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

Date: 15 January 2020

**Overall Finding**

The CSC completed review of the December 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 December 2019.

**Metrics That the CSC is Tracking Closely**

Currently, there are no metrics requiring close tracking.

**Completed SLA metric changes**

|  |  |  |
| --- | --- | --- |
| **Publication of LGR/IDN Tables**  **Metric** | **Adjusted SLA** | **Implementation Status** |
| Validation and Reviews: Time to confirm that a submission is well-formed or send it back for remediation.  Implementation: Time from the point at which the request is ready for implementation until request completion. | Threshold: ≤ 5 days  Type: Max  Breach: 90%  Period: Month  Mechanism: Publish in dashboard  Threshold: ≤ 7 days  Type: Max  Breach: 90%  Period: Month  Mechanism: Publish in dashboard | The LGR metrics have been included in the December 2019 PTI Report for the first time. |

**Proposed SLA metric changes**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ccTLD Delegation/Transfer Metric** | **Current SLA** | **Actual Performance** | **Proposed Adjusted SLA** | **Explanation** | **Implementation Status** |
| Validation and Reviews  Validation and Reviews after each submission  Report Creation  Number of interactions or clarifications with customer | 100% within 60 days, measured monthly  No current SLA  No current SLA  No current SLA | 40-90 days  New SLA  New SLA  Informational only | Remove  100% within 14 days, measured monthly  100% within 21 days, measured monthly  Informational only | 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.  Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.  Time it takes for staff to finalize a delegation or transfer report to be submitted for review and publication.  Tracks the number of interactions with the customer as an indication of the quality of the request. | The CSC and PTI approved the recommended ccTLD delegation/transfer SLAs and will now send to the ccNSO and GNSO Councils for approval. |

**Report of Escalations**

No new escalations have been received during this reporting period.

**IANA Naming Function Performance Report December 2019**

The IANA Naming Function Monthly Performance Reports are available at:

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