

IANA Naming Function Monthly Performance Report

February 2021

Summary of Performance	2
Exceptions and Narrative.....	4
Detailed Performance	5
Definitions.....	40

Summary of Performance


Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.48s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.70s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.37s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 1.16s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.61s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.03d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.03d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 1.18d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.32d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 1.22m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 16.10m	p9
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p9
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 2.12m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✗ 13.47m	p10
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 0.82m	p11
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ 0.40m	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ —	p12
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 3.00ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 3.45ms	p13
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 3.00ms	p13
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1.00ms	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%)	✓ 0.00ms	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.00ms	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%)	✓ 0.72d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.04d	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	73.14d	p18
Validation and Reviews	Other Changes	N/A	0.12d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	36.73d	p19
ccTLD Creation/Transfer				
Submission Review	Staff Review	≤14d (100.0%)	✓ 13.84d	p19
Requester Clarification	Requester Clarification	N/A	6	p20
Report Preparation	Report Preparation	≤21d (100.0%)	✓ 20.20d	p21
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 26.08h	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%)	✓ 5.91h	p22
Root Zone Publication	Other Changes	N/A	20.54h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.29s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.24s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.14s	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.39s	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.23s	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%)	✓ 0.900ms	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%)	✓ 0.47d	p34
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 2.92d	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 4.11d	p36
Requester Clarification	Requester Clarification	N/A	5	p37
Time per Actor	IANA	N/A	3.86d	p38
Time per Actor	Requester	N/A	1.80d	p38
Time per Actor	Authorizer	N/A	6.58d	p38
Time per Actor	Regulatory	N/A	1.28d	p38
Request Volumes	Request Volumes	N/A	70	p39

Percentage of SLA thresholds met of those defined

63 of 64 (98.4%)

Exceptions and Narrative for Reporting Period

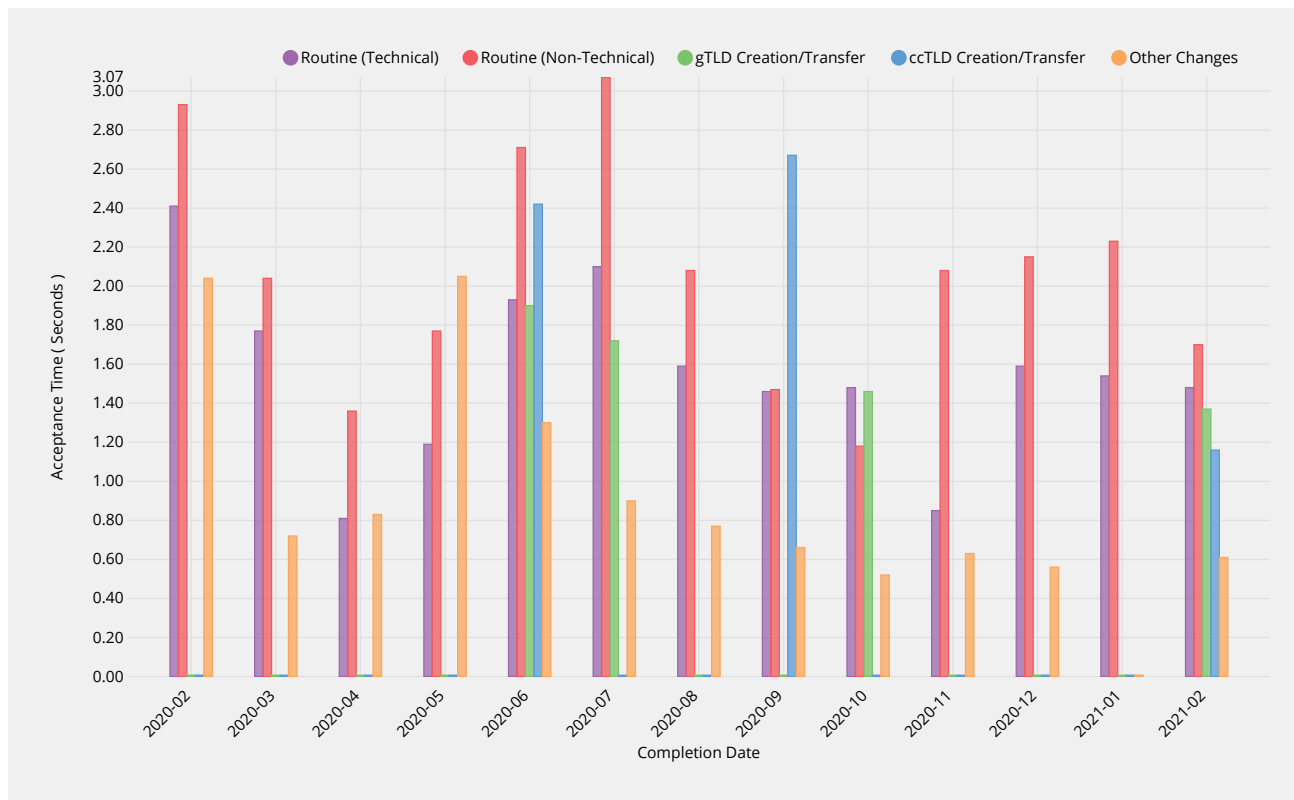
Metric	Category	Expected	Actual
Technical Check (Retest)	ccTLD Creation/Transfer	10m	13.47m 
Primary cause:	TLD experiencing severe technical issues		
Analysis/Comments:	One request submitted had technical configuration issues that failed the technical tests. The nature of the issue related to nameserver unreachability, which compounded the test execution time beyond the target SLA. The testing on this individual TLD was repeated 27 times throughout the month and therefore had a significant impact on the overall metric. We continue to evaluate optimizations that would reduce the cascading effect of unresponsive name servers on overall test execution time.		

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)	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Acceptance Time	2.41s	1.77s	0.81s	1.19s	1.93s	2.10s	1.59s	1.46s	1.48s	0.85s	1.59s	1.54s	1.48s
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	36	71	704	83	255	53	33	77	154	145	62	67	51
Mean Time	1.23s	0.85s	0.64s	0.77s	1.13s	1.03s	0.74s	0.68s	0.66s	0.63s	0.72s	0.71s	0.72s
Shortest Time	0.61s	0.50s	0.51s	0.54s	0.67s	0.58s	0.48s	0.47s	0.38s	0.43s	0.49s	0.51s	0.43s
Longest Time	3.06s	2.05s	5.86s	1.78s	2.62s	2.56s	1.66s	2.35s	1.83s	1.89s	2.12s	1.71s	2.14s
Median Time	1.09s	0.66s	0.60s	0.67s	1.05s	0.94s	0.60s	0.60s	0.58s	0.58s	0.62s	0.61s	0.62s
PStDev Time	0.62s	0.42s	0.25s	0.24s	0.30s	0.48s	0.33s	0.30s	0.27s	0.21s	0.32s	0.28s	0.32s

Routine (Non-Technical)	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Acceptance Time	2.93s	2.04s	1.36s	1.77s	2.71s	3.07s	2.08s	1.47s	1.18s	2.08s	2.15s	2.23s	1.70s
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	69	22	111	59	28	14	14	20	204	70	24	45	32
Mean Time	1.25s	1.53s	1.09s	1.23s	1.75s	1.84s	1.12s	1.14s	1.02s	1.45s	1.19s	1.17s	1.20s
Shortest Time	0.86s	0.86s	0.89s	0.88s	1.14s	1.14s	0.81s	0.80s	0.76s	0.85s	0.94s	0.75s	0.75s
Longest Time	3.94s	2.10s	2.47s	3.21s	2.92s	3.08s	2.20s	1.48s	2.15s	2.20s	2.48s	2.53s	2.34s
Median Time	1.02s	1.66s	1.04s	1.12s	1.66s	1.62s	0.94s	1.07s	1.00s	1.29s	1.07s	1.02s	1.13s
PStDev Time	0.63s	0.40s	0.25s	0.39s	0.44s	0.61s	0.42s	0.20s	0.16s	0.44s	0.37s	0.40s	0.33s

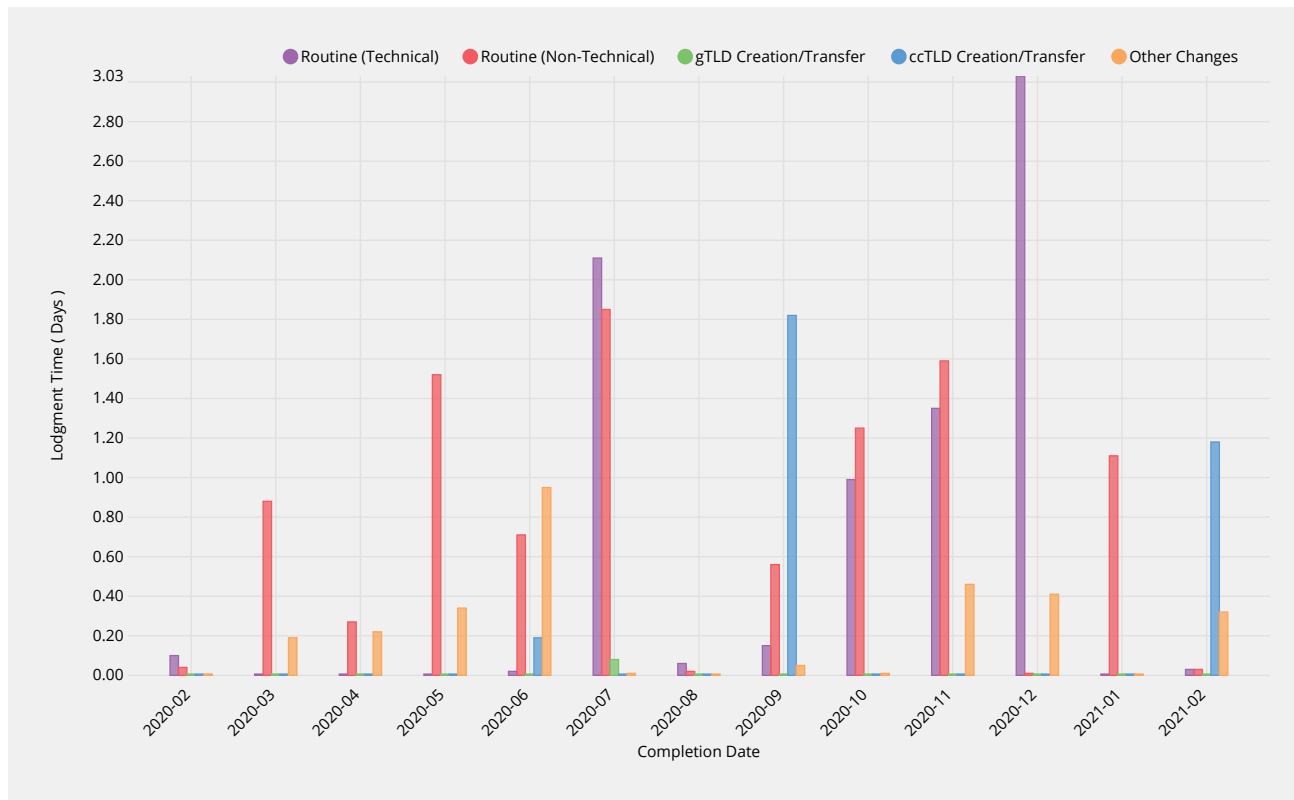
gTLD Creation/Transfer	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Acceptance Time	—	—	—	—	1.90s	1.72s	—	—	1.46s	—	—	—	1.37s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	0	0	3	1	0	0	4	0	0	0	1
Mean Time	—	—	—	—	1.43s	1.72s	—	—	1.08s	—	—	—	1.37s
Shortest Time	—	—	—	—	1.12s	1.72s	—	—	0.63s	—	—	—	1.37s
Longest Time	—	—	—	—	1.98s	1.72s	—	—	1.51s	—	—	—	1.37s
Median Time	—	—	—	—	1.18s	1.72s	—	—	1.10s	—	—	—	1.37s
PStDev Time	—	—	—	—	0.39s	0.00s	—	—	0.31s	—	—	—	0.00s

ccTLD Creation/Transfer	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Acceptance Time	—	—	—	—	2.42s	—	—	2.67s	—	—	—	—	1.16s
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	1	0	0	1	0	0	0	0	1
Mean Time	—	—	—	—	2.42s	—	—	2.67s	—	—	—	—	1.16s
Shortest Time	—	—	—	—	2.42s	—	—	2.67s	—	—	—	—	1.16s
Longest Time	—	—	—	—	2.42s	—	—	2.67s	—	—	—	—	1.16s
Median Time	—	—	—	—	2.42s	—	—	2.67s	—	—	—	—	1.16s
PStDev Time	—	—	—	—	0.00s	—	—	0.00s	—	—	—	—	0.00s

Other Changes	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Acceptance Time	2.04s	0.72s	0.83s	2.05s	1.30s	0.90s	0.77s	0.66s	0.52s	0.63s	0.56s	—	0.61s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	2	1	4	3	2	1	2	1	2	2	0	2
Mean Time	2.04s	0.69s	0.83s	1.51s	1.16s	0.78s	0.77s	0.60s	0.52s	0.59s	0.55s	—	0.61s
Shortest Time	2.04s	0.65s	0.83s	0.76s	1.05s	0.64s	0.77s	0.53s	0.52s	0.55s	0.54s	—	0.61s
Longest Time	2.04s	0.73s	0.83s	2.11s	1.33s	0.92s	0.77s	0.66s	0.52s	0.63s	0.56s	—	0.61s
Median Time	2.04s	0.69s	0.83s	1.59s	1.09s	0.78s	0.77s	0.60s	0.52s	0.59s	0.55s	—	0.61s
PStDev Time	0.00s	0.04s	0.00s	0.49s	0.12s	0.14s	0.00s	0.07s	0.00s	0.04s	0.01s	—	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)	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Lodgment Time	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.15d	0.99d	1.35d	3.03d	—	0.03d
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	1	1	0	0	1	1	1	2	6	4	2	0	4
Mean Time	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.10d	0.25d	0.55d	1.74d	—	0.02d
Shortest Time	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.04d	0.00d	0.00d	0.31d	—	0.02d
Longest Time	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.15d	1.29d	1.52d	3.17d	—	0.03d
Median Time	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.10d	0.06d	0.34d	1.74d	—	0.02d
PStDev Time	0.00d	0.00d	—	—	0.00d	0.00d	0.00d	0.06d	0.47d	0.58d	1.43d	—	0.01d

Routine (Non-Technical)	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Lodgment Time	0.04d	0.88d	0.27d	1.52d	0.71d	1.85d	0.02d	0.56d	1.25d	1.59d	0.01d	1.11d	0.03d
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	1	4	5	1	5	4	1	1	4	4	1	8	2
Mean Time	0.04d	0.41d	0.17d	1.52d	0.34d	0.65d	0.02d	0.56d	0.65d	0.61d	0.01d	0.43d	0.03d
Shortest Time	0.04d	0.07d	0.01d	1.52d	0.02d	0.02d	0.02d	0.56d	0.10d	0.06d	0.01d	0.04d	0.03d
Longest Time	0.04d	0.98d	0.27d	1.52d	0.76d	2.10d	0.02d	0.56d	1.30d	1.80d	0.01d	1.35d	0.03d
Median Time	0.04d	0.30d	0.23d	1.52d	0.25d	0.24d	0.02d	0.56d	0.60d	0.29d	0.01d	0.41d	0.03d
PStDev Time	0.00d	0.34d	0.11d	0.00d	0.26d	0.85d	0.00d	0.00d	0.51d	0.70d	0.00d	0.41d	0.00d

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

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

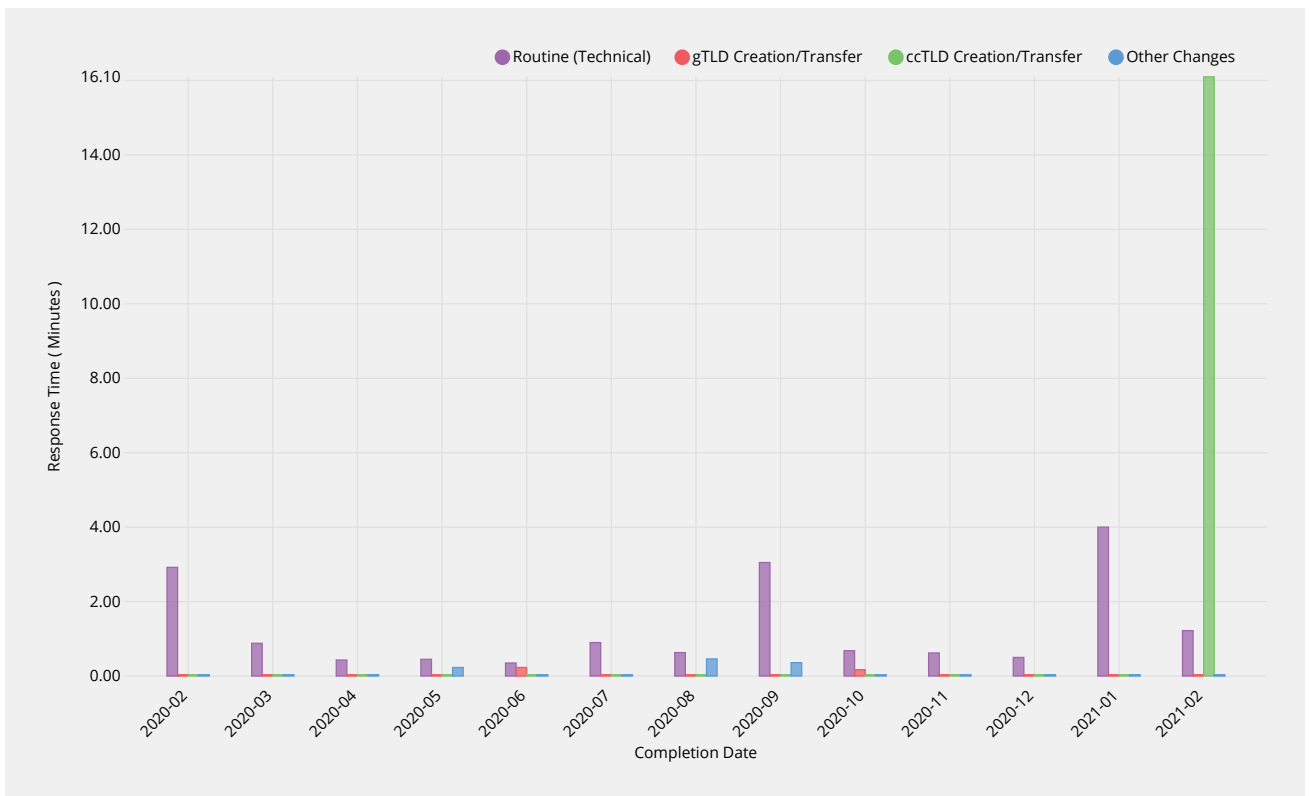
ccTLD Creation/Transfer	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Lodgment Time	—	—	—	—	0.19d	—	—	1.82d	—	—	—	—	1.18d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	1	0	0	1	0	0	0	0	1
Mean Time	—	—	—	—	0.19d	—	—	1.82d	—	—	—	—	1.18d
Shortest Time	—	—	—	—	0.19d	—	—	1.82d	—	—	—	—	1.18d
Longest Time	—	—	—	—	0.19d	—	—	1.82d	—	—	—	—	1.18d
Median Time	—	—	—	—	0.19d	—	—	1.82d	—	—	—	—	1.18d
PStDev Time	—	—	—	—	0.00d	—	—	0.00d	—	—	—	—	0.00d

Other Changes	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Lodgment Time	—	0.19d	0.22d	0.34d	0.95d	0.01d	—	0.05d	0.01d	0.46d	0.41d	—	0.32d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	2	1	2	2	2	0	1	1	1	2	0	2
Mean Time	—	0.19d	0.22d	0.30d	0.51d	0.01d	—	0.05d	0.01d	0.46d	0.34d	—	0.32d
Shortest Time	—	0.19d	0.22d	0.24d	0.01d	0.01d	—	0.05d	0.01d	0.46d	0.27d	—	0.31d
Longest Time	—	0.19d	0.22d	0.35d	1.00d	0.01d	—	0.05d	0.01d	0.46d	0.42d	—	0.32d
Median Time	—	0.19d	0.22d	0.30d	0.51d	0.01d	—	0.05d	0.01d	0.46d	0.34d	—	0.32d
PStDev Time	—	0.00d	0.00d	0.05d	0.49d	0.00d	—	0.00d	0.00d	0.00d	0.08d	—	0.00d

Technical Checks

Technical Check (First)

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



Routine (Technical)	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Response Time	2.92m	0.88m	0.43m	0.45m	0.35m	0.90m	0.63m	3.05m	0.68m	0.62m	0.50m	4.00m	1.22m
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	36	71	704	83	255	53	33	77	154	145	62	67	51
Mean Time	0.79m	0.38m	0.19m	0.20m	0.21m	0.35m	0.28m	0.59m	0.29m	0.28m	0.23m	0.95m	0.40m
Shortest Time	0.13m	0.11m	0.08m	0.08m	0.09m	0.10m	0.08m	0.10m	0.10m	0.09m	0.11m	0.07m	0.11m
Longest Time	3.34m	3.40m	3.21m	0.51m	3.11m	2.85m	1.30m	5.88m	2.87m	2.88m	1.93m	10.89m	3.06m
Median Time	0.40m	0.27m	0.16m	0.17m	0.16m	0.21m	0.19m	0.23m	0.20m	0.18m	0.18m	0.30m	0.23m
PStDev Time	0.88m	0.44m	0.16m	0.11m	0.33m	0.41m	0.23m	1.08m	0.35m	0.34m	0.24m	1.71m	0.58m

gTLD Creation/Transfer	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
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	3	0	0	0	2	0	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	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Response Time	—	—	—	—	—	—	—	—	—	—	—	—	16.10m
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	0	0	0	0	0	0	0	1
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	16.10m
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	16.10m
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	16.10m
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	16.10m
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.00m

Other Changes	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
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	2	0	0	1	1	0	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	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.30m
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	15.45m
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	0.59m
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	4.12m

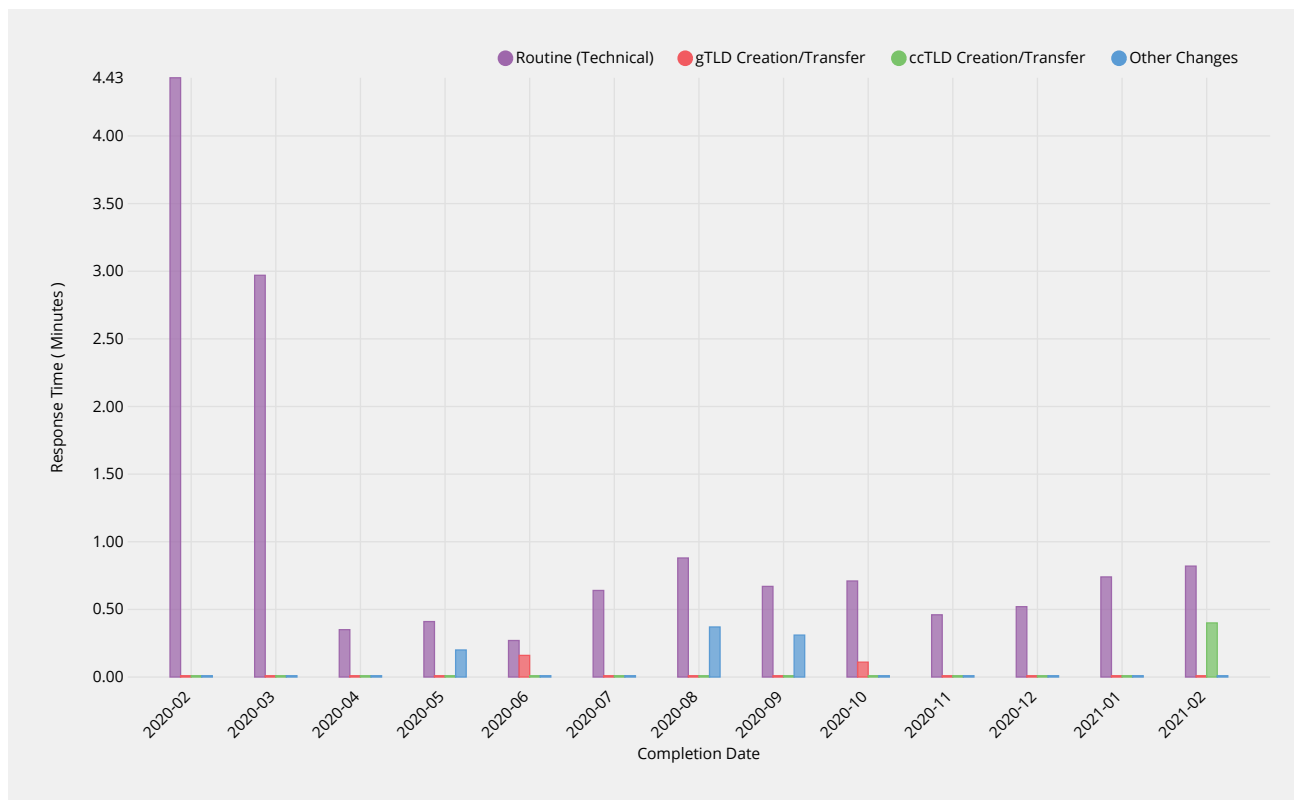
Exception Narrative

Primary cause: TLD experiencing severe technical issues
 Analysis/Comments: One request submitted had technical configuration issues that failed the technical tests. The nature of the issue related to nameserver unreachability, which compounded the test execution time beyond the target SLA. The testing on this individual TLD was repeated 27 times throughout the month and therefore had a significant impact on the overall metric. We continue to evaluate optimizations that would reduce the cascading effect of unresponsive name servers on overall test execution time.

Other Changes	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
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	4	0	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)	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Response Time	4.43m	2.97m	0.35m	0.41m	0.27m	0.64m	0.88m	0.67m	0.71m	0.46m	0.52m	0.74m	0.82m

Routine (Technical)	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
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	130	115	723	85	264	64	45	78	165	205	54	55	108
Mean Time	1.29m	0.99m	0.15m	0.15m	0.14m	0.21m	0.25m	0.30m	0.26m	0.19m	0.20m	0.30m	0.45m
Shortest Time	0.08m	0.09m	0.07m	0.07m	0.07m	0.07m	0.07m	0.08m	0.05m	0.07m	0.08m	0.05m	0.07m
Longest Time	4.48m	3.24m	0.75m	0.70m	3.07m	0.90m	1.65m	2.90m	0.99m	1.65m	2.23m	1.16m	3.17m
Median Time	0.38m	0.33m	0.15m	0.10m	0.10m	0.10m	0.13m	0.17m	0.15m	0.11m	0.11m	0.18m	0.49m
PStDev Time	1.60m	1.17m	0.10m	0.12m	0.26m	0.19m	0.29m	0.51m	0.20m	0.17m	0.30m	0.26m	0.41m

gTLD Creation/Transfer	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Response Time	—	—	—	—	0.16m	—	—	—	0.11m	—	—	—	—
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	3	0	0	0	1	0	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	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Response Time	—	—	—	—	—	—	—	—	—	—	—	—	0.40m
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	0	0	0	0	0	0	0	1
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	0.40m
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.40m
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.40m
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	0.40m
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.00m

Other Changes	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
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	2	0	0	1	1	0	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	—	—	—	—	—

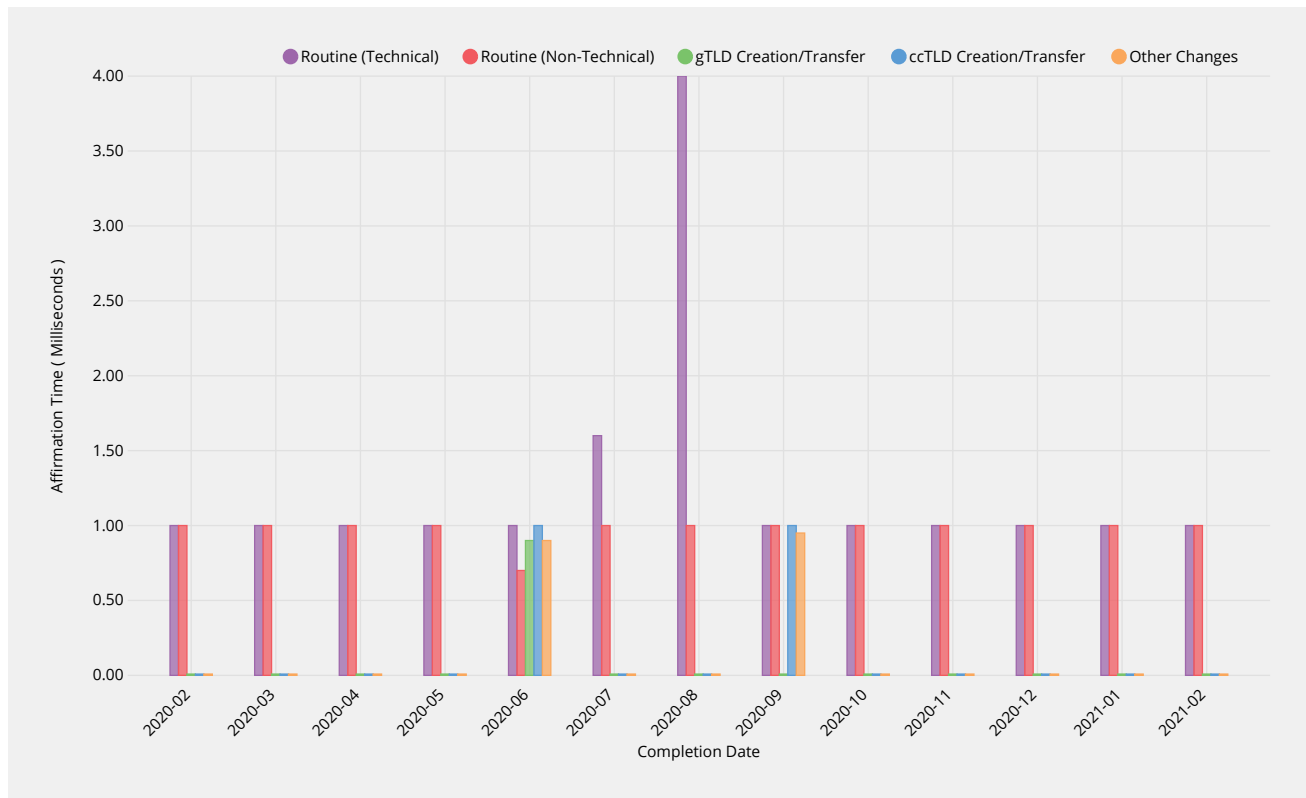
gTLD Creation/Transfer	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	0	0	3	1	0	0	4	0	0	0	1
Mean Time	—	—	—	—	1.33ms	1.00ms	—	—	2.00ms	—	—	—	3.00ms
Shortest Time	—	—	—	—	1.00ms	1.00ms	—	—	2.00ms	—	—	—	3.00ms
Longest Time	—	—	—	—	2.00ms	1.00ms	—	—	2.00ms	—	—	—	3.00ms
Median Time	—	—	—	—	1.00ms	1.00ms	—	—	2.00ms	—	—	—	3.00ms
PStDev Time	—	—	—	—	0.47ms	0.00ms	—	—	0.00ms	—	—	—	0.00ms

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

Other Changes	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Dispatch Time	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	1	2	1	2	0	0	1	1	0	0	0	0	0
Mean Time	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—	—	—	—
Shortest Time	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—	—	—	—
Longest Time	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—	—	—	—
Median Time	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—	—	—	—
PStDev Time	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)	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.60ms	4.00ms	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	30	62	696	81	251	49	30	64	143	135	53	49	47
Mean Time	0.30ms	0.11ms	0.16ms	0.12ms	0.11ms	0.29ms	1.03ms	0.28ms	0.19ms	0.21ms	0.26ms	0.29ms	0.43ms
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	2.00ms	2.00ms	2.00ms	9.00ms	2.00ms	2.00ms	1.00ms	2.00ms	1.00ms	7.00ms
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	0.46ms	0.32ms	0.37ms	0.36ms	0.33ms	0.57ms	1.91ms	0.48ms	0.41ms	0.41ms	0.52ms	0.45ms	1.07ms

Routine (Non-Technical)	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	0.70ms	1.00ms	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	63	21	110	54	27	13	14	19	202	60	24	43	31
Mean Time	0.19ms	0.24ms	0.32ms	0.11ms	0.07ms	0.31ms	0.36ms	0.26ms	0.23ms	0.23ms	0.29ms	0.21ms	0.13ms
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	4.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	5.00ms	1.00ms	2.00ms	1.00ms	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	0.39ms	0.43ms	0.67ms	0.31ms	0.26ms	0.46ms	0.48ms	0.44ms	0.53ms	0.42ms	0.54ms	0.41ms	0.34ms

gTLD Creation/Transfer	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Affirmation Time	—	—	—	—	0.90ms	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	0	0	0	0	3	1	0	0	3	0	0	0	1
Mean Time	—	—	—	—	0.33ms	0.00ms	—	—	0.00ms	—	—	—	0.00ms
Shortest Time	—	—	—	—	0.00ms	0.00ms	—	—	0.00ms	—	—	—	0.00ms

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

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

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

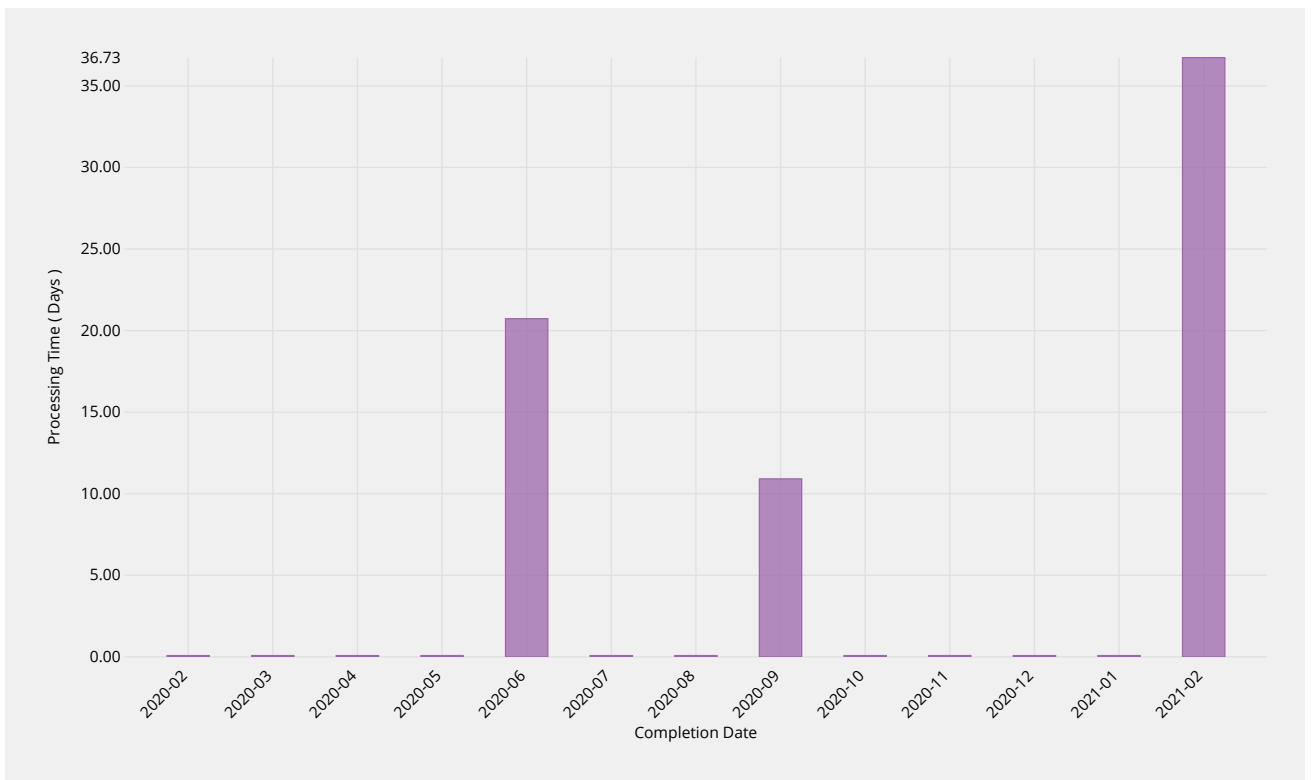
gTLD Creation/Transfer	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Request Count	0	0	0	0	3	1	0	0	3	0	0	0	1
Mean Time	—	—	—	—	0.94d	0.81d	—	—	1.64d	—	—	—	0.04d
Shortest Time	—	—	—	—	0.93d	0.81d	—	—	0.19d	—	—	—	0.04d
Longest Time	—	—	—	—	0.94d	0.81d	—	—	2.95d	—	—	—	0.04d
Median Time	—	—	—	—	0.94d	0.81d	—	—	1.80d	—	—	—	0.04d
PStDev Time	—	—	—	—	0.00d	0.00d	—	—	1.13d	—	—	—	0.00d

ccTLD Creation/Transfer	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Processing Time	—	—	—	—	38.26d	—	—	21.04d	—	—	—	—	73.14d
Monthly Threshold	60d	60d	60d	60d	—	—	—	—	—	—	—	—	—
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	1	0	0	1	0	0	0	0	1
Mean Time	—	—	—	—	38.26d	—	—	21.04d	—	—	—	—	73.14d
Shortest Time	—	—	—	—	38.26d	—	—	21.04d	—	—	—	—	73.14d
Longest Time	—	—	—	—	38.26d	—	—	21.04d	—	—	—	—	73.14d
Median Time	—	—	—	—	38.26d	—	—	21.04d	—	—	—	—	73.14d
PStDev Time	—	—	—	—	0.00d	—	—	0.00d	—	—	—	—	0.00d

Other Changes	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Processing Time	0.23d	0.67d	0.04d	2.69d	1.23d	0.06d	0.57d	2.85d	0.08d	0.08d	0.65d	—	0.12d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	1	2	1	4	3	2	1	2	1	2	2	0	2
Mean Time	0.23d	0.64d	0.04d	1.20d	0.52d	0.05d	0.57d	2.14d	0.08d	0.06d	0.37d	—	0.12d
Shortest Time	0.23d	0.60d	0.04d	0.61d	0.16d	0.05d	0.57d	1.44d	0.08d	0.04d	0.08d	—	0.11d
Longest Time	0.23d	0.67d	0.04d	2.69d	1.23d	0.06d	0.57d	2.85d	0.08d	0.08d	0.65d	—	0.12d
Median Time	0.23d	0.64d	0.04d	0.76d	0.16d	0.05d	0.57d	2.14d	0.08d	0.06d	0.37d	—	0.12d
PStDev Time	0.00d	0.03d	0.00d	0.86d	0.50d	0.00d	0.00d	0.70d	0.00d	0.02d	0.28d	—	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).

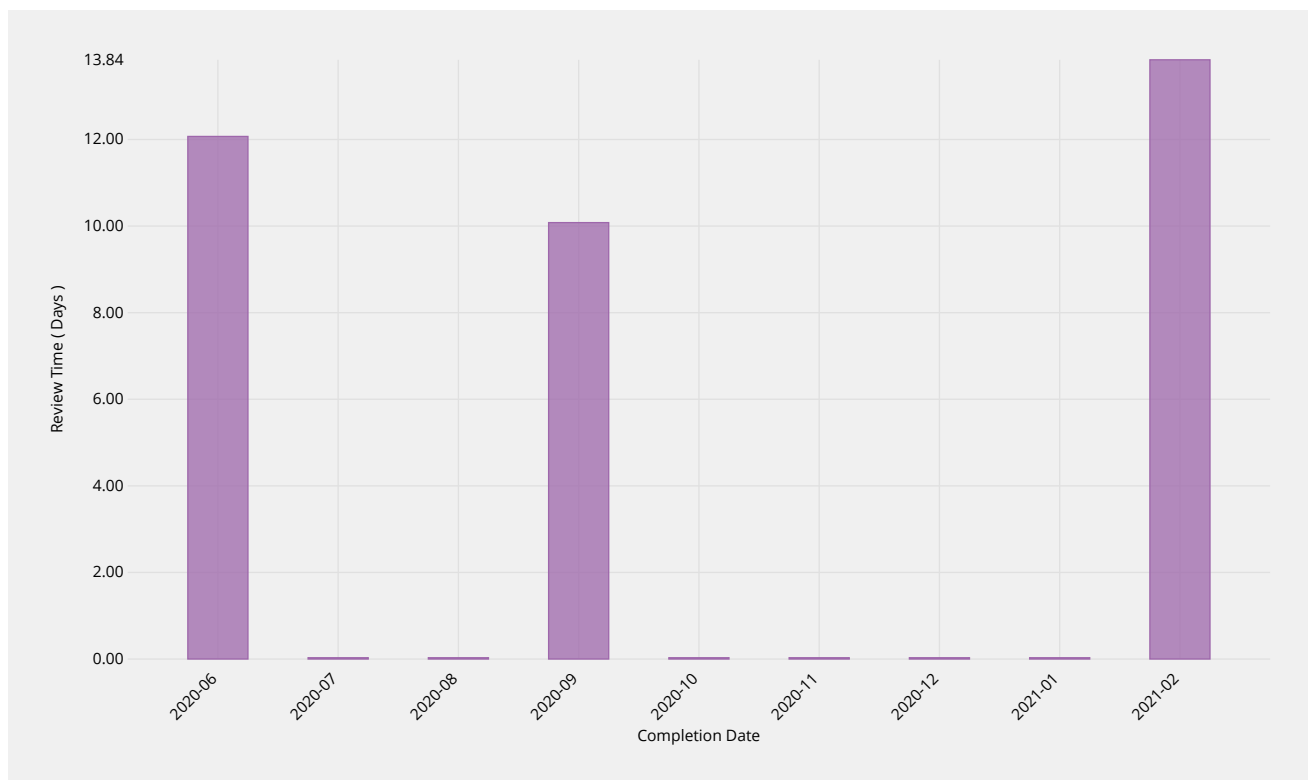


ccTLD Creation/Transfer	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Processing Time	—	—	—	—	20.73d	—	—	10.91d	—	—	—	—	36.73d
Request Count	0	0	0	0	1	0	0	1	0	0	0	0	1
Mean Time	—	—	—	—	20.73d	—	—	10.91d	—	—	—	—	36.73d
Shortest Time	—	—	—	—	20.73d	—	—	10.91d	—	—	—	—	36.73d
Longest Time	—	—	—	—	20.73d	—	—	10.91d	—	—	—	—	36.73d
Median Time	—	—	—	—	20.73d	—	—	10.91d	—	—	—	—	36.73d
PStDev Time	—	—	—	—	0.00d	—	—	0.00d	—	—	—	—	0.00d

ccTLD Creation/Transfer

Submission Review

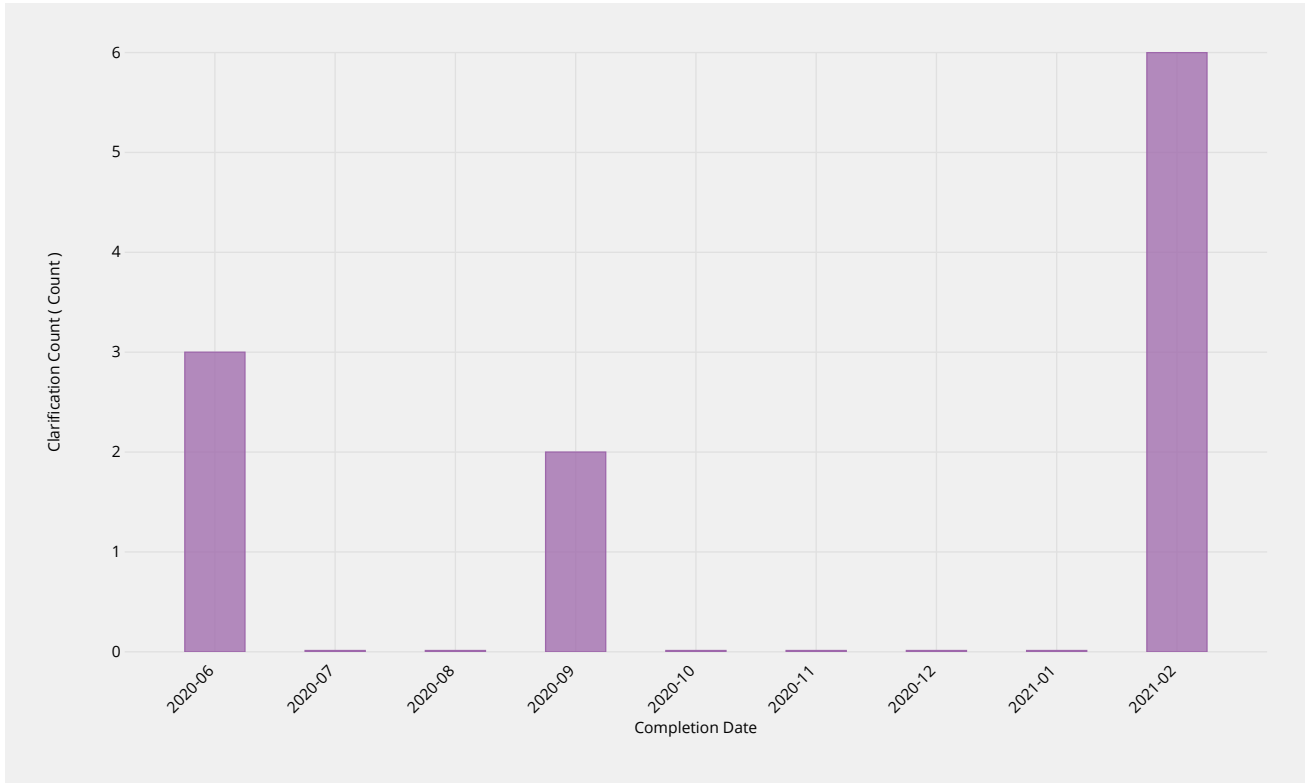
Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.



Staff Review	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Review Time	12.07d	—	—	10.08d	—	—	—	—	13.84d
Monthly Threshold	14d	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%	100.0%
Review Count	3	0	0	2	0	0	0	0	7
Mean Time	8.34d	—	—	5.04d	—	—	—	—	7.56d
Shortest Time	6.33d	—	—	0.00d	—	—	—	—	0.00d
Longest Time	12.07d	—	—	10.08d	—	—	—	—	13.84d
Median Time	6.63d	—	—	5.04d	—	—	—	—	11.34d
PStDev Time	2.64d	—	—	5.04d	—	—	—	—	6.04d

Requester Clarification

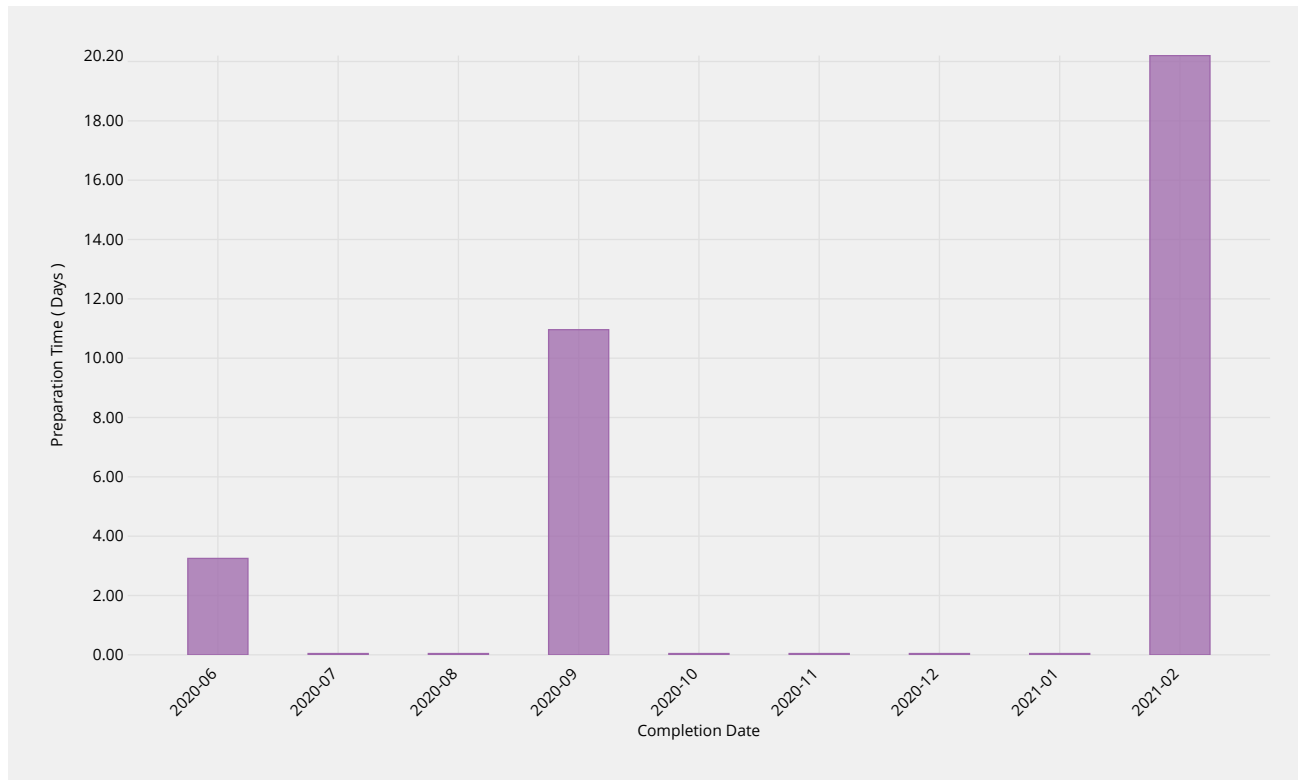
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Clarification Count	3	—	—	2	—	—	—	—	6
Request Count	1	0	0	1	0	0	0	0	1
Lowest Count	3	—	—	2	—	—	—	—	6
Highest Count	3	—	—	2	—	—	—	—	6

Report Preparation

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



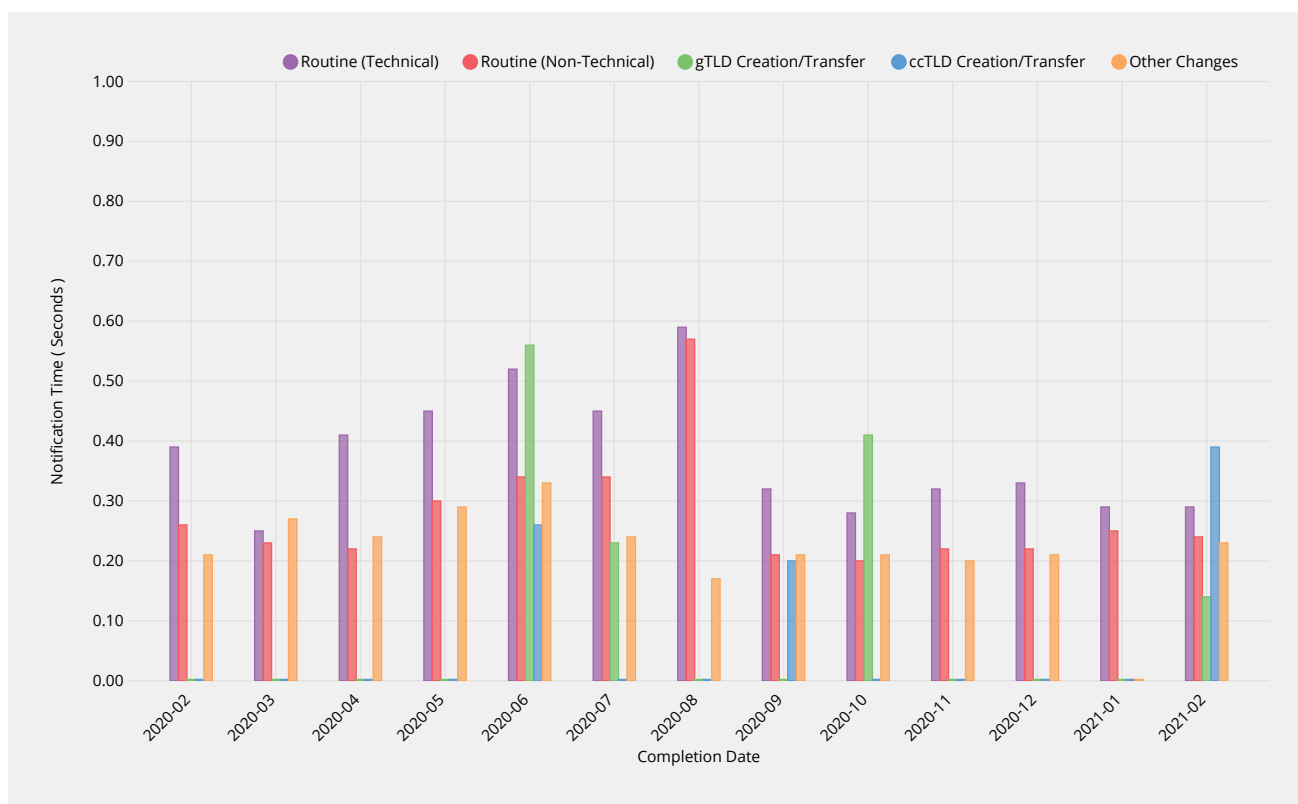
Report Preparation	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Preparation Time	3.25d	—	—	10.96d	—	—	—	—	20.20d
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Report Count	1	0	0	1	0	0	0	0	1
Mean Time	3.25d	—	—	10.96d	—	—	—	—	20.20d
Shortest Time	3.25d	—	—	10.96d	—	—	—	—	20.20d
Longest Time	3.25d	—	—	10.96d	—	—	—	—	20.20d
Median Time	3.25d	—	—	10.96d	—	—	—	—	20.20d
PStDev Time	0.00d	—	—	0.00d	—	—	—	—	0.00d

ccTLD Creation/Transfer	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Publication Count	0	0	0	0	0	0	0	0	0	0	0	0	1
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	5.91h
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	5.91h
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	5.91h
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	5.91h
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.00h

Other Changes	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Publication Time	—	3.16h	4.73h	26.48h	5.86h	6.22h	2.25h	5.50h	2.08h	2.45h	17.00h	—	20.54h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	0	2	1	4	3	2	1	2	1	2	2	0	2
Mean Time	—	2.78h	4.73h	14.93h	3.21h	5.34h	2.25h	5.26h	2.08h	2.18h	11.62h	—	20.54h
Shortest Time	—	2.40h	4.73h	4.35h	1.89h	4.45h	2.25h	5.03h	2.08h	1.91h	6.24h	—	20.53h
Longest Time	—	3.16h	4.73h	26.48h	5.86h	6.22h	2.25h	5.50h	2.08h	2.45h	17.00h	—	20.54h
Median Time	—	2.78h	4.73h	14.45h	1.89h	5.34h	2.25h	5.26h	2.08h	2.18h	11.62h	—	20.54h
PStDev Time	—	0.38h	0.00h	10.27h	1.87h	0.88h	0.00h	0.24h	0.00h	0.27h	5.38h	—	0.00h

Notification of Completion

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



Routine (Technical)	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Notification Time	0.39s	0.25s	0.41s	0.45s	0.52s	0.45s	0.59s	0.32s	0.28s	0.32s	0.33s	0.29s	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	30	61	697	81	251	49	30	63	141	134	53	49	47
Mean Time	0.23s	0.18s	0.27s	0.24s	0.39s	0.23s	0.26s	0.19s	0.18s	0.18s	0.19s	0.21s	0.17s
Shortest Time	0.13s	0.13s	0.14s	0.15s	0.14s	0.14s	0.12s	0.13s	0.12s	0.12s	0.12s	0.13s	0.12s
Longest Time	0.54s	0.48s	0.53s	0.52s	0.98s	0.53s	0.64s	0.36s	0.45s	0.43s	0.40s	1.29s	0.32s
Median Time	0.20s	0.17s	0.26s	0.21s	0.38s	0.18s	0.22s	0.16s	0.17s	0.16s	0.16s	0.19s	0.17s
PStDev Time	0.09s	0.05s	0.08s	0.08s	0.10s	0.10s	0.13s	0.06s	0.06s	0.06s	0.06s	0.16s	0.05s

Routine (Non-Technical)	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Notification Time	0.26s	0.23s	0.22s	0.30s	0.34s	0.34s	0.57s	0.21s	0.20s	0.22s	0.22s	0.25s	0.24s
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	63	21	110	54	27	13	14	19	202	59	24	37	30
Mean Time	0.17s	0.19s	0.18s	0.20s	0.29s	0.26s	0.26s	0.16s	0.15s	0.17s	0.18s	0.35s	0.19s
Shortest Time	0.13s	0.14s	0.13s	0.14s	0.24s	0.17s	0.13s	0.14s	0.12s	0.13s	0.14s	0.14s	0.13s
Longest Time	0.29s	0.23s	0.63s	0.31s	0.39s	0.36s	0.59s	0.22s	0.26s	0.24s	0.23s	6.27s	0.24s
Median Time	0.16s	0.20s	0.17s	0.19s	0.29s	0.27s	0.18s	0.15s	0.15s	0.17s	0.17s	0.19s	0.18s
PStDev Time	0.03s	0.02s	0.05s	0.05s	0.03s	0.05s	0.17s	0.02s	0.02s	0.03s	0.03s	0.99s	0.03s

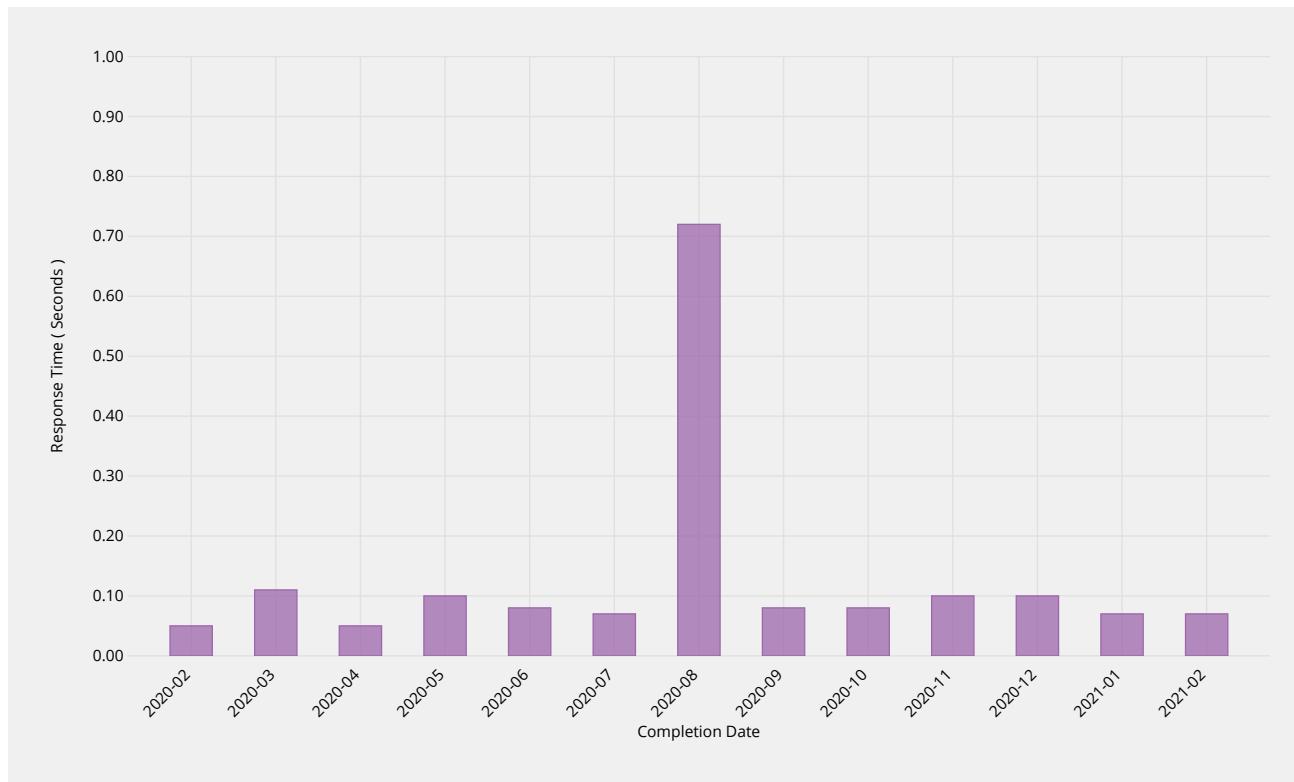
gTLD Creation/Transfer	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Notification Time	—	—	—	—	0.56s	0.23s	—	—	0.41s	—	—	—	0.14s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	0	3	1	0	0	3	0	0	0	1
Mean Time	—	—	—	—	0.54s	0.23s	—	—	0.29s	—	—	—	0.14s
Shortest Time	—	—	—	—	0.53s	0.23s	—	—	0.18s	—	—	—	0.14s
Longest Time	—	—	—	—	0.56s	0.23s	—	—	0.42s	—	—	—	0.14s
Median Time	—	—	—	—	0.54s	0.23s	—	—	0.26s	—	—	—	0.14s
PStDev Time	—	—	—	—	0.01s	0.00s	—	—	0.10s	—	—	—	0.00s

ccTLD Creation/Transfer	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Notification Time	—	—	—	—	0.26s	—	—	0.20s	—	—	—	—	0.39s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	0	1	0	0	1	0	0	0	0	1
Mean Time	—	—	—	—	0.26s	—	—	0.20s	—	—	—	—	0.39s
Shortest Time	—	—	—	—	0.26s	—	—	0.20s	—	—	—	—	0.39s
Longest Time	—	—	—	—	0.26s	—	—	0.20s	—	—	—	—	0.39s
Median Time	—	—	—	—	0.26s	—	—	0.20s	—	—	—	—	0.39s
PStDev Time	—	—	—	—	0.00s	—	—	0.00s	—	—	—	—	0.00s

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

Credential Recovery

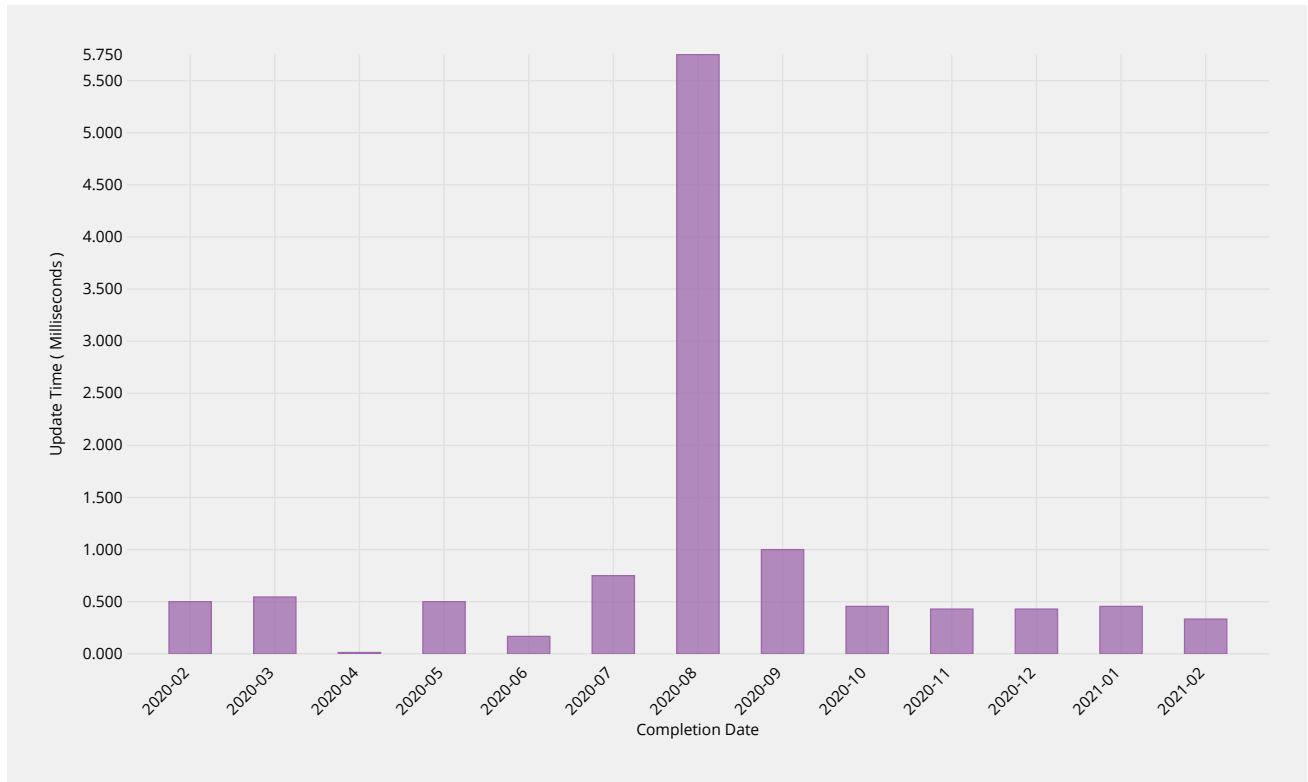
Time to dispatch confirmation email of forgotten password.



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

Credential Change

Time to implement new password within the system.

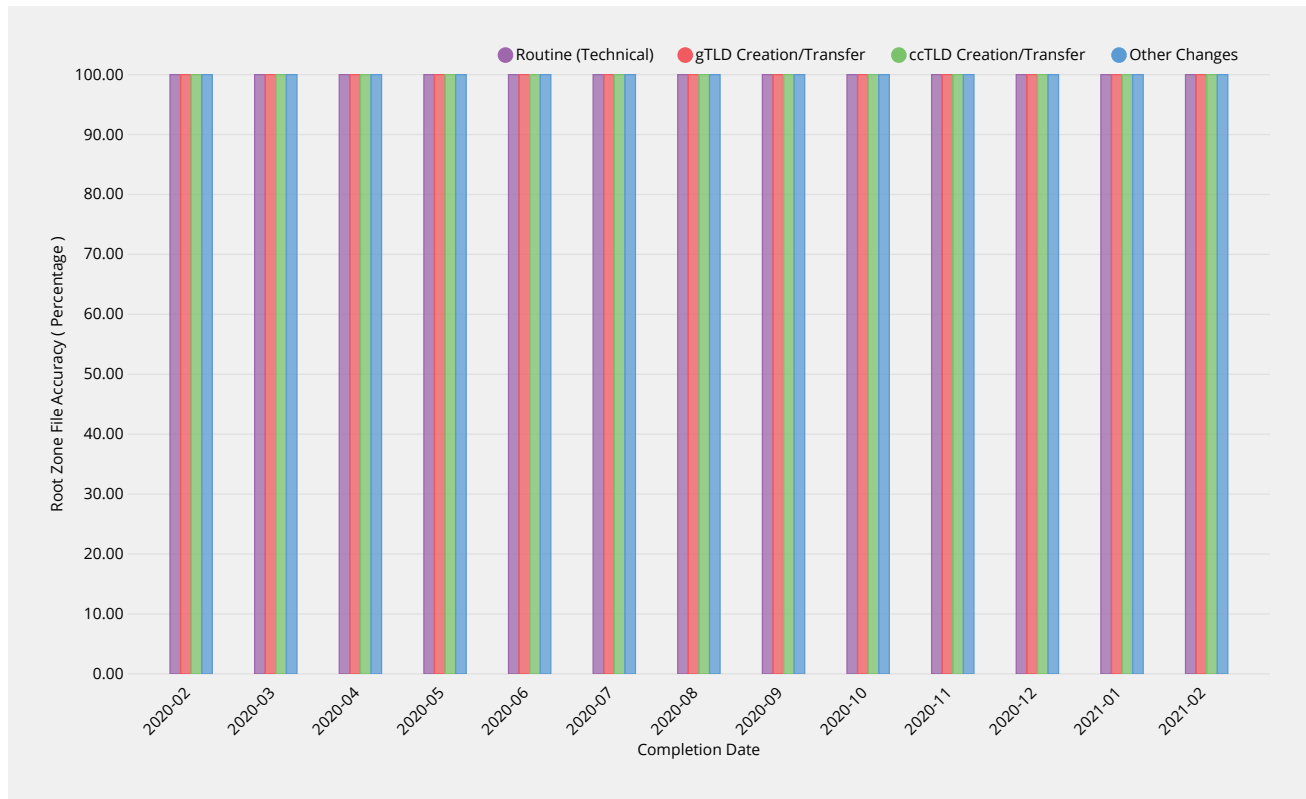


Credential Change	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Update Time	0.950ms	1.000ms	0.000ms	1.000ms	1.000ms	1.650ms	9.400ms	1.000ms	1.000ms	1.000ms	1.000ms	1.500ms	0.900ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	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	2	11	6	4	12	8	4	3	11	7	7	11	3
Mean Time	0.500ms	0.545ms	0.000ms	0.500ms	0.167ms	0.750ms	5.750ms	1.000ms	0.455ms	0.429ms	0.429ms	0.455ms	0.333ms
Shortest Time	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	1.000ms	1.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms
Longest Time	1.000ms	1.000ms	0.000ms	1.000ms	1.000ms	2.000ms	10.000ms	1.000ms	1.000ms	1.000ms	1.000ms	2.000ms	1.000ms
Median Time	0.500ms	1.000ms	0.000ms	0.500ms	0.000ms	1.000ms	6.000ms	1.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms
PStDev Time	0.500ms	0.498ms	0.000ms	0.500ms	0.373ms	0.661ms	3.192ms	0.000ms	0.498ms	0.495ms	0.495ms	0.656ms	0.471ms

Accuracy

Root Zone File

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



Routine (Technical)	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
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	30	61	697	81	251	49	30	63	141	134	53	49	47

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

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

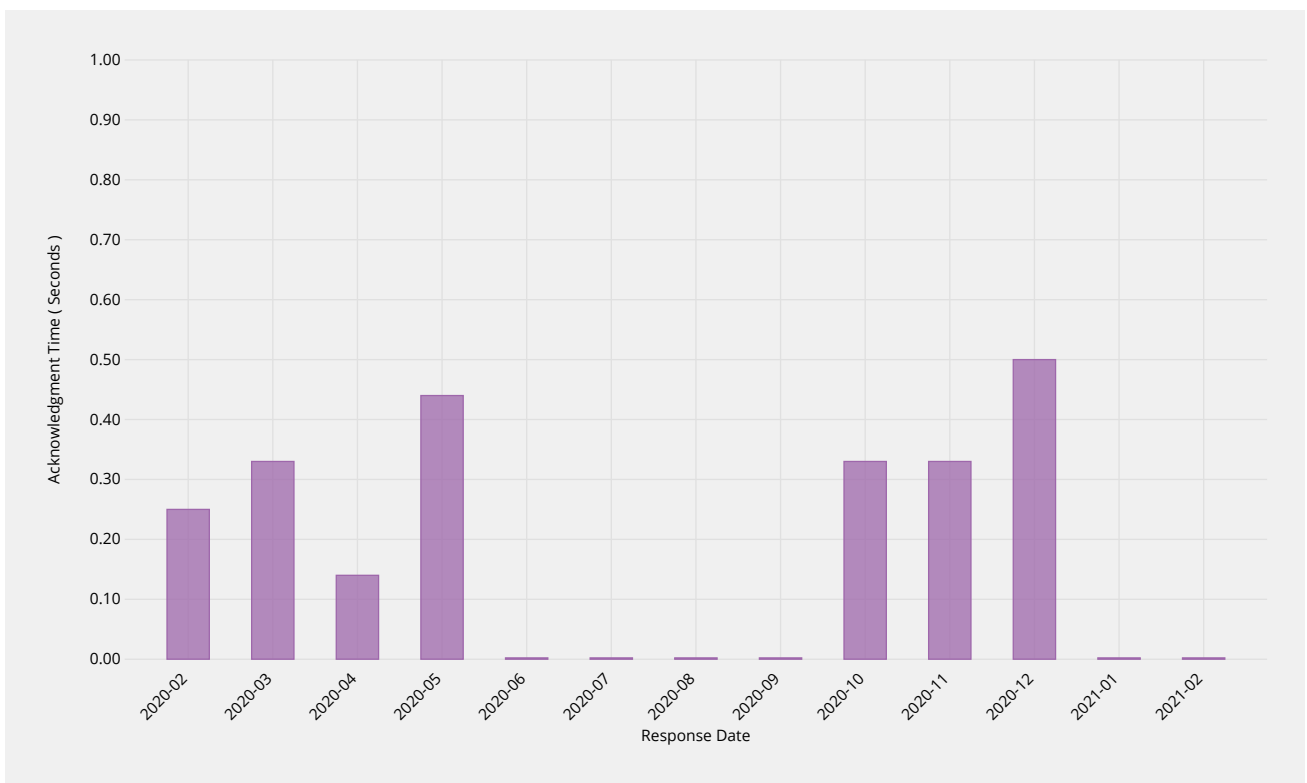
Other Changes	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%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

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

Enquiry Processing

Time to acknowledge

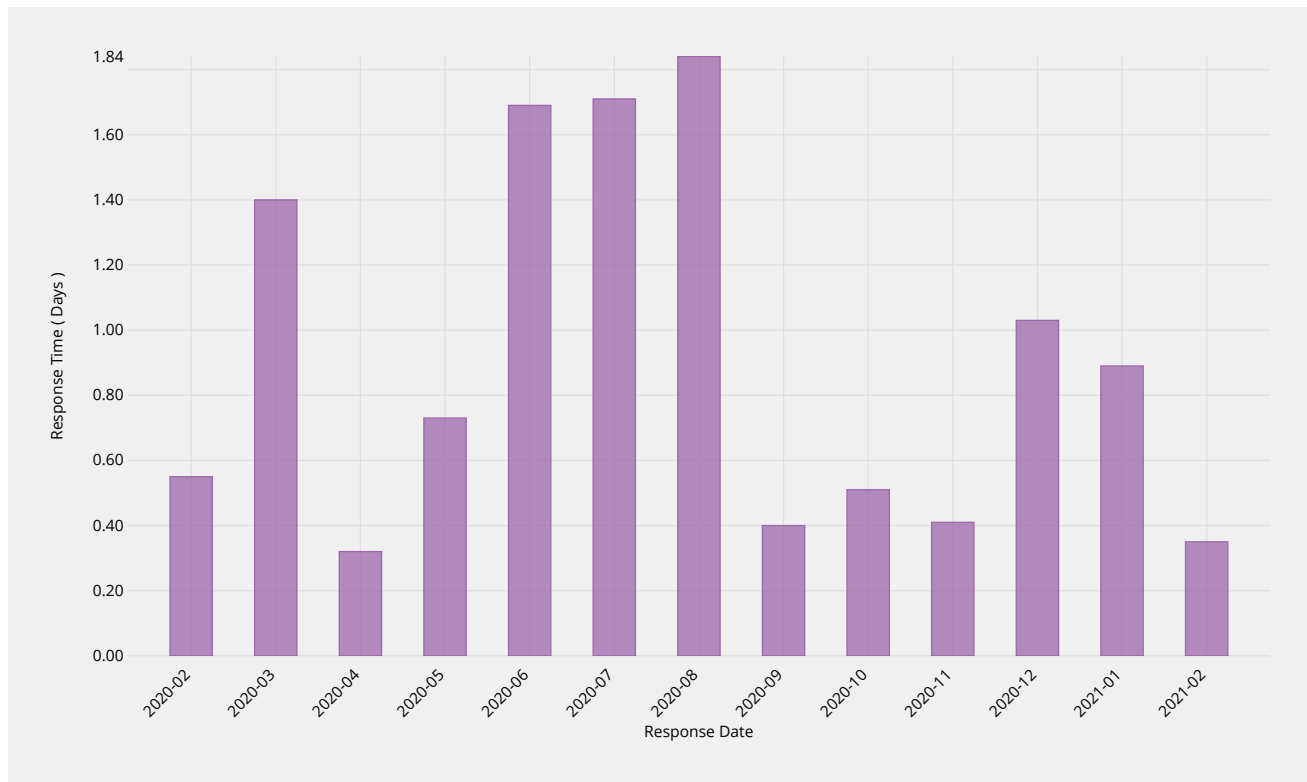
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Acknowledgment Time	1.00s	1.00s	0.70s	1.00s	0.00s	0.00s	0.00s	0.00s	1.00s	1.00s	0.95s	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	12	6	7	9	2	6	2	8	6	6	2	5	5
Mean Time	0.25s	0.33s	0.14s	0.44s	0.00s	0.00s	0.00s	0.00s	0.33s	0.33s	0.50s	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	0.00s	0.00s	0.00s	0.00s	1.00s	1.00s	1.00s	0.00s	0.00s
Median Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.50s	0.00s	0.00s
PStDev Time	0.43s	0.47s	0.35s	0.50s	0.00s	0.00s	0.00s	0.00s	0.47s	0.47s	0.50s	0.00s	0.00s

Time to initial response

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

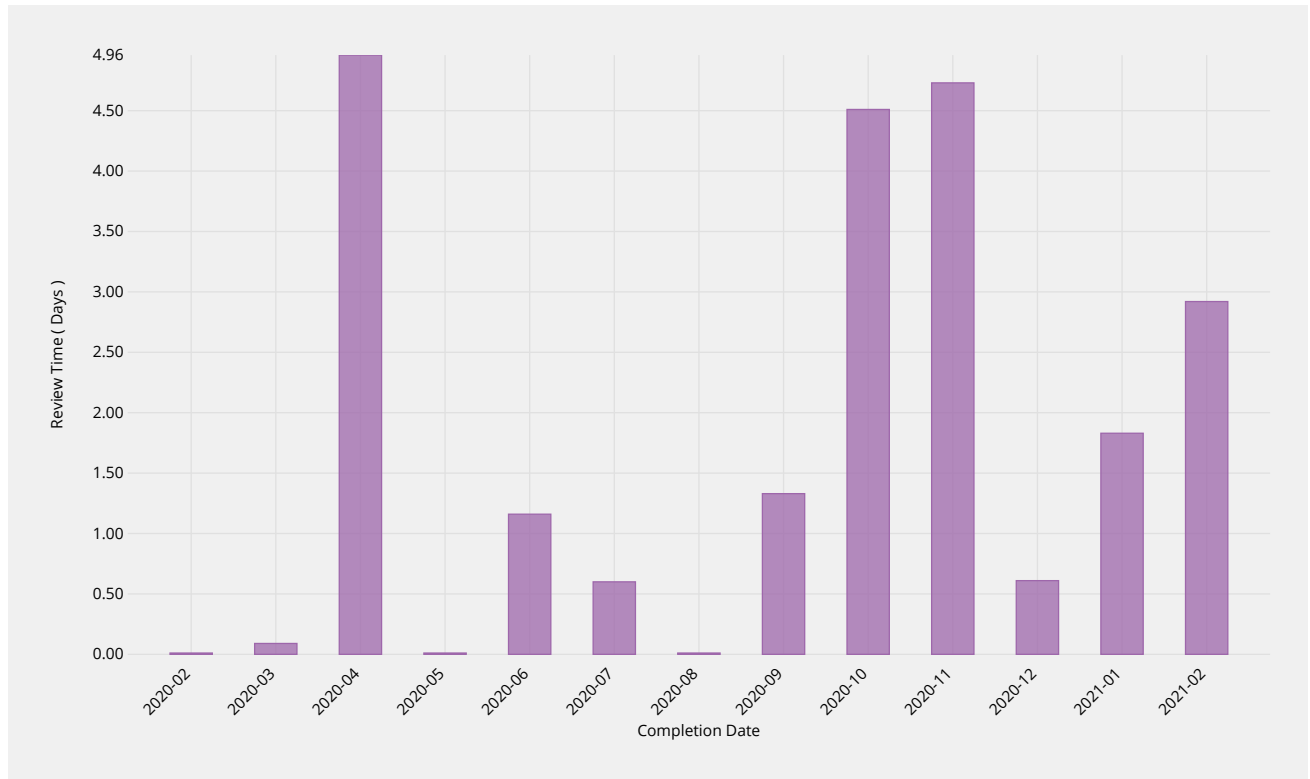


Manual Enquiries	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Response Time	1.11d	3.83d	0.75d	1.31d	3.00d	3.31d	3.48d	1.05d	1.32d	0.83d	1.03d	2.01d	0.47d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	10	6	7	7	2	5	3	7	6	5	1	6	5
Mean Time	0.55d	1.40d	0.32d	0.73d	1.69d	1.71d	1.84d	0.40d	0.51d	0.41d	1.03d	0.89d	0.35d
Shortest Time	0.00d	0.03d	0.02d	0.11d	0.05d	0.00d	0.47d	0.01d	0.01d	0.04d	1.03d	0.01d	0.24d
Longest Time	1.90d	7.28d	1.42d	1.62d	3.33d	4.10d	4.12d	1.05d	1.99d	0.96d	1.03d	3.27d	0.52d
Median Time	0.40d	0.31d	0.15d	0.71d	1.69d	1.98d	0.94d	0.19d	0.18d	0.27d	1.03d	0.63d	0.35d
PStDev Time	0.55d	2.63d	0.46d	0.51d	1.64d	1.47d	1.62d	0.42d	0.70d	0.34d	0.00d	1.10d	0.10d

Label Generation Rulesets

Review Time

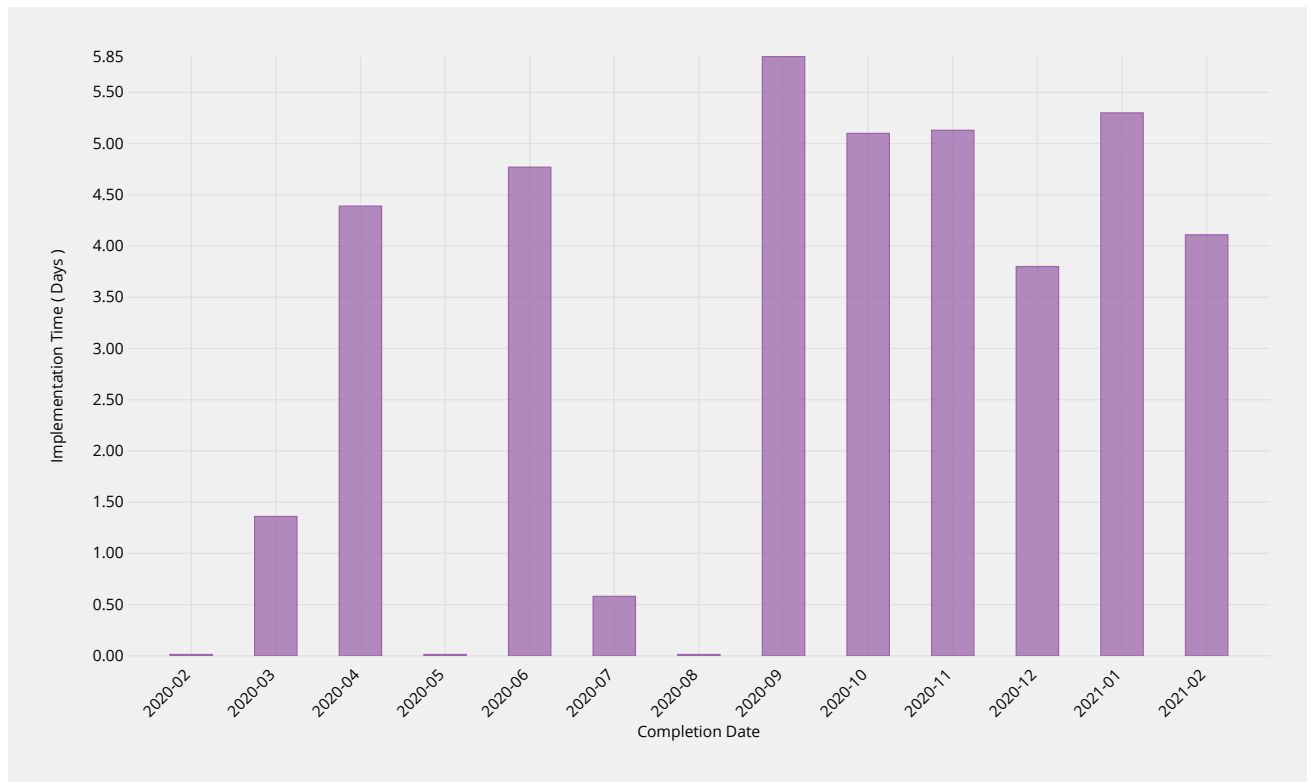
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Review Time	—	0.09d	4.96d	—	1.16d	0.60d	—	1.33d	4.51d	4.73d	0.61d	1.83d	2.92d
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	1	1	0	2	2	0	6	2	3	1	2	3
Shortest Time	—	0.09d	4.96d	—	0.38d	0.24d	—	0.03d	1.26d	0.70d	0.61d	1.66d	1.44d
Longest Time	—	0.09d	4.96d	—	1.24d	0.64d	—	2.29d	4.87d	4.74d	0.61d	1.85d	3.07d
Median Time	—	0.09d	4.96d	—	0.81d	0.44d	—	0.36d	3.07d	4.68d	0.61d	1.76d	2.32d
PStDev Time	—	0.00d	0.00d	—	0.43d	0.20d	—	0.75d	1.80d	1.89d	0.00d	0.10d	0.67d

Implementation Time

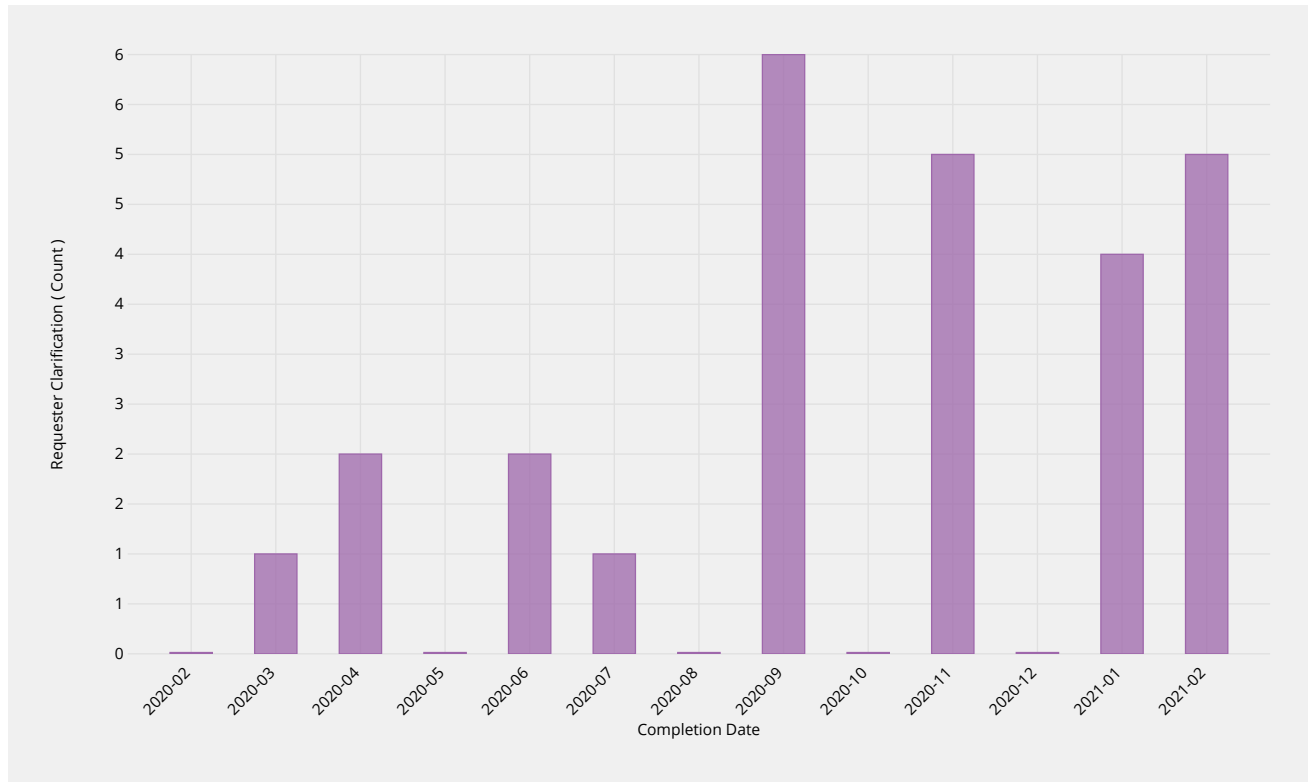
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Implementation Time	—	1.36d	4.39d	—	4.77d	0.58d	—	5.85d	5.10d	5.13d	3.80d	5.30d	4.11d
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	1	1	0	1	1	0	6	2	3	1	2	3
Shortest Time	—	1.36d	4.39d	—	4.77d	0.58d	—	1.29d	1.33d	3.96d	3.80d	1.24d	0.05d
Longest Time	—	1.36d	4.39d	—	4.77d	0.58d	—	5.85d	5.52d	5.23d	3.80d	5.75d	4.72d
Median Time	—	1.36d	4.39d	—	4.77d	0.58d	—	3.34d	3.42d	4.76d	3.80d	3.50d	1.68d
PStDev Time	—	0.00d	0.00d	—	0.00d	0.00d	—	1.88d	2.10d	0.52d	0.00d	2.25d	1.93d

Requester Clarification

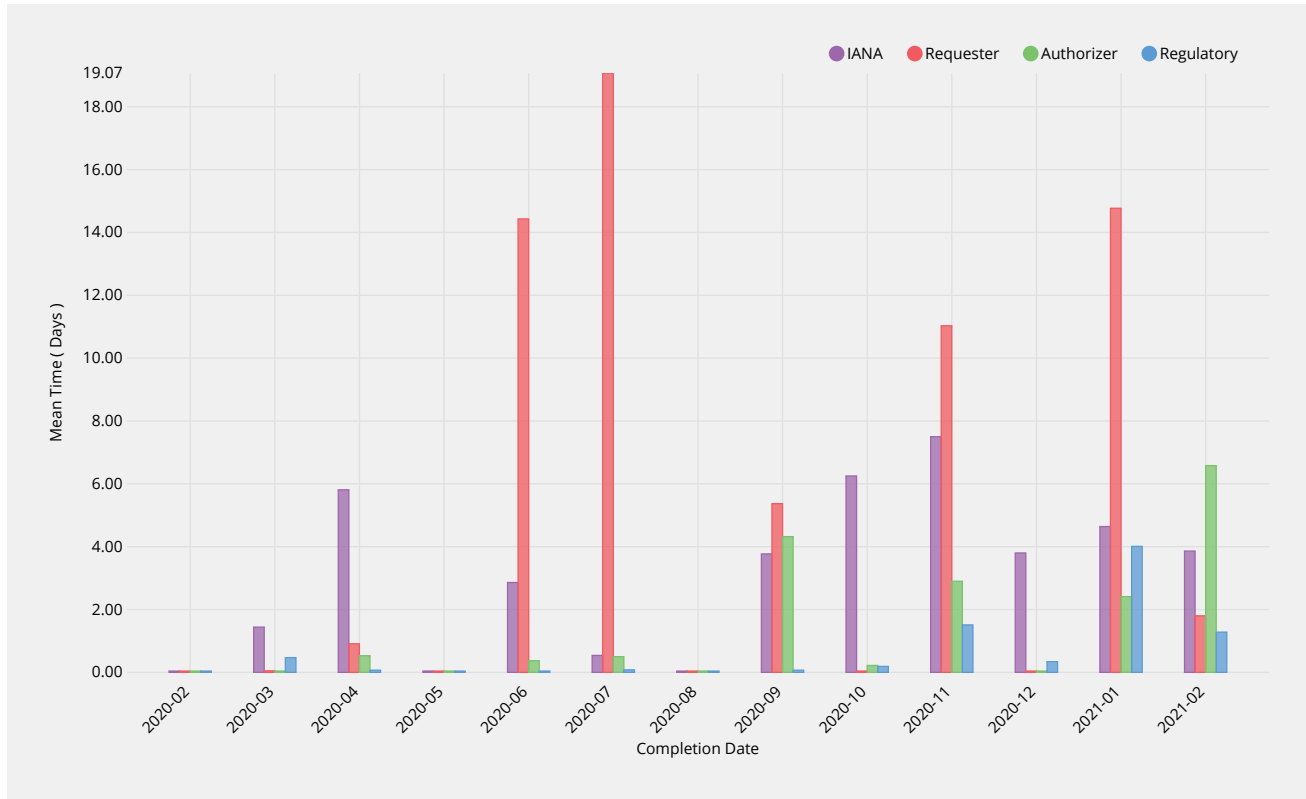
The number of times a clarification or remediation was required from the requester.



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

Time per Actor

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



IANA	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Mean Time	—	1.44d	5.81d	—	2.86d	0.54d	—	3.77d	6.25d	7.50d	3.80d	4.64d	3.86d
Review Count	0	1	1	0	2	2	0	6	2	3	1	2	3
Shortest Time	—	1.44d	5.81d	—	0.38d	0.24d	—	1.60d	5.74d	4.22d	3.80d	2.68d	2.35d
Longest Time	—	1.44d	5.81d	—	5.34d	0.83d	—	6.16d	6.75d	9.65d	3.80d	6.61d	6.16d
Median Time	—	1.44d	5.81d	—	2.86d	0.54d	—	3.54d	6.25d	8.65d	3.80d	4.64d	3.07d
PStDev Time	—	0.00d	0.00d	—	2.48d	0.30d	—	1.89d	0.50d	2.36d	0.00d	1.97d	1.65d

Requester	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Mean Time	—	0.05d	0.91d	—	14.43d	19.07d	—	5.37d	—	11.03d	—	14.77d	1.80d
Review Count	0	1	1	0	2	1	0	4	0	1	0	2	3
Shortest Time	—	0.05d	0.91d	—	0.02d	19.07d	—	0.97d	—	11.03d	—	0.01d	0.14d
Longest Time	—	0.05d	0.91d	—	28.84d	19.07d	—	9.77d	—	11.03d	—	29.54d	4.83d
Median Time	—	0.05d	0.91d	—	14.43d	19.07d	—	5.37d	—	11.03d	—	14.77d	0.42d
PStDev Time	—	0.00d	0.00d	—	14.41d	0.00d	—	4.40d	—	0.00d	—	14.77d	2.15d

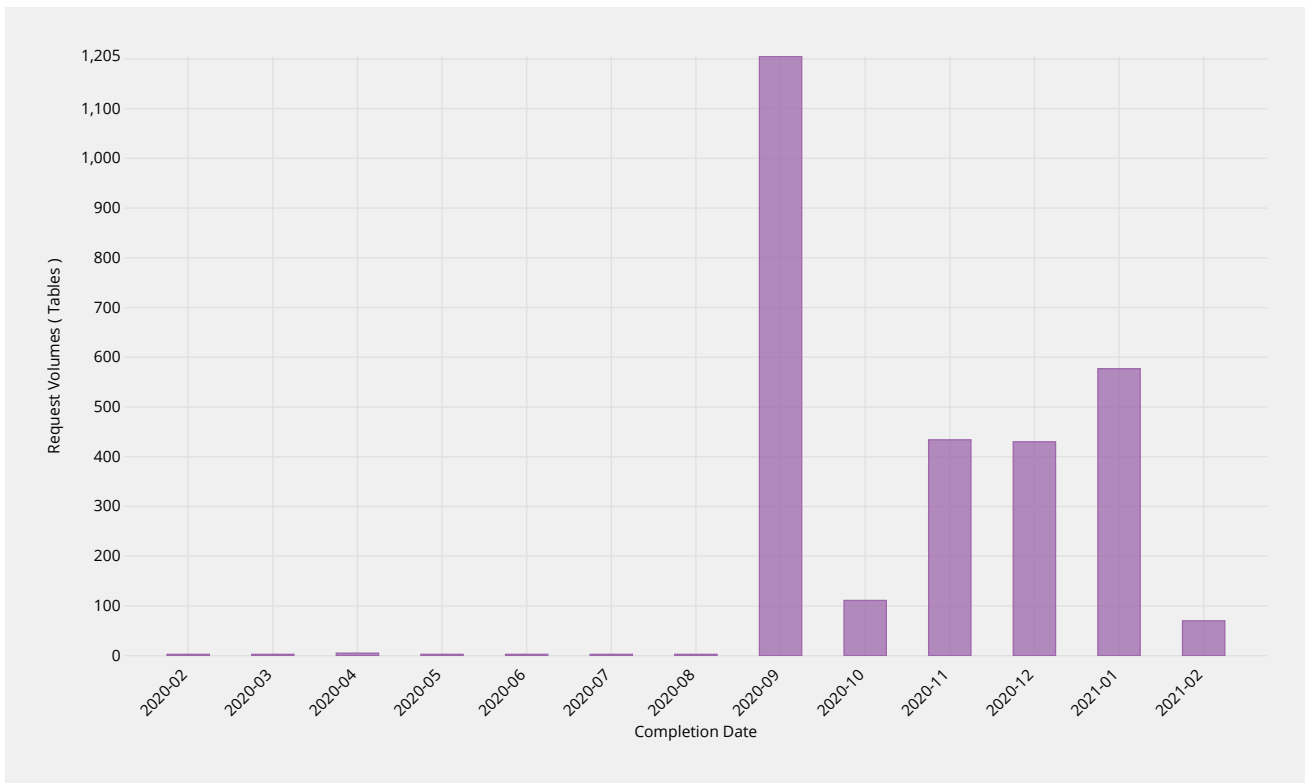
Authorizer	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Mean Time	—	0.03d	0.53d	—	0.37d	0.50d	—	4.32d	0.22d	2.90d	0.00d	2.41d	6.58d
Review Count	0	1	1	0	1	1	0	6	2	3	1	2	3
Shortest Time	—	0.03d	0.53d	—	0.37d	0.50d	—	0.01d	0.10d	0.00d	0.00d	0.00d	0.01d
Longest Time	—	0.03d	0.53d	—	0.37d	0.50d	—	9.74d	0.35d	8.30d	0.00d	4.83d	19.33d
Median Time	—	0.03d	0.53d	—	0.37d	0.50d	—	2.89d	0.22d	0.40d	0.00d	2.41d	0.42d
PStDev Time	—	0.00d	0.00d	—	0.00d	0.00d	—	3.97d	0.13d	3.82d	0.00d	2.41d	9.01d

Regulatory	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Mean Time	—	0.47d	0.07d	—	0.02d	0.08d	—	0.07d	0.19d	1.51d	0.34d	4.01d	1.28d
Review Count	0	1	1	0	1	1	0	6	2	3	1	2	3
Shortest Time	—	0.47d	0.07d	—	0.02d	0.08d	—	0.01d	0.01d	0.00d	0.34d	2.13d	0.02d

Regulatory	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Longest Time	—	0.47d	0.07d	—	0.02d	0.08d	—	0.21d	0.38d	4.28d	0.34d	5.90d	2.87d
Median Time	—	0.47d	0.07d	—	0.02d	0.08d	—	0.06d	0.19d	0.23d	0.34d	4.01d	0.95d
PStDev Time	—	0.00d	0.00d	—	0.00d	0.00d	—	0.07d	0.18d	1.96d	0.00d	1.88d	1.19d

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02
Total LGRs Processed	—	2	5	—	1	1	—	1205	111	434	430	577	70
Request Count	0	1	1	0	1	1	0	6	2	3	1	2	3
Average LGRs per Request	—	2	5	—	1	1	—	201	56	145	430	288	23
Smallest per Request	—	2	5	—	1	1	—	1	3	1	430	213	1
Largest per Request	—	2	5	—	1	1	—	975	108	432	430	364	52

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.