

IANA Naming Function Monthly Performance Report

January 2021

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.54s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.23s	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%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 1.11d	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%)	✓ 4.00m	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%)	✓ —	p9
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 4.13m	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%)	✓ 0.74m	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%)	✓ —	p12
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 3.55ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 3.00ms	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%)	✓ —	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1.00ms	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%)	✓ —	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.62d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.66d	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	—	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%)	✓ 25.80h	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	—	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.29s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.25s	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%)	✓ —	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%)	✓ 0.07s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.500ms	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%)	✓ 2.01d	p34
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 1.83d	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 5.30d	p36
Requester Clarification	Requester Clarification	N/A	4	p37
Time per Actor	IANA	N/A	4.64d	p38
Time per Actor	Requester	N/A	14.77d	p38
Time per Actor	Authorizer	N/A	2.41d	p38
Time per Actor	Regulatory	N/A	4.01d	p38
Request Volumes	Request Volumes	N/A	577	p39

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

Exceptions and Narrative for Reporting Period

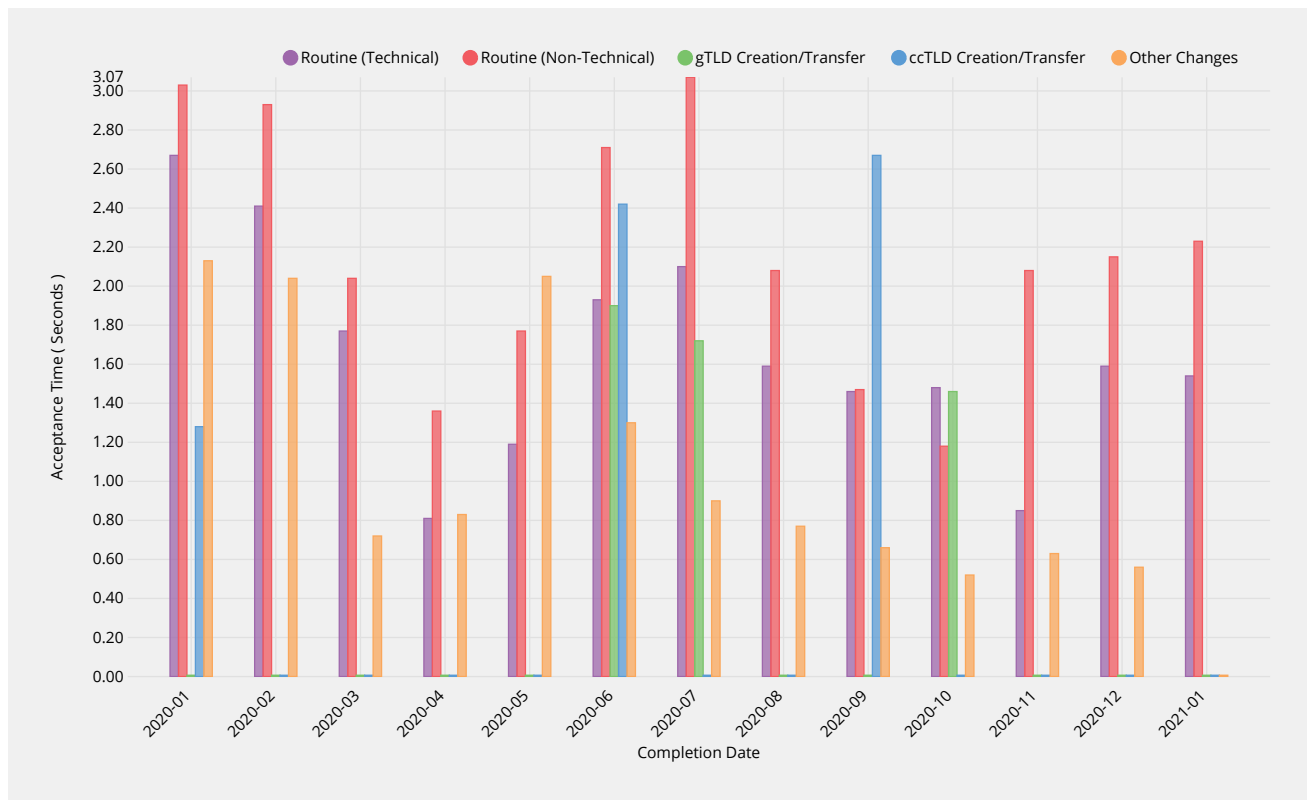
There were no exceptions for the reporting period.

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)	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Acceptance Time	2.67s	2.41s	1.77s	0.81s	1.19s	1.93s	2.10s	1.59s	1.46s	1.48s	0.85s	1.59s	1.54s
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	72	36	71	704	83	255	53	33	77	154	145	62	67
Mean Time	1.54s	1.23s	0.85s	0.64s	0.77s	1.13s	1.03s	0.74s	0.68s	0.66s	0.63s	0.72s	0.71s
Shortest Time	0.63s	0.61s	0.50s	0.51s	0.54s	0.67s	0.58s	0.48s	0.47s	0.38s	0.43s	0.49s	0.51s
Longest Time	3.58s	3.06s	2.05s	5.86s	1.78s	2.62s	2.56s	1.66s	2.35s	1.83s	1.89s	2.12s	1.71s
Median Time	1.26s	1.09s	0.66s	0.60s	0.67s	1.05s	0.94s	0.60s	0.60s	0.58s	0.58s	0.62s	0.61s
PStDev Time	0.64s	0.62s	0.42s	0.25s	0.24s	0.30s	0.48s	0.33s	0.30s	0.27s	0.21s	0.32s	0.28s

Routine (Non-Technical)	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Acceptance Time	3.03s	2.93s	2.04s	1.36s	1.77s	2.71s	3.07s	2.08s	1.47s	1.18s	2.08s	2.15s	2.23s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	145	69	22	111	59	28	14	14	20	204	70	24	45
Mean Time	1.97s	1.25s	1.53s	1.09s	1.23s	1.75s	1.84s	1.12s	1.14s	1.02s	1.45s	1.19s	1.17s
Shortest Time	0.53s	0.86s	0.86s	0.89s	0.88s	1.14s	1.14s	0.81s	0.80s	0.76s	0.85s	0.94s	0.75s
Longest Time	3.89s	3.94s	2.10s	2.47s	3.21s	2.92s	3.08s	2.20s	1.48s	2.15s	2.20s	2.48s	2.53s
Median Time	1.84s	1.02s	1.66s	1.04s	1.12s	1.66s	1.62s	0.94s	1.07s	1.00s	1.29s	1.07s	1.02s
PStDev Time	0.61s	0.63s	0.40s	0.25s	0.39s	0.44s	0.61s	0.42s	0.20s	0.16s	0.44s	0.37s	0.40s

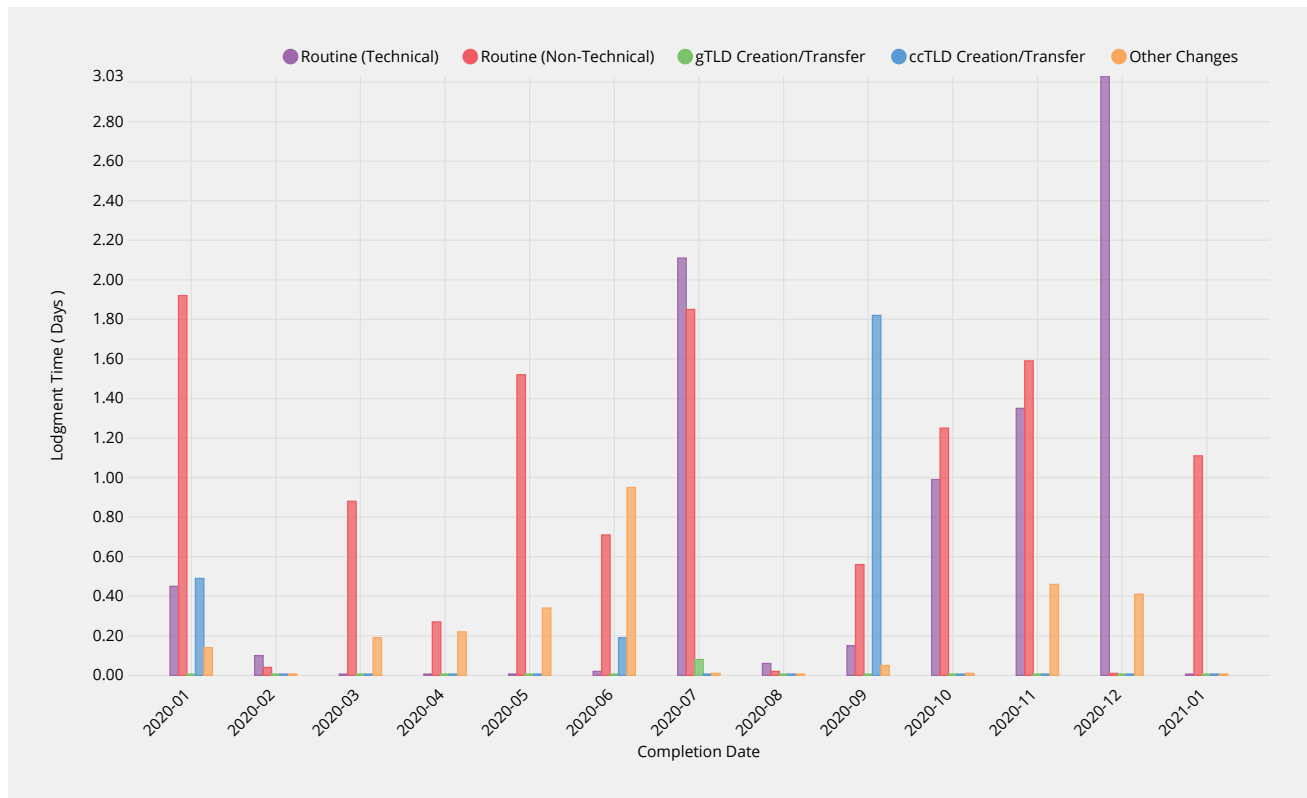
gTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Acceptance Time	—	—	—	—	—	1.90s	1.72s	—	—	1.46s	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	0	0	0	3	1	0	0	4	0	0	0
Mean Time	—	—	—	—	—	1.43s	1.72s	—	—	1.08s	—	—	—
Shortest Time	—	—	—	—	—	1.12s	1.72s	—	—	0.63s	—	—	—
Longest Time	—	—	—	—	—	1.98s	1.72s	—	—	1.51s	—	—	—
Median Time	—	—	—	—	—	1.18s	1.72s	—	—	1.10s	—	—	—
PStDev Time	—	—	—	—	—	0.39s	0.00s	—	—	0.31s	—	—	—

ccTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Acceptance Time	1.28s	—	—	—	—	2.42s	—	—	2.67s	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	2	0	0	0	0	1	0	0	1	0	0	0	0
Mean Time	1.16s	—	—	—	—	2.42s	—	—	2.67s	—	—	—	—
Shortest Time	1.03s	—	—	—	—	2.42s	—	—	2.67s	—	—	—	—
Longest Time	1.29s	—	—	—	—	2.42s	—	—	2.67s	—	—	—	—
Median Time	1.16s	—	—	—	—	2.42s	—	—	2.67s	—	—	—	—
PStDev Time	0.13s	—	—	—	—	0.00s	—	—	0.00s	—	—	—	—

Other Changes	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Acceptance Time	2.13s	2.04s	0.72s	0.83s	2.05s	1.30s	0.90s	0.77s	0.66s	0.52s	0.63s	0.56s	—
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	5	1	2	1	4	3	2	1	2	1	2	2	0
Mean Time	1.71s	2.04s	0.69s	0.83s	1.51s	1.16s	0.78s	0.77s	0.60s	0.52s	0.59s	0.55s	—
Shortest Time	1.13s	2.04s	0.65s	0.83s	0.76s	1.05s	0.64s	0.77s	0.53s	0.52s	0.55s	0.54s	—
Longest Time	2.16s	2.04s	0.73s	0.83s	2.11s	1.33s	0.92s	0.77s	0.66s	0.52s	0.63s	0.56s	—
Median Time	1.73s	2.04s	0.69s	0.83s	1.59s	1.09s	0.78s	0.77s	0.60s	0.52s	0.59s	0.55s	—
PStDev Time	0.36s	0.00s	0.04s	0.00s	0.49s	0.12s	0.14s	0.00s	0.07s	0.00s	0.04s	0.01s	—

Manual Lodgment Time

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



Routine (Technical)	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Lodgment Time	0.45d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.15d	0.99d	1.35d	3.03d	—
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	6	1	1	0	0	1	1	1	2	6	4	2	0
Mean Time	0.25d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.10d	0.25d	0.55d	1.74d	—
Shortest Time	0.10d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.04d	0.00d	0.00d	0.31d	—
Longest Time	0.48d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.15d	1.29d	1.52d	3.17d	—
Median Time	0.21d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.10d	0.06d	0.34d	1.74d	—
PStDev Time	0.14d	0.00d	0.00d	—	—	0.00d	0.00d	0.00d	0.06d	0.47d	0.58d	1.43d	—

Routine (Non-Technical)	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Lodgment Time	1.92d	0.04d	0.88d	0.27d	1.52d	0.71d	1.85d	0.02d	0.56d	1.25d	1.59d	0.01d	1.11d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	6	1	4	5	1	5	4	1	1	4	4	1	8
Mean Time	0.85d	0.04d	0.41d	0.17d	1.52d	0.34d	0.65d	0.02d	0.56d	0.65d	0.61d	0.01d	0.43d
Shortest Time	0.06d	0.04d	0.07d	0.01d	1.52d	0.02d	0.02d	0.02d	0.56d	0.10d	0.06d	0.01d	0.04d
Longest Time	2.02d	0.04d	0.98d	0.27d	1.52d	0.76d	2.10d	0.02d	0.56d	1.30d	1.80d	0.01d	1.35d
Median Time	0.59d	0.04d	0.30d	0.23d	1.52d	0.25d	0.24d	0.02d	0.56d	0.60d	0.29d	0.01d	0.41d
PStDev Time	0.72d	0.00d	0.34d	0.11d	0.00d	0.26d	0.85d	0.00d	0.00d	0.51d	0.70d	0.00d	0.41d

gTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
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	1	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	0.08d	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	0.08d	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	0.08d	—	—	—	—	—	—

gTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Median Time	—	—	—	—	—	—	0.08d	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	0.00d	—	—	—	—	—	—

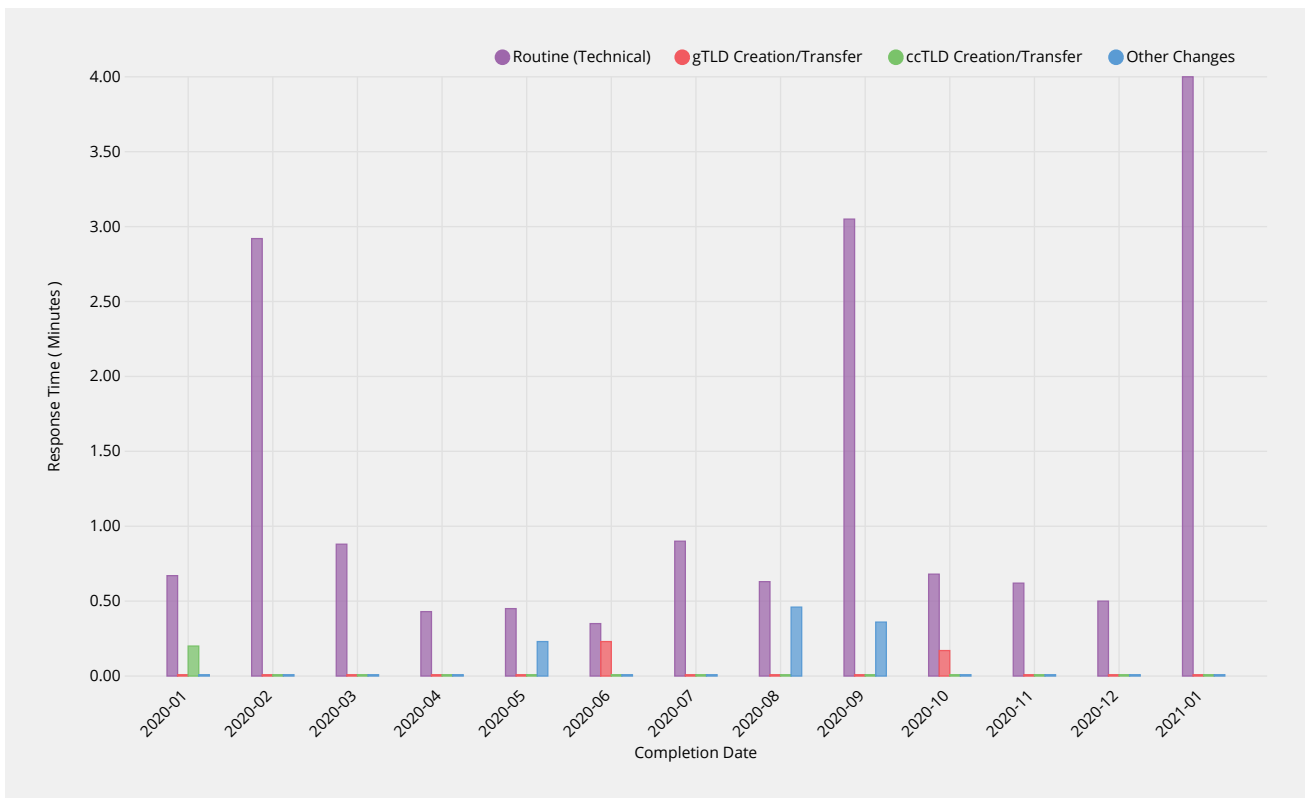
ccTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Lodgment Time	0.49d	—	—	—	—	0.19d	—	—	1.82d	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	2	0	0	0	0	1	0	0	1	0	0	0	0
Mean Time	0.35d	—	—	—	—	0.19d	—	—	1.82d	—	—	—	—
Shortest Time	0.19d	—	—	—	—	0.19d	—	—	1.82d	—	—	—	—
Longest Time	0.50d	—	—	—	—	0.19d	—	—	1.82d	—	—	—	—
Median Time	0.35d	—	—	—	—	0.19d	—	—	1.82d	—	—	—	—
PStDev Time	0.16d	—	—	—	—	0.00d	—	—	0.00d	—	—	—	—

Other Changes	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Lodgment Time	0.14d	—	0.19d	0.22d	0.34d	0.95d	0.01d	—	0.05d	0.01d	0.46d	0.41d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	2	1	2	2	2	0	1	1	1	2	0
Mean Time	0.14d	—	0.19d	0.22d	0.30d	0.51d	0.01d	—	0.05d	0.01d	0.46d	0.34d	—
Shortest Time	0.14d	—	0.19d	0.22d	0.24d	0.01d	0.01d	—	0.05d	0.01d	0.46d	0.27d	—
Longest Time	0.14d	—	0.19d	0.22d	0.35d	1.00d	0.01d	—	0.05d	0.01d	0.46d	0.42d	—
Median Time	0.14d	—	0.19d	0.22d	0.30d	0.51d	0.01d	—	0.05d	0.01d	0.46d	0.34d	—
PStDev Time	0.00d	—	0.00d	0.00d	0.05d	0.49d	0.00d	—	0.00d	0.00d	0.00d	0.08d	—

Technical Checks

Technical Check (First)

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



Routine (Technical)	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Response Time	0.67m	2.92m	0.88m	0.43m	0.45m	0.35m	0.90m	0.63m	3.05m	0.68m	0.62m	0.50m	4.00m
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	72	36	71	704	83	255	53	33	77	154	145	62	67
Mean Time	0.45m	0.79m	0.38m	0.19m	0.20m	0.21m	0.35m	0.28m	0.59m	0.29m	0.28m	0.23m	0.95m
Shortest Time	0.11m	0.13m	0.11m	0.08m	0.08m	0.09m	0.10m	0.08m	0.10m	0.10m	0.09m	0.11m	0.07m
Longest Time	7.85m	3.34m	3.40m	3.21m	0.51m	3.11m	2.85m	1.30m	5.88m	2.87m	2.88m	1.93m	10.89m
Median Time	0.26m	0.40m	0.27m	0.16m	0.17m	0.16m	0.21m	0.19m	0.23m	0.20m	0.18m	0.18m	0.30m
PStDev Time	0.93m	0.88m	0.44m	0.16m	0.11m	0.33m	0.41m	0.23m	1.08m	0.35m	0.34m	0.24m	1.71m

gTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Response Time	—	—	—	—	—	0.23m	—	—	—	0.17m	—	—	—
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	3	0	0	0	2	0	0	0
Mean Time	—	—	—	—	—	0.21m	—	—	—	0.15m	—	—	—
Shortest Time	—	—	—	—	—	0.20m	—	—	—	0.14m	—	—	—
Longest Time	—	—	—	—	—	0.23m	—	—	—	0.17m	—	—	—
Median Time	—	—	—	—	—	0.21m	—	—	—	0.15m	—	—	—
PStDev Time	—	—	—	—	—	0.01m	—	—	—	0.02m	—	—	—

ccTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Response Time	0.20m	—	—	—	—	—	—	—	—	—	—	—	—
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	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	0.20m	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	0.20m	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	0.20m	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	0.20m	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.00m	—	—	—	—	—	—	—	—	—	—	—	—

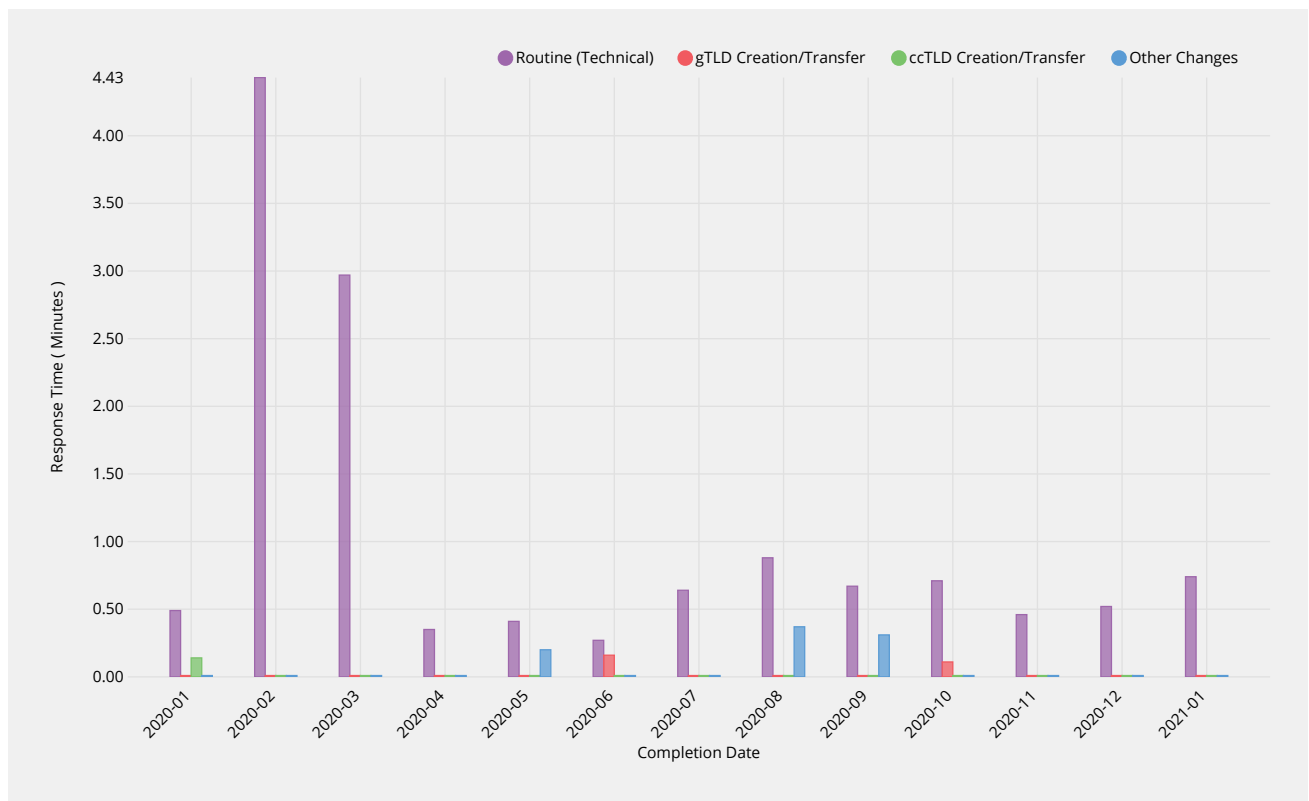
Other Changes	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Response Time	—	—	—	—	0.23m	—	—	0.46m	0.36m	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	2	0	0	1	1	0	0	0	0
Mean Time	—	—	—	—	0.17m	—	—	0.46m	0.36m	—	—	—	—
Shortest Time	—	—	—	—	0.12m	—	—	0.46m	0.36m	—	—	—	—
Longest Time	—	—	—	—	0.23m	—	—	0.46m	0.36m	—	—	—	—
Median Time	—	—	—	—	0.17m	—	—	0.46m	0.36m	—	—	—	—
PStDev Time	—	—	—	—	0.06m	—	—	0.00m	0.00m	—	—	—	—

ccTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Longest Time	0.21m	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	0.13m	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.02m	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Response Time	—	—	—	—	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	0	0	0	0	4	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	0.18m	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	0.17m	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	0.20m	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	0.18m	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.01m	—	—	—	—	—	—	—	—

Technical Check (Supplemental)

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



Routine (Technical)	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Response Time	0.49m	4.43m	2.97m	0.35m	0.41m	0.27m	0.64m	0.88m	0.67m	0.71m	0.46m	0.52m	0.74m
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	73	130	115	723	85	264	64	45	78	165	205	54	55
Mean Time	0.24m	1.29m	0.99m	0.15m	0.15m	0.14m	0.21m	0.25m	0.30m	0.26m	0.19m	0.20m	0.30m
Shortest Time	0.06m	0.08m	0.09m	0.07m	0.07m	0.07m	0.07m	0.07m	0.08m	0.05m	0.07m	0.08m	0.05m
Longest Time	1.45m	4.48m	3.24m	0.75m	0.70m	3.07m	0.90m	1.65m	2.90m	0.99m	1.65m	2.23m	1.16m
Median Time	0.16m	0.38m	0.33m	0.15m	0.10m	0.10m	0.10m	0.13m	0.17m	0.15m	0.11m	0.11m	0.18m
PStDev Time	0.19m	1.60m	1.17m	0.10m	0.12m	0.26m	0.19m	0.29m	0.51m	0.20m	0.17m	0.30m	0.26m

gTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Response Time	—	—	—	—	—	0.16m	—	—	—	0.11m	—	—	—

gTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
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	0	0	0	0	3	0	0	0	1	0	0	0
Mean Time	—	—	—	—	—	0.15m	—	—	—	0.11m	—	—	—
Shortest Time	—	—	—	—	—	0.14m	—	—	—	0.11m	—	—	—
Longest Time	—	—	—	—	—	0.16m	—	—	—	0.11m	—	—	—
Median Time	—	—	—	—	—	0.14m	—	—	—	0.11m	—	—	—
PStDev Time	—	—	—	—	—	0.01m	—	—	—	0.00m	—	—	—

ccTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
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%
Supplemental Test Count	2	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	0.13m	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	0.12m	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	0.14m	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	0.13m	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.01m	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Response Time	—	—	—	—	0.20m	—	—	0.37m	0.31m	—	—	—	—
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	0	0	0	2	0	0	1	1	0	0	0	0
Mean Time	—	—	—	—	0.14m	—	—	0.37m	0.31m	—	—	—	—
Shortest Time	—	—	—	—	0.08m	—	—	0.37m	0.31m	—	—	—	—
Longest Time	—	—	—	—	0.20m	—	—	0.37m	0.31m	—	—	—	—
Median Time	—	—	—	—	0.14m	—	—	0.37m	0.31m	—	—	—	—
PStDev Time	—	—	—	—	0.06m	—	—	0.00m	0.00m	—	—	—	—

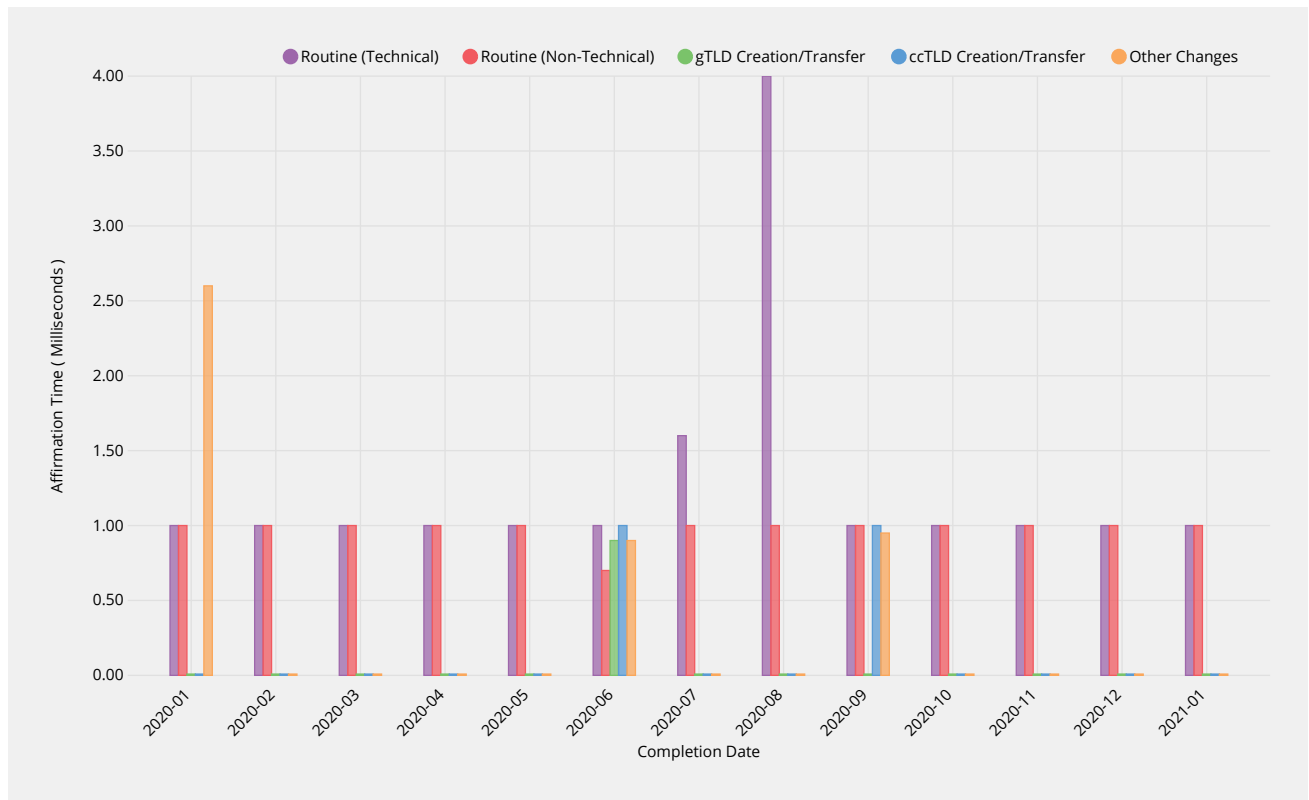
gTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	0	0	0	3	1	0	0	4	0	0	0
Mean Time	—	—	—	—	—	1.33ms	1.00ms	—	—	2.00ms	—	—	—
Shortest Time	—	—	—	—	—	1.00ms	1.00ms	—	—	2.00ms	—	—	—
Longest Time	—	—	—	—	—	2.00ms	1.00ms	—	—	2.00ms	—	—	—
Median Time	—	—	—	—	—	1.00ms	1.00ms	—	—	2.00ms	—	—	—
PStDev Time	—	—	—	—	—	0.47ms	0.00ms	—	—	0.00ms	—	—	—

ccTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Dispatch Time	3.90ms	—	—	—	—	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%
Email Count	2	0	0	0	0	1	0	0	1	0	0	0	0
Mean Time	3.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—	—	—
Shortest Time	2.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—	—	—
Longest Time	4.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—	—	—
Median Time	3.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—	—	—
PStDev Time	1.00ms	—	—	—	—	0.00ms	—	—	0.00ms	—	—	—	—

Other Changes	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Dispatch Time	2.00ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	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%
Email Count	5	1	2	1	2	0	0	1	1	0	0	0	0
Mean Time	1.40ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—	—	—
Shortest Time	1.00ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—	—	—
Longest Time	2.00ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—	—	—
Median Time	1.00ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—	—	—
PStDev Time	0.49ms	0.00ms	0.00ms	0.00ms	0.00ms	—	—	0.00ms	0.00ms	—	—	—	—

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.60ms	4.00ms	1.00ms	1.00ms	1.00ms	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	68	30	62	696	81	251	49	30	64	143	135	53	49
Mean Time	0.28ms	0.30ms	0.11ms	0.16ms	0.12ms	0.11ms	0.29ms	1.03ms	0.28ms	0.19ms	0.21ms	0.26ms	0.29ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	1.00ms	1.00ms	1.00ms	1.00ms	2.00ms	2.00ms	2.00ms	9.00ms	2.00ms	2.00ms	1.00ms	2.00ms	1.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.45ms	0.46ms	0.32ms	0.37ms	0.36ms	0.33ms	0.57ms	1.91ms	0.48ms	0.41ms	0.41ms	0.52ms	0.45ms

Routine (Non-Technical)	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	0.70ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	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	139	63	21	110	54	27	13	14	19	202	60	24	43
Mean Time	0.34ms	0.19ms	0.24ms	0.32ms	0.11ms	0.07ms	0.31ms	0.36ms	0.26ms	0.23ms	0.23ms	0.29ms	0.21ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	3.00ms	1.00ms	1.00ms	4.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	5.00ms	1.00ms	2.00ms	1.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.57ms	0.39ms	0.43ms	0.67ms	0.31ms	0.26ms	0.46ms	0.48ms	0.44ms	0.53ms	0.42ms	0.54ms	0.41ms

gTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Affirmation Time	—	—	—	—	—	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	0	0	0	0	0	3	1	0	0	3	0	0	0
Mean Time	—	—	—	—	—	0.33ms	0.00ms	—	—	0.00ms	—	—	—
Shortest Time	—	—	—	—	—	0.00ms	0.00ms	—	—	0.00ms	—	—	—

gTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Longest Time	—	—	—	—	—	1.00ms	0.00ms	—	—	0.00ms	—	—	—
Median Time	—	—	—	—	—	0.00ms	0.00ms	—	—	0.00ms	—	—	—
PStDev Time	—	—	—	—	—	0.47ms	0.00ms	—	—	0.00ms	—	—	—

ccTLD Creation/ Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Affirmation Time	0.00ms	—	—	—	—	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	2	0	0	0	0	1	0	0	1	0	0	0	0
Mean Time	0.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—	—	—
Shortest Time	0.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—	—	—
Longest Time	0.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—	—	—
Median Time	0.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—	—	—
PStDev Time	0.00ms	—	—	—	—	0.00ms	—	—	0.00ms	—	—	—	—

Other Changes	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Affirmation Time	2.60ms	0.00ms	0.00ms	0.00ms	0.00ms	0.90ms	0.00ms	0.00ms	0.95ms	0.00ms	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	5	1	2	1	4	3	2	1	2	1	2	2	0
Mean Time	0.80ms	0.00ms	0.00ms	0.00ms	0.00ms	0.33ms	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms	—
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	—
Longest Time	3.00ms	0.00ms	0.00ms	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms	0.00ms	—
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms	—
PStDev Time	1.17ms	0.00ms	0.00ms	0.00ms	0.00ms	0.47ms	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms	—

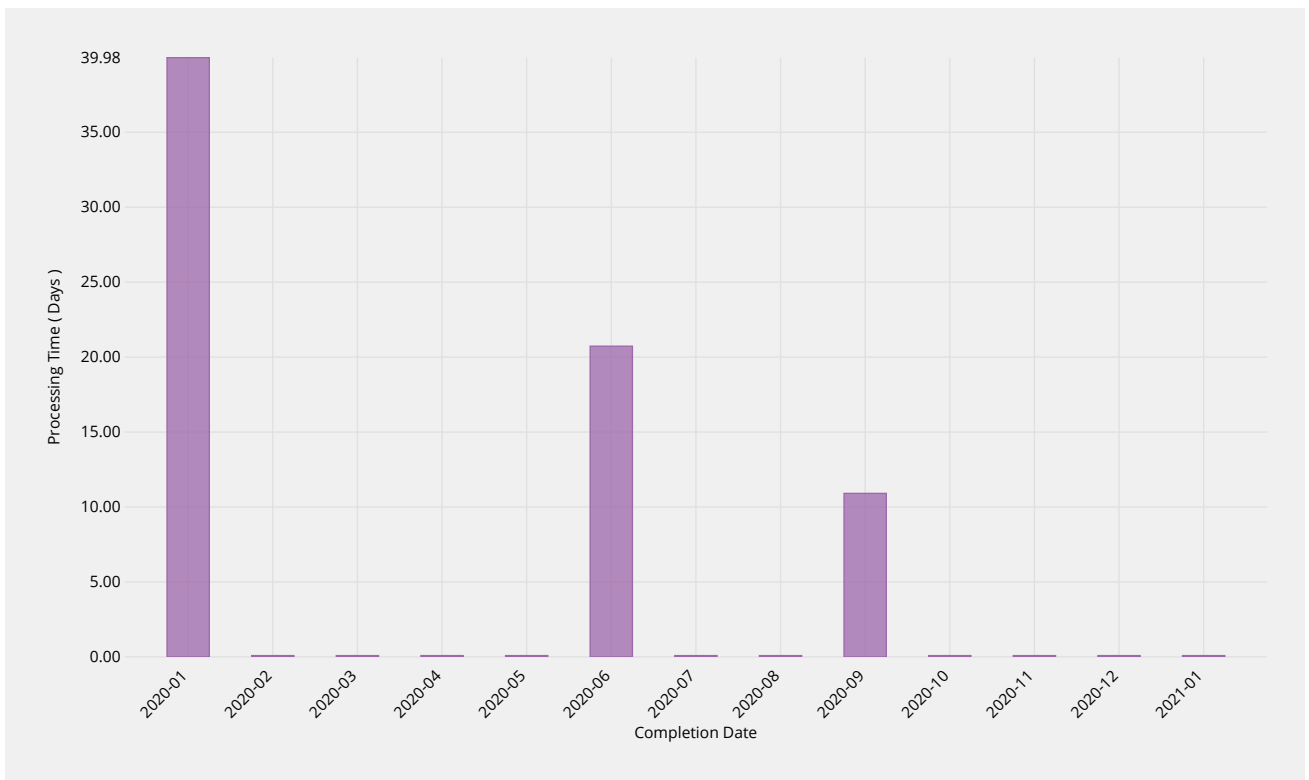
gTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Request Count	0	0	0	0	0	3	1	0	0	3	0	0	0
Mean Time	—	—	—	—	—	0.94d	0.81d	—	—	1.64d	—	—	—
Shortest Time	—	—	—	—	—	0.93d	0.81d	—	—	0.19d	—	—	—
Longest Time	—	—	—	—	—	0.94d	0.81d	—	—	2.95d	—	—	—
Median Time	—	—	—	—	—	0.94d	0.81d	—	—	1.80d	—	—	—
PStDev Time	—	—	—	—	—	0.00d	0.00d	—	—	1.13d	—	—	—

ccTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Processing Time	65.13d	—	—	—	—	38.26d	—	—	21.04d	—	—	—	—
Monthly Threshold	60d	60d	60d	60d	60d	—	—	—	—	—	—	—	—
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	—	—	—	—	—	—	—	—
Request Count	2	0	0	0	0	1	0	0	1	0	0	0	0
Mean Time	63.80d	—	—	—	—	38.26d	—	—	21.04d	—	—	—	—
Shortest Time	62.48d	—	—	—	—	38.26d	—	—	21.04d	—	—	—	—
Longest Time	65.13d	—	—	—	—	38.26d	—	—	21.04d	—	—	—	—
Median Time	63.80d	—	—	—	—	38.26d	—	—	21.04d	—	—	—	—
PStDev Time	1.33d	—	—	—	—	0.00d	—	—	0.00d	—	—	—	—

Other Changes	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Processing Time	2.28d	0.23d	0.67d	0.04d	2.69d	1.23d	0.06d	0.57d	2.85d	0.08d	0.08d	0.65d	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	5	1	2	1	4	3	2	1	2	1	2	2	0
Mean Time	1.60d	0.23d	0.64d	0.04d	1.20d	0.52d	0.05d	0.57d	2.14d	0.08d	0.06d	0.37d	—
Shortest Time	0.57d	0.23d	0.60d	0.04d	0.61d	0.16d	0.05d	0.57d	1.44d	0.08d	0.04d	0.08d	—
Longest Time	2.28d	0.23d	0.67d	0.04d	2.69d	1.23d	0.06d	0.57d	2.85d	0.08d	0.08d	0.65d	—
Median Time	2.22d	0.23d	0.64d	0.04d	0.76d	0.16d	0.05d	0.57d	2.14d	0.08d	0.06d	0.37d	—
PStDev Time	0.80d	0.00d	0.03d	0.00d	0.86d	0.50d	0.00d	0.00d	0.70d	0.00d	0.02d	0.28d	—

Third Party Approval

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

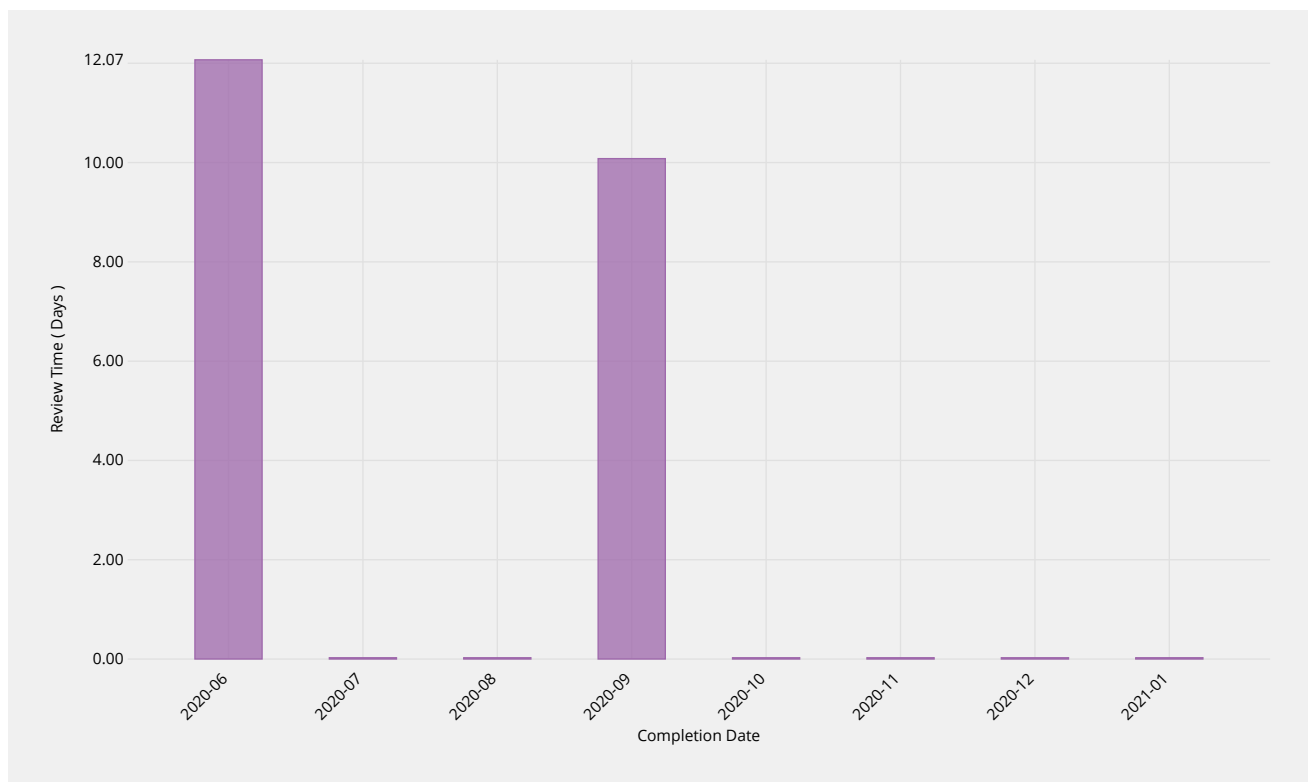


ccTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Processing Time	39.98d	—	—	—	—	20.73d	—	—	10.91d	—	—	—	—
Request Count	2	0	0	0	0	1	0	0	1	0	0	0	0
Mean Time	29.48d	—	—	—	—	20.73d	—	—	10.91d	—	—	—	—
Shortest Time	18.98d	—	—	—	—	20.73d	—	—	10.91d	—	—	—	—
Longest Time	39.98d	—	—	—	—	20.73d	—	—	10.91d	—	—	—	—
Median Time	29.48d	—	—	—	—	20.73d	—	—	10.91d	—	—	—	—
PStDev Time	10.50d	—	—	—	—	0.00d	—	—	0.00d	—	—	—	—

ccTLD Creation/Transfer

Submission Review

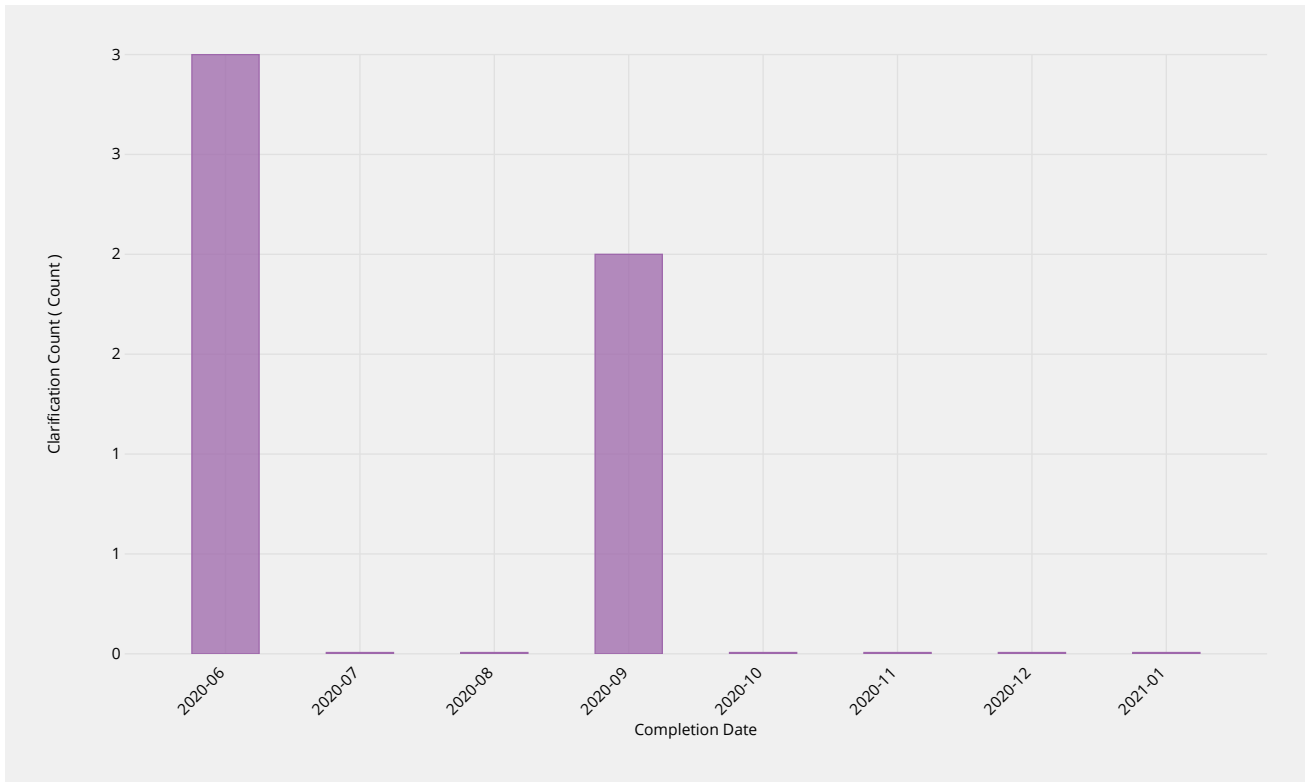
Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.



Staff Review	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Review Time	12.07d	—	—	10.08d	—	—	—	—
Monthly Threshold	14d	14d	14d	14d	14d	14d	14d	14d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Review Count	3	0	0	2	0	0	0	0
Mean Time	8.34d	—	—	5.04d	—	—	—	—
Shortest Time	6.33d	—	—	0.00d	—	—	—	—
Longest Time	12.07d	—	—	10.08d	—	—	—	—
Median Time	6.63d	—	—	5.04d	—	—	—	—
PStDev Time	2.64d	—	—	5.04d	—	—	—	—

Requester Clarification

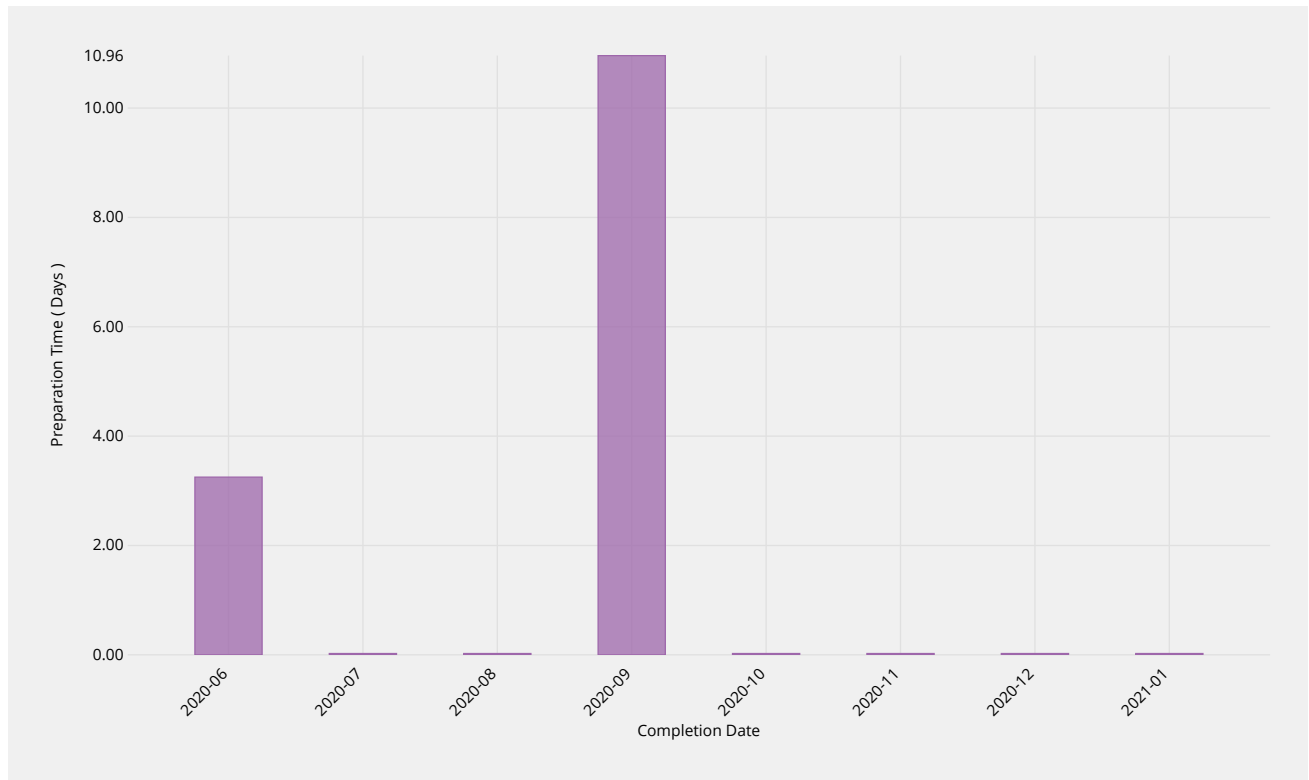
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Clarification Count	3	—	—	2	—	—	—	—
Request Count	1	0	0	1	0	0	0	0
Lowest Count	3	—	—	2	—	—	—	—
Highest Count	3	—	—	2	—	—	—	—

Report Preparation

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



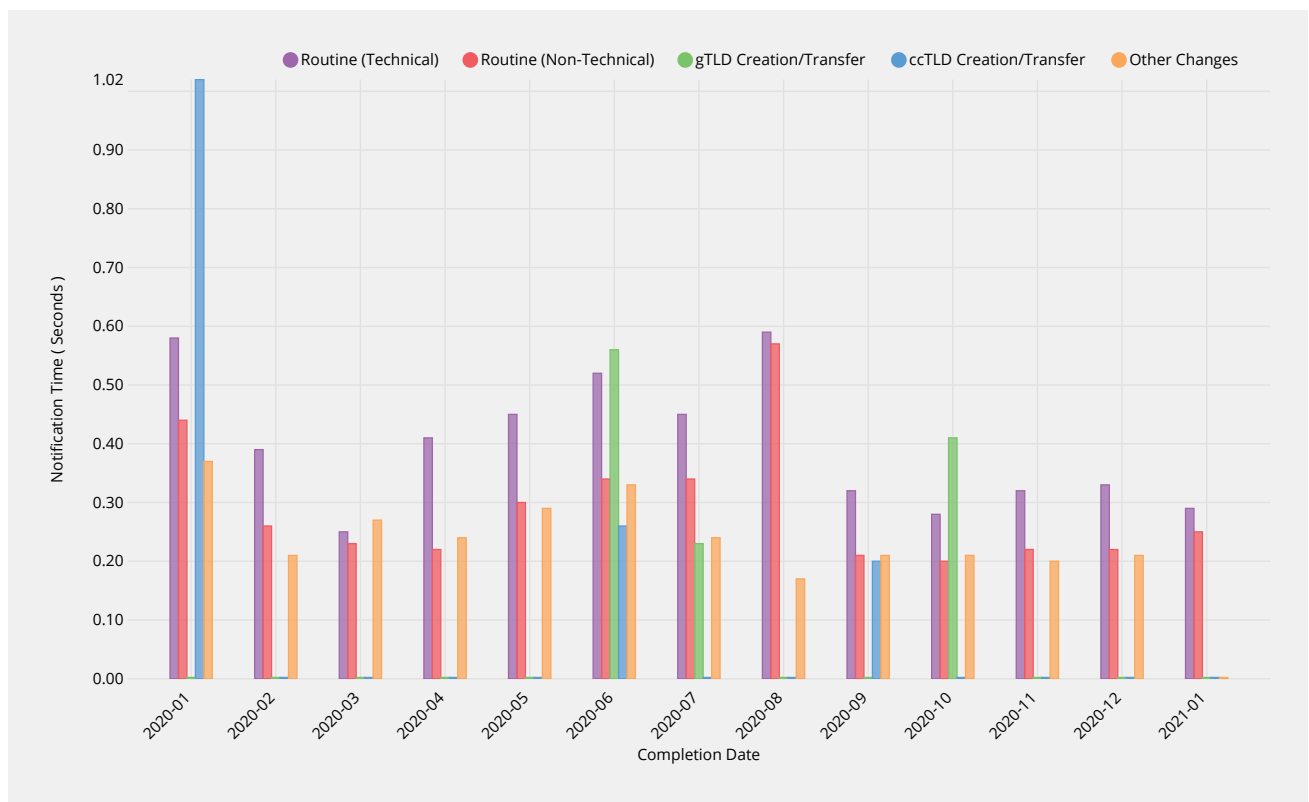
Report Preparation	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Preparation Time	3.25d	—	—	10.96d	—	—	—	—
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Report Count	1	0	0	1	0	0	0	0
Mean Time	3.25d	—	—	10.96d	—	—	—	—
Shortest Time	3.25d	—	—	10.96d	—	—	—	—
Longest Time	3.25d	—	—	10.96d	—	—	—	—
Median Time	3.25d	—	—	10.96d	—	—	—	—
PStDev Time	0.00d	—	—	0.00d	—	—	—	—

ccTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Publication Count	2	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	0.59h	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	0.45h	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	0.73h	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	0.59h	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.14h	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Publication Time	22.66h	—	3.16h	4.73h	26.48h	5.86h	6.22h	2.25h	5.50h	2.08h	2.45h	17.00h	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	1	0	2	1	4	3	2	1	2	1	2	2	0
Mean Time	22.66h	—	2.78h	4.73h	14.93h	3.21h	5.34h	2.25h	5.26h	2.08h	2.18h	11.62h	—
Shortest Time	22.66h	—	2.40h	4.73h	4.35h	1.89h	4.45h	2.25h	5.03h	2.08h	1.91h	6.24h	—
Longest Time	22.66h	—	3.16h	4.73h	26.48h	5.86h	6.22h	2.25h	5.50h	2.08h	2.45h	17.00h	—
Median Time	22.66h	—	2.78h	4.73h	14.45h	1.89h	5.34h	2.25h	5.26h	2.08h	2.18h	11.62h	—
PStDev Time	0.00h	—	0.38h	0.00h	10.27h	1.87h	0.88h	0.00h	0.24h	0.00h	0.27h	5.38h	—

Notification of Completion

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



Routine (Technical)	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Notification Time	0.58s	0.39s	0.25s	0.41s	0.45s	0.52s	0.45s	0.59s	0.32s	0.28s	0.32s	0.33s	0.29s
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	68	30	61	697	81	251	49	30	63	141	134	53	49
Mean Time	0.38s	0.23s	0.18s	0.27s	0.24s	0.39s	0.23s	0.26s	0.19s	0.18s	0.18s	0.19s	0.21s
Shortest Time	0.18s	0.13s	0.13s	0.14s	0.15s	0.14s	0.14s	0.12s	0.13s	0.12s	0.12s	0.12s	0.13s
Longest Time	0.68s	0.54s	0.48s	0.53s	0.52s	0.98s	0.53s	0.64s	0.36s	0.45s	0.43s	0.40s	1.29s
Median Time	0.34s	0.20s	0.17s	0.26s	0.21s	0.38s	0.18s	0.22s	0.16s	0.17s	0.16s	0.16s	0.19s
PStDev Time	0.11s	0.09s	0.05s	0.08s	0.08s	0.10s	0.10s	0.13s	0.06s	0.06s	0.06s	0.06s	0.16s

Routine (Non-Technical)	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Notification Time	0.44s	0.26s	0.23s	0.22s	0.30s	0.34s	0.34s	0.57s	0.21s	0.20s	0.22s	0.22s	0.25s
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	136	63	21	110	54	27	13	14	19	202	59	24	37
Mean Time	0.29s	0.17s	0.19s	0.18s	0.20s	0.29s	0.26s	0.26s	0.16s	0.15s	0.17s	0.18s	0.35s
Shortest Time	0.15s	0.13s	0.14s	0.13s	0.14s	0.24s	0.17s	0.13s	0.14s	0.12s	0.13s	0.14s	0.14s
Longest Time	0.50s	0.29s	0.23s	0.63s	0.31s	0.39s	0.36s	0.59s	0.22s	0.26s	0.24s	0.23s	6.27s
Median Time	0.27s	0.16s	0.20s	0.17s	0.19s	0.29s	0.27s	0.18s	0.15s	0.15s	0.17s	0.17s	0.19s
PStDev Time	0.08s	0.03s	0.02s	0.05s	0.05s	0.03s	0.05s	0.17s	0.02s	0.02s	0.03s	0.03s	0.99s

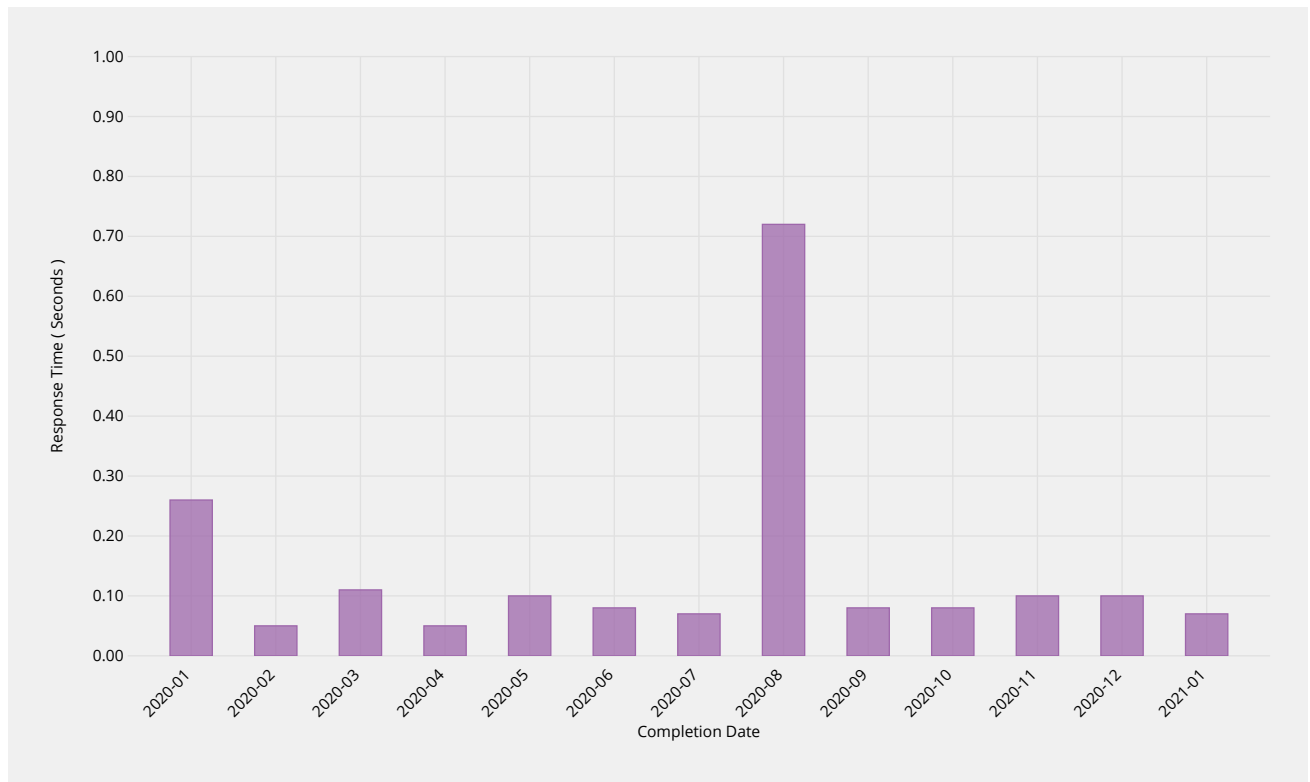
gTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Notification Time	—	—	—	—	—	0.56s	0.23s	—	—	0.41s	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	0	0	3	1	0	0	3	0	0	0
Mean Time	—	—	—	—	—	0.54s	0.23s	—	—	0.29s	—	—	—
Shortest Time	—	—	—	—	—	0.53s	0.23s	—	—	0.18s	—	—	—
Longest Time	—	—	—	—	—	0.56s	0.23s	—	—	0.42s	—	—	—
Median Time	—	—	—	—	—	0.54s	0.23s	—	—	0.26s	—	—	—
PStDev Time	—	—	—	—	—	0.01s	0.00s	—	—	0.10s	—	—	—

ccTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Notification Time	1.02s	—	—	—	—	0.26s	—	—	0.20s	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	2	0	0	0	0	1	0	0	1	0	0	0	0
Mean Time	0.78s	—	—	—	—	0.26s	—	—	0.20s	—	—	—	—
Shortest Time	0.52s	—	—	—	—	0.26s	—	—	0.20s	—	—	—	—
Longest Time	1.04s	—	—	—	—	0.26s	—	—	0.20s	—	—	—	—
Median Time	0.78s	—	—	—	—	0.26s	—	—	0.20s	—	—	—	—
PStDev Time	0.26s	—	—	—	—	0.00s	—	—	0.00s	—	—	—	—

Other Changes	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Notification Time	0.37s	0.21s	0.27s	0.24s	0.29s	0.33s	0.24s	0.17s	0.21s	0.21s	0.20s	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	5	1	2	1	4	3	2	1	2	1	2	2	0
Mean Time	0.28s	0.21s	0.23s	0.24s	0.26s	0.28s	0.21s	0.17s	0.19s	0.21s	0.18s	0.19s	—
Shortest Time	0.21s	0.21s	0.19s	0.24s	0.21s	0.24s	0.18s	0.17s	0.17s	0.21s	0.15s	0.17s	—
Longest Time	0.39s	0.21s	0.27s	0.24s	0.29s	0.34s	0.24s	0.17s	0.21s	0.21s	0.20s	0.21s	—
Median Time	0.25s	0.21s	0.23s	0.24s	0.26s	0.26s	0.21s	0.17s	0.19s	0.21s	0.18s	0.19s	—
PStDev Time	0.07s	0.00s	0.04s	0.00s	0.03s	0.04s	0.03s	0.00s	0.02s	0.00s	0.03s	0.02s	—

Credential Recovery

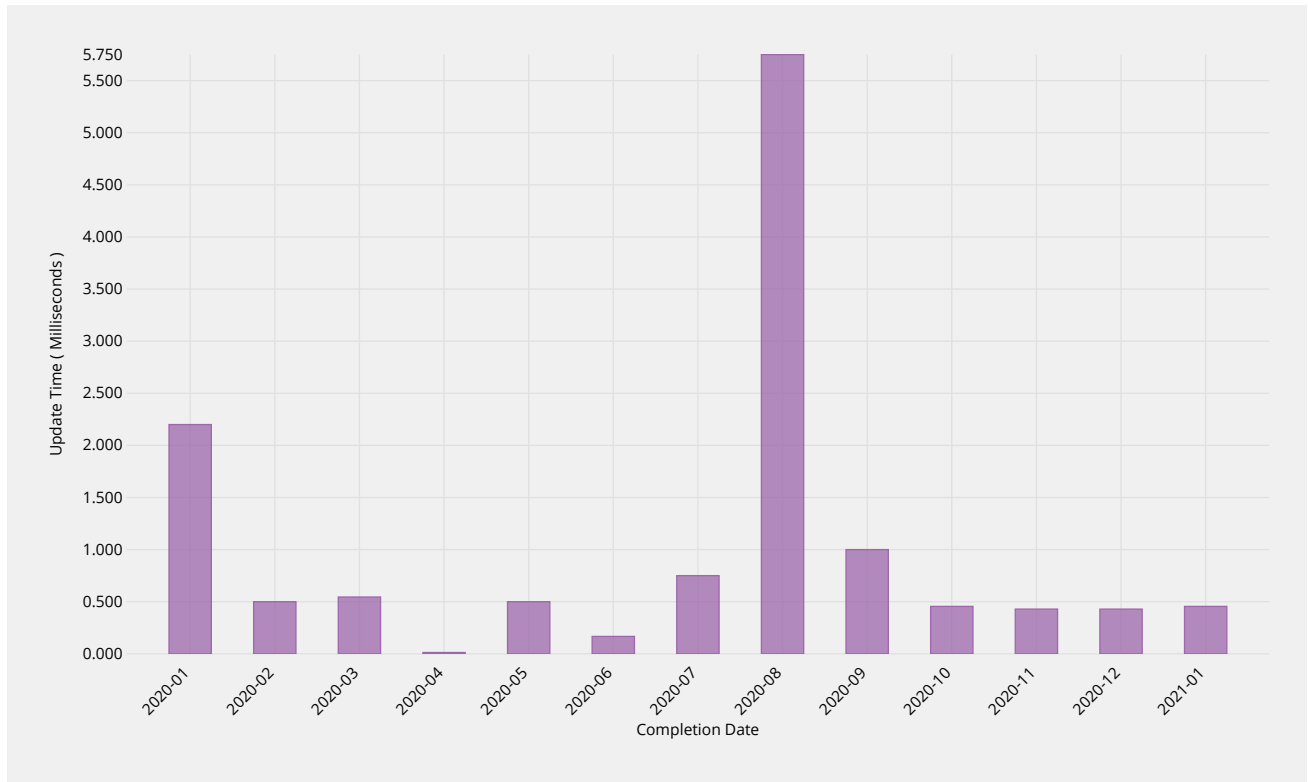
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Response Time	0.26s	0.05s	0.11s	0.05s	0.10s	0.08s	0.07s	0.72s	0.08s	0.08s	0.10s	0.10s	0.07s
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	15	2	11	8	5	12	8	5	3	12	7	8	11
Mean Time	0.14s	0.04s	0.06s	0.04s	0.07s	0.05s	0.05s	0.31s	0.08s	0.05s	0.07s	0.06s	0.06s
Shortest Time	0.04s	0.04s	0.01s	0.01s	0.06s	0.01s	0.04s	0.07s	0.08s	0.01s	0.01s	0.05s	0.06s
Longest Time	0.27s	0.06s	0.12s	0.06s	0.11s	0.08s	0.08s	0.82s	0.08s	0.08s	0.10s	0.12s	0.07s
Median Time	0.15s	0.04s	0.05s	0.05s	0.06s	0.05s	0.04s	0.25s	0.08s	0.05s	0.06s	0.06s	0.07s
PStDev Time	0.07s	0.01s	0.03s	0.02s	0.02s	0.02s	0.01s	0.28s	0.00s	0.02s	0.03s	0.02s	0.01s

Credential Change

Time to implement new password within the system.

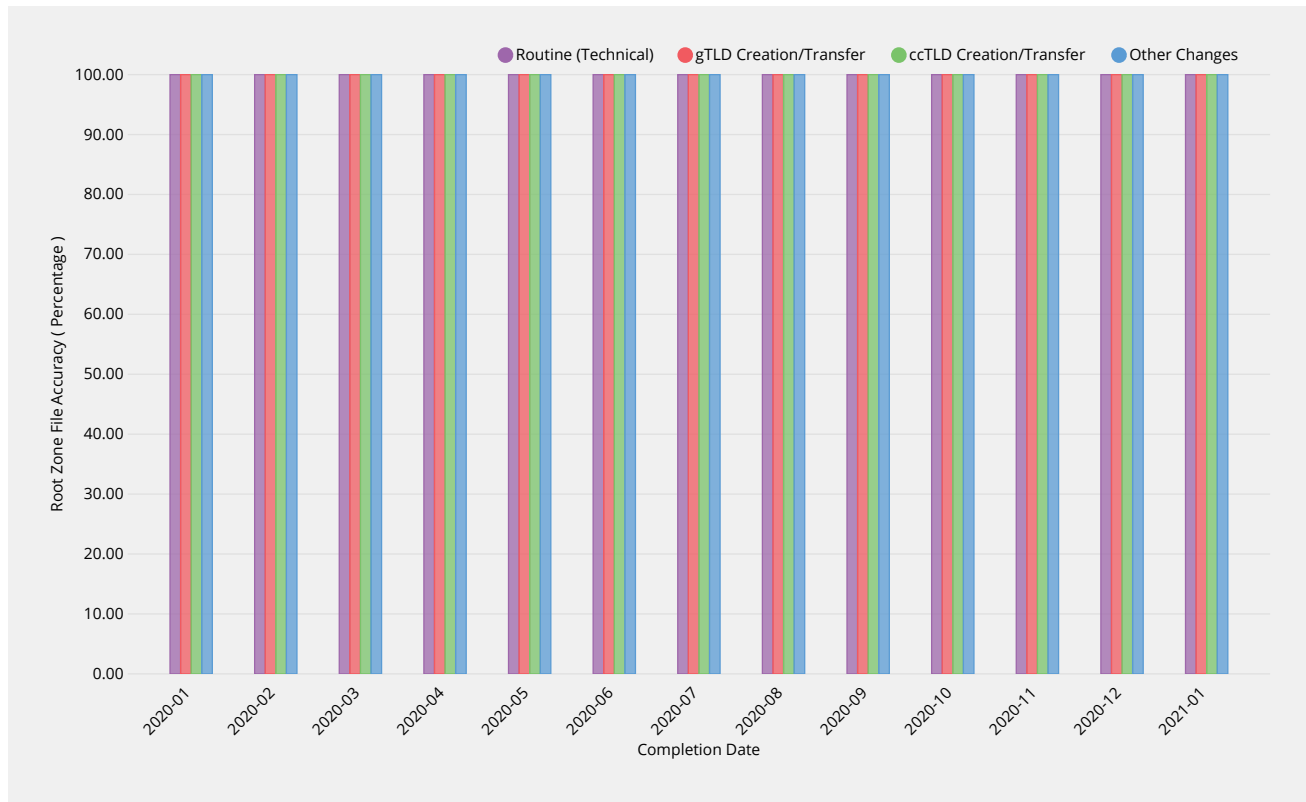


Credential Change	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Update Time	5.000ms	0.950ms	1.000ms	0.000ms	1.000ms	1.000ms	1.650ms	9.400ms	1.000ms	1.000ms	1.000ms	1.000ms	1.500ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	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	10	2	11	6	4	12	8	4	3	11	7	7	11
Mean Time	2.200ms	0.500ms	0.545ms	0.000ms	0.500ms	0.167ms	0.750ms	5.750ms	1.000ms	0.455ms	0.429ms	0.429ms	0.455ms
Shortest Time	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	1.000ms	1.000ms	0.000ms	0.000ms	0.000ms	0.000ms
Longest Time	5.000ms	1.000ms	1.000ms	0.000ms	1.000ms	1.000ms	2.000ms	10.000ms	1.000ms	1.000ms	1.000ms	1.000ms	2.000ms
Median Time	1.500ms	0.500ms	1.000ms	0.000ms	0.500ms	0.000ms	1.000ms	6.000ms	1.000ms	0.000ms	0.000ms	0.000ms	0.000ms
PStDev Time	1.661ms	0.500ms	0.498ms	0.000ms	0.500ms	0.373ms	0.661ms	3.192ms	0.000ms	0.498ms	0.495ms	0.495ms	0.656ms

Accuracy

Root Zone File

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



Routine (Technical)	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	68	30	61	697	81	251	49	30	63	141	134	53	49

gTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	0	0	0	0	3	1	0	0	3	0	0	0

ccTLD Creation/Transfer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	2	0	0	0	0	1	0	0	1	0	0	0	0

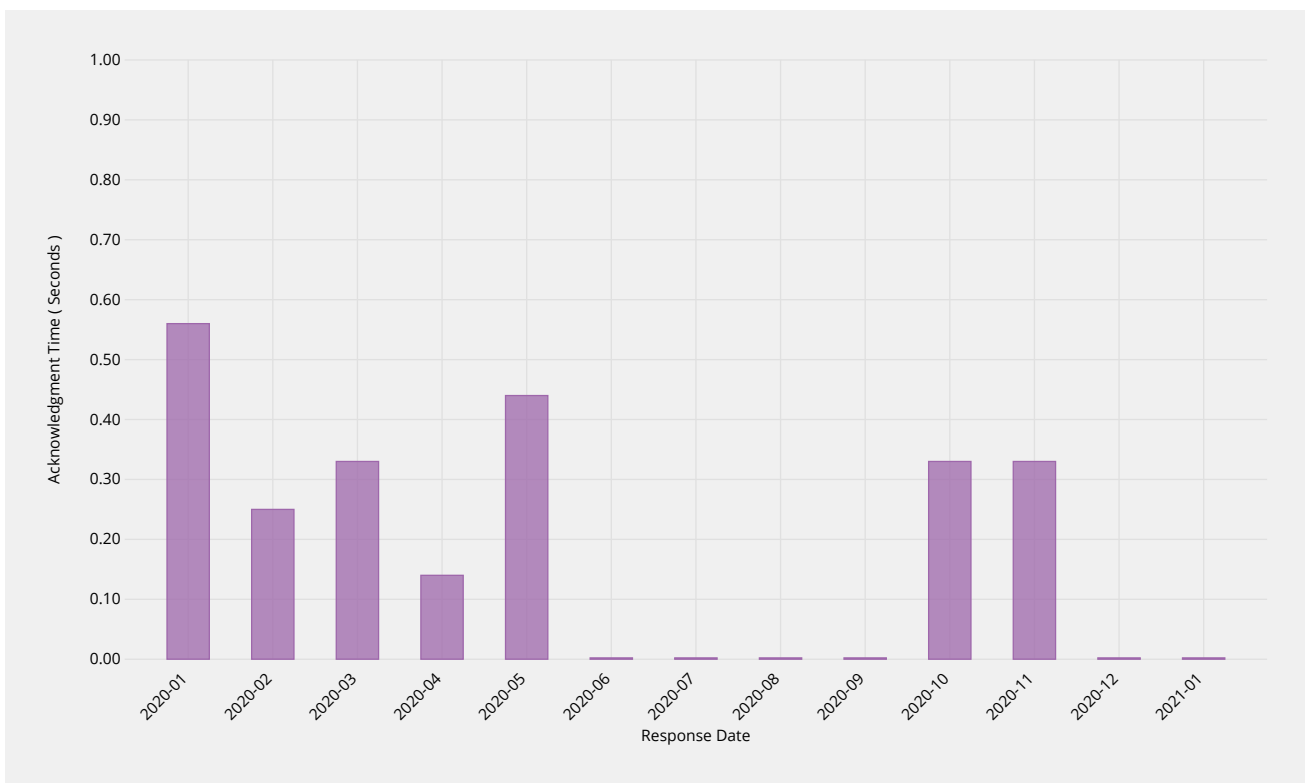
Other Changes	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	5	1	2	1	4	3	2	1	2	1	2	2	0

Other Changes	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Request Count	5	1	2	1	4	3	2	1	2	1	2	2	0

Enquiry Processing

Time to acknowledge

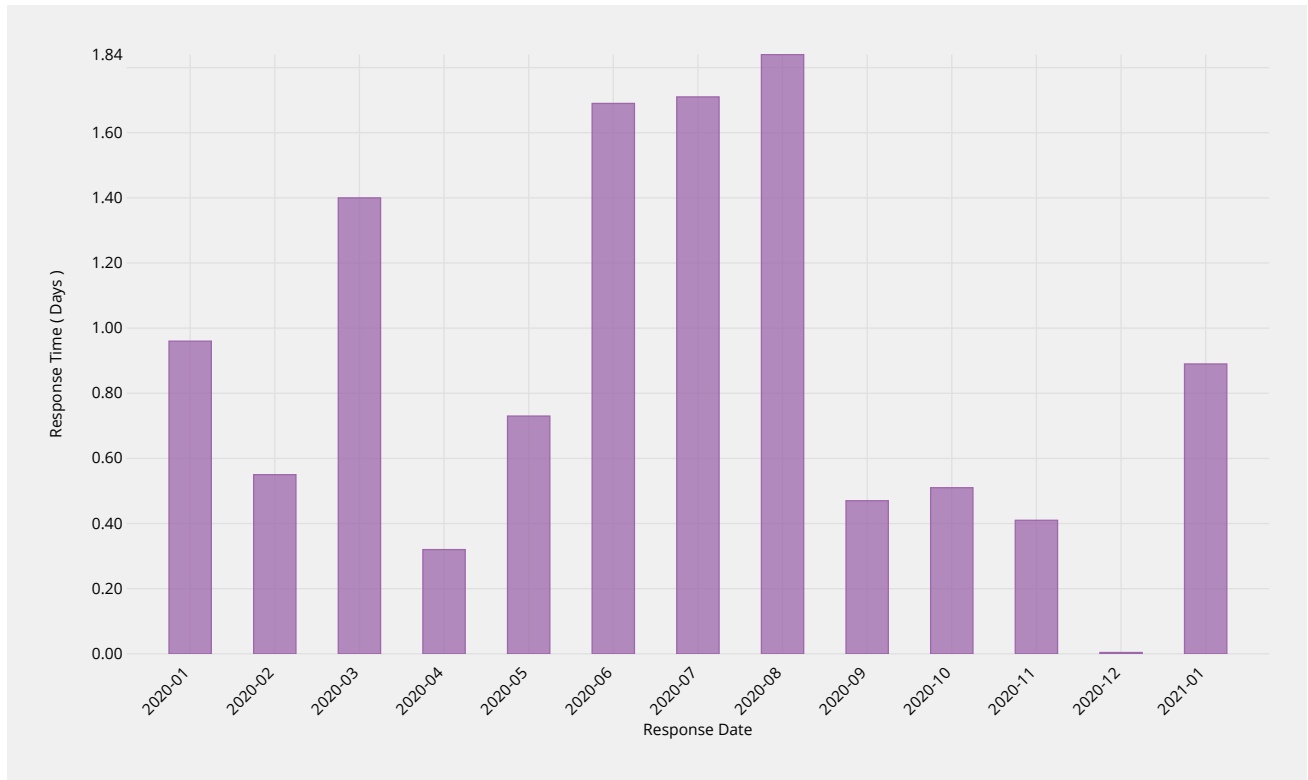
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Acknowledgment Time	1.00s	1.00s	1.00s	0.70s	1.00s	0.00s	0.00s	0.00s	0.00s	1.00s	1.00s	—	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	9	12	6	7	9	2	6	2	7	6	6	0	5
Mean Time	0.56s	0.25s	0.33s	0.14s	0.44s	0.00s	0.00s	0.00s	0.00s	0.33s	0.33s	—	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
Longest Time	1.00s	1.00s	1.00s	1.00s	1.00s	0.00s	0.00s	0.00s	0.00s	1.00s	1.00s	—	0.00s
Median Time	1.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s
PStDev Time	0.50s	0.43s	0.47s	0.35s	0.50s	0.00s	0.00s	0.00s	0.00s	0.47s	0.47s	—	0.00s

Time to initial response

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

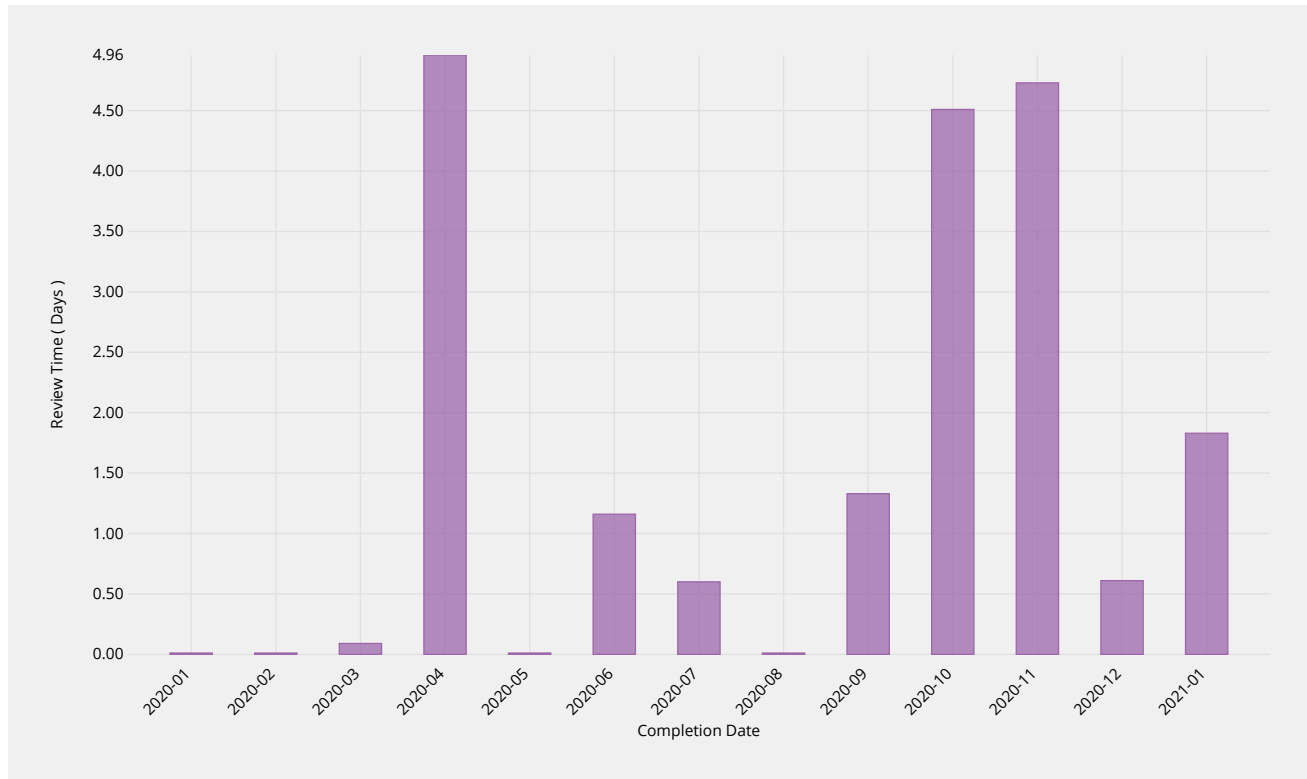


Manual Enquiries	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Response Time	2.03d	1.11d	3.83d	0.75d	1.31d	3.00d	3.31d	3.48d	1.05d	1.32d	0.83d	—	2.01d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	9	10	6	7	7	2	5	3	6	6	5	0	6
Mean Time	0.96d	0.55d	1.40d	0.32d	0.73d	1.69d	1.71d	1.84d	0.47d	0.51d	0.41d	—	0.89d
Shortest Time	0.04d	0.00d	0.03d	0.02d	0.11d	0.05d	0.00d	0.47d	0.07d	0.01d	0.04d	—	0.01d
Longest Time	4.74d	1.90d	7.28d	1.42d	1.62d	3.33d	4.10d	4.12d	1.05d	1.99d	0.96d	—	3.27d
Median Time	0.38d	0.40d	0.31d	0.15d	0.71d	1.69d	1.98d	0.94d	0.23d	0.18d	0.27d	—	0.63d
PStDev Time	1.41d	0.55d	2.63d	0.46d	0.51d	1.64d	1.47d	1.62d	0.42d	0.70d	0.34d	—	1.10d

Label Generation Rulesets

Review Time

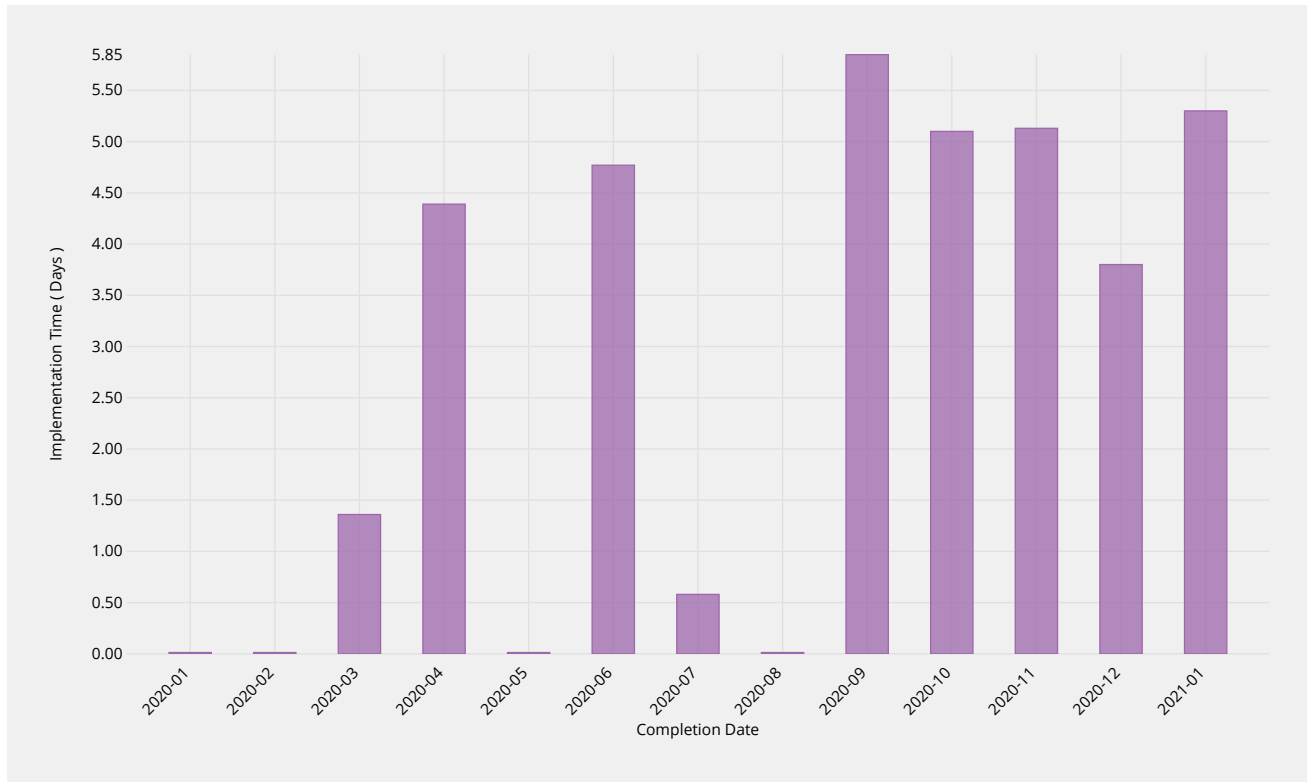
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Review Time	—	—	0.09d	4.96d	—	1.16d	0.60d	—	1.33d	4.51d	4.73d	0.61d	1.83d
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%
Review Count	0	0	1	1	0	2	2	0	6	2	3	1	2
Shortest Time	—	—	0.09d	4.96d	—	0.38d	0.24d	—	0.03d	1.26d	0.70d	0.61d	1.66d
Longest Time	—	—	0.09d	4.96d	—	1.24d	0.64d	—	2.29d	4.87d	4.74d	0.61d	1.85d
Median Time	—	—	0.09d	4.96d	—	0.81d	0.44d	—	0.36d	3.07d	4.68d	0.61d	1.76d
PStDev Time	—	—	0.00d	0.00d	—	0.43d	0.20d	—	0.75d	1.80d	1.89d	0.00d	0.10d

Implementation Time

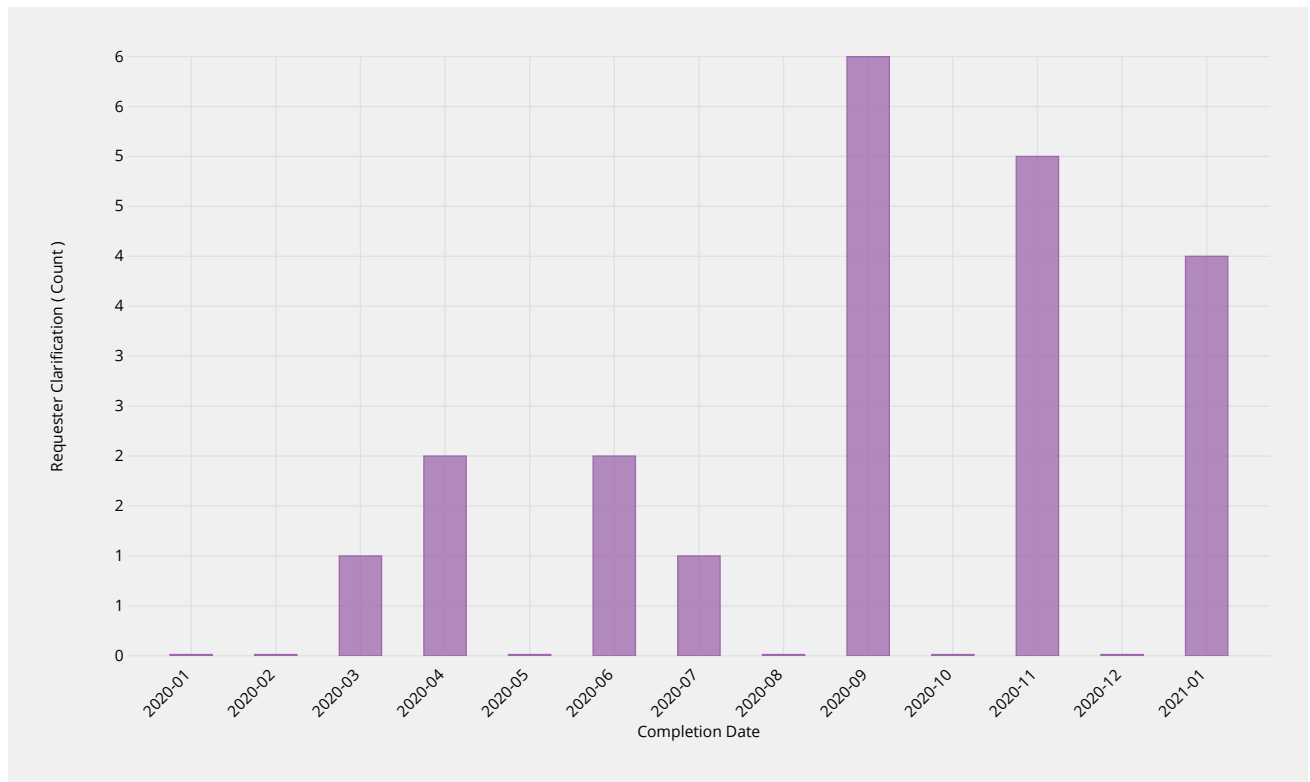
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Implementation Time	—	—	1.36d	4.39d	—	4.77d	0.58d	—	5.85d	5.10d	5.13d	3.80d	5.30d
Monthly Threshold	7d	7d	7d	7d	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%	90.0%	90.0%	90.0%	90.0%
Request Count	0	0	1	1	0	1	1	0	6	2	3	1	2
Shortest Time	—	—	1.36d	4.39d	—	4.77d	0.58d	—	1.29d	1.33d	3.96d	3.80d	1.24d
Longest Time	—	—	1.36d	4.39d	—	4.77d	0.58d	—	5.85d	5.52d	5.23d	3.80d	5.75d
Median Time	—	—	1.36d	4.39d	—	4.77d	0.58d	—	3.34d	3.42d	4.76d	3.80d	3.50d
PStDev Time	—	—	0.00d	0.00d	—	0.00d	0.00d	—	1.88d	2.10d	0.52d	0.00d	2.25d

Requester Clarification

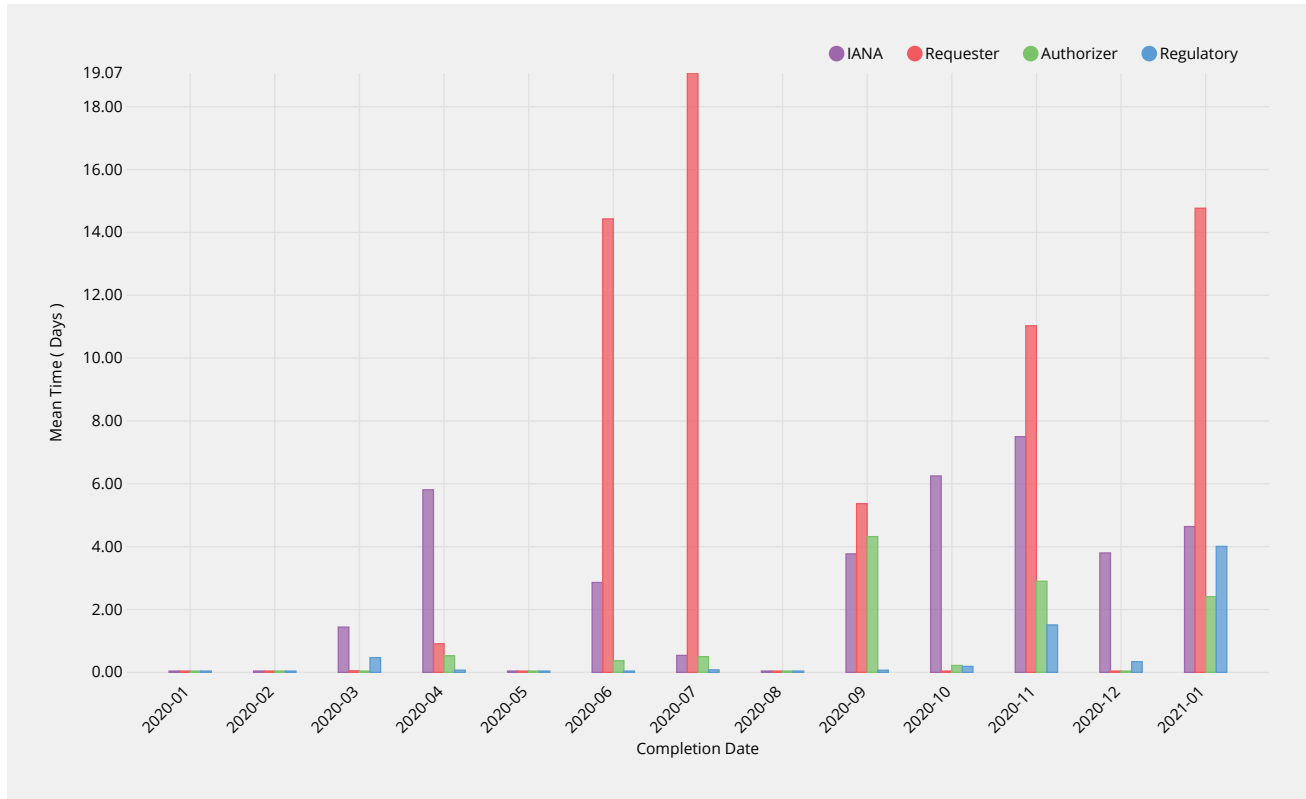
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Count	—	—	1	2	—	2	1	—	6	0	5	0	4
Request Count	0	0	1	1	0	2	2	0	6	2	3	1	2
Shortest Clarification	—	—	1	2	—	1	0	—	0	0	0	0	1
Longest Clarification	—	—	1	2	—	1	1	—	2	0	5	0	3

Time per Actor

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



IANA	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Mean Time	—	—	1.44d	5.81d	—	2.86d	0.54d	—	3.77d	6.25d	7.50d	3.80d	4.64d
Review Count	0	0	1	1	0	2	2	0	6	2	3	1	2
Shortest Time	—	—	1.44d	5.81d	—	0.38d	0.24d	—	1.60d	5.74d	4.22d	3.80d	2.68d
Longest Time	—	—	1.44d	5.81d	—	5.34d	0.83d	—	6.16d	6.75d	9.65d	3.80d	6.61d
Median Time	—	—	1.44d	5.81d	—	2.86d	0.54d	—	3.54d	6.25d	8.65d	3.80d	4.64d
PStDev Time	—	—	0.00d	0.00d	—	2.48d	0.30d	—	1.89d	0.50d	2.36d	0.00d	1.97d

Requester	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Mean Time	—	—	0.05d	0.91d	—	14.43d	19.07d	—	5.37d	—	11.03d	—	14.77d
Review Count	0	0	1	1	0	2	1	0	4	0	1	0	2
Shortest Time	—	—	0.05d	0.91d	—	0.02d	19.07d	—	0.97d	—	11.03d	—	0.01d
Longest Time	—	—	0.05d	0.91d	—	28.84d	19.07d	—	9.77d	—	11.03d	—	29.54d
Median Time	—	—	0.05d	0.91d	—	14.43d	19.07d	—	5.37d	—	11.03d	—	14.77d
PStDev Time	—	—	0.00d	0.00d	—	14.41d	0.00d	—	4.40d	—	0.00d	—	14.77d

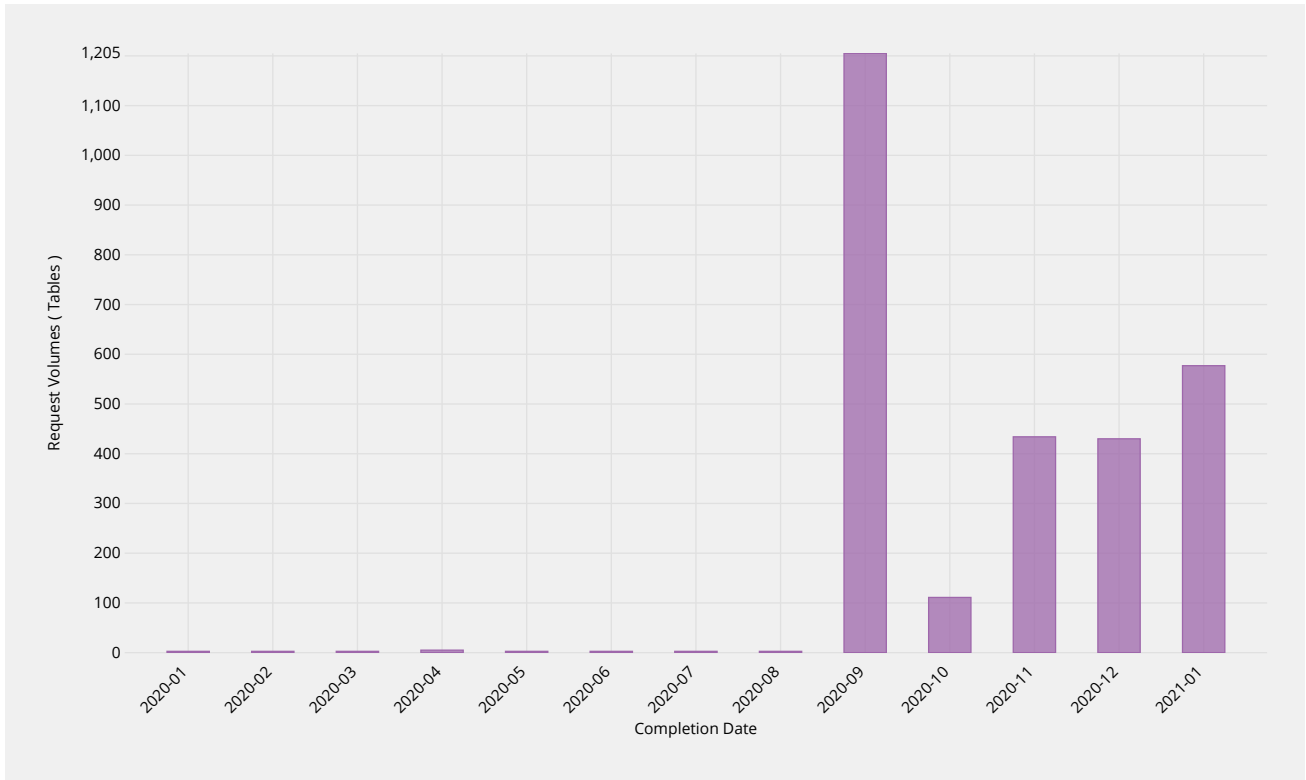
Authorizer	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Mean Time	—	—	0.03d	0.53d	—	0.37d	0.50d	—	4.32d	0.22d	2.90d	0.00d	2.41d
Review Count	0	0	1	1	0	1	1	0	6	2	3	1	2
Shortest Time	—	—	0.03d	0.53d	—	0.37d	0.50d	—	0.01d	0.10d	0.00d	0.00d	0.00d
Longest Time	—	—	0.03d	0.53d	—	0.37d	0.50d	—	9.74d	0.35d	8.30d	0.00d	4.83d
Median Time	—	—	0.03d	0.53d	—	0.37d	0.50d	—	2.89d	0.22d	0.40d	0.00d	2.41d
PStDev Time	—	—	0.00d	0.00d	—	0.00d	0.00d	—	3.97d	0.13d	3.82d	0.00d	2.41d

Regulatory	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Mean Time	—	—	0.47d	0.07d	—	0.02d	0.08d	—	0.07d	0.19d	1.51d	0.34d	4.01d
Review Count	0	0	1	1	0	1	1	0	6	2	3	1	2
Shortest Time	—	—	0.47d	0.07d	—	0.02d	0.08d	—	0.01d	0.01d	0.00d	0.34d	2.13d

Regulatory	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Longest Time	—	—	0.47d	0.07d	—	0.02d	0.08d	—	0.21d	0.38d	4.28d	0.34d	5.90d
Median Time	—	—	0.47d	0.07d	—	0.02d	0.08d	—	0.06d	0.19d	0.23d	0.34d	4.01d
PStDev Time	—	—	0.00d	0.00d	—	0.00d	0.00d	—	0.07d	0.18d	1.96d	0.00d	1.88d

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01
Total LGRs Processed	—	—	2	5	—	1	1	—	1205	111	434	430	577
Request Count	0	0	1	1	0	1	1	0	6	2	3	1	2
Average LGRs per Request	—	—	2	5	—	1	1	—	201	56	145	430	288
Smallest per Request	—	—	2	5	—	1	1	—	1	3	1	430	213
Largest per Request	—	—	2	5	—	1	1	—	975	108	432	430	364

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.