

# IANA Naming Function Monthly Performance Report

June 2022

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## Summary of Performance


Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.55s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.28s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 2.09s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 1.56s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.25d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 1.27d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 1.05d	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 1.19d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.61m	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%)	✓ —	p9
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 2.07m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 0.53m	p11
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ —	p12
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2.00ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✗ 574296501.10ms	p13
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 2.00ms	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 3.00ms	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1.00ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.00ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1.00ms	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.95ms	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.45d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.58d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.09d	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	48.67d	p18
Validation and Reviews	Other Changes	N/A	—	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	53.03d	p19
<b>ccTLD Creation/Transfer</b>				
Submission Review	Staff Review	≤14d (100.0%)	✓ 13.09d	p19
Requester Clarification	Requester Clarification	N/A	3	p20
Report Preparation	Report Preparation	≤21d (100.0%)	✓ 19.33d	p21
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 30.28h	p22

Metric	Category	Expected	Actual	Detail
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	N/A	—	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.37s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.35s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.28s	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.27s	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p24
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p25
Root Zone Management System	RZM Availability	≥99%	✓ 100.00%	p26
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p27
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p28
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.38s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.750ms	p30
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p31
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p31
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p31
Root Zone File	Other Changes	100%	✓ 100.00%	p31
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p32
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone Database	Other Changes	100%	✓ 100.00%	p32
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.80s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.23d	p34
<b>Label Generation Rulesets</b>				
Review Time	Review Time	≤5d (90.0%)	✓ —	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ —	p36
Requester Clarification	Requester Clarification	N/A	—	p37
Time per Actor	IANA	N/A	—	p38
Time per Actor	Requester	N/A	—	p38
Time per Actor	Authorizer	N/A	—	p38
Time per Actor	Regulatory	N/A	—	p38
Request Volumes	Request Volumes	N/A	—	p39

Percentage of SLA thresholds met of those defined

63 of 64 (98.4%)

## Exceptions and Narrative for Reporting Period

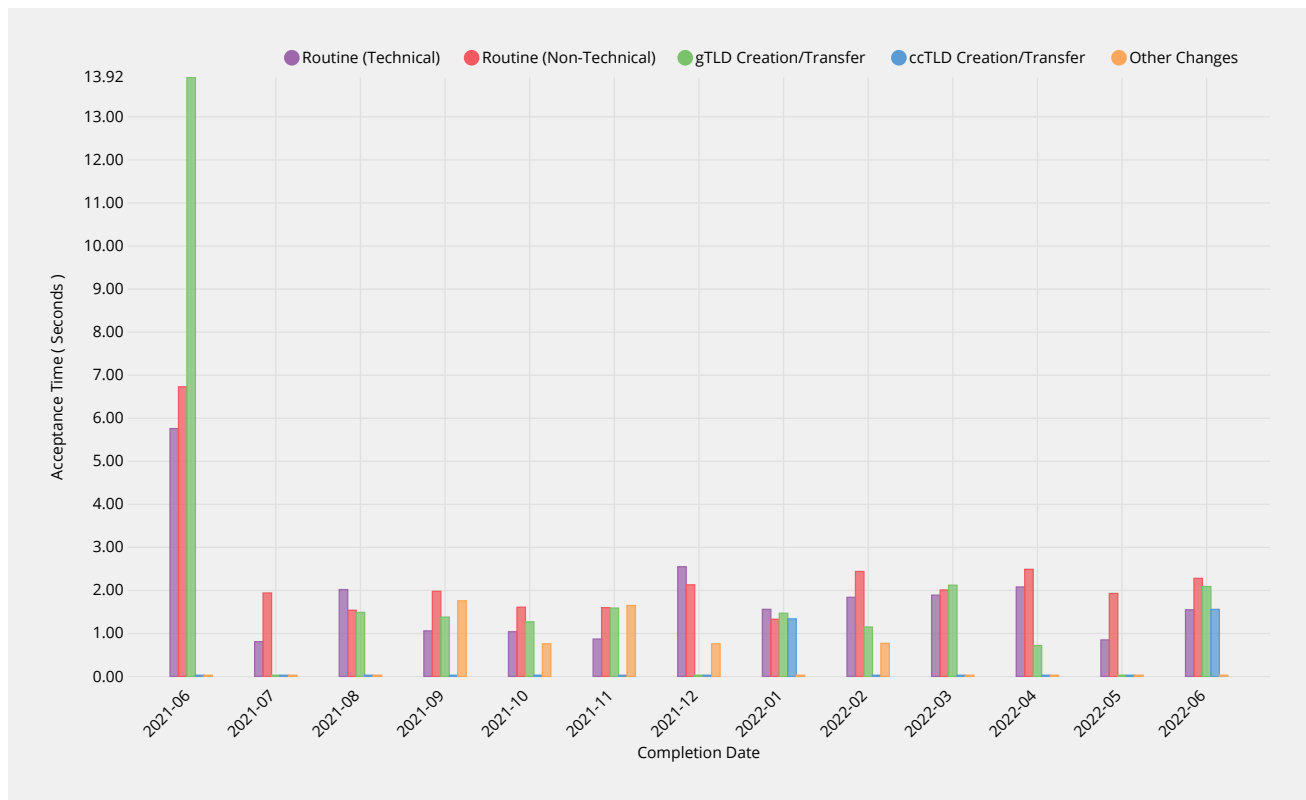
Metric	Category	Expected	Actual
Email Dispatch	Routine (Non-Technical)	60000ms	574296501.10ms 
Primary cause:	System upgrade stopped RZMS sending external emails		
Analysis/Comments:	<p>On 20 May 2022 during a planned upgrade to the Root Zone Management System (RZMS) by ICANN, a configuration change was made that prevented delivery of email notifications from the system. The problem was resolved on 31 May 2022. All transactions from the time period were evaluated and it was identified that 6 root zone change requests were impacted, as well as 5 password reset requests. Several of the root zone change requests were completed in June and so are reflected in this report. Where possible, IANA has manually adjusted the SLA timings for "Email Dispatch" to reflect when customers received delayed email notifications or were able to proceed with their request.</p>		

# 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)	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Acceptance Time	5.76s	0.81s	2.02s	1.06s	1.04s	0.87s	2.55s	1.56s	1.84s	1.89s	2.08s	0.85s	1.55s
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	39	270	18	25	235	510	21	55	29	29	25	220	66
Mean Time	2.08s	0.64s	1.00s	0.72s	0.78s	0.70s	1.18s	0.77s	0.97s	1.01s	0.99s	0.68s	0.76s
Shortest Time	0.47s	0.53s	0.62s	0.54s	0.52s	0.55s	0.56s	0.54s	0.55s	0.54s	0.56s	0.52s	0.54s
Longest Time	24.35s	2.33s	2.14s	1.85s	3.08s	4.47s	2.57s	2.19s	2.40s	1.99s	2.49s	1.69s	2.23s
Median Time	0.63s	0.61s	0.81s	0.66s	0.72s	0.67s	0.98s	0.66s	0.73s	0.71s	0.77s	0.65s	0.69s
PStDev Time	3.97s	0.17s	0.48s	0.26s	0.28s	0.24s	0.65s	0.32s	0.48s	0.48s	0.48s	0.16s	0.31s

Routine (Non-Technical)	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Acceptance Time	6.73s	1.94s	1.54s	1.98s	1.61s	1.60s	2.13s	1.33s	2.44s	2.01s	2.49s	1.93s	2.28s
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	219	23	19	37	78	20	54	14	28	29	11	12	39
Mean Time	2.41s	1.30s	1.28s	1.30s	1.24s	1.18s	1.58s	1.04s	1.40s	1.27s	1.55s	1.42s	1.59s
Shortest Time	0.74s	0.79s	0.94s	0.85s	0.95s	0.86s	0.80s	0.86s	0.94s	0.80s	1.08s	0.94s	0.93s
Longest Time	12.12s	2.24s	1.87s	2.11s	2.96s	1.61s	3.24s	1.38s	7.18s	2.18s	2.73s	2.05s	2.56s
Median Time	0.88s	1.33s	1.28s	1.22s	1.19s	1.15s	1.70s	1.01s	1.07s	1.24s	1.29s	1.46s	1.54s
PStDev Time	2.64s	0.36s	0.22s	0.28s	0.26s	0.21s	0.46s	0.14s	1.17s	0.35s	0.50s	0.32s	0.39s

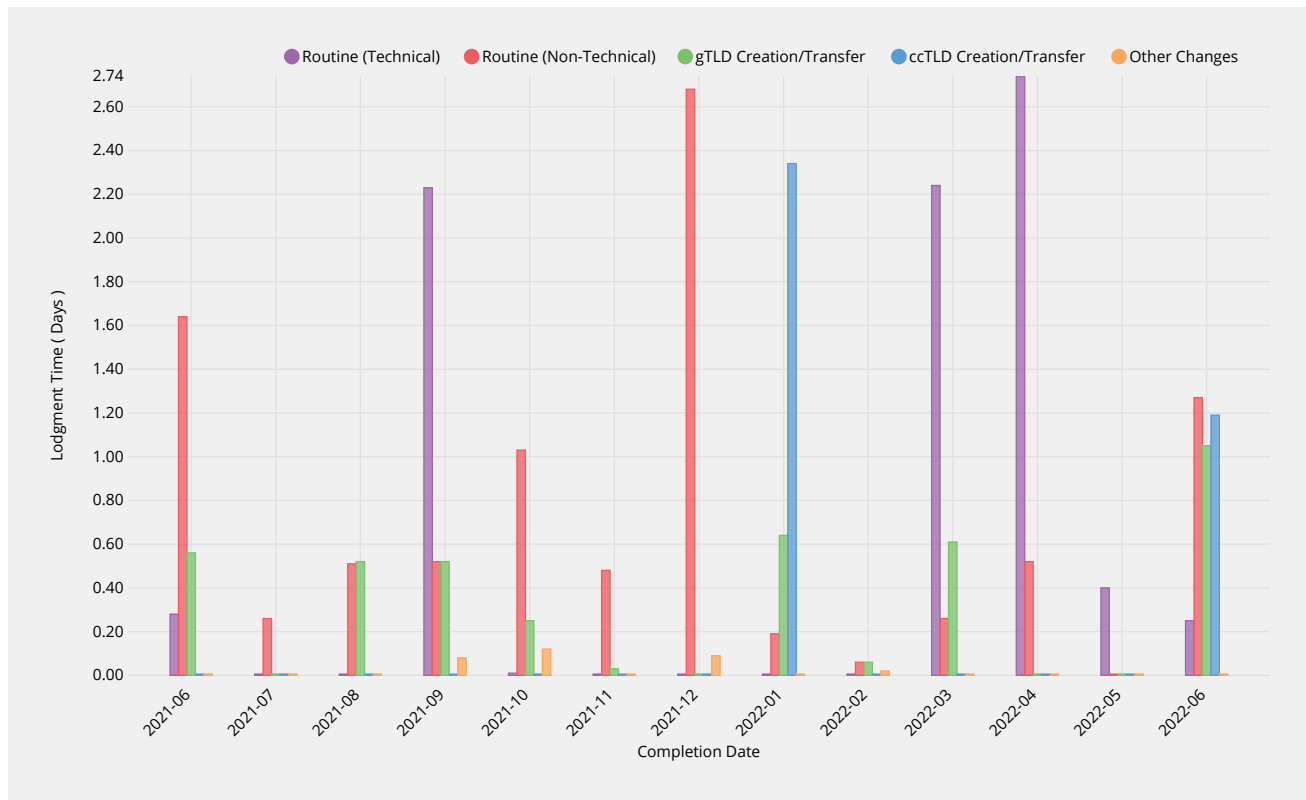
gTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Acceptance Time	13.92s	—	1.49s	1.38s	1.27s	1.59s	—	1.47s	1.15s	2.12s	0.72s	—	2.09s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	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	46	0	31	19	2	2	0	4	2	11	1	0	3
Mean Time	11.09s	—	1.26s	1.26s	1.04s	1.42s	—	1.30s	1.13s	1.31s	0.72s	—	1.63s
Shortest Time	1.54s	—	0.91s	1.10s	0.78s	1.23s	—	1.11s	1.11s	0.67s	0.72s	—	1.36s
Longest Time	17.02s	—	1.52s	1.51s	1.30s	1.61s	—	1.49s	1.15s	2.15s	0.72s	—	2.17s
Median Time	11.52s	—	1.31s	1.27s	1.04s	1.42s	—	1.30s	1.13s	1.23s	0.72s	—	1.38s
PStDev Time	3.15s	—	0.18s	0.09s	0.26s	0.19s	—	0.14s	0.02s	0.42s	0.00s	—	0.38s

ccTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Acceptance Time	—	—	—	—	—	—	—	1.34s	—	—	—	—	1.56s
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	0	0	0	0	0	0	1	0	0	0	0	2
Mean Time	—	—	—	—	—	—	—	1.34s	—	—	—	—	1.50s
Shortest Time	—	—	—	—	—	—	—	1.34s	—	—	—	—	1.44s
Longest Time	—	—	—	—	—	—	—	1.34s	—	—	—	—	1.56s
Median Time	—	—	—	—	—	—	—	1.34s	—	—	—	—	1.50s
PStDev Time	—	—	—	—	—	—	—	0.00s	—	—	—	—	0.06s

Other Changes	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Acceptance Time	—	—	—	1.76s	0.76s	1.65s	0.76s	—	0.77s	—	—	—	—
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	0	0	0	2	3	1	7	0	2	0	0	0	0
Mean Time	—	—	—	1.33s	0.68s	1.65s	0.68s	—	0.71s	—	—	—	—
Shortest Time	—	—	—	0.85s	0.59s	1.65s	0.62s	—	0.65s	—	—	—	—
Longest Time	—	—	—	1.81s	0.77s	1.65s	0.79s	—	0.77s	—	—	—	—
Median Time	—	—	—	1.33s	0.69s	1.65s	0.67s	—	0.71s	—	—	—	—
PStDev Time	—	—	—	0.48s	0.08s	0.00s	0.05s	—	0.06s	—	—	—	—

## Manual Lodgment Time

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



Routine (Technical)	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Lodgment Time	0.28d	—	—	2.23d	0.01d	—	—	—	—	2.24d	2.74d	0.40d	0.25d
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	0	0	1	2	0	0	0	0	1	2	6	1
Mean Time	0.28d	—	—	2.23d	0.01d	—	—	—	—	2.24d	1.63d	0.21d	0.25d
Shortest Time	0.28d	—	—	2.23d	0.01d	—	—	—	—	2.24d	0.39d	0.01d	0.25d
Longest Time	0.28d	—	—	2.23d	0.01d	—	—	—	—	2.24d	2.87d	0.44d	0.25d
Median Time	0.28d	—	—	2.23d	0.01d	—	—	—	—	2.24d	1.63d	0.25d	0.25d
PStDev Time	0.00d	—	—	0.00d	0.00d	—	—	—	—	0.00d	1.24d	0.15d	0.00d

Routine (Non-Technical)	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Lodgment Time	1.64d	0.26d	0.51d	0.52d	1.03d	0.48d	2.68d	0.19d	0.06d	0.26d	0.52d	—	1.27d
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	4	3	1	3	2	3	2	1	1	2	4	0	3
Mean Time	0.73d	0.18d	0.51d	0.43d	0.56d	0.48d	1.41d	0.19d	0.06d	0.22d	0.21d	—	0.62d
Shortest Time	0.02d	0.13d	0.51d	0.28d	0.04d	0.47d	0.00d	0.19d	0.06d	0.18d	0.01d	—	0.22d
Longest Time	1.82d	0.27d	0.51d	0.52d	1.08d	0.48d	2.82d	0.19d	0.06d	0.26d	0.57d	—	1.38d
Median Time	0.54d	0.14d	0.51d	0.48d	0.56d	0.47d	1.41d	0.19d	0.06d	0.22d	0.12d	—	0.24d
PStDev Time	0.66d	0.07d	0.00d	0.10d	0.52d	0.00d	1.41d	0.00d	0.00d	0.04d	0.22d	—	0.54d

gTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Lodgment Time	0.56d	—	0.52d	0.52d	0.25d	0.03d	—	0.64d	0.06d	0.61d	—	—	1.05d
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	4	0	1	1	1	1	0	2	1	1	0	0	2
Mean Time	0.55d	—	0.52d	0.52d	0.25d	0.03d	—	0.34d	0.06d	0.61d	—	—	0.80d
Shortest Time	0.55d	—	0.52d	0.52d	0.25d	0.03d	—	0.01d	0.06d	0.61d	—	—	0.52d
Longest Time	0.56d	—	0.52d	0.52d	0.25d	0.03d	—	0.67d	0.06d	0.61d	—	—	1.08d

gTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Median Time	0.55d	—	0.52d	0.52d	0.25d	0.03d	—	0.34d	0.06d	0.61d	—	—	0.80d
PStDev Time	0.00d	—	0.00d	0.00d	0.00d	0.00d	—	0.33d	0.00d	0.00d	—	—	0.28d

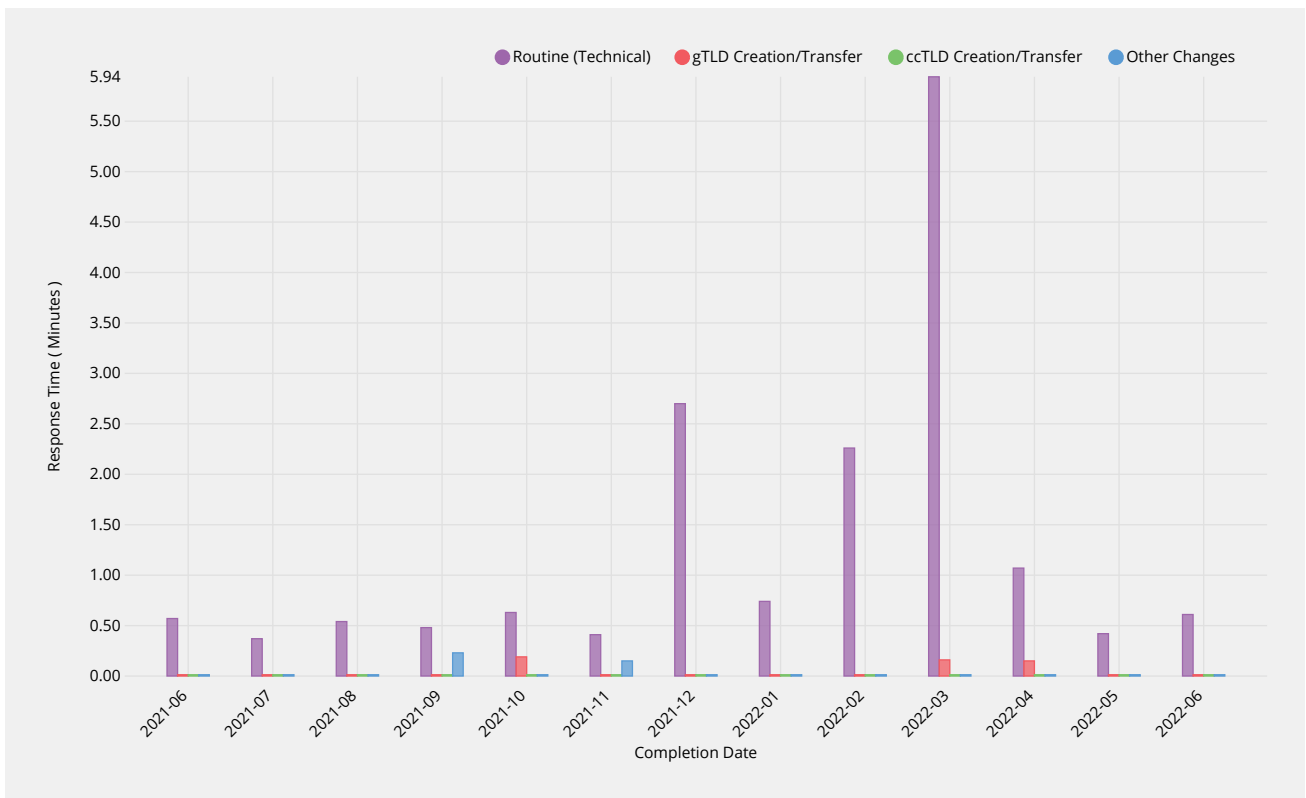
ccTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Lodgment Time	—	—	—	—	—	—	—	2.34d	—	—	—	—	1.19d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	0	0	1	0	0	0	0	1
Mean Time	—	—	—	—	—	—	—	2.34d	—	—	—	—	1.19d
Shortest Time	—	—	—	—	—	—	—	2.34d	—	—	—	—	1.19d
Longest Time	—	—	—	—	—	—	—	2.34d	—	—	—	—	1.19d
Median Time	—	—	—	—	—	—	—	2.34d	—	—	—	—	1.19d
PStDev Time	—	—	—	—	—	—	—	0.00d	—	—	—	—	0.00d

Other Changes	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Lodgment Time	—	—	—	0.08d	0.12d	—	0.09d	—	0.02d	—	—	—	—
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	0	0	1	3	0	7	0	2	0	0	0	0
Mean Time	—	—	—	0.08d	0.05d	—	0.08d	—	0.02d	—	—	—	—
Shortest Time	—	—	—	0.08d	0.01d	—	0.04d	—	0.01d	—	—	—	—
Longest Time	—	—	—	0.08d	0.13d	—	0.09d	—	0.03d	—	—	—	—
Median Time	—	—	—	0.08d	0.01d	—	0.09d	—	0.02d	—	—	—	—
PStDev Time	—	—	—	0.00d	0.06d	—	0.02d	—	0.01d	—	—	—	—

## Technical Checks

### Technical Check (First)

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





Routine (Technical)	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Response Time	0.57m	0.37m	0.54m	0.48m	0.63m	0.41m	2.70m	0.74m	2.26m	5.94m	1.07m	0.42m	0.61m
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	38	270	18	25	235	510	21	55	29	29	25	220	66
Mean Time	0.38m	0.20m	0.28m	0.25m	0.37m	0.25m	0.73m	0.28m	0.47m	1.22m	0.44m	0.20m	0.27m
Shortest Time	0.08m	0.09m	0.12m	0.10m	0.10m	0.09m	0.16m	0.07m	0.09m	0.13m	0.09m	0.07m	0.08m
Longest Time	4.38m	2.82m	0.70m	0.53m	3.35m	2.76m	4.55m	2.02m	2.57m	13.31m	2.66m	3.53m	2.71m
Median Time	0.22m	0.16m	0.24m	0.21m	0.31m	0.23m	0.35m	0.19m	0.20m	0.26m	0.25m	0.14m	0.15m
PStDev Time	0.67m	0.21m	0.14m	0.11m	0.30m	0.19m	1.05m	0.30m	0.67m	2.74m	0.54m	0.34m	0.35m

gTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Response Time	—	—	—	—	0.19m	—	—	—	—	0.16m	0.15m	—	—
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	0	2	0	0	0	0	1	1	0	0
Mean Time	—	—	—	—	0.18m	—	—	—	—	0.16m	0.15m	—	—
Shortest Time	—	—	—	—	0.17m	—	—	—	—	0.16m	0.15m	—	—
Longest Time	—	—	—	—	0.20m	—	—	—	—	0.16m	0.15m	—	—
Median Time	—	—	—	—	0.18m	—	—	—	—	0.16m	0.15m	—	—
PStDev Time	—	—	—	—	0.01m	—	—	—	—	0.00m	0.00m	—	—

ccTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Response Time	—	—	—	—	—	—	—	—	—	—	—	—	—
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	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Response Time	—	—	—	0.23m	—	0.15m	—	—	—	—	—	—	—
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	1	0	1	0	0	0	0	0	0	0
Mean Time	—	—	—	0.23m	—	0.15m	—	—	—	—	—	—	—
Shortest Time	—	—	—	0.23m	—	0.15m	—	—	—	—	—	—	—
Longest Time	—	—	—	0.23m	—	0.15m	—	—	—	—	—	—	—
Median Time	—	—	—	0.23m	—	0.15m	—	—	—	—	—	—	—
PStDev Time	—	—	—	0.00m	—	0.00m	—	—	—	—	—	—	—

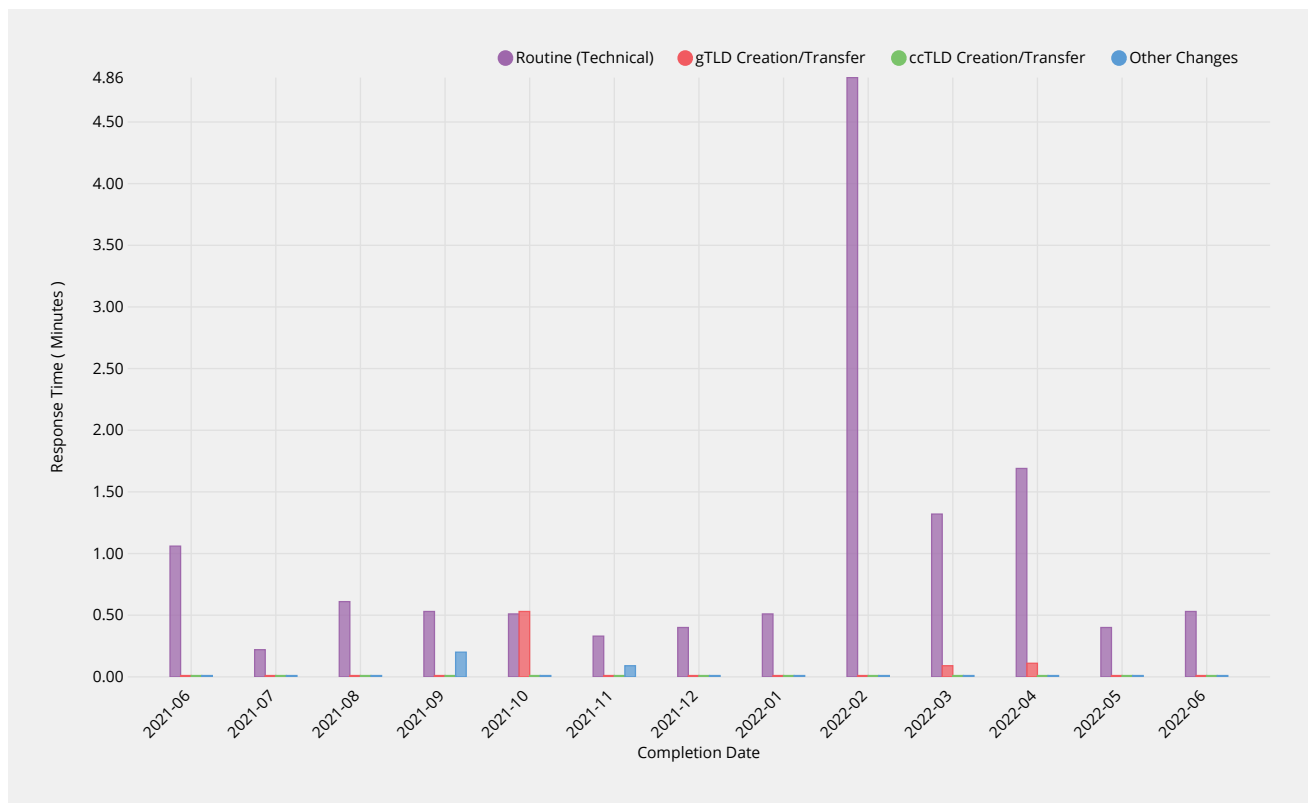


ccTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Response Time	—	—	—	0.18m	—	—	—	—	—	—	—	—	—
Monthly Threshold	10m	10m	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	0	0	0	3	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	0.15m	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	0.14m	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	0.19m	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	0.14m	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	0.02m	—	—	—	—	—	—	—	—	—

## Technical Check (Supplemental)

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



Routine (Technical)	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Response Time	1.06m	0.22m	0.61m	0.53m	0.51m	0.33m	0.40m	0.51m	4.86m	1.32m	1.69m	0.40m	0.53m
Monthly Threshold	10m	10m	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	50	274	16	27	350	528	22	75	44	32	23	220	76
Mean Time	0.40m	0.12m	0.24m	0.22m	0.27m	0.17m	0.27m	0.22m	0.65m	0.31m	0.42m	0.15m	0.29m
Shortest Time	0.05m	0.07m	0.06m	0.07m	0.07m	0.04m	0.13m	0.06m	0.06m	0.06m	0.06m	0.06m	0.06m
Longest Time	4.61m	1.31m	0.71m	0.99m	1.48m	0.63m	0.56m	0.88m	4.93m	2.65m	2.67m	3.60m	3.86m
Median Time	0.30m	0.09m	0.18m	0.09m	0.22m	0.16m	0.29m	0.19m	0.16m	0.16m	0.18m	0.09m	0.10m
PStDev Time	0.71m	0.10m	0.18m	0.20m	0.14m	0.07m	0.10m	0.17m	1.38m	0.54m	0.61m	0.27m	0.61m

gTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Response Time	—	—	—	—	0.53m	—	—	—	—	0.09m	0.11m	—	—

gTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Monthly Threshold	10m	10m	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	0	2	0	0	0	0	1	1	0	0
Mean Time	—	—	—	—	0.32m	—	—	—	—	0.09m	0.11m	—	—
Shortest Time	—	—	—	—	0.08m	—	—	—	—	0.09m	0.11m	—	—
Longest Time	—	—	—	—	0.55m	—	—	—	—	0.09m	0.11m	—	—
Median Time	—	—	—	—	0.32m	—	—	—	—	0.09m	0.11m	—	—
PStDev Time	—	—	—	—	0.24m	—	—	—	—	0.00m	0.00m	—	—

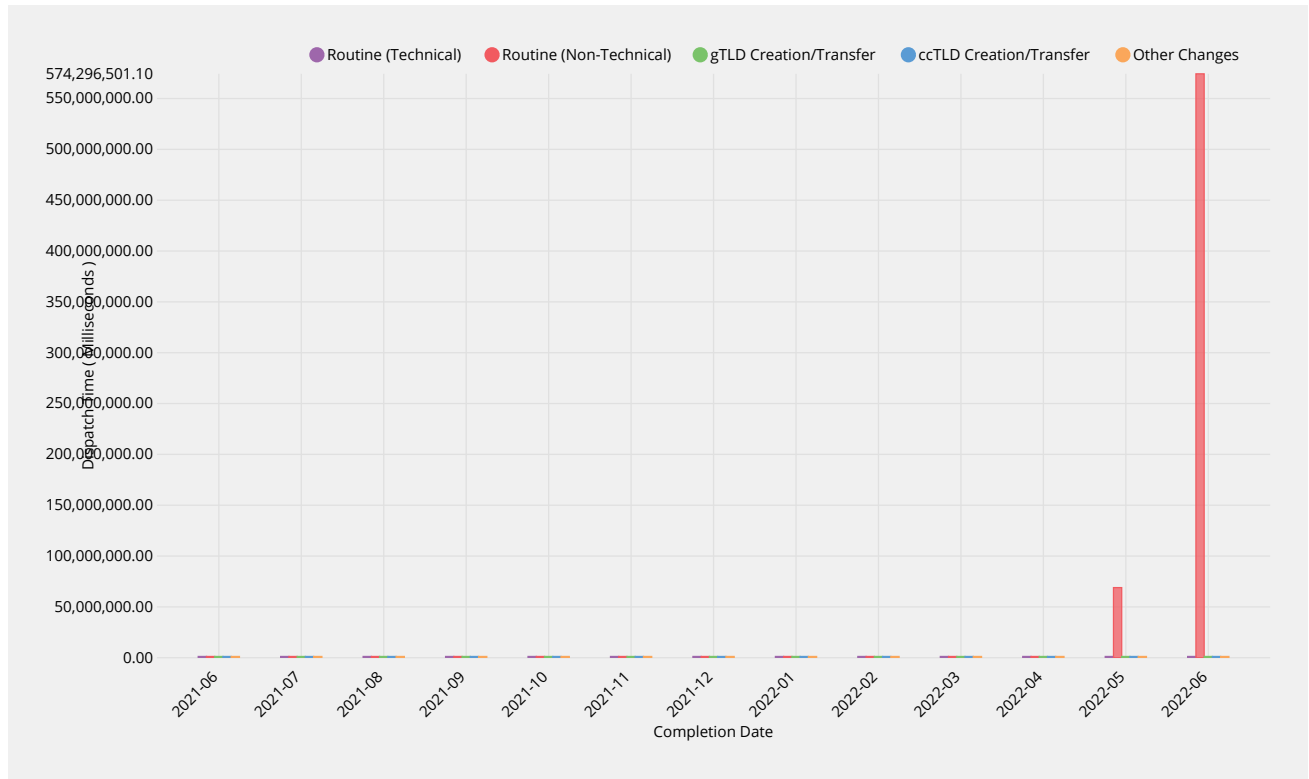
ccTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Response Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Response Time	—	—	—	0.20m	—	0.09m	—	—	—	—	—	—	—
Monthly Threshold	10m	10m	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	0	1	0	0	0	0	0	0	0
Mean Time	—	—	—	0.20m	—	0.09m	—	—	—	—	—	—	—
Shortest Time	—	—	—	0.20m	—	0.09m	—	—	—	—	—	—	—
Longest Time	—	—	—	0.20m	—	0.09m	—	—	—	—	—	—	—
Median Time	—	—	—	0.20m	—	0.09m	—	—	—	—	—	—	—
PStDev Time	—	—	—	0.00m	—	0.00m	—	—	—	—	—	—	—

# Contact Confirmations

## Email Dispatch

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



Routine (Technical)	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Dispatch Time	2.25ms	2.00ms	3.00ms	2.00ms	2.00ms	2.00ms	5.20ms	1.45ms	2.00ms	1.75ms	2.00ms	2.00ms	2.00ms
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	36	269	17	24	233	509	18	52	27	26	23	219	63
Mean Time	1.47ms	1.60ms	1.94ms	1.67ms	1.09ms	1.00ms	1.72ms	0.90ms	1.04ms	0.85ms	1.13ms	1.00ms	5597509.54ms
Shortest Time	0.00ms	0.00ms	1.00ms	1.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	3.00ms	4.00ms	3.00ms	3.00ms	17.00ms	4.00ms	12.00ms	5.00ms	3.00ms	2.00ms	3.00ms	9.00ms	352643033.00ms
Median Time	1.00ms	2.00ms	2.00ms	2.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms
PStDev Time	0.64ms	0.63ms	0.54ms	0.55ms	1.42ms	0.76ms	2.68ms	0.74ms	0.69ms	0.53ms	0.68ms	0.84ms	44074825.55ms

Routine (Non-Technical)	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Dispatch Time	3.00ms	3.00ms	3.10ms	3.20ms	3.00ms	2.10ms	2.00ms	3.00ms	3.00ms	3.20ms	5.00ms	68981689.10ms	574296501.10ms
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	219	23	19	37	78	20	54	14	28	29	11	12	39
Mean Time	1.98ms	2.00ms	2.26ms	2.35ms	2.22ms	1.55ms	1.17ms	1.29ms	1.54ms	1.59ms	2.09ms	12774387.92ms	69396578.77ms
Shortest Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	1.00ms	0.00ms
Longest	4.00ms	3.00ms	4.00ms	5.00ms	9.00ms	4.00ms	3.00ms	3.00ms	5.00ms	6.00ms	6.00ms	153292640.00ms	752305256.00ms

Routine (Non-Technical)	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Time													
Median Time	2.00ms	2.00ms	2.00ms	2.00ms	2.00ms	1.50ms	1.00ms	1.00ms	1.00ms	1.00ms	2.00ms	1.00ms	1.00ms
PStDev Time	0.55ms	0.66ms	0.64ms	0.74ms	1.03ms	0.80ms	0.63ms	0.80ms	1.05ms	1.10ms	1.62ms	42367847.12ms	195107145.84ms

**Exception Narrative**

Primary cause: System upgrade stopped RZMS sending external emails  
 Analysis/Comments: On 20 May 2022 during a planned upgrade to the Root Zone Management System (RZMS) by ICANN, a configuration change was made that prevented delivery of email notifications from the system. The problem was resolved on 31 May 2022. All transactions from the time period were evaluated and it was identified that 6 root zone change requests were impacted, as well as 5 password reset requests. Several of the root zone change requests were completed in June and so are reflected in this report. Where possible, IANA has manually adjusted the SLA timings for "Email Dispatch" to reflect when customers received delayed email notifications or were able to proceed with their request.

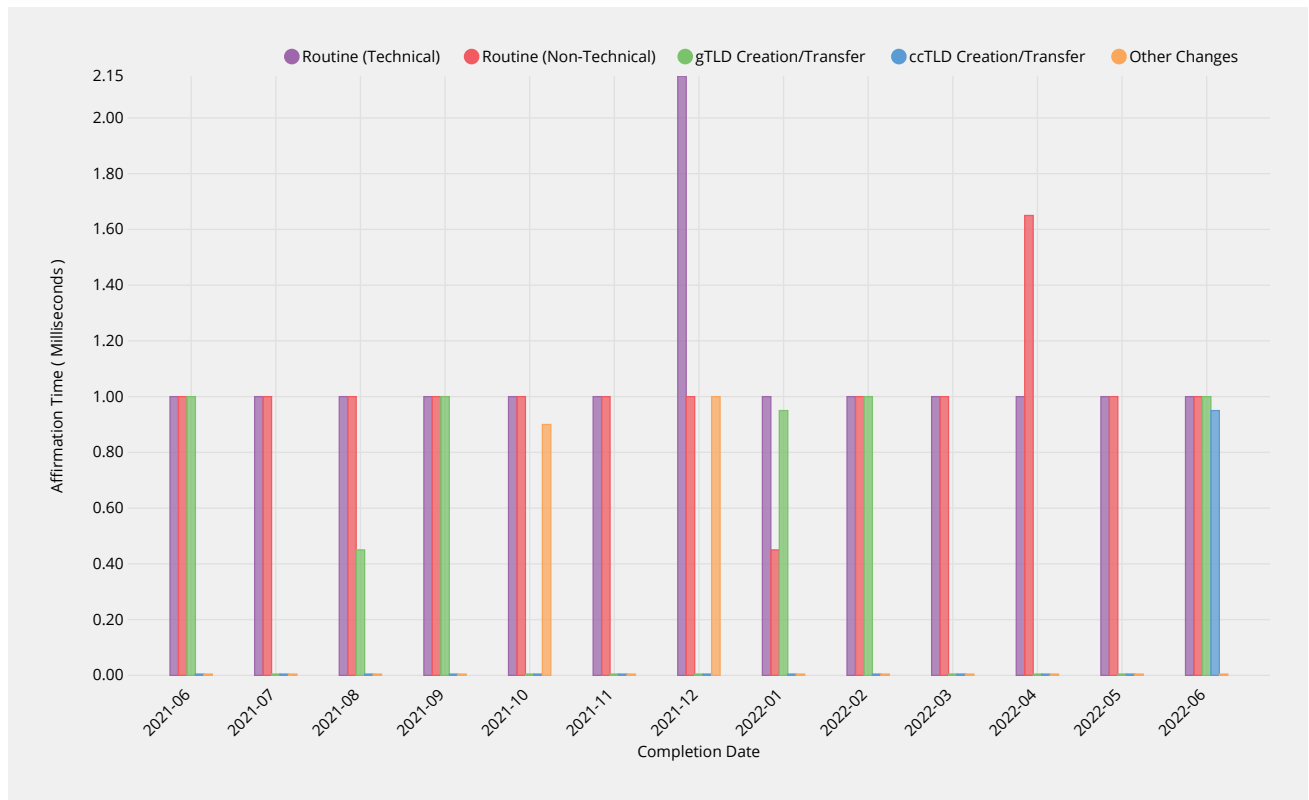
gTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Dispatch Time	3.00ms	—	3.00ms	3.00ms	1.00ms	1.95ms	—	2.00ms	1.90ms	2.00ms	0.00ms	—	2.00ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	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	46	0	31	19	1	2	0	4	2	11	1	0	3
Mean Time	1.93ms	—	2.03ms	2.42ms	1.00ms	1.50ms	—	1.50ms	1.00ms	1.18ms	0.00ms	—	1.67ms
Shortest Time	1.00ms	—	1.00ms	2.00ms	1.00ms	1.00ms	—	1.00ms	0.00ms	1.00ms	0.00ms	—	1.00ms
Longest Time	3.00ms	—	3.00ms	3.00ms	1.00ms	2.00ms	—	2.00ms	2.00ms	2.00ms	0.00ms	—	2.00ms
Median Time	2.00ms	—	2.00ms	2.00ms	1.00ms	1.50ms	—	1.50ms	1.00ms	1.00ms	0.00ms	—	2.00ms
PStDev Time	0.48ms	—	0.59ms	0.49ms	0.00ms	0.50ms	—	0.50ms	1.00ms	0.39ms	0.00ms	—	0.47ms

ccTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Dispatch Time	—	—	—	—	—	—	—	1.00ms	—	—	—	—	3.00ms
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	0	0	0	0	0	0	1	0	0	0	0	2
Mean Time	—	—	—	—	—	—	—	1.00ms	—	—	—	—	3.00ms
Shortest Time	—	—	—	—	—	—	—	1.00ms	—	—	—	—	3.00ms
Longest Time	—	—	—	—	—	—	—	1.00ms	—	—	—	—	3.00ms
Median Time	—	—	—	—	—	—	—	1.00ms	—	—	—	—	3.00ms
PStDev Time	—	—	—	—	—	—	—	0.00ms	—	—	—	—	0.00ms

Other Changes	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Dispatch Time	—	—	—	1.00ms	—	1.00ms	—	—	—	—	—	—	—
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	0	0	1	0	1	0	0	0	0	0	0	0
Mean Time	—	—	—	1.00ms	—	1.00ms	—	—	—	—	—	—	—
Shortest Time	—	—	—	1.00ms	—	1.00ms	—	—	—	—	—	—	—
Longest Time	—	—	—	1.00ms	—	1.00ms	—	—	—	—	—	—	—
Median Time	—	—	—	1.00ms	—	1.00ms	—	—	—	—	—	—	—
PStDev Time	—	—	—	0.00ms	—	0.00ms	—	—	—	—	—	—	—

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	2.15ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms
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	35	269	16	23	233	509	18	52	27	26	23	218	62
Mean Time	0.09ms	0.17ms	0.31ms	0.35ms	0.21ms	0.21ms	0.67ms	0.10ms	0.11ms	0.31ms	0.17ms	0.20ms	0.24ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	1.00ms	1.00ms	1.00ms	2.00ms	3.00ms	4.00ms	3.00ms	1.00ms	1.00ms	2.00ms	1.00ms	1.00ms	1.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.28ms	0.38ms	0.46ms	0.56ms	0.44ms	0.44ms	0.94ms	0.29ms	0.31ms	0.54ms	0.38ms	0.40ms	0.43ms

Routine (Non-Technical)	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	0.45ms	1.00ms	1.00ms	1.65ms	1.00ms	1.00ms
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	216	22	14	32	70	19	49	12	28	26	8	10	33
Mean Time	0.15ms	0.14ms	0.21ms	0.28ms	0.16ms	0.11ms	0.18ms	0.08ms	0.36ms	0.15ms	0.62ms	0.30ms	0.27ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	1.00ms	1.00ms	1.00ms	4.00ms	1.00ms	1.00ms	5.00ms	1.00ms	2.00ms	1.00ms	2.00ms	1.00ms	1.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms
PStDev Time	0.36ms	0.34ms	0.41ms	0.76ms	0.36ms	0.31ms	0.75ms	0.28ms	0.55ms	0.36ms	0.70ms	0.46ms	0.45ms

gTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Affirmation Time	1.00ms	—	0.45ms	1.00ms	0.00ms	0.00ms	—	0.95ms	1.00ms	0.00ms	0.00ms	—	1.00ms
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	46	0	12	19	1	1	0	2	2	11	1	0	3
Mean Time	0.13ms	—	0.08ms	0.11ms	0.00ms	0.00ms	—	0.50ms	1.00ms	0.00ms	0.00ms	—	0.67ms
Shortest Time	0.00ms	—	0.00ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	0.00ms	—	0.00ms

gTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Longest Time	1.00ms	—	1.00ms	1.00ms	0.00ms	0.00ms	—	1.00ms	1.00ms	0.00ms	0.00ms	—	1.00ms
Median Time	0.00ms	—	0.00ms	0.00ms	0.00ms	0.00ms	—	0.50ms	1.00ms	0.00ms	0.00ms	—	1.00ms
PStDev Time	0.34ms	—	0.28ms	0.31ms	0.00ms	0.00ms	—	0.50ms	0.00ms	0.00ms	0.00ms	—	0.47ms

ccTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Affirmation Time	—	—	—	—	—	—	—	—	—	—	—	—	0.95ms
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	0	0	0	0	0	0	0	0	0	0	0	2
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	0.50ms
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.00ms
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	1.00ms
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	0.50ms
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.50ms

Other Changes	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Affirmation Time	—	—	—	0.00ms	0.90ms	0.00ms	1.00ms	—	0.00ms	—	—	—	—
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	0	0	2	3	1	7	0	2	0	0	0	0
Mean Time	—	—	—	0.00ms	0.33ms	0.00ms	0.29ms	—	0.00ms	—	—	—	—
Shortest Time	—	—	—	0.00ms	0.00ms	0.00ms	0.00ms	—	0.00ms	—	—	—	—
Longest Time	—	—	—	0.00ms	1.00ms	0.00ms	1.00ms	—	0.00ms	—	—	—	—
Median Time	—	—	—	0.00ms	0.00ms	0.00ms	0.00ms	—	0.00ms	—	—	—	—
PStDev Time	—	—	—	0.00ms	0.47ms	0.00ms	0.45ms	—	0.00ms	—	—	—	—





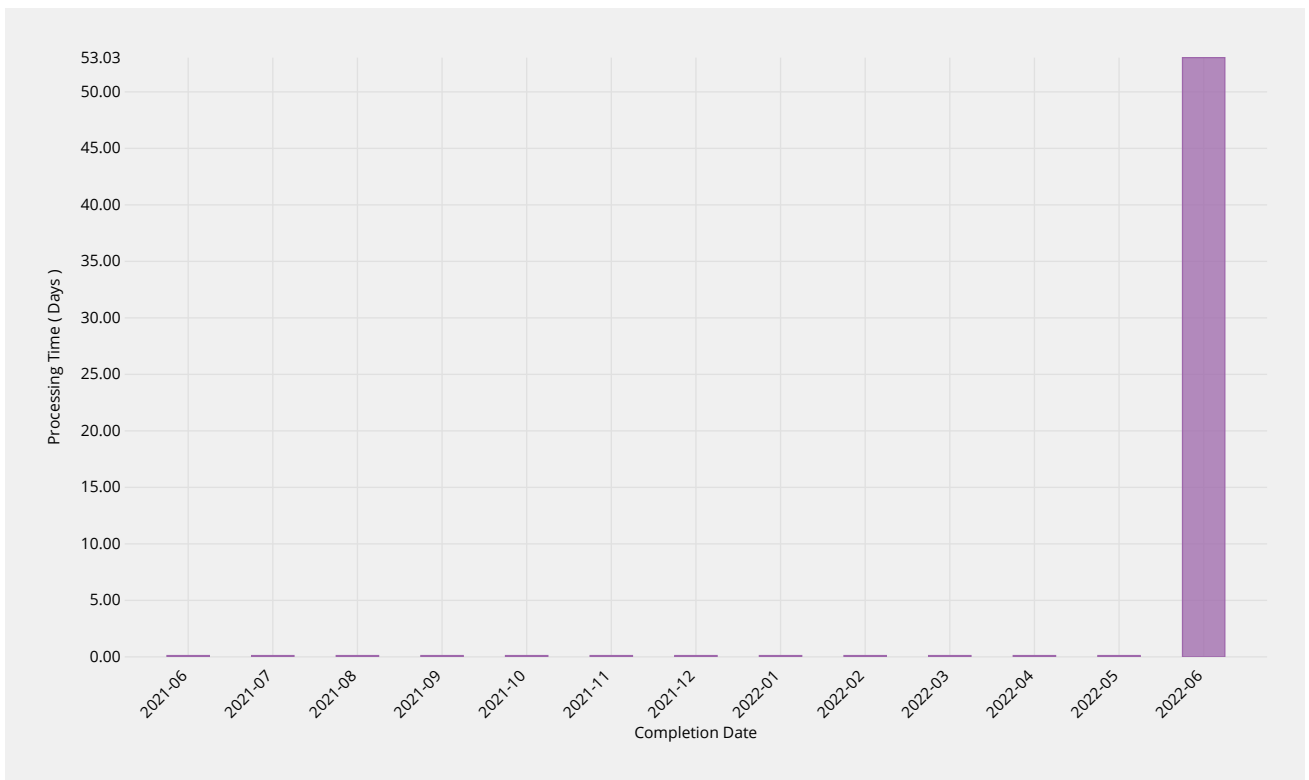
gTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Request Count	46	0	12	19	1	1	0	2	2	11	1	0	3
Mean Time	0.01d	—	0.11d	0.04d	1.96d	0.23d	—	0.01d	0.46d	0.15d	2.68d	—	0.07d
Shortest Time	0.00d	—	0.02d	0.04d	1.96d	0.23d	—	0.01d	0.24d	0.08d	2.68d	—	0.03d
Longest Time	0.12d	—	0.33d	0.05d	1.96d	0.23d	—	0.02d	0.67d	0.81d	2.68d	—	0.09d
Median Time	0.00d	—	0.06d	0.04d	1.96d	0.23d	—	0.01d	0.46d	0.08d	2.68d	—	0.08d
PStDev Time	0.03d	—	0.10d	0.00d	0.00d	0.00d	—	0.00d	0.21d	0.21d	0.00d	—	0.03d

ccTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Processing Time	—	—	—	—	—	—	—	—	—	—	—	—	48.67d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	2
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	48.67d
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	48.67d
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	48.67d
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	48.67d
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.00d

Other Changes	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Processing Time	—	—	—	0.87d	1.24d	0.62d	1.58d	—	0.16d	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	2	3	1	7	0	2	0	0	0	0
Mean Time	—	—	—	0.46d	0.46d	0.62d	0.26d	—	0.10d	—	—	—	—
Shortest Time	—	—	—	0.05d	0.06d	0.62d	0.04d	—	0.03d	—	—	—	—
Longest Time	—	—	—	0.87d	1.24d	0.62d	1.58d	—	0.16d	—	—	—	—
Median Time	—	—	—	0.46d	0.09d	0.62d	0.04d	—	0.10d	—	—	—	—
PStDev Time	—	—	—	0.41d	0.55d	0.00d	0.54d	—	0.07d	—	—	—	—

### Third Party Approval

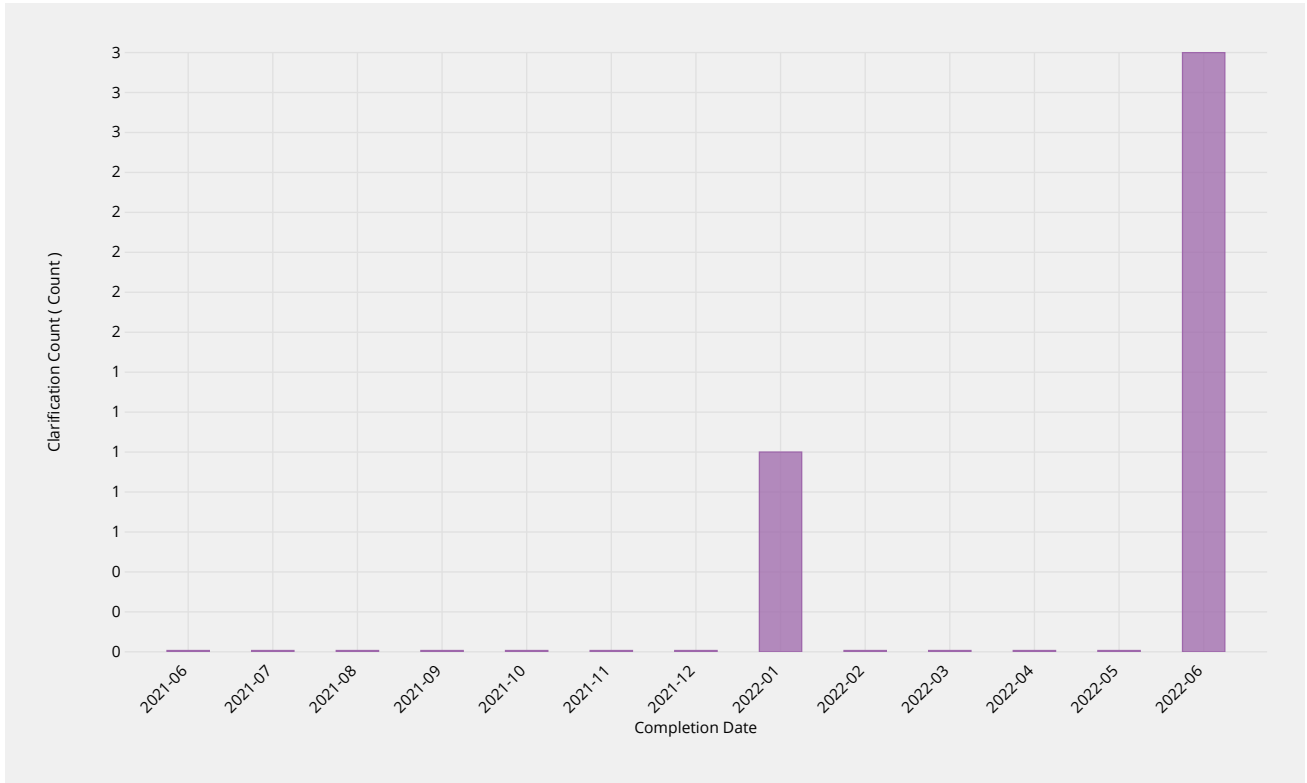
Time for third party review of request (e.g. by ICANN Board of Directors, PTI Board or other relevant verification parties).





## Requester Clarification

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



Requester Clarification	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Clarification Count	—	—	—	—	—	—	—	1	—	—	—	—	3
Request Count	0	0	0	0	0	0	0	1	0	0	0	0	2
Lowest Count	—	—	—	—	—	—	—	1	—	—	—	—	1
Highest Count	—	—	—	—	—	—	—	1	—	—	—	—	2



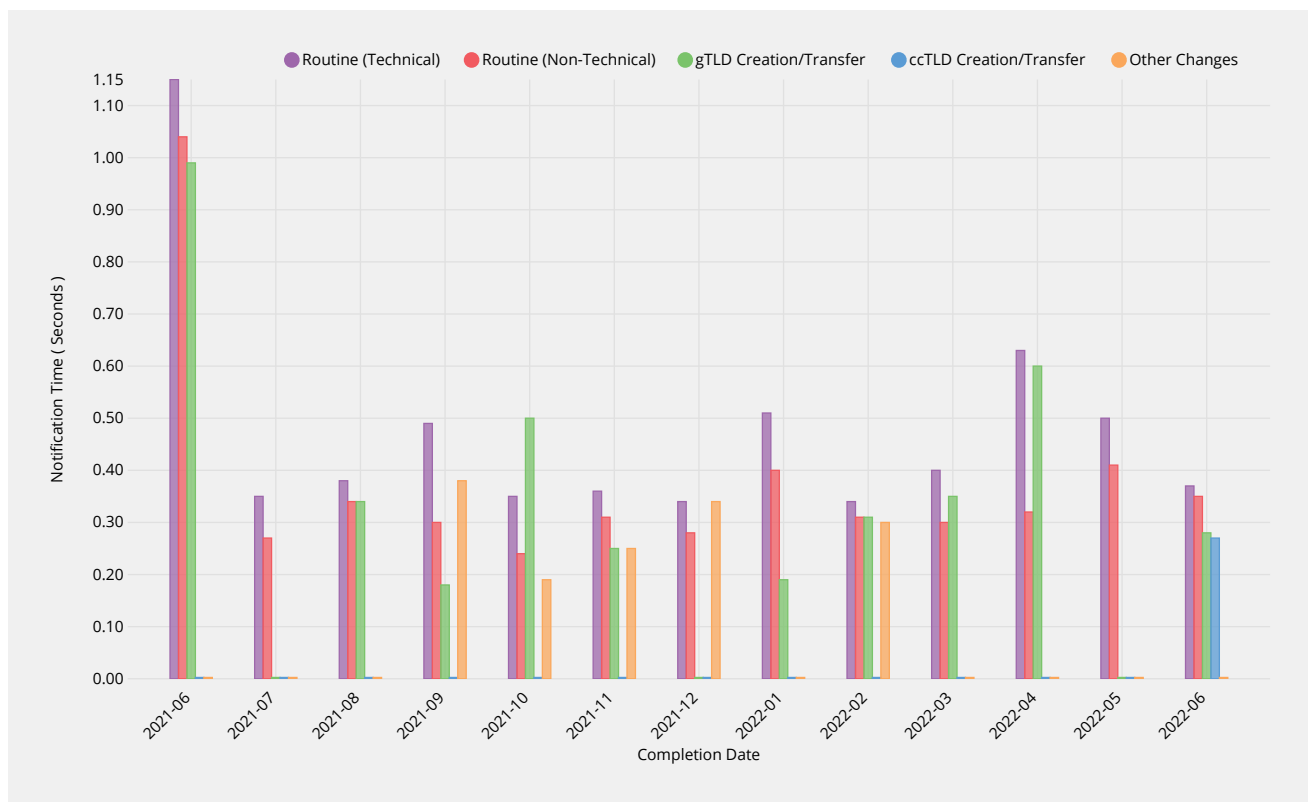


ccTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Publication Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Publication Time	—	—	—	6.57h	19.87h	7.28h	2.72h	—	25.81h	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	0	0	0	2	3	1	7	0	2	0	0	0	0
Mean Time	—	—	—	6.01h	15.11h	7.28h	2.09h	—	13.52h	—	—	—	—
Shortest Time	—	—	—	5.45h	7.05h	7.28h	1.98h	—	1.23h	—	—	—	—
Longest Time	—	—	—	6.57h	19.87h	7.28h	2.72h	—	25.81h	—	—	—	—
Median Time	—	—	—	6.01h	18.43h	7.28h	1.99h	—	13.52h	—	—	—	—
PStDev Time	—	—	—	0.56h	5.74h	0.00h	0.25h	—	12.29h	—	—	—	—

## Notification of Completion

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



Routine (Technical)	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Notification Time	1.15s	0.35s	0.38s	0.49s	0.35s	0.36s	0.34s	0.51s	0.34s	0.40s	0.63s	0.50s	0.37s
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	34	268	16	23	233	509	18	51	27	25	23	218	62
Mean Time	0.35s	0.19s	0.22s	0.26s	0.22s	0.23s	0.21s	0.27s	0.22s	0.23s	0.28s	0.30s	0.23s
Shortest Time	0.14s	0.13s	0.13s	0.14s	0.13s	0.12s	0.14s	0.13s	0.13s	0.13s	0.14s	0.13s	0.13s
Longest Time	2.00s	0.49s	0.39s	0.54s	1.14s	2.76s	0.42s	0.56s	0.39s	0.41s	0.64s	0.82s	0.53s
Median Time	0.20s	0.17s	0.17s	0.26s	0.20s	0.21s	0.18s	0.27s	0.21s	0.23s	0.22s	0.28s	0.19s
PStDev Time	0.41s	0.07s	0.09s	0.10s	0.08s	0.18s	0.07s	0.11s	0.07s	0.08s	0.15s	0.10s	0.08s

Routine (Non-Technical)	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Notification Time	1.04s	0.27s	0.34s	0.30s	0.24s	0.31s	0.28s	0.40s	0.31s	0.30s	0.32s	0.41s	0.35s
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	216	22	14	32	70	19	49	12	27	26	8	10	32
Mean Time	0.40s	0.19s	0.20s	0.18s	0.15s	0.20s	0.19s	0.22s	0.20s	0.21s	0.23s	0.25s	0.23s
Shortest Time	0.12s	0.14s	0.14s	0.13s	0.13s	0.13s	0.14s	0.14s	0.14s	0.14s	0.14s	0.15s	0.14s
Longest Time	8.28s	0.34s	0.43s	0.32s	0.28s	0.31s	0.36s	0.45s	0.35s	0.31s	0.36s	0.45s	0.58s
Median Time	0.15s	0.17s	0.16s	0.15s	0.14s	0.18s	0.17s	0.16s	0.17s	0.19s	0.23s	0.25s	0.20s
PStDev Time	0.66s	0.05s	0.08s	0.06s	0.03s	0.06s	0.05s	0.10s	0.06s	0.05s	0.06s	0.09s	0.09s

gTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Notification Time	0.99s	—	0.34s	0.18s	0.50s	0.25s	—	0.19s	0.31s	0.35s	0.60s	—	0.28s
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%
Notification Count	46	0	12	19	1	1	0	2	2	11	1	0	3
Mean Time	0.83s	—	0.21s	0.15s	0.50s	0.25s	—	0.17s	0.25s	0.19s	0.60s	—	0.23s
Shortest Time	0.14s	—	0.14s	0.14s	0.50s	0.25s	—	0.15s	0.20s	0.15s	0.60s	—	0.14s
Longest Time	1.07s	—	0.36s	0.18s	0.50s	0.25s	—	0.20s	0.31s	0.41s	0.60s	—	0.28s
Median Time	0.92s	—	0.15s	0.14s	0.50s	0.25s	—	0.17s	0.25s	0.16s	0.60s	—	0.26s
PStDev Time	0.26s	—	0.08s	0.01s	0.00s	0.00s	—	0.02s	0.06s	0.08s	0.00s	—	0.06s

ccTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Notification Time	—	—	—	—	—	—	—	—	—	—	—	—	0.27s
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	0	0	0	0	0	0	0	0	0	0	0	2
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	0.24s
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.20s
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.28s
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	0.24s
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.04s

Other Changes	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Notification Time	—	—	—	0.38s	0.19s	0.25s	0.34s	—	0.30s	—	—	—	—
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	0	0	2	3	1	7	0	2	0	0	0	0
Mean Time	—	—	—	0.33s	0.17s	0.25s	0.22s	—	0.26s	—	—	—	—
Shortest Time	—	—	—	0.28s	0.15s	0.25s	0.17s	—	0.21s	—	—	—	—
Longest Time	—	—	—	0.39s	0.19s	0.25s	0.35s	—	0.30s	—	—	—	—
Median Time	—	—	—	0.33s	0.18s	0.25s	0.17s	—	0.26s	—	—	—	—
PStDev Time	—	—	—	0.05s	0.02s	0.00s	0.07s	—	0.04s	—	—	—	—





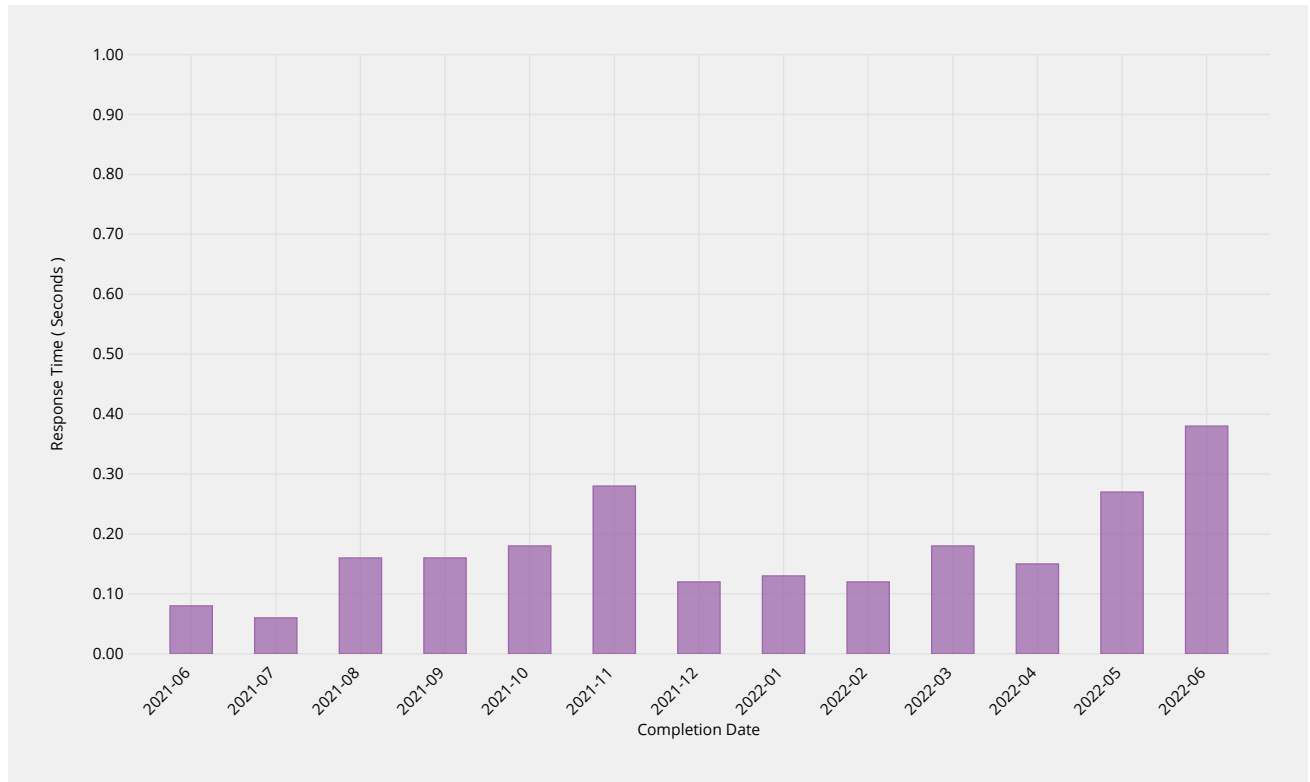






## Credential Recovery

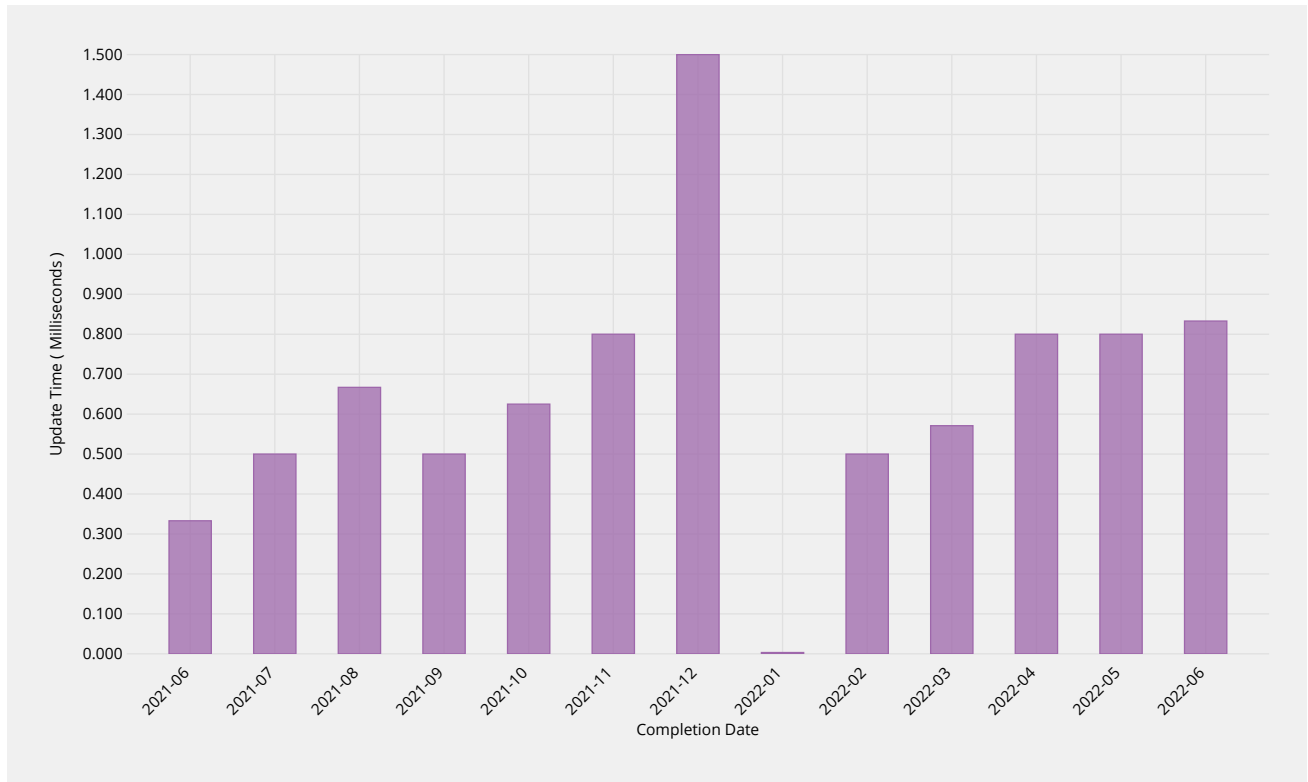
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Response Time	0.08s	0.06s	0.16s	0.16s	0.18s	0.28s	0.12s	0.13s	0.12s	0.18s	0.15s	0.27s	0.38s
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	11	2	7	2	9	9	4	2	8	8	5	20	6
Mean Time	0.05s	0.04s	0.11s	0.15s	0.11s	0.10s	0.06s	0.09s	0.06s	0.11s	0.12s	0.14s	0.20s
Shortest Time	0.01s	0.01s	0.05s	0.14s	0.04s	0.02s	0.01s	0.04s	0.01s	0.03s	0.07s	0.06s	0.05s
Longest Time	0.08s	0.06s	0.16s	0.16s	0.20s	0.38s	0.13s	0.14s	0.13s	0.18s	0.15s	0.33s	0.43s
Median Time	0.05s	0.04s	0.09s	0.15s	0.12s	0.06s	0.05s	0.09s	0.05s	0.12s	0.12s	0.14s	0.17s
PStDev Time	0.02s	0.02s	0.04s	0.01s	0.05s	0.10s	0.04s	0.05s	0.03s	0.05s	0.03s	0.07s	0.12s

## Credential Change

Time to implement new password within the system.

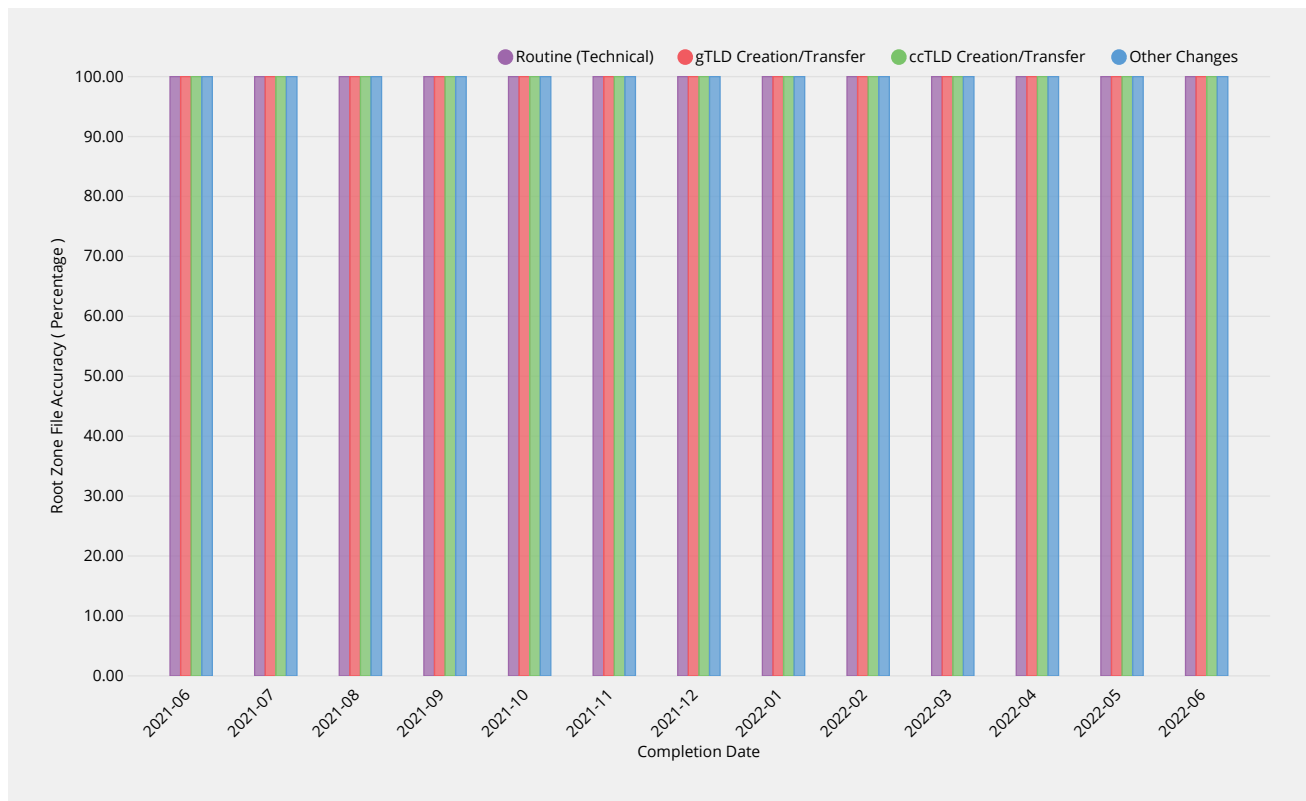


Credential Change	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Update Time	1.000ms	0.950ms	1.750ms	0.950ms	1.650ms	1.000ms	1.950ms	0.000ms	1.000ms	1.000ms	1.000ms	1.800ms	1.750ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	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	2	6	2	8	5	2	2	4	7	5	5	6
Mean Time	0.333ms	0.500ms	0.667ms	0.500ms	0.625ms	0.800ms	1.500ms	0.000ms	0.500ms	0.571ms	0.800ms	0.800ms	0.833ms
Shortest Time	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	1.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms
Longest Time	1.000ms	1.000ms	2.000ms	1.000ms	2.000ms	1.000ms	2.000ms	0.000ms	1.000ms	1.000ms	1.000ms	2.000ms	2.000ms
Median Time	0.000ms	0.500ms	0.500ms	0.500ms	0.500ms	1.000ms	1.500ms	0.000ms	0.500ms	1.000ms	1.000ms	1.000ms	1.000ms
PStDev Time	0.471ms	0.500ms	0.745ms	0.500ms	0.696ms	0.400ms	0.500ms	0.000ms	0.500ms	0.495ms	0.400ms	0.748ms	0.687ms

# Accuracy

## Root Zone File

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



Routine (Technical)	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
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	34	269	16	23	233	509	18	51	27	25	23	218	62

gTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
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	46	0	12	19	1	1	0	2	2	11	1	0	3

ccTLD Creation/Transfer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
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	0	0	0	0	0	0	0	0	0	0	0	2

Other Changes	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
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	0	0	2	3	1	7	0	2	0	0	0	0



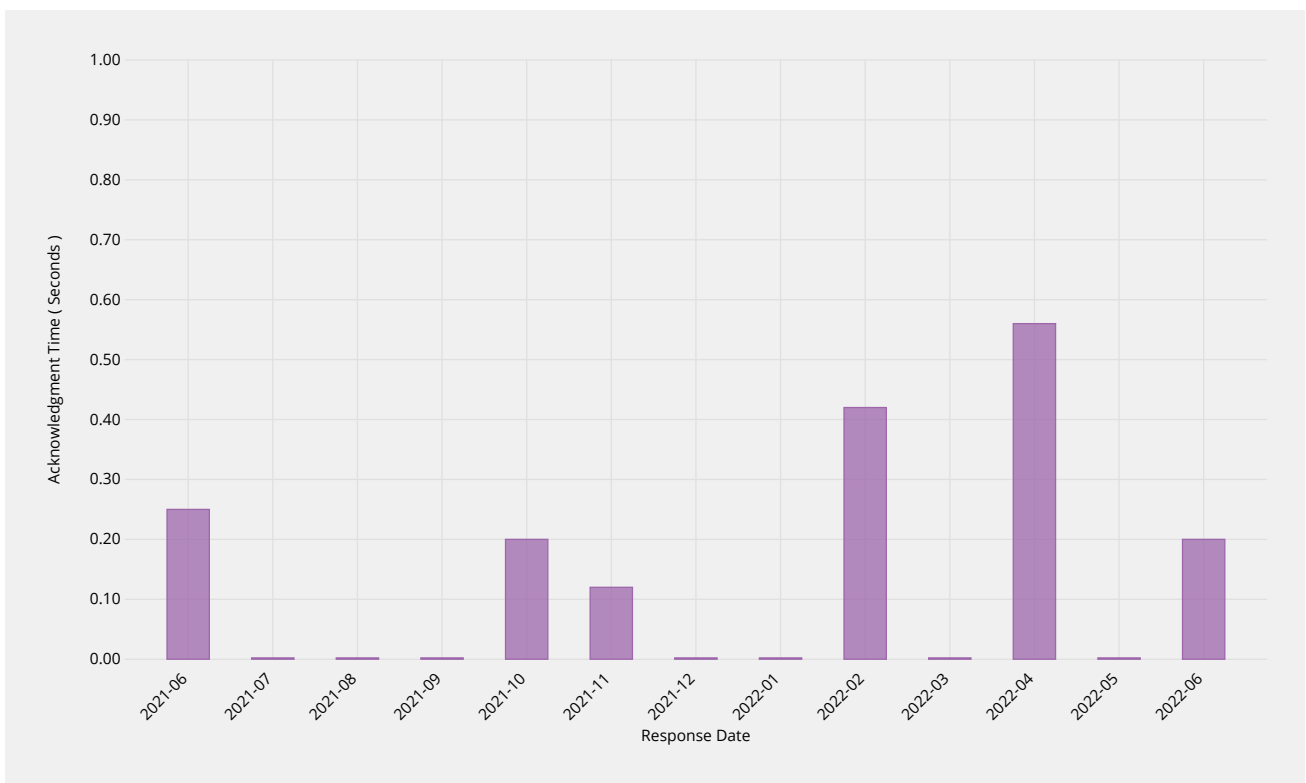


Other Changes	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Request Count	0	0	0	2	3	1	7	0	2	0	0	0	0

## Enquiry Processing

### Time to acknowledge

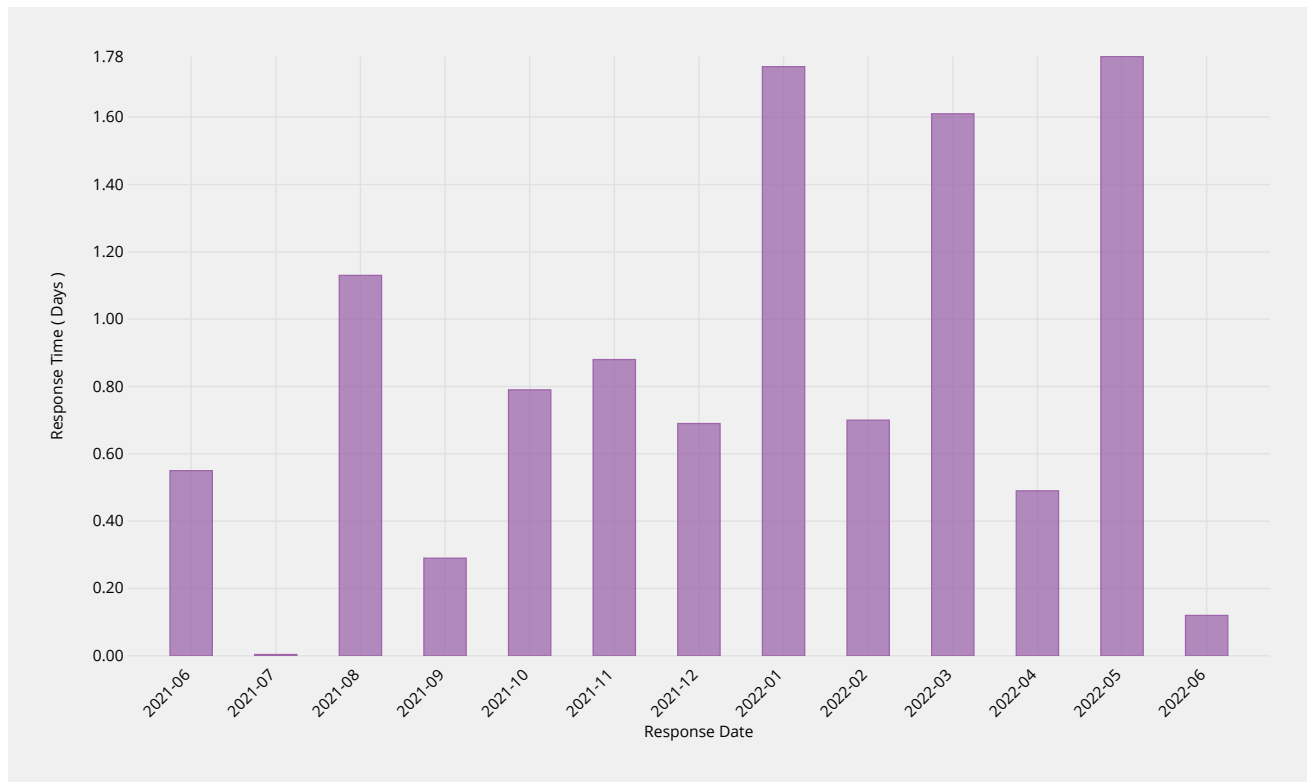
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Acknowledgment Time	0.85s	—	0.00s	0.00s	0.80s	0.65s	0.00s	0.00s	1.00s	0.00s	1.00s	0.00s	0.80s
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	4	0	3	4	5	8	2	4	12	5	9	7	5
Mean Time	0.25s	—	0.00s	0.00s	0.20s	0.12s	0.00s	0.00s	0.42s	0.00s	0.56s	0.00s	0.20s
Shortest Time	0.00s	—	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Longest Time	1.00s	—	0.00s	0.00s	1.00s	1.00s	0.00s	0.00s	1.00s	0.00s	1.00s	0.00s	1.00s
Median Time	0.00s	—	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	1.00s	0.00s	0.00s
PStDev Time	0.43s	—	0.00s	0.00s	0.40s	0.33s	0.00s	0.00s	0.49s	0.00s	0.50s	0.00s	0.40s

## Time to initial response

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

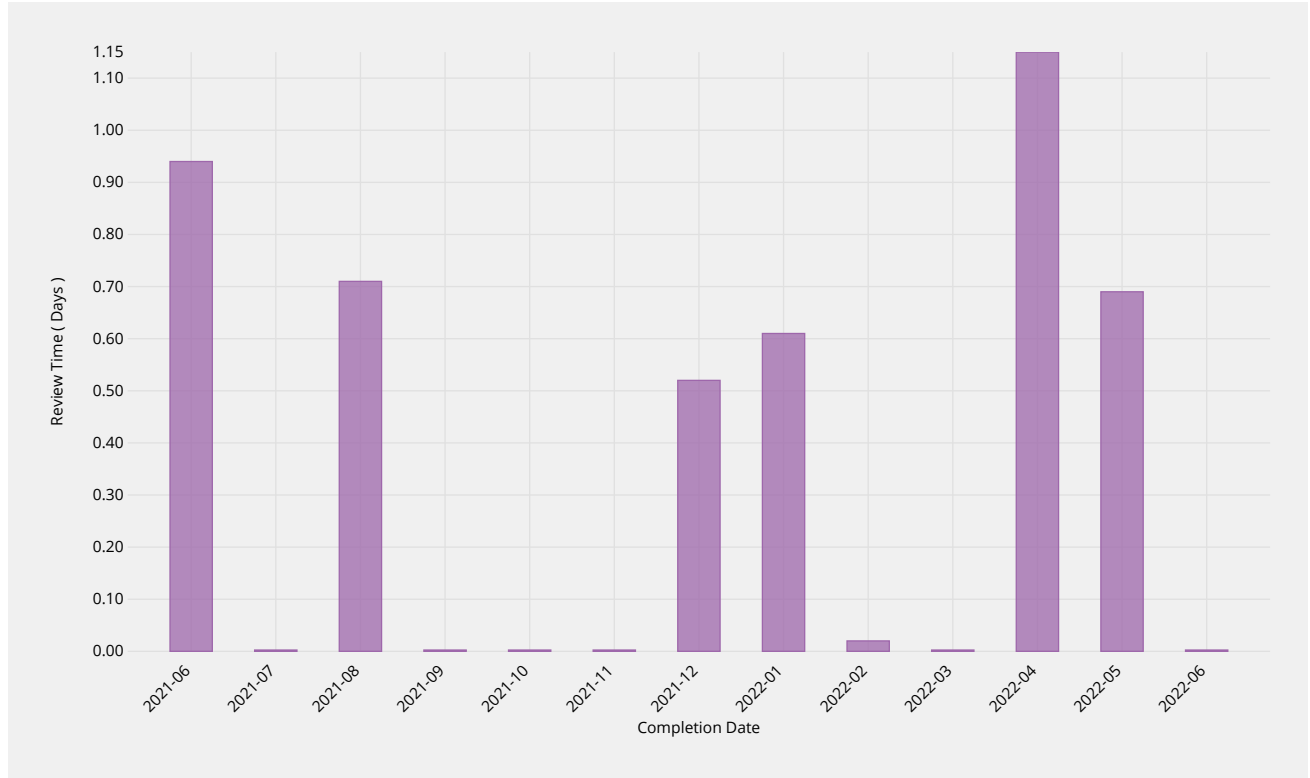


Manual Enquiries	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Response Time	0.80d	—	2.68d	0.56d	1.71d	2.26d	1.19d	2.80d	2.21d	3.90d	1.01d	4.37d	0.23d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	4	0	3	4	5	7	3	4	11	6	5	6	4
Mean Time	0.55d	—	1.13d	0.29d	0.79d	0.88d	0.69d	1.75d	0.70d	1.61d	0.49d	1.78d	0.12d
Shortest Time	0.26d	—	0.01d	0.04d	0.02d	0.07d	0.04d	0.00d	0.02d	0.01d	0.05d	0.05d	0.02d
Longest Time	0.88d	—	3.34d	0.67d	1.89d	2.75d	1.32d	3.08d	2.25d	4.95d	1.18d	5.79d	0.25d
Median Time	0.53d	—	0.04d	0.22d	0.36d	0.36d	0.71d	1.96d	0.28d	0.82d	0.38d	0.77d	0.10d
PStDev Time	0.23d	—	1.56d	0.24d	0.74d	0.98d	0.52d	1.12d	0.79d	1.79d	0.43d	2.02d	0.10d

# Label Generation Rulesets

## Review Time

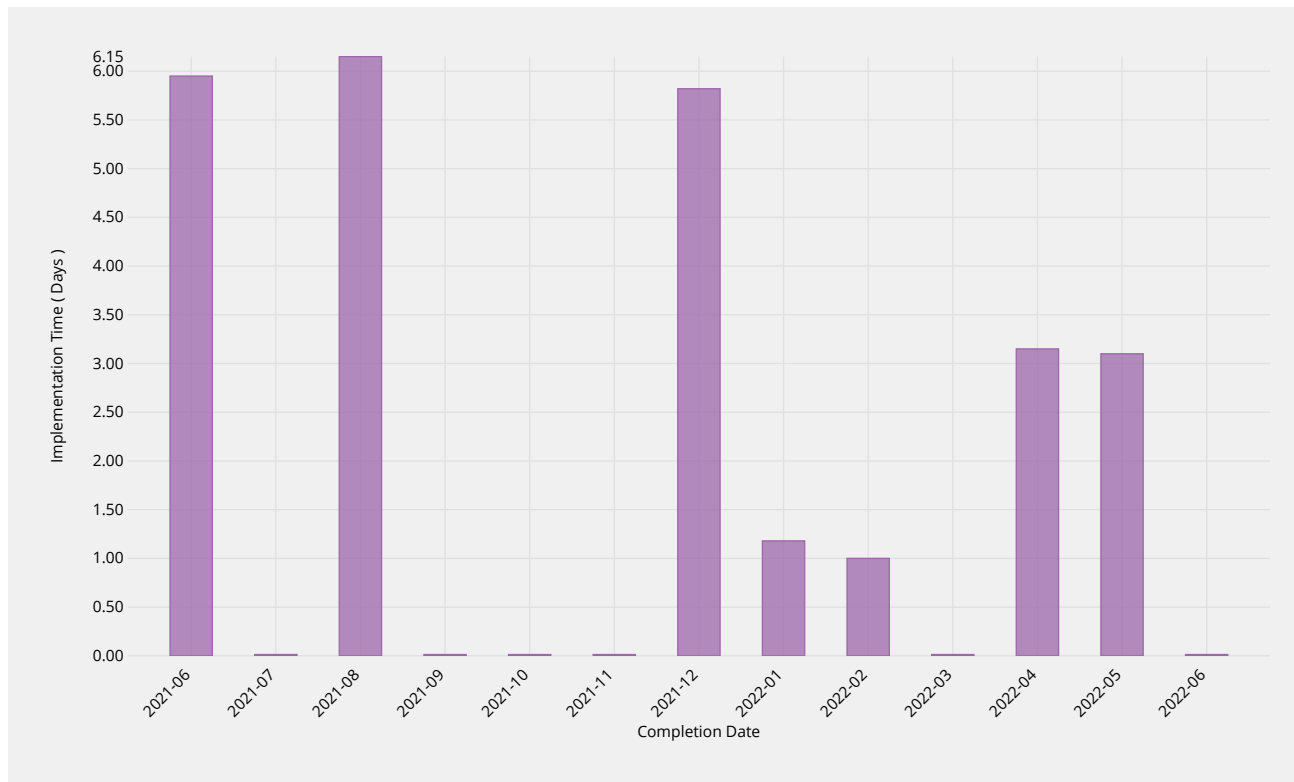
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Review Time	0.94d	—	0.71d	—	—	—	0.52d	0.61d	0.02d	—	1.15d	0.69d	—
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%
Review Count	9	0	5	0	0	0	1	2	1	0	1	3	0
Shortest Time	0.08d	—	0.24d	—	—	—	0.52d	0.25d	0.02d	—	1.15d	0.16d	—
Longest Time	1.10d	—	0.71d	—	—	—	0.52d	0.65d	0.02d	—	1.15d	0.69d	—
Median Time	0.67d	—	0.49d	—	—	—	0.52d	0.45d	0.02d	—	1.15d	0.68d	—
PStDev Time	0.35d	—	0.18d	—	—	—	0.00d	0.20d	0.00d	—	0.00d	0.25d	—

## Implementation Time

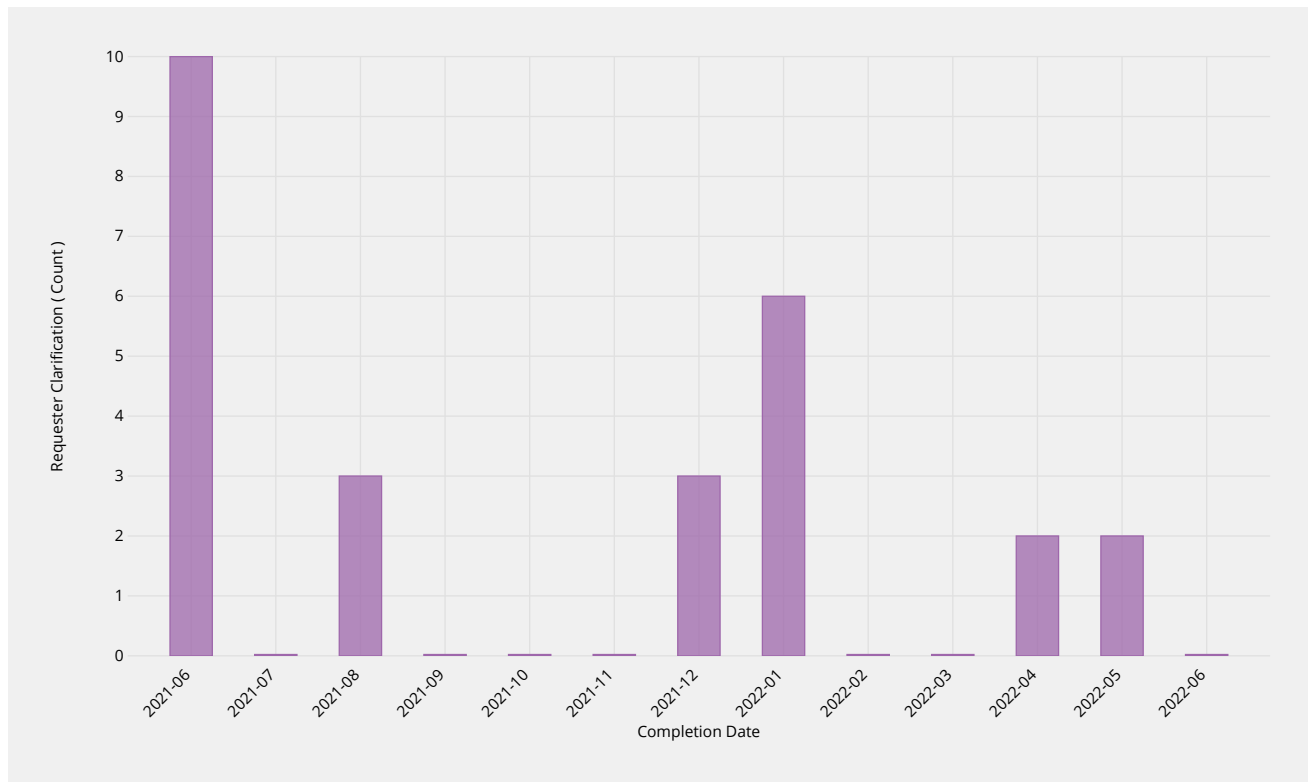
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Implementation Time	5.95d	—	6.15d	—	—	—	5.82d	1.18d	1.00d	—	3.15d	3.10d	—
Monthly Threshold	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d
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	9	0	5	0	0	0	1	2	1	0	1	3	0
Shortest Time	2.91d	—	1.23d	—	—	—	5.82d	0.93d	1.00d	—	3.15d	0.31d	—
Longest Time	6.36d	—	6.15d	—	—	—	5.82d	1.20d	1.00d	—	3.15d	3.79d	—
Median Time	5.29d	—	6.13d	—	—	—	5.82d	1.07d	1.00d	—	3.15d	0.31d	—
PStDev Time	1.02d	—	2.39d	—	—	—	0.00d	0.14d	0.00d	—	0.00d	1.64d	—

## Requester Clarification

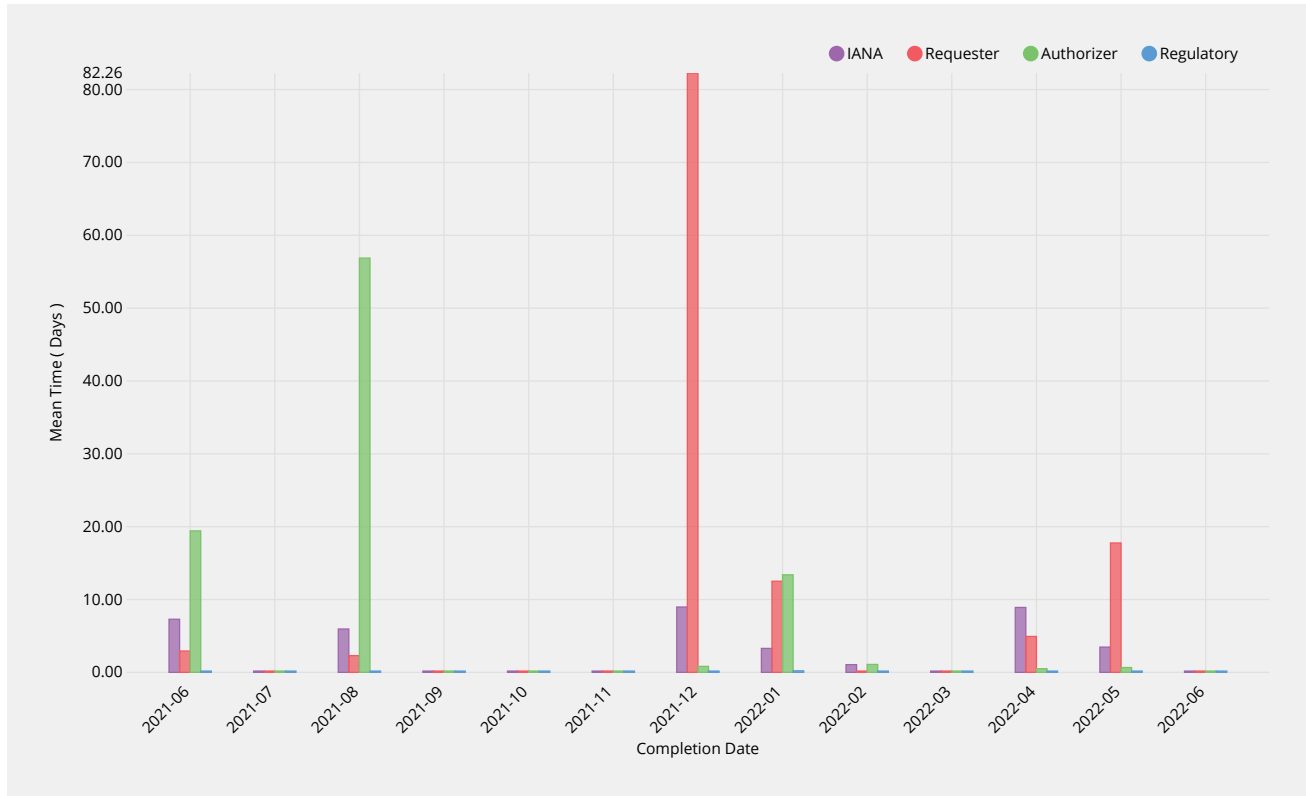
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Count	10	—	3	—	—	—	3	6	0	—	2	2	—
Request Count	9	0	5	0	0	0	1	2	1	0	1	3	0
Shortest Clarification	0	—	0	—	—	—	3	1	0	—	2	0	—
Longest Clarification	3	—	2	—	—	—	3	5	0	—	2	1	—

## Time per Actor

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



IANA	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Mean Time	7.29d	—	5.95d	—	—	—	8.97d	3.29d	1.06d	—	8.91d	3.47d	—
Review Count	9	0	5	0	0	0	1	2	1	0	1	3	0
Shortest Time	3.42d	—	2.00d	—	—	—	8.97d	2.87d	1.06d	—	8.91d	3.05d	—
Longest Time	10.48d	—	8.27d	—	—	—	8.97d	3.70d	1.06d	—	8.91d	4.28d	—
Median Time	7.32d	—	8.10d	—	—	—	8.97d	3.29d	1.06d	—	8.91d	3.07d	—
PStDev Time	2.04d	—	2.80d	—	—	—	0.00d	0.41d	0.00d	—	0.00d	0.58d	—

Requester	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Mean Time	2.93d	—	2.30d	—	—	—	82.26d	12.51d	—	—	4.93d	17.76d	—
Review Count	7	0	2	0	0	0	1	2	0	0	1	2	0
Shortest Time	0.20d	—	0.24d	—	—	—	82.26d	10.88d	—	—	4.93d	17.72d	—
Longest Time	9.55d	—	4.36d	—	—	—	82.26d	14.14d	—	—	4.93d	17.80d	—
Median Time	0.94d	—	2.30d	—	—	—	82.26d	12.51d	—	—	4.93d	17.76d	—
PStDev Time	3.86d	—	2.06d	—	—	—	0.00d	1.63d	—	—	0.00d	0.04d	—

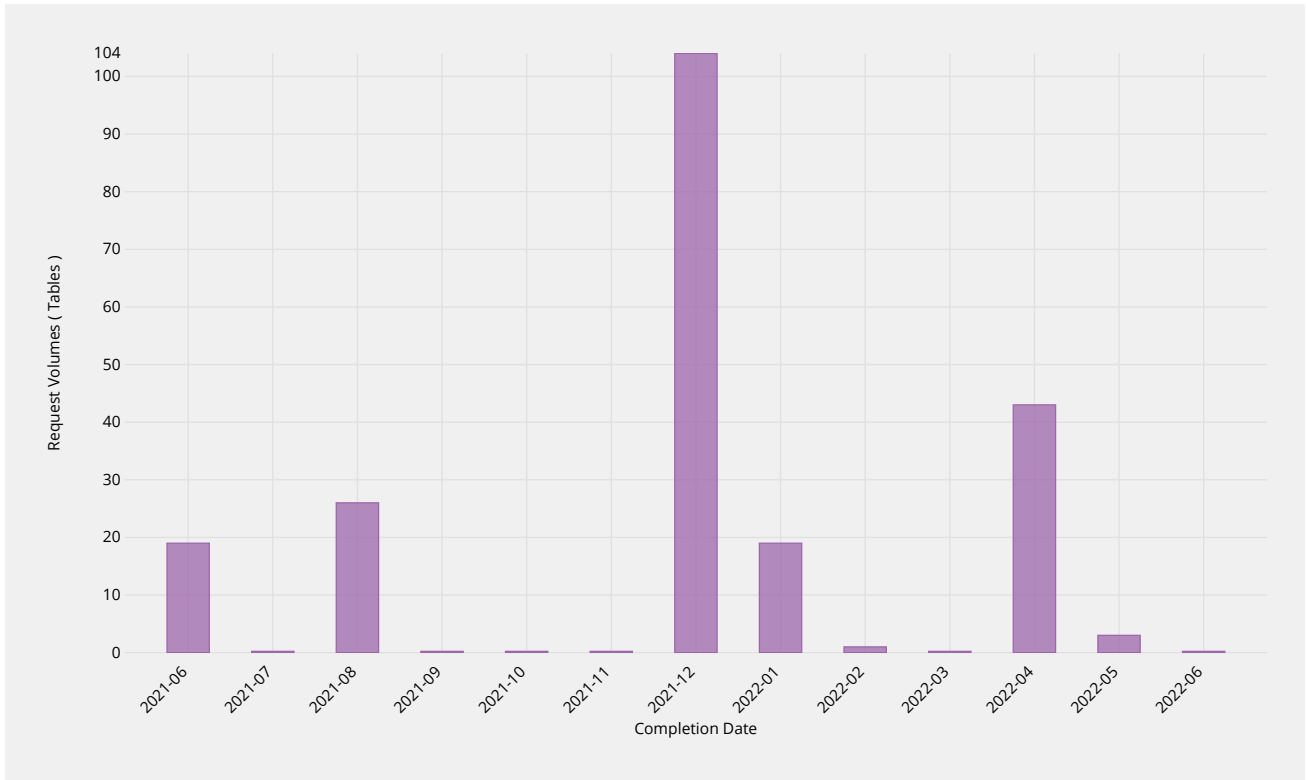
Authorizer	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Mean Time	19.42d	—	56.87d	—	—	—	0.82d	13.39d	1.09d	—	0.50d	0.66d	—
Review Count	9	0	5	0	0	0	1	1	1	0	1	1	0
Shortest Time	0.37d	—	0.29d	—	—	—	0.82d	13.39d	1.09d	—	0.50d	0.66d	—
Longest Time	68.18d	—	140.16d	—	—	—	0.82d	13.39d	1.09d	—	0.50d	0.66d	—
Median Time	14.40d	—	3.26d	—	—	—	0.82d	13.39d	1.09d	—	0.50d	0.66d	—
PStDev Time	21.71d	—	68.01d	—	—	—	0.00d	0.00d	0.00d	—	0.00d	0.00d	—

Regulatory	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Mean Time	0.07d	—	0.17d	—	—	—	0.02d	0.21d	0.09d	—	0.05d	0.10d	—
Review Count	9	0	5	0	0	0	1	1	1	0	1	1	0
Shortest Time	0.01d	—	0.02d	—	—	—	0.02d	0.21d	0.09d	—	0.05d	0.10d	—

Regulatory	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Longest Time	0.12d	—	0.65d	—	—	—	0.02d	0.21d	0.09d	—	0.05d	0.10d	—
Median Time	0.07d	—	0.07d	—	—	—	0.02d	0.21d	0.09d	—	0.05d	0.10d	—
PStDev Time	0.04d	—	0.24d	—	—	—	0.00d	0.00d	0.00d	—	0.00d	0.00d	—

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06
Total LGRs Processed	19	—	26	—	—	—	104	19	1	—	43	3	—
Request Count	9	0	5	0	0	0	1	2	1	0	1	3	0
Average LGRs per Request	2	—	5	—	—	—	104	10	1	—	43	1	—
Smallest per Request	1	—	1	—	—	—	104	1	1	—	43	1	—
Largest per Request	4	—	17	—	—	—	104	18	1	—	43	1	—

# 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.