**CSC Findings of IANA Naming Function Performance Report for the Month of April 2020**

Date: 13 May 2020

**Overall Finding**

The CSC completed review of the April 2020 IANA Naming Function Performance Report and finds that PTI’s performance for the month was:

Excellent- PTI met the service level agreement at 100% of the 65 currently defined thresholds for the month of April 2020.

**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 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. | Submitted to the ccNSO and GNSO Councils for approval. |
| **Metric** | **Current SLA** | **Actual Performance** | **Proposed Adjusted SLA** | **Explanation** | **Implementation Status** |
| 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 April 2020**

The IANA Naming Function Monthly Performance Reports are available at:

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