s	0.16s	0.18s	0.17s	0.18s	0.17s
Longest Time	0.35s	0.49s	0.5s	0.29s	0.38s	1.3s
Median Time	0.23s	0.2s	0.37s	0.22s	0.21s	0.21s
PStDev Time	0.04s	0.05s	0.05s	0.03s	0.04s	0.15s

gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Notification Time	0.76s	1.04s	0.26s	—	—	0.52s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	2	3	197	0	0	1
Mean Time	0.66s	0.68s	0.23s	—	—	0.52s
Shortest Time	0.55s	0.42s	0.2s	—	—	0.52s
Longest Time	0.77s	1.1s	0.32s	—	—	0.52s
Median Time	0.66s	0.54s	0.23s	—	—	0.52s
PStDev Time	0.11s	0.29s	0.02s	—	—	0s

ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Notification Time	—	—	0.22s	—	—	0.23s
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	0	1	0	0	1
Mean Time	—	—	0.22s	—	—	0.23s
Shortest Time	—	—	0.22s	—	—	0.23s
Longest Time	—	—	0.22s	—	—	0.23s
Median Time	—	—	0.22s	—	—	0.23s
PStDev Time	—	—	0s	—	—	0s

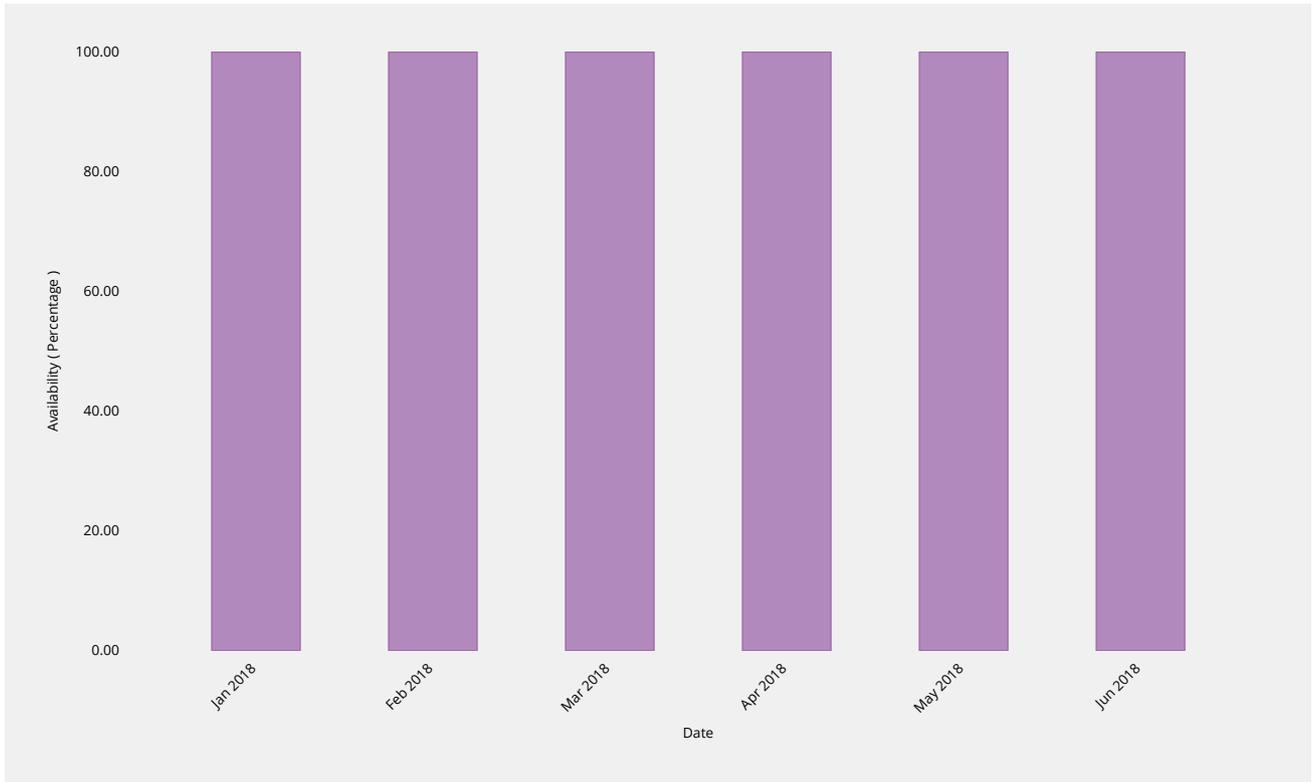
Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Notification Time	—	—	—	0.22s	0.19s	0.3s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	1	2	1
Mean Time	—	—	—	0.22s	0.19s	0.3s
Shortest Time	—	—	—	0.22s	0.18s	0.3s
Longest Time	—	—	—	0.22s	0.19s	0.3s
Median Time	—	—	—	0.22s	0.19s	0.3s

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
PStDev Time	—	—	—	0s	0s	0s

## System Availability

### IANA Website

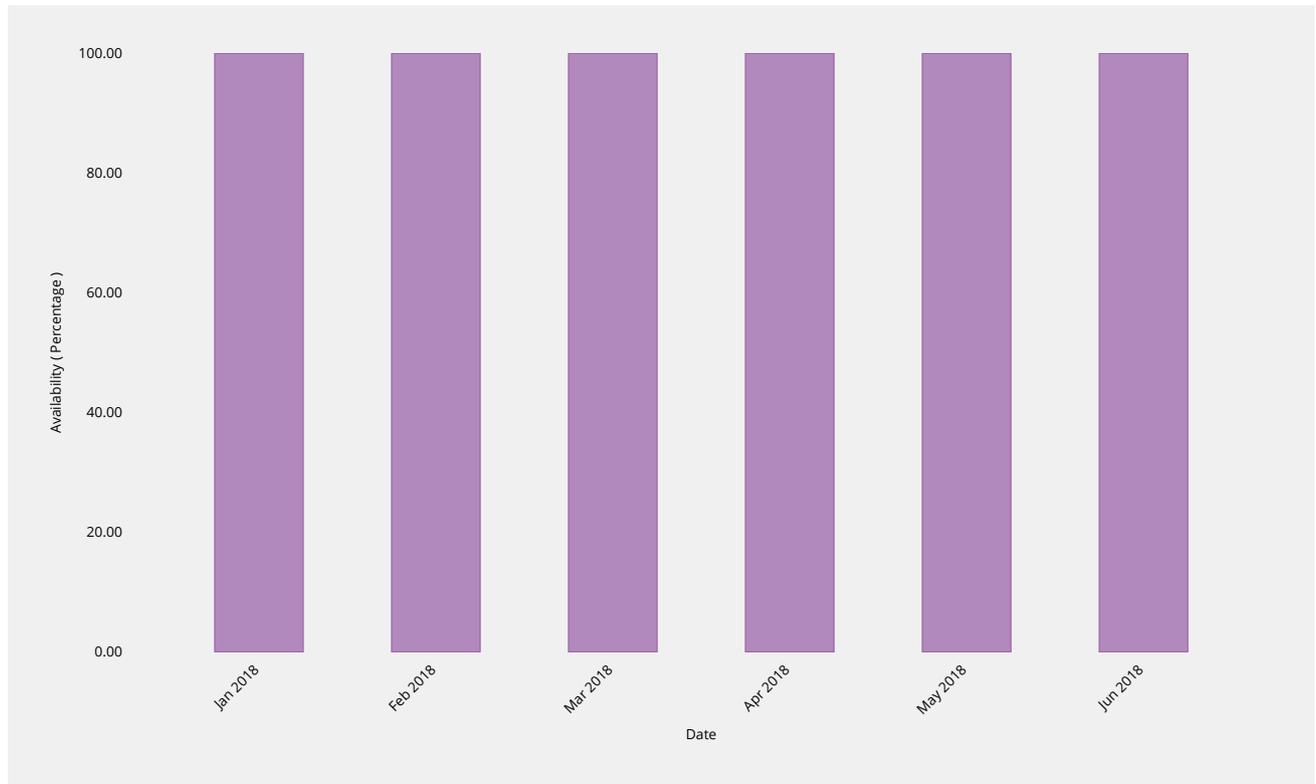
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Management System

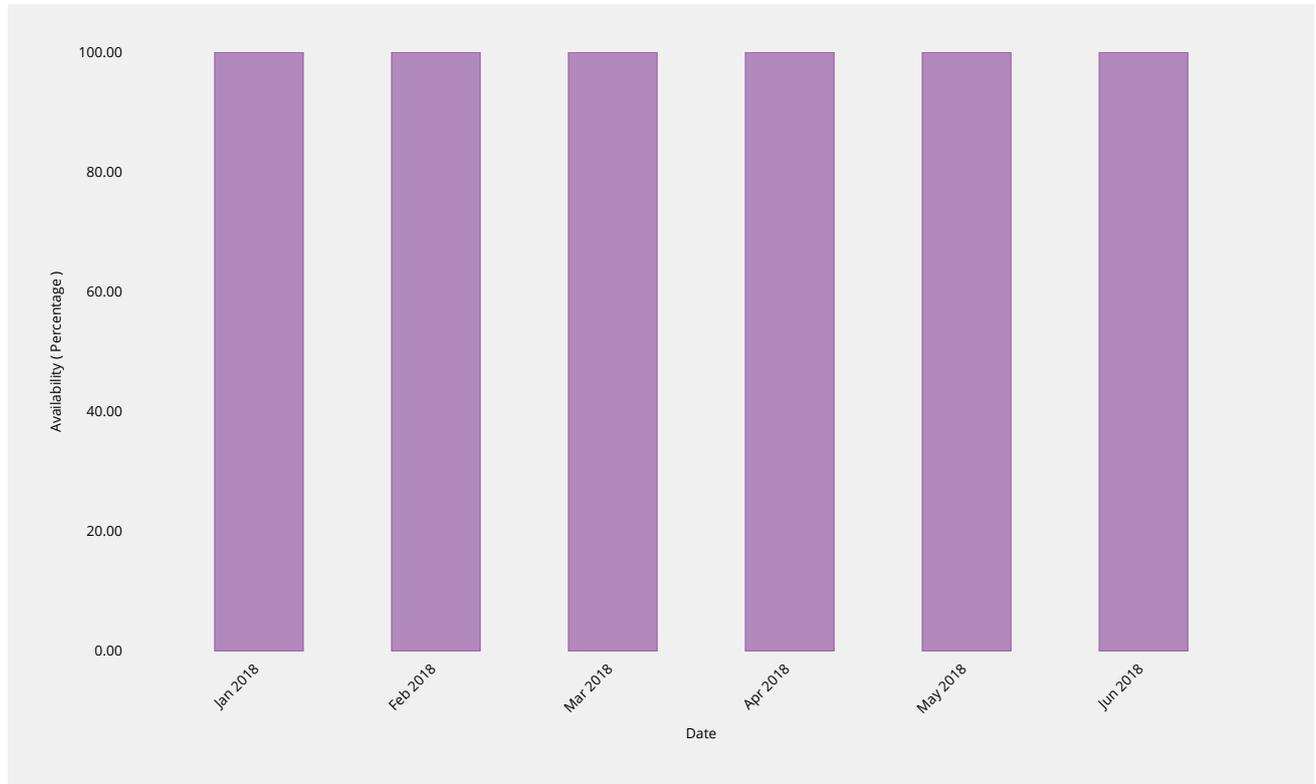
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Directory Service

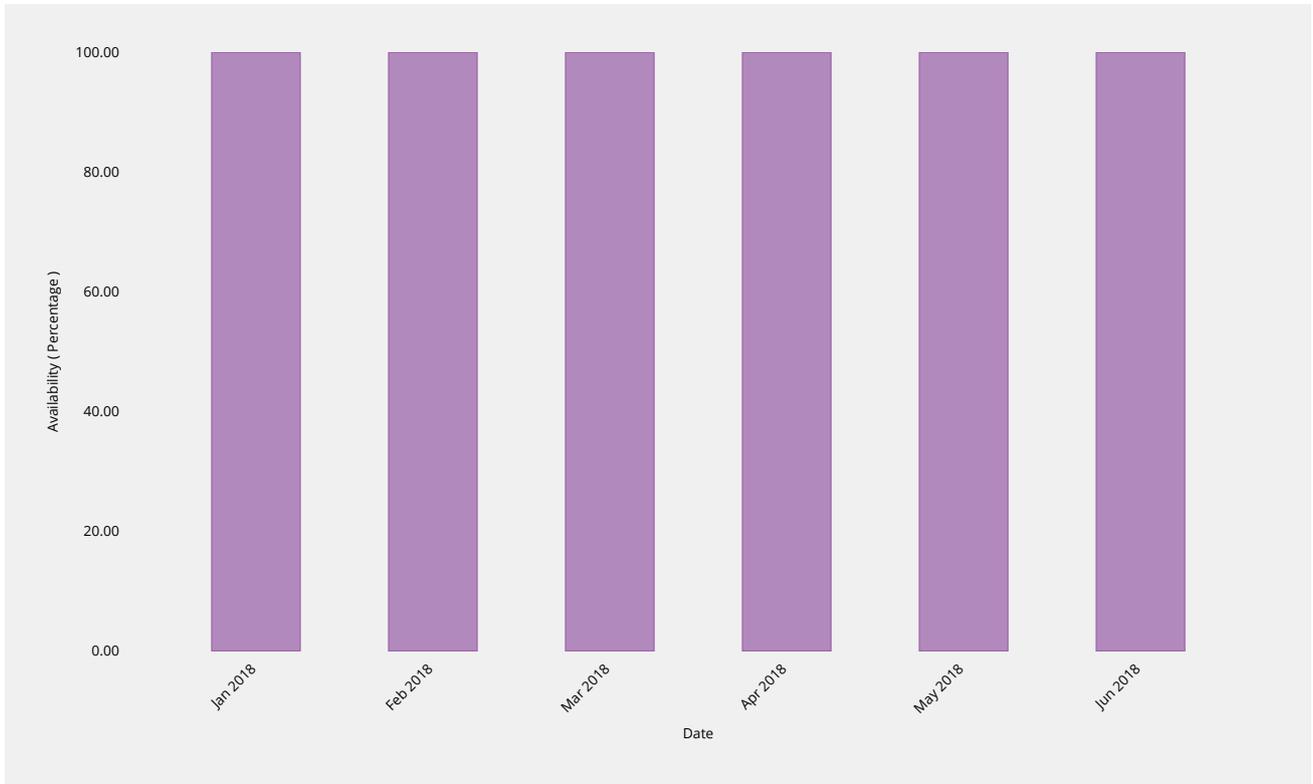
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Availability	100%	100%	100%	100%	100%	<b>100%</b>
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Service Level Dashboard

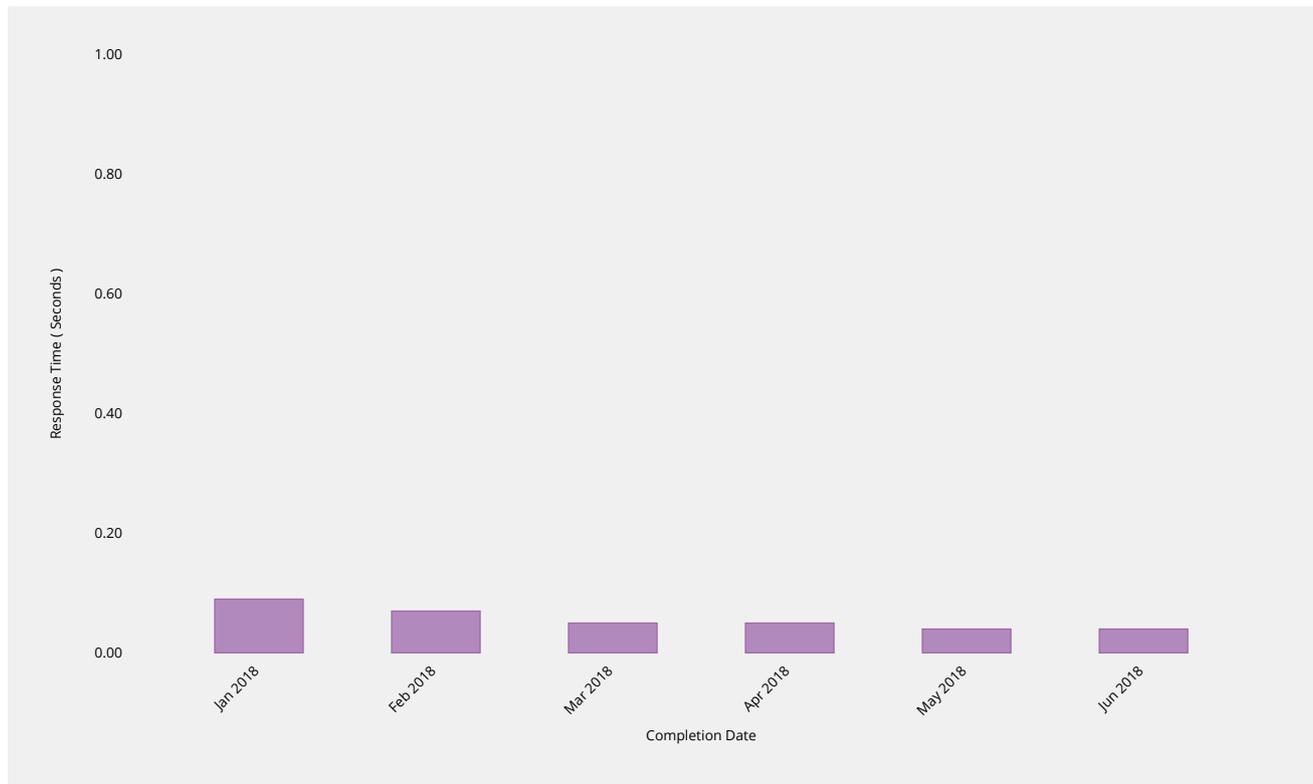
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Credential Recovery

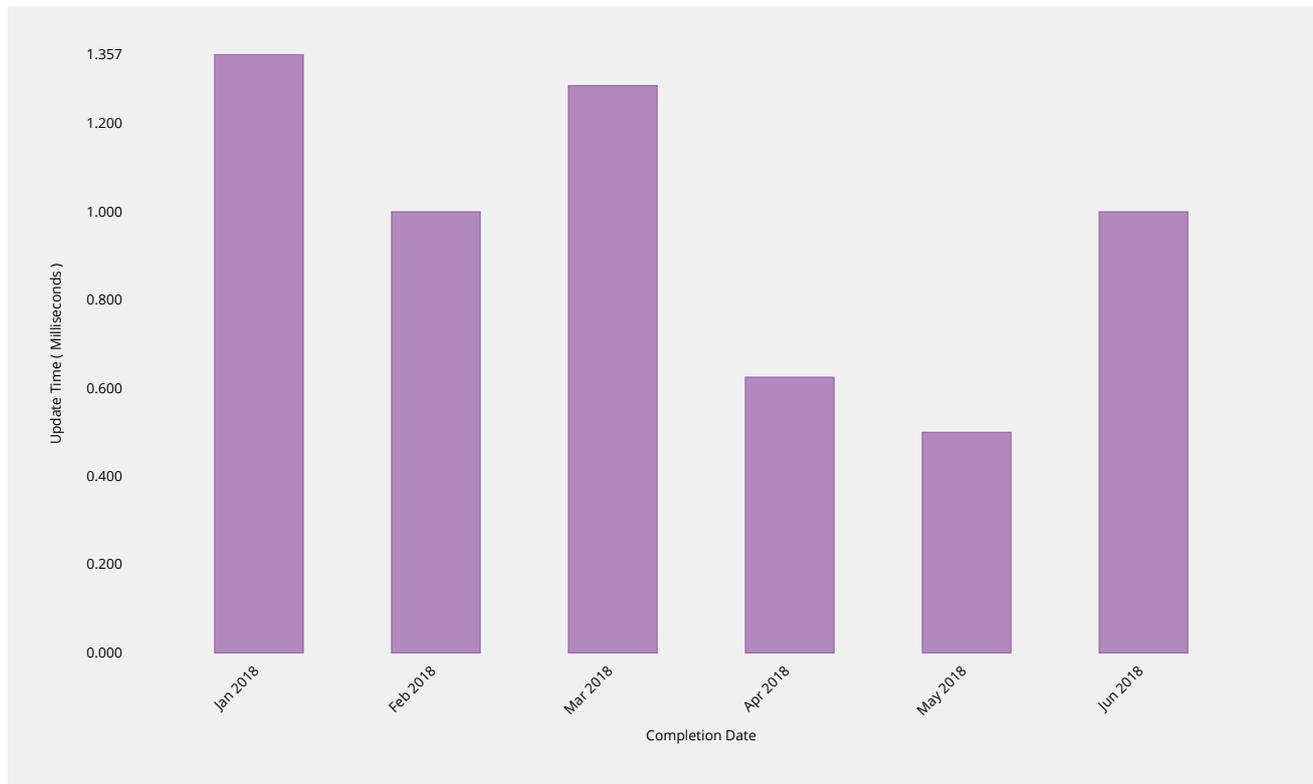
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Response Time	0.09s	0.07s	0.05s	0.05s	0.04s	0.04s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	38	11	27	14	28	10
Mean Time	0.06s	0.05s	0.04s	0.03s	0.03s	0.03s
Shortest Time	0.02s	0.03s	0.01s	0.01s	0.01s	0.01s
Longest Time	0.11s	0.08s	0.06s	0.05s	0.05s	0.04s
Median Time	0.07s	0.04s	0.04s	0.03s	0.03s	0.04s
PStDev Time	0.03s	0.02s	0.01s	0.01s	0.01s	0.01s

## Credential Change

Time to implement new password within the system.

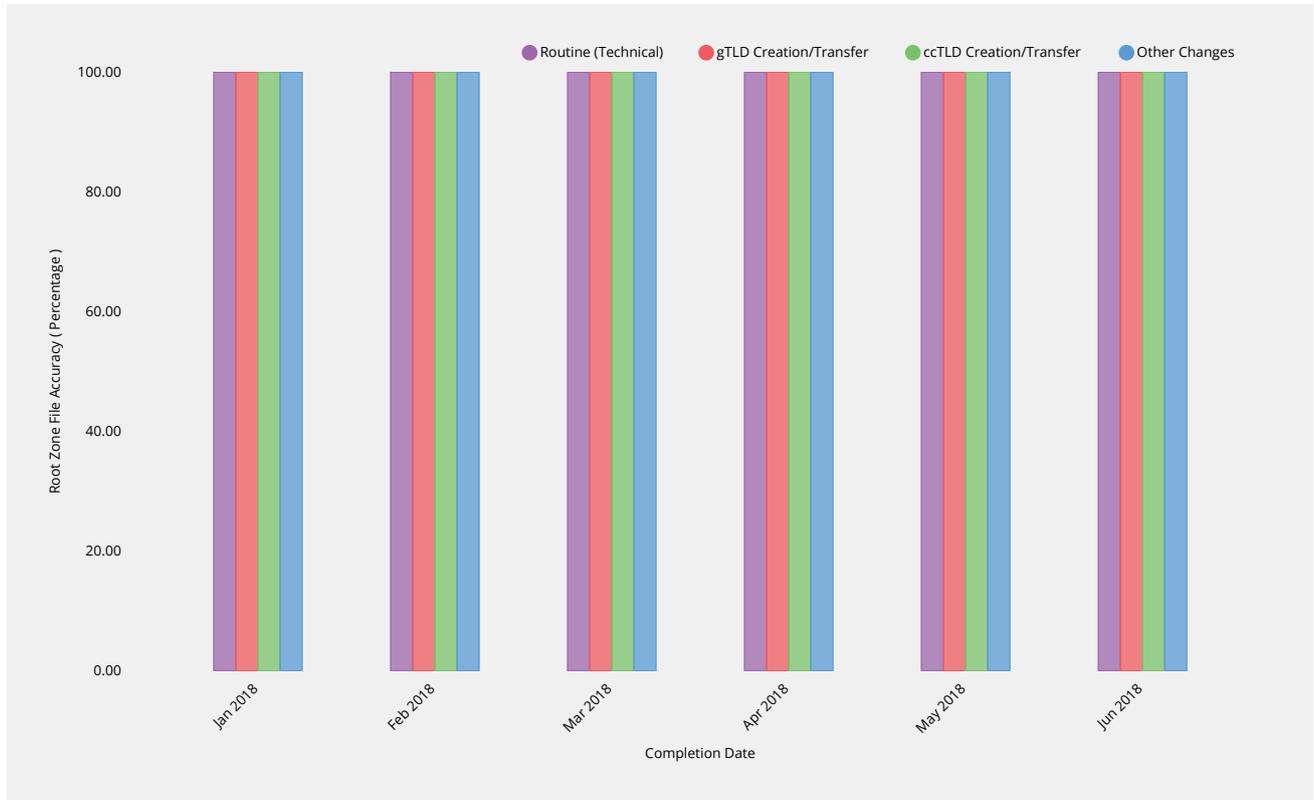


Credential Change	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Update Time	3ms	2ms	4.8ms	1.65ms	2.05ms	<b>2.2ms</b>
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	14	7	14	8	20	9
Mean Time	1.357ms	1ms	1.286ms	0.625ms	0.5ms	1ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	3ms	2ms	10ms	2ms	3ms	3ms
Median Time	1ms	1ms	1ms	0.5ms	0ms	1ms
PStDev Time	0.972ms	0.926ms	2.491ms	0.696ms	0.806ms	0.816ms

## Accuracy

### Root Zone File

Root zone file data published in the root zone matches that provided in the change request.



Routine (Technical)	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
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	69	48	54	70	42	108

gTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
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	2	3	197	0	0	1

ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
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	0	1	0	0	1

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0



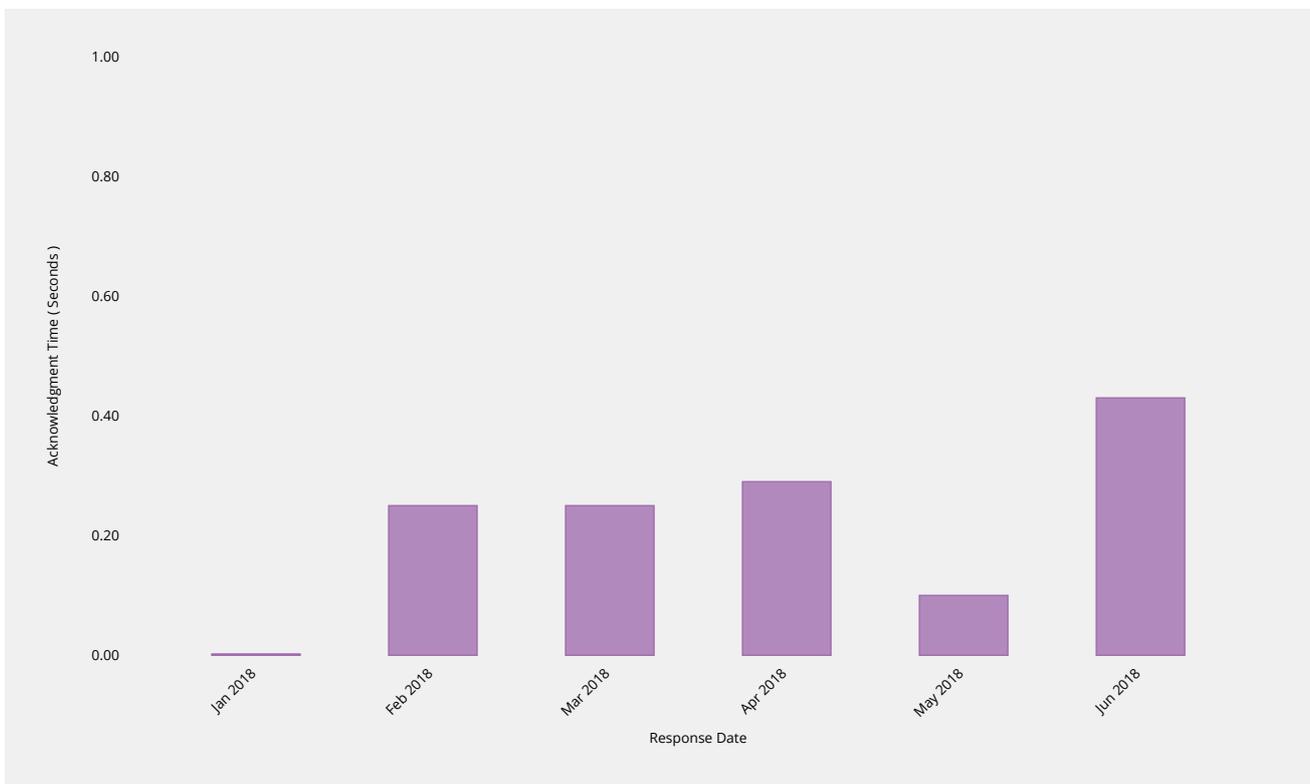
ccTLD Creation/Transfer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	1	0	0	1

Other Changes	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
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	0	0	1	2	1

## Enquiry Processing

### Time to acknowledge

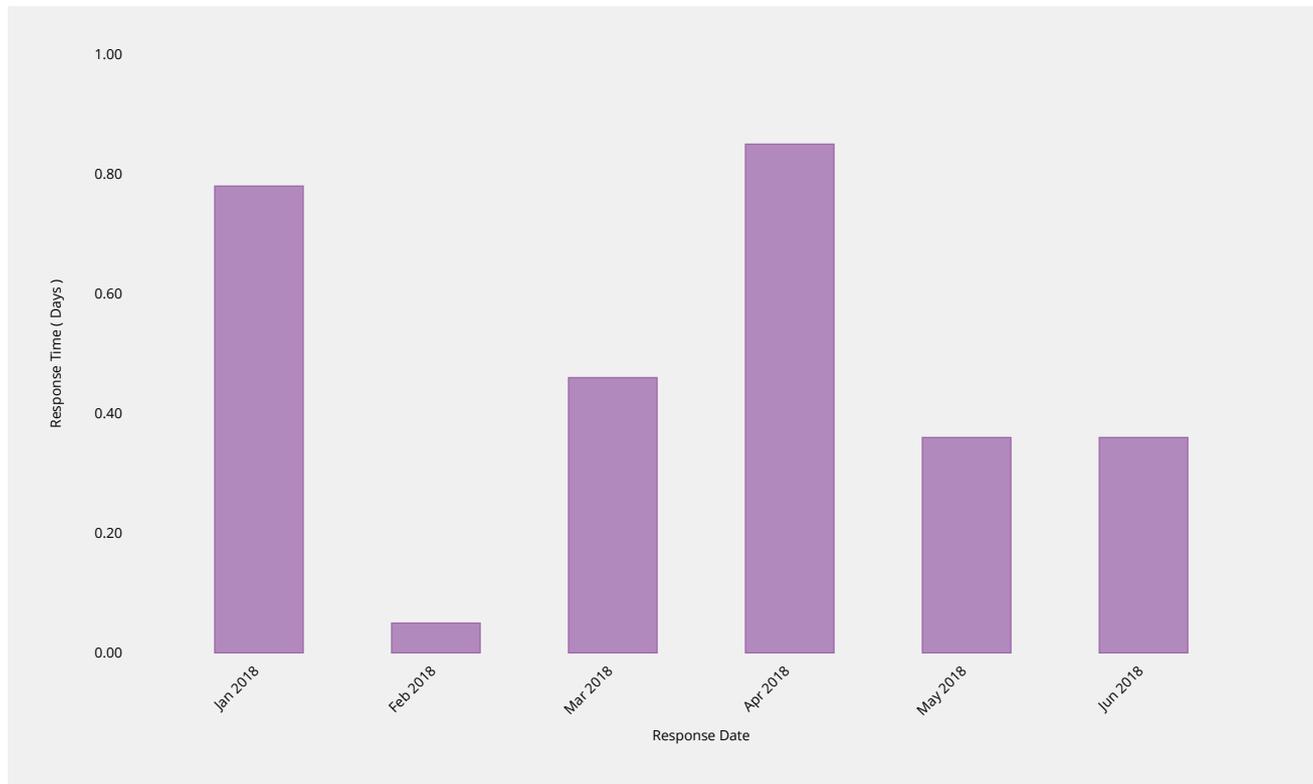
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Acknowledgment Time	0s	0.85s	0.85s	1s	0.55s	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	4	4	4	7	10	7
Mean Time	0s	0.25s	0.25s	0.29s	0.1s	0.43s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	0s	1s	1s	1s	1s	1s
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0s	0.43s	0.43s	0.45s	0.3s	0.49s

## Time to initial response

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

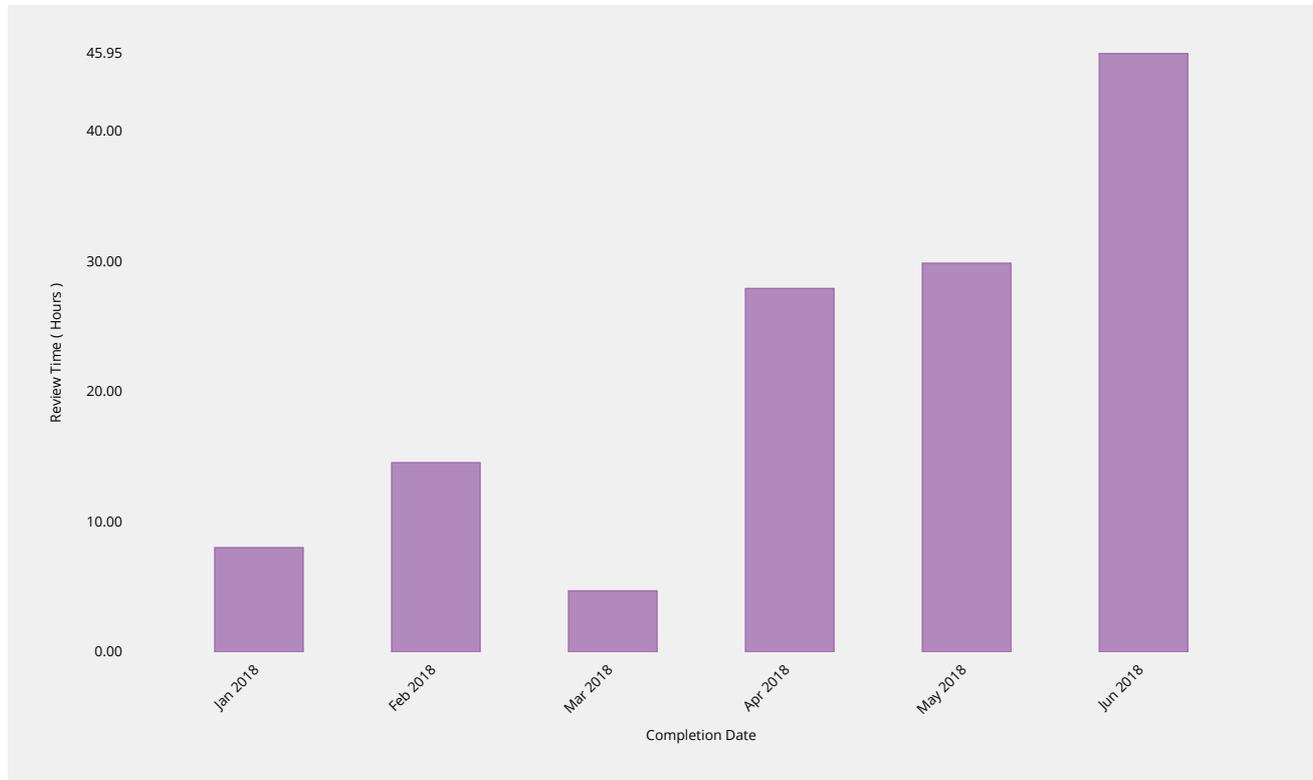


Manual Enquiries	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Response Time	1.44d	0.08d	0.79d	1.72d	0.54d	<b>0.47d</b>
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	4	4	4	7	10	7
Mean Time	0.78d	0.05d	0.46d	0.85d	0.36d	0.36d
Shortest Time	0.02d	0d	0.02d	0.09d	0.07d	0.23d
Longest Time	1.67d	0.08d	0.89d	2.45d	0.6d	0.58d
Median Time	0.72d	0.06d	0.47d	0.65d	0.41d	0.37d
PStDev Time	0.6d	0.03d	0.31d	0.74d	0.17d	0.11d

## Label Generation Rulesets

### Review Time

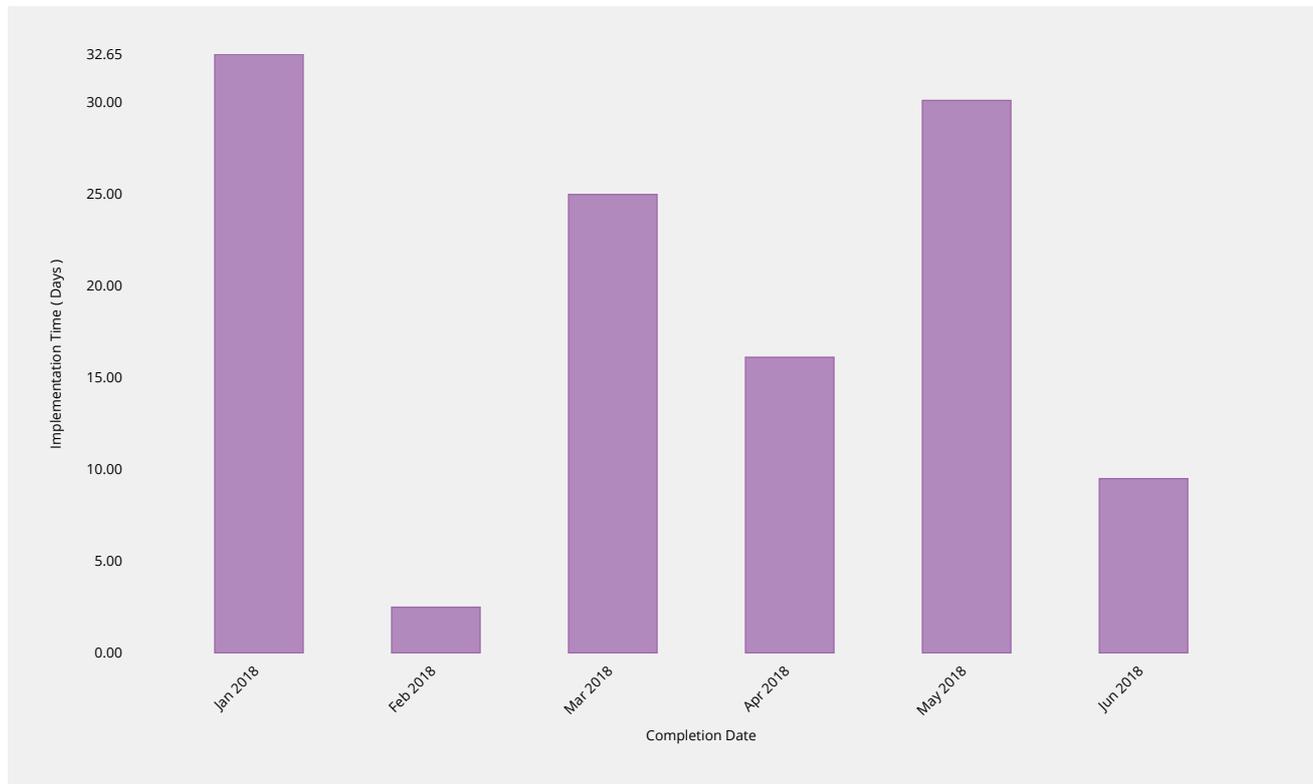
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Mean Time	8.03h	14.55h	4.71h	27.92h	29.86h	45.95h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Review Count	5	4	6	3	13	23
Shortest Time	0.19h	1.58h	3.66h	0.57h	3.72h	0.09h
Longest Time	16.4h	29.29h	5.78h	65h	115.96h	134.17h
Median Time	9.46h	13.66h	4.71h	18.18h	16.48h	16.75h
PStDev Time	6.4h	12.86h	1.02h	27.19h	32.53h	53.11h

## Implementation Time

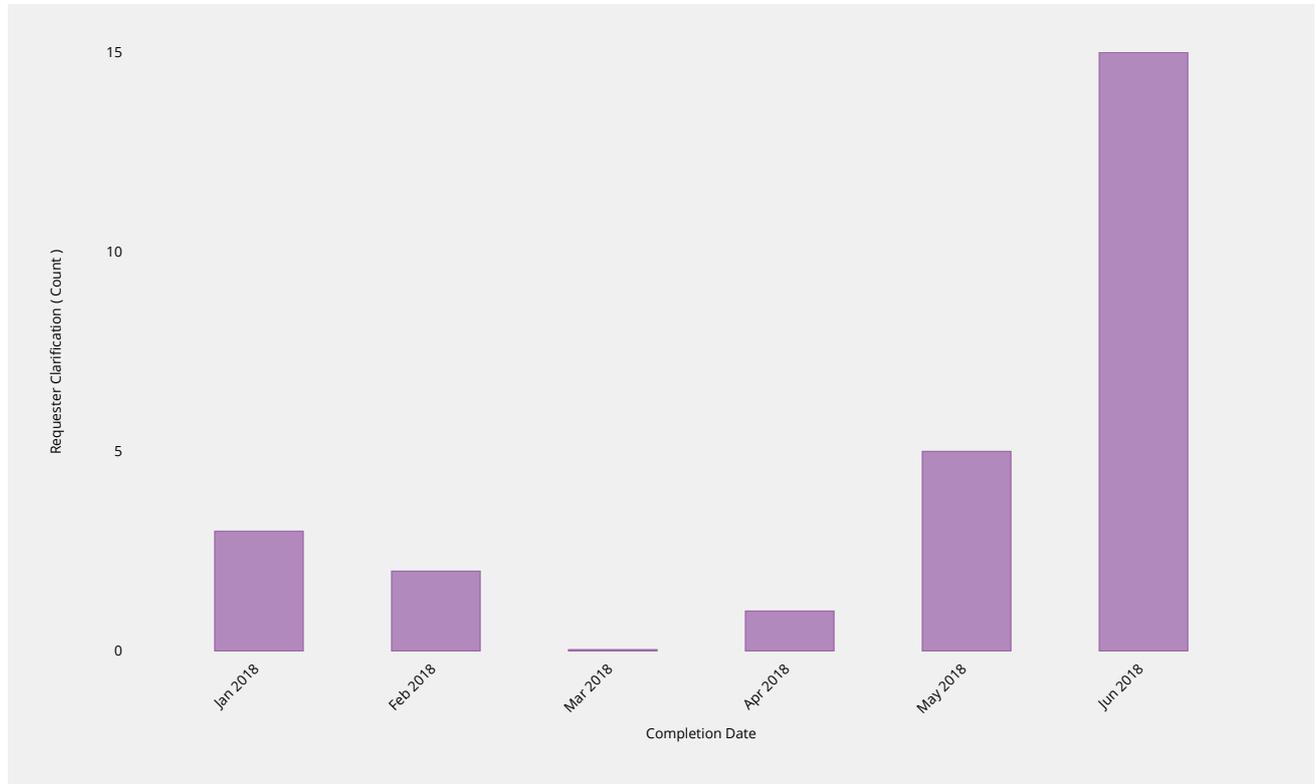
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Mean Time	32.65d	2.5d	25.01d	16.13d	30.14d	9.51d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Request Count	2	2	6	3	8	8
Shortest Time	12.2d	0.07d	22.51d	2.81d	0.85d	0.76d
Longest Time	53.1d	4.94d	27.52d	39.97d	58.58d	12.25d
Median Time	32.65d	2.5d	25.02d	5.6d	32.04d	10.5d
PStDev Time	20.45d	2.44d	2.5d	16.9d	20.38d	3.35d

## Requester Clarification

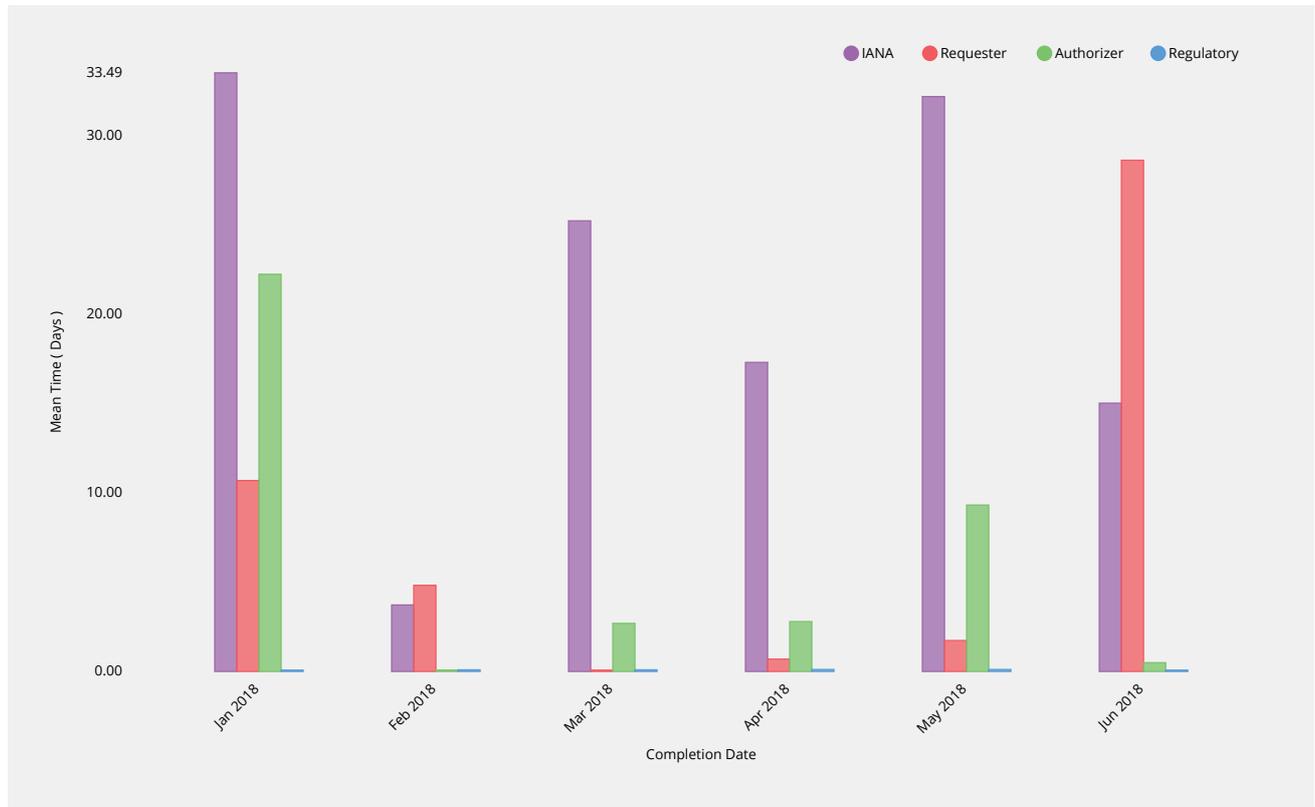
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Count	3	2	0	1	5	15
Request Count	2	2	6	3	8	8
Shortest Clarification	1	0	0	0	0	1
Longest Clarification	2	2	0	1	2	2

## Time per Actor

Average time taken for staff processing, requester clarification, administrative contact authorization and regulatory checks.



IANA	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Mean Time	33.49d	3.72d	25.21d	17.29d	32.16d	15.01d
Review Count	2	2	6	3	8	8
Shortest Time	13.43d	0.13d	22.75d	2.83d	1.33d	1.07d
Longest Time	53.54d	7.3d	27.67d	42.67d	64.1d	18.99d
Median Time	33.49d	3.72d	25.21d	6.36d	34.3d	17.2d
PStDev Time	20.05d	3.58d	2.46d	18.01d	21.3d	5.43d

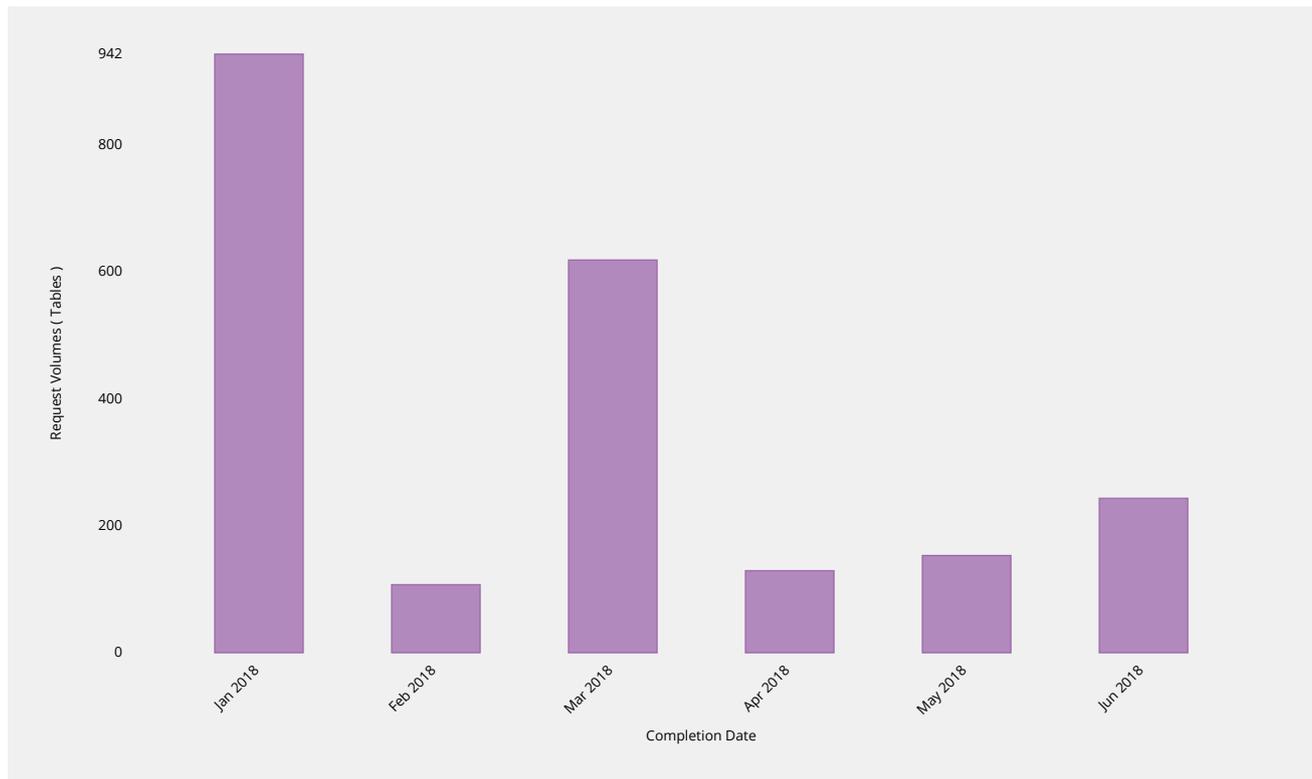
Requester	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Mean Time	10.68d	4.82d	—	0.69d	1.73d	28.6d
Review Count	2	1	0	1	4	8
Shortest Time	2.34d	4.82d	—	0.69d	0d	0.01d
Longest Time	19.02d	4.82d	—	0.69d	5.08d	35.98d
Median Time	10.68d	4.82d	—	0.69d	0.93d	32.64d
PStDev Time	8.34d	0d	—	0d	2.01d	10.93d

Authorizer	2018-01	2018-02	2018-03	2018-04	2018-05	2018-06
Mean Time	22.22d	0.01d	2.69d	2.79d	9.31d	0.49d
Review Count	2	2	6	3	8	8
Shortest Time	0.47d	0d	0.67d	0d	0d	0.04d
Longest Time	43.98d	0.01d	4.73d	8.14d	32.47d	1.69d
Median Time	22.22d	0.01d	2.69d	0.21d	6.07d	0.37d
PStDev Time	21.75d	0d	2.03d	3.79d	10.6d	0.47d

Regulatory	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Mean Time	0.07d	0.09d	0.09d	0.11d	0.11d	0.02d
Review Count	2	2	6	3	6	7
Shortest Time	0.01d	0.09d	0.02d	0.08d	0d	0.01d
Longest Time	0.13d	0.1d	0.16d	0.18d	0.41d	0.04d
Median Time	0.07d	0.09d	0.09d	0.08d	0.03d	0.02d
PStDev Time	0.06d	0d	0.07d	0.05d	0.14d	0.01d

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2018-01	2018-02	2018-03	2018-04	2018-05	<b>2018-06</b>
Total LGRs Processed	942	107	618	129	153	243
Request Count	2	2	6	3	8	8
Average LGRs per Request	471	54	103	43	19	30
Smallest per Request	6	4	103	1	1	20
Largest per Request	936	103	103	103	103	103

# 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.