**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 have been recently 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 are in the process of being changed**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Metric | Current SLA | Actual Performance | Proposed Adjusted SLA | Explanation |
| Publication of LGR/IDN Tables:  Validation and Reviews: Time to confirm that a submission is well-formed or send it back for remediation. | none | N/A | Threshold: ≤ 5 days  Type: Max  Breach: 90%  Period: Month  Mechanism: Publish in dashboard | 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. |
| Publication of LGR/IDN Tables:  Implementation: Time from the point at which the request is ready for implementation until request completion. | None | N/a | Threshold: ≤ 7 days  Type: Max  Breach: 90%  Period: Month  Mechanism: Publish in dashboard | 2nd SLA in above mentioned Public Comment |

**SLA metrics that the CSC is considering for change**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Metric | Current SLA | Actual Performance | Proposed SLA adjustment | Explanation |
| ccTLD Delegation/Transfer: Validation and Reviews | 100% within 60 days, measured monthly | 40-90 days | Remove | Time it takes staff to review and analyze documentation, write the findings report and complete all other staff processes involved  in the request from beginning to end. |
| ccTLD Delegation/Transfer: Validation and Reviews after each submission | No current SLA | New SLA | 100% within 14 days, measured monthly | Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary. |
| ccTLD Delegation/Transfer:  Report Creation | No current SLA | New SLA | 100% within 21 days, measured monthly | Time it takes for staff to finalize a delegation or transfer report to be submitted for review and publication. |
| ccTLD Delegation/Transfer: Number of interactions or clarifications with customer | No current SLA | Informational only | Informational only | Tracks the number of interactions with the customer as an indication of the quality of the request. |

**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