**CSC Findings of IANA Naming Function Performance Report for the Month of October 2019**

Date: 04 November 2019

**Overall Finding**

The CSC completed review of the October 2019 IANA Naming Function Performance Report and finds that PTI’s performance for the month was:

Satisfactory- PTI met the service level agreement at 98.4% for the month of October 2019.

Technical Check (Retest) – Routine

This metric failure is related to time spent waiting for responses from name servers that were ultimately unreachable for each of the technical check runs. PTI will explore how to further refine how the technical checks are performed to reduce the end-to-end processing time for unresponsive name servers, by improving algorithms to quickly identify servers as unreachable and then not retrying them later in an individual tech check test run.

**Metrics That the CSC is Tracking Closely**

Currently, there are no metrics requiring close tracking.

**SLA metrics that are in the process of being changed**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Metric** | **Current SLA** | **Actual Perform-ance** | **Proposed Adjusted SLA** | **Explanation** | **Implementation Status** |
| 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 daysType: MaxBreach: 90%Period: MonthMechanism: Publish in dashboard | Tables already published; new SLA will set a metric for them | Approved by CSC & PTI; pending approval of ccNSO & GNSO Councils during ICANN66, with estimated implementation 01 December 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 daysType: MaxBreach: 90%Period: MonthMechanism: Publish in dashboard | See above | See above |
| **Metric** | **Current SLA** | **Actual Performance** | **Proposed Adjusted SLA** | **Explanation** | **Implementation Status** |
| 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. | Is in required [Public Comment](https://www.icann.org/public-comments/proposed-sla-for-cctld-creation-transfer-2019-10-14-en)  |
| 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. | See above |
| 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. | See above |
| 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. | See above |

**Report of Escalations**

No new escalations have been received during this reporting period.

**IANA Naming Function Performance Report October 2019**

The IANA Naming Function Monthly Performance Reports are available at:

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