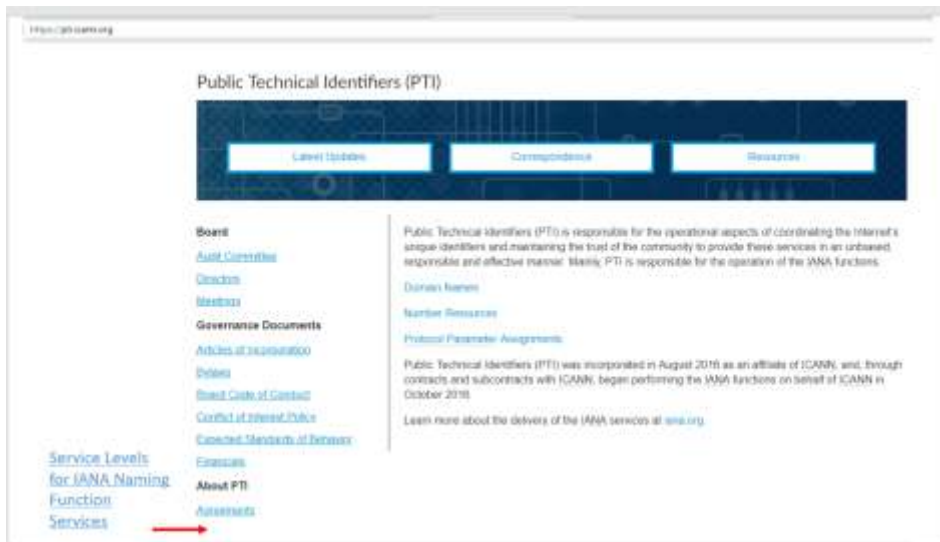INSTRUCTIONS TO WEB ADMIN:

1. On the webpage https://pti.icann.org add a new item to the left hand menu, after "Agreements" called "Service Levels for IANA Naming Function Services".

2. Service Levels for IANA Naming Function Services should hyperlink to a new webpage to be created, such as https://pti.icann.org/sles

The left hand menu should have 2 items:

• Service Levels for IANA Naming Function Services
• Service Level Change Process
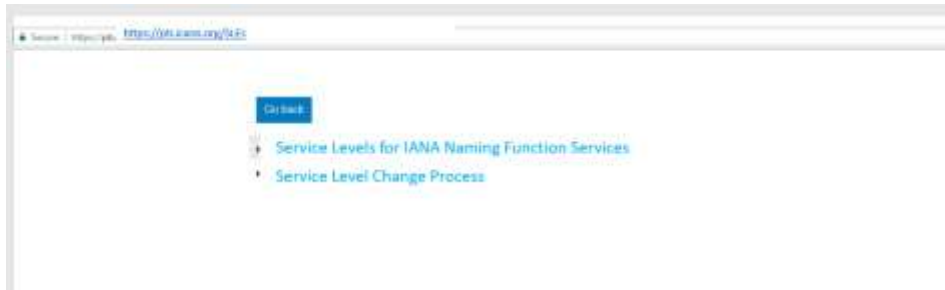
3. Service Levels for IANA Naming Function Services, when clicked on should show 2 more menu items: 1. Current Service Levels and 2. Archive, but at same time, automatically set the page for the first option "Current Service Levels" with a webpage URL something like: https://pti.icann.org/sles-en
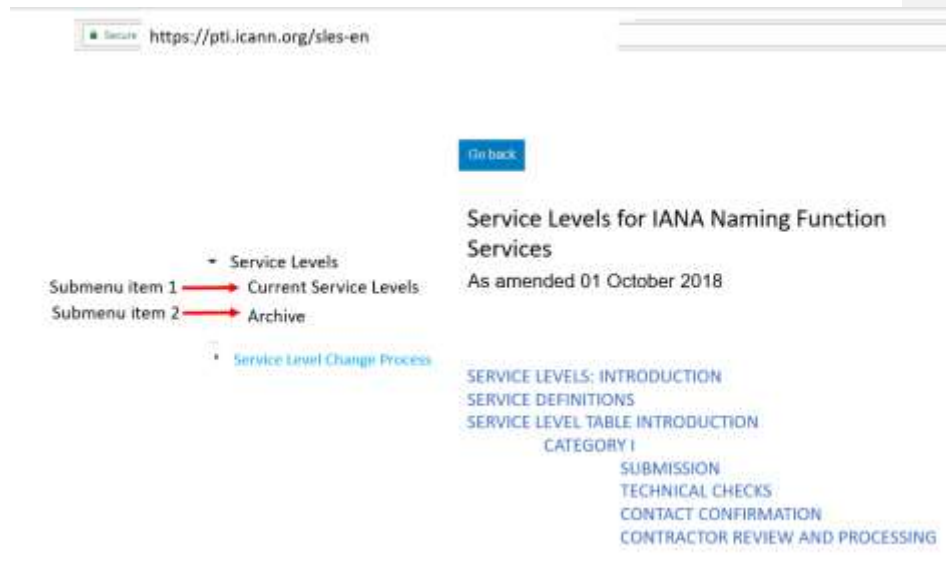


a. Set up this page identical to the ICANN Bylaw page with Archive. The most current SLEs should always have the exact same URL, so that when SLEs are changed, the now old SLEs move to a new URL under archives, while the new SLEs are updated to the existing "current" URL.

EXAMPLE: "CURRENT" BYLAWS

https://www.icann.org/resources/pages/governance/bylaws-en

EXAMPLE: BYLAW ARCHIVES

https://www.icann.org/resources/pages/governance/bylaws-archive-en

b.  For the "Current Service Levels" recommend creating a table of contents that would jump you down the page to that specific section via bookmarking function.  The table of contents, along with the actual content, should all be on the same webpage (so that the content begins as soon as the table of contents ends).

https://pti.icann.org/sles-en

Go back

# Service Levels for IANA Naming Function Services

As amended 01 October 2018

## SERVICE LEVELS

a. Contractor shall perform the Services in accordance with the following "Service Levels". The expectation is that Contractor will normally perform within the threshold. The thresholds will be modified over time as part of periodic reviews of the service level expectation. A subset of the following measures relate to measurement of non-routine changes where it is not applicable to set a specific threshold for performance. It is expected for measurements of non-routine process steps these will only be reported with no applicable service level expectation.

b. Services Definitions

   i. 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). A third party may be engaged to compile, publish and distribute the root zone.

   ii. Category II (Routine updates not impacting Root Zone File). Routine change requests that do not alter the DNS root zone (e.g., contact data and metadata). These changes do not require changes to the root zone.

   iii. Category III (Creating or Transferring a gTLD). Requests to create ("delegate") or transfer ("redelegate" or "assign") a generic TLD. These changes require additional processing by Contractor to ensure policy and contractual requirements associated with a change of control for the TLD are met.

   iv. Category IV (Creating or Transferring a ccTLD). Requests to create or transfer a country-code TLD. These changes require additional processing by Contractor to ensure policy requirements are met. This processing includes additional analysis on the change request, production of a report, and review of the report (including verification that all existing registration data has been successfully transferred from the old to new registry operator).

   v. Category V (Other change requests). Other non-routine change requests. Contractor is required to process change requests that may have special handling requirements, or require additional documentary evidence or clarifications from the customer or third parties, that prevent automating the handling of the request. These requests include, but are not limited to:

      1. 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;

      2. Customers that have placed special handling instructions on file with Contractor, or have otherwise asked for special handling for a request that deviates from the normal process, resulting in the request being executed manually;

      3. Unique legal or regulatory encumbrances that must be satisfied that require additional processing;

4. Removing a TLD from service (i.e. retirement or revocation); and

5. 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 (i.e. the "root servers"), and changes to the "root hints".

c. Service Levels

i. The fields in the following tables are as follows:

1. Process. The business process that Contractor is requested to perform.

2. Metric. The individual metric that will be measured as part of the completion of the business process.

3. Threshold. The specified target for each individual change request.

4. Type. Whether the threshold 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).

5. Compliance. The percentage that the target goal in aggregate must be met or exceeded within the specified time period for all requests in the specified category.

6. Period. The time over which compliance is measured. (The period of collecting measurements to meet the Service Level Agreement (SLA)).
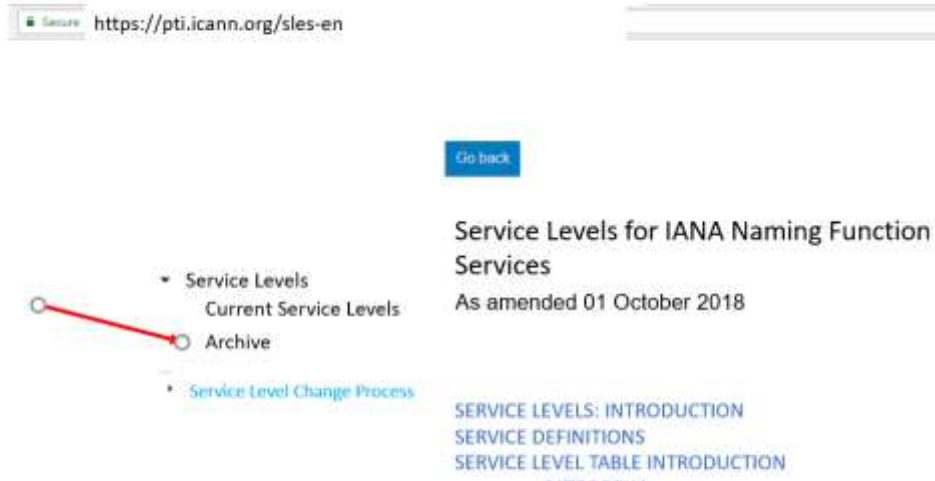
ii. Process Performance. Total Contractor transaction time for emergency changes should be completed within a target of 12 hours until reviewed by the CSC with Contractor.

| Process Category | Metric | Threshold | Type | Compliance | Period |
|---|---|---|---|---|---|
| Category I — | Submission | | | | |
| Routine updates impacting Root Zone File (NS, DS and glue records) | Time for ticket confirmation to be sent to requester following receipt of change request via automated submission interface | ≤ 60 secs | Max | 95% | Month |

| Process Category | Metric | Threshold | Type | Compliance | Period |
|---|---|---|---|---|---|
| | Time for lodgment of change request into RZMS by Contractor on behalf of request sent by email | ≤ 3 days | Max | 95% | Month |
| **Technical Checks** | | | | | |
| | Time to return results for technical checks following submission of request via automated submission interface | ≤ 50 mins | Max | 95% | Month |
| | Time to return results for subsequent performance of technical checks during retesting due to earlier failed tests | ≤ 3 mins | Max | 95% | Month |
| **Contact Confirmation** | | | | | |
| | Time for authorization contacts to be asked to approve change request after completing previous process phase | ≤ 60 secs | Max | 95% | Month |
| | Time for response to be affirmed by Contractor | ≤ 60 secs | Max | 95% | Month |
| **Contractor Review and Processing** | | | | | |
| | Time to complete all other validations and reviews by Contractor and release request for | ≤ 5 days | Max | 90% | Month |

And so it continues.....

4. The menu option ARCHIVE should hyperlink to an archive page such as https://www.icann.org/en/csc/sles-archive-en

🔒 Secure https://pti.icann.org/sles-en

Go back

- ▾ Service Levels
  - Current Service Levels
  - ◯ Archive
- ▸ Service Level Change Process

### Service Levels for IANA Naming Function Services
As amended 01 October 2018

SERVICE LEVELS: INTRODUCTION
SERVICE DEFINITIONS
SERVICE LEVEL TABLE INTRODUCTION

ARCHIVE PAGE:

🔒 Secure | https://pti.icann.org https://pti.icann.org/sles-archive-en

Go back

- ▾ Service Levels
  - Current Service Levels
  - Archive
- ▸ Service Level Change Process

### Service Levels for IANA Naming Function Services: Archives
• 01 October 2017

Please set up this page identical to the ICANN Bylaw page with Archive. The most current SLEs should always have the exact same URL, so that when SLEs are changed, the now old SLEs move to a new URL under archives, while the new SLEs are updated to the existing "current" URL.
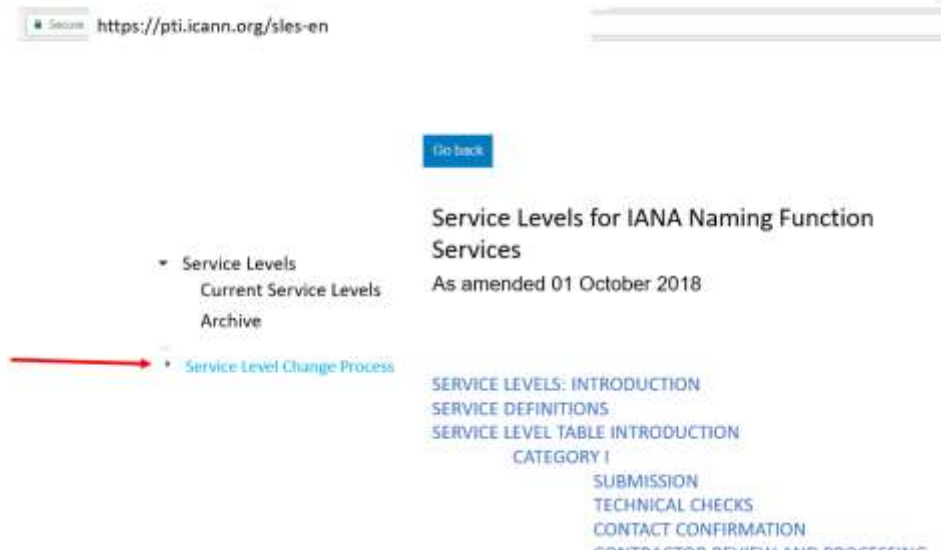
EXAMPLE: "CURRENT" BYLAWS

https://www.icann.org/resources/pages/governance/bylaws-en


EXAMPLE: BYLAW ARCHIVES

https://www.icann.org/resources/pages/governance/bylaws-archive-en


5. The menu option "Service Level Change Process" should lead to a new webpage, such as https://pti.icann.org/sles-change-process-en with  Service Level Change Process in html



The new webpage, https://pti.icann.org/sles-change-process-en, should list the change process in html:

Go back

> Service Level Change Process

# Service Levels Change Process

As amended 01 October 2018

## Process for Amending the PTI Service Level Agreements

The following procedure for amending PTI Service Level Agreements (SLAs) has been developed and agreed to by the Customer Standing Committee (CSC) and PTI in accordance with the Charter Review Team's recommendations for changes to the CSC Charter. These procedures are developed to enable timely amendments to service levels that fall into a number of defined categories (see Appendix A of the IANA Naming Function Contract at https://www.icann.org/iana_pti_docs/151-iana-naming-function-contract-v-30sep16).

Examples for why a SLA's target requires adjusting may be that it no longer reflects the original SLA goals; no longer is meaningful in ensuring customer service levels; or is unreasonable in that it fails to reflect historical trends. The SLA change process may be reviewed at the request of the CSC, ccNSO Council, RySG or GNSO Council, PTI, or ICANN. The review will be conducted by a committee of representatives from the ccNSO and the RySG in accordance with a method determined by the ccNSO Council and RySG.

**I.**    **Determining that a SLA needs amending**

1. An IANA Naming Function SLA change request may come from the CSC or the IANA Functions Operator.  The change request, along with reasoning for the change, must be distributed to the CSC and PTI.

2. The CSC and PTI should meet to discuss the change request; this may be done during the CSC's regular monthly meeting or during a separate conference call.

   To determine the merit of the change request, the CSC and PTI should consider:

   a. Which category applies to the SLA change request, as this will determine if community consultation is required. (see Appendix A):
      i.   New SLA Item
      ii.  Change SLA Item definition and target/threshold
      iii. Change SLA Item target/threshold only
      iv.  Remove SLA Item
   b. The benefit it would provide the community
   c. Determine the change's feasibility such as: can it be achieved?  What changes will be required to achieve it including but not limited to system changes, operational changes and an estimated implementation plan?

    d. Estimate the cost of the change, based on the implementation requirements mentioned above.

3. The end results of the discussions between the CSC and PTI regarding the SLA change should be submitted in writing by PTI to the CSC or from the CSC to PTI.
   a. If a mutual decision was to change the SLA, continue with the SLA Change Process.
   b. If a mutual decision was to not change the SLA, after communicating that to each other in writing, the process ends.

## II. SLA Amendment Process

1. If the CSC and PTI reach a mutual decision to proced with the SLA change, the CSC or PTI should draft a change recommendation, which includes an impact analysis that expands with further detail based on their earlier discussions while determining if the SLA should be changed. The analysis should review such items as the impact on potential resources, budget requirements following the ICANN budgetary processes, and an implementation plan per the ICANN implemenation process, should the SLA changes be approved. Prior to moving forward with the recommendation, CSC and PTI should agree on how PTI can support the SLA change recommendation.

2. Stakeholder Consultation: All four (4) categories of SLA changes require the CSC to present the change request to their stakeholders (i.e. Naming Customers).

3. Community Consultation: However, three (3) SLA change categories require further community consultation: *(i.) new SLA, (ii.) change SLA item definition and target/threshold* and *(iv.) remove SLA.* Community Consultation includes:
   a. Based on the degree of SLA Change and its potential impact, the CSC may decide to perform community consultations, such as, but not limited to open sessions at ICANN conferences, or an ICANN Public Comment Period.
   b. Upon completion, community feedback should be taken into consideration in the final SLA Change Request.
   c. After the community consultation is completed the CSC then seeks approval from the GNSO and ccNSO Councils as follows:

Etc., etc.

## CSC WEBPAGE

1. On https://www.icann.org/csc add a new item to the left hand menu, between "Charter" and "Internal Procedures" called "Service Levels for IANA Naming Function Services" which should link to the new webpage created on the PTI site for the SLEs, such as https://pti.icann.org/sles-en



**Commented [AC3]:** Let me know if you want a different name

1. On https://www.icann.org/en/csc/other-procedures, the existing webpage for CSC's "OTHER PROCEDURES" add SERVICE LEVEL CHANGE PROCESS and have it list to the newly created service level process page off the PTI site's newly created webpage which might be something like https://pti.icann.org/sles-change-process-en

Which when hyperlinks to: