

# Monthly Performance Report from Public Technical Identifiers (PTI) to the Customer Standing Committee (CSC)

January 2017

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## Summary of Performance



Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.71s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.29s	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%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.82d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✗ 7.94d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 48.99m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 0.84m	p11
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✗ 4.28m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p13
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p13
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p15
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p15
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.7ms	p16
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p17
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p17
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 3d	p18
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 3.82d	p18
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p19
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p19
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p19
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 25.6h	p20
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p21
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p21
Root Zone Publication	Other Changes	≤72h (99.0%)	✓ —	p21
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.34s	p22
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.25s	p22

Metric	Category	Expected	Actual	Detail
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p22
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p23
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p23
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p24
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p25
Directory Service	WHOIS Availability	≥99%	✓ 100%	p26
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p27
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.11s	p28
Credential Change	Credential Change	≤30000ms (95.0%)	✓ 0.75ms	p29
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100%	p30
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone File	Other Changes	100%	✓ 100%	p30
Root Zone Database	Routine (Technical)	100%	✓ 100%	p31
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p31
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p32
Root Zone Database	Other Changes	100%	✓ 100%	p32
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0s	p32
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.59d	p33

Percentage of SLA thresholds met of those defined

**97.3%**

## Exceptions and Narrative for Reporting Period

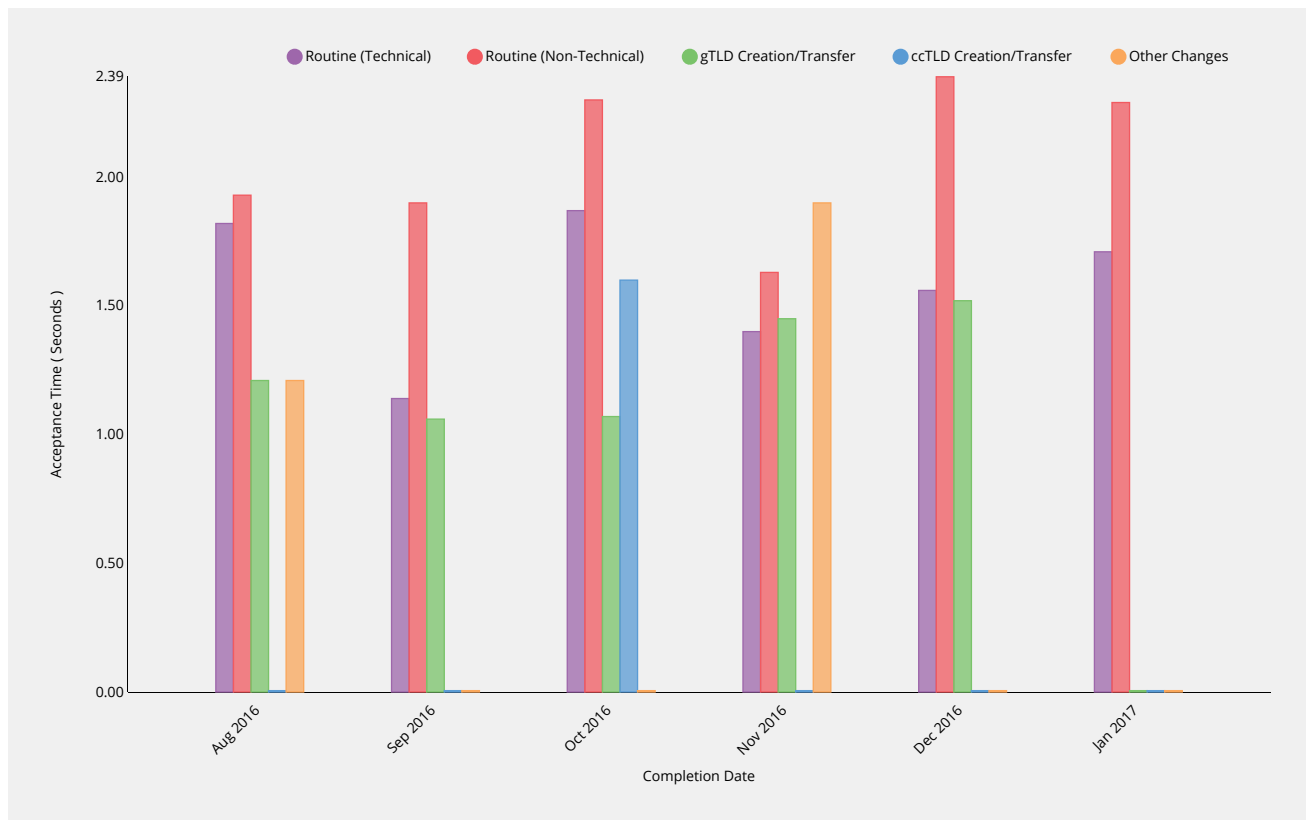
Metric	Category	Expected	Actual
Manual Lodgment Time	Routine (Non-Technical)	3d	7.94d 
Primary cause: Analysis/Comments:	Clarification needed from requestor Request resulted from a reply to the mass mailing we send to customers prior to the end of year holiday season. In this email, customers are asked to review their current data in the IANA Root Zone Management database and advise us of any changes. In this case, the customer replied of changes needed for their TLD. The email reply was logged in the ticketing system and followed up on right away, however, there was no request ready to submit until the customer advised of the changes needed. The CSC has previously recommended not including clarification time in this SLA. This request is on the list of items to address in the statistics collection tool to revise the calculation of manual lodgement time to account for clarification time.		
Technical Check (Supplemental)	Routine (Technical)	1m	4.28m 
Primary cause: Analysis/Comments:	Threshold revisit Four requests exceeded the supplemental technical check threshold of one minute. Our assessment of our debug logs is that relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited. PTI staff request to have a dedicated discussion with CSC members to determine a long term approach to handling the technical checks exceptions.		

# 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)	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Acceptance Time	1.82s	1.14s	1.87s	1.4s	1.56s	1.71s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	47	78	59	136	154	37
Mean Time	0.94s	0.83s	1.07s	0.74s	0.78s	0.86s
Shortest Time	0.64s	0.56s	0.55s	0.49s	0.49s	0.56s
Longest Time	2.05s	1.92s	2.66s	8.46s	1.97s	1.9s
Median Time	0.79s	0.78s	0.88s	0.59s	0.66s	0.74s
PStDev Time	0.37s	0.24s	0.44s	0.72s	0.32s	0.34s

Routine (Non-Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Acceptance Time	1.93s	1.9s	2.3s	1.63s	2.39s	2.29s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	55	24	16	33	17	16
Mean Time	1.19s	1.32s	1.66s	1.27s	1.63s	1.59s
Shortest Time	0.96s	1.04s	1.14s	0.94s	1.13s	1.13s

Routine (Non-Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Longest Time	2.4s	2.18s	2.46s	2.43s	3.07s	2.36s
Median Time	1.09s	1.22s	1.46s	1.2s	1.35s	1.44s
PStDev Time	0.29s	0.27s	0.42s	0.27s	0.51s	0.36s

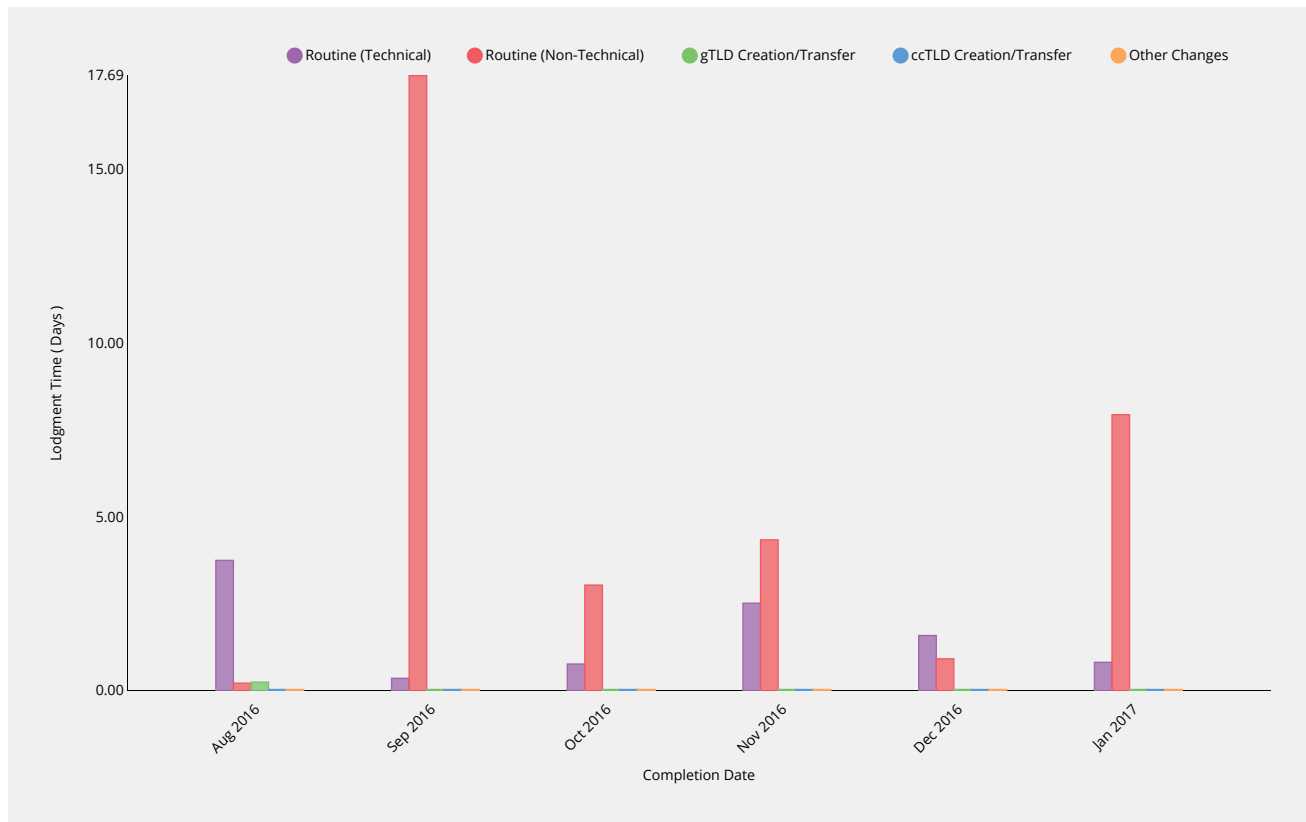
gTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Acceptance Time	1.21s	1.06s	1.07s	1.45s	1.52s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	57	8	8	13	11	0
Mean Time	0.99s	0.96s	0.98s	1.04s	1.02s	—
Shortest Time	0.65s	0.88s	0.91s	0.89s	0.77s	—
Longest Time	1.41s	1.09s	1.07s	1.73s	1.73s	—
Median Time	0.97s	0.96s	0.96s	0.96s	0.94s	—
PStDev Time	0.13s	0.06s	0.06s	0.22s	0.26s	—

ccTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Acceptance Time	—	—	1.6s	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	1	0	0	0
Mean Time	—	—	1.6s	—	—	—
Shortest Time	—	—	1.6s	—	—	—
Longest Time	—	—	1.6s	—	—	—
Median Time	—	—	1.6s	—	—	—
PStDev Time	—	—	0s	—	—	—

Other Changes	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Acceptance Time	1.21s	—	—	1.9s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	0	0	1	0	0
Mean Time	1.21s	—	—	1.9s	—	—
Shortest Time	1.21s	—	—	1.9s	—	—
Longest Time	1.21s	—	—	1.9s	—	—
Median Time	1.21s	—	—	1.9s	—	—
PStDev Time	0s	—	—	0s	—	—

## Manual Lodgment Time

Time for lodgment of change request into RZMS by ICANN staff on behalf of request sent by email.



Routine (Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Lodgment Time	3.75d	0.36d	0.77d	2.52d	1.59d	0.82d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	5	4	4	112	117	9
Mean Time	1.28d	0.14d	0.42d	1.03d	0.46d	0.33d
Shortest Time	0d	0d	0.13d	0.04d	0d	0.01d
Longest Time	4.37d	0.39d	0.81d	2.7d	7.05d	1.05d
Median Time	0.58d	0.09d	0.37d	0.61d	0.16d	0.47d
PStDev Time	1.61d	0.16d	0.27d	0.79d	0.8d	0.33d

Routine (Non-Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Lodgment Time	0.22d	17.69d	3.04d	4.34d	0.92d	7.94d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	2	5	7	7	2	1
Mean Time	0.14d	5.14d	1.3d	1.12d	0.49d	7.94d
Shortest Time	0.05d	0.01d	0.25d	0.01d	0.01d	7.94d
Longest Time	0.23d	20.99d	3.41d	5.24d	0.97d	7.94d
Median Time	0.14d	0.24d	1.32d	0.15d	0.49d	7.94d
PStDev Time	0.09d	8.1d	1.1d	1.84d	0.48d	0d

### Exception Narrative

Primary cause: Clarification needed from requestor  
 Analysis/Comments: Request resulted from a reply to the mass mailing we send to customers prior to the

end of year holiday season. In this email, customers are asked to review their current data in the IANA Root Zone Management database and advise us of any changes. In this case, the customer replied of changes needed for their TLD. The email reply was logged in the ticketing system and followed up on right away, however, there was no request ready to submit until the customer advised of the changes needed. The CSC has previously recommended not including clarification time in this SLA. This request is on the list of items to address in the statistics collection tool to revise the calculation of manual lodgement time to account for clarification time.

gTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Lodgment Time	0.25d	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	3	0	0	0	0	0
Mean Time	0.25d	—	—	—	—	—
Shortest Time	0.24d	—	—	—	—	—
Longest Time	0.25d	—	—	—	—	—
Median Time	0.25d	—	—	—	—	—
PStDev Time	0d	—	—	—	—	—

ccTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Lodgment Time	—	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

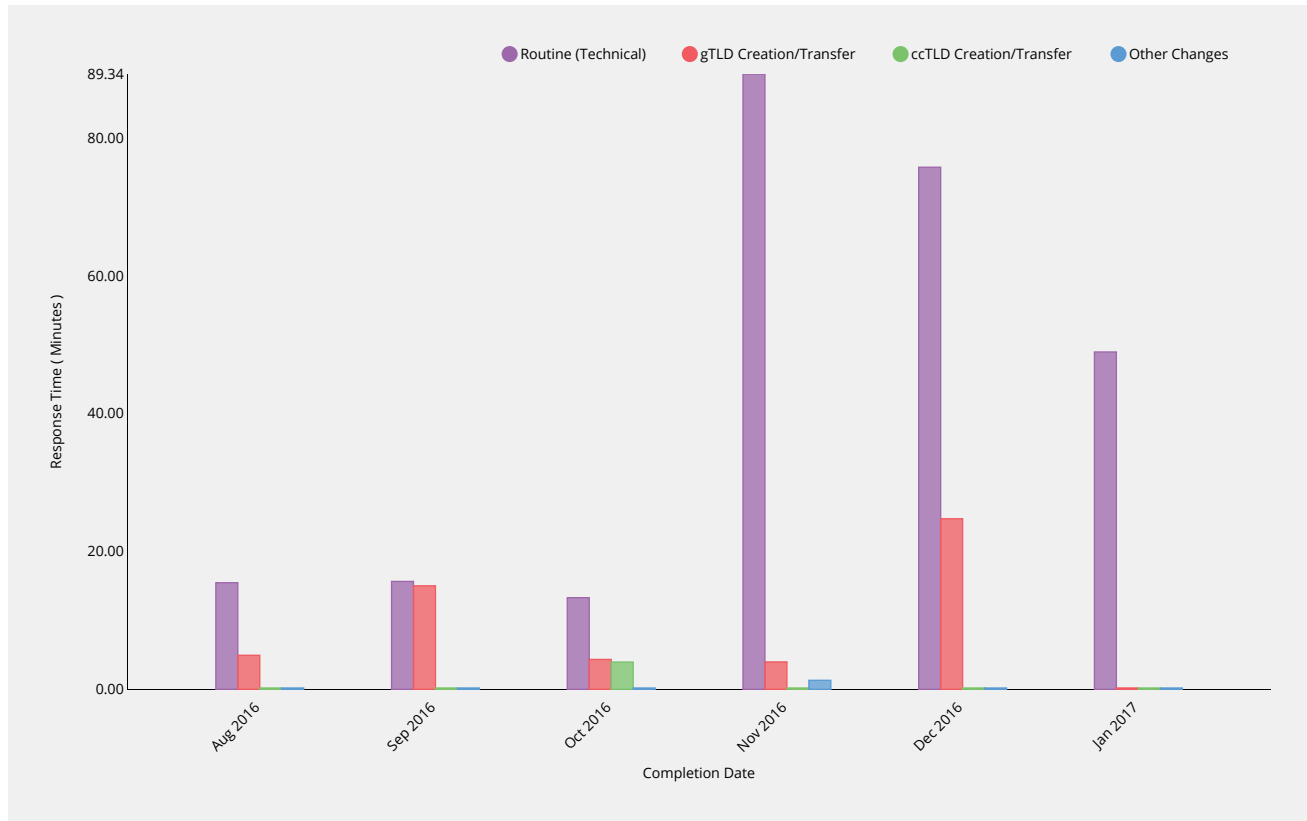
Other Changes	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Lodgment Time	—	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—



## Technical Checks

### Technical Check (First)

Time to return results for technical checks following submission of request via automated submission interface.



Routine (Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Response Time	15.48m	15.67m	13.31m	89.34m	75.82m	48.99m
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	47	78	59	136	154	37
Mean Time	5.3m	5.99m	5.49m	22.14m	16.79m	12.98m
Shortest Time	0.54m	0.29m	0.31m	0.88m	0.17m	0.14m
Longest Time	21.34m	19.85m	18m	104.4m	94.18m	137.92m
Median Time	3.71m	4.53m	4.53m	11.57m	6.74m	3.63m
PStDev Time	4.8m	4.36m	4.14m	25.85m	22.34m	24.92m

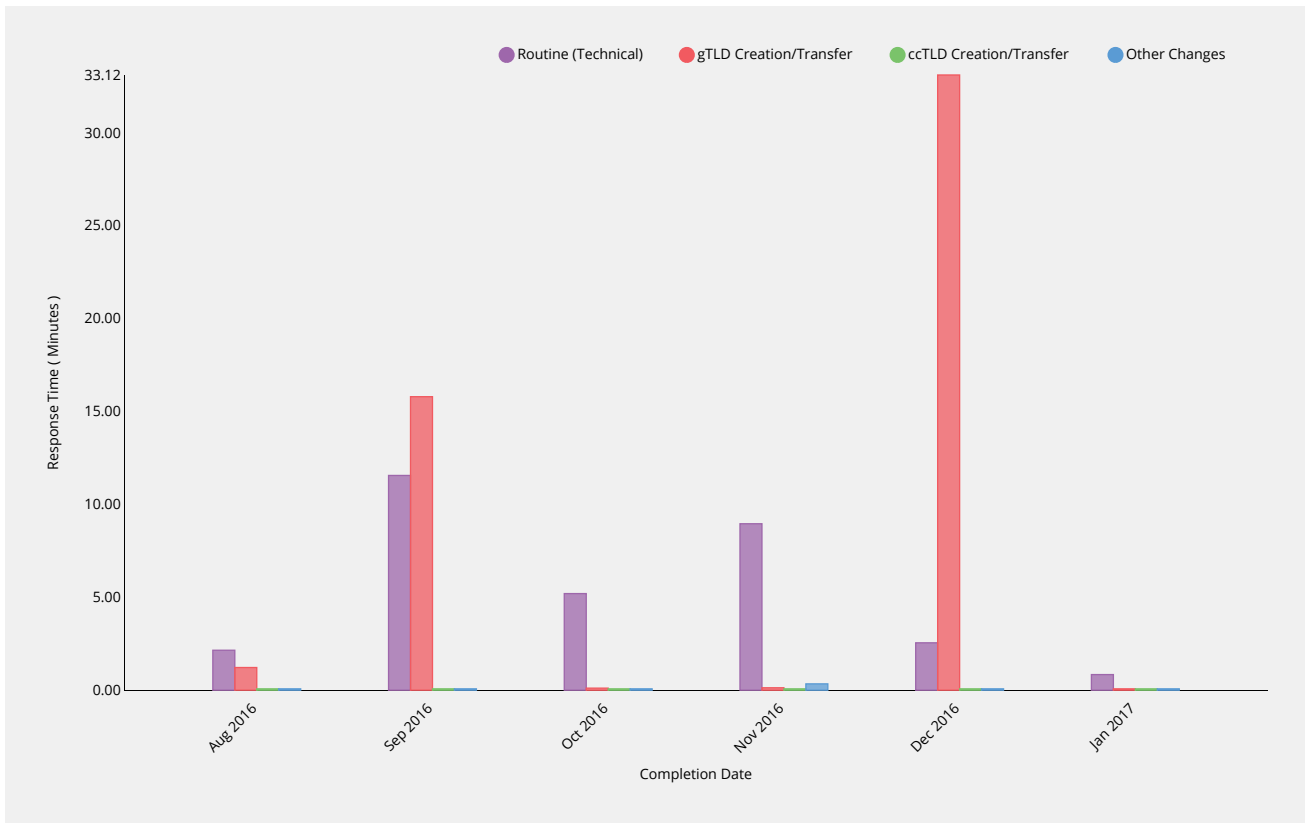
gTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Response Time	4.94m	15.03m	4.34m	3.98m	24.77m	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	57	8	8	13	11	0
Mean Time	2.61m	6m	2.65m	2.64m	6.51m	—
Shortest Time	0.16m	0.85m	0.17m	1.06m	0.26m	—
Longest Time	7.41m	20.4m	4.42m	4.03m	44.44m	—
Median Time	2.64m	4.56m	2.67m	2.42m	2.86m	—
PStDev Time	1.68m	5.58m	1.36m	0.89m	12.09m	—

ccTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Response Time	—	—	3.96m	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	1	0	0	0
Mean Time	—	—	3.96m	—	—	—
Shortest Time	—	—	3.96m	—	—	—
Longest Time	—	—	3.96m	—	—	—
Median Time	—	—	3.96m	—	—	—
PStDev Time	—	—	0m	—	—	—

Other Changes	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Response Time	—	—	—	1.31m	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	1	0	0
Mean Time	—	—	—	1.31m	—	—
Shortest Time	—	—	—	1.31m	—	—
Longest Time	—	—	—	1.31m	—	—
Median Time	—	—	—	1.31m	—	—
PStDev Time	—	—	—	0m	—	—

### Technical Check (Retest)

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



Routine (Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Response Time	2.15m	11.56m	5.2m	8.96m	2.55m	0.84m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	286	128	51	139	202	4
Mean Time	0.99m	1.65m	1.86m	3.65m	0.97m	0.32m
Shortest Time	0.06m	0.09m	0.16m	0.15m	0.1m	0.06m
Longest Time	2.45m	19.75m	6.22m	16.96m	14.59m	0.96m
Median Time	1.14m	0.25m	0.49m	4.07m	0.3m	0.12m
PStDev Time	0.83m	3.81m	1.95m	3.24m	1.79m	0.37m

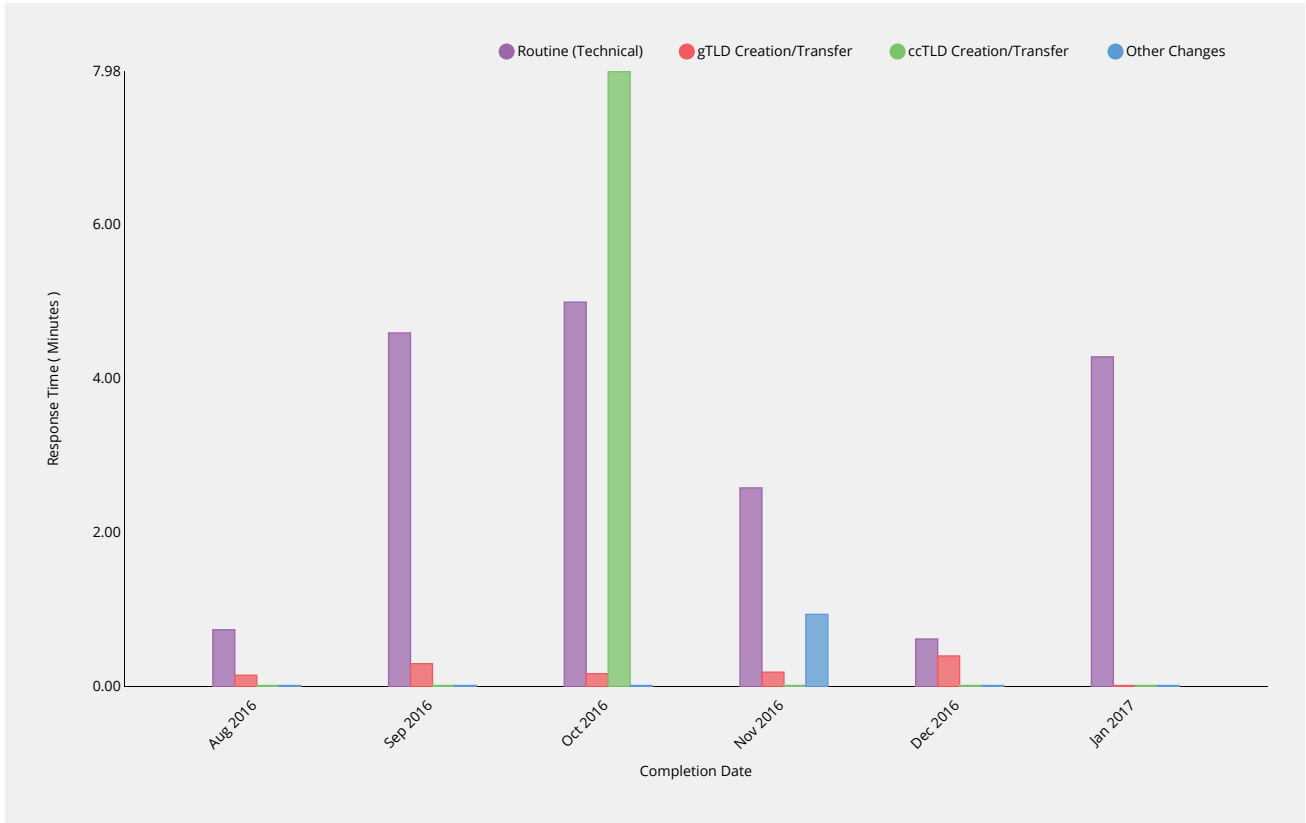
gTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Response Time	1.22m	15.8m	0.11m	0.13m	33.12m	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	6	5	1	15	4	0
Mean Time	0.69m	15.8m	0.11m	0.12m	24.94m	—
Shortest Time	0.31m	15.79m	0.11m	0.11m	0.5m	—
Longest Time	1.36m	15.8m	0.11m	0.13m	33.13m	—
Median Time	0.67m	15.79m	0.11m	0.12m	33.06m	—
PStDev Time	0.36m	0m	0m	0m	14.11m	—

ccTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Response Time	—	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Response Time	—	—	—	0.34m	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	2	0	0
Mean Time	—	—	—	0.31m	—	—
Shortest Time	—	—	—	0.28m	—	—
Longest Time	—	—	—	0.35m	—	—
Median Time	—	—	—	0.31m	—	—
PStDev Time	—	—	—	0.03m	—	—

## Technical Check (Supplemental)

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



Routine (Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Response Time	0.74m	4.59m	4.99m	2.58m	0.62m	4.28m
Monthly Threshold	1m	1m	1m	1m	1m	1m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	57	78	67	173	185	44
Mean Time	0.34m	1.1m	0.97m	0.43m	0.21m	4.91m
Shortest Time	0.06m	0.09m	0.13m	0.08m	0.08m	0.06m
Longest Time	2.08m	6.97m	7.09m	4.45m	0.97m	137.45m
Median Time	0.27m	0.29m	0.33m	0.16m	0.12m	0.34m
PStDev Time	0.35m	1.65m	1.57m	0.7m	0.19m	20.31m

### Exception Narrative

Primary cause: Threshold revisit  
 Analysis/Comments: Four requests exceeded the supplemental technical check threshold of one minute. Our assessment of our debug logs is that relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited. PTI staff request to have a dedicated discussion with CSC members to determine a long term approach to handling the technical checks exceptions.

gTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Response Time	0.15m	0.3m	0.17m	0.19m	0.4m	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	50	7	8	11	10	0

gTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Mean Time	0.12m	0.15m	0.14m	0.13m	0.21m	—
Shortest Time	0.1m	0.08m	0.1m	0.1m	0.08m	—
Longest Time	0.16m	0.34m	0.18m	0.21m	0.45m	—
Median Time	0.11m	0.11m	0.14m	0.11m	0.18m	—
PStDev Time	0.02m	0.08m	0.03m	0.03m	0.11m	—

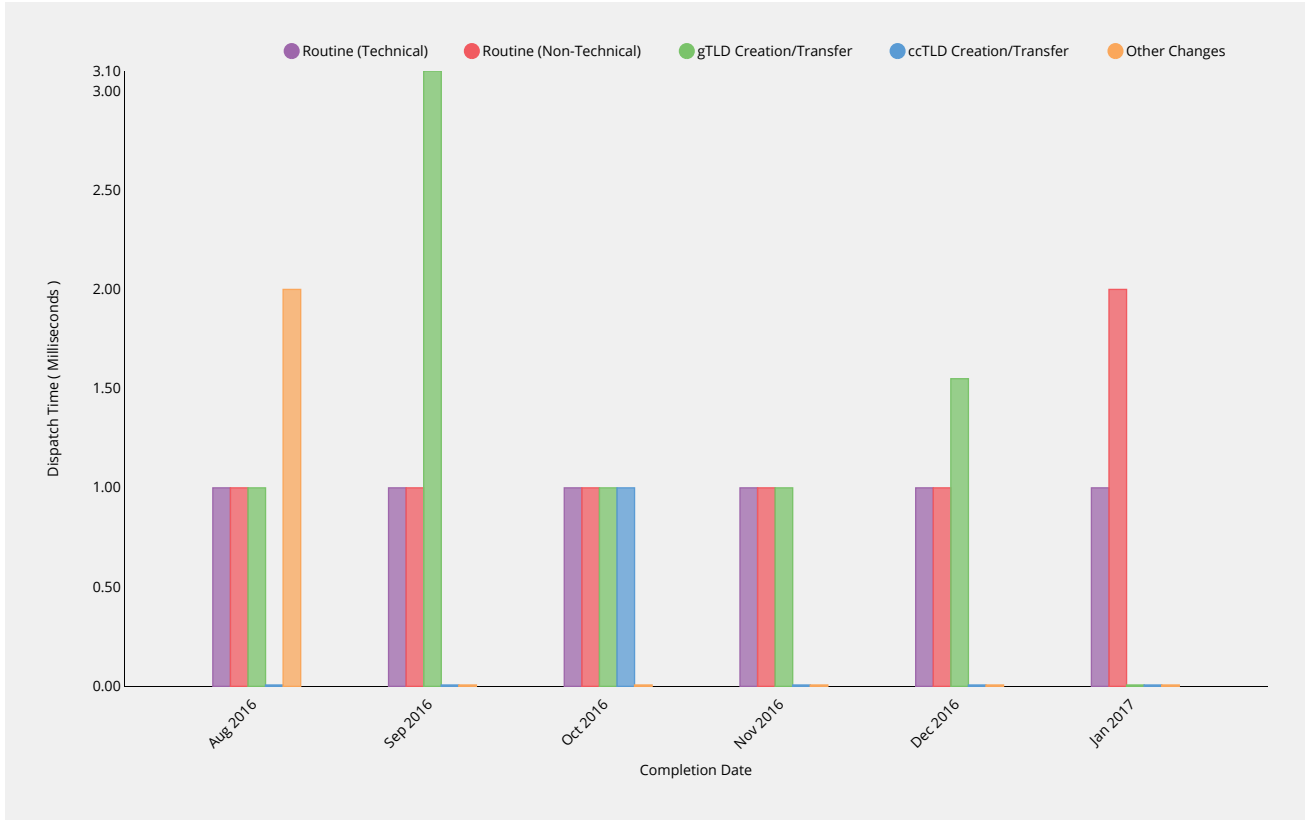
ccTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Response Time	—	—	7.98m	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	6	0	0	0
Mean Time	—	—	6.65m	—	—	—
Shortest Time	—	—	0.23m	—	—	—
Longest Time	—	—	7.99m	—	—	—
Median Time	—	—	7.92m	—	—	—
PStDev Time	—	—	2.87m	—	—	—

Other Changes	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Response Time	—	—	—	0.94m	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	4	0	0
Mean Time	—	—	—	0.91m	—	—
Shortest Time	—	—	—	0.82m	—	—
Longest Time	—	—	—	0.94m	—	—
Median Time	—	—	—	0.93m	—	—
PStDev Time	—	—	—	0.05m	—	—

# Contact Confirmations

## Email Dispatch

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



Routine (Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Dispatch Time	1ms	1ms	1ms	1ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	39	70	56	133	151	35
Mean Time	0.64ms	0.67ms	0.66ms	0.65ms	0.74ms	0.63ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	2ms	1ms	2ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.48ms	0.47ms	0.54ms	0.48ms	0.49ms	0.54ms

Routine (Non-Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Dispatch Time	1ms	1ms	1ms	1ms	1ms	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	55	24	16	33	17	16
Mean Time	0.96ms	0.75ms	0.88ms	0.79ms	0.88ms	1.19ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	5ms	2ms	1ms	2ms	1ms	5ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.66ms	0.52ms	0.33ms	0.48ms	0.32ms	1.01ms

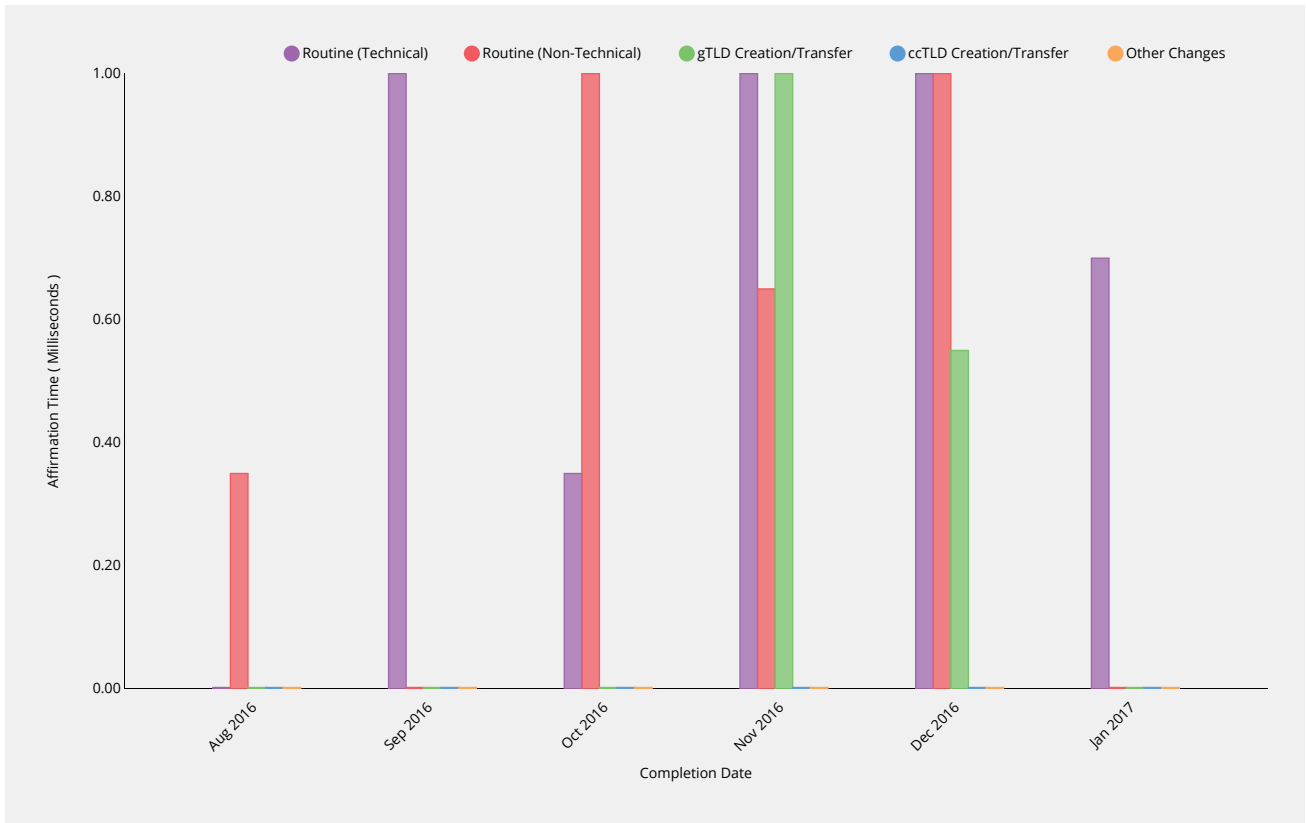
gTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Dispatch Time	1ms	3.1ms	1ms	1ms	1.55ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	56	7	8	12	10	0
Mean Time	0.8ms	0.71ms	1ms	0.42ms	1.1ms	—
Shortest Time	0ms	0ms	1ms	0ms	1ms	—
Longest Time	1ms	4ms	1ms	1ms	2ms	—
Median Time	1ms	0ms	1ms	0ms	1ms	—
PStDev Time	0.4ms	1.39ms	0ms	0.49ms	0.3ms	—

ccTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Dispatch Time	—	—	1ms	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	1	0	0	0
Mean Time	—	—	1ms	—	—	—
Shortest Time	—	—	1ms	—	—	—
Longest Time	—	—	1ms	—	—	—
Median Time	—	—	1ms	—	—	—
PStDev Time	—	—	0ms	—	—	—

Other Changes	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Dispatch Time	2ms	—	—	0ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	0	0	1	0	0
Mean Time	2ms	—	—	0ms	—	—
Shortest Time	2ms	—	—	0ms	—	—
Longest Time	2ms	—	—	0ms	—	—
Median Time	2ms	—	—	0ms	—	—
PStDev Time	0ms	—	—	0ms	—	—

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Affirmation Time	0ms	1ms	0.35ms	1ms	1ms	0.7ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	39	70	54	132	138	27
Mean Time	0.03ms	0.1ms	0.06ms	0.07ms	0.1ms	0.07ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.16ms	0.3ms	0.23ms	0.25ms	0.3ms	0.26ms

Routine (Non-Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Affirmation Time	0.35ms	0ms	1ms	0.65ms	1ms	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	54	22	13	28	13	10
Mean Time	0.06ms	0.05ms	0.23ms	0.07ms	0.38ms	0ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	1ms	0ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.23ms	0.21ms	0.42ms	0.26ms	0.49ms	0ms

gTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Affirmation Time	0ms	0ms	0ms	1ms	0.55ms	—



gTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	53	7	8	11	10	0
Mean Time	0ms	0ms	0ms	0.18ms	0.1ms	—
Shortest Time	0ms	0ms	0ms	0ms	0ms	—
Longest Time	0ms	0ms	0ms	1ms	1ms	—
Median Time	0ms	0ms	0ms	0ms	0ms	—
PStDev Time	0ms	0ms	0ms	0.39ms	0.3ms	—

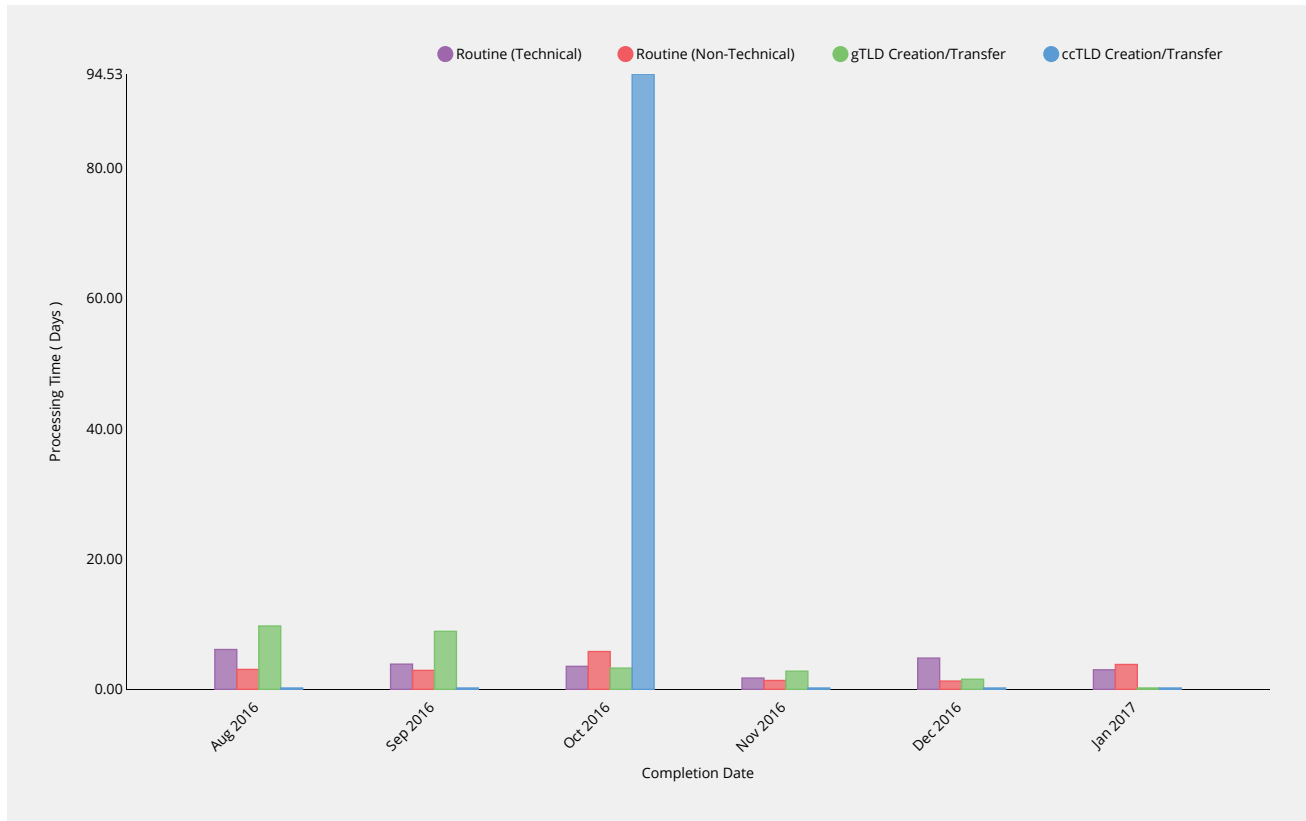
ccTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Affirmation Time	—	—	0ms	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	1	0	0	0
Mean Time	—	—	0ms	—	—	—
Shortest Time	—	—	0ms	—	—	—
Longest Time	—	—	0ms	—	—	—
Median Time	—	—	0ms	—	—	—
PStDev Time	—	—	0ms	—	—	—

Other Changes	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Affirmation Time	0ms	—	—	0ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	0	0	1	0	0
Mean Time	0ms	—	—	0ms	—	—
Shortest Time	0ms	—	—	0ms	—	—
Longest Time	0ms	—	—	0ms	—	—
Median Time	0ms	—	—	0ms	—	—
PStDev Time	0ms	—	—	0ms	—	—

## Staff Processing

### Validation and Reviews

Time to complete all other validations and reviews by IANA Functions Operator and release request for implementation.



Routine (Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	<b>2017-01</b>
Processing Time	6.12d	3.87d	3.53d	1.73d	4.8d	<b>3d</b>
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	39	70	54	132	139	32
Mean Time	3.17d	1.66d	1.22d	0.87d	2.39d	1.17d
Shortest Time	0.02d	0.01d	0.02d	0d	0d	0d
Longest Time	8.78d	5.84d	12.91d	3.98d	4.92d	5.86d
Median Time	2.28d	1.37d	0.57d	0.64d	1.42d	0.94d
PStDev Time	2.46d	1.41d	2d	0.82d	1.74d	1.31d

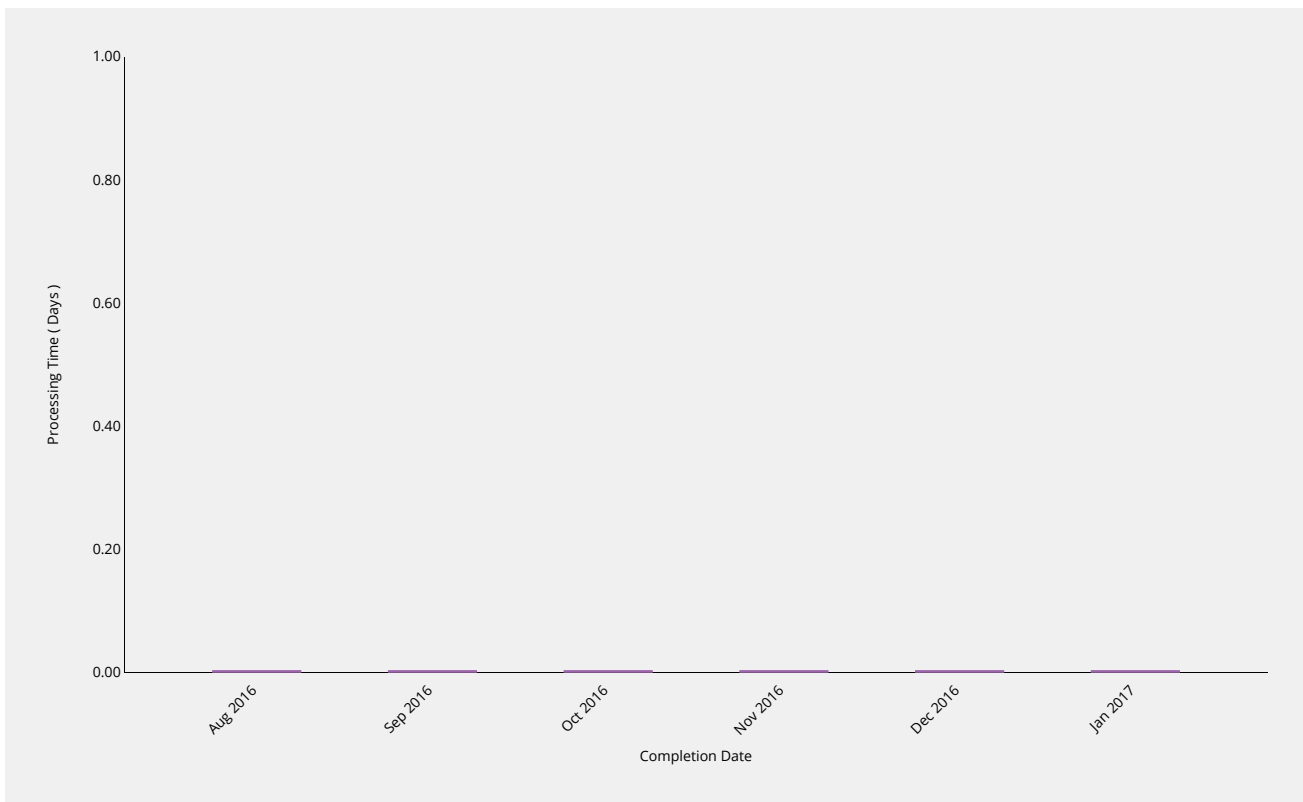
Routine (Non-Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	<b>2017-01</b>
Processing Time	3.06d	2.91d	5.81d	1.36d	1.27d	<b>3.82d</b>
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	54	22	12	28	13	14
Mean Time	0.87d	2.57d	1.82d	0.89d	1.01d	1.74d
Shortest Time	0d	1.03d	0d	0.05d	0.35d	0d
Longest Time	9.26d	7.11d	7.2d	3.51d	1.89d	4.92d
Median Time	0.03d	2.77d	0.73d	0.82d	0.99d	1.19d
PStDev Time	1.94d	1.16d	2.33d	0.81d	0.39d	1.62d

gTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Processing Time	9.73d	8.91d	3.26d	2.79d	1.55d	—
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	53	7	8	11	10	0
Mean Time	5.42d	6.46d	1.06d	1.62d	1.06d	—
Shortest Time	0.98d	2.87d	0d	0.02d	0d	—
Longest Time	12.26d	9.14d	3.92d	4.16d	2.91d	—
Median Time	5.28d	6.16d	0.24d	1.06d	1.1d	—
PStDev Time	2.56d	2.3d	1.44d	1.31d	0.76d	—

ccTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Processing Time	—	—	94.53d	—	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Request Count	0	0	1	0	0	0
Mean Time	—	—	94.53d	—	—	—
Shortest Time	—	—	94.53d	—	—	—
Longest Time	—	—	94.53d	—	—	—
Median Time	—	—	94.53d	—	—	—
PStDev Time	—	—	0d	—	—	—

### Third Party Approval

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



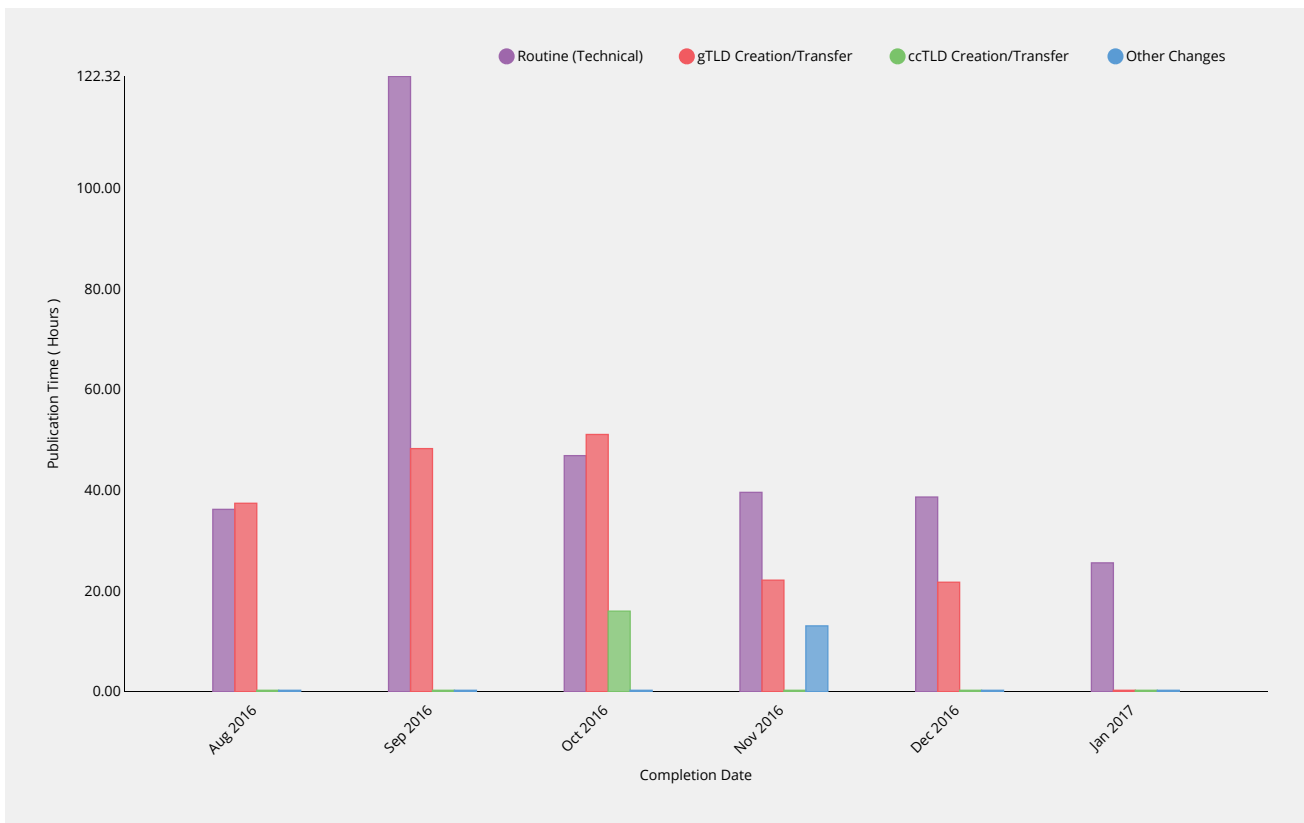
ccTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Processing Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	<b>2017-01</b>
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

## Implementation

### Root Zone Publication

Time for root zone changes to be published following completion of validations and reviews by IANA Functions Operator.



Routine (Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	<b>2017-01</b>
Publication Time	36.24h	122.32h	46.92h	39.62h	38.69h	25.6h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	38	70	53	131	137	27
Mean Time	15.66h	23.31h	25.17h	21.8h	15.46h	19.88h
Shortest Time	4.87h	2.2h	0.86h	0.44h	4.21h	13.35h
Longest Time	40.91h	143.81h	46.92h	44.32h	41.59h	25.98h
Median Time	14.73h	22.97h	23.72h	19.3h	14.33h	19.7h
PStDev Time	7.89h	22.06h	10.38h	7.77h	6.36h	2.67h

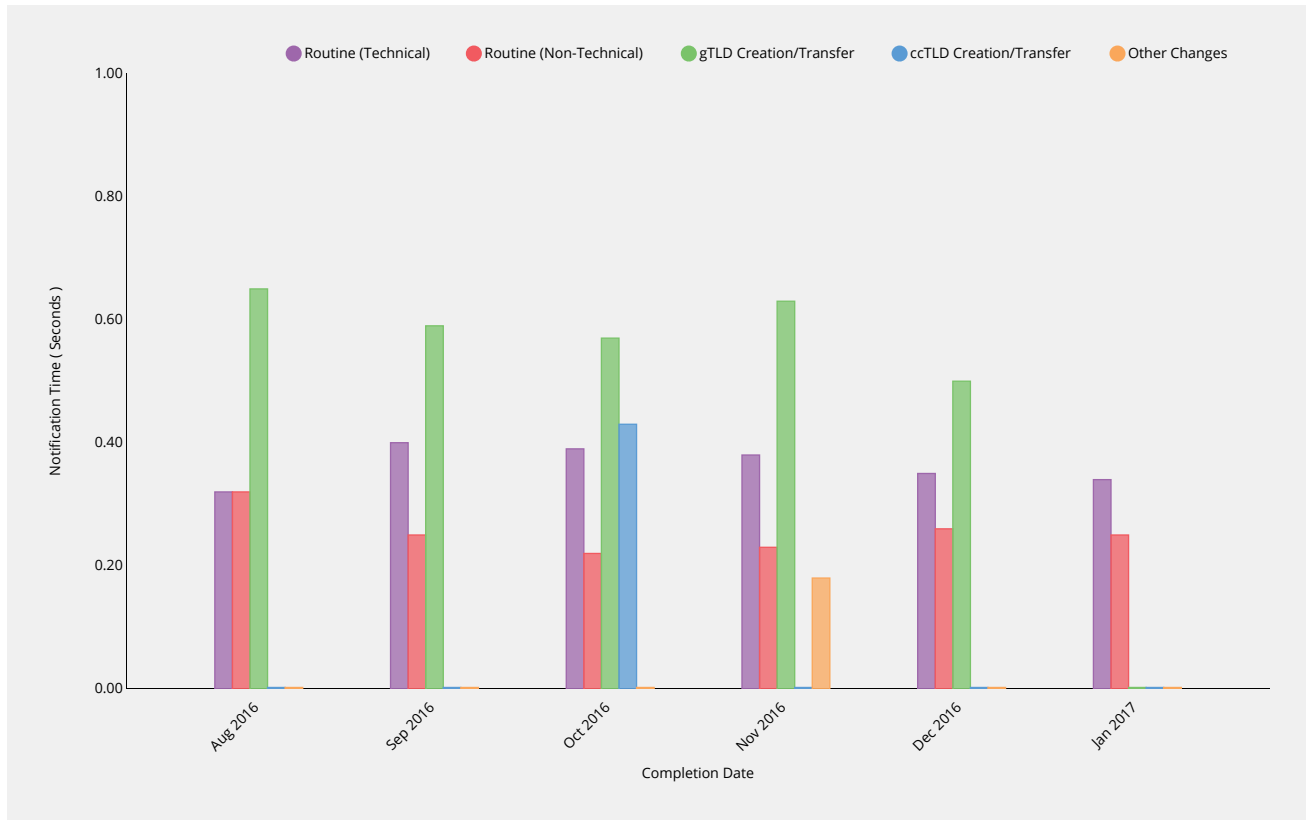
gTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Publication Time	37.45h	48.32h	51.13h	22.16h	21.75h	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	50	7	8	11	10	0
Mean Time	17.78h	21.83h	37.81h	19.46h	16.52h	—
Shortest Time	6.24h	3.41h	1.34h	18.07h	5.63h	—
Longest Time	40.89h	49.8h	51.13h	22.36h	21.96h	—
Median Time	16.98h	21.9h	48.05h	19.03h	15.9h	—
PStDev Time	6.37h	13.84h	17.26h	1.14h	4.19h	—

ccTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Publication Time	—	—	16h	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	1	0	0	0
Mean Time	—	—	16h	—	—	—
Shortest Time	—	—	16h	—	—	—
Longest Time	—	—	16h	—	—	—
Median Time	—	—	16h	—	—	—
PStDev Time	—	—	0h	—	—	—

Other Changes	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Publication Time	—	—	—	13.07h	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	0	1	0	0
Mean Time	—	—	—	13.07h	—	—
Shortest Time	—	—	—	13.07h	—	—
Longest Time	—	—	—	13.07h	—	—
Median Time	—	—	—	13.07h	—	—
PStDev Time	—	—	—	0h	—	—

## Notification of Completion

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



Routine (Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Notification Time	0.32s	0.4s	0.39s	0.38s	0.35s	0.34s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	38	69	53	131	137	27
Mean Time	0.21s	0.26s	0.25s	0.23s	0.23s	0.24s
Shortest Time	0.14s	0.16s	0.17s	0.16s	0.15s	0.16s
Longest Time	0.4s	0.72s	0.52s	0.84s	0.52s	0.39s
Median Time	0.19s	0.2s	0.2s	0.19s	0.21s	0.21s
PStDev Time	0.06s	0.12s	0.09s	0.09s	0.06s	0.07s

Routine (Non-Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Notification Time	0.32s	0.25s	0.22s	0.23s	0.26s	0.25s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	53	22	11	27	13	14
Mean Time	0.21s	0.2s	0.2s	0.2s	0.21s	0.2s
Shortest Time	0.16s	0.16s	0.17s	0.18s	0.19s	0.17s
Longest Time	0.37s	0.28s	0.22s	0.28s	0.26s	0.25s
Median Time	0.19s	0.19s	0.2s	0.2s	0.21s	0.2s
PStDev Time	0.06s	0.03s	0.02s	0.02s	0.02s	0.02s

gTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Notification Time	0.65s	0.59s	0.57s	0.63s	0.5s	—

gTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	50	7	8	11	10	0
Mean Time	0.49s	0.52s	0.49s	0.52s	0.47s	—
Shortest Time	0.42s	0.47s	0.43s	0.46s	0.43s	—
Longest Time	0.7s	0.61s	0.58s	0.69s	0.51s	—
Median Time	0.48s	0.51s	0.48s	0.5s	0.46s	—
PStDev Time	0.06s	0.05s	0.05s	0.06s	0.02s	—

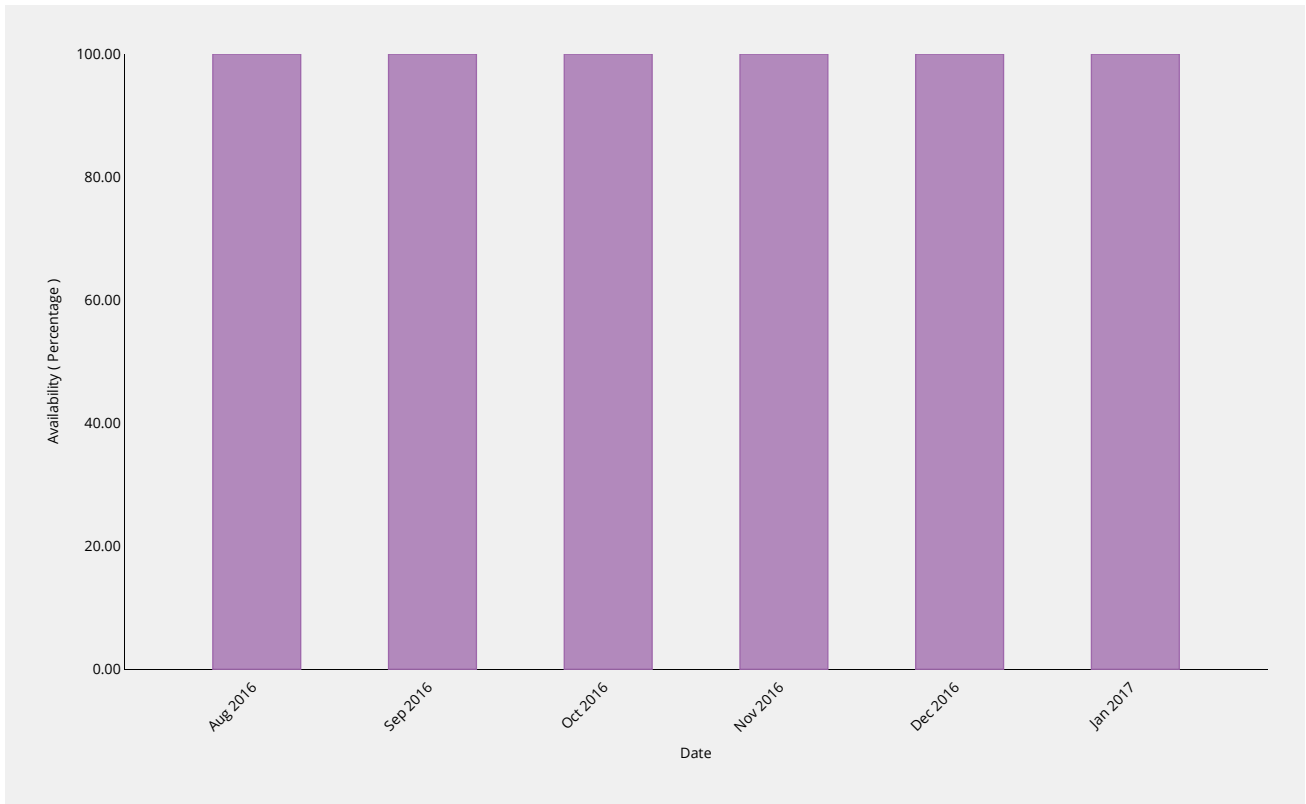
ccTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Notification Time	—	—	0.43s	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	1	0	0	0
Mean Time	—	—	0.43s	—	—	—
Shortest Time	—	—	0.43s	—	—	—
Longest Time	—	—	0.43s	—	—	—
Median Time	—	—	0.43s	—	—	—
PStDev Time	—	—	0s	—	—	—

Other Changes	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Notification Time	—	—	—	0.18s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	1	0	0
Mean Time	—	—	—	0.18s	—	—
Shortest Time	—	—	—	0.18s	—	—
Longest Time	—	—	—	0.18s	—	—
Median Time	—	—	—	0.18s	—	—
PStDev Time	—	—	—	0s	—	—

# System Availability

## IANA Website

Percentage availability of IANA website for consulting documentations and other posted materials.

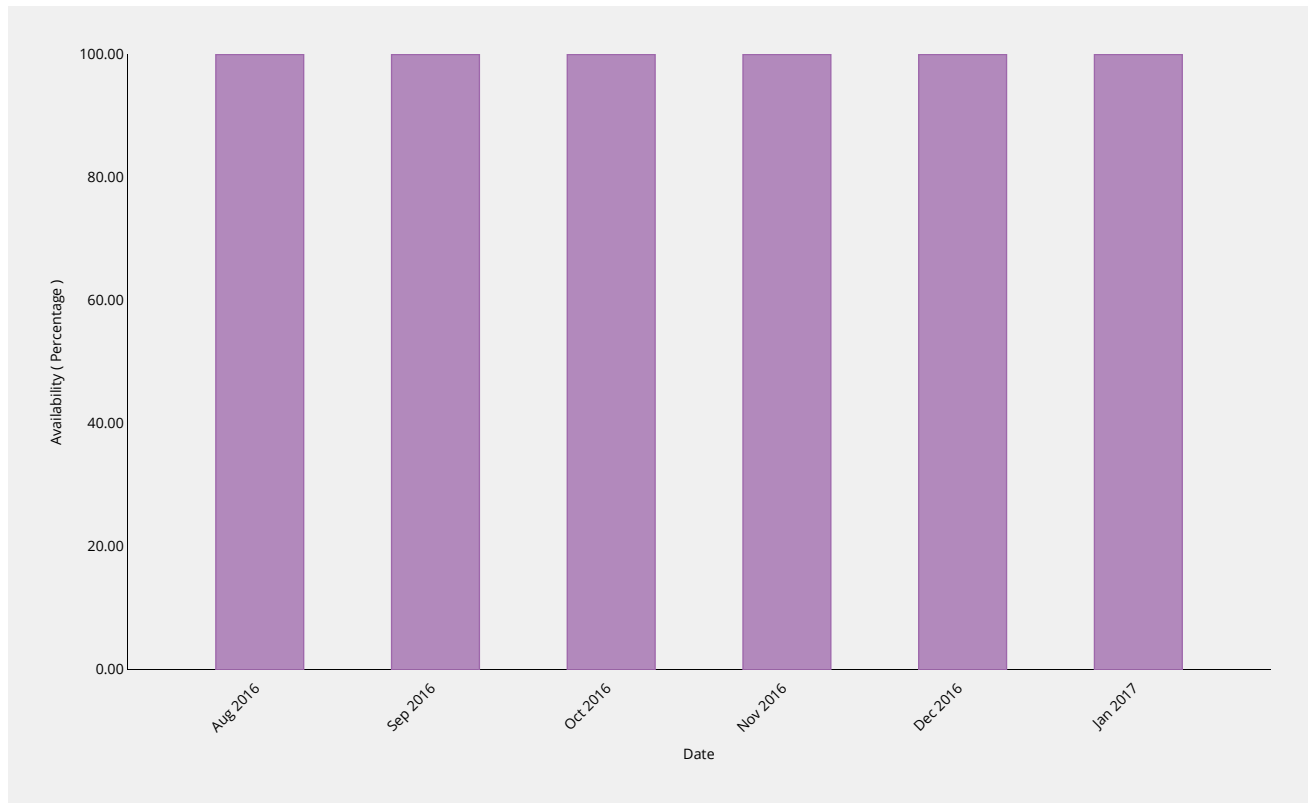


IANA Site Availability	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%



## Root Zone Management System

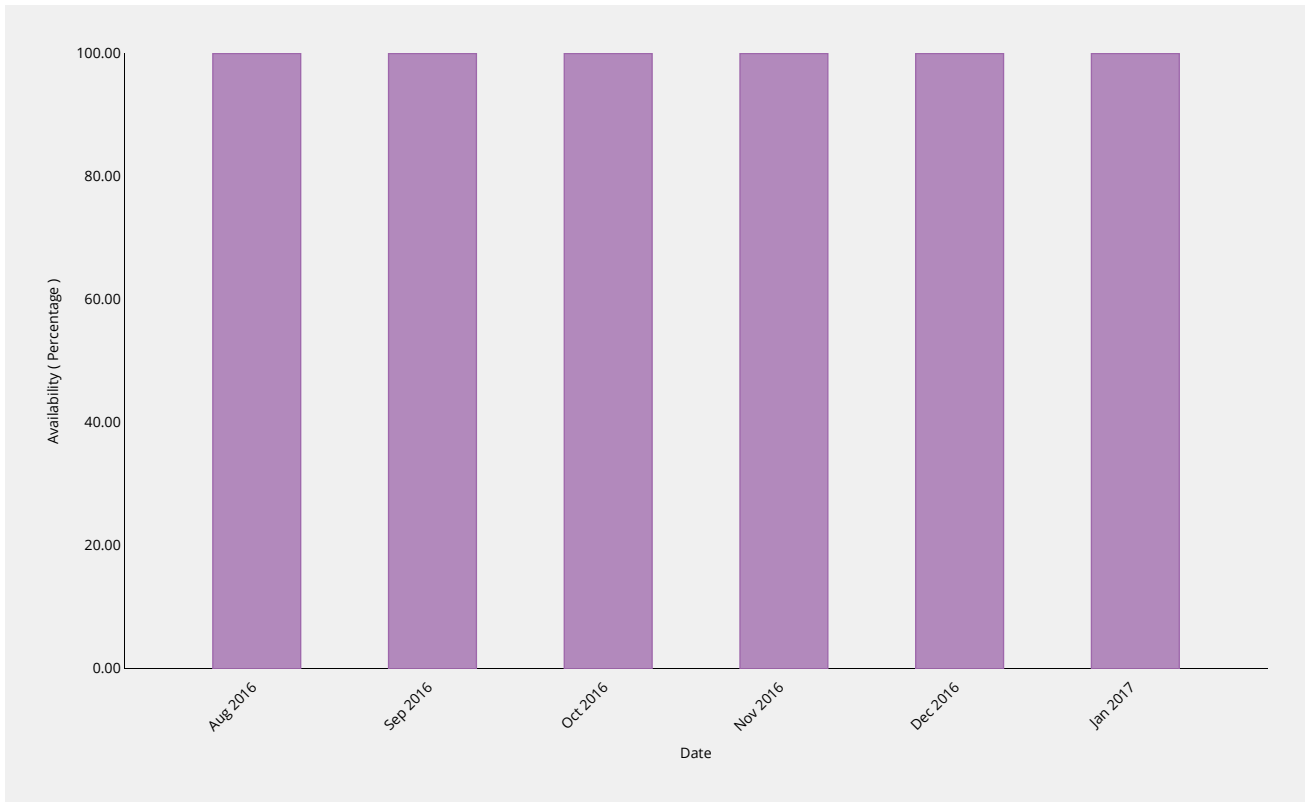
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Directory Service

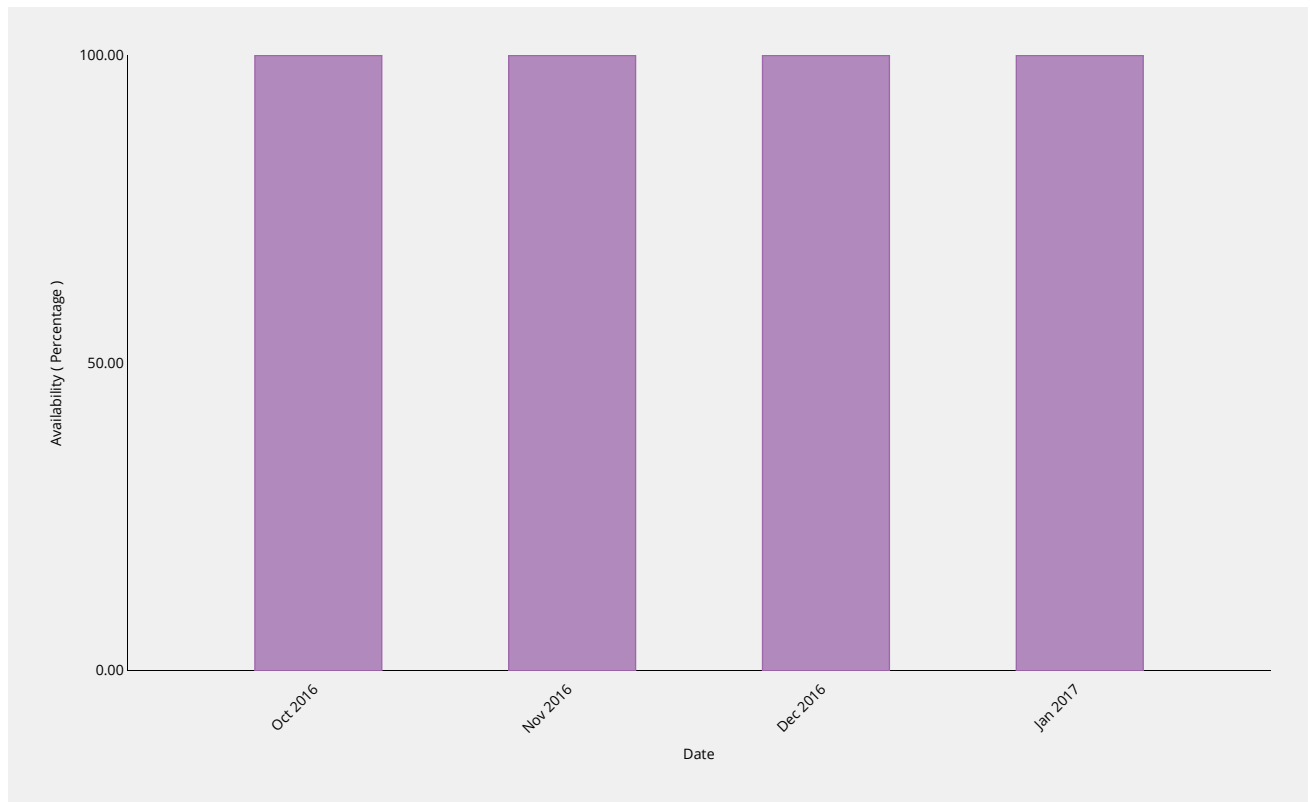
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Service Level Dashboard

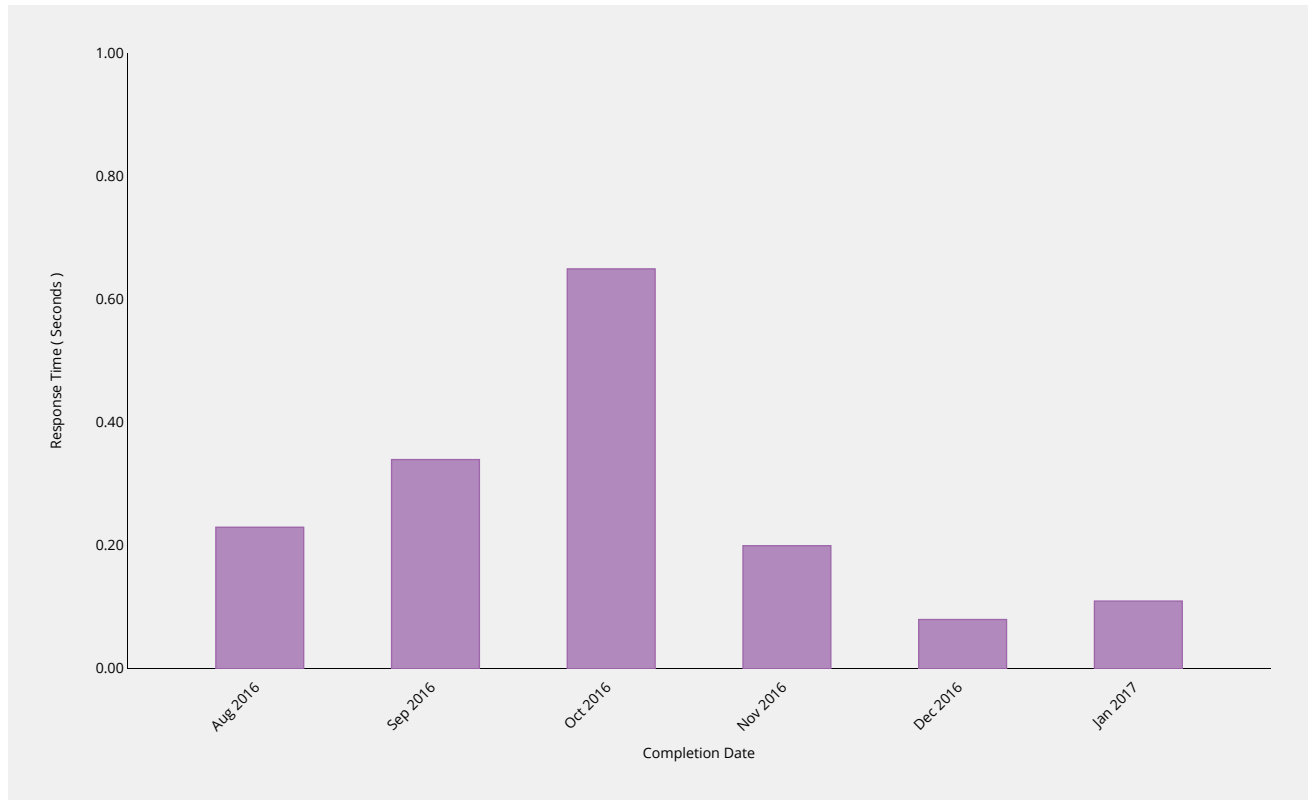
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2016-10	2016-11	2016-12	2017-01
Availability	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%

## Credential Recovery

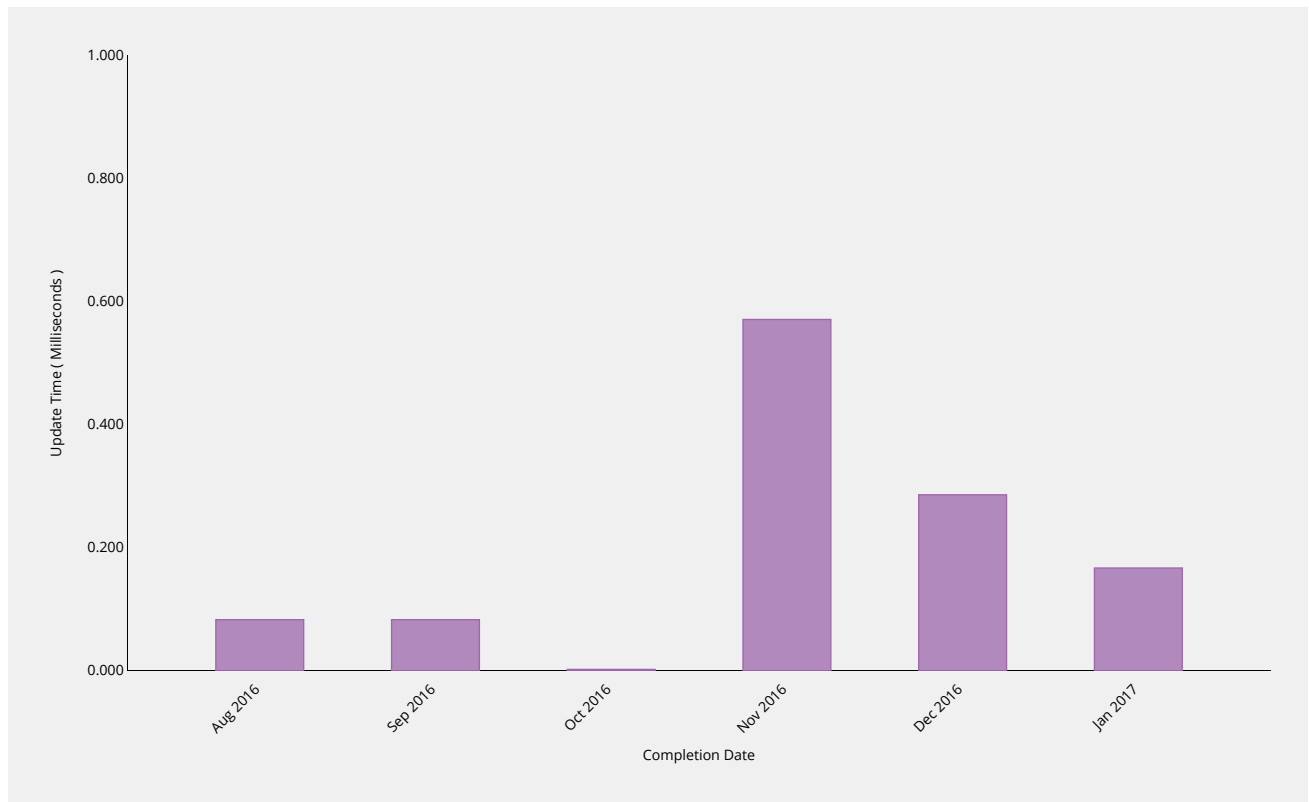
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2016-08	2016-09	2016-10	2016-11	2016-12	<b>2017-01</b>
Response Time	0.23s	0.34s	0.65s	0.2s	0.08s	<b>0.11s</b>
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	45	18	9	7	16	9
Mean Time	0.09s	0.1s	0.18s	0.09s	0.05s	0.07s
Shortest Time	0.01s	0.01s	0.03s	0.05s	0.03s	0.03s
Longest Time	0.26s	0.38s	1.01s	0.24s	0.15s	0.12s
Median Time	0.05s	0.06s	0.08s	0.06s	0.05s	0.07s
PStDev Time	0.07s	0.1s	0.29s	0.06s	0.03s	0.03s

## Credential Change

Time to implement new password within the system.



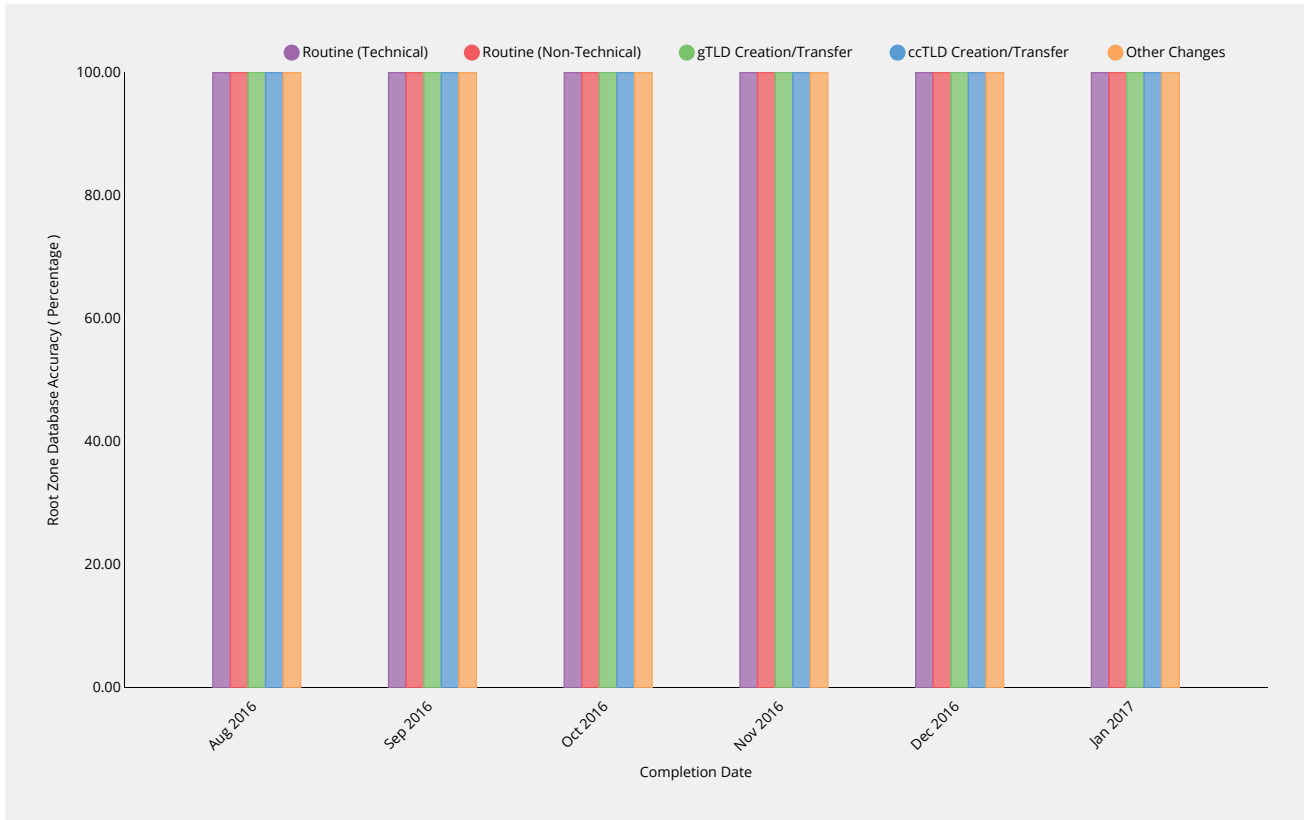
Credential Change	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Update Time	0.85ms	0.45ms	0ms	2.4ms	1ms	0.75ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	24	12	5	7	14	6
Mean Time	0.083ms	0.083ms	0ms	0.571ms	0.286ms	0.167ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	0ms	3ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.276ms	0.276ms	0ms	1.05ms	0.452ms	0.373ms



Other Changes	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Incident Count	0	0	0	0	0	0
Request Count	0	0	0	1	0	0

## Root Zone Database

Root Zone Database is correctly updated in accordance with change request.



Routine (Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	38	69	53	131	137	27

Routine (Non-Technical)	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	53	22	11	27	13	14

gTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	50	7	8	11	10	0

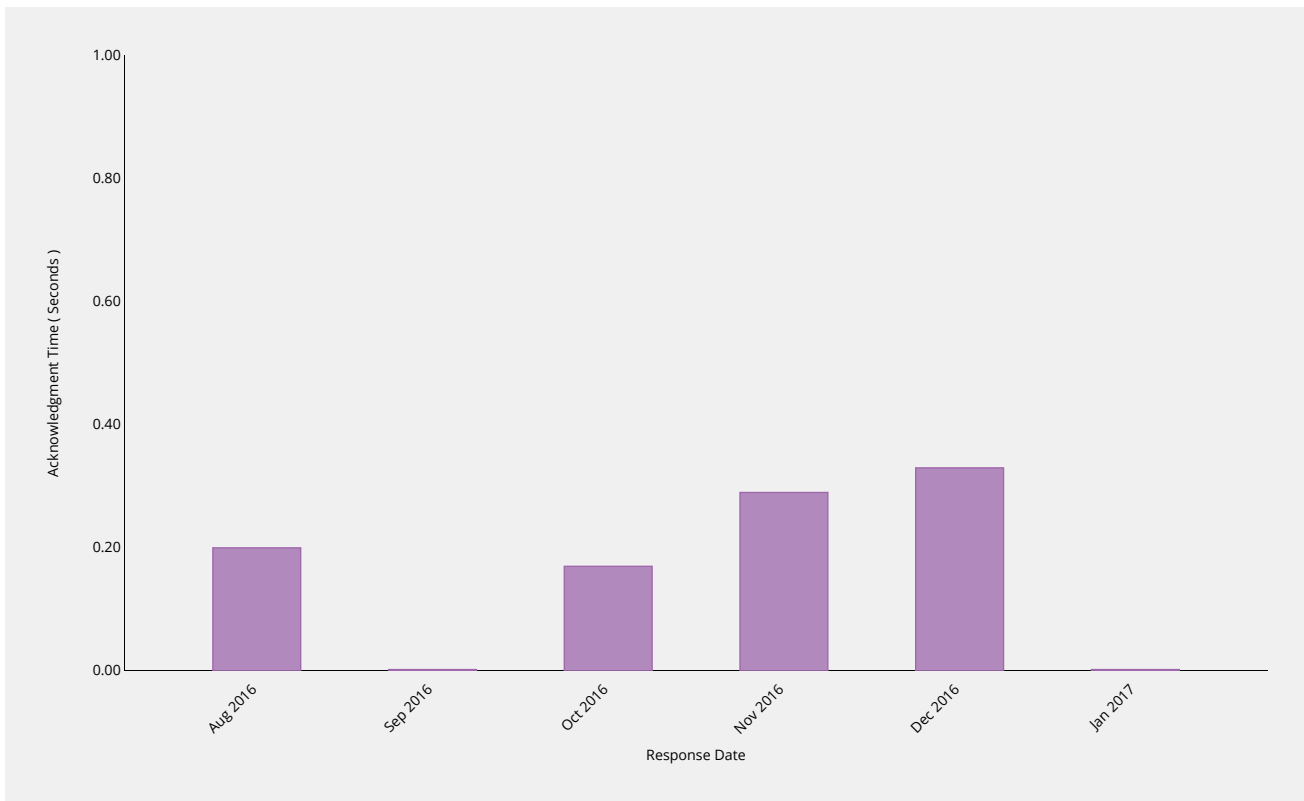
ccTLD Creation/Transfer	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	1	0	0	0

Other Changes	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	0	1	0	0

## 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.



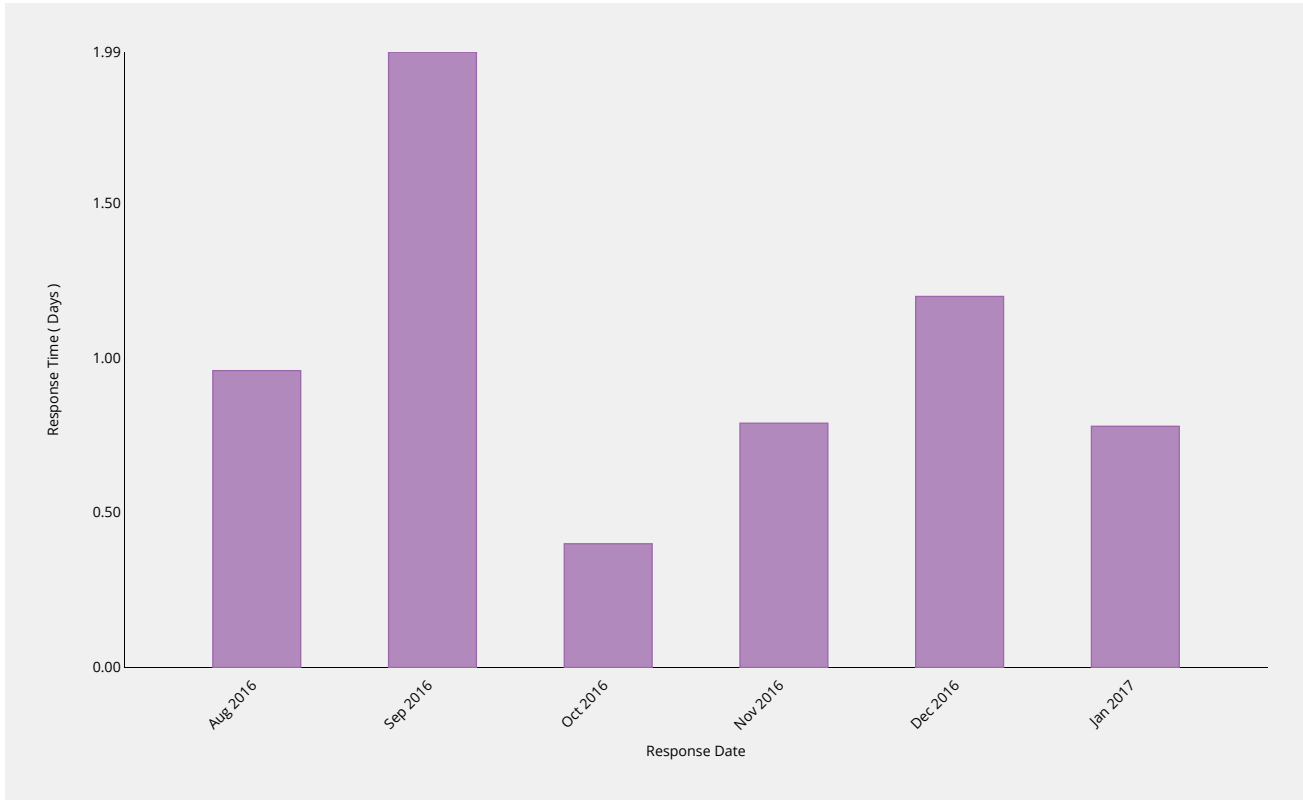
Manual Enquiries	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Acknowledgment Time	1s	0s	0.75s	1s	1s	0s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	15	7	6	7	9	8
Mean Time	0.2s	0s	0.17s	0.29s	0.33s	0s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	0s	1s	1s	1s	0s
Median Time	0s	0s	0s	0s	0s	0s



Manual Enquiries	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
PStDev Time	0.4s	0s	0.37s	0.45s	0.47s	0s

### Time to initial response

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



Manual Enquiries	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01
Response Time	1.8d	5.36d	0.73d	2.14d	3.15d	1.59d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	12	6	5	7	9	7
Mean Time	0.96d	1.99d	0.4d	0.79d	1.2d	0.78d
Shortest Time	0.02d	0.04d	0.09d	0d	0.07d	0.02d
Longest Time	7.05d	7.34d	0.81d	3.24d	3.38d	1.95d
Median Time	0.19d	0.44d	0.36d	0.29d	0.47d	0.71d
PStDev Time	1.91d	2.64d	0.27d	1.09d	1.26d	0.65d

# 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.