

IANA Naming Function Monthly Performance Report

September 2023

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.00s	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%)	✓ 0.00s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.00d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 2.37m	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%)	✓ 3.22m	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 1.90m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ 1.24m	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 1.37m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ 2.29m	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2852.14ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1755.48ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 1180.20ms	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.58ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.41ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.76ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.52d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.18d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p18
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	2.55d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
ccTLD Creation/Transfer				

Metric	Category	Expected	Actual	Detail
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p20
Requester Clarification	Requester Clarification	N/A	—	p21
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p22
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 33.22h	p23
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	Other Changes	N/A	20.16h	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 5.17s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.16s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 8.76s	p25
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 99.95%	p27
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 1.29s	p30
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 884.377ms	p31
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	Other Changes	100%	✓ 100.00%	p32
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p33
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p33
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	Other Changes	100%	✓ 100.00%	p34
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1.00s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.92d	p35
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 1.11d	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 4.98d	p37
Requester Clarification	Requester Clarification	N/A	1	p38
Time per Actor	IANA	N/A	7.57d	p39
Time per Actor	Requester	N/A	0.10d	p39
Time per Actor	Authorizer	N/A	—	p39
Time per Actor	Regulatory	N/A	—	p39
Request Volumes	Request Volumes	N/A	208	p40

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

Exceptions and Narrative for Reporting Period

There were no exceptions for the reporting period.

Routine (Non-Technical)	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Longest Time	1.97s	16.51s	3.64s	3.18s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Median Time	1.44s	1.26s	2.39s	2.06s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.27s	3.11s	0.50s	1.21s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s

gTLD Creation/Transfer	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Acceptance Time	1.76s	1.07s	—	0.00s	—	0.00s	0.00s	—	—	0.00s	0.00s	—	—
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	1	1	0	1	0	1	1	0	0	6	1	0	0
Mean Time	1.76s	1.07s	—	0.00s	—	0.00s	0.00s	—	—	0.00s	0.00s	—	—
Shortest Time	1.76s	1.07s	—	0.00s	—	0.00s	0.00s	—	—	0.00s	0.00s	—	—
Longest Time	1.76s	1.07s	—	0.00s	—	0.00s	0.00s	—	—	0.00s	0.00s	—	—
Median Time	1.76s	1.07s	—	0.00s	—	0.00s	0.00s	—	—	0.00s	0.00s	—	—
PStDev Time	0.00s	0.00s	—	0.00s	—	0.00s	0.00s	—	—	0.00s	0.00s	—	—

ccTLD Creation/Transfer	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Acceptance Time	—	—	2.31s	—	0.00s	—	—	—	—	—	—	—	—
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	2	0	1	0	0	0	0	0	0	0	0
Mean Time	—	—	2.25s	—	0.00s	—	—	—	—	—	—	—	—
Shortest Time	—	—	2.19s	—	0.00s	—	—	—	—	—	—	—	—
Longest Time	—	—	2.31s	—	0.00s	—	—	—	—	—	—	—	—
Median Time	—	—	2.25s	—	0.00s	—	—	—	—	—	—	—	—
PStDev Time	—	—	0.06s	—	0.00s	—	—	—	—	—	—	—	—

Other Changes	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Acceptance Time	—	0.76s	1.15s	0.92s	0.00s	—	—	0.00s	—	0.00s	0.00s	0.00s	0.00s
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	2	1	5	1	0	0	1	0	9	4	7	9
Mean Time	—	0.67s	1.15s	0.36s	0.00s	—	—	0.00s	—	0.00s	0.00s	0.00s	0.00s
Shortest Time	—	0.56s	1.15s	0.00s	0.00s	—	—	0.00s	—	0.00s	0.00s	0.00s	0.00s
Longest Time	—	0.77s	1.15s	0.94s	0.00s	—	—	0.00s	—	0.00s	0.00s	0.00s	0.00s
Median Time	—	0.67s	1.15s	0.00s	0.00s	—	—	0.00s	—	0.00s	0.00s	0.00s	0.00s
PStDev Time	—	0.10s	0.00s	0.44s	0.00s	—	—	0.00s	—	0.00s	0.00s	0.00s	0.00s

gTLD Creation/Transfer	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Lodgment Count	1	1	0	1	0	1	1	0	0	6	1	0	0
Mean Time	0.15d	0.07d	—	0.00d	—	0.00d	0.00d	—	—	0.01d	0.00d	—	—
Shortest Time	0.15d	0.07d	—	0.00d	—	0.00d	0.00d	—	—	0.00d	0.00d	—	—
Longest Time	0.15d	0.07d	—	0.00d	—	0.00d	0.00d	—	—	0.02d	0.00d	—	—
Median Time	0.15d	0.07d	—	0.00d	—	0.00d	0.00d	—	—	0.00d	0.00d	—	—
PStDev Time	0.00d	0.00d	—	0.00d	—	0.00d	0.00d	—	—	0.01d	0.00d	—	—

ccTLD Creation/Transfer	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Lodgment Time	—	—	—	—	—	—	—	—	—	—	—	—	—
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	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Lodgment Time	—	0.67d	0.25d	0.17d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d
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	2	1	2	0	0	0	1	0	5	0	3	3
Mean Time	—	0.48d	0.25d	0.14d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d
Shortest Time	—	0.26d	0.25d	0.10d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d
Longest Time	—	0.69d	0.25d	0.17d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d
Median Time	—	0.48d	0.25d	0.14d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d
PStDev Time	—	0.22d	0.00d	0.04d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d

Technical Checks

Technical Check (First)

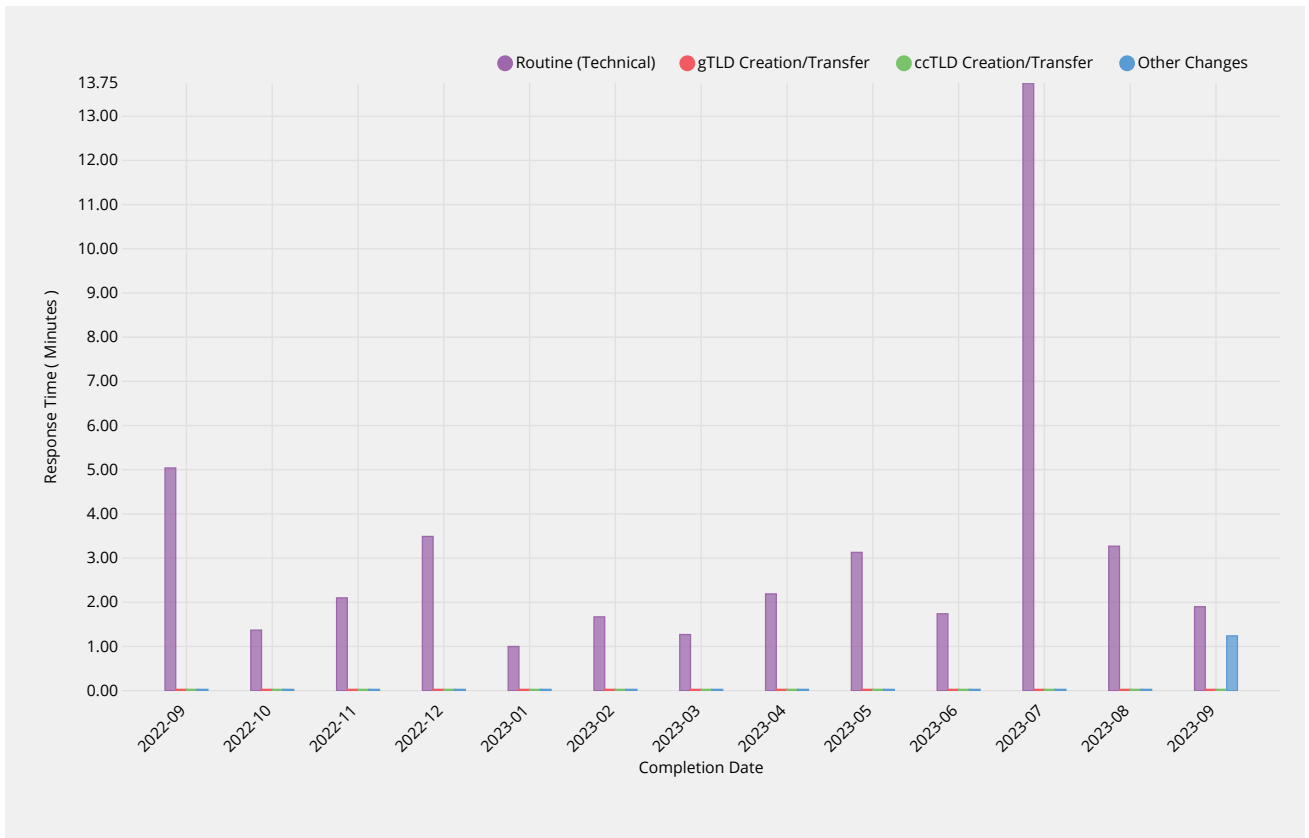
Time to return results for technical checks following submission of request via automated submission

ccTLD Creation/Transfer	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Shortest Time	—	—	0.23m	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	0.23m	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	0.23m	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	0.00m	—	—	—	—	—	—	—	—	—	—

Other Changes	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Response Time	—	—	—	1.77m	1.35m	—	—	—	—	—	—	1.86m	3.22m
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	2	1	0	0	0	0	0	0	2	7
Mean Time	—	—	—	1.54m	1.35m	—	—	—	—	—	—	1.51m	2.16m
Shortest Time	—	—	—	1.29m	1.35m	—	—	—	—	—	—	1.12m	1.62m
Longest Time	—	—	—	1.79m	1.35m	—	—	—	—	—	—	1.90m	3.59m
Median Time	—	—	—	1.54m	1.35m	—	—	—	—	—	—	1.51m	2.04m
PStDev Time	—	—	—	0.25m	0.00m	—	—	—	—	—	—	0.39m	0.64m

Technical Check (Retest)

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



Routine (Technical)	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Response Time	5.04m	1.37m	2.10m	3.49m	1.00m	1.67m	1.27m	2.19m	3.13m	1.74m	13.75m	3.27m	1.90m
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	16	29	65	95	51	73	202	137	103	208	38	143	70
Mean Time	2.06m	1.00m	0.81m	1.68m	1.09m	0.84m	0.94m	1.10m	1.42m	1.27m	1.86m	0.87m	1.13m
Shortest Time	0.23m	0.09m	0.07m	0.42m	0.40m	0.43m	0.13m	0.30m	0.19m	0.17m	0.39m	0.11m	0.36m
Longest Time	5.19m	6.20m	2.53m	15.92m	15.74m	1.77m	16.03m	16.19m	15.50m	16.01m	14.69m	3.44m	15.88m

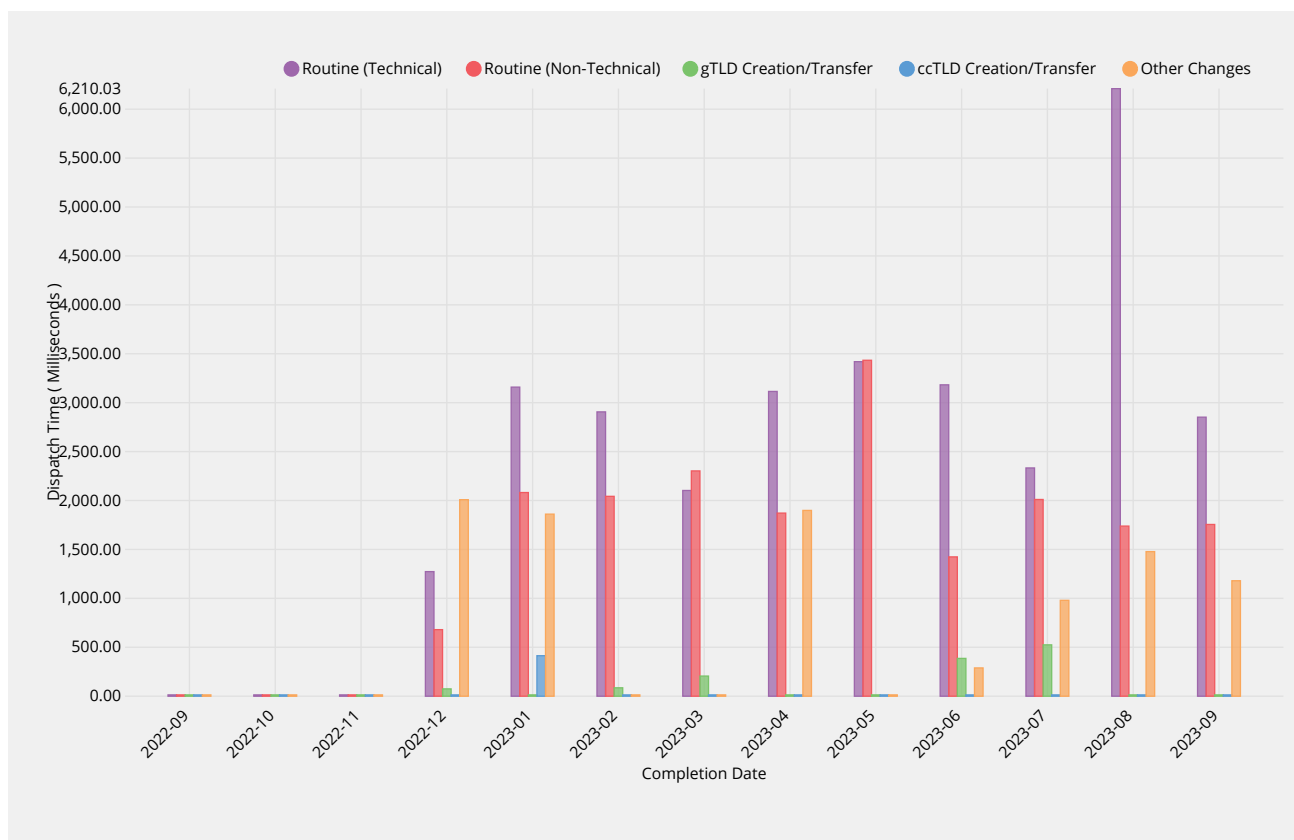
ccTLD Creation/Transfer	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Supplemental Test Count	0	0	1	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	0.10m	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	0.10m	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	0.10m	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	0.10m	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	0.00m	—	—	—	—	—	—	—	—	—	—

Other Changes	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Response Time	—	—	—	0.46m	0.38m	—	—	—	—	—	—	0.71m	2.29m
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	1	0	0	0	0	0	0	1	5
Mean Time	—	—	—	0.46m	0.38m	—	—	—	—	—	—	0.71m	1.36m
Shortest Time	—	—	—	0.46m	0.38m	—	—	—	—	—	—	0.71m	0.63m
Longest Time	—	—	—	0.46m	0.38m	—	—	—	—	—	—	0.71m	2.55m
Median Time	—	—	—	0.46m	0.38m	—	—	—	—	—	—	0.71m	1.20m
PStDev Time	—	—	—	0.00m	0.00m	—	—	—	—	—	—	0.00m	0.64m

Contact Confirmations

Email Dispatch

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



Routine (Technical)	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Dispatch	2.00ms	3.10ms	3.40ms	1273.60ms	3159.20ms	2906.10ms	2102.80ms	3115.08ms	3419.21ms	3182.59ms	2333.09ms	6210.03ms	2852.14ms

Routine (Technical)	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
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	33	29	53	69	22	28	28	22	66	45	106	211	64
Mean Time	0.27ms	0.34ms	0.21ms	0.32ms	0.64ms	0.14ms	0.36ms	0.19ms	0.36ms	0.22ms	0.29ms	0.25ms	0.29ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.12ms	0.10ms	0.13ms	0.10ms	0.09ms
Longest Time	1.00ms	3.00ms	1.00ms	2.00ms	3.00ms	1.00ms	3.00ms	1.00ms	1.59ms	0.45ms	1.27ms	1.12ms	2.01ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.17ms	0.28ms	0.21ms	0.26ms	0.23ms	0.20ms
PStDev Time	0.45ms	0.71ms	0.41ms	0.50ms	0.88ms	0.35ms	0.72ms	0.21ms	0.28ms	0.08ms	0.16ms	0.12ms	0.26ms

Routine (Non-Technical)	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Affirmation Time	1.00ms	1.00ms	1.10ms	1.00ms	1.00ms	1.00ms	1.00ms	1.45ms	1.15ms	0.37ms	0.51ms	0.76ms	0.41ms
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	9	21	59	21	21	28	47	12	37	63	16	182	300
Mean Time	0.44ms	0.10ms	0.49ms	0.29ms	0.29ms	0.21ms	0.30ms	0.46ms	0.57ms	0.26ms	0.31ms	0.38ms	0.28ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.12ms	0.14ms	0.09ms	0.11ms
Longest Time	1.00ms	1.00ms	10.00ms	1.00ms	1.00ms	1.00ms	1.00ms	2.00ms	4.52ms	1.20ms	0.60ms	1.34ms	7.11ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.17ms	0.32ms	0.24ms	0.28ms	0.32ms	0.24ms
PStDev Time	0.50ms	0.29ms	1.36ms	0.45ms	0.45ms	0.41ms	0.46ms	0.61ms	0.74ms	0.14ms	0.12ms	0.21ms	0.43ms

gTLD Creation/Transfer	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Affirmation Time	0.00ms	0.00ms	—	—	—	1.00ms	0.00ms	—	—	1.80ms	0.58ms	—	—
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	1	1	0	0	0	1	1	0	0	6	1	0	0
Mean Time	0.00ms	0.00ms	—	—	—	1.00ms	0.00ms	—	—	0.97ms	0.58ms	—	—
Shortest Time	0.00ms	0.00ms	—	—	—	1.00ms	0.00ms	—	—	0.34ms	0.58ms	—	—
Longest Time	0.00ms	0.00ms	—	—	—	1.00ms	0.00ms	—	—	1.92ms	0.58ms	—	—
Median Time	0.00ms	0.00ms	—	—	—	1.00ms	0.00ms	—	—	0.85ms	0.58ms	—	—
PStDev Time	0.00ms	0.00ms	—	—	—	0.00ms	0.00ms	—	—	0.58ms	0.00ms	—	—

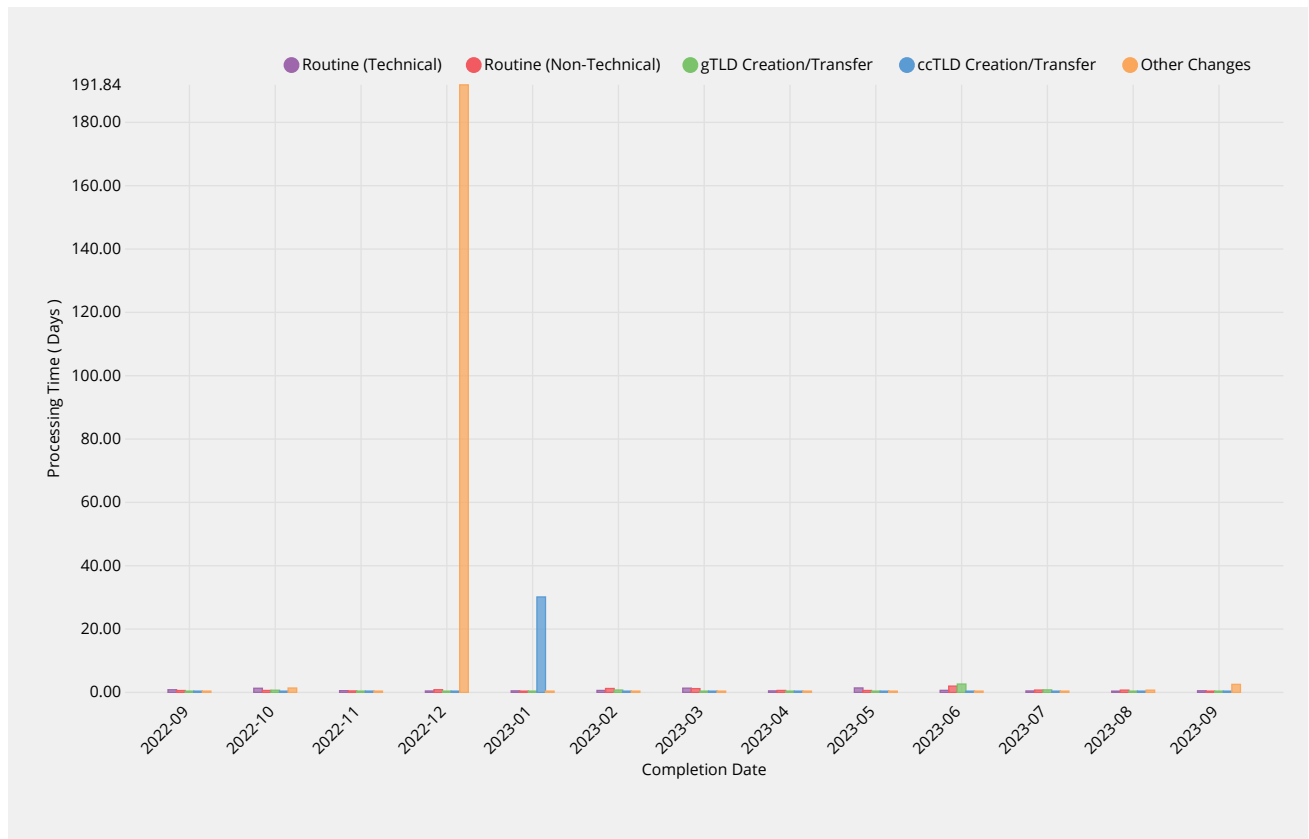
ccTLD Creation/Transfer	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Affirmation Time	—	—	0.00ms	—	0.00ms	—	—	—	—	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
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	2	0	1	0	0	0	0	0	0	0	0
Mean Time	—	—	0.00ms	—	0.00ms	—	—	—	—	—	—	—	—
Shortest Time	—	—	0.00ms	—	0.00ms	—	—	—	—	—	—	—	—
Longest Time	—	—	0.00ms	—	0.00ms	—	—	—	—	—	—	—	—
Median Time	—	—	0.00ms	—	0.00ms	—	—	—	—	—	—	—	—
PStDev Time	—	—	0.00ms	—	0.00ms	—	—	—	—	—	—	—	—

Other Changes	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Affirmation Time	—	0.00ms	0.00ms	2.70ms	3.00ms	—	—	0.15ms	—	0.43ms	0.34ms	0.36ms	0.76ms
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	2	1	4	1	0	0	1	0	9	4	6	7
Mean Time	—	0.00ms	0.00ms	1.00ms	3.00ms	—	—	0.15ms	—	0.23ms	0.25ms	0.27ms	0.29ms
Shortest Time	—	0.00ms	0.00ms	0.00ms	3.00ms	—	—	0.15ms	—	0.12ms	0.19ms	0.18ms	0.09ms
Longest Time	—	0.00ms	0.00ms	3.00ms	3.00ms	—	—	0.15ms	—	0.50ms	0.35ms	0.36ms	0.98ms
Median Time	—	0.00ms	0.00ms	0.50ms	3.00ms	—	—	0.15ms	—	0.19ms	0.24ms	0.27ms	0.17ms
PStDev Time	—	0.00ms	0.00ms	1.22ms	0.00ms	—	—	0.00ms	—	0.12ms	0.07ms	0.07ms	0.29ms

Staff Processing

Validation and Reviews

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



Routine (Technical)	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Processing Time	0.85d	1.32d	0.56d	0.46d	0.50d	0.63d	1.35d	0.49d	1.42d	0.66d	0.47d	0.16d	0.52d
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	33	30	53	69	21	28	28	22	66	45	106	211	64
Mean Time	0.35d	0.49d	0.38d	0.25d	0.34d	0.37d	0.64d	0.33d	0.48d	0.32d	0.28d	0.06d	0.21d
Shortest Time	0.02d	0.00d	0.03d	0.00d	0.01d	0.01d	0.04d	0.04d	0.01d	0.02d	0.08d	0.00d	0.00d
Longest Time	2.56d	2.57d	2.86d	3.56d	1.32d	1.24d	2.26d	2.32d	1.43d	1.63d	2.38d	0.99d	1.69d
Median Time	0.10d	0.17d	0.32d	0.00d	0.30d	0.37d	0.44d	0.25d	0.40d	0.15d	0.20d	0.00d	0.09d
PStDev Time	0.51d	0.69d	0.41d	0.65d	0.29d	0.27d	0.54d	0.47d	0.44d	0.33d	0.29d	0.17d	0.31d

Routine (Non-Technical)	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Processing Time	0.61d	0.63d	0.48d	0.86d	0.33d	1.25d	1.21d	0.63d	0.62d	2.00d	0.75d	0.73d	0.18d
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	9	21	57	21	21	28	45	11	33	61	14	181	299
Mean Time	0.27d	0.39d	0.25d	0.41d	0.15d	0.58d	0.45d	0.28d	0.28d	0.72d	0.43d	0.32d	0.17d
Shortest Time	0.01d	0.02d	0.01d	0.01d	0.00d	0.01d	0.01d	0.02d	0.00d	0.05d	0.00d	0.00d	0.00d
Longest Time	0.94d	2.40d	2.80d	1.41d	0.41d	2.41d	1.39d	0.66d	3.06d	2.00d	2.47d	3.12d	37.07d
Median Time	0.10d	0.25d	0.11d	0.26d	0.07d	0.42d	0.11d	0.25d	0.11d	0.15d	0.28d	0.13d	0.00d
PStDev Time	0.31d	0.57d	0.49d	0.39d	0.14d	0.53d	0.48d	0.24d	0.57d	0.85d	0.62d	0.48d	2.14d

gTLD Creation/Transfer	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Processing Time	0.22d	0.70d	—	—	—	0.76d	0.09d	—	—	2.65d	0.81d	—	—
Monthly Threshold	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d
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	1	1	0	0	0	1	1	0	0	6	1	0	0
Mean Time	0.22d	0.70d	—	—	—	0.76d	0.09d	—	—	2.22d	0.81d	—	—
Shortest Time	0.22d	0.70d	—	—	—	0.76d	0.09d	—	—	0.09d	0.81d	—	—
Longest Time	0.22d	0.70d	—	—	—	0.76d	0.09d	—	—	2.65d	0.81d	—	—
Median Time	0.22d	0.70d	—	—	—	0.76d	0.09d	—	—	2.65d	0.81d	—	—
PStDev Time	0.00d	0.00d	—	—	—	0.00d	0.00d	—	—	0.95d	0.00d	—	—

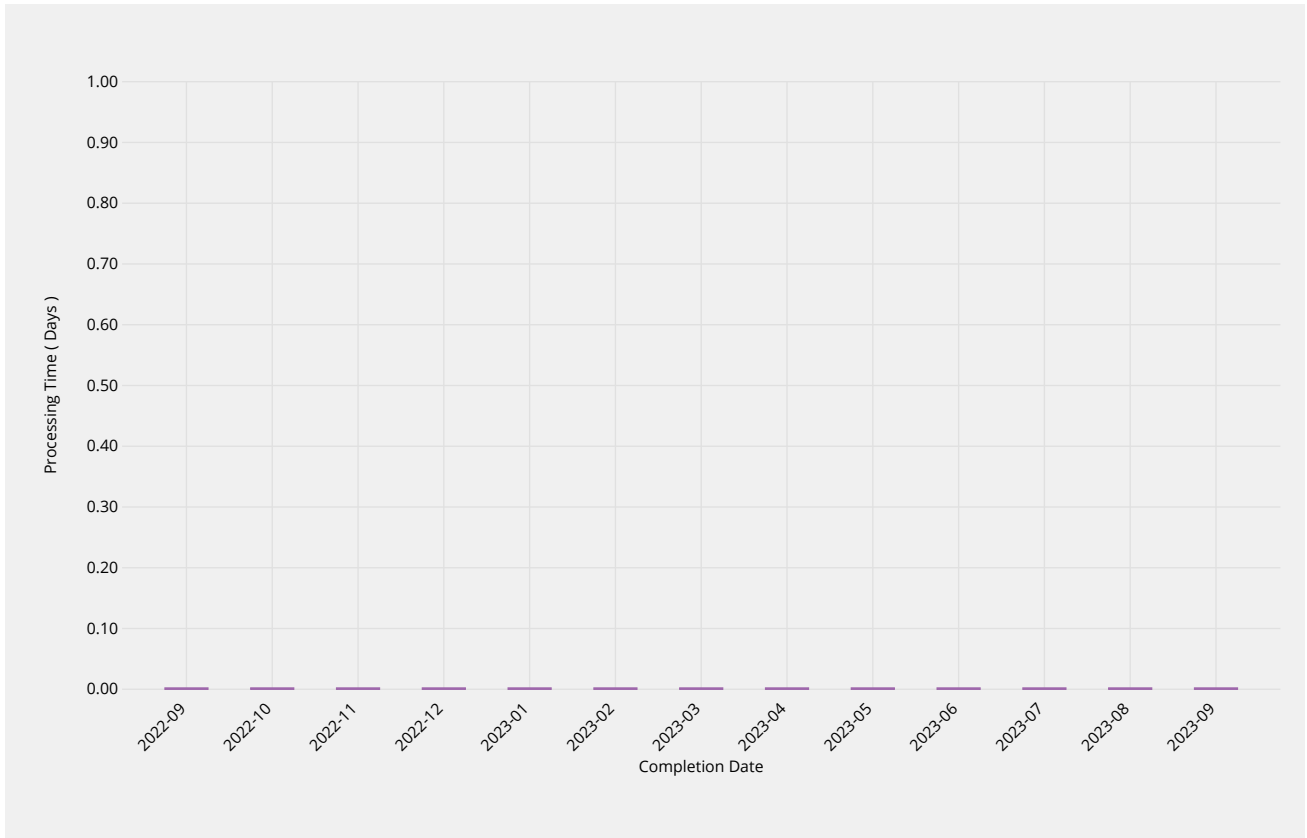
ccTLD Creation/Transfer	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Processing Time	—	—	0.43d	—	30.15d	—	—	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	1	0	1	0	0	0	0	0	0	0	0
Mean Time	—	—	0.43d	—	30.15d	—	—	—	—	—	—	—	—
Shortest Time	—	—	0.43d	—	30.15d	—	—	—	—	—	—	—	—
Longest Time	—	—	0.43d	—	30.15d	—	—	—	—	—	—	—	—
Median Time	—	—	0.43d	—	30.15d	—	—	—	—	—	—	—	—
PStDev Time	—	—	0.00d	—	0.00d	—	—	—	—	—	—	—	—

Other Changes	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Processing Time	—	1.39d	0.05d	191.84d	0.03d	—	—	0.15d	—	0.13d	0.12d	0.72d	2.55d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	2	1	4	1	0	0	1	0	9	4	6	7
Mean Time	—	0.71d	0.05d	48.01d	0.03d	—	—	0.15d	—	0.09d	0.03d	0.34d	0.60d
Shortest Time	—	0.04d	0.05d	0.00d	0.03d	—	—	0.15d	—	0.04d	0.00d	0.00d	0.00d
Longest Time	—	1.39d	0.05d	191.84d	0.03d	—	—	0.15d	—	0.13d	0.12d	0.72d	2.55d
Median Time	—	0.71d	0.05d	0.11d	0.03d	—	—	0.15d	—	0.13d	0.00d	0.34d	0.26d
PStDev Time	—	0.67d	0.00d	83.04d	0.00d	—	—	0.00d	—	0.04d	0.05d	0.26d	0.84d

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	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Processing Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

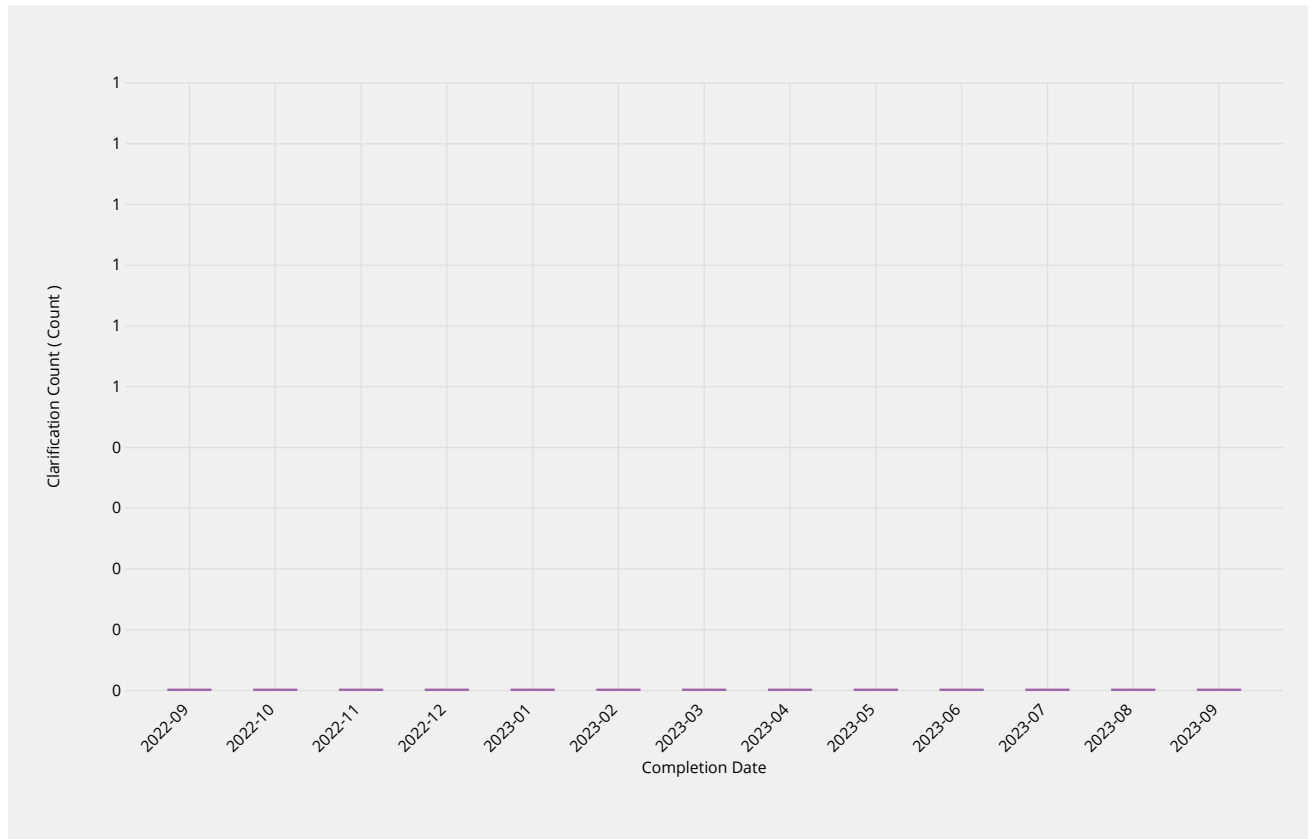
ccTLD Creation/Transfer

Submission Review

Time it takes staff to process the information included in each documentation submission, and respond

Requester Clarification

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

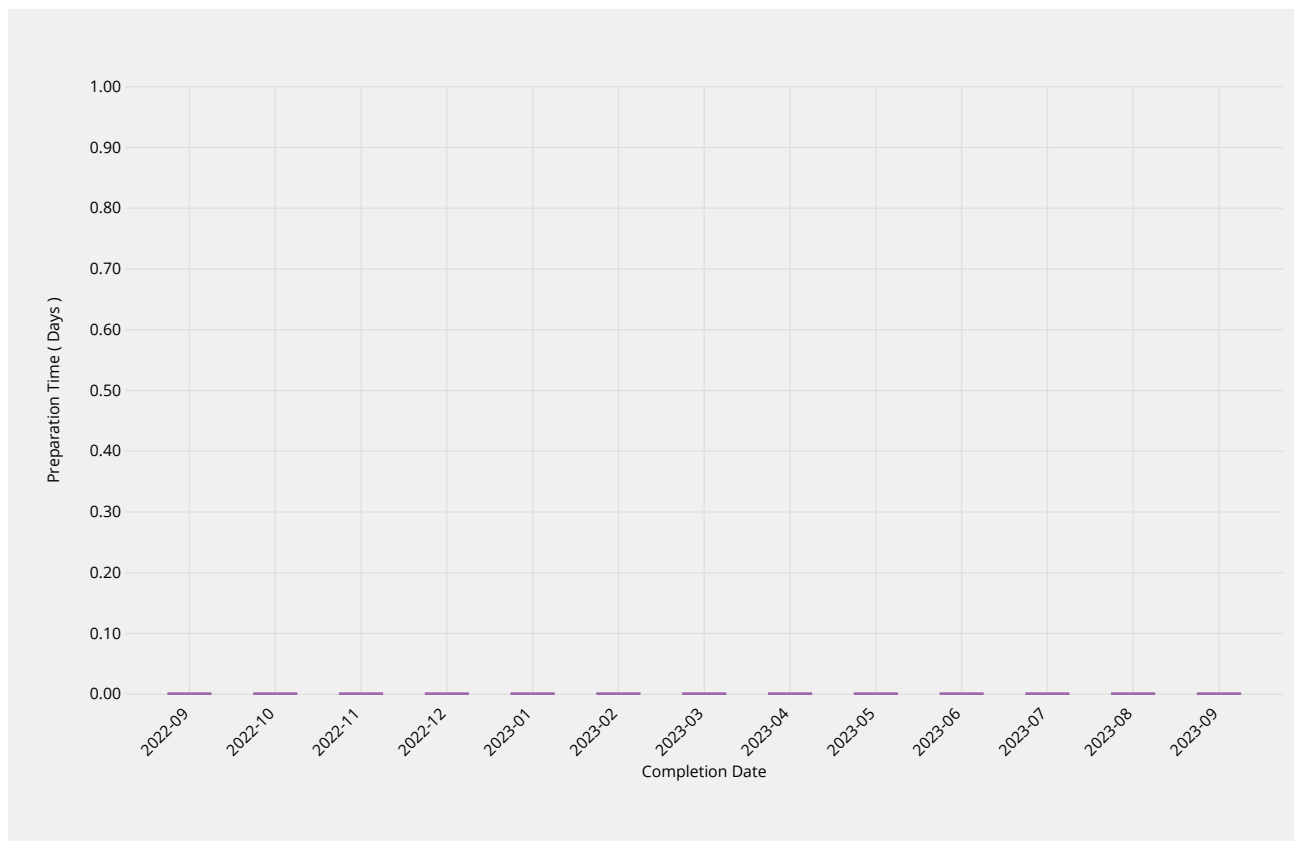


Requester Clarification	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Clarification Count	—	—	0	—	0	—	—	—	—	—	—	—	—
Request Count	0	0	2	0	1	0	0	0	0	0	0	0	0
Lowest Count	—	—	0	—	0	—	—	—	—	—	—	—	—
Highest Count	—	—	0	—	0	—	—	—	—	—	—	—	—

Report Preparation

Time it takes for staff to prepare a delegation or transfer report to be submitted for review and

publication.



Report Preparation	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Preparation Time	—	—	0.00d	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Report Count	0	0	1	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	0.00d	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	0.00d	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	0.00d	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	0.00d	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	0.00d	—	—	—	—	—	—	—	—	—	—

Implementation

Root Zone Publication

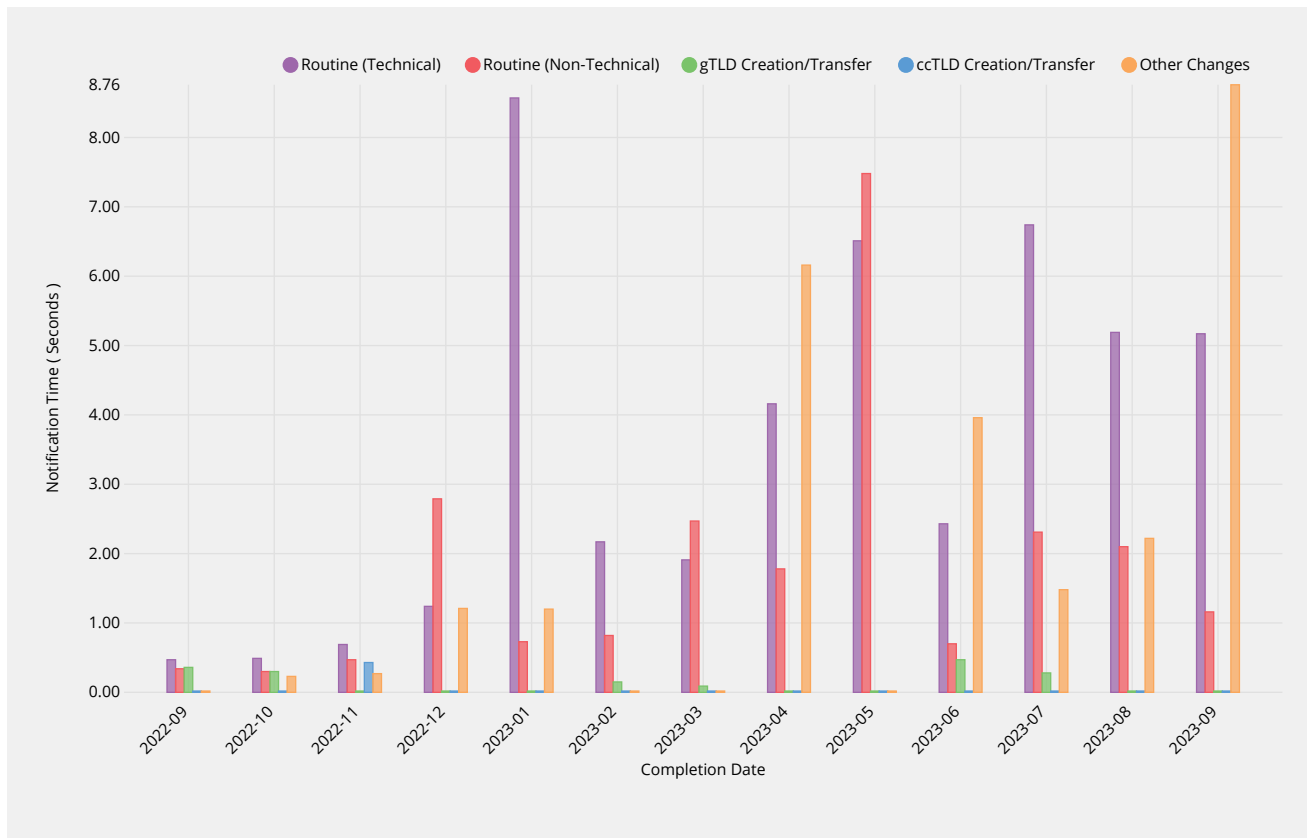
Time for root zone changes to be published following completion of validations and reviews by IANA

ccTLD Creation/Transfer	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Shortest Time	—	—	0.42h	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	0.42h	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	0.42h	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	0.00h	—	—	—	—	—	—	—	—	—	—

Other Changes	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Publication Time	—	3.01h	0.56h	4.59h	6.41h	—	—	—	—	5.22h	2.92h	24.57h	20.16h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	0	2	1	2	1	0	0	0	0	9	4	3	5
Mean Time	—	2.81h	0.56h	2.54h	6.41h	—	—	—	—	3.26h	1.26h	15.32h	6.38h
Shortest Time	—	2.62h	0.56h	0.50h	6.41h	—	—	—	—	0.90h	0.70h	4.11h	1.91h
Longest Time	—	3.01h	0.56h	4.59h	6.41h	—	—	—	—	5.22h	2.92h	24.57h	20.16h
Median Time	—	2.81h	0.56h	2.54h	6.41h	—	—	—	—	5.12h	0.70h	17.30h	3.71h
PStDev Time	—	0.19h	0.00h	2.04h	0.00h	—	—	—	—	2.11h	0.96h	8.47h	6.93h

Notification of Completion

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



Routine (Technical)	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Notification Time	0.47s	0.49s	0.69s	1.24s	8.57s	2.17s	1.91s	4.16s	6.51s	2.43s	6.74s	5.19s	5.17s
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	33	29	53	69	21	28	28	22	66	44	106	211	64
Mean Time	0.26s	0.24s	0.40s	0.47s	2.44s	1.32s	1.36s	1.96s	2.39s	1.32s	1.91s	2.54s	1.82s
Shortest Time	0.13s	0.13s	0.25s	0.21s	1.10s	1.08s	0.16s	0.14s	0.28s	0.17s	0.07s	0.50s	0.06s
Longest Time	0.59s	0.56s	0.84s	2.15s	11.99s	2.52s	5.68s	9.28s	8.61s	2.51s	9.52s	7.20s	8.07s
Median Time	0.20s	0.19s	0.36s	0.35s	1.22s	1.19s	1.21s	1.42s	1.39s	1.26s	1.29s	2.16s	1.18s

Routine (Technical)	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
PStDev Time	0.12s	0.12s	0.14s	0.35s	2.84s	0.36s	0.90s	1.90s	1.87s	0.50s	1.74s	1.39s	1.68s

Routine (Non-Technical)	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Notification Time	0.34s	0.30s	0.47s	2.79s	0.73s	0.82s	2.47s	1.78s	7.48s	0.70s	2.31s	2.10s	1.16s
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	9	21	57	21	21	28	45	11	33	61	14	180	298
Mean Time	0.26s	0.21s	0.33s	0.81s	0.38s	0.24s	0.45s	0.87s	1.27s	0.29s	0.72s	0.44s	0.29s
Shortest Time	0.17s	0.14s	0.20s	0.10s	0.08s	0.07s	0.07s	0.20s	0.12s	0.08s	0.14s	0.07s	0.06s
Longest Time	0.35s	0.32s	0.51s	6.15s	4.34s	1.19s	2.92s	1.83s	9.26s	3.19s	2.61s	4.21s	13.88s
Median Time	0.28s	0.19s	0.31s	0.36s	0.15s	0.16s	0.13s	0.33s	0.31s	0.12s	0.30s	0.12s	0.09s
PStDev Time	0.06s	0.06s	0.08s	1.35s	0.89s	0.26s	0.71s	0.69s	2.31s	0.46s	0.78s	0.78s	0.95s

gTLD Creation/Transfer	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Notification Time	0.36s	0.30s	—	—	—	0.15s	0.09s	—	—	0.47s	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	1	1	0	0	0	1	1	0	0	6	1	0	0
Mean Time	0.36s	0.30s	—	—	—	0.15s	0.09s	—	—	0.20s	0.28s	—	—
Shortest Time	0.36s	0.30s	—	—	—	0.15s	0.09s	—	—	0.07s	0.28s	—	—
Longest Time	0.36s	0.30s	—	—	—	0.15s	0.09s	—	—	0.52s	0.28s	—	—
Median Time	0.36s	0.30s	—	—	—	0.15s	0.09s	—	—	0.10s	0.28s	—	—
PStDev Time	0.00s	0.00s	—	—	—	0.00s	0.00s	—	—	0.16s	0.00s	—	—

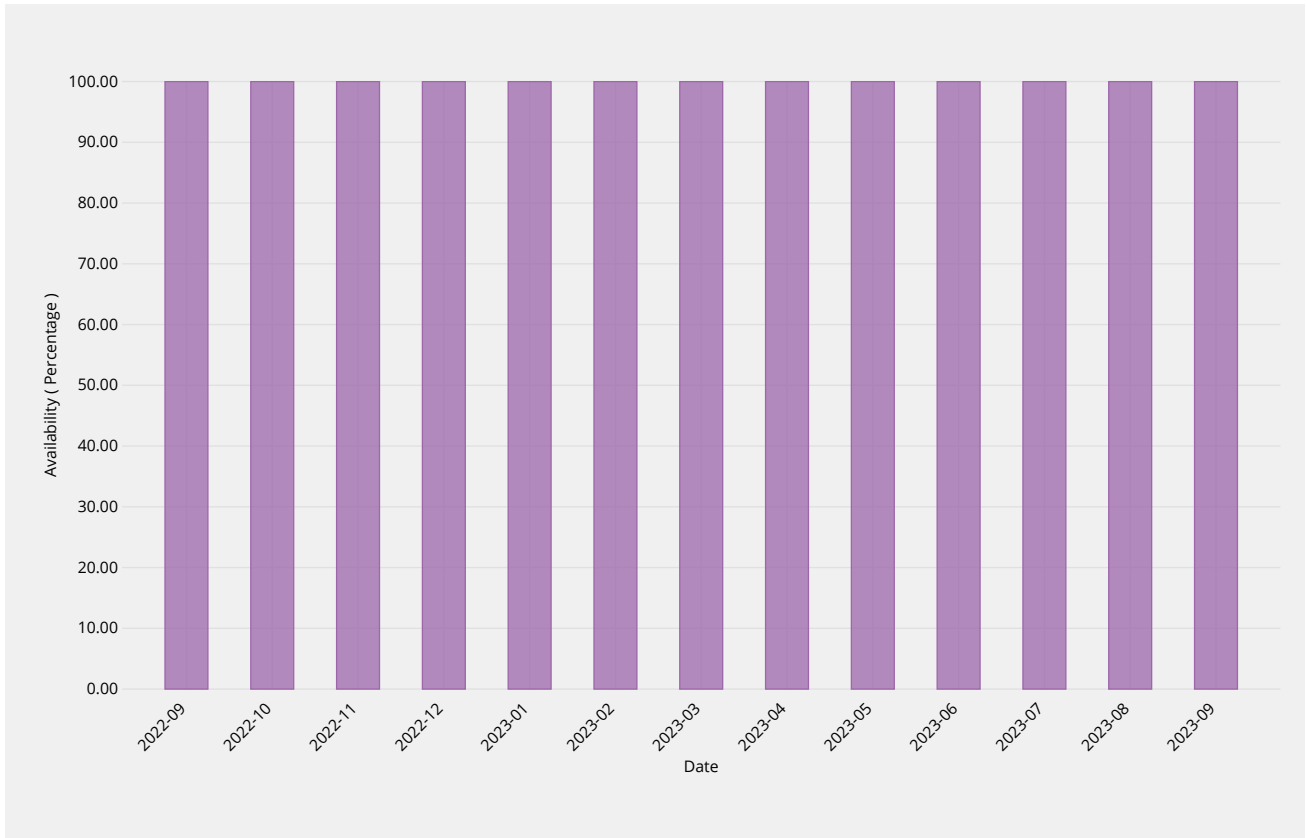
ccTLD Creation/Transfer	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Notification Time	—	—	0.43s	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	1	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	0.43s	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	0.43s	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	0.43s	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	0.43s	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	0.00s	—	—	—	—	—	—	—	—	—	—

Other Changes	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Notification Time	—	0.23s	0.27s	1.21s	1.20s	—	—	6.16s	—	3.96s	1.48s	2.22s	8.76s
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	2	1	3	1	0	0	1	0	9	4	6	7
Mean Time	—	0.22s	0.27s	0.61s	1.20s	—	—	6.16s	—	1.79s	1.31s	1.08s	2.60s
Shortest Time	—	0.21s	0.27s	0.24s	1.20s	—	—	6.16s	—	0.76s	1.16s	0.18s	0.07s
Longest Time	—	0.23s	0.27s	1.31s	1.20s	—	—	6.16s	—	4.68s	1.51s	2.54s	11.02s
Median Time	—	0.22s	0.27s	0.30s	1.20s	—	—	6.16s	—	1.22s	1.29s	1.14s	1.19s
PStDev Time	—	0.01s	0.00s	0.49s	0.00s	—	—	0.00s	—	1.17s	0.13s	0.79s	3.59s

System Availability

IANA Website

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



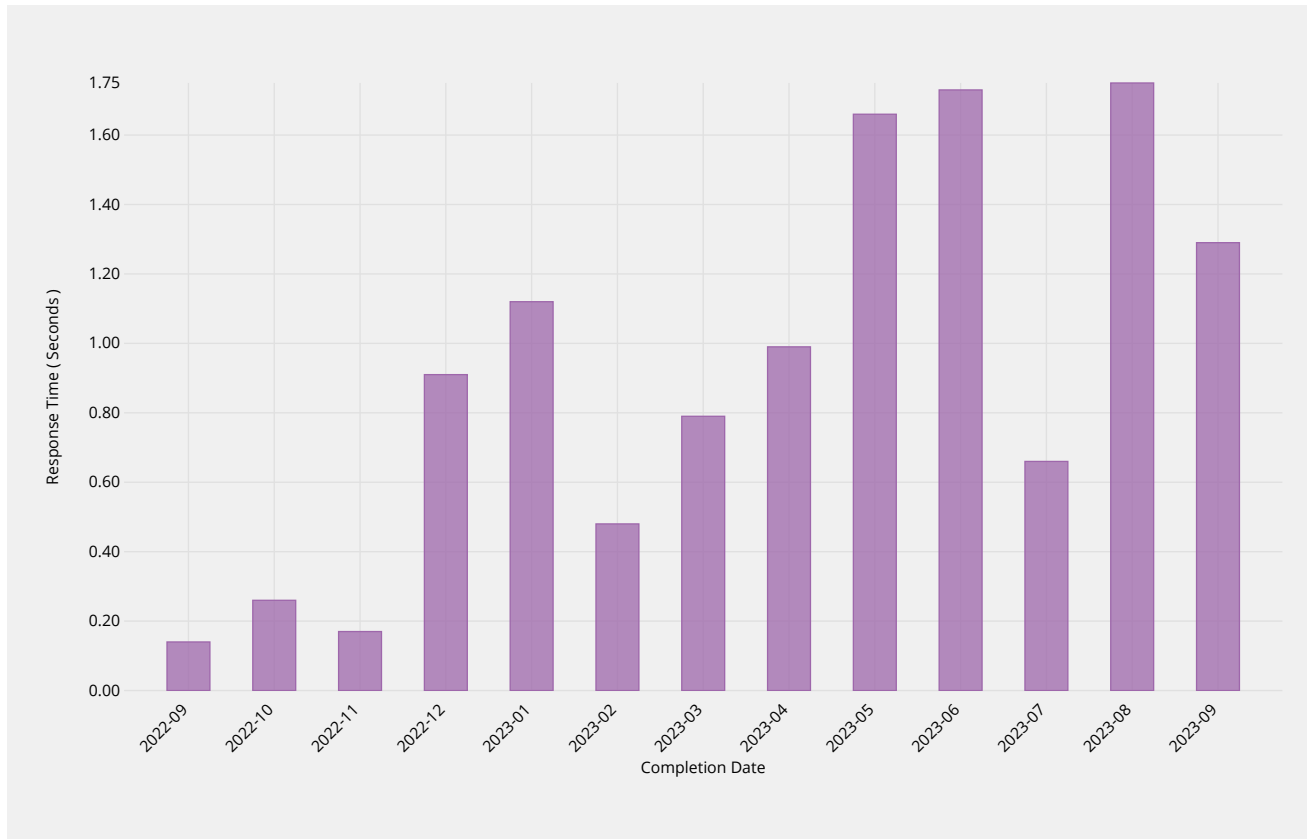
IANA Site Availability	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Availability	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Root Zone Management System

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

Credential Recovery

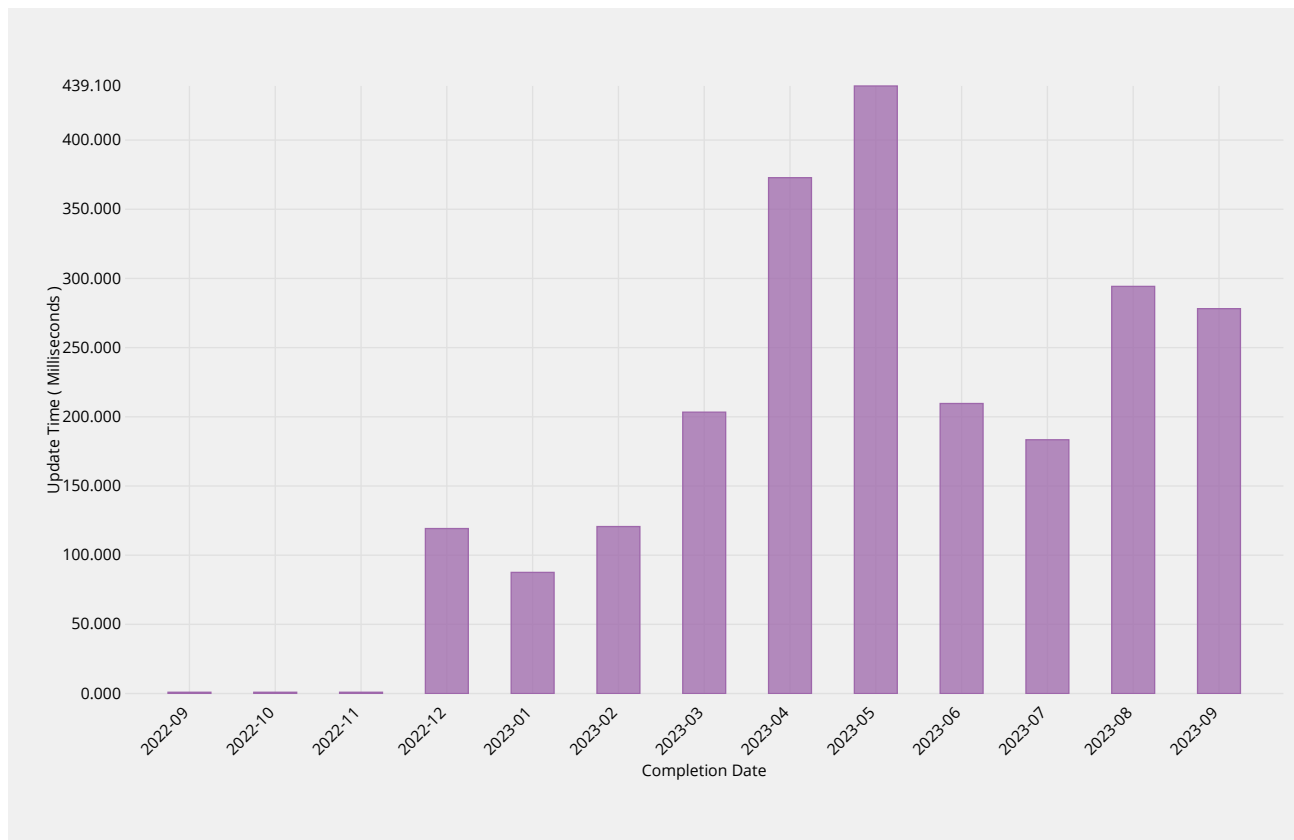
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Response Time	0.14s	0.26s	0.17s	0.91s	1.12s	0.48s	0.79s	0.99s	1.66s	1.73s	0.66s	1.75s	1.29s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	3	13	10	43	16	19	30	11	13	17	15	47	14
Mean Time	0.12s	0.14s	0.09s	0.28s	0.38s	0.17s	0.20s	0.58s	0.71s	0.52s	0.23s	0.37s	0.44s
Shortest Time	0.08s	0.02s	0.05s	0.02s	0.05s	0.04s	0.05s	0.06s	0.13s	0.05s	0.04s	0.02s	0.03s
Longest Time	0.14s	0.27s	0.18s	1.47s	1.77s	0.94s	1.03s	1.00s	2.24s	5.07s	1.00s	2.27s	1.69s
Median Time	0.13s	0.14s	0.07s	0.15s	0.16s	0.12s	0.12s	0.56s	0.66s	0.21s	0.19s	0.13s	0.22s
PStDev Time	0.03s	0.08s	0.04s	0.30s	0.45s	0.21s	0.24s	0.38s	0.60s	1.15s	0.23s	0.54s	0.47s

Credential Change

Time to implement new password within the system.



Credential Change	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Update Time	0.900ms	2.800ms	1.700ms	482.196ms	95.100ms	278.350ms	587.500ms	1212.000ms	1296.275ms	676.389ms	516.274ms	962.438ms	884.377ms
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	3	13	7	19	7	10	19	11	12	12	14	41	10
Mean Time	0.333ms	0.538ms	0.714ms	119.256ms	87.571ms	120.700ms	203.368ms	372.817ms	439.100ms	209.628ms	183.419ms	294.271ms	278.166ms
Shortest Time	0.000ms	0.000ms	0.000ms	0.000ms	78.000ms	81.000ms	78.000ms	92.696ms	88.862ms	86.985ms	80.311ms	78.387ms	80.596ms
Longest Time	1.000ms	4.000ms	2.000ms	911.000ms	96.000ms	430.000ms	952.000ms	1896.000ms	1455.310ms	932.409ms	778.180ms	1861.018ms	1224.042ms
Median Time	0.000ms	0.000ms	1.000ms	86.222ms	89.000ms	87.000ms	94.000ms	119.264ms	118.197ms	113.657ms	99.763ms	100.470ms	92.645ms
PStDev Time	0.471ms	1.151ms	0.700ms	209.450ms	6.044ms	103.152ms	231.748ms	511.476ms	471.691ms	239.064ms	190.207ms	390.890ms	348.874ms

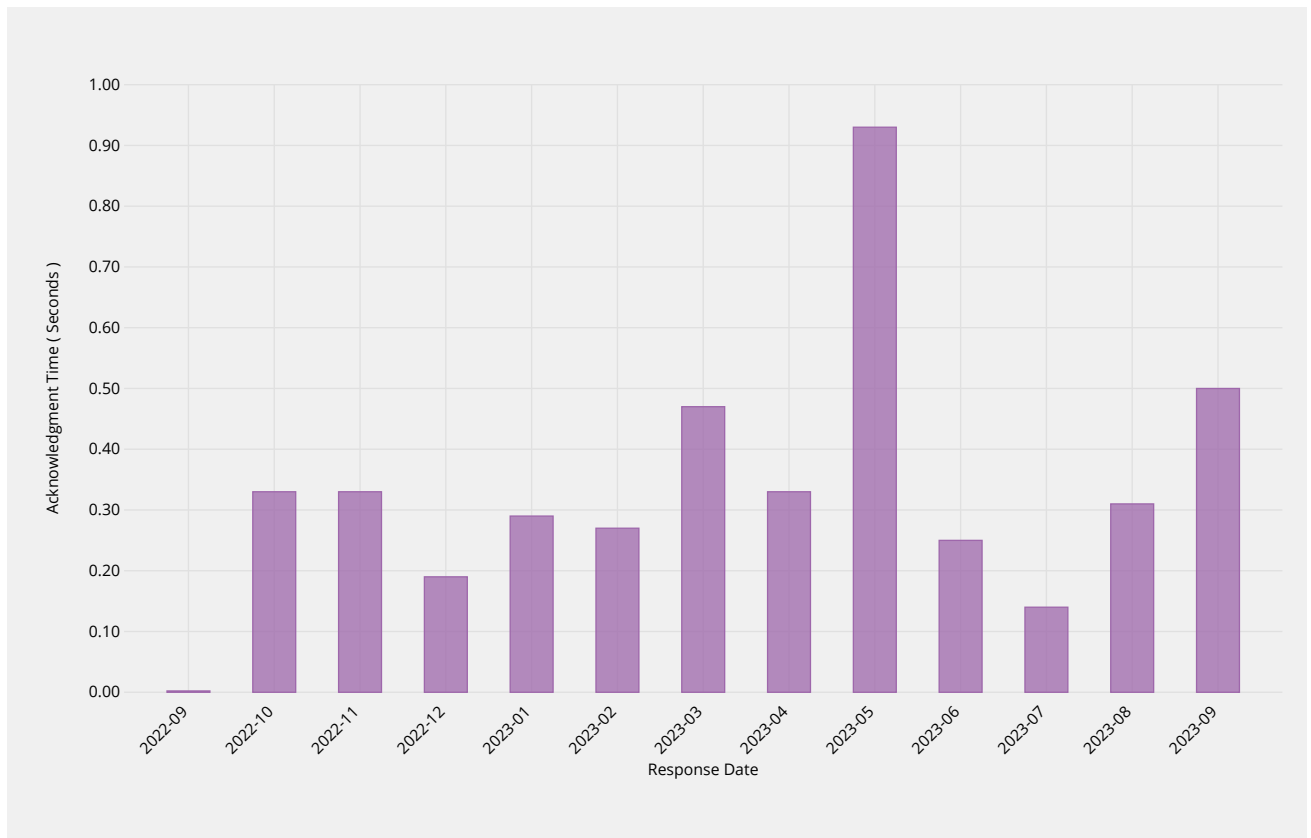
ccTLD Creation/Transfer	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	1	0	0	0	0	0	0	0	0	0	0

Other Changes	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
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	2	1	3	1	0	0	1	0	9	4	6	7

Enquiry Processing

Time to acknowledge

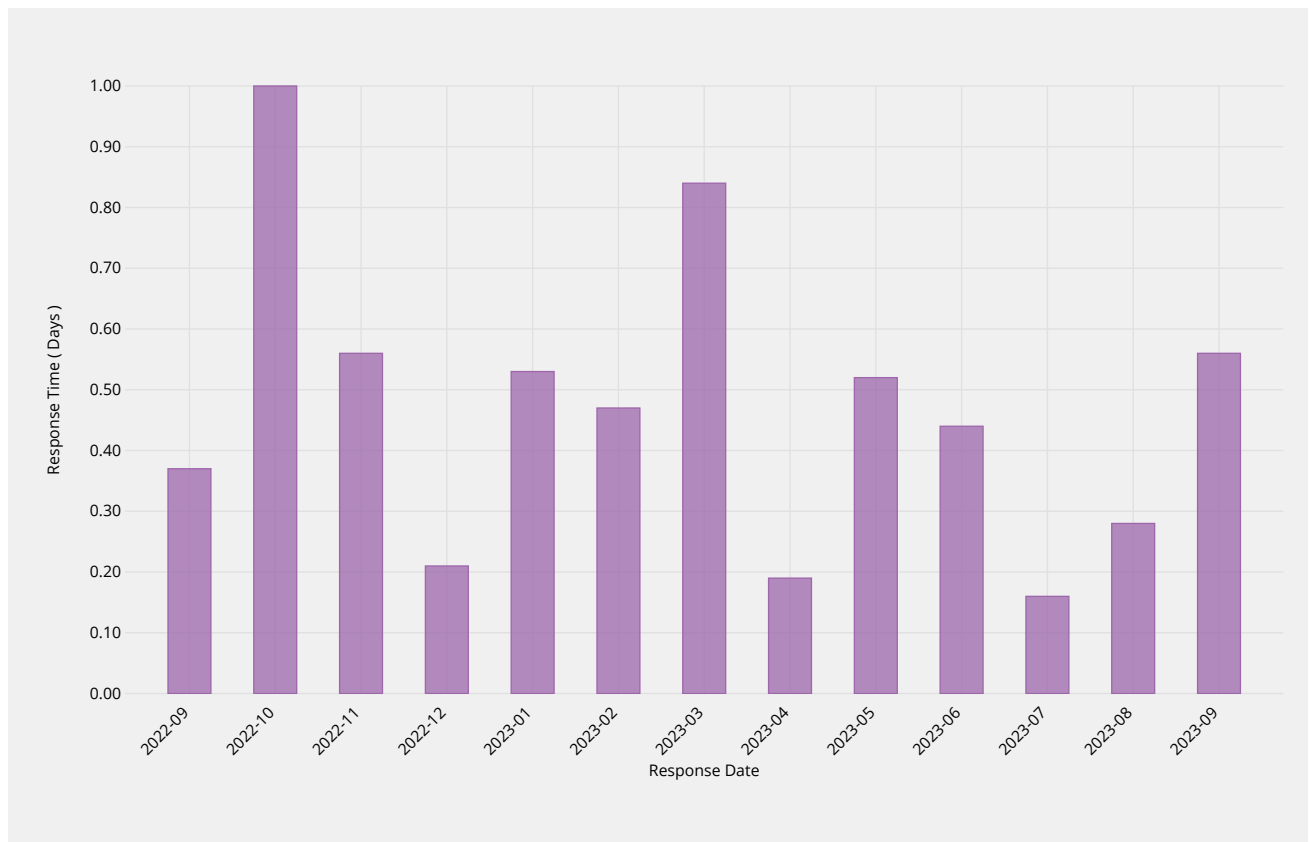
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Acknowledgment Time	0.00s	0.90s	0.90s	1.00s	1.00s	1.00s	1.30s	1.00s	4.45s	1.00s	0.70s	1.00s	1.00s
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	3	3	16	7	11	15	6	14	8	7	32	8
Mean Time	0.00s	0.33s	0.33s	0.19s	0.29s	0.27s	0.47s	0.33s	0.93s	0.25s	0.14s	0.31s	0.50s
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	0.00s
Longest Time	0.00s	1.00s	1.00s	1.00s	1.00s	1.00s	2.00s	1.00s	9.00s	1.00s	1.00s	2.00s	1.00s
Median 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	0.50s
PStDev Time	0.00s	0.47s	0.47s	0.39s	0.45s	0.45s	0.62s	0.47s	2.31s	0.43s	0.35s	0.53s	0.50s

Time to initial response

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



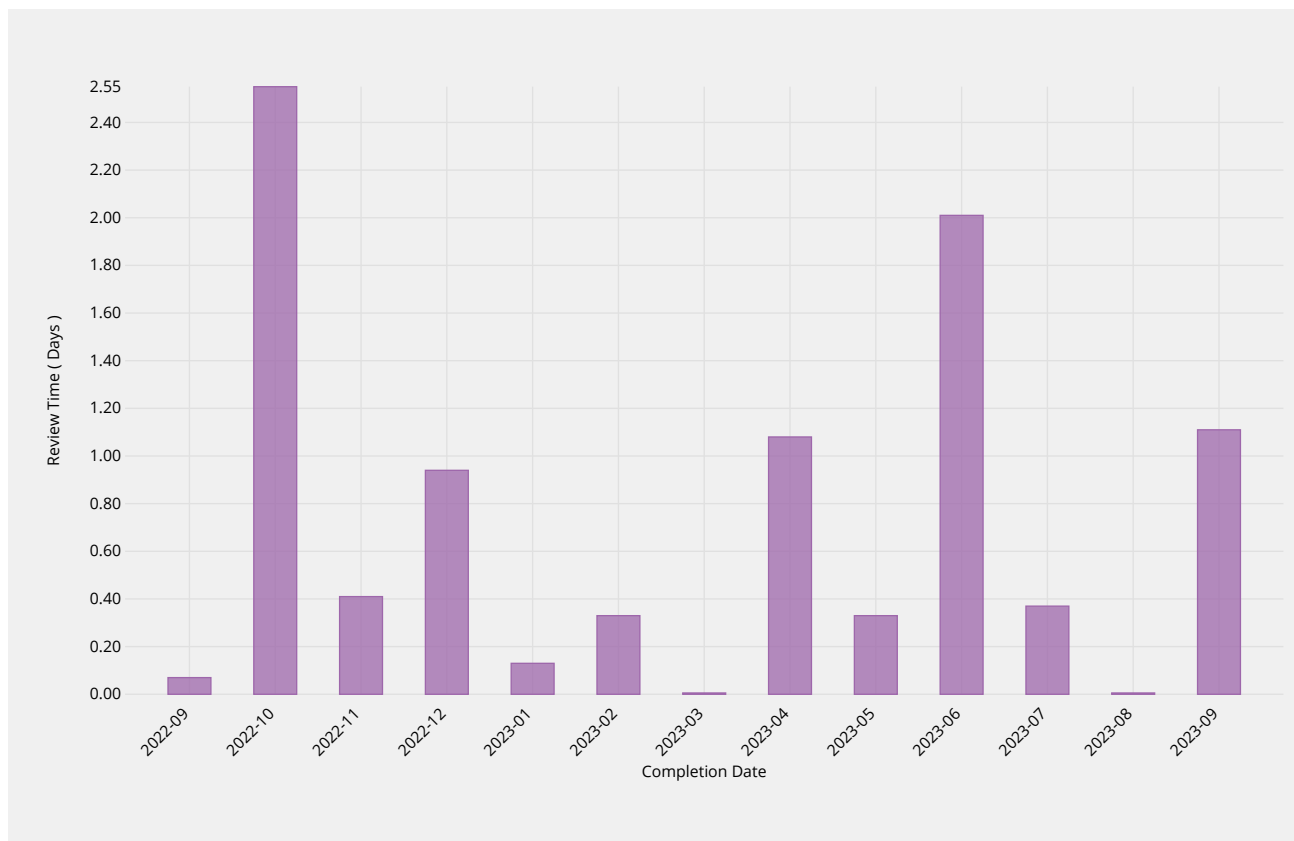
Manual Enquiries	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Response Time	0.76d	2.33d	0.86d	0.45d	1.34d	0.74d	2.22d	0.39d	1.33d	0.93d	0.33d	0.73d	0.92d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	3	3	3	15	7	10	16	5	12	8	6	31	8
Mean Time	0.37d	1.00d	0.56d	0.21d	0.53d	0.47d	0.84d	0.19d	0.52d	0.44d	0.16d	0.28d	0.56d
Shortest Time	0.08d	0.01d	0.01d	0.01d	0.03d	0.07d	0.01d	0.02d	0.01d	0.03d	0.02d	0.01d	0.03d
Longest Time	0.93d	2.88d	0.87d	0.54d	3.10d	1.37d	3.77d	0.53d	1.98d	1.11d	0.34d	1.19d	1.10d
Median Time	0.09d	0.12d	0.81d	0.20d	0.14d	0.40d	0.40d	0.15d	0.24d	0.32d	0.11d	0.17d	0.57d
PStDev Time	0.40d	1.33d	0.39d	0.18d	1.05d	0.35d	1.04d	0.18d	0.62d	0.36d	0.13d	0.29d	0.32d

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

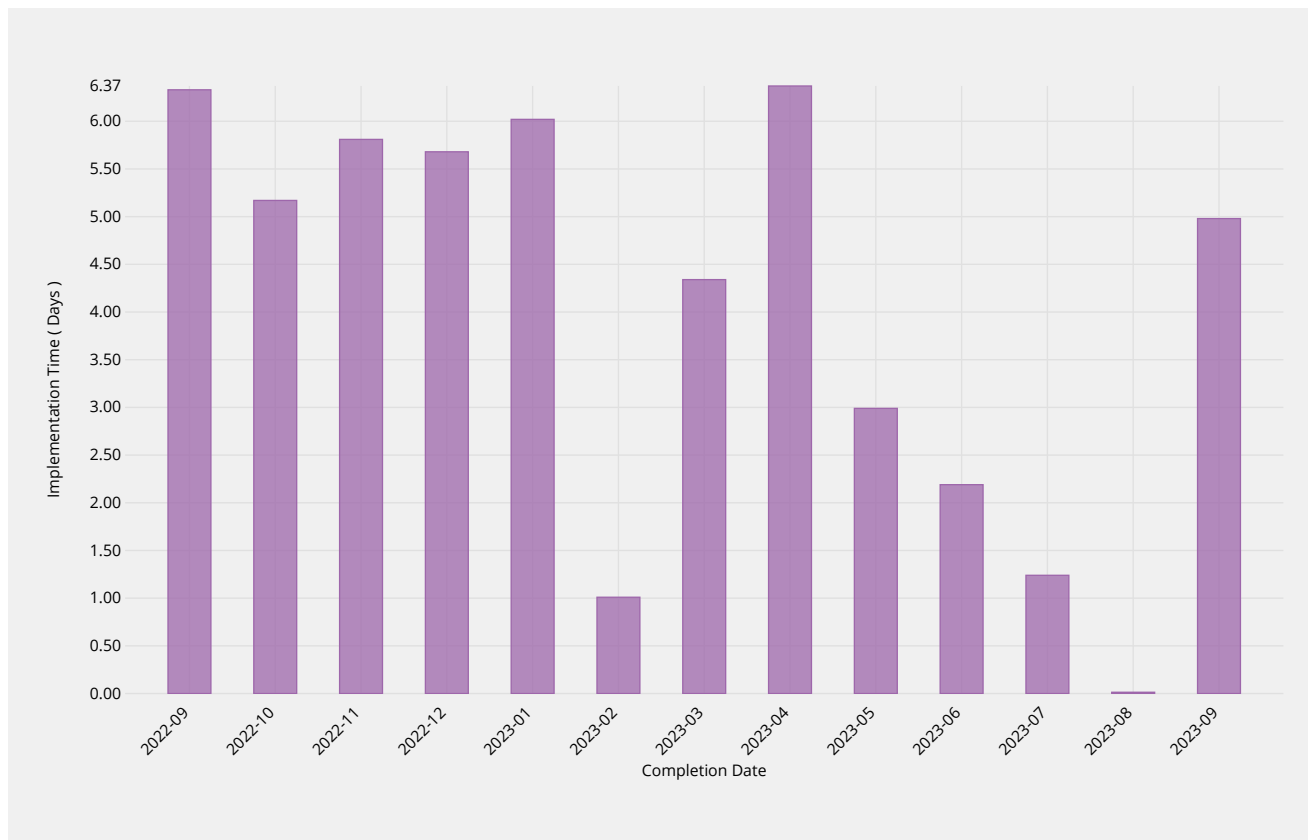
for remediation.



Review Time	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Review Time	0.07d	2.55d	0.41d	0.94d	0.13d	0.33d	0.00d	1.08d	0.33d	2.01d	0.37d	—	1.11d
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	2	5	3	3	1	1	1	1	3	1	2	0	2
Shortest Time	0.04d	0.62d	0.06d	0.01d	0.13d	0.33d	0.00d	1.08d	0.01d	2.01d	0.00d	—	0.00d
Longest Time	0.08d	3.03d	0.49d	1.00d	0.13d	0.33d	0.00d	1.08d	0.39d	2.01d	0.41d	—	1.23d
Median Time	0.06d	1.09d	0.07d	0.70d	0.13d	0.33d	0.00d	1.08d	0.08d	2.01d	0.20d	—	0.62d
PStDev Time	0.02d	0.88d	0.20d	0.42d	0.00d	0.00d	0.00d	0.00d	0.17d	0.00d	0.20d	—	0.61d

Implementation Time

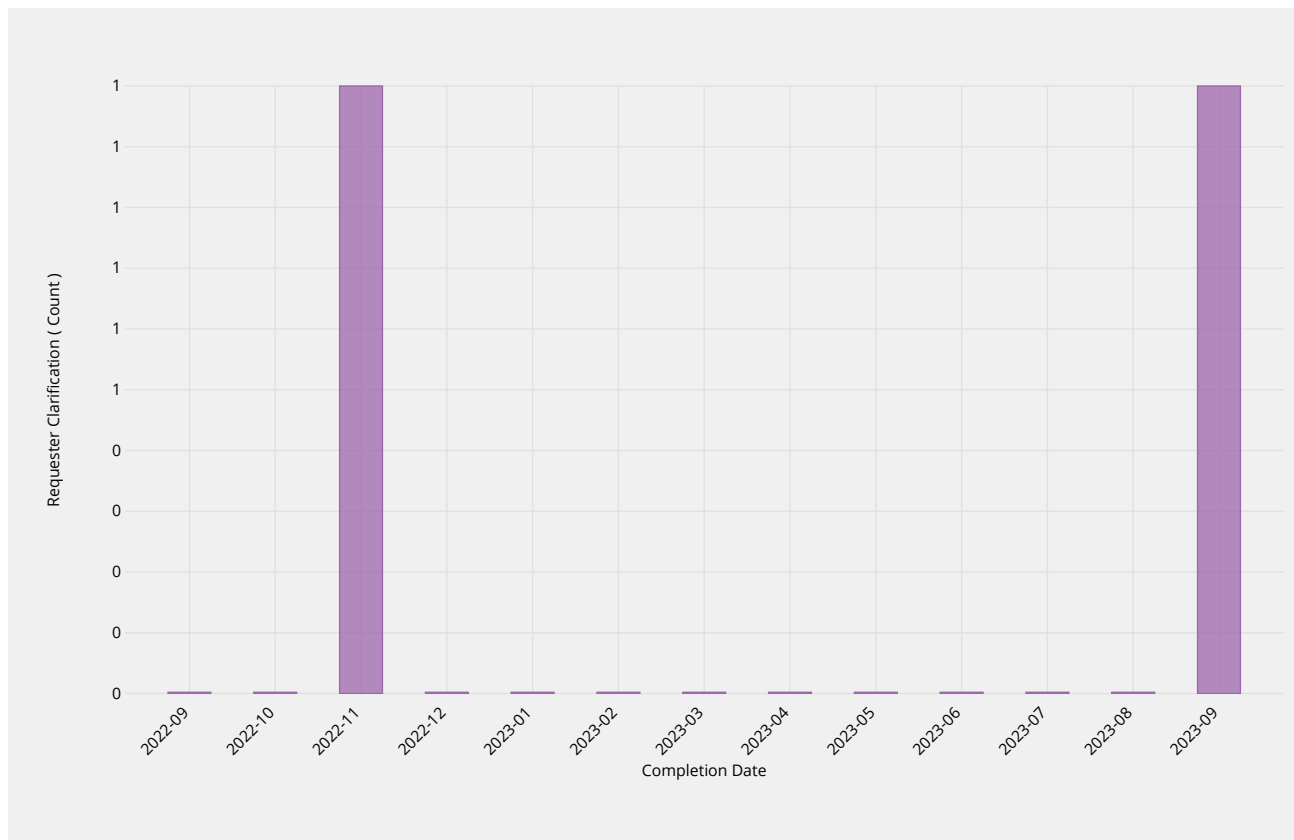
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Implementation Time	6.33d	5.17d	5.81d	5.68d	6.02d	1.01d	4.34d	6.37d	2.99d	2.19d	1.24d	—	4.98d
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	2	5	4	3	1	1	1	1	3	1	2	0	2
Shortest Time	2.13d	0.32d	1.86d	1.98d	6.02d	1.01d	4.34d	6.37d	1.19d	2.19d	1.17d	—	3.88d
Longest Time	6.79d	5.20d	5.90d	6.13d	6.02d	1.01d	4.34d	6.37d	3.17d	2.19d	1.25d	—	5.11d
Median Time	4.46d	1.25d	3.79d	3.87d	6.02d	1.01d	4.34d	6.37d	2.28d	2.19d	1.21d	—	4.49d
PStDev Time	2.33d	2.24d	1.92d	1.70d	0.00d	0.00d	0.00d	0.00d	0.81d	0.00d	0.04d	—	0.62d

Requester Clarification

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

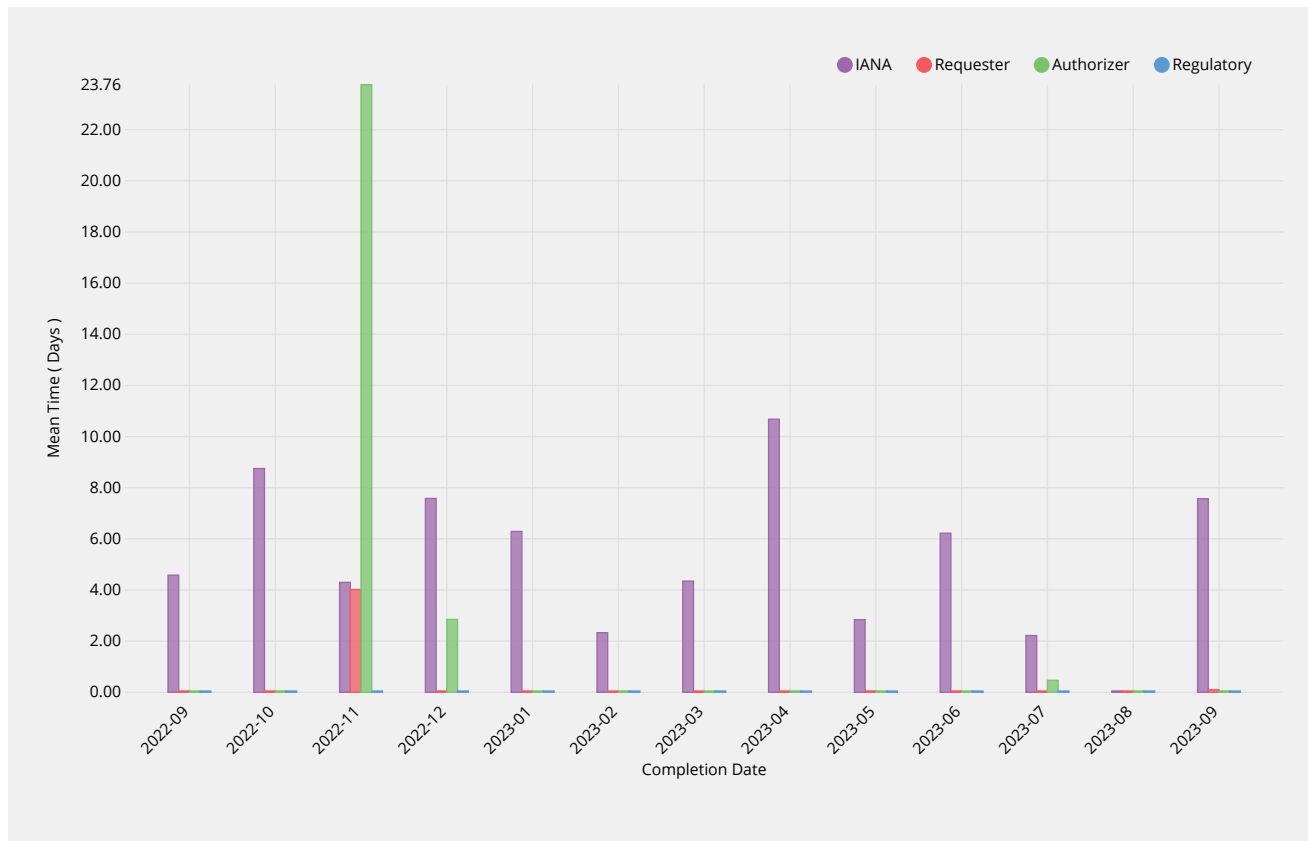


Requester Clarification	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Count	0	0	1	0	0	0	0	0	0	0	0	—	1
Request Count	2	5	4	3	1	1	1	1	3	1	2	0	2
Shortest Clarification	0	0	0	0	0	0	0	0	0	0	0	—	0
Longest Clarification	0	0	1	0	0	0	0	0	0	0	0	—	1

Time per Actor

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

regulatory checks.



IANA	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Mean Time	4.58d	8.75d	4.30d	7.58d	6.29d	2.33d	4.35d	10.68d	2.84d	6.22d	2.22d	—	7.57d
Review Count	2	4	4	2	1	1	1	1	3	1	2	0	2
Shortest Time	2.28d	1.11d	2.11d	2.00d	6.29d	2.33d	4.35d	10.68d	1.49d	6.22d	1.17d	—	3.88d
Longest Time	6.87d	21.58d	7.07d	13.17d	6.29d	2.33d	4.35d	10.68d	4.73d	6.22d	3.27d	—	11.26d
Median Time	4.58d	6.15d	4.02d	7.58d	6.29d	2.33d	4.35d	10.68d	2.28d	6.22d	2.22d	—	7.57d
PStDev Time	2.29d	7.76d	2.22d	5.58d	0.00d	0.00d	0.00d	0.00d	1.38d	0.00d	1.05d	—	3.69d

Requester	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Mean Time	—	—	4.02d	—	—	—	—	—	—	—	—	—	0.10d
Review Count	0	0	1	0	0	0	0	0	0	0	0	0	1
Shortest Time	—	—	4.02d	—	—	—	—	—	—	—	—	—	0.10d
Longest Time	—	—	4.02d	—	—	—	—	—	—	—	—	—	0.10d
Median Time	—	—	4.02d	—	—	—	—	—	—	—	—	—	0.10d
PStDev Time	—	—	0.00d	—	—	—	—	—	—	—	—	—	0.00d

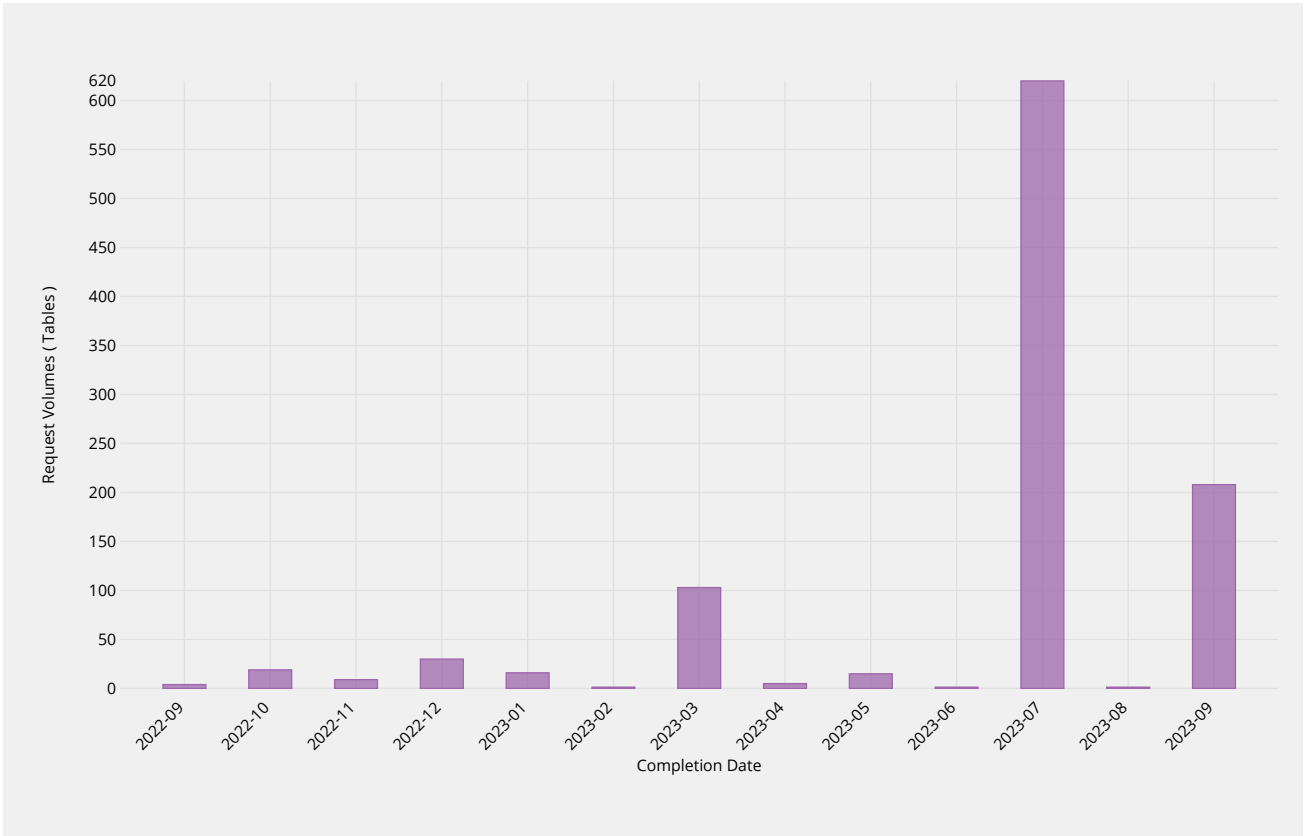
Authorizer	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Mean Time	—	—	23.76d	2.85d	—	—	—	—	—	—	0.47d	—	—
Review Count	0	0	1	1	0	0	0	0	0	0	1	0	0
Shortest Time	—	—	23.76d	2.85d	—	—	—	—	—	—	0.47d	—	—
Longest Time	—	—	23.76d	2.85d	—	—	—	—	—	—	0.47d	—	—
Median Time	—	—	23.76d	2.85d	—	—	—	—	—	—	0.47d	—	—
PStDev Time	—	—	0.00d	0.00d	—	—	—	—	—	—	0.00d	—	—

Regulatory	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Mean Time	—	—	0.05d	0.01d	—	—	—	—	—	—	0.04d	—	—
Review Count	0	0	1	1	0	0	0	0	0	0	1	0	0
Shortest Time	—	—	0.05d	0.01d	—	—	—	—	—	—	0.04d	—	—

Regulatory	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Longest Time	—	—	0.05d	0.01d	—	—	—	—	—	—	0.04d	—	—
Median Time	—	—	0.05d	0.01d	—	—	—	—	—	—	0.04d	—	—
PStDev Time	—	—	0.00d	0.00d	—	—	—	—	—	—	0.00d	—	—

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09
Total LGRs Processed	4	19	9	30	16	1	103	5	15	1	620	—	208
Request Count	2	5	4	3	1	1	1	1	3	1	2	0	2
Average LGRs per Request	2	4	2	10	16	1	103	5	5	1	310	—	104
Smallest per Request	1	1	1	2	16	1	103	5	2	1	2	—	103
Largest per Request	3	8	4	24	16	1	103	5	8	1	618	—	105

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.