

IANA Naming Function Monthly Performance Report

December 2019

Summary of Performance	2
Exceptions and Narrative.....	4
Detailed Performance	5
Definitions.....	38

Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 2.36s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 3.8s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.22s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 1.08s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.34d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.09d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.29d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 2.16m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 0.15m	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)	≤10m (95.0%)	✓ 3.35m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 0.92m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ 0.07m	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ —	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	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%)	✓ 1ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 2.01d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.74d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 2.88d	p17
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p18
Validation and Reviews	Other Changes	≤NA	✓ 0.61d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 55.31h	p20
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 13.34h	p20
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p20
Root Zone Publication	Other Changes	≤NA	✓ 15.34h	p21
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.44s	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%)	✓ 0.75s	p22
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p22
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.3s	p22
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p23
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p24
Directory Service	WHOIS Availability	≥99%	✓ 100%	p25
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p26
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.06s	p27
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 3.55ms	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%)	✓ 3.16d	p32
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 0.63d	p33
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 4.6d	p34
Requester Clarification	Requester Clarification	N/A	1	p35
Time per Actor	IANA	N/A	5.63d	p36
Time per Actor	Requester	N/A	0.44d	p36
Time per Actor	Authorizer	N/A	0.54d	p36
Time per Actor	Regulatory	N/A	0.17d	p36
Request Volumes	Request Volumes	N/A	24	p37

Percentage of SLA thresholds met of those defined

100.0%

Exceptions and Narrative for Reporting Period

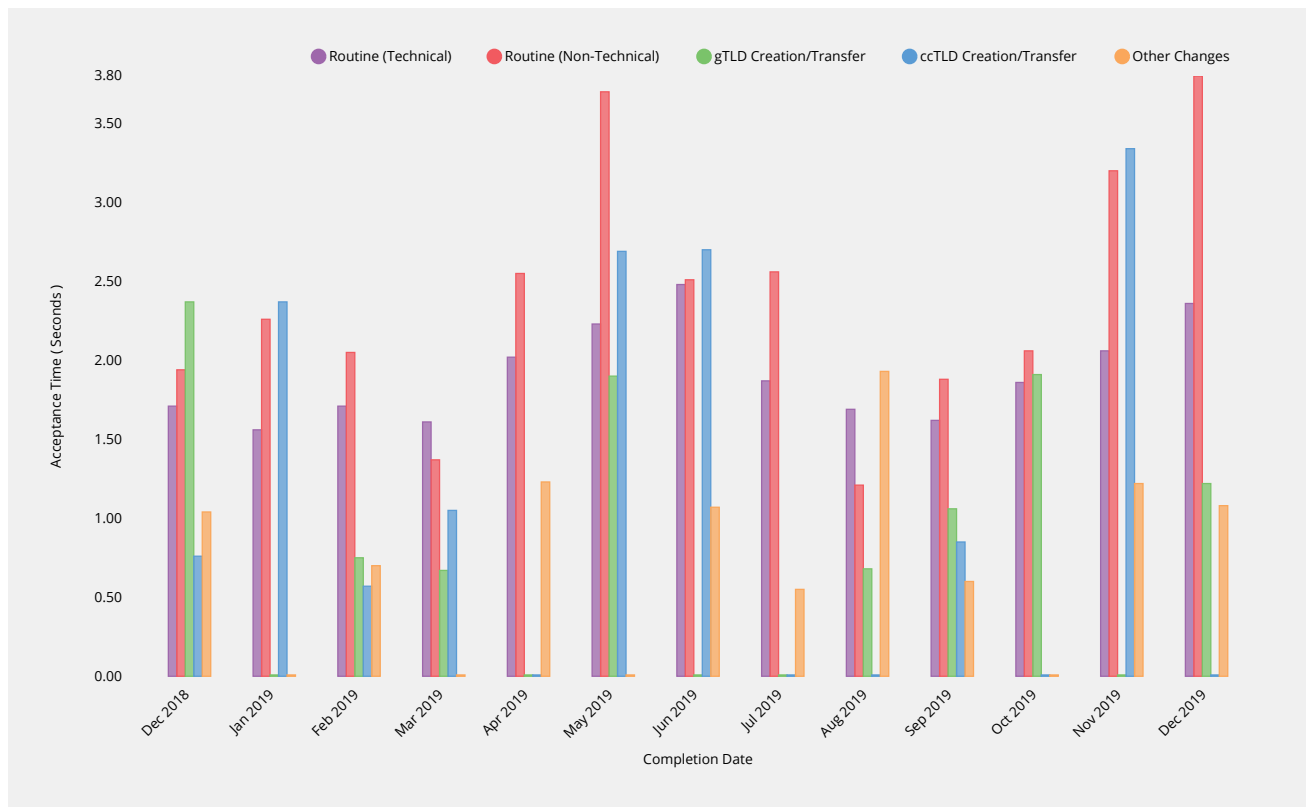
There were no exceptions for the reporting period.

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)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Acceptance Time	1.71s	1.56s	1.71s	1.61s	2.02s	2.23s	2.48s	1.87s	1.69s	1.62s	1.86s	2.06s	2.36s
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	64	38	121	111	92	64	27	77	31	54	26	38	42
Mean Time	0.81s	0.8s	0.77s	0.71s	1.1s	1.3s	1.57s	0.83s	0.82s	0.67s	0.95s	1.17s	1.5s
Shortest Time	0.55s	0.54s	0.54s	0.51s	0.55s	0.74s	0.78s	0.47s	0.47s	0.45s	0.5s	0.61s	0.64s
Longest Time	2.09s	1.96s	1.93s	1.99s	3.91s	2.76s	2.65s	3.18s	1.91s	1.81s	2.14s	2.27s	2.54s
Median Time	0.65s	0.65s	0.65s	0.6s	1.1s	1.18s	1.33s	0.61s	0.59s	0.56s	0.65s	1.07s	1.25s
PStDev Time	0.36s	0.36s	0.34s	0.32s	0.5s	0.41s	0.57s	0.49s	0.43s	0.32s	0.49s	0.38s	0.56s

Routine (Non-Technical)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Acceptance Time	1.94s	2.26s	2.05s	1.37s	2.55s	3.7s	2.51s	2.56s	1.21s	1.88s	2.06s	3.2s	3.8s
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	14	30	40	134	34	33	163	150	928	71	52	19	23
Mean Time	1.2s	1.4s	1.27s	0.99s	1.42s	1.99s	1.61s	1.62s	1.04s	1.11s	1.24s	2s	2.14s
Shortest Time	0.84s	0.84s	0.87s	0.81s	0.73s	1.16s	0.99s	0.78s	0.17s	0.67s	0.78s	1s	1.32s
Longest Time	1.98s	2.35s	2.63s	2.02s	2.77s	3.74s	3.24s	2.86s	121.58s	2.28s	2.93s	3.26s	4.36s
Median Time	1.1s	1.17s	1.09s	0.94s	1.22s	1.68s	1.66s	1.66s	0.86s	0.94s	1.1s	1.94s	2s
PStDev Time	0.35s	0.47s	0.44s	0.2s	0.56s	0.75s	0.44s	0.48s	3.97s	0.39s	0.45s	0.65s	0.72s

gTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Acceptance Time	2.37s	—	0.75s	0.67s	—	1.9s	—	—	0.68s	1.06s	1.91s	—	1.22s
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	0	1	1	0	5	0	0	1	1	1	0	1
Mean Time	2.37s	—	0.75s	0.67s	—	1.7s	—	—	0.68s	1.06s	1.91s	—	1.22s
Shortest Time	2.37s	—	0.75s	0.67s	—	1.47s	—	—	0.68s	1.06s	1.91s	—	1.22s
Longest Time	2.37s	—	0.75s	0.67s	—	1.9s	—	—	0.68s	1.06s	1.91s	—	1.22s
Median Time	2.37s	—	0.75s	0.67s	—	1.71s	—	—	0.68s	1.06s	1.91s	—	1.22s
PStDev Time	0s	—	0s	0s	—	0.16s	—	—	0s	0s	0s	—	0s

ccTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Acceptance Time	0.76s	2.37s	0.57s	1.05s	—	2.69s	2.7s	—	—	0.85s	—	3.34s	—
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%
Acceptance Count	1	2	1	1	0	2	2	0	0	1	0	1	0
Mean Time	0.76s	1.78s	0.57s	1.05s	—	2.12s	1.75s	—	—	0.85s	—	3.34s	—
Shortest Time	0.76s	1.13s	0.57s	1.05s	—	1.49s	0.69s	—	—	0.85s	—	3.34s	—
Longest Time	0.76s	2.43s	0.57s	1.05s	—	2.75s	2.81s	—	—	0.85s	—	3.34s	—
Median Time	0.76s	1.78s	0.57s	1.05s	—	2.12s	1.75s	—	—	0.85s	—	3.34s	—
PStDev Time	0s	0.65s	0s	0s	—	0.63s	1.06s	—	—	0s	—	0s	—

Other Changes	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Acceptance Time	1.04s	—	0.7s	—	1.23s	—	1.07s	0.55s	1.93s	0.6s	—	1.22s	1.08s
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	0	4	0	1	0	1	1	6	3	0	11	2
Mean Time	0.83s	—	0.64s	—	1.23s	—	1.07s	0.55s	1.17s	0.58s	—	1.09s	1.01s
Shortest Time	0.59s	—	0.56s	—	1.23s	—	1.07s	0.55s	0.6s	0.56s	—	0.85s	0.94s
Longest Time	1.07s	—	0.7s	—	1.23s	—	1.07s	0.55s	2.05s	0.61s	—	1.22s	1.08s
Median Time	0.83s	—	0.64s	—	1.23s	—	1.07s	0.55s	1.09s	0.58s	—	1.11s	1.01s
PStDev Time	0.24s	—	0.06s	—	0s	—	0s	0s	0.56s	0.02s	—	0.1s	0.07s

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

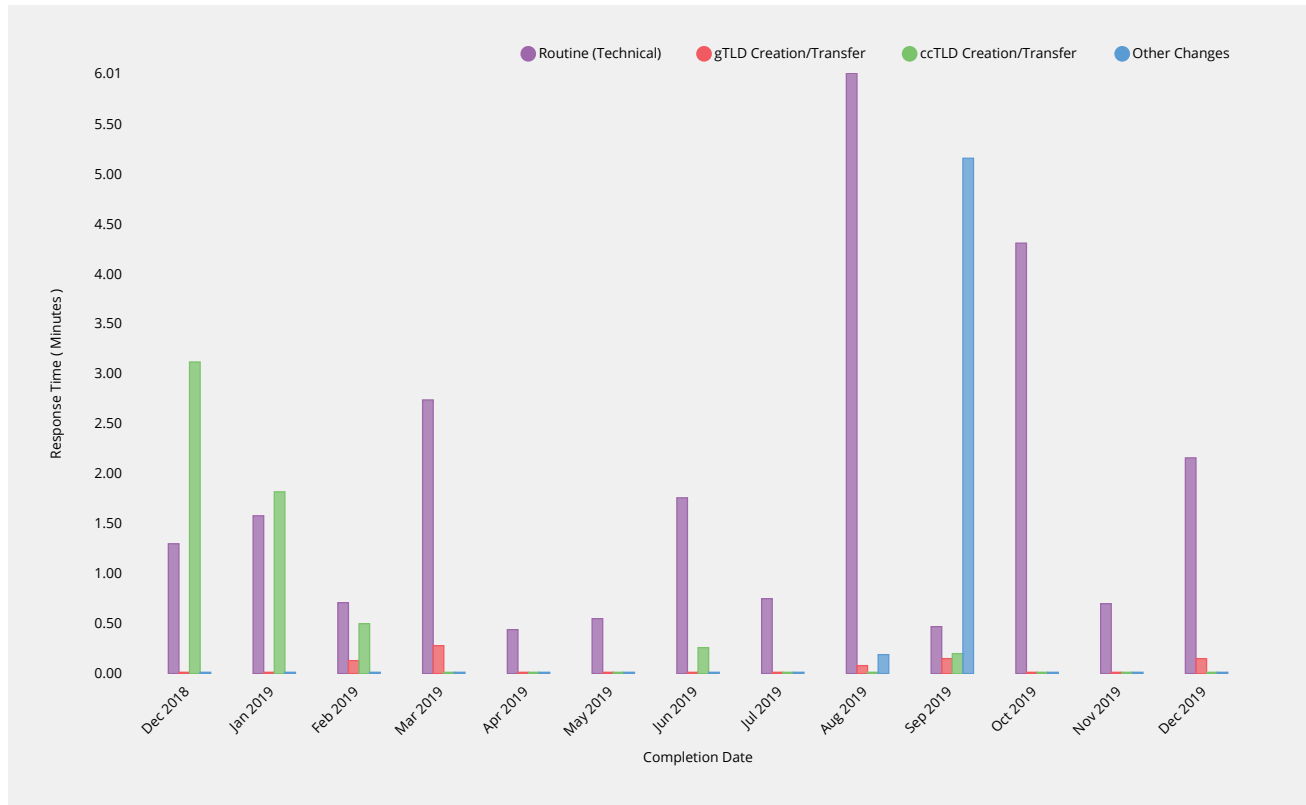
ccTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Lodgment Time	—	1.1d	0.47d	1.26d	—	0.35d	0.34d	—	—	0.47d	—	0.11d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	2	1	1	0	1	1	0	0	1	0	1	0
Mean Time	—	0.6d	0.47d	1.26d	—	0.35d	0.34d	—	—	0.47d	—	0.11d	—
Shortest Time	—	0.05d	0.47d	1.26d	—	0.35d	0.34d	—	—	0.47d	—	0.11d	—
Longest Time	—	1.16d	0.47d	1.26d	—	0.35d	0.34d	—	—	0.47d	—	0.11d	—
Median Time	—	0.6d	0.47d	1.26d	—	0.35d	0.34d	—	—	0.47d	—	0.11d	—
PStDev Time	—	0.55d	0d	0d	—	0d	0d	—	—	0d	—	0d	—

Other Changes	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Lodgment Time	0.3d	—	0.45d	—	1.33d	—	0.09d	0.42d	0.71d	0.03d	—	0.43d	0.29d
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	0	4	0	1	0	1	1	3	2	0	11	2
Mean Time	0.23d	—	0.24d	—	1.33d	—	0.09d	0.42d	0.47d	0.03d	—	0.23d	0.29d
Shortest Time	0.16d	—	0.09d	—	1.33d	—	0.09d	0.42d	0.07d	0.03d	—	0.01d	0.29d
Longest Time	0.3d	—	0.48d	—	1.33d	—	0.09d	0.42d	0.72d	0.03d	—	0.43d	0.29d
Median Time	0.23d	—	0.19d	—	1.33d	—	0.09d	0.42d	0.62d	0.03d	—	0.13d	0.29d
PStDev Time	0.07d	—	0.16d	—	0d	—	0d	0d	0.29d	0d	—	0.18d	0d

Technical Checks

Technical Check (First)

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



Routine (Technical)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Response Time	1.3m	1.58m	0.71m	2.74m	0.44m	0.55m	1.76m	0.75m	6.01m	0.47m	4.31m	0.7m	2.16m
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	64	38	121	111	92	64	27	77	31	54	26	38	42
Mean Time	0.54m	0.44m	0.43m	0.52m	0.3m	0.27m	0.62m	0.28m	1.22m	0.29m	0.84m	0.35m	0.72m
Shortest Time	0.1m	0.11m	0.12m	0.12m	0.11m	0.12m	0.13m	0.14m	0.13m	0.09m	0.12m	0.12m	0.09m
Longest Time	2.93m	2.55m	6.26m	8.04m	6.64m	1.29m	4.3m	3.03m	11.92m	1.51m	9.32m	1.74m	13.12m
Median Time	0.34m	0.28m	0.31m	0.21m	0.21m	0.22m	0.34m	0.2m	0.36m	0.27m	0.29m	0.29m	0.23m
PStDev Time	0.48m	0.5m	0.69m	1.16m	0.67m	0.16m	0.83m	0.38m	2.43m	0.19m	1.97m	0.28m	2.01m

gTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Response Time	—	—	0.13m	0.28m	—	—	—	—	0.08m	0.15m	—	—	0.15m
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	1	1	0	0	0	0	1	1	0	0	1
Mean Time	—	—	0.13m	0.28m	—	—	—	—	0.08m	0.15m	—	—	0.15m
Shortest Time	—	—	0.13m	0.28m	—	—	—	—	0.08m	0.15m	—	—	0.15m
Longest Time	—	—	0.13m	0.28m	—	—	—	—	0.08m	0.15m	—	—	0.15m
Median Time	—	—	0.13m	0.28m	—	—	—	—	0.08m	0.15m	—	—	0.15m
PStDev Time	—	—	0m	0m	—	—	—	—	0m	0m	—	—	0m

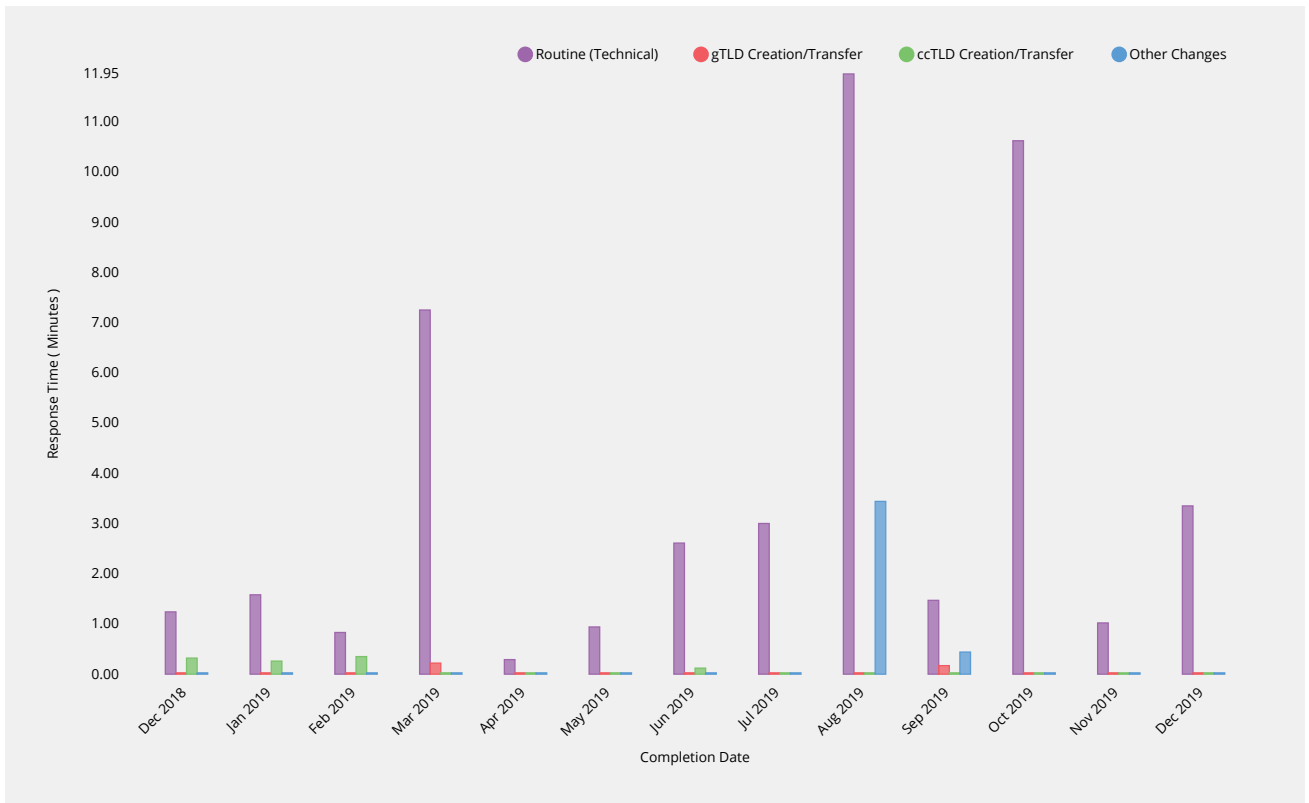
ccTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Response Time	3.12m	1.82m	0.5m	—	—	—	0.26m	—	—	0.2m	—	—	—

ccTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
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	2	0	0	1	0	0	0
Mean Time	3.12m	1.82m	0.5m	—	—	—	0.22m	—	—	0.2m	—	—	—
Shortest Time	3.12m	1.82m	0.5m	—	—	—	0.17m	—	—	0.2m	—	—	—
Longest Time	3.12m	1.82m	0.5m	—	—	—	0.27m	—	—	0.2m	—	—	—
Median Time	3.12m	1.82m	0.5m	—	—	—	0.22m	—	—	0.2m	—	—	—
PStDev Time	0m	0m	0m	—	—	—	0.05m	—	—	0m	—	—	—

Other Changes	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Response Time	—	—	—	—	—	—	—	—	0.19m	5.16m	—	—	—
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	2	1	0	0	0
Mean Time	—	—	—	—	—	—	—	—	0.17m	5.16m	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	0.16m	5.16m	—	—	—
Longest Time	—	—	—	—	—	—	—	—	0.19m	5.16m	—	—	—
Median Time	—	—	—	—	—	—	—	—	0.17m	5.16m	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	0.02m	0m	—	—	—

Technical Check (Retest)

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



Routine (Technical)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Response Time	1.24m	1.58m	0.83m	7.25m	0.29m	0.94m	2.61m	3m	11.95m	1.47m	10.62m	1.02m	3.35m
Monthly Threshold	3m	3m	3m	3m	3m	3m	3m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	145	169	666	254	135	72	39	165	151	100	167	30	351
Mean Time	0.67m	0.63m	0.5m	2.57m	0.23m	0.45m	0.74m	1.15m	4.26m	0.3m	5.48m	0.35m	1.07m

Routine (Technical)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Shortest Time	0.07m	0.09m	0.17m	0.06m	0.1m	0.09m	0.12m	0.08m	0.06m	0.05m	0.06m	0.08m	0.05m
Longest Time	4.43m	2.91m	2.55m	8.84m	6.47m	1.1m	4.14m	4.55m	15.07m	1.48m	11.34m	1.21m	13.38m
Median Time	0.54m	0.58m	0.48m	2.45m	0.17m	0.38m	0.27m	1.12m	2.99m	0.15m	6.25m	0.26m	0.5m
PStDev Time	0.58m	0.6m	0.22m	2.3m	0.55m	0.23m	1.02m	1m	4.55m	0.41m	4.17m	0.33m	1.33m

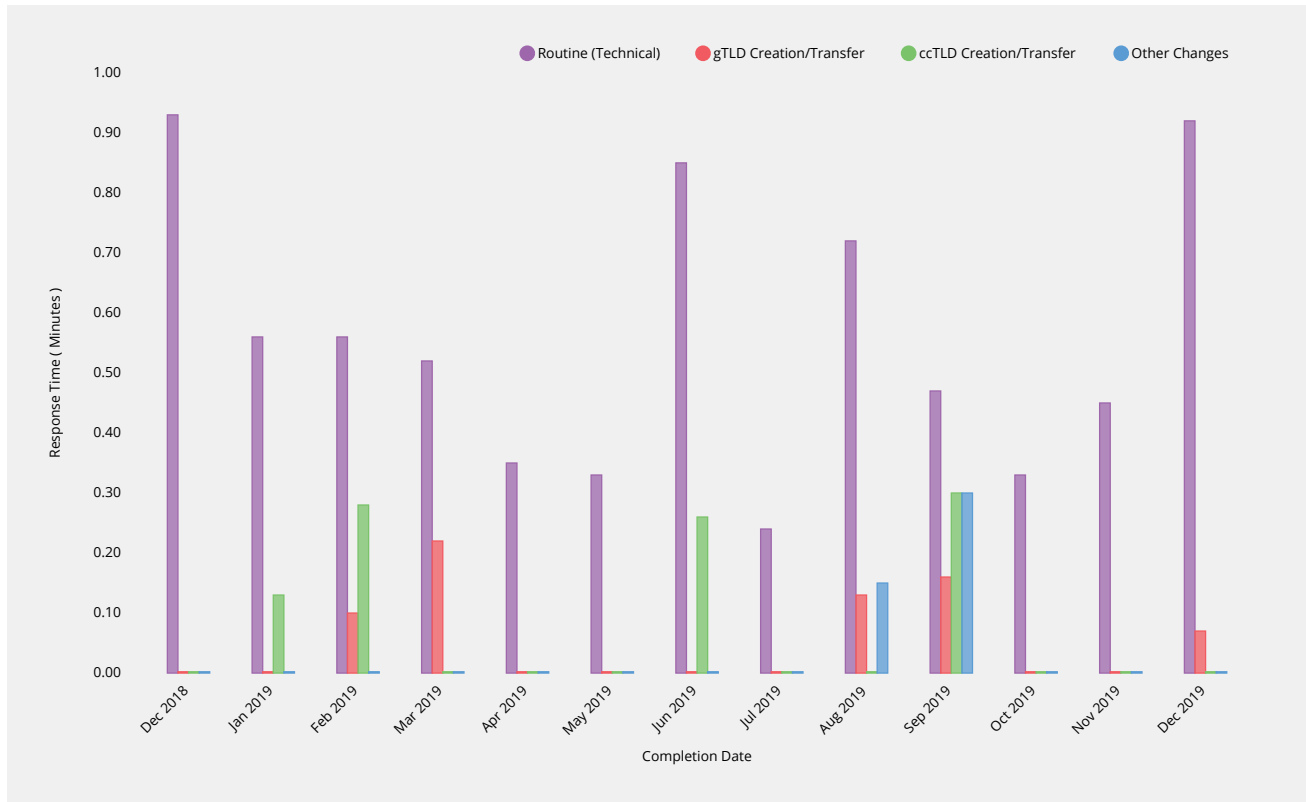
gTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Response Time	—	—	—	0.22m	—	—	—	—	—	0.17m	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m	3m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	2	0	0	0	0	0	9	0	0	0
Mean Time	—	—	—	0.22m	—	—	—	—	—	0.17m	—	—	—
Shortest Time	—	—	—	0.22m	—	—	—	—	—	0.16m	—	—	—
Longest Time	—	—	—	0.22m	—	—	—	—	—	0.17m	—	—	—
Median Time	—	—	—	0.22m	—	—	—	—	—	0.17m	—	—	—
PStDev Time	—	—	—	0m	—	—	—	—	—	0m	—	—	—

ccTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Response Time	0.32m	0.26m	0.35m	—	—	—	0.12m	—	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m	3m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	9	4	8	0	0	0	56	0	0	0	0	0	0
Mean Time	0.26m	0.17m	0.26m	—	—	—	0.1m	—	—	—	—	—	—
Shortest Time	0.23m	0.11m	0.22m	—	—	—	0.08m	—	—	—	—	—	—
Longest Time	0.34m	0.28m	0.38m	—	—	—	0.12m	—	—	—	—	—	—
Median Time	0.25m	0.14m	0.24m	—	—	—	0.1m	—	—	—	—	—	—
PStDev Time	0.03m	0.07m	0.05m	—	—	—	0.01m	—	—	—	—	—	—

Other Changes	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Response Time	—	—	—	—	—	—	—	—	3.44m	0.44m	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m	3m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0	0	0	5	6	0	0	0
Mean Time	—	—	—	—	—	—	—	—	1.46m	0.27m	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	0.11m	0.19m	—	—	—
Longest Time	—	—	—	—	—	—	—	—	3.44m	0.5m	—	—	—
Median Time	—	—	—	—	—	—	—	—	0.2m	0.22m	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	1.61m	0.11m	—	—	—

Technical Check (Supplemental)

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



Routine (Technical)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Response Time	0.93m	0.56m	0.56m	0.52m	0.35m	0.33m	0.85m	0.24m	0.72m	0.47m	0.33m	0.45m	0.92m
Monthly Threshold	1m	1m	1m	1m	1m	1m	1m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	56	25	102	422	96	71	30	66	38	82	18	38	54
Mean Time	0.41m	0.4m	0.27m	0.28m	0.24m	0.2m	0.36m	0.16m	0.42m	0.24m	0.19m	0.25m	0.52m
Shortest Time	0.08m	0.08m	0.08m	0.05m	0.07m	0.04m	0.08m	0.09m	0.07m	0.05m	0.06m	0.09m	0.05m
Longest Time	1.22m	4.35m	0.99m	6.12m	6.57m	1.09m	1.09m	1.1m	2.52m	2.4m	0.71m	0.6m	10.3m
Median Time	0.25m	0.18m	0.16m	0.13m	0.14m	0.15m	0.29m	0.12m	0.36m	0.16m	0.18m	0.24m	0.23m
PStDev Time	0.28m	0.82m	0.19m	0.59m	0.65m	0.12m	0.25m	0.14m	0.39m	0.31m	0.14m	0.11m	1.37m

gTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Response Time	—	—	0.1m	0.22m	—	—	—	—	0.13m	0.16m	—	—	0.07m
Monthly Threshold	5m	5m	5m	5m	5m	5m	5m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	1	1	0	0	0	0	1	1	0	0	1
Mean Time	—	—	0.1m	0.22m	—	—	—	—	0.13m	0.16m	—	—	0.07m
Shortest Time	—	—	0.1m	0.22m	—	—	—	—	0.13m	0.16m	—	—	0.07m
Longest Time	—	—	0.1m	0.22m	—	—	—	—	0.13m	0.16m	—	—	0.07m
Median Time	—	—	0.1m	0.22m	—	—	—	—	0.13m	0.16m	—	—	0.07m
PStDev Time	—	—	0m	0m	—	—	—	—	0m	0m	—	—	0m

ccTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Response Time	—	0.13m	0.28m	—	—	—	0.26m	—	—	0.3m	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m	5m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	1	1	0	0	0	1	0	0	2	0	0	0
Mean Time	—	0.13m	0.28m	—	—	—	0.26m	—	—	0.22m	—	—	—

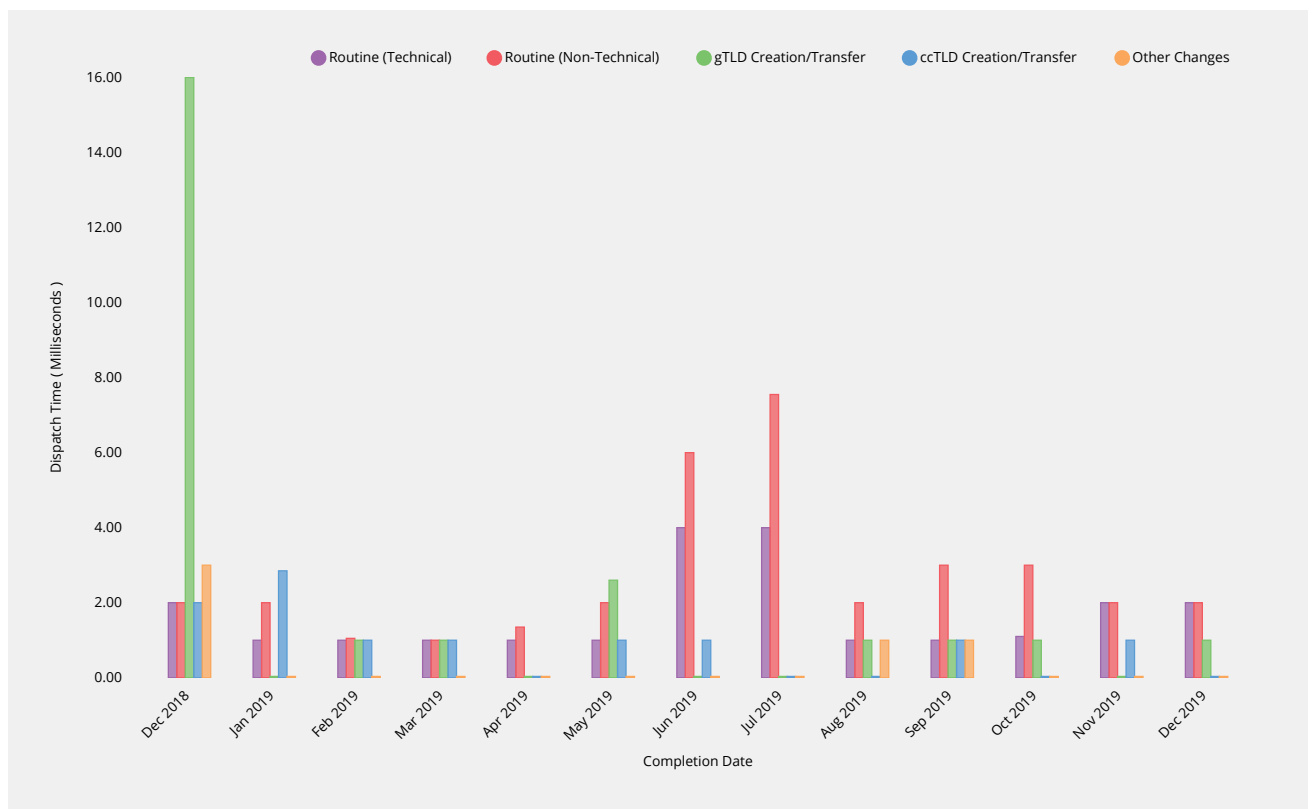
ccTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Shortest Time	—	0.13m	0.28m	—	—	—	0.26m	—	—	0.14m	—	—	—
Longest Time	—	0.13m	0.28m	—	—	—	0.26m	—	—	0.31m	—	—	—
Median Time	—	0.13m	0.28m	—	—	—	0.26m	—	—	0.22m	—	—	—
PStDev Time	—	0m	0m	—	—	—	0m	—	—	0.09m	—	—	—

Other Changes	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Response Time	—	—	—	—	—	—	—	—	0.15m	0.3m	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m	5m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0	0	0	4	1	0	0	0
Mean Time	—	—	—	—	—	—	—	—	0.13m	0.3m	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	0.12m	0.3m	—	—	—
Longest Time	—	—	—	—	—	—	—	—	0.15m	0.3m	—	—	—
Median Time	—	—	—	—	—	—	—	—	0.13m	0.3m	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	0.01m	0m	—	—	—

Contact Confirmations

Email Dispatch

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



Routine (Technical)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Dispatch Time	2ms	1ms	1ms	1ms	1ms	1ms	4ms	4ms	1ms	1ms	1.1ms	2ms	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	56	32	104	103	91	62	23	67	23	51	19	36	35

Routine (Technical)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Mean Time	1.04ms	0.91ms	0.96ms	0.79ms	0.9ms	0.81ms	1.96ms	1.18ms	0.96ms	0.78ms	0.95ms	1.06ms	1.2ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	8ms	2ms	9ms	2ms	9ms	2ms	5ms	5ms	1ms	1ms	2ms	3ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	1.03ms	0.38ms	0.94ms	0.45ms	0.94ms	0.5ms	1.49ms	1.17ms	0.2ms	0.41ms	0.39ms	0.47ms	0.47ms

Routine (Non-Technical)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Dispatch Time	2ms	2ms	1.05ms	1ms	1.35ms	2ms	6ms	7.55ms	2ms	3ms	3ms	2ms	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	14	30	40	134	34	33	163	150	927	71	52	19	23
Mean Time	1.14ms	1.27ms	1ms	1.03ms	1ms	1.15ms	3.93ms	4.21ms	1.05ms	1.38ms	1.31ms	1.11ms	1.22ms
Shortest Time	1ms	1ms	0ms	0ms	0ms	1ms	1ms	0ms	0ms	0ms	0ms	1ms	1ms
Longest Time	2ms	2ms	2ms	7ms	2ms	2ms	8ms	13ms	20ms	13ms	5ms	2ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms	4ms	4ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.35ms	0.44ms	0.32ms	0.69ms	0.34ms	0.36ms	1.26ms	2.04ms	1ms	1.59ms	0.77ms	0.31ms	0.41ms

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

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

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

Routine (Non-Technical)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Longest Time	1ms	1ms	0ms	1ms	1ms	1ms	1ms	1ms	4ms	2ms	1ms	2ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.33ms	0.26ms	0ms	0.27ms	0.28ms	0.24ms	0.39ms	0.42ms	0.33ms	0.4ms	0.33ms	0.58ms	0.36ms

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

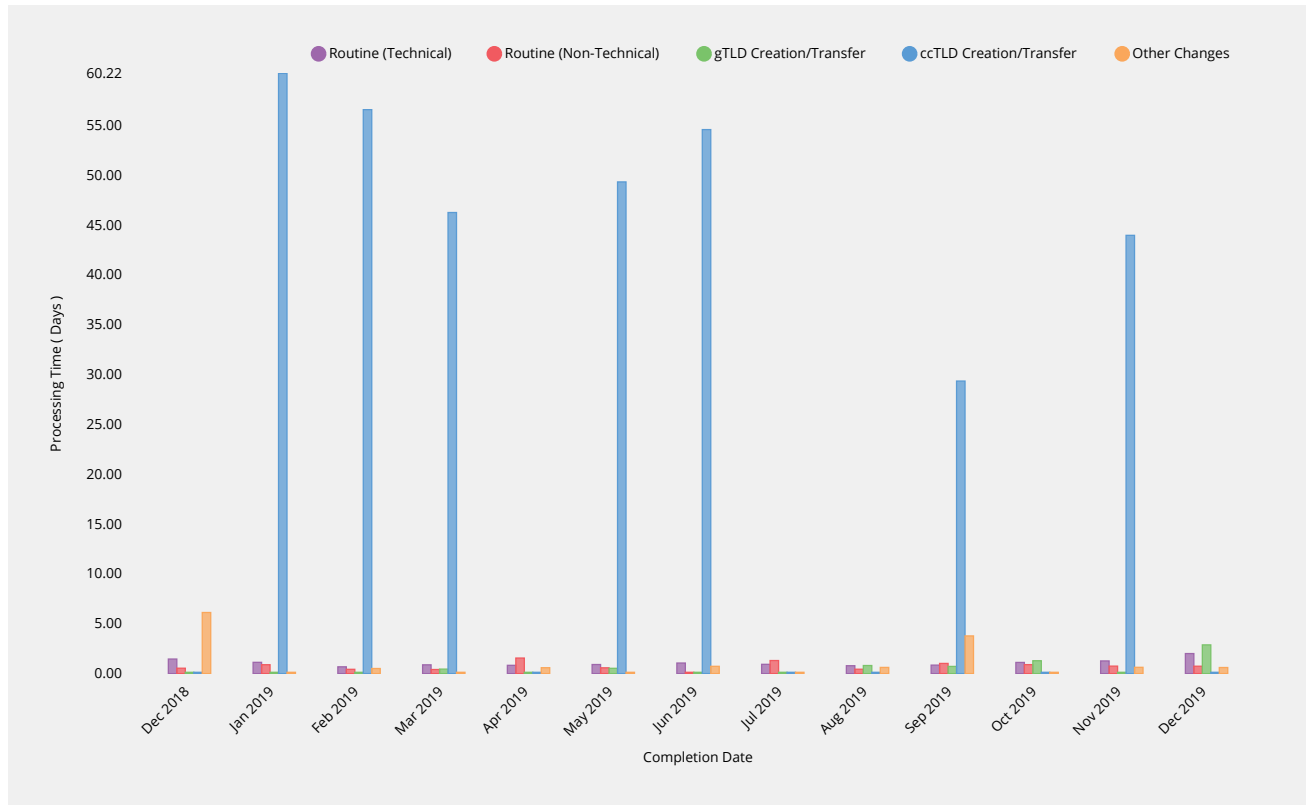
ccTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Affirmation Time	—	0ms	0ms	0ms	—	0ms	0ms	—	—	0ms	—	0ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
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	0	1	1	1	0	2	1	0	0	1	0	1	0
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	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Affirmation Time	0ms	—	0ms	—	0ms	—	0ms	0ms	0ms	0ms	—	0.5ms	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	0	4	0	1	0	1	1	6	3	0	11	2
Mean Time	0ms	—	0ms	—	0ms	—	0ms	0ms	0ms	0ms	—	0.09ms	0ms
Shortest Time	0ms	—	0ms	—	0ms	—	0ms	0ms	0ms	0ms	—	0ms	0ms
Longest Time	0ms	—	0ms	—	0ms	—	0ms	0ms	0ms	0ms	—	1ms	0ms
Median Time	0ms	—	0ms	—	0ms	—	0ms	0ms	0ms	0ms	—	0ms	0ms
PStDev Time	0ms	—	0ms	—	0ms	—	0ms	0ms	0ms	0ms	—	0.29ms	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)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Processing Time	1.46d	1.13d	0.68d	0.88d	0.83d	0.91d	1.06d	0.93d	0.79d	0.85d	1.12d	1.27d	2.01d
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	56	24	117	104	88	60	23	67	23	45	19	36	35
Mean Time	0.91d	0.57d	0.28d	0.42d	0.55d	0.5d	0.51d	0.66d	0.45d	0.52d	0.68d	0.87d	0.83d
Shortest Time	0d	0.01d	0d	0d	0.03d	0d	0.01d	0d	0.01d	0.08d	0d	0.01d	0.02d
Longest Time	2.82d	1.83d	1.77d	2.41d	1.76d	3.18d	1.57d	2.11d	2.67d	3.5d	2.37d	2.17d	2.91d
Median Time	0.71d	0.48d	0.33d	0.39d	0.63d	0.35d	0.36d	0.56d	0.38d	0.32d	0.63d	1.03d	0.7d
PStDev Time	0.6d	0.43d	0.31d	0.33d	0.38d	0.5d	0.44d	0.36d	0.55d	0.58d	0.54d	0.45d	0.74d

Routine (Non-Technical)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Processing Time	0.54d	0.89d	0.43d	0.41d	1.56d	0.58d	0.09d	1.31d	0.44d	1.02d	0.9d	0.75d	0.74d
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	11	27	36	128	22	31	162	145	899	59	40	11	19
Mean Time	0.2d	0.56d	0.17d	0.21d	0.63d	0.24d	0.09d	0.76d	0.15d	0.38d	0.5d	0.31d	0.41d
Shortest Time	0d	0d	0.04d	0d	0d	0d	0d	0d	0d	0d	0d	0.02d	0d
Longest Time	0.7d	3.47d	0.74d	1.18d	6.48d	2.82d	2.76d	2.52d	3.42d	2.8d	2.69d	0.8d	3.05d
Median Time	0.21d	0.41d	0.08d	0.15d	0.08d	0.1d	0d	0.86d	0.02d	0.15d	0.42d	0.19d	0.16d
PStDev Time	0.22d	0.74d	0.17d	0.24d	1.4d	0.51d	0.35d	0.47d	0.27d	0.57d	0.51d	0.27d	0.68d

gTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Processing Time	—	—	0.06d	0.45d	—	0.53d	—	—	0.81d	0.72d	1.29d	—	2.88d

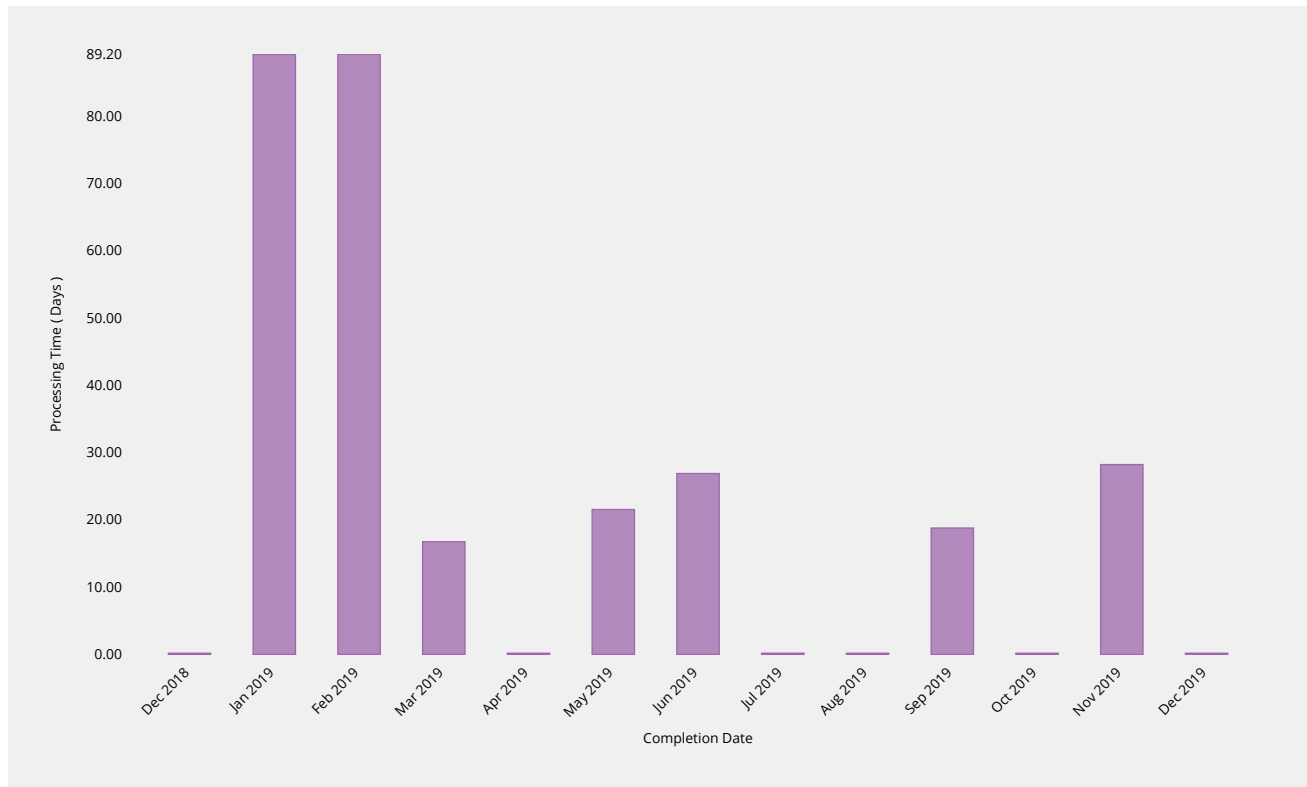
gTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Monthly Threshold	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	0	0	1	1	0	5	0	0	1	1	1	0	1
Mean Time	—	—	0.06d	0.45d	—	0.25d	—	—	0.81d	0.72d	1.29d	—	2.88d
Shortest Time	—	—	0.06d	0.45d	—	0.09d	—	—	0.81d	0.72d	1.29d	—	2.88d
Longest Time	—	—	0.06d	0.45d	—	0.81d	—	—	0.81d	0.72d	1.29d	—	2.88d
Median Time	—	—	0.06d	0.45d	—	0.11d	—	—	0.81d	0.72d	1.29d	—	2.88d
PStDev Time	—	—	0d	0d	—	0.28d	—	—	0d	0d	0d	—	0d

ccTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Processing Time	—	60.22d	56.58d	46.26d	—	49.33d	54.58d	—	—	29.35d	—	43.97d	—
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	0	2	2	0	0	1	0	1	0
Mean Time	—	60.22d	56.58d	46.26d	—	37.01d	27.29d	—	—	29.35d	—	43.97d	—
Shortest Time	—	60.22d	56.58d	46.26d	—	24.69d	0d	—	—	29.35d	—	43.97d	—
Longest Time	—	60.22d	56.58d	46.26d	—	49.33d	54.58d	—	—	29.35d	—	43.97d	—
Median Time	—	60.22d	56.58d	46.26d	—	37.01d	27.29d	—	—	29.35d	—	43.97d	—
PStDev Time	—	0d	0d	0d	—	12.32d	27.29d	—	—	0d	—	0d	—

Other Changes	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Processing Time	6.13d	—	0.51d	—	0.59d	—	0.73d	0.08d	0.62d	3.78d	—	0.63d	0.61d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	2	0	4	0	1	0	1	1	6	3	0	11	2
Mean Time	3.14d	—	0.25d	—	0.59d	—	0.73d	0.08d	0.24d	3.11d	—	0.28d	0.32d
Shortest Time	0.15d	—	0.14d	—	0.59d	—	0.73d	0.08d	0d	2.77d	—	0.03d	0.03d
Longest Time	6.13d	—	0.51d	—	0.59d	—	0.73d	0.08d	0.62d	3.78d	—	0.63d	0.61d
Median Time	3.14d	—	0.18d	—	0.59d	—	0.73d	0.08d	0.14d	2.78d	—	0.11d	0.32d
PStDev Time	2.99d	—	0.15d	—	0d	—	0d	0d	0.25d	0.47d	—	0.25d	0.29d

Third Party Approval

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

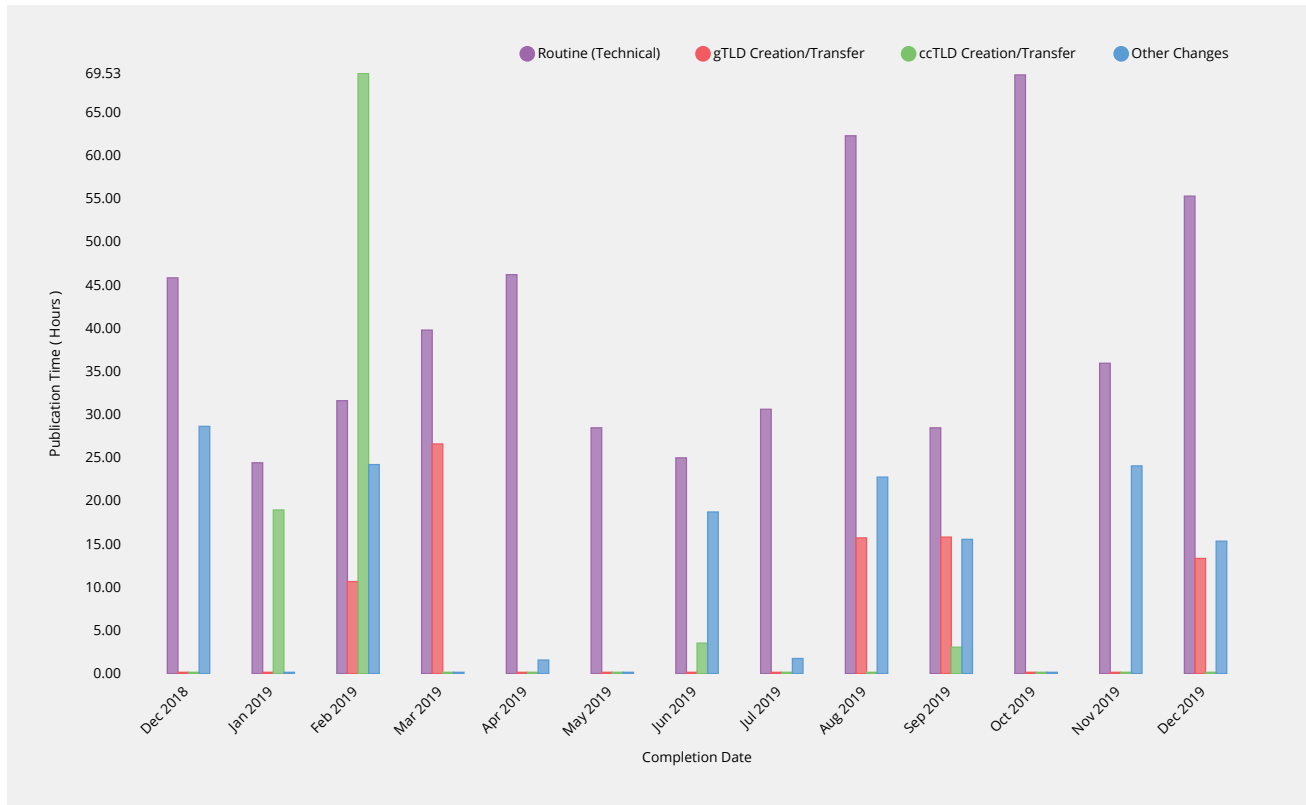


ccTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Processing Time	—	89.19d	89.2d	16.77d	—	21.55d	26.9d	—	—	18.8d	—	28.23d	—
Request Count	0	1	1	1	0	1	1	0	0	1	0	1	0
Mean Time	—	89.19d	89.2d	16.77d	—	21.55d	26.9d	—	—	18.8d	—	28.23d	—
Shortest Time	—	89.19d	89.2d	16.77d	—	21.55d	26.9d	—	—	18.8d	—	28.23d	—
Longest Time	—	89.19d	89.2d	16.77d	—	21.55d	26.9d	—	—	18.8d	—	28.23d	—
Median Time	—	89.19d	89.2d	16.77d	—	21.55d	26.9d	—	—	18.8d	—	28.23d	—
PStDev Time	—	0d	0d	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)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Publication Time	45.84h	24.42h	31.61h	39.79h	46.21h	28.47h	24.99h	30.62h	62.3h	28.47h	69.35h	35.95h	55.31h
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	55	24	102	102	88	59	23	66	23	42	18	36	34
Mean Time	11.65h	8.7h	13.69h	16.29h	23.17h	19.57h	13.17h	12.85h	15.47h	8.88h	13.8h	8.83h	11.32h
Shortest Time	0.46h	0.61h	0.58h	0.32h	0.58h	0.79h	1.67h	0.44h	1.23h	0.64h	1.51h	0.72h	0.26h
Longest Time	64.82h	25.04h	32.12h	39.82h	46.21h	31.44h	25.03h	36.59h	66.99h	32.21h	71.38h	36.79h	67.42h
Median Time	12.72h	5.16h	11.9h	13.34h	14.95h	26.08h	16.81h	13.71h	14.19h	5.68h	5.05h	2.21h	4.63h
PStDev Time	11.18h	8h	8.75h	11.22h	15.9h	9.41h	8.01h	6.44h	14.45h	7.9h	19.63h	9.91h	12.94h

gTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Publication Time	—	—	10.66h	26.6h	—	—	—	—	15.72h	15.81h	—	—	13.34h
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	1	1	0	0	0	0	1	1	0	0	1
Mean Time	—	—	10.66h	26.6h	—	—	—	—	15.72h	15.81h	—	—	13.34h
Shortest Time	—	—	10.66h	26.6h	—	—	—	—	15.72h	15.81h	—	—	13.34h
Longest Time	—	—	10.66h	26.6h	—	—	—	—	15.72h	15.81h	—	—	13.34h
Median Time	—	—	10.66h	26.6h	—	—	—	—	15.72h	15.81h	—	—	13.34h
PStDev Time	—	—	0h	0h	—	—	—	—	0h	0h	—	—	0h

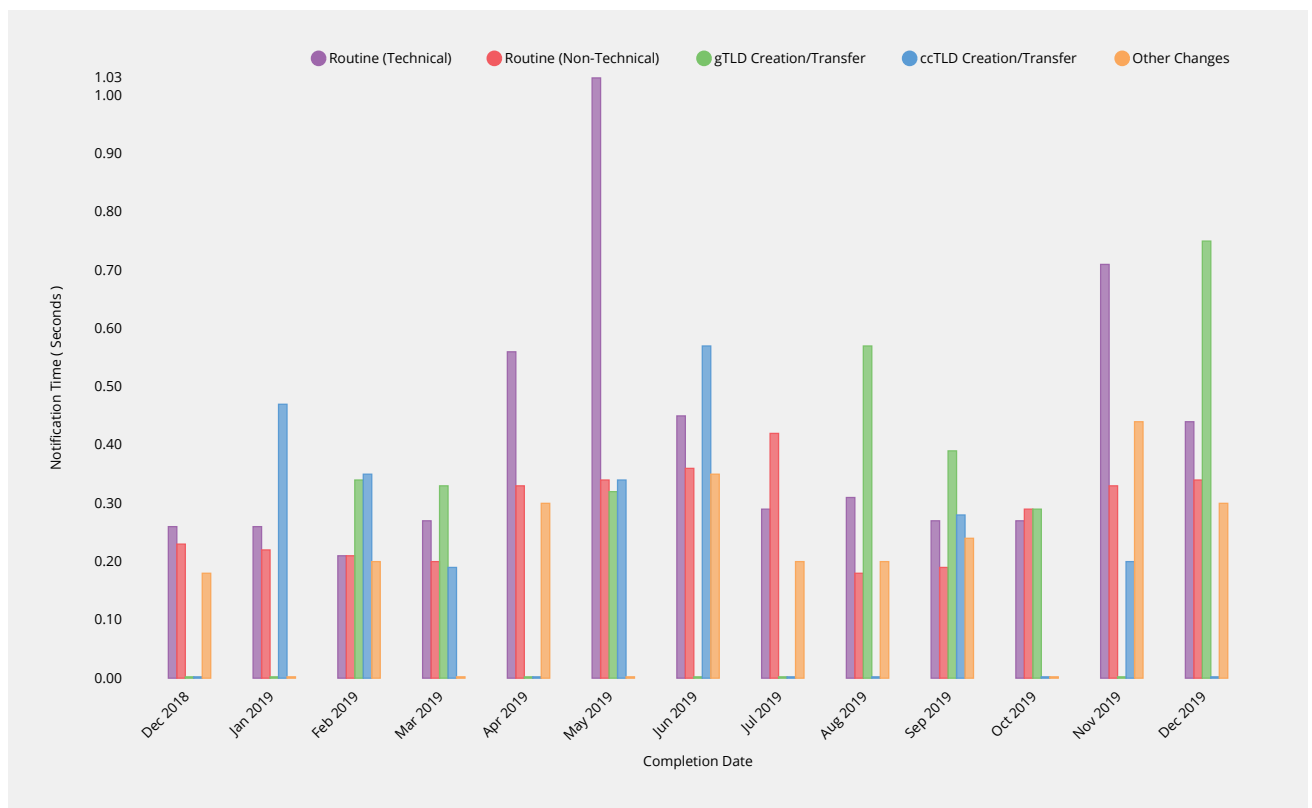
ccTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Publication Time	—	18.95h	69.53h	—	—	—	3.53h	—	—	3.06h	—	—	—

ccTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
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	1	0	0	1	0	0	0
Mean Time	—	18.95h	69.53h	—	—	—	3.53h	—	—	3.06h	—	—	—
Shortest Time	—	18.95h	69.53h	—	—	—	3.53h	—	—	3.06h	—	—	—
Longest Time	—	18.95h	69.53h	—	—	—	3.53h	—	—	3.06h	—	—	—
Median Time	—	18.95h	69.53h	—	—	—	3.53h	—	—	3.06h	—	—	—
PStDev Time	—	0h	0h	—	—	—	0h	—	—	0h	—	—	—

Other Changes	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Publication Time	28.64h	—	24.21h	—	1.57h	—	18.72h	1.75h	22.76h	15.55h	—	24.06h	15.34h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	1	0	4	0	1	0	1	1	5	3	0	11	2
Mean Time	28.64h	—	13.74h	—	1.57h	—	18.72h	1.75h	11.16h	8.23h	—	9.99h	8.33h
Shortest Time	28.64h	—	5.88h	—	1.57h	—	18.72h	1.75h	0.93h	4.56h	—	0.36h	1.31h
Longest Time	28.64h	—	24.21h	—	1.57h	—	18.72h	1.75h	22.76h	15.55h	—	24.06h	15.34h
Median Time	28.64h	—	12.44h	—	1.57h	—	18.72h	1.75h	10.88h	4.57h	—	13.6h	8.33h
PStDev Time	0h	—	8.06h	—	0h	—	0h	0h	8.28h	5.18h	—	8.27h	7.02h

Notification of Completion

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



Routine (Technical)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Notification Time	0.26s	0.26s	0.21s	0.27s	0.56s	1.03s	0.45s	0.29s	0.31s	0.27s	0.27s	0.71s	0.44s
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	55	24	102	102	88	59	23	66	23	42	18	36	34
Mean Time	0.18s	0.18s	0.16s	0.16s	0.36s	0.58s	0.33s	0.16s	0.19s	0.16s	0.18s	0.4s	0.3s
Shortest Time	0.13s	0.14s	0.13s	0.13s	0.15s	0.19s	0.18s	0.12s	0.12s	0.12s	0.13s	0.18s	0.16s

Routine (Technical)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Longest Time	0.3s	0.27s	1.14s	0.33s	0.59s	2.24s	0.46s	0.51s	0.33s	0.34s	0.3s	0.9s	0.51s
Median Time	0.16s	0.18s	0.15s	0.15s	0.39s	0.54s	0.33s	0.13s	0.18s	0.15s	0.17s	0.36s	0.28s
PStDev Time	0.04s	0.03s	0.1s	0.04s	0.16s	0.31s	0.08s	0.07s	0.05s	0.05s	0.04s	0.17s	0.08s

Routine (Non-Technical)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Notification Time	0.23s	0.22s	0.21s	0.2s	0.33s	0.34s	0.36s	0.42s	0.18s	0.19s	0.29s	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	8	26	36	128	21	31	162	145	899	59	40	11	19
Mean Time	0.18s	0.19s	0.18s	0.17s	0.27s	0.28s	0.26s	0.24s	0.14s	0.16s	0.2s	0.3s	0.29s
Shortest Time	0.14s	0.14s	0.14s	0.13s	0.16s	0.17s	0.16s	0.12s	0.12s	0.13s	0.13s	0.24s	0.21s
Longest Time	0.25s	0.27s	0.43s	0.31s	0.36s	0.37s	0.53s	0.5s	0.26s	0.2s	0.39s	0.34s	0.45s
Median Time	0.17s	0.19s	0.18s	0.17s	0.29s	0.27s	0.27s	0.22s	0.14s	0.17s	0.19s	0.3s	0.28s
PStDev Time	0.03s	0.03s	0.05s	0.02s	0.06s	0.04s	0.06s	0.1s	0.02s	0.02s	0.06s	0.03s	0.05s

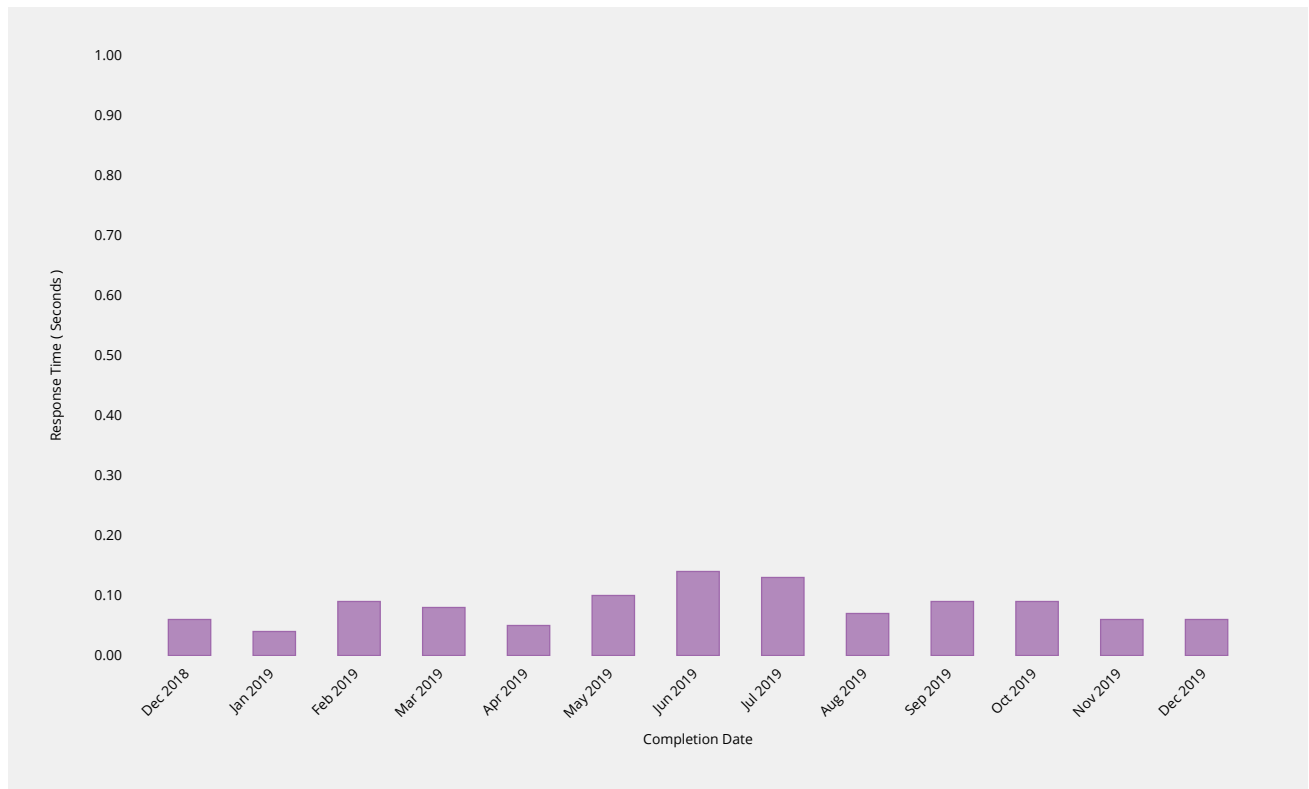
gTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Notification Time	—	—	0.34s	0.33s	—	0.32s	—	—	0.57s	0.39s	0.29s	—	0.75s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	1	1	0	5	0	0	1	1	1	0	1
Mean Time	—	—	0.34s	0.33s	—	0.28s	—	—	0.57s	0.39s	0.29s	—	0.75s
Shortest Time	—	—	0.34s	0.33s	—	0.24s	—	—	0.57s	0.39s	0.29s	—	0.75s
Longest Time	—	—	0.34s	0.33s	—	0.33s	—	—	0.57s	0.39s	0.29s	—	0.75s
Median Time	—	—	0.34s	0.33s	—	0.27s	—	—	0.57s	0.39s	0.29s	—	0.75s
PStDev Time	—	—	0s	0s	—	0.03s	—	—	0s	0s	0s	—	0s

ccTLD Creation/Transfer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Notification Time	—	0.47s	0.35s	0.19s	—	0.34s	0.57s	—	—	0.28s	—	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	1	1	1	0	1	1	0	0	1	0	1	0
Mean Time	—	0.47s	0.35s	0.19s	—	0.34s	0.57s	—	—	0.28s	—	0.2s	—
Shortest Time	—	0.47s	0.35s	0.19s	—	0.34s	0.57s	—	—	0.28s	—	0.2s	—
Longest Time	—	0.47s	0.35s	0.19s	—	0.34s	0.57s	—	—	0.28s	—	0.2s	—
Median Time	—	0.47s	0.35s	0.19s	—	0.34s	0.57s	—	—	0.28s	—	0.2s	—
PStDev Time	—	0s	0s	0s	—	0s	0s	—	—	0s	—	0s	—

Other Changes	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Notification Time	0.18s	—	0.2s	—	0.3s	—	0.35s	0.2s	0.2s	0.24s	—	0.44s	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	0	4	0	1	0	1	1	6	3	0	11	2
Mean Time	0.16s	—	0.17s	—	0.3s	—	0.35s	0.2s	0.17s	0.19s	—	0.27s	0.27s
Shortest Time	0.14s	—	0.15s	—	0.3s	—	0.35s	0.2s	0.15s	0.14s	—	0.15s	0.23s
Longest Time	0.18s	—	0.21s	—	0.3s	—	0.35s	0.2s	0.2s	0.24s	—	0.52s	0.3s
Median Time	0.16s	—	0.17s	—	0.3s	—	0.35s	0.2s	0.17s	0.18s	—	0.23s	0.27s
PStDev Time	0.02s	—	0.03s	—	0s	—	0s	0s	0.02s	0.04s	—	0.1s	0.03s

Credential Recovery

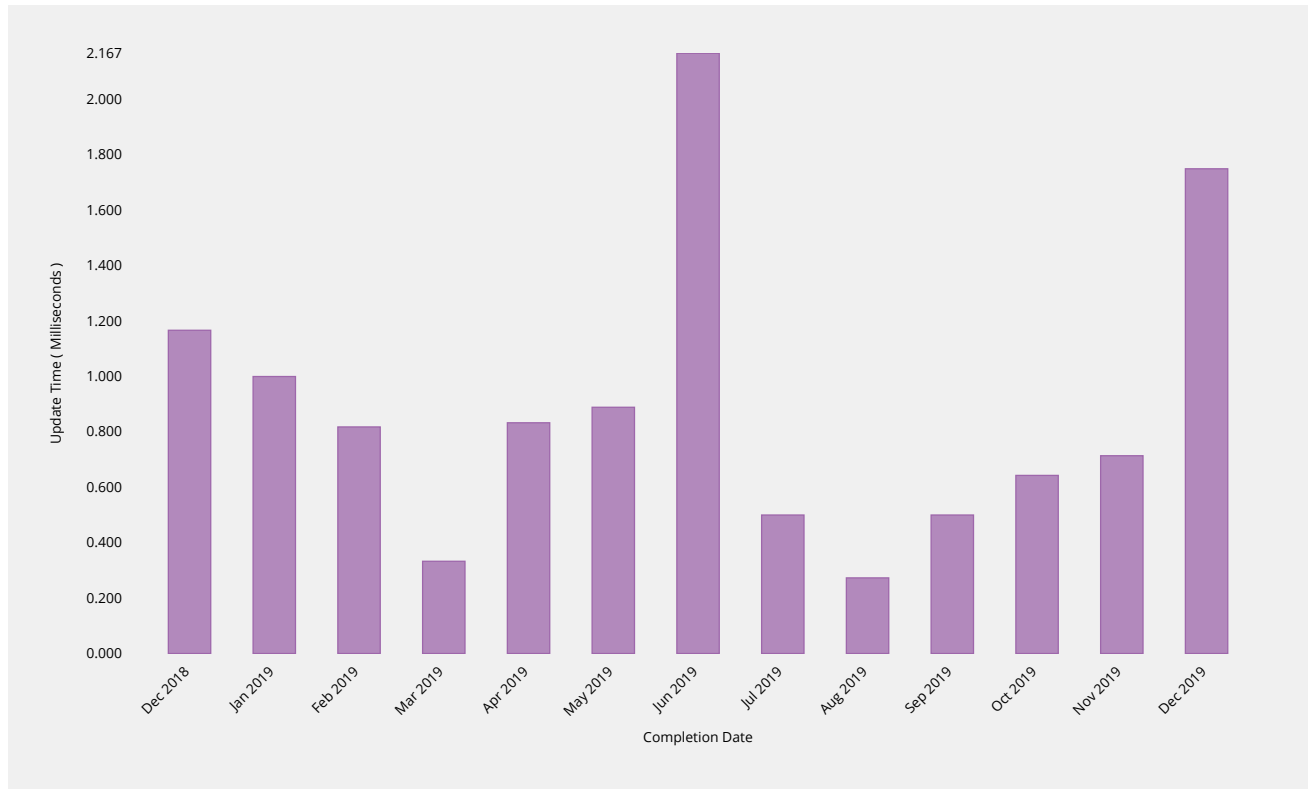
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Response Time	0.06s	0.04s	0.09s	0.08s	0.05s	0.1s	0.14s	0.13s	0.07s	0.09s	0.09s	0.06s	0.06s
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	5	11	14	7	25	12	10	22	16	16	12	4
Mean Time	0.02s	0.04s	0.05s	0.04s	0.04s	0.03s	0.07s	0.06s	0.04s	0.05s	0.05s	0.04s	0.05s
Shortest Time	0s	0.04s	0.02s	0s	0s	0s	0s	0.02s	0.01s	0.03s	0.04s	0.03s	0.04s
Longest Time	0.07s	0.04s	0.09s	0.09s	0.06s	0.11s	0.15s	0.14s	0.07s	0.12s	0.1s	0.06s	0.06s
Median Time	0s	0.04s	0.04s	0.04s	0.04s	0.04s	0.07s	0.04s	0.04s	0.04s	0.05s	0.04s	0.05s
PStDev Time	0.02s	0s	0.02s	0.03s	0.02s	0.03s	0.05s	0.04s	0.01s	0.02s	0.02s	0.01s	0.01s

Credential Change

Time to implement new password within the system.

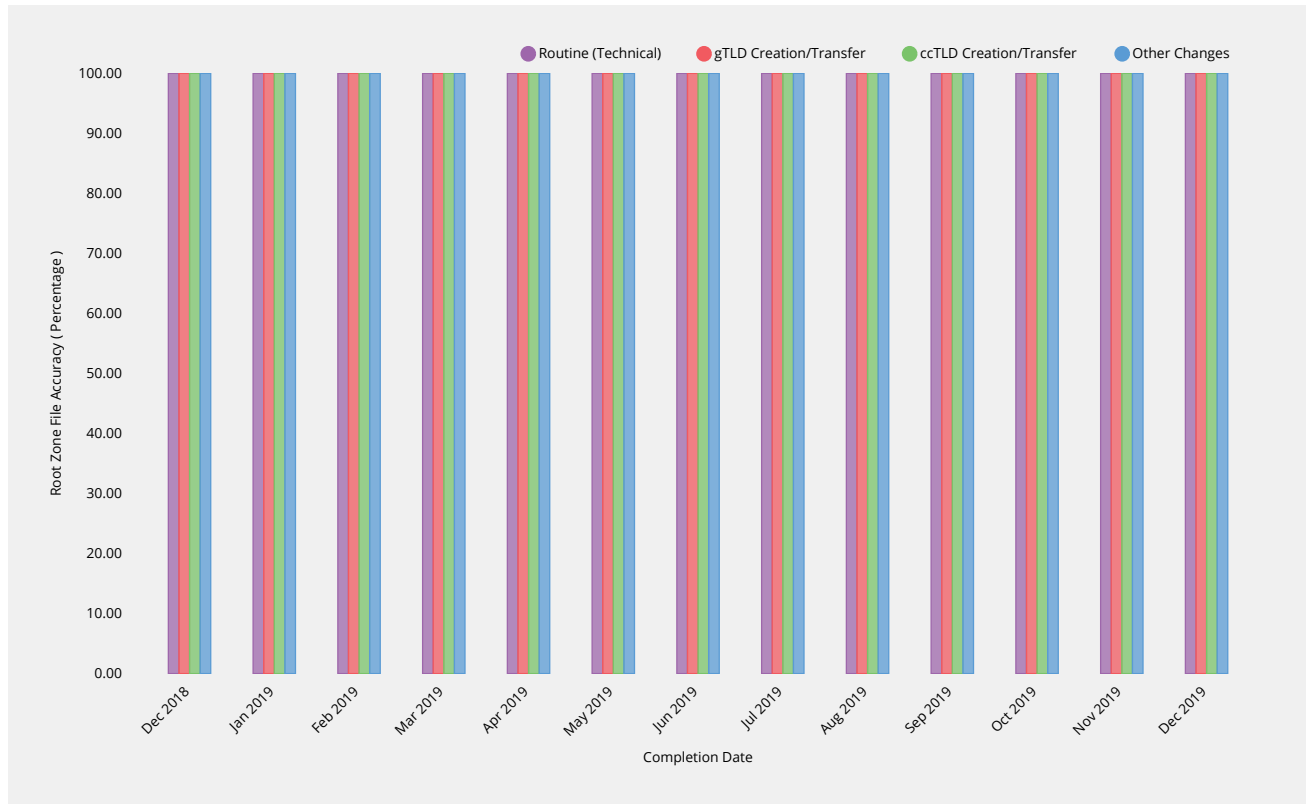


Credential Change	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Update Time	2.75ms	1ms	2ms	1ms	1.75ms	1.6ms	4ms	1.65ms	1ms	2ms	1.7ms	1ms	3.55ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	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	6	3	11	9	6	9	6	8	22	16	14	7	4
Mean Time	1.167ms	1ms	0.818ms	0.333ms	0.833ms	0.889ms	2.167ms	0.5ms	0.273ms	0.5ms	0.643ms	0.714ms	1.75ms
Shortest Time	0ms	1ms	0ms	0ms	0ms	0ms	1ms	0ms	0ms	0ms	0ms	0ms	1ms
Longest Time	3ms	1ms	2ms	1ms	2ms	2ms	4ms	2ms	1ms	2ms	3ms	1ms	4ms
Median Time	1ms	1ms	1ms	0ms	1ms	1ms	1.5ms	0ms	0ms	0ms	0.5ms	1ms	1ms
PStDev Time	1.067ms	0ms	0.716ms	0.471ms	0.687ms	0.567ms	1.344ms	0.707ms	0.445ms	0.707ms	0.811ms	0.452ms	1.299ms

Accuracy

Root Zone File

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



Routine (Technical)	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
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	55	24	102	102	88	59	23	66	23	42	18	36	34

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

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

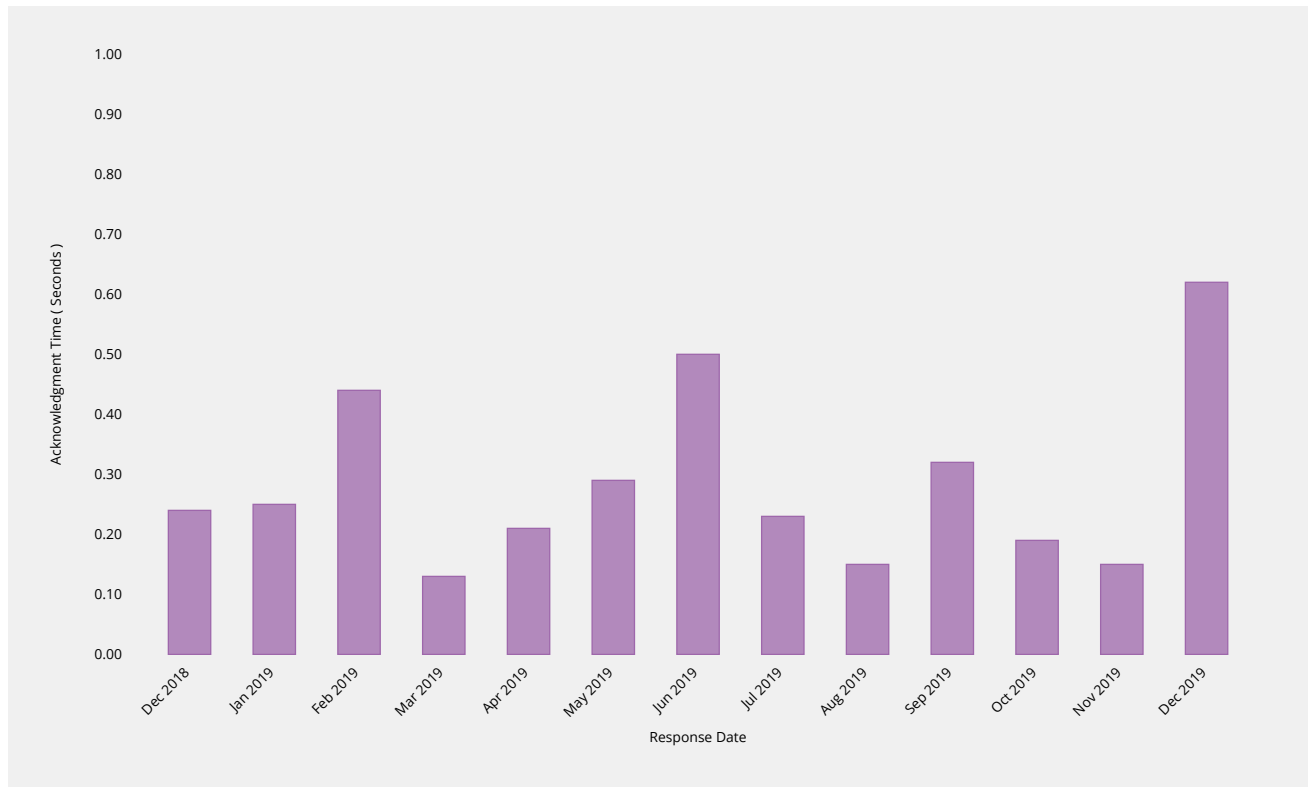
Other Changes	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	2	0	4	0	1	0	1	1	6	3	0	11	2

Other Changes	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	2	0	4	0	1	0	1	1	6	3	0	11	2

Enquiry Processing

Time to acknowledge

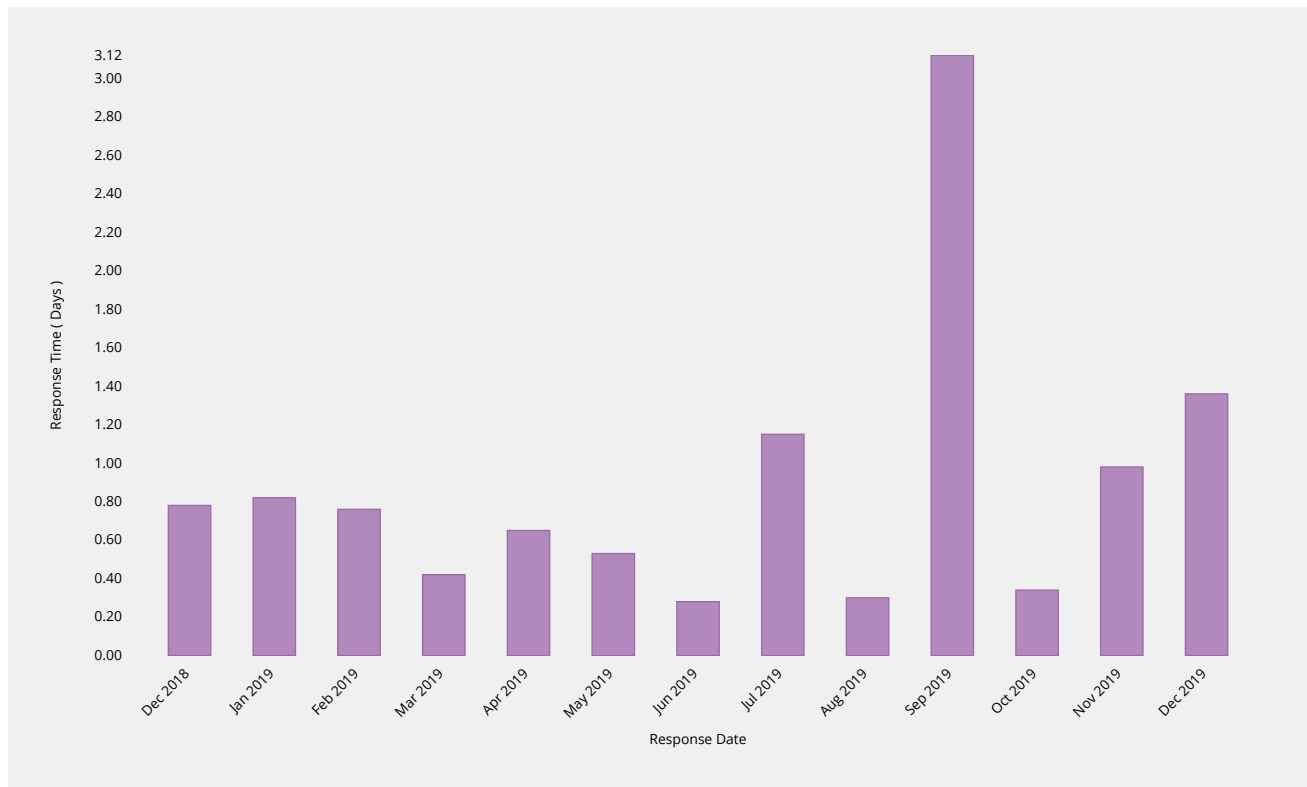
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Acknowledgment Time	1s	1s	1s	1s	1s	1s	1.45s	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	17	8	16	15	14	7	12	26	48	28	27	13	8
Mean Time	0.24s	0.25s	0.44s	0.13s	0.21s	0.29s	0.5s	0.23s	0.15s	0.32s	0.19s	0.15s	0.62s
Shortest Time	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	1s	1s	1s	1s	2s	1s	1s	1s	1s	1s	1s
Median Time	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	1s
PStDev Time	0.42s	0.43s	0.5s	0.34s	0.41s	0.45s	0.65s	0.42s	0.35s	0.47s	0.39s	0.36s	0.48s

Time to initial response

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

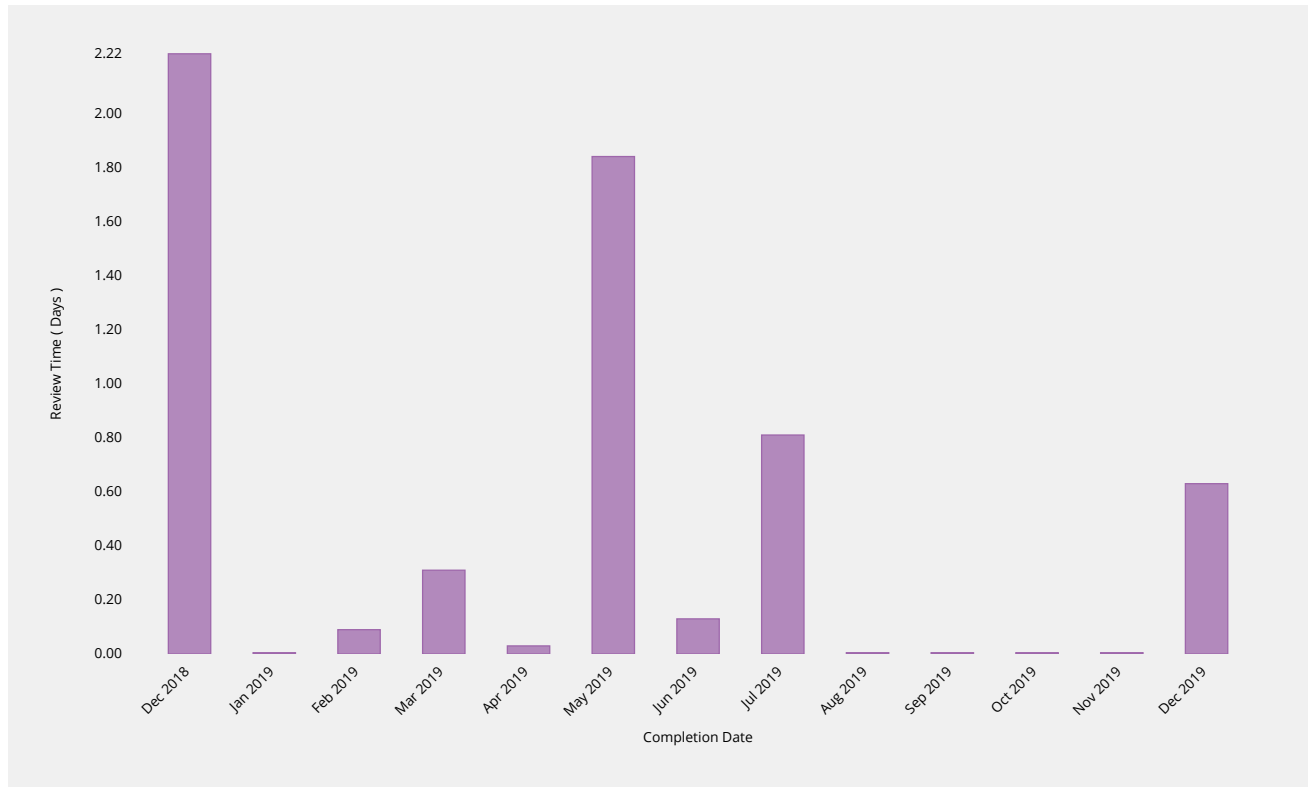


Manual Enquiries	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Response Time	1.91d	1.68d	2.15d	1d	1.16d	1.56d	0.47d	2.84d	0.75d	2.61d	0.77d	2.18d	3.16d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	17	7	16	12	17	7	9	29	40	30	22	12	6
Mean Time	0.78d	0.82d	0.76d	0.42d	0.65d	0.53d	0.28d	1.15d	0.3d	3.12d	0.34d	0.98d	1.36d
Shortest Time	0d	0.17d	0d	0d	0.01d	0d	0.04d	0.01d	0d	0d	0.01d	0.01d	0.01d
Longest Time	3.02d	1.96d	4.82d	1.33d	4.6d	2.95d	0.49d	11.23d	1.27d	41.11d	1.26d	2.82d	3.26d
Median Time	0.48d	0.62d	0.27d	0.27d	0.24d	0.05d	0.31d	0.28d	0.21d	0.3d	0.22d	0.7d	0.64d
PStDev Time	0.81d	0.64d	1.28d	0.39d	1.07d	1.01d	0.17d	2.14d	0.3d	9.56d	0.33d	0.94d	1.29d

Label Generation Rulesets

Review Time

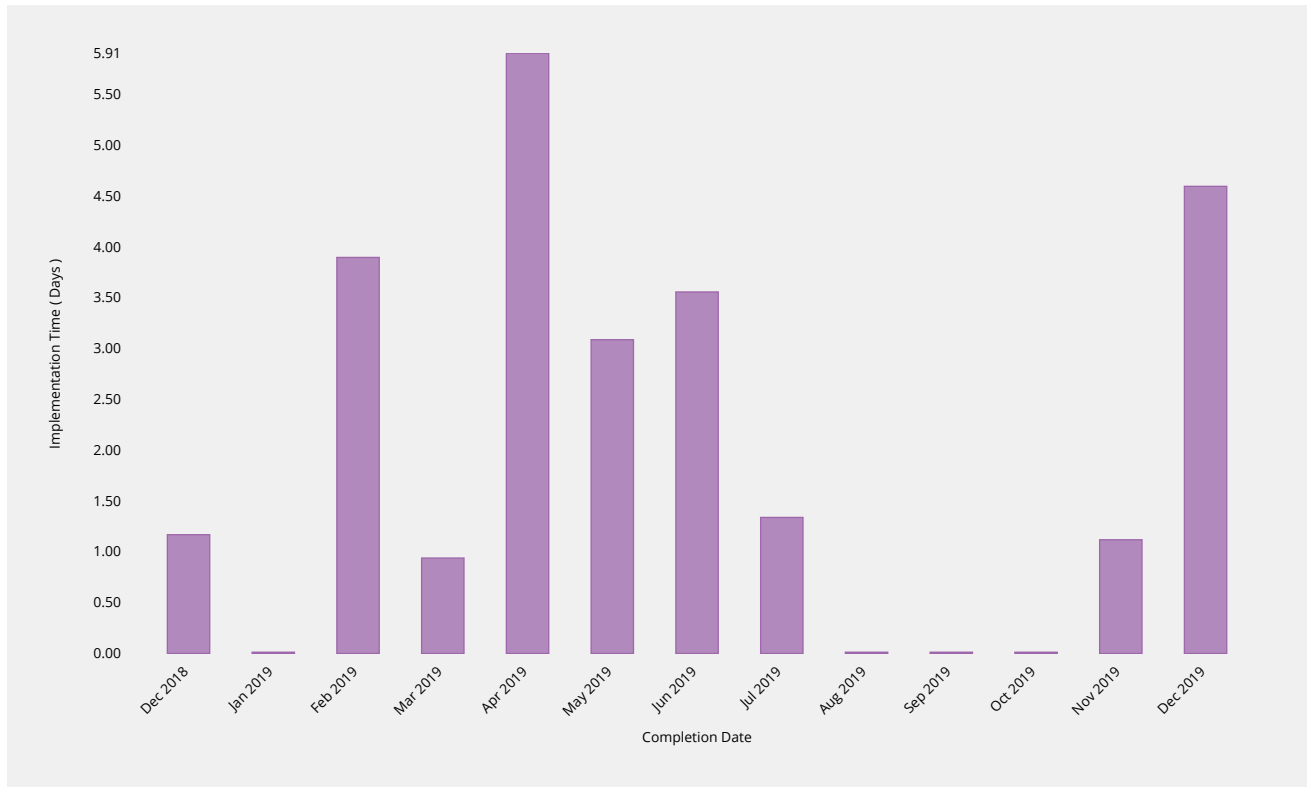
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Review Time	2.22d	—	0.09d	0.31d	0.03d	1.84d	0.13d	0.81d	—	—	—	—	0.63d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	5d
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	90.0%
Review Count	3	0	2	2	1	10	2	2	0	0	0	0	2
Shortest Time	0.01d	—	0.08d	0.03d	0.03d	0.02d	0d	0.79d	—	—	—	—	0.37d
Longest Time	2.22d	—	0.09d	0.31d	0.03d	1.84d	0.13d	0.81d	—	—	—	—	0.66d
Median Time	0.43d	—	0.09d	0.17d	0.03d	0.09d	0.07d	0.8d	—	—	—	—	0.51d
PStDev Time	0.96d	—	0d	0.14d	0d	0.57d	0.06d	0.01d	—	—	—	—	0.14d

Implementation Time

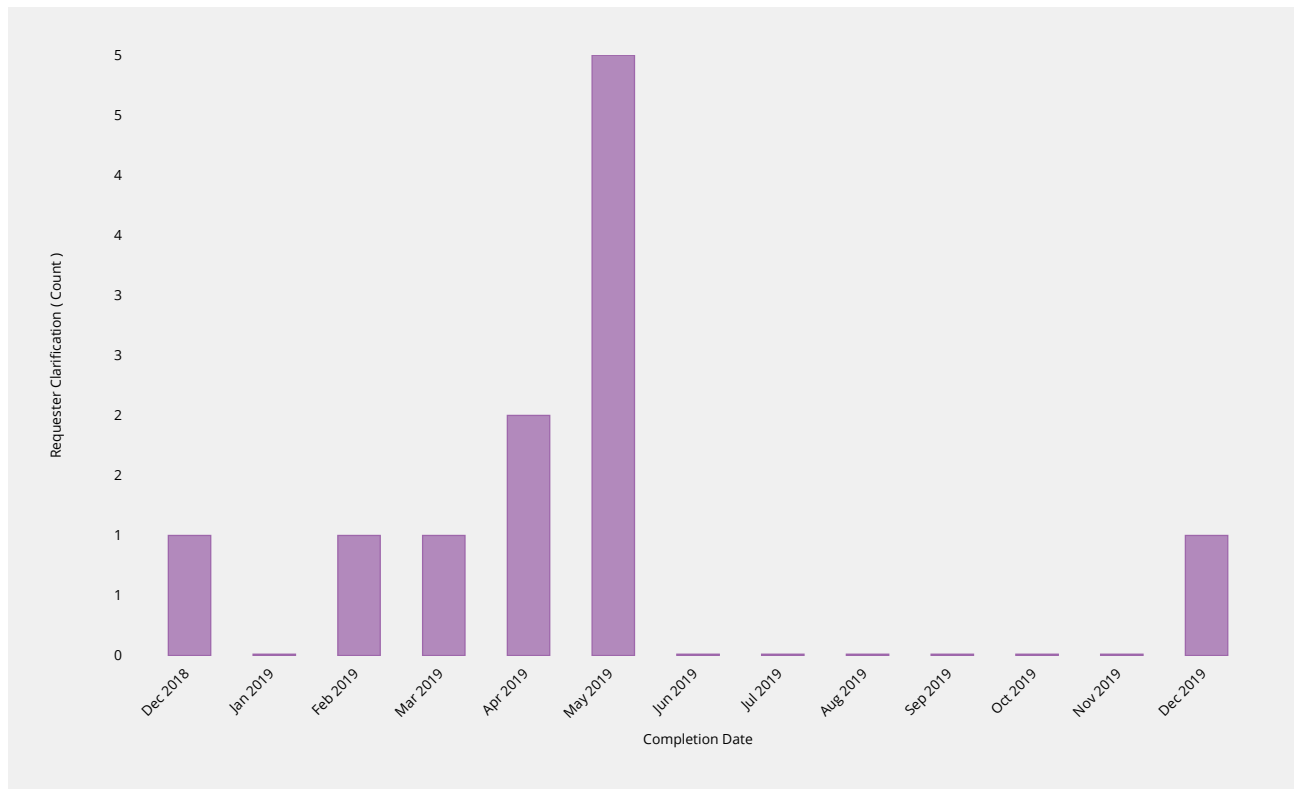
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Implementation Time	1.17d	—	3.9d	0.94d	5.91d	3.09d	3.56d	1.34d	—	—	—	1.12d	4.6d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	7d
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	90.0%
Request Count	2	0	1	1	1	5	2	2	0	0	0	1	1
Shortest Time	0.39d	—	3.9d	0.94d	5.91d	0.22d	0.67d	1.34d	—	—	—	1.12d	4.6d
Longest Time	1.17d	—	3.9d	0.94d	5.91d	3.09d	3.56d	1.34d	—	—	—	1.12d	4.6d
Median Time	0.78d	—	3.9d	0.94d	5.91d	3.09d	2.11d	1.34d	—	—	—	1.12d	4.6d
PStDev Time	0.39d	—	0d	0d	0d	1.35d	1.44d	0d	—	—	—	0d	0d

Requester Clarification

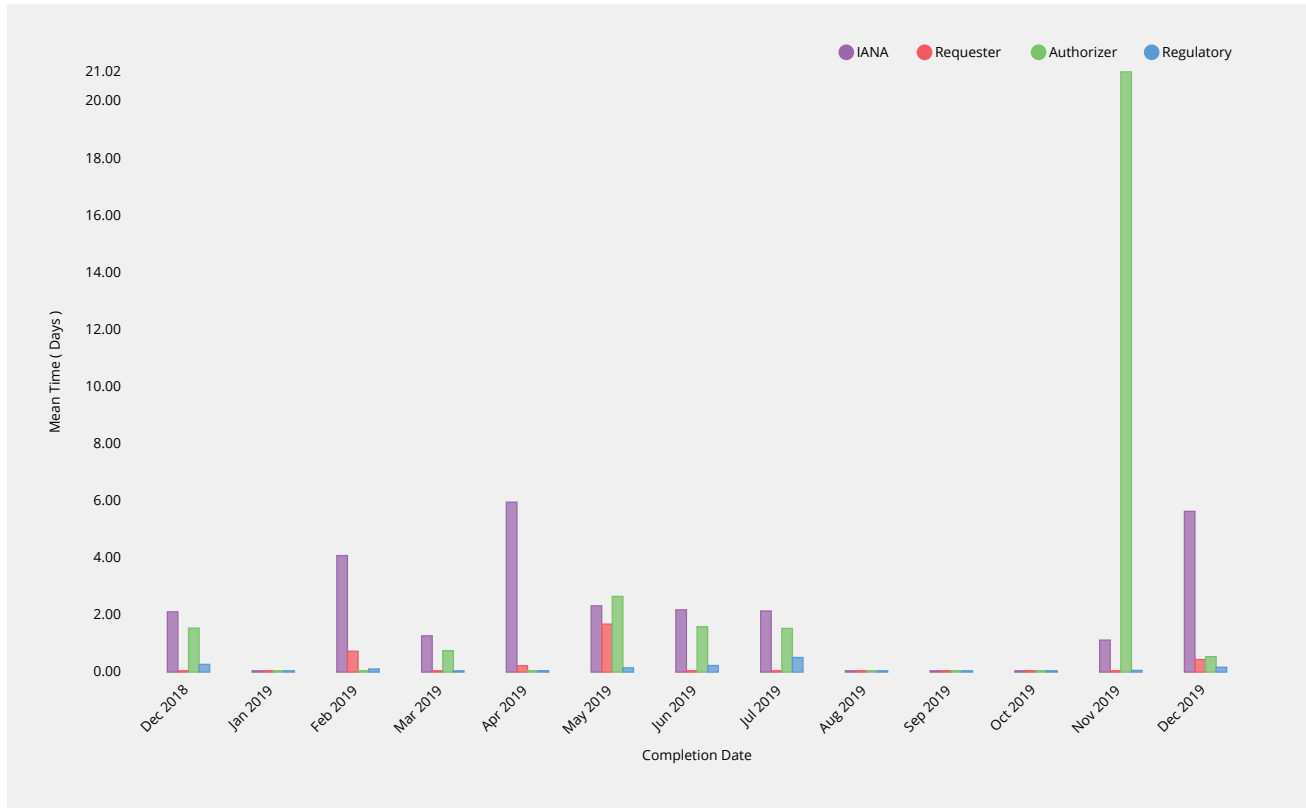
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Count	1	—	1	1	2	5	0	0	—	—	—	0	1
Request Count	2	0	1	1	1	6	2	2	0	0	0	1	1
Shortest Clarification	0	—	1	1	2	0	0	0	—	—	—	0	1
Longest Clarification	1	—	1	1	2	2	0	0	—	—	—	0	1

Time per Actor

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



IANA	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Mean Time	2.11d	—	4.08d	1.27d	5.95d	2.32d	2.18d	2.14d	—	—	—	1.12d	5.63d
Review Count	2	0	1	1	1	6	2	2	0	0	0	1	1
Shortest Time	1.6d	—	4.08d	1.27d	5.95d	0.14d	0.8d	2.13d	—	—	—	1.12d	5.63d
Longest Time	2.62d	—	4.08d	1.27d	5.95d	3.18d	3.56d	2.15d	—	—	—	1.12d	5.63d
Median Time	2.11d	—	4.08d	1.27d	5.95d	3.11d	2.18d	2.14d	—	—	—	1.12d	5.63d
PStDev Time	0.51d	—	0d	0d	0d	1.21d	1.38d	0.01d	—	—	—	0d	0d

Requester	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Mean Time	0d	—	0.73d	0.02d	0.22d	1.68d	—	—	—	—	—	—	0.44d
Review Count	1	0	1	1	1	3	0	0	0	0	0	0	1
Shortest Time	0d	—	0.73d	0.02d	0.22d	0.02d	—	—	—	—	—	—	0.44d
Longest Time	0d	—	0.73d	0.02d	0.22d	4.88d	—	—	—	—	—	—	0.44d
Median Time	0d	—	0.73d	0.02d	0.22d	0.13d	—	—	—	—	—	—	0.44d
PStDev Time	0d	—	0d	0d	0d	2.27d	—	—	—	—	—	—	0d

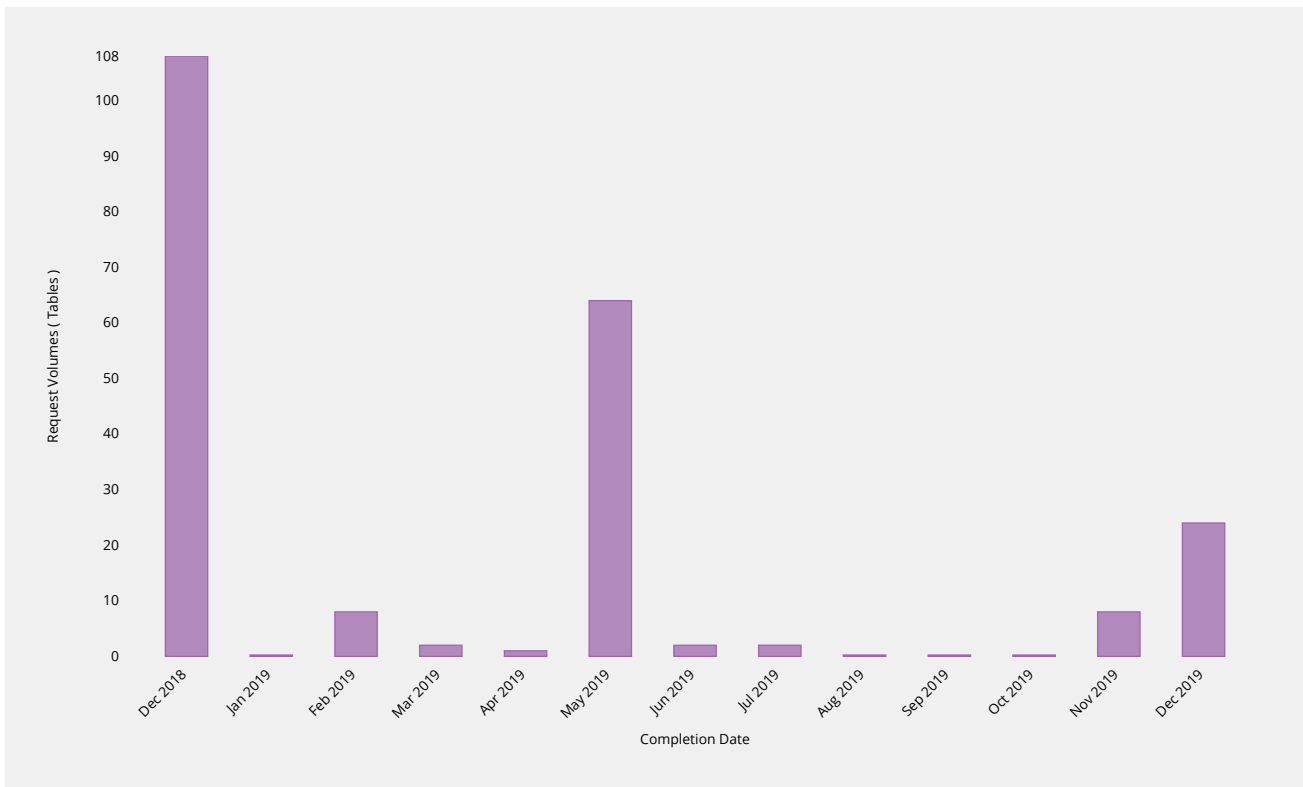
Authorizer	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Mean Time	1.54d	—	0.03d	0.75d	0.04d	2.65d	1.59d	1.53d	—	—	—	21.02d	0.54d
Review Count	2	0	1	1	1	5	2	2	0	0	0	1	1
Shortest Time	0.69d	—	0.03d	0.75d	0.04d	0d	0.02d	1.53d	—	—	—	21.02d	0.54d
Longest Time	2.4d	—	0.03d	0.75d	0.04d	3.87d	3.16d	1.53d	—	—	—	21.02d	0.54d
Median Time	1.54d	—	0.03d	0.75d	0.04d	3.87d	1.59d	1.53d	—	—	—	21.02d	0.54d
PStDev Time	0.85d	—	0d	0d	0d	1.58d	1.57d	0d	—	—	—	0d	0d

Regulatory	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Mean Time	0.27d	—	0.11d	0d	0.05d	0.15d	0.23d	0.51d	—	—	—	0.06d	0.17d

Regulatory	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Review Count	2	0	1	1	1	5	2	2	0	0	0	1	1
Shortest Time	0.01d	—	0.11d	0d	0.05d	0.01d	0.11d	0.51d	—	—	—	0.06d	0.17d
Longest Time	0.53d	—	0.11d	0d	0.05d	0.65d	0.34d	0.51d	—	—	—	0.06d	0.17d
Median Time	0.27d	—	0.11d	0d	0.05d	0.01d	0.23d	0.51d	—	—	—	0.06d	0.17d
PStDev Time	0.26d	—	0d	0d	0d	0.25d	0.11d	0d	—	—	—	0d	0d

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12
Total LGRs Processed	108	—	8	2	1	64	2	2	—	—	—	8	24
Request Count	2	0	1	1	1	5	2	2	0	0	0	1	1
Average LGRs per Request	54	—	8	2	1	13	1	1	—	—	—	8	24
Smallest per Request	4	—	8	2	1	1	1	1	—	—	—	8	24
Largest per Request	104	—	8	2	1	20	1	1	—	—	—	8	24

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.