

IANA Naming Function Monthly Performance Report

May 2019

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 2.23s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 3.7s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.9s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 2.69s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.21d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.06d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 0.35d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.55m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 0.94m	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%)	✓ 0.33m	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%)	✓ —	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 2.6ms	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.4ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.8ms	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.91d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.58d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.53d	p17
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ 49.33d	p18
Validation and Reviews	Other Changes	N/A	—	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	21.55d	p19
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 28.47h	p20
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p20
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p20
Root Zone Publication	Other Changes	N/A	—	p21
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 1.03s	p21

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.34s	p22
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.32s	p22
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.34s	p22
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p22
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 99.99%	p23
Root Zone Management System	RZM Availability	≥99%	✓ 99.99%	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%)	✓ 0.1s	p27
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.6ms	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%	p30
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p31
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.56d	p32
Label Generation Rulesets				
Review Time	Review Time	N/A	9.25h	p33
Implementation Time	Implementation Time	N/A	1.99d	p34
Requester Clarification	Requester Clarification	N/A	5	p35
Time per Actor	IANA	N/A	2.32d	p36
Time per Actor	Requester	N/A	1.68d	p36
Time per Actor	Authorizer	N/A	2.65d	p36
Time per Actor	Regulatory	N/A	0.15d	p36
Request Volumes	Request Volumes	N/A	64	p37

Percentage of SLA thresholds met of those defined

100.0%

Exceptions and Narrative for Reporting Period

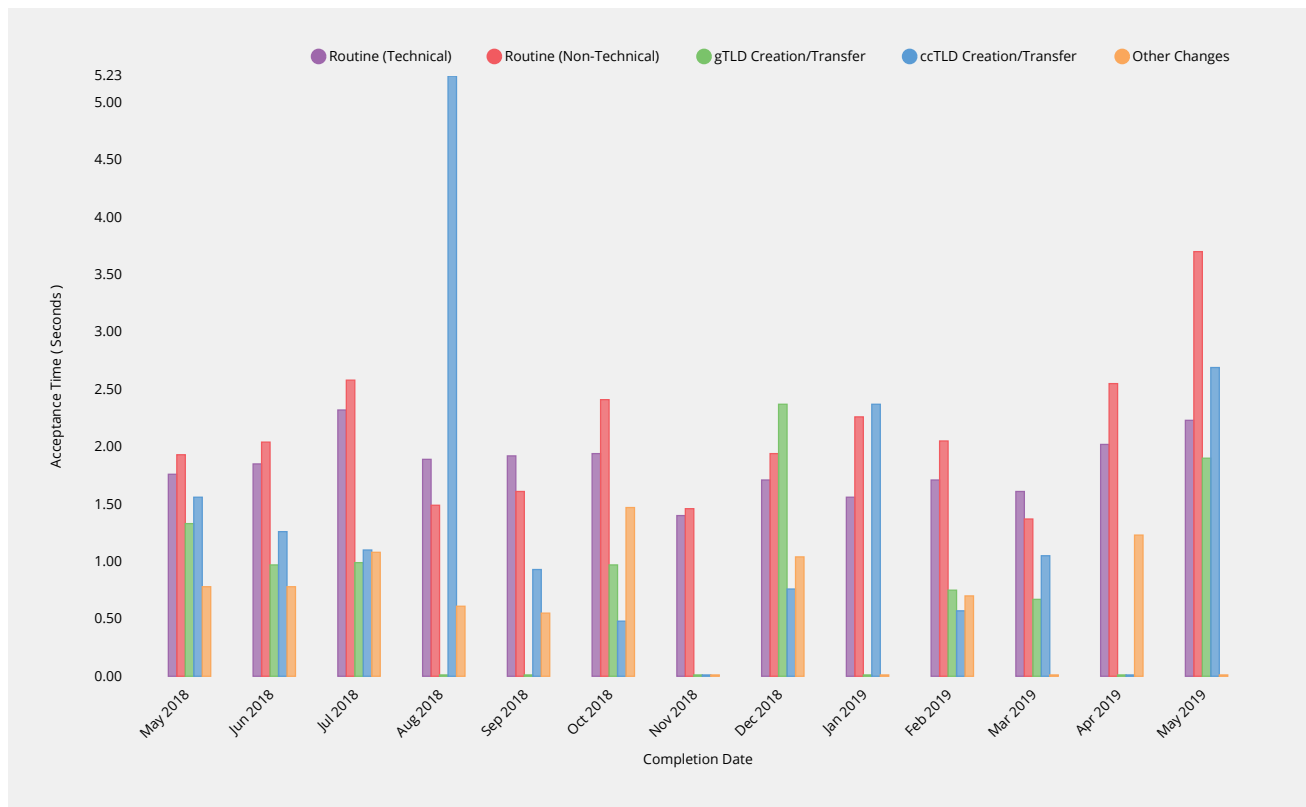
There were no exceptions for the reporting period.

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	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Acceptance Time	1.76s	1.85s	2.32s	1.89s	1.92s	1.94s	1.4s	1.71s	1.56s	1.71s	1.61s	2.02s	2.23s
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	50	114	16	13	19	30	27	64	38	121	111	92	64
Mean Time	0.9s	0.9s	1.1s	0.89s	1.23s	0.87s	0.78s	0.81s	0.8s	0.77s	0.71s	1.1s	1.3s
Shortest Time	0.54s	0.64s	0.59s	0.4s	0.49s	0.45s	0.51s	0.55s	0.54s	0.54s	0.51s	0.55s	0.74s
Longest Time	2s	2.43s	2.33s	1.95s	1.97s	3.04s	2.34s	2.09s	1.96s	1.93s	1.99s	3.91s	2.76s
Median Time	0.8s	0.74s	0.81s	0.68s	1.47s	0.6s	0.65s	0.65s	0.65s	0.65s	0.6s	1.1s	1.18s
PStDev Time	0.31s	0.38s	0.61s	0.53s	0.61s	0.59s	0.38s	0.36s	0.36s	0.34s	0.32s	0.5s	0.41s

Routine (Non-Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Acceptance Time	1.93s	2.04s	2.58s	1.49s	1.61s	2.41s	1.46s	1.94s	2.26s	2.05s	1.37s	2.55s	3.7s
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	32	63	17	221	17	17	14	14	30	40	134	34	33
Mean Time	1.38s	1.43s	1.62s	1.19s	1.05s	1.36s	1.19s	1.2s	1.4s	1.27s	0.99s	1.42s	1.99s
Shortest Time	1.08s	1.07s	1.24s	0.73s	0.73s	0.84s	0.92s	0.84s	0.84s	0.87s	0.81s	0.73s	1.16s
Longest Time	2.56s	2.25s	2.61s	2.18s	2.06s	2.63s	1.47s	1.98s	2.35s	2.63s	2.02s	2.77s	3.74s
Median Time	1.33s	1.39s	1.43s	1.15s	0.96s	1.18s	1.15s	1.1s	1.17s	1.09s	0.94s	1.22s	1.68s
PStDev Time	0.29s	0.25s	0.42s	0.17s	0.3s	0.5s	0.17s	0.35s	0.47s	0.44s	0.2s	0.56s	0.75s

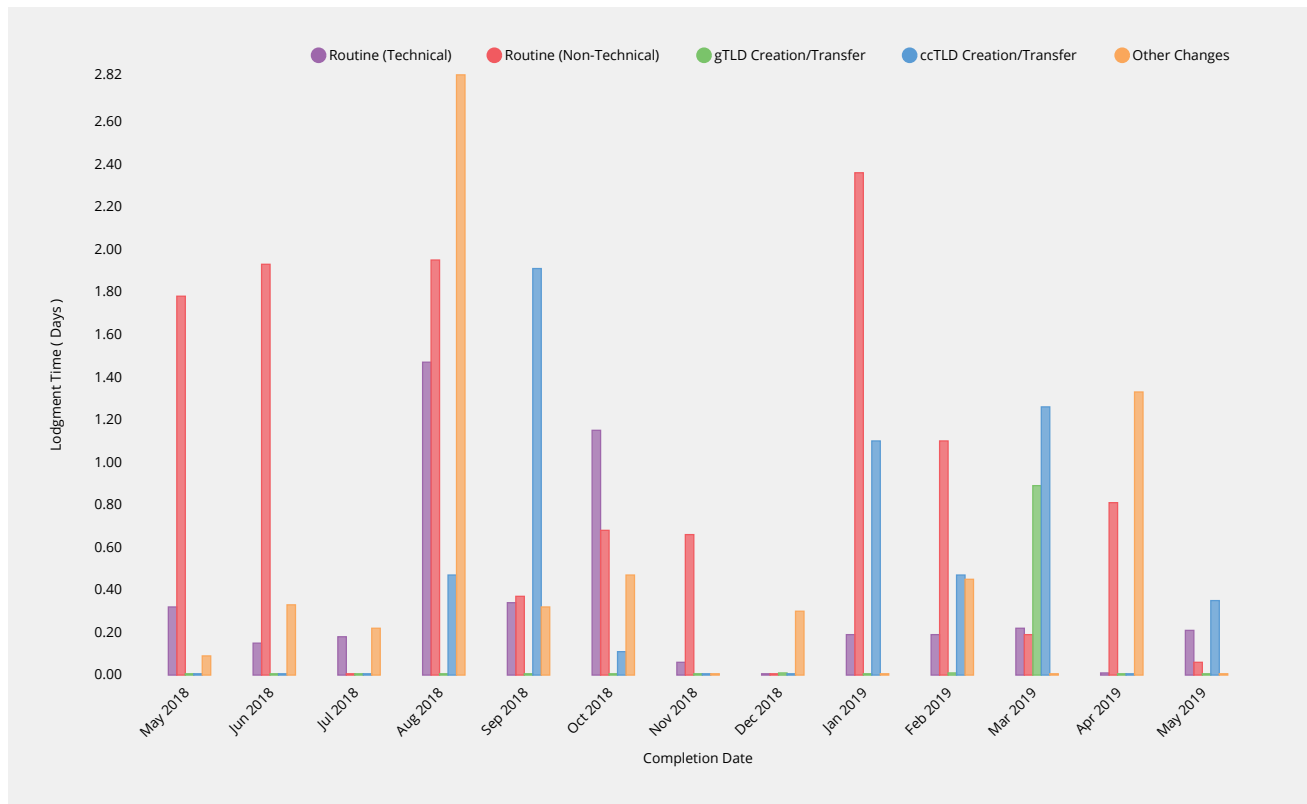
gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Acceptance Time	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—	0.75s	0.67s	—	1.9s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	1	1	0	0	1	0	1	0	1	1	0	5
Mean Time	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—	0.75s	0.67s	—	1.7s
Shortest Time	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—	0.75s	0.67s	—	1.47s
Longest Time	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—	0.75s	0.67s	—	1.9s
Median Time	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—	0.75s	0.67s	—	1.71s
PStDev Time	0s	0s	0s	—	—	0s	—	0s	—	0s	0s	—	0.16s

ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Acceptance Time	1.56s	1.26s	1.1s	5.23s	0.93s	0.48s	—	0.76s	2.37s	0.57s	1.05s	—	2.69s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	2	2	1	2	1	0	1	2	1	1	0	2
Mean Time	1.56s	1.25s	1s	5.23s	0.75s	0.48s	—	0.76s	1.78s	0.57s	1.05s	—	2.12s
Shortest Time	1.56s	1.23s	0.9s	5.23s	0.54s	0.48s	—	0.76s	1.13s	0.57s	1.05s	—	1.49s
Longest Time	1.56s	1.26s	1.11s	5.23s	0.95s	0.48s	—	0.76s	2.43s	0.57s	1.05s	—	2.75s
Median Time	1.56s	1.25s	1s	5.23s	0.75s	0.48s	—	0.76s	1.78s	0.57s	1.05s	—	2.12s
PStDev Time	0s	0.02s	0.1s	0s	0.21s	0s	—	0s	0.65s	0s	0s	—	0.63s

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Acceptance Time	0.78s	0.78s	1.08s	0.61s	0.55s	1.47s	—	1.04s	—	0.7s	—	1.23s	—
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	2	2	1	1	5	2	0	2	0	4	0	1	0
Mean Time	0.75s	0.78s	1.08s	0.61s	0.52s	1.06s	—	0.83s	—	0.64s	—	1.23s	—
Shortest Time	0.73s	0.78s	1.08s	0.61s	0.49s	0.6s	—	0.59s	—	0.56s	—	1.23s	—
Longest Time	0.78s	0.78s	1.08s	0.61s	0.55s	1.51s	—	1.07s	—	0.7s	—	1.23s	—
Median Time	0.75s	0.78s	1.08s	0.61s	0.52s	1.06s	—	0.83s	—	0.64s	—	1.23s	—
PStDev Time	0.03s	0s	0s	0s	0.02s	0.46s	—	0.24s	—	0.06s	—	0s	—

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	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Lodgment Time	0.32d	0.15d	0.18d	1.47d	0.34d	1.15d	0.06d	—	0.19d	0.19d	0.22d	0.01d	0.21d
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	8	3	4	4	1	2	1	0	1	18	4	3	1
Mean Time	0.18d	0.09d	0.11d	0.65d	0.34d	0.65d	0.06d	—	0.19d	0.11d	0.07d	0.01d	0.21d
Shortest Time	0.05d	0d	0.02d	0.1d	0.34d	0.09d	0.06d	—	0.19d	0.03d	0.01d	0.01d	0.21d
Longest Time	0.34d	0.15d	0.18d	1.6d	0.34d	1.21d	0.06d	—	0.19d	0.2d	0.25d	0.01d	0.21d
Median Time	0.17d	0.12d	0.12d	0.46d	0.34d	0.65d	0.06d	—	0.19d	0.1d	0.01d	0.01d	0.21d
PStDev Time	0.08d	0.07d	0.07d	0.6d	0d	0.56d	0d	—	0d	0.05d	0.11d	0d	0d

Routine (Non-Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Lodgment Time	1.78d	1.93d	—	1.95d	0.37d	0.68d	0.66d	—	2.36d	1.1d	0.19d	0.81d	0.06d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	4	3	0	7	1	2	11	0	5	5	6	9	2
Mean Time	0.74d	0.75d	—	0.6d	0.37d	0.36d	0.34d	—	1d	0.36d	0.14d	0.42d	0.04d
Shortest Time	0d	0.01d	—	0.02d	0.37d	0.01d	0.12d	—	0d	0.01d	0.04d	0.24d	0.02d
Longest Time	2d	2.14d	—	2.48d	0.37d	0.71d	0.67d	—	2.7d	1.29d	0.2d	1.08d	0.07d
Median Time	0.47d	0.09d	—	0.3d	0.37d	0.36d	0.29d	—	0.98d	0.09d	0.16d	0.34d	0.04d
PStDev Time	0.76d	0.98d	—	0.81d	0d	0.35d	0.17d	—	0.93d	0.48d	0.05d	0.24d	0.03d

gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Lodgment Time	—	—	—	—	—	—	—	0.01d	—	0.01d	0.89d	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	0	0	1	0	1	1	0	0
Mean Time	—	—	—	—	—	—	—	0.01d	—	0.01d	0.89d	—	—

gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Shortest Time	—	—	—	—	—	—	—	0.01d	—	0.01d	0.89d	—	—
Longest Time	—	—	—	—	—	—	—	0.01d	—	0.01d	0.89d	—	—
Median Time	—	—	—	—	—	—	—	0.01d	—	0.01d	0.89d	—	—
PStDev Time	—	—	—	—	—	—	—	0d	—	0d	0d	—	—

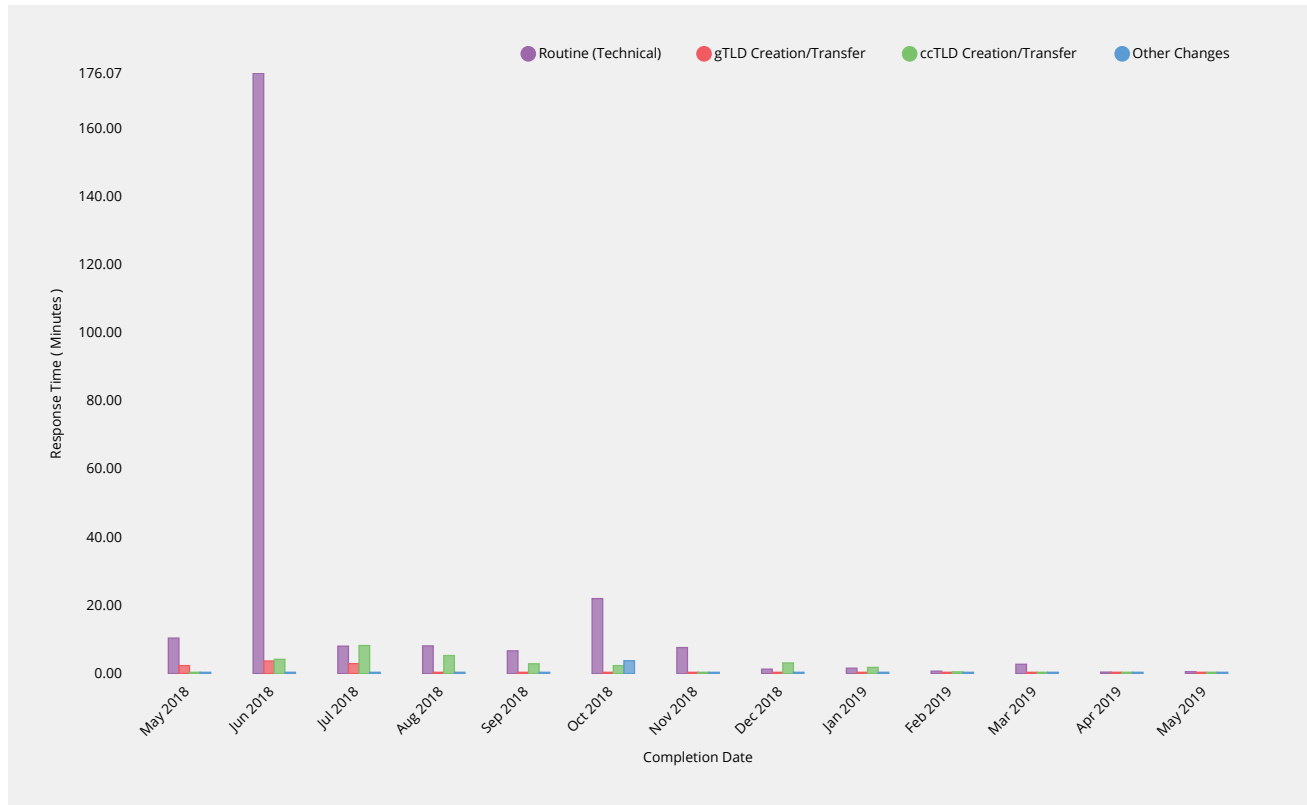
ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Lodgment Time	—	—	—	0.47d	1.91d	0.11d	—	—	1.1d	0.47d	1.26d	—	0.35d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	1	2	1	0	0	2	1	1	0	1
Mean Time	—	—	—	0.47d	1.01d	0.11d	—	—	0.6d	0.47d	1.26d	—	0.35d
Shortest Time	—	—	—	0.47d	0.01d	0.11d	—	—	0.05d	0.47d	1.26d	—	0.35d
Longest Time	—	—	—	0.47d	2.01d	0.11d	—	—	1.16d	0.47d	1.26d	—	0.35d
Median Time	—	—	—	0.47d	1.01d	0.11d	—	—	0.6d	0.47d	1.26d	—	0.35d
PStDev Time	—	—	—	0d	1d	0d	—	—	0.55d	0d	0d	—	0d

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Lodgment Time	0.09d	0.33d	0.22d	2.82d	0.32d	0.47d	—	0.3d	—	0.45d	—	1.33d	—
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	2	2	1	1	5	1	0	2	0	4	0	1	0
Mean Time	0.06d	0.28d	0.22d	2.82d	0.27d	0.47d	—	0.23d	—	0.24d	—	1.33d	—
Shortest Time	0.03d	0.22d	0.22d	2.82d	0.14d	0.47d	—	0.16d	—	0.09d	—	1.33d	—
Longest Time	0.09d	0.34d	0.22d	2.82d	0.32d	0.47d	—	0.3d	—	0.48d	—	1.33d	—
Median Time	0.06d	0.28d	0.22d	2.82d	0.28d	0.47d	—	0.23d	—	0.19d	—	1.33d	—
PStDev Time	0.03d	0.06d	0d	0d	0.07d	0d	—	0.07d	—	0.16d	—	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	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Response Time	10.41m	176.07m	8.05m	8.12m	6.67m	22m	7.63m	1.3m	1.58m	0.71m	2.74m	0.44m	0.55m
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	50	114	16	13	19	30	27	64	38	121	111	92	64
Mean Time	4.2m	41.32m	3.28m	3.88m	3.7m	8.42m	2.42m	0.54m	0.44m	0.43m	0.52m	0.3m	0.27m
Shortest Time	0.39m	0.14m	0.23m	1.5m	0.78m	0.24m	0.2m	0.1m	0.11m	0.12m	0.12m	0.11m	0.12m
Longest Time	14.78m	202.88m	9.84m	12.29m	7.76m	27.21m	10.37m	2.93m	2.55m	6.26m	8.04m	6.64m	1.29m
Median Time	3.83m	4.68m	3.25m	2.93m	3.99m	4.58m	1.61m	0.34m	0.28m	0.31m	0.21m	0.21m	0.22m
PStDev Time	2.78m	60.47m	2.59m	2.66m	1.88m	7.47m	2.6m	0.48m	0.5m	0.69m	1.16m	0.67m	0.16m

gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Response Time	2.35m	3.69m	2.92m	—	—	—	—	—	—	0.13m	0.28m	—	—
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	1	1	1	0	0	0	0	0	0	1	1	0	0
Mean Time	2.35m	3.69m	2.92m	—	—	—	—	—	—	0.13m	0.28m	—	—
Shortest Time	2.35m	3.69m	2.92m	—	—	—	—	—	—	0.13m	0.28m	—	—
Longest Time	2.35m	3.69m	2.92m	—	—	—	—	—	—	0.13m	0.28m	—	—
Median Time	2.35m	3.69m	2.92m	—	—	—	—	—	—	0.13m	0.28m	—	—
PStDev Time	0m	0m	0m	—	—	—	—	—	—	0m	0m	—	—

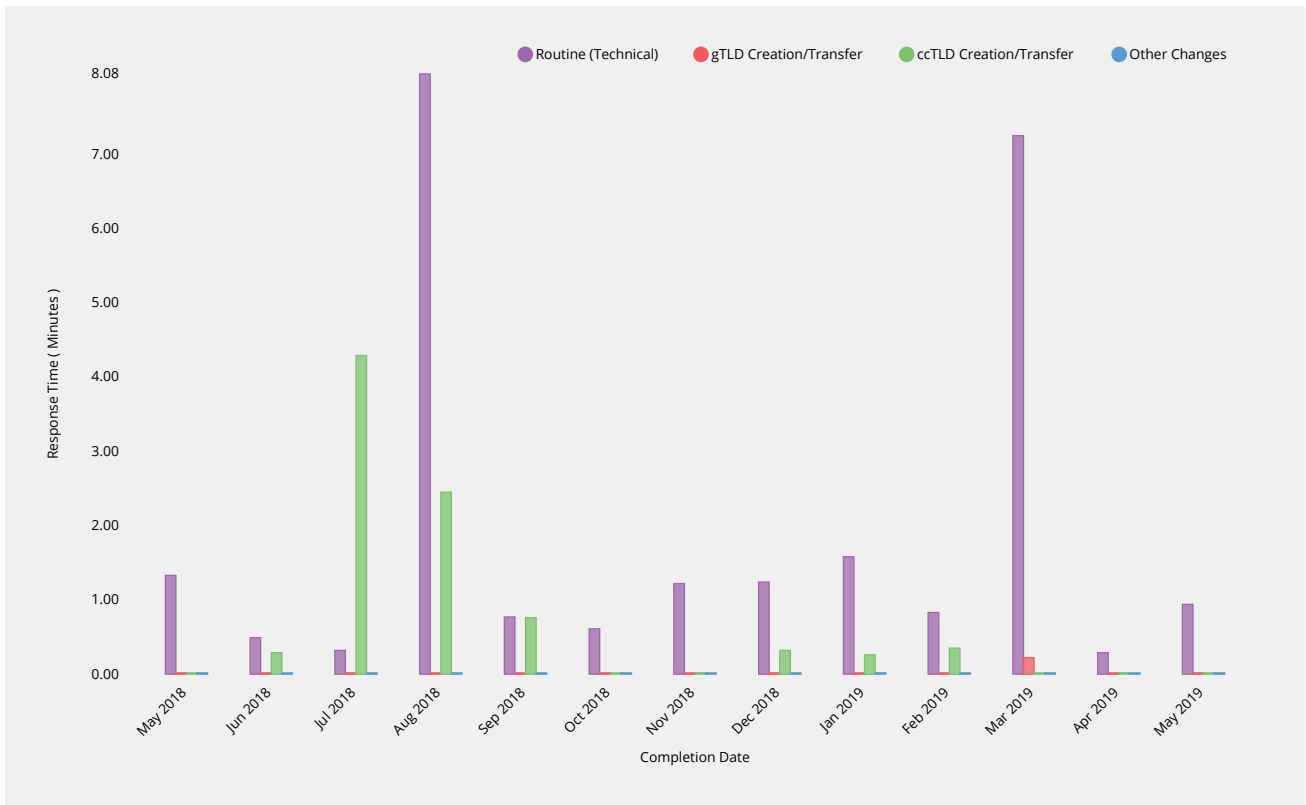
ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Response Time	—	4.18m	8.23m	5.29m	2.87m	2.34m	—	3.12m	1.82m	0.5m	—	—	—

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

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
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	1	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	3.78m	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	3.78m	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	3.78m	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	3.78m	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	0m	—	—	—	—	—	—	—

Technical Check (Retest)

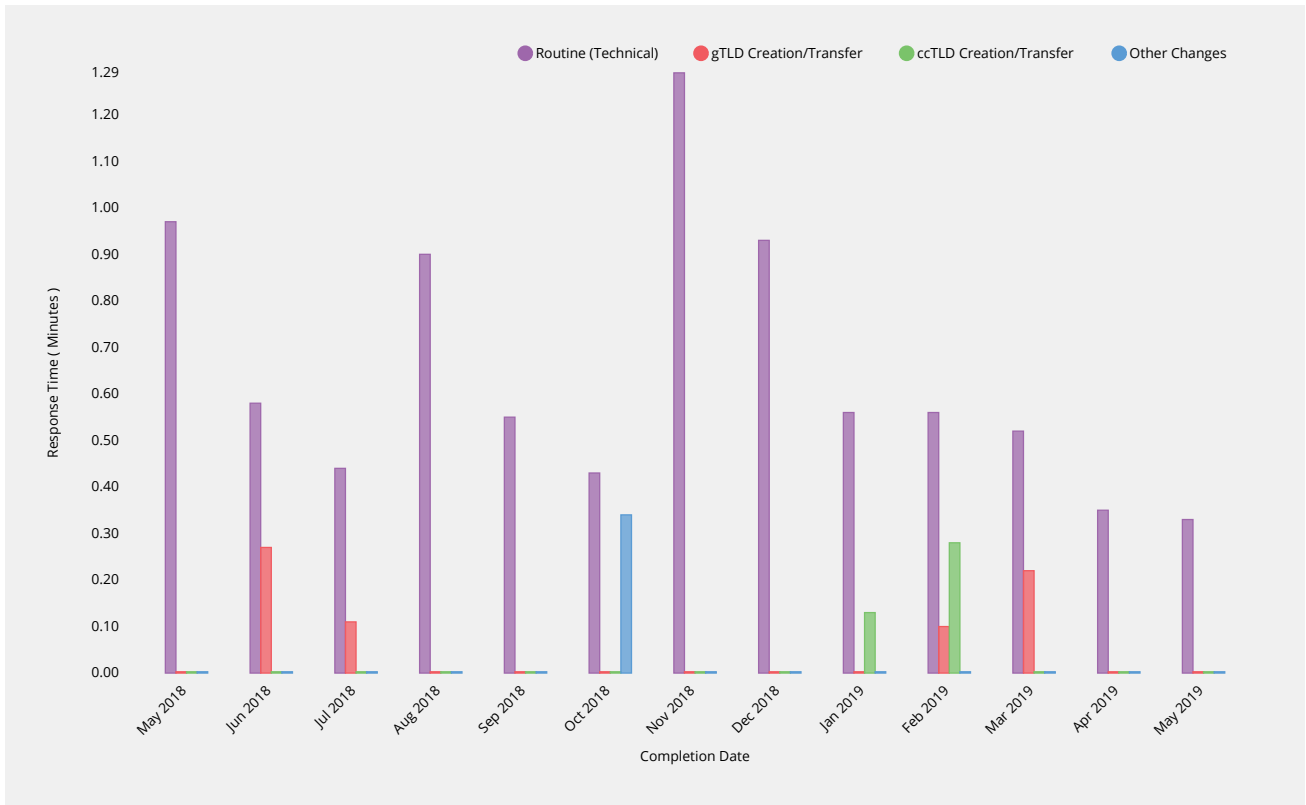
Time to return results for subsequent performance of technical checks during retesting due to earlier failed tests.



Routine (Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Response Time	1.33m	0.49m	0.32m	8.08m	0.77m	0.61m	1.22m	1.24m	1.58m	0.83m	7.25m	0.29m	0.94m
Monthly Threshold	3m	3m	3m	3m	3m	3m	3m	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	128	330	26	37	45	58	65	145	169	666	254	135	72
Mean Time	0.46m	0.18m	0.21m	2.07m	0.27m	0.45m	0.54m	0.67m	0.63m	0.5m	2.57m	0.23m	0.45m

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	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Response Time	0.97m	0.58m	0.44m	0.9m	0.55m	0.43m	1.29m	0.93m	0.56m	0.56m	0.52m	0.35m	0.33m
Monthly Threshold	1m	1m	1m	1m	1m	1m	1m	1m	1m	1m	1m	1m	1m
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	55	118	17	12	27	33	30	56	25	102	422	96	71
Mean Time	0.51m	0.26m	0.22m	0.39m	0.22m	0.22m	0.43m	0.41m	0.4m	0.27m	0.28m	0.24m	0.2m
Shortest Time	0.08m	0.07m	0.07m	0.14m	0.04m	0.06m	0.15m	0.08m	0.08m	0.08m	0.05m	0.07m	0.04m
Longest Time	6.61m	4.69m	0.45m	1.3m	0.6m	0.45m	1.59m	1.22m	4.35m	0.99m	6.12m	6.57m	1.09m
Median Time	0.24m	0.15m	0.19m	0.28m	0.13m	0.18m	0.34m	0.25m	0.18m	0.16m	0.13m	0.14m	0.15m
PStDev Time	1.21m	0.57m	0.12m	0.3m	0.16m	0.14m	0.34m	0.28m	0.82m	0.19m	0.59m	0.65m	0.12m

gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Response Time	—	0.27m	0.11m	—	—	—	—	—	—	0.1m	0.22m	—	—
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	1	1	0	0	0	0	0	0	1	1	0	0
Mean Time	—	0.27m	0.11m	—	—	—	—	—	—	0.1m	0.22m	—	—
Shortest Time	—	0.27m	0.11m	—	—	—	—	—	—	0.1m	0.22m	—	—
Longest Time	—	0.27m	0.11m	—	—	—	—	—	—	0.1m	0.22m	—	—
Median Time	—	0.27m	0.11m	—	—	—	—	—	—	0.1m	0.22m	—	—
PStDev Time	—	0m	0m	—	—	—	—	—	—	0m	0m	—	—

ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
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	1	1	0	0	0
Mean Time	—	—	—	—	—	—	—	—	0.13m	0.28m	—	—	—

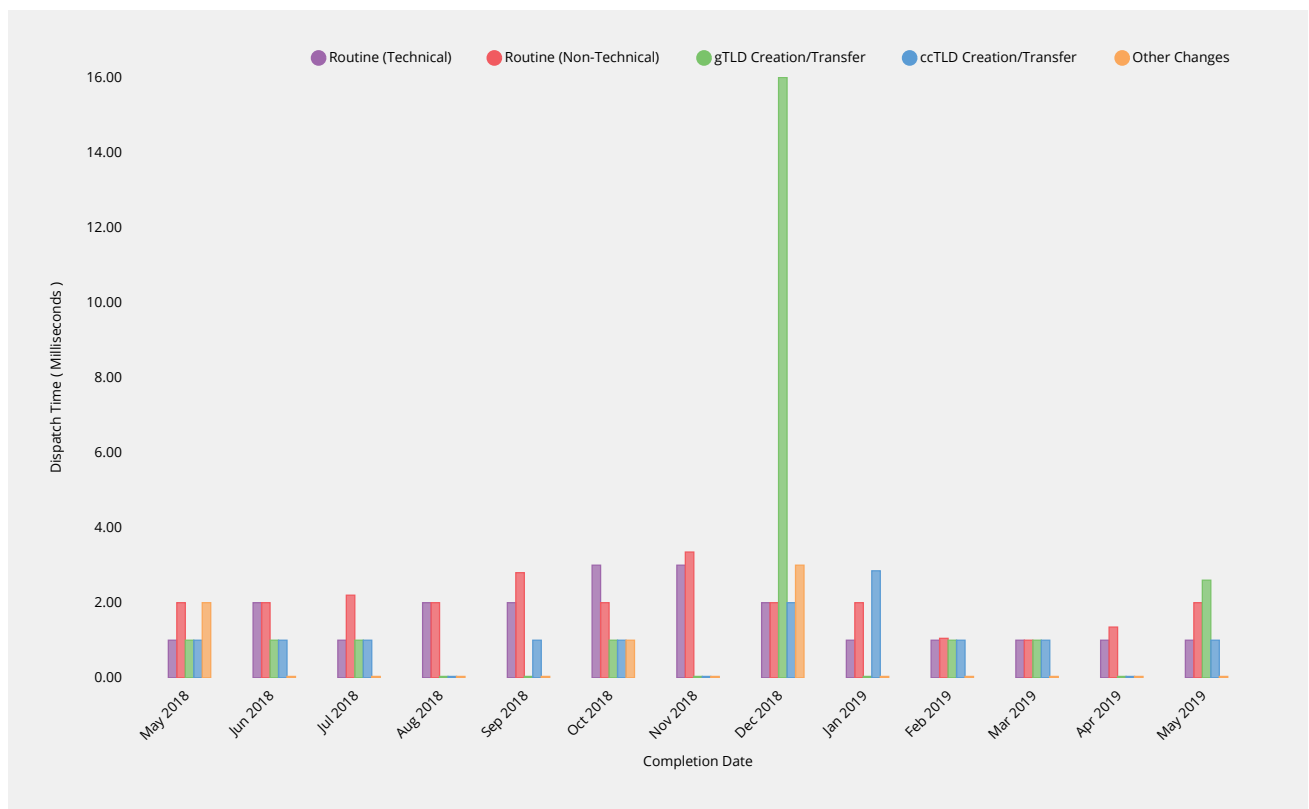
ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Shortest Time	—	—	—	—	—	—	—	—	0.13m	0.28m	—	—	—
Longest Time	—	—	—	—	—	—	—	—	0.13m	0.28m	—	—	—
Median Time	—	—	—	—	—	—	—	—	0.13m	0.28m	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	0m	0m	—	—	—

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
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	1	0	0	0	0	0	0	0
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	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Dispatch Time	1ms	2ms	1ms	2ms	2ms	3ms	3ms	2ms	1ms	1ms	1ms	1ms	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	46	110	15	11	19	27	24	56	32	104	103	91	62

Routine (Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Mean Time	0.7ms	0.75ms	0.87ms	1.18ms	0.95ms	1.56ms	1.75ms	1.04ms	0.91ms	0.96ms	0.79ms	0.9ms	0.81ms
Shortest Time	0ms	0ms	0ms	1ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	2ms	4ms	1ms	3ms	2ms	4ms	3ms	8ms	2ms	9ms	2ms	9ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms	2ms	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.55ms	0.64ms	0.34ms	0.57ms	0.51ms	0.87ms	0.88ms	1.03ms	0.38ms	0.94ms	0.45ms	0.94ms	0.5ms

Routine (Non-Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Dispatch Time	2ms	2ms	2.2ms	2ms	2.8ms	2ms	3.35ms	2ms	2ms	1.05ms	1ms	1.35ms	2ms
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	32	63	17	221	17	17	14	14	30	40	134	34	33
Mean Time	1ms	1.17ms	1.41ms	1.37ms	1.35ms	1.24ms	2.29ms	1.14ms	1.27ms	1ms	1.03ms	1ms	1.15ms
Shortest Time	0ms	0ms	1ms	0ms	0ms	1ms	1ms	1ms	1ms	0ms	0ms	0ms	1ms
Longest Time	2ms	2ms	3ms	9ms	6ms	2ms	4ms	2ms	2ms	2ms	7ms	2ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms	2ms	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.5ms	0.52ms	0.6ms	0.88ms	1.23ms	0.42ms	0.8ms	0.35ms	0.44ms	0.32ms	0.69ms	0.34ms	0.36ms

gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Dispatch Time	1ms	1ms	1ms	—	—	1ms	—	16ms	—	1ms	1ms	—	2.6ms
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	1	1	1	0	0	1	0	1	0	1	1	0	5
Mean Time	1ms	1ms	1ms	—	—	1ms	—	16ms	—	1ms	1ms	—	1.4ms
Shortest Time	1ms	1ms	1ms	—	—	1ms	—	16ms	—	1ms	1ms	—	1ms
Longest Time	1ms	1ms	1ms	—	—	1ms	—	16ms	—	1ms	1ms	—	3ms
Median Time	1ms	1ms	1ms	—	—	1ms	—	16ms	—	1ms	1ms	—	1ms
PStDev Time	0ms	0ms	0ms	—	—	0ms	—	0ms	—	0ms	0ms	—	0.8ms

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

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Dispatch Time	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	2	0	0	0	0	1	0	1	0	0	0	0	0
Mean Time	2ms	—	—	—	—	1ms	—	3ms	—	—	—	—	—
Shortest Time	2ms	—	—	—	—	1ms	—	3ms	—	—	—	—	—
Longest Time	2ms	—	—	—	—	1ms	—	3ms	—	—	—	—	—
Median Time	2ms	—	—	—	—	1ms	—	3ms	—	—	—	—	—

Routine (Non-Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Longest Time	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	0ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.31ms	0.32ms	0.46ms	0.33ms	0.39ms	0.27ms	0.43ms	0.33ms	0.26ms	0ms	0.27ms	0.28ms	0.24ms

gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Affirmation Time	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	—	0.8ms
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	1	1	0	0	1	0	0	0	1	1	0	5
Mean Time	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	—	0.2ms
Shortest Time	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	—	0ms
Longest Time	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	—	1ms
Median Time	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	—	0ms
PStDev Time	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	—	0.4ms

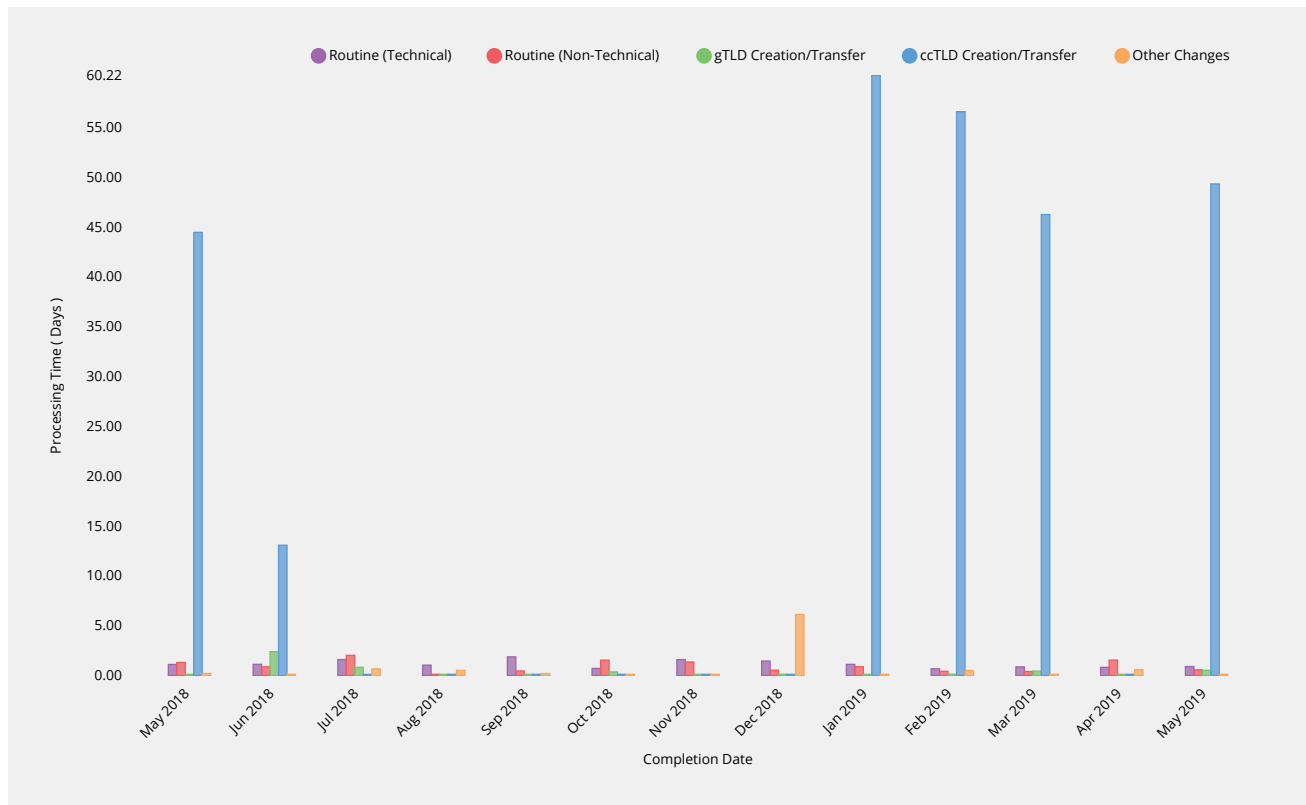
ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Affirmation Time	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	0ms	—	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
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	1	2	0	0	1	0	0	0	1	1	1	0	2
Mean Time	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	0ms	—	0ms
Shortest Time	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	0ms	—	0ms
Longest Time	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	0ms	—	0ms
Median Time	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	0ms	—	0ms
PStDev Time	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	0ms	—	0ms

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Affirmation Time	0ms	2ms	0ms	0ms	1ms	0ms	—	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	2	1	1	1	4	2	0	2	0	4	0	1	0
Mean Time	0ms	2ms	0ms	0ms	0.5ms	0ms	—	0ms	—	0ms	—	0ms	—
Shortest Time	0ms	2ms	0ms	0ms	0ms	0ms	—	0ms	—	0ms	—	0ms	—
Longest Time	0ms	2ms	0ms	0ms	1ms	0ms	—	0ms	—	0ms	—	0ms	—
Median Time	0ms	2ms	0ms	0ms	0.5ms	0ms	—	0ms	—	0ms	—	0ms	—
PStDev Time	0ms	0ms	0ms	0ms	0.5ms	0ms	—	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)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Processing Time	1.12d	1.13d	1.61d	1.05d	1.88d	0.72d	1.61d	1.46d	1.13d	0.68d	0.88d	0.83d	0.91d
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	42	108	15	11	19	27	22	56	24	117	104	88	60
Mean Time	0.57d	0.34d	0.86d	0.72d	0.78d	0.42d	0.94d	0.91d	0.57d	0.28d	0.42d	0.55d	0.5d
Shortest Time	0.02d	0d	0d	0.07d	0.05d	0.12d	0.03d	0d	0.01d	0d	0d	0.03d	0d
Longest Time	2.39d	2.37d	1.86d	1.2d	3.95d	1.03d	2.91d	2.82d	1.83d	1.77d	2.41d	1.76d	3.18d
Median Time	0.45d	0.07d	0.76d	0.91d	0.37d	0.41d	0.66d	0.71d	0.48d	0.33d	0.39d	0.63d	0.35d
PStDev Time	0.51d	0.46d	0.6d	0.37d	1.01d	0.21d	0.71d	0.6d	0.43d	0.31d	0.33d	0.38d	0.5d

Routine (Non-Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Processing Time	1.32d	0.88d	2.03d	0d	0.46d	1.55d	1.36d	0.54d	0.89d	0.43d	0.41d	1.56d	0.58d
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	27	60	17	218	16	13	12	11	27	36	128	22	31
Mean Time	0.44d	0.73d	0.76d	0.02d	0.25d	0.48d	2.18d	0.2d	0.56d	0.17d	0.21d	0.63d	0.24d
Shortest Time	0.01d	0.01d	0d	0d	0.03d	0.02d	0.03d	0d	0d	0.04d	0d	0d	0d
Longest Time	1.46d	1.04d	3.6d	0.82d	0.5d	1.94d	20.88d	0.7d	3.47d	0.74d	1.18d	6.48d	2.82d
Median Time	0.24d	0.78d	0.27d	0d	0.16d	0.18d	0.63d	0.21d	0.41d	0.08d	0.15d	0.08d	0.1d
PStDev Time	0.5d	0.23d	1.08d	0.09d	0.19d	0.62d	5.65d	0.22d	0.74d	0.17d	0.24d	1.4d	0.51d

gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Processing Time	—	2.4d	0.83d	—	—	0.37d	—	—	—	0.06d	0.45d	—	0.53d

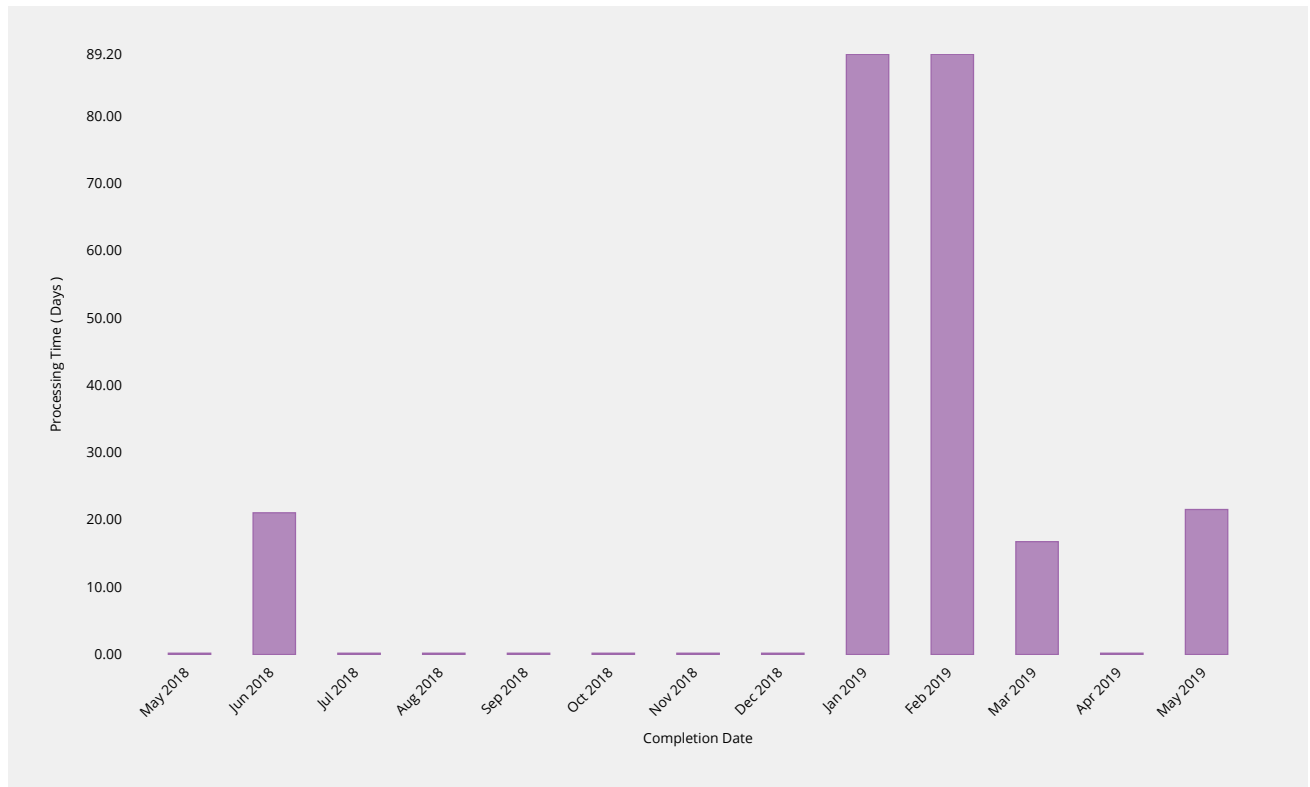
gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Monthly Threshold	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	0	1	1	0	0	1	0	0	0	1	1	0	5
Mean Time	—	2.4d	0.83d	—	—	0.37d	—	—	—	0.06d	0.45d	—	0.25d
Shortest Time	—	2.4d	0.83d	—	—	0.37d	—	—	—	0.06d	0.45d	—	0.09d
Longest Time	—	2.4d	0.83d	—	—	0.37d	—	—	—	0.06d	0.45d	—	0.81d
Median Time	—	2.4d	0.83d	—	—	0.37d	—	—	—	0.06d	0.45d	—	0.11d
PStDev Time	—	0d	0d	—	—	0d	—	—	—	0d	0d	—	0.28d

ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Processing Time	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d	56.58d	46.26d	—	49.33d
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	1	1	0	1	1	0	0	0	1	1	1	0	2
Mean Time	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d	56.58d	46.26d	—	37.01d
Shortest Time	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d	56.58d	46.26d	—	24.69d
Longest Time	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d	56.58d	46.26d	—	49.33d
Median Time	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d	56.58d	46.26d	—	37.01d
PStDev Time	0d	0d	—	0d	0d	—	—	—	0d	0d	0d	—	12.32d

Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Processing Time	0.22d	0.06d	0.67d	0.53d	0.21d	0.07d	—	6.13d	—	0.51d	—	0.59d	—
Monthly Threshold	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	2	1	1	1	4	2	0	2	0	4	0	1	0
Mean Time	0.22d	0.06d	0.67d	0.53d	0.14d	0.04d	—	3.14d	—	0.25d	—	0.59d	—
Shortest Time	0.22d	0.06d	0.67d	0.53d	0.05d	0d	—	0.15d	—	0.14d	—	0.59d	—
Longest Time	0.22d	0.06d	0.67d	0.53d	0.21d	0.07d	—	6.13d	—	0.51d	—	0.59d	—
Median Time	0.22d	0.06d	0.67d	0.53d	0.16d	0.04d	—	3.14d	—	0.18d	—	0.59d	—
PStDev Time	0d	0d	0d	0d	0.07d	0.04d	—	2.99d	—	0.15d	—	0d	—

Third Party Approval

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

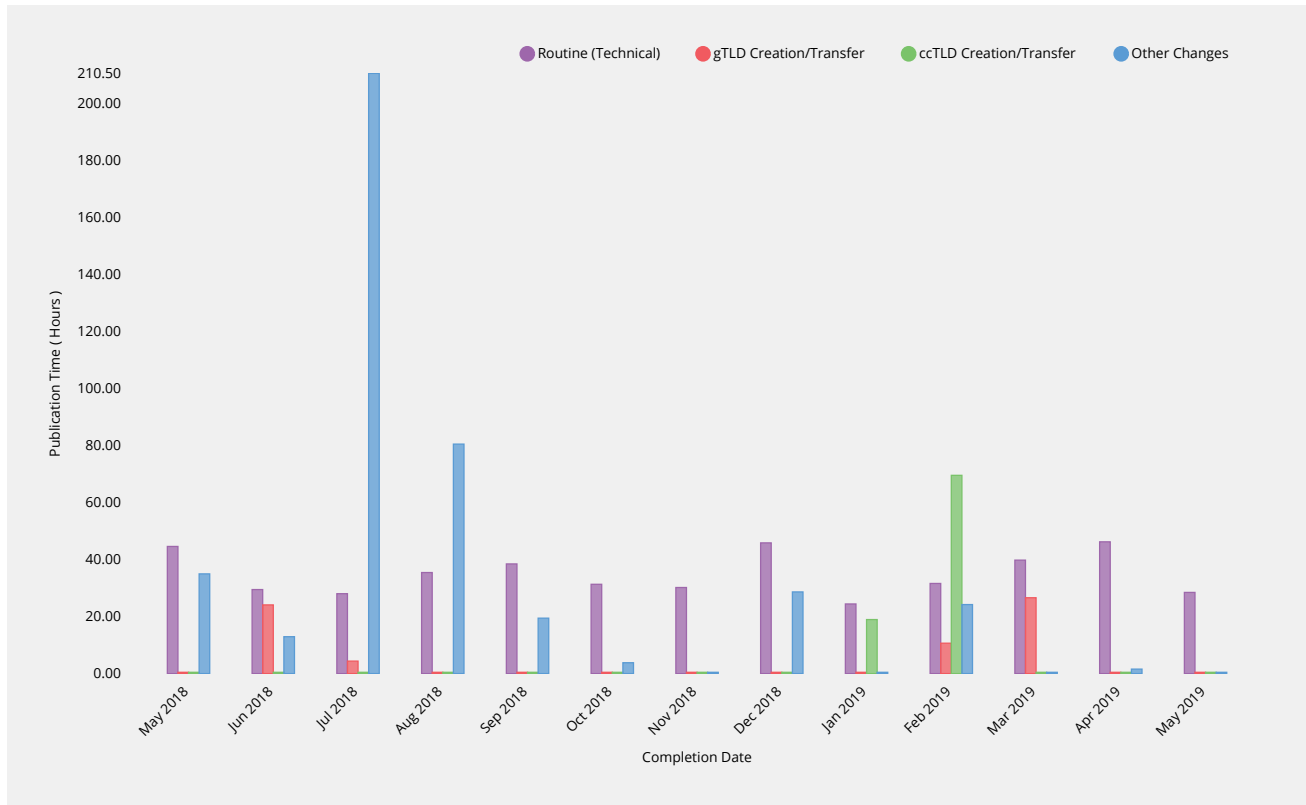


ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Processing Time	—	21.06d	—	—	—	—	—	—	89.19d	89.2d	16.77d	—	21.55d
Request Count	0	1	0	0	0	0	0	0	1	1	1	0	1
Mean Time	—	21.06d	—	—	—	—	—	—	89.19d	89.2d	16.77d	—	21.55d
Shortest Time	—	21.06d	—	—	—	—	—	—	89.19d	89.2d	16.77d	—	21.55d
Longest Time	—	21.06d	—	—	—	—	—	—	89.19d	89.2d	16.77d	—	21.55d
Median Time	—	21.06d	—	—	—	—	—	—	89.19d	89.2d	16.77d	—	21.55d
PStDev Time	—	0d	—	—	—	—	—	—	0d	0d	0d	—	0d

Implementation

Root Zone Publication

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



Routine (Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Publication Time	44.59h	29.47h	28.02h	35.44h	38.46h	31.32h	30.19h	45.84h	24.42h	31.61h	39.79h	46.21h	28.47h
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	42	108	15	11	19	27	22	55	24	102	102	88	59
Mean Time	17.26h	11.89h	12.46h	16.99h	17.27h	7.52h	14.24h	11.65h	8.7h	13.69h	16.29h	23.17h	19.57h
Shortest Time	2.01h	1.24h	0.85h	0.69h	2.21h	0.52h	1.1h	0.46h	0.61h	0.58h	0.32h	0.58h	0.79h
Longest Time	44.89h	30.89h	28.03h	36.37h	39.11h	31.64h	31.16h	64.82h	25.04h	32.12h	39.82h	46.21h	31.44h
Median Time	16.36h	11.82h	4.45h	21.88h	18.35h	6.01h	10.94h	12.72h	5.16h	11.9h	13.34h	14.95h	26.08h
PStDev Time	11.71h	5.82h	10.69h	11.38h	9.77h	8.47h	9.39h	11.18h	8h	8.75h	11.22h	15.9h	9.41h

gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Publication Time	—	24.09h	4.38h	—	—	—	—	—	—	10.66h	26.6h	—	—
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	1	1	0	0	0	0	0	0	1	1	0	0
Mean Time	—	24.09h	4.38h	—	—	—	—	—	—	10.66h	26.6h	—	—
Shortest Time	—	24.09h	4.38h	—	—	—	—	—	—	10.66h	26.6h	—	—
Longest Time	—	24.09h	4.38h	—	—	—	—	—	—	10.66h	26.6h	—	—
Median Time	—	24.09h	4.38h	—	—	—	—	—	—	10.66h	26.6h	—	—
PStDev Time	—	0h	0h	—	—	—	—	—	—	0h	0h	—	—

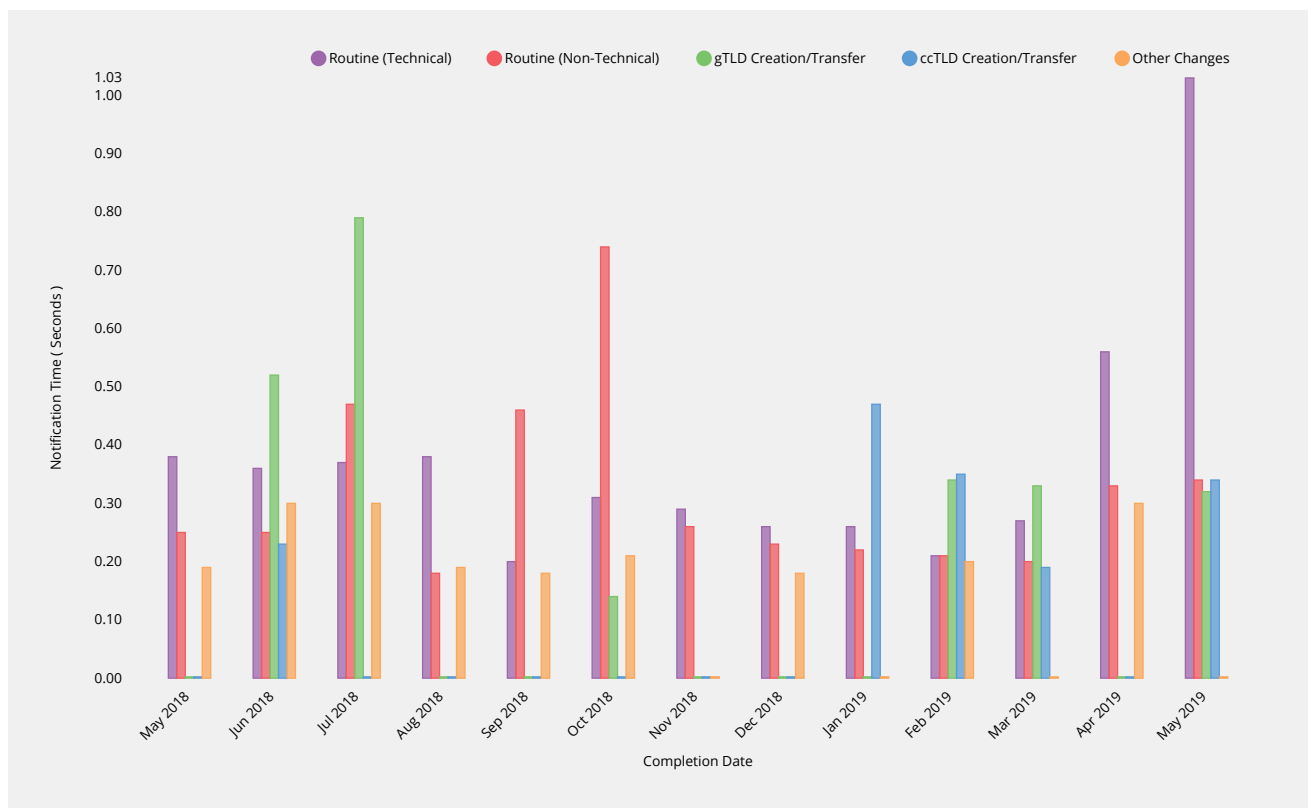
ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Publication Time	—	—	—	—	—	—	—	—	18.95h	69.53h	—	—	—

ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
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	1	1	0	0	0
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	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Publication Time	34.97h	12.94h	210.5h	80.48h	19.44h	3.81h	—	28.64h	—	24.21h	—	1.57h	—
Monthly Threshold	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	2	1	1	1	4	2	0	1	0	4	0	1	0
Mean Time	34.97h	12.94h	210.5h	80.48h	15.3h	2.09h	—	28.64h	—	13.74h	—	1.57h	—
Shortest Time	34.96h	12.94h	210.5h	80.48h	3.26h	0.36h	—	28.64h	—	5.88h	—	1.57h	—
Longest Time	34.97h	12.94h	210.5h	80.48h	19.44h	3.81h	—	28.64h	—	24.21h	—	1.57h	—
Median Time	34.97h	12.94h	210.5h	80.48h	19.24h	2.09h	—	28.64h	—	12.44h	—	1.57h	—
PStDev Time	0h	0h	0h	0h	6.95h	1.73h	—	0h	—	8.06h	—	0h	—

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	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Notification Time	0.38s	0.36s	0.37s	0.38s	0.2s	0.31s	0.29s	0.26s	0.26s	0.21s	0.27s	0.56s	1.03s
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	42	108	15	11	19	27	22	55	24	102	102	88	59
Mean Time	0.23s	0.22s	0.25s	0.24s	0.16s	0.18s	0.19s	0.18s	0.18s	0.16s	0.16s	0.36s	0.58s
Shortest Time	0.18s	0.16s	0.2s	0.16s	0.12s	0.11s	0.14s	0.13s	0.14s	0.13s	0.13s	0.15s	0.19s

Routine (Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Longest Time	0.38s	0.59s	0.38s	0.41s	0.27s	0.41s	0.3s	0.3s	0.27s	1.14s	0.33s	0.59s	2.24s
Median Time	0.21s	0.2s	0.24s	0.2s	0.15s	0.16s	0.17s	0.16s	0.18s	0.15s	0.15s	0.39s	0.54s
PStDev Time	0.06s	0.07s	0.05s	0.08s	0.03s	0.07s	0.05s	0.04s	0.03s	0.1s	0.04s	0.16s	0.31s

Routine (Non-Technical)	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Notification Time	0.25s	0.25s	0.47s	0.18s	0.46s	0.74s	0.26s	0.23s	0.22s	0.21s	0.2s	0.33s	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	27	55	17	218	16	13	12	8	26	36	128	21	31
Mean Time	0.22s	0.23s	0.28s	0.14s	0.23s	0.3s	0.2s	0.18s	0.19s	0.18s	0.17s	0.27s	0.28s
Shortest Time	0.18s	0.17s	0.19s	0.12s	0.12s	0.14s	0.15s	0.14s	0.14s	0.14s	0.13s	0.16s	0.17s
Longest Time	0.38s	1.3s	1.2s	0.36s	1.24s	1.18s	0.27s	0.25s	0.27s	0.43s	0.31s	0.36s	0.37s
Median Time	0.21s	0.21s	0.22s	0.14s	0.16s	0.21s	0.21s	0.17s	0.19s	0.18s	0.17s	0.29s	0.27s
PStDev Time	0.04s	0.15s	0.23s	0.03s	0.26s	0.27s	0.04s	0.03s	0.03s	0.05s	0.02s	0.06s	0.04s

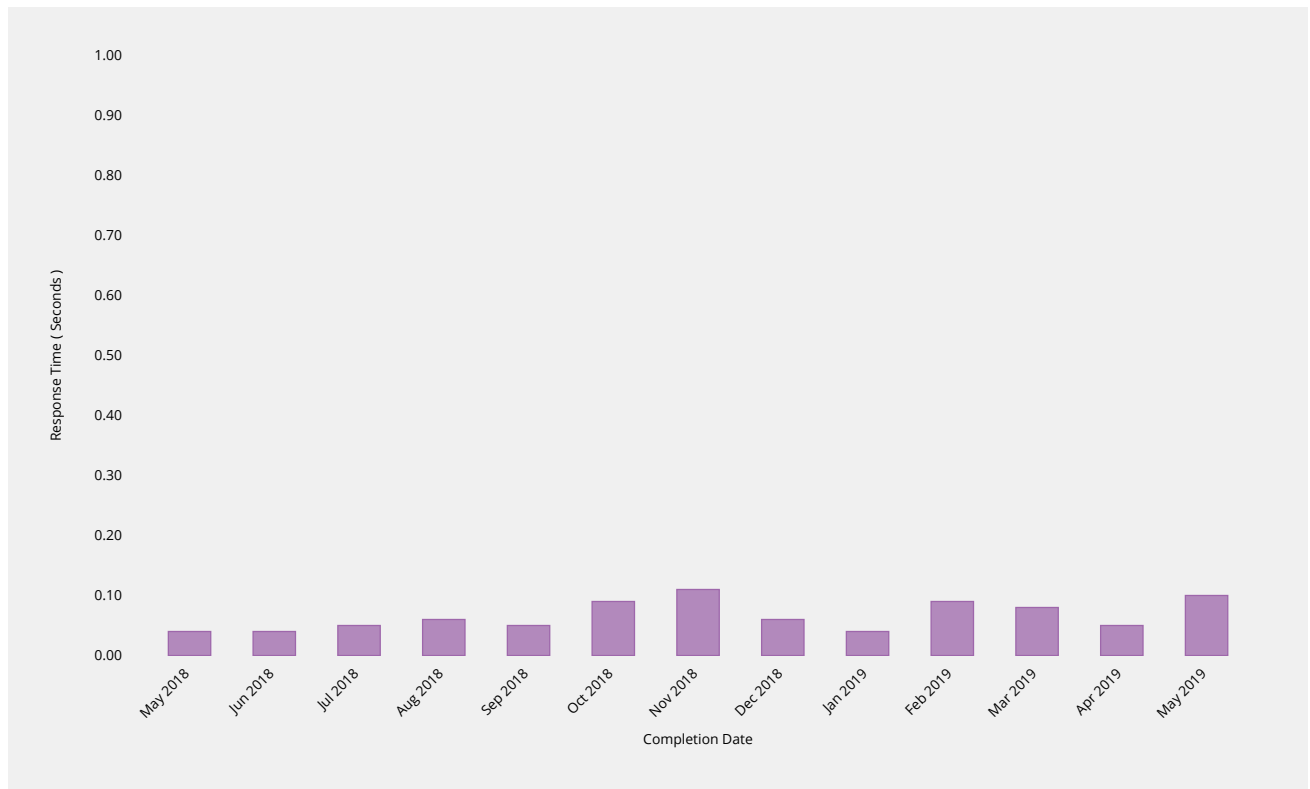
gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Notification Time	—	0.52s	0.79s	—	—	0.14s	—	—	—	0.34s	0.33s	—	0.32s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	1	1	0	0	1	0	0	0	1	1	0	5
Mean Time	—	0.52s	0.79s	—	—	0.14s	—	—	—	0.34s	0.33s	—	0.28s
Shortest Time	—	0.52s	0.79s	—	—	0.14s	—	—	—	0.34s	0.33s	—	0.24s
Longest Time	—	0.52s	0.79s	—	—	0.14s	—	—	—	0.34s	0.33s	—	0.33s
Median Time	—	0.52s	0.79s	—	—	0.14s	—	—	—	0.34s	0.33s	—	0.27s
PStDev Time	—	0s	0s	—	—	0s	—	—	—	0s	0s	—	0.03s

ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Notification Time	—	0.23s	—	—	—	—	—	—	0.47s	0.35s	0.19s	—	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	0	1	0	0	0	0	0	0	1	1	1	0	1
Mean Time	—	0.23s	—	—	—	—	—	—	0.47s	0.35s	0.19s	—	0.34s
Shortest Time	—	0.23s	—	—	—	—	—	—	0.47s	0.35s	0.19s	—	0.34s
Longest Time	—	0.23s	—	—	—	—	—	—	0.47s	0.35s	0.19s	—	0.34s
Median Time	—	0.23s	—	—	—	—	—	—	0.47s	0.35s	0.19s	—	0.34s
PStDev Time	—	0s	—	—	—	—	—	—	0s	0s	0s	—	0s

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

Credential Recovery

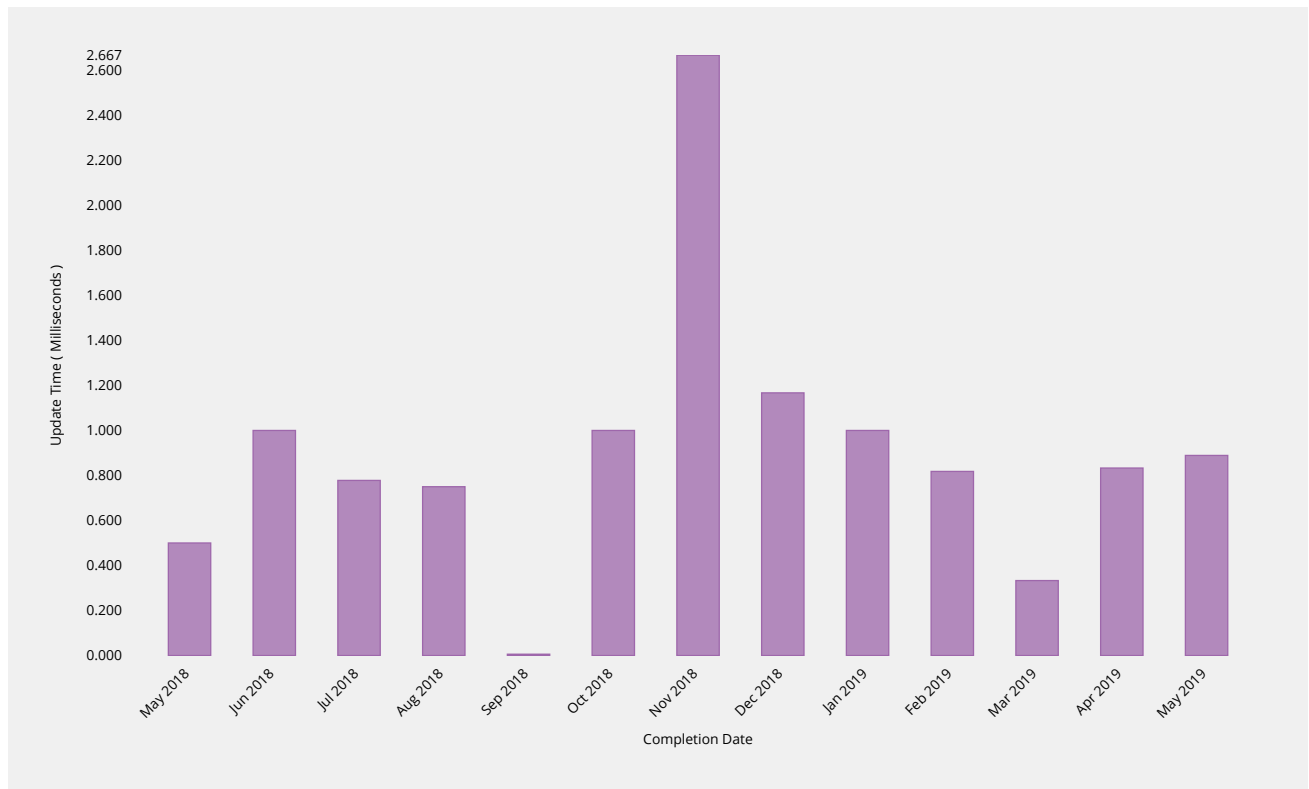
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Response Time	0.04s	0.04s	0.05s	0.06s	0.05s	0.09s	0.11s	0.06s	0.04s	0.09s	0.08s	0.05s	0.1s
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	28	10	9	10	3	9	22	28	5	11	14	7	25
Mean Time	0.03s	0.03s	0.04s	0.05s	0.05s	0.05s	0.03s	0.02s	0.04s	0.05s	0.04s	0.04s	0.03s
Shortest Time	0.01s	0.01s	0.03s	0.04s	0.04s	0.03s	0s	0s	0.04s	0.02s	0s	0s	0s
Longest Time	0.05s	0.04s	0.05s	0.06s	0.05s	0.09s	0.21s	0.07s	0.04s	0.09s	0.09s	0.06s	0.11s
Median Time	0.03s	0.04s	0.04s	0.04s	0.04s	0.04s	0.01s	0s	0.04s	0.04s	0.04s	0.04s	0.04s
PStDev Time	0.01s	0.01s	0.01s	0.01s	0s	0.02s	0.05s	0.02s	0s	0.02s	0.03s	0.02s	0.03s

Credential Change

Time to implement new password within the system.

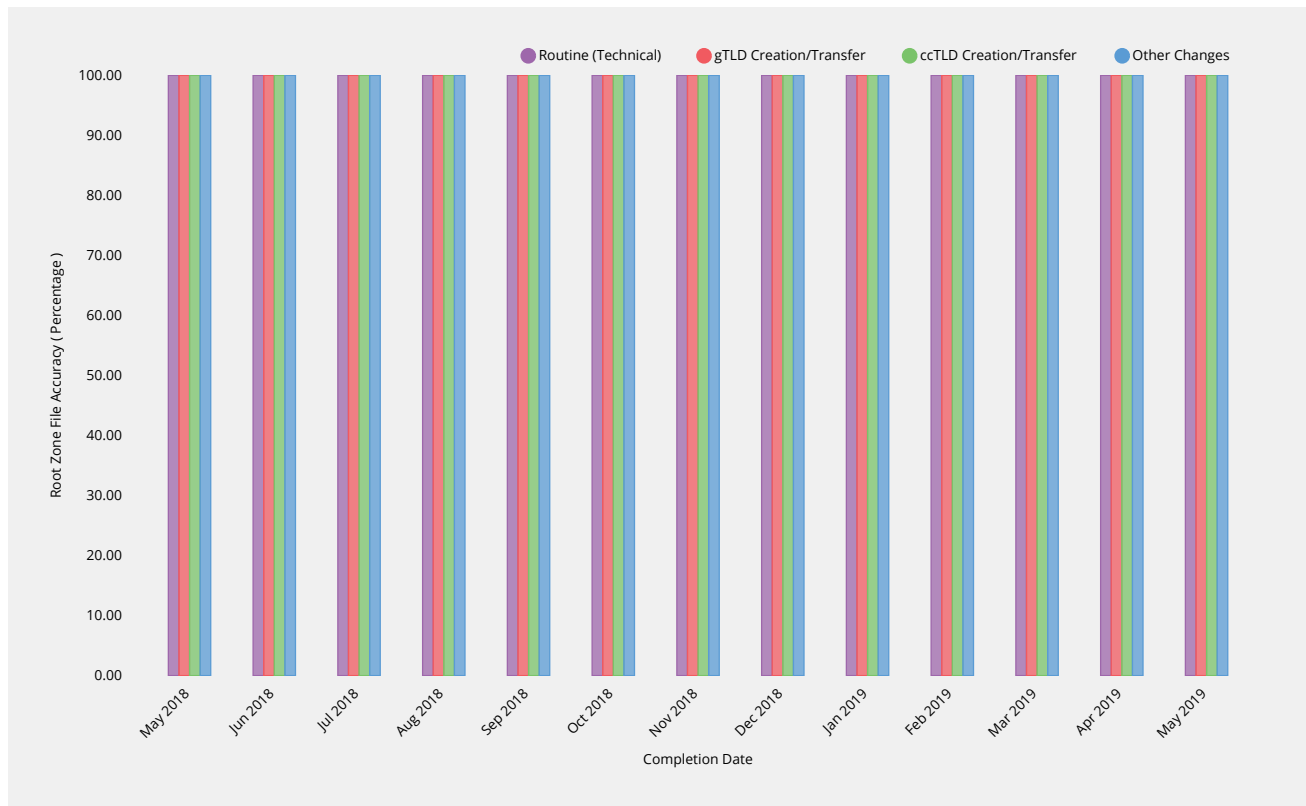


Credential Change	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Update Time	2.05ms	2.2ms	1ms	2.3ms	0ms	2ms	9.5ms	2.75ms	1ms	2ms	1ms	1.75ms	1.6ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	20	9	9	8	2	6	6	6	3	11	9	6	9
Mean Time	0.5ms	1ms	0.778ms	0.75ms	0ms	1ms	2.667ms	1.167ms	1ms	0.818ms	0.333ms	0.833ms	0.889ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	1ms	0ms	0ms	0ms	0ms
Longest Time	3ms	3ms	1ms	3ms	0ms	2ms	12ms	3ms	1ms	2ms	1ms	2ms	2ms
Median Time	0ms	1ms	1ms	0.5ms	0ms	1ms	1ms	1ms	1ms	1ms	0ms	1ms	1ms
PStDev Time	0.806ms	0.816ms	0.416ms	0.968ms	0ms	0.816ms	4.23ms	1.067ms	0ms	0.716ms	0.471ms	0.687ms	0.567ms

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	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
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	42	108	15	11	19	27	22	55	24	102	102	88	59

gTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
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	1	0	0	1	0	0	0	1	1	0	5

ccTLD Creation/Transfer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
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	0	0	0	0	1	1	1	0	1

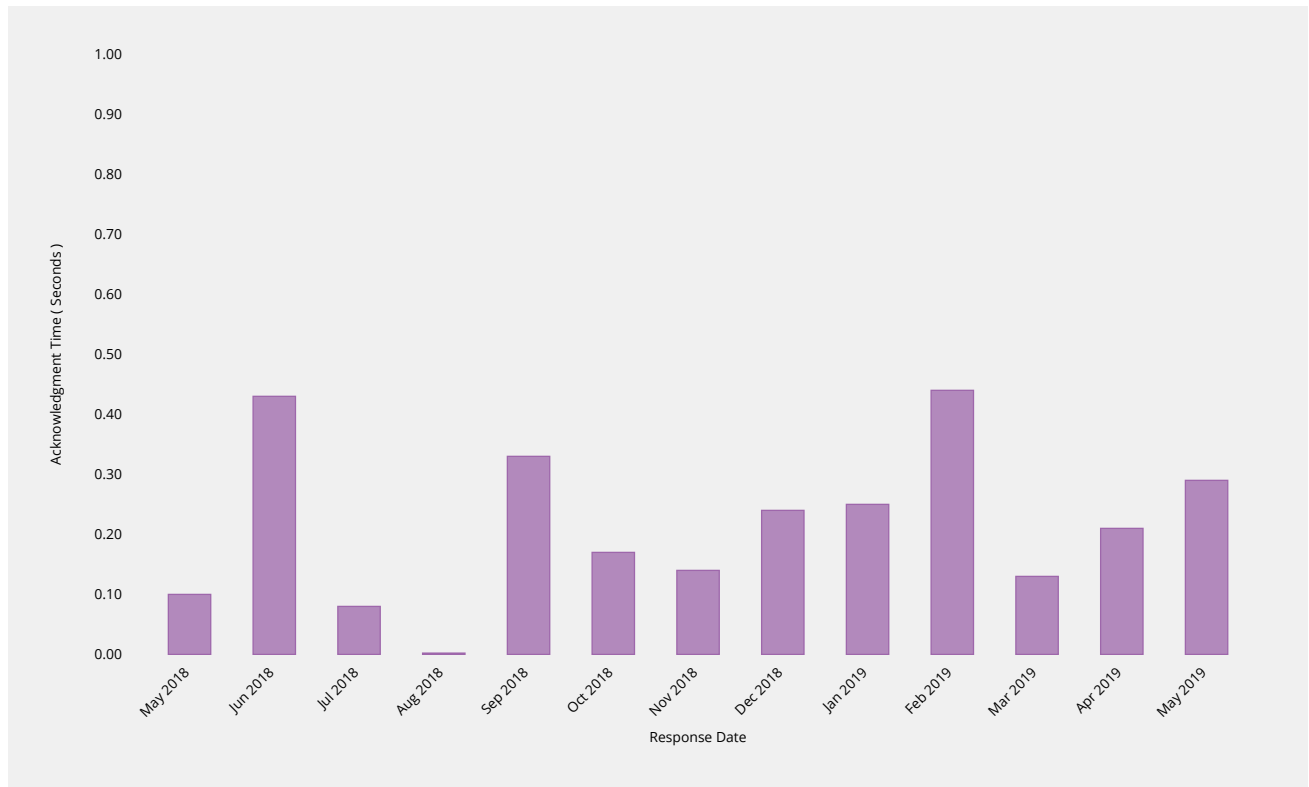
Other Changes	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0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

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

Enquiry Processing

Time to acknowledge

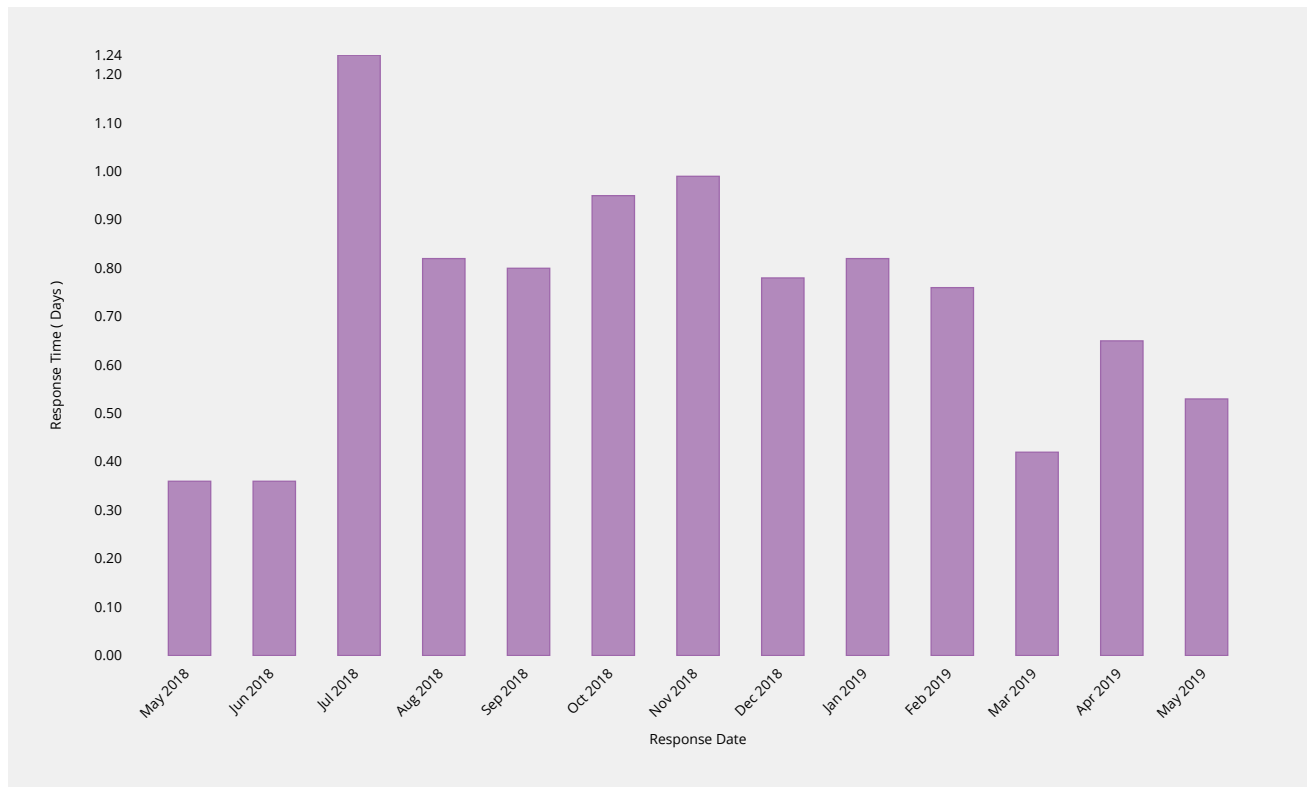
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Acknowledgment Time	0.55s	1s	0.4s	0s	0.9s	1s	1s	1s	1s	1s	1s	1s	1s
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	10	7	13	3	3	12	14	17	8	16	15	14	7
Mean Time	0.1s	0.43s	0.08s	0s	0.33s	0.17s	0.14s	0.24s	0.25s	0.44s	0.13s	0.21s	0.29s
Shortest Time	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	1s	0s	1s	1s	1s	1s	1s	1s	1s	1s	1s
Median Time	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s
PStDev Time	0.3s	0.49s	0.27s	0s	0.47s	0.37s	0.35s	0.42s	0.43s	0.5s	0.34s	0.41s	0.45s

Time to initial response

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

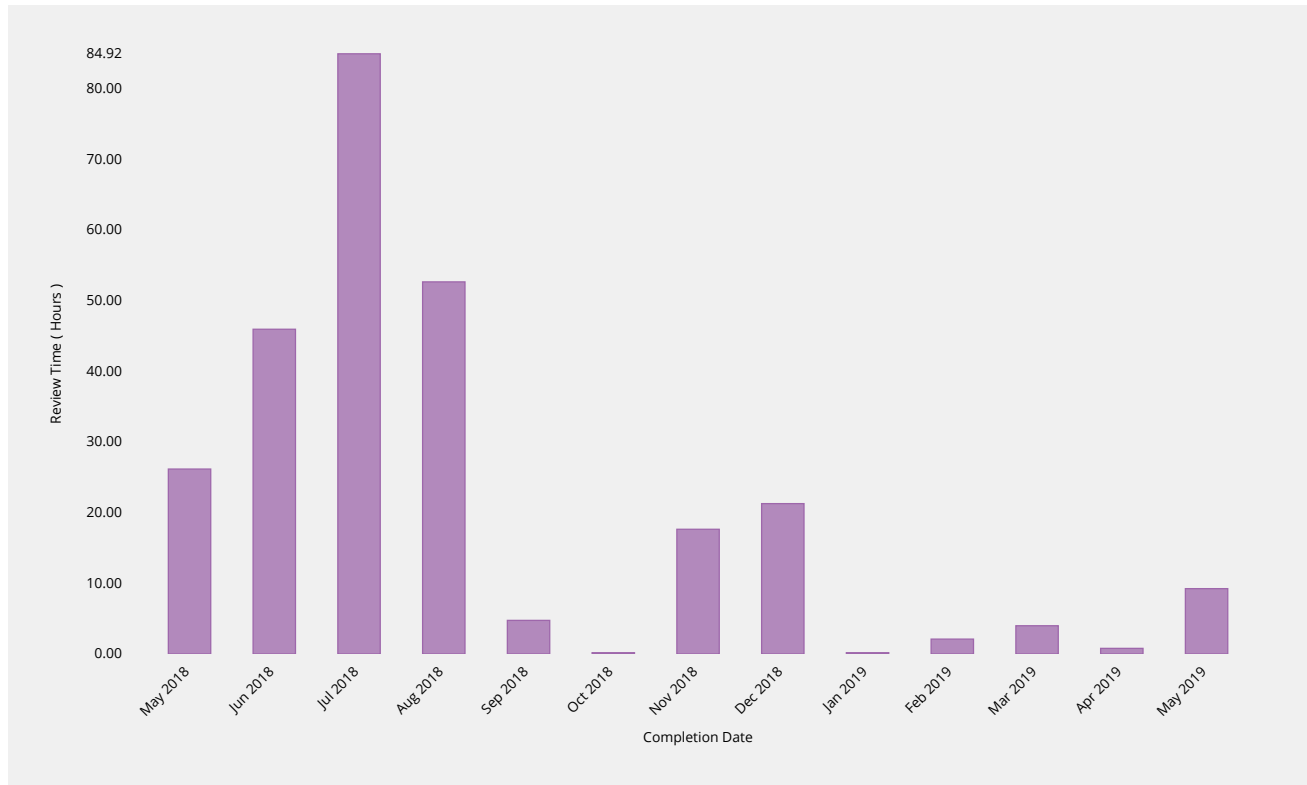


Manual Enquiries	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Response Time	0.54d	0.47d	3.89d	1.52d	1.4d	2.95d	2.77d	1.91d	1.68d	2.15d	1d	1.16d	1.56d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	10	7	13	3	3	11	15	17	7	16	12	17	7
Mean Time	0.36d	0.36d	1.24d	0.82d	0.8d	0.95d	0.99d	0.78d	0.82d	0.76d	0.42d	0.65d	0.53d
Shortest Time	0.07d	0.23d	0.01d	0.14d	0.27d	0d	0.09d	0d	0.17d	0d	0d	0.01d	0d
Longest Time	0.6d	0.58d	4.37d	1.76d	1.62d	3.18d	3.04d	3.02d	1.96d	4.82d	1.33d	4.6d	2.95d
Median Time	0.41d	0.37d	0.44d	0.55d	0.5d	0.44d	0.46d	0.48d	0.62d	0.27d	0.27d	0.24d	0.05d
PStDev Time	0.17d	0.11d	1.55d	0.69d	0.59d	1.09d	1.04d	0.81d	0.64d	1.28d	0.39d	1.07d	1.01d

Label Generation Rulesets

Review Time

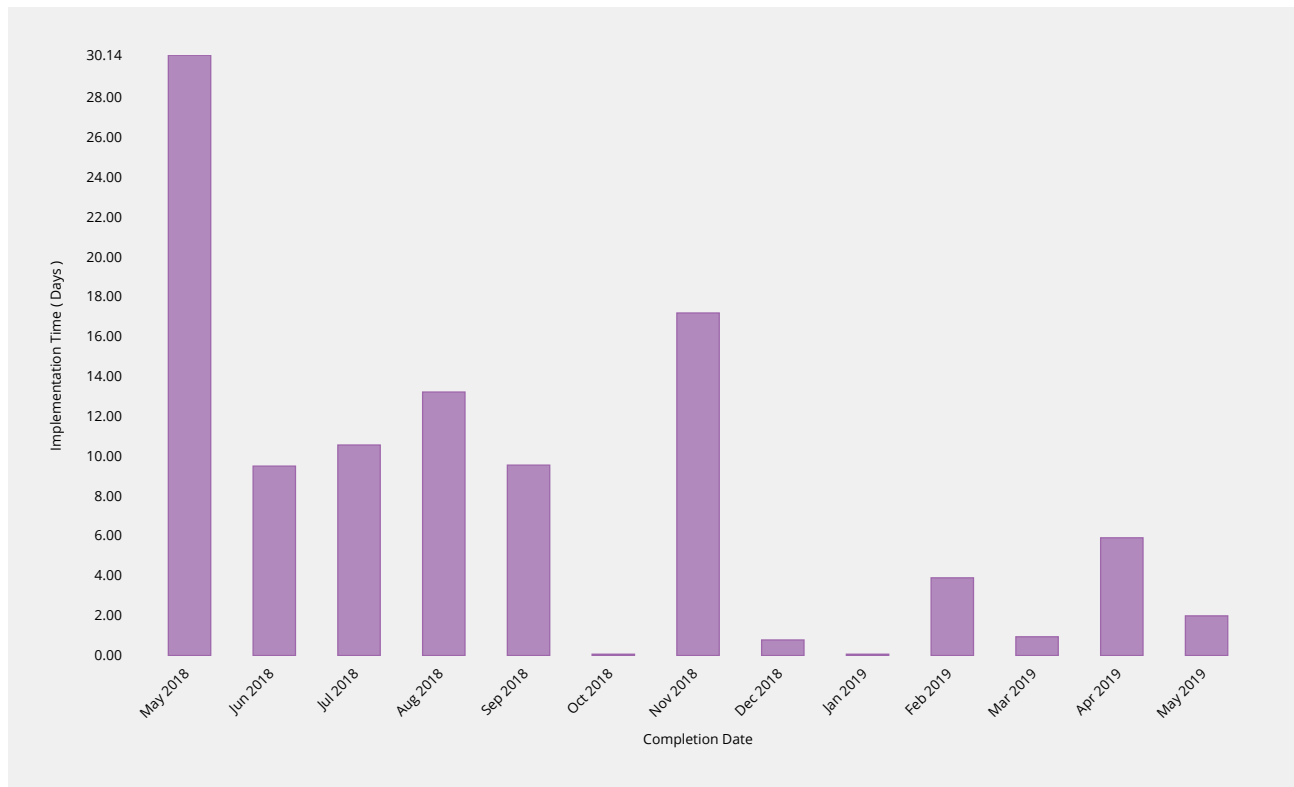
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Mean Time	26.17h	45.95h	84.92h	52.65h	4.76h	—	17.65h	21.28h	—	2.11h	4h	0.8h	9.25h
Monthly Threshold	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h
Review Count	16	23	75	27	13	0	8	3	0	2	2	1	10
Shortest Time	0.43h	0.09h	0.61h	0.18h	0.43h	—	0.15h	0.13h	—	2.03h	0.63h	0.8h	0.5h
Longest Time	115.96h	134.17h	151.12h	151.12h	22.43h	—	88.13h	53.35h	—	2.19h	7.38h	0.8h	44.07h
Median Time	15.09h	16.75h	59.16h	33.4h	1.17h	—	6.08h	10.36h	—	2.11h	4h	0.8h	2.19h
PStDev Time	30.5h	53.11h	48.54h	50.57h	6.61h	—	28.25h	23.06h	—	0.08h	3.38h	0h	13.68h

Implementation Time

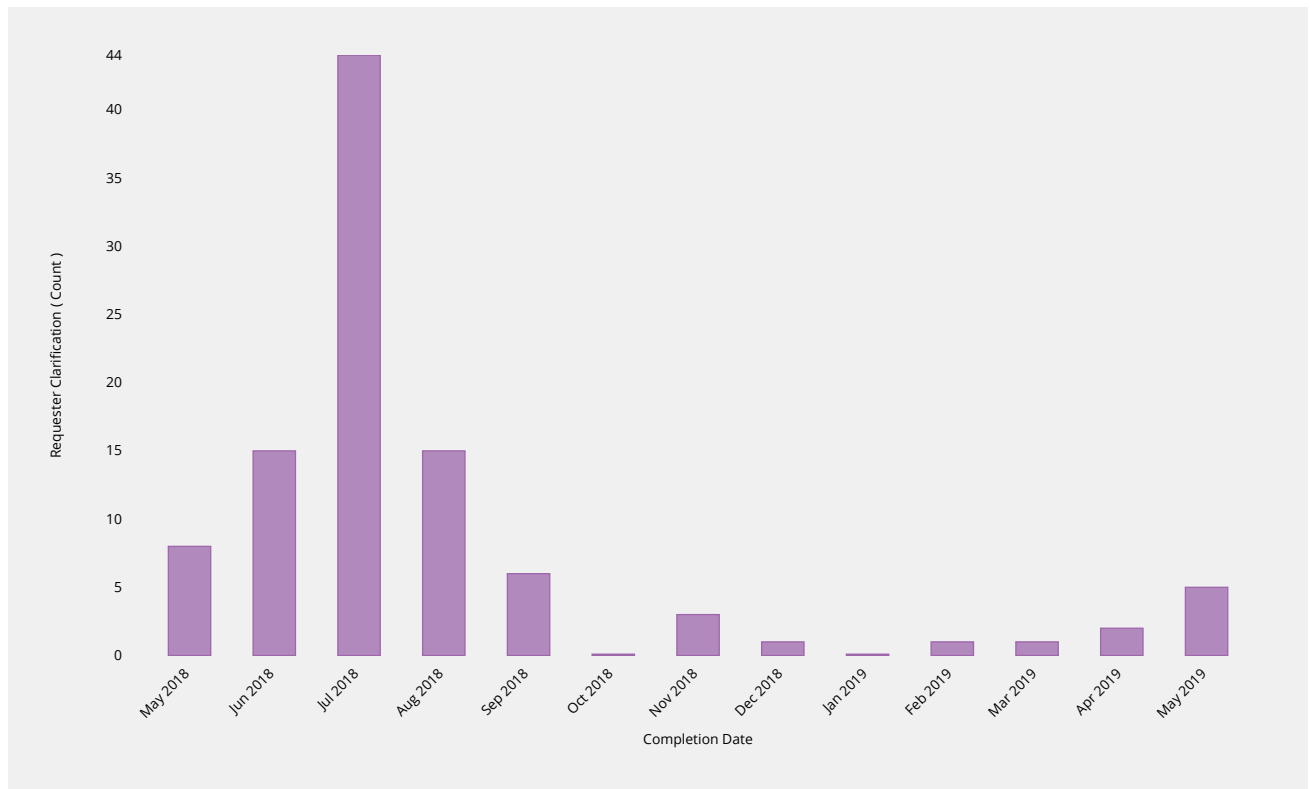
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Mean Time	30.14d	9.51d	10.57d	13.23d	9.56d	—	17.2d	0.78d	—	3.9d	0.94d	5.91d	1.99d
Monthly Threshold	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d
Request Count	8	8	31	13	7	0	5	2	0	1	1	1	5
Shortest Time	0.85d	0.76d	2.14d	1.11d	0.28d	—	0.33d	0.39d	—	3.9d	0.94d	5.91d	0.22d
Longest Time	58.58d	12.25d	18.82d	22.88d	17.09d	—	41.57d	1.17d	—	3.9d	0.94d	5.91d	3.09d
Median Time	32.04d	10.5d	10.32d	14.32d	6.71d	—	5.16d	0.78d	—	3.9d	0.94d	5.91d	3.09d
PStDev Time	20.38d	3.35d	5.65d	5.86d	5.75d	—	18.77d	0.39d	—	0d	0d	0d	1.35d

Requester Clarification

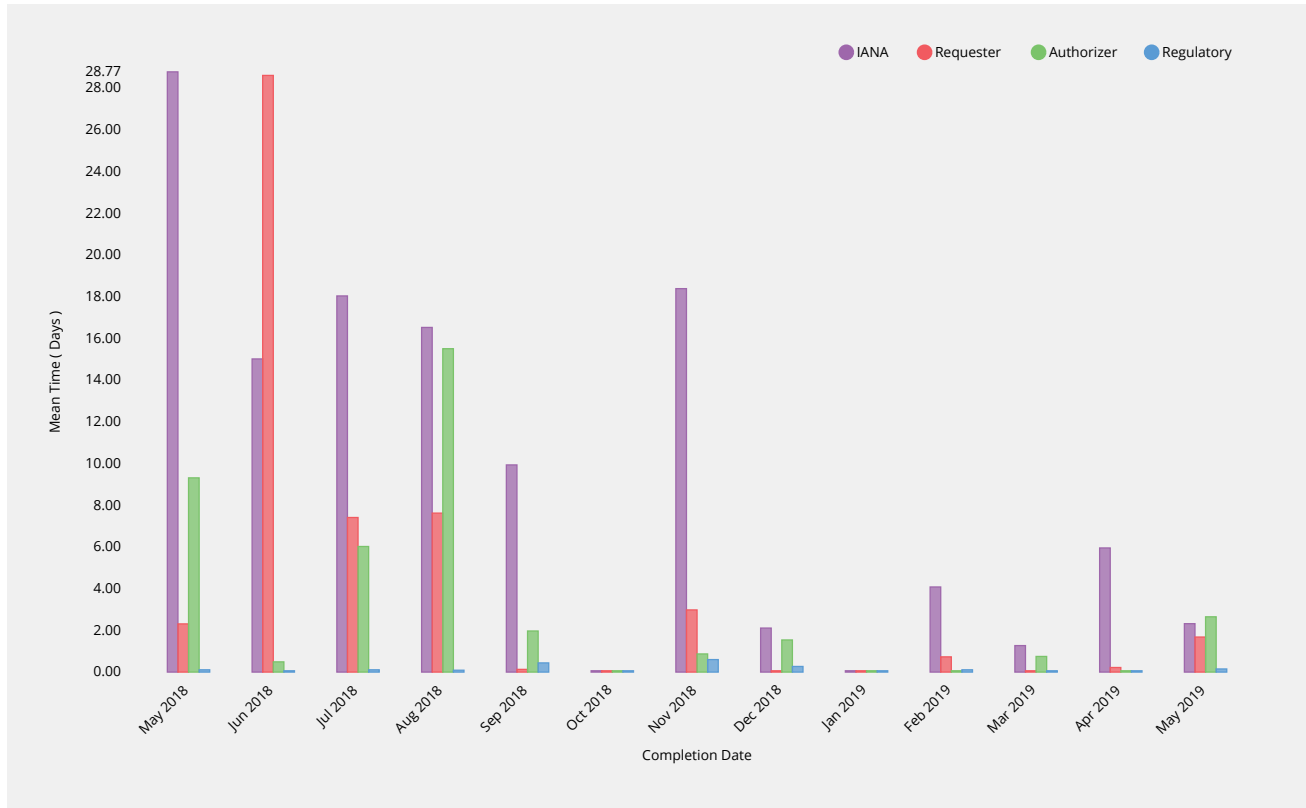
The number of times a clarification or remediation was required from the requester.



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

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	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Mean Time	28.77d	15.01d	18.03d	16.52d	9.93d	—	18.38d	2.11d	—	4.08d	1.27d	5.95d	2.32d
Review Count	9	8	33	14	7	0	5	2	0	1	1	1	6
Shortest Time	1.33d	1.07d	7.76d	1.39d	1.31d	—	0.33d	1.6d	—	4.08d	1.27d	5.95d	0.14d
Longest Time	64.1d	18.99d	27.53d	25.21d	17.17d	—	41.94d	2.62d	—	4.08d	1.27d	5.95d	3.18d
Median Time	28.64d	17.2d	18.54d	18.43d	6.86d	—	9.26d	2.11d	—	4.08d	1.27d	5.95d	3.11d
PStDev Time	22.25d	5.43d	6.72d	7.76d	5.59d	—	18.71d	0.51d	—	0d	0d	0d	1.21d

Requester	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Mean Time	2.31d	28.6d	7.41d	7.62d	0.13d	—	2.98d	0d	—	0.73d	0.02d	0.22d	1.68d
Review Count	5	8	33	11	6	0	3	1	0	1	1	1	3
Shortest Time	0d	0.01d	0.64d	0.06d	0.02d	—	0d	0d	—	0.73d	0.02d	0.22d	0.02d
Longest Time	5.08d	35.98d	32.64d	31.63d	0.54d	—	8.83d	0d	—	0.73d	0.02d	0.22d	4.88d
Median Time	1.48d	32.64d	0.64d	0.76d	0.06d	—	0.12d	0d	—	0.73d	0.02d	0.22d	0.13d
PStDev Time	2.14d	10.93d	10.54d	11.09d	0.19d	—	4.13d	0d	—	0d	0d	0d	2.27d

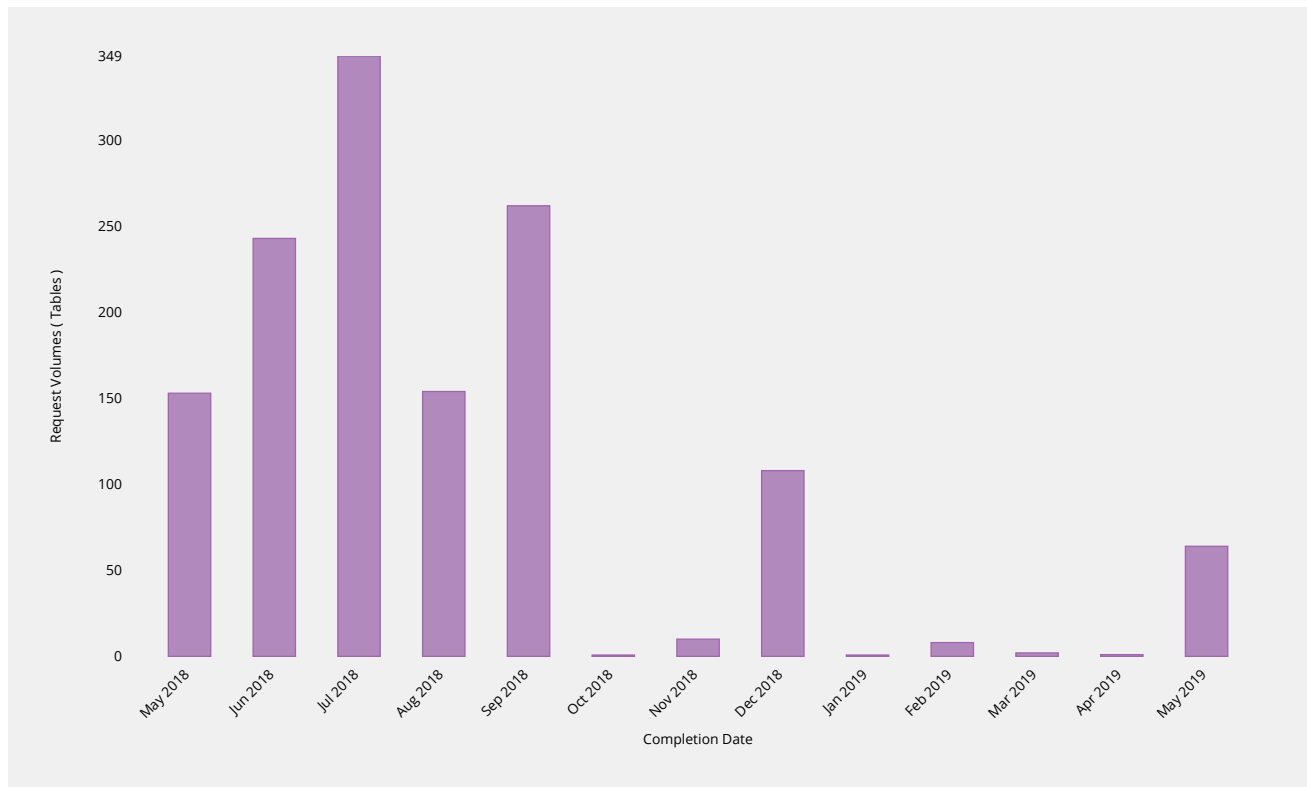
Authorizer	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Mean Time	9.31d	0.49d	6.02d	15.5d	1.97d	—	0.87d	1.54d	—	0.03d	0.75d	0.04d	2.65d
Review Count	8	8	31	13	7	0	5	2	0	1	1	1	5
Shortest Time	0d	0.04d	0d	0.02d	0.01d	—	0.01d	0.69d	—	0.03d	0.75d	0.04d	0d
Longest Time	32.47d	1.69d	23.8d	34.22d	5.44d	—	3.6d	2.4d	—	0.03d	0.75d	0.04d	3.87d
Median Time	6.07d	0.37d	2.85d	11.22d	2.36d	—	0.06d	1.54d	—	0.03d	0.75d	0.04d	3.87d
PStDev Time	10.6d	0.47d	6.61d	12.84d	1.69d	—	1.38d	0.85d	—	0d	0d	0d	1.58d

Regulatory	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Mean Time	0.11d	0.02d	0.11d	0.09d	0.44d	—	0.6d	0.27d	—	0.11d	0d	0.05d	0.15d

Regulatory	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05
Review Count	6	7	31	13	6	0	5	2	0	1	1	1	5
Shortest Time	0d	0.01d	0d	0.02d	0.02d	—	0d	0.01d	—	0.11d	0d	0.05d	0.01d
Longest Time	0.41d	0.04d	1.52d	0.44d	0.74d	—	2.35d	0.53d	—	0.11d	0d	0.05d	0.65d
Median Time	0.03d	0.02d	0.04d	0.04d	0.58d	—	0.24d	0.27d	—	0.11d	0d	0.05d	0.01d
PStDev Time	0.14d	0.01d	0.26d	0.12d	0.32d	—	0.88d	0.26d	—	0d	0d	0d	0.25d

Request Volumes

Total number of LGRs added or modified.



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

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.