

IANA Naming Function Monthly Performance Report

May 2020

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.19s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.77s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 2.05s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 1.52d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.34d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.45m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ 0.23m	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 0.33m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ 0.19m	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 0.41m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ 0.2m	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 3ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 1ms	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.45d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.11d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p17
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p18
Validation and Reviews	Other Changes	≤NAd	✓ 2.69d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 21.3h	p20
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p20
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p20
Root Zone Publication	Other Changes	≤NAh	✓ 26.48h	p21
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.45s	p21

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.3s	p22
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p22
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p22
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.29s	p22
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p23
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p24
Directory Service	WHOIS Availability	≥99%	✓ 100%	p25
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p26
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.1s	p27
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1ms	p28
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100%	p29
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p29
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p29
Root Zone File	Other Changes	100%	✓ 100%	p29
Root Zone Database	Routine (Technical)	100%	✓ 100%	p30
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p30
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone Database	Other Changes	100%	✓ 100%	p30
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p31
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.91d	p32
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ —	p33
Implementation Time	Implementation Time	≤7d (90.0%)	✓ —	p34
Requester Clarification	Requester Clarification	N/A	—	p35
Time per Actor	IANA	N/A	—	p36
Time per Actor	Requester	N/A	—	p36
Time per Actor	Authorizer	N/A	—	p36
Time per Actor	Regulatory	N/A	—	p36
Request Volumes	Request Volumes	N/A	—	p37

Percentage of SLA thresholds met of those defined

65 of 65 (100.0%)

Exceptions and Narrative for Reporting Period

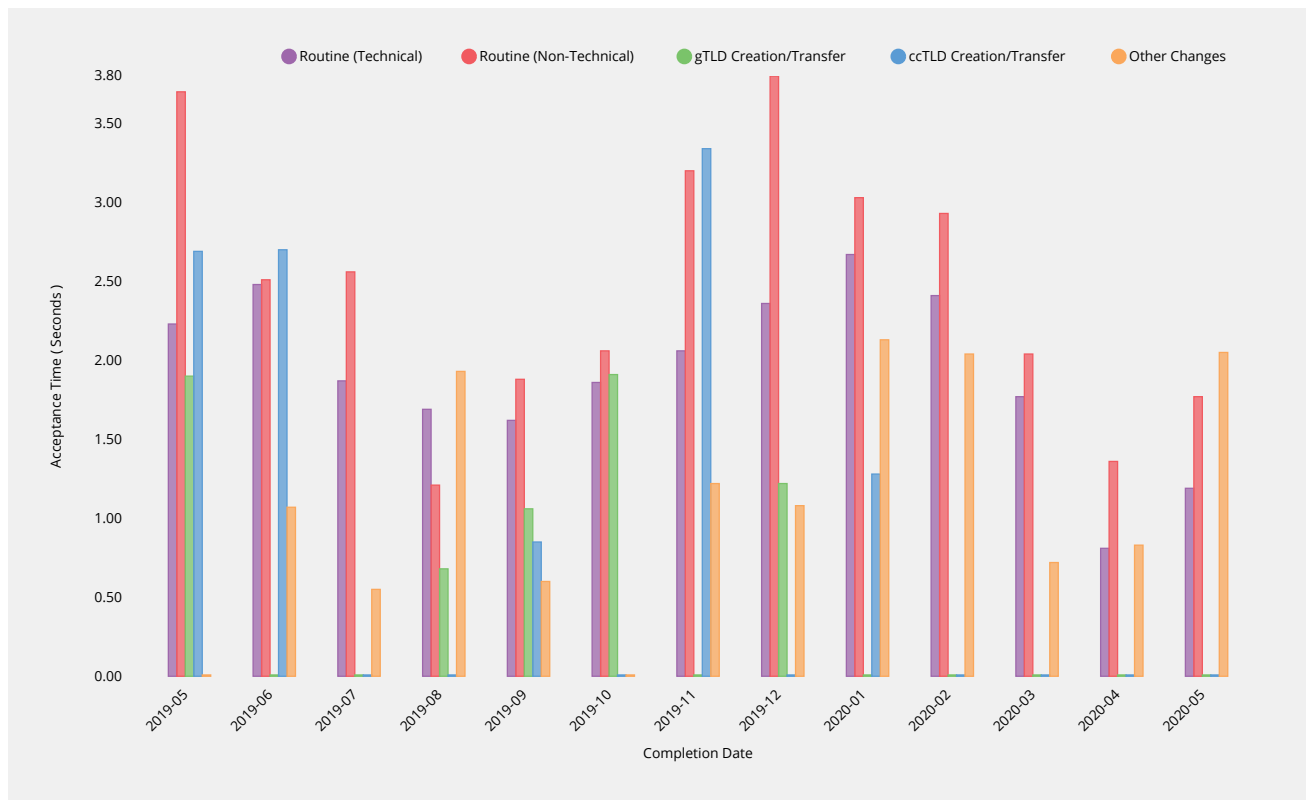
There were no exceptions for the reporting period.

Detailed Performance for Reporting Period

Submission

Acceptance Recognition

Time for ticket confirmation to be sent to requester following receipt of change request via automated submission interface.



Routine (Technical)	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Acceptance Time	2.23s	2.48s	1.87s	1.69s	1.62s	1.86s	2.06s	2.36s	2.67s	2.41s	1.77s	0.81s	1.19s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	64	27	77	31	54	26	38	42	72	36	71	704	83
Mean Time	1.3s	1.57s	0.83s	0.82s	0.67s	0.95s	1.17s	1.5s	1.54s	1.23s	0.85s	0.64s	0.77s
Shortest Time	0.74s	0.78s	0.47s	0.47s	0.45s	0.5s	0.61s	0.64s	0.63s	0.61s	0.5s	0.51s	0.54s
Longest Time	2.76s	2.65s	3.18s	1.91s	1.81s	2.14s	2.27s	2.54s	3.58s	3.06s	2.05s	5.86s	1.78s
Median Time	1.18s	1.33s	0.61s	0.59s	0.56s	0.65s	1.07s	1.25s	1.26s	1.09s	0.66s	0.6s	0.67s
PStDev Time	0.41s	0.57s	0.49s	0.43s	0.32s	0.49s	0.38s	0.56s	0.64s	0.62s	0.42s	0.25s	0.24s

Routine (Non-Technical)	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Acceptance Time	3.7s	2.51s	2.56s	1.21s	1.88s	2.06s	3.2s	3.8s	3.03s	2.93s	2.04s	1.36s	1.77s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	33	163	150	928	71	52	19	23	145	69	22	111	59
Mean Time	1.99s	1.61s	1.62s	1.04s	1.11s	1.24s	2s	2.14s	1.97s	1.25s	1.53s	1.09s	1.23s
Shortest Time	1.16s	0.99s	0.78s	0.17s	0.67s	0.78s	1s	1.32s	0.53s	0.86s	0.86s	0.89s	0.88s
Longest Time	3.74s	3.24s	2.86s	121.58s	2.28s	2.93s	3.26s	4.36s	3.89s	3.94s	2.1s	2.47s	3.21s
Median Time	1.68s	1.66s	1.66s	0.86s	0.94s	1.1s	1.94s	2s	1.84s	1.02s	1.66s	1.04s	1.12s
PStDev Time	0.75s	0.44s	0.48s	3.97s	0.39s	0.45s	0.65s	0.72s	0.61s	0.63s	0.4s	0.25s	0.39s

gTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Acceptance Time	1.9s	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	5	0	0	1	1	1	0	1	0	0	0	0	0
Mean Time	1.7s	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—
Shortest Time	1.47s	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—
Longest Time	1.9s	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—
Median Time	1.71s	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—
PStDev Time	0.16s	—	—	0s	0s	0s	—	0s	—	—	—	—	—

ccTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Acceptance Time	2.69s	2.7s	—	—	0.85s	—	3.34s	—	1.28s	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	2	2	0	0	1	0	1	0	2	0	0	0	0
Mean Time	2.12s	1.75s	—	—	0.85s	—	3.34s	—	1.16s	—	—	—	—
Shortest Time	1.49s	0.69s	—	—	0.85s	—	3.34s	—	1.03s	—	—	—	—
Longest Time	2.75s	2.81s	—	—	0.85s	—	3.34s	—	1.29s	—	—	—	—
Median Time	2.12s	1.75s	—	—	0.85s	—	3.34s	—	1.16s	—	—	—	—
PStDev Time	0.63s	1.06s	—	—	0s	—	0s	—	0.13s	—	—	—	—

Other Changes	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Acceptance Time	—	1.07s	0.55s	1.93s	0.6s	—	1.22s	1.08s	2.13s	2.04s	0.72s	0.83s	2.05s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	1	1	6	3	0	11	2	5	1	2	1	4
Mean Time	—	1.07s	0.55s	1.17s	0.58s	—	1.09s	1.01s	1.71s	2.04s	0.69s	0.83s	1.51s
Shortest Time	—	1.07s	0.55s	0.6s	0.56s	—	0.85s	0.94s	1.13s	2.04s	0.65s	0.83s	0.76s
Longest Time	—	1.07s	0.55s	2.05s	0.61s	—	1.22s	1.08s	2.16s	2.04s	0.73s	0.83s	2.11s
Median Time	—	1.07s	0.55s	1.09s	0.58s	—	1.11s	1.01s	1.73s	2.04s	0.69s	0.83s	1.59s
PStDev Time	—	0s	0s	0.56s	0.02s	—	0.1s	0.07s	0.36s	0s	0.04s	0s	0.49s

gTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

ccTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Lodgment Time	0.35d	0.34d	—	—	0.47d	—	0.11d	—	0.49d	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	1	0	0	1	0	1	0	2	0	0	0	0
Mean Time	0.35d	0.34d	—	—	0.47d	—	0.11d	—	0.35d	—	—	—	—
Shortest Time	0.35d	0.34d	—	—	0.47d	—	0.11d	—	0.19d	—	—	—	—
Longest Time	0.35d	0.34d	—	—	0.47d	—	0.11d	—	0.5d	—	—	—	—
Median Time	0.35d	0.34d	—	—	0.47d	—	0.11d	—	0.35d	—	—	—	—
PStDev Time	0d	0d	—	—	0d	—	0d	—	0.16d	—	—	—	—

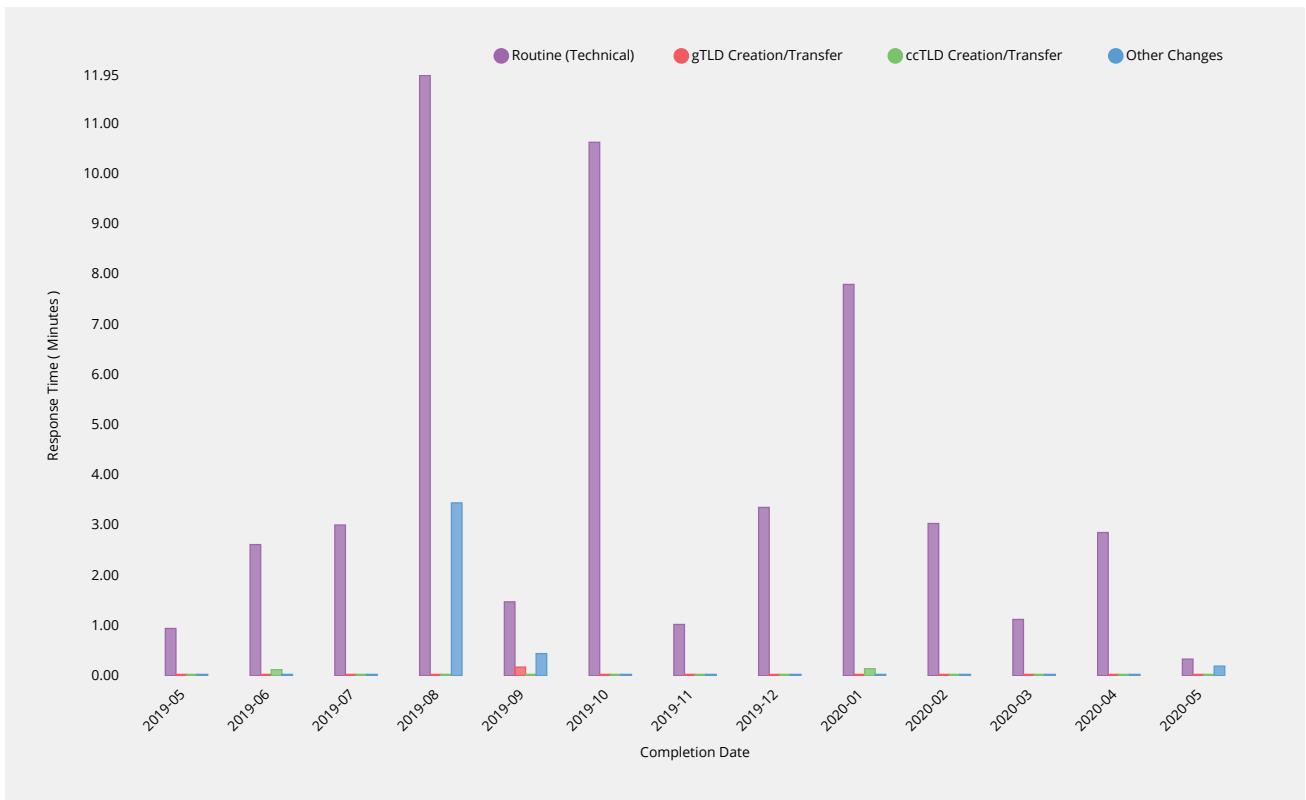
Other Changes	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Lodgment Time	—	0.09d	0.42d	0.71d	0.03d	—	0.43d	0.29d	0.14d	—	0.19d	0.22d	0.34d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	1	3	2	0	11	2	1	0	2	1	2
Mean Time	—	0.09d	0.42d	0.47d	0.03d	—	0.23d	0.29d	0.14d	—	0.19d	0.22d	0.3d
Shortest Time	—	0.09d	0.42d	0.07d	0.03d	—	0.01d	0.29d	0.14d	—	0.19d	0.22d	0.24d
Longest Time	—	0.09d	0.42d	0.72d	0.03d	—	0.43d	0.29d	0.14d	—	0.19d	0.22d	0.35d
Median Time	—	0.09d	0.42d	0.62d	0.03d	—	0.13d	0.29d	0.14d	—	0.19d	0.22d	0.3d
PStDev Time	—	0d	0d	0.29d	0d	—	0.18d	0d	0d	—	0d	0d	0.05d

ccTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	2	0	0	1	0	0	0	2	0	0	0	0
Mean Time	—	0.22m	—	—	0.2m	—	—	—	0.2m	—	—	—	—
Shortest Time	—	0.17m	—	—	0.2m	—	—	—	0.2m	—	—	—	—
Longest Time	—	0.27m	—	—	0.2m	—	—	—	0.2m	—	—	—	—
Median Time	—	0.22m	—	—	0.2m	—	—	—	0.2m	—	—	—	—
PStDev Time	—	0.05m	—	—	0m	—	—	—	0m	—	—	—	—

Other Changes	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Response Time	—	—	—	0.19m	5.16m	—	—	—	—	—	—	—	0.23m
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	2	1	0	0	0	0	0	0	0	2
Mean Time	—	—	—	0.17m	5.16m	—	—	—	—	—	—	—	0.17m
Shortest Time	—	—	—	0.16m	5.16m	—	—	—	—	—	—	—	0.12m
Longest Time	—	—	—	0.19m	5.16m	—	—	—	—	—	—	—	0.23m
Median Time	—	—	—	0.17m	5.16m	—	—	—	—	—	—	—	0.17m
PStDev Time	—	—	—	0.02m	0m	—	—	—	—	—	—	—	0.06m

Technical Check (Retest)

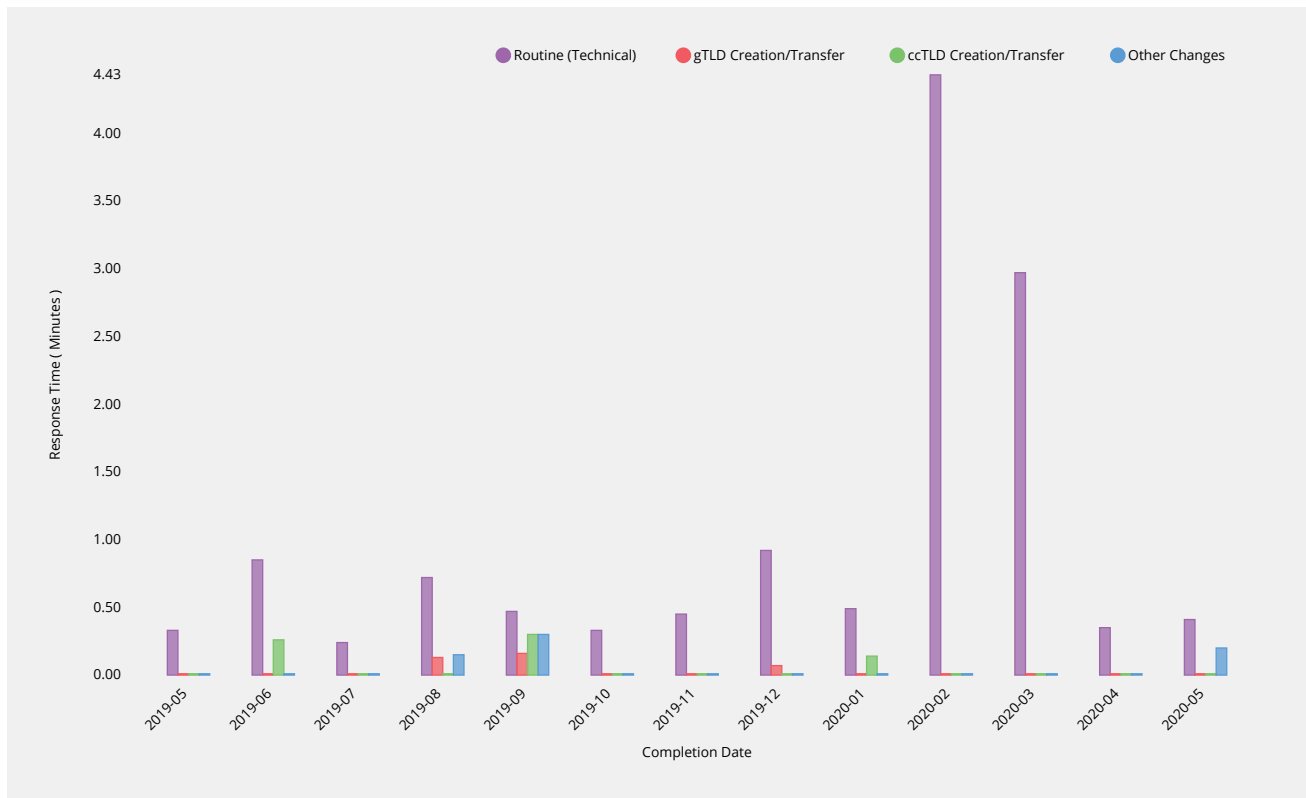
Time to return results for subsequent performance of technical checks during retesting due to earlier failed tests.



Routine (Technical)	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Response Time	0.94m	2.61m	3m	11.95m	1.47m	10.62m	1.02m	3.35m	7.79m	3.03m	1.12m	2.85m	0.33m
Monthly Threshold	3m	3m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	72	39	165	151	100	167	30	351	152	216	84	69	19
Mean Time	0.45m	0.74m	1.15m	4.26m	0.3m	5.48m	0.35m	1.07m	1.47m	1.29m	0.35m	0.65m	0.26m
Shortest Time	0.09m	0.12m	0.08m	0.06m	0.05m	0.06m	0.08m	0.05m	0.09m	0.13m	0.09m	0.07m	0.08m

Technical Check (Supplemental)

Time to return results for performance of technical checks during Supplemental Technical Check phase.



Routine (Technical)	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Response Time	0.33m	0.85m	0.24m	0.72m	0.47m	0.33m	0.45m	0.92m	0.49m	4.43m	2.97m	0.35m	0.41m
Monthly Threshold	1m	1m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	71	30	66	38	82	18	38	54	73	130	115	723	85
Mean Time	0.2m	0.36m	0.16m	0.42m	0.24m	0.19m	0.25m	0.52m	0.24m	1.29m	0.99m	0.15m	0.15m
Shortest Time	0.04m	0.08m	0.09m	0.07m	0.05m	0.06m	0.09m	0.05m	0.06m	0.08m	0.09m	0.07m	0.07m
Longest Time	1.09m	1.09m	1.1m	2.52m	2.4m	0.71m	0.6m	10.3m	1.45m	4.48m	3.24m	0.75m	0.7m
Median Time	0.15m	0.29m	0.12m	0.36m	0.16m	0.18m	0.24m	0.23m	0.16m	0.38m	0.33m	0.15m	0.1m
PStDev Time	0.12m	0.25m	0.14m	0.39m	0.31m	0.14m	0.11m	1.37m	0.19m	1.6m	1.17m	0.1m	0.12m

gTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Response Time	—	—	—	0.13m	0.16m	—	—	0.07m	—	—	—	—	—
Monthly Threshold	5m	5m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	1	1	0	0	1	0	0	0	0	0
Mean Time	—	—	—	0.13m	0.16m	—	—	0.07m	—	—	—	—	—
Shortest Time	—	—	—	0.13m	0.16m	—	—	0.07m	—	—	—	—	—
Longest Time	—	—	—	0.13m	0.16m	—	—	0.07m	—	—	—	—	—
Median Time	—	—	—	0.13m	0.16m	—	—	0.07m	—	—	—	—	—
PStDev Time	—	—	—	0m	0m	—	—	0m	—	—	—	—	—

ccTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Response Time	—	0.26m	—	—	0.3m	—	—	—	0.14m	—	—	—	—
Monthly Threshold	5m	5m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	1	0	0	2	0	0	0	2	0	0	0	0
Mean Time	—	0.26m	—	—	0.22m	—	—	—	0.13m	—	—	—	—

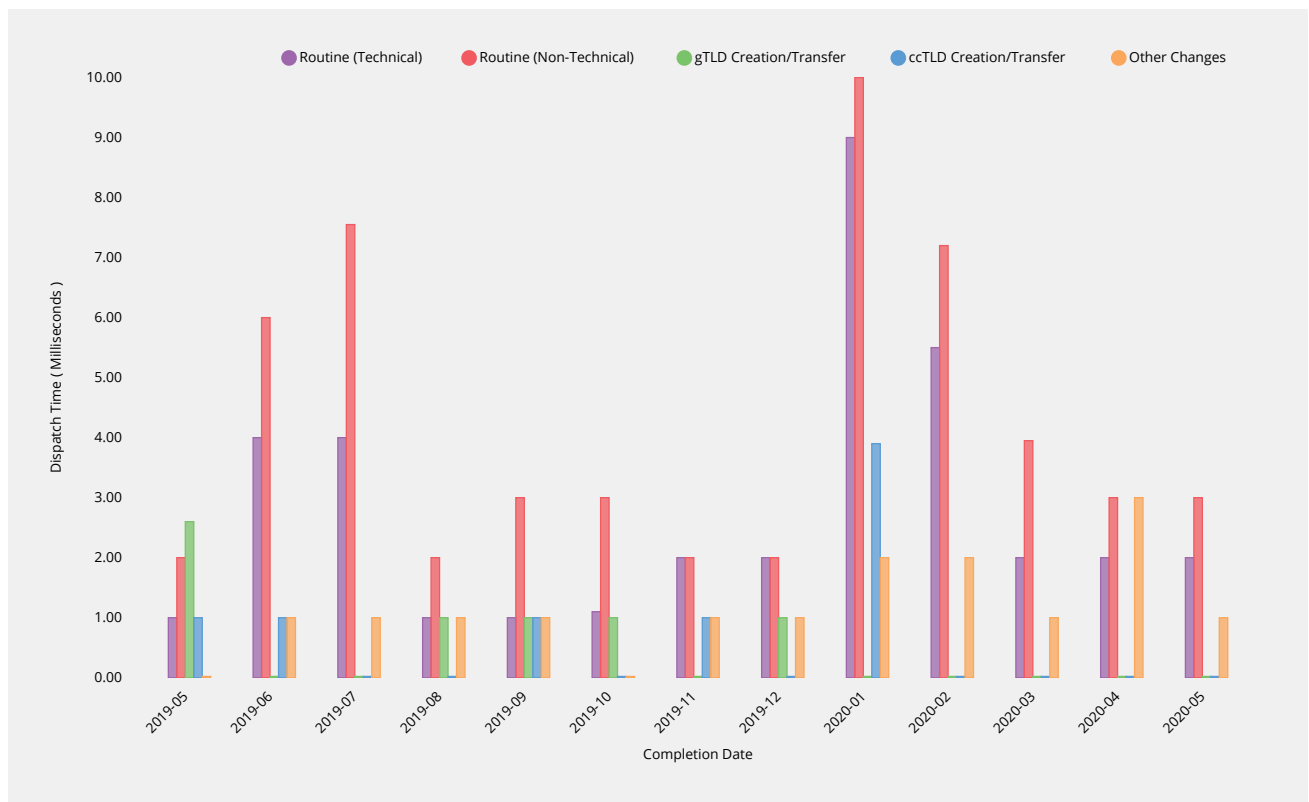
ccTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Shortest Time	—	0.26m	—	—	0.14m	—	—	—	0.12m	—	—	—	—
Longest Time	—	0.26m	—	—	0.31m	—	—	—	0.14m	—	—	—	—
Median Time	—	0.26m	—	—	0.22m	—	—	—	0.13m	—	—	—	—
PStDev Time	—	0m	—	—	0.09m	—	—	—	0.01m	—	—	—	—

Other Changes	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Response Time	—	—	—	0.15m	0.3m	—	—	—	—	—	—	—	0.2m
Monthly Threshold	5m	5m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	4	1	0	0	0	0	0	0	0	2
Mean Time	—	—	—	0.13m	0.3m	—	—	—	—	—	—	—	0.14m
Shortest Time	—	—	—	0.12m	0.3m	—	—	—	—	—	—	—	0.08m
Longest Time	—	—	—	0.15m	0.3m	—	—	—	—	—	—	—	0.2m
Median Time	—	—	—	0.13m	0.3m	—	—	—	—	—	—	—	0.14m
PStDev Time	—	—	—	0.01m	0m	—	—	—	—	—	—	—	0.06m

Contact Confirmations

Email Dispatch

Time for authorization contacts to be asked to approve change request after completing previous process phase.



Routine (Technical)	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Dispatch Time	1ms	4ms	4ms	1ms	1ms	1.1ms	2ms	2ms	9ms	5.5ms	2ms	2ms	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	62	23	67	23	51	19	36	35	68	31	64	702	82

Routine (Technical)	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Mean Time	0.81ms	1.96ms	1.18ms	0.96ms	0.78ms	0.95ms	1.06ms	1.2ms	5.5ms	2.39ms	1.53ms	1.46ms	1.34ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	1ms	0ms	0ms	0ms	0ms
Longest Time	2ms	5ms	5ms	1ms	1ms	2ms	3ms	2ms	13ms	8ms	3ms	4ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	6ms	2ms	2ms	1ms	1ms
PStDev Time	0.5ms	1.49ms	1.17ms	0.2ms	0.41ms	0.39ms	0.47ms	0.47ms	2.85ms	1.64ms	0.61ms	0.55ms	0.5ms

Routine (Non-Technical)	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Dispatch Time	2ms	6ms	7.55ms	2ms	3ms	3ms	2ms	2ms	10ms	7.2ms	3.95ms	3ms	3ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	33	163	150	927	71	52	19	23	145	69	22	111	59
Mean Time	1.15ms	3.93ms	4.21ms	1.05ms	1.38ms	1.31ms	1.11ms	1.22ms	3.21ms	2.7ms	2.32ms	2.37ms	1.95ms
Shortest Time	1ms	1ms	0ms	0ms	0ms	0ms	1ms	1ms	0ms	1ms	1ms	1ms	1ms
Longest Time	2ms	8ms	13ms	20ms	13ms	5ms	2ms	2ms	11ms	10ms	6ms	32ms	4ms
Median Time	1ms	4ms	4ms	1ms	1ms	1ms	1ms	1ms	2ms	2ms	2ms	2ms	2ms
PStDev Time	0.36ms	1.26ms	2.04ms	1ms	1.59ms	0.77ms	0.31ms	0.41ms	3.09ms	1.77ms	1.02ms	2.89ms	0.65ms

gTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Dispatch Time	2.6ms	—	—	1ms	1ms	1ms	—	1ms	—	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	5	0	0	1	1	1	0	1	0	0	0	0	0
Mean Time	1.4ms	—	—	1ms	1ms	1ms	—	1ms	—	—	—	—	—
Shortest Time	1ms	—	—	1ms	1ms	1ms	—	1ms	—	—	—	—	—
Longest Time	3ms	—	—	1ms	1ms	1ms	—	1ms	—	—	—	—	—
Median Time	1ms	—	—	1ms	1ms	1ms	—	1ms	—	—	—	—	—
PStDev Time	0.8ms	—	—	0ms	0ms	0ms	—	0ms	—	—	—	—	—

ccTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Dispatch Time	1ms	1ms	—	—	1ms	—	1ms	—	3.9ms	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	2	1	0	0	1	0	1	0	2	0	0	0	0
Mean Time	1ms	1ms	—	—	1ms	—	1ms	—	3ms	—	—	—	—
Shortest Time	1ms	1ms	—	—	1ms	—	1ms	—	2ms	—	—	—	—
Longest Time	1ms	1ms	—	—	1ms	—	1ms	—	4ms	—	—	—	—
Median Time	1ms	1ms	—	—	1ms	—	1ms	—	3ms	—	—	—	—
PStDev Time	0ms	0ms	—	—	0ms	—	0ms	—	1ms	—	—	—	—

Other Changes	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Dispatch Time	—	1ms	1ms	1ms	1ms	—	1ms	1ms	2ms	2ms	1ms	3ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	1	1	6	3	0	11	2	5	1	2	1	2
Mean Time	—	1ms	1ms	1ms	1ms	—	1ms	1ms	1.4ms	2ms	1ms	3ms	1ms
Shortest Time	—	1ms	1ms	1ms	1ms	—	1ms	1ms	1ms	2ms	1ms	3ms	1ms
Longest Time	—	1ms	1ms	1ms	1ms	—	1ms	1ms	2ms	2ms	1ms	3ms	1ms
Median Time	—	1ms	1ms	1ms	1ms	—	1ms	1ms	1ms	2ms	1ms	3ms	1ms

Routine (Non-Technical)	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Longest Time	1ms	1ms	1ms	4ms	2ms	1ms	2ms	1ms	3ms	1ms	1ms	4ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.24ms	0.39ms	0.42ms	0.33ms	0.4ms	0.33ms	0.58ms	0.36ms	0.57ms	0.39ms	0.43ms	0.67ms	0.31ms

gTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Affirmation Time	0.8ms	—	—	0ms	0ms	1ms	—	0ms	—	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	5	0	0	1	1	1	0	1	0	0	0	0	0
Mean Time	0.2ms	—	—	0ms	0ms	1ms	—	0ms	—	—	—	—	—
Shortest Time	0ms	—	—	0ms	0ms	1ms	—	0ms	—	—	—	—	—
Longest Time	1ms	—	—	0ms	0ms	1ms	—	0ms	—	—	—	—	—
Median Time	0ms	—	—	0ms	0ms	1ms	—	0ms	—	—	—	—	—
PStDev Time	0.4ms	—	—	0ms	0ms	0ms	—	0ms	—	—	—	—	—

ccTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Affirmation Time	0ms	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	2	1	0	0	1	0	1	0	2	0	0	0	0
Mean Time	0ms	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—	—
Shortest Time	0ms	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—	—
Longest Time	0ms	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—	—
Median Time	0ms	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—	—
PStDev Time	0ms	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—	—

Other Changes	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Affirmation Time	—	0ms	0ms	0ms	0ms	—	0.5ms	0ms	2.6ms	0ms	0ms	0ms	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	1	1	6	3	0	11	2	5	1	2	1	4
Mean Time	—	0ms	0ms	0ms	0ms	—	0.09ms	0ms	0.8ms	0ms	0ms	0ms	0ms
Shortest Time	—	0ms	0ms	0ms	0ms	—	0ms	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	—	0ms	0ms	0ms	0ms	—	1ms	0ms	3ms	0ms	0ms	0ms	0ms
Median Time	—	0ms	0ms	0ms	0ms	—	0ms	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	—	0ms	0ms	0ms	0ms	—	0.29ms	0ms	1.17ms	0ms	0ms	0ms	0ms

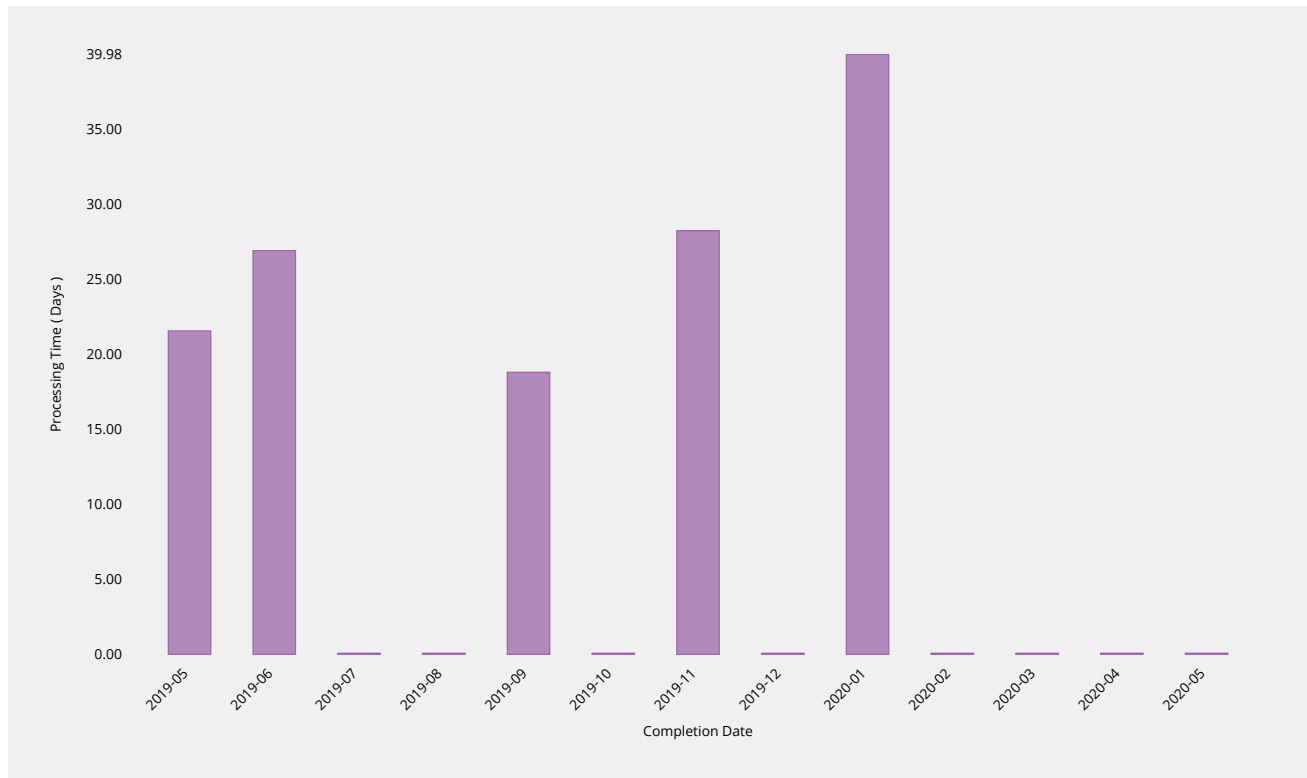
gTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	5	0	0	1	1	1	0	1	0	0	0	0	0
Mean Time	0.25d	—	—	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—	—
Shortest Time	0.09d	—	—	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—	—
Longest Time	0.81d	—	—	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—	—
Median Time	0.11d	—	—	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—	—
PStDev Time	0.28d	—	—	0d	0d	0d	—	0d	—	—	—	—	—

ccTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Processing Time	49.33d	54.58d	—	—	29.35d	—	43.97d	—	65.13d	—	—	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Request Count	2	2	0	0	1	0	1	0	2	0	0	0	0
Mean Time	37.01d	27.29d	—	—	29.35d	—	43.97d	—	63.8d	—	—	—	—
Shortest Time	24.69d	0d	—	—	29.35d	—	43.97d	—	62.48d	—	—	—	—
Longest Time	49.33d	54.58d	—	—	29.35d	—	43.97d	—	65.13d	—	—	—	—
Median Time	37.01d	27.29d	—	—	29.35d	—	43.97d	—	63.8d	—	—	—	—
PStDev Time	12.32d	27.29d	—	—	0d	—	0d	—	1.33d	—	—	—	—

Other Changes	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Processing Time	—	0.73d	0.08d	0.62d	3.78d	—	0.63d	0.61d	2.28d	0.23d	0.67d	0.04d	2.69d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	1	1	6	3	0	11	2	5	1	2	1	4
Mean Time	—	0.73d	0.08d	0.24d	3.11d	—	0.28d	0.32d	1.6d	0.23d	0.64d	0.04d	1.2d
Shortest Time	—	0.73d	0.08d	0d	2.77d	—	0.03d	0.03d	0.57d	0.23d	0.6d	0.04d	0.61d
Longest Time	—	0.73d	0.08d	0.62d	3.78d	—	0.63d	0.61d	2.28d	0.23d	0.67d	0.04d	2.69d
Median Time	—	0.73d	0.08d	0.14d	2.78d	—	0.11d	0.32d	2.22d	0.23d	0.64d	0.04d	0.76d
PStDev Time	—	0d	0d	0.25d	0.47d	—	0.25d	0.29d	0.8d	0d	0.03d	0d	0.86d

Third Party Approval

Time for third party review of request (e.g. by ICANN Board of Directors, PTI Board or other relevant verification parties).



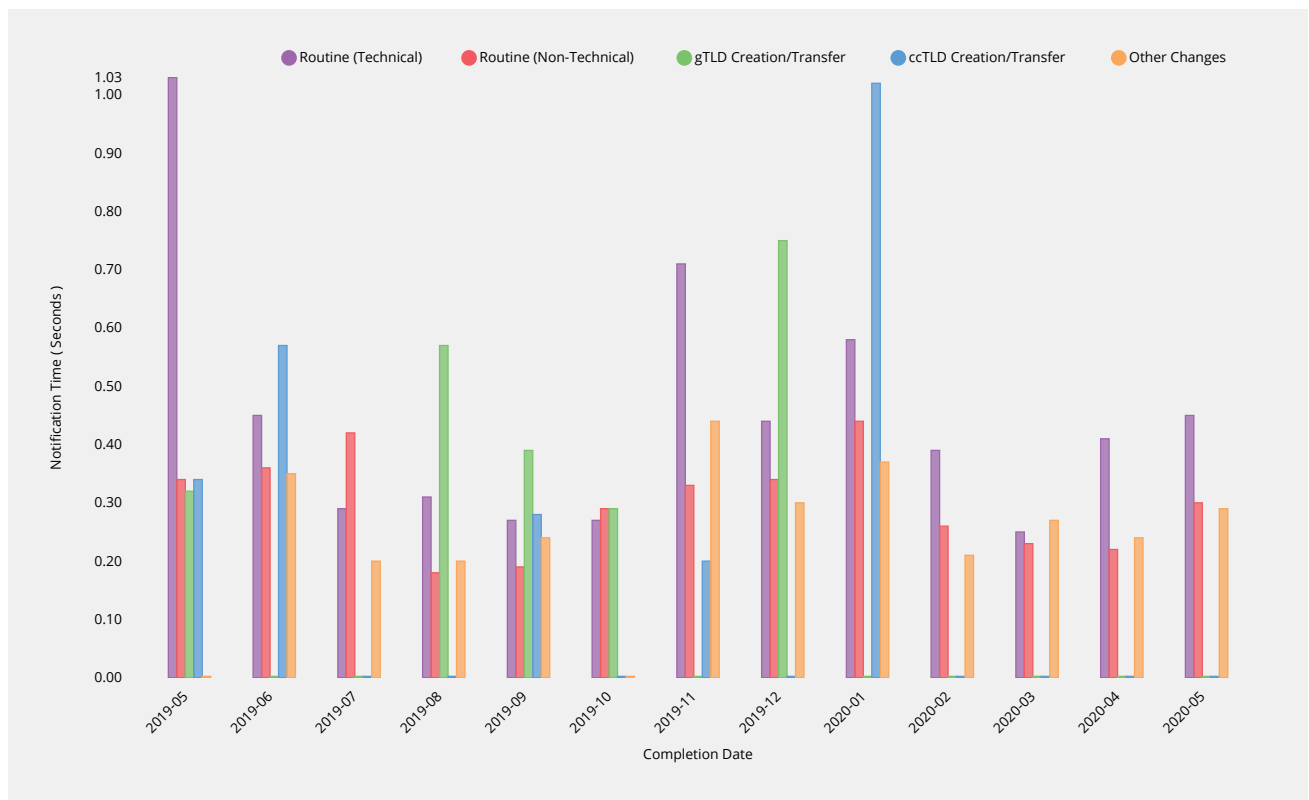
ccTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Processing Time	21.55d	26.9d	—	—	18.8d	—	28.23d	—	39.98d	—	—	—	—
Request Count	1	1	0	0	1	0	1	0	2	0	0	0	0
Mean Time	21.55d	26.9d	—	—	18.8d	—	28.23d	—	29.48d	—	—	—	—
Shortest Time	21.55d	26.9d	—	—	18.8d	—	28.23d	—	18.98d	—	—	—	—
Longest Time	21.55d	26.9d	—	—	18.8d	—	28.23d	—	39.98d	—	—	—	—
Median Time	21.55d	26.9d	—	—	18.8d	—	28.23d	—	29.48d	—	—	—	—
PStDev Time	0d	0d	—	—	0d	—	0d	—	10.5d	—	—	—	—

ccTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	1	0	0	1	0	0	0	2	0	0	0	0
Mean Time	—	3.53h	—	—	3.06h	—	—	—	0.59h	—	—	—	—
Shortest Time	—	3.53h	—	—	3.06h	—	—	—	0.45h	—	—	—	—
Longest Time	—	3.53h	—	—	3.06h	—	—	—	0.73h	—	—	—	—
Median Time	—	3.53h	—	—	3.06h	—	—	—	0.59h	—	—	—	—
PStDev Time	—	0h	—	—	0h	—	—	—	0.14h	—	—	—	—

Other Changes	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Publication Time	—	18.72h	1.75h	22.76h	15.55h	—	24.06h	15.34h	22.66h	—	3.16h	4.73h	26.48h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	0	1	1	5	3	0	11	2	1	0	2	1	4
Mean Time	—	18.72h	1.75h	11.16h	8.23h	—	9.99h	8.33h	22.66h	—	2.78h	4.73h	14.93h
Shortest Time	—	18.72h	1.75h	0.93h	4.56h	—	0.36h	1.31h	22.66h	—	2.4h	4.73h	4.35h
Longest Time	—	18.72h	1.75h	22.76h	15.55h	—	24.06h	15.34h	22.66h	—	3.16h	4.73h	26.48h
Median Time	—	18.72h	1.75h	10.88h	4.57h	—	13.6h	8.33h	22.66h	—	2.78h	4.73h	14.45h
PStDev Time	—	0h	0h	8.28h	5.18h	—	8.27h	7.02h	0h	—	0.38h	0h	10.27h

Notification of Completion

Time to notify requester of change completion following publication of requested changes.



Routine (Technical)	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Notification Time	1.03s	0.45s	0.29s	0.31s	0.27s	0.27s	0.71s	0.44s	0.58s	0.39s	0.25s	0.41s	0.45s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	59	23	66	23	42	18	36	34	68	30	61	697	81
Mean Time	0.58s	0.33s	0.16s	0.19s	0.16s	0.18s	0.4s	0.3s	0.38s	0.23s	0.18s	0.27s	0.24s
Shortest Time	0.19s	0.18s	0.12s	0.12s	0.12s	0.13s	0.18s	0.16s	0.18s	0.13s	0.13s	0.14s	0.15s
Longest Time	2.24s	0.46s	0.51s	0.33s	0.34s	0.3s	0.9s	0.51s	0.68s	0.54s	0.48s	0.53s	0.52s

Routine (Technical)	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Median Time	0.54s	0.33s	0.13s	0.18s	0.15s	0.17s	0.36s	0.28s	0.34s	0.2s	0.17s	0.26s	0.21s
PStDev Time	0.31s	0.08s	0.07s	0.05s	0.05s	0.04s	0.17s	0.08s	0.11s	0.09s	0.05s	0.08s	0.08s

Routine (Non-Technical)	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Notification Time	0.34s	0.36s	0.42s	0.18s	0.19s	0.29s	0.33s	0.34s	0.44s	0.26s	0.23s	0.22s	0.3s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	31	162	145	899	59	40	11	19	136	63	21	110	54
Mean Time	0.28s	0.26s	0.24s	0.14s	0.16s	0.2s	0.3s	0.29s	0.29s	0.17s	0.19s	0.18s	0.2s
Shortest Time	0.17s	0.16s	0.12s	0.12s	0.13s	0.13s	0.24s	0.21s	0.15s	0.13s	0.14s	0.13s	0.14s
Longest Time	0.37s	0.53s	0.5s	0.26s	0.2s	0.39s	0.34s	0.45s	0.5s	0.29s	0.23s	0.63s	0.31s
Median Time	0.27s	0.27s	0.22s	0.14s	0.17s	0.19s	0.3s	0.28s	0.27s	0.16s	0.2s	0.17s	0.19s
PStDev Time	0.04s	0.06s	0.1s	0.02s	0.02s	0.06s	0.03s	0.05s	0.08s	0.03s	0.02s	0.05s	0.05s

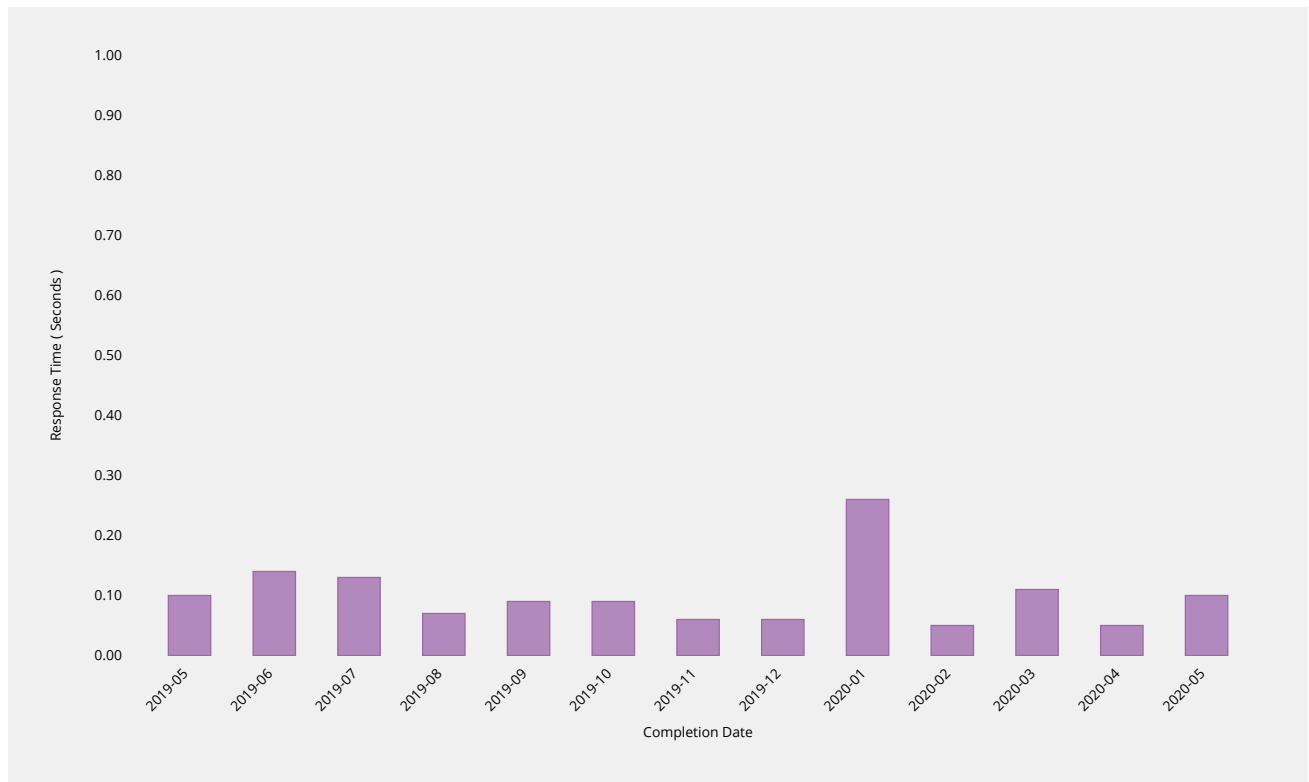
gTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Notification Time	0.32s	—	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	5	0	0	1	1	1	0	1	0	0	0	0	0
Mean Time	0.28s	—	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—
Shortest Time	0.24s	—	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—
Longest Time	0.33s	—	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—
Median Time	0.27s	—	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—
PStDev Time	0.03s	—	—	0s	0s	0s	—	0s	—	—	—	—	—

ccTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Notification Time	0.34s	0.57s	—	—	0.28s	—	0.2s	—	1.02s	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	1	0	0	1	0	1	0	2	0	0	0	0
Mean Time	0.34s	0.57s	—	—	0.28s	—	0.2s	—	0.78s	—	—	—	—
Shortest Time	0.34s	0.57s	—	—	0.28s	—	0.2s	—	0.52s	—	—	—	—
Longest Time	0.34s	0.57s	—	—	0.28s	—	0.2s	—	1.04s	—	—	—	—
Median Time	0.34s	0.57s	—	—	0.28s	—	0.2s	—	0.78s	—	—	—	—
PStDev Time	0s	0s	—	—	0s	—	0s	—	0.26s	—	—	—	—

Other Changes	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Notification Time	—	0.35s	0.2s	0.2s	0.24s	—	0.44s	0.3s	0.37s	0.21s	0.27s	0.24s	0.29s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	1	1	6	3	0	11	2	5	1	2	1	4
Mean Time	—	0.35s	0.2s	0.17s	0.19s	—	0.27s	0.27s	0.28s	0.21s	0.23s	0.24s	0.26s
Shortest Time	—	0.35s	0.2s	0.15s	0.14s	—	0.15s	0.23s	0.21s	0.21s	0.19s	0.24s	0.21s
Longest Time	—	0.35s	0.2s	0.2s	0.24s	—	0.52s	0.3s	0.39s	0.21s	0.27s	0.24s	0.29s
Median Time	—	0.35s	0.2s	0.17s	0.18s	—	0.23s	0.27s	0.25s	0.21s	0.23s	0.24s	0.26s
PStDev Time	—	0s	0s	0.02s	0.04s	—	0.1s	0.03s	0.07s	0s	0.04s	0s	0.03s

Credential Recovery

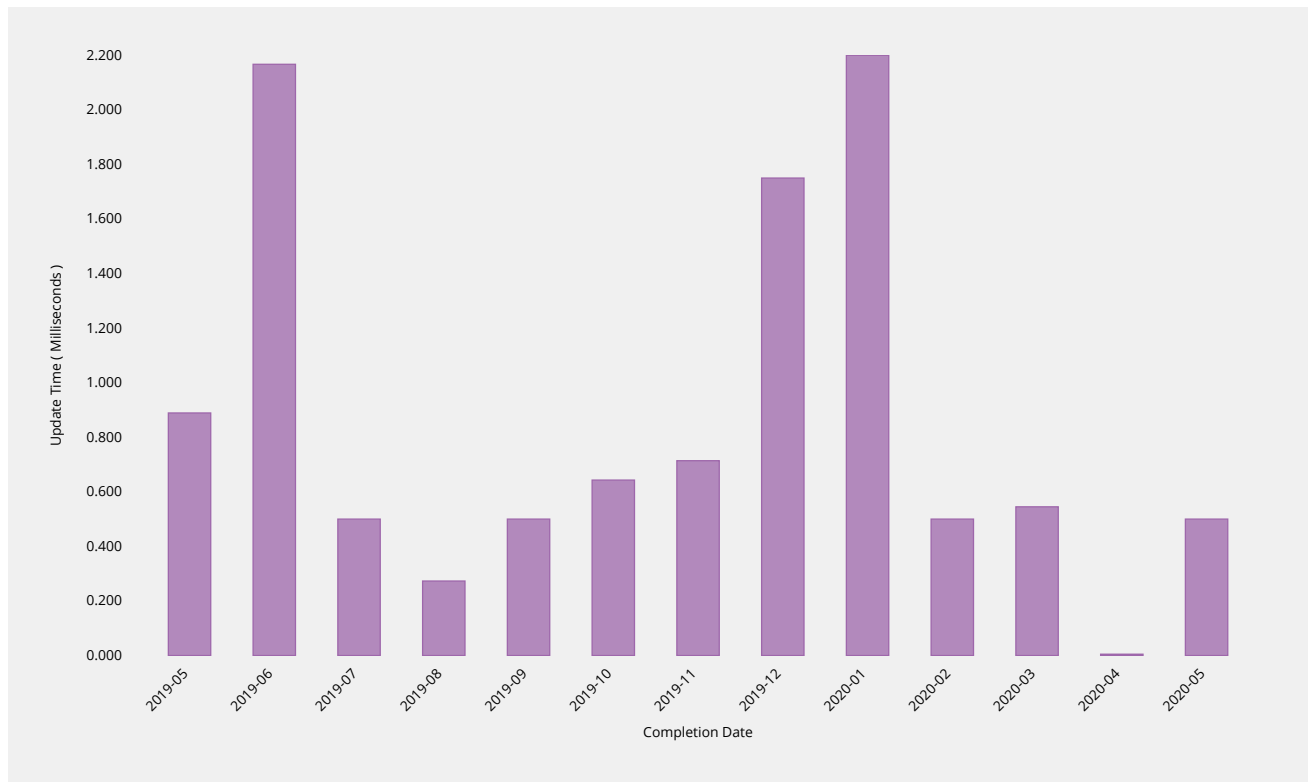
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Response Time	0.1s	0.14s	0.13s	0.07s	0.09s	0.09s	0.06s	0.06s	0.26s	0.05s	0.11s	0.05s	0.1s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	25	12	10	22	16	16	12	4	15	2	11	8	5
Mean Time	0.03s	0.07s	0.06s	0.04s	0.05s	0.05s	0.04s	0.05s	0.14s	0.04s	0.06s	0.04s	0.07s
Shortest Time	0s	0s	0.02s	0.01s	0.03s	0.04s	0.03s	0.04s	0.04s	0.04s	0.01s	0.01s	0.06s
Longest Time	0.11s	0.15s	0.14s	0.07s	0.12s	0.1s	0.06s	0.06s	0.27s	0.06s	0.12s	0.06s	0.11s
Median Time	0.04s	0.07s	0.04s	0.04s	0.04s	0.05s	0.04s	0.05s	0.15s	0.04s	0.05s	0.05s	0.06s
PStDev Time	0.03s	0.05s	0.04s	0.01s	0.02s	0.02s	0.01s	0.01s	0.07s	0.01s	0.03s	0.02s	0.02s

Credential Change

Time to implement new password within the system.

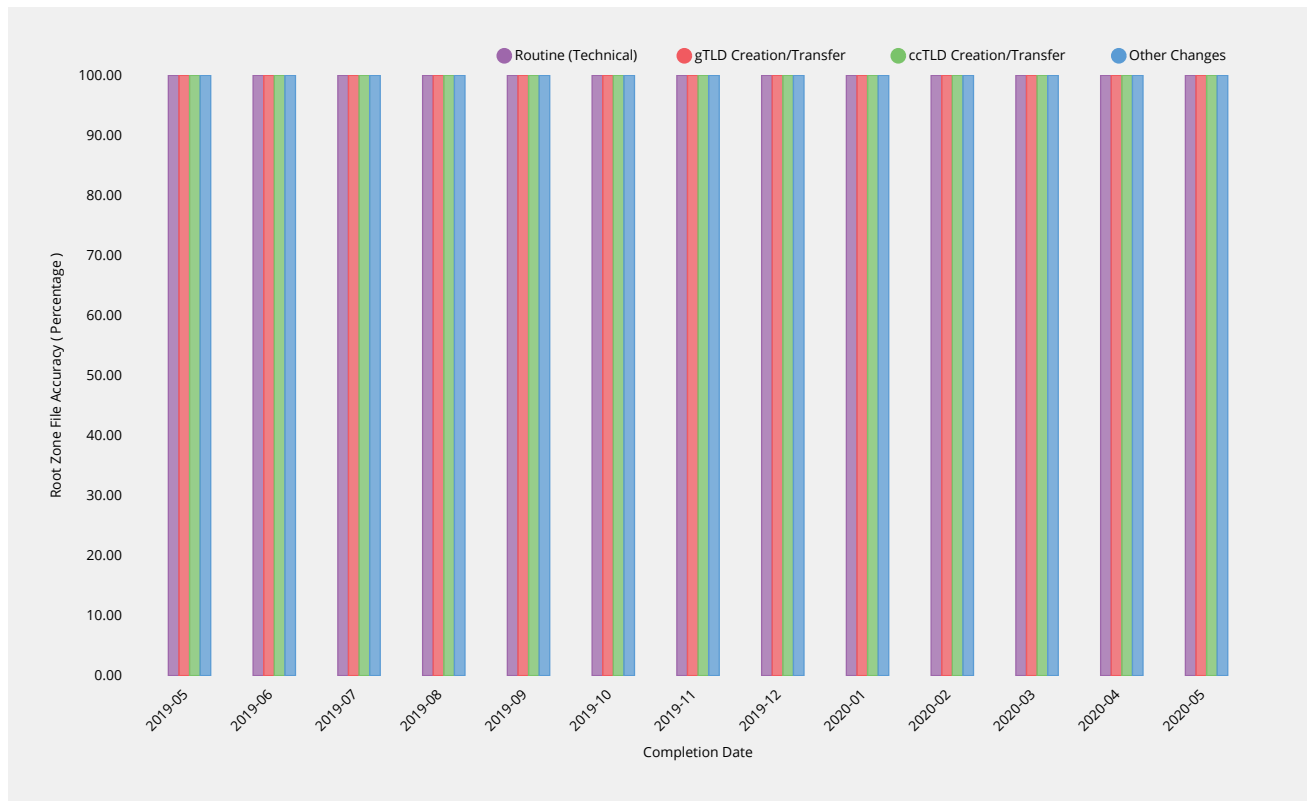


Credential Change	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Update Time	1.6ms	4ms	1.65ms	1ms	2ms	1.7ms	1ms	3.55ms	5ms	0.95ms	1ms	0ms	1ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	9	6	8	22	16	14	7	4	10	2	11	6	4
Mean Time	0.889ms	2.167ms	0.5ms	0.273ms	0.5ms	0.643ms	0.714ms	1.75ms	2.2ms	0.5ms	0.545ms	0ms	0.5ms
Shortest Time	0ms	1ms	0ms	0ms	0ms	0ms	0ms	1ms	0ms	0ms	0ms	0ms	0ms
Longest Time	2ms	4ms	2ms	1ms	2ms	3ms	1ms	4ms	5ms	1ms	1ms	0ms	1ms
Median Time	1ms	1.5ms	0ms	0ms	0ms	0.5ms	1ms	1ms	1.5ms	0.5ms	1ms	0ms	0.5ms
PStDev Time	0.567ms	1.344ms	0.707ms	0.445ms	0.707ms	0.811ms	0.452ms	1.299ms	1.661ms	0.5ms	0.498ms	0ms	0.5ms

Accuracy

Root Zone File

Root zone file data published in the root zone matches that provided in the change request.



Routine (Technical)	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	59	23	66	23	42	18	36	34	68	30	61	697	81

gTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	5	0	0	1	1	1	0	1	0	0	0	0	0

ccTLD Creation/Transfer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	1	1	0	0	1	0	1	0	2	0	0	0	0

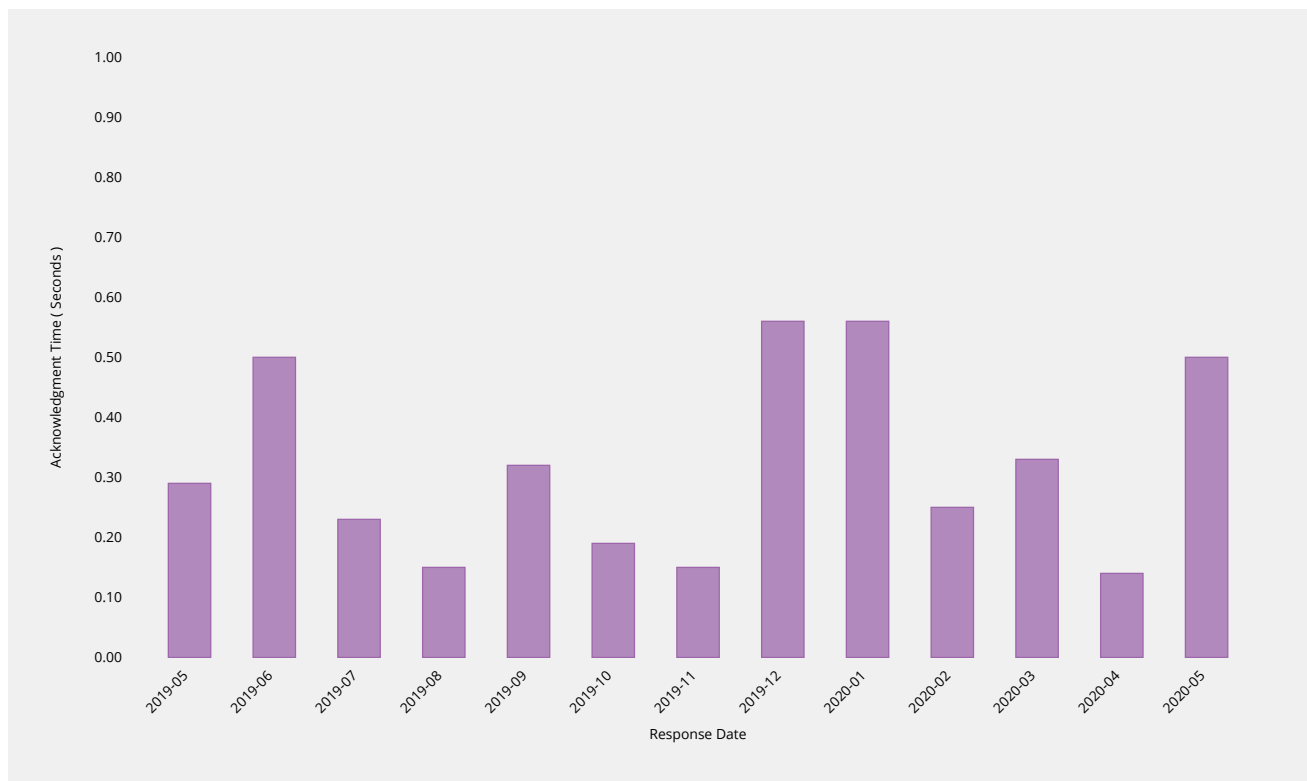
Other Changes	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	1	1	6	3	0	11	2	5	1	2	1	4

Other Changes	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	1	1	6	3	0	11	2	5	1	2	1	4

Enquiry Processing

Time to acknowledge

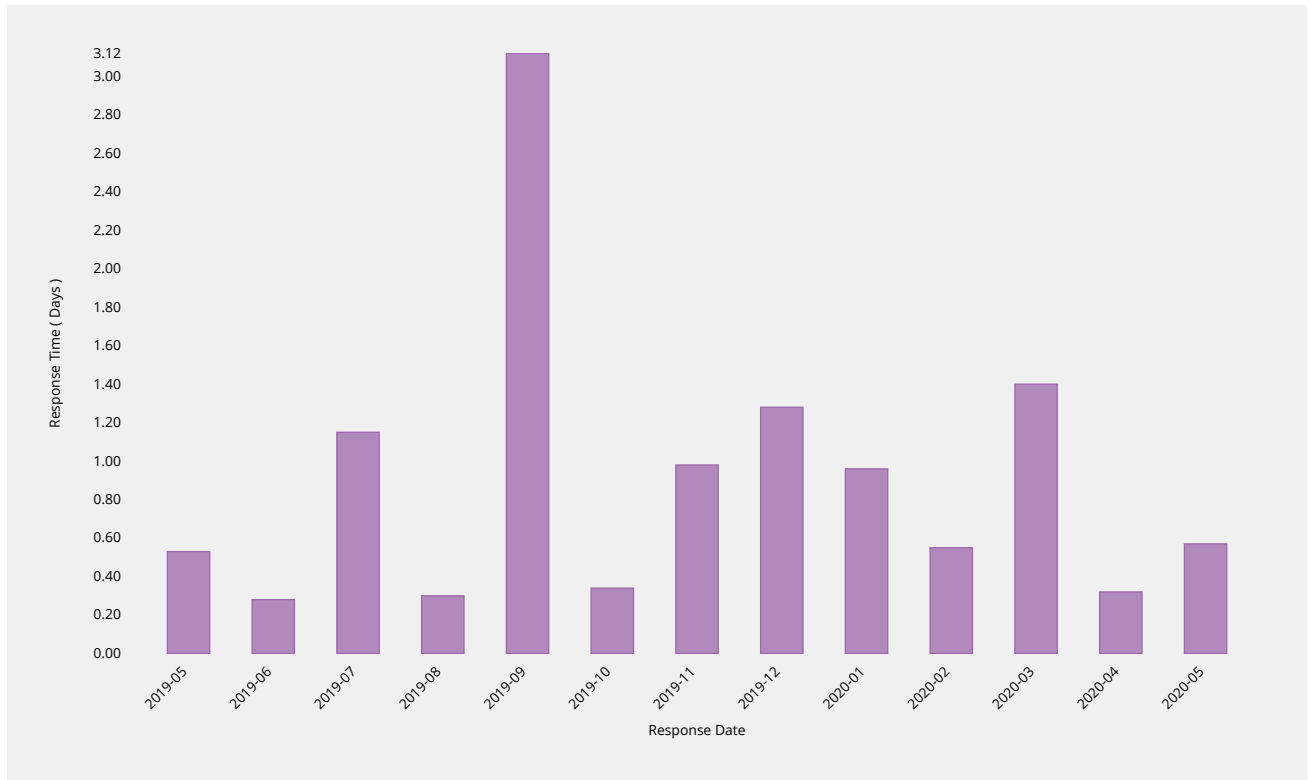
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Acknowledgment Time	1s	1.45s	1s	1s	1s	1s	1s	1s	1s	1s	1s	0.7s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	7	12	26	48	28	27	13	9	9	12	6	7	4
Mean Time	0.29s	0.5s	0.23s	0.15s	0.32s	0.19s	0.15s	0.56s	0.56s	0.25s	0.33s	0.14s	0.5s
Shortest Time	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s
Longest Time	1s	2s	1s	1s	1s	1s	1s	1s	1s	1s	1s	1s	1s
Median Time	0s	0s	0s	0s	0s	0s	0s	1s	1s	0s	0s	0s	0.5s
PStDev Time	0.45s	0.65s	0.42s	0.35s	0.47s	0.39s	0.36s	0.5s	0.5s	0.43s	0.47s	0.35s	0.5s

Time to initial response

Time taken for staff to respond to enquiry, either in part or in whole.

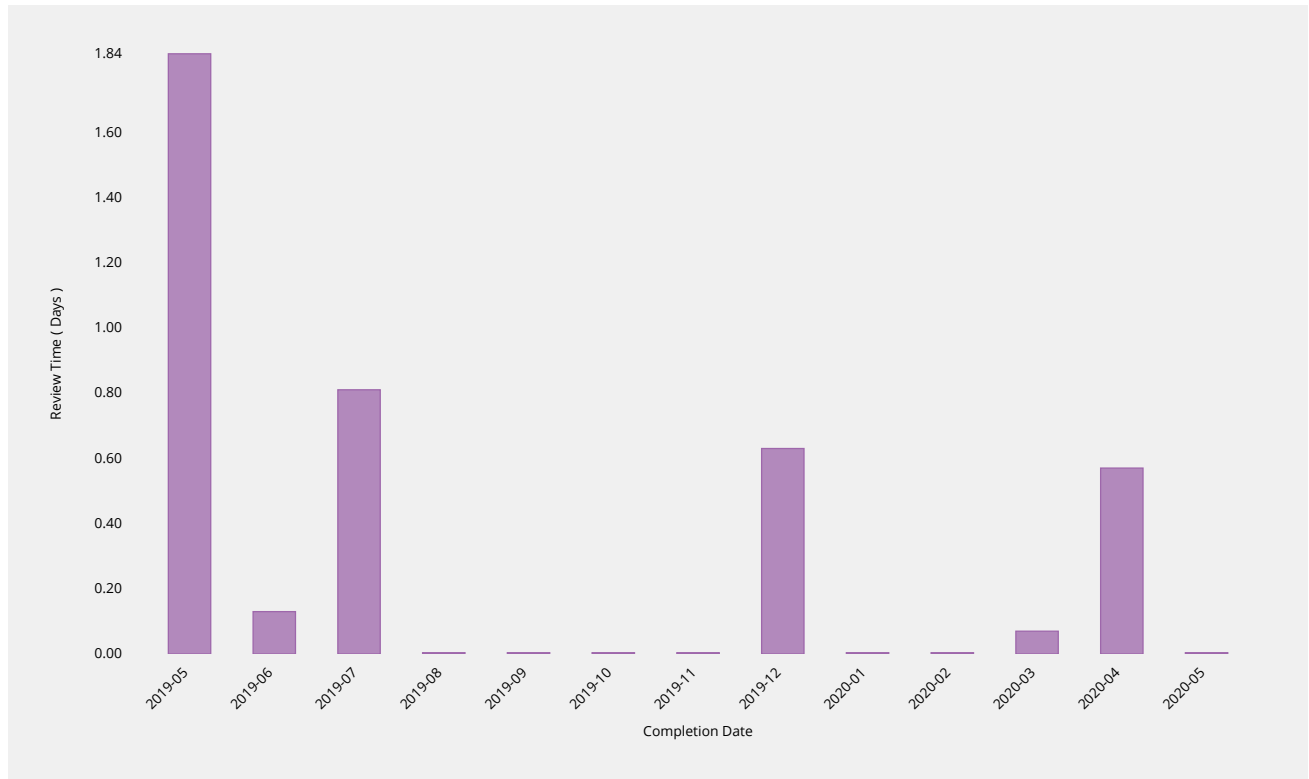


Manual Enquiries	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Response Time	1.56d	0.47d	2.84d	0.75d	2.61d	0.77d	2.18d	3.14d	2.03d	1.11d	3.83d	0.75d	0.91d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	7	9	29	40	30	22	12	7	9	10	6	7	4
Mean Time	0.53d	0.28d	1.15d	0.3d	3.12d	0.34d	0.98d	1.28d	0.96d	0.55d	1.4d	0.32d	0.57d
Shortest Time	0d	0.04d	0.01d	0d	0d	0.01d	0.01d	0.01d	0.04d	0d	0.03d	0.02d	0.27d
Longest Time	2.95d	0.49d	11.23d	1.27d	41.11d	1.26d	2.82d	3.26d	4.74d	1.9d	7.28d	1.42d	1d
Median Time	0.05d	0.31d	0.28d	0.21d	0.3d	0.22d	0.7d	0.74d	0.38d	0.4d	0.31d	0.15d	0.5d
PStDev Time	1.01d	0.17d	2.14d	0.3d	9.56d	0.33d	0.94d	1.21d	1.41d	0.55d	2.63d	0.46d	0.3d

Label Generation Rulesets

Review Time

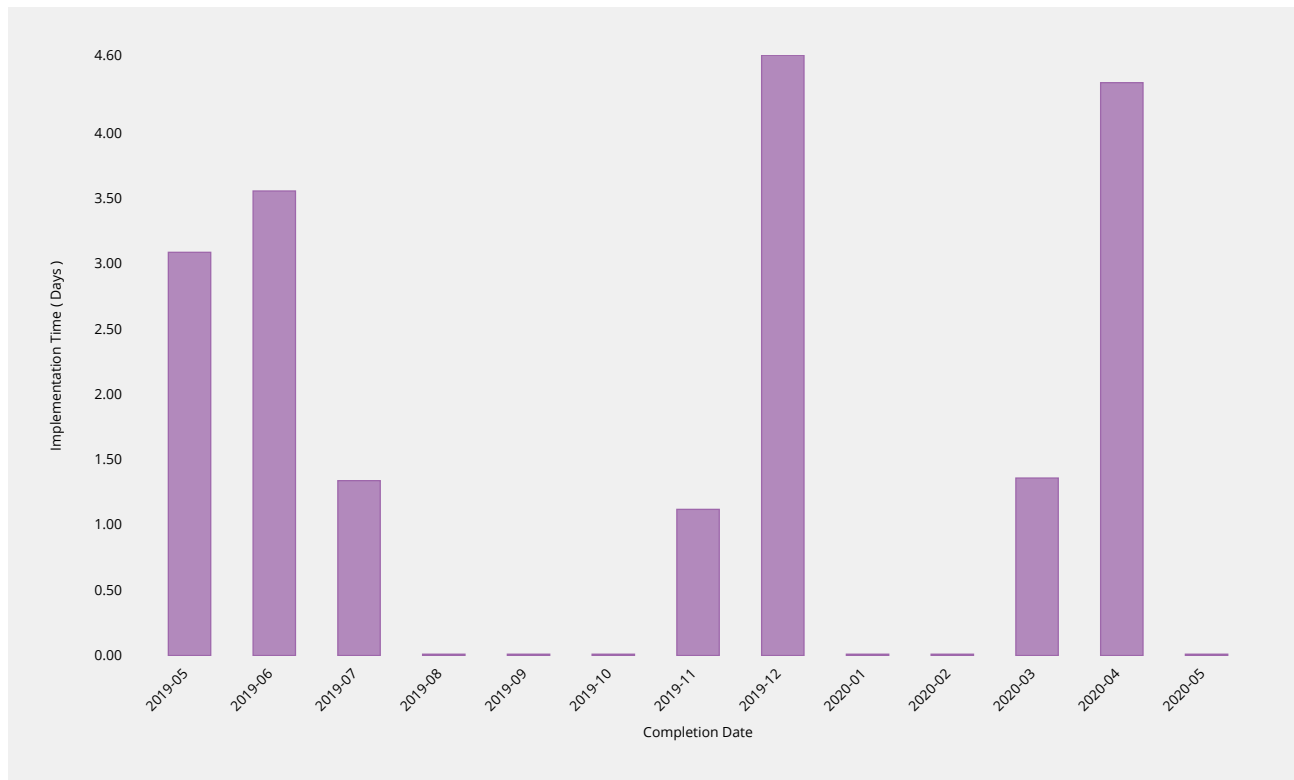
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Review Time	1.84d	0.13d	0.81d	—	—	—	—	0.63d	—	—	0.07d	0.57d	—
Monthly Threshold	—	—	—	—	—	—	—	5d	5d	5d	5d	5d	5d
Threshold Percentile	—	—	—	—	—	—	—	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Review Count	10	2	2	0	0	0	0	2	0	0	2	3	0
Shortest Time	0.02d	0d	0.79d	—	—	—	—	0.37d	—	—	0.02d	0.39d	—
Longest Time	1.84d	0.13d	0.81d	—	—	—	—	0.66d	—	—	0.07d	0.61d	—
Median Time	0.09d	0.07d	0.8d	—	—	—	—	0.51d	—	—	0.04d	0.42d	—
PStDev Time	0.57d	0.06d	0.01d	—	—	—	—	0.14d	—	—	0.03d	0.1d	—

Implementation Time

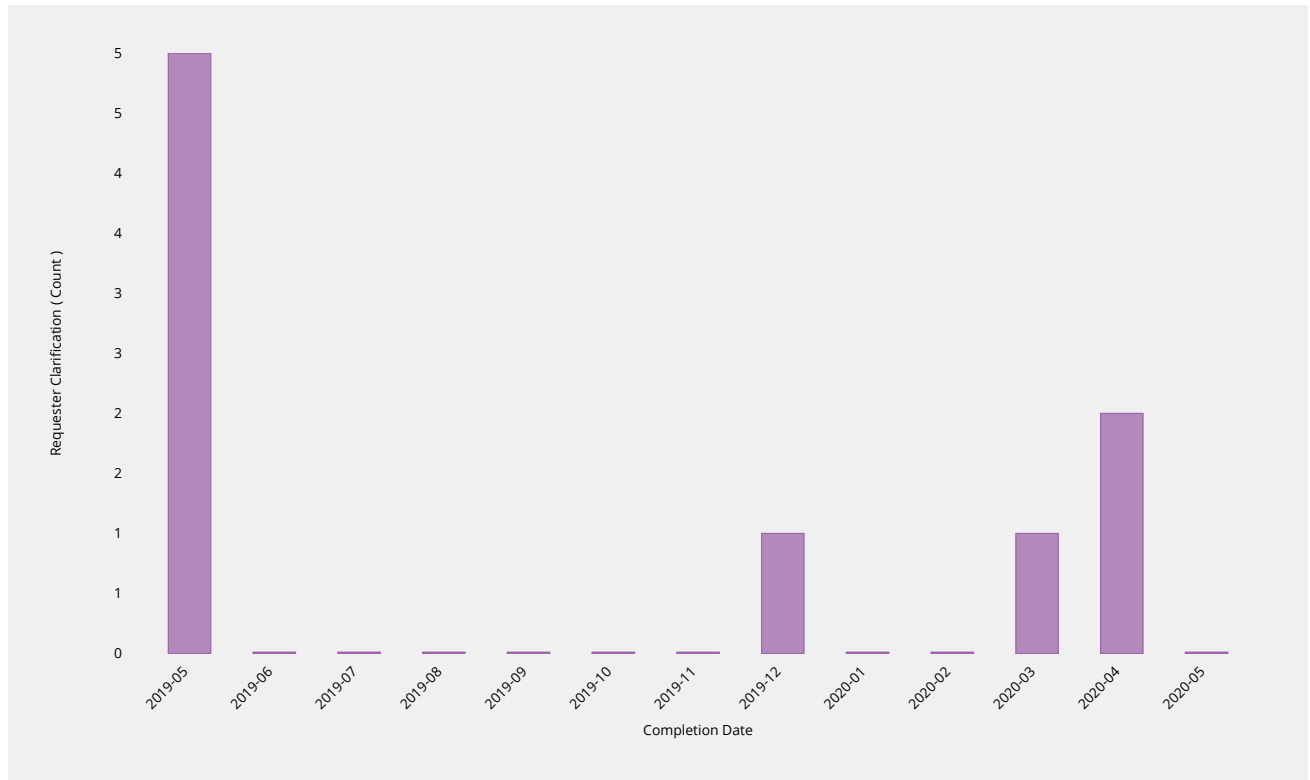
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Implementation Time	3.09d	3.56d	1.34d	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d	—
Monthly Threshold	—	—	—	—	—	—	—	7d	7d	7d	7d	7d	7d
Threshold Percentile	—	—	—	—	—	—	—	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	5	2	2	0	0	0	1	1	0	0	1	1	0
Shortest Time	0.22d	0.67d	1.34d	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d	—
Longest Time	3.09d	3.56d	1.34d	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d	—
Median Time	3.09d	2.11d	1.34d	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d	—
PStDev Time	1.35d	1.44d	0d	—	—	—	0d	0d	—	—	0d	0d	—

Requester Clarification

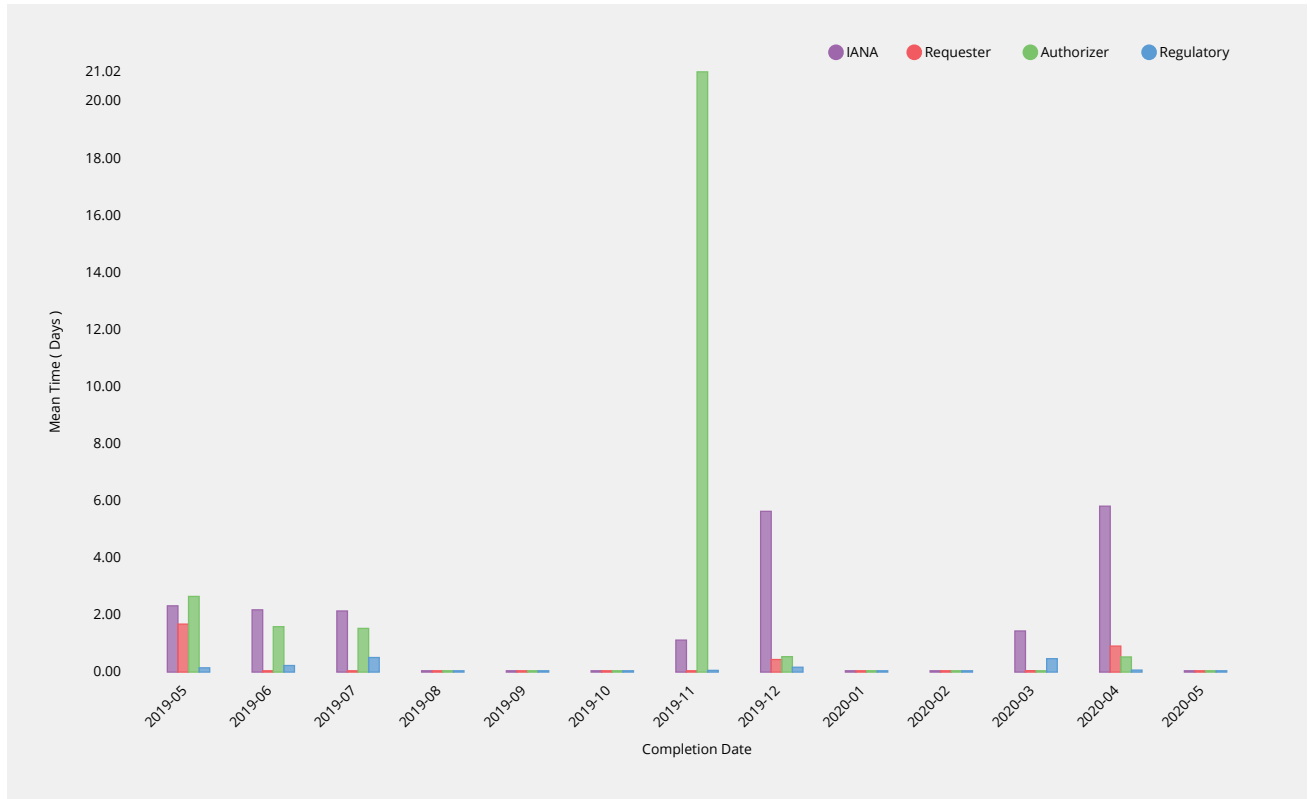
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Count	5	0	0	—	—	—	0	1	—	—	1	2	—
Request Count	6	2	2	0	0	0	1	1	0	0	1	1	0
Shortest Clarification	0	0	0	—	—	—	0	1	—	—	1	2	—
Longest Clarification	2	0	0	—	—	—	0	1	—	—	1	2	—

Time per Actor

Average time taken for staff processing, requester clarification, administrative contact authorization and regulatory checks.



IANA	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Mean Time	2.32d	2.18d	2.14d	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d	—
Review Count	6	2	2	0	0	0	1	1	0	0	1	1	0
Shortest Time	0.14d	0.8d	2.13d	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d	—
Longest Time	3.18d	3.56d	2.15d	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d	—
Median Time	3.11d	2.18d	2.14d	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d	—
PStDev Time	1.21d	1.38d	0.01d	—	—	—	0d	0d	—	—	0d	0d	—

Requester	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Mean Time	1.68d	—	—	—	—	—	—	0.44d	—	—	0.05d	0.91d	—
Review Count	3	0	0	0	0	0	0	1	0	0	1	1	0
Shortest Time	0.02d	—	—	—	—	—	—	0.44d	—	—	0.05d	0.91d	—
Longest Time	4.88d	—	—	—	—	—	—	0.44d	—	—	0.05d	0.91d	—
Median Time	0.13d	—	—	—	—	—	—	0.44d	—	—	0.05d	0.91d	—
PStDev Time	2.27d	—	—	—	—	—	—	0d	—	—	0d	0d	—

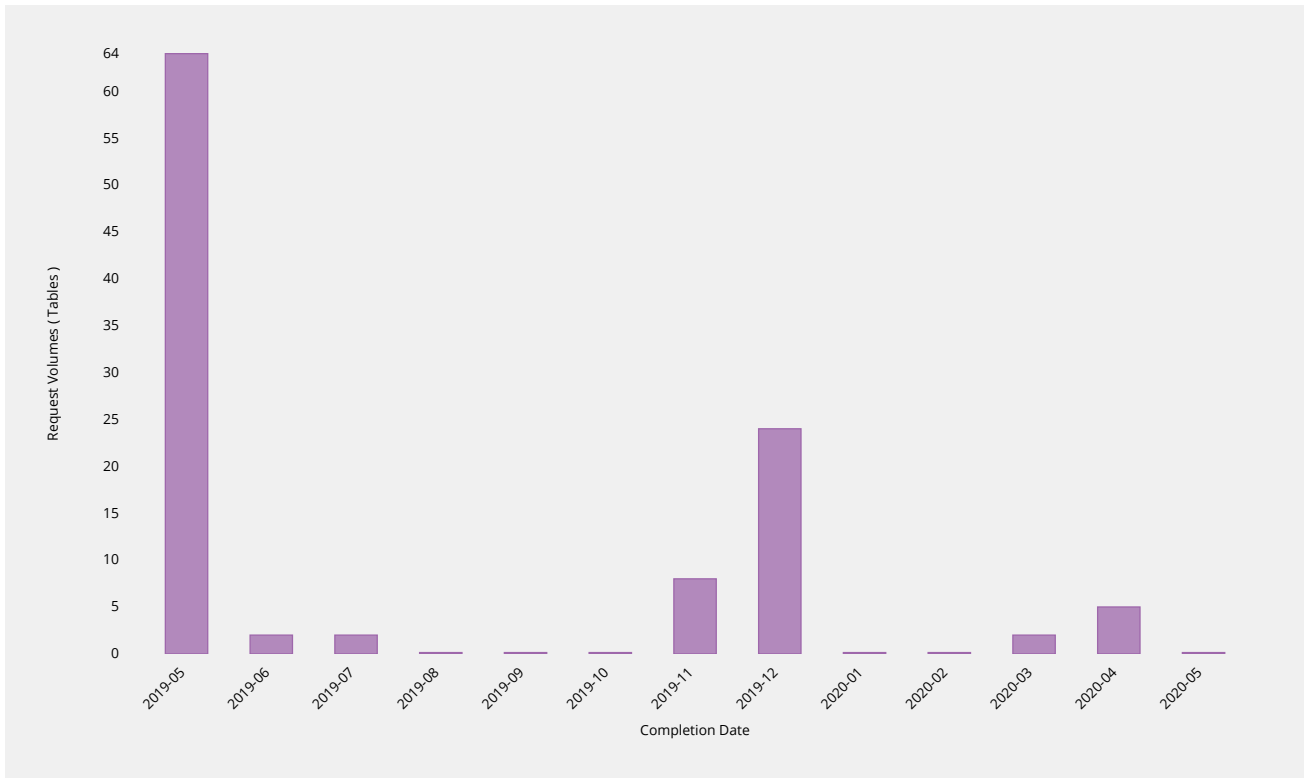
Authorizer	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Mean Time	2.65d	1.59d	1.53d	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d	—
Review Count	5	2	2	0	0	0	1	1	0	0	1	1	0
Shortest Time	0d	0.02d	1.53d	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d	—
Longest Time	3.87d	3.16d	1.53d	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d	—
Median Time	3.87d	1.59d	1.53d	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d	—
PStDev Time	1.58d	1.57d	0d	—	—	—	0d	0d	—	—	0d	0d	—

Regulatory	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Mean Time	0.15d	0.23d	0.51d	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d	—
Review Count	5	2	2	0	0	0	1	1	0	0	1	1	0

Regulatory	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Shortest Time	0.01d	0.11d	0.51d	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d	—
Longest Time	0.65d	0.34d	0.51d	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d	—
Median Time	0.01d	0.23d	0.51d	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d	—
PStDev Time	0.25d	0.11d	0d	—	—	—	0d	0d	—	—	0d	0d	—

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05
Total LGRs Processed	64	2	2	—	—	—	8	24	—	—	2	5	—
Request Count	5	2	2	0	0	0	1	1	0	0	1	1	0
Average LGRs per Request	13	1	1	—	—	—	8	24	—	—	2	5	—
Smallest per Request	1	1	1	—	—	—	8	24	—	—	2	5	—
Largest per Request	20	1	1	—	—	—	8	24	—	—	2	5	—

Definitions

Service Definitions

While there are many different ways change requests can be categorized, the key areas of distinction between different processing types for the purposes of metrics are as follows:

- **Category I (Routine updates impacting Root Zone File)** — Routine change requests that alter the technical data published in the DNS root zone (e.g. changes to NS records, DS records and glue records) . For these changes the process requires IANA, both pre- and post-transition, to engage third parties to implement, publish and distribute changes in the root zone file.
- **Category II (Routine updates not impacting Root Zone File)** — Routine change requests that do not alter the DNS root zone file (e.g. contact data and metadata). These changes do not engage third parties as part of implementation, and therefore will have a materially different processing timeframe.
- **Category III (Creating or Transferring a gTLD)** — Requests to create (“delegate”) or transfer (“redelegate” or “assign”) a generic top-level domain. These changes require additional processing by IANA to ensure policy and contractual requirements are met associated with a change of control for the TLD. While the key processing is performed elsewhere within ICANN, the IANA processing is significant and therefore distinguishes this type of request from a routine change request.
- **Category IV (Creating or Transferring a ccTLD)** — Requests to create or transfer a country-code top-level domain. These changes require additional processing by IANA to ensure policy requirements are met. This processing is performed by IANA staff, and includes performing additional analysis on the change request, producing a report, and having that report reviewed externally (including verification that all existing registration data has been successfully transferred from the old to new Registry operator). This processing is significant, and is normally substantially longer than a routine change request, and therefore should be distinguished.
- **Category V (Other change requests)** — Other non-routine change requests. IANA is required to process change requests that may have special handling requirements, or require additional documentary evidence or additional clarifications from the customer or third parties, that do not afford them the ability to automate. These scenarios include, but are not necessarily limited to:
 - i. Customers that require requests to be handled outside the online self-service platform, such as those lodging change requests through the exchange of postal mail;
 - ii. Customers that have placed special handling instructions on file with IANA, or have otherwise asked for special handling for a request that deviates from the normal process, that must be executed manually by IANA staff;
 - iii. Unique legal or regulatory encumbrances that must be satisfied that require additional processing;
 - iv. Removing a TLD from service (e.g. retirement or revocation);
 - v. Changes that relate to the operation of the root zone itself, including changing the Root Key Signing Key, altering the set of authoritative name servers for the root zone (e.g. the “root servers”), and changes to the “root hints” file.

Field Definitions

The fields in the preceding tables are as follows:

- **Process.** The business process that IANA is requested to perform.
- **Metric.** The individual metric that will be measured as part of the completion of the business process.
- **Target.** The specified target for each individual change request.
- **Type.** Whether the target specified is a minimum target (compliance must not be less than the target) or a maximum target (compliance must not be more than the target).
- **Breach.** The percentage limit of change requests within the specified period that fail to meet the metric, which if reached is deemed a breach in the SLE.
- **Period.** The period over which SLE compliance is measured.