**CSC Findings of IANA Naming Function Performance Report for the Month of**

**June 2019**

Date: 15 July 2019

**Overall Finding**

The CSC completed review of the June 2019 IANA Naming Function 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 June 2019.

**Metrics That the CSC is Tracking Closely**

Currently, there are no metrics requiring close tracking.

**SLA metrics that the CSC has approved and implemented**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Metric | Current SLA | Actual Performance | Proposed Adjusted SLA | Explanation | Implementation Date |
| Technical Check – Retest and Supplemental | 1-5 minutes | 5-8 minutes | 10 minutes | No impact on customer and better reflection of historical trend | 01 July 2019 |

**SLA metrics that the CSC is considering or recommending be adjusted**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Metric | Current SLA | Actual Performance | Proposed Adjusted SLA | Explanation |
| ccTLD Creation/Transfer – Validation and Reviews | 100% within 60 days, measured monthly | Varies | To be determined | Currently, this proposed SLA change is [in Public Comment](https://www.icann.org/public-comments/proposed-iana-sla-lgr-idn-tables-2019-06-10-en). 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. |

**SLA metrics that the CSC is considering**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Metric | Threshold | Type | Breach | Period | Mechanism | Implementation details |
| Validation and Reviews: Time to confirm that a submission is well-formed or send it back for remediation. | ≤ 5 days | Max | 90% | Month | Publish in dashboard | The SLA dashboard is already tracking this information; however, no has been defined. Once a threshold has been defined, PTI will apply the threshold to the SLA dashboard and monthly performance report. |
| Implementation: Time from the point at which the request is ready for implementation until request completion. | ≤ 7 days | Max | 90% | Month | Publish in dashboard | The SLA Dashboard is already tracking this information; however, no SLA has been defined. Once a threshold has been defined, PTI will apply the threshold to the SLA dashboard and monthly performance report. |

**Report of Escalations**

No new escalations have been received during this reporting period.

**IANA Naming Function Performance Report June 2019**

The IANA Naming Function Monthly Performance Reports are available at:

https://www.iana.org/performance/csc-reports