

Service Level Agreement(s) that the CSC is considering or recommending be adjusted are:

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
ccTLD Creation/Transfer – Validation and Reviews	100% within 60 days, measured monthly	Varies	To be determined	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.
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.

It is worth mentioning that the “Technical Check – First” SLA is another one that has occasionally failed the threshold. This failure is due to the way the Root Zone Management System (RZMS) is configured to perform the technical checks. In this case, the technical checks (queued + execution time) are done in a sequential fashion and not in a parallel fashion. Each individual technical check meets the SLA, but the metric combines them into one group, which when queued sequentially misses the SLA.

After reviewing the cause of this failure, the CSC and PTI agreed that RZMS should be updated to handle requests in parallel instead of sequentially to meet the increase in requests. As such, no changes are recommended for the “Technical Check – First” SLA.

SETTING SLA METRICS

Prior to the completion of the IANA Stewardship transition in October 2016, the IANA Naming services collected data for about six months to inform the thresholds for the SLAs.

Unfortunately, this was not a large enough data sample as some request types do not happen frequently, such as ccTLD delegation and transfers. As a result, some of the IANA Naming Function SLAs were set at a lower rate than actual historical trends and appeared to be “aspirational” goals. After negotiations with the SLA design team, a compromise on some metrics were made based historical data, and some on aspirational targets. (CSC Meeting 3, 21 November 2016).

The CSC recognized that certain SLAs may need to be modified, but according to the contract, such changes could not take place until a year had passed, giving the CSC twelve (12) months of reports to reflect on (CSC Meeting 6, 16 January 2017).

The CSC first defined the process for tracking missed SLAs to determine if the metric required re-adjustment or if it was a sign of operational issues. The CSC determined to begin “tracking” a missed SLA on its second occurrence. In addition, if the CSC was assured that the SLA metric did require a change, on the CSC reports these missed SLAs would be flagged with “the CSC determined that these exceptions are no cause for concern. No consistent problems were identified and no further action is needed.” (CSC Meeting 5, 14 December 2016)

HISTORY OF SLAS REQUIRING CHANGE

1. Technical Check – Retest and Supplemental

The CSC had lengthy discussions about the cause for the SLA failure. PTI explained that these failures happen due to requests requiring multiple retests due to sustained deficiencies in the requested technical changes. The CSC still felt that the guiding general principal that SLE time should be attributed to the party responsible, meant the customer was responsible for submitting bad data. (originally discussed in CSC Meeting 5, 14 December 2016, but further discussions continued in future meetings with the same conclusions. See meeting 6, 9, 10, etc.) The CSC has recommended that the three minute threshold for these two categories be revised to be 10 minutes.

2. ccTLD Creation/Transfer – Validation and Reviews

A ccTLD creation or transfer request requires full documentation, with many requests not meeting the data requirements. Requests are collected in bulk and sent to the Board for

review, and with so few requests (≥ 1 monthly) a monthly metric is not appropriate. Due to the low volume the CSC decided it needed to be tracked for at least six months before a realistic metric could be proposed. (CSC Meeting 8, 13 March 2017) Due to the low number of requests (no more than 1 per month) it may be closer to 60 days that requests are processed, so a monthly SLA metric would not be realistic.

3. Publication of IDN tables

While the IDN tables were originally published on icann.org, the IANA Naming Function Contract required maintenance of this repository and therefore it was in the CSC's purview to monitor maintenance. It was determined that a metric should be applied to ensure IDN Table maintenance, and as new metrics/change to metrics could not take place until there was a SLA change process after the initial 12 months, it was determined that publishing the IDN tables in the PTI report would give more visibility to the tables. (CSC Meeting 9, 19 April 2017). The publication of the IDN Tables in the PTI Report was confirmed for the June 2017 report (CSC Meeting 12, 17 July 2017).

REFERECES

1. Past CSC meetings: <https://www.icann.org/csc>
2. SLE Working Group Report on Service Level Expectations for IANA Root Zone Management: <https://community.icann.org/display/gnsocwgdstwrdsdp/DT-A+Service+Levels+Expectations?preview=/52891144/62390727/IANA-WG-SLE-Approved.pdf>