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

Date: 16 December 2019

Overall Finding

The CSC completed review of the November 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 November 2019.

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 days Type: Max Breach: 90% Period: Month Mechanism: Publish in dashboard	Tables already published; new SLA will set a metric for them	The LGR metrics will first be included in the December 2019 PTI Report to the CSC, which will be delivered in January 2020.
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	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.	A Public Comment has been completed. Next step is for the CSC and PTI to approve, prior to sending to the ccNSO and GNSO Councils for approval.
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 November 2019
The IANA Naming Function Monthly Performance Reports are available at:
https://www.iana.org/performance/csc-reports