

IANA Naming Function Monthly Performance Report

October 2018

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.94s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.41s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.97s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.48s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 1.47s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 1.15d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.68d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 0.11d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.47d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 22m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 2.34m	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ 3.78m	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 0.61m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.43m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ 0.34m	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 3ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 1ms	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.7ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.4ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.72d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 1.55d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.37d	p18
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p18
Validation and Reviews	Other Changes	N/A	0.07d	p18
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p19
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 31.32h	p20
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p20
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p21
Root Zone Publication	Other Changes	N/A	3.81h	p21
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.31s	p21

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.74s	p22
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.14s	p22
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p22
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.21s	p22
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p23
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p24
Directory Service	WHOIS Availability	≥99%	✓ 100%	p25
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p26
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.09s	p27
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 2ms	p28
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100%	p29
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p29
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p29
Root Zone File	Other Changes	100%	✓ 100%	p29
Root Zone Database	Routine (Technical)	100%	✓ 100%	p30
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p30
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone Database	Other Changes	100%	✓ 100%	p31
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p31
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 3d	p32
Label Generation Rulesets				
Review Time	Review Time	N/A	—	p33
Implementation Time	Implementation Time	N/A	—	p34
Requester Clarification	Requester Clarification	N/A	—	p35
Time per Actor	IANA	N/A	—	p36
Time per Actor	Requester	N/A	—	p36
Time per Actor	Authorizer	N/A	—	p36
Time per Actor	Regulatory	N/A	—	p37
Request Volumes	Request Volumes	N/A	—	p37

Percentage of SLA thresholds met of those defined

100.0%

Exceptions and Narrative for Reporting Period

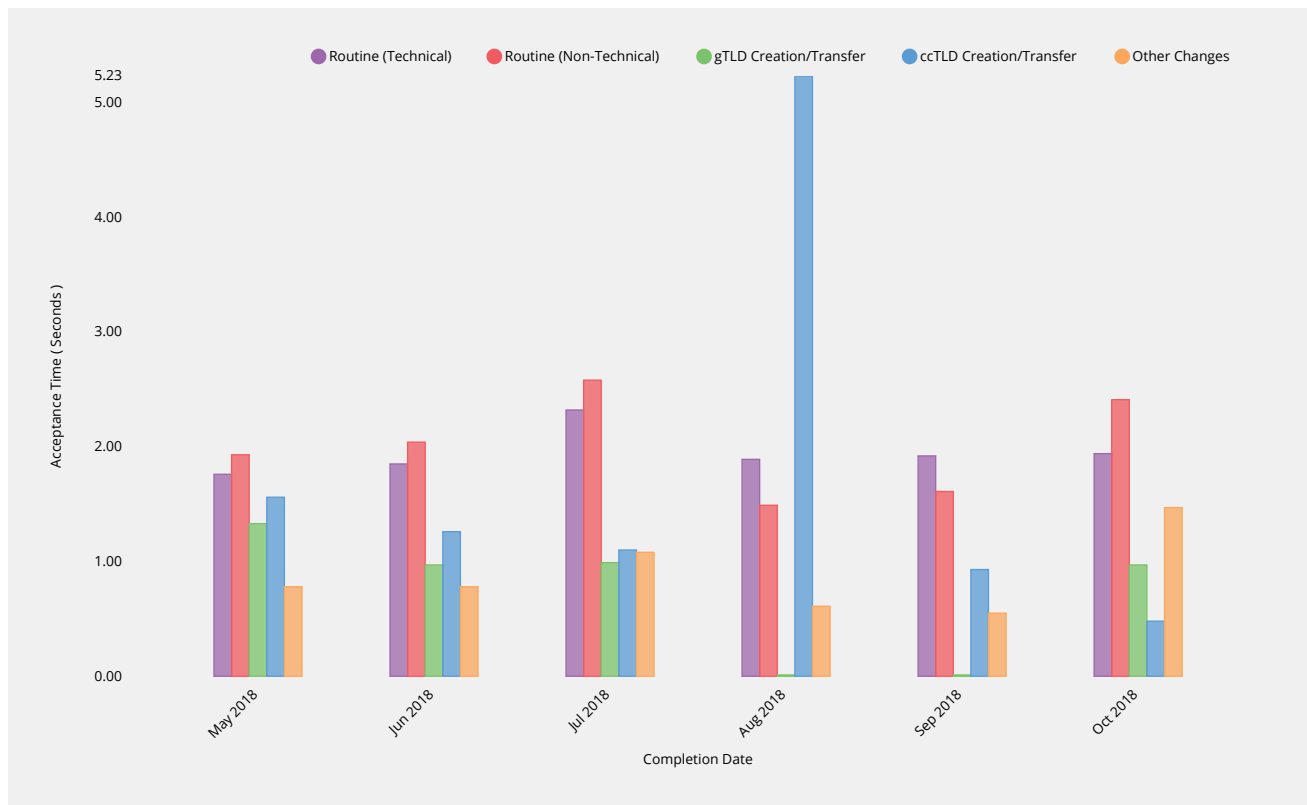
There were no exceptions for the reporting period.

Detailed Performance for Reporting Period

Submission

Acceptance Recognition

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



Routine (Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Acceptance Time	1.76s	1.85s	2.32s	1.89s	1.92s	1.94s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	50	114	16	13	19	30
Mean Time	0.9s	0.9s	1.1s	0.89s	1.23s	0.87s
Shortest Time	0.54s	0.64s	0.59s	0.4s	0.49s	0.45s
Longest Time	2s	2.43s	2.33s	1.95s	1.97s	3.04s
Median Time	0.8s	0.74s	0.81s	0.68s	1.47s	0.6s
PStDev Time	0.31s	0.38s	0.61s	0.53s	0.61s	0.59s

Routine (Non-Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Acceptance Time	1.93s	2.04s	2.58s	1.49s	1.61s	2.41s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	32	63	17	221	17	17
Mean Time	1.38s	1.43s	1.62s	1.19s	1.05s	1.36s
Shortest Time	1.08s	1.07s	1.24s	0.73s	0.73s	0.84s

Routine (Non-Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Longest Time	2.56s	2.25s	2.61s	2.18s	2.06s	2.63s
Median Time	1.33s	1.39s	1.43s	1.15s	0.96s	1.18s
PStDev Time	0.29s	0.25s	0.42s	0.17s	0.3s	0.5s

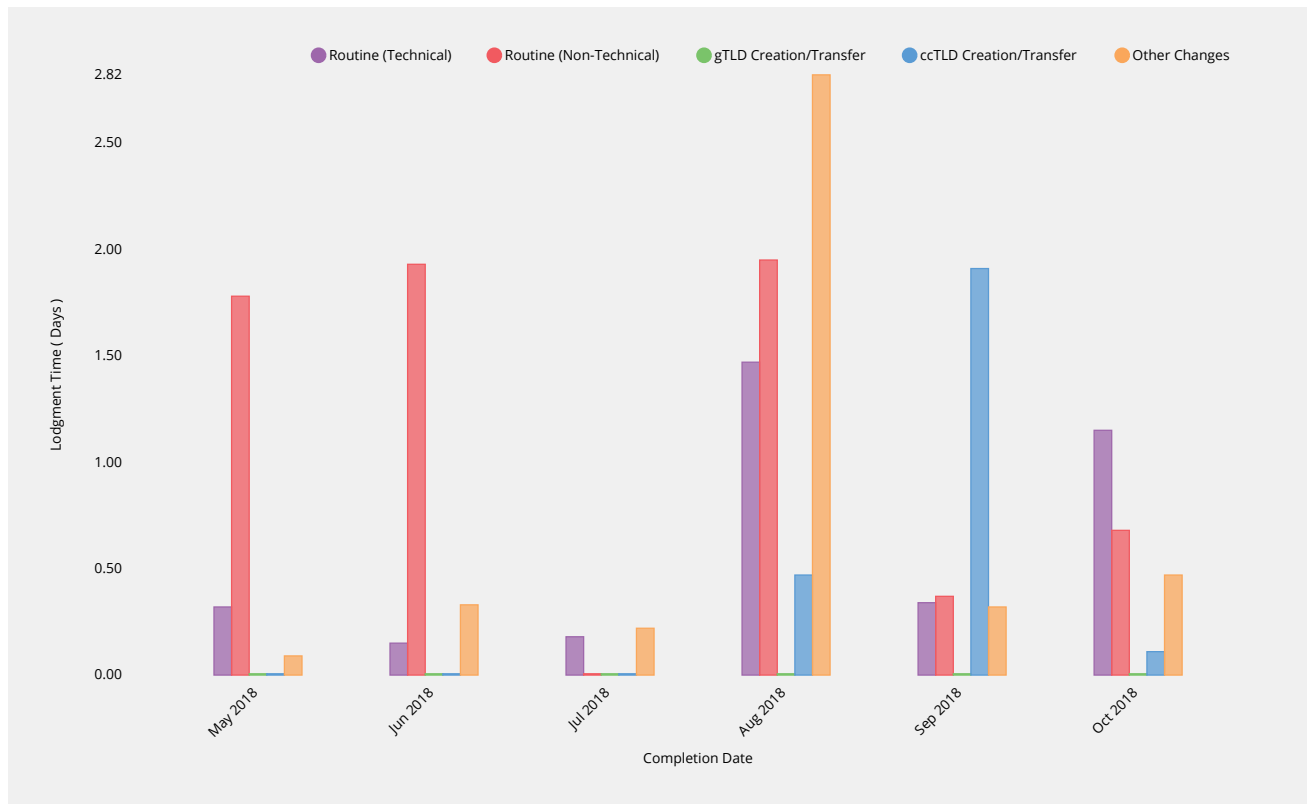
gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Acceptance Time	1.33s	0.97s	0.99s	—	—	0.97s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	1	1	0	0	1
Mean Time	1.33s	0.97s	0.99s	—	—	0.97s
Shortest Time	1.33s	0.97s	0.99s	—	—	0.97s
Longest Time	1.33s	0.97s	0.99s	—	—	0.97s
Median Time	1.33s	0.97s	0.99s	—	—	0.97s
PStDev Time	0s	0s	0s	—	—	0s

ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Acceptance Time	1.56s	1.26s	1.1s	5.23s	0.93s	0.48s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	2	2	1	2	1
Mean Time	1.56s	1.25s	1s	5.23s	0.75s	0.48s
Shortest Time	1.56s	1.23s	0.9s	5.23s	0.54s	0.48s
Longest Time	1.56s	1.26s	1.11s	5.23s	0.95s	0.48s
Median Time	1.56s	1.25s	1s	5.23s	0.75s	0.48s
PStDev Time	0s	0.02s	0.1s	0s	0.21s	0s

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Acceptance Time	0.78s	0.78s	1.08s	0.61s	0.55s	1.47s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	2	2	1	1	5	2
Mean Time	0.75s	0.78s	1.08s	0.61s	0.52s	1.06s
Shortest Time	0.73s	0.78s	1.08s	0.61s	0.49s	0.6s
Longest Time	0.78s	0.78s	1.08s	0.61s	0.55s	1.51s
Median Time	0.75s	0.78s	1.08s	0.61s	0.52s	1.06s
PStDev Time	0.03s	0s	0s	0s	0.02s	0.46s

Manual Lodgment Time

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



Routine (Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Lodgment Time	0.32d	0.15d	0.18d	1.47d	0.34d	1.15d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	8	3	4	4	1	2
Mean Time	0.18d	0.09d	0.11d	0.65d	0.34d	0.65d
Shortest Time	0.05d	0d	0.02d	0.1d	0.34d	0.09d
Longest Time	0.34d	0.15d	0.18d	1.6d	0.34d	1.21d
Median Time	0.17d	0.12d	0.12d	0.46d	0.34d	0.65d
PStDev Time	0.08d	0.07d	0.07d	0.6d	0d	0.56d

Routine (Non-Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Lodgment Time	1.78d	1.93d	—	1.95d	0.37d	0.68d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	4	3	0	7	1	2
Mean Time	0.74d	0.75d	—	0.6d	0.37d	0.36d
Shortest Time	0d	0.01d	—	0.02d	0.37d	0.01d
Longest Time	2d	2.14d	—	2.48d	0.37d	0.71d
Median Time	0.47d	0.09d	—	0.3d	0.37d	0.36d
PStDev Time	0.76d	0.98d	—	0.81d	0d	0.35d

gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Lodgment Time	—	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d

gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

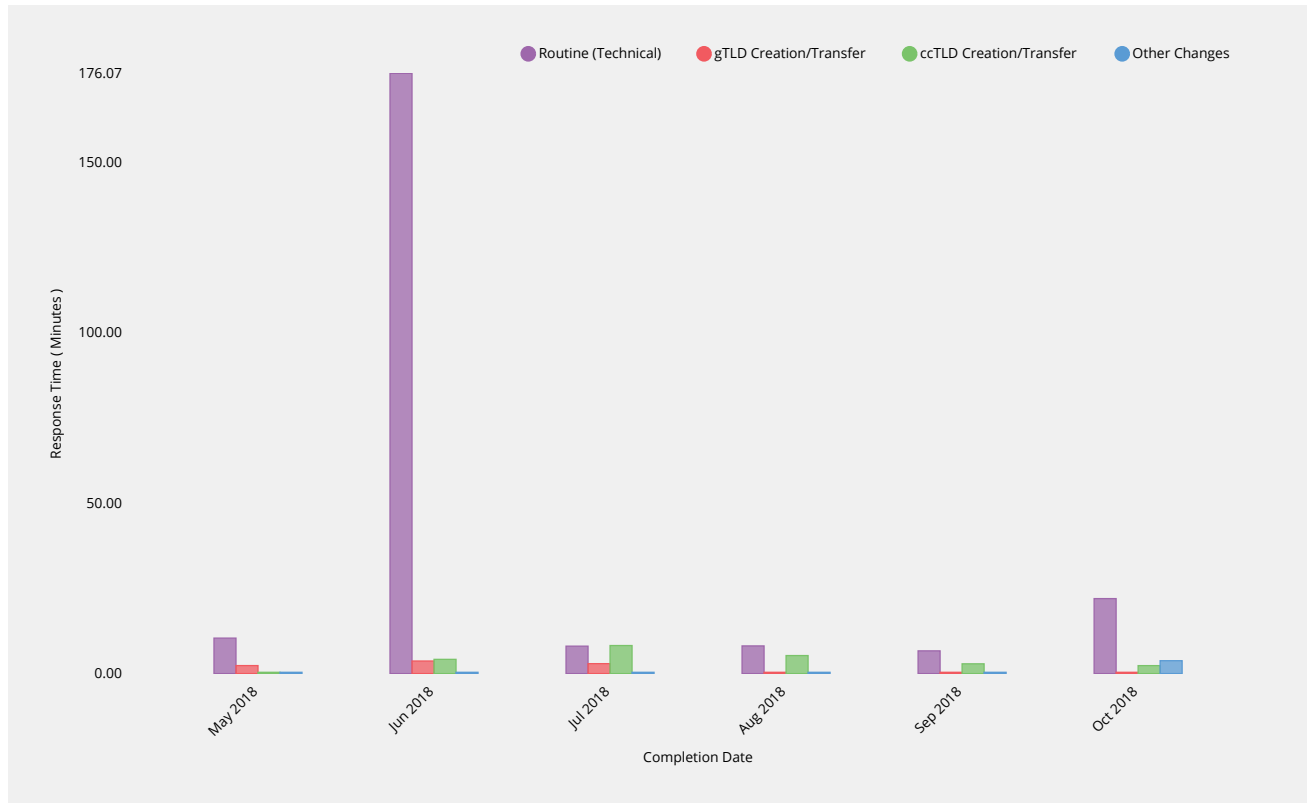
ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Lodgment Time	—	—	—	0.47d	1.91d	0.11d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	1	2	1
Mean Time	—	—	—	0.47d	1.01d	0.11d
Shortest Time	—	—	—	0.47d	0.01d	0.11d
Longest Time	—	—	—	0.47d	2.01d	0.11d
Median Time	—	—	—	0.47d	1.01d	0.11d
PStDev Time	—	—	—	0d	1d	0d

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Lodgment Time	0.09d	0.33d	0.22d	2.82d	0.32d	0.47d
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	2	1	1	5	1
Mean Time	0.06d	0.28d	0.22d	2.82d	0.27d	0.47d
Shortest Time	0.03d	0.22d	0.22d	2.82d	0.14d	0.47d
Longest Time	0.09d	0.34d	0.22d	2.82d	0.32d	0.47d
Median Time	0.06d	0.28d	0.22d	2.82d	0.28d	0.47d
PStDev Time	0.03d	0.06d	0d	0d	0.07d	0d

Technical Checks

Technical Check (First)

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



Routine (Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Response Time	10.41m	176.07m	8.05m	8.12m	6.67m	22m
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	50	114	16	13	19	30
Mean Time	4.2m	41.32m	3.28m	3.88m	3.7m	8.42m
Shortest Time	0.39m	0.14m	0.23m	1.5m	0.78m	0.24m
Longest Time	14.78m	202.88m	9.84m	12.29m	7.76m	27.21m
Median Time	3.83m	4.68m	3.25m	2.93m	3.99m	4.58m
PStDev Time	2.78m	60.47m	2.59m	2.66m	1.88m	7.47m

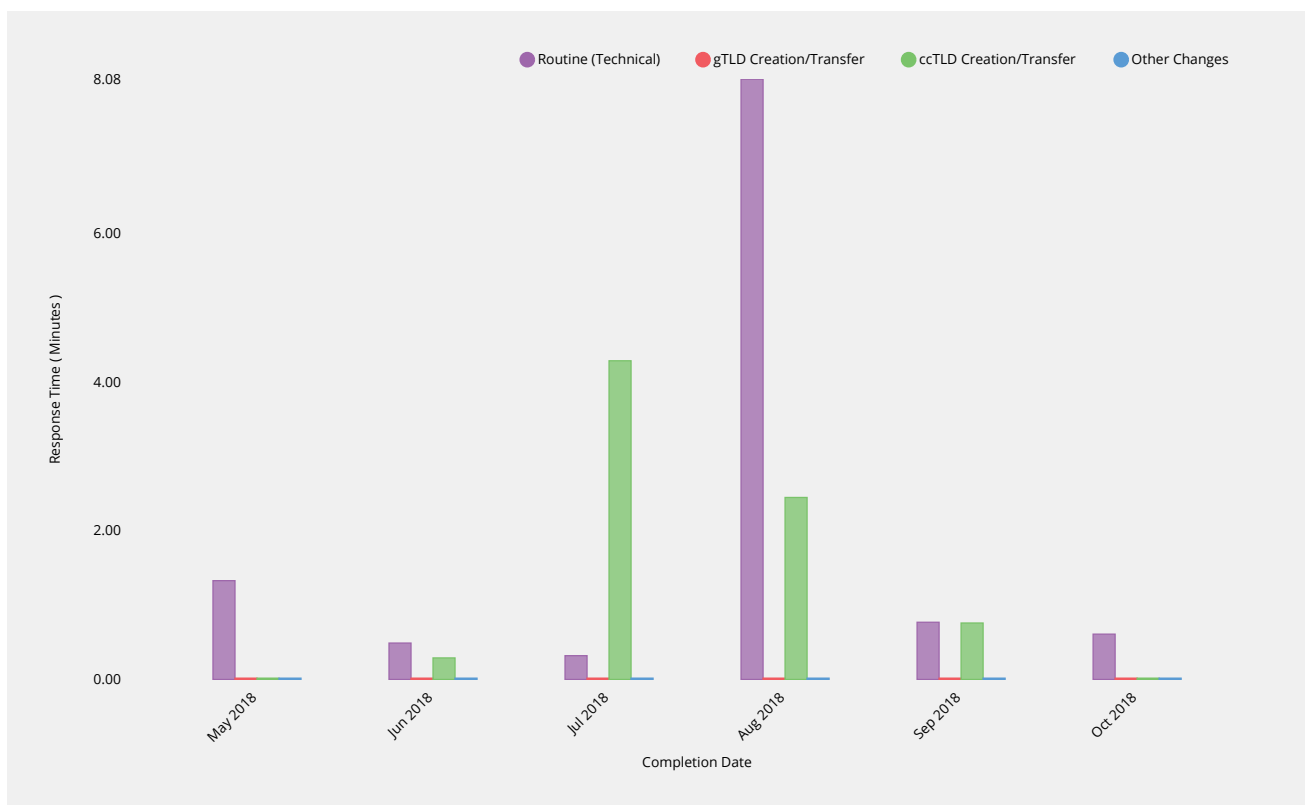
gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Response Time	2.35m	3.69m	2.92m	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	1	1	1	0	0	0
Mean Time	2.35m	3.69m	2.92m	—	—	—
Shortest Time	2.35m	3.69m	2.92m	—	—	—
Longest Time	2.35m	3.69m	2.92m	—	—	—
Median Time	2.35m	3.69m	2.92m	—	—	—
PStDev Time	0m	0m	0m	—	—	—

ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Response Time	—	4.18m	8.23m	5.29m	2.87m	2.34m
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	2	1	1	1
Mean Time	—	4.18m	4.79m	5.29m	2.87m	2.34m
Shortest Time	—	4.18m	0.98m	5.29m	2.87m	2.34m
Longest Time	—	4.18m	8.61m	5.29m	2.87m	2.34m
Median Time	—	4.18m	4.79m	5.29m	2.87m	2.34m
PStDev Time	—	0m	3.82m	0m	0m	0m

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Response Time	—	—	—	—	—	3.78m
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	1
Mean Time	—	—	—	—	—	3.78m
Shortest Time	—	—	—	—	—	3.78m
Longest Time	—	—	—	—	—	3.78m
Median Time	—	—	—	—	—	3.78m
PStDev Time	—	—	—	—	—	0m

Technical Check (Retest)

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



Routine (Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Response Time	1.33m	0.49m	0.32m	8.08m	0.77m	0.61m

Routine (Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	128	330	26	37	45	58
Mean Time	0.46m	0.18m	0.21m	2.07m	0.27m	0.45m
Shortest Time	0.09m	0.06m	0.07m	0.39m	0.09m	0.25m
Longest Time	2.59m	4.73m	0.4m	8.1m	0.96m	0.79m
Median Time	0.25m	0.08m	0.24m	0.44m	0.18m	0.43m
PStDev Time	0.48m	0.4m	0.08m	3.11m	0.23m	0.07m

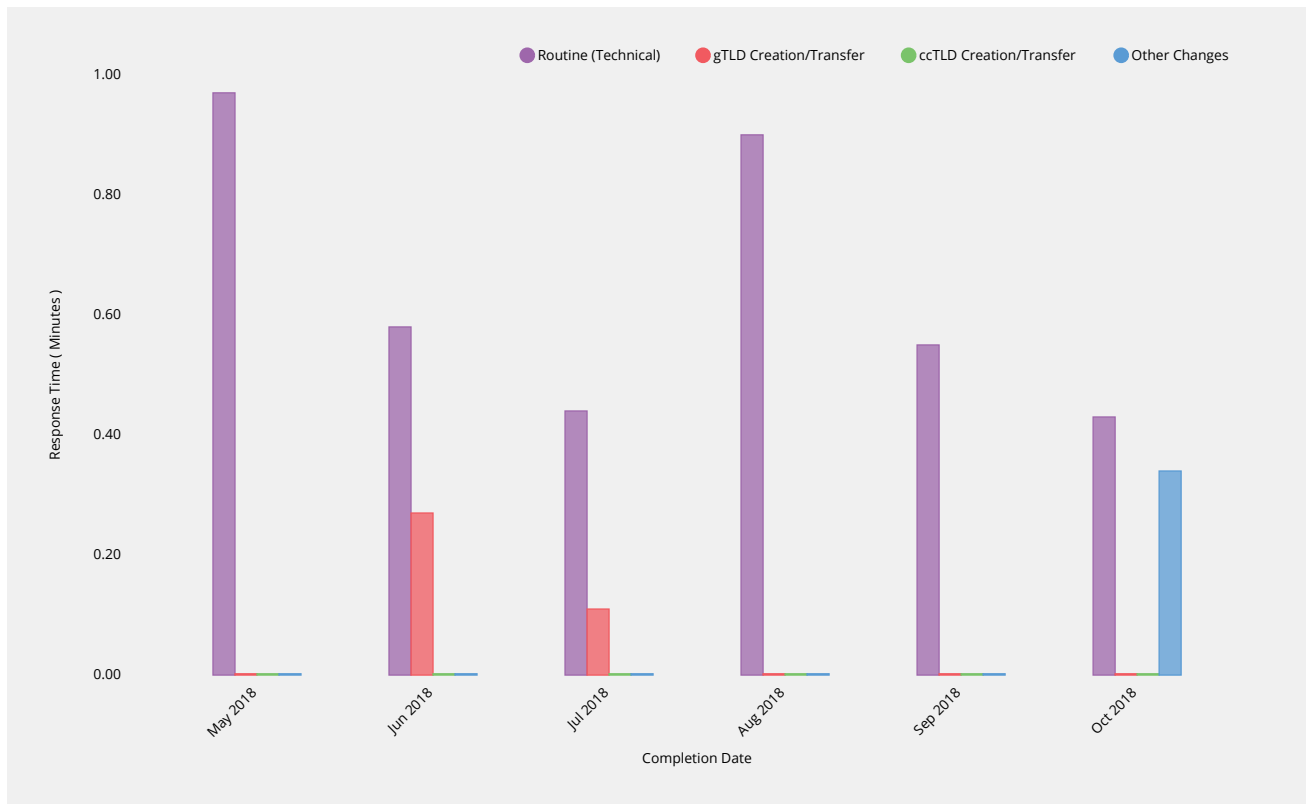
gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Response Time	—	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Response Time	—	0.29m	4.29m	2.45m	0.76m	—
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	3	55	13	10	0
Mean Time	—	0.23m	2.54m	0.7m	0.42m	—
Shortest Time	—	0.19m	0.24m	0.17m	0.18m	—
Longest Time	—	0.3m	4.51m	2.45m	0.83m	—
Median Time	—	0.21m	2.49m	0.45m	0.29m	—
PStDev Time	—	0.05m	1.32m	0.77m	0.24m	—

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Response Time	—	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Technical Check (Supplemental)

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



Routine (Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Response Time	0.97m	0.58m	0.44m	0.9m	0.55m	0.43m
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	55	118	17	12	27	33
Mean Time	0.51m	0.26m	0.22m	0.39m	0.22m	0.22m
Shortest Time	0.08m	0.07m	0.07m	0.14m	0.04m	0.06m
Longest Time	6.61m	4.69m	0.45m	1.3m	0.6m	0.45m
Median Time	0.24m	0.15m	0.19m	0.28m	0.13m	0.18m
PStDev Time	1.21m	0.57m	0.12m	0.3m	0.16m	0.14m

gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Response Time	—	0.27m	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	1	1	0	0	0
Mean Time	—	0.27m	0.11m	—	—	—
Shortest Time	—	0.27m	0.11m	—	—	—
Longest Time	—	0.27m	0.11m	—	—	—
Median Time	—	0.27m	0.11m	—	—	—
PStDev Time	—	0m	0m	—	—	—

ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Response Time	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m

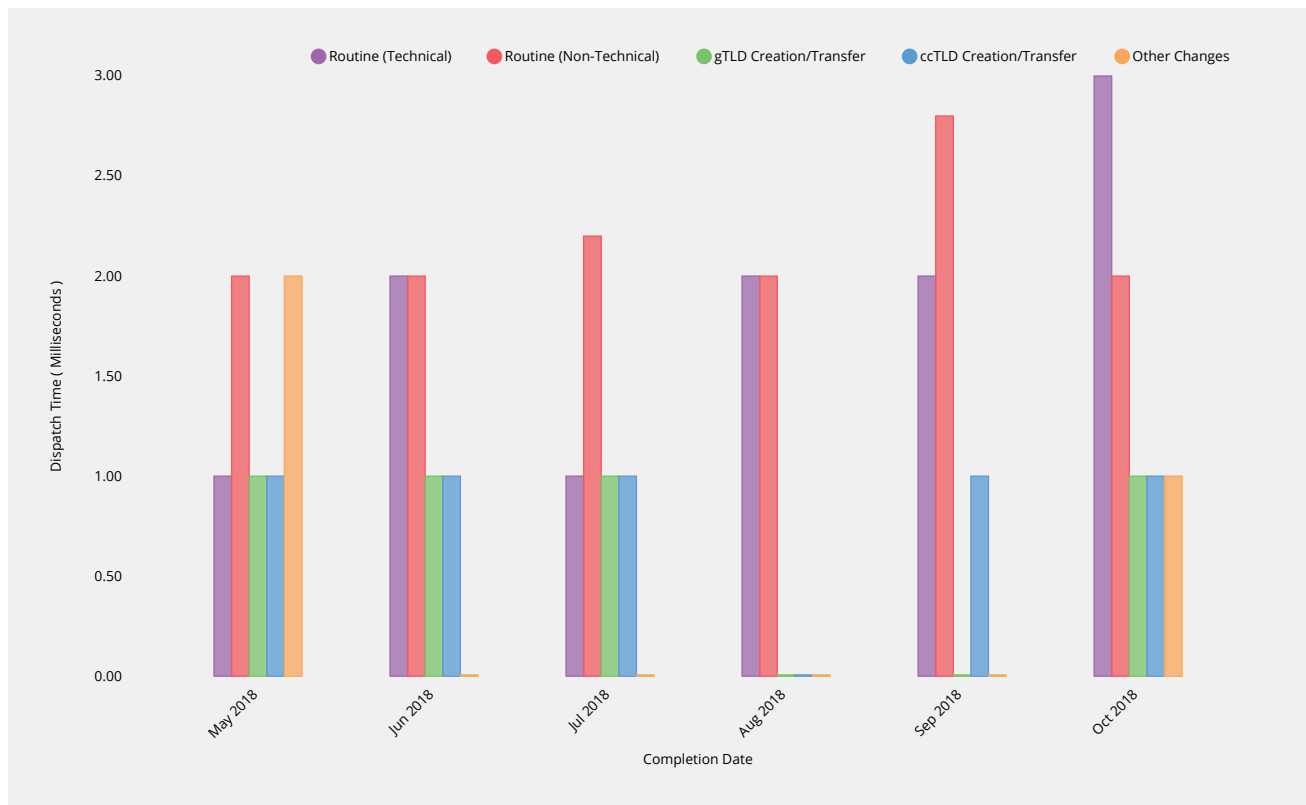
ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Response Time	—	—	—	—	—	0.34m
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	1
Mean Time	—	—	—	—	—	0.34m
Shortest Time	—	—	—	—	—	0.34m
Longest Time	—	—	—	—	—	0.34m
Median Time	—	—	—	—	—	0.34m
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)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Dispatch Time	1ms	2ms	1ms	2ms	2ms	3ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	46	110	15	11	19	27
Mean Time	0.7ms	0.75ms	0.87ms	1.18ms	0.95ms	1.56ms
Shortest Time	0ms	0ms	0ms	1ms	0ms	0ms
Longest Time	2ms	4ms	1ms	3ms	2ms	4ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.55ms	0.64ms	0.34ms	0.57ms	0.51ms	0.87ms

Routine (Non-Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Dispatch Time	2ms	2ms	2.2ms	2ms	2.8ms	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	32	63	17	221	17	17
Mean Time	1ms	1.17ms	1.41ms	1.37ms	1.35ms	1.24ms
Shortest Time	0ms	0ms	1ms	0ms	0ms	1ms
Longest Time	2ms	2ms	3ms	9ms	6ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.5ms	0.52ms	0.6ms	0.88ms	1.23ms	0.42ms

gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Dispatch Time	1ms	1ms	1ms	—	—	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	1	1	0	0	1
Mean Time	1ms	1ms	1ms	—	—	1ms
Shortest Time	1ms	1ms	1ms	—	—	1ms
Longest Time	1ms	1ms	1ms	—	—	1ms
Median Time	1ms	1ms	1ms	—	—	1ms
PStDev Time	0ms	0ms	0ms	—	—	0ms

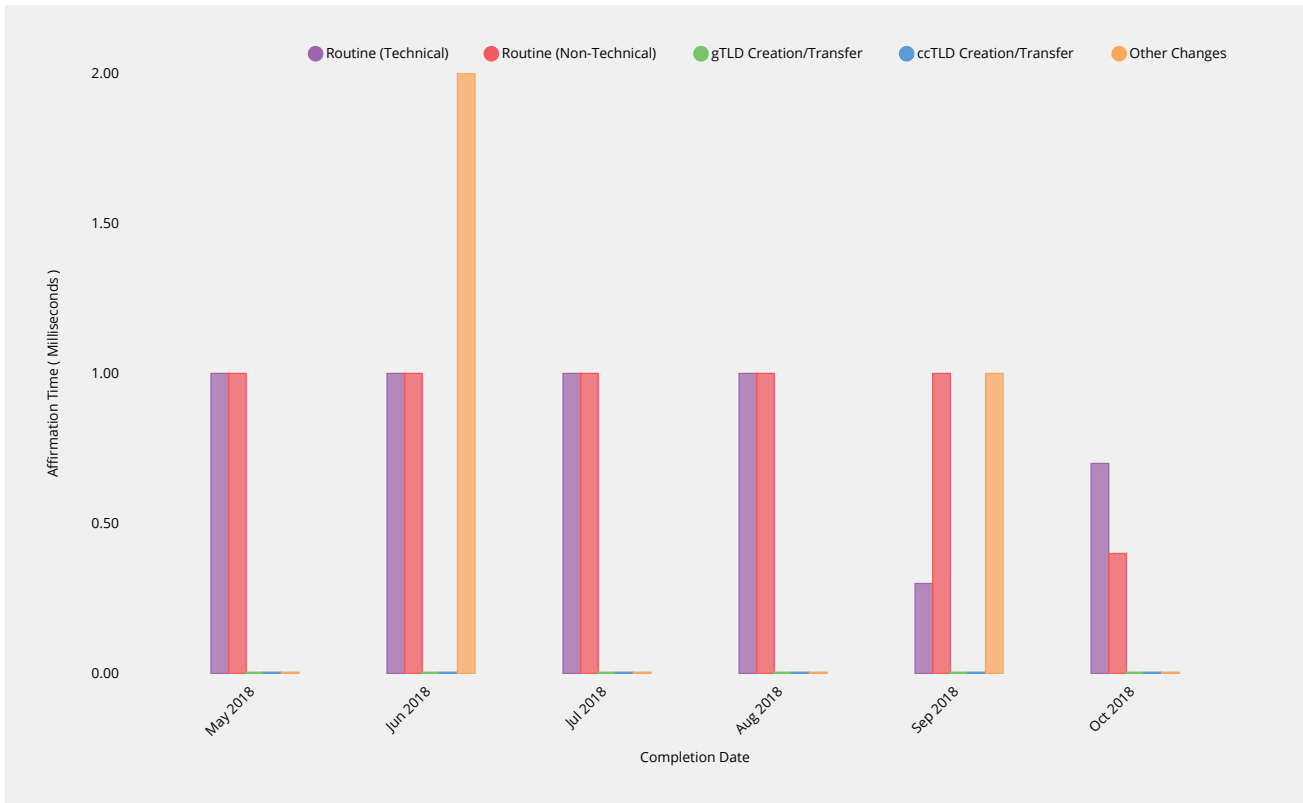
ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Dispatch Time	1ms	1ms	1ms	—	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	2	1	0	2	1
Mean Time	1ms	1ms	1ms	—	1ms	1ms
Shortest Time	1ms	1ms	1ms	—	1ms	1ms
Longest Time	1ms	1ms	1ms	—	1ms	1ms
Median Time	1ms	1ms	1ms	—	1ms	1ms
PStDev Time	0ms	0ms	0ms	—	0ms	0ms

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Dispatch Time	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	2	0	0	0	0	1
Mean Time	2ms	—	—	—	—	1ms
Shortest Time	2ms	—	—	—	—	1ms

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Longest Time	2ms	—	—	—	—	1ms
Median Time	2ms	—	—	—	—	1ms
PStDev Time	0ms	—	—	—	—	0ms

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Affirmation Time	1ms	1ms	1ms	1ms	0.3ms	0.7ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	42	109	15	11	19	27
Mean Time	0.21ms	0.22ms	0.27ms	0.18ms	0.16ms	0.07ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	2ms	1ms	1ms	3ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.41ms	0.44ms	0.44ms	0.39ms	0.67ms	0.26ms

Routine (Non-Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Affirmation Time	1ms	1ms	1ms	1ms	1ms	0.4ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	28	60	17	220	16	13
Mean Time	0.11ms	0.12ms	0.29ms	0.12ms	0.19ms	0.08ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms

Routine (Non-Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
PStDev Time	0.31ms	0.32ms	0.46ms	0.33ms	0.39ms	0.27ms

gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Affirmation Time	—	0ms	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	0	1	1	0	0	1
Mean Time	—	0ms	0ms	—	—	0ms
Shortest Time	—	0ms	0ms	—	—	0ms
Longest Time	—	0ms	0ms	—	—	0ms
Median Time	—	0ms	0ms	—	—	0ms
PStDev Time	—	0ms	0ms	—	—	0ms

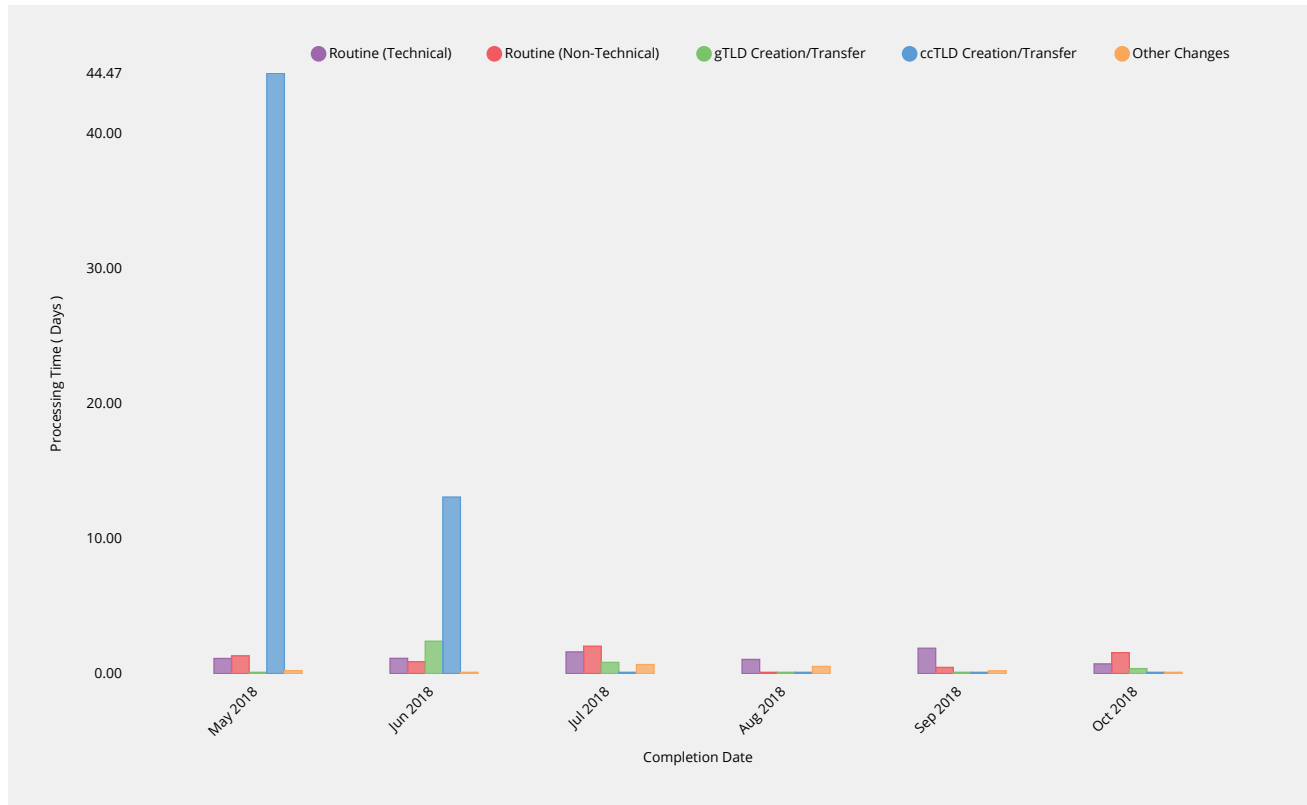
ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Affirmation Time	0ms	0ms	—	—	0ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	2	0	0	1	0
Mean Time	0ms	0ms	—	—	0ms	—
Shortest Time	0ms	0ms	—	—	0ms	—
Longest Time	0ms	0ms	—	—	0ms	—
Median Time	0ms	0ms	—	—	0ms	—
PStDev Time	0ms	0ms	—	—	0ms	—

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Affirmation Time	0ms	2ms	0ms	0ms	1ms	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	2	1	1	1	4	2
Mean Time	0ms	2ms	0ms	0ms	0.5ms	0ms
Shortest Time	0ms	2ms	0ms	0ms	0ms	0ms
Longest Time	0ms	2ms	0ms	0ms	1ms	0ms
Median Time	0ms	2ms	0ms	0ms	0.5ms	0ms
PStDev Time	0ms	0ms	0ms	0ms	0.5ms	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)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Processing Time	1.12d	1.13d	1.61d	1.05d	1.88d	0.72d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	42	108	15	11	19	27
Mean Time	0.57d	0.34d	0.86d	0.72d	0.78d	0.42d
Shortest Time	0.02d	0d	0d	0.07d	0.05d	0.12d
Longest Time	2.39d	2.37d	1.86d	1.2d	3.95d	1.03d
Median Time	0.45d	0.07d	0.76d	0.91d	0.37d	0.41d
PStDev Time	0.51d	0.46d	0.6d	0.37d	1.01d	0.21d

Routine (Non-Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Processing Time	1.32d	0.88d	2.03d	0d	0.46d	1.55d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	27	60	17	218	16	13
Mean Time	0.44d	0.73d	0.76d	0.02d	0.25d	0.48d
Shortest Time	0.01d	0.01d	0d	0d	0.03d	0.02d
Longest Time	1.46d	1.04d	3.6d	0.82d	0.5d	1.94d
Median Time	0.24d	0.78d	0.27d	0d	0.16d	0.18d
PStDev Time	0.5d	0.23d	1.08d	0.09d	0.19d	0.62d

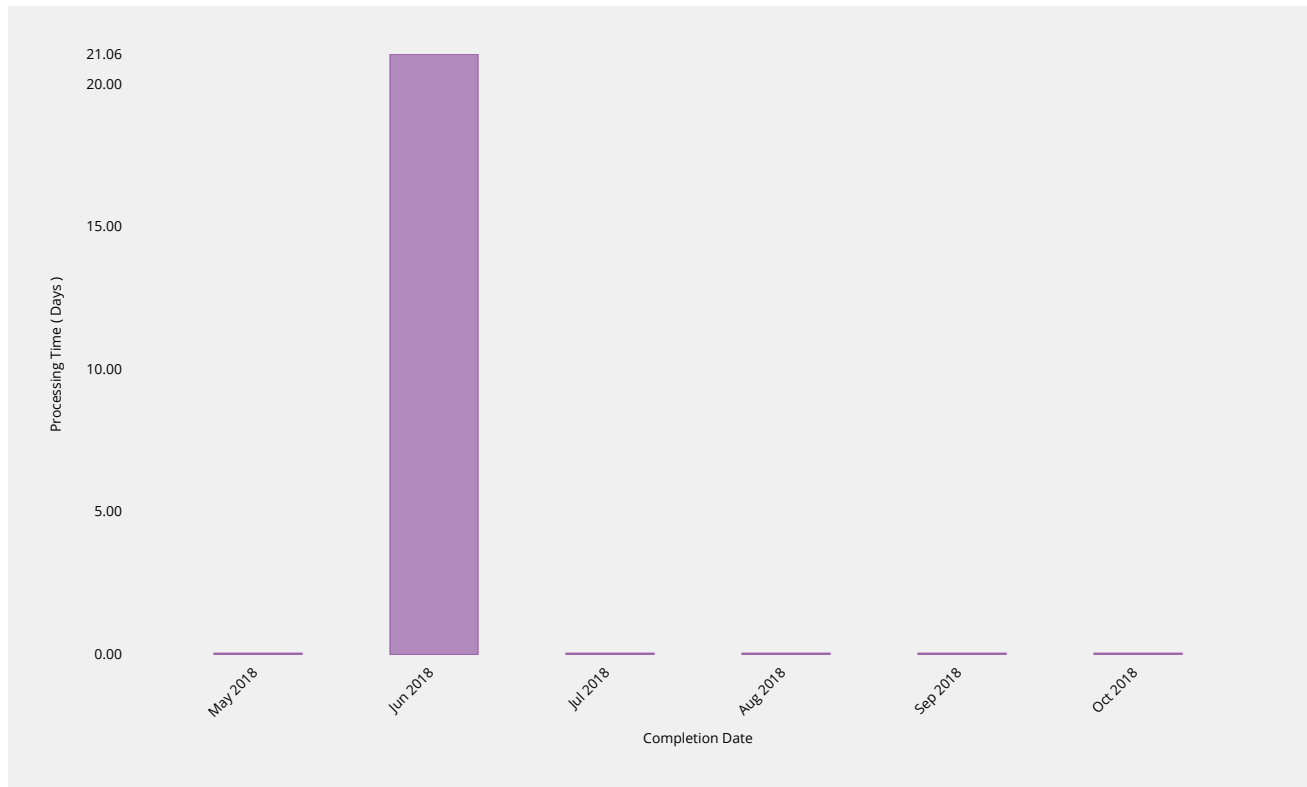
gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Processing Time	—	2.4d	0.83d	—	—	0.37d
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	0	1	1	0	0	1
Mean Time	—	2.4d	0.83d	—	—	0.37d
Shortest Time	—	2.4d	0.83d	—	—	0.37d
Longest Time	—	2.4d	0.83d	—	—	0.37d
Median Time	—	2.4d	0.83d	—	—	0.37d
PStDev Time	—	0d	0d	—	—	0d

ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Processing Time	44.47d	13.08d	—	0.01d	0.09d	—
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	1	0	1	1	0
Mean Time	44.47d	13.08d	—	0.01d	0.09d	—
Shortest Time	44.47d	13.08d	—	0.01d	0.09d	—
Longest Time	44.47d	13.08d	—	0.01d	0.09d	—
Median Time	44.47d	13.08d	—	0.01d	0.09d	—
PStDev Time	0d	0d	—	0d	0d	—

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Processing Time	0.22d	0.06d	0.67d	0.53d	0.21d	0.07d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	2	1	1	1	4	2
Mean Time	0.22d	0.06d	0.67d	0.53d	0.14d	0.04d
Shortest Time	0.22d	0.06d	0.67d	0.53d	0.05d	0d
Longest Time	0.22d	0.06d	0.67d	0.53d	0.21d	0.07d
Median Time	0.22d	0.06d	0.67d	0.53d	0.16d	0.04d
PStDev Time	0d	0d	0d	0d	0.07d	0.04d

Third Party Approval

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

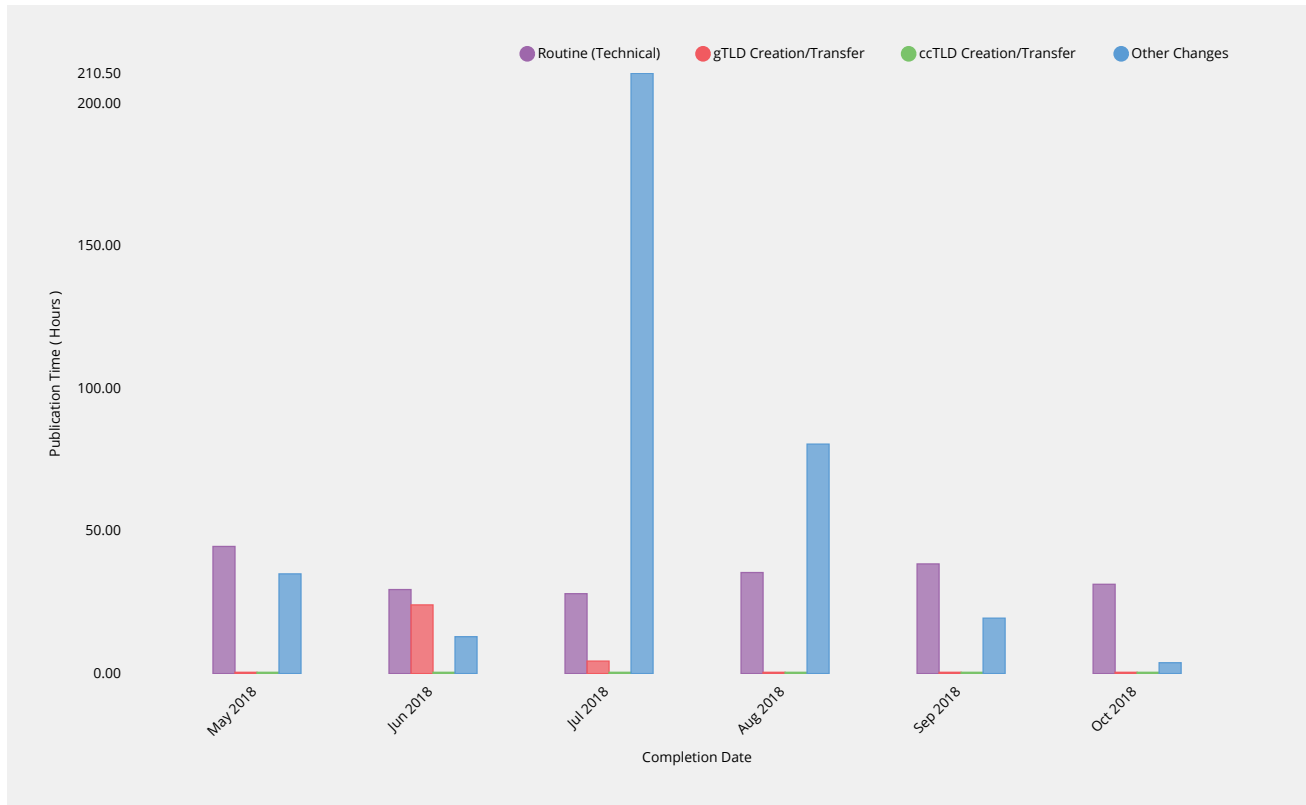


ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Processing Time	—	21.06d	—	—	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	1	0	0	0	0
Mean Time	—	21.06d	—	—	—	—
Shortest Time	—	21.06d	—	—	—	—
Longest Time	—	21.06d	—	—	—	—
Median Time	—	21.06d	—	—	—	—
PStDev Time	—	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)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Publication Time	44.59h	29.47h	28.02h	35.44h	38.46h	31.32h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	42	108	15	11	19	27
Mean Time	17.26h	11.89h	12.46h	16.99h	17.27h	7.52h
Shortest Time	2.01h	1.24h	0.85h	0.69h	2.21h	0.52h
Longest Time	44.89h	30.89h	28.03h	36.37h	39.11h	31.64h
Median Time	16.36h	11.82h	4.45h	21.88h	18.35h	6.01h
PStDev Time	11.71h	5.82h	10.69h	11.38h	9.77h	8.47h

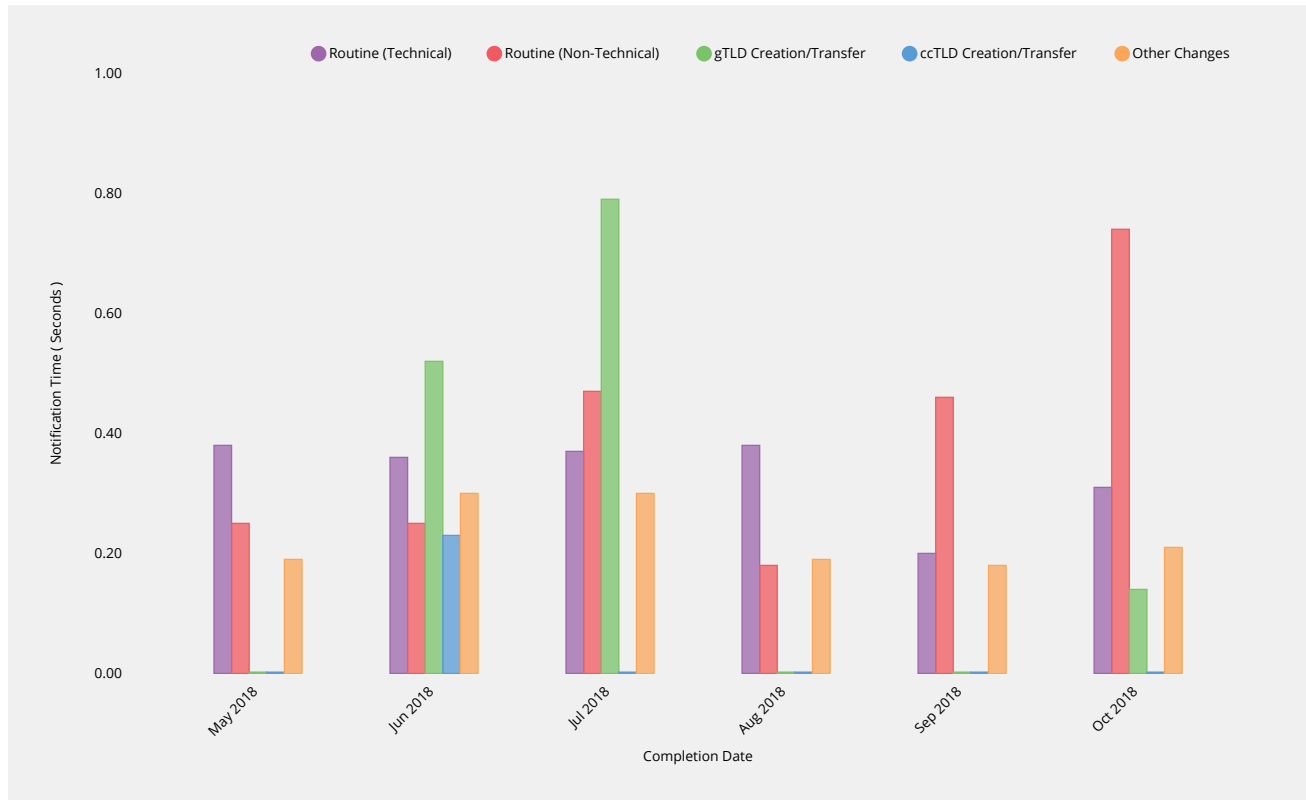
gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Publication Time	—	24.09h	4.38h	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	1	1	0	0	0
Mean Time	—	24.09h	4.38h	—	—	—
Shortest Time	—	24.09h	4.38h	—	—	—
Longest Time	—	24.09h	4.38h	—	—	—
Median Time	—	24.09h	4.38h	—	—	—
PStDev Time	—	0h	0h	—	—	—

ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
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	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Publication Time	34.97h	12.94h	210.5h	80.48h	19.44h	3.81h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	2	1	1	1	4	2
Mean Time	34.97h	12.94h	210.5h	80.48h	15.3h	2.09h
Shortest Time	34.96h	12.94h	210.5h	80.48h	3.26h	0.36h
Longest Time	34.97h	12.94h	210.5h	80.48h	19.44h	3.81h
Median Time	34.97h	12.94h	210.5h	80.48h	19.24h	2.09h
PStDev Time	0h	0h	0h	0h	6.95h	1.73h

Notification of Completion

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



Routine (Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Notification Time	0.38s	0.36s	0.37s	0.38s	0.2s	0.31s
Monthly Threshold	60s	60s	60s	60s	60s	60s

Routine (Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	42	108	15	11	19	27
Mean Time	0.23s	0.22s	0.25s	0.24s	0.16s	0.18s
Shortest Time	0.18s	0.16s	0.2s	0.16s	0.12s	0.11s
Longest Time	0.38s	0.59s	0.38s	0.41s	0.27s	0.41s
Median Time	0.21s	0.2s	0.24s	0.2s	0.15s	0.16s
PStDev Time	0.06s	0.07s	0.05s	0.08s	0.03s	0.07s

Routine (Non-Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Notification Time	0.25s	0.25s	0.47s	0.18s	0.46s	0.74s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	27	55	17	218	16	13
Mean Time	0.22s	0.23s	0.28s	0.14s	0.23s	0.3s
Shortest Time	0.18s	0.17s	0.19s	0.12s	0.12s	0.14s
Longest Time	0.38s	1.3s	1.2s	0.36s	1.24s	1.18s
Median Time	0.21s	0.21s	0.22s	0.14s	0.16s	0.21s
PStDev Time	0.04s	0.15s	0.23s	0.03s	0.26s	0.27s

gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Notification Time	—	0.52s	0.79s	—	—	0.14s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	1	1	0	0	1
Mean Time	—	0.52s	0.79s	—	—	0.14s
Shortest Time	—	0.52s	0.79s	—	—	0.14s
Longest Time	—	0.52s	0.79s	—	—	0.14s
Median Time	—	0.52s	0.79s	—	—	0.14s
PStDev Time	—	0s	0s	—	—	0s

ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Notification Time	—	0.23s	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	1	0	0	0	0
Mean Time	—	0.23s	—	—	—	—
Shortest Time	—	0.23s	—	—	—	—
Longest Time	—	0.23s	—	—	—	—
Median Time	—	0.23s	—	—	—	—
PStDev Time	—	0s	—	—	—	—

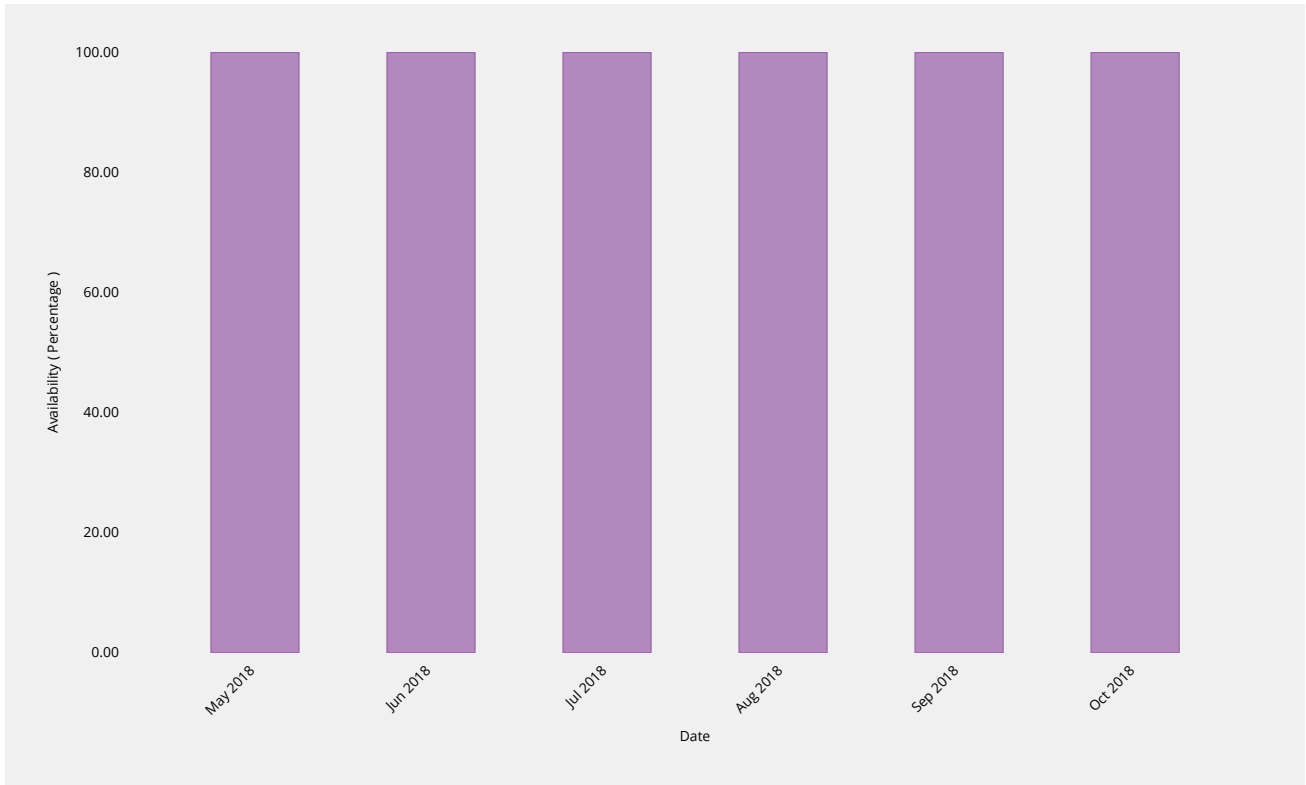
Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Notification Time	0.19s	0.3s	0.3s	0.19s	0.18s	0.21s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	2	1	1	1	4	2
Mean Time	0.19s	0.3s	0.3s	0.19s	0.16s	0.18s
Shortest Time	0.18s	0.3s	0.3s	0.19s	0.13s	0.16s
Longest Time	0.19s	0.3s	0.3s	0.19s	0.18s	0.21s
Median Time	0.19s	0.3s	0.3s	0.19s	0.15s	0.18s

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
PStDev Time	0s	0s	0s	0s	0.02s	0.03s

System Availability

IANA Website

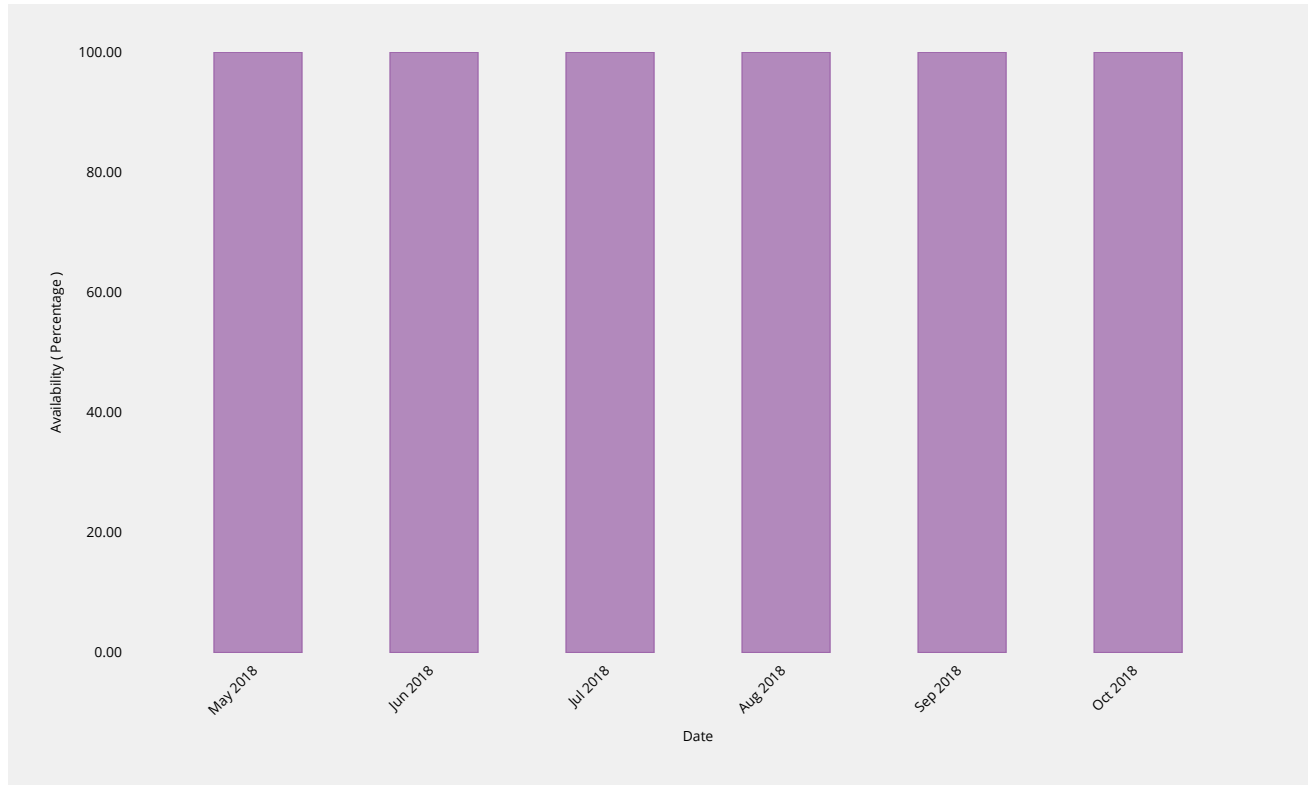
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Management System

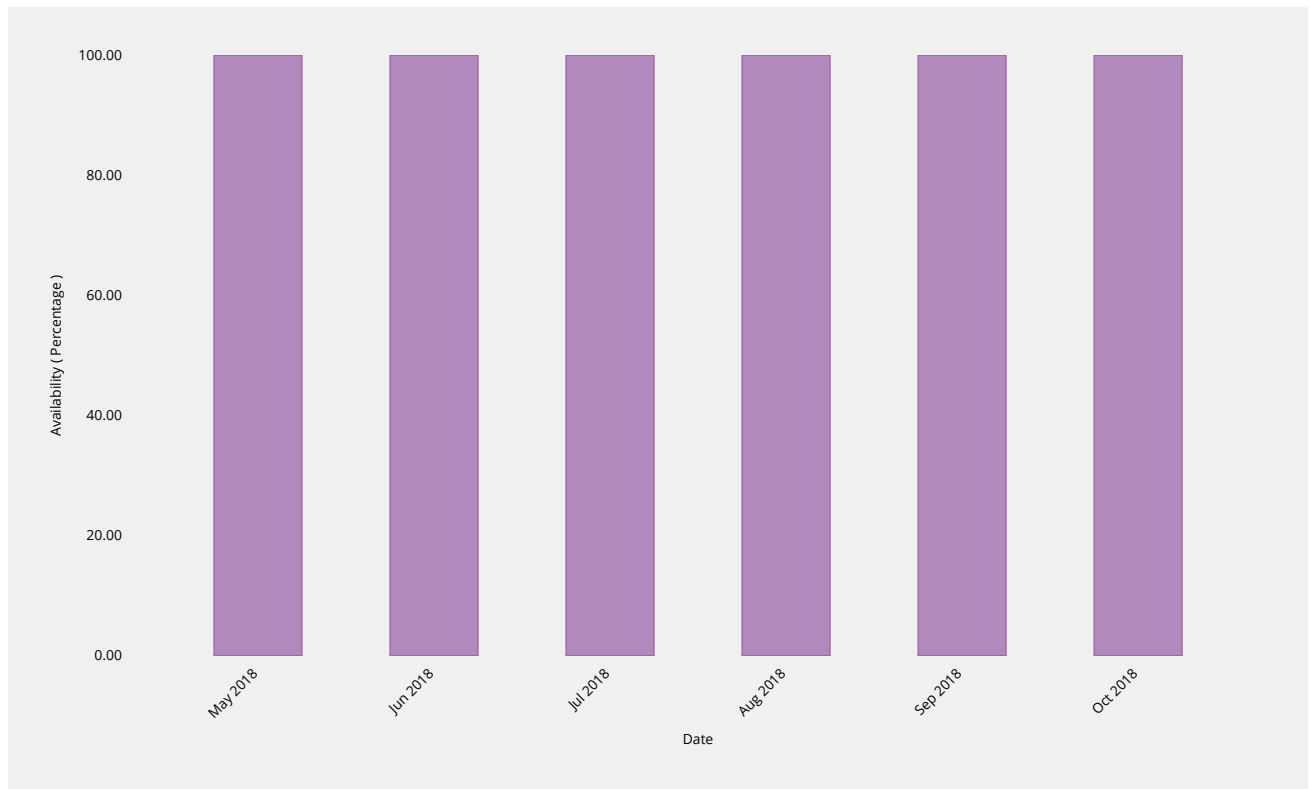
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Directory Service

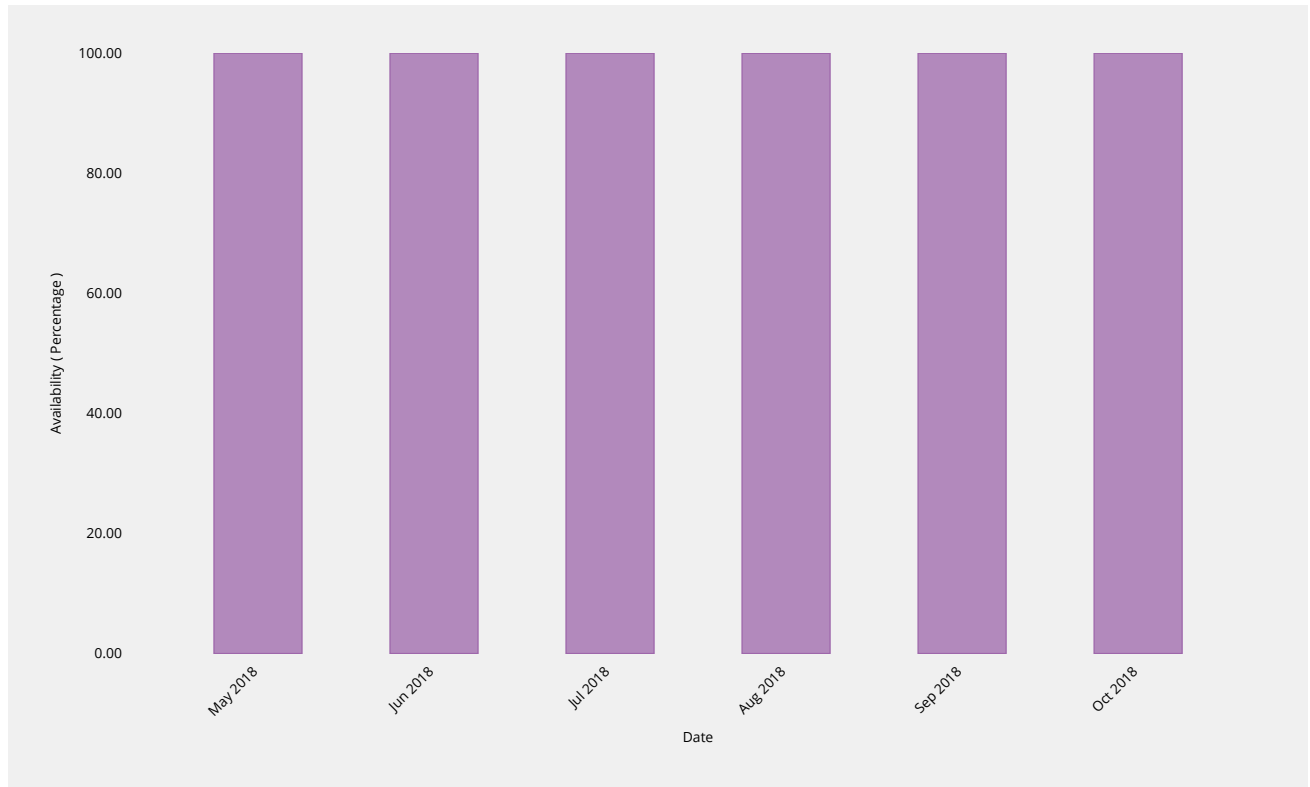
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Service Level Dashboard

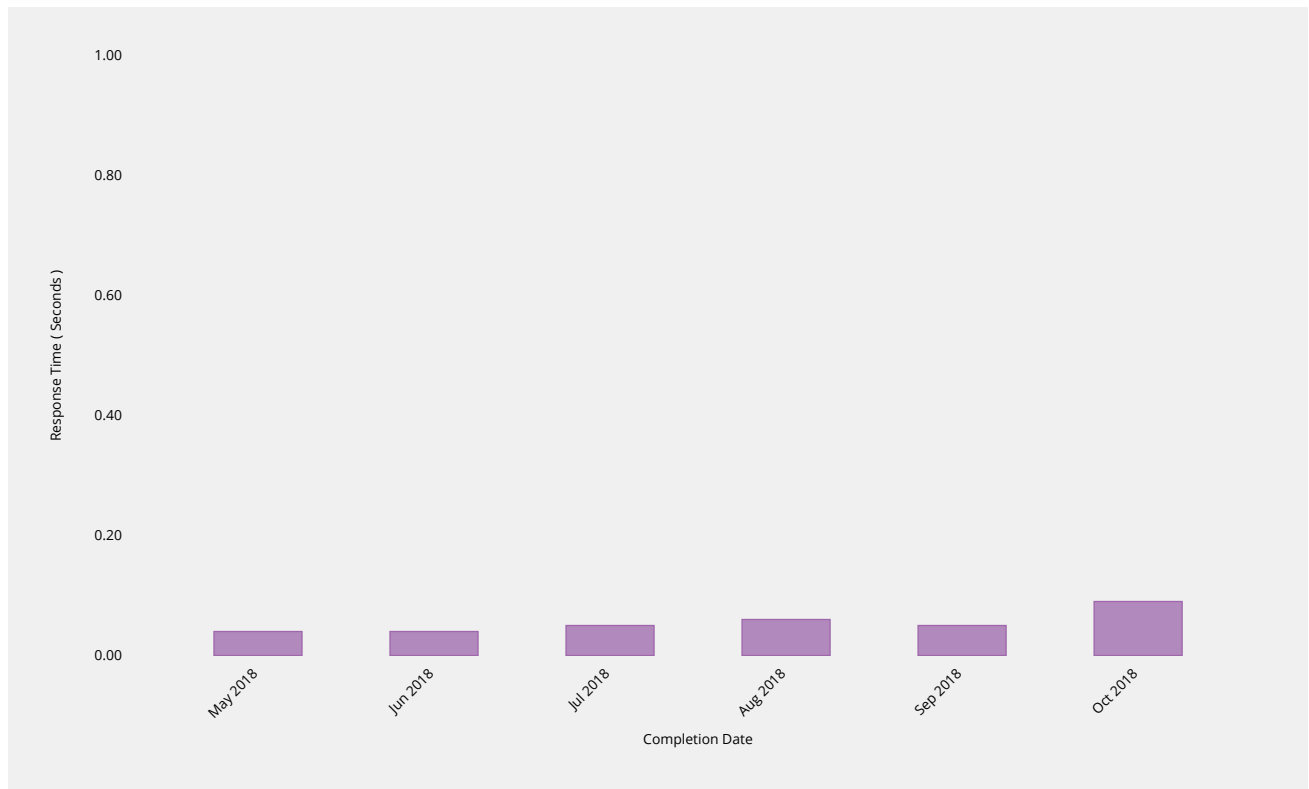
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Availability	100%	100%	100%	99.99%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Credential Recovery

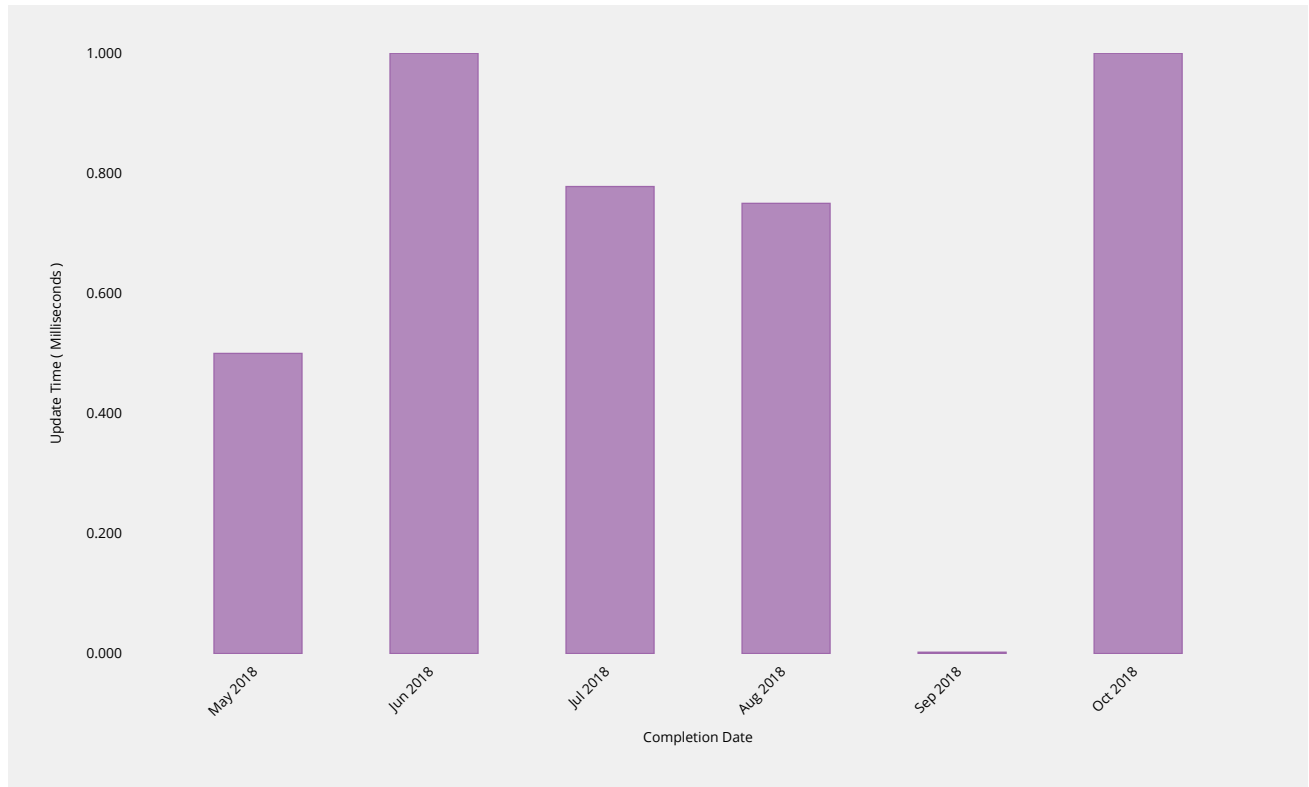
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Response Time	0.04s	0.04s	0.05s	0.06s	0.05s	0.09s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	28	10	9	10	3	9
Mean Time	0.03s	0.03s	0.04s	0.05s	0.05s	0.05s
Shortest Time	0.01s	0.01s	0.03s	0.04s	0.04s	0.03s
Longest Time	0.05s	0.04s	0.05s	0.06s	0.05s	0.09s
Median Time	0.03s	0.04s	0.04s	0.04s	0.04s	0.04s
PStDev Time	0.01s	0.01s	0.01s	0.01s	0s	0.02s

Credential Change

Time to implement new password within the system.

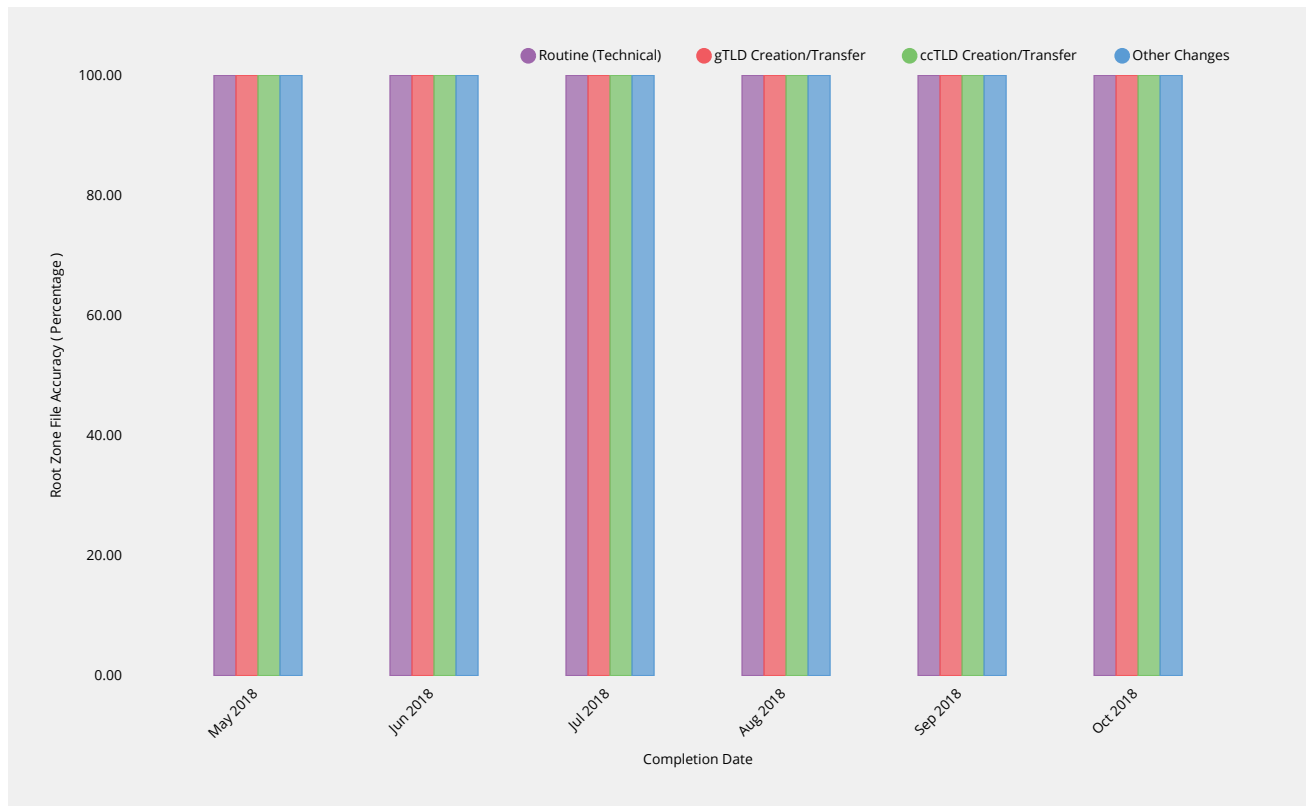


Credential Change	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Update Time	2.05ms	2.2ms	1ms	2.3ms	0ms	2ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	20	9	9	8	2	6
Mean Time	0.5ms	1ms	0.778ms	0.75ms	0ms	1ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	3ms	3ms	1ms	3ms	0ms	2ms
Median Time	0ms	1ms	1ms	0.5ms	0ms	1ms
PStDev Time	0.806ms	0.816ms	0.416ms	0.968ms	0ms	0.816ms

Accuracy

Root Zone File

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



Routine (Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
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	42	108	15	11	19	27

gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	1	1	0	0	1

ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	1	0	0	0	0

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0

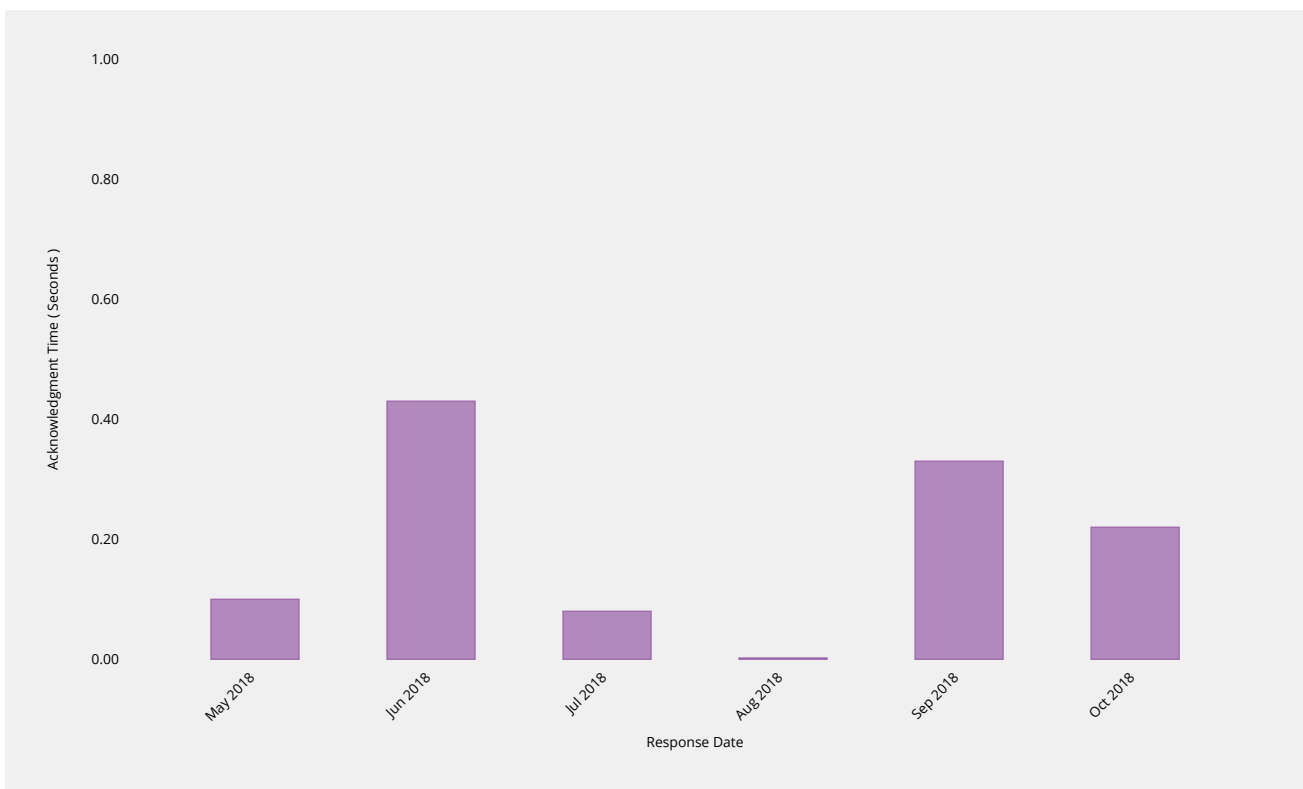
ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	1	0	0	0	0

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
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	2	1	1	1	4	2

Enquiry Processing

Time to acknowledge

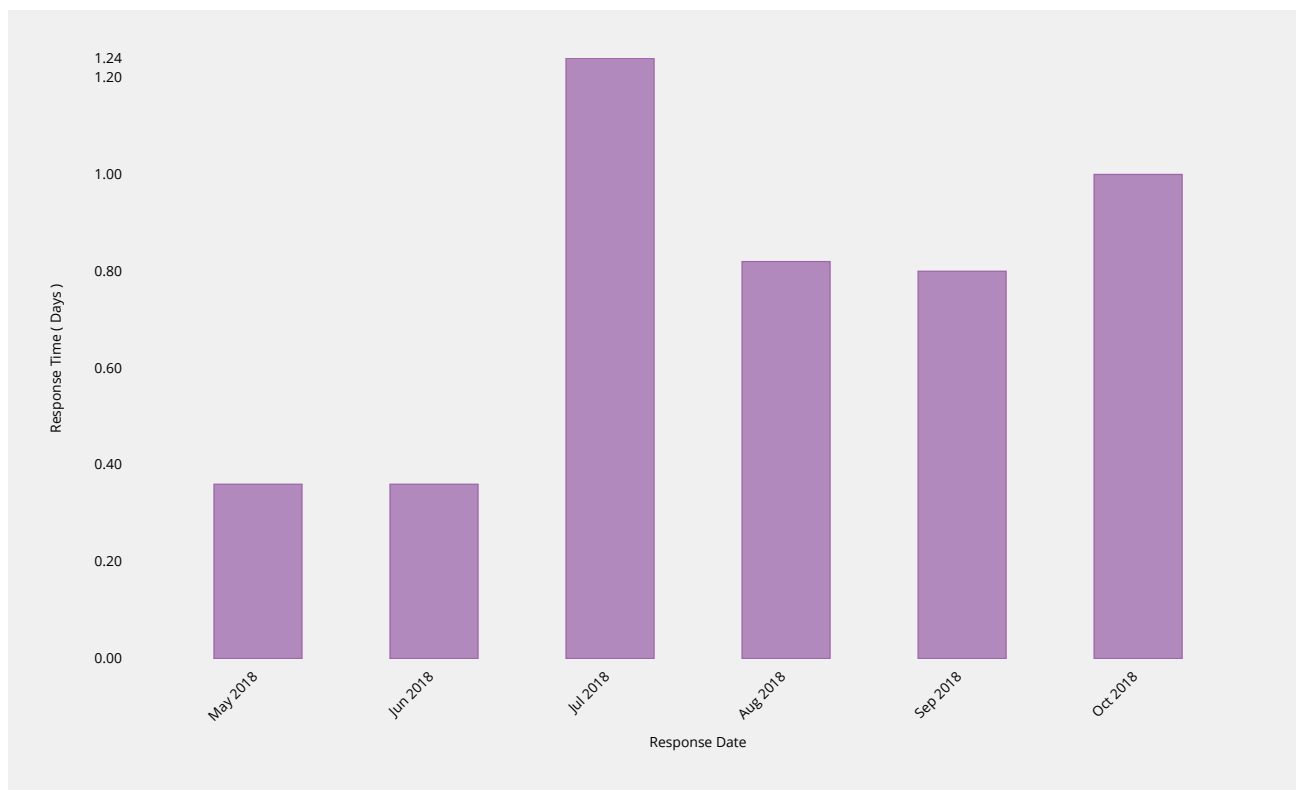
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Acknowledgment Time	0.55s	1s	0.4s	0s	0.9s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	10	7	13	3	3	9
Mean Time	0.1s	0.43s	0.08s	0s	0.33s	0.22s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	1s	0s	1s	1s
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0.3s	0.49s	0.27s	0s	0.47s	0.42s

Time to initial response

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

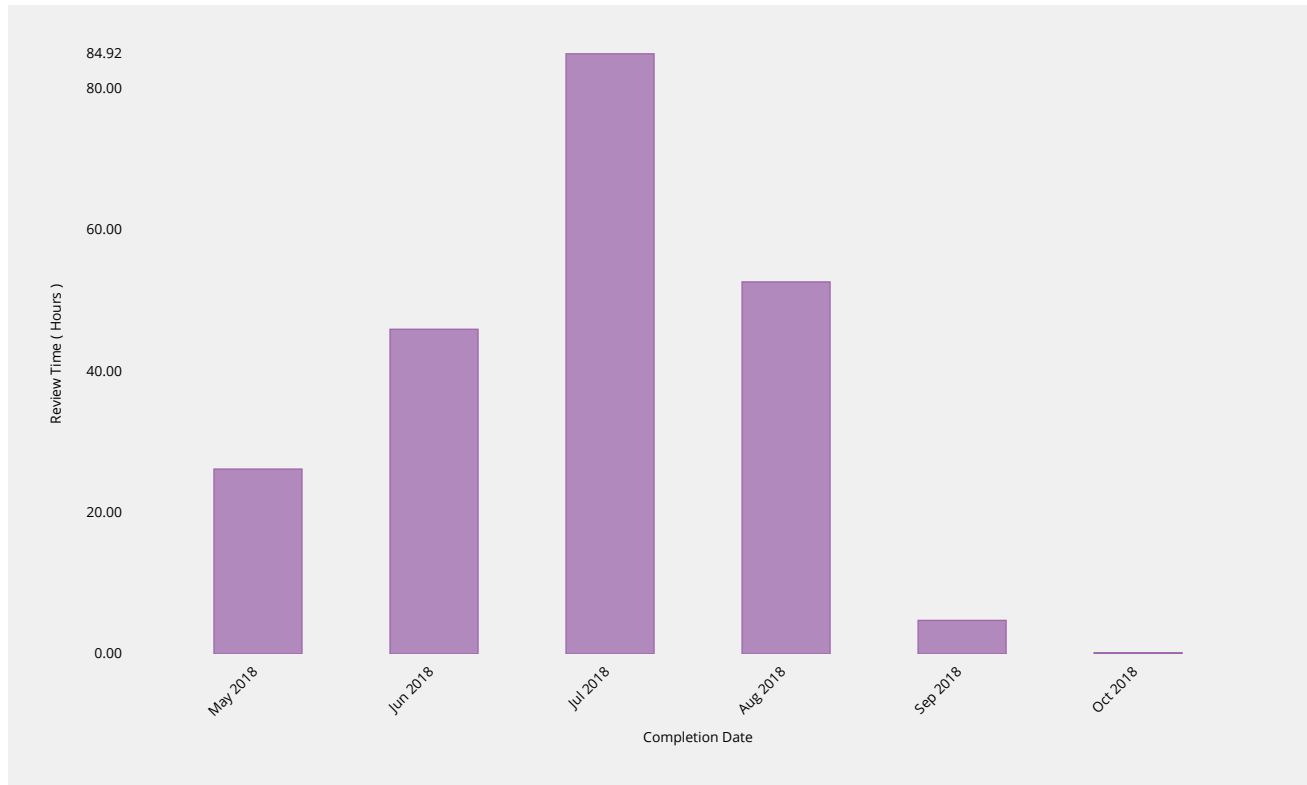


Manual Enquiries	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Response Time	0.54d	0.47d	3.89d	1.52d	1.4d	3d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	10	7	13	3	3	9
Mean Time	0.36d	0.36d	1.24d	0.82d	0.8d	1d
Shortest Time	0.07d	0.23d	0.01d	0.14d	0.27d	0d
Longest Time	0.6d	0.58d	4.37d	1.76d	1.62d	3.18d
Median Time	0.41d	0.37d	0.44d	0.55d	0.5d	0.36d
PStDev Time	0.17d	0.11d	1.55d	0.69d	0.59d	1.19d

Label Generation Rulesets

Review Time

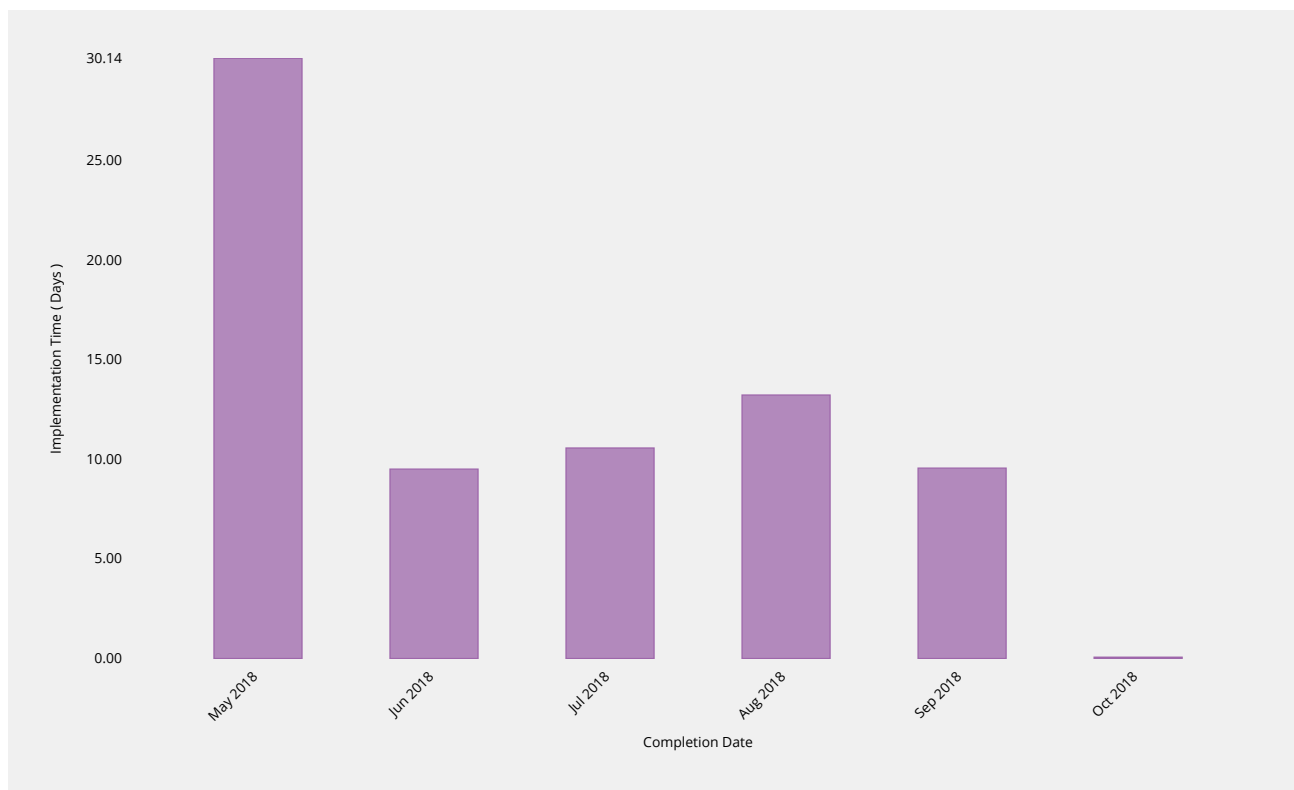
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Mean Time	26.17h	45.95h	84.92h	52.65h	4.76h	—
Monthly Threshold	0h	0h	0h	0h	0h	0h
Review Count	16	23	75	27	13	0
Shortest Time	0.43h	0.09h	0.61h	0.18h	0.43h	—
Longest Time	115.96h	134.17h	151.12h	151.12h	22.43h	—
Median Time	15.09h	16.75h	59.16h	33.4h	1.17h	—
PStDev Time	30.5h	53.11h	48.54h	50.57h	6.61h	—

Implementation Time

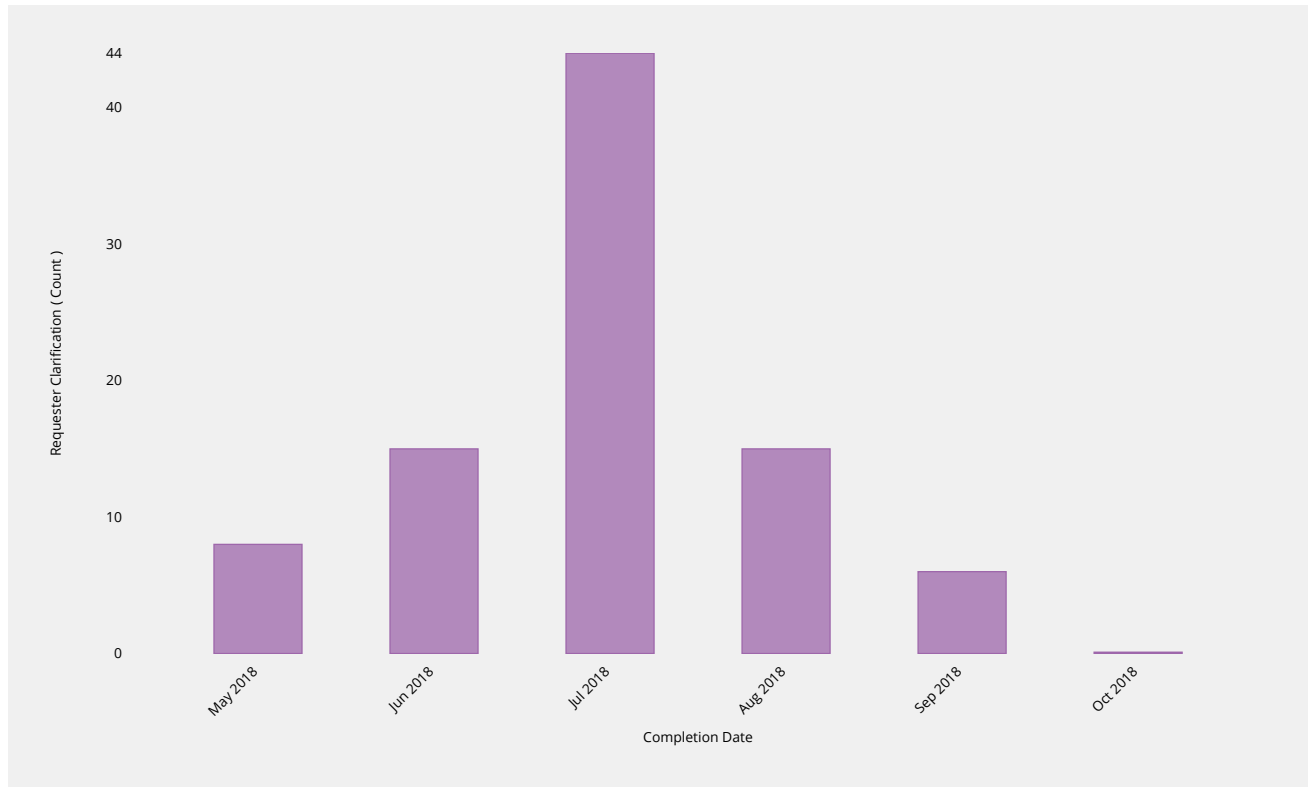
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Mean Time	30.14d	9.51d	10.57d	13.23d	9.56d	—
Monthly Threshold	0d	0d	0d	0d	0d	0d
Request Count	8	8	31	13	7	0
Shortest Time	0.85d	0.76d	2.14d	1.11d	0.28d	—
Longest Time	58.58d	12.25d	18.82d	22.88d	17.09d	—
Median Time	32.04d	10.5d	10.32d	14.32d	6.71d	—
PStDev Time	20.38d	3.35d	5.65d	5.86d	5.75d	—

Requester Clarification

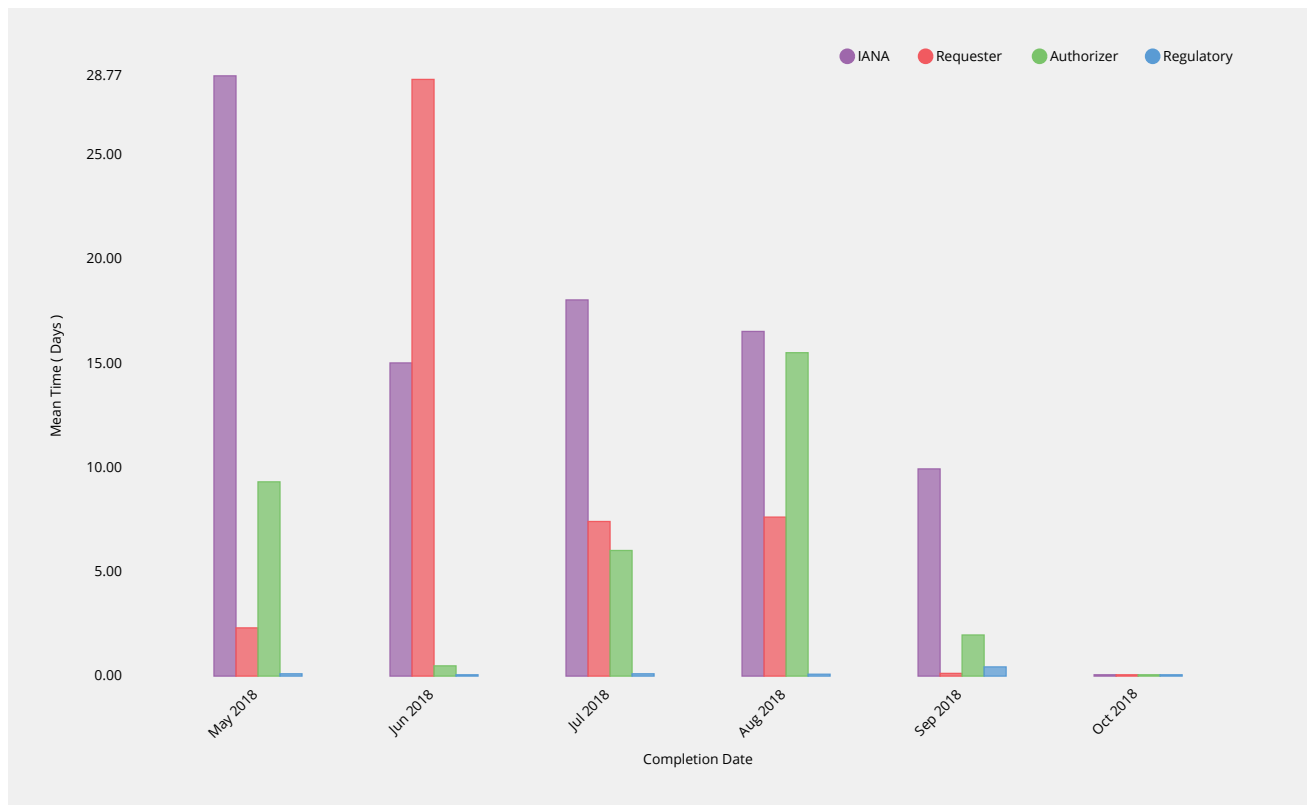
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Count	8	15	44	15	6	—
Request Count	9	8	33	14	7	0
Shortest Clarification	0	1	1	0	0	—
Longest Clarification	3	2	3	2	1	—

Time per Actor

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



IANA	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Mean Time	28.77d	15.01d	18.03d	16.52d	9.93d	—
Review Count	9	8	33	14	7	0
Shortest Time	1.33d	1.07d	7.76d	1.39d	1.31d	—
Longest Time	64.1d	18.99d	27.53d	25.21d	17.17d	—
Median Time	28.64d	17.2d	18.54d	18.43d	6.86d	—
PStDev Time	22.25d	5.43d	6.72d	7.76d	5.59d	—

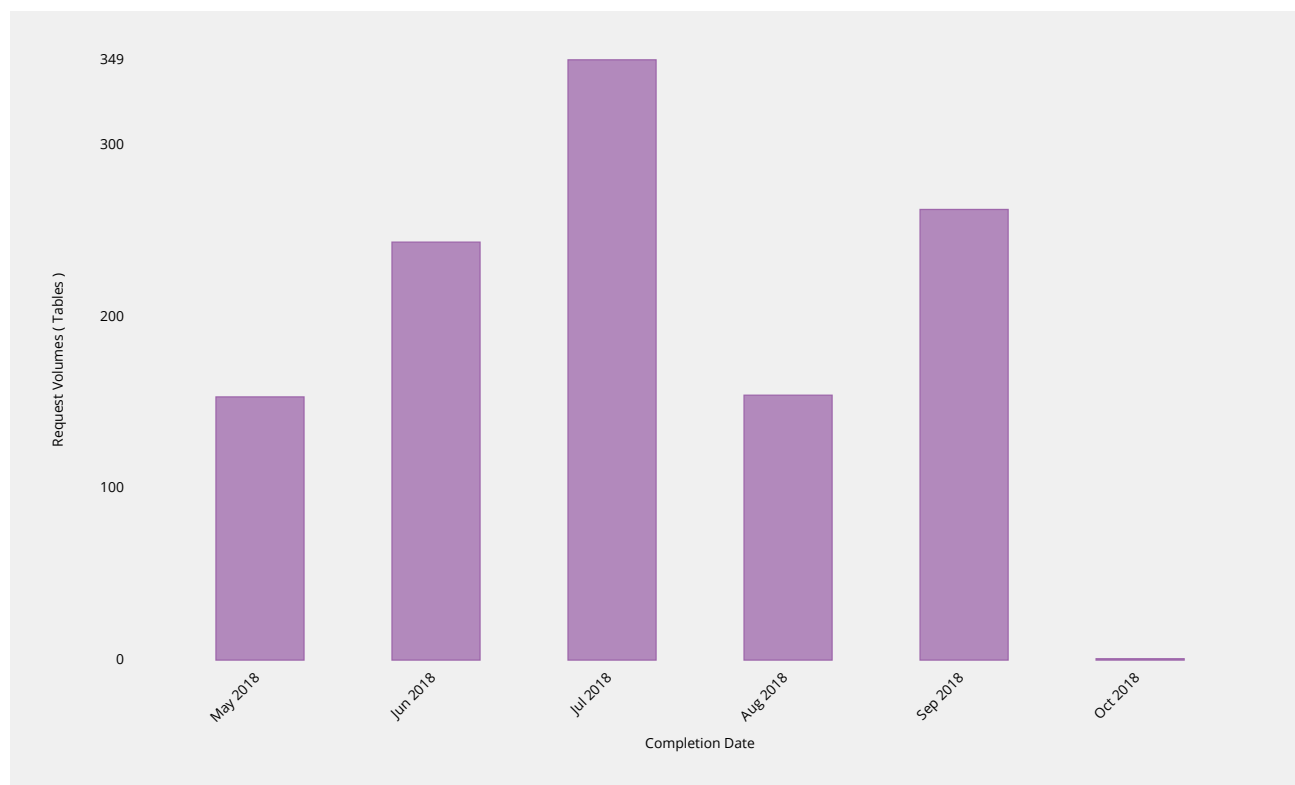
Requester	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Mean Time	2.31d	28.6d	7.41d	7.62d	0.13d	—
Review Count	5	8	33	11	6	0
Shortest Time	0d	0.01d	0.64d	0.06d	0.02d	—
Longest Time	5.08d	35.98d	32.64d	31.63d	0.54d	—
Median Time	1.48d	32.64d	0.64d	0.76d	0.06d	—
PStDev Time	2.14d	10.93d	10.54d	11.09d	0.19d	—

Authorizer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Mean Time	9.31d	0.49d	6.02d	15.5d	1.97d	—
Review Count	8	8	31	13	7	0
Shortest Time	0d	0.04d	0d	0.02d	0.01d	—
Longest Time	32.47d	1.69d	23.8d	34.22d	5.44d	—
Median Time	6.07d	0.37d	2.85d	11.22d	2.36d	—
PStDev Time	10.6d	0.47d	6.61d	12.84d	1.69d	—

Regulatory	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Mean Time	0.11d	0.02d	0.11d	0.09d	0.44d	—
Review Count	6	7	31	13	6	0
Shortest Time	0d	0.01d	0d	0.02d	0.02d	—
Longest Time	0.41d	0.04d	1.52d	0.44d	0.74d	—
Median Time	0.03d	0.02d	0.04d	0.04d	0.58d	—
PStDev Time	0.14d	0.01d	0.26d	0.12d	0.32d	—

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10
Total LGRs Processed	153	243	349	154	262	—
Request Count	8	8	31	13	7	0
Average LGRs per Request	19	30	11	12	37	—
Smallest per Request	1	20	1	1	1	—
Largest per Request	103	103	60	64	238	—

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.