

# IANA Naming Function Monthly Performance Report

February 2019

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.71s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.05s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.75s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.57s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.7s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.19d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 1.1d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.01d	p8
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 0.47d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.45d	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.71m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 0.13m	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 0.5m	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 0.83m	p11
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ 0.35m	p12
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.56m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ 0.1m	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ 0.28m	p14
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p14
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.05ms	p15
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p16
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p16
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p17
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p17
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0ms	p18
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p18
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p18
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0ms	p19
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.68d	p20
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.43d	p20
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.06d	p21
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ 56.58d	p21
Validation and Reviews	Other Changes	N/A	0.51d	p21
Third Party Approval	ccTLD Creation/Transfer	N/A	89.2d	p22
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 31.61h	p23
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 10.66h	p23
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ 69.53h	p24
Root Zone Publication	Other Changes	N/A	24.21h	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.21s	p25

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.21s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.34s	p26
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.35s	p26
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.2s	p26
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p27
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p28
Directory Service	WHOIS Availability	≥99%	✓ 100%	p29
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p30
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.09s	p31
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 2ms	p32
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100%	p33
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p33
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p33
Root Zone File	Other Changes	100%	✓ 100%	p34
Root Zone Database	Routine (Technical)	100%	✓ 100%	p34
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p34
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p34
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p35
Root Zone Database	Other Changes	100%	✓ 100%	p35
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p35
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 2.15d	p36
<b>Label Generation Rulesets</b>				
Review Time	Review Time	N/A	2.11h	p37
Implementation Time	Implementation Time	N/A	3.9d	p38
Requester Clarification	Requester Clarification	N/A	1	p39
Time per Actor	IANA	N/A	4.08d	p40
Time per Actor	Requester	N/A	0.73d	p40
Time per Actor	Authorizer	N/A	0.03d	p40
Time per Actor	Regulatory	N/A	0.11d	p41
Request Volumes	Request Volumes	N/A	8	p41

Percentage of SLA thresholds met of those defined

**100.0%**

## **Exceptions and Narrative for Reporting Period**

There were no exceptions for the reporting period.



Routine (Non-Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
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	252	257	64	32	63	17	221	17	17	14	14	30	40
Mean Time	1.1s	3.28s	1.47s	1.38s	1.43s	1.62s	1.19s	1.05s	1.36s	1.19s	1.2s	1.4s	1.27s
Shortest Time	0.94s	1.21s	0.96s	1.08s	1.07s	1.24s	0.73s	0.73s	0.84s	0.92s	0.84s	0.84s	0.87s
Longest Time	2.93s	4.08s	2.75s	2.56s	2.25s	2.61s	2.18s	2.06s	2.63s	1.47s	1.98s	2.35s	2.63s
Median Time	1.03s	3.37s	1.34s	1.33s	1.39s	1.43s	1.15s	0.96s	1.18s	1.15s	1.1s	1.17s	1.09s
PStDev Time	0.31s	0.47s	0.37s	0.29s	0.25s	0.42s	0.17s	0.3s	0.5s	0.17s	0.35s	0.47s	0.44s

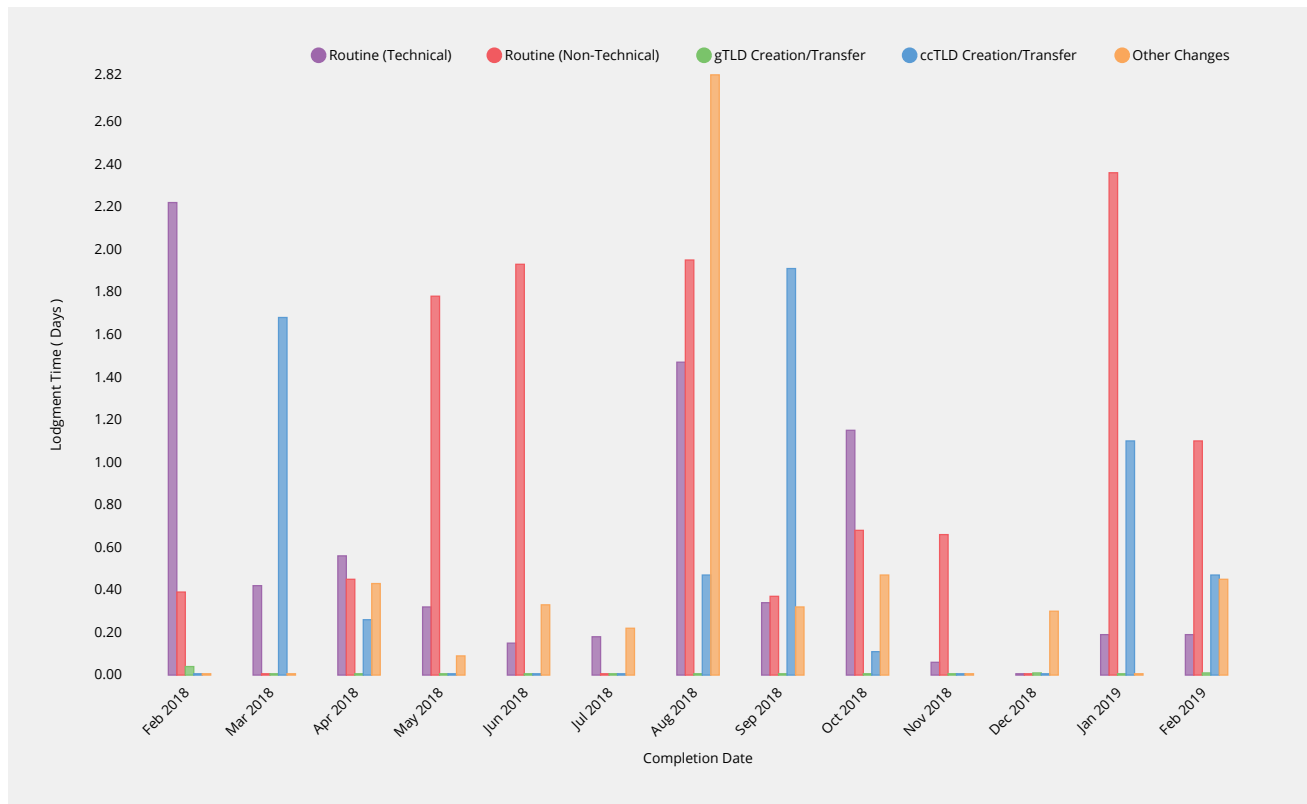
gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Acceptance Time	2.38s	1.3s	2.23s	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—	0.75s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	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	4	197	2	1	1	1	0	0	1	0	1	0	1
Mean Time	1.95s	1.24s	2.18s	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—	0.75s
Shortest Time	1.72s	1.14s	2.11s	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—	0.75s
Longest Time	2.47s	1.72s	2.24s	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—	0.75s
Median Time	1.81s	1.23s	2.18s	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—	0.75s
PStDev Time	0.3s	0.06s	0.06s	0s	0s	0s	—	—	0s	—	0s	—	0s

ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Acceptance Time	—	3.41s	1.23s	1.56s	1.26s	1.1s	5.23s	0.93s	0.48s	—	0.76s	2.37s	0.57s
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	1	2	1	2	2	1	2	1	0	1	2	1
Mean Time	—	3.41s	1.13s	1.56s	1.25s	1s	5.23s	0.75s	0.48s	—	0.76s	1.78s	0.57s
Shortest Time	—	3.41s	1.01s	1.56s	1.23s	0.9s	5.23s	0.54s	0.48s	—	0.76s	1.13s	0.57s
Longest Time	—	3.41s	1.24s	1.56s	1.26s	1.11s	5.23s	0.95s	0.48s	—	0.76s	2.43s	0.57s
Median Time	—	3.41s	1.13s	1.56s	1.25s	1s	5.23s	0.75s	0.48s	—	0.76s	1.78s	0.57s
PStDev Time	—	0s	0.11s	0s	0.02s	0.1s	0s	0.21s	0s	—	0s	0.65s	0s

Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Acceptance Time	—	—	0.87s	0.78s	0.78s	1.08s	0.61s	0.55s	1.47s	—	1.04s	—	0.7s
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	1	2	2	1	1	5	2	0	2	0	4
Mean Time	—	—	0.87s	0.75s	0.78s	1.08s	0.61s	0.52s	1.06s	—	0.83s	—	0.64s
Shortest Time	—	—	0.87s	0.73s	0.78s	1.08s	0.61s	0.49s	0.6s	—	0.59s	—	0.56s
Longest Time	—	—	0.87s	0.78s	0.78s	1.08s	0.61s	0.55s	1.51s	—	1.07s	—	0.7s
Median Time	—	—	0.87s	0.75s	0.78s	1.08s	0.61s	0.52s	1.06s	—	0.83s	—	0.64s
PStDev Time	—	—	0s	0.03s	0s	0s	0s	0.02s	0.46s	—	0.24s	—	0.06s

## Manual Lodgment Time

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



Routine (Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Lodgment Time	2.22d	0.42d	0.56d	0.32d	0.15d	0.18d	1.47d	0.34d	1.15d	0.06d	—	0.19d	0.19d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	9	6	8	8	3	4	4	1	2	1	0	1	18
Mean Time	0.62d	0.17d	0.25d	0.18d	0.09d	0.11d	0.65d	0.34d	0.65d	0.06d	—	0.19d	0.11d
Shortest Time	0d	0d	0.07d	0.05d	0d	0.02d	0.1d	0.34d	0.09d	0.06d	—	0.19d	0.03d
Longest Time	3.38d	0.46d	0.64d	0.34d	0.15d	0.18d	1.6d	0.34d	1.21d	0.06d	—	0.19d	0.2d
Median Time	0.37d	0.13d	0.22d	0.17d	0.12d	0.12d	0.46d	0.34d	0.65d	0.06d	—	0.19d	0.1d
PStDev Time	0.99d	0.16d	0.19d	0.08d	0.07d	0.07d	0.6d	0d	0.56d	0d	—	0d	0.05d

Routine (Non-Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Lodgment Time	0.39d	—	0.45d	1.78d	1.93d	—	1.95d	0.37d	0.68d	0.66d	—	2.36d	1.1d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	2	4	3	0	7	1	2	11	0	5	5
Mean Time	0.39d	—	0.37d	0.74d	0.75d	—	0.6d	0.37d	0.36d	0.34d	—	1d	0.36d
Shortest Time	0.39d	—	0.28d	0d	0.01d	—	0.02d	0.37d	0.01d	0.12d	—	0d	0.01d
Longest Time	0.39d	—	0.46d	2d	2.14d	—	2.48d	0.37d	0.71d	0.67d	—	2.7d	1.29d
Median Time	0.39d	—	0.37d	0.47d	0.09d	—	0.3d	0.37d	0.36d	0.29d	—	0.98d	0.09d

Routine (Non-Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
PStDev Time	0d	—	0.09d	0.76d	0.98d	—	0.81d	0d	0.35d	0.17d	—	0.93d	0.48d

gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Lodgment Time	0.04d	—	—	—	—	—	—	—	—	—	0.01d	—	0.01d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	0	0	0	0	0	0	0	0	1	0	1
Mean Time	0.04d	—	—	—	—	—	—	—	—	—	0.01d	—	0.01d
Shortest Time	0.04d	—	—	—	—	—	—	—	—	—	0.01d	—	0.01d
Longest Time	0.04d	—	—	—	—	—	—	—	—	—	0.01d	—	0.01d
Median Time	0.04d	—	—	—	—	—	—	—	—	—	0.01d	—	0.01d
PStDev Time	0d	—	—	—	—	—	—	—	—	—	0d	—	0d

ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Lodgment Time	—	1.68d	0.26d	—	—	—	0.47d	1.91d	0.11d	—	—	1.1d	0.47d
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	1	1	0	0	0	1	2	1	0	0	2	1
Mean Time	—	1.68d	0.26d	—	—	—	0.47d	1.01d	0.11d	—	—	0.6d	0.47d
Shortest Time	—	1.68d	0.26d	—	—	—	0.47d	0.01d	0.11d	—	—	0.05d	0.47d
Longest Time	—	1.68d	0.26d	—	—	—	0.47d	2.01d	0.11d	—	—	1.16d	0.47d
Median Time	—	1.68d	0.26d	—	—	—	0.47d	1.01d	0.11d	—	—	0.6d	0.47d
PStDev Time	—	0d	0d	—	—	—	0d	1d	0d	—	—	0.55d	0d

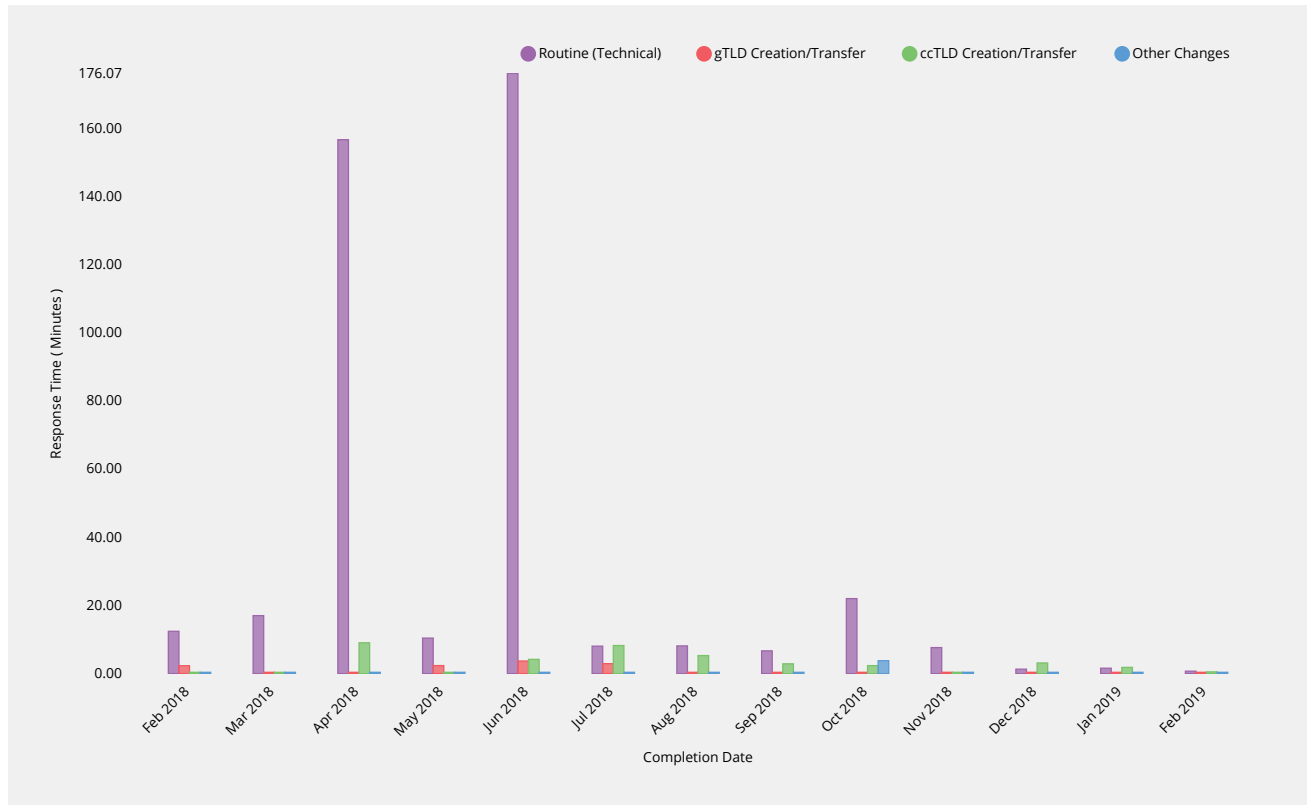
Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Lodgment Time	—	—	0.43d	0.09d	0.33d	0.22d	2.82d	0.32d	0.47d	—	0.3d	—	0.45d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	1	2	2	1	1	5	1	0	2	0	4
Mean Time	—	—	0.43d	0.06d	0.28d	0.22d	2.82d	0.27d	0.47d	—	0.23d	—	0.24d
Shortest Time	—	—	0.43d	0.03d	0.22d	0.22d	2.82d	0.14d	0.47d	—	0.16d	—	0.09d
Longest Time	—	—	0.43d	0.09d	0.34d	0.22d	2.82d	0.32d	0.47d	—	0.3d	—	0.48d
Median Time	—	—	0.43d	0.06d	0.28d	0.22d	2.82d	0.28d	0.47d	—	0.23d	—	0.19d
PStDev Time	—	—	0d	0.03d	0.06d	0d	0d	0.07d	0d	—	0.07d	—	0.16d



# Technical Checks

## Technical Check (First)

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



Routine (Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Response Time	12.41m	17m	156.62m	10.41m	176.07m	8.05m	8.12m	6.67m	22m	7.63m	1.3m	1.58m	0.71m
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	56	57	78	50	114	16	13	19	30	27	64	38	121
Mean Time	4.5m	5.89m	48.4m	4.2m	41.32m	3.28m	3.88m	3.7m	8.42m	2.42m	0.54m	0.44m	0.43m
Shortest Time	0.31m	0.37m	0.31m	0.39m	0.14m	0.23m	1.5m	0.78m	0.24m	0.2m	0.1m	0.11m	0.12m
Longest Time	23.61m	22.59m	173.47m	14.78m	202.88m	9.84m	12.29m	7.76m	27.21m	10.37m	2.93m	2.55m	6.26m
Median Time	3.63m	4.4m	14.41m	3.83m	4.68m	3.25m	2.93m	3.99m	4.58m	1.61m	0.34m	0.28m	0.31m
PStDev Time	4.03m	4.83m	54.67m	2.78m	60.47m	2.59m	2.66m	1.88m	7.47m	2.6m	0.48m	0.5m	0.69m

gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Response Time	2.31m	—	—	2.35m	3.69m	2.92m	—	—	—	—	—	—	0.13m
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	2	0	0	1	1	1	0	0	0	0	0	0	1

gTLD Creation/ Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Count													
Mean Time	1.77m	—	—	2.35m	3.69m	2.92m	—	—	—	—	—	—	0.13m
Shortest Time	1.18m	—	—	2.35m	3.69m	2.92m	—	—	—	—	—	—	0.13m
Longest Time	2.37m	—	—	2.35m	3.69m	2.92m	—	—	—	—	—	—	0.13m
Median Time	1.77m	—	—	2.35m	3.69m	2.92m	—	—	—	—	—	—	0.13m
PStDev Time	0.59m	—	—	0m	0m	0m	—	—	—	—	—	—	0m

ccTLD Creation/ Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Response Time	—	—	9.03m	—	4.18m	8.23m	5.29m	2.87m	2.34m	—	3.12m	1.82m	0.5m
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	2	0	1	2	1	1	1	0	1	1	1
Mean Time	—	—	6.72m	—	4.18m	4.79m	5.29m	2.87m	2.34m	—	3.12m	1.82m	0.5m
Shortest Time	—	—	4.15m	—	4.18m	0.98m	5.29m	2.87m	2.34m	—	3.12m	1.82m	0.5m
Longest Time	—	—	9.29m	—	4.18m	8.61m	5.29m	2.87m	2.34m	—	3.12m	1.82m	0.5m
Median Time	—	—	6.72m	—	4.18m	4.79m	5.29m	2.87m	2.34m	—	3.12m	1.82m	0.5m
PStDev Time	—	—	2.57m	—	0m	3.82m	0m	0m	0m	—	0m	0m	0m

Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Response Time	—	—	—	—	—	—	—	—	3.78m	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	0	0	0	1	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	3.78m	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	3.78m	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	3.78m	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	3.78m	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	0m	—	—	—	—







gTLD Creation/ Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
PStDev Time	0m	—	—	—	0m	0m	—	—	—	—	—	—	0m

ccTLD Creation/ Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Response Time	—	—	—	—	—	—	—	—	—	—	—	0.13m	0.28m
Monthly Threshold	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0	0	0	0	0	0	1	1
Mean Time	—	—	—	—	—	—	—	—	—	—	—	0.13m	0.28m
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	0.13m	0.28m
Longest Time	—	—	—	—	—	—	—	—	—	—	—	0.13m	0.28m
Median Time	—	—	—	—	—	—	—	—	—	—	—	0.13m	0.28m
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	0m	0m

Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Response Time	—	—	—	—	—	—	—	—	0.34m	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0	0	0	1	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	0.34m	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	0.34m	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	0.34m	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	0.34m	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	0m	—	—	—	—



Routine (Non-Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Threshold													
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	252	257	64	32	63	17	221	17	17	14	14	30	40
Mean Time	1.06ms	0.88ms	0.91ms	1ms	1.17ms	1.41ms	1.37ms	1.35ms	1.24ms	2.29ms	1.14ms	1.27ms	1ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	1ms	0ms	0ms	1ms	1ms	1ms	1ms	0ms
Longest Time	4ms	4ms	2ms	2ms	2ms	3ms	9ms	6ms	2ms	4ms	2ms	2ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	2ms	1ms	1ms	1ms
PStDev Time	0.4ms	0.42ms	0.46ms	0.5ms	0.52ms	0.6ms	0.88ms	1.23ms	0.42ms	0.8ms	0.35ms	0.44ms	0.32ms

gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Dispatch Time	1.85ms	1ms	1ms	1ms	1ms	1ms	—	—	1ms	—	16ms	—	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	4	197	2	1	1	1	0	0	1	0	1	0	1
Mean Time	0.75ms	0.84ms	1ms	1ms	1ms	1ms	—	—	1ms	—	16ms	—	1ms
Shortest Time	0ms	0ms	1ms	1ms	1ms	1ms	—	—	1ms	—	16ms	—	1ms
Longest Time	2ms	2ms	1ms	1ms	1ms	1ms	—	—	1ms	—	16ms	—	1ms
Median Time	0.5ms	1ms	1ms	1ms	1ms	1ms	—	—	1ms	—	16ms	—	1ms
PStDev Time	0.83ms	0.39ms	0ms	0ms	0ms	0ms	—	—	0ms	—	0ms	—	0ms

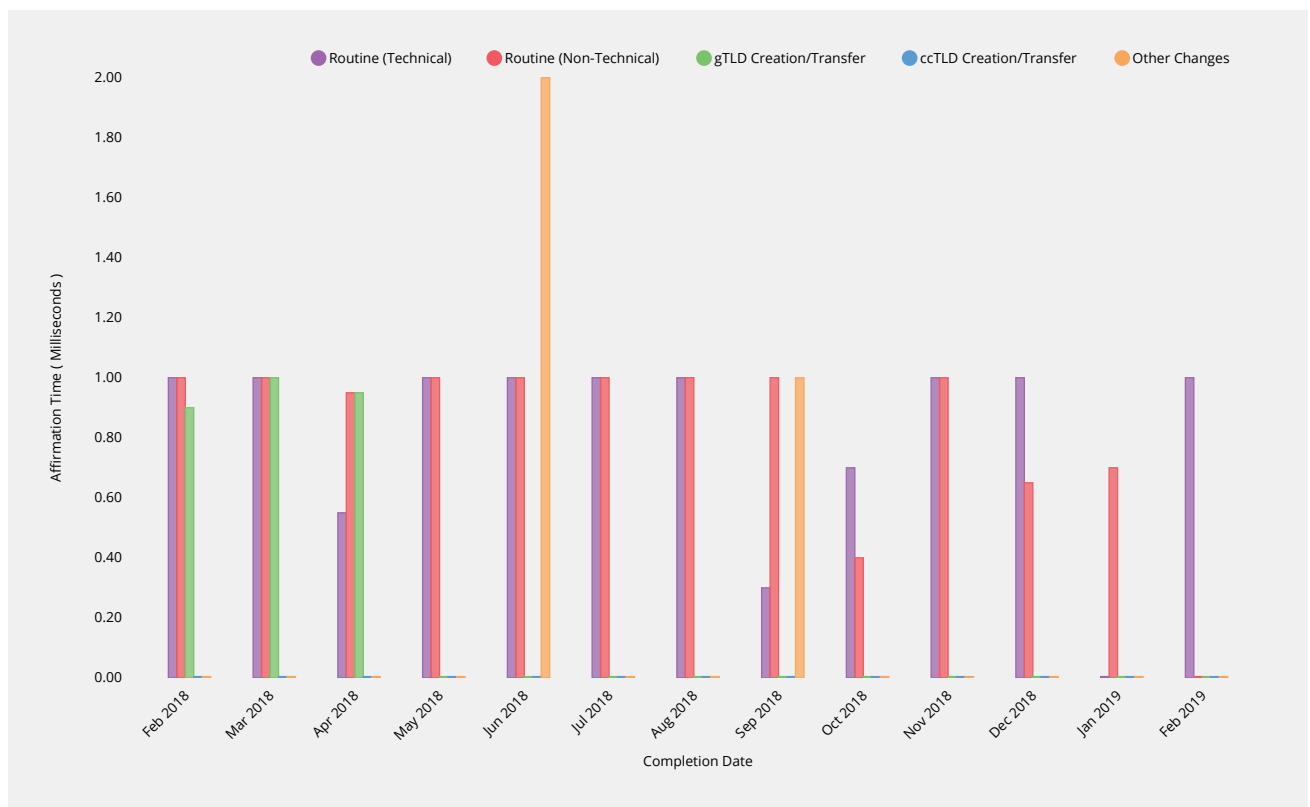
ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Dispatch Time	—	1ms	—	1ms	1ms	1ms	—	1ms	1ms	—	2ms	2.85ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	1	0	1	2	1	0	2	1	0	1	2	1
Mean Time	—	1ms	—	1ms	1ms	1ms	—	1ms	1ms	—	2ms	1.5ms	1ms
Shortest Time	—	1ms	—	1ms	1ms	1ms	—	1ms	1ms	—	2ms	0ms	1ms
Longest Time	—	1ms	—	1ms	1ms	1ms	—	1ms	1ms	—	2ms	3ms	1ms
Median Time	—	1ms	—	1ms	1ms	1ms	—	1ms	1ms	—	2ms	1.5ms	1ms
PStDev Time	—	0ms	—	0ms	0ms	0ms	—	0ms	0ms	—	0ms	1.5ms	0ms



Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Dispatch Time	—	—	1ms	2ms	—	—	—	—	1ms	—	3ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	1	2	0	0	0	0	1	0	1	0	0
Mean Time	—	—	1ms	2ms	—	—	—	—	1ms	—	3ms	—	—
Shortest Time	—	—	1ms	2ms	—	—	—	—	1ms	—	3ms	—	—
Longest Time	—	—	1ms	2ms	—	—	—	—	1ms	—	3ms	—	—
Median Time	—	—	1ms	2ms	—	—	—	—	1ms	—	3ms	—	—
PStDev Time	—	—	0ms	0ms	—	—	—	—	0ms	—	0ms	—	—

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Affirmation Time	1ms	1ms	0.55ms	1ms	1ms	1ms	1ms	0.3ms	0.7ms	1ms	1ms	0ms	1ms
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	48	55	70	42	109	15	11	19	27	22	56	24	102



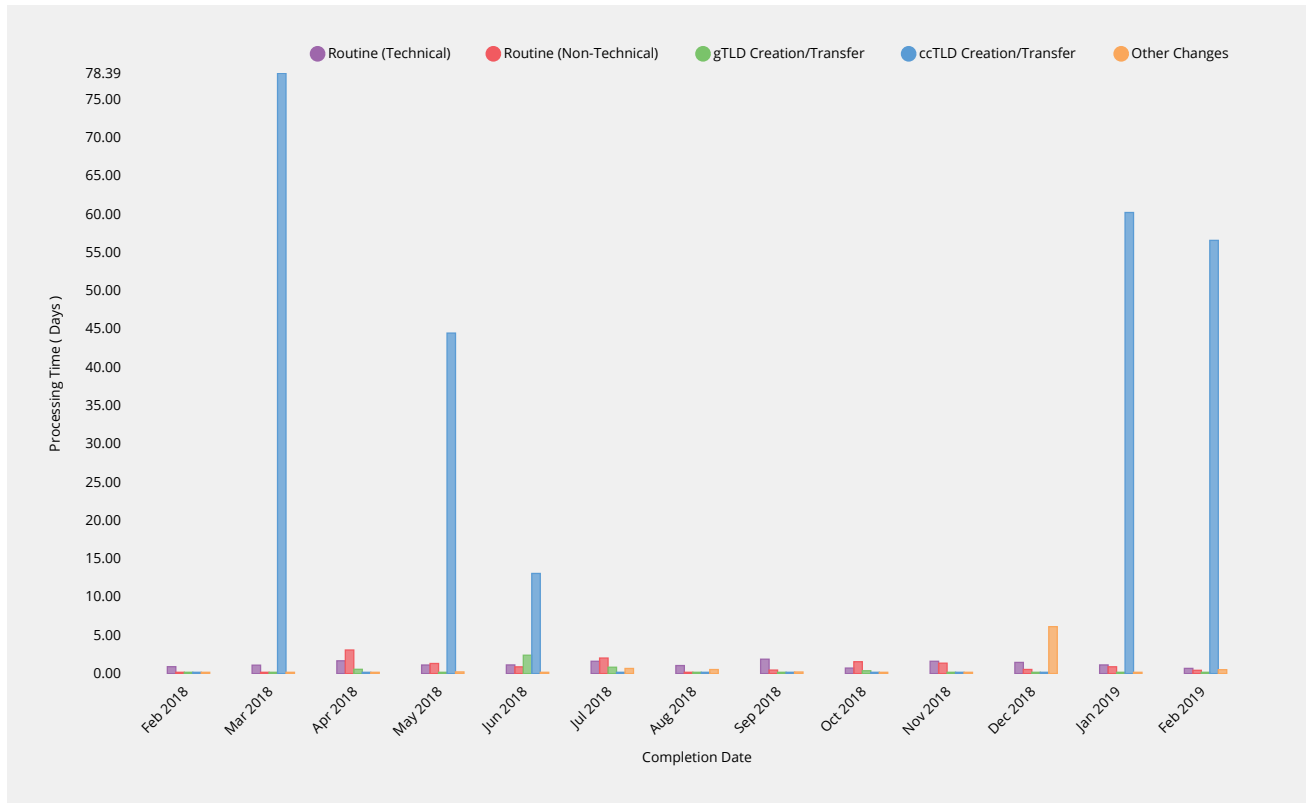
ccTLD Creation/ Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Affirmation Count	0	0	0	1	2	0	0	1	0	0	0	1	1
Mean Time	—	—	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms
Shortest Time	—	—	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms
Longest Time	—	—	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms
Median Time	—	—	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms
PStDev Time	—	—	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms

Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Affirmation Time	—	—	0ms	0ms	2ms	0ms	0ms	1ms	0ms	—	0ms	—	0ms
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	1	2	1	1	1	4	2	0	2	0	4
Mean Time	—	—	0ms	0ms	2ms	0ms	0ms	0.5ms	0ms	—	0ms	—	0ms
Shortest Time	—	—	0ms	0ms	2ms	0ms	0ms	0ms	0ms	—	0ms	—	0ms
Longest Time	—	—	0ms	0ms	2ms	0ms	0ms	1ms	0ms	—	0ms	—	0ms
Median Time	—	—	0ms	0ms	2ms	0ms	0ms	0.5ms	0ms	—	0ms	—	0ms
PStDev Time	—	—	0ms	0ms	0ms	0ms	0ms	0.5ms	0ms	—	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)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Processing Time	0.9d	1.1d	1.67d	1.12d	1.13d	1.61d	1.05d	1.88d	0.72d	1.61d	1.46d	1.13d	0.68d
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	48	55	70	42	108	15	11	19	27	22	56	24	117
Mean Time	0.57d	0.75d	0.61d	0.57d	0.34d	0.86d	0.72d	0.78d	0.42d	0.94d	0.91d	0.57d	0.28d
Shortest Time	0.01d	0.01d	0.01d	0.02d	0d	0d	0.07d	0.05d	0.12d	0.03d	0d	0.01d	0d
Longest Time	2.11d	11.16d	3.29d	2.39d	2.37d	1.86d	1.2d	3.95d	1.03d	2.91d	2.82d	1.83d	1.77d
Median Time	0.48d	0.45d	0.36d	0.45d	0.07d	0.76d	0.91d	0.37d	0.41d	0.66d	0.71d	0.48d	0.33d
PStDev Time	0.43d	1.5d	0.65d	0.51d	0.46d	0.6d	0.37d	1.01d	0.21d	0.71d	0.6d	0.43d	0.31d

Routine (Non-Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Processing Time	0d	0d	3.08d	1.32d	0.88d	2.03d	0d	0.46d	1.55d	1.36d	0.54d	0.89d	0.43d
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	248	257	62	27	60	17	218	16	13	12	11	27	36
Mean Time	0.02d	0.03d	1.03d	0.44d	0.73d	0.76d	0.02d	0.25d	0.48d	2.18d	0.2d	0.56d	0.17d
Shortest Time	0d	0d	0d	0.01d	0.01d	0d	0d	0.03d	0.02d	0.03d	0d	0d	0.04d

Routine (Non-Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Longest Time	1.4d	1.27d	3.6d	1.46d	1.04d	3.6d	0.82d	0.5d	1.94d	20.88d	0.7d	3.47d	0.74d
Median Time	0d	0d	0.59d	0.24d	0.78d	0.27d	0d	0.16d	0.18d	0.63d	0.21d	0.41d	0.08d
PStDev Time	0.14d	0.14d	1.08d	0.5d	0.23d	1.08d	0.09d	0.19d	0.62d	5.65d	0.22d	0.74d	0.17d

gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Processing Time	0.13d	0d	0.56d	—	2.4d	0.83d	—	—	0.37d	—	—	—	0.06d
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	3	197	2	0	1	1	0	0	1	0	0	0	1
Mean Time	0.11d	0d	0.56d	—	2.4d	0.83d	—	—	0.37d	—	—	—	0.06d
Shortest Time	0.07d	0d	0.56d	—	2.4d	0.83d	—	—	0.37d	—	—	—	0.06d
Longest Time	0.14d	0.66d	0.56d	—	2.4d	0.83d	—	—	0.37d	—	—	—	0.06d
Median Time	0.1d	0d	0.56d	—	2.4d	0.83d	—	—	0.37d	—	—	—	0.06d
PStDev Time	0.03d	0.05d	0d	—	0d	0d	—	—	0d	—	—	—	0d

ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Processing Time	—	78.39d	0d	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d	56.58d
Monthly Threshold	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d
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%
Request Count	0	1	1	1	1	0	1	1	0	0	0	1	1
Mean Time	—	78.39d	0d	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d	56.58d
Shortest Time	—	78.39d	0d	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d	56.58d
Longest Time	—	78.39d	0d	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d	56.58d
Median Time	—	78.39d	0d	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d	56.58d
PStDev Time	—	0d	0d	0d	0d	—	0d	0d	—	—	—	0d	0d

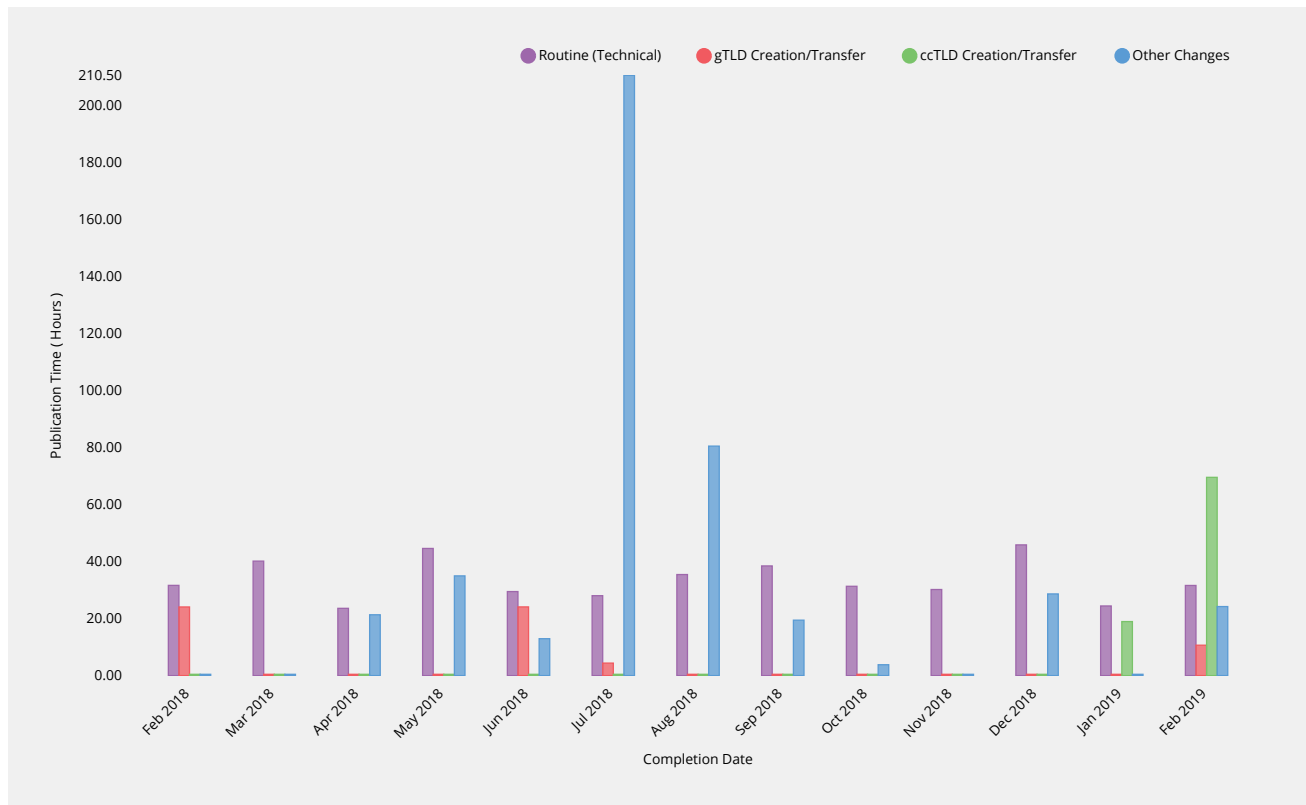
Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Processing Time	—	—	0.17d	0.22d	0.06d	0.67d	0.53d	0.21d	0.07d	—	6.13d	—	0.51d
Monthly Threshold	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	1	2	1	1	1	4	2	0	2	0	4
Mean Time	—	—	0.17d	0.22d	0.06d	0.67d	0.53d	0.14d	0.04d	—	3.14d	—	0.25d
Shortest Time	—	—	0.17d	0.22d	0.06d	0.67d	0.53d	0.05d	0d	—	0.15d	—	0.14d
Longest Time	—	—	0.17d	0.22d	0.06d	0.67d	0.53d	0.21d	0.07d	—	6.13d	—	0.51d
Median Time	—	—	0.17d	0.22d	0.06d	0.67d	0.53d	0.16d	0.04d	—	3.14d	—	0.18d
PStDev Time	—	—	0d	0d	0d	0d	0d	0.07d	0.04d	—	2.99d	—	0.15d



# Implementation

## Root Zone Publication

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



Routine (Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Publication Time	31.64h	40.15h	23.59h	44.59h	29.47h	28.02h	35.44h	38.46h	31.32h	30.19h	45.84h	24.42h	31.61h
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	48	54	70	42	108	15	11	19	27	22	55	24	102
Mean Time	15.67h	14.23h	14.57h	17.26h	11.89h	12.46h	16.99h	17.27h	7.52h	14.24h	11.65h	8.7h	13.69h
Shortest Time	0.78h	1.32h	0.37h	2.01h	1.24h	0.85h	0.69h	2.21h	0.52h	1.1h	0.46h	0.61h	0.58h
Longest Time	31.89h	47.09h	24.84h	44.89h	30.89h	28.03h	36.37h	39.11h	31.64h	31.16h	64.82h	25.04h	32.12h
Median Time	19.26h	16.78h	17.22h	16.36h	11.82h	4.45h	21.88h	18.35h	6.01h	10.94h	12.72h	5.16h	11.9h
PStDev Time	9.3h	9.93h	7.77h	11.71h	5.82h	10.69h	11.38h	9.77h	8.47h	9.39h	11.18h	8h	8.75h

gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Publication Time	24.07h	—	—	—	24.09h	4.38h	—	—	—	—	—	—	10.66h
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	1	0	0	0	1	1	0	0	0	0	0	0	1

gTLD Creation/ Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Mean Time	24.07h	—	—	—	24.09h	4.38h	—	—	—	—	—	—	10.66h
Shortest Time	24.07h	—	—	—	24.09h	4.38h	—	—	—	—	—	—	10.66h
Longest Time	24.07h	—	—	—	24.09h	4.38h	—	—	—	—	—	—	10.66h
Median Time	24.07h	—	—	—	24.09h	4.38h	—	—	—	—	—	—	10.66h
PStDev Time	0h	—	—	—	0h	0h	—	—	—	—	—	—	0h

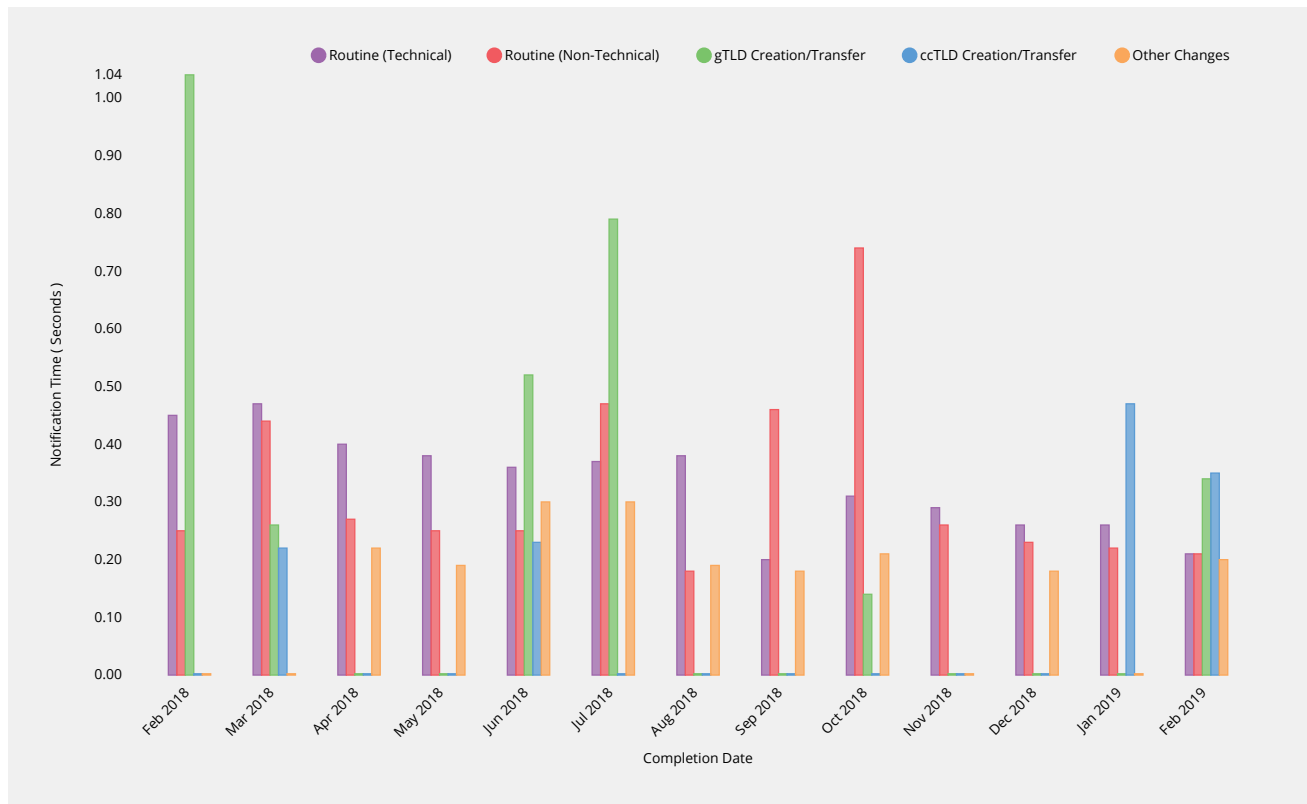
ccTLD Creation/ Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Publication Time	—	—	—	—	—	—	—	—	—	—	—	18.95h	69.53h
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	0	0	0	0	0	0	0	0	0	1	1
Mean Time	—	—	—	—	—	—	—	—	—	—	—	18.95h	69.53h
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	18.95h	69.53h
Longest Time	—	—	—	—	—	—	—	—	—	—	—	18.95h	69.53h
Median Time	—	—	—	—	—	—	—	—	—	—	—	18.95h	69.53h
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	0h	0h

Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Publication Time	—	—	21.33h	34.97h	12.94h	210.5h	80.48h	19.44h	3.81h	—	28.64h	—	24.21h
Monthly Threshold	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	0	0	1	2	1	1	1	4	2	0	1	0	4
Mean Time	—	—	21.33h	34.97h	12.94h	210.5h	80.48h	15.3h	2.09h	—	28.64h	—	13.74h
Shortest Time	—	—	21.33h	34.96h	12.94h	210.5h	80.48h	3.26h	0.36h	—	28.64h	—	5.88h
Longest Time	—	—	21.33h	34.97h	12.94h	210.5h	80.48h	19.44h	3.81h	—	28.64h	—	24.21h
Median Time	—	—	21.33h	34.97h	12.94h	210.5h	80.48h	19.24h	2.09h	—	28.64h	—	12.44h
PStDev Time	—	—	0h	0h	0h	0h	0h	6.95h	1.73h	—	0h	—	8.06h



## Notification of Completion

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



Routine (Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Notification Time	0.45s	0.47s	0.4s	0.38s	0.36s	0.37s	0.38s	0.2s	0.31s	0.29s	0.26s	0.26s	0.21s
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	48	54	70	42	108	15	11	19	27	22	55	24	102
Mean Time	0.29s	0.33s	0.24s	0.23s	0.22s	0.25s	0.24s	0.16s	0.18s	0.19s	0.18s	0.18s	0.16s
Shortest Time	0.17s	0.2s	0.16s	0.18s	0.16s	0.2s	0.16s	0.12s	0.11s	0.14s	0.13s	0.14s	0.13s
Longest Time	0.79s	1.2s	0.66s	0.38s	0.59s	0.38s	0.41s	0.27s	0.41s	0.3s	0.3s	0.27s	1.14s
Median Time	0.24s	0.25s	0.22s	0.21s	0.2s	0.24s	0.2s	0.15s	0.16s	0.17s	0.16s	0.18s	0.15s
PStDev Time	0.12s	0.17s	0.09s	0.06s	0.07s	0.05s	0.08s	0.03s	0.07s	0.05s	0.04s	0.03s	0.1s

Routine (Non-Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Notification Time	0.25s	0.44s	0.27s	0.25s	0.25s	0.47s	0.18s	0.46s	0.74s	0.26s	0.23s	0.22s	0.21s
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	248	257	61	27	55	17	218	16	13	12	8	26	36
Mean Time	0.2s	0.37s	0.23s	0.22s	0.23s	0.28s	0.14s	0.23s	0.3s	0.2s	0.18s	0.19s	0.18s
Shortest Time	0.16s	0.18s	0.17s	0.18s	0.17s	0.19s	0.12s	0.12s	0.14s	0.15s	0.14s	0.14s	0.14s
Longest Time	0.49s	0.5s	0.29s	0.38s	1.3s	1.2s	0.36s	1.24s	1.18s	0.27s	0.25s	0.27s	0.43s
Median Time	0.2s	0.37s	0.22s	0.21s	0.21s	0.22s	0.14s	0.16s	0.21s	0.21s	0.17s	0.19s	0.18s

Routine (Non-Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
PStDev Time	0.05s	0.05s	0.03s	0.04s	0.15s	0.23s	0.03s	0.26s	0.27s	0.04s	0.03s	0.03s	0.05s

gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Notification Time	1.04s	0.26s	—	—	0.52s	0.79s	—	—	0.14s	—	—	—	0.34s
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	3	197	0	0	1	1	0	0	1	0	0	0	1
Mean Time	0.68s	0.23s	—	—	0.52s	0.79s	—	—	0.14s	—	—	—	0.34s
Shortest Time	0.42s	0.2s	—	—	0.52s	0.79s	—	—	0.14s	—	—	—	0.34s
Longest Time	1.1s	0.32s	—	—	0.52s	0.79s	—	—	0.14s	—	—	—	0.34s
Median Time	0.54s	0.23s	—	—	0.52s	0.79s	—	—	0.14s	—	—	—	0.34s
PStDev Time	0.29s	0.02s	—	—	0s	0s	—	—	0s	—	—	—	0s

ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Notification Time	—	0.22s	—	—	0.23s	—	—	—	—	—	—	0.47s	0.35s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	1	0	0	1	0	0	0	0	0	0	1	1
Mean Time	—	0.22s	—	—	0.23s	—	—	—	—	—	—	0.47s	0.35s
Shortest Time	—	0.22s	—	—	0.23s	—	—	—	—	—	—	0.47s	0.35s
Longest Time	—	0.22s	—	—	0.23s	—	—	—	—	—	—	0.47s	0.35s
Median Time	—	0.22s	—	—	0.23s	—	—	—	—	—	—	0.47s	0.35s
PStDev Time	—	0s	—	—	0s	—	—	—	—	—	—	0s	0s

Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Notification Time	—	—	0.22s	0.19s	0.3s	0.3s	0.19s	0.18s	0.21s	—	0.18s	—	0.2s
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	2	1	1	1	4	2	0	2	0	4
Mean Time	—	—	0.22s	0.19s	0.3s	0.3s	0.19s	0.16s	0.18s	—	0.16s	—	0.17s
Shortest Time	—	—	0.22s	0.18s	0.3s	0.3s	0.19s	0.13s	0.16s	—	0.14s	—	0.15s
Longest Time	—	—	0.22s	0.19s	0.3s	0.3s	0.19s	0.18s	0.21s	—	0.18s	—	0.21s
Median Time	—	—	0.22s	0.19s	0.3s	0.3s	0.19s	0.15s	0.18s	—	0.16s	—	0.17s
PStDev Time	—	—	0s	0s	0s	0s	0s	0.02s	0.03s	—	0.02s	—	0.03s



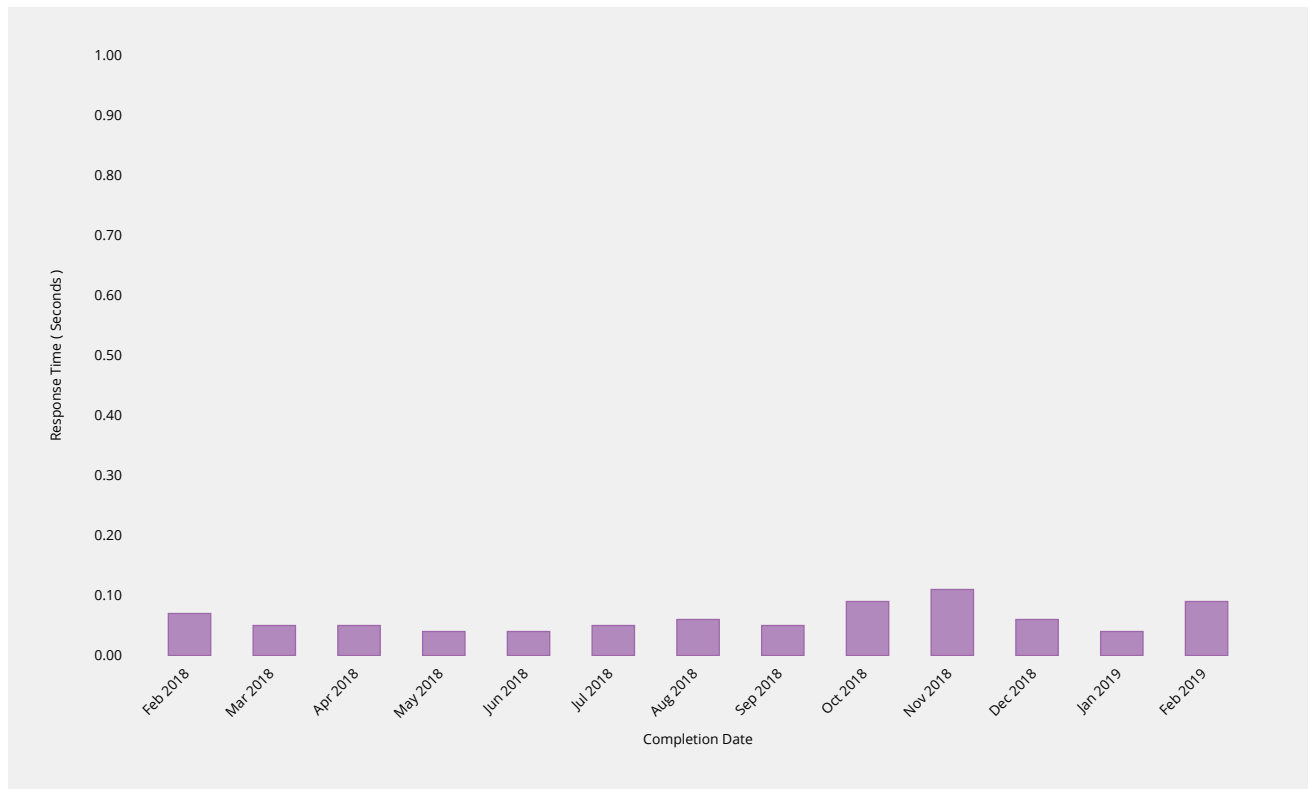






## Credential Recovery

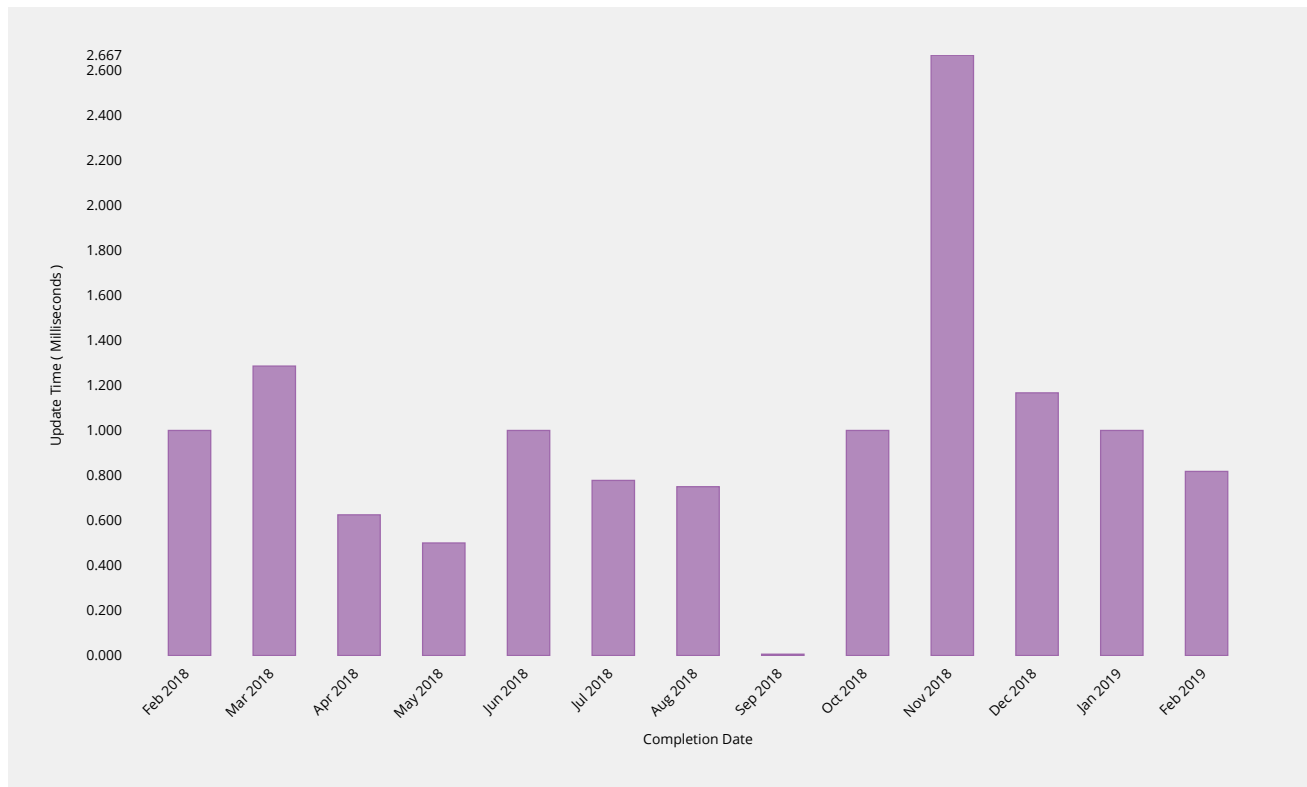
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Response Time	0.07s	0.05s	0.05s	0.04s	0.04s	0.05s	0.06s	0.05s	0.09s	0.11s	0.06s	0.04s	0.09s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	11	27	14	28	10	9	10	3	9	22	28	5	11
Mean Time	0.05s	0.04s	0.03s	0.03s	0.03s	0.04s	0.05s	0.05s	0.05s	0.03s	0.02s	0.04s	0.05s
Shortest Time	0.03s	0.01s	0.01s	0.01s	0.01s	0.03s	0.04s	0.04s	0.03s	0s	0s	0.04s	0.02s
Longest Time	0.08s	0.06s	0.05s	0.05s	0.04s	0.05s	0.06s	0.05s	0.09s	0.21s	0.07s	0.04s	0.09s
Median Time	0.04s	0.04s	0.03s	0.03s	0.04s	0.04s	0.04s	0.04s	0.04s	0.01s	0s	0.04s	0.04s
PStDev Time	0.02s	0.01s	0.01s	0.01s	0.01s	0.01s	0.01s	0s	0.02s	0.05s	0.02s	0s	0.02s

## Credential Change

Time to implement new password within the system.



Credential Change	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Update Time	2ms	4.8ms	1.65ms	2.05ms	2.2ms	1ms	2.3ms	0ms	2ms	9.5ms	2.75ms	1ms
Monthly Threshold	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%
Update Count	7	14	8	20	9	9	8	2	6	6	6	3
Mean Time	1ms	1.286ms	0.625ms	0.5ms	1ms	0.778ms	0.75ms	0ms	1ms	2.667ms	1.167ms	1ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	1ms
Longest Time	2ms	10ms	2ms	3ms	3ms	1ms	3ms	0ms	2ms	12ms	3ms	1ms
Median Time	1ms	1ms	0.5ms	0ms	1ms	1ms	0.5ms	0ms	1ms	1ms	1ms	1ms
PStDev Time	0.926ms	2.491ms	0.696ms	0.806ms	0.816ms	0.416ms	0.968ms	0ms	0.816ms	4.23ms	1.067ms	0ms







gTLD Creation/ Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	3	197	0	0	1	1	0	0	1	0	0	0	1

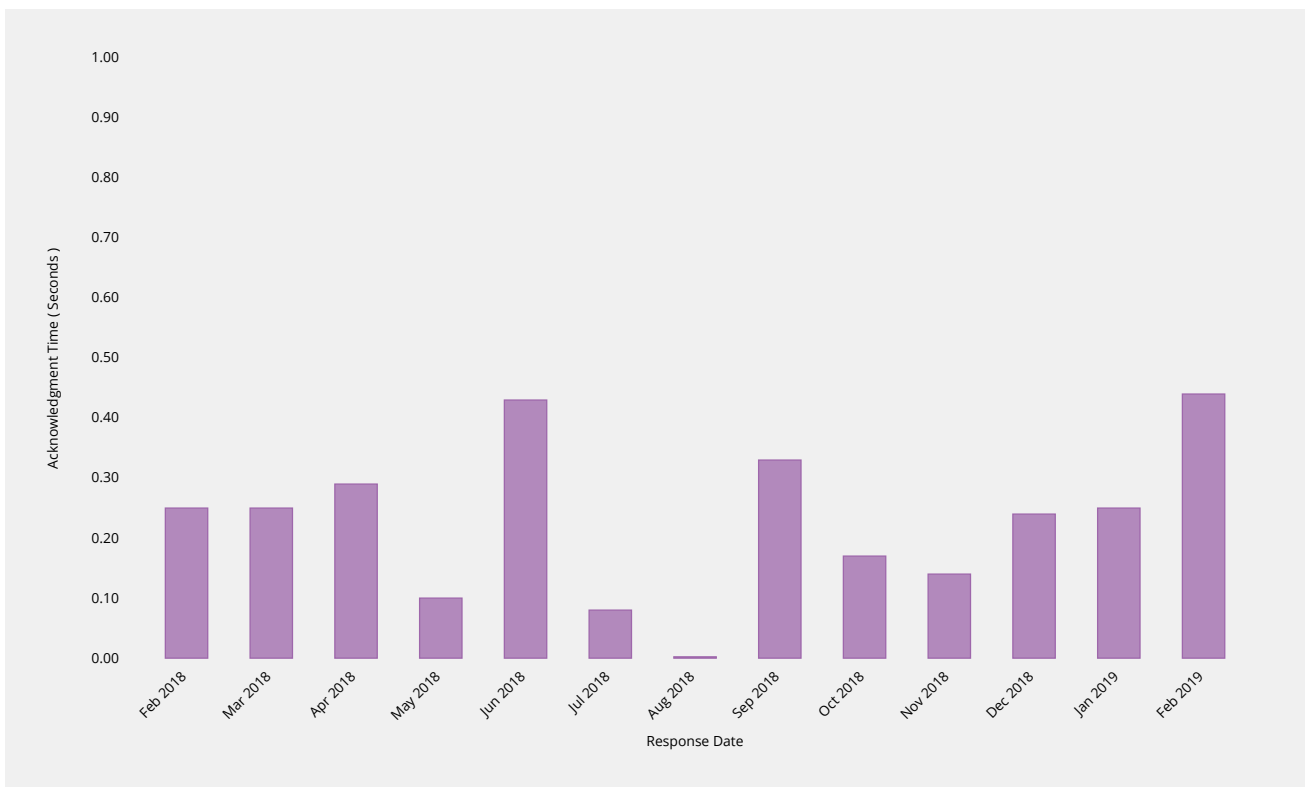
ccTLD Creation/ Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	1	0	0	1	0	0	0	0	0	0	1	1

Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	1	2	1	1	1	4	2	0	2	0	4

## 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.

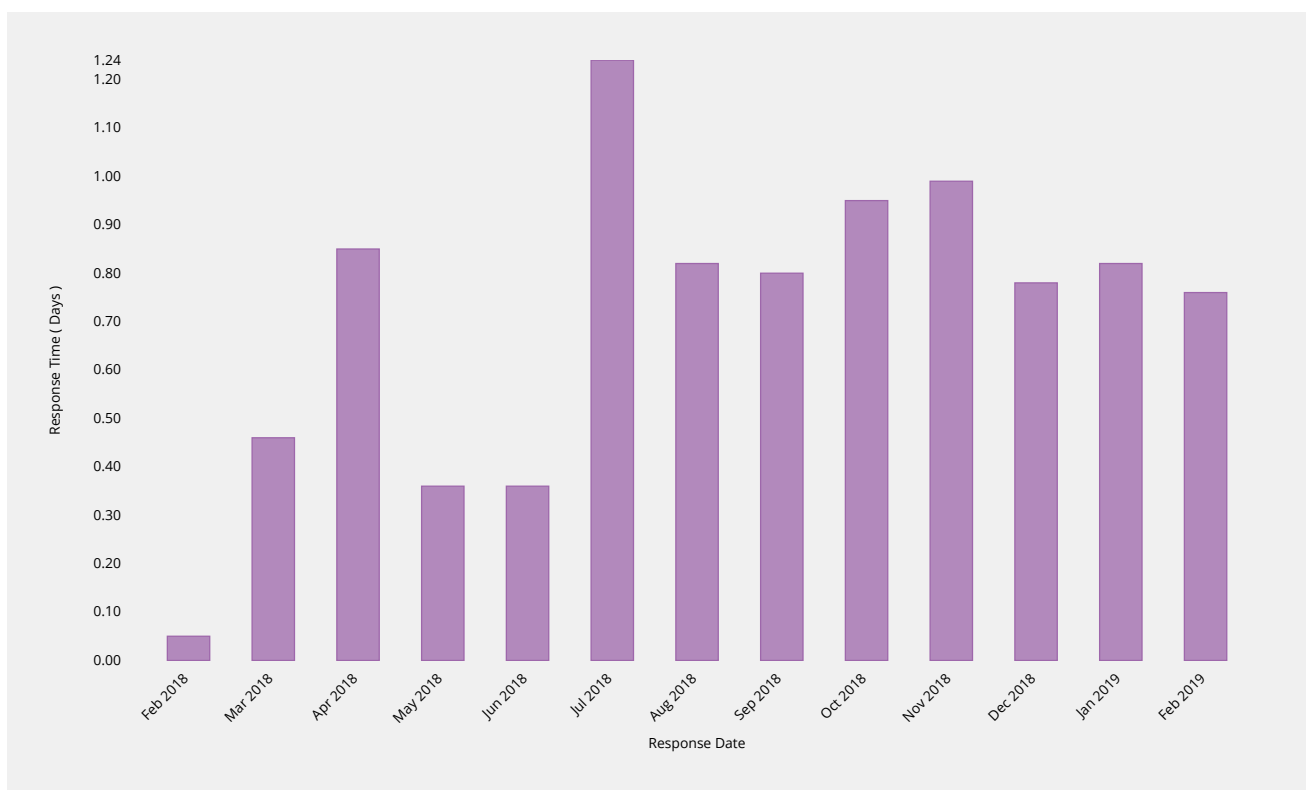


Manual Enquiries	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Acknowledgment Time	0.85s	0.85s	1s	0.55s	1s	0.4s	0s	0.9s	1s	1s	1s	1s	1s

Manual Enquiries	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
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	4	7	10	7	13	3	3	12	14	17	8	16
Mean Time	0.25s	0.25s	0.29s	0.1s	0.43s	0.08s	0s	0.33s	0.17s	0.14s	0.24s	0.25s	0.44s
Shortest Time	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	1s	1s	1s	1s	0s	1s	1s	1s	1s	1s	1s
Median Time	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s
PStDev Time	0.43s	0.43s	0.45s	0.3s	0.49s	0.27s	0s	0.47s	0.37s	0.35s	0.42s	0.43s	0.5s

## Time to initial response

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

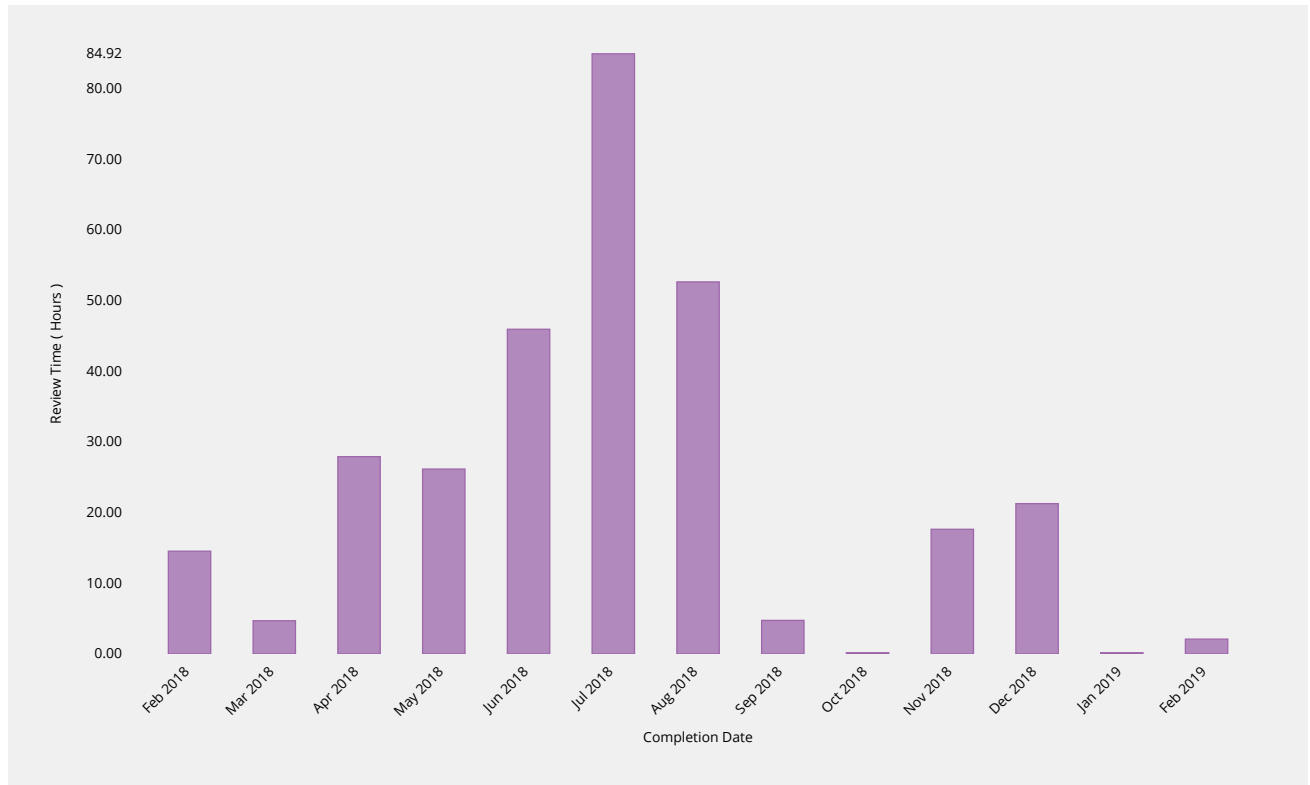


Manual Enquiries	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Response Time	0.08d	0.79d	1.72d	0.54d	0.47d	3.89d	1.52d	1.4d	2.95d	2.77d	1.91d	1.68d	2.15d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	4	4	7	10	7	13	3	3	11	15	17	7	16
Mean Time	0.05d	0.46d	0.85d	0.36d	0.36d	1.24d	0.82d	0.8d	0.95d	0.99d	0.78d	0.82d	0.76d
Shortest Time	0d	0.02d	0.09d	0.07d	0.23d	0.01d	0.14d	0.27d	0d	0.09d	0d	0.17d	0d
Longest Time	0.08d	0.89d	2.45d	0.6d	0.58d	4.37d	1.76d	1.62d	3.18d	3.04d	3.02d	1.96d	4.82d
Median Time	0.06d	0.47d	0.65d	0.41d	0.37d	0.44d	0.55d	0.5d	0.44d	0.46d	0.48d	0.62d	0.27d
PStDev Time	0.03d	0.31d	0.74d	0.17d	0.11d	1.55d	0.69d	0.59d	1.09d	1.04d	0.81d	0.64d	1.28d

# Label Generation Rulesets

## Review Time

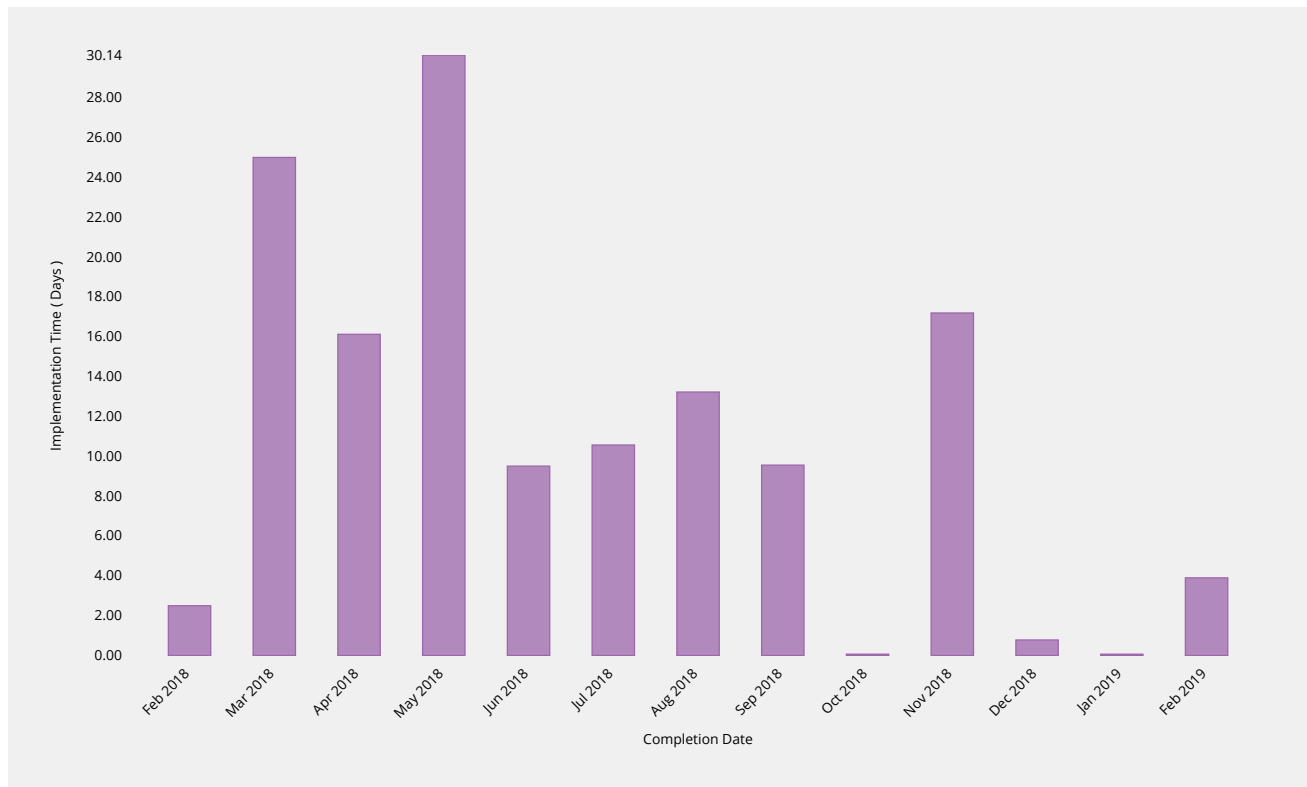
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	<b>2019-02</b>
Mean Time	14.55h	4.71h	27.92h	26.17h	45.95h	84.92h	52.65h	4.76h	—	17.65h	21.28h	—	2.11h
Monthly Threshold	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h
Review Count	4	6	3	16	23	75	27	13	0	8	3	0	2
Shortest Time	1.58h	3.66h	0.57h	0.43h	0.09h	0.61h	0.18h	0.43h	—	0.15h	0.13h	—	2.03h
Longest Time	29.29h	5.78h	65h	115.96h	134.17h	151.12h	151.12h	22.43h	—	88.13h	53.35h	—	2.19h
Median Time	13.66h	4.71h	18.18h	15.09h	16.75h	59.16h	33.4h	1.17h	—	6.08h	10.36h	—	2.11h
PStDev Time	12.86h	1.02h	27.19h	30.5h	53.11h	48.54h	50.57h	6.61h	—	28.25h	23.06h	—	0.08h

## Implementation Time

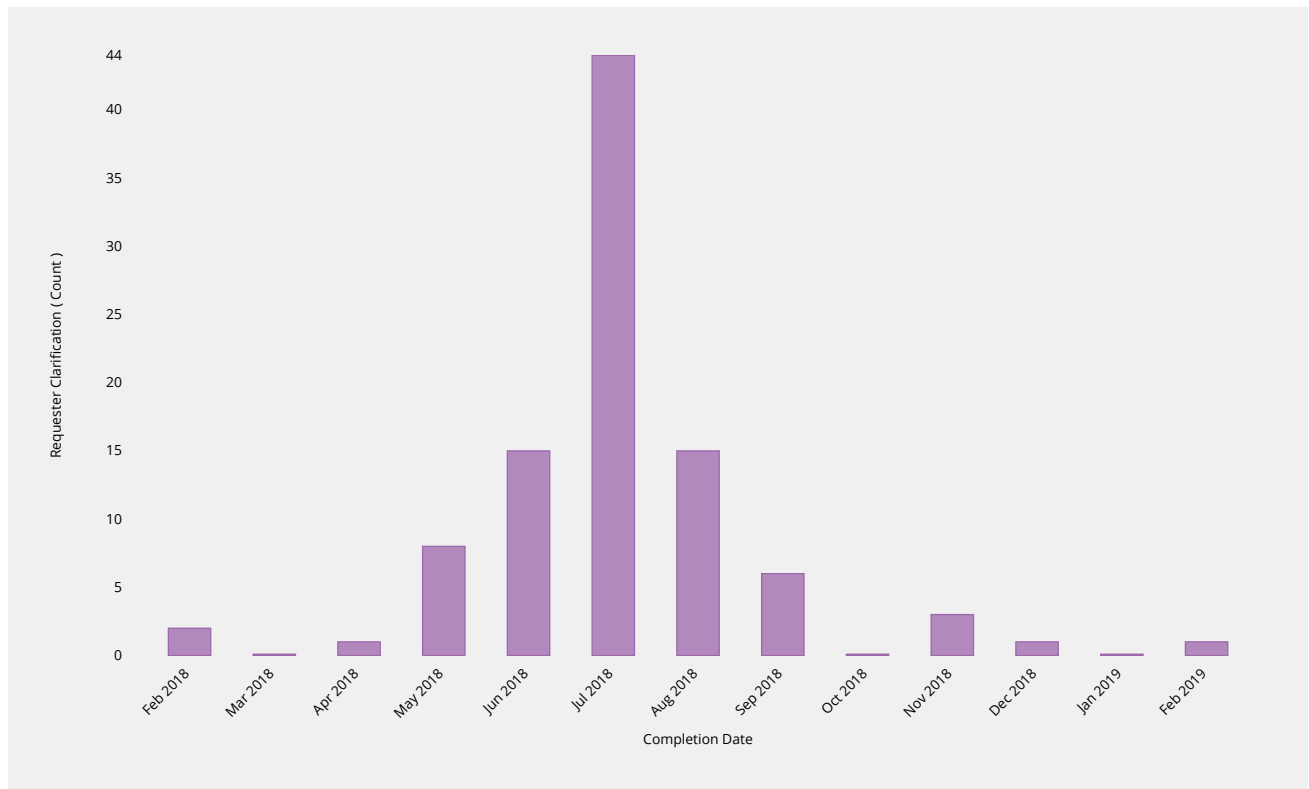
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Mean Time	2.5d	25.01d	16.13d	30.14d	9.51d	10.57d	13.23d	9.56d	—	17.2d	0.78d	—	3.9d
Monthly Threshold	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d
Request Count	2	6	3	8	8	31	13	7	0	5	2	0	1
Shortest Time	0.07d	22.51d	2.81d	0.85d	0.76d	2.14d	1.11d	0.28d	—	0.33d	0.39d	—	3.9d
Longest Time	4.94d	27.52d	39.97d	58.58d	12.25d	18.82d	22.88d	17.09d	—	41.57d	1.17d	—	3.9d
Median Time	2.5d	25.02d	5.6d	32.04d	10.5d	10.32d	14.32d	6.71d	—	5.16d	0.78d	—	3.9d
PStDev Time	2.44d	2.5d	16.9d	20.38d	3.35d	5.65d	5.86d	5.75d	—	18.77d	0.39d	—	0d

## Requester Clarification

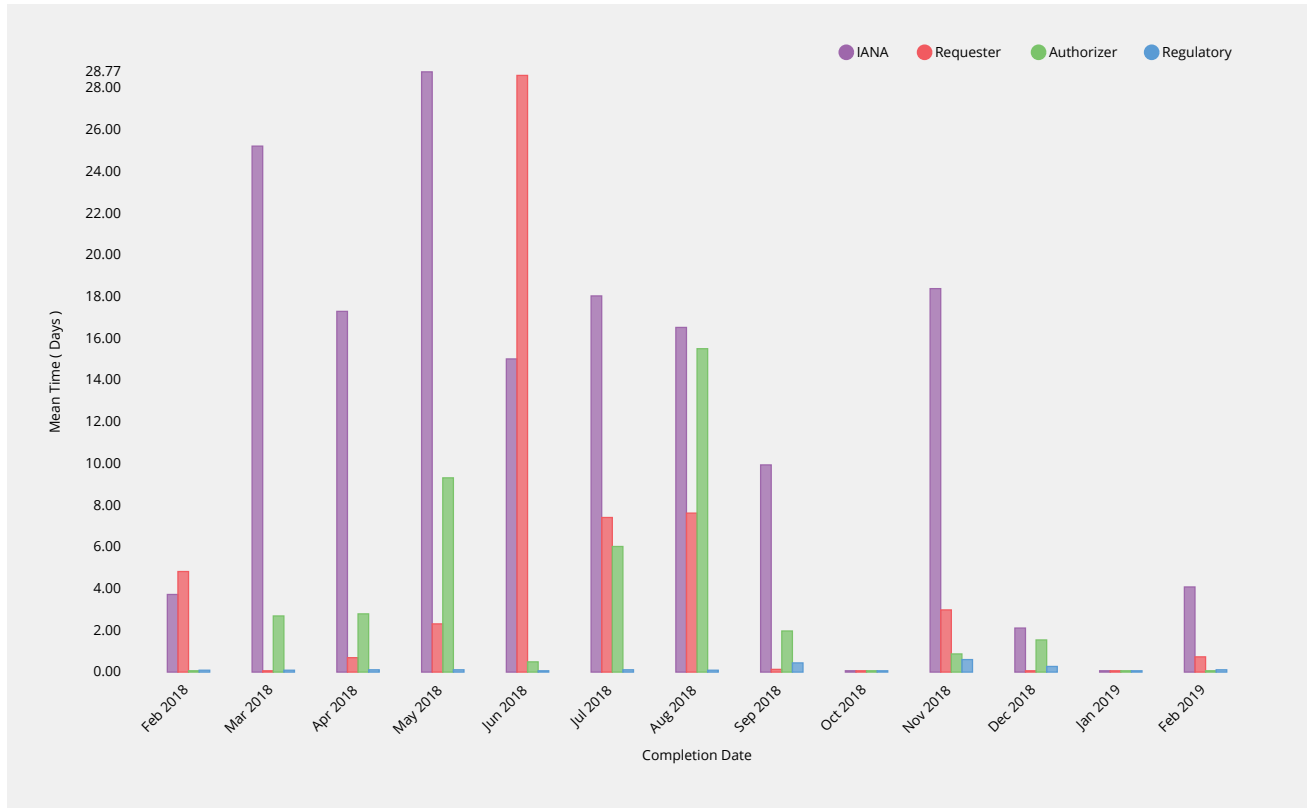
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Count	2	0	1	8	15	44	15	6	—	3	1	—	1
Request Count	2	6	3	9	8	33	14	7	0	5	2	0	1
Shortest Clarification	0	0	0	0	1	1	0	0	—	0	0	—	1
Longest Clarification	2	0	1	3	2	3	2	1	—	1	1	—	1

## Time per Actor

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



IANA	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Mean Time	3.72d	25.21d	17.29d	28.77d	15.01d	18.03d	16.52d	9.93d	—	18.38d	2.11d	—	4.08d
Review Count	2	6	3	9	8	33	14	7	0	5	2	0	1
Shortest Time	0.13d	22.75d	2.83d	1.33d	1.07d	7.76d	1.39d	1.31d	—	0.33d	1.6d	—	4.08d
Longest Time	7.3d	27.67d	42.67d	64.1d	18.99d	27.53d	25.21d	17.17d	—	41.94d	2.62d	—	4.08d
Median Time	3.72d	25.21d	6.36d	28.64d	17.2d	18.54d	18.43d	6.86d	—	9.26d	2.11d	—	4.08d
PStDev Time	3.58d	2.46d	18.01d	22.25d	5.43d	6.72d	7.76d	5.59d	—	18.71d	0.51d	—	0d

Requester	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Mean Time	4.82d	—	0.69d	2.31d	28.6d	7.41d	7.62d	0.13d	—	2.98d	0d	—	0.73d
Review Count	1	0	1	5	8	33	11	6	0	3	1	0	1
Shortest Time	4.82d	—	0.69d	0d	0.01d	0.64d	0.06d	0.02d	—	0d	0d	—	0.73d
Longest Time	4.82d	—	0.69d	5.08d	35.98d	32.64d	31.63d	0.54d	—	8.83d	0d	—	0.73d
Median Time	4.82d	—	0.69d	1.48d	32.64d	0.64d	0.76d	0.06d	—	0.12d	0d	—	0.73d
PStDev Time	0d	—	0d	2.14d	10.93d	10.54d	11.09d	0.19d	—	4.13d	0d	—	0d

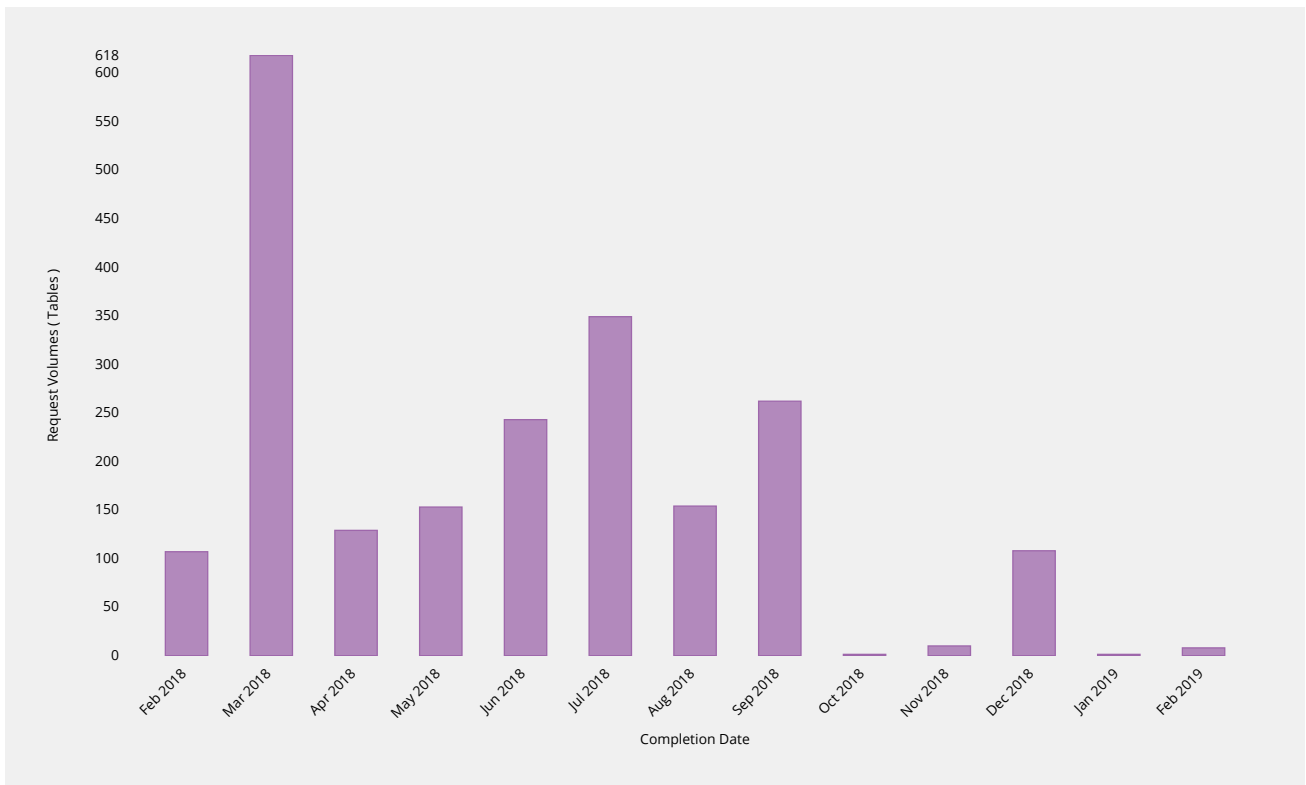
Authorizer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Mean Time	0.01d	2.69d	2.79d	9.31d	0.49d	6.02d	15.5d	1.97d	—	0.87d	1.54d	—	0.03d
Review Count	2	6	3	8	8	31	13	7	0	5	2	0	1
Shortest Time	0d	0.67d	0d	0d	0.04d	0d	0.02d	0.01d	—	0.01d	0.69d	—	0.03d
Longest Time	0.01d	4.73d	8.14d	32.47d	1.69d	23.8d	34.22d	5.44d	—	3.6d	2.4d	—	0.03d
Median Time	0.01d	2.69d	0.21d	6.07d	0.37d	2.85d	11.22d	2.36d	—	0.06d	1.54d	—	0.03d
PStDev Time	0d	2.03d	3.79d	10.6d	0.47d	6.61d	12.84d	1.69d	—	1.38d	0.85d	—	0d



Regulatory	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Mean Time	0.09d	0.09d	0.11d	0.11d	0.02d	0.11d	0.09d	0.44d	—	0.6d	0.27d	—	0.11d
Review Count	2	6	3	6	7	31	13	6	0	5	2	0	1
Shortest Time	0.09d	0.02d	0.08d	0d	0.01d	0d	0.02d	0.02d	—	0d	0.01d	—	0.11d
Longest Time	0.1d	0.16d	0.18d	0.41d	0.04d	1.52d	0.44d	0.74d	—	2.35d	0.53d	—	0.11d
Median Time	0.09d	0.09d	0.08d	0.03d	0.02d	0.04d	0.04d	0.58d	—	0.24d	0.27d	—	0.11d
PStDev Time	0d	0.07d	0.05d	0.14d	0.01d	0.26d	0.12d	0.32d	—	0.88d	0.26d	—	0d

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02
Total LGRs Processed	107	618	129	153	243	349	154	262	—	10	108	—	8
Request Count	2	6	3	8	8	31	13	7	0	5	2	0	1
Average LGRs per Request	54	103	43	19	30	11	12	37	—	2	54	—	8
Smallest per Request	4	103	1	1	20	1	1	1	—	1	4	—	8
Largest per Request	103	103	103	103	103	60	64	238	—	3	104	—	8

# 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.