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

**July 2019**

Date: 13 August 2019

**Overall Finding**

The CSC completed review of the July 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 July 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 ended it’s [Public Comment](https://www.icann.org/public-comments/proposed-iana-sla-lgr-idn-tables-2019-06-10-en) on 26 July 2019, with a Comment Report posted by 09 August 2019.  |

**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 July 2019**

The IANA Naming Function Monthly Performance Reports are available at:

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