

IANA Naming Function Monthly Performance Report

July 2021

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 0.82s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.94s	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%)	✓ 0.26d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.37m	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%)	✓ 1.30m	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%)	✓ 0.22m	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%)	✓ 2.00ms	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%)	✓ 0.29d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.58d	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%)	✓ 19.03h	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%)	✓ 0.35s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.27s	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%)	✓ 0.06s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 0.950ms	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%)	✓ —	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ —	p34
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ —	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ —	p36
Requester Clarification	Requester Clarification	N/A	—	p37
Time per Actor	IANA	N/A	—	p38
Time per Actor	Requester	N/A	—	p38
Time per Actor	Authorizer	N/A	—	p38
Time per Actor	Regulatory	N/A	—	p38
Request Volumes	Request Volumes	N/A	—	p39

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

Exceptions and Narrative for Reporting Period

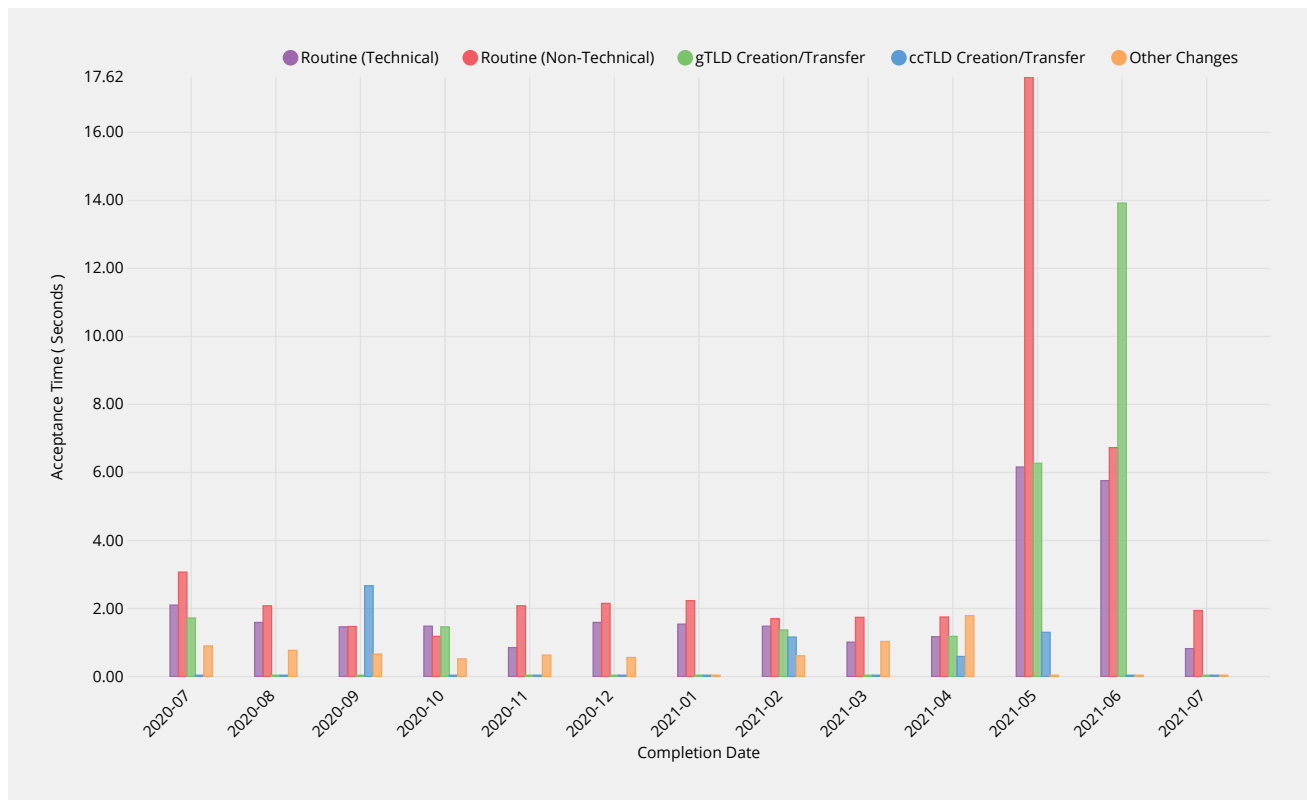
There were no exceptions for the reporting period.

Detailed Performance for Reporting Period

Submission

Acceptance Recognition

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



Routine (Technical)	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Acceptance Time	2.10s	1.59s	1.46s	1.48s	0.85s	1.59s	1.54s	1.48s	1.01s	1.17s	6.16s	5.76s	0.82s
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	53	33	77	154	145	62	67	51	68	22	44	39	269
Mean Time	1.03s	0.74s	0.68s	0.66s	0.63s	0.72s	0.71s	0.72s	0.70s	0.75s	3.39s	2.08s	0.64s
Shortest Time	0.58s	0.48s	0.47s	0.38s	0.43s	0.49s	0.51s	0.43s	0.50s	0.50s	0.59s	0.47s	0.53s
Longest Time	2.56s	1.66s	2.35s	1.83s	1.89s	2.12s	1.71s	2.14s	2.06s	1.55s	7.78s	24.35s	2.33s
Median Time	0.94s	0.60s	0.60s	0.58s	0.58s	0.62s	0.61s	0.62s	0.63s	0.66s	4.16s	0.63s	0.61s
PStDev Time	0.48s	0.33s	0.30s	0.27s	0.21s	0.32s	0.28s	0.32s	0.27s	0.24s	2.16s	3.97s	0.17s

Routine (Non-Technical)	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Acceptance Time	3.07s	2.08s	1.47s	1.18s	2.08s	2.15s	2.23s	1.70s	1.74s	1.75s	17.62s	6.73s	1.94s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	14	14	20	204	70	24	45	32	50	15	219	219	23
Mean Time	1.84s	1.12s	1.14s	1.02s	1.45s	1.19s	1.17s	1.20s	1.14s	1.18s	11.76s	2.41s	1.30s
Shortest Time	1.14s	0.81s	0.80s	0.76s	0.85s	0.94s	0.75s	0.75s	0.80s	0.84s	0.97s	0.74s	0.79s
Longest Time	3.08s	2.20s	1.48s	2.15s	2.20s	2.48s	2.53s	2.34s	2.09s	2.34s	21.01s	12.12s	2.24s
Median Time	1.62s	0.94s	1.07s	1.00s	1.29s	1.07s	1.02s	1.13s	1.09s	1.05s	11.49s	0.88s	1.33s
PStDev Time	0.61s	0.42s	0.20s	0.16s	0.44s	0.37s	0.40s	0.33s	0.27s	0.36s	2.95s	2.64s	0.36s

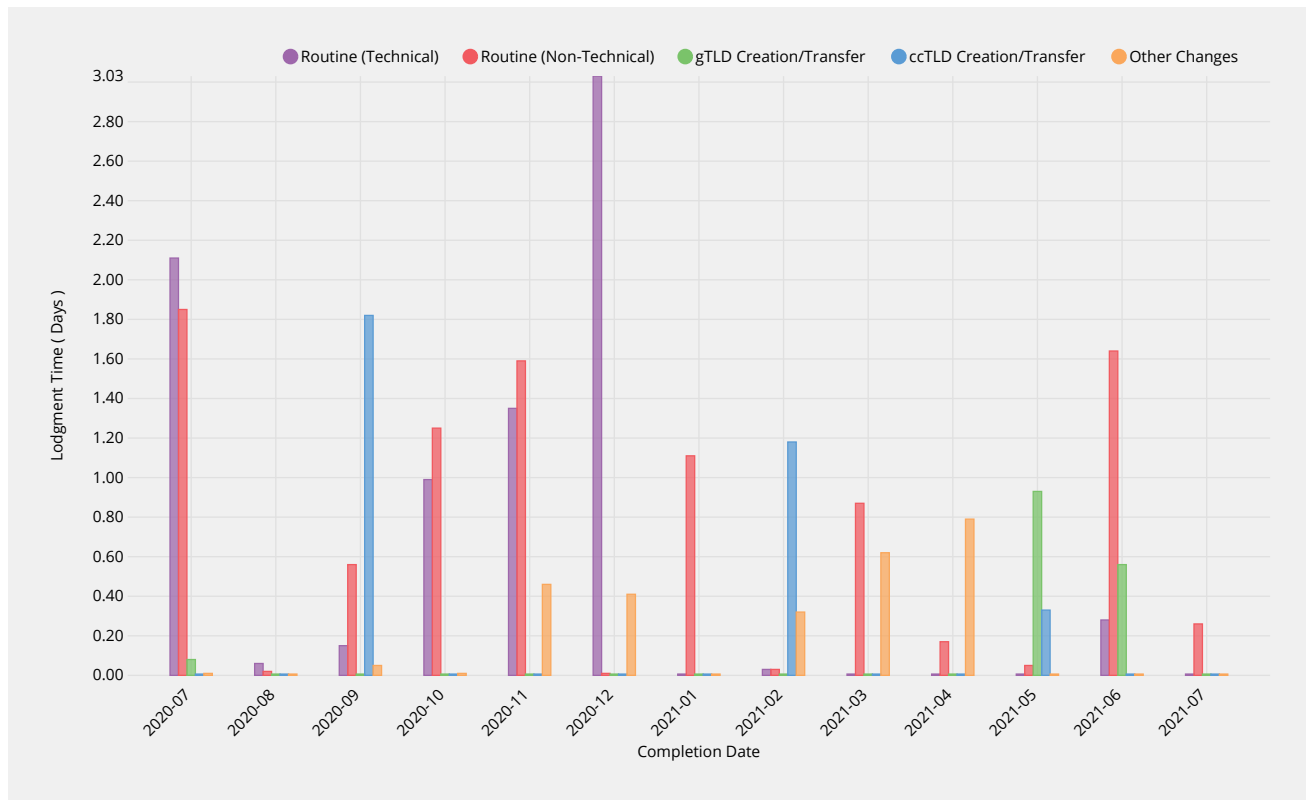
gTLD Creation/Transfer	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Acceptance Time	1.72s	—	—	1.46s	—	—	—	1.37s	—	1.18s	6.27s	13.92s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	0	0	4	0	0	0	1	0	5	1	46	0
Mean Time	1.72s	—	—	1.08s	—	—	—	1.37s	—	1.11s	6.27s	11.09s	—
Shortest Time	1.72s	—	—	0.63s	—	—	—	1.37s	—	1.05s	6.27s	1.54s	—
Longest Time	1.72s	—	—	1.51s	—	—	—	1.37s	—	1.19s	6.27s	17.02s	—
Median Time	1.72s	—	—	1.10s	—	—	—	1.37s	—	1.11s	6.27s	11.52s	—
PStDev Time	0.00s	—	—	0.31s	—	—	—	0.00s	—	0.05s	0.00s	3.15s	—

ccTLD Creation/Transfer	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Acceptance Time	—	—	2.67s	—	—	—	—	1.16s	—	0.59s	1.30s	—	—
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	1	0	0	0	0	1	0	1	1	0	0
Mean Time	—	—	2.67s	—	—	—	—	1.16s	—	0.59s	1.30s	—	—
Shortest Time	—	—	2.67s	—	—	—	—	1.16s	—	0.59s	1.30s	—	—
Longest Time	—	—	2.67s	—	—	—	—	1.16s	—	0.59s	1.30s	—	—
Median Time	—	—	2.67s	—	—	—	—	1.16s	—	0.59s	1.30s	—	—
PStDev Time	—	—	0.00s	—	—	—	—	0.00s	—	0.00s	0.00s	—	—

Other Changes	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Acceptance Time	0.90s	0.77s	0.66s	0.52s	0.63s	0.56s	—	0.61s	1.03s	1.79s	—	—	—
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	1	2	1	2	2	0	2	1	5	0	0	0
Mean Time	0.78s	0.77s	0.60s	0.52s	0.59s	0.55s	—	0.61s	1.03s	0.91s	—	—	—
Shortest Time	0.64s	0.77s	0.53s	0.52s	0.55s	0.54s	—	0.61s	1.03s	0.56s	—	—	—
Longest Time	0.92s	0.77s	0.66s	0.52s	0.63s	0.56s	—	0.61s	1.03s	2.07s	—	—	—
Median Time	0.78s	0.77s	0.60s	0.52s	0.59s	0.55s	—	0.61s	1.03s	0.64s	—	—	—
PStDev Time	0.14s	0.00s	0.07s	0.00s	0.04s	0.01s	—	0.00s	0.00s	0.59s	—	—	—

Manual Lodgment Time

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



Routine (Technical)	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Lodgment Time	2.11d	0.06d	0.15d	0.99d	1.35d	3.03d	—	0.03d	—	—	—	0.28d	—
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	2	6	4	2	0	4	0	0	0	1	0
Mean Time	2.11d	0.06d	0.10d	0.25d	0.55d	1.74d	—	0.02d	—	—	—	0.28d	—
Shortest Time	2.11d	0.06d	0.04d	0.00d	0.00d	0.31d	—	0.02d	—	—	—	0.28d	—
Longest Time	2.11d	0.06d	0.15d	1.29d	1.52d	3.17d	—	0.03d	—	—	—	0.28d	—
Median Time	2.11d	0.06d	0.10d	0.06d	0.34d	1.74d	—	0.02d	—	—	—	0.28d	—
PStDev Time	0.00d	0.00d	0.06d	0.47d	0.58d	1.43d	—	0.01d	—	—	—	0.00d	—

Routine (Non-Technical)	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Lodgment Time	1.85d	0.02d	0.56d	1.25d	1.59d	0.01d	1.11d	0.03d	0.87d	0.17d	0.05d	1.64d	0.26d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	4	1	1	4	4	1	8	2	7	3	2	4	3
Mean Time	0.65d	0.02d	0.56d	0.65d	0.61d	0.01d	0.43d	0.03d	0.36d	0.11d	0.04d	0.73d	0.18d
Shortest Time	0.02d	0.02d	0.56d	0.10d	0.06d	0.01d	0.04d	0.03d	0.10d	0.04d	0.04d	0.02d	0.13d
Longest Time	2.10d	0.02d	0.56d	1.30d	1.80d	0.01d	1.35d	0.03d	1.02d	0.18d	0.05d	1.82d	0.27d
Median Time	0.24d	0.02d	0.56d	0.60d	0.29d	0.01d	0.41d	0.03d	0.27d	0.09d	0.04d	0.54d	0.14d
PStDev Time	0.85d	0.00d	0.00d	0.51d	0.70d	0.00d	0.41d	0.00d	0.30d	0.06d	0.00d	0.66d	0.07d

gTLD Creation/Transfer	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Lodgment Time	0.08d	—	—	—	—	—	—	—	—	—	0.93d	0.56d	—
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	0	0	0	0	0	0	0	0	1	4	0
Mean Time	0.08d	—	—	—	—	—	—	—	—	—	0.93d	0.55d	—
Shortest Time	0.08d	—	—	—	—	—	—	—	—	—	0.93d	0.55d	—
Longest Time	0.08d	—	—	—	—	—	—	—	—	—	0.93d	0.56d	—

gTLD Creation/Transfer	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Median Time	0.08d	—	—	—	—	—	—	—	—	—	0.93d	0.55d	—
PStDev Time	0.00d	—	—	—	—	—	—	—	—	—	0.00d	0.00d	—

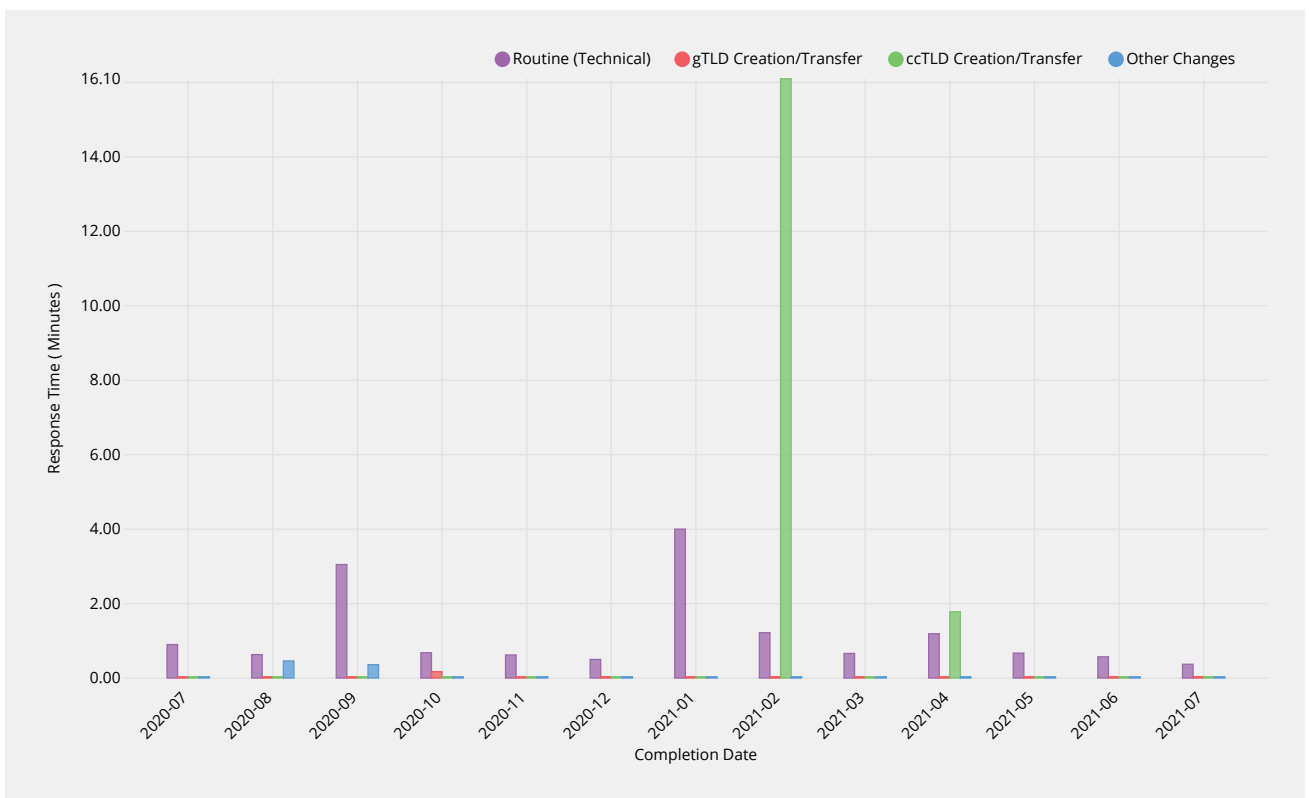
ccTLD Creation/Transfer	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Lodgment Time	—	—	1.82d	—	—	—	—	1.18d	—	—	0.33d	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	1	0	0	0	0	1	0	0	1	0	0
Mean Time	—	—	1.82d	—	—	—	—	1.18d	—	—	0.33d	—	—
Shortest Time	—	—	1.82d	—	—	—	—	1.18d	—	—	0.33d	—	—
Longest Time	—	—	1.82d	—	—	—	—	1.18d	—	—	0.33d	—	—
Median Time	—	—	1.82d	—	—	—	—	1.18d	—	—	0.33d	—	—
PStDev Time	—	—	0.00d	—	—	—	—	0.00d	—	—	0.00d	—	—

Other Changes	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Lodgment Time	0.01d	—	0.05d	0.01d	0.46d	0.41d	—	0.32d	0.62d	0.79d	—	—	—
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	1	1	1	2	0	2	1	4	0	0	0
Mean Time	0.01d	—	0.05d	0.01d	0.46d	0.34d	—	0.32d	0.62d	0.47d	—	—	—
Shortest Time	0.01d	—	0.05d	0.01d	0.46d	0.27d	—	0.31d	0.62d	0.15d	—	—	—
Longest Time	0.01d	—	0.05d	0.01d	0.46d	0.42d	—	0.32d	0.62d	0.85d	—	—	—
Median Time	0.01d	—	0.05d	0.01d	0.46d	0.34d	—	0.32d	0.62d	0.45d	—	—	—
PStDev Time	0.00d	—	0.00d	0.00d	0.00d	0.08d	—	0.00d	0.00d	0.25d	—	—	—

Technical Checks

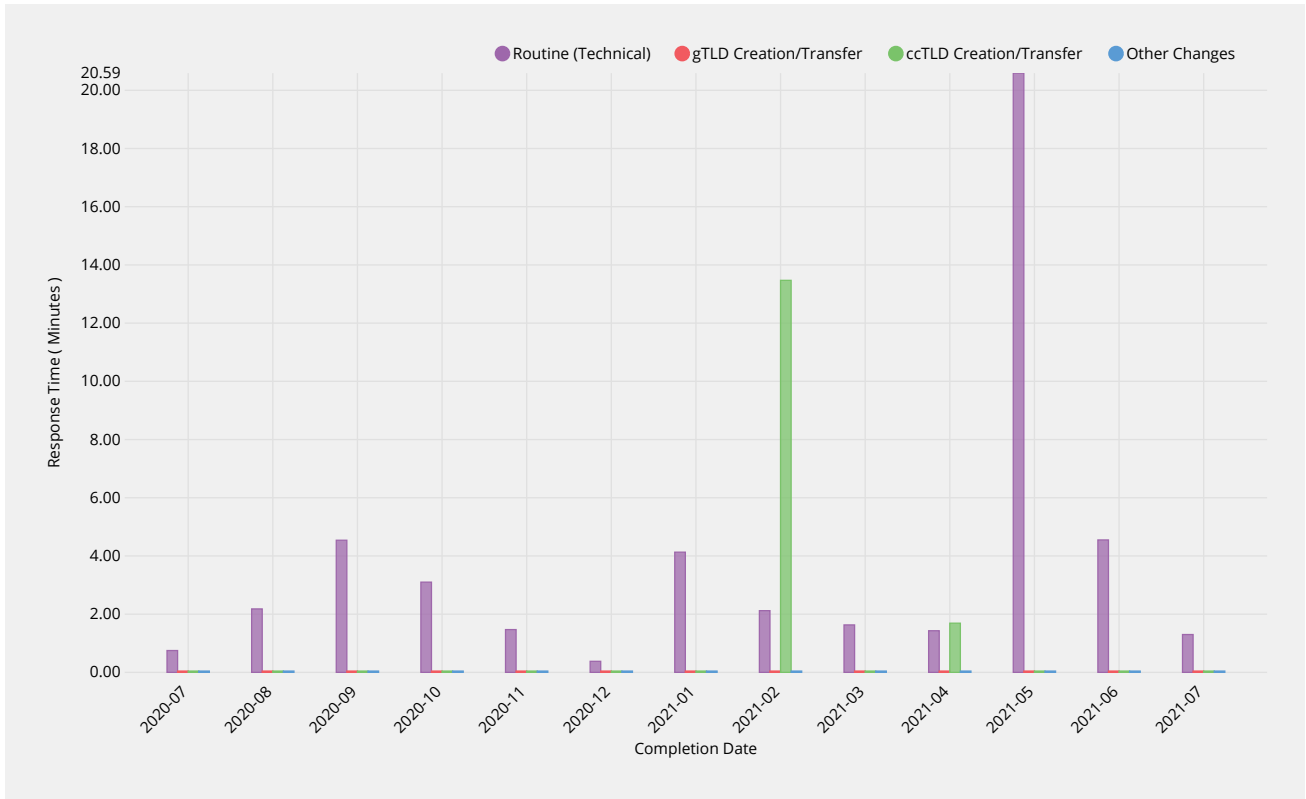
Technical Check (First)

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



Technical Check (Retest)

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



Routine (Technical)	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Response Time	0.75m	2.18m	4.54m	3.10m	1.47m	0.38m	4.13m	2.12m	1.63m	1.43m	20.59m	4.55m	1.30m
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	91	36	174	83	180	69	383	34	154	7	53	76	37
Mean Time	0.38m	0.59m	1.78m	0.64m	0.55m	0.20m	1.99m	0.62m	0.75m	0.42m	7.79m	2.58m	0.34m
Shortest Time	0.08m	0.10m	0.07m	0.05m	0.08m	0.07m	0.05m	0.08m	0.08m	0.09m	0.09m	0.06m	0.08m
Longest Time	2.72m	3.04m	4.76m	5.82m	2.78m	2.17m	11.11m	3.27m	4.38m	1.92m	20.82m	4.82m	1.39m
Median Time	0.32m	0.41m	2.55m	0.34m	0.20m	0.12m	2.29m	0.21m	0.39m	0.18m	3.36m	4.35m	0.17m
PStDev Time	0.35m	0.65m	1.53m	0.99m	0.60m	0.35m	1.60m	0.72m	0.68m	0.62m	8.78m	2.09m	0.41m

gTLD Creation/Transfer	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Response Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

ccTLD Creation/Transfer	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Response Time	—	—	—	—	—	—	—	13.47m	—	1.69m	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0	0	27	0	55	0	0	0
Mean Time	—	—	—	—	—	—	—	2.03m	—	1.61m	—	—	—
Shortest Time	—	—	—	—	—	—	—	0.30m	—	1.57m	—	—	—

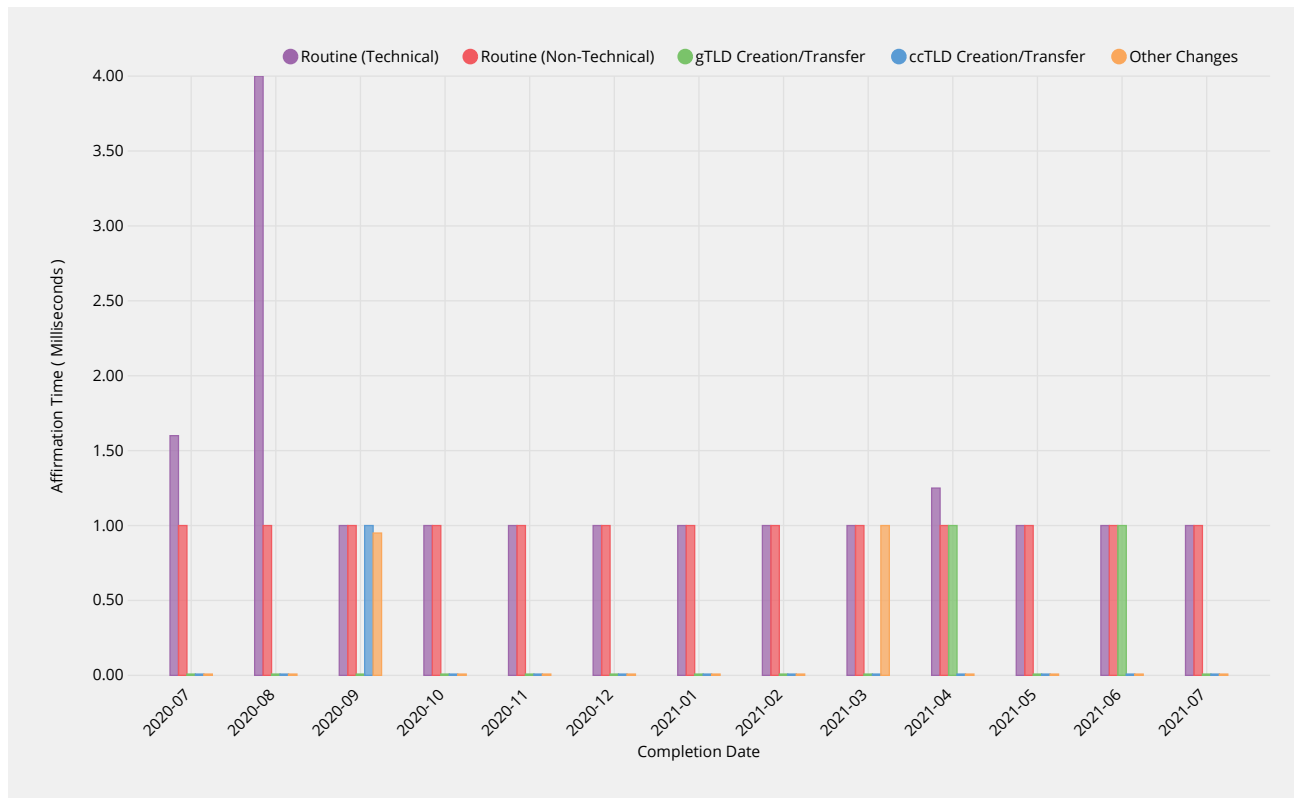
gTLD Creation/Transfer	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	0	0	4	0	0	0	1	0	5	1	46	0
Mean Time	1.00ms	—	—	2.00ms	—	—	—	3.00ms	—	1.80ms	2.00ms	1.93ms	—
Shortest Time	1.00ms	—	—	2.00ms	—	—	—	3.00ms	—	1.00ms	2.00ms	1.00ms	—
Longest Time	1.00ms	—	—	2.00ms	—	—	—	3.00ms	—	2.00ms	2.00ms	3.00ms	—
Median Time	1.00ms	—	—	2.00ms	—	—	—	3.00ms	—	2.00ms	2.00ms	2.00ms	—
PStDev Time	0.00ms	—	—	0.00ms	—	—	—	0.00ms	—	0.40ms	0.00ms	0.48ms	—

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

Other Changes	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Dispatch Time	—	3.00ms	1.00ms	—	—	—	—	—	—	2.00ms	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	1	1	0	0	0	0	0	0	1	0	0	0
Mean Time	—	3.00ms	1.00ms	—	—	—	—	—	—	2.00ms	—	—	—
Shortest Time	—	3.00ms	1.00ms	—	—	—	—	—	—	2.00ms	—	—	—
Longest Time	—	3.00ms	1.00ms	—	—	—	—	—	—	2.00ms	—	—	—
Median Time	—	3.00ms	1.00ms	—	—	—	—	—	—	2.00ms	—	—	—
PStDev Time	—	0.00ms	0.00ms	—	—	—	—	—	—	0.00ms	—	—	—

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Affirmation Time	1.60ms	4.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.25ms	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	49	30	64	143	135	53	49	47	60	20	42	35	268
Mean Time	0.29ms	1.03ms	0.28ms	0.19ms	0.21ms	0.26ms	0.29ms	0.43ms	0.27ms	0.65ms	0.33ms	0.09ms	0.18ms
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	2.00ms	9.00ms	2.00ms	2.00ms	1.00ms	2.00ms	1.00ms	7.00ms	6.00ms	6.00ms	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	0.57ms	1.91ms	0.48ms	0.41ms	0.41ms	0.52ms	0.45ms	1.07ms	0.83ms	1.31ms	0.52ms	0.28ms	0.38ms

Routine (Non-Technical)	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	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	13	14	19	202	60	24	43	31	47	13	218	216	22
Mean Time	0.31ms	0.36ms	0.26ms	0.23ms	0.23ms	0.29ms	0.21ms	0.13ms	0.34ms	0.31ms	0.13ms	0.15ms	0.14ms
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	5.00ms	1.00ms	2.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	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	0.46ms	0.48ms	0.44ms	0.53ms	0.42ms	0.54ms	0.41ms	0.34ms	0.47ms	0.46ms	0.33ms	0.36ms	0.34ms

gTLD Creation/Transfer	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Affirmation Time	0.00ms	—	—	0.00ms	—	—	—	0.00ms	—	1.00ms	0.00ms	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	1	0	0	3	0	0	0	1	0	5	1	46	0
Mean Time	0.00ms	—	—	0.00ms	—	—	—	0.00ms	—	0.40ms	0.00ms	0.13ms	—
Shortest Time	0.00ms	—	—	0.00ms	—	—	—	0.00ms	—	0.00ms	0.00ms	0.00ms	—

gTLD Creation/Transfer	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Longest Time	0.00ms	—	—	0.00ms	—	—	—	0.00ms	—	1.00ms	0.00ms	1.00ms	—
Median Time	0.00ms	—	—	0.00ms	—	—	—	0.00ms	—	0.00ms	0.00ms	0.00ms	—
PStDev Time	0.00ms	—	—	0.00ms	—	—	—	0.00ms	—	0.49ms	0.00ms	0.34ms	—

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

Other Changes	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Affirmation Time	0.00ms	0.00ms	0.95ms	0.00ms	0.00ms	0.00ms	—	0.00ms	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	2	1	2	1	2	2	0	2	1	5	0	0	0
Mean Time	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—	—	—
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—	—	—
Longest Time	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—	—	—
Median Time	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—	—	—
PStDev Time	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms	—	0.00ms	0.00ms	0.00ms	—	—	—

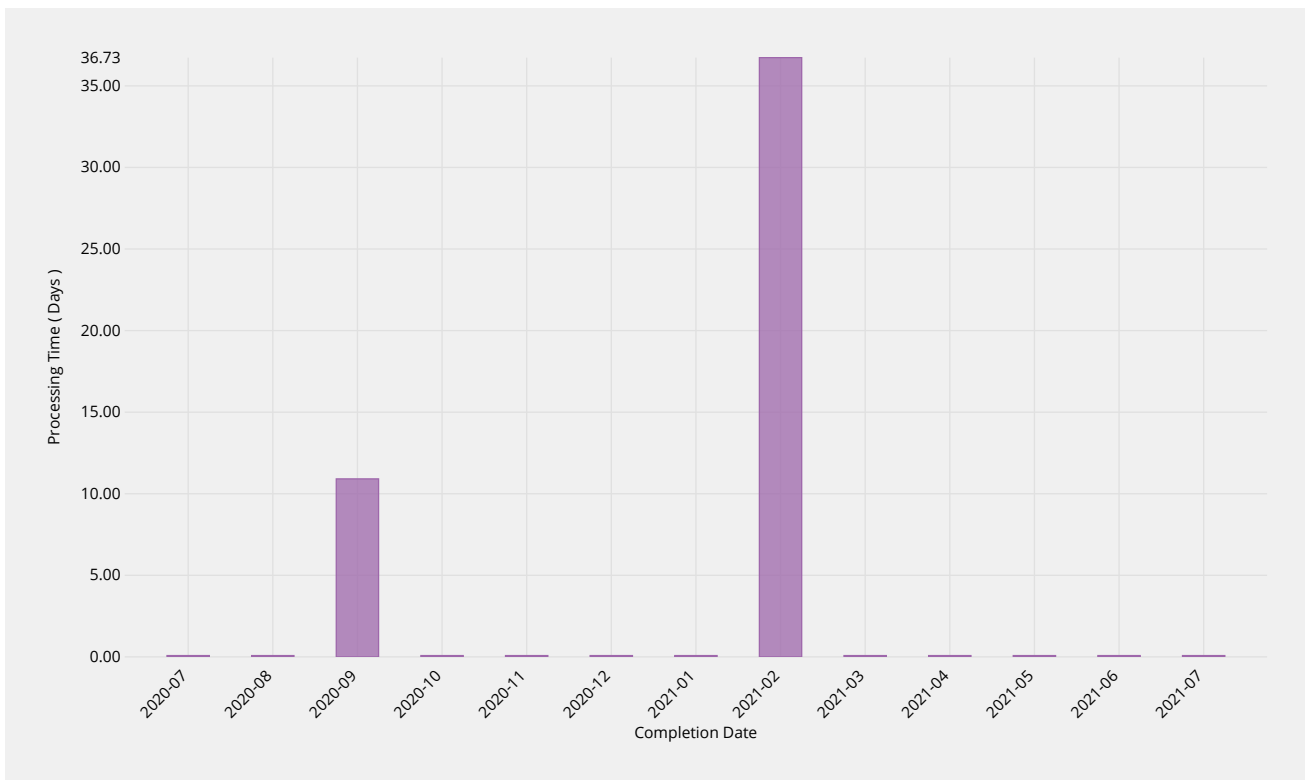
gTLD Creation/Transfer	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Request Count	1	0	0	3	0	0	0	1	0	5	1	46	0
Mean Time	0.81d	—	—	1.64d	—	—	—	0.04d	—	2.01d	0.06d	0.01d	—
Shortest Time	0.81d	—	—	0.19d	—	—	—	0.04d	—	2.01d	0.06d	0.00d	—
Longest Time	0.81d	—	—	2.95d	—	—	—	0.04d	—	2.01d	0.06d	0.12d	—
Median Time	0.81d	—	—	1.80d	—	—	—	0.04d	—	2.01d	0.06d	0.00d	—
PStDev Time	0.00d	—	—	1.13d	—	—	—	0.00d	—	0.00d	0.00d	0.03d	—

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

Other Changes	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Processing Time	0.06d	0.57d	2.85d	0.08d	0.08d	0.65d	—	0.12d	0.16d	0.64d	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	2	1	2	1	2	2	0	2	1	5	0	0	0
Mean Time	0.05d	0.57d	2.14d	0.08d	0.06d	0.37d	—	0.12d	0.16d	0.18d	—	—	—
Shortest Time	0.05d	0.57d	1.44d	0.08d	0.04d	0.08d	—	0.11d	0.16d	0.03d	—	—	—
Longest Time	0.06d	0.57d	2.85d	0.08d	0.08d	0.65d	—	0.12d	0.16d	0.64d	—	—	—
Median Time	0.05d	0.57d	2.14d	0.08d	0.06d	0.37d	—	0.12d	0.16d	0.07d	—	—	—
PStDev Time	0.00d	0.00d	0.70d	0.00d	0.02d	0.28d	—	0.00d	0.00d	0.23d	—	—	—

Third Party Approval

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

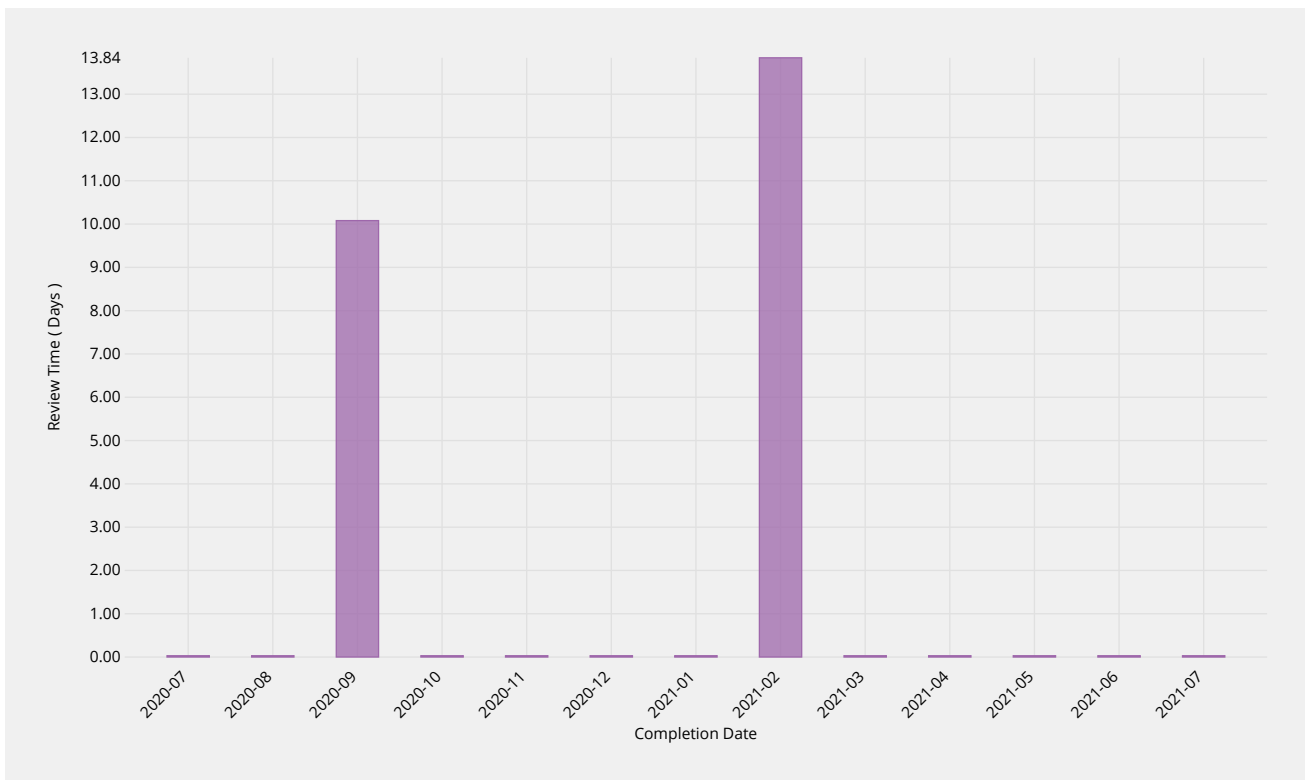


ccTLD Creation/Transfer	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Processing Time	—	—	10.91d	—	—	—	—	36.73d	—	—	—	—	—
Request Count	0	0	1	0	0	0	0	1	0	0	0	0	0
Mean Time	—	—	10.91d	—	—	—	—	36.73d	—	—	—	—	—
Shortest Time	—	—	10.91d	—	—	—	—	36.73d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

ccTLD Creation/Transfer

Submission Review

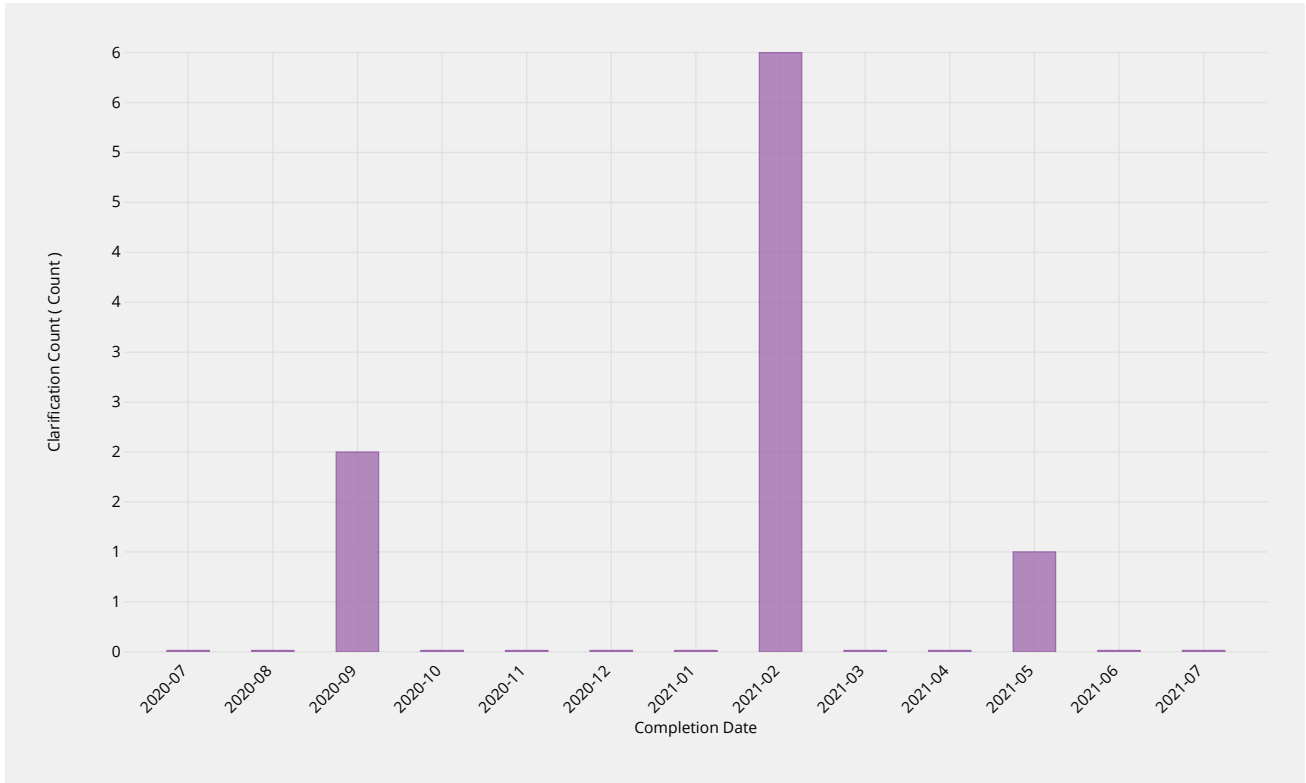
Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.



Staff Review	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Review Time	—	—	10.08d	—	—	—	—	13.84d	—	—	—	—	—
Monthly Threshold	14d	14d	14d	14d	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%	100.0%	100.0%	100.0%	100.0%
Review Count	0	0	2	0	0	0	0	7	0	0	0	0	0
Mean Time	—	—	5.04d	—	—	—	—	7.56d	—	—	—	—	—
Shortest Time	—	—	0.00d	—	—	—	—	0.00d	—	—	—	—	—
Longest Time	—	—	10.08d	—	—	—	—	13.84d	—	—	—	—	—
Median Time	—	—	5.04d	—	—	—	—	11.34d	—	—	—	—	—
PStDev Time	—	—	5.04d	—	—	—	—	6.04d	—	—	—	—	—

Requester Clarification

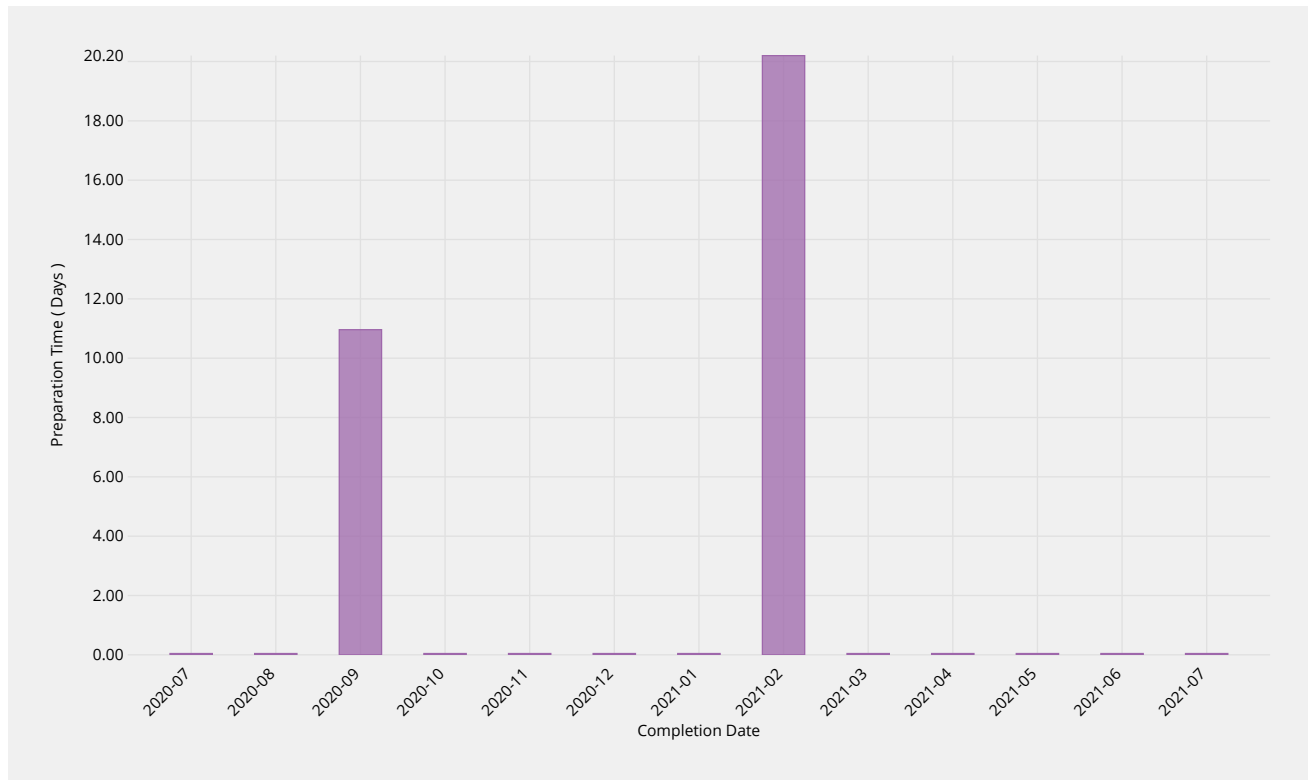
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Clarification Count	—	—	2	—	—	—	—	6	—	0	1	—	—
Request Count	0	0	1	0	0	0	0	1	0	1	1	0	0
Lowest Count	—	—	2	—	—	—	—	6	—	0	1	—	—
Highest Count	—	—	2	—	—	—	—	6	—	0	1	—	—

Report Preparation

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



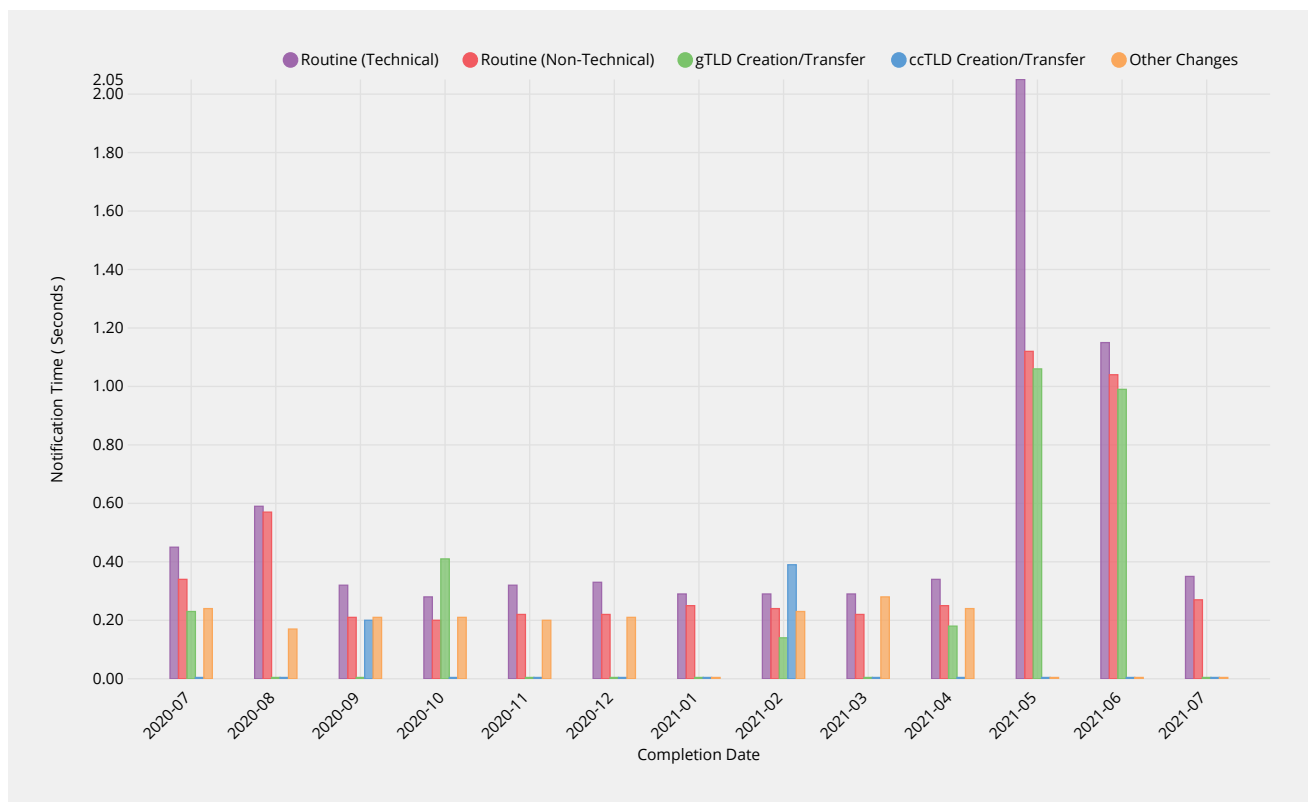
Report Preparation	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Preparation Time	—	—	10.96d	—	—	—	—	20.20d	—	—	—	—	—
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Report Count	0	0	1	0	0	0	0	1	0	0	0	0	0
Mean Time	—	—	10.96d	—	—	—	—	20.20d	—	—	—	—	—
Shortest Time	—	—	10.96d	—	—	—	—	20.20d	—	—	—	—	—
Longest Time	—	—	10.96d	—	—	—	—	20.20d	—	—	—	—	—
Median Time	—	—	10.96d	—	—	—	—	20.20d	—	—	—	—	—
PStDev Time	—	—	0.00d	—	—	—	—	0.00d	—	—	—	—	—

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

Other Changes	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Publication Time	6.22h	2.25h	5.50h	2.08h	2.45h	17.00h	—	20.54h	25.31h	3.41h	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	2	1	2	1	2	2	0	2	1	4	0	0	0
Mean Time	5.34h	2.25h	5.26h	2.08h	2.18h	11.62h	—	20.54h	25.31h	3.28h	—	—	—
Shortest Time	4.45h	2.25h	5.03h	2.08h	1.91h	6.24h	—	20.53h	25.31h	3.20h	—	—	—
Longest Time	6.22h	2.25h	5.50h	2.08h	2.45h	17.00h	—	20.54h	25.31h	3.41h	—	—	—
Median Time	5.34h	2.25h	5.26h	2.08h	2.18h	11.62h	—	20.54h	25.31h	3.25h	—	—	—
PStDev Time	0.88h	0.00h	0.24h	0.00h	0.27h	5.38h	—	0.00h	0.00h	0.09h	—	—	—

Notification of Completion

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



Routine (Technical)	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Notification Time	0.45s	0.59s	0.32s	0.28s	0.32s	0.33s	0.29s	0.29s	0.29s	0.34s	2.05s	1.15s	0.35s
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	49	30	63	141	134	53	49	47	60	20	42	34	268
Mean Time	0.23s	0.26s	0.19s	0.18s	0.18s	0.19s	0.21s	0.17s	0.19s	0.23s	1.07s	0.35s	0.19s
Shortest Time	0.14s	0.12s	0.13s	0.12s	0.12s	0.12s	0.13s	0.12s	0.13s	0.15s	0.16s	0.14s	0.13s
Longest Time	0.53s	0.64s	0.36s	0.45s	0.43s	0.40s	1.29s	0.32s	0.35s	0.37s	2.11s	2.00s	0.49s
Median Time	0.18s	0.22s	0.16s	0.17s	0.16s	0.16s	0.19s	0.17s	0.17s	0.21s	1.04s	0.20s	0.17s
PStDev Time	0.10s	0.13s	0.06s	0.06s	0.06s	0.06s	0.16s	0.05s	0.05s	0.06s	0.61s	0.41s	0.07s

Routine (Non-Technical)	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Notification Time	0.34s	0.57s	0.21s	0.20s	0.22s	0.22s	0.25s	0.24s	0.22s	0.25s	1.12s	1.04s	0.27s
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	13	14	19	202	59	24	37	30	46	12	216	216	22
Mean Time	0.26s	0.26s	0.16s	0.15s	0.17s	0.18s	0.35s	0.19s	0.18s	0.20s	0.93s	0.40s	0.19s
Shortest Time	0.17s	0.13s	0.14s	0.12s	0.13s	0.14s	0.14s	0.13s	0.13s	0.16s	0.19s	0.12s	0.14s
Longest Time	0.36s	0.59s	0.22s	0.26s	0.24s	0.23s	6.27s	0.24s	0.35s	0.28s	1.70s	8.28s	0.34s
Median Time	0.27s	0.18s	0.15s	0.15s	0.17s	0.17s	0.19s	0.18s	0.18s	0.19s	0.93s	0.15s	0.17s
PStDev Time	0.05s	0.17s	0.02s	0.02s	0.03s	0.03s	0.99s	0.03s	0.04s	0.03s	0.15s	0.66s	0.05s

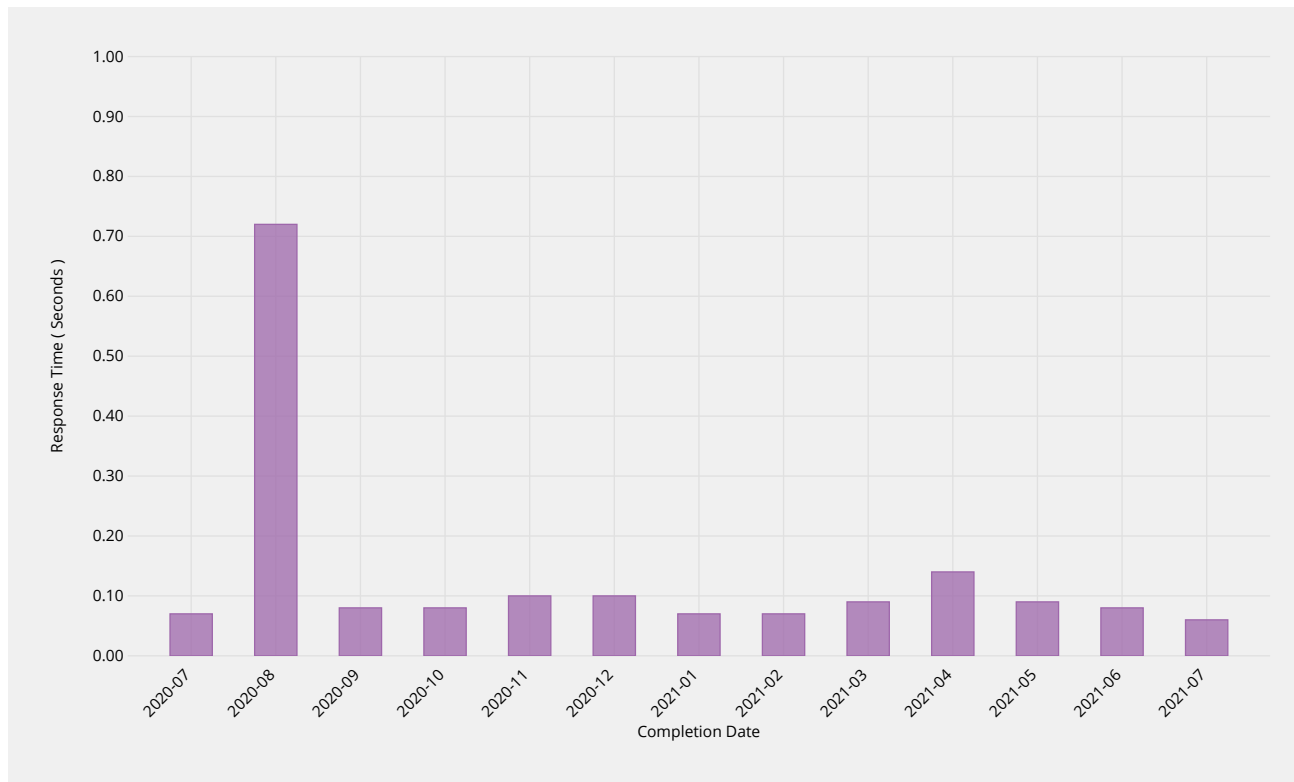
gTLD Creation/Transfer	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Notification Time	0.23s	—	—	0.41s	—	—	—	0.14s	—	0.18s	1.06s	0.99s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	0	0	3	0	0	0	1	0	5	1	46	0
Mean Time	0.23s	—	—	0.29s	—	—	—	0.14s	—	0.16s	1.06s	0.83s	—
Shortest Time	0.23s	—	—	0.18s	—	—	—	0.14s	—	0.12s	1.06s	0.14s	—
Longest Time	0.23s	—	—	0.42s	—	—	—	0.14s	—	0.18s	1.06s	1.07s	—
Median Time	0.23s	—	—	0.26s	—	—	—	0.14s	—	0.16s	1.06s	0.92s	—
PStDev Time	0.00s	—	—	0.10s	—	—	—	0.00s	—	0.02s	0.00s	0.26s	—

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

Other Changes	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Notification Time	0.24s	0.17s	0.21s	0.21s	0.20s	0.21s	—	0.23s	0.28s	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	2	1	2	1	2	2	0	2	1	5	0	0	0
Mean Time	0.21s	0.17s	0.19s	0.21s	0.18s	0.19s	—	0.21s	0.28s	0.19s	—	—	—
Shortest Time	0.18s	0.17s	0.17s	0.21s	0.15s	0.17s	—	0.18s	0.28s	0.14s	—	—	—
Longest Time	0.24s	0.17s	0.21s	0.21s	0.20s	0.21s	—	0.23s	0.28s	0.24s	—	—	—
Median Time	0.21s	0.17s	0.19s	0.21s	0.18s	0.19s	—	0.21s	0.28s	0.19s	—	—	—
PStDev Time	0.03s	0.00s	0.02s	0.00s	0.03s	0.02s	—	0.02s	0.00s	0.04s	—	—	—

Credential Recovery

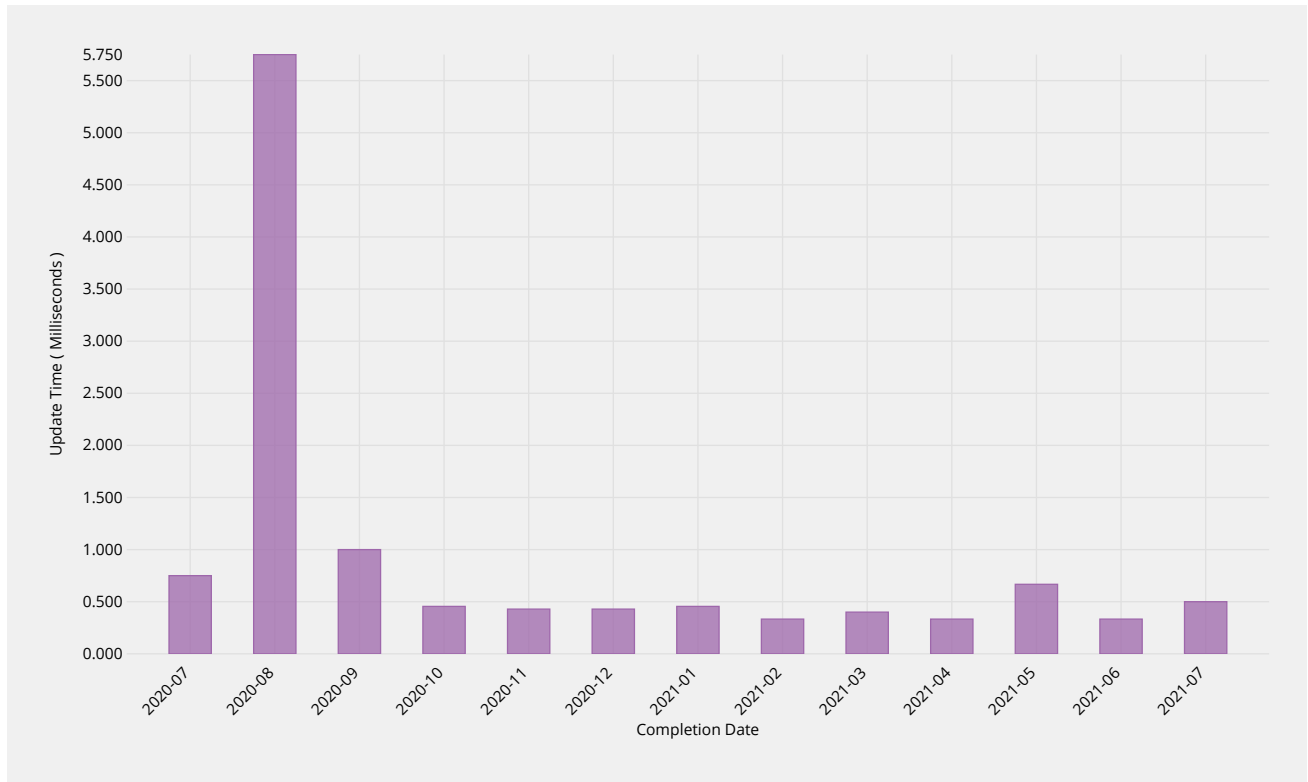
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Response Time	0.07s	0.72s	0.08s	0.08s	0.10s	0.10s	0.07s	0.07s	0.09s	0.14s	0.09s	0.08s	0.06s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	8	5	3	12	7	8	11	5	6	7	5	11	2
Mean Time	0.05s	0.31s	0.08s	0.05s	0.07s	0.06s	0.06s	0.06s	0.06s	0.08s	0.06s	0.05s	0.04s
Shortest Time	0.04s	0.07s	0.08s	0.01s	0.01s	0.05s	0.06s	0.05s	0.05s	0.05s	0.05s	0.01s	0.01s
Longest Time	0.08s	0.82s	0.08s	0.08s	0.10s	0.12s	0.07s	0.07s	0.09s	0.16s	0.10s	0.08s	0.06s
Median Time	0.04s	0.25s	0.08s	0.05s	0.06s	0.06s	0.07s	0.06s	0.06s	0.07s	0.06s	0.05s	0.04s
PStDev Time	0.01s	0.28s	0.00s	0.02s	0.03s	0.02s	0.01s	0.01s	0.01s	0.04s	0.02s	0.02s	0.02s

Credential Change

Time to implement new password within the system.

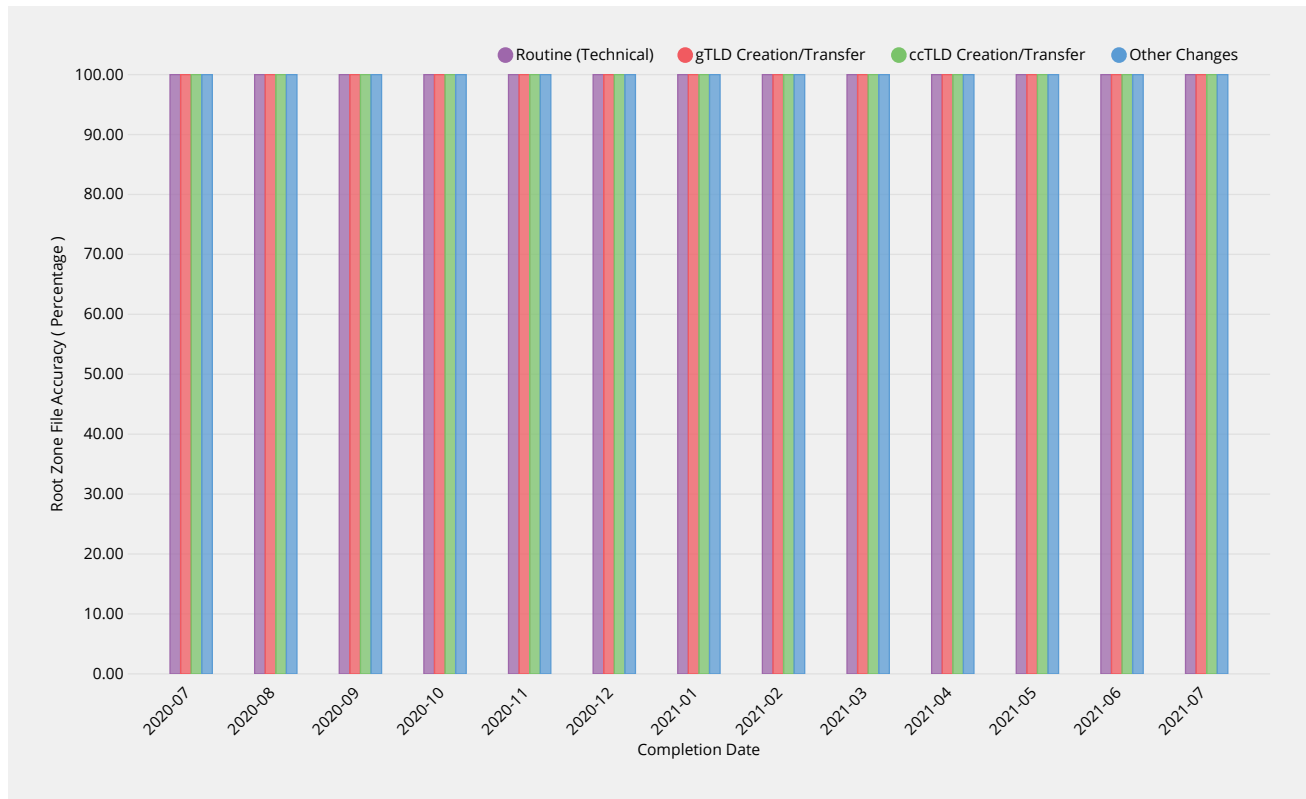


Credential Change	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Update Time	1.650ms	9.400ms	1.000ms	1.000ms	1.000ms	1.000ms	1.500ms	0.900ms	1.000ms	1.000ms	1.000ms	1.000ms	0.950ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	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	8	4	3	11	7	7	11	3	5	6	3	9	2
Mean Time	0.750ms	5.750ms	1.000ms	0.455ms	0.429ms	0.429ms	0.455ms	0.333ms	0.400ms	0.333ms	0.667ms	0.333ms	0.500ms
Shortest Time	0.000ms	1.000ms	1.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms
Longest Time	2.000ms	10.000ms	1.000ms	1.000ms	1.000ms	1.000ms	2.000ms	1.000ms	1.000ms	1.000ms	1.000ms	1.000ms	1.000ms
Median Time	1.000ms	6.000ms	1.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	1.000ms	0.000ms	0.500ms
PStDev Time	0.661ms	3.192ms	0.000ms	0.498ms	0.495ms	0.495ms	0.656ms	0.471ms	0.490ms	0.471ms	0.471ms	0.471ms	0.500ms

Accuracy

Root Zone File

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



Routine (Technical)	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
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	49	30	63	141	134	53	49	47	60	20	42	34	268

gTLD Creation/Transfer	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
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	0	0	3	0	0	0	1	0	5	1	46	0

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

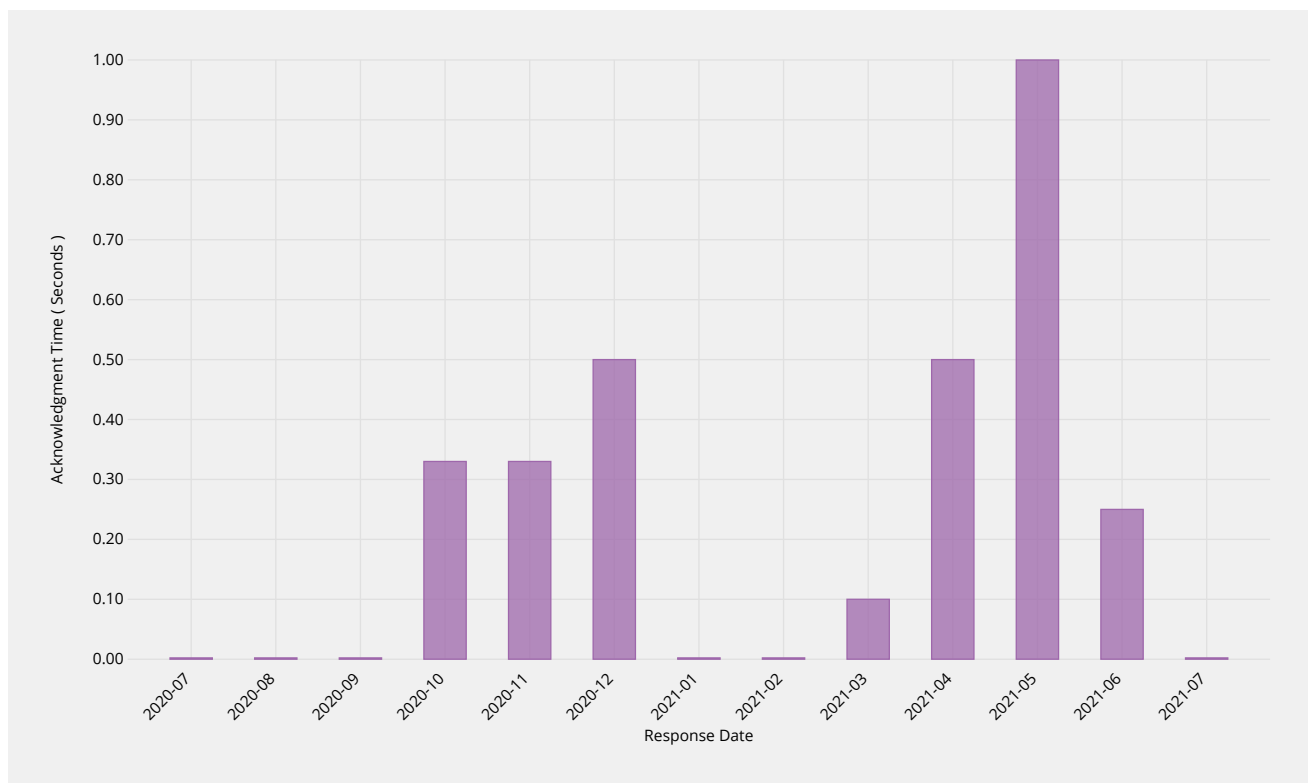
Other Changes	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%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

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

Enquiry Processing

Time to acknowledge

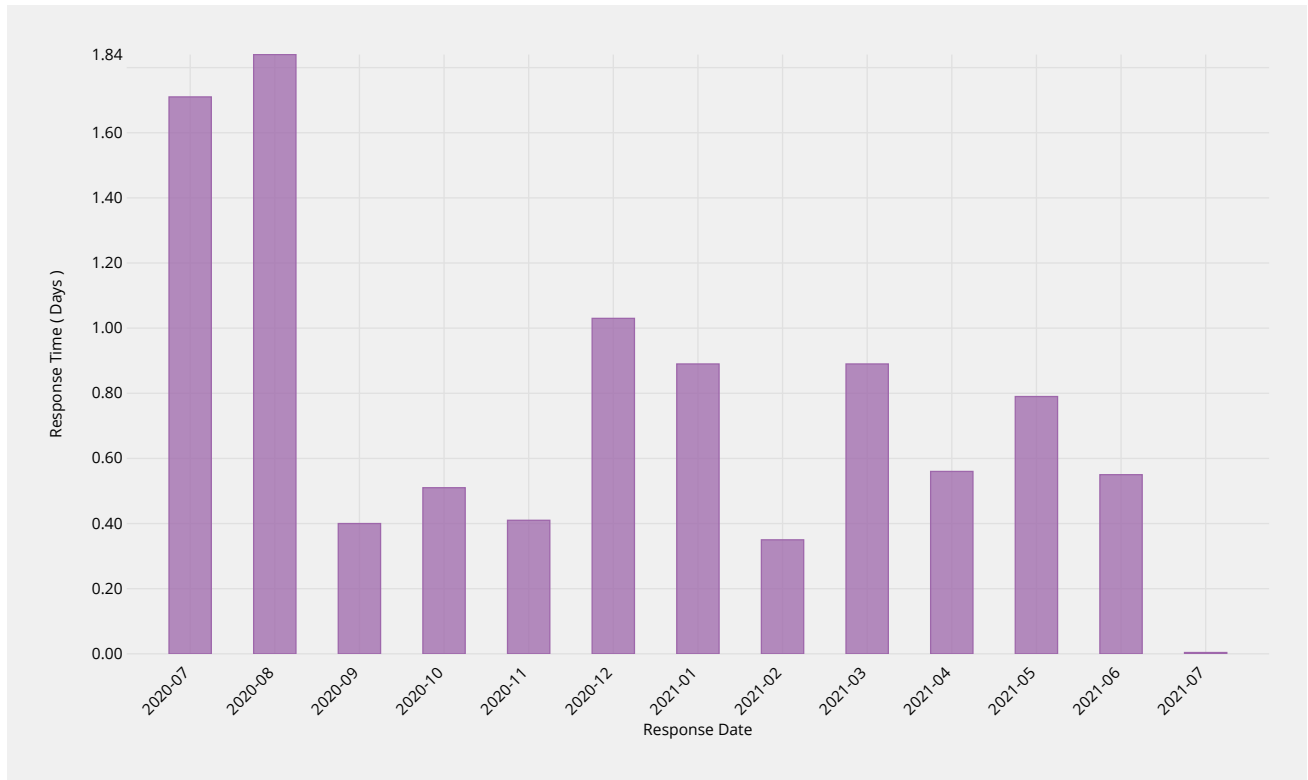
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Acknowledgment Time	0.00s	0.00s	0.00s	1.00s	1.00s	0.95s	0.00s	0.00s	0.55s	0.95s	2.30s	0.85s	—
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	6	2	8	6	6	2	5	5	10	2	8	4	0
Mean Time	0.00s	0.00s	0.00s	0.33s	0.33s	0.50s	0.00s	0.00s	0.10s	0.50s	1.00s	0.25s	—
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	0.00s	0.00s	0.00s	1.00s	1.00s	1.00s	0.00s	0.00s	1.00s	1.00s	3.00s	1.00s	—
Median Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.50s	0.00s	0.00s	0.00s	0.50s	1.00s	0.00s	—
PStDev Time	0.00s	0.00s	0.00s	0.47s	0.47s	0.50s	0.00s	0.00s	0.30s	0.50s	0.87s	0.43s	—

Time to initial response

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

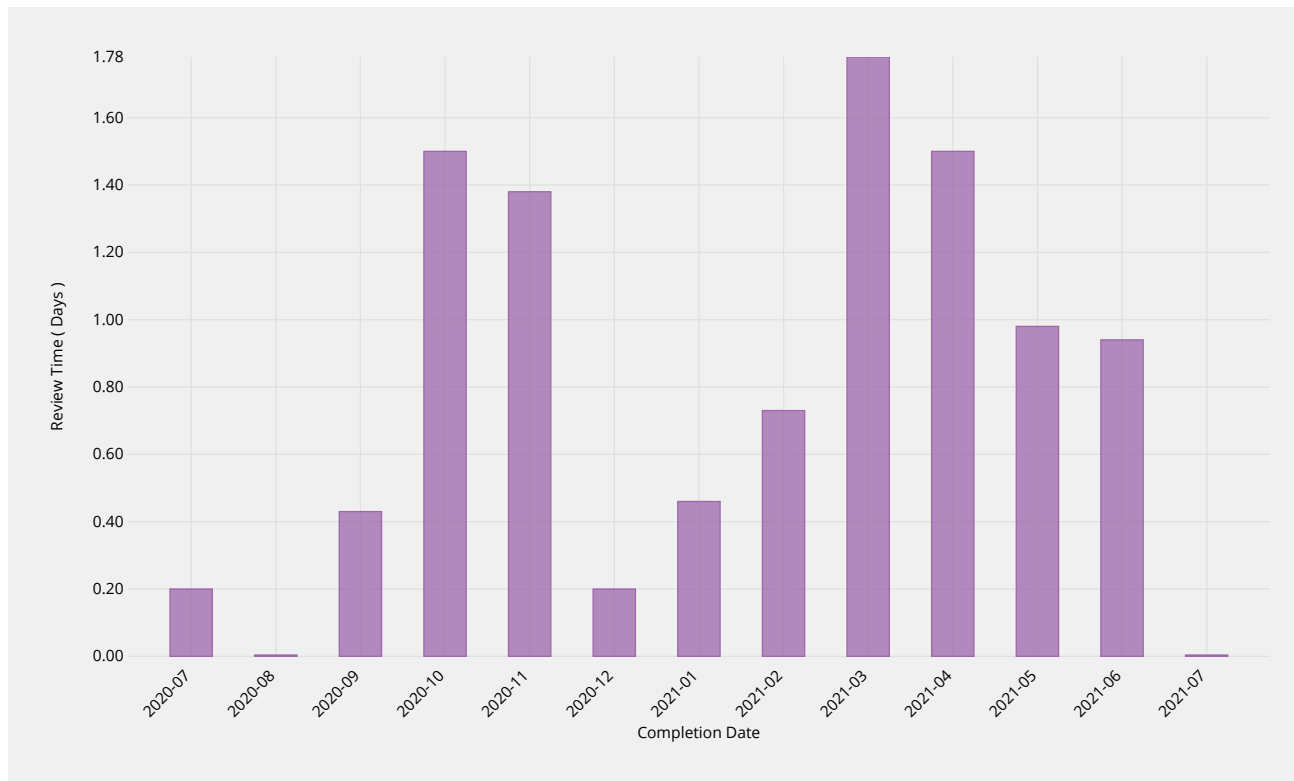


Manual Enquiries	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Response Time	3.31d	3.48d	1.05d	1.32d	0.83d	1.03d	2.01d	0.47d	2.00d	0.62d	1.46d	0.80d	—
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	5	3	7	6	5	1	6	5	10	2	8	4	0
Mean Time	1.71d	1.84d	0.40d	0.51d	0.41d	1.03d	0.89d	0.35d	0.89d	0.56d	0.79d	0.55d	—
Shortest Time	0.00d	0.47d	0.01d	0.01d	0.04d	1.03d	0.01d	0.24d	0.02d	0.49d	0.18d	0.26d	—
Longest Time	4.10d	4.12d	1.05d	1.99d	0.96d	1.03d	3.27d	0.52d	3.57d	0.64d	1.52d	0.88d	—
Median Time	1.98d	0.94d	0.19d	0.18d	0.27d	1.03d	0.63d	0.35d	0.59d	0.56d	0.58d	0.53d	—
PStDev Time	1.47d	1.62d	0.42d	0.70d	0.34d	0.00d	1.10d	0.10d	1.03d	0.07d	0.47d	0.23d	—

Label Generation Rulesets

Review Time

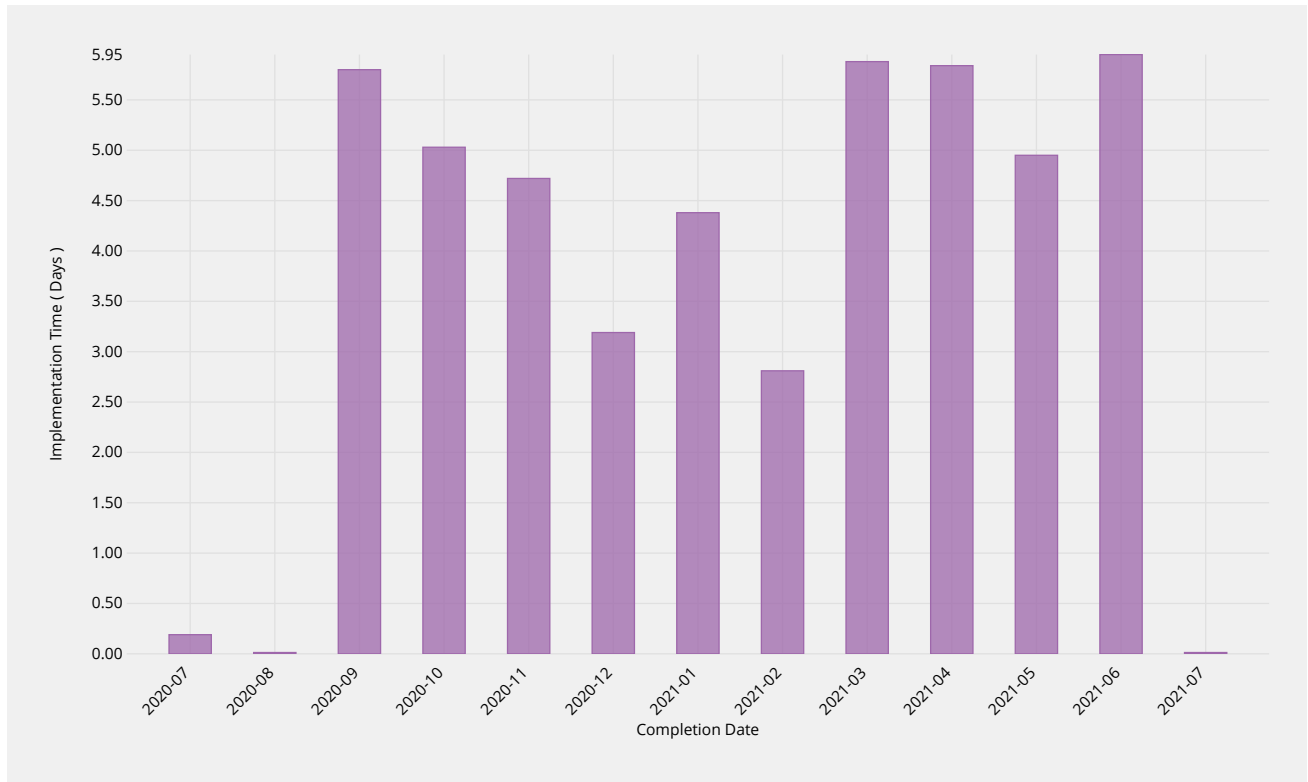
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Review Time	0.20d	—	0.43d	1.50d	1.38d	0.20d	0.46d	0.73d	1.78d	1.50d	0.98d	0.94d	—
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	2	0	6	2	3	1	1	3	9	11	18	9	0
Shortest Time	0.12d	—	0.01d	0.42d	0.23d	0.20d	0.46d	0.29d	0.22d	0.17d	0.17d	0.08d	—
Longest Time	0.21d	—	0.76d	1.62d	1.58d	0.20d	0.46d	0.77d	1.81d	1.66d	4.40d	1.10d	—
Median Time	0.17d	—	0.08d	1.02d	0.59d	0.20d	0.46d	0.58d	1.01d	0.54d	0.94d	0.67d	—
PStDev Time	0.05d	—	0.26d	0.60d	0.57d	0.00d	0.00d	0.20d	0.56d	0.50d	0.86d	0.35d	—

Implementation Time

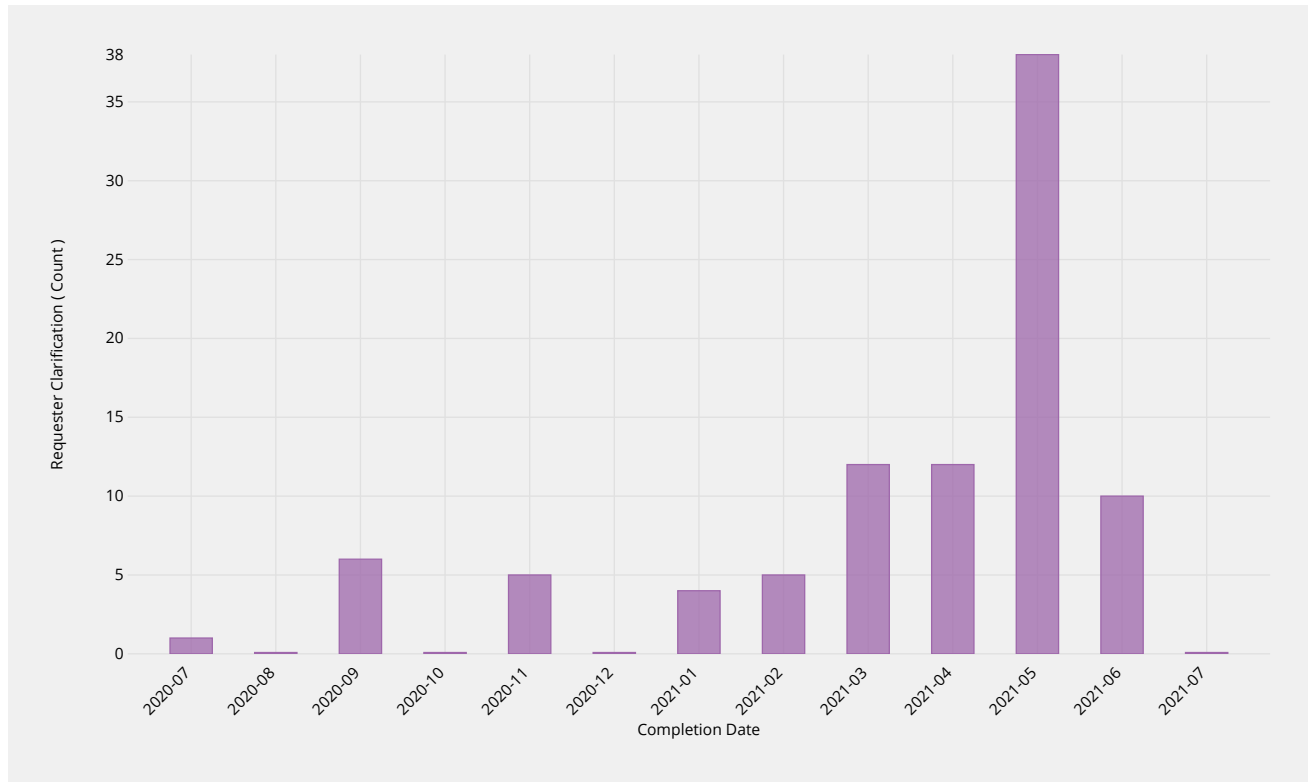
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Implementation Time	0.19d	—	5.80d	5.03d	4.72d	3.19d	4.38d	2.81d	5.88d	5.84d	4.95d	5.95d	—
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	1	0	6	2	3	1	2	3	10	10	18	9	0
Shortest Time	0.19d	—	1.24d	0.87d	3.51d	3.19d	1.02d	0.03d	1.32d	1.07d	0.88d	2.91d	—
Longest Time	0.19d	—	5.80d	5.49d	4.91d	3.19d	4.75d	3.09d	6.15d	6.00d	5.94d	6.36d	—
Median Time	0.19d	—	2.38d	3.18d	3.96d	3.19d	2.88d	1.67d	2.93d	2.41d	2.51d	5.29d	—
PStDev Time	0.00d	—	1.97d	2.31d	0.58d	0.00d	1.87d	1.25d	1.57d	1.73d	1.24d	1.02d	—

Requester Clarification

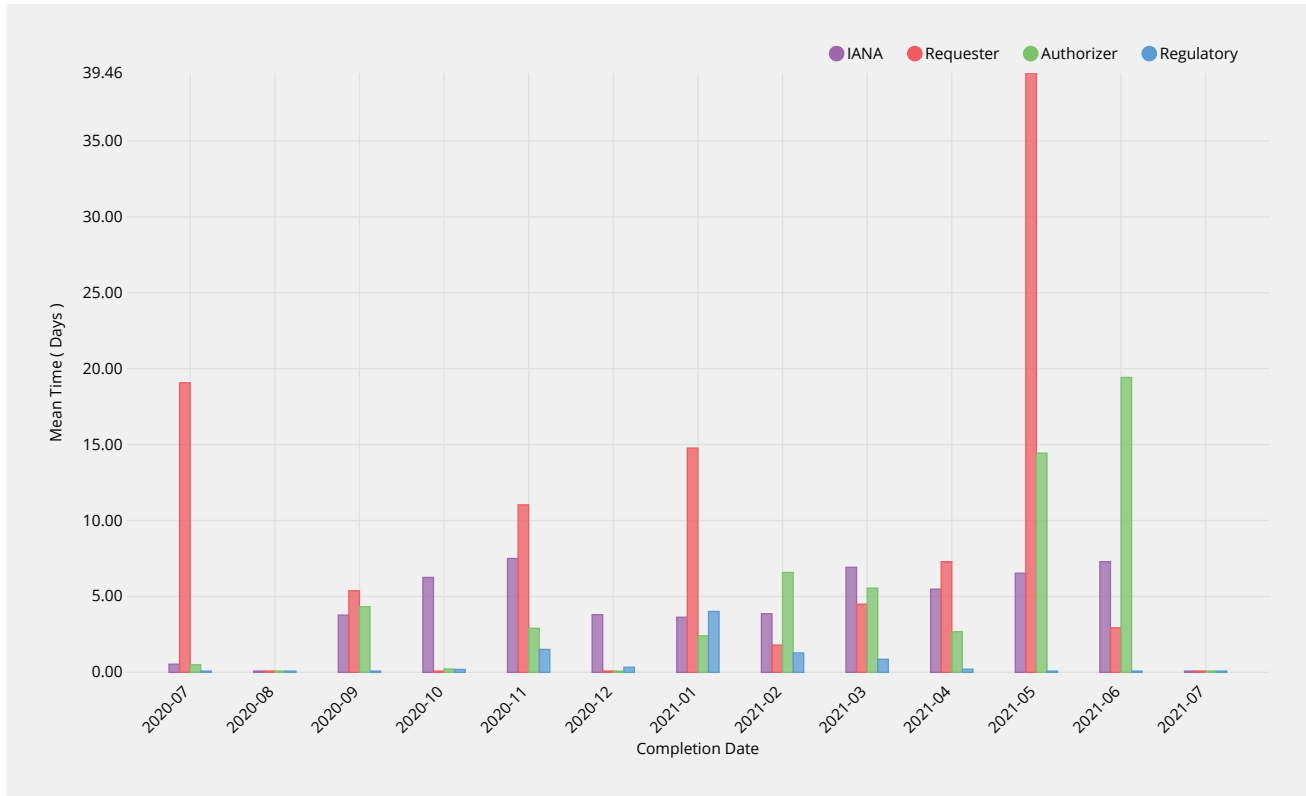
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Count	1	—	6	0	5	0	4	5	12	12	38	10	—
Request Count	2	0	6	2	3	1	2	3	10	11	19	9	0
Shortest Clarification	0	—	0	0	0	0	1	1	0	0	1	0	—
Longest Clarification	1	—	2	0	5	0	3	3	2	5	3	3	—

Time per Actor

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



IANA	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Mean Time	0.54d	—	3.77d	6.25d	7.50d	3.80d	3.63d	3.86d	6.92d	5.48d	6.53d	7.29d	—
Review Count	2	0	6	2	3	1	2	3	10	11	18	9	0
Shortest Time	0.24d	—	1.60d	5.74d	4.22d	3.80d	0.65d	2.35d	2.18d	2.32d	1.94d	3.42d	—
Longest Time	0.83d	—	6.16d	6.75d	9.65d	3.80d	6.61d	6.16d	10.10d	8.09d	7.48d	10.48d	—
Median Time	0.54d	—	3.54d	6.25d	8.65d	3.80d	3.63d	3.07d	7.75d	5.33d	7.02d	7.32d	—
PStDev Time	0.30d	—	1.89d	0.50d	2.36d	0.00d	2.98d	1.65d	2.49d	2.09d	1.25d	2.04d	—

Requester	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Mean Time	19.07d	—	5.37d	—	11.03d	—	14.77d	1.80d	4.49d	7.29d	39.46d	2.93d	—
Review Count	1	0	4	0	1	0	2	3	8	8	19	7	0
Shortest Time	19.07d	—	0.97d	—	11.03d	—	0.01d	0.14d	0.02d	0.02d	0.20d	0.20d	—
Longest Time	19.07d	—	9.77d	—	11.03d	—	29.54d	4.83d	17.25d	30.04d	53.08d	9.55d	—
Median Time	19.07d	—	5.37d	—	11.03d	—	14.77d	0.42d	3.30d	5.44d	47.19d	0.94d	—
PStDev Time	0.00d	—	4.40d	—	0.00d	—	14.77d	2.15d	5.50d	9.33d	17.22d	3.86d	—

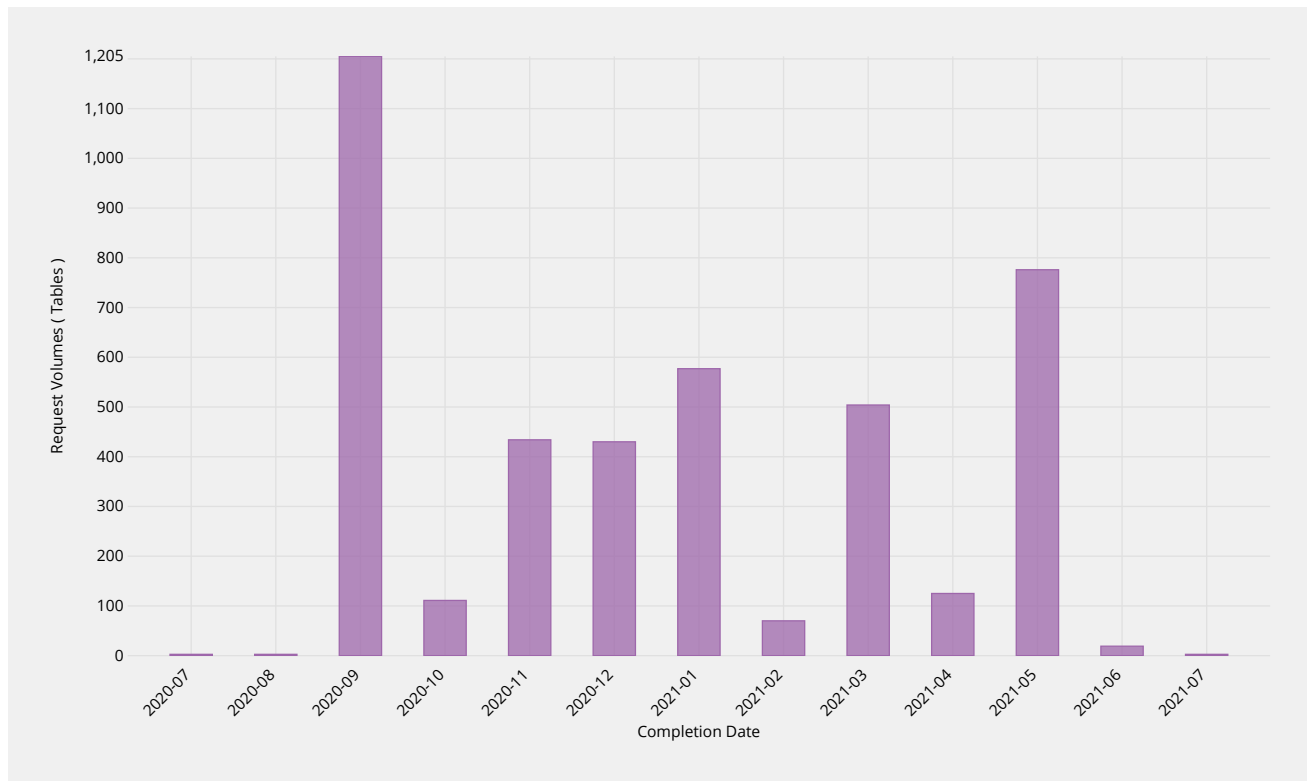
Authorizer	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Mean Time	0.50d	—	4.32d	0.22d	2.90d	0.00d	2.41d	6.58d	5.55d	2.68d	14.44d	19.42d	—
Review Count	1	0	6	2	3	1	2	3	10	9	19	9	0
Shortest Time	0.50d	—	0.01d	0.10d	0.00d	0.00d	0.00d	0.01d	0.00d	0.07d	0.83d	0.37d	—
Longest Time	0.50d	—	9.74d	0.35d	8.30d	0.00d	4.83d	19.33d	25.88d	14.74d	34.02d	68.18d	—
Median Time	0.50d	—	2.89d	0.22d	0.40d	0.00d	2.41d	0.42d	1.29d	0.79d	12.87d	14.40d	—
PStDev Time	0.00d	—	3.97d	0.13d	3.82d	0.00d	2.41d	9.01d	7.88d	4.42d	7.39d	21.71d	—

Regulatory	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Mean Time	0.08d	—	0.07d	0.19d	1.51d	0.34d	4.01d	1.28d	0.86d	0.21d	0.08d	0.07d	—
Review Count	1	0	6	2	3	1	2	3	10	10	19	9	0
Shortest Time	0.08d	—	0.01d	0.01d	0.00d	0.34d	2.13d	0.02d	0.04d	0.00d	0.02d	0.01d	—

Regulatory	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Longest Time	0.08d	—	0.21d	0.38d	4.28d	0.34d	5.90d	2.87d	7.85d	1.11d	0.14d	0.12d	—
Median Time	0.08d	—	0.06d	0.19d	0.23d	0.34d	4.01d	0.95d	0.08d	0.06d	0.09d	0.07d	—
PStDev Time	0.00d	—	0.07d	0.18d	1.96d	0.00d	1.88d	1.19d	2.33d	0.35d	0.03d	0.04d	—

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07
Total LGRs Processed	1	—	1205	111	434	430	577	70	504	125	776	19	—
Request Count	1	0	6	2	3	1	2	3	10	10	18	9	0
Average LGRs per Request	1	—	201	56	145	430	288	23	50	12	43	2	—
Smallest per Request	1	—	1	3	1	430	213	1	1	1	1	1	—
Largest per Request	1	—	975	108	432	430	364	52	368	51	546	4	—

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.