

IANA Naming Function Monthly Performance Report

February 2020

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 2.41s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.93s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 2.04s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.1d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.04d	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%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 2.92m	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)	≤10m (95.0%)	✓ 3.03m	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%)	✓ 4.43m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	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%)	✓ 5.5ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 7.2ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 2ms	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%)	✓ —	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.89d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.22d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p17
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p18
Validation and Reviews	Other Changes	≤NA	✓ 0.23d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 35.03h	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	≤NAh	✓ —	p21
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.39s	p21

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.26s	p22
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p22
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p22
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.21s	p22
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p23
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p24
Directory Service	WHOIS Availability	≥99%	✓ 100%	p25
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p26
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.05s	p27
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 0.95ms	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%)	✓ 1.28d	p32
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ —	p33
Implementation Time	Implementation Time	≤7d (90.0%)	✓ —	p34
Requester Clarification	Requester Clarification	N/A	—	p35
Time per Actor	IANA	N/A	—	p36
Time per Actor	Requester	N/A	—	p36
Time per Actor	Authorizer	N/A	—	p36
Time per Actor	Regulatory	N/A	—	p36
Request Volumes	Request Volumes	N/A	—	p37

Percentage of SLA thresholds met of those defined

100.0%

Exceptions and Narrative for Reporting Period

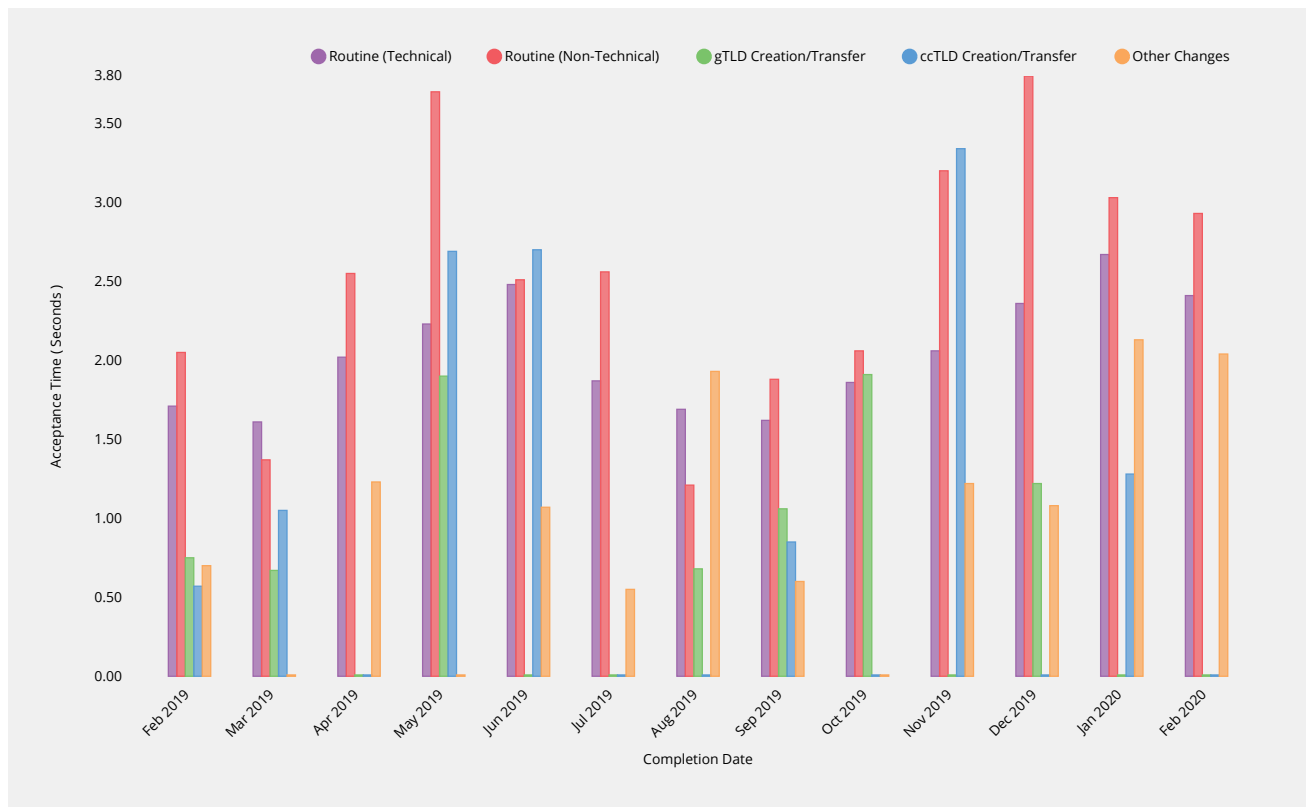
There were no exceptions for the reporting period.

Detailed Performance for Reporting Period

Submission

Acceptance Recognition

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



Routine (Technical)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Acceptance Time	1.71s	1.61s	2.02s	2.23s	2.48s	1.87s	1.69s	1.62s	1.86s	2.06s	2.36s	2.67s	2.41s
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	121	111	92	64	27	77	31	54	26	38	42	72	36
Mean Time	0.77s	0.71s	1.1s	1.3s	1.57s	0.83s	0.82s	0.67s	0.95s	1.17s	1.5s	1.54s	1.23s
Shortest Time	0.54s	0.51s	0.55s	0.74s	0.78s	0.47s	0.47s	0.45s	0.5s	0.61s	0.64s	0.63s	0.61s
Longest Time	1.93s	1.99s	3.91s	2.76s	2.65s	3.18s	1.91s	1.81s	2.14s	2.27s	2.54s	3.58s	3.06s
Median Time	0.65s	0.6s	1.1s	1.18s	1.33s	0.61s	0.59s	0.56s	0.65s	1.07s	1.25s	1.26s	1.09s
PStDev Time	0.34s	0.32s	0.5s	0.41s	0.57s	0.49s	0.43s	0.32s	0.49s	0.38s	0.56s	0.64s	0.62s

Routine (Non-Technical)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Acceptance Time	2.05s	1.37s	2.55s	3.7s	2.51s	2.56s	1.21s	1.88s	2.06s	3.2s	3.8s	3.03s	2.93s
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	40	134	34	33	163	150	928	71	52	19	23	145	69
Mean Time	1.27s	0.99s	1.42s	1.99s	1.61s	1.62s	1.04s	1.11s	1.24s	2s	2.14s	1.97s	1.25s
Shortest Time	0.87s	0.81s	0.73s	1.16s	0.99s	0.78s	0.17s	0.67s	0.78s	1s	1.32s	0.53s	0.86s
Longest Time	2.63s	2.02s	2.77s	3.74s	3.24s	2.86s	121.58s	2.28s	2.93s	3.26s	4.36s	3.89s	3.94s
Median Time	1.09s	0.94s	1.22s	1.68s	1.66s	1.66s	0.86s	0.94s	1.1s	1.94s	2s	1.84s	1.02s
PStDev Time	0.44s	0.2s	0.56s	0.75s	0.44s	0.48s	3.97s	0.39s	0.45s	0.65s	0.72s	0.61s	0.63s

gTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Acceptance Time	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	1	0	5	0	0	1	1	1	0	1	0	0
Mean Time	0.75s	0.67s	—	1.7s	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—
Shortest Time	0.75s	0.67s	—	1.47s	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—
Longest Time	0.75s	0.67s	—	1.9s	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—
Median Time	0.75s	0.67s	—	1.71s	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—
PStDev Time	0s	0s	—	0.16s	—	—	0s	0s	0s	—	0s	—	—

ccTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Acceptance Time	0.57s	1.05s	—	2.69s	2.7s	—	—	0.85s	—	3.34s	—	1.28s	—
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	0	2	2	0	0	1	0	1	0	2	0
Mean Time	0.57s	1.05s	—	2.12s	1.75s	—	—	0.85s	—	3.34s	—	1.16s	—
Shortest Time	0.57s	1.05s	—	1.49s	0.69s	—	—	0.85s	—	3.34s	—	1.03s	—
Longest Time	0.57s	1.05s	—	2.75s	2.81s	—	—	0.85s	—	3.34s	—	1.29s	—
Median Time	0.57s	1.05s	—	2.12s	1.75s	—	—	0.85s	—	3.34s	—	1.16s	—
PStDev Time	0s	0s	—	0.63s	1.06s	—	—	0s	—	0s	—	0.13s	—

Other Changes	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Acceptance Time	0.7s	—	1.23s	—	1.07s	0.55s	1.93s	0.6s	—	1.22s	1.08s	2.13s	2.04s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	4	0	1	0	1	1	6	3	0	11	2	5	1
Mean Time	0.64s	—	1.23s	—	1.07s	0.55s	1.17s	0.58s	—	1.09s	1.01s	1.71s	2.04s
Shortest Time	0.56s	—	1.23s	—	1.07s	0.55s	0.6s	0.56s	—	0.85s	0.94s	1.13s	2.04s
Longest Time	0.7s	—	1.23s	—	1.07s	0.55s	2.05s	0.61s	—	1.22s	1.08s	2.16s	2.04s
Median Time	0.64s	—	1.23s	—	1.07s	0.55s	1.09s	0.58s	—	1.11s	1.01s	1.73s	2.04s
PStDev Time	0.06s	—	0s	—	0s	0s	0.56s	0.02s	—	0.1s	0.07s	0.36s	0s

gTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Shortest Time	0.01d	0.89d	—	—	—	—	—	—	—	—	—	—	—
Longest Time	0.01d	0.89d	—	—	—	—	—	—	—	—	—	—	—
Median Time	0.01d	0.89d	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0d	0d	—	—	—	—	—	—	—	—	—	—	—

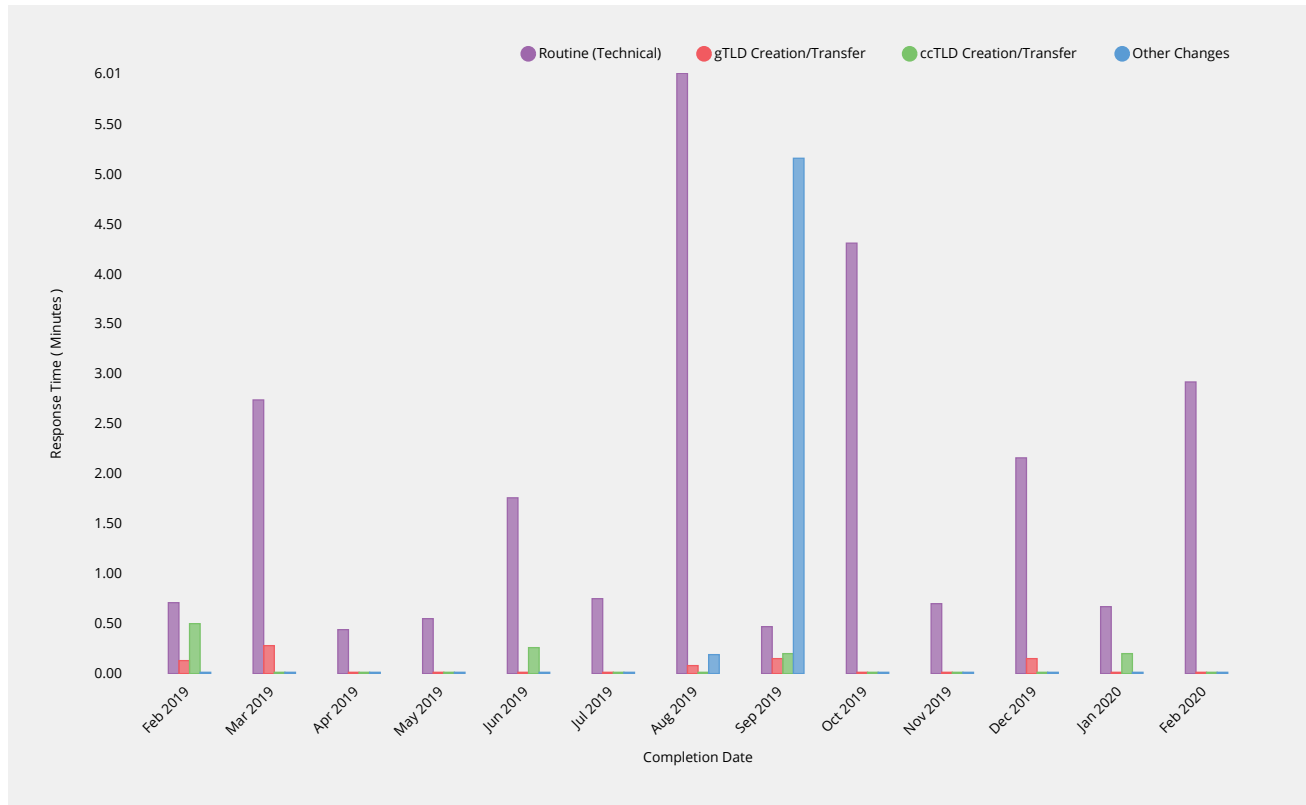
ccTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Lodgment Time	0.47d	1.26d	—	0.35d	0.34d	—	—	0.47d	—	0.11d	—	0.49d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	1	0	1	1	0	0	1	0	1	0	2	0
Mean Time	0.47d	1.26d	—	0.35d	0.34d	—	—	0.47d	—	0.11d	—	0.35d	—
Shortest Time	0.47d	1.26d	—	0.35d	0.34d	—	—	0.47d	—	0.11d	—	0.19d	—
Longest Time	0.47d	1.26d	—	0.35d	0.34d	—	—	0.47d	—	0.11d	—	0.5d	—
Median Time	0.47d	1.26d	—	0.35d	0.34d	—	—	0.47d	—	0.11d	—	0.35d	—
PStDev Time	0d	0d	—	0d	0d	—	—	0d	—	0d	—	0.16d	—

Other Changes	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Lodgment Time	0.45d	—	1.33d	—	0.09d	0.42d	0.71d	0.03d	—	0.43d	0.29d	0.14d	—
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	0	1	0	1	1	3	2	0	11	2	1	0
Mean Time	0.24d	—	1.33d	—	0.09d	0.42d	0.47d	0.03d	—	0.23d	0.29d	0.14d	—
Shortest Time	0.09d	—	1.33d	—	0.09d	0.42d	0.07d	0.03d	—	0.01d	0.29d	0.14d	—
Longest Time	0.48d	—	1.33d	—	0.09d	0.42d	0.72d	0.03d	—	0.43d	0.29d	0.14d	—
Median Time	0.19d	—	1.33d	—	0.09d	0.42d	0.62d	0.03d	—	0.13d	0.29d	0.14d	—
PStDev Time	0.16d	—	0d	—	0d	0d	0.29d	0d	—	0.18d	0d	0d	—

Technical Checks

Technical Check (First)

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



Routine (Technical)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Response Time	0.71m	2.74m	0.44m	0.55m	1.76m	0.75m	6.01m	0.47m	4.31m	0.7m	2.16m	0.67m	2.92m
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	121	111	92	64	27	77	31	54	26	38	42	72	36
Mean Time	0.43m	0.52m	0.3m	0.27m	0.62m	0.28m	1.22m	0.29m	0.84m	0.35m	0.72m	0.45m	0.79m
Shortest Time	0.12m	0.12m	0.11m	0.12m	0.13m	0.14m	0.13m	0.09m	0.12m	0.12m	0.09m	0.11m	0.13m
Longest Time	6.26m	8.04m	6.64m	1.29m	4.3m	3.03m	11.92m	1.51m	9.32m	1.74m	13.12m	7.85m	3.34m
Median Time	0.31m	0.21m	0.21m	0.22m	0.34m	0.2m	0.36m	0.27m	0.29m	0.29m	0.23m	0.26m	0.4m
PStDev Time	0.69m	1.16m	0.67m	0.16m	0.83m	0.38m	2.43m	0.19m	1.97m	0.28m	2.01m	0.93m	0.88m

gTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
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	1	1	0	0	0	0	1	1	0	0	1	0	0
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	—	—

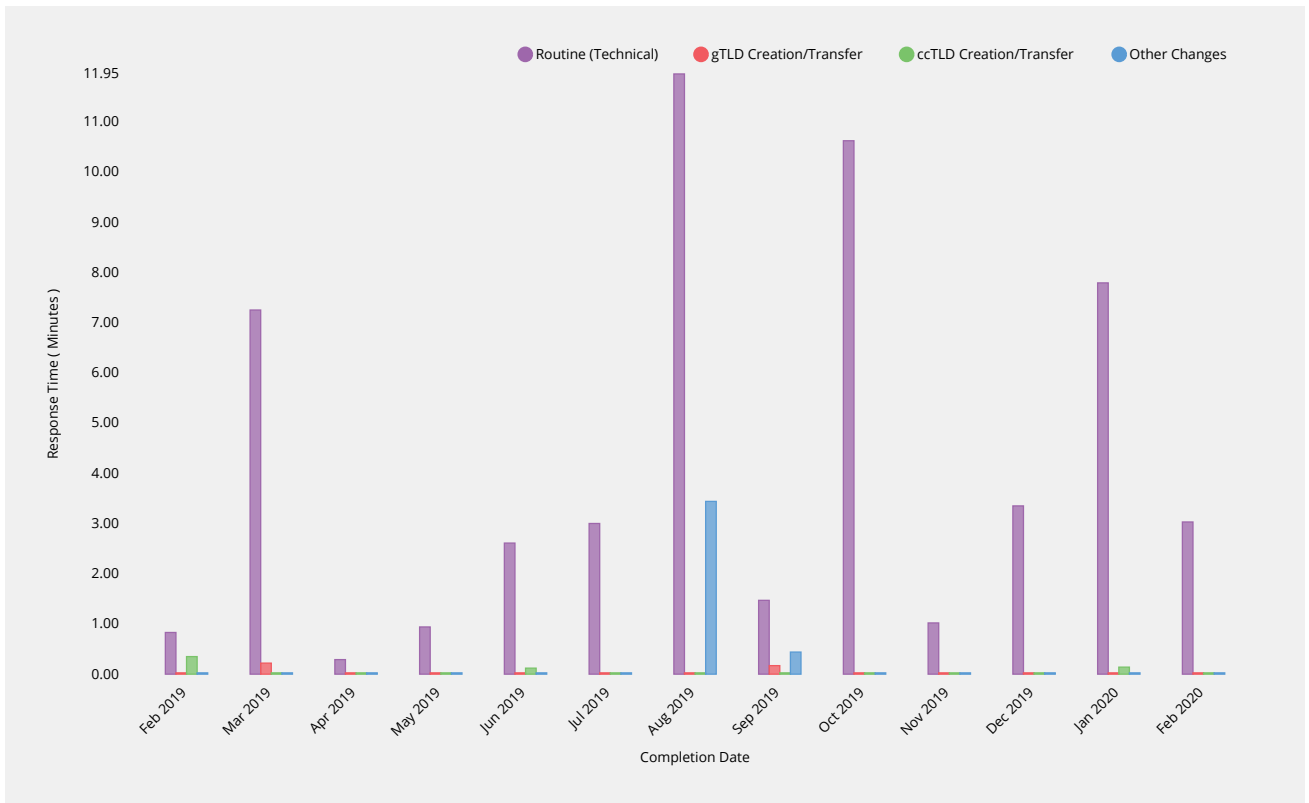
ccTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Response Time	0.5m	—	—	—	0.26m	—	—	0.2m	—	—	—	0.2m	—

ccTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
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	0	0	0	2	0	0	1	0	0	0	2	0
Mean Time	0.5m	—	—	—	0.22m	—	—	0.2m	—	—	—	0.2m	—
Shortest Time	0.5m	—	—	—	0.17m	—	—	0.2m	—	—	—	0.2m	—
Longest Time	0.5m	—	—	—	0.27m	—	—	0.2m	—	—	—	0.2m	—
Median Time	0.5m	—	—	—	0.22m	—	—	0.2m	—	—	—	0.2m	—
PStDev Time	0m	—	—	—	0.05m	—	—	0m	—	—	—	0m	—

Other Changes	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
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	2	1	0	0	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)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Response Time	0.83m	7.25m	0.29m	0.94m	2.61m	3m	11.95m	1.47m	10.62m	1.02m	3.35m	7.79m	3.03m
Monthly Threshold	3m	3m	3m	3m	3m	10m	10m	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	666	254	135	72	39	165	151	100	167	30	351	152	216
Mean Time	0.5m	2.57m	0.23m	0.45m	0.74m	1.15m	4.26m	0.3m	5.48m	0.35m	1.07m	1.47m	1.29m

Routine (Technical)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Shortest Time	0.17m	0.06m	0.1m	0.09m	0.12m	0.08m	0.06m	0.05m	0.06m	0.08m	0.05m	0.09m	0.13m
Longest Time	2.55m	8.84m	6.47m	1.1m	4.14m	4.55m	15.07m	1.48m	11.34m	1.21m	13.38m	7.82m	3.09m
Median Time	0.48m	2.45m	0.17m	0.38m	0.27m	1.12m	2.99m	0.15m	6.25m	0.26m	0.5m	0.34m	0.68m
PStDev Time	0.22m	2.3m	0.55m	0.23m	1.02m	1m	4.55m	0.41m	4.17m	0.33m	1.33m	2.19m	1.08m

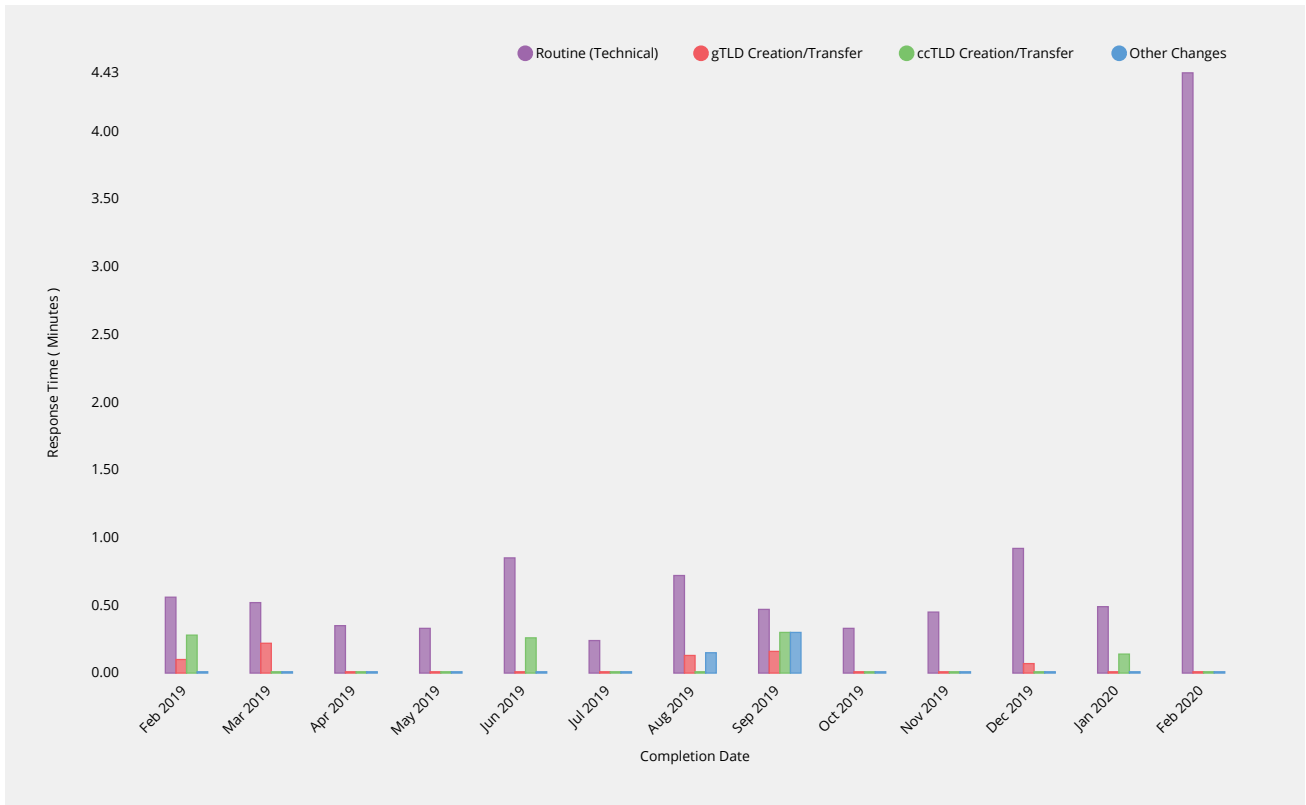
gTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Response Time	—	0.22m	—	—	—	—	—	0.17m	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	2	0	0	0	0	0	9	0	0	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	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Response Time	0.35m	—	—	—	0.12m	—	—	—	—	—	—	0.14m	—
Monthly Threshold	3m	3m	3m	3m	3m	10m	10m	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	8	0	0	0	56	0	0	0	0	0	0	28	0
Mean Time	0.26m	—	—	—	0.1m	—	—	—	—	—	—	0.13m	—
Shortest Time	0.22m	—	—	—	0.08m	—	—	—	—	—	—	0.08m	—
Longest Time	0.38m	—	—	—	0.12m	—	—	—	—	—	—	0.21m	—
Median Time	0.24m	—	—	—	0.1m	—	—	—	—	—	—	0.13m	—
PStDev Time	0.05m	—	—	—	0.01m	—	—	—	—	—	—	0.02m	—

Other Changes	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Response Time	—	—	—	—	—	—	3.44m	0.44m	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	10m	10m	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	5	6	0	0	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)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Response Time	0.56m	0.52m	0.35m	0.33m	0.85m	0.24m	0.72m	0.47m	0.33m	0.45m	0.92m	0.49m	4.43m
Monthly Threshold	1m	1m	1m	1m	1m	10m	10m	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	102	422	96	71	30	66	38	82	18	38	54	73	130
Mean Time	0.27m	0.28m	0.24m	0.2m	0.36m	0.16m	0.42m	0.24m	0.19m	0.25m	0.52m	0.24m	1.29m
Shortest Time	0.08m	0.05m	0.07m	0.04m	0.08m	0.09m	0.07m	0.05m	0.06m	0.09m	0.05m	0.06m	0.08m
Longest Time	0.99m	6.12m	6.57m	1.09m	1.09m	1.1m	2.52m	2.4m	0.71m	0.6m	10.3m	1.45m	4.48m
Median Time	0.16m	0.13m	0.14m	0.15m	0.29m	0.12m	0.36m	0.16m	0.18m	0.24m	0.23m	0.16m	0.38m
PStDev Time	0.19m	0.59m	0.65m	0.12m	0.25m	0.14m	0.39m	0.31m	0.14m	0.11m	1.37m	0.19m	1.6m

gTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Response Time	0.1m	0.22m	—	—	—	—	0.13m	0.16m	—	—	0.07m	—	—
Monthly Threshold	5m	5m	5m	5m	5m	10m	10m	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	1	1	0	0	0	0	1	1	0	0	1	0	0
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	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Response Time	0.28m	—	—	—	0.26m	—	—	0.3m	—	—	—	0.14m	—
Monthly Threshold	5m	5m	5m	5m	5m	10m	10m	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	1	0	0	0	1	0	0	2	0	0	0	2	0
Mean Time	0.28m	—	—	—	0.26m	—	—	0.22m	—	—	—	0.13m	—

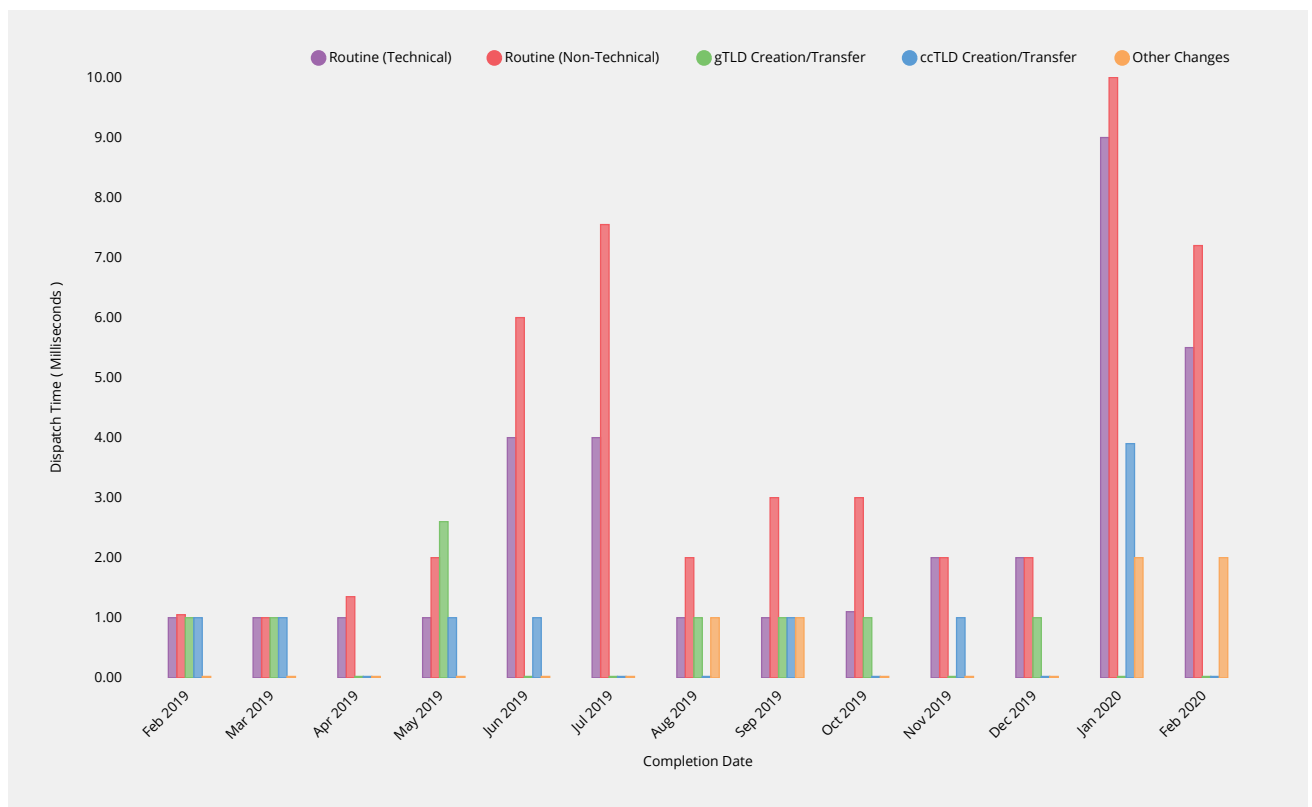
ccTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Shortest Time	0.28m	—	—	—	0.26m	—	—	0.14m	—	—	—	0.12m	—
Longest Time	0.28m	—	—	—	0.26m	—	—	0.31m	—	—	—	0.14m	—
Median Time	0.28m	—	—	—	0.26m	—	—	0.22m	—	—	—	0.13m	—
PStDev Time	0m	—	—	—	0m	—	—	0.09m	—	—	—	0.01m	—

Other Changes	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Response Time	—	—	—	—	—	—	0.15m	0.3m	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	10m	10m	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	4	1	0	0	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)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Dispatch Time	1ms	1ms	1ms	1ms	4ms	4ms	1ms	1ms	1.1ms	2ms	2ms	9ms	5.5ms
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	104	103	91	62	23	67	23	51	19	36	35	68	31

Routine (Technical)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Mean Time	0.96ms	0.79ms	0.9ms	0.81ms	1.96ms	1.18ms	0.96ms	0.78ms	0.95ms	1.06ms	1.2ms	5.5ms	2.39ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	1ms	0ms
Longest Time	9ms	2ms	9ms	2ms	5ms	5ms	1ms	1ms	2ms	3ms	2ms	13ms	8ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	6ms	2ms
PStDev Time	0.94ms	0.45ms	0.94ms	0.5ms	1.49ms	1.17ms	0.2ms	0.41ms	0.39ms	0.47ms	0.47ms	2.85ms	1.64ms

Routine (Non-Technical)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Dispatch Time	1.05ms	1ms	1.35ms	2ms	6ms	7.55ms	2ms	3ms	3ms	2ms	2ms	10ms	7.2ms
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	40	134	34	33	163	150	927	71	52	19	23	145	69
Mean Time	1ms	1.03ms	1ms	1.15ms	3.93ms	4.21ms	1.05ms	1.38ms	1.31ms	1.11ms	1.22ms	3.21ms	2.7ms
Shortest Time	0ms	0ms	0ms	1ms	1ms	0ms	0ms	0ms	0ms	1ms	1ms	0ms	1ms
Longest Time	2ms	7ms	2ms	2ms	8ms	13ms	20ms	13ms	5ms	2ms	2ms	11ms	10ms
Median Time	1ms	1ms	1ms	1ms	4ms	4ms	1ms	1ms	1ms	1ms	1ms	2ms	2ms
PStDev Time	0.32ms	0.69ms	0.34ms	0.36ms	1.26ms	2.04ms	1ms	1.59ms	0.77ms	0.31ms	0.41ms	3.09ms	1.77ms

gTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Dispatch Time	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	1	0	5	0	0	1	1	1	0	1	0	0
Mean Time	1ms	1ms	—	1.4ms	—	—	1ms	1ms	1ms	—	1ms	—	—
Shortest Time	1ms	1ms	—	1ms	—	—	1ms	1ms	1ms	—	1ms	—	—
Longest Time	1ms	1ms	—	3ms	—	—	1ms	1ms	1ms	—	1ms	—	—
Median Time	1ms	1ms	—	1ms	—	—	1ms	1ms	1ms	—	1ms	—	—
PStDev Time	0ms	0ms	—	0.8ms	—	—	0ms	0ms	0ms	—	0ms	—	—

ccTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Dispatch Time	1ms	1ms	—	1ms	1ms	—	—	1ms	—	1ms	—	3.9ms	—
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	0	2	1	0	0	1	0	1	0	2	0
Mean Time	1ms	1ms	—	1ms	1ms	—	—	1ms	—	1ms	—	3ms	—
Shortest Time	1ms	1ms	—	1ms	1ms	—	—	1ms	—	1ms	—	2ms	—
Longest Time	1ms	1ms	—	1ms	1ms	—	—	1ms	—	1ms	—	4ms	—
Median Time	1ms	1ms	—	1ms	1ms	—	—	1ms	—	1ms	—	3ms	—
PStDev Time	0ms	0ms	—	0ms	0ms	—	—	0ms	—	0ms	—	1ms	—

Other Changes	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Dispatch Time	—	—	—	—	—	—	1ms	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	0	0	0	0	0	0	3	1	0	0	0	4	1
Mean Time	—	—	—	—	—	—	1ms	1ms	—	—	—	1.5ms	2ms
Shortest Time	—	—	—	—	—	—	1ms	1ms	—	—	—	1ms	2ms
Longest Time	—	—	—	—	—	—	1ms	1ms	—	—	—	2ms	2ms
Median Time	—	—	—	—	—	—	1ms	1ms	—	—	—	1.5ms	2ms

Routine (Non-Technical)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Longest Time	0ms	1ms	1ms	1ms	1ms	1ms	4ms	2ms	1ms	2ms	1ms	3ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0ms	0.27ms	0.28ms	0.24ms	0.39ms	0.42ms	0.33ms	0.4ms	0.33ms	0.58ms	0.36ms	0.57ms	0.39ms

gTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
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	1	1	0	5	0	0	1	1	1	0	1	0	0
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	—	—

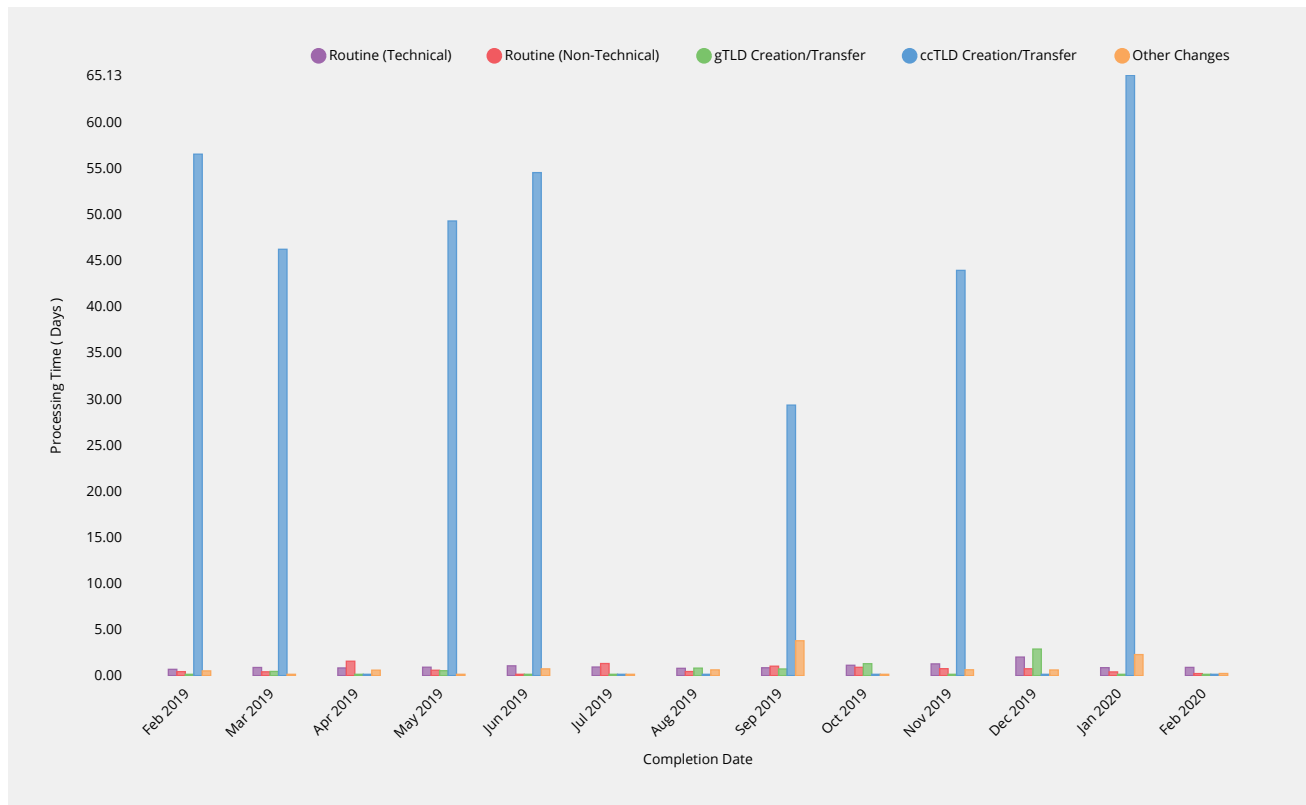
ccTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Affirmation Time	0ms	0ms	—	0ms	0ms	—	—	0ms	—	0ms	—	0ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
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	1	0	2	1	0	0	1	0	1	0	2	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	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Affirmation Time	0ms	—	0ms	—	0ms	0ms	0ms	0ms	—	0.5ms	0ms	2.6ms	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	4	0	1	0	1	1	6	3	0	11	2	5	1
Mean Time	0ms	—	0ms	—	0ms	0ms	0ms	0ms	—	0.09ms	0ms	0.8ms	0ms
Shortest Time	0ms	—	0ms	—	0ms	0ms	0ms	0ms	—	0ms	0ms	0ms	0ms
Longest Time	0ms	—	0ms	—	0ms	0ms	0ms	0ms	—	1ms	0ms	3ms	0ms
Median Time	0ms	—	0ms	—	0ms	0ms	0ms	0ms	—	0ms	0ms	0ms	0ms
PStDev Time	0ms	—	0ms	—	0ms	0ms	0ms	0ms	—	0.29ms	0ms	1.17ms	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)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Processing Time	0.68d	0.88d	0.83d	0.91d	1.06d	0.93d	0.79d	0.85d	1.12d	1.27d	2.01d	0.86d	0.89d
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	117	104	88	60	23	67	23	45	19	36	35	68	30
Mean Time	0.28d	0.42d	0.55d	0.5d	0.51d	0.66d	0.45d	0.52d	0.68d	0.87d	0.83d	0.41d	0.53d
Shortest Time	0d	0d	0.03d	0d	0.01d	0d	0.01d	0.08d	0d	0.01d	0.02d	0d	0d
Longest Time	1.77d	2.41d	1.76d	3.18d	1.57d	2.11d	2.67d	3.5d	2.37d	2.17d	2.91d	3.26d	3.08d
Median Time	0.33d	0.39d	0.63d	0.35d	0.36d	0.56d	0.38d	0.32d	0.63d	1.03d	0.7d	0.26d	0.37d
PStDev Time	0.31d	0.33d	0.38d	0.5d	0.44d	0.36d	0.55d	0.58d	0.54d	0.45d	0.74d	0.56d	0.61d

Routine (Non-Technical)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Processing Time	0.43d	0.41d	1.56d	0.58d	0.09d	1.31d	0.44d	1.02d	0.9d	0.75d	0.74d	0.4d	0.22d
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	36	128	22	31	162	145	899	59	40	11	19	138	63
Mean Time	0.17d	0.21d	0.63d	0.24d	0.09d	0.76d	0.15d	0.38d	0.5d	0.31d	0.41d	0.15d	0.12d
Shortest Time	0.04d	0d	0d	0d	0d	0d	0d	0d	0d	0.02d	0d	0d	0d
Longest Time	0.74d	1.18d	6.48d	2.82d	2.76d	2.52d	3.42d	2.8d	2.69d	0.8d	3.05d	1.89d	2.76d
Median Time	0.08d	0.15d	0.08d	0.1d	0d	0.86d	0.02d	0.15d	0.42d	0.19d	0.16d	0.07d	0d
PStDev Time	0.17d	0.24d	1.4d	0.51d	0.35d	0.47d	0.27d	0.57d	0.51d	0.27d	0.68d	0.27d	0.39d

gTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Processing Time	0.06d	0.45d	—	0.53d	—	—	0.81d	0.72d	1.29d	—	2.88d	—	—

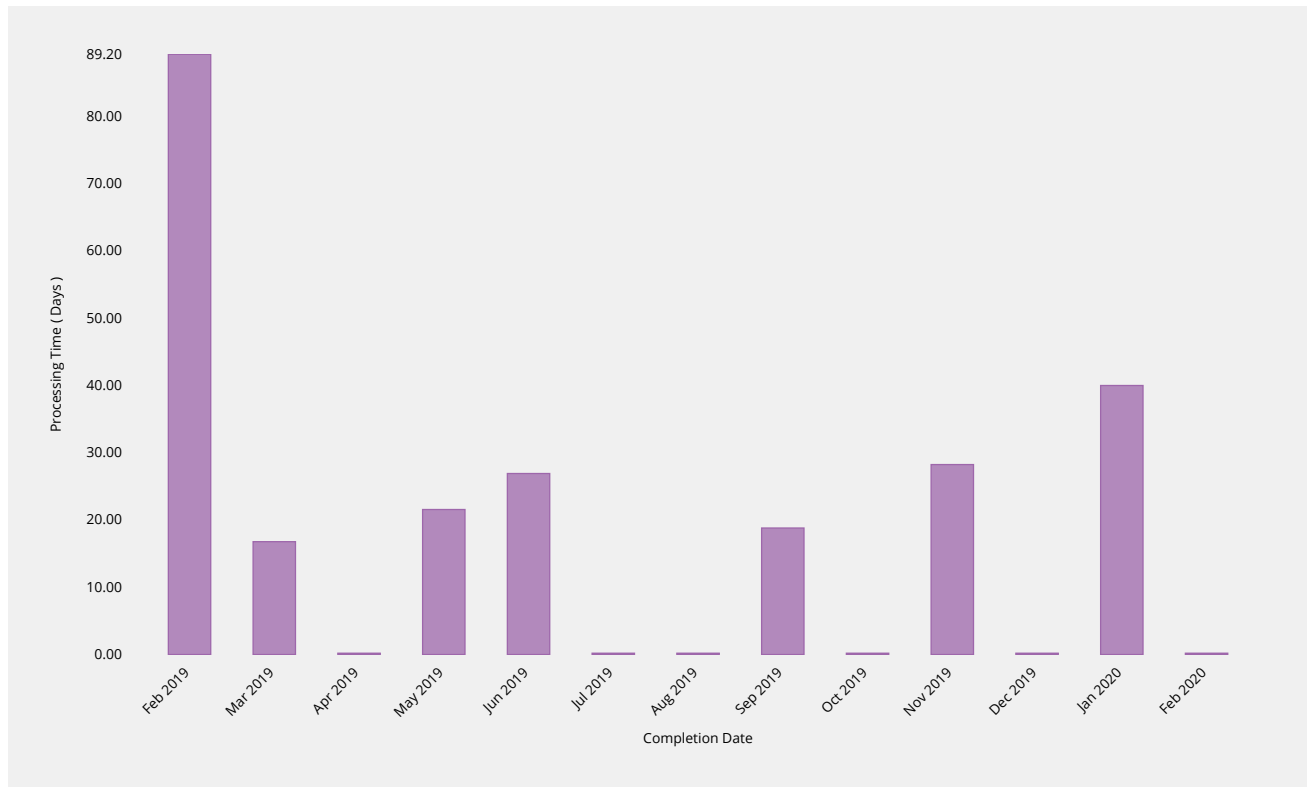
gTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Monthly Threshold	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	1	0	5	0	0	1	1	1	0	1	0	0
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	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Processing Time	56.58d	46.26d	—	49.33d	54.58d	—	—	29.35d	—	43.97d	—	65.13d	—
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	2	2	0	0	1	0	1	0	2	0
Mean Time	56.58d	46.26d	—	37.01d	27.29d	—	—	29.35d	—	43.97d	—	63.8d	—
Shortest Time	56.58d	46.26d	—	24.69d	0d	—	—	29.35d	—	43.97d	—	62.48d	—
Longest Time	56.58d	46.26d	—	49.33d	54.58d	—	—	29.35d	—	43.97d	—	65.13d	—
Median Time	56.58d	46.26d	—	37.01d	27.29d	—	—	29.35d	—	43.97d	—	63.8d	—
PStDev Time	0d	0d	—	12.32d	27.29d	—	—	0d	—	0d	—	1.33d	—

Other Changes	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Processing Time	0.51d	—	0.59d	—	0.73d	0.08d	0.62d	3.78d	—	0.63d	0.61d	2.28d	0.23d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	4	0	1	0	1	1	6	3	0	11	2	5	1
Mean Time	0.25d	—	0.59d	—	0.73d	0.08d	0.24d	3.11d	—	0.28d	0.32d	1.6d	0.23d
Shortest Time	0.14d	—	0.59d	—	0.73d	0.08d	0d	2.77d	—	0.03d	0.03d	0.57d	0.23d
Longest Time	0.51d	—	0.59d	—	0.73d	0.08d	0.62d	3.78d	—	0.63d	0.61d	2.28d	0.23d
Median Time	0.18d	—	0.59d	—	0.73d	0.08d	0.14d	2.78d	—	0.11d	0.32d	2.22d	0.23d
PStDev Time	0.15d	—	0d	—	0d	0d	0.25d	0.47d	—	0.25d	0.29d	0.8d	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).

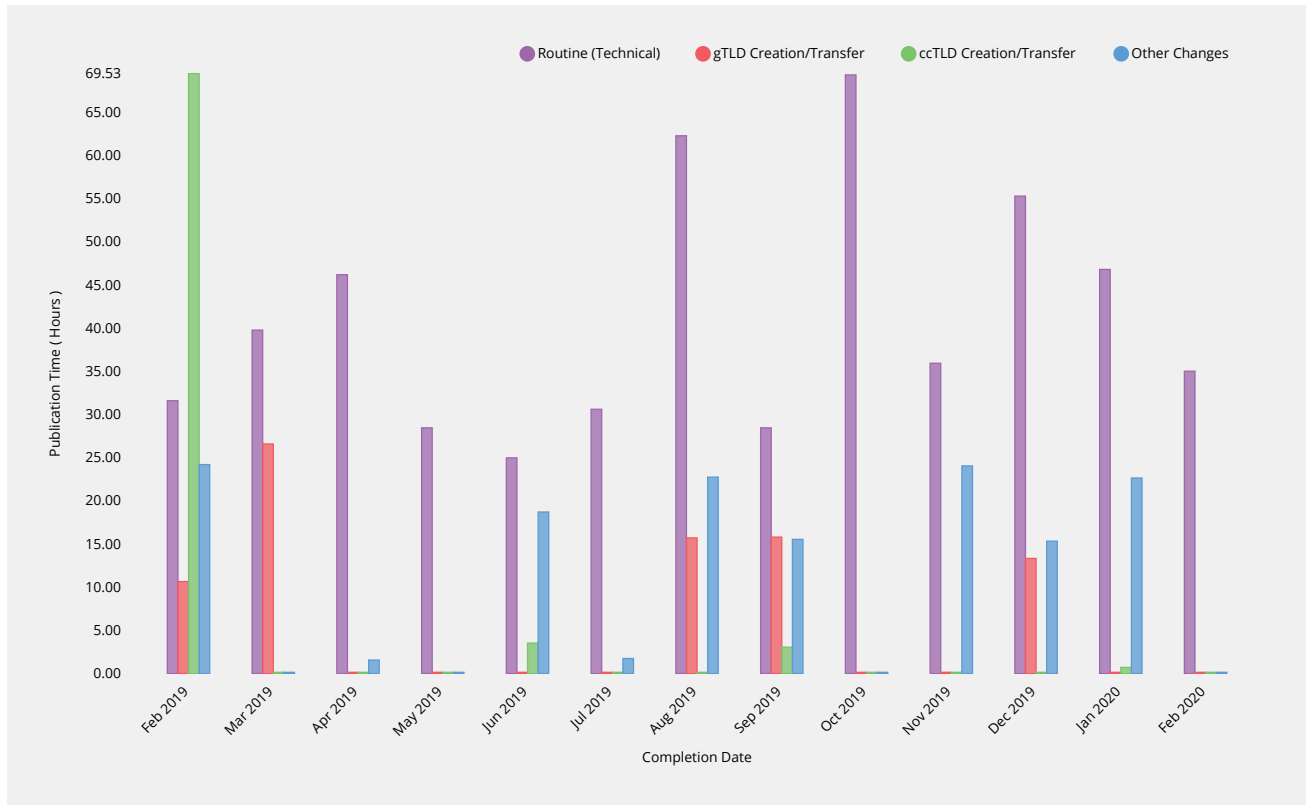


ccTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Processing Time	89.2d	16.77d	—	21.55d	26.9d	—	—	18.8d	—	28.23d	—	39.98d	—
Request Count	1	1	0	1	1	0	0	1	0	1	0	2	0
Mean Time	89.2d	16.77d	—	21.55d	26.9d	—	—	18.8d	—	28.23d	—	29.48d	—
Shortest Time	89.2d	16.77d	—	21.55d	26.9d	—	—	18.8d	—	28.23d	—	18.98d	—
Longest Time	89.2d	16.77d	—	21.55d	26.9d	—	—	18.8d	—	28.23d	—	39.98d	—
Median Time	89.2d	16.77d	—	21.55d	26.9d	—	—	18.8d	—	28.23d	—	29.48d	—
PStDev Time	0d	0d	—	0d	0d	—	—	0d	—	0d	—	10.5d	—

Implementation

Root Zone Publication

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



Routine (Technical)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Publication Time	31.61h	39.79h	46.21h	28.47h	24.99h	30.62h	62.3h	28.47h	69.35h	35.95h	55.31h	46.82h	35.03h
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	102	102	88	59	23	66	23	42	18	36	34	68	30
Mean Time	13.69h	16.29h	23.17h	19.57h	13.17h	12.85h	15.47h	8.88h	13.8h	8.83h	11.32h	13.97h	12.2h
Shortest Time	0.58h	0.32h	0.58h	0.79h	1.67h	0.44h	1.23h	0.64h	1.51h	0.72h	0.26h	2.07h	2.03h
Longest Time	32.12h	39.82h	46.21h	31.44h	25.03h	36.59h	66.99h	32.21h	71.38h	36.79h	67.42h	57.61h	35.03h
Median Time	11.9h	13.34h	14.95h	26.08h	16.81h	13.71h	14.19h	5.68h	5.05h	2.21h	4.63h	8.53h	10.34h
PStDev Time	8.75h	11.22h	15.9h	9.41h	8.01h	6.44h	14.45h	7.9h	19.63h	9.91h	12.94h	12.3h	8.67h

gTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
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	1	1	0	0	0	0	1	1	0	0	1	0	0
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	—	—

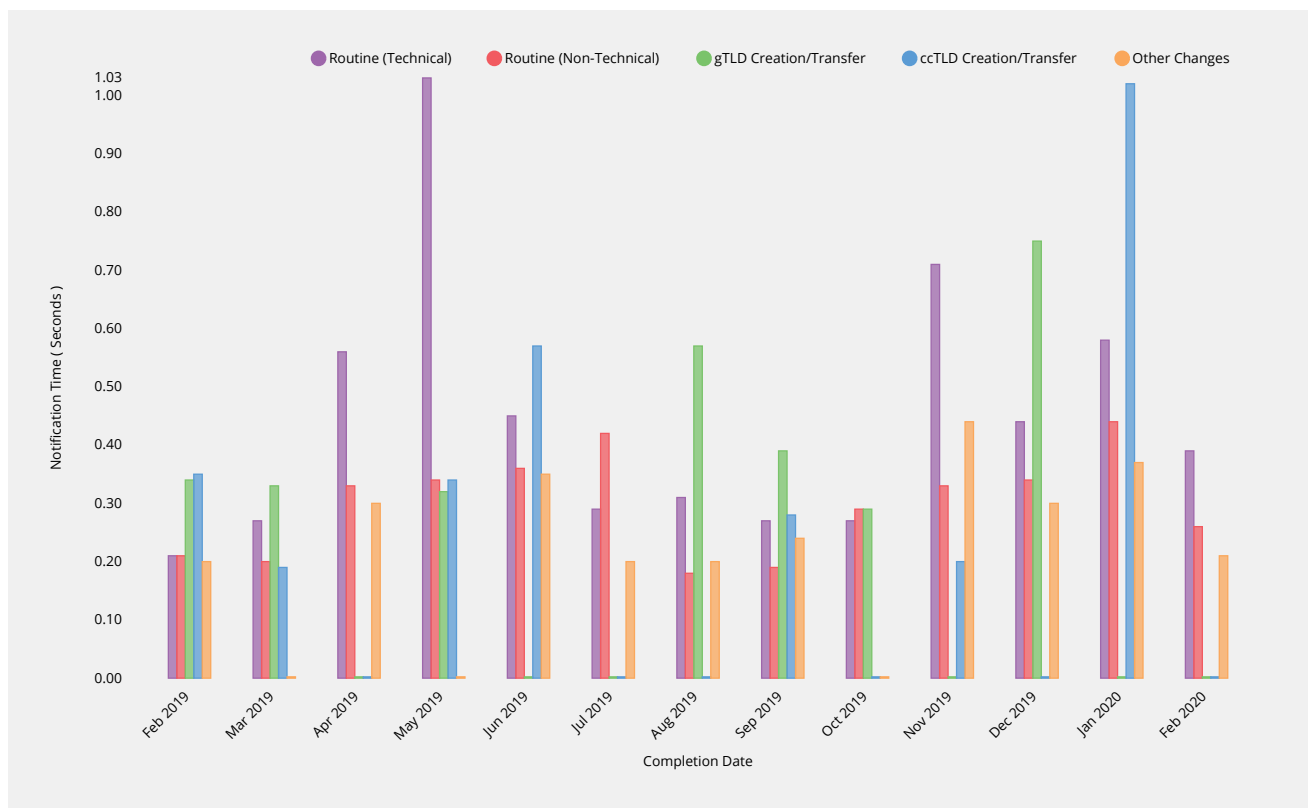
ccTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Publication Time	69.53h	—	—	—	3.53h	—	—	3.06h	—	—	—	0.72h	—

ccTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	1	0	0	0	1	0	0	1	0	0	0	2	0
Mean Time	69.53h	—	—	—	3.53h	—	—	3.06h	—	—	—	0.59h	—
Shortest Time	69.53h	—	—	—	3.53h	—	—	3.06h	—	—	—	0.45h	—
Longest Time	69.53h	—	—	—	3.53h	—	—	3.06h	—	—	—	0.73h	—
Median Time	69.53h	—	—	—	3.53h	—	—	3.06h	—	—	—	0.59h	—
PStDev Time	0h	—	—	—	0h	—	—	0h	—	—	—	0.14h	—

Other Changes	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Publication Time	24.21h	—	1.57h	—	18.72h	1.75h	22.76h	15.55h	—	24.06h	15.34h	22.66h	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	4	0	1	0	1	1	5	3	0	11	2	1	0
Mean Time	13.74h	—	1.57h	—	18.72h	1.75h	11.16h	8.23h	—	9.99h	8.33h	22.66h	—
Shortest Time	5.88h	—	1.57h	—	18.72h	1.75h	0.93h	4.56h	—	0.36h	1.31h	22.66h	—
Longest Time	24.21h	—	1.57h	—	18.72h	1.75h	22.76h	15.55h	—	24.06h	15.34h	22.66h	—
Median Time	12.44h	—	1.57h	—	18.72h	1.75h	10.88h	4.57h	—	13.6h	8.33h	22.66h	—
PStDev Time	8.06h	—	0h	—	0h	0h	8.28h	5.18h	—	8.27h	7.02h	0h	—

Notification of Completion

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



Routine (Technical)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Notification Time	0.21s	0.27s	0.56s	1.03s	0.45s	0.29s	0.31s	0.27s	0.27s	0.71s	0.44s	0.58s	0.39s
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	102	102	88	59	23	66	23	42	18	36	34	68	30
Mean Time	0.16s	0.16s	0.36s	0.58s	0.33s	0.16s	0.19s	0.16s	0.18s	0.4s	0.3s	0.38s	0.23s
Shortest Time	0.13s	0.13s	0.15s	0.19s	0.18s	0.12s	0.12s	0.12s	0.13s	0.18s	0.16s	0.18s	0.13s

Routine (Technical)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Longest Time	1.14s	0.33s	0.59s	2.24s	0.46s	0.51s	0.33s	0.34s	0.3s	0.9s	0.51s	0.68s	0.54s
Median Time	0.15s	0.15s	0.39s	0.54s	0.33s	0.13s	0.18s	0.15s	0.17s	0.36s	0.28s	0.34s	0.2s
PStDev Time	0.1s	0.04s	0.16s	0.31s	0.08s	0.07s	0.05s	0.05s	0.04s	0.17s	0.08s	0.11s	0.09s

Routine (Non-Technical)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Notification Time	0.21s	0.2s	0.33s	0.34s	0.36s	0.42s	0.18s	0.19s	0.29s	0.33s	0.34s	0.44s	0.26s
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	36	128	21	31	162	145	899	59	40	11	19	136	63
Mean Time	0.18s	0.17s	0.27s	0.28s	0.26s	0.24s	0.14s	0.16s	0.2s	0.3s	0.29s	0.29s	0.17s
Shortest Time	0.14s	0.13s	0.16s	0.17s	0.16s	0.12s	0.12s	0.13s	0.13s	0.24s	0.21s	0.15s	0.13s
Longest Time	0.43s	0.31s	0.36s	0.37s	0.53s	0.5s	0.26s	0.2s	0.39s	0.34s	0.45s	0.5s	0.29s
Median Time	0.18s	0.17s	0.29s	0.27s	0.27s	0.22s	0.14s	0.17s	0.19s	0.3s	0.28s	0.27s	0.16s
PStDev Time	0.05s	0.02s	0.06s	0.04s	0.06s	0.1s	0.02s	0.02s	0.06s	0.03s	0.05s	0.08s	0.03s

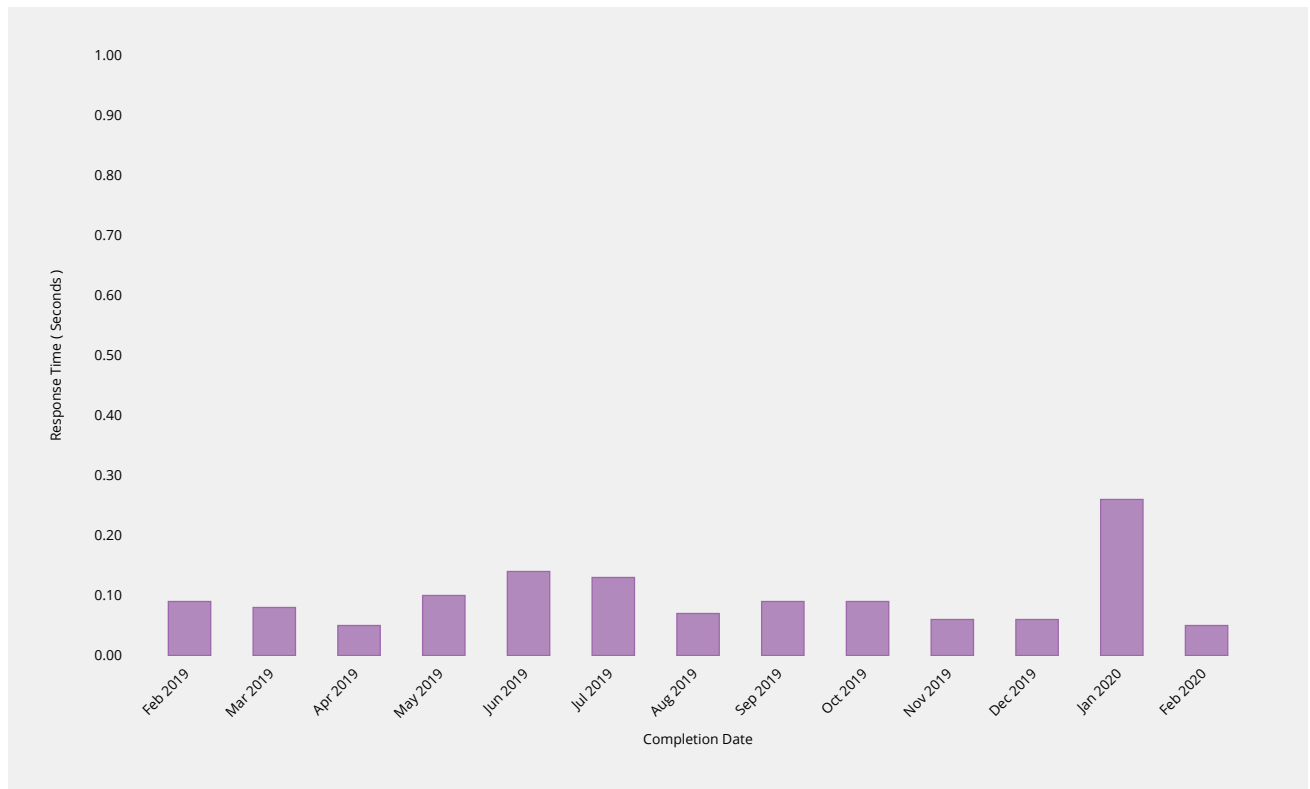
gTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Notification Time	0.34s	0.33s	—	0.32s	—	—	0.57s	0.39s	0.29s	—	0.75s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	1	0	5	0	0	1	1	1	0	1	0	0
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	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Notification Time	0.35s	0.19s	—	0.34s	0.57s	—	—	0.28s	—	0.2s	—	1.02s	—
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	1	1	0	1	1	0	0	1	0	1	0	2	0
Mean Time	0.35s	0.19s	—	0.34s	0.57s	—	—	0.28s	—	0.2s	—	0.78s	—
Shortest Time	0.35s	0.19s	—	0.34s	0.57s	—	—	0.28s	—	0.2s	—	0.52s	—
Longest Time	0.35s	0.19s	—	0.34s	0.57s	—	—	0.28s	—	0.2s	—	1.04s	—
Median Time	0.35s	0.19s	—	0.34s	0.57s	—	—	0.28s	—	0.2s	—	0.78s	—
PStDev Time	0s	0s	—	0s	0s	—	—	0s	—	0s	—	0.26s	—

Other Changes	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Notification Time	0.2s	—	0.3s	—	0.35s	0.2s	0.2s	0.24s	—	0.44s	0.3s	0.37s	0.21s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	4	0	1	0	1	1	6	3	0	11	2	5	1
Mean Time	0.17s	—	0.3s	—	0.35s	0.2s	0.17s	0.19s	—	0.27s	0.27s	0.28s	0.21s
Shortest Time	0.15s	—	0.3s	—	0.35s	0.2s	0.15s	0.14s	—	0.15s	0.23s	0.21s	0.21s
Longest Time	0.21s	—	0.3s	—	0.35s	0.2s	0.2s	0.24s	—	0.52s	0.3s	0.39s	0.21s
Median Time	0.17s	—	0.3s	—	0.35s	0.2s	0.17s	0.18s	—	0.23s	0.27s	0.25s	0.21s
PStDev Time	0.03s	—	0s	—	0s	0s	0.02s	0.04s	—	0.1s	0.03s	0.07s	0s

Credential Recovery

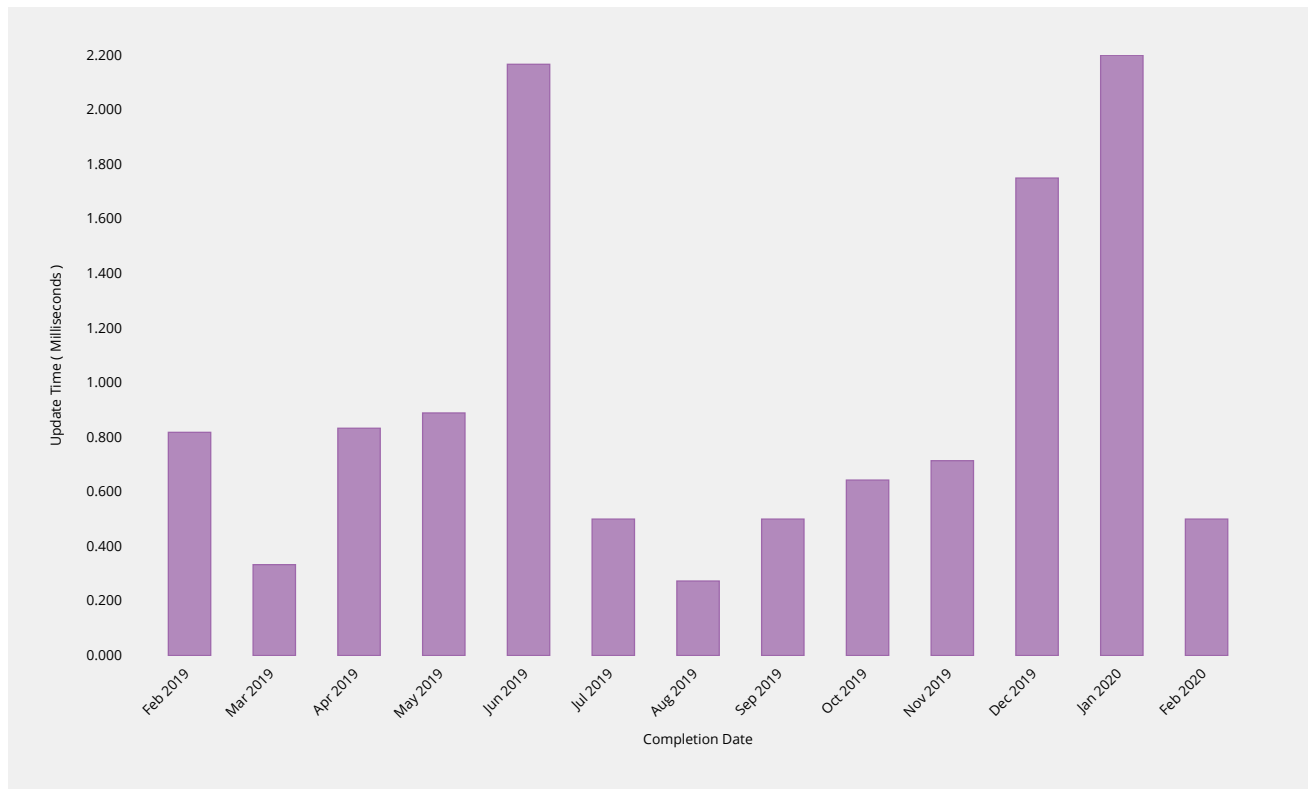
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Response Time	0.09s	0.08s	0.05s	0.1s	0.14s	0.13s	0.07s	0.09s	0.09s	0.06s	0.06s	0.26s	0.05s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	11	14	7	25	12	10	22	16	16	12	4	15	2
Mean Time	0.05s	0.04s	0.04s	0.03s	0.07s	0.06s	0.04s	0.05s	0.05s	0.04s	0.05s	0.14s	0.04s
Shortest Time	0.02s	0s	0s	0s	0s	0.02s	0.01s	0.03s	0.04s	0.03s	0.04s	0.04s	0.04s
Longest Time	0.09s	0.09s	0.06s	0.11s	0.15s	0.14s	0.07s	0.12s	0.1s	0.06s	0.06s	0.27s	0.06s
Median Time	0.04s	0.04s	0.04s	0.04s	0.07s	0.04s	0.04s	0.04s	0.05s	0.04s	0.05s	0.15s	0.04s
PStDev Time	0.02s	0.03s	0.02s	0.03s	0.05s	0.04s	0.01s	0.02s	0.02s	0.01s	0.01s	0.07s	0.01s

Credential Change

Time to implement new password within the system.

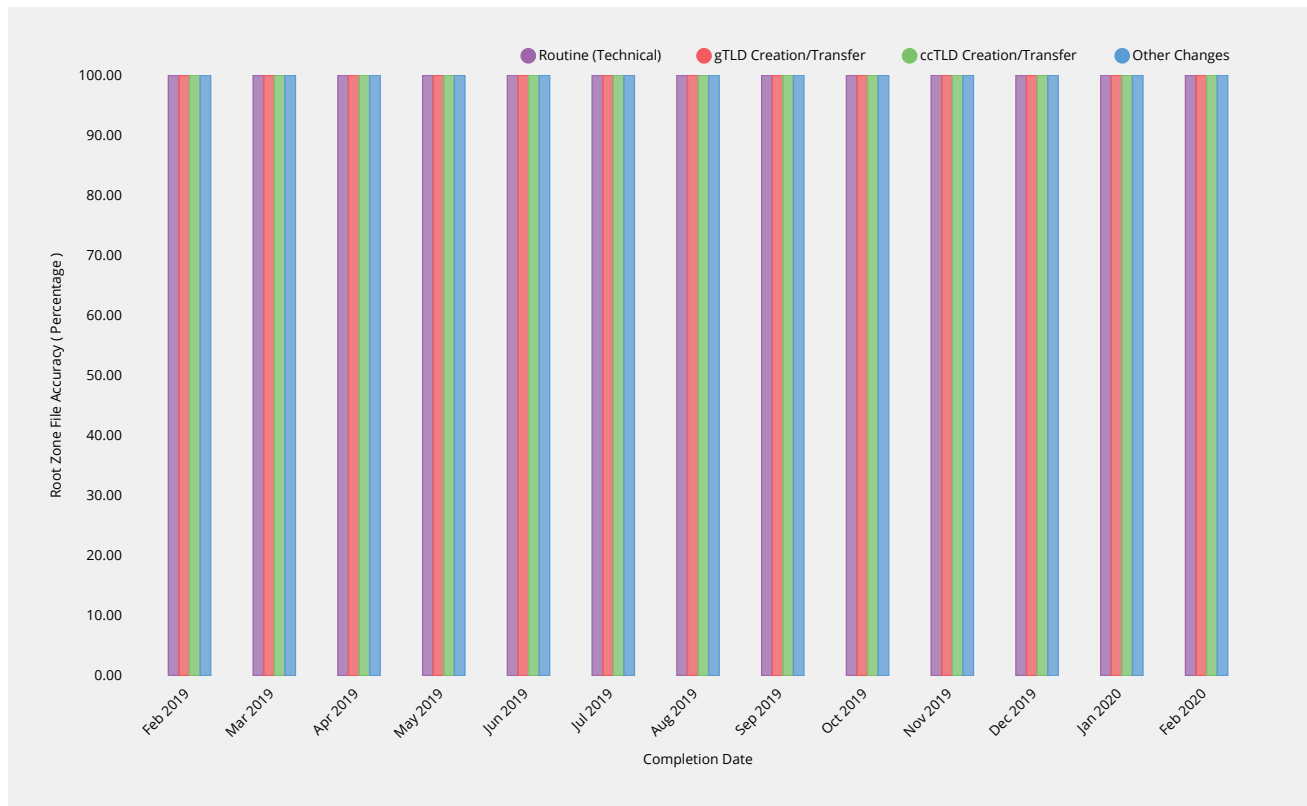


Credential Change	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Update Time	2ms	1ms	1.75ms	1.6ms	4ms	1.65ms	1ms	2ms	1.7ms	1ms	3.55ms	5ms	0.95ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	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	11	9	6	9	6	8	22	16	14	7	4	10	2
Mean Time	0.818ms	0.333ms	0.833ms	0.889ms	2.167ms	0.5ms	0.273ms	0.5ms	0.643ms	0.714ms	1.75ms	2.2ms	0.5ms
Shortest Time	0ms	0ms	0ms	0ms	1ms	0ms	0ms	0ms	0ms	0ms	1ms	0ms	0ms
Longest Time	2ms	1ms	2ms	2ms	4ms	2ms	1ms	2ms	3ms	1ms	4ms	5ms	1ms
Median Time	1ms	0ms	1ms	1ms	1.5ms	0ms	0ms	0ms	0.5ms	1ms	1ms	1.5ms	0.5ms
PStDev Time	0.716ms	0.471ms	0.687ms	0.567ms	1.344ms	0.707ms	0.445ms	0.707ms	0.811ms	0.452ms	1.299ms	1.661ms	0.5ms

Accuracy

Root Zone File

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



Routine (Technical)	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	102	102	88	59	23	66	23	42	18	36	34	68	30

gTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	1	1	0	5	0	0	1	1	1	0	1	0	0

ccTLD Creation/Transfer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	1	1	0	1	1	0	0	1	0	1	0	2	0

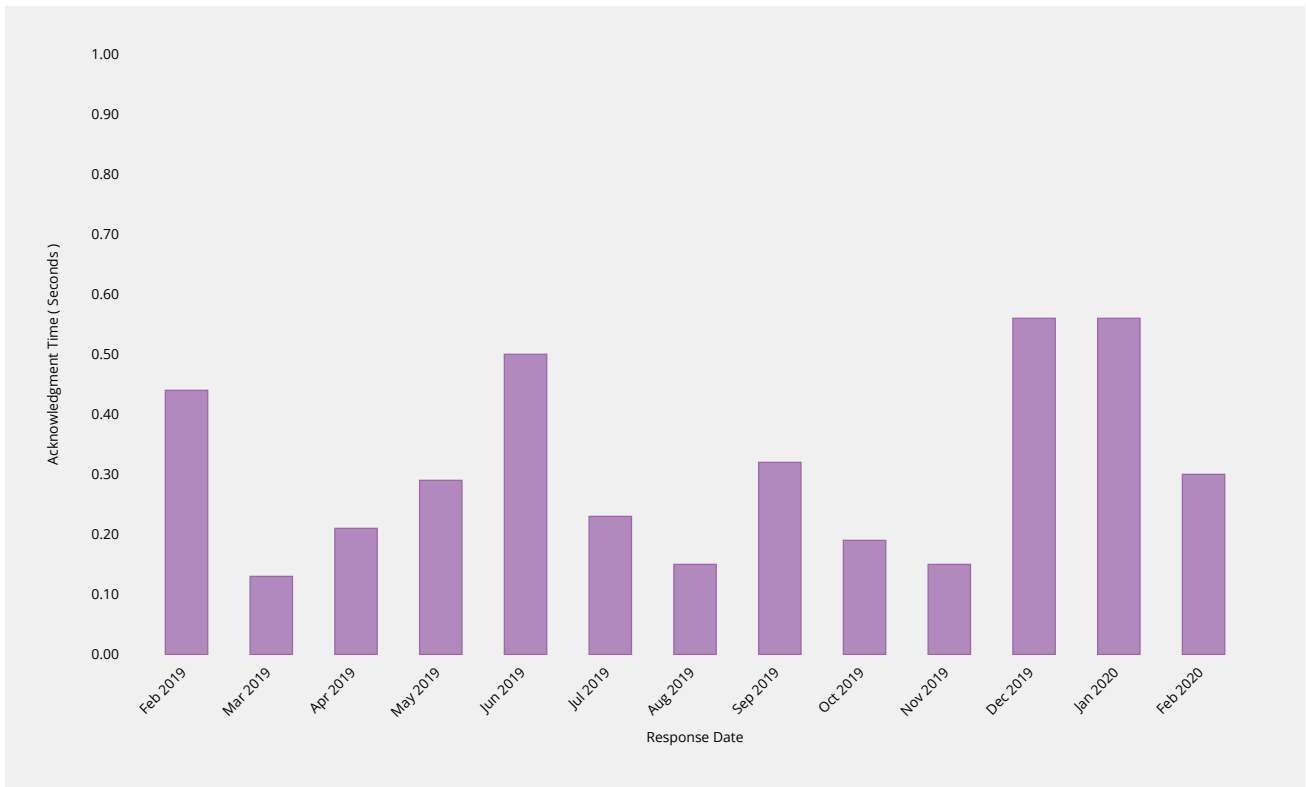
Other Changes	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	4	0	1	0	1	1	6	3	0	11	2	5	1

Other Changes	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	4	0	1	0	1	1	6	3	0	11	2	5	1

Enquiry Processing

Time to acknowledge

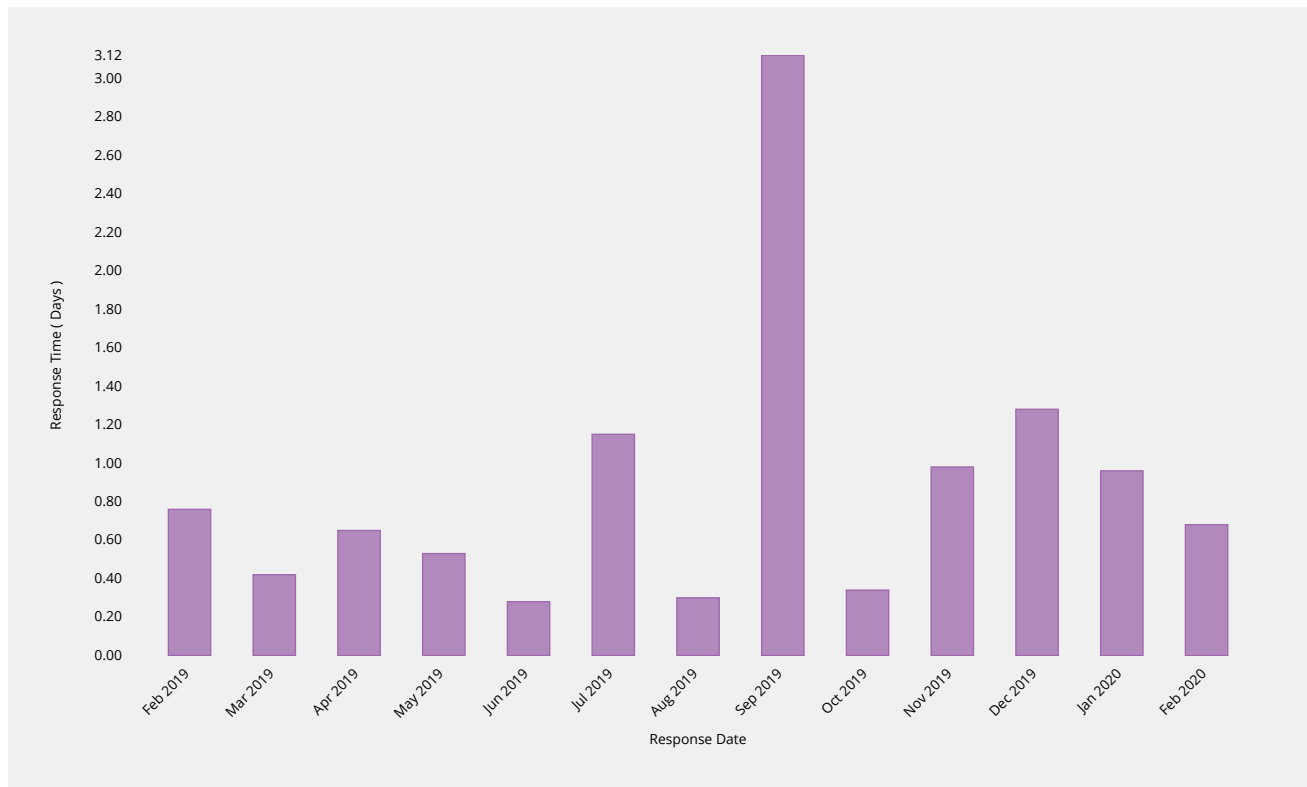
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Acknowledgment Time	1s	1s	1s	1s	1.45s	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	16	15	14	7	12	26	48	28	27	13	9	9	10
Mean Time	0.44s	0.13s	0.21s	0.29s	0.5s	0.23s	0.15s	0.32s	0.19s	0.15s	0.56s	0.56s	0.3s
Shortest Time	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	1s	1s	2s	1s	1s	1s	1s	1s	1s	1s	1s
Median Time	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	1s	1s	0s
PStDev Time	0.5s	0.34s	0.41s	0.45s	0.65s	0.42s	0.35s	0.47s	0.39s	0.36s	0.5s	0.5s	0.46s

Time to initial response

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

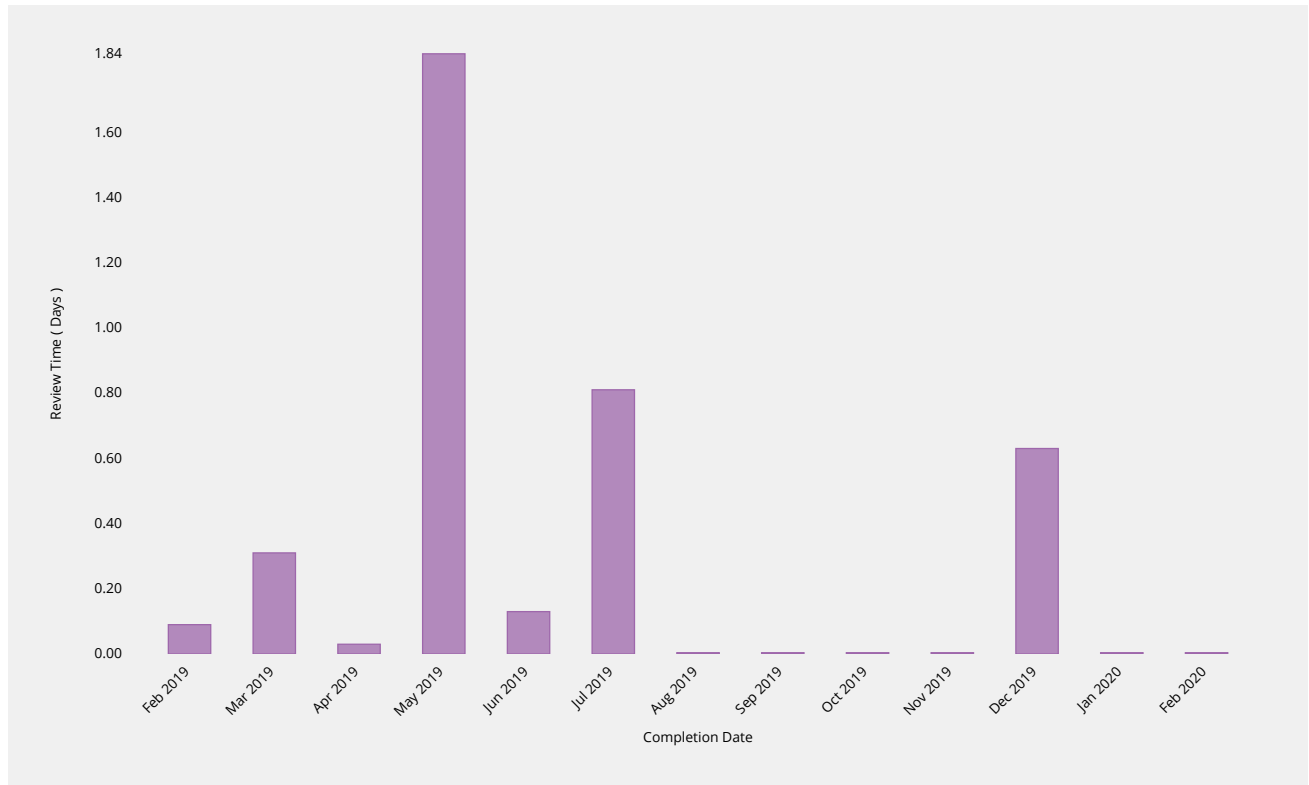


Manual Enquiries	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Response Time	2.15d	1d	1.16d	1.56d	0.47d	2.84d	0.75d	2.61d	0.77d	2.18d	3.14d	2.03d	1.28d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	16	12	17	7	9	29	40	30	22	12	7	9	8
Mean Time	0.76d	0.42d	0.65d	0.53d	0.28d	1.15d	0.3d	3.12d	0.34d	0.98d	1.28d	0.96d	0.68d
Shortest Time	0d	0d	0.01d	0d	0.04d	0.01d	0d	0d	0.01d	0.01d	0.01d	0.04d	0.04d
Longest Time	4.82d	1.33d	4.6d	2.95d	0.49d	11.23d	1.27d	41.11d	1.26d	2.82d	3.26d	4.74d	1.9d
Median Time	0.27d	0.27d	0.24d	0.05d	0.31d	0.28d	0.21d	0.3d	0.22d	0.7d	0.74d	0.38d	0.51d
PStDev Time	1.28d	0.39d	1.07d	1.01d	0.17d	2.14d	0.3d	9.56d	0.33d	0.94d	1.21d	1.41d	0.54d

Label Generation Rulesets

Review Time

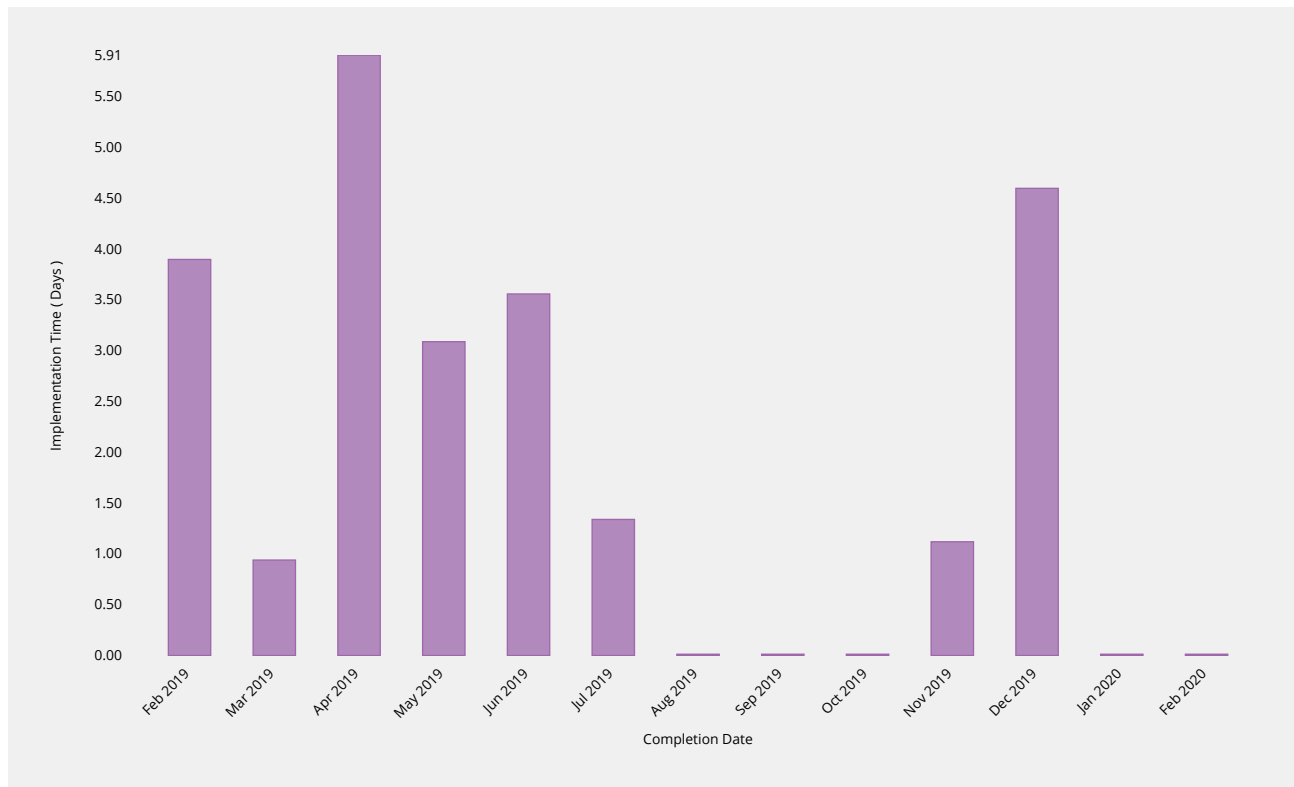
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Review Time	0.09d	0.31d	0.03d	1.84d	0.13d	0.81d	—	—	—	—	0.63d	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	5d	5d	5d
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	90.0%	90.0%	90.0%
Review Count	2	2	1	10	2	2	0	0	0	0	2	0	0
Shortest Time	0.08d	0.03d	0.03d	0.02d	0d	0.79d	—	—	—	—	0.37d	—	—
Longest Time	0.09d	0.31d	0.03d	1.84d	0.13d	0.81d	—	—	—	—	0.66d	—	—
Median Time	0.09d	0.17d	0.03d	0.09d	0.07d	0.8d	—	—	—	—	0.51d	—	—
PStDev Time	0d	0.14d	0d	0.57d	0.06d	0.01d	—	—	—	—	0.14d	—	—

Implementation Time

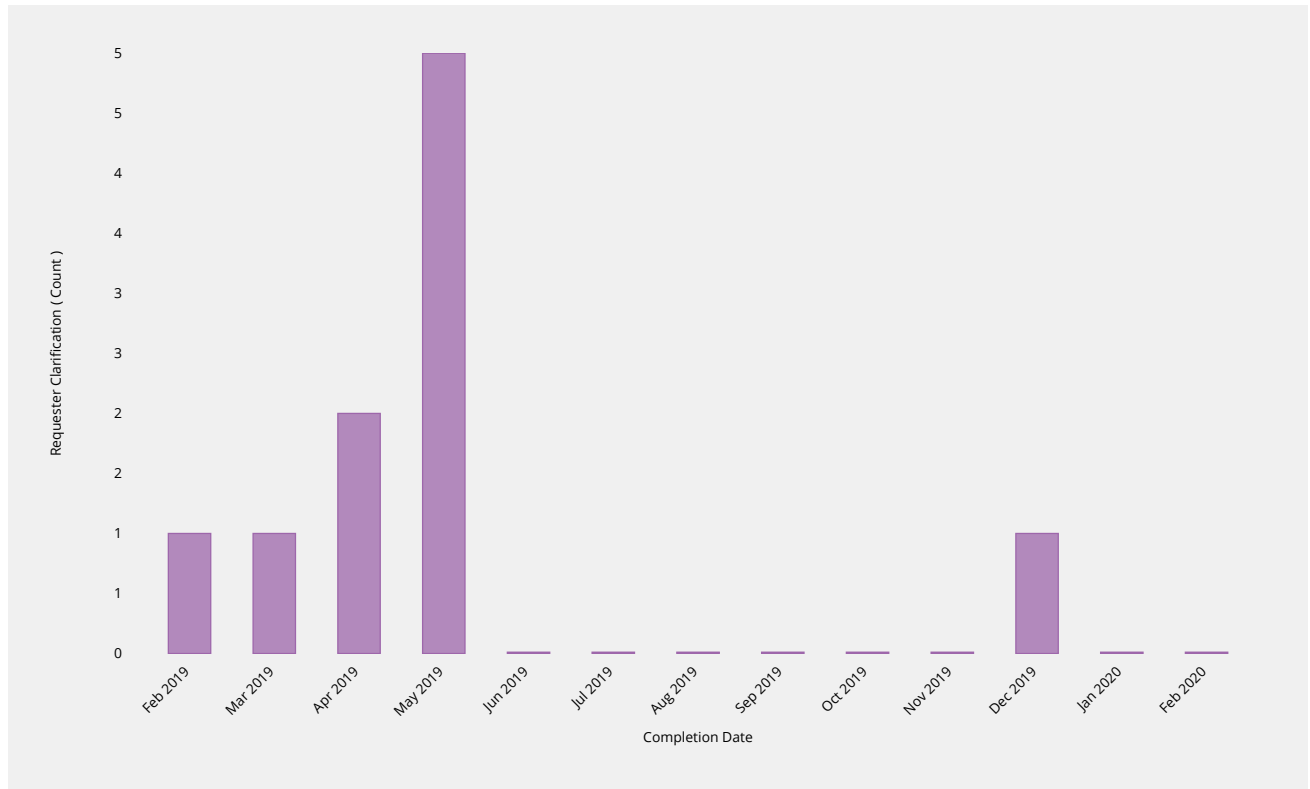
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Implementation Time	3.9d	0.94d	5.91d	3.09d	3.56d	1.34d	—	—	—	1.12d	4.6d	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	7d	7d	7d
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	90.0%	90.0%	90.0%
Request Count	1	1	1	5	2	2	0	0	0	1	1	0	0
Shortest Time	3.9d	0.94d	5.91d	0.22d	0.67d	1.34d	—	—	—	1.12d	4.6d	—	—
Longest Time	3.9d	0.94d	5.91d	3.09d	3.56d	1.34d	—	—	—	1.12d	4.6d	—	—
Median Time	3.9d	0.94d	5.91d	3.09d	2.11d	1.34d	—	—	—	1.12d	4.6d	—	—
PStDev Time	0d	0d	0d	1.35d	1.44d	0d	—	—	—	0d	0d	—	—

Requester Clarification

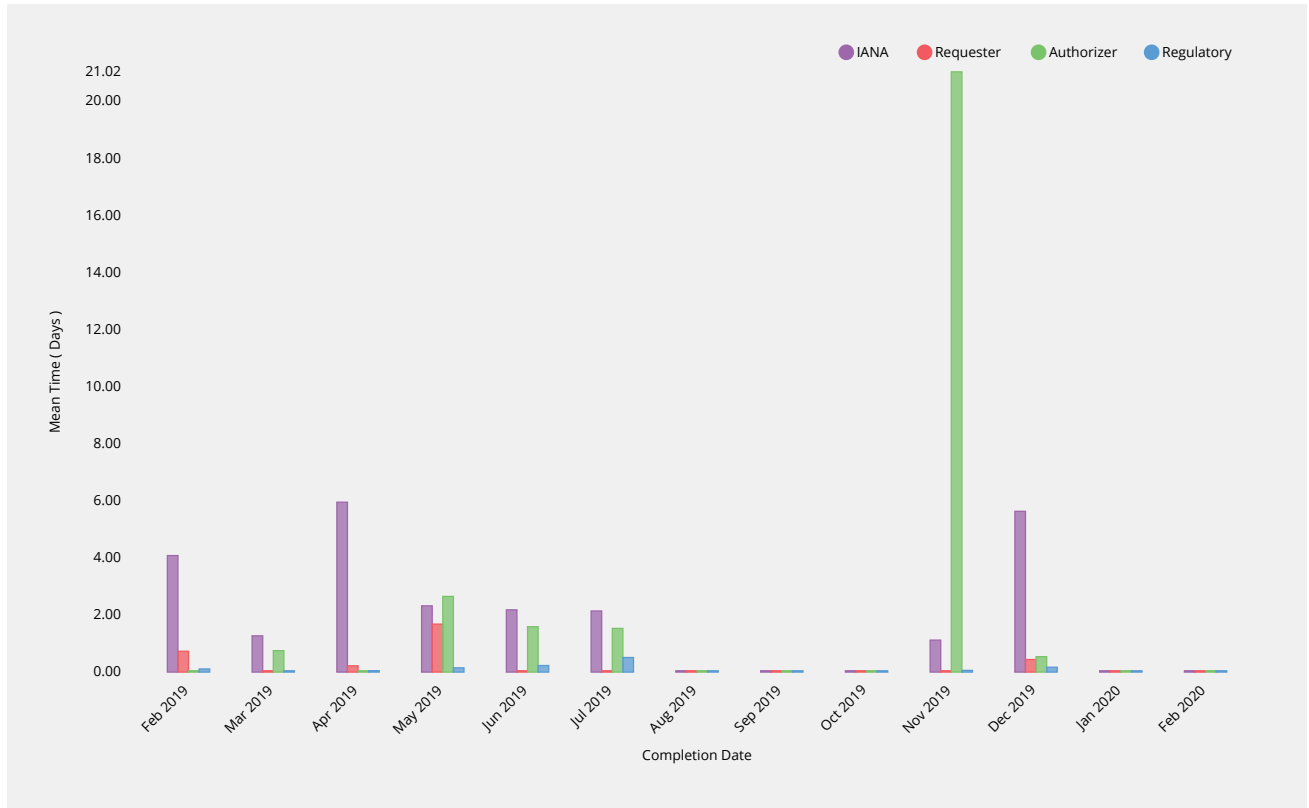
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Count	1	1	2	5	0	0	—	—	—	0	1	—	—
Request Count	1	1	1	6	2	2	0	0	0	1	1	0	0
Shortest Clarification	1	1	2	0	0	0	—	—	—	0	1	—	—
Longest Clarification	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	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Mean Time	4.08d	1.27d	5.95d	2.32d	2.18d	2.14d	—	—	—	1.12d	5.63d	—	—
Review Count	1	1	1	6	2	2	0	0	0	1	1	0	0
Shortest Time	4.08d	1.27d	5.95d	0.14d	0.8d	2.13d	—	—	—	1.12d	5.63d	—	—
Longest Time	4.08d	1.27d	5.95d	3.18d	3.56d	2.15d	—	—	—	1.12d	5.63d	—	—
Median Time	4.08d	1.27d	5.95d	3.11d	2.18d	2.14d	—	—	—	1.12d	5.63d	—	—
PStDev Time	0d	0d	0d	1.21d	1.38d	0.01d	—	—	—	0d	0d	—	—

Requester	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Mean Time	0.73d	0.02d	0.22d	1.68d	—	—	—	—	—	—	0.44d	—	—
Review Count	1	1	1	3	0	0	0	0	0	0	1	0	0
Shortest Time	0.73d	0.02d	0.22d	0.02d	—	—	—	—	—	—	0.44d	—	—
Longest Time	0.73d	0.02d	0.22d	4.88d	—	—	—	—	—	—	0.44d	—	—
Median Time	0.73d	0.02d	0.22d	0.13d	—	—	—	—	—	—	0.44d	—	—
PStDev Time	0d	0d	0d	2.27d	—	—	—	—	—	—	0d	—	—

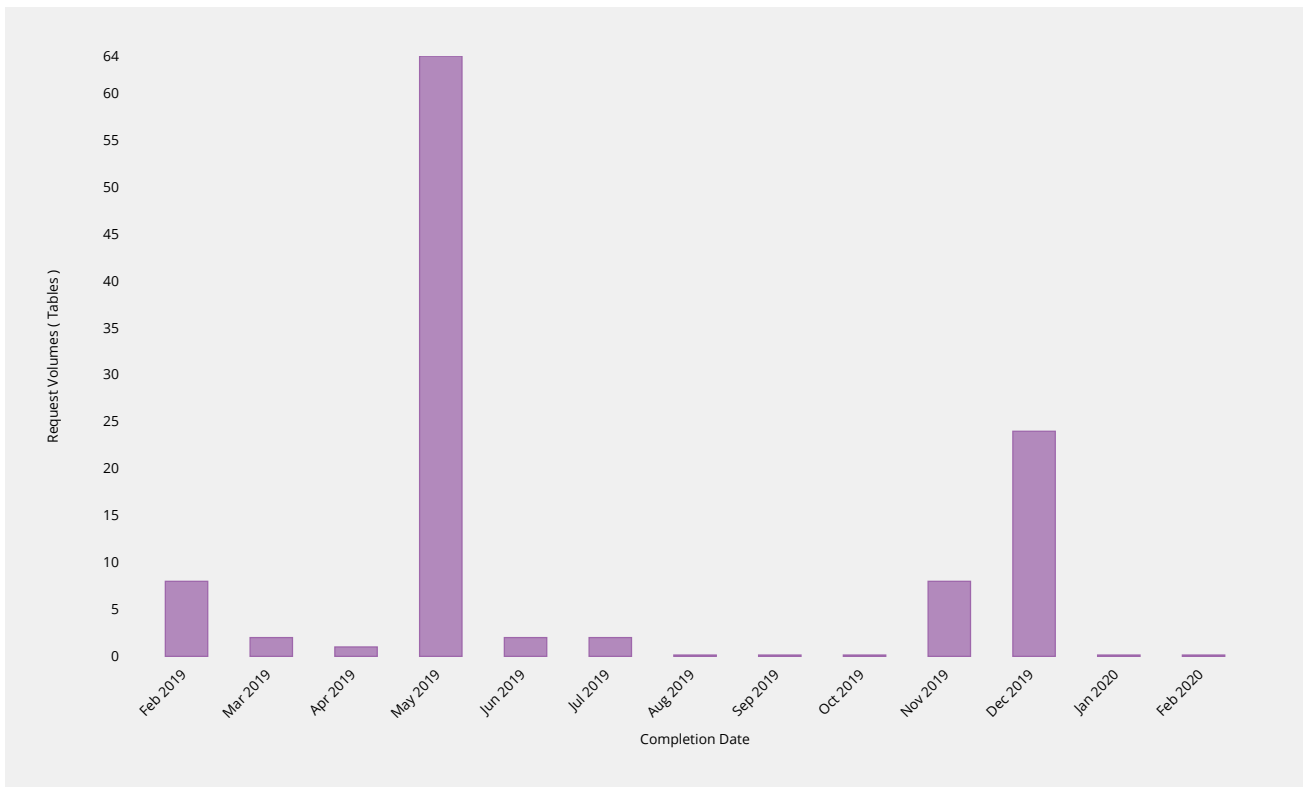
Authorizer	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Mean Time	0.03d	0.75d	0.04d	2.65d	1.59d	1.53d	—	—	—	21.02d	0.54d	—	—
Review Count	1	1	1	5	2	2	0	0	0	1	1	0	0
Shortest Time	0.03d	0.75d	0.04d	0d	0.02d	1.53d	—	—	—	21.02d	0.54d	—	—
Longest Time	0.03d	0.75d	0.04d	3.87d	3.16d	1.53d	—	—	—	21.02d	0.54d	—	—
Median Time	0.03d	0.75d	0.04d	3.87d	1.59d	1.53d	—	—	—	21.02d	0.54d	—	—
PStDev Time	0d	0d	0d	1.58d	1.57d	0d	—	—	—	0d	0d	—	—

Regulatory	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Mean Time	0.11d	0d	0.05d	0.15d	0.23d	0.51d	—	—	—	0.06d	0.17d	—	—

Regulatory	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Review Count	1	1	1	5	2	2	0	0	0	1	1	0	0
Shortest Time	0.11d	0d	0.05d	0.01d	0.11d	0.51d	—	—	—	0.06d	0.17d	—	—
Longest Time	0.11d	0d	0.05d	0.65d	0.34d	0.51d	—	—	—	0.06d	0.17d	—	—
Median Time	0.11d	0d	0.05d	0.01d	0.23d	0.51d	—	—	—	0.06d	0.17d	—	—
PStDev Time	0d	0d	0d	0.25d	0.11d	0d	—	—	—	0d	0d	—	—

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02
Total LGRs Processed	8	2	1	64	2	2	—	—	—	8	24	—	—
Request Count	1	1	1	5	2	2	0	0	0	1	1	0	0
Average LGRs per Request	8	2	1	13	1	1	—	—	—	8	24	—	—
Smallest per Request	8	2	1	1	1	1	—	—	—	8	24	—	—
Largest per Request	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.