

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

March 2018

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 2.68s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 3.79s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.3s	p5
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 3.41s	p5
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.42d	p6
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 1.68d	p7
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p7
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 17m	p8
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p8
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p9
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✗ 3.68m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p10
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✗ 2.95m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p13
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p13
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p16
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p17
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p17
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p17
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.1d	p18
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0d	p18
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0d	p19
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✗ 78.39d	p19
Validation and Reviews	Other Changes	≤0d	✓ —	p19
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ 18.95d	p20
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 40.15h	p21
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p21
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	≤0h	✓ —	p22
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.47s	p23

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.44s	p23
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.26s	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.22s	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p24
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p25
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p26
Directory Service	WHOIS Availability	≥99%	✓ 100%	p27
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p28
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.05s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 4.8ms	p30
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100%	p31
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone File	Other Changes	100%	✓ 100%	p31
Root Zone Database	Routine (Technical)	100%	✓ 100%	p32
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p32
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p32
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p33
Root Zone Database	Other Changes	100%	✓ 100%	p33
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.9s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.82d	p34

Percentage of SLA thresholds met of those defined	<b>95.3%</b>
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## Exceptions and Narrative for Reporting Period

Metric	Category	Expected	Actual
Technical Check (Retest)	Routine (Technical)	3m	3.68m 
Primary cause:	Threshold requires revisiting		
Analysis/Comments:	Two requests exceeded the technical check threshold of three minutes. This exception relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.		
Technical Check (Supplemental)	Routine (Technical)	1m	2.95m 
Primary cause:	Threshold requires revisiting		
Analysis/Comments:	Eight requests exceeded the technical check threshold of one minute. This exception also relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.		
Validation and Reviews	ccTLD Creation/Transfer	60d	78.39d 
Primary cause:	Threshold requires revisiting		
Analysis/Comments:	One ccTLD transfer request exceeded the validation and reviews threshold of 60 days. The request was complex and not fully documented when it was submitted, so it required an extensive amount of communication with the requestor. Another factor that contributed to increased staff processing time was that many of the email communications and supporting documents were not provided in English. The CSC has previously recommended that the threshold for this be revisited and measured annually instead of monthly.		





Routine (Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Lodgment Count	8	5	13	10	9	6
Mean Time	0.17d	0.22d	0.23d	0.35d	0.62d	0.17d
Shortest Time	0d	0.04d	0.01d	0.03d	0d	0d
Longest Time	0.57d	0.51d	0.66d	0.6d	3.38d	0.46d
Median Time	0.1d	0.19d	0.16d	0.43d	0.37d	0.13d
PStDev Time	0.2d	0.17d	0.18d	0.17d	0.99d	0.16d

Routine (Non-Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Lodgment Time	1.3d	0.65d	0.45d	—	0.39d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	5	2	1	0	1	0
Mean Time	0.64d	0.46d	0.45d	—	0.39d	—
Shortest Time	0d	0.24d	0.45d	—	0.39d	—
Longest Time	1.41d	0.67d	0.45d	—	0.39d	—
Median Time	0.87d	0.46d	0.45d	—	0.39d	—
PStDev Time	0.54d	0.21d	0d	—	0d	—

gTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Lodgment Time	—	—	0.02d	—	0.04d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	1	0	1	0
Mean Time	—	—	0.02d	—	0.04d	—
Shortest Time	—	—	0.02d	—	0.04d	—
Longest Time	—	—	0.02d	—	0.04d	—
Median Time	—	—	0.02d	—	0.04d	—
PStDev Time	—	—	0d	—	0d	—

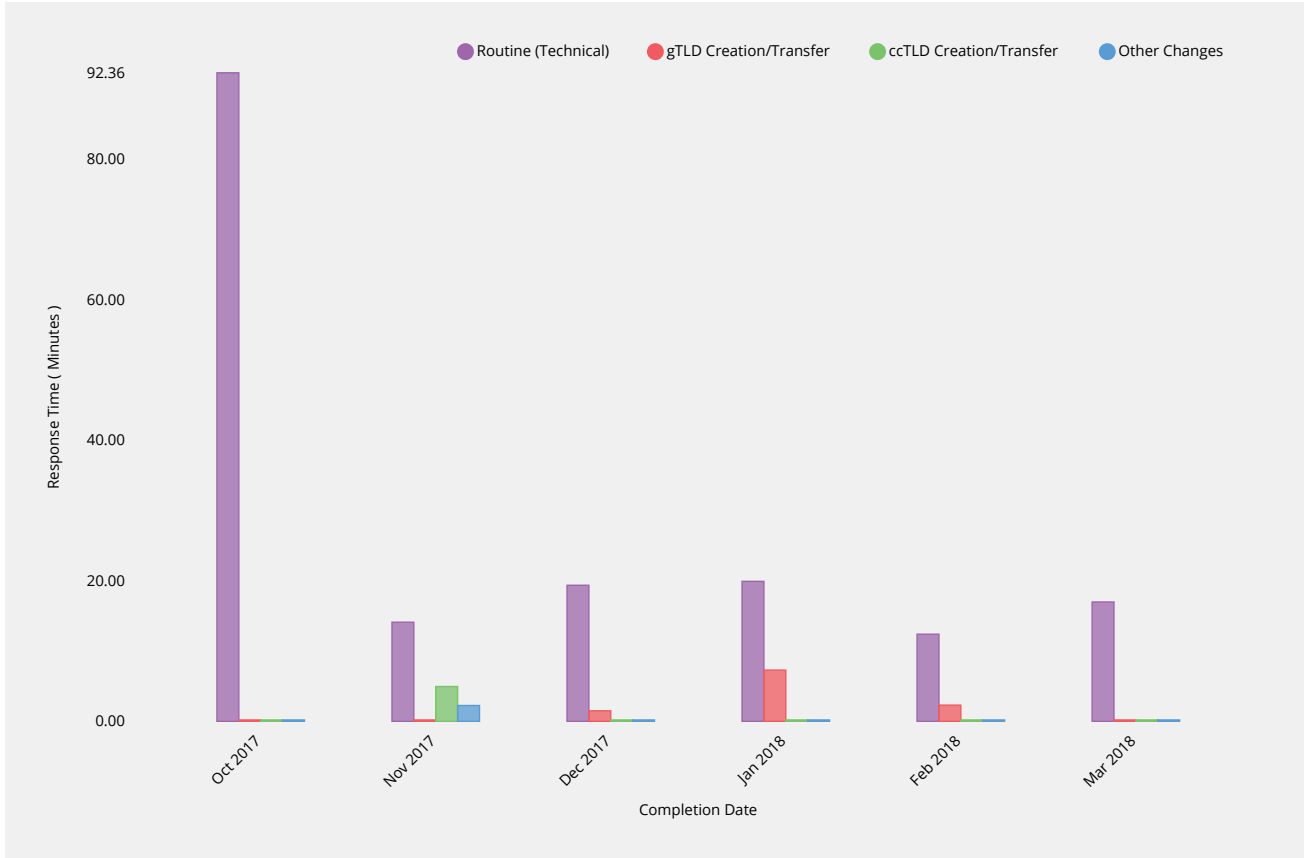
ccTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Lodgment Time	—	0d	—	—	—	1.68d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	0	0	0	1
Mean Time	—	0d	—	—	—	1.68d
Shortest Time	—	0d	—	—	—	1.68d
Longest Time	—	0d	—	—	—	1.68d
Median Time	—	0d	—	—	—	1.68d
PStDev Time	—	0d	—	—	—	0d

Other Changes	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Lodgment Time	1.51d	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	2	0	0	0	0	0
Mean Time	0.84d	—	—	—	—	—
Shortest Time	0.1d	—	—	—	—	—
Longest Time	1.58d	—	—	—	—	—
Median Time	0.84d	—	—	—	—	—
PStDev Time	0.74d	—	—	—	—	—

## Technical Checks

### Technical Check (First)

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



Routine (Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Response Time	92.36m	14.12m	19.38m	19.94m	12.41m	17m
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	109	94	74	82	56	57
Mean Time	26.41m	5.26m	5.64m	5.94m	4.5m	5.89m
Shortest Time	0.29m	0.27m	0.26m	0.08m	0.31m	0.37m
Longest Time	117.35m	25.57m	25.28m	27.79m	23.61m	22.59m
Median Time	5.52m	4.19m	3.52m	3.95m	3.63m	4.4m
PStDev Time	32.59m	4.54m	5.83m	6.11m	4.03m	4.83m

gTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Response Time	—	—	1.5m	7.3m	2.31m	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	1	2	2	0
Mean Time	—	—	1.5m	5.55m	1.77m	—
Shortest Time	—	—	1.5m	3.6m	1.18m	—
Longest Time	—	—	1.5m	7.49m	2.37m	—
Median Time	—	—	1.5m	5.55m	1.77m	—



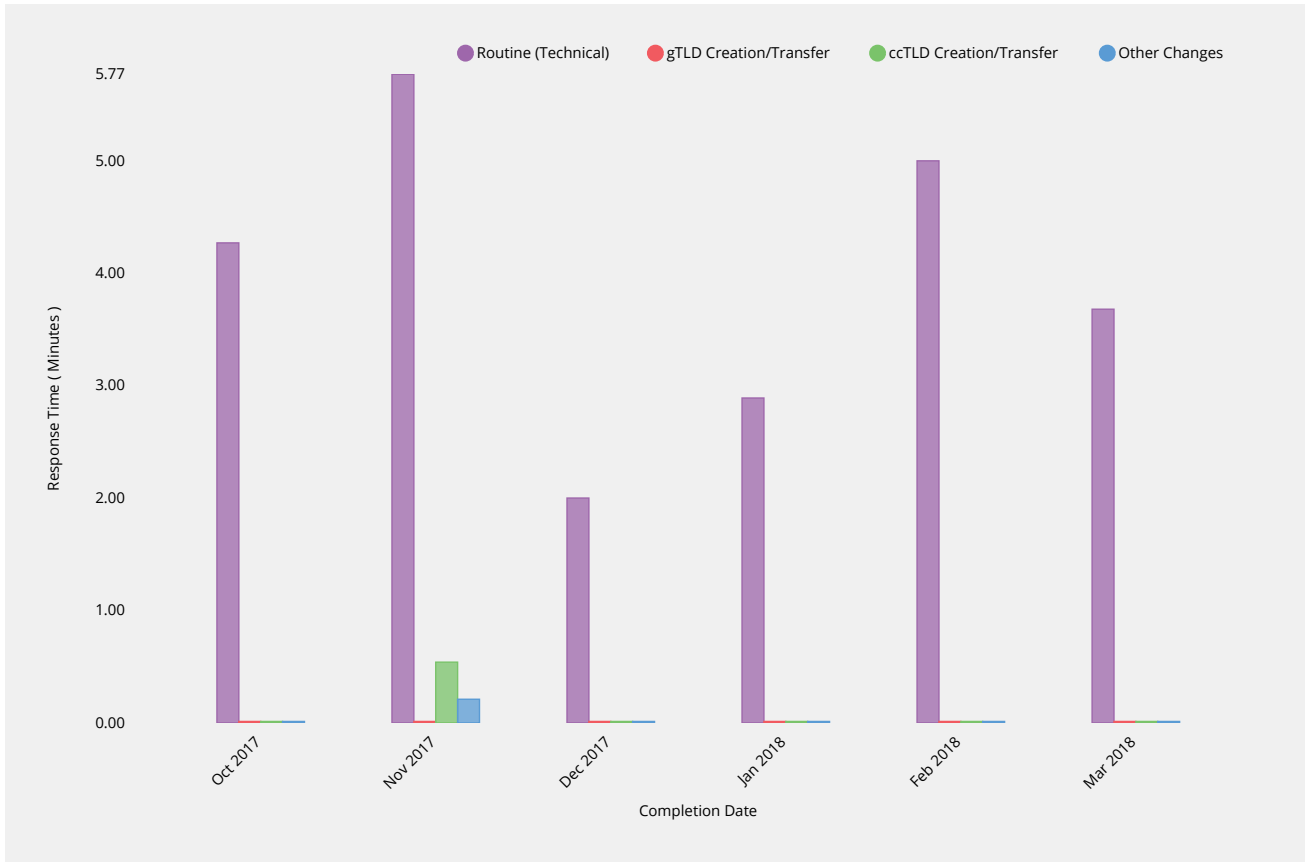
gTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
PStDev Time	—	—	0m	1.95m	0.59m	—

ccTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Response Time	—	4.96m	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	2	0	0	0	0
Mean Time	—	3.29m	—	—	—	—
Shortest Time	—	1.43m	—	—	—	—
Longest Time	—	5.15m	—	—	—	—
Median Time	—	3.29m	—	—	—	—
PStDev Time	—	1.86m	—	—	—	—

Other Changes	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Response Time	—	2.26m	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	1	0	0	0	0
Mean Time	—	2.26m	—	—	—	—
Shortest Time	—	2.26m	—	—	—	—
Longest Time	—	2.26m	—	—	—	—
Median Time	—	2.26m	—	—	—	—
PStDev Time	—	0m	—	—	—	—

## Technical Check (Retest)

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



	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Routine (Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Response Time	4.27m	5.77m	2m	2.89m	5m	3.68m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	191	494	382	412	175	217
Mean Time	0.7m	1.76m	0.67m	0.86m	2.01m	1.31m
Shortest Time	0.07m	0.06m	0.12m	0.1m	0.1m	0.1m
Longest Time	4.77m	5.82m	10.16m	8.8m	5.06m	4.56m
Median Time	0.36m	0.48m	0.32m	0.42m	0.38m	0.61m
PStDev Time	1.09m	1.89m	1.13m	1.07m	2.26m	1.23m

### Exception Narrative

Primary cause: Threshold requires revisiting  
 Analysis/Comments: Two requests exceeded the technical check threshold of three minutes. This exception relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.

	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
gTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Response Time	—	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0

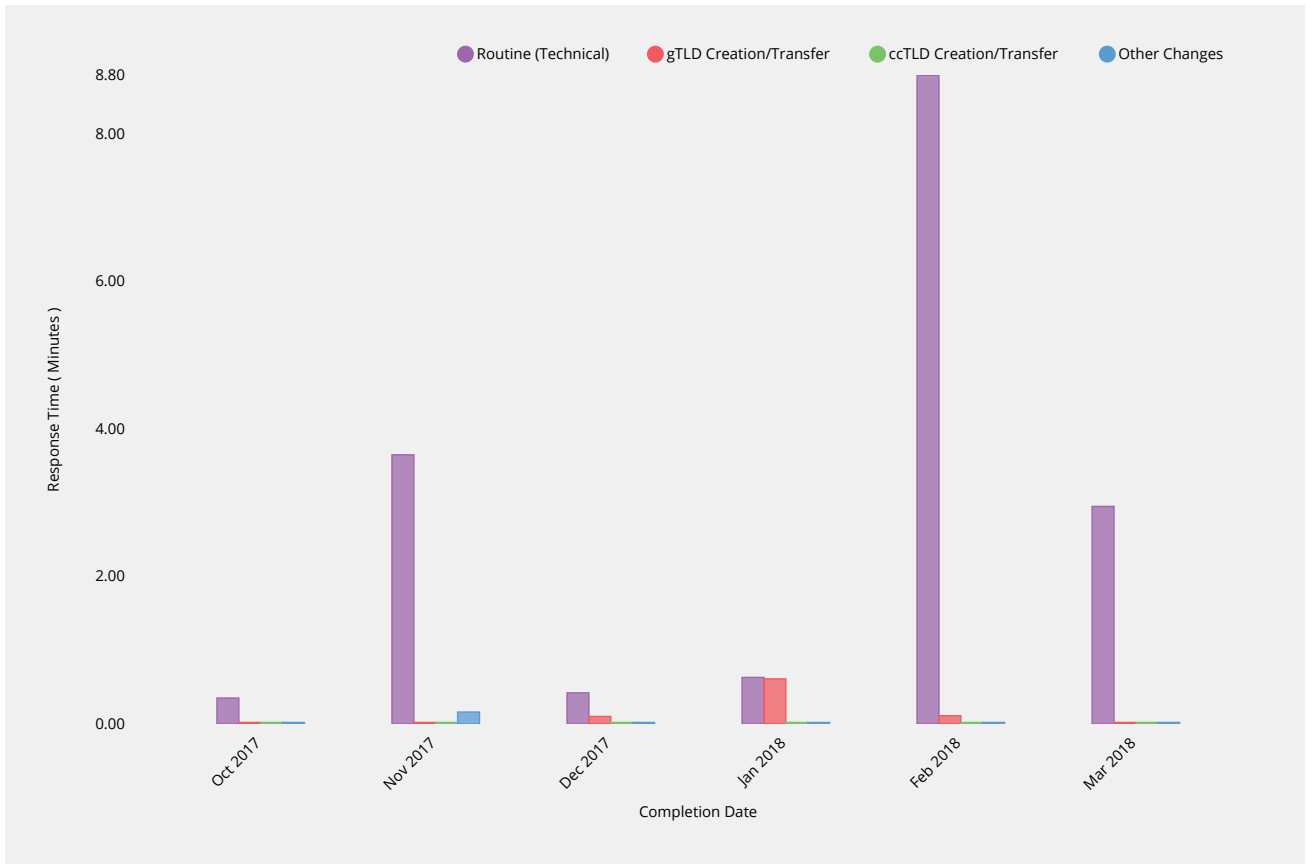
gTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Response Time	—	0.54m	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	27	0	0	0	0
Mean Time	—	0.21m	—	—	—	—
Shortest Time	—	0.14m	—	—	—	—
Longest Time	—	0.83m	—	—	—	—
Median Time	—	0.16m	—	—	—	—
PStDev Time	—	0.15m	—	—	—	—

Other Changes	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Response Time	—	0.21m	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	34	0	0	0	0
Mean Time	—	0.26m	—	—	—	—
Shortest Time	—	0.15m	—	—	—	—
Longest Time	—	3.47m	—	—	—	—
Median Time	—	0.16m	—	—	—	—
PStDev Time	—	0.56m	—	—	—	—

## Technical Check (Supplemental)

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



	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Routine (Technical)						
Response Time	0.35m	3.65m	0.42m	0.63m	8.8m	2.95m <span>⚠</span>
Monthly Threshold	1m	1m	1m	1m	1m	1m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	120	87	88	98	137	166
Mean Time	0.17m	1.07m	0.26m	0.28m	3.34m	1.01m
Shortest Time	0.07m	0.05m	0.1m	0.04m	0.06m	0.07m
Longest Time	0.53m	11m	1.12m	0.8m	11.71m	4.61m
Median Time	0.14m	0.33m	0.25m	0.24m	1.81m	0.56m
PStDev Time	0.09m	1.84m	0.14m	0.17m	3.36m	1.16m

### Exception Narrative

Primary cause: Threshold requires revisiting  
 Analysis/Comments: Eight requests exceeded the technical check threshold of one minute. This exception also relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.

	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
gTLD Creation/Transfer						
Response Time	—	—	0.1m	0.61m	0.11m	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	1	2	1	0
Mean Time	—	—	0.1m	0.42m	0.11m	—

gTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Shortest Time	—	—	0.1m	0.2m	0.11m	—
Longest Time	—	—	0.1m	0.63m	0.11m	—
Median Time	—	—	0.1m	0.42m	0.11m	—
PStDev Time	—	—	0m	0.21m	0m	—

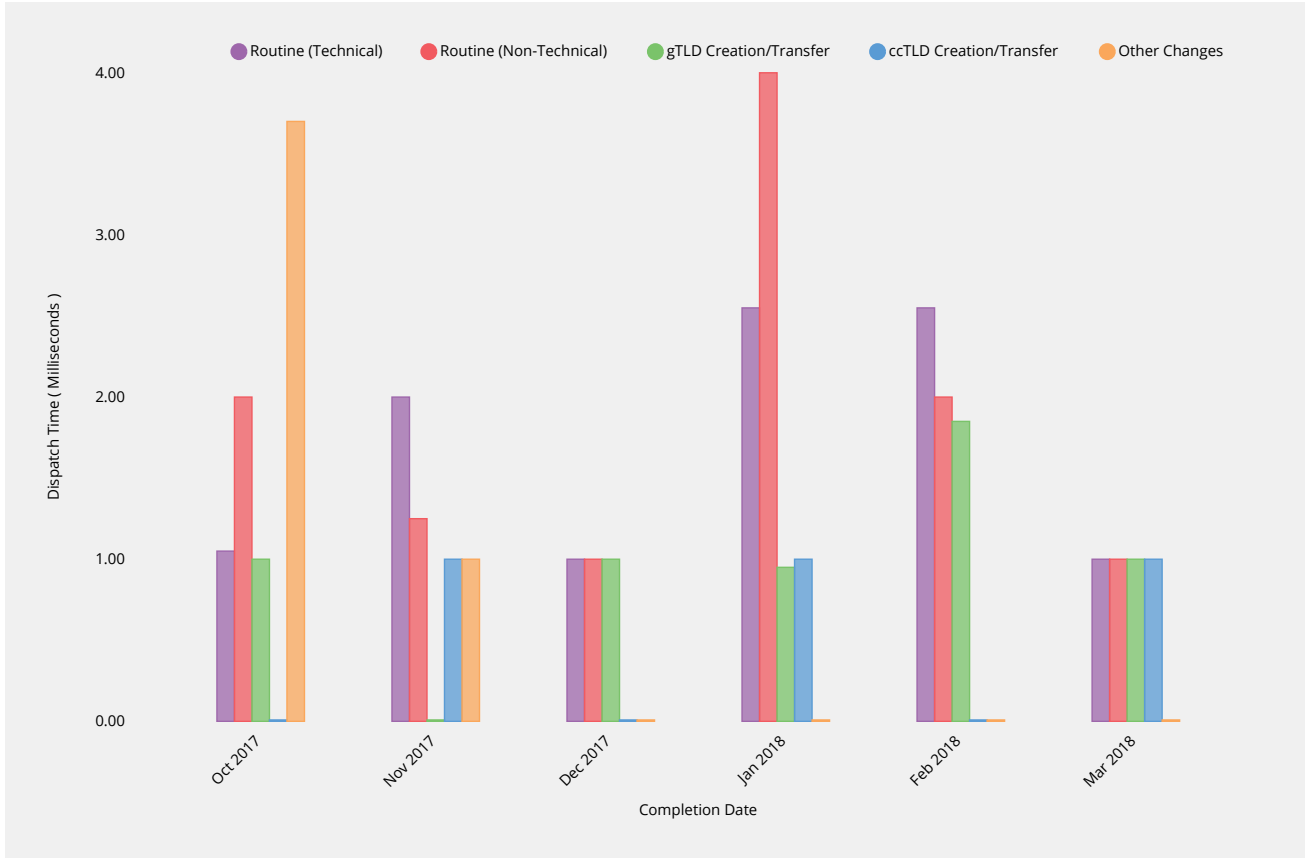
ccTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Response Time	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Response Time	—	0.16m	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	1	0	0	0	0
Mean Time	—	0.16m	—	—	—	—
Shortest Time	—	0.16m	—	—	—	—
Longest Time	—	0.16m	—	—	—	—
Median Time	—	0.16m	—	—	—	—
PStDev Time	—	0m	—	—	—	—

# Contact Confirmations

## Email Dispatch

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



Routine (Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Dispatch Time	1.05ms	2ms	1ms	2.55ms	2.55ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	100	72	62	70	50	56
Mean Time	0.77ms	0.83ms	0.79ms	1.69ms	1.46ms	0.7ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	2ms	5ms	3ms	5ms	3ms	1ms
Median Time	1ms	1ms	1ms	2ms	1ms	1ms
PStDev Time	0.53ms	0.78ms	0.54ms	0.71ms	0.7ms	0.46ms

Routine (Non-Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Dispatch Time	2ms	1.25ms	1ms	4ms	2ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	28	16	13	25	252	257
Mean Time	1ms	1ms	1ms	2.16ms	1.06ms	0.88ms
Shortest Time	0ms	0ms	1ms	1ms	0ms	0ms
Longest Time	2ms	2ms	1ms	10ms	4ms	4ms
Median Time	1ms	1ms	1ms	2ms	1ms	1ms

Routine (Non-Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
PStDev Time	0.46ms	0.35ms	0ms	1.85ms	0.4ms	0.42ms

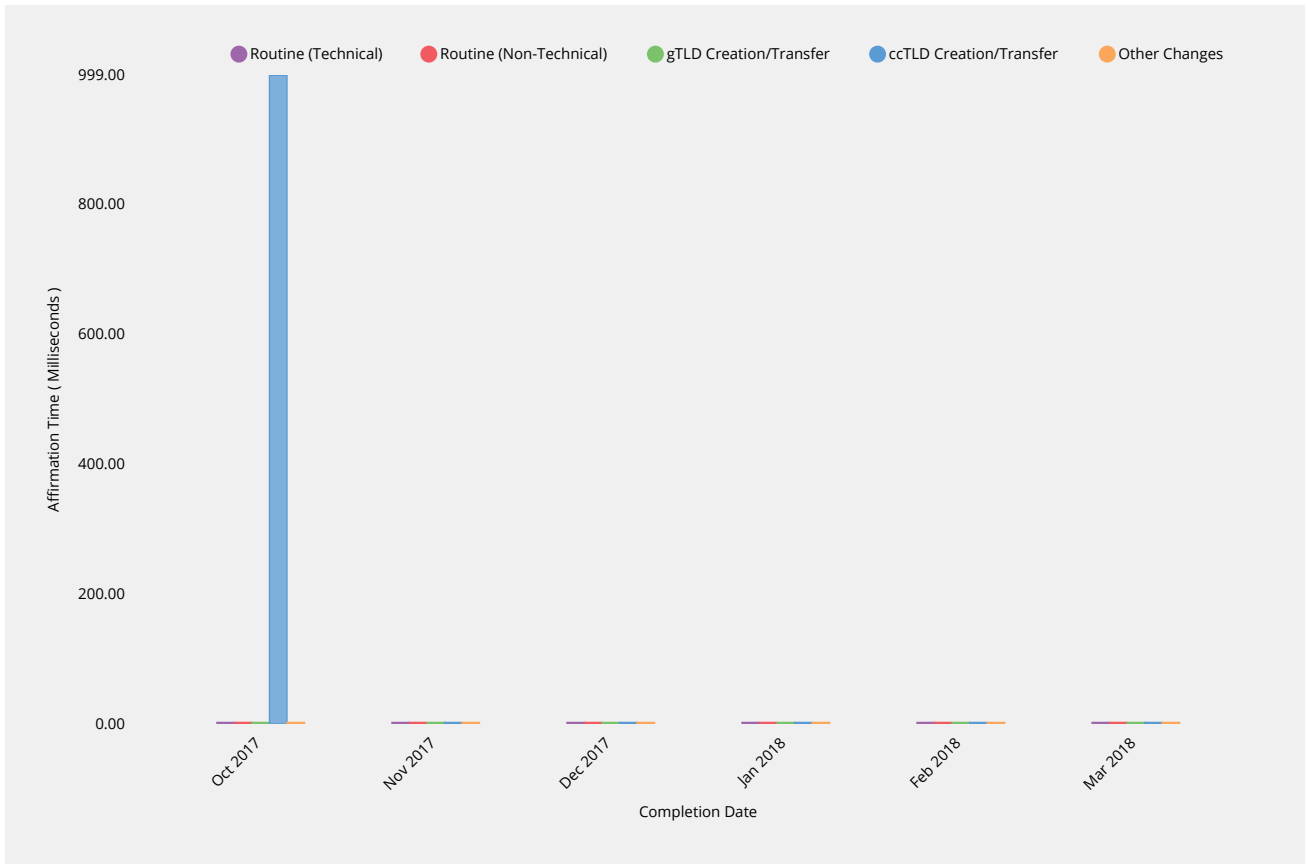
gTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Dispatch Time	1ms	—	1ms	0.95ms	1.85ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	0	1	2	4	197
Mean Time	1ms	—	1ms	0.5ms	0.75ms	0.84ms
Shortest Time	1ms	—	1ms	0ms	0ms	0ms
Longest Time	1ms	—	1ms	1ms	2ms	2ms
Median Time	1ms	—	1ms	0.5ms	0.5ms	1ms
PStDev Time	0ms	—	0ms	0.5ms	0.83ms	0.39ms

ccTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Dispatch Time	0ms	1ms	—	1ms	—	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	1	0	1	0	1
Mean Time	0ms	1ms	—	1ms	—	1ms
Shortest Time	0ms	1ms	—	1ms	—	1ms
Longest Time	0ms	1ms	—	1ms	—	1ms
Median Time	0ms	1ms	—	1ms	—	1ms
PStDev Time	0ms	0ms	—	0ms	—	0ms

Other Changes	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Dispatch Time	3.7ms	1ms	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	3	2	0	0	0	0
Mean Time	2ms	1ms	—	—	—	—
Shortest Time	1ms	1ms	—	—	—	—
Longest Time	4ms	1ms	—	—	—	—
Median Time	1ms	1ms	—	—	—	—
PStDev Time	1.41ms	0ms	—	—	—	—

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Affirmation Time	1ms	1ms	1ms	1ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	99	71	61	69	48	55
Mean Time	0.34ms	0.08ms	0.07ms	0.1ms	0.12ms	0.11ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	28ms	1ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	2.8ms	0.28ms	0.25ms	0.3ms	0.33ms	0.31ms

Routine (Non-Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Affirmation Time	0.7ms	1ms	0ms	1ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	27	15	6	20	249	257
Mean Time	0.07ms	0.13ms	0ms	0.15ms	0.06ms	0.07ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	0ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.26ms	0.34ms	0ms	0.36ms	0.24ms	0.25ms



gTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Affirmation Time	0ms	—	0ms	0.95ms	0.9ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	0	1	2	3	197
Mean Time	0ms	—	0ms	0.5ms	0.33ms	0.09ms
Shortest Time	0ms	—	0ms	0ms	0ms	0ms
Longest Time	0ms	—	0ms	1ms	1ms	1ms
Median Time	0ms	—	0ms	0.5ms	0ms	0ms
PStDev Time	0ms	—	0ms	0.5ms	0.47ms	0.29ms

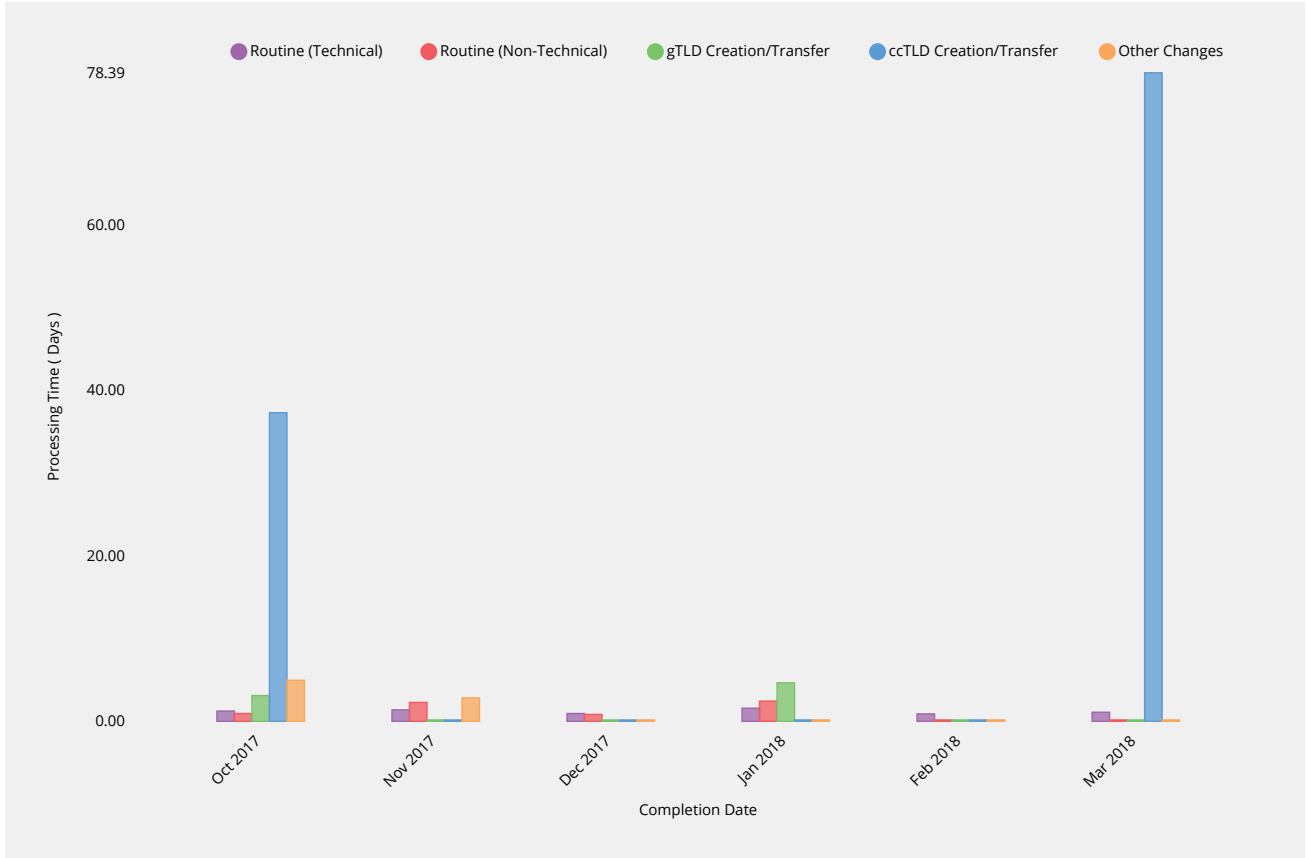
ccTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Affirmation Time	999ms	—	—	0ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	0	0	1	0	0
Mean Time	999ms	—	—	0ms	—	—
Shortest Time	999ms	—	—	0ms	—	—
Longest Time	999ms	—	—	0ms	—	—
Median Time	999ms	—	—	0ms	—	—
PStDev Time	0ms	—	—	0ms	—	—

Other Changes	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Affirmation Time	0ms	0ms	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	3	2	0	0	0	0
Mean Time	0ms	0ms	—	—	—	—
Shortest Time	0ms	0ms	—	—	—	—
Longest Time	0ms	0ms	—	—	—	—
Median Time	0ms	0ms	—	—	—	—
PStDev Time	0ms	0ms	—	—	—	—

## Staff Processing

### Validation and Reviews

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




Routine (Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Processing Time	1.25d	1.39d	0.95d	1.59d	0.9d	1.1d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	100	71	60	72	48	55
Mean Time	0.58d	0.66d	0.61d	0.88d	0.57d	0.75d
Shortest Time	0d	0d	0d	0d	0.01d	0.01d
Longest Time	10.86d	4.56d	2.71d	2.93d	2.11d	11.16d
Median Time	0.15d	0.48d	0.61d	0.72d	0.48d	0.45d
PStDev Time	1.34d	0.71d	0.46d	0.66d	0.43d	1.5d

Routine (Non-Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Processing Time	0.95d	2.29d	0.84d	2.45d	0d	0d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	26	15	6	20	248	257
Mean Time	0.4d	0.71d	0.38d	0.99d	0.02d	0.03d
Shortest Time	0d	0.02d	0d	0.08d	0d	0d
Longest Time	1.87d	3.01d	0.98d	2.45d	1.4d	1.27d
Median Time	0.25d	0.33d	0.28d	0.83d	0d	0d

Routine (Non-Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
PStDev Time	0.47d	0.96d	0.35d	0.81d	0.14d	0.14d

gTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Processing Time	3.12d	—	0.15d	4.66d	0.13d	0d
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	0	1	2	3	197
Mean Time	3.12d	—	0.15d	3.24d	0.11d	0d
Shortest Time	3.12d	—	0.15d	1.46d	0.07d	0d
Longest Time	3.12d	—	0.15d	5.02d	0.14d	0.66d
Median Time	3.12d	—	0.15d	3.24d	0.1d	0d
PStDev Time	0d	—	0d	1.78d	0.03d	0.05d

ccTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Processing Time	37.31d	—	—	—	—	78.39d 
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Request Count	1	0	0	0	0	1
Mean Time	37.31d	—	—	—	—	78.39d
Shortest Time	37.31d	—	—	—	—	78.39d
Longest Time	37.31d	—	—	—	—	78.39d
Median Time	37.31d	—	—	—	—	78.39d
PStDev Time	0d	—	—	—	—	0d

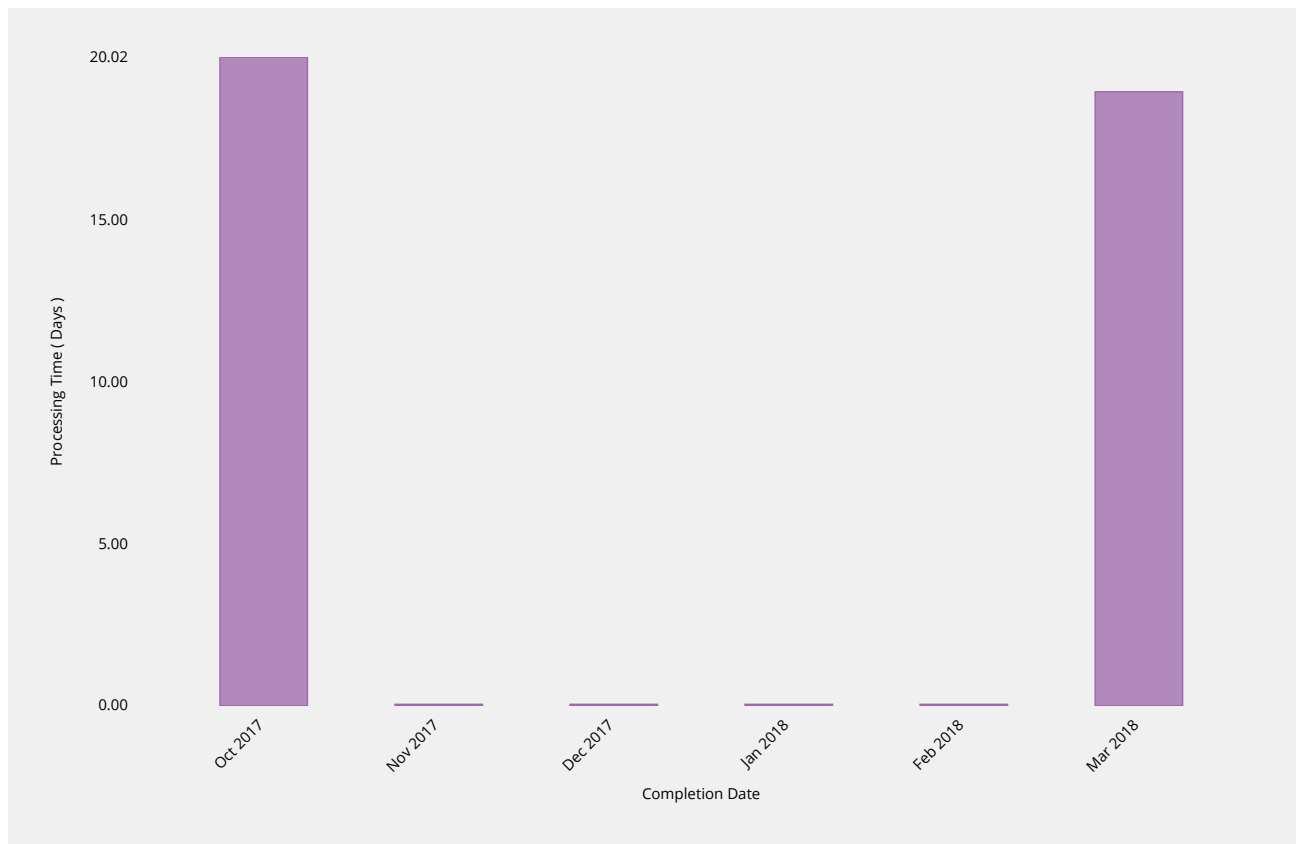
**Exception Narrative**

Primary cause: Threshold requires revisiting  
 Analysis/Comments: One ccTLD transfer request exceeded the validation and reviews threshold of 60 days. The request was complex and not fully documented when it was submitted, so it required an extensive amount of communication with the requestor. Another factor that contributed to increased staff processing time was that many of the email communications and supporting documents were not provided in English. The CSC has previously recommended that the threshold for this be revisited and measured annually instead of monthly.

Other Changes	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Processing Time	4.97d	2.84d	—	—	—	—
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	3	2	0	0	0	0
Mean Time	1.8d	1.88d	—	—	—	—
Shortest Time	0.15d	0.92d	—	—	—	—
Longest Time	4.97d	2.84d	—	—	—	—
Median Time	0.28d	1.88d	—	—	—	—
PStDev Time	2.24d	0.96d	—	—	—	—

## Third Party Approval

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

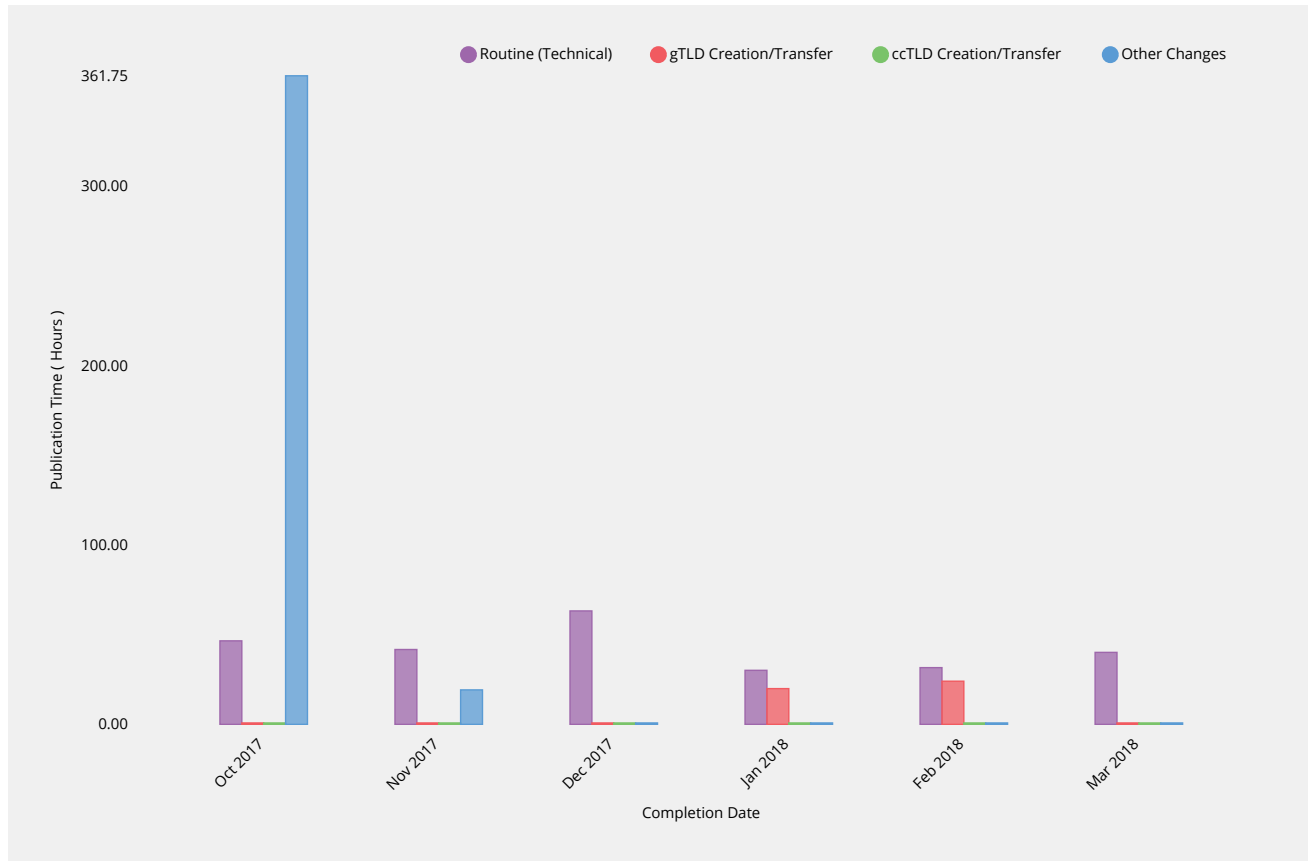


ccTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Processing Time	20.02d	—	—	—	—	18.95d
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	1	0	0	0	0	1
Mean Time	20.02d	—	—	—	—	18.95d
Shortest Time	20.02d	—	—	—	—	18.95d
Longest Time	20.02d	—	—	—	—	18.95d
Median Time	20.02d	—	—	—	—	18.95d
PStDev Time	0d	—	—	—	—	0d

# Implementation

## Root Zone Publication

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



Routine (Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Publication Time	46.58h	41.75h	63.27h	30.14h	31.64h	40.15h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	97	71	60	69	48	54
Mean Time	10.97h	12.97h	16.6h	16.44h	15.67h	14.23h
Shortest Time	0.43h	0.28h	0.72h	0.77h	0.78h	1.32h
Longest Time	71.59h	70.58h	63.3h	38.41h	31.89h	47.09h
Median Time	11.61h	11.83h	15.86h	19.12h	19.26h	16.78h
PStDev Time	9.49h	11.76h	14.99h	8.08h	9.3h	9.93h

gTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Publication Time	—	—	0.33h	19.94h	24.07h	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	1	2	1	0
Mean Time	—	—	0.33h	18.44h	24.07h	—
Shortest Time	—	—	0.33h	16.9h	24.07h	—
Longest Time	—	—	0.33h	19.97h	24.07h	—
Median Time	—	—	0.33h	18.44h	24.07h	—

gTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
PStDev Time	—	—	0h	1.54h	0h	—

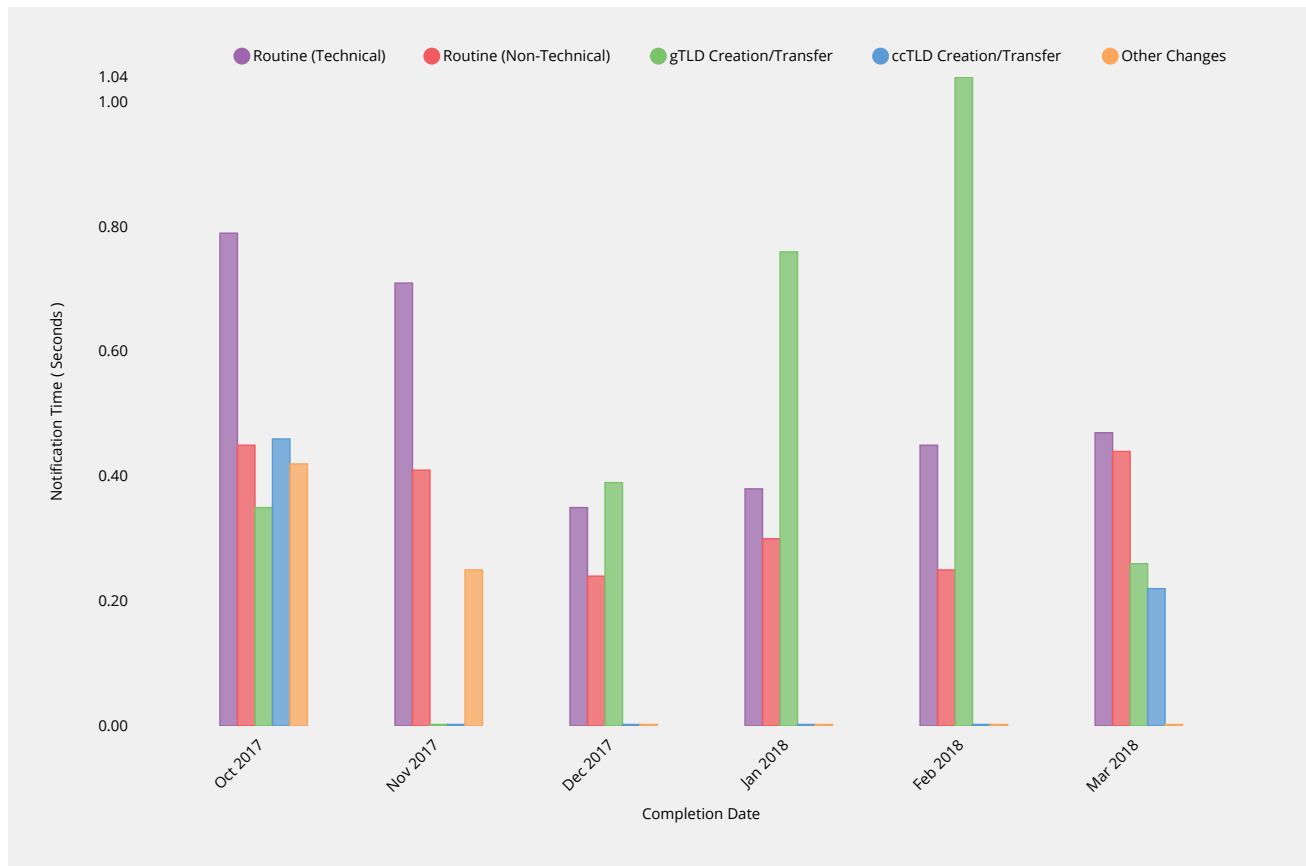
ccTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Publication Time	—	—	—	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Publication Time	361.75h	19.23h	—	—	—	—
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	3	1	0	0	0	0
Mean Time	136.49h	19.23h	—	—	—	—
Shortest Time	23.72h	19.23h	—	—	—	—
Longest Time	361.75h	19.23h	—	—	—	—
Median Time	24h	19.23h	—	—	—	—
PStDev Time	159.28h	0h	—	—	—	—

## Notification of Completion

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



Routine (Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Notification Time	0.79s	0.71s	0.35s	0.38s	0.45s	0.47s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	96	71	59	69	48	54
Mean Time	0.43s	0.31s	0.21s	0.26s	0.29s	0.33s
Shortest Time	0.25s	0.16s	0.15s	0.18s	0.17s	0.2s
Longest Time	0.93s	0.82s	0.38s	0.56s	0.79s	1.2s
Median Time	0.39s	0.24s	0.2s	0.24s	0.24s	0.25s
PStDev Time	0.15s	0.16s	0.05s	0.07s	0.12s	0.17s

Routine (Non-Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Notification Time	0.45s	0.41s	0.24s	0.3s	0.25s	0.44s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	26	15	6	20	248	257
Mean Time	0.4s	0.32s	0.22s	0.24s	0.2s	0.37s
Shortest Time	0.32s	0.21s	0.19s	0.19s	0.16s	0.18s
Longest Time	0.48s	0.42s	0.25s	0.35s	0.49s	0.5s
Median Time	0.4s	0.35s	0.23s	0.23s	0.2s	0.37s
PStDev Time	0.04s	0.09s	0.02s	0.04s	0.05s	0.05s

gTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Notification Time	0.35s	—	0.39s	0.76s	1.04s	0.26s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	0	1	2	3	197
Mean Time	0.35s	—	0.39s	0.66s	0.68s	0.23s
Shortest Time	0.35s	—	0.39s	0.55s	0.42s	0.2s
Longest Time	0.35s	—	0.39s	0.77s	1.1s	0.32s
Median Time	0.35s	—	0.39s	0.66s	0.54s	0.23s
PStDev Time	0s	—	0s	0.11s	0.29s	0.02s

ccTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Notification Time	0.46s	—	—	—	—	0.22s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	0	0	0	0	1
Mean Time	0.46s	—	—	—	—	0.22s
Shortest Time	0.46s	—	—	—	—	0.22s
Longest Time	0.46s	—	—	—	—	0.22s
Median Time	0.46s	—	—	—	—	0.22s
PStDev Time	0s	—	—	—	—	0s

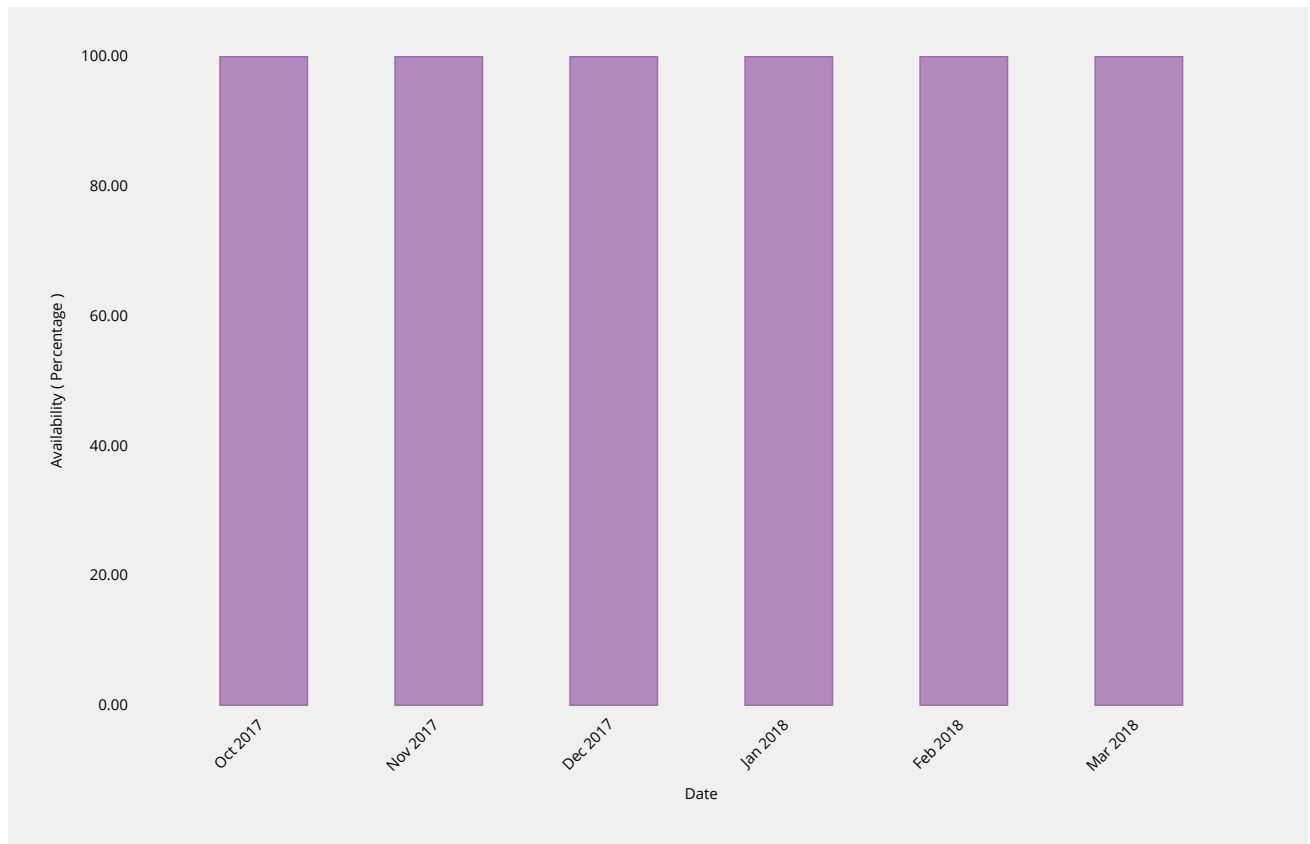
Other Changes	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Notification Time	0.42s	0.25s	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	3	2	0	0	0	0
Mean Time	0.39s	0.24s	—	—	—	—
Shortest Time	0.36s	0.22s	—	—	—	—
Longest Time	0.43s	0.25s	—	—	—	—
Median Time	0.38s	0.24s	—	—	—	—
PStDev Time	0.03s	0.01s	—	—	—	—



# System Availability

## IANA Website

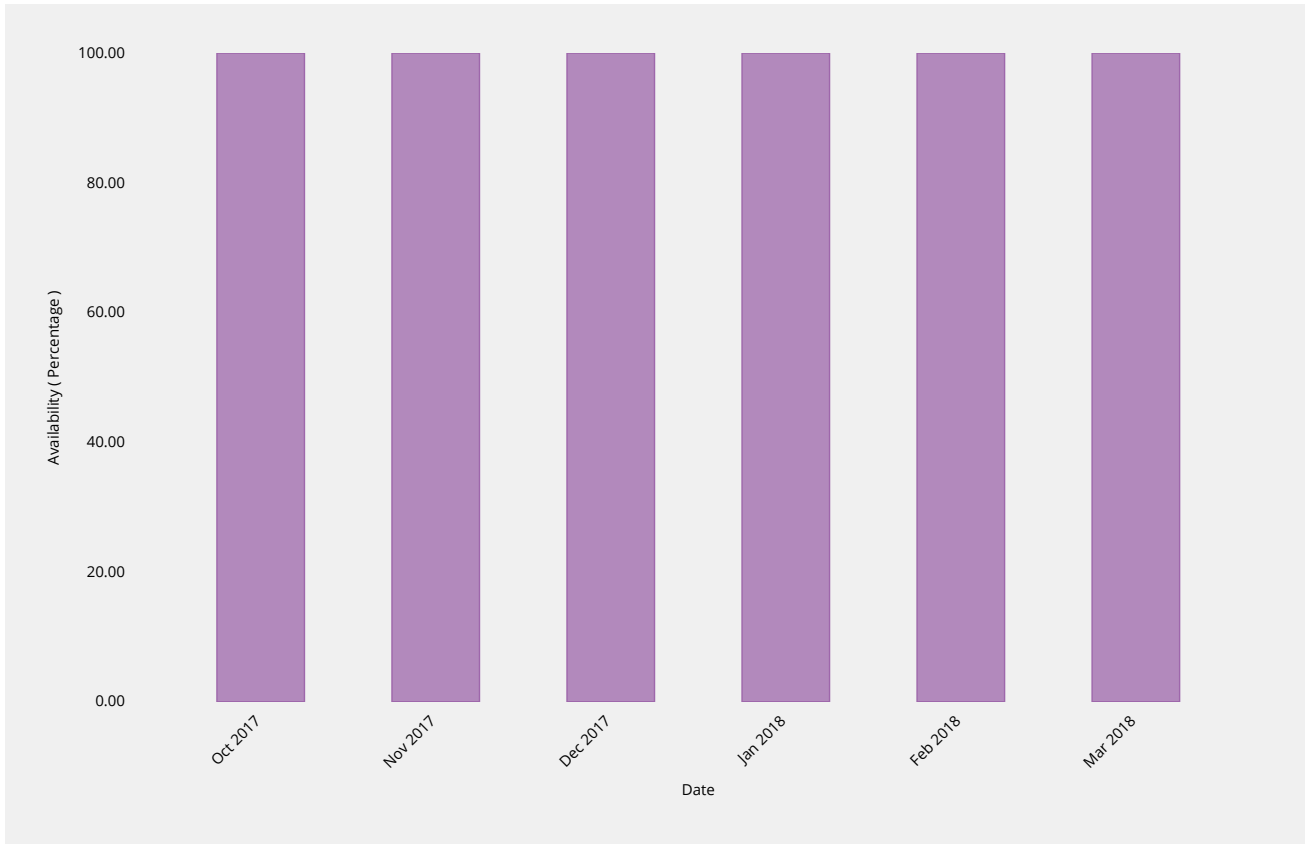
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Availability	100%	100%	100%	100%	100%	<b>100%</b>
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Management System

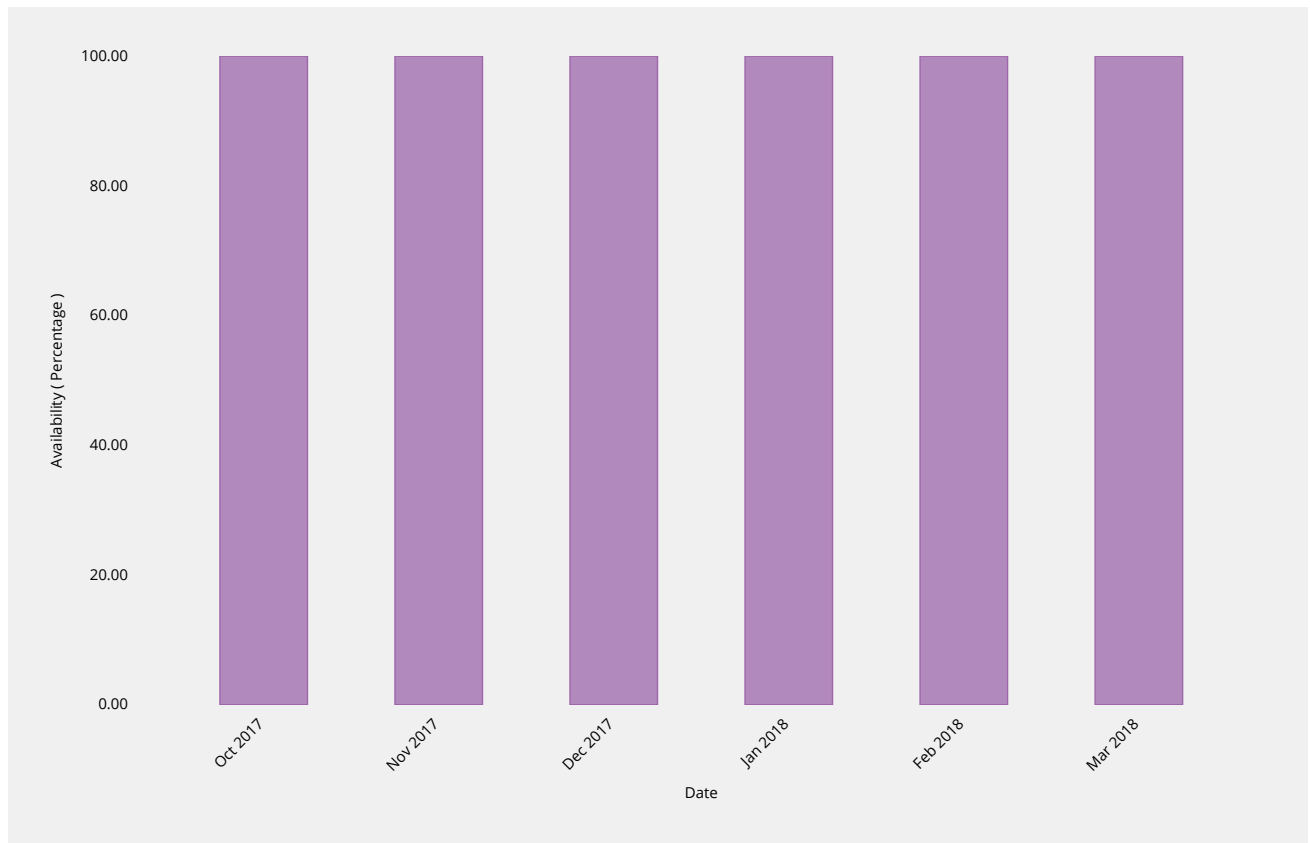
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Directory Service

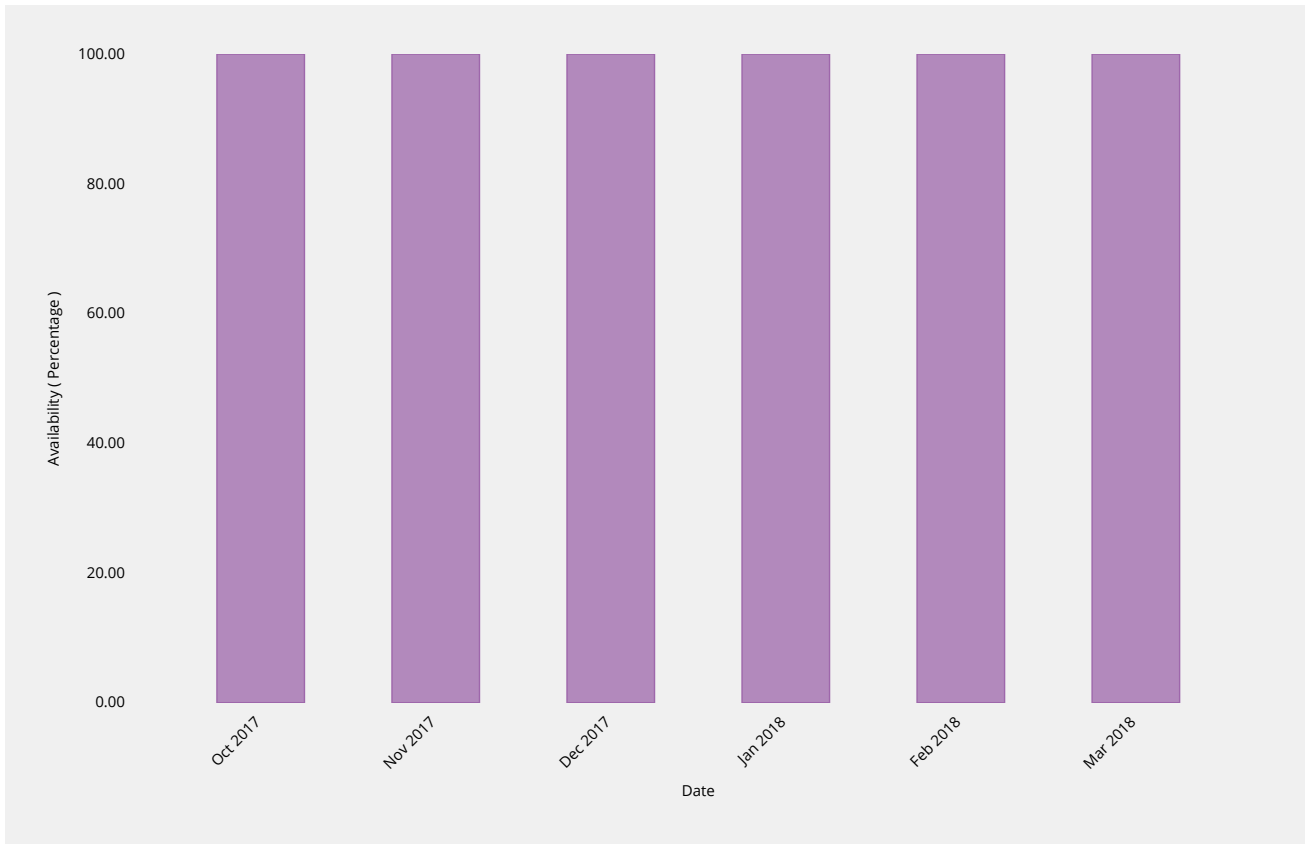
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Service Level Dashboard

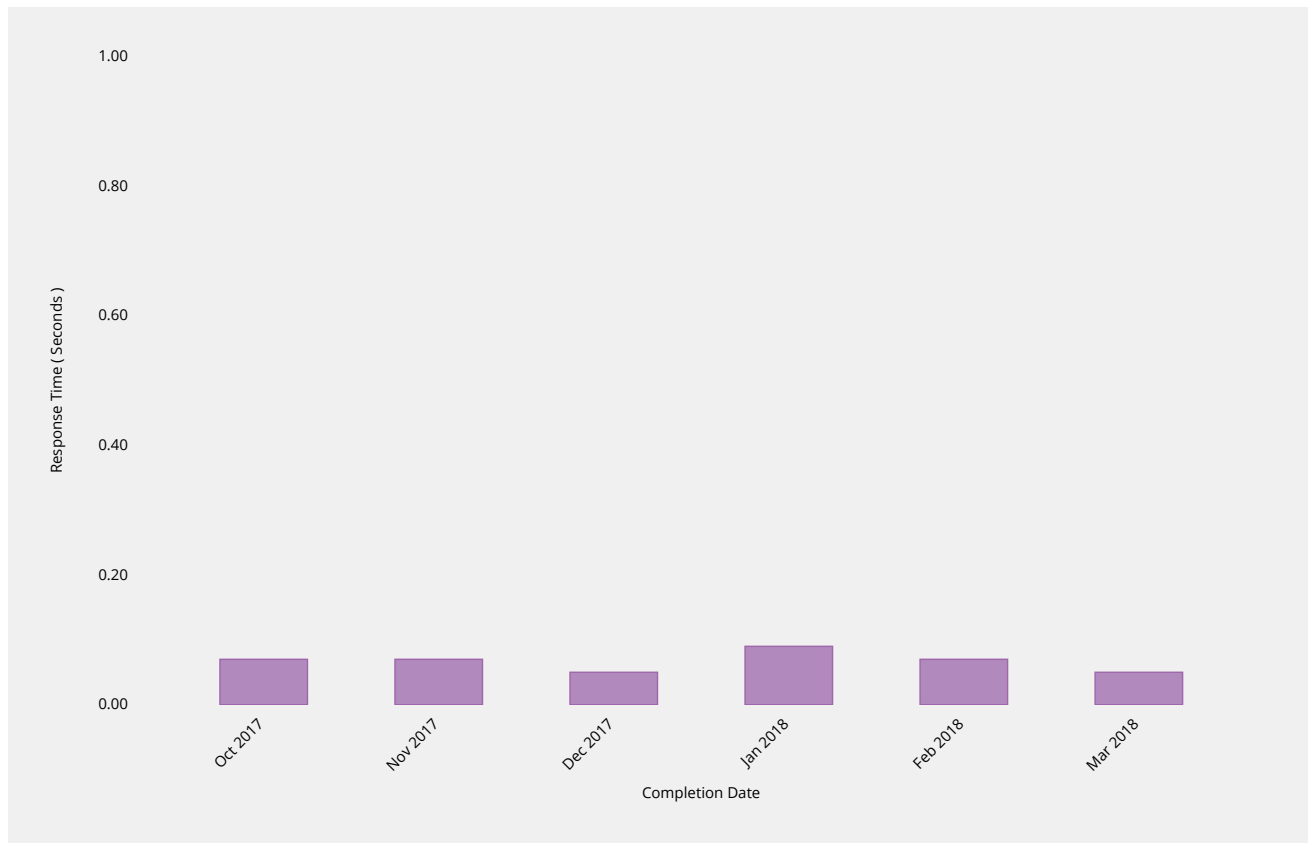
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Credential Recovery

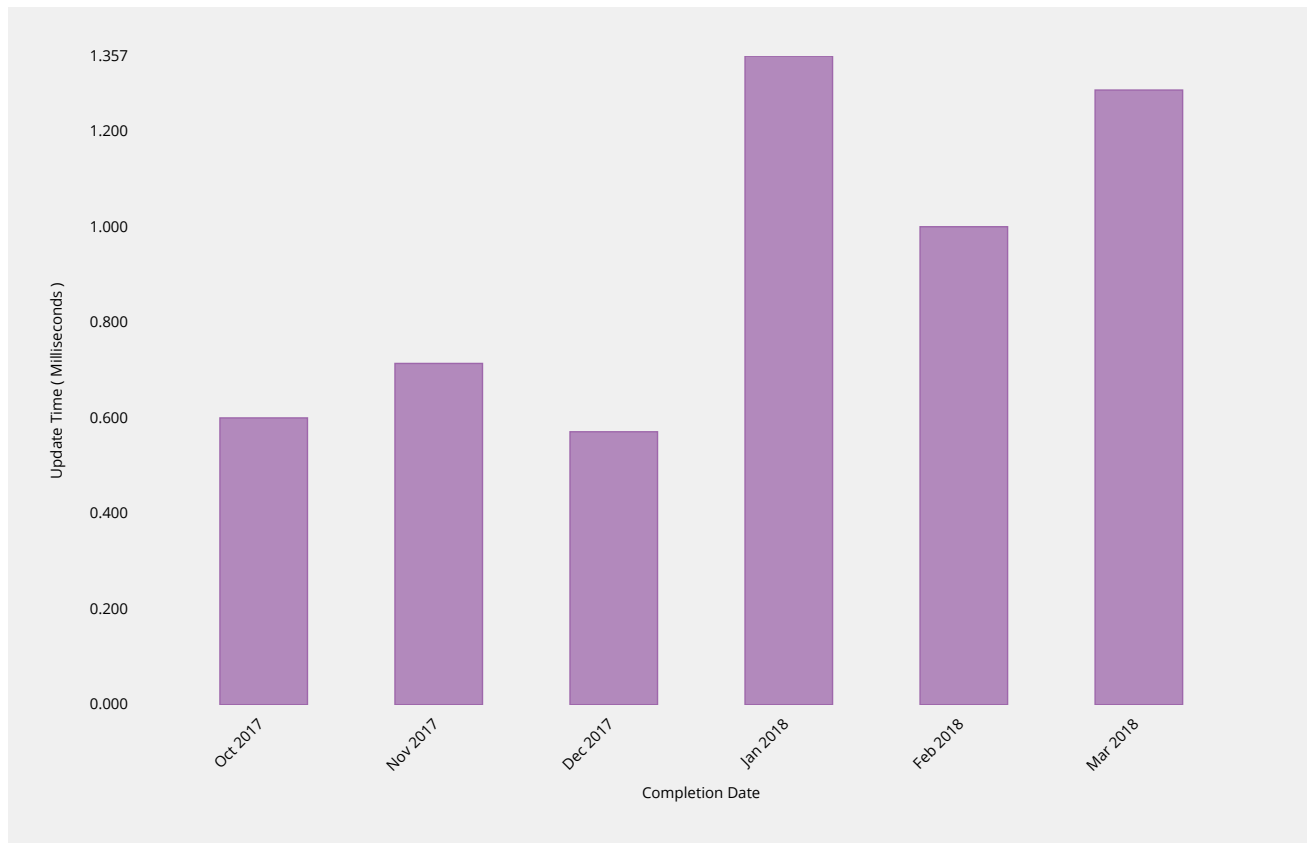
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Response Time	0.07s	0.07s	0.05s	0.09s	0.07s	0.05s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	18	9	7	38	11	27
Mean Time	0.05s	0.05s	0.05s	0.06s	0.05s	0.04s
Shortest Time	0.01s	0.04s	0.04s	0.02s	0.03s	0.01s
Longest Time	0.1s	0.08s	0.06s	0.11s	0.08s	0.06s
Median Time	0.05s	0.05s	0.05s	0.07s	0.04s	0.04s
PStDev Time	0.02s	0.01s	0s	0.03s	0.02s	0.01s

## Credential Change

Time to implement new password within the system.



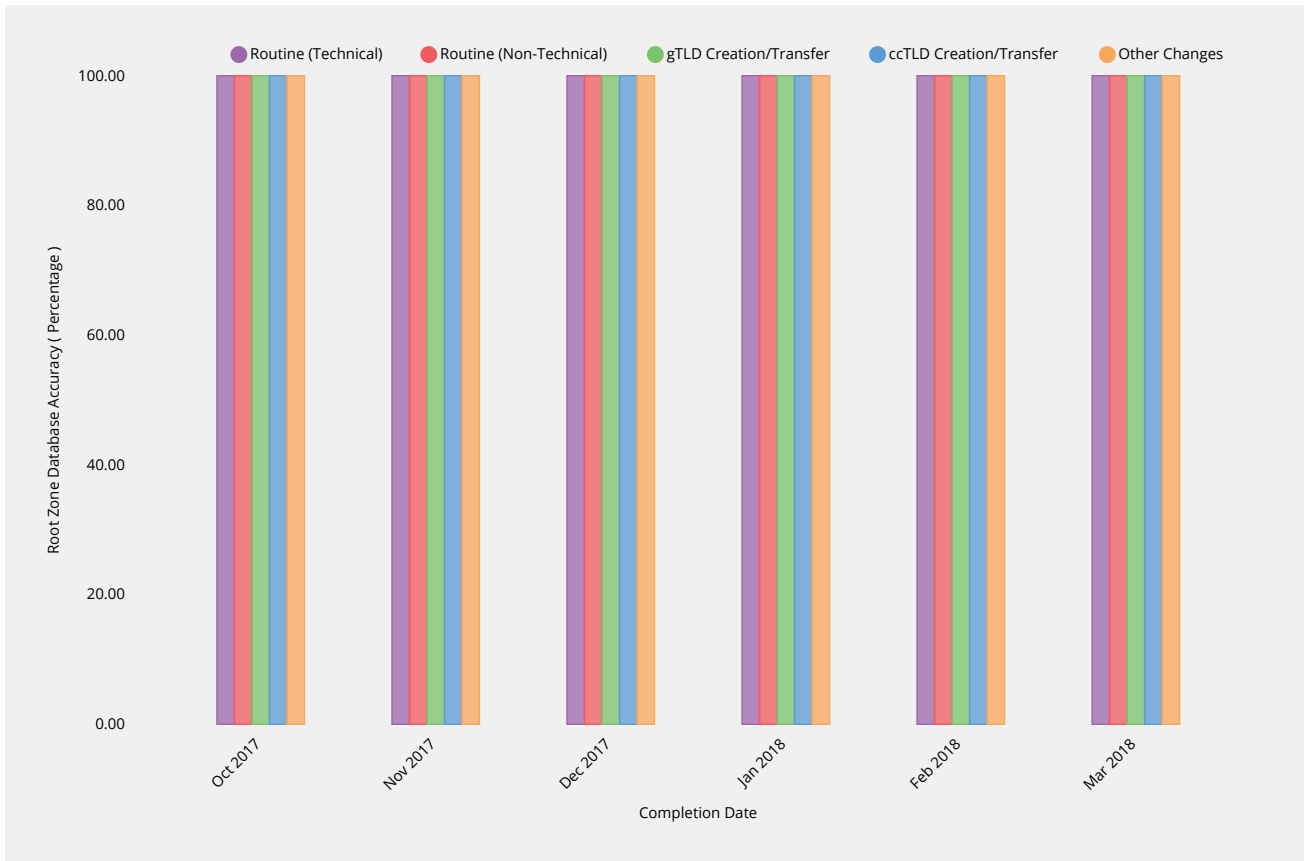
Credential Change	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Update Time	1.6ms	1ms	1.7ms	3ms	2ms	<b>4.8ms</b>
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	15	7	7	14	7	14
Mean Time	0.6ms	0.714ms	0.571ms	1.357ms	1ms	1.286ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	3ms	1ms	2ms	3ms	2ms	10ms
Median Time	0ms	1ms	0ms	1ms	1ms	1ms
PStDev Time	0.8ms	0.452ms	0.728ms	0.972ms	0.926ms	2.491ms



Other Changes	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	3	2	0	0	0	0

## Root Zone Database

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



Routine (Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	96	71	59	69	48	54

Routine (Non-Technical)	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	26	15	6	20	248	257

gTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	0	1	2	3	197



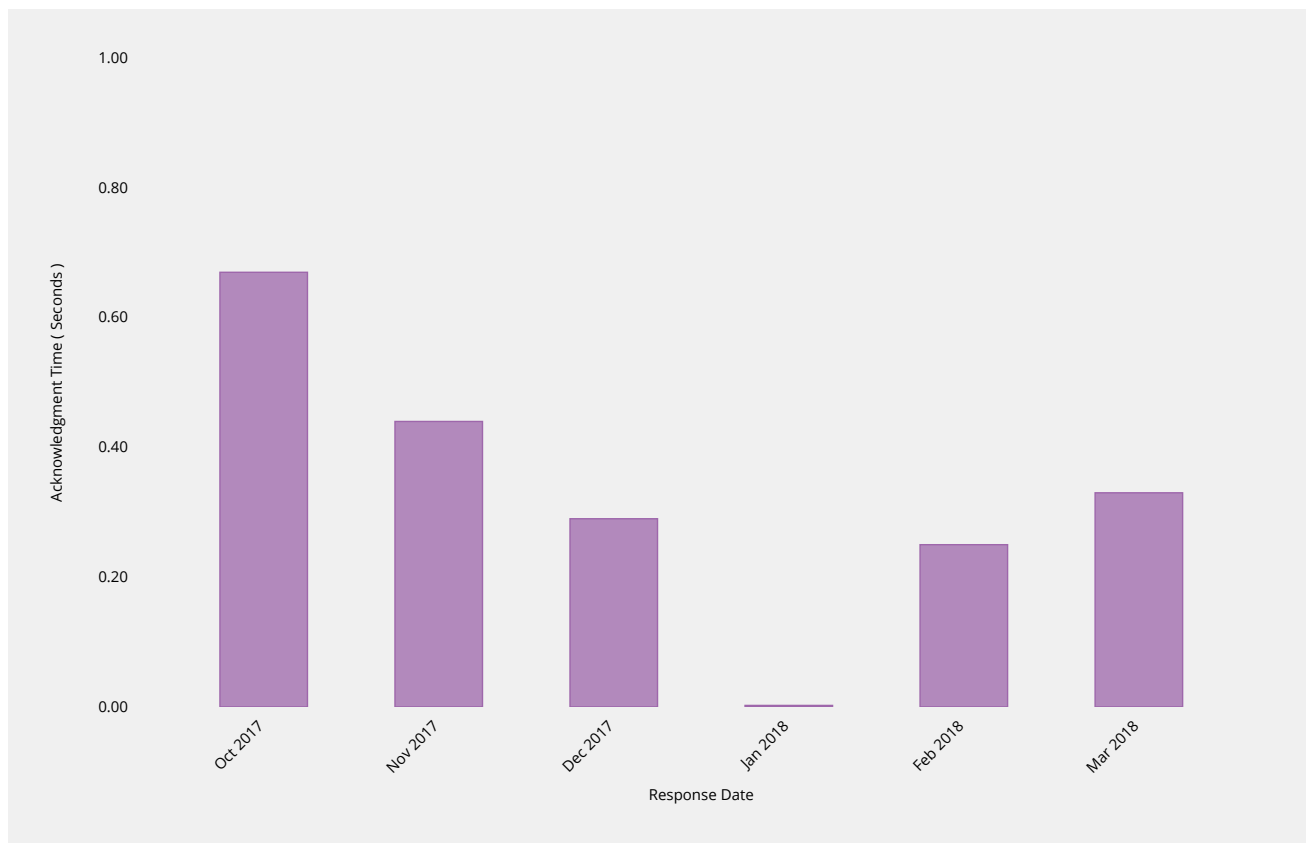
ccTLD Creation/Transfer	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	0	0	0	0	1

Other Changes	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	3	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.

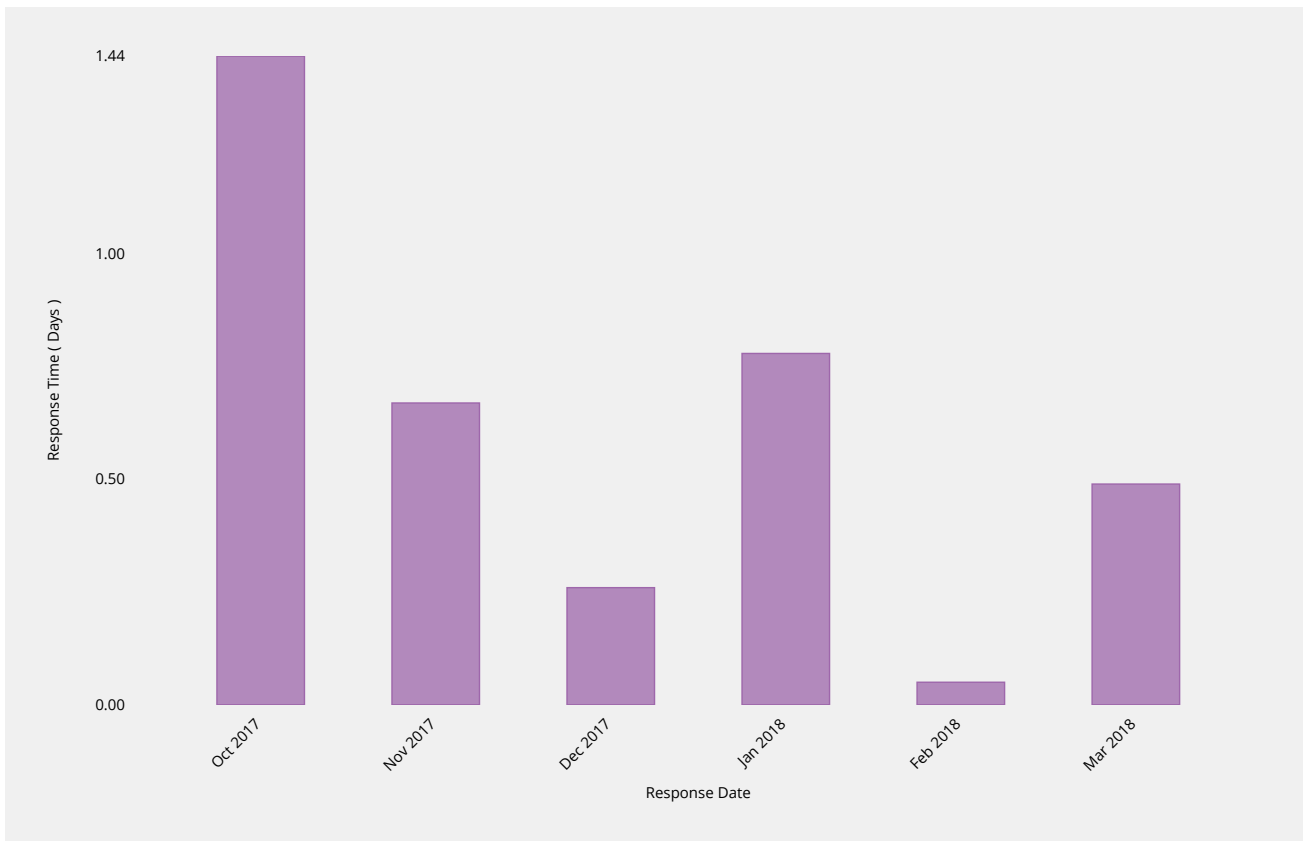


Manual Enquiries	2017-10	2017-11	2017-12	2018-01	2018-02	2018-03
Acknowledgment Time	1.6s	1s	1s	0s	0.85s	0.9s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	9	9	7	4	4	3
Mean Time	0.67s	0.44s	0.29s	0s	0.25s	0.33s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	2s	1s	1s	0s	1s	1s

Manual Enquiries	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Median Time	1s	0s	0s	0s	0s	0s
PStDev Time	0.67s	0.5s	0.45s	0s	0.43s	0.47s

## Time to initial response

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



Manual Enquiries	2017-10	2017-11	2017-12	2018-01	2018-02	<b>2018-03</b>
Response Time	3.06d	1.25d	0.63d	1.44d	0.08d	0.82d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	9	9	7	4	4	3
Mean Time	1.44d	0.67d	0.26d	0.78d	0.05d	0.49d
Shortest Time	0.02d	0.14d	0.01d	0.02d	0d	0.02d
Longest Time	8.88d	1.61d	0.84d	1.67d	0.08d	0.89d
Median Time	0.39d	0.51d	0.09d	0.72d	0.06d	0.56d
PStDev Time	2.68d	0.45d	0.28d	0.6d	0.03d	0.36d

# 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.

# Addendum

## IDN Table Processing

Below is a summary of requests to add or modify IDN tables in the IDN Practices Repository (<https://www.iana.org/domains/idn-tables>) processed in March 2018.

<b>TLDs involved in submission</b>	<b># of Tables</b>	<b>Request Type</b>	<b>Start Date</b>	<b>End Date</b>	<b>Processing notes</b>
1	103	IDN Table Addition	2018-02-14	2018-03-15	
1	103	IDN Table Addition	2018-02-14	2018-03-15	
1	103	IDN Table Addition	2018-02-14	2018-03-15	
1	103	IDN Table Addition	2018-02-15	2018-03-15	
1	103	IDN Table Addition	2018-02-15	2018-03-15	
1	103	IDN Table Addition	2018-02-15	2018-03-15	