# Request Analysis for Change to Technical Check SLAs

ICANN, PTI and the CSC worked to develop the new “[Process for Amending the IANA Naming Service Level Agreements](https://www.icann.org/en/system/files/files/iana-naming-sla-amend-process-17dec18-en.pdf)”*.* The SLA change process provides for how to determine if an SLA should be modified, and the method for doing so with appropriate consultation and agreement levels. This process contains safeguards and mechanisms to ensure that due diligence will be followed in making changes to the SLAs.

None of the requirements in the process for amending IANA Naming SLAs override any obligations within the IANA Naming Functions Contract.

Per the SLA change process, “If the CSC and PTI reach a mutual decision to proceed with the SLA change, PTI should draft a change recommendation, which includes an impact analysis that expands with further detail based on their earlier discussions during the “procedure for determining that a SLA needs amending” stage.” Following the SLA change process requirement, PTI is providing the following analysis requesting that the PTI, CSC and ICANN agree to amend the following metrics:

1. Technical Check – Retest
2. Technical Check – Supplemental

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| **BACKGROUND BEHIND REQUEST FOR SLA CHANGE** |
| The initial SLAs used in the IANA Naming Function contract were based on operational data provided by IANA Services. While it was a significant amount of data, it was only about 6-7 months’ worth of data and as such the sample size was not large enough to encompass many data points for each request type. As such, the Customer Standing Committee (CSC) identified that some of the SLAs were set at a much lower rate than actual historical trends. 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).  We now have a larger set of data that has been collected over the last 30+ months and a much clearer understanding for operational thresholds. |

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| **SYNOPSYS OF REQUSTED CHANGE** |
| Technical Check metrics relate to time spent waiting for responses from nameservers that ultimately are unreachable (i.e. time waiting to timeout, multiplied by retries.) These SLAs continued to be missed on a sporadic basis and it was noted that the SLA threshold was set lower than actual historical trends available at the time of the PTI transition.  A guiding general principle in the SLAs developed to monitor performance is that SLA time should be attributed to the party responsible, meaning that the SLA should not be missed if the data being tested is bad and as such more time needs to be allocated for the technical check to be completed. The CSC, PTI and ICANN agreed that missing the Technical Check SLAs was attributed to PTI’s customer, and therefore were beyond PTI’s control. Any month where these SLAs were missed, the CSC noted on their monthly report that these “missed service level agreement(s) were satisfactorily explained and not an indication of a performance issue.” |

**CURRENT AND PROPOSED SLA THRESHOLDS**

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| Metric | Current SLA | Actual Performance | Adjusted SLA | Explanation | Implementation Details |
| Technical Check – Retest | 3 minutes | 3-8 minutes | 10 minutes | No impact on customer and better reflection of historical trend | The SLA Dashboard is already tracking this SLA. However, PTI needs implementation time to apply the new threshold and update the monthly report. |
| Technical Check - Supplemental | 1 minute | 3-8 minutes | 10 minutes | No impact on customer and better reflection of historical trend | The SLA Dashboard is already tracking this SLA. However, PTI needs s implementation time to apply the new threshold and update the monthly report. |

**CHANGE CATEGORY**

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| **SLA AMENDMENT CATEGORY** |  |
|  | i. New SLA |
|  | ii. Remove SLA |
|  | iii. Change to SLA definition and target/threshold |
| X | iv. Change SLA Item target/threshold only |

**IMPACT ANALYSIS**

Per the SLA change process, an SLA change request should also include an analysis of “impact on potential resources, budget requirements following the PTI and ICANN budgetary processes, and an implementation plan per the PTI and/or ICANN implementation process, should the SLA changes be approved. Prior to moving forward with the recommendation, the CSC and PTI should agree on how PTI can support the implementation of the draft SLA change recommendation. PTI and/or ICANN shall publicly post the draft SLA change recommendation will be based on, and after impact completion of this analysis.”

The following section provides an impact analysis per the SLA change process requirements.

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| **Benefit to the Community** |
| As the name SLA indicates, accurate SLA metrics allow the community to establish reasonable expectations as to when an activity will be completed. Adjusting metrics to represent the true average experienced for a measured activity establishes clear expectations, reduces static of meaningless outliers, and increases the aptitude in detecting real systemic issues – all of which benefits the customers. The requested ‘Technical Check – Retest’ and ‘Technical Check – Supplemental’ adjustment reflects years of historical data. The adjustment takes into account that the old threshold was missed by the automation system due to misconfigured name servers, so it will not result in any degradation of PTI’s services. |
| **Feasibility of Implementation** |
| This change impacts the [SLE Dashboard](https://sle-dashboard.iana.org/) and the PTI Monthly Naming Performance report. Updating both can be completed in-house by PTI staff development resources. There are no further implementation requirements or feasibility risks. |
| **Budget Requirements** |
| Resetting the threshold within the SLE Dashboard and the PTI Monthly Naming Performance report will take X days of one (1) developer’s time and can be completed, tested and approved within about 60 days. |
| **Risk Analysis** |
| No risks have been identified. |

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| **PTI IMPLEMENTATION PLAN** |
| Resetting the threshold within the SLE Dashboard and the PTI Monthly Naming report will take X days of one (1) developer’s time and can be completed within about 60 days. To implement this change, PTI will follow internal processes to schedule development time to make the coding changes, test the changes, and deploy an updated SLE Dashboard and report generation tool to reflect the changes. |

**NEXT STEPS FOR CATEGORY iv. CHANGE**

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| **Step** | **PROCESS REQUIREMENT** | **STATUS** |
| 1. | SLA change request distributed to the CSC and PTI | Completed |
| 2. | Request Analysis (this document qualifies) completed and distributed to the CSC, PTI and ICANN |  |
| 3. | The CSC, PTI and ICANN discuss whether to proceed and one of the entities summarizes the results in writing for all the other parties.  Results:  If either party decides not to proceed, the process ends, and the SLA is not amended.  OR  If all parties decide to proceed, continue |  |
| 4. | Impact Analysis completed by PTI and posted by PTI/ICANN for community access |  |
| 5. | The CSC circulates SLA Change Request to their stakeholders |  |
| 6. | PTI implements the SLA changes in accordance with the implementation plan provided earlier in the process for the final SLA change recommendation. |  |
| 7. | ICANN and PTI update the SLA Tables on the PTI SLA webpage. Upon the effective date of the SLA change, the previous SLA will be archived on the SLA webpage |  |