

IANA Naming Function Monthly Performance Report

August 2020

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.59s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.08s	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%)	✓ 0.77s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.06d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.02d	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%)	✓ 0.63m	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%)	✓ 0.46m	p9
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 2.18m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 0.88m	p11
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ 0.37m	p12
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 12.00ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 6.10ms	p13
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p13
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 3.00ms	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 4.00ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.00ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.00ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.65d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.37d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	0.57d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
ccTLD Creation/Transfer				
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p19
Requester Clarification	Requester Clarification	N/A	—	p20
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p21
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 55.72h	p22

Metric	Category	Expected	Actual	Detail
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	N/A	2.25h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.59s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.57s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.17s	p24
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p25
Root Zone Management System	RZM Availability	≥99%	✓ 100.00%	p26
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p27
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p28
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.72s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 9.400ms	p30
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p31
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p31
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p31
Root Zone File	Other Changes	100%	✓ 100.00%	p31
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p32
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone Database	Other Changes	100%	✓ 100.00%	p32
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.00s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 3.48d	p34
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ —	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ —	p36
Requester Clarification	Requester Clarification	N/A	—	p37
Time per Actor	IANA	N/A	—	p38
Time per Actor	Requester	N/A	—	p38
Time per Actor	Authorizer	N/A	—	p38
Time per Actor	Regulatory	N/A	—	p38
Request Volumes	Request Volumes	N/A	—	p39

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

Exceptions and Narrative for Reporting Period

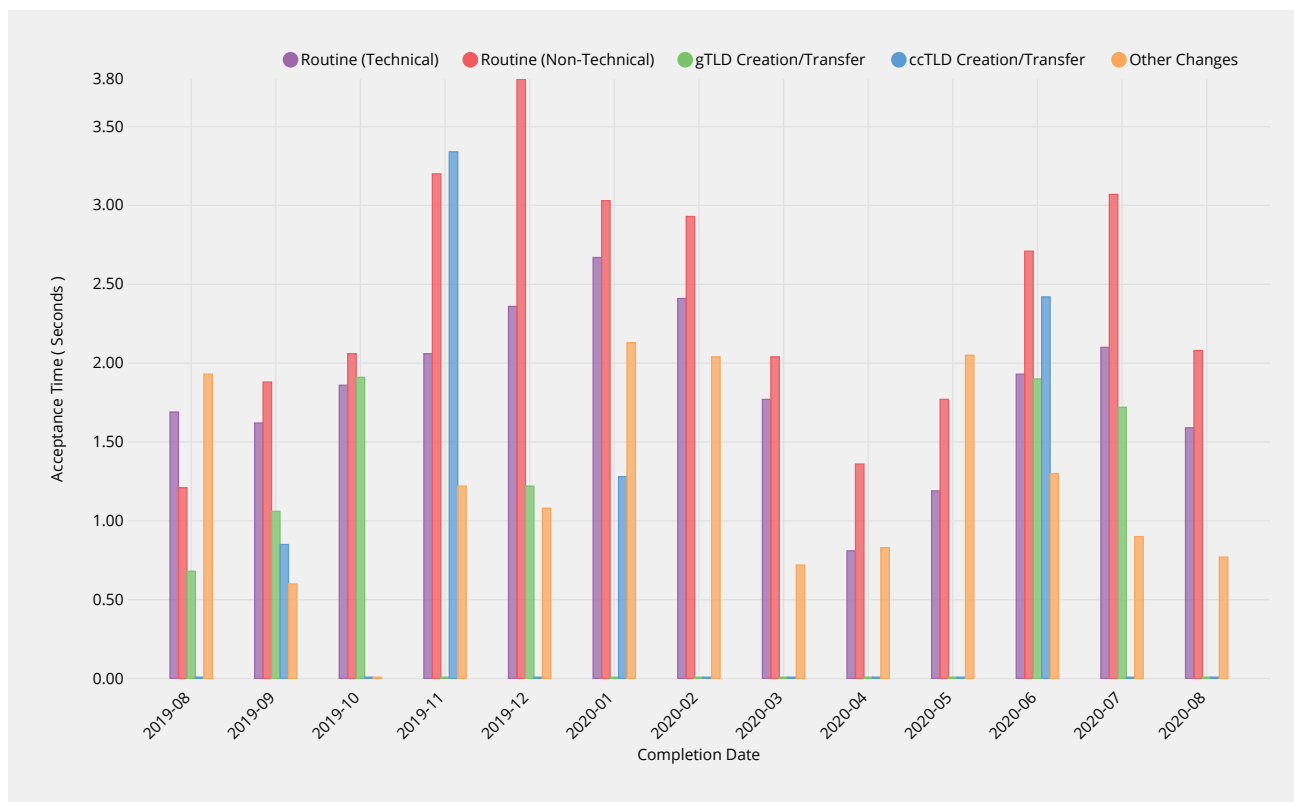
There were no exceptions for the reporting period.

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)	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Acceptance Time	1.69s	1.62s	1.86s	2.06s	2.36s	2.67s	2.41s	1.77s	0.81s	1.19s	1.93s	2.10s	1.59s
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	31	54	26	38	42	72	36	71	704	83	255	53	33
Mean Time	0.82s	0.67s	0.95s	1.17s	1.5s	1.54s	1.23s	0.85s	0.64s	0.77s	1.13s	1.03s	0.74s
Shortest Time	0.47s	0.45s	0.5s	0.61s	0.64s	0.63s	0.61s	0.5s	0.51s	0.54s	0.67s	0.58s	0.48s
Longest Time	1.91s	1.81s	2.14s	2.27s	2.54s	3.58s	3.06s	2.05s	5.86s	1.78s	2.62s	2.56s	1.66s
Median Time	0.59s	0.56s	0.65s	1.07s	1.25s	1.26s	1.09s	0.66s	0.6s	0.67s	1.05s	0.94s	0.60s
PStDev Time	0.43s	0.32s	0.49s	0.38s	0.56s	0.64s	0.62s	0.42s	0.25s	0.24s	0.30s	0.48s	0.33s

Routine (Non-Technical)	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Acceptance Time	1.21s	1.88s	2.06s	3.2s	3.8s	3.03s	2.93s	2.04s	1.36s	1.77s	2.71s	3.07s	2.08s
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	928	71	52	19	23	145	69	22	111	59	28	14	14
Mean Time	1.04s	1.11s	1.24s	2s	2.14s	1.97s	1.25s	1.53s	1.09s	1.23s	1.75s	1.84s	1.12s
Shortest Time	0.17s	0.67s	0.78s	1s	1.32s	0.53s	0.86s	0.86s	0.89s	0.88s	1.14s	1.14s	0.81s
Longest Time	121.58s	2.28s	2.93s	3.26s	4.36s	3.89s	3.94s	2.1s	2.47s	3.21s	2.92s	3.08s	2.20s
Median Time	0.86s	0.94s	1.1s	1.94s	2s	1.84s	1.02s	1.66s	1.04s	1.12s	1.66s	1.62s	0.94s
PStDev Time	3.97s	0.39s	0.45s	0.65s	0.72s	0.61s	0.63s	0.4s	0.25s	0.39s	0.44s	0.61s	0.42s

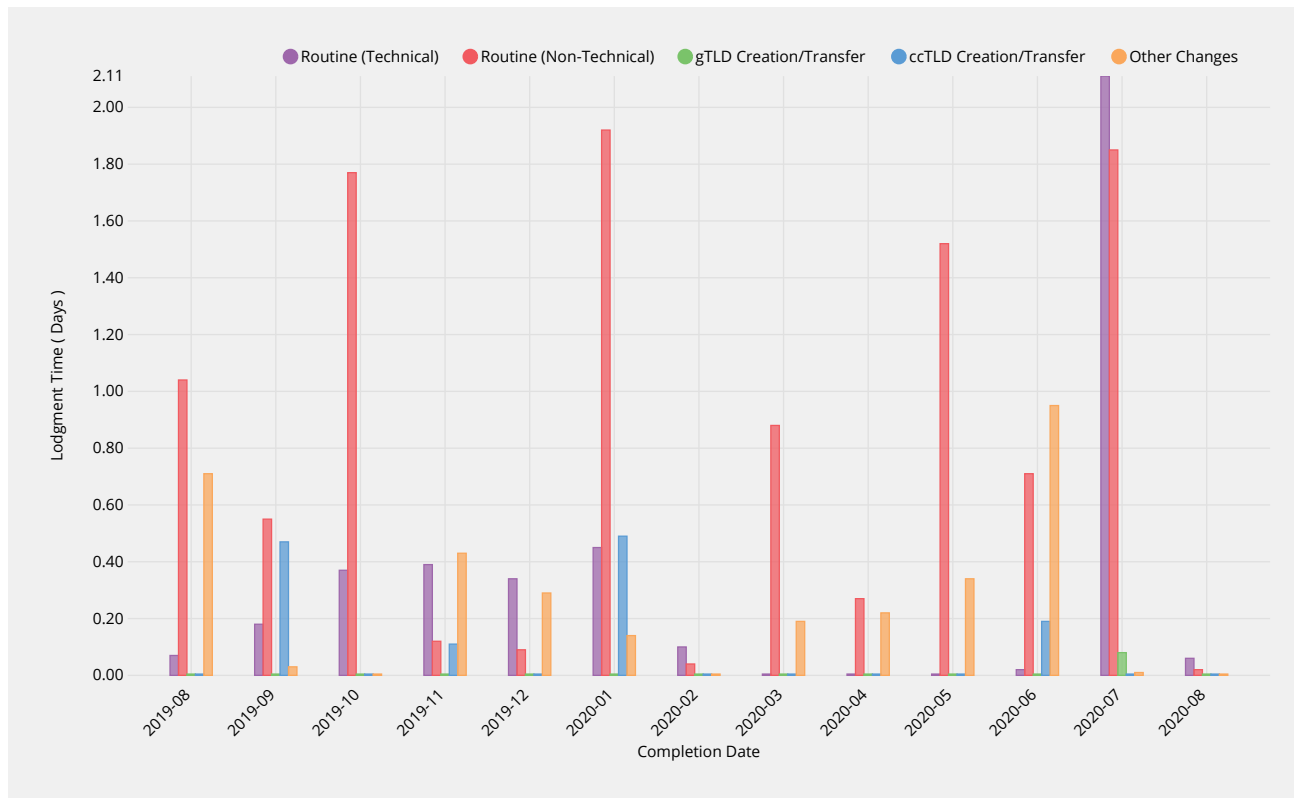
gTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Acceptance Time	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—	1.90s	1.72s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	1	1	0	1	0	0	0	0	0	3	1	0
Mean Time	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—	1.43s	1.72s	—
Shortest Time	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—	1.12s	1.72s	—
Longest Time	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—	1.98s	1.72s	—
Median Time	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—	1.18s	1.72s	—
PStDev Time	0s	0s	0s	—	0s	—	—	—	—	—	0.39s	0.00s	—

ccTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Acceptance Time	—	0.85s	—	3.34s	—	1.28s	—	—	—	—	2.42s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	1	0	1	0	2	0	0	0	0	1	0	0
Mean Time	—	0.85s	—	3.34s	—	1.16s	—	—	—	—	2.42s	—	—
Shortest Time	—	0.85s	—	3.34s	—	1.03s	—	—	—	—	2.42s	—	—
Longest Time	—	0.85s	—	3.34s	—	1.29s	—	—	—	—	2.42s	—	—
Median Time	—	0.85s	—	3.34s	—	1.16s	—	—	—	—	2.42s	—	—
PStDev Time	—	0s	—	0s	—	0.13s	—	—	—	—	0.00s	—	—

Other Changes	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Acceptance Time	1.93s	0.6s	—	1.22s	1.08s	2.13s	2.04s	0.72s	0.83s	2.05s	1.30s	0.90s	0.77s
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	6	3	0	11	2	5	1	2	1	4	3	2	1
Mean Time	1.17s	0.58s	—	1.09s	1.01s	1.71s	2.04s	0.69s	0.83s	1.51s	1.16s	0.78s	0.77s
Shortest Time	0.6s	0.56s	—	0.85s	0.94s	1.13s	2.04s	0.65s	0.83s	0.76s	1.05s	0.64s	0.77s
Longest Time	2.05s	0.61s	—	1.22s	1.08s	2.16s	2.04s	0.73s	0.83s	2.11s	1.33s	0.92s	0.77s
Median Time	1.09s	0.58s	—	1.11s	1.01s	1.73s	2.04s	0.69s	0.83s	1.59s	1.09s	0.78s	0.77s
PStDev Time	0.56s	0.02s	—	0.1s	0.07s	0.36s	0s	0.04s	0s	0.49s	0.12s	0.14s	0.00s

Manual Lodgment Time

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



Routine (Technical)	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Lodgment Time	0.07d	0.18d	0.37d	0.39d	0.34d	0.45d	0.1d	0d	—	—	0.02d	2.11d	0.06d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	2	2	4	3	6	1	1	0	0	1	1	1
Mean Time	0.07d	0.14d	0.25d	0.14d	0.23d	0.25d	0.1d	0d	—	—	0.02d	2.11d	0.06d
Shortest Time	0.07d	0.09d	0.12d	0d	0.13d	0.1d	0.1d	0d	—	—	0.02d	2.11d	0.06d
Longest Time	0.07d	0.18d	0.38d	0.44d	0.36d	0.48d	0.1d	0d	—	—	0.02d	2.11d	0.06d
Median Time	0.07d	0.14d	0.25d	0.06d	0.19d	0.21d	0.1d	0d	—	—	0.02d	2.11d	0.06d
PStDev Time	0d	0.05d	0.13d	0.18d	0.1d	0.14d	0d	0d	—	—	0.00d	0.00d	0.00d

Routine (Non-Technical)	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Lodgment Time	1.04d	0.55d	1.77d	0.12d	0.09d	1.92d	0.04d	0.88d	0.27d	1.52d	0.71d	1.85d	0.02d
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	17	9	6	2	1	6	1	4	5	1	5	4	1
Mean Time	0.34d	0.22d	0.81d	0.11d	0.09d	0.85d	0.04d	0.41d	0.17d	1.52d	0.34d	0.65d	0.02d
Shortest Time	0d	0.04d	0.01d	0.09d	0.09d	0.06d	0.04d	0.07d	0.01d	1.52d	0.02d	0.02d	0.02d
Longest Time	2.38d	0.61d	1.92d	0.12d	0.09d	2.02d	0.04d	0.98d	0.27d	1.52d	0.76d	2.10d	0.02d
Median Time	0.18d	0.18d	0.75d	0.11d	0.09d	0.59d	0.04d	0.3d	0.23d	1.52d	0.25d	0.24d	0.02d
PStDev Time	0.53d	0.19d	0.71d	0.01d	0d	0.72d	0d	0.34d	0.11d	0d	0.26d	0.85d	0.00d

gTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Lodgment Time	—	—	—	—	—	—	—	—	—	—	—	0.08d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	0	0	0	0	0	0	1	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	0.08d	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	0.08d	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	0.08d	—

gTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Median Time	—	—	—	—	—	—	—	—	—	—	—	0.08d	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	0.00d	—

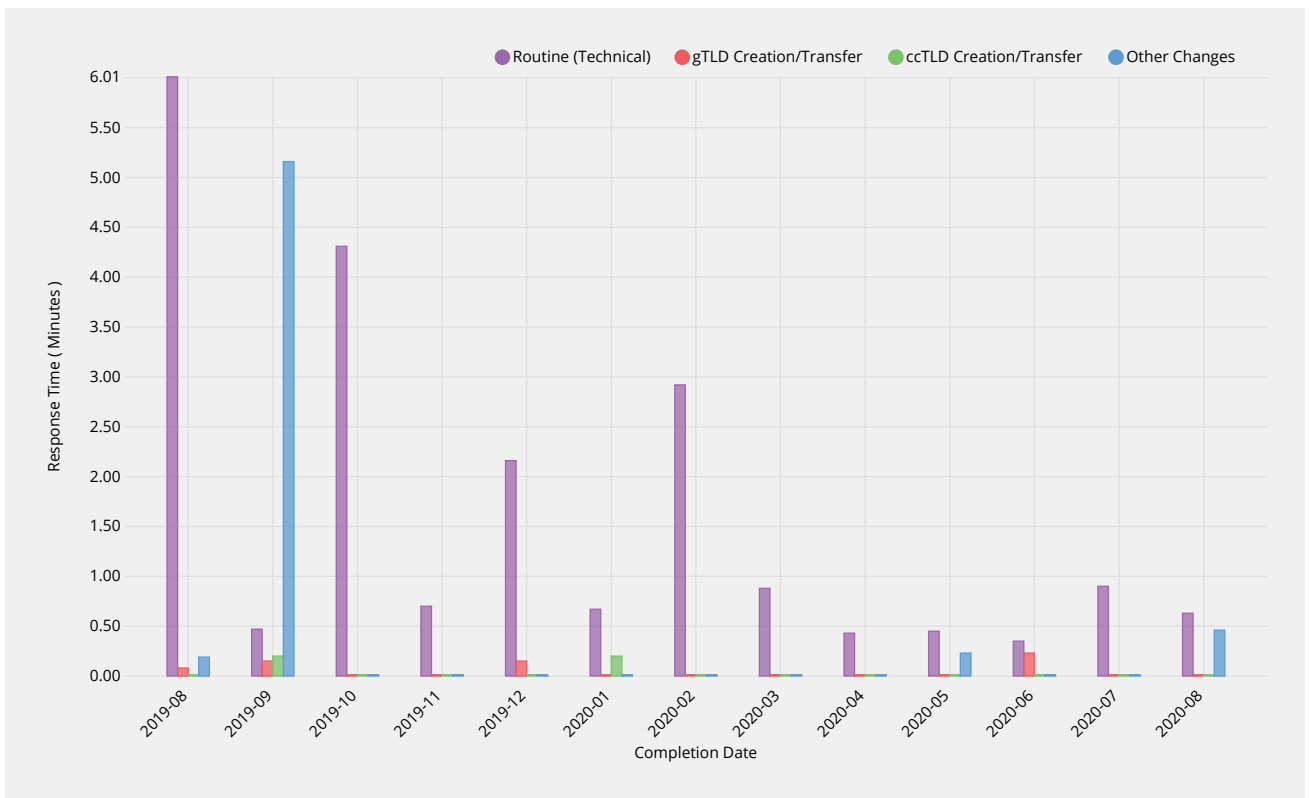
ccTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Lodgment Time	—	0.47d	—	0.11d	—	0.49d	—	—	—	—	0.19d	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	0	1	0	2	0	0	0	0	1	0	0
Mean Time	—	0.47d	—	0.11d	—	0.35d	—	—	—	—	0.19d	—	—
Shortest Time	—	0.47d	—	0.11d	—	0.19d	—	—	—	—	0.19d	—	—
Longest Time	—	0.47d	—	0.11d	—	0.5d	—	—	—	—	0.19d	—	—
Median Time	—	0.47d	—	0.11d	—	0.35d	—	—	—	—	0.19d	—	—
PStDev Time	—	0d	—	0d	—	0.16d	—	—	—	—	0.00d	—	—

Other Changes	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Lodgment Time	0.71d	0.03d	—	0.43d	0.29d	0.14d	—	0.19d	0.22d	0.34d	0.95d	0.01d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	3	2	0	11	2	1	0	2	1	2	2	2	0
Mean Time	0.47d	0.03d	—	0.23d	0.29d	0.14d	—	0.19d	0.22d	0.3d	0.51d	0.01d	—
Shortest Time	0.07d	0.03d	—	0.01d	0.29d	0.14d	—	0.19d	0.22d	0.24d	0.01d	0.01d	—
Longest Time	0.72d	0.03d	—	0.43d	0.29d	0.14d	—	0.19d	0.22d	0.35d	1.00d	0.01d	—
Median Time	0.62d	0.03d	—	0.13d	0.29d	0.14d	—	0.19d	0.22d	0.3d	0.51d	0.01d	—
PStDev Time	0.29d	0d	—	0.18d	0d	0d	—	0d	0d	0.05d	0.49d	0.00d	—

Technical Checks

Technical Check (First)

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



Routine (Technical)	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Response Time	6.01m	0.47m	4.31m	0.7m	2.16m	0.67m	2.92m	0.88m	0.43m	0.45m	0.35m	0.90m	0.63m
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	31	54	26	38	42	72	36	71	704	83	255	53	33
Mean Time	1.22m	0.29m	0.84m	0.35m	0.72m	0.45m	0.79m	0.38m	0.19m	0.2m	0.21m	0.35m	0.28m
Shortest Time	0.13m	0.09m	0.12m	0.12m	0.09m	0.11m	0.13m	0.11m	0.08m	0.08m	0.09m	0.10m	0.08m
Longest Time	11.92m	1.51m	9.32m	1.74m	13.12m	7.85m	3.34m	3.4m	3.21m	0.51m	3.11m	2.85m	1.30m
Median Time	0.36m	0.27m	0.29m	0.29m	0.23m	0.26m	0.4m	0.27m	0.16m	0.17m	0.16m	0.21m	0.19m
PStDev Time	2.43m	0.19m	1.97m	0.28m	2.01m	0.93m	0.88m	0.44m	0.16m	0.11m	0.33m	0.41m	0.23m

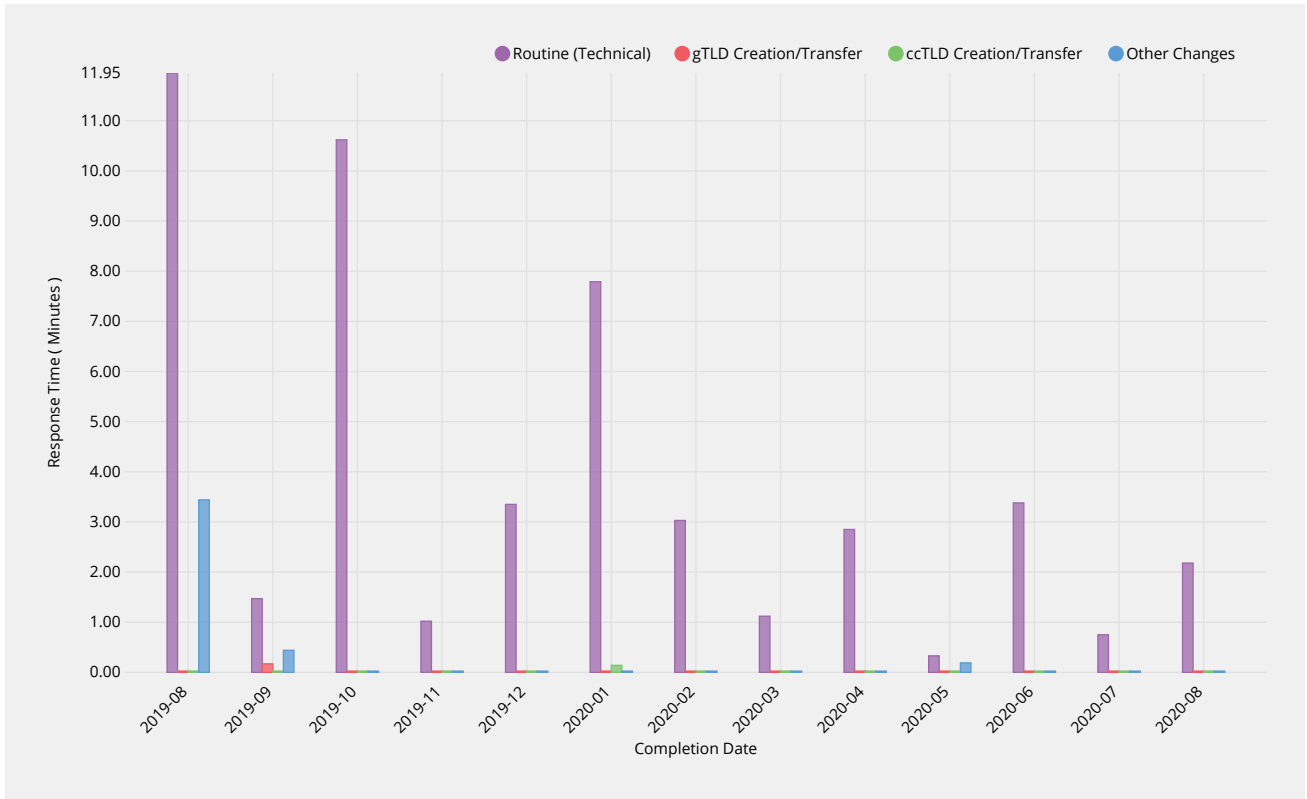
gTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Response Time	0.08m	0.15m	—	—	0.15m	—	—	—	—	—	0.23m	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	1	1	0	0	1	0	0	0	0	0	3	0	0
Mean Time	0.08m	0.15m	—	—	0.15m	—	—	—	—	—	0.21m	—	—
Shortest Time	0.08m	0.15m	—	—	0.15m	—	—	—	—	—	0.20m	—	—
Longest Time	0.08m	0.15m	—	—	0.15m	—	—	—	—	—	0.23m	—	—
Median Time	0.08m	0.15m	—	—	0.15m	—	—	—	—	—	0.21m	—	—
PStDev Time	0m	0m	—	—	0m	—	—	—	—	—	0.01m	—	—

ccTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Response Time	—	0.2m	—	—	—	0.2m	—	—	—	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	1	0	0	0	2	0	0	0	0	0	0	0
Mean Time	—	0.2m	—	—	—	0.2m	—	—	—	—	—	—	—
Shortest Time	—	0.2m	—	—	—	0.2m	—	—	—	—	—	—	—
Longest Time	—	0.2m	—	—	—	0.2m	—	—	—	—	—	—	—
Median Time	—	0.2m	—	—	—	0.2m	—	—	—	—	—	—	—
PStDev Time	—	0m	—	—	—	0m	—	—	—	—	—	—	—

Other Changes	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Response Time	0.19m	5.16m	—	—	—	—	—	—	—	0.23m	—	—	0.46m
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	2	1	0	0	0	0	0	0	0	2	0	0	1
Mean Time	0.17m	5.16m	—	—	—	—	—	—	—	0.17m	—	—	0.46m
Shortest Time	0.16m	5.16m	—	—	—	—	—	—	—	0.12m	—	—	0.46m
Longest Time	0.19m	5.16m	—	—	—	—	—	—	—	0.23m	—	—	0.46m
Median Time	0.17m	5.16m	—	—	—	—	—	—	—	0.17m	—	—	0.46m
PStDev Time	0.02m	0m	—	—	—	—	—	—	—	0.06m	—	—	0.00m

Technical Check (Retest)

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



Routine (Technical)	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Response Time	11.95m	1.47m	10.62m	1.02m	3.35m	7.79m	3.03m	1.12m	2.85m	0.33m	3.38m	0.75m	2.18m
Monthly Threshold	10m	10m	10m	10m	10m	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	151	100	167	30	351	152	216	84	69	19	94	91	36
Mean Time	4.26m	0.3m	5.48m	0.35m	1.07m	1.47m	1.29m	0.35m	0.65m	0.26m	0.69m	0.38m	0.59m
Shortest Time	0.06m	0.05m	0.06m	0.08m	0.05m	0.09m	0.13m	0.09m	0.07m	0.08m	0.07m	0.08m	0.10m
Longest Time	15.07m	1.48m	11.34m	1.21m	13.38m	7.82m	3.09m	3.05m	3.23m	0.49m	3.92m	2.72m	3.04m
Median Time	2.99m	0.15m	6.25m	0.26m	0.5m	0.34m	0.68m	0.21m	0.17m	0.29m	0.12m	0.32m	0.41m
PStDev Time	4.55m	0.41m	4.17m	0.33m	1.33m	2.19m	1.08m	0.45m	1.02m	0.09m	1.15m	0.35m	0.65m

gTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Response Time	—	0.17m	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	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	9	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	0.17m	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	0.16m	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	0.17m	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	0.17m	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	0m	—	—	—	—	—	—	—	—	—	—	—

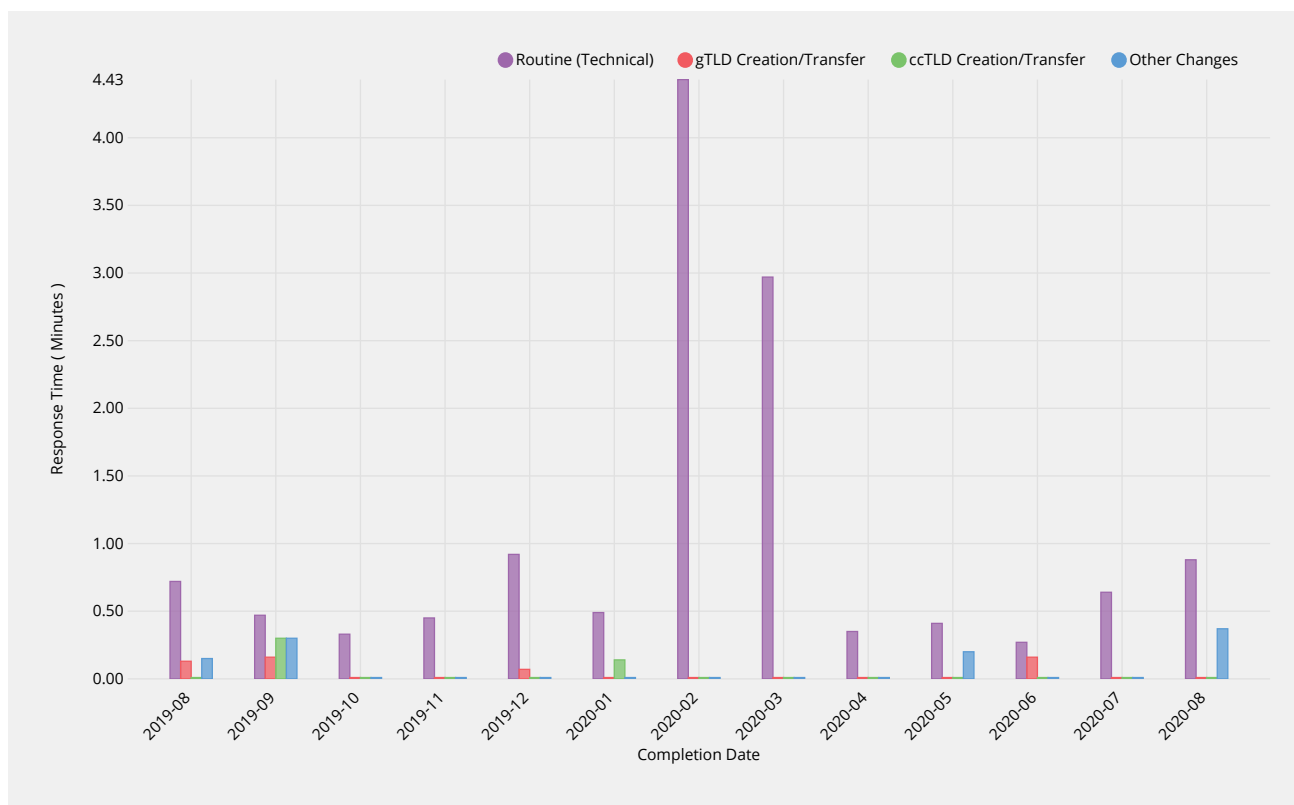
ccTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Response Time	—	—	—	—	—	0.14m	—	—	—	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	28	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	0.13m	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	0.08m	—	—	—	—	—	—	—

ccTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Longest Time	—	—	—	—	—	0.21m	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	0.13m	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	0.02m	—	—	—	—	—	—	—

Other Changes	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Response Time	3.44m	0.44m	—	—	—	—	—	—	—	0.19m	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	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	5	6	0	0	0	0	0	0	0	4	0	0	0
Mean Time	1.46m	0.27m	—	—	—	—	—	—	—	0.18m	—	—	—
Shortest Time	0.11m	0.19m	—	—	—	—	—	—	—	0.17m	—	—	—
Longest Time	3.44m	0.5m	—	—	—	—	—	—	—	0.2m	—	—	—
Median Time	0.2m	0.22m	—	—	—	—	—	—	—	0.18m	—	—	—
PStDev Time	1.61m	0.11m	—	—	—	—	—	—	—	0.01m	—	—	—

Technical Check (Supplemental)

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



Routine (Technical)	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Response Time	0.72m	0.47m	0.33m	0.45m	0.92m	0.49m	4.43m	2.97m	0.35m	0.41m	0.27m	0.64m	0.88m
Monthly Threshold	10m	10m	10m	10m	10m	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	38	82	18	38	54	73	130	115	723	85	264	64	45
Mean Time	0.42m	0.24m	0.19m	0.25m	0.52m	0.24m	1.29m	0.99m	0.15m	0.15m	0.14m	0.21m	0.25m
Shortest Time	0.07m	0.05m	0.06m	0.09m	0.05m	0.06m	0.08m	0.09m	0.07m	0.07m	0.07m	0.07m	0.07m
Longest Time	2.52m	2.4m	0.71m	0.6m	10.3m	1.45m	4.48m	3.24m	0.75m	0.7m	3.07m	0.90m	1.65m
Median Time	0.36m	0.16m	0.18m	0.24m	0.23m	0.16m	0.38m	0.33m	0.15m	0.1m	0.10m	0.10m	0.13m
PStDev Time	0.39m	0.31m	0.14m	0.11m	1.37m	0.19m	1.6m	1.17m	0.1m	0.12m	0.26m	0.19m	0.29m

gTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Response Time	0.13m	0.16m	—	—	0.07m	—	—	—	—	—	0.16m	—	—

gTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Monthly Threshold	10m	10m	10m	10m	10m	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	1	0	0	0	0	0	3	0	0
Mean Time	0.13m	0.16m	—	—	0.07m	—	—	—	—	—	0.15m	—	—
Shortest Time	0.13m	0.16m	—	—	0.07m	—	—	—	—	—	0.14m	—	—
Longest Time	0.13m	0.16m	—	—	0.07m	—	—	—	—	—	0.16m	—	—
Median Time	0.13m	0.16m	—	—	0.07m	—	—	—	—	—	0.14m	—	—
PStDev Time	0m	0m	—	—	0m	—	—	—	—	—	0.01m	—	—

ccTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Response Time	—	0.3m	—	—	—	0.14m	—	—	—	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	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	2	0	0	0	2	0	0	0	0	0	0	0
Mean Time	—	0.22m	—	—	—	0.13m	—	—	—	—	—	—	—
Shortest Time	—	0.14m	—	—	—	0.12m	—	—	—	—	—	—	—
Longest Time	—	0.31m	—	—	—	0.14m	—	—	—	—	—	—	—
Median Time	—	0.22m	—	—	—	0.13m	—	—	—	—	—	—	—
PStDev Time	—	0.09m	—	—	—	0.01m	—	—	—	—	—	—	—

Other Changes	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Response Time	0.15m	0.3m	—	—	—	—	—	—	—	0.2m	—	—	0.37m
Monthly Threshold	10m	10m	10m	10m	10m	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	4	1	0	0	0	0	0	0	0	2	0	0	1
Mean Time	0.13m	0.3m	—	—	—	—	—	—	—	0.14m	—	—	0.37m
Shortest Time	0.12m	0.3m	—	—	—	—	—	—	—	0.08m	—	—	0.37m
Longest Time	0.15m	0.3m	—	—	—	—	—	—	—	0.2m	—	—	0.37m
Median Time	0.13m	0.3m	—	—	—	—	—	—	—	0.14m	—	—	0.37m
PStDev Time	0.01m	0m	—	—	—	—	—	—	—	0.06m	—	—	0.00m

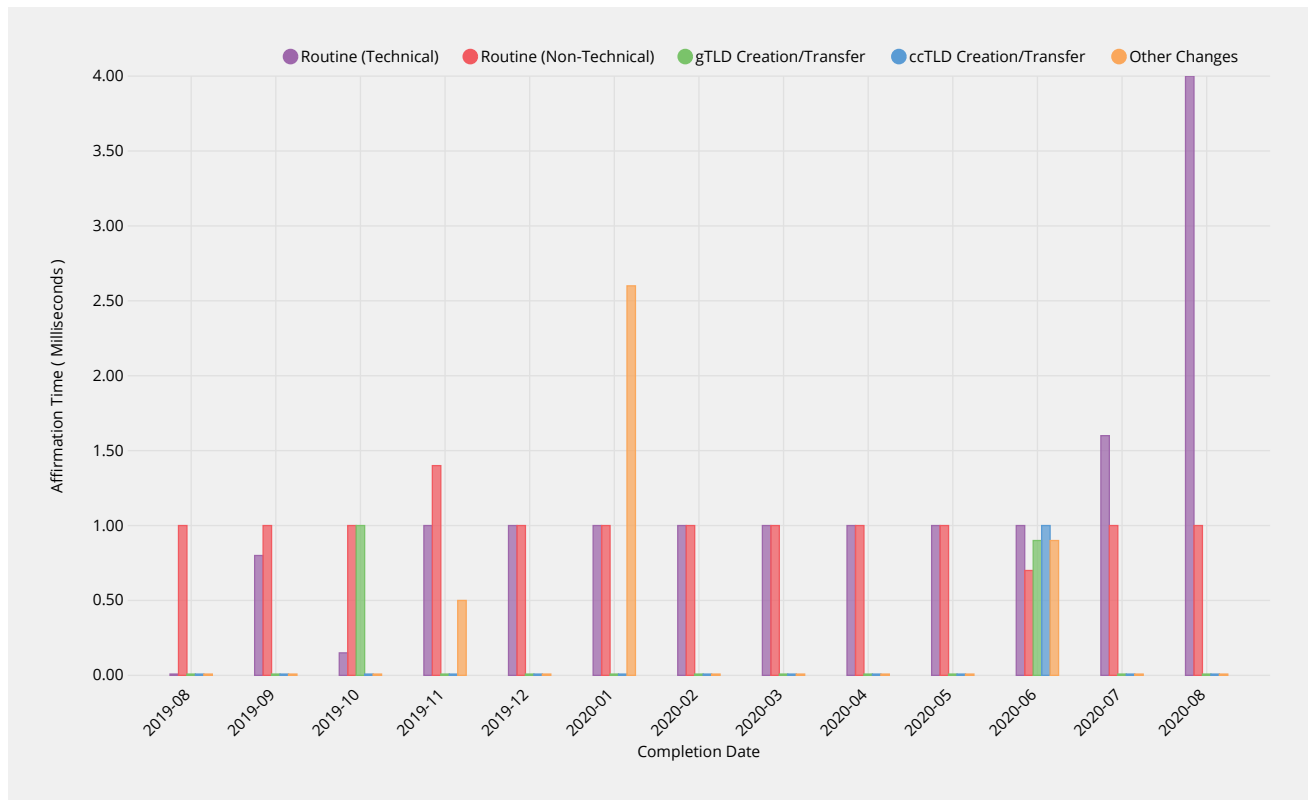
gTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	1	1	0	1	0	0	0	0	0	3	1	0
Mean Time	1ms	1ms	1ms	—	1ms	—	—	—	—	—	1.33ms	1.00ms	—
Shortest Time	1ms	1ms	1ms	—	1ms	—	—	—	—	—	1.00ms	1.00ms	—
Longest Time	1ms	1ms	1ms	—	1ms	—	—	—	—	—	2.00ms	1.00ms	—
Median Time	1ms	1ms	1ms	—	1ms	—	—	—	—	—	1.00ms	1.00ms	—
PStDev Time	0ms	0ms	0ms	—	0ms	—	—	—	—	—	0.47ms	0.00ms	—

ccTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Dispatch Time	—	1ms	—	1ms	—	3.9ms	—	—	—	—	1.00ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	1	0	1	0	2	0	0	0	0	1	0	0
Mean Time	—	1ms	—	1ms	—	3ms	—	—	—	—	1.00ms	—	—
Shortest Time	—	1ms	—	1ms	—	2ms	—	—	—	—	1.00ms	—	—
Longest Time	—	1ms	—	1ms	—	4ms	—	—	—	—	1.00ms	—	—
Median Time	—	1ms	—	1ms	—	3ms	—	—	—	—	1.00ms	—	—
PStDev Time	—	0ms	—	0ms	—	1ms	—	—	—	—	0.00ms	—	—

Other Changes	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Dispatch Time	1ms	1ms	—	1ms	1ms	2ms	2ms	1ms	3ms	1ms	—	—	3.00ms
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	6	3	0	11	2	5	1	2	1	2	0	0	1
Mean Time	1ms	1ms	—	1ms	1ms	1.4ms	2ms	1ms	3ms	1ms	—	—	3.00ms
Shortest Time	1ms	1ms	—	1ms	1ms	1ms	2ms	1ms	3ms	1ms	—	—	3.00ms
Longest Time	1ms	1ms	—	1ms	1ms	2ms	2ms	1ms	3ms	1ms	—	—	3.00ms
Median Time	1ms	1ms	—	1ms	1ms	1ms	2ms	1ms	3ms	1ms	—	—	3.00ms
PStDev Time	0ms	0ms	—	0ms	0ms	0.49ms	0ms	0ms	0ms	0ms	—	—	0.00ms

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Affirmation Time	0ms	0.8ms	0.15ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1.00ms	1.60ms	4.00ms
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	23	45	18	36	35	68	30	62	696	81	251	49	30
Mean Time	0.04ms	0.07ms	0.06ms	0.14ms	0.17ms	0.28ms	0.3ms	0.11ms	0.16ms	0.12ms	0.11ms	0.29ms	1.03ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms	0.00ms	0.00ms
Longest Time	1ms	1ms	1ms	2ms	1ms	1ms	1ms	1ms	1ms	2ms	2.00ms	2.00ms	9.00ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.2ms	0.25ms	0.23ms	0.42ms	0.38ms	0.45ms	0.46ms	0.32ms	0.37ms	0.36ms	0.33ms	0.57ms	1.91ms

Routine (Non-Technical)	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Affirmation Time	1ms	1ms	1ms	1.4ms	1ms	1ms	1ms	1ms	1ms	1ms	0.70ms	1.00ms	1.00ms
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	900	59	41	13	19	139	63	21	110	54	27	13	14
Mean Time	0.09ms	0.15ms	0.12ms	0.23ms	0.16ms	0.34ms	0.19ms	0.24ms	0.32ms	0.11ms	0.07ms	0.31ms	0.36ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms	0.00ms	0.00ms
Longest Time	4ms	2ms	1ms	2ms	1ms	3ms	1ms	1ms	4ms	1ms	1.00ms	1.00ms	1.00ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.33ms	0.4ms	0.33ms	0.58ms	0.36ms	0.57ms	0.39ms	0.43ms	0.67ms	0.31ms	0.26ms	0.46ms	0.48ms

gTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Affirmation Time	0ms	0ms	1ms	—	0ms	—	—	—	—	—	0.90ms	0.00ms	—
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	1	0	1	0	0	0	0	0	3	1	0
Mean Time	0ms	0ms	1ms	—	0ms	—	—	—	—	—	0.33ms	0.00ms	—
Shortest Time	0ms	0ms	1ms	—	0ms	—	—	—	—	—	0.00ms	0.00ms	—

gTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Longest Time	0ms	0ms	1ms	—	0ms	—	—	—	—	—	1.00ms	0.00ms	—
Median Time	0ms	0ms	1ms	—	0ms	—	—	—	—	—	0.00ms	0.00ms	—
PStDev Time	0ms	0ms	0ms	—	0ms	—	—	—	—	—	0.47ms	0.00ms	—

ccTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Affirmation Time	—	0ms	—	0ms	—	0ms	—	—	—	—	1.00ms	—	—
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	0	1	0	2	0	0	0	0	1	0	0
Mean Time	—	0ms	—	0ms	—	0ms	—	—	—	—	1.00ms	—	—
Shortest Time	—	0ms	—	0ms	—	0ms	—	—	—	—	1.00ms	—	—
Longest Time	—	0ms	—	0ms	—	0ms	—	—	—	—	1.00ms	—	—
Median Time	—	0ms	—	0ms	—	0ms	—	—	—	—	1.00ms	—	—
PStDev Time	—	0ms	—	0ms	—	0ms	—	—	—	—	0.00ms	—	—

Other Changes	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Affirmation Time	0ms	0ms	—	0.5ms	0ms	2.6ms	0ms	0ms	0ms	0ms	0.90ms	0.00ms	0.00ms
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	6	3	0	11	2	5	1	2	1	4	3	2	1
Mean Time	0ms	0ms	—	0.09ms	0ms	0.8ms	0ms	0ms	0ms	0ms	0.33ms	0.00ms	0.00ms
Shortest Time	0ms	0ms	—	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms	0.00ms	0.00ms
Longest Time	0ms	0ms	—	1ms	0ms	3ms	0ms	0ms	0ms	0ms	1.00ms	0.00ms	0.00ms
Median Time	0ms	0ms	—	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms	0.00ms	0.00ms
PStDev Time	0ms	0ms	—	0.29ms	0ms	1.17ms	0ms	0ms	0ms	0ms	0.47ms	0.00ms	0.00ms

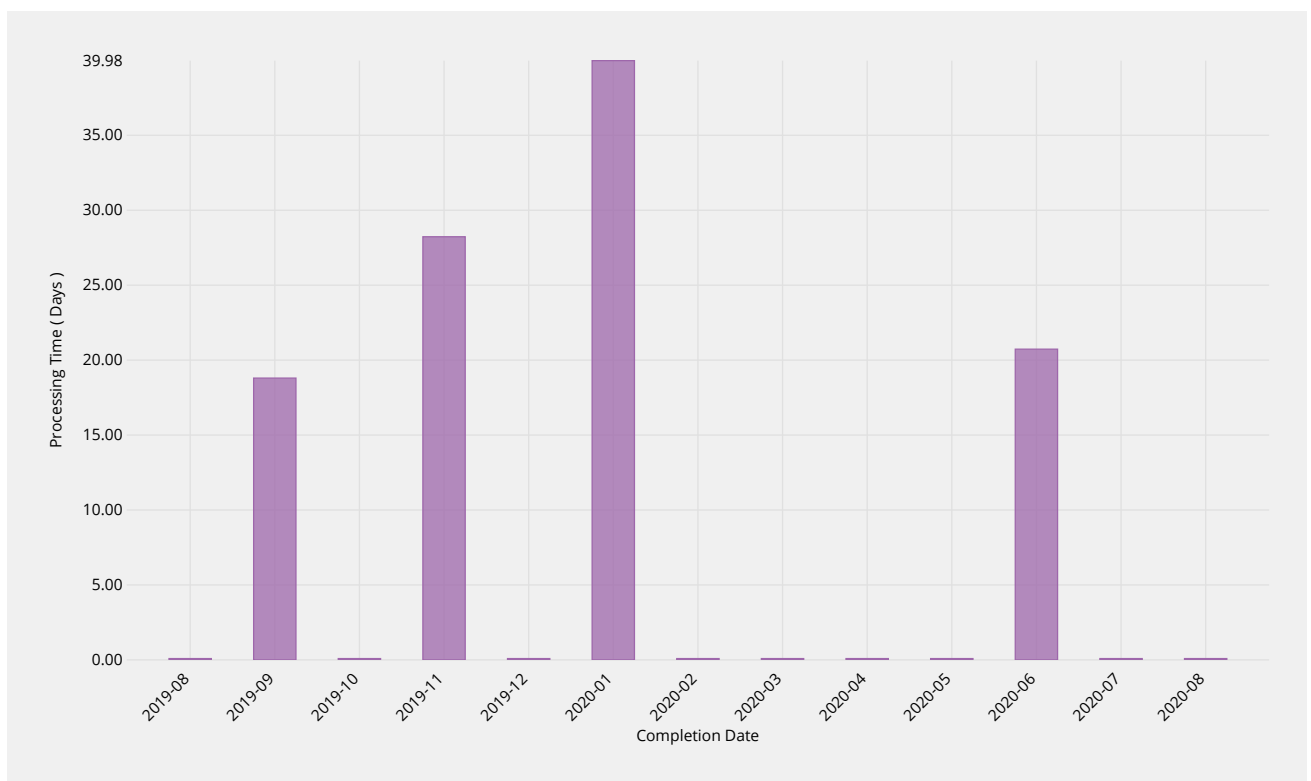
gTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Request Count	1	1	1	0	1	0	0	0	0	0	3	1	0
Mean Time	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—	—	0.94d	0.81d	—
Shortest Time	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—	—	0.93d	0.81d	—
Longest Time	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—	—	0.94d	0.81d	—
Median Time	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—	—	0.94d	0.81d	—
PStDev Time	0.00d	0.00d	0.00d	—	0.00d	—	—	—	—	—	0.00d	0.00d	—

ccTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Processing Time	—	29.35d	—	43.97d	—	65.13d	—	—	—	—	38.26d	—	—
Monthly Threshold	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%	—	—	—
Request Count	0	1	0	1	0	2	0	0	0	0	1	0	0
Mean Time	—	29.35d	—	43.97d	—	63.80d	—	—	—	—	38.26d	—	—
Shortest Time	—	29.35d	—	43.97d	—	62.48d	—	—	—	—	38.26d	—	—
Longest Time	—	29.35d	—	43.97d	—	65.13d	—	—	—	—	38.26d	—	—
Median Time	—	29.35d	—	43.97d	—	63.80d	—	—	—	—	38.26d	—	—
PStDev Time	—	0.00d	—	0.00d	—	1.33d	—	—	—	—	0.00d	—	—

Other Changes	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Processing Time	0.62d	3.78d	—	0.63d	0.61d	2.28d	0.23d	0.67d	0.04d	2.69d	1.23d	0.06d	0.57d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	6	3	0	11	2	5	1	2	1	4	3	2	1
Mean Time	0.24d	3.11d	—	0.28d	0.32d	1.60d	0.23d	0.64d	0.04d	1.20d	0.52d	0.05d	0.57d
Shortest Time	0.00d	2.77d	—	0.03d	0.03d	0.57d	0.23d	0.60d	0.04d	0.61d	0.16d	0.05d	0.57d
Longest Time	0.62d	3.78d	—	0.63d	0.61d	2.28d	0.23d	0.67d	0.04d	2.69d	1.23d	0.06d	0.57d
Median Time	0.14d	2.78d	—	0.11d	0.32d	2.22d	0.23d	0.64d	0.04d	0.76d	0.16d	0.05d	0.57d
PStDev Time	0.25d	0.47d	—	0.25d	0.29d	0.80d	0.00d	0.03d	0.00d	0.86d	0.50d	0.00d	0.00d

Third Party Approval

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

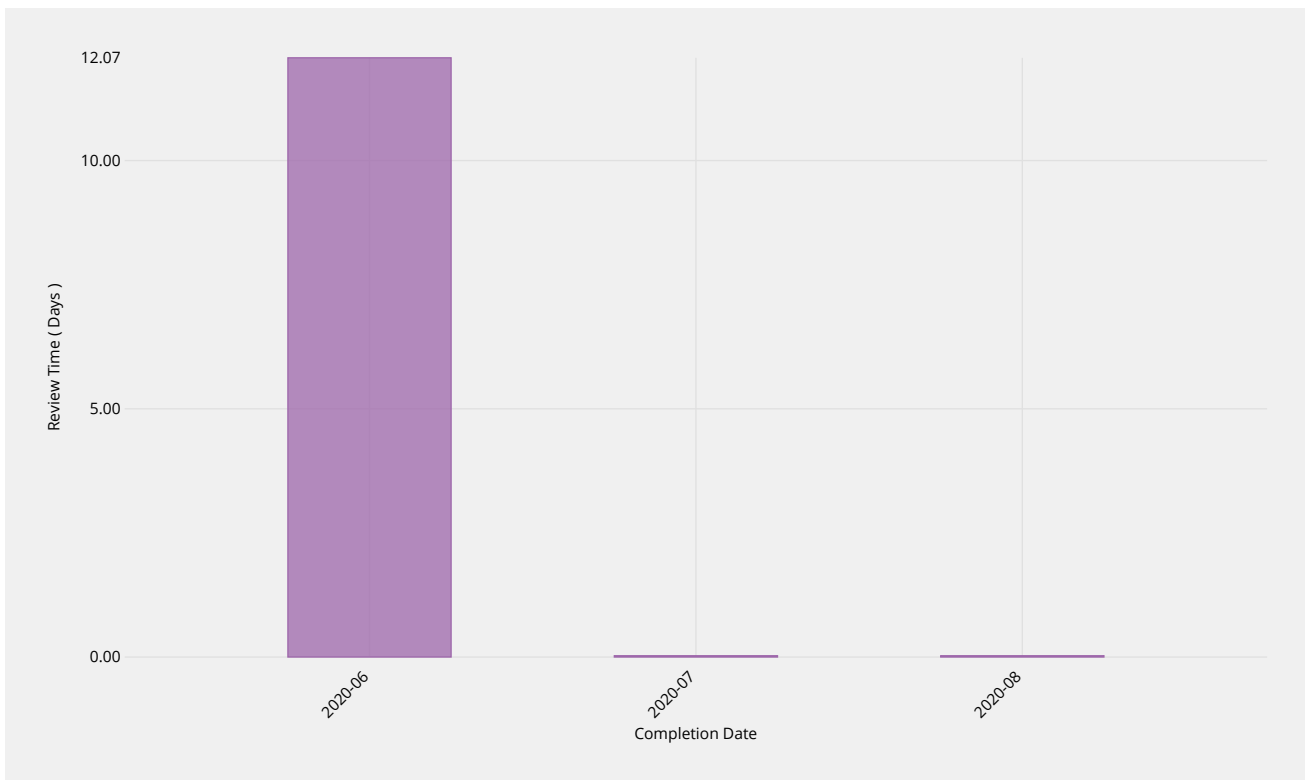


ccTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Processing Time	—	18.8d	—	28.23d	—	39.98d	—	—	—	—	20.73d	—	—
Request Count	0	1	0	1	0	2	0	0	0	0	1	0	0
Mean Time	—	18.8d	—	28.23d	—	29.48d	—	—	—	—	20.73d	—	—
Shortest Time	—	18.8d	—	28.23d	—	18.98d	—	—	—	—	20.73d	—	—
Longest Time	—	18.8d	—	28.23d	—	39.98d	—	—	—	—	20.73d	—	—
Median Time	—	18.8d	—	28.23d	—	29.48d	—	—	—	—	20.73d	—	—
PStDev Time	—	0d	—	0d	—	10.5d	—	—	—	—	0.00d	—	—

ccTLD Creation/Transfer

Submission Review

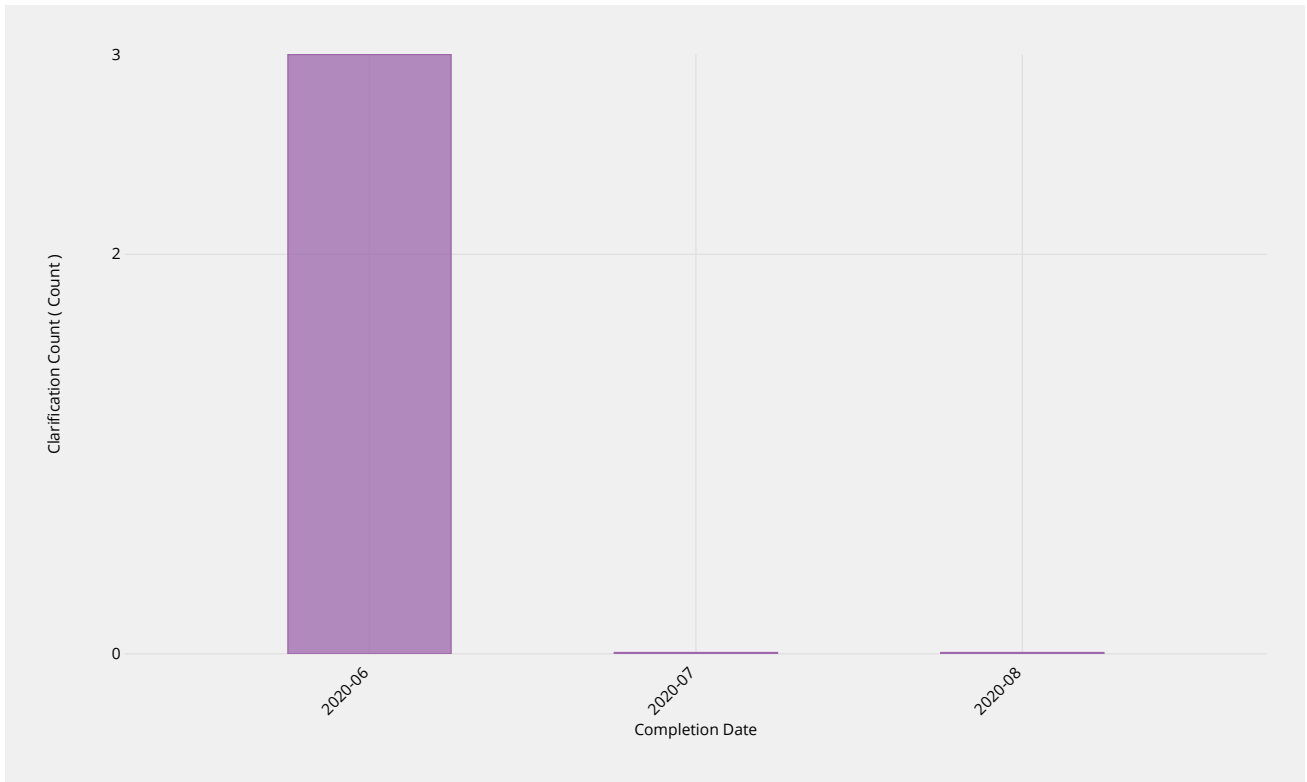
Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.



Staff Review	2020-06	2020-07	2020-08
Review Time	12.07d	—	—
Monthly Threshold	14d	14d	14d
Threshold Percentile	100.0%	100.0%	100.0%
Review Count	3	0	0
Mean Time	8.34d	—	—
Shortest Time	6.33d	—	—
Longest Time	12.07d	—	—
Median Time	6.63d	—	—
PStDev Time	2.64d	—	—

Requester Clarification

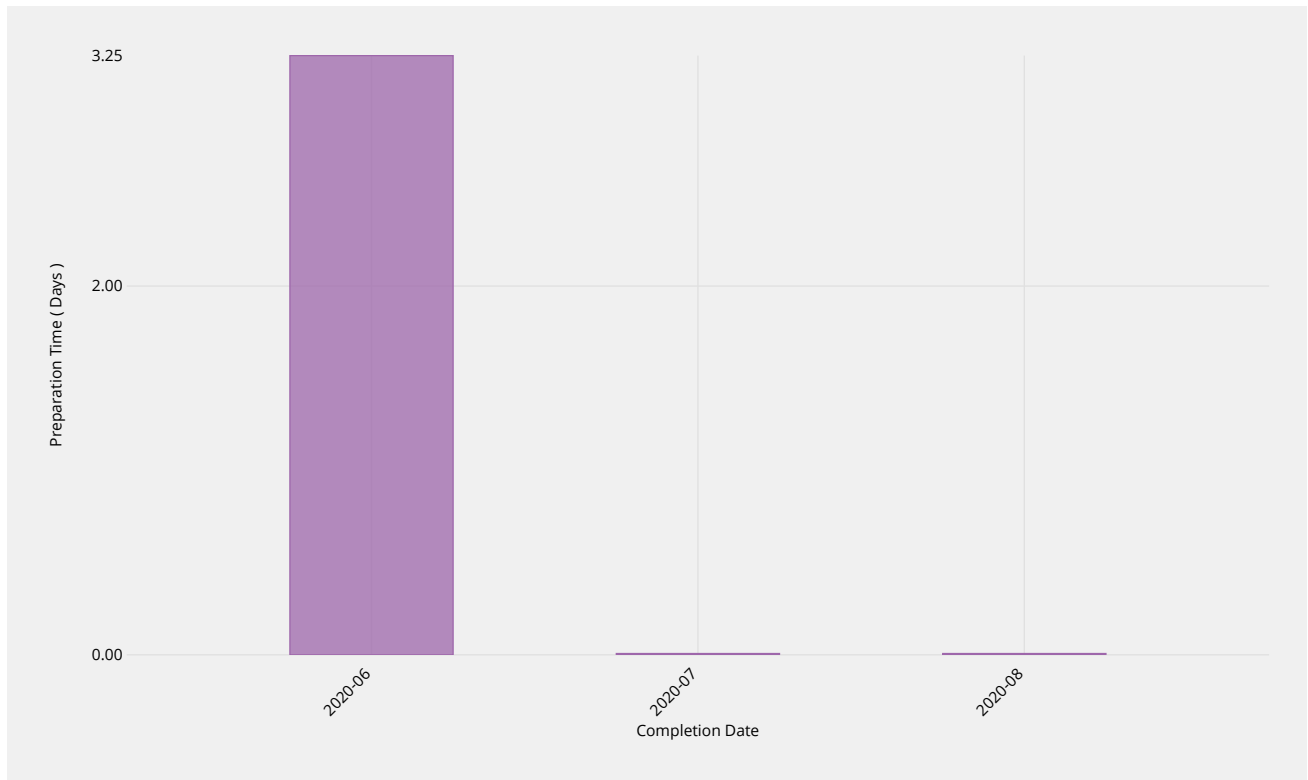
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2020-06	2020-07	2020-08
Clarification Count	3	—	—
Request Count	1	0	0
Lowest Count	3	—	—
Highest Count	3	—	—

Report Preparation

Time it takes for staff to prepare a delegation or transfer report to be submitted for review and publication.



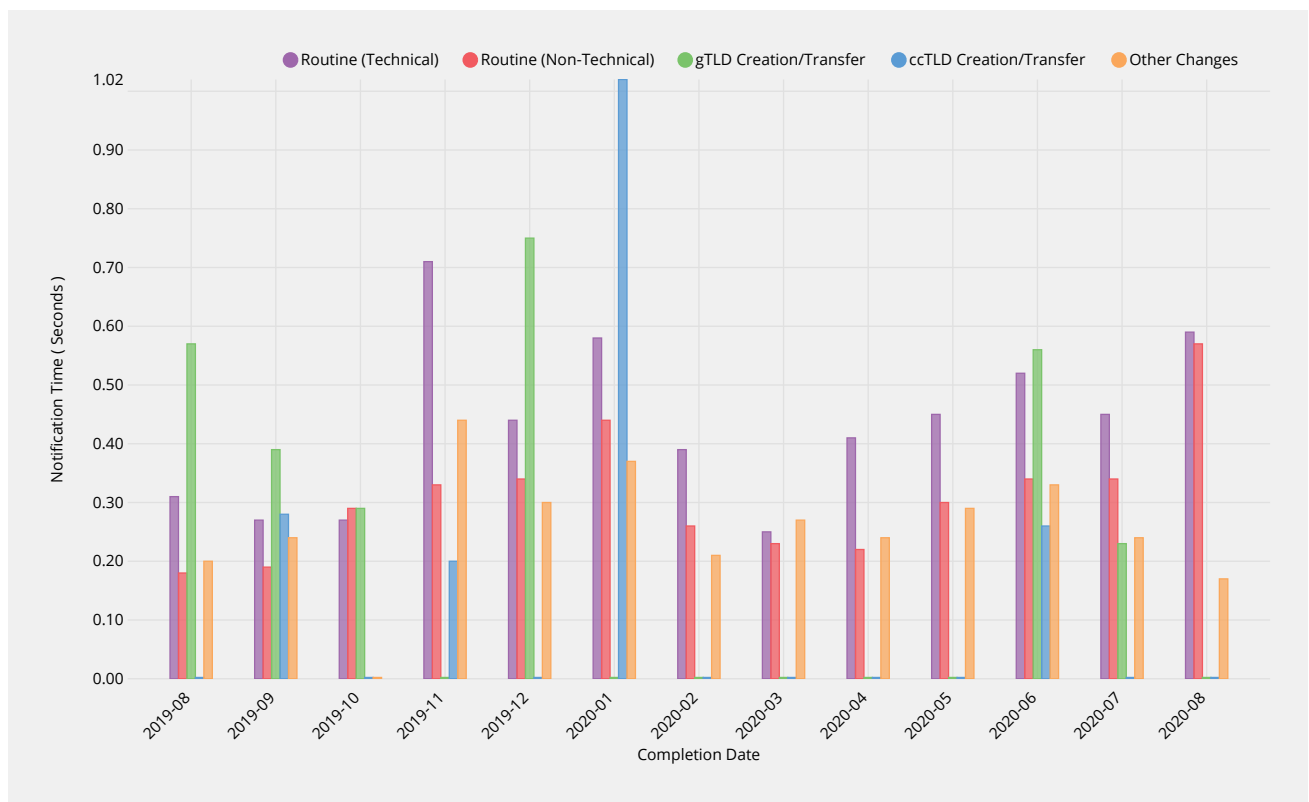
Report Preparation	2020-06	2020-07	2020-08
Preparation Time	3.25d	—	—
Monthly Threshold	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%
Report Count	1	0	0
Mean Time	3.25d	—	—
Shortest Time	3.25d	—	—
Longest Time	3.25d	—	—
Median Time	3.25d	—	—
PStDev Time	0.00d	—	—

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

Other Changes	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Publication Time	22.76h	15.55h	—	24.06h	15.34h	22.66h	—	3.16h	4.73h	26.48h	5.86h	6.22h	2.25h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	5	3	0	11	2	1	0	2	1	4	3	2	1
Mean Time	11.16h	8.23h	—	9.99h	8.33h	22.66h	—	2.78h	4.73h	14.93h	3.21h	5.34h	2.25h
Shortest Time	0.93h	4.56h	—	0.36h	1.31h	22.66h	—	2.4h	4.73h	4.35h	1.89h	4.45h	2.25h
Longest Time	22.76h	15.55h	—	24.06h	15.34h	22.66h	—	3.16h	4.73h	26.48h	5.86h	6.22h	2.25h
Median Time	10.88h	4.57h	—	13.6h	8.33h	22.66h	—	2.78h	4.73h	14.45h	1.89h	5.34h	2.25h
PStDev Time	8.28h	5.18h	—	8.27h	7.02h	0h	—	0.38h	0h	10.27h	1.87h	0.88h	0.00h

Notification of Completion

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



Routine (Technical)	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Notification Time	0.31s	0.27s	0.27s	0.71s	0.44s	0.58s	0.39s	0.25s	0.41s	0.45s	0.52s	0.45s	0.59s
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	23	42	18	36	34	68	30	61	697	81	251	49	30
Mean Time	0.19s	0.16s	0.18s	0.4s	0.3s	0.38s	0.23s	0.18s	0.27s	0.24s	0.39s	0.23s	0.26s
Shortest Time	0.12s	0.12s	0.13s	0.18s	0.16s	0.18s	0.13s	0.13s	0.14s	0.15s	0.14s	0.14s	0.12s
Longest Time	0.33s	0.34s	0.3s	0.9s	0.51s	0.68s	0.54s	0.48s	0.53s	0.52s	0.98s	0.53s	0.64s
Median Time	0.18s	0.15s	0.17s	0.36s	0.28s	0.34s	0.2s	0.17s	0.26s	0.21s	0.38s	0.18s	0.22s
PStDev Time	0.05s	0.05s	0.04s	0.17s	0.08s	0.11s	0.09s	0.05s	0.08s	0.08s	0.10s	0.10s	0.13s

Routine (Non-Technical)	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Notification Time	0.18s	0.19s	0.29s	0.33s	0.34s	0.44s	0.26s	0.23s	0.22s	0.3s	0.34s	0.34s	0.57s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	899	59	40	11	19	136	63	21	110	54	27	13	14
Mean Time	0.14s	0.16s	0.2s	0.3s	0.29s	0.29s	0.17s	0.19s	0.18s	0.2s	0.29s	0.26s	0.26s
Shortest Time	0.12s	0.13s	0.13s	0.24s	0.21s	0.15s	0.13s	0.14s	0.13s	0.14s	0.24s	0.17s	0.13s
Longest Time	0.26s	0.2s	0.39s	0.34s	0.45s	0.5s	0.29s	0.23s	0.63s	0.31s	0.39s	0.36s	0.59s
Median Time	0.14s	0.17s	0.19s	0.3s	0.28s	0.27s	0.16s	0.2s	0.17s	0.19s	0.29s	0.27s	0.18s
PStDev Time	0.02s	0.02s	0.06s	0.03s	0.05s	0.08s	0.03s	0.02s	0.05s	0.05s	0.03s	0.05s	0.17s

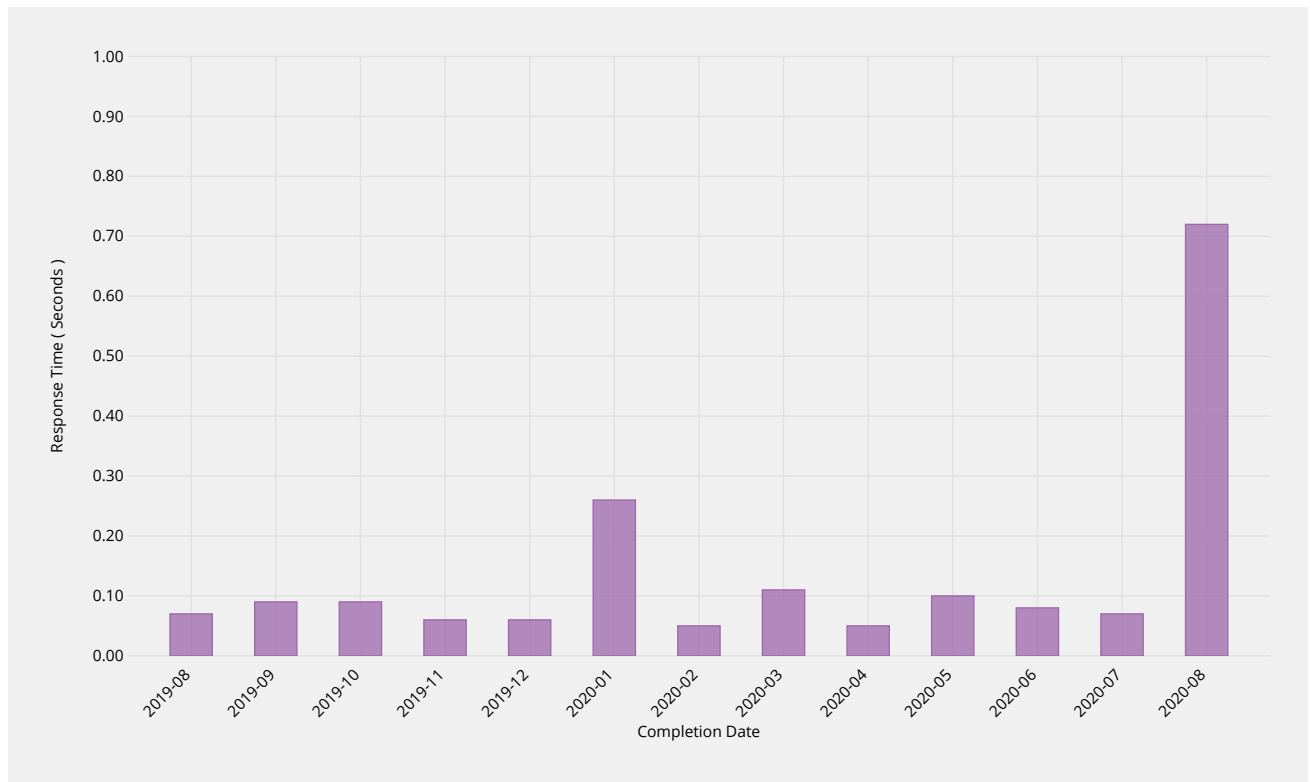
gTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Notification Time	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—	0.56s	0.23s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	1	1	0	1	0	0	0	0	0	3	1	0
Mean Time	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—	0.54s	0.23s	—
Shortest Time	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—	0.53s	0.23s	—
Longest Time	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—	0.56s	0.23s	—
Median Time	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—	0.54s	0.23s	—
PStDev Time	0s	0s	0s	—	0s	—	—	—	—	—	0.01s	0.00s	—

ccTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Notification Time	—	0.28s	—	0.2s	—	1.02s	—	—	—	—	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	0	1	0	1	0	2	0	0	0	0	1	0	0
Mean Time	—	0.28s	—	0.2s	—	0.78s	—	—	—	—	0.26s	—	—
Shortest Time	—	0.28s	—	0.2s	—	0.52s	—	—	—	—	0.26s	—	—
Longest Time	—	0.28s	—	0.2s	—	1.04s	—	—	—	—	0.26s	—	—
Median Time	—	0.28s	—	0.2s	—	0.78s	—	—	—	—	0.26s	—	—
PStDev Time	—	0s	—	0s	—	0.26s	—	—	—	—	0.00s	—	—

Other Changes	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Notification Time	0.2s	0.24s	—	0.44s	0.3s	0.37s	0.21s	0.27s	0.24s	0.29s	0.33s	0.24s	0.17s
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	6	3	0	11	2	5	1	2	1	4	3	2	1
Mean Time	0.17s	0.19s	—	0.27s	0.27s	0.28s	0.21s	0.23s	0.24s	0.26s	0.28s	0.21s	0.17s
Shortest Time	0.15s	0.14s	—	0.15s	0.23s	0.21s	0.21s	0.19s	0.24s	0.21s	0.24s	0.18s	0.17s
Longest Time	0.2s	0.24s	—	0.52s	0.3s	0.39s	0.21s	0.27s	0.24s	0.29s	0.34s	0.24s	0.17s
Median Time	0.17s	0.18s	—	0.23s	0.27s	0.25s	0.21s	0.23s	0.24s	0.26s	0.26s	0.21s	0.17s
PStDev Time	0.02s	0.04s	—	0.1s	0.03s	0.07s	0s	0.04s	0s	0.03s	0.04s	0.03s	0.00s

Credential Recovery

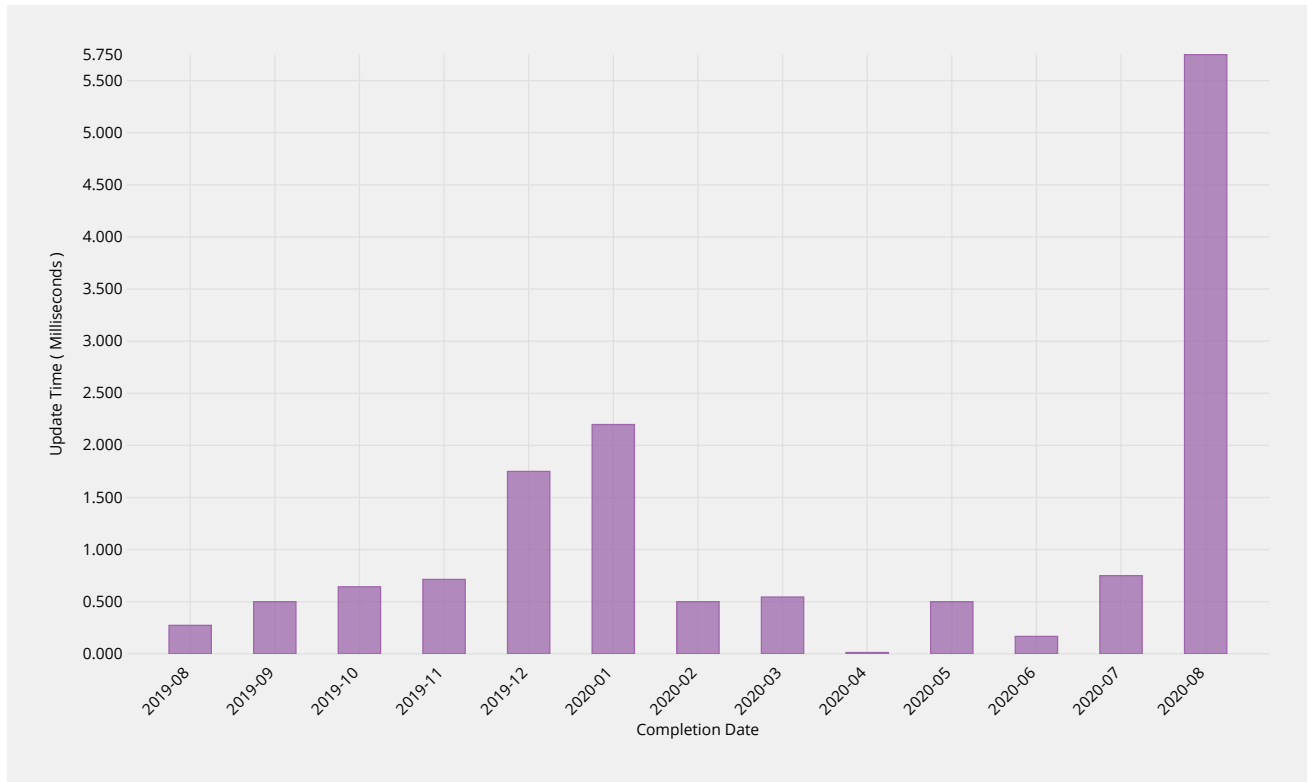
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Response Time	0.07s	0.09s	0.09s	0.06s	0.06s	0.26s	0.05s	0.11s	0.05s	0.1s	0.08s	0.07s	0.72s
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	22	16	16	12	4	15	2	11	8	5	12	8	5
Mean Time	0.04s	0.05s	0.05s	0.04s	0.05s	0.14s	0.04s	0.06s	0.04s	0.07s	0.05s	0.05s	0.31s
Shortest Time	0.01s	0.03s	0.04s	0.03s	0.04s	0.04s	0.04s	0.01s	0.01s	0.06s	0.01s	0.04s	0.07s
Longest Time	0.07s	0.12s	0.1s	0.06s	0.06s	0.27s	0.06s	0.12s	0.06s	0.11s	0.08s	0.08s	0.82s
Median Time	0.04s	0.04s	0.05s	0.04s	0.05s	0.15s	0.04s	0.05s	0.05s	0.06s	0.05s	0.04s	0.25s
PStDev Time	0.01s	0.02s	0.02s	0.01s	0.01s	0.07s	0.01s	0.03s	0.02s	0.02s	0.02s	0.01s	0.28s

Credential Change

Time to implement new password within the system.

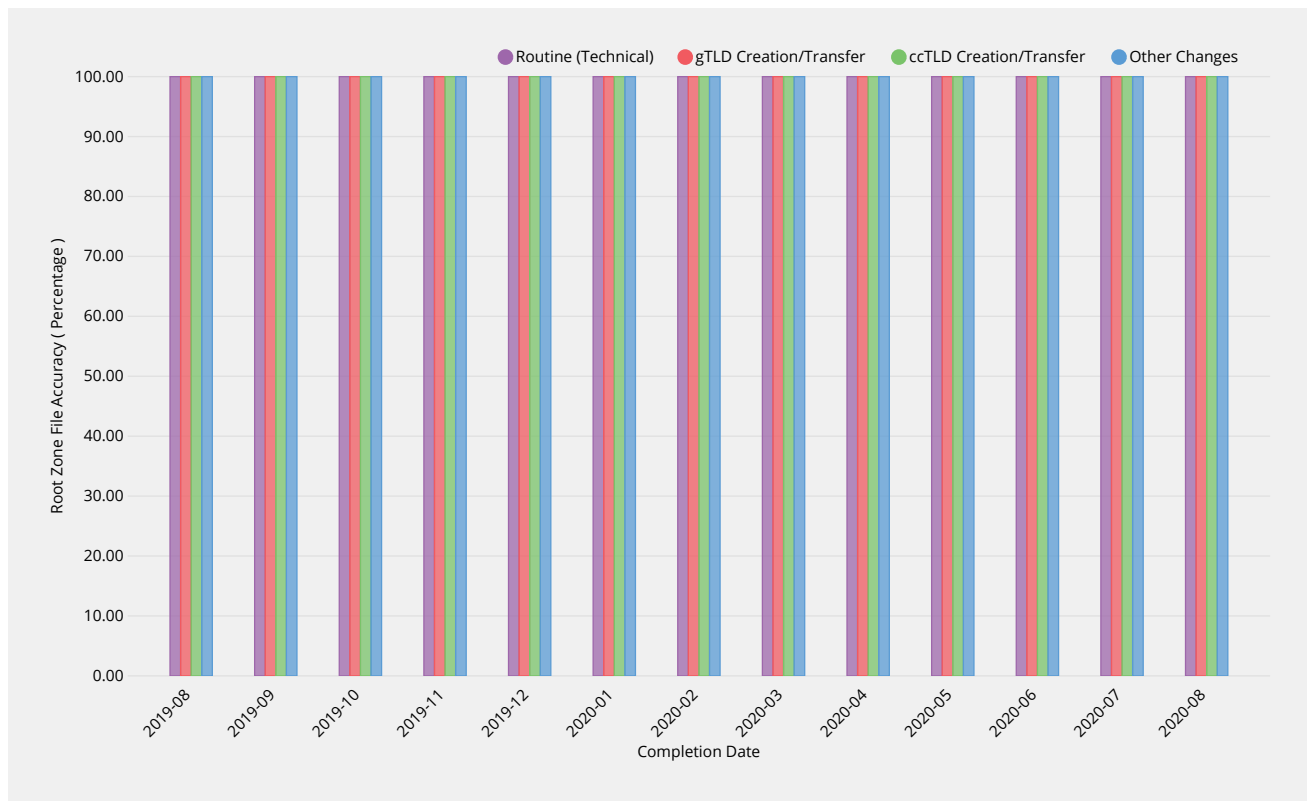


Credential Change	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Update Time	1ms	2ms	1.7ms	1ms	3.55ms	5ms	0.95ms	1ms	0ms	1ms	1.000ms	1.650ms	9.400ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	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	22	16	14	7	4	10	2	11	6	4	12	8	4
Mean Time	0.273ms	0.5ms	0.643ms	0.714ms	1.75ms	2.2ms	0.5ms	0.545ms	0ms	0.5ms	0.167ms	0.750ms	5.750ms
Shortest Time	0ms	0ms	0ms	0ms	1ms	0ms	0ms	0ms	0ms	0ms	0.000ms	0.000ms	1.000ms
Longest Time	1ms	2ms	3ms	1ms	4ms	5ms	1ms	1ms	0ms	1ms	1.000ms	2.000ms	10.000ms
Median Time	0ms	0ms	0.5ms	1ms	1ms	1.5ms	0.5ms	1ms	0ms	0.5ms	0.000ms	1.000ms	6.000ms
PStDev Time	0.445ms	0.707ms	0.811ms	0.452ms	1.299ms	1.661ms	0.5ms	0.498ms	0ms	0.5ms	0.373ms	0.661ms	3.192ms

Accuracy

Root Zone File

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



Routine (Technical)	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%	100.00%	100.00%
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	23	42	18	36	34	68	30	61	697	81	251	49	30

gTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%	100.00%	100.00%
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	1	0	1	0	0	0	0	0	3	1	0

ccTLD Creation/Transfer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	1	0	1	0	2	0	0	0	0	1	0	0

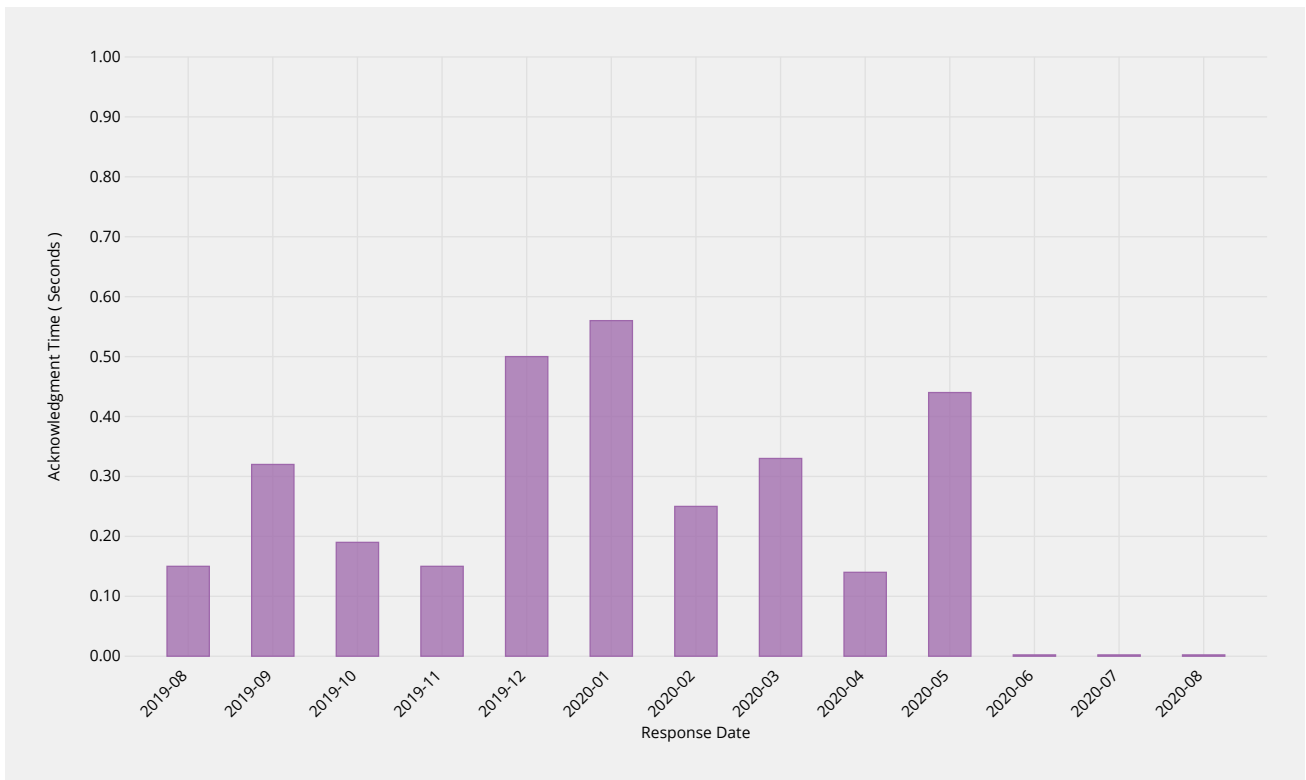
Other Changes	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	6	3	0	11	2	5	1	2	1	4	3	2	1

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

Enquiry Processing

Time to acknowledge

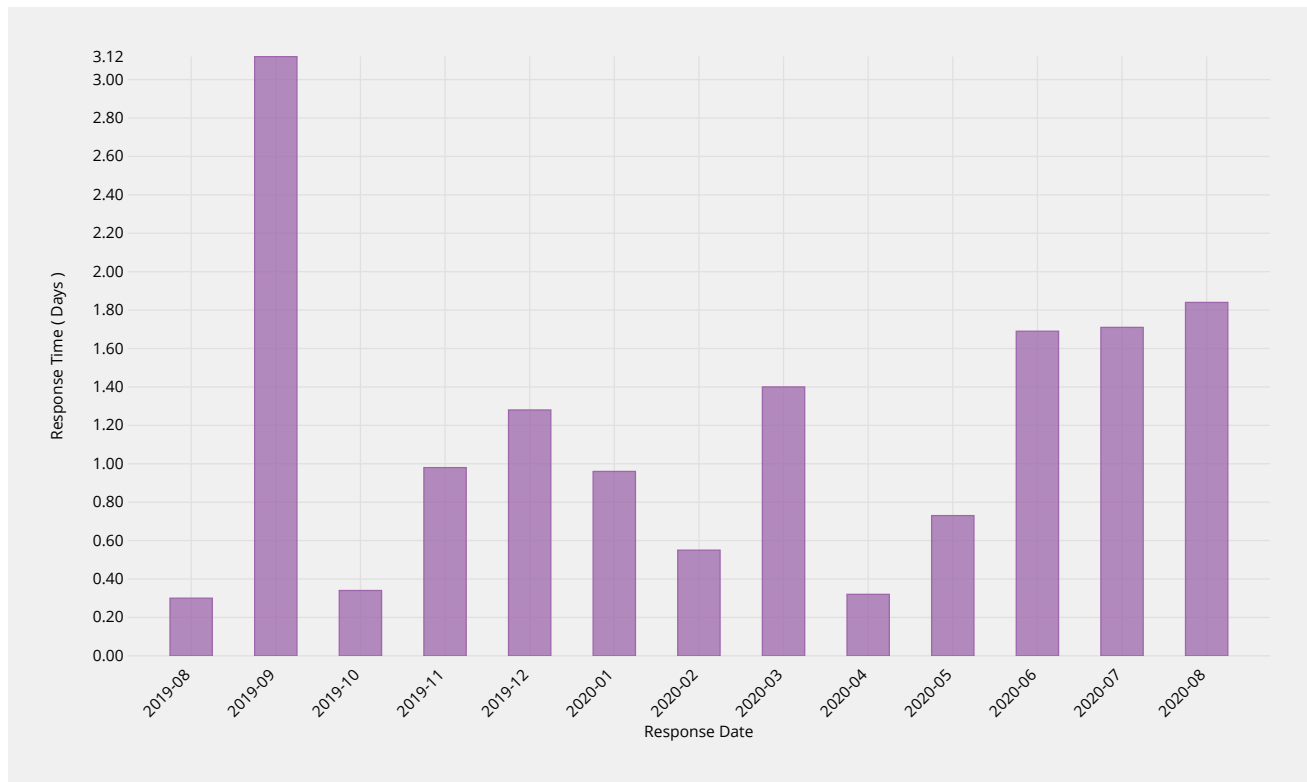
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Acknowledgment Time	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	0.70s	1.00s	0.00s	0.00s	0.00s
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	48	28	27	13	10	9	12	6	7	9	2	5	2
Mean Time	0.15s	0.32s	0.19s	0.15s	0.50s	0.56s	0.25s	0.33s	0.14s	0.44s	0.00s	0.00s	0.00s
Shortest Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Longest Time	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	0.00s	0.00s	0.00s
Median Time	0.00s	0.00s	0.00s	0.00s	0.50s	1.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.35s	0.47s	0.39s	0.36s	0.50s	0.50s	0.43s	0.47s	0.35s	0.50s	0.00s	0.00s	0.00s

Time to initial response

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

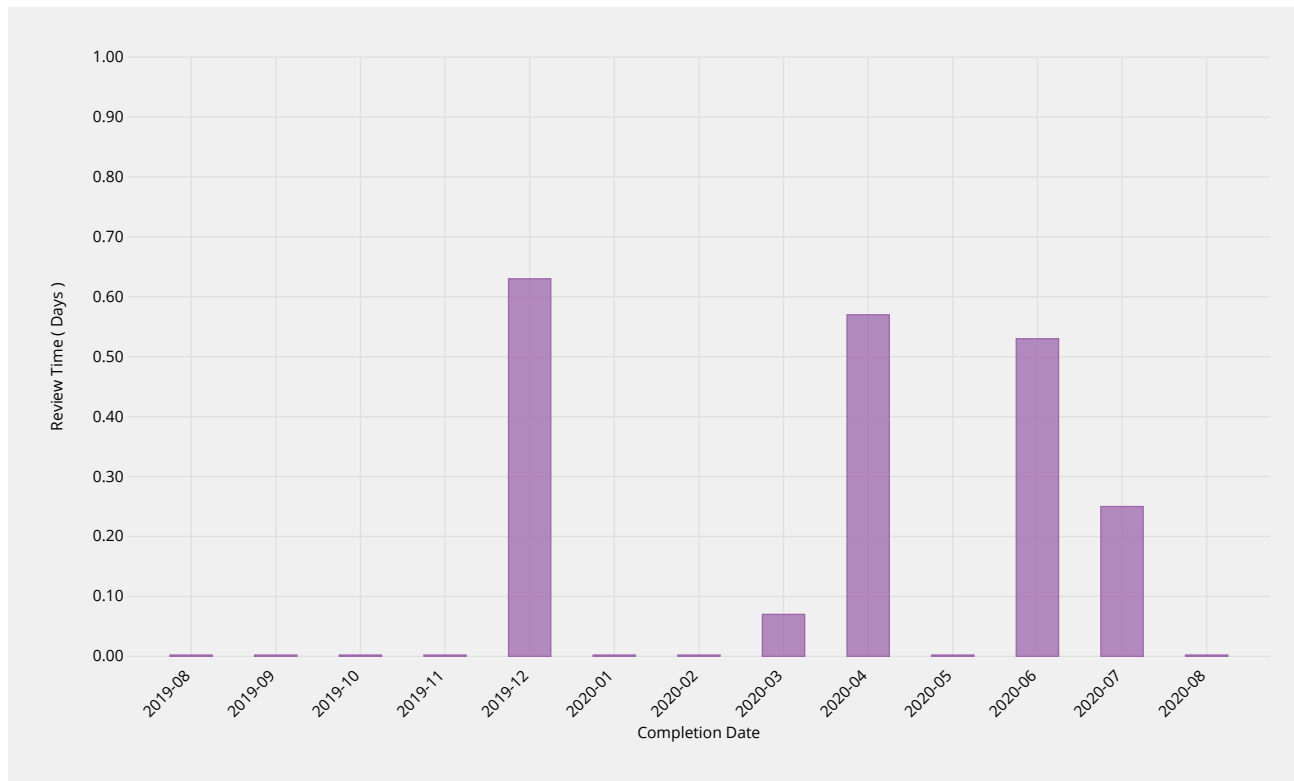


Manual Enquiries	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Response Time	0.75d	2.61d	0.77d	2.18d	3.14d	2.03d	1.11d	3.83d	0.75d	1.31d	3.00d	3.31d	3.48d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	40	30	22	12	7	9	10	6	7	7	2	5	3
Mean Time	0.30d	3.12d	0.34d	0.98d	1.28d	0.96d	0.55d	1.40d	0.32d	0.73d	1.69d	1.71d	1.84d
Shortest Time	0.00d	0.00d	0.01d	0.01d	0.01d	0.04d	0.00d	0.03d	0.02d	0.11d	0.05d	0.00d	0.47d
Longest Time	1.27d	41.11d	1.26d	2.82d	3.26d	4.74d	1.90d	7.28d	1.42d	1.62d	3.33d	4.10d	4.12d
Median Time	0.21d	0.30d	0.22d	0.70d	0.74d	0.38d	0.40d	0.31d	0.15d	0.71d	1.69d	1.98d	0.94d
PStDev Time	0.30d	9.56d	0.33d	0.94d	1.21d	1.41d	0.55d	2.63d	0.46d	0.51d	1.64d	1.47d	1.62d

Label Generation Rulesets

Review Time

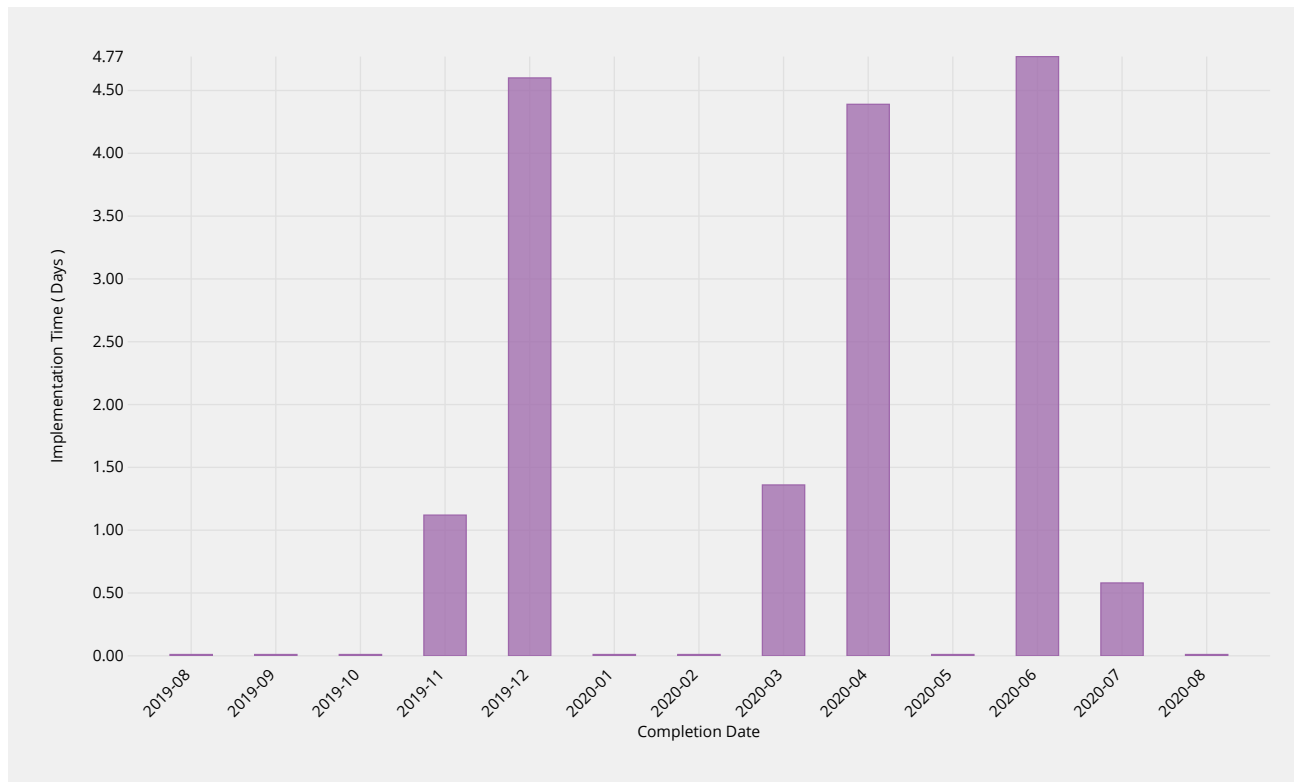
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Review Time	—	—	—	—	0.63d	—	—	0.07d	0.57d	—	0.53d	0.25d	—
Monthly Threshold	—	—	—	—	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%
Review Count	0	0	0	0	2	0	0	2	3	0	3	2	0
Shortest Time	—	—	—	—	0.37d	—	—	0.02d	0.39d	—	0.01d	0.24d	—
Longest Time	—	—	—	—	0.66d	—	—	0.07d	0.61d	—	0.56d	0.25d	—
Median Time	—	—	—	—	0.51d	—	—	0.04d	0.42d	—	0.38d	0.25d	—
PStDev Time	—	—	—	—	0.14d	—	—	0.03d	0.1d	—	0.23d	0.01d	—

Implementation Time

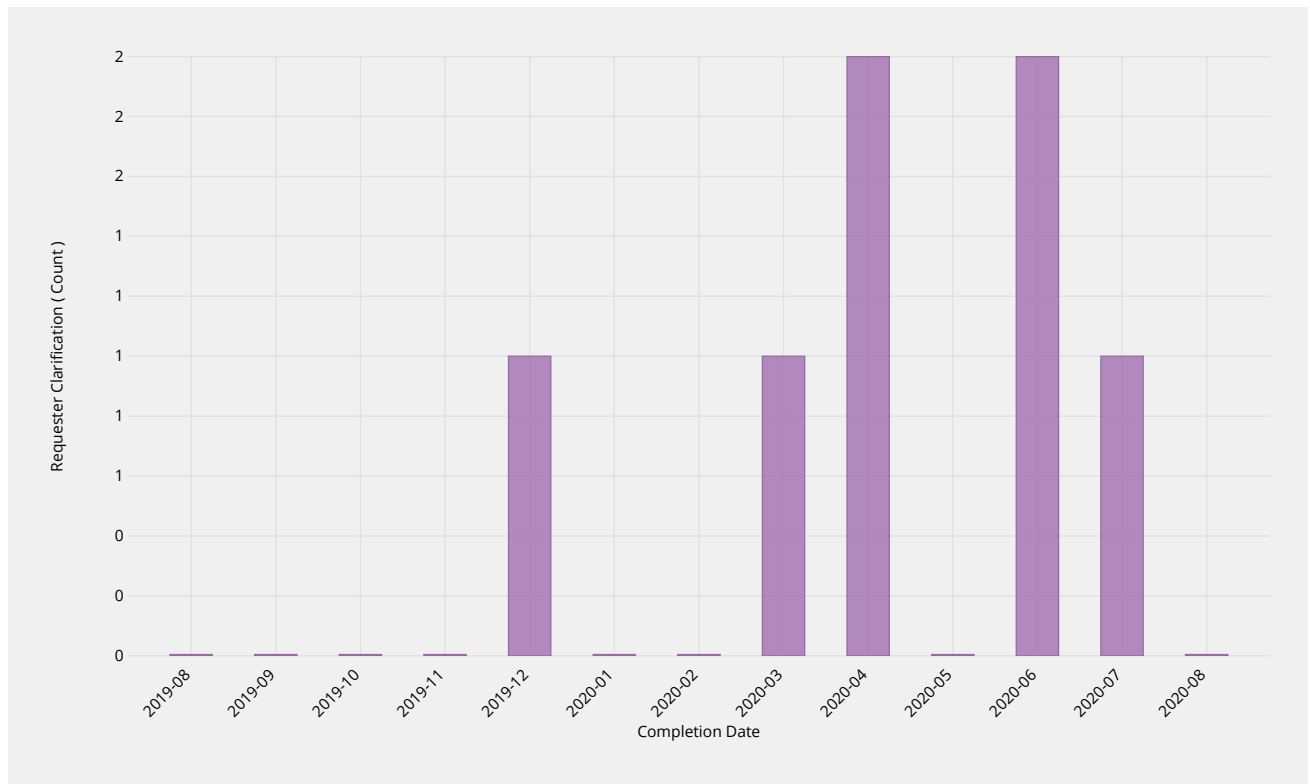
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Implementation Time	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d	—	4.77d	0.58d	—
Monthly Threshold	—	—	—	—	7d	7d	7d	7d	7d	7d	7d	7d	7d
Threshold Percentile	—	—	—	—	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	0	0	0	1	1	0	0	1	1	0	1	1	0
Shortest Time	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d	—	4.77d	0.58d	—
Longest Time	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d	—	4.77d	0.58d	—
Median Time	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d	—	4.77d	0.58d	—
PStDev Time	—	—	—	0d	0d	—	—	0d	0d	—	0.00d	0.00d	—

Requester Clarification

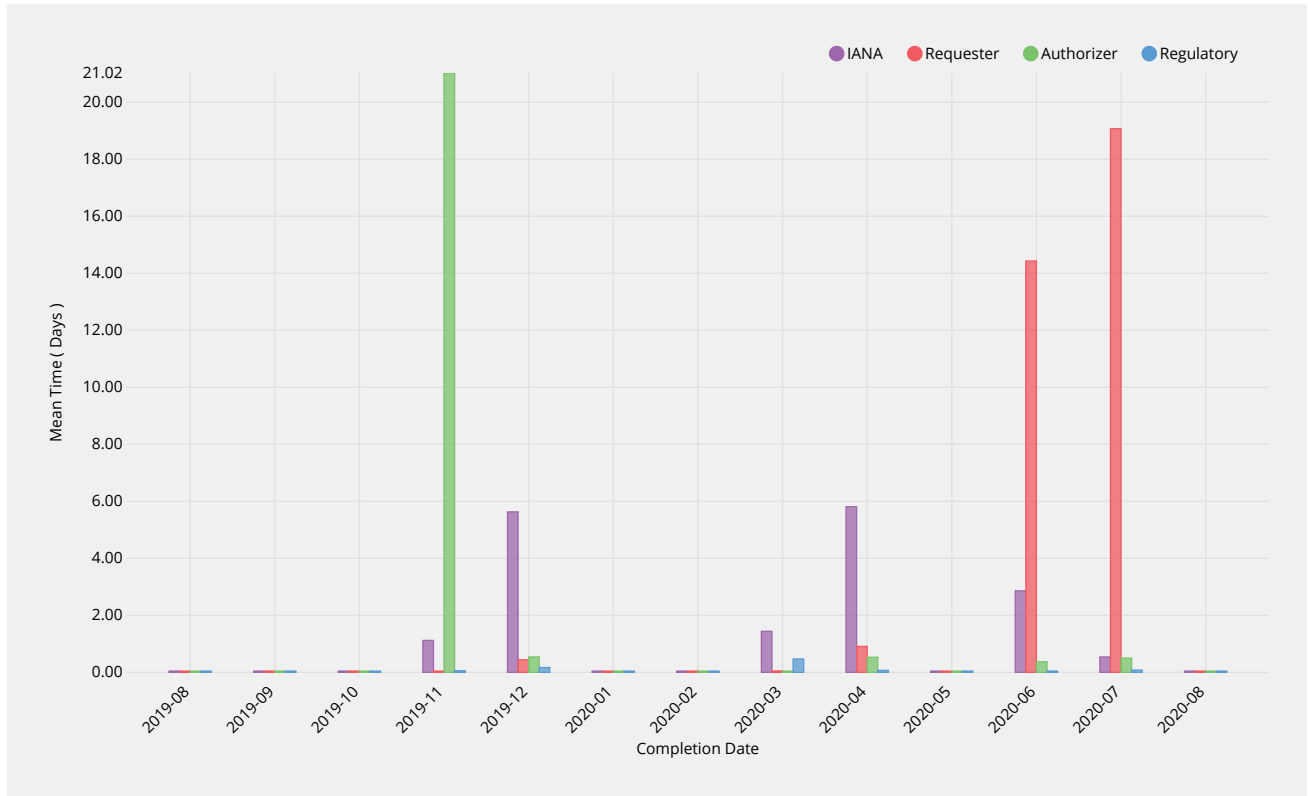
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Count	—	—	—	0	1	—	—	1	2	—	2	1	—
Request Count	0	0	0	1	1	0	0	1	1	0	2	2	0
Shortest Clarification	—	—	—	0	1	—	—	1	2	—	1	0	—
Longest Clarification	—	—	—	0	1	—	—	1	2	—	1	1	—

Time per Actor

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



IANA	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Mean Time	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d	—	2.86d	0.54d	—
Review Count	0	0	0	1	1	0	0	1	1	0	2	1	0
Shortest Time	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d	—	0.38d	0.24d	—
Longest Time	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d	—	5.34d	0.83d	—
Median Time	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d	—	2.86d	0.54d	—
PStDev Time	—	—	—	0d	0d	—	—	0d	0d	—	2.48d	0.30d	—

Requester	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Mean Time	—	—	—	—	0.44d	—	—	0.05d	0.91d	—	14.43d	19.07d	—
Review Count	0	0	0	0	1	0	0	1	1	0	2	1	0
Shortest Time	—	—	—	—	0.44d	—	—	0.05d	0.91d	—	0.02d	19.07d	—
Longest Time	—	—	—	—	0.44d	—	—	0.05d	0.91d	—	28.84d	19.07d	—
Median Time	—	—	—	—	0.44d	—	—	0.05d	0.91d	—	14.43d	19.07d	—
PStDev Time	—	—	—	—	0d	—	—	0d	0d	—	14.41d	0.00d	—

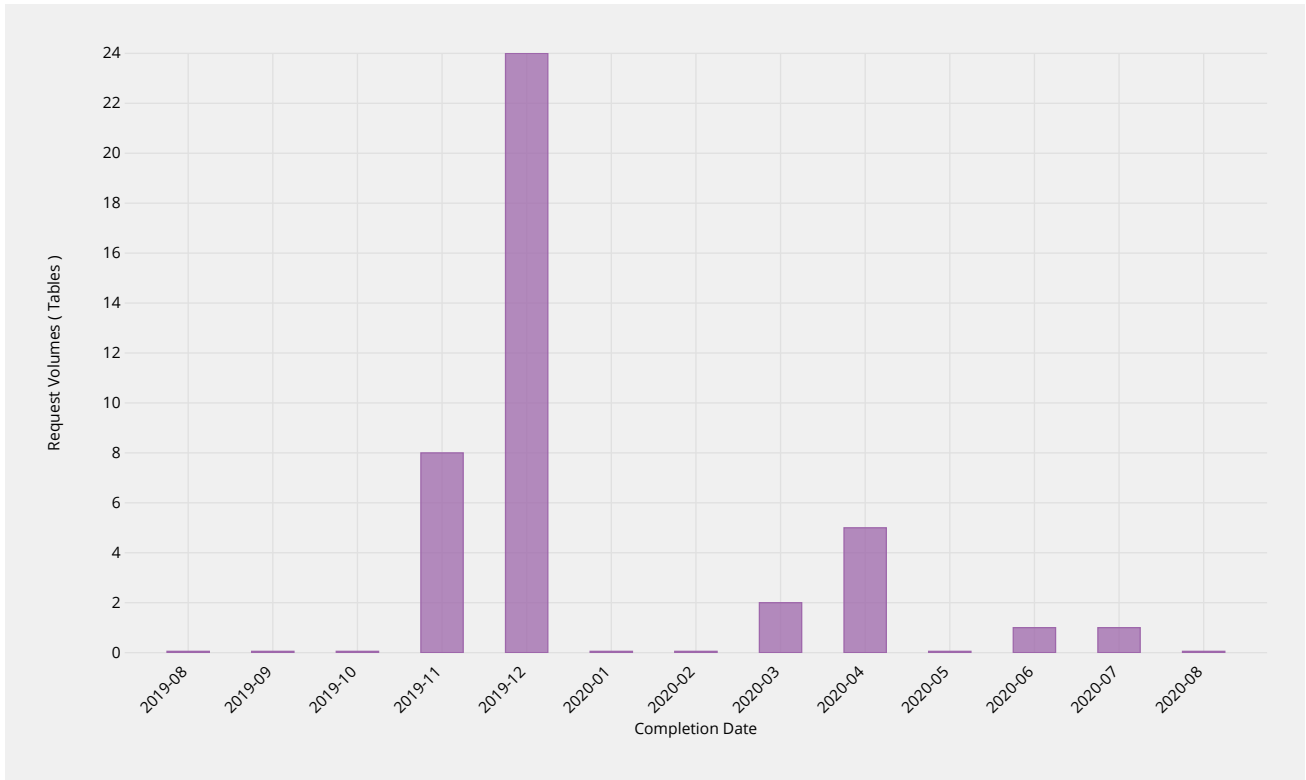
Authorizer	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Mean Time	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d	—
Review Count	0	0	0	1	1	0	0	1	1	0	1	1	0
Shortest Time	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d	—
Longest Time	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d	—
Median Time	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d	—
PStDev Time	—	—	—	0d	0d	—	—	0d	0d	—	0.00d	0.00d	—

Regulatory	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Mean Time	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d	—
Review Count	0	0	0	1	1	0	0	1	1	0	1	1	0
Shortest Time	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d	—

Regulatory	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08
Longest Time	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d	—
Median Time	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d	—
PStDev Time	—	—	—	0d	0d	—	—	0d	0d	—	0.00d	0.00d	—

Request Volumes

Total number of LGRs added or modified.



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

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.