

IANA Naming Function Monthly Performance Report

December 2022

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.99s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 3.13s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.92s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.20d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 2.44d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.17d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 2.15m	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%)	✓ 1.77m	p9
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 3.49m	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%)	✓ 1.59m	p11
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ 0.46m	p12
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1273.60ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 680.50ms	p13
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 75.00ms	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 2008.80ms	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%)	✓ 2.70ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.46d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.86d	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	191.84d	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%)	✓ 22.18h	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	4.59h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 1.24s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.79s	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%)	✓ 1.21s	p24
System Availability				
IANA Website	IANA Site Availability	N/A	—	p1
Root Zone Management System	RZM Availability	N/A	—	p1
Directory Service	WHOIS Availability	N/A	—	p1
Root Zone Service Level Dashboard	Dashboard Availability	N/A	—	p1
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.91s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 482.196ms	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%)	✓ 1.00s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.45d	p34
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 0.91d	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 5.72d	p36
Requester Clarification	Requester Clarification	N/A	0	p37
Time per Actor	IANA	N/A	7.58d	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	26	p39

Percentage of SLA thresholds met of those defined

60 of 60 (100.0%)

Exceptions and Narrative for Reporting Period

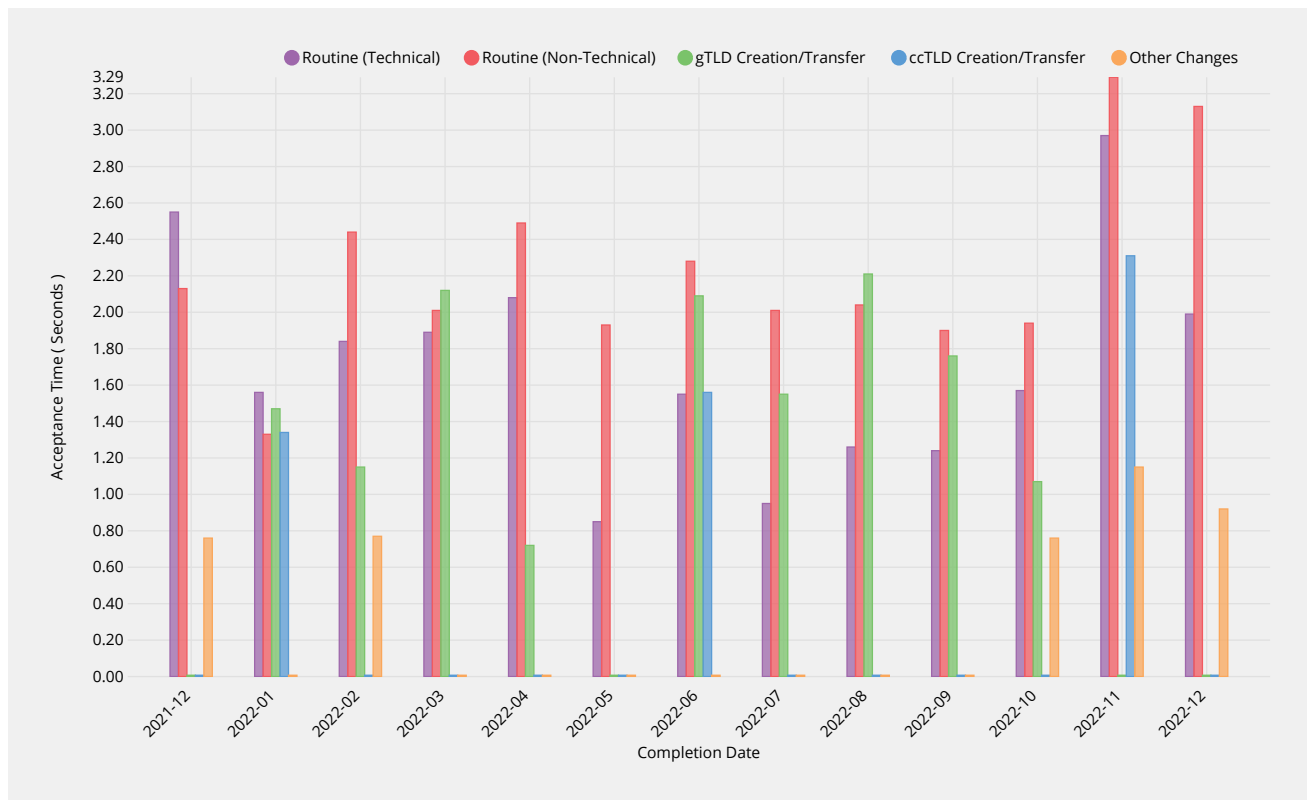
There were no exceptions for the reporting period.

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)	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Acceptance Time	2.55s	1.56s	1.84s	1.89s	2.08s	0.85s	1.55s	0.95s	1.26s	1.24s	1.57s	2.97s	1.99s
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%
Acceptance Count	21	55	29	29	25	220	66	304	44	36	32	53	79
Mean Time	1.18s	0.77s	0.97s	1.01s	0.99s	0.68s	0.76s	0.74s	0.89s	0.88s	0.92s	1.53s	1.19s
Shortest Time	0.56s	0.54s	0.55s	0.54s	0.56s	0.52s	0.54s	0.49s	0.64s	0.70s	0.52s	0.86s	0.00s
Longest Time	2.57s	2.19s	2.40s	1.99s	2.49s	1.69s	2.23s	2.27s	1.88s	1.80s	1.59s	4.07s	2.84s
Median Time	0.98s	0.66s	0.73s	0.71s	0.77s	0.65s	0.69s	0.70s	0.81s	0.80s	0.79s	1.25s	1.19s
PStDev Time	0.65s	0.32s	0.48s	0.48s	0.48s	0.16s	0.31s	0.19s	0.24s	0.24s	0.31s	0.69s	0.49s

Routine (Non-Technical)	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Acceptance Time	2.13s	1.33s	2.44s	2.01s	2.49s	1.93s	2.28s	2.01s	2.04s	1.90s	1.94s	3.29s	3.13s
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	54	14	28	29	11	12	39	32	83	14	23	60	22
Mean Time	1.58s	1.04s	1.40s	1.27s	1.55s	1.42s	1.59s	1.47s	1.49s	1.46s	1.98s	2.41s	1.98s
Shortest Time	0.80s	0.86s	0.94s	0.80s	1.08s	0.94s	0.93s	1.04s	1.05s	1.03s	0.90s	1.38s	0.00s
Longest Time	3.24s	1.38s	7.18s	2.18s	2.73s	2.05s	2.56s	2.12s	3.02s	1.97s	16.51s	3.64s	3.18s
Median Time	1.70s	1.01s	1.07s	1.24s	1.29s	1.46s	1.54s	1.44s	1.41s	1.44s	1.26s	2.39s	2.20s
PStDev Time	0.46s	0.14s	1.17s	0.35s	0.50s	0.32s	0.39s	0.28s	0.32s	0.27s	3.11s	0.50s	1.01s

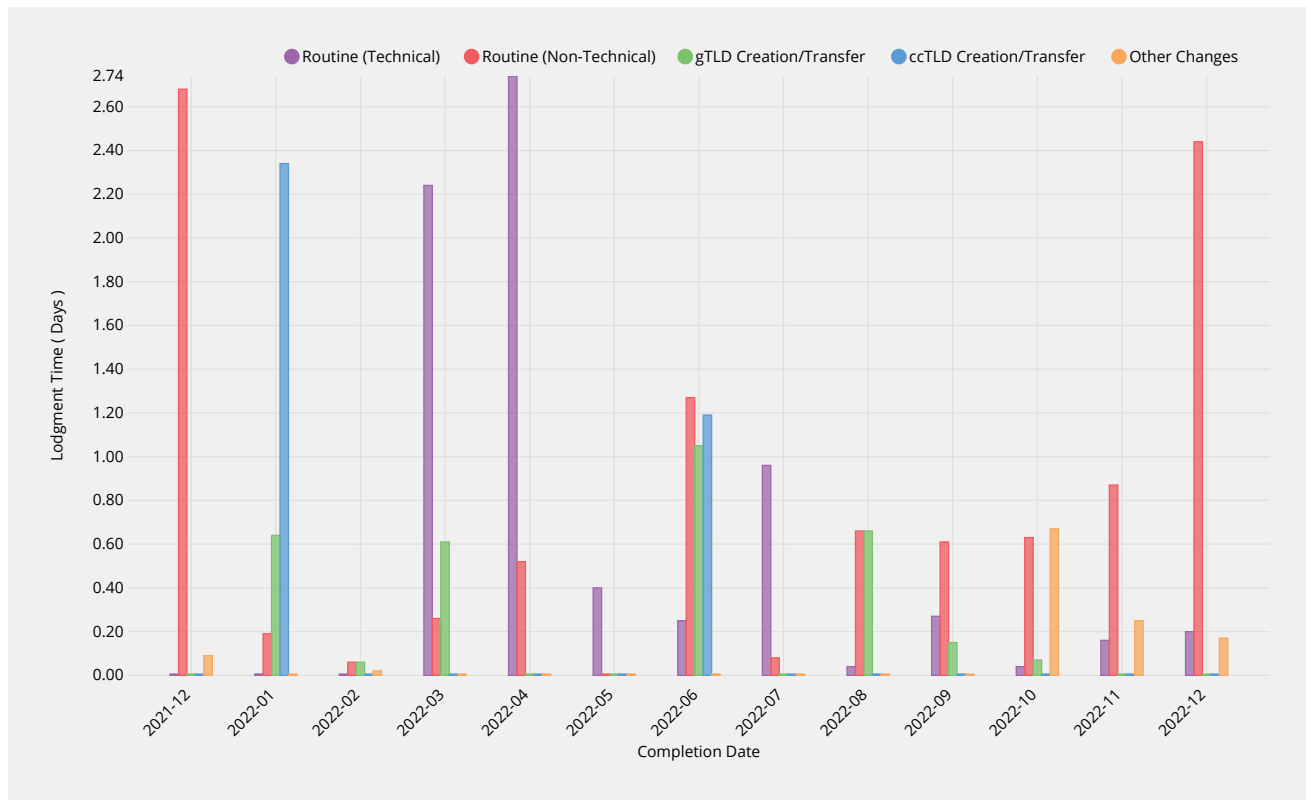
gTLD Creation/Transfer	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Acceptance Time	—	1.47s	1.15s	2.12s	0.72s	—	2.09s	1.55s	2.21s	1.76s	1.07s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	4	2	11	1	0	3	2	6	1	1	0	0
Mean Time	—	1.30s	1.13s	1.31s	0.72s	—	1.63s	1.30s	1.47s	1.76s	1.07s	—	—
Shortest Time	—	1.11s	1.11s	0.67s	0.72s	—	1.36s	1.01s	1.01s	1.76s	1.07s	—	—
Longest Time	—	1.49s	1.15s	2.15s	0.72s	—	2.17s	1.58s	2.40s	1.76s	1.07s	—	—
Median Time	—	1.30s	1.13s	1.23s	0.72s	—	1.38s	1.30s	1.25s	1.76s	1.07s	—	—
PStDev Time	—	0.14s	0.02s	0.42s	0.00s	—	0.38s	0.29s	0.45s	0.00s	0.00s	—	—

ccTLD Creation/Transfer	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Acceptance Time	—	1.34s	—	—	—	—	1.56s	—	—	—	—	2.31s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	1	0	0	0	0	2	0	0	0	0	2	0
Mean Time	—	1.34s	—	—	—	—	1.50s	—	—	—	—	2.25s	—
Shortest Time	—	1.34s	—	—	—	—	1.44s	—	—	—	—	2.19s	—
Longest Time	—	1.34s	—	—	—	—	1.56s	—	—	—	—	2.31s	—
Median Time	—	1.34s	—	—	—	—	1.50s	—	—	—	—	2.25s	—
PStDev Time	—	0.00s	—	—	—	—	0.06s	—	—	—	—	0.06s	—

Other Changes	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Acceptance Time	0.76s	—	0.77s	—	—	—	—	—	—	—	0.76s	1.15s	0.92s
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	7	0	2	0	0	0	0	0	0	0	2	1	5
Mean Time	0.68s	—	0.71s	—	—	—	—	—	—	—	0.67s	1.15s	0.36s
Shortest Time	0.62s	—	0.65s	—	—	—	—	—	—	—	0.56s	1.15s	0.00s
Longest Time	0.79s	—	0.77s	—	—	—	—	—	—	—	0.77s	1.15s	0.94s
Median Time	0.67s	—	0.71s	—	—	—	—	—	—	—	0.67s	1.15s	0.00s
PStDev Time	0.05s	—	0.06s	—	—	—	—	—	—	—	0.10s	0.00s	0.44s

Manual Lodgment Time

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



Routine (Technical)	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Lodgment Time	—	—	—	2.24d	2.74d	0.40d	0.25d	0.96d	0.04d	0.27d	0.04d	0.16d	0.20d
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	1	2	6	1	1	1	1	1	1	4
Mean Time	—	—	—	2.24d	1.63d	0.21d	0.25d	0.96d	0.04d	0.27d	0.04d	0.16d	0.19d
Shortest Time	—	—	—	2.24d	0.39d	0.01d	0.25d	0.96d	0.04d	0.27d	0.04d	0.16d	0.18d
Longest Time	—	—	—	2.24d	2.87d	0.44d	0.25d	0.96d	0.04d	0.27d	0.04d	0.16d	0.20d
Median Time	—	—	—	2.24d	1.63d	0.25d	0.25d	0.96d	0.04d	0.27d	0.04d	0.16d	0.19d
PStDev Time	—	—	—	0.00d	1.24d	0.15d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.01d

Routine (Non-Technical)	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Lodgment Time	2.68d	0.19d	0.06d	0.26d	0.52d	—	1.27d	0.08d	0.66d	0.61d	0.63d	0.87d	2.44d
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	1	1	2	4	0	3	5	5	3	1	9	11
Mean Time	1.41d	0.19d	0.06d	0.22d	0.21d	—	0.62d	0.04d	0.36d	0.46d	0.63d	0.28d	0.80d
Shortest Time	0.00d	0.19d	0.06d	0.18d	0.01d	—	0.22d	0.02d	0.04d	0.27d	0.63d	0.02d	0.00d
Longest Time	2.82d	0.19d	0.06d	0.26d	0.57d	—	1.38d	0.08d	0.66d	0.63d	0.63d	1.01d	2.44d
Median Time	1.41d	0.19d	0.06d	0.22d	0.12d	—	0.24d	0.02d	0.23d	0.48d	0.63d	0.10d	0.32d
PStDev Time	1.41d	0.00d	0.00d	0.04d	0.22d	—	0.54d	0.03d	0.25d	0.15d	0.00d	0.34d	0.88d

gTLD Creation/Transfer	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Lodgment Time	—	0.64d	0.06d	0.61d	—	—	1.05d	—	0.66d	0.15d	0.07d	—	0.00d
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	1	0	0	2	0	3	1	1	0	1
Mean Time	—	0.34d	0.06d	0.61d	—	—	0.80d	—	0.36d	0.15d	0.07d	—	0.00d
Shortest Time	—	0.01d	0.06d	0.61d	—	—	0.52d	—	0.14d	0.15d	0.07d	—	0.00d
Longest Time	—	0.67d	0.06d	0.61d	—	—	1.08d	—	0.70d	0.15d	0.07d	—	0.00d

gTLD Creation/Transfer	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Median Time	—	0.34d	0.06d	0.61d	—	—	0.80d	—	0.25d	0.15d	0.07d	—	0.00d
PStDev Time	—	0.33d	0.00d	0.00d	—	—	0.28d	—	0.24d	0.00d	0.00d	—	0.00d

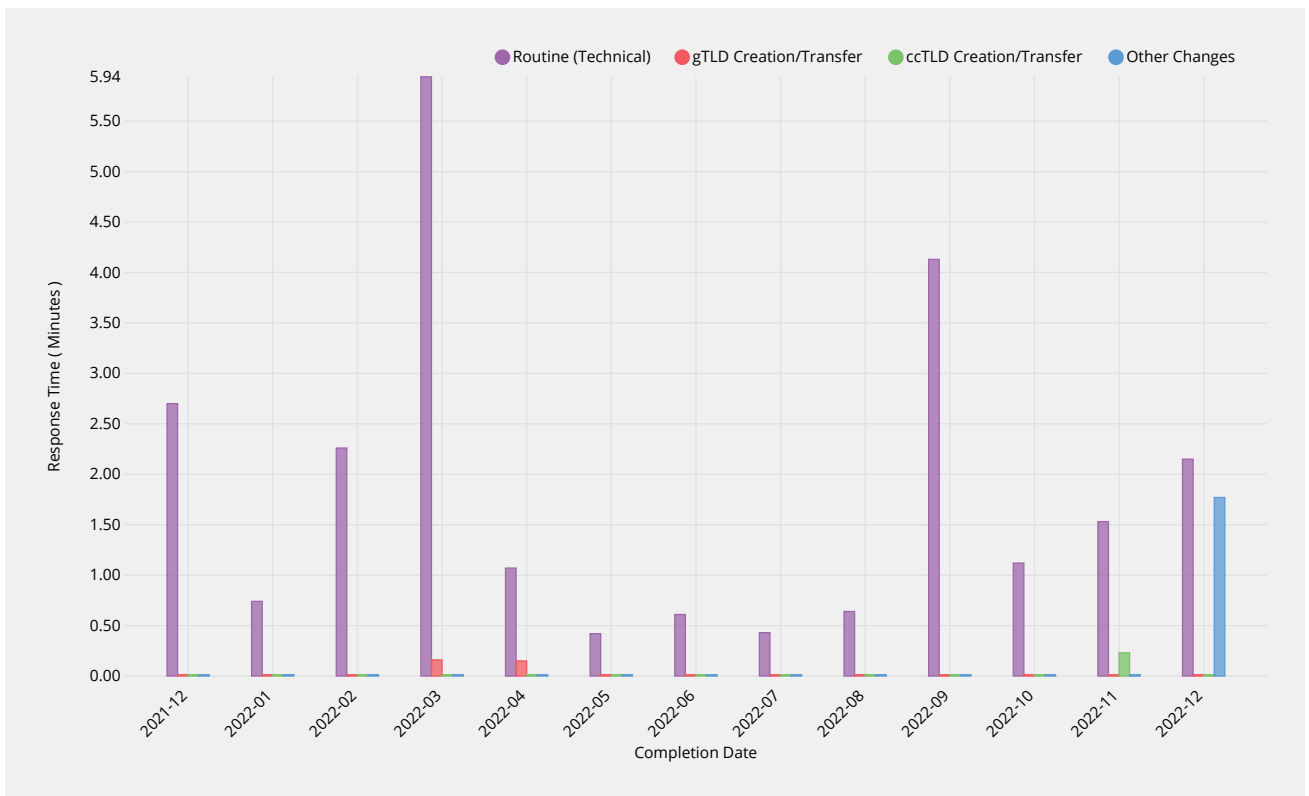
ccTLD Creation/Transfer	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Lodgment Time	—	2.34d	—	—	—	—	1.19d	—	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	0	0	0	0	1	0	0	0	0	0	0
Mean Time	—	2.34d	—	—	—	—	1.19d	—	—	—	—	—	—
Shortest Time	—	2.34d	—	—	—	—	1.19d	—	—	—	—	—	—
Longest Time	—	2.34d	—	—	—	—	1.19d	—	—	—	—	—	—
Median Time	—	2.34d	—	—	—	—	1.19d	—	—	—	—	—	—
PStDev Time	—	0.00d	—	—	—	—	0.00d	—	—	—	—	—	—

Other Changes	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Lodgment Time	0.09d	—	0.02d	—	—	—	—	—	—	—	0.67d	0.25d	0.17d
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	7	0	2	0	0	0	0	0	0	0	2	1	2
Mean Time	0.08d	—	0.02d	—	—	—	—	—	—	—	0.48d	0.25d	0.14d
Shortest Time	0.04d	—	0.01d	—	—	—	—	—	—	—	0.26d	0.25d	0.10d
Longest Time	0.09d	—	0.03d	—	—	—	—	—	—	—	0.69d	0.25d	0.17d
Median Time	0.09d	—	0.02d	—	—	—	—	—	—	—	0.48d	0.25d	0.14d
PStDev Time	0.02d	—	0.01d	—	—	—	—	—	—	—	0.22d	0.00d	0.04d

Technical Checks

Technical Check (First)

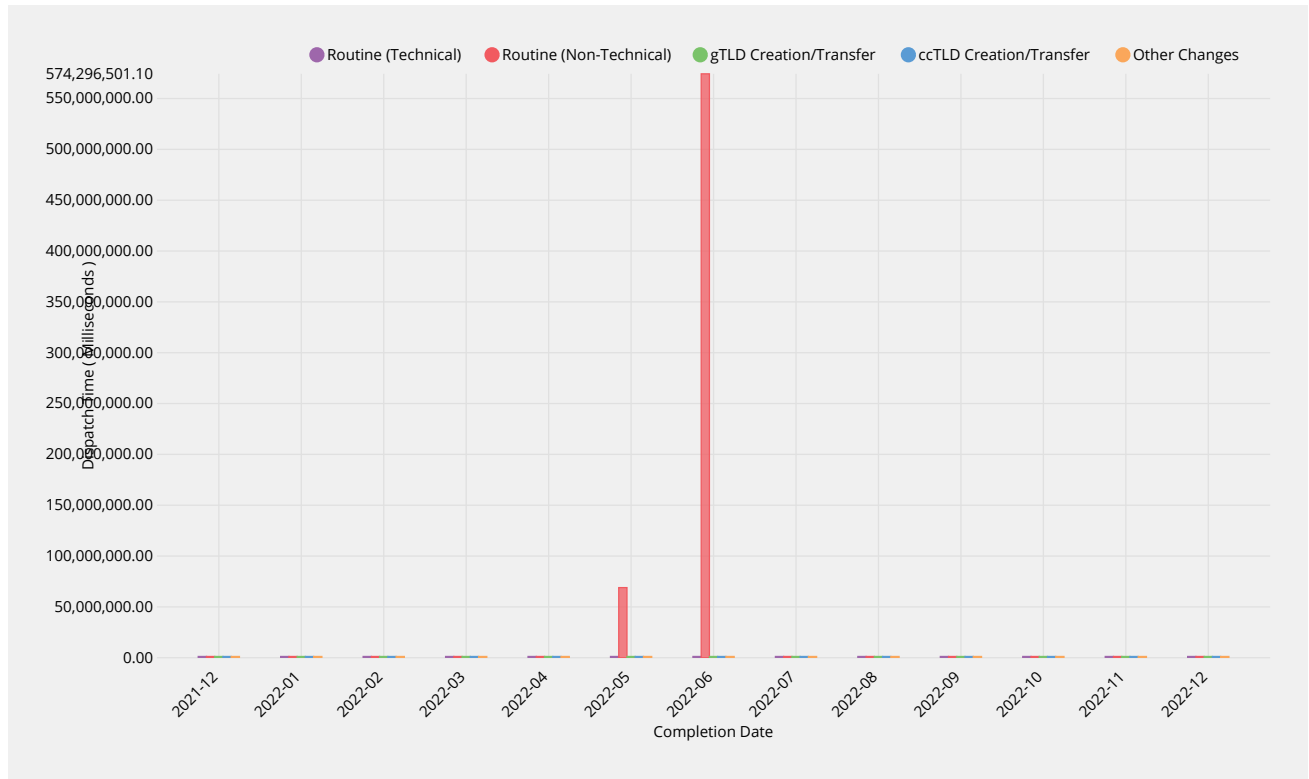
Time to return results for technical checks following submission of request via automated submission interface.



Contact Confirmations

Email Dispatch

Time for authorization contacts to be asked to approve change request after completing previous process phase.



Routine (Technical)	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Dispatch Time	5.20ms	1.45ms	2.00ms	1.75ms	2.00ms	2.00ms	2.00ms	2.00ms	3.00ms	2.00ms	3.10ms	3.40ms	1273.60ms
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	18	52	27	26	23	219	63	290	41	34	30	53	77
Mean Time	1.72ms	0.90ms	1.04ms	0.85ms	1.13ms	1.00ms	5597509.54ms	0.98ms	1.27ms	0.91ms	1.23ms	1.32ms	194.92ms
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	12.00ms	5.00ms	3.00ms	2.00ms	3.00ms	9.00ms	352643033.00ms	14.00ms	6.00ms	2.00ms	7.00ms	10.00ms	5764.00ms
Median 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
PStDev Time	2.68ms	0.74ms	0.69ms	0.53ms	0.68ms	0.84ms	44074825.55ms	1.20ms	1.06ms	0.61ms	1.33ms	1.49ms	799.88ms

Routine (Non-Technical)	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Dispatch Time	2.00ms	3.00ms	3.00ms	3.20ms	5.00ms	68981689.10ms	574296501.10ms	2.45ms	2.00ms	2.00ms	1.90ms	3.00ms	680.50ms
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	54	14	28	29	11	12	39	32	83	14	23	60	28
Mean Time	1.17ms	1.29ms	1.54ms	1.59ms	2.09ms	12774387.92ms	69396578.77ms	1.47ms	1.27ms	1.29ms	1.00ms	1.58ms	177.86ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms	0.00ms

gTLD Creation/Transfer	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Longest Time	—	1.00ms	1.00ms	0.00ms	0.00ms	—	1.00ms	0.00ms	1.00ms	0.00ms	0.00ms	—	—
Median Time	—	0.50ms	1.00ms	0.00ms	0.00ms	—	1.00ms	0.00ms	0.00ms	0.00ms	0.00ms	—	—
PStDev Time	—	0.50ms	0.00ms	0.00ms	0.00ms	—	0.47ms	0.00ms	0.40ms	0.00ms	0.00ms	—	—

ccTLD Creation/Transfer	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Affirmation Time	—	—	—	—	—	—	0.95ms	—	—	—	—	0.00ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	0	0	0	0	2	0	0	0	0	2	0
Mean Time	—	—	—	—	—	—	0.50ms	—	—	—	—	0.00ms	—
Shortest Time	—	—	—	—	—	—	0.00ms	—	—	—	—	0.00ms	—
Longest Time	—	—	—	—	—	—	1.00ms	—	—	—	—	0.00ms	—
Median Time	—	—	—	—	—	—	0.50ms	—	—	—	—	0.00ms	—
PStDev Time	—	—	—	—	—	—	0.50ms	—	—	—	—	0.00ms	—

Other Changes	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Affirmation Time	1.00ms	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms	2.70ms
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	7	0	2	0	0	0	0	0	0	0	2	1	4
Mean Time	0.29ms	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms	1.00ms
Shortest Time	0.00ms	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms	0.00ms
Longest Time	1.00ms	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms	3.00ms
Median Time	0.00ms	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms	0.50ms
PStDev Time	0.45ms	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms	1.22ms

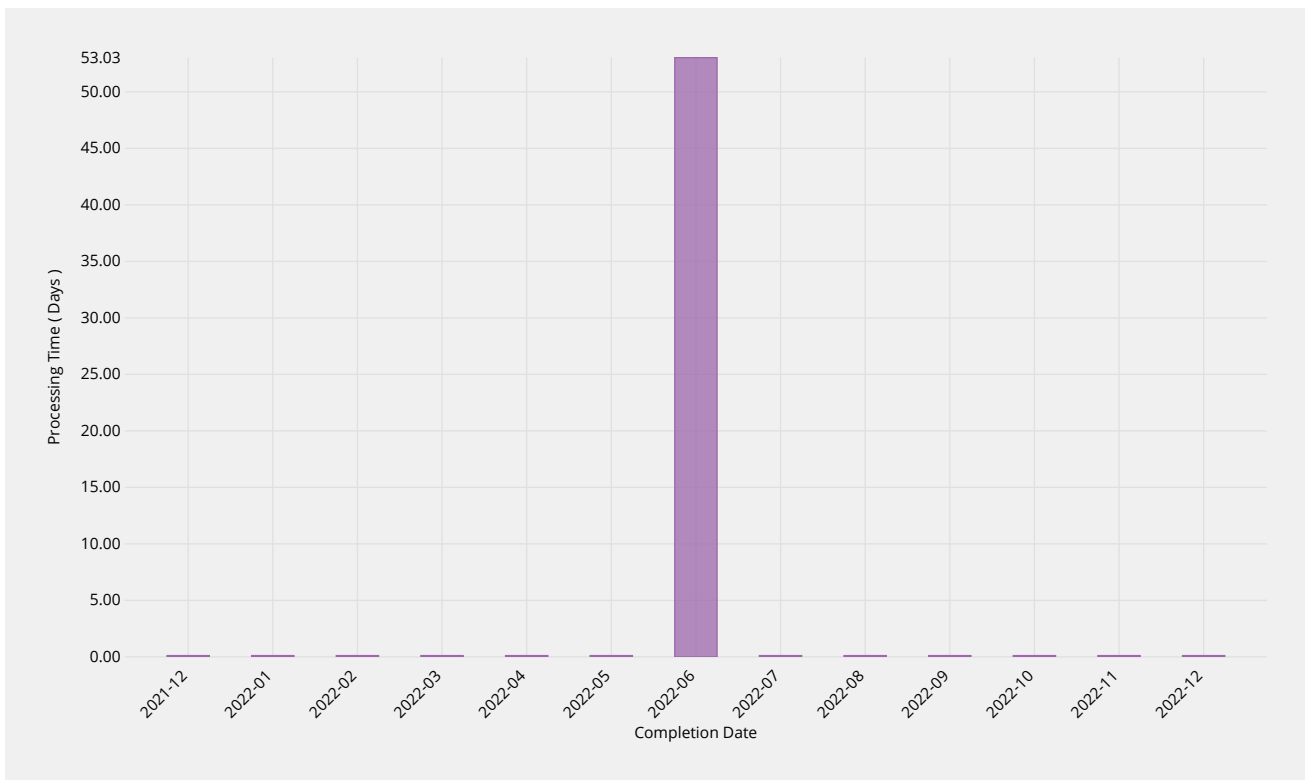
gTLD Creation/Transfer	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Request Count	0	2	2	11	1	0	3	2	5	1	1	0	0
Mean Time	—	0.01d	0.46d	0.15d	2.68d	—	0.07d	0.76d	0.10d	0.22d	0.70d	—	—
Shortest Time	—	0.01d	0.24d	0.08d	2.68d	—	0.03d	0.76d	0.08d	0.22d	0.70d	—	—
Longest Time	—	0.02d	0.67d	0.81d	2.68d	—	0.09d	0.76d	0.14d	0.22d	0.70d	—	—
Median Time	—	0.01d	0.46d	0.08d	2.68d	—	0.08d	0.76d	0.09d	0.22d	0.70d	—	—
PStDev Time	—	0.00d	0.21d	0.21d	0.00d	—	0.03d	0.00d	0.02d	0.00d	0.00d	—	—

ccTLD Creation/Transfer	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Processing Time	—	—	—	—	—	—	48.67d	—	—	—	—	0.43d	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	2	0	0	0	0	1	0
Mean Time	—	—	—	—	—	—	48.67d	—	—	—	—	0.43d	—
Shortest Time	—	—	—	—	—	—	48.67d	—	—	—	—	0.43d	—
Longest Time	—	—	—	—	—	—	48.67d	—	—	—	—	0.43d	—
Median Time	—	—	—	—	—	—	48.67d	—	—	—	—	0.43d	—
PStDev Time	—	—	—	—	—	—	0.00d	—	—	—	—	0.00d	—

Other Changes	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Processing Time	1.58d	—	0.16d	—	—	—	—	—	—	—	1.39d	0.05d	191.84d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	7	0	2	0	0	0	0	0	0	0	2	1	4
Mean Time	0.26d	—	0.10d	—	—	—	—	—	—	—	0.71d	0.05d	48.01d
Shortest Time	0.04d	—	0.03d	—	—	—	—	—	—	—	0.04d	0.05d	0.00d
Longest Time	1.58d	—	0.16d	—	—	—	—	—	—	—	1.39d	0.05d	191.84d
Median Time	0.04d	—	0.10d	—	—	—	—	—	—	—	0.71d	0.05d	0.11d
PStDev Time	0.54d	—	0.07d	—	—	—	—	—	—	—	0.67d	0.00d	83.04d

Third Party Approval

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

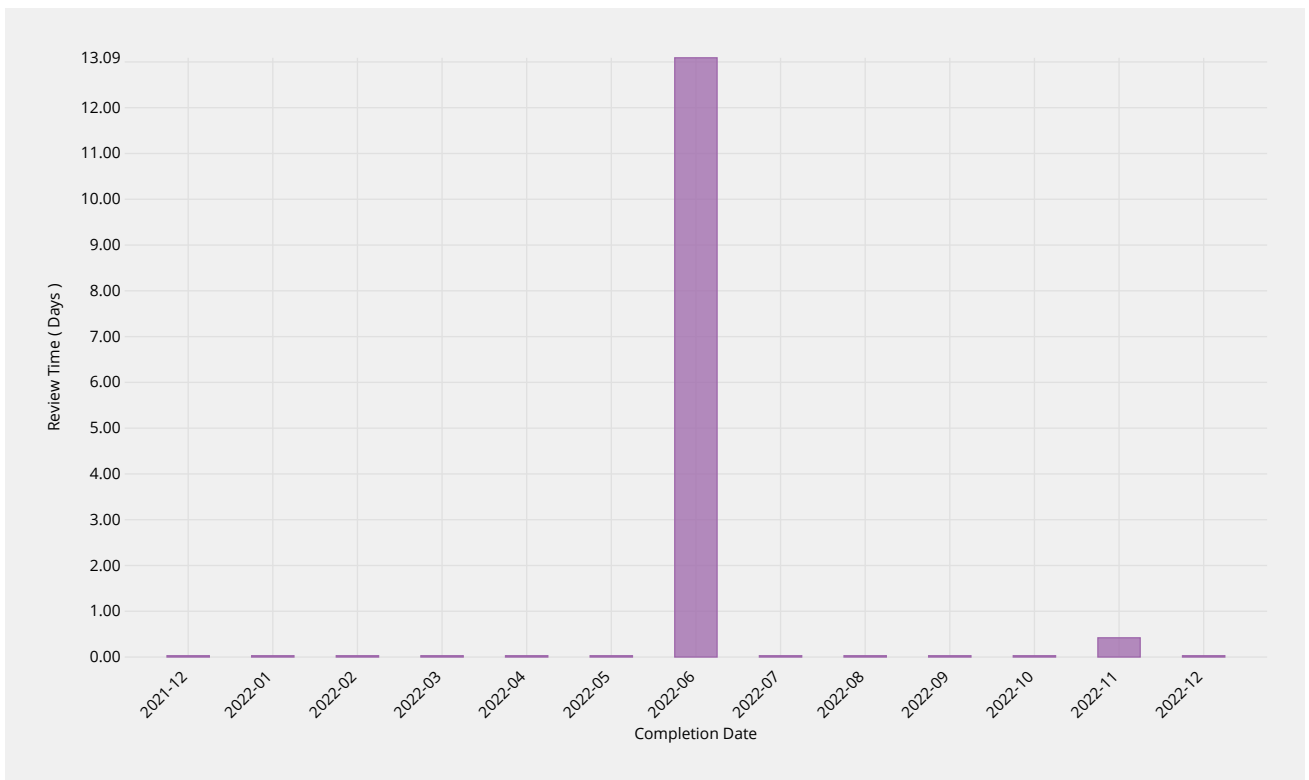


ccTLD Creation/Transfer	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Processing Time	—	—	—	—	—	—	53.03d	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	2	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	53.03d	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	53.03d	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	53.03d	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	53.03d	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	0.00d	—	—	—	—	—	—

ccTLD Creation/Transfer

Submission Review

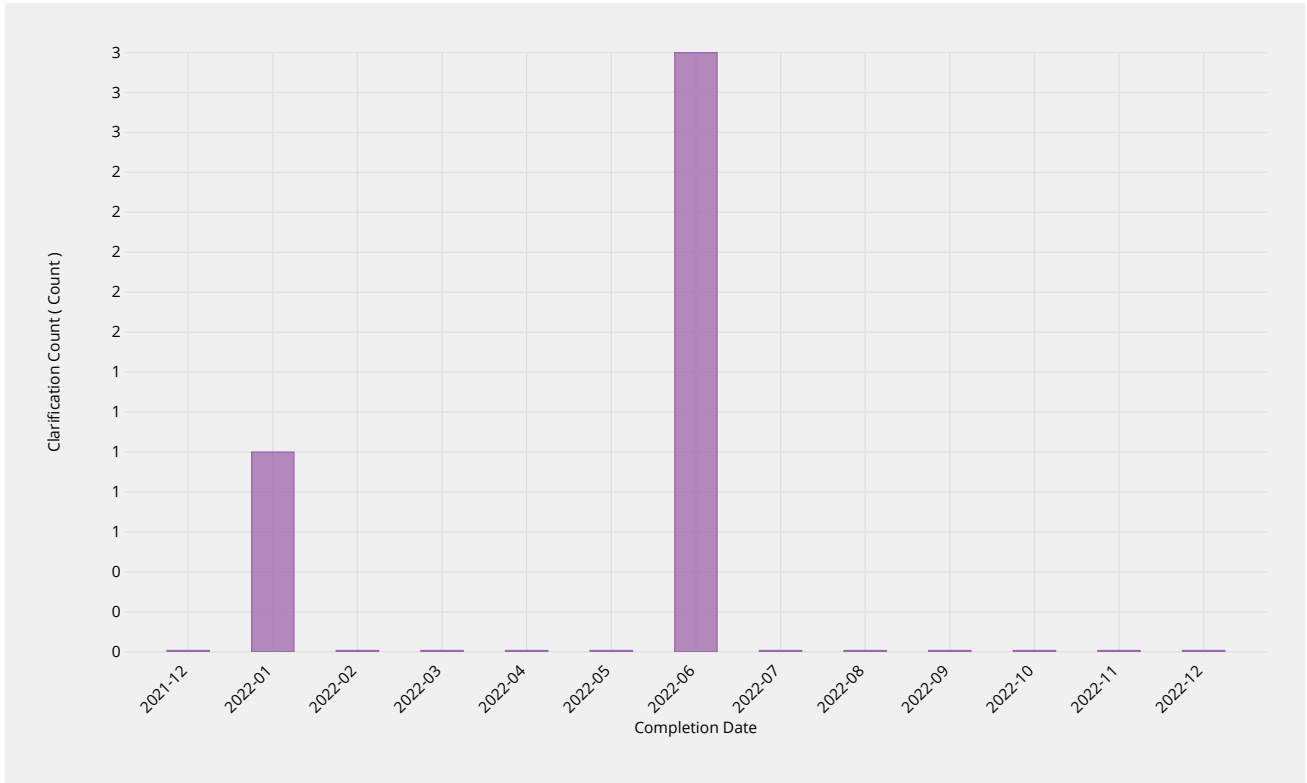
Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.



Staff Review	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Review Time	—	—	—	—	—	—	13.09d	—	—	—	—	0.42d	—
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	0	0	0	0	4	0	0	0	0	1	0
Mean Time	—	—	—	—	—	—	12.37d	—	—	—	—	0.42d	—
Shortest Time	—	—	—	—	—	—	11.66d	—	—	—	—	0.42d	—
Longest Time	—	—	—	—	—	—	13.09d	—	—	—	—	0.42d	—
Median Time	—	—	—	—	—	—	12.37d	—	—	—	—	0.42d	—
PStDev Time	—	—	—	—	—	—	0.71d	—	—	—	—	0.00d	—

Requester Clarification

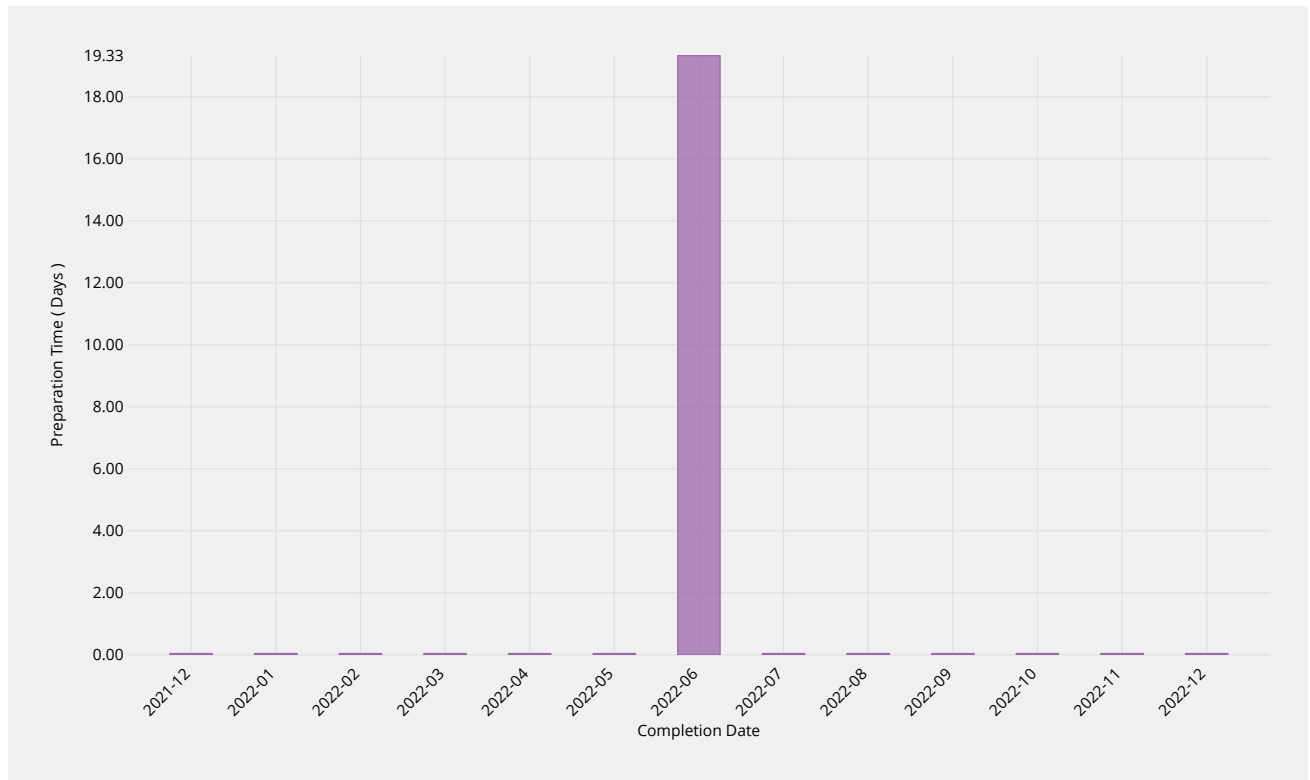
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Clarification Count	—	1	—	—	—	—	3	—	—	—	—	0	—
Request Count	0	1	0	0	0	0	2	0	0	0	0	2	0
Lowest Count	—	1	—	—	—	—	1	—	—	—	—	0	—
Highest Count	—	1	—	—	—	—	2	—	—	—	—	0	—

Report Preparation

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



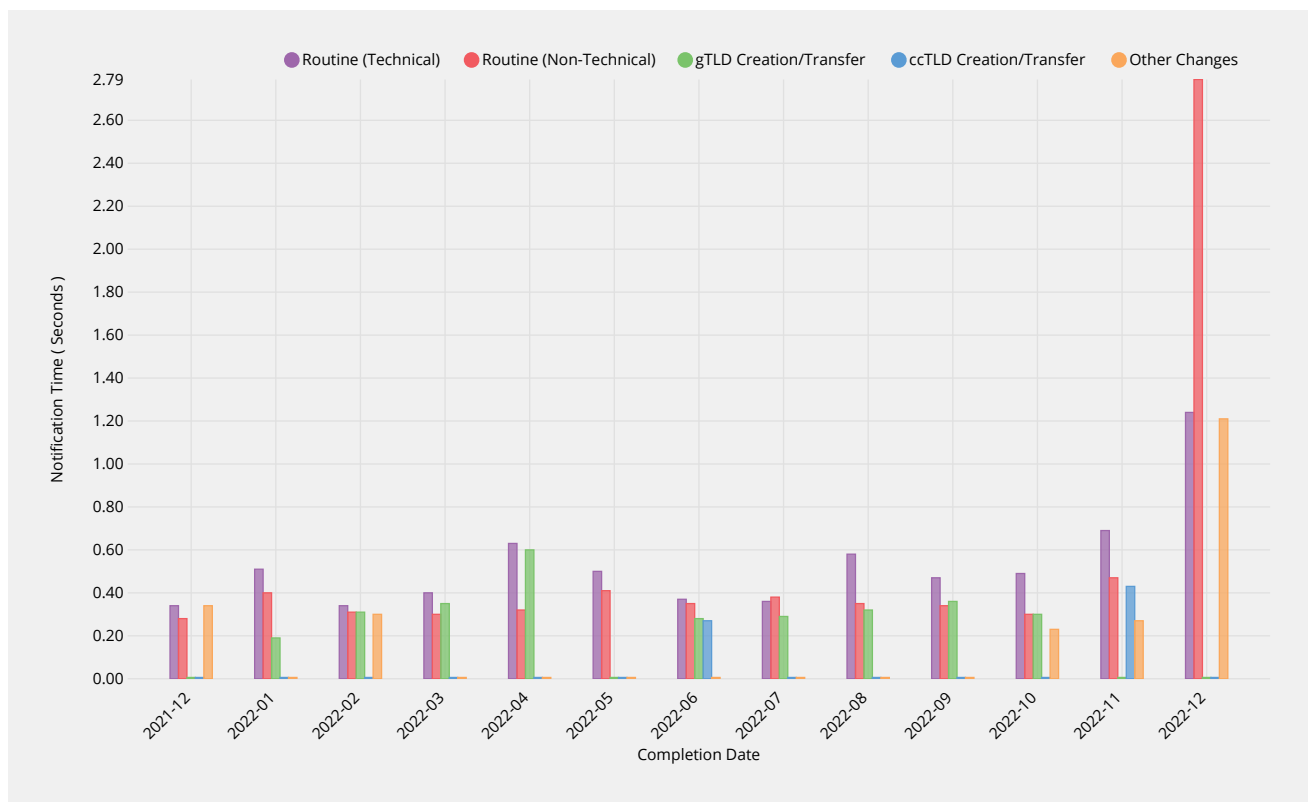
Report Preparation	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Preparation Time	—	—	—	—	—	—	19.33d	—	—	—	—	0.00d	—
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Report Count	0	0	0	0	0	0	2	0	0	0	0	1	0
Mean Time	—	—	—	—	—	—	19.32d	—	—	—	—	0.00d	—
Shortest Time	—	—	—	—	—	—	19.32d	—	—	—	—	0.00d	—
Longest Time	—	—	—	—	—	—	19.33d	—	—	—	—	0.00d	—
Median Time	—	—	—	—	—	—	19.32d	—	—	—	—	0.00d	—
PStDev Time	—	—	—	—	—	—	0.00d	—	—	—	—	0.00d	—

ccTLD Creation/Transfer	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Publication Count	0	0	0	0	0	0	0	0	0	0	0	1	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	0.42h	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	0.42h	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	0.42h	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	0.42h	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	0.00h	—

Other Changes	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Publication Time	2.72h	—	25.81h	—	—	—	—	—	—	—	3.01h	0.56h	4.59h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	7	0	2	0	0	0	0	0	0	0	2	1	2
Mean Time	2.09h	—	13.52h	—	—	—	—	—	—	—	2.81h	0.56h	2.54h
Shortest Time	1.98h	—	1.23h	—	—	—	—	—	—	—	2.62h	0.56h	0.50h
Longest Time	2.72h	—	25.81h	—	—	—	—	—	—	—	3.01h	0.56h	4.59h
Median Time	1.99h	—	13.52h	—	—	—	—	—	—	—	2.81h	0.56h	2.54h
PStDev Time	0.25h	—	12.29h	—	—	—	—	—	—	—	0.19h	0.00h	2.04h

Notification of Completion

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



Routine (Technical)	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Notification Time	0.34s	0.51s	0.34s	0.40s	0.63s	0.50s	0.37s	0.36s	0.58s	0.47s	0.49s	0.69s	1.24s
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	18	51	27	25	23	218	62	289	39	33	29	53	69
Mean Time	0.21s	0.27s	0.22s	0.23s	0.28s	0.30s	0.23s	0.26s	0.29s	0.26s	0.24s	0.40s	0.47s
Shortest Time	0.14s	0.13s	0.13s	0.13s	0.14s	0.13s	0.13s	0.14s	0.16s	0.13s	0.13s	0.25s	0.21s
Longest Time	0.42s	0.56s	0.39s	0.41s	0.64s	0.82s	0.53s	0.44s	0.67s	0.59s	0.56s	0.84s	2.15s
Median Time	0.18s	0.27s	0.21s	0.23s	0.22s	0.28s	0.19s	0.27s	0.23s	0.20s	0.19s	0.36s	0.35s
PStDev Time	0.07s	0.11s	0.07s	0.08s	0.15s	0.10s	0.08s	0.06s	0.13s	0.12s	0.12s	0.14s	0.35s

Routine (Non-Technical)	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Notification Time	0.28s	0.40s	0.31s	0.30s	0.32s	0.41s	0.35s	0.38s	0.35s	0.34s	0.30s	0.47s	2.79s
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%
Notification Count	49	12	27	26	8	10	32	26	80	9	21	57	21
Mean Time	0.19s	0.22s	0.20s	0.21s	0.23s	0.25s	0.23s	0.23s	0.22s	0.26s	0.21s	0.33s	0.81s
Shortest Time	0.14s	0.14s	0.14s	0.14s	0.14s	0.15s	0.14s	0.14s	0.14s	0.17s	0.14s	0.20s	0.10s
Longest Time	0.36s	0.45s	0.35s	0.31s	0.36s	0.45s	0.58s	0.39s	0.49s	0.35s	0.32s	0.51s	6.15s
Median Time	0.17s	0.16s	0.17s	0.19s	0.23s	0.25s	0.20s	0.20s	0.19s	0.28s	0.19s	0.31s	0.36s
PStDev Time	0.05s	0.10s	0.06s	0.05s	0.06s	0.09s	0.09s	0.08s	0.07s	0.06s	0.06s	0.08s	1.35s

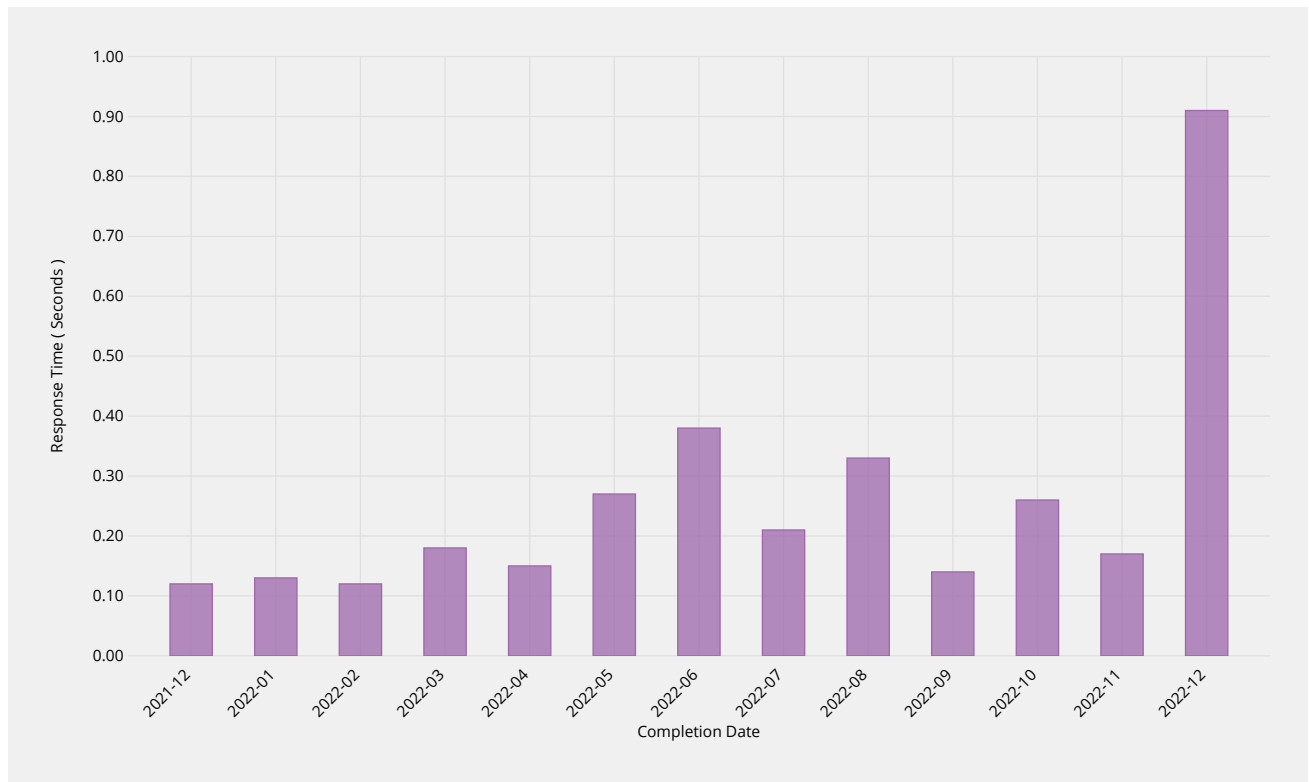
gTLD Creation/Transfer	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Notification Time	—	0.19s	0.31s	0.35s	0.60s	—	0.28s	0.29s	0.32s	0.36s	0.30s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	2	2	11	1	0	3	2	5	1	1	0	0
Mean Time	—	0.17s	0.25s	0.19s	0.60s	—	0.23s	0.23s	0.26s	0.36s	0.30s	—	—
Shortest Time	—	0.15s	0.20s	0.15s	0.60s	—	0.14s	0.16s	0.20s	0.36s	0.30s	—	—
Longest Time	—	0.20s	0.31s	0.41s	0.60s	—	0.28s	0.30s	0.33s	0.36s	0.30s	—	—
Median Time	—	0.17s	0.25s	0.16s	0.60s	—	0.26s	0.23s	0.24s	0.36s	0.30s	—	—
PStDev Time	—	0.02s	0.06s	0.08s	0.00s	—	0.06s	0.07s	0.05s	0.00s	0.00s	—	—

ccTLD Creation/Transfer	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Notification Time	—	—	—	—	—	—	0.27s	—	—	—	—	0.43s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	0	0	0	2	0	0	0	0	1	0
Mean Time	—	—	—	—	—	—	0.24s	—	—	—	—	0.43s	—
Shortest Time	—	—	—	—	—	—	0.20s	—	—	—	—	0.43s	—
Longest Time	—	—	—	—	—	—	0.28s	—	—	—	—	0.43s	—
Median Time	—	—	—	—	—	—	0.24s	—	—	—	—	0.43s	—
PStDev Time	—	—	—	—	—	—	0.04s	—	—	—	—	0.00s	—

Other Changes	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Notification Time	0.34s	—	0.30s	—	—	—	—	—	—	—	0.23s	0.27s	1.21s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	7	0	2	0	0	0	0	0	0	0	2	1	3
Mean Time	0.22s	—	0.26s	—	—	—	—	—	—	—	0.22s	0.27s	0.61s
Shortest Time	0.17s	—	0.21s	—	—	—	—	—	—	—	0.21s	0.27s	0.24s
Longest Time	0.35s	—	0.30s	—	—	—	—	—	—	—	0.23s	0.27s	1.31s
Median Time	0.17s	—	0.26s	—	—	—	—	—	—	—	0.22s	0.27s	0.30s
PStDev Time	0.07s	—	0.04s	—	—	—	—	—	—	—	0.01s	0.00s	0.49s

Credential Recovery

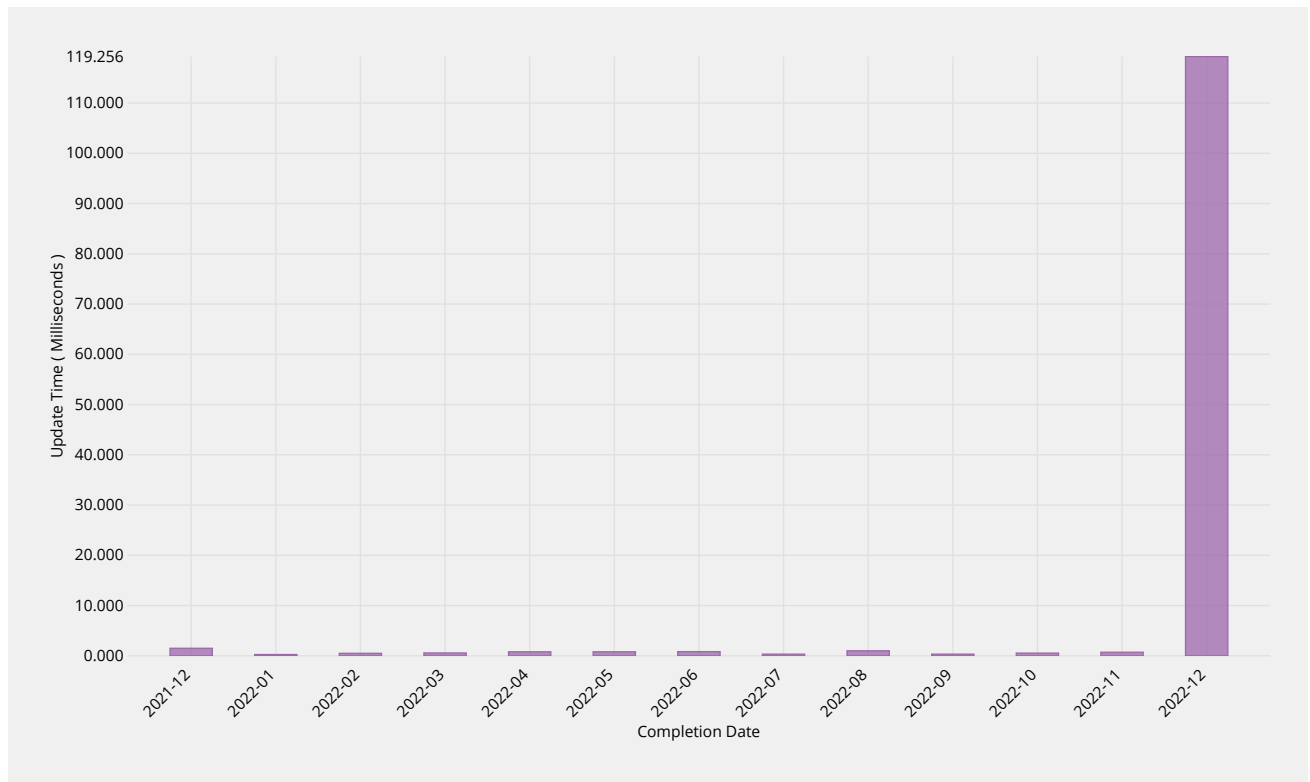
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Response Time	0.12s	0.13s	0.12s	0.18s	0.15s	0.27s	0.38s	0.21s	0.33s	0.14s	0.26s	0.17s	0.91s
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	4	2	8	8	5	20	6	3	20	3	13	10	43
Mean Time	0.06s	0.09s	0.06s	0.11s	0.12s	0.14s	0.20s	0.14s	0.17s	0.12s	0.14s	0.09s	0.28s
Shortest Time	0.01s	0.04s	0.01s	0.03s	0.07s	0.06s	0.05s	0.07s	0.02s	0.08s	0.02s	0.05s	0.02s
Longest Time	0.13s	0.14s	0.13s	0.18s	0.15s	0.33s	0.43s	0.22s	0.83s	0.14s	0.27s	0.18s	1.47s
Median Time	0.05s	0.09s	0.05s	0.12s	0.12s	0.14s	0.17s	0.13s	0.12s	0.13s	0.14s	0.07s	0.15s
PStDev Time	0.04s	0.05s	0.03s	0.05s	0.03s	0.07s	0.12s	0.06s	0.17s	0.03s	0.08s	0.04s	0.30s

Credential Change

Time to implement new password within the system.

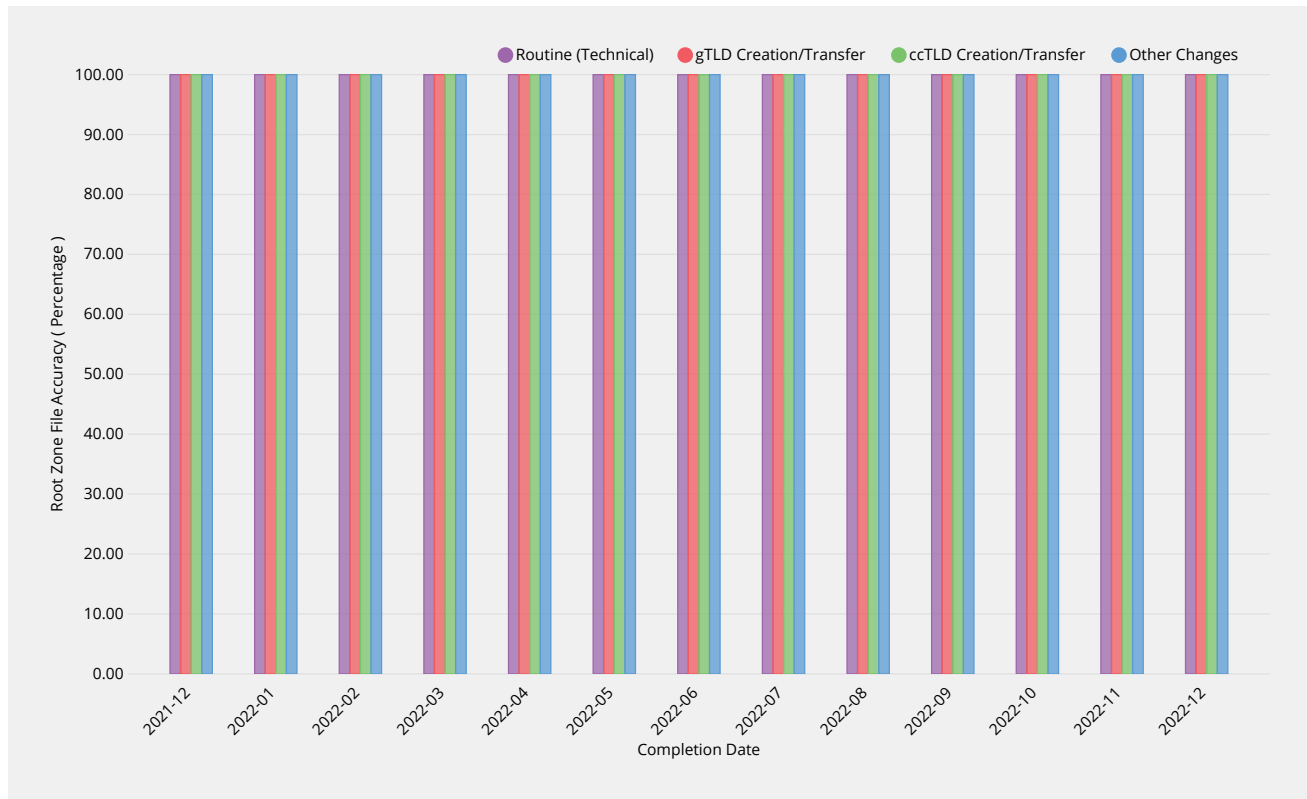


Credential Change	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Update Time	1.950ms	0.000ms	1.000ms	1.000ms	1.000ms	1.800ms	1.750ms	0.900ms	2.450ms	0.900ms	2.800ms	1.700ms	482.196ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	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	2	4	7	5	5	6	3	18	3	13	7	19
Mean Time	1.500ms	0.000ms	0.500ms	0.571ms	0.800ms	0.800ms	0.833ms	0.333ms	1.000ms	0.333ms	0.538ms	0.714ms	119.256ms
Shortest Time	1.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms
Longest Time	2.000ms	0.000ms	1.000ms	1.000ms	1.000ms	2.000ms	2.000ms	1.000ms	5.000ms	1.000ms	4.000ms	2.000ms	911.000ms
Median Time	1.500ms	0.000ms	0.500ms	1.000ms	1.000ms	1.000ms	1.000ms	0.000ms	1.000ms	0.000ms	0.000ms	1.000ms	86.222ms
PStDev Time	0.500ms	0.000ms	0.500ms	0.495ms	0.400ms	0.748ms	0.687ms	0.471ms	1.202ms	0.471ms	1.151ms	0.700ms	209.450ms

Accuracy

Root Zone File

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



Routine (Technical)	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
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	18	51	27	25	23	218	62	289	39	33	29	53	69

gTLD Creation/Transfer	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
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	2	2	11	1	0	3	2	5	1	1	0	0

ccTLD Creation/Transfer	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	0	0	0	2	0	0	0	0	1	0

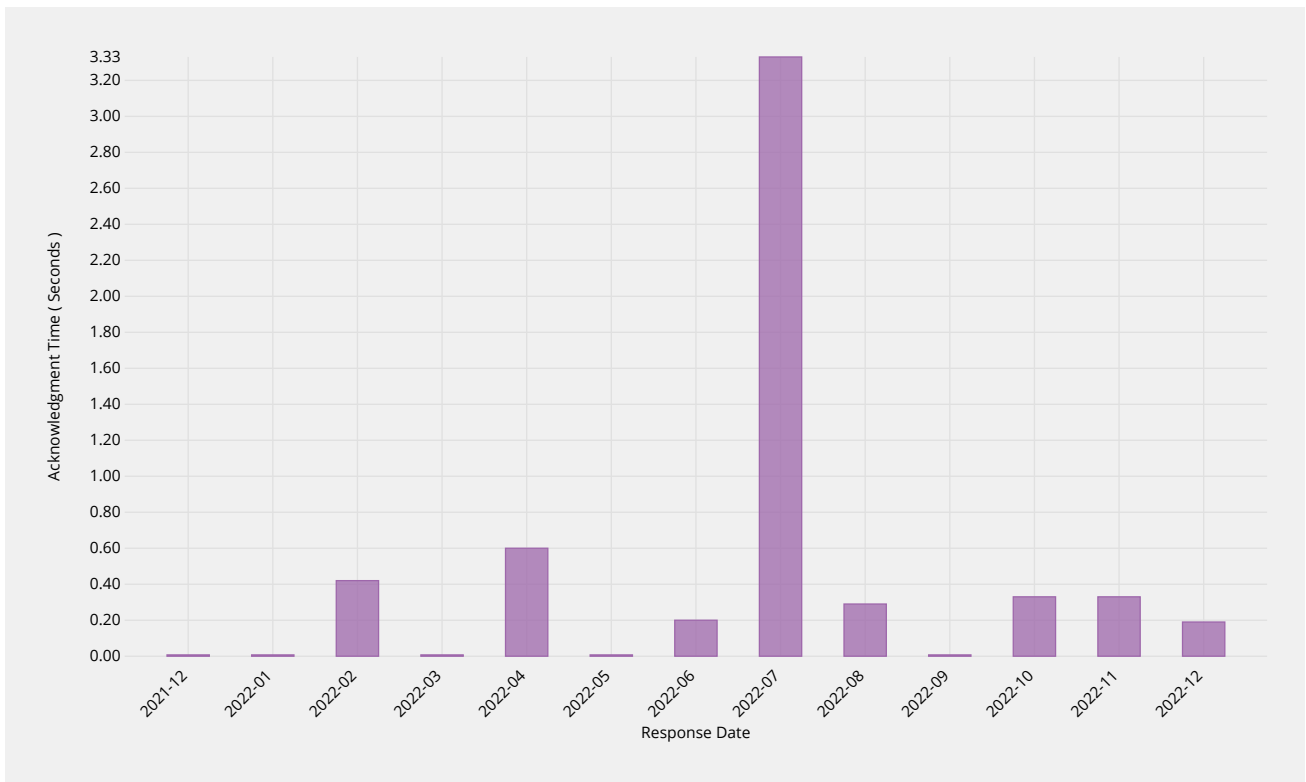
Other Changes	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	7	0	2	0	0	0	0	0	0	0	2	1	3

Other Changes	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Request Count	7	0	2	0	0	0	0	0	0	0	2	1	3

Enquiry Processing

Time to acknowledge

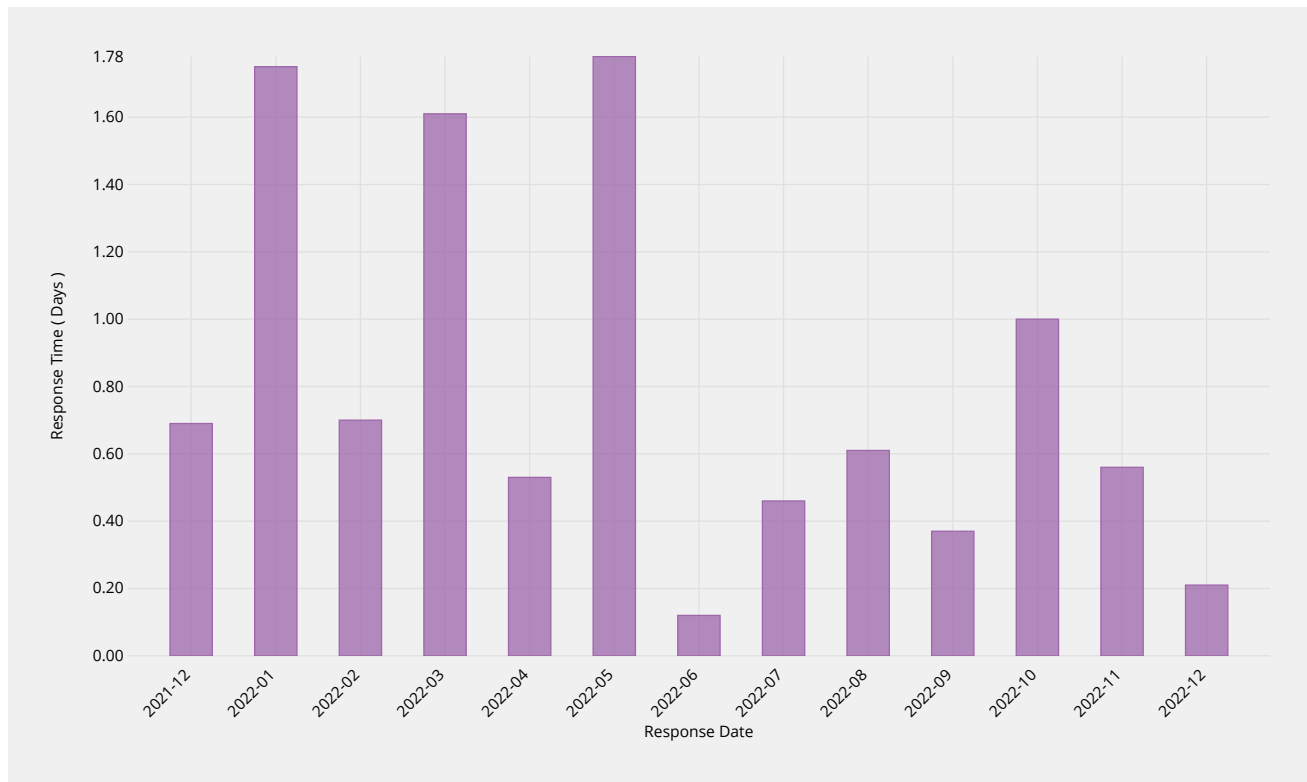
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Acknowledgment Time	0.00s	0.00s	1.00s	0.00s	1.00s	0.00s	0.80s	14.50s	1.00s	0.00s	0.90s	0.90s	1.00s
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	2	4	12	5	10	7	5	6	7	4	3	3	16
Mean Time	0.00s	0.00s	0.42s	0.00s	0.60s	0.00s	0.20s	3.33s	0.29s	0.00s	0.33s	0.33s	0.19s
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	0.00s	0.00s	1.00s	0.00s	1.00s	0.00s	1.00s	19.00s	1.00s	0.00s	1.00s	1.00s	1.00s
Median Time	0.00s	0.00s	0.00s	0.00s	1.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.00s	0.00s	0.49s	0.00s	0.49s	0.00s	0.40s	7.02s	0.45s	0.00s	0.47s	0.47s	0.39s

Time to initial response

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

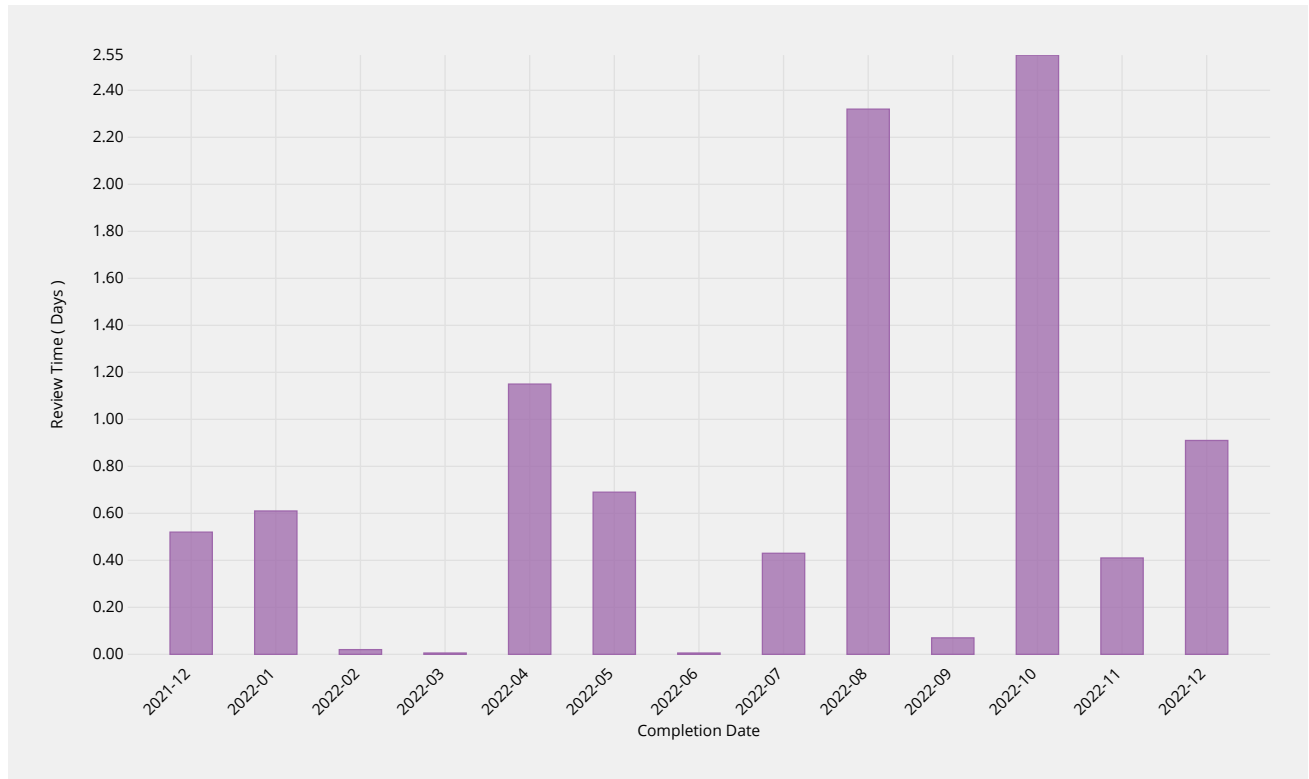


Manual Enquiries	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Response Time	1.19d	2.80d	2.21d	3.90d	0.97d	4.37d	0.23d	0.83d	1.39d	0.76d	2.33d	0.86d	0.45d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	3	4	11	6	6	6	4	5	7	3	3	3	15
Mean Time	0.69d	1.75d	0.70d	1.61d	0.53d	1.78d	0.12d	0.46d	0.61d	0.37d	1.00d	0.56d	0.21d
Shortest Time	0.04d	0.00d	0.02d	0.01d	0.05d	0.05d	0.02d	0.18d	0.04d	0.08d	0.01d	0.01d	0.01d
Longest Time	1.32d	3.08d	2.25d	4.95d	1.18d	5.79d	0.25d	0.96d	2.77d	0.93d	2.88d	0.87d	0.54d
Median Time	0.71d	1.96d	0.28d	0.82d	0.56d	0.77d	0.10d	0.32d	0.32d	0.09d	0.12d	0.81d	0.20d
PStDev Time	0.52d	1.12d	0.79d	1.79d	0.41d	2.02d	0.10d	0.30d	0.90d	0.40d	1.33d	0.39d	0.18d

Label Generation Rulesets

Review Time

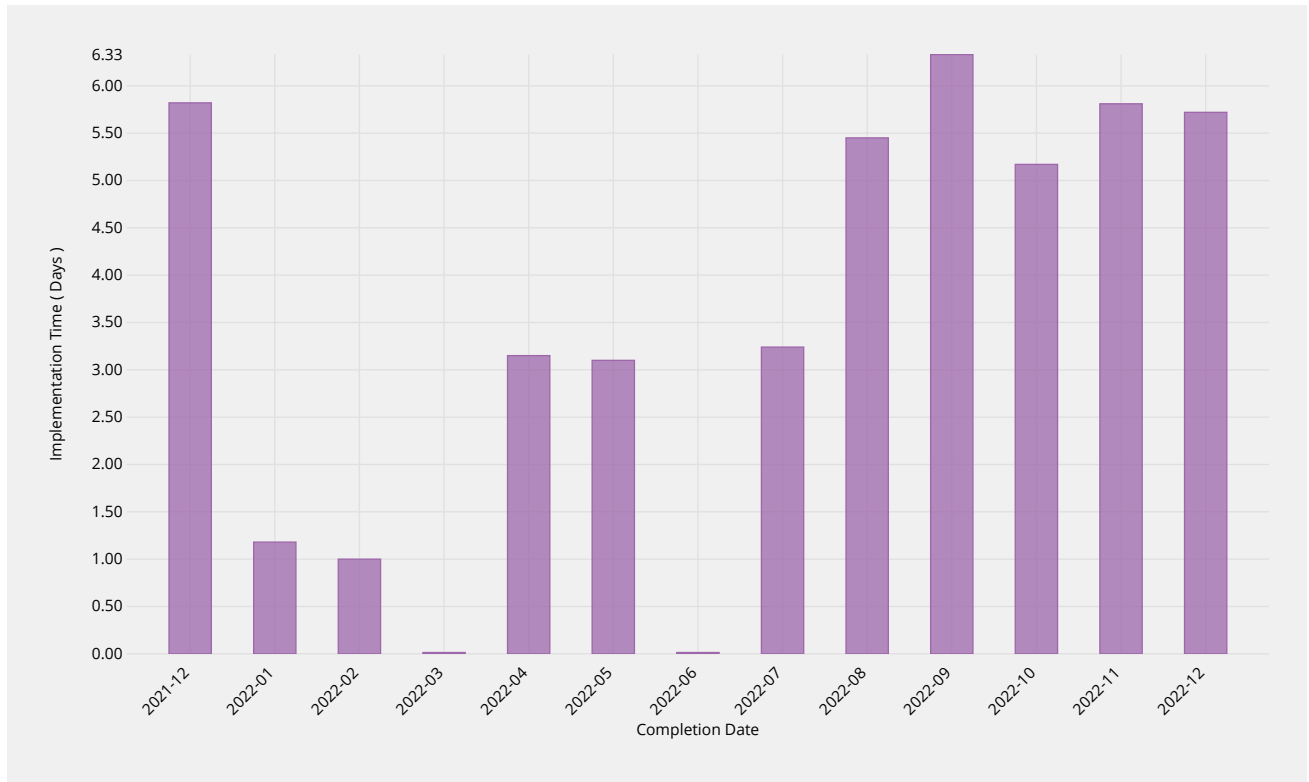
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Review Time	0.52d	0.61d	0.02d	—	1.15d	0.69d	—	0.43d	2.32d	0.07d	2.55d	0.41d	0.91d
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	1	2	1	0	1	3	0	2	3	2	5	3	2
Shortest Time	0.52d	0.25d	0.02d	—	1.15d	0.16d	—	0.01d	0.13d	0.04d	0.62d	0.06d	0.01d
Longest Time	0.52d	0.65d	0.02d	—	1.15d	0.69d	—	0.48d	2.47d	0.08d	3.03d	0.49d	1.00d
Median Time	0.52d	0.45d	0.02d	—	1.15d	0.68d	—	0.24d	1.73d	0.06d	1.09d	0.07d	0.51d
PStDev Time	0.00d	0.20d	0.00d	—	0.00d	0.25d	—	0.24d	0.98d	0.02d	0.88d	0.20d	0.50d

Implementation Time

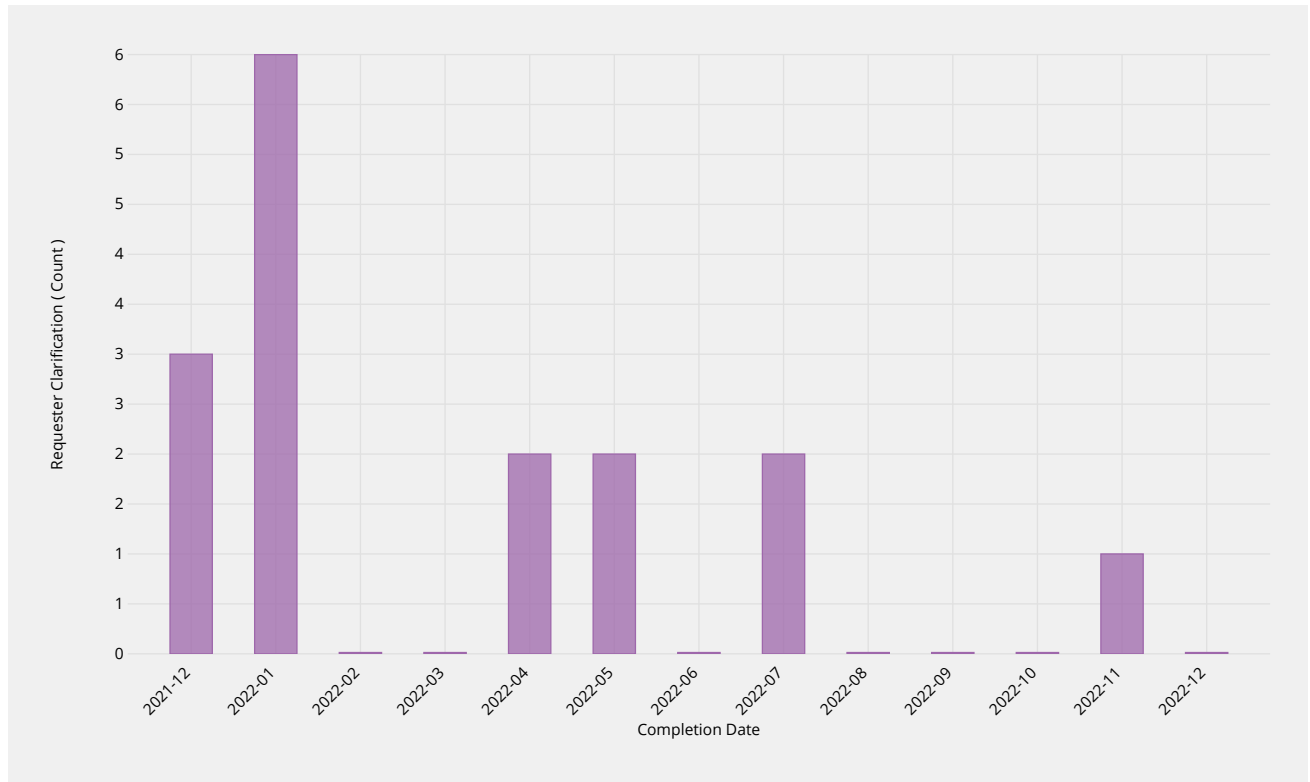
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Implementation Time	5.82d	1.18d	1.00d	—	3.15d	3.10d	—	3.24d	5.45d	6.33d	5.17d	5.81d	5.72d
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	2	1	0	1	3	0	2	3	2	5	4	2
Shortest Time	5.82d	0.93d	1.00d	—	3.15d	0.31d	—	2.14d	3.93d	2.13d	0.32d	1.86d	1.98d
Longest Time	5.82d	1.20d	1.00d	—	3.15d	3.79d	—	3.36d	5.83d	6.79d	5.20d	5.90d	6.13d
Median Time	5.82d	1.07d	1.00d	—	3.15d	0.31d	—	2.75d	3.93d	4.46d	1.25d	3.79d	4.06d
PStDev Time	0.00d	0.14d	0.00d	—	0.00d	1.64d	—	0.61d	0.90d	2.33d	2.24d	1.92d	2.08d

Requester Clarification

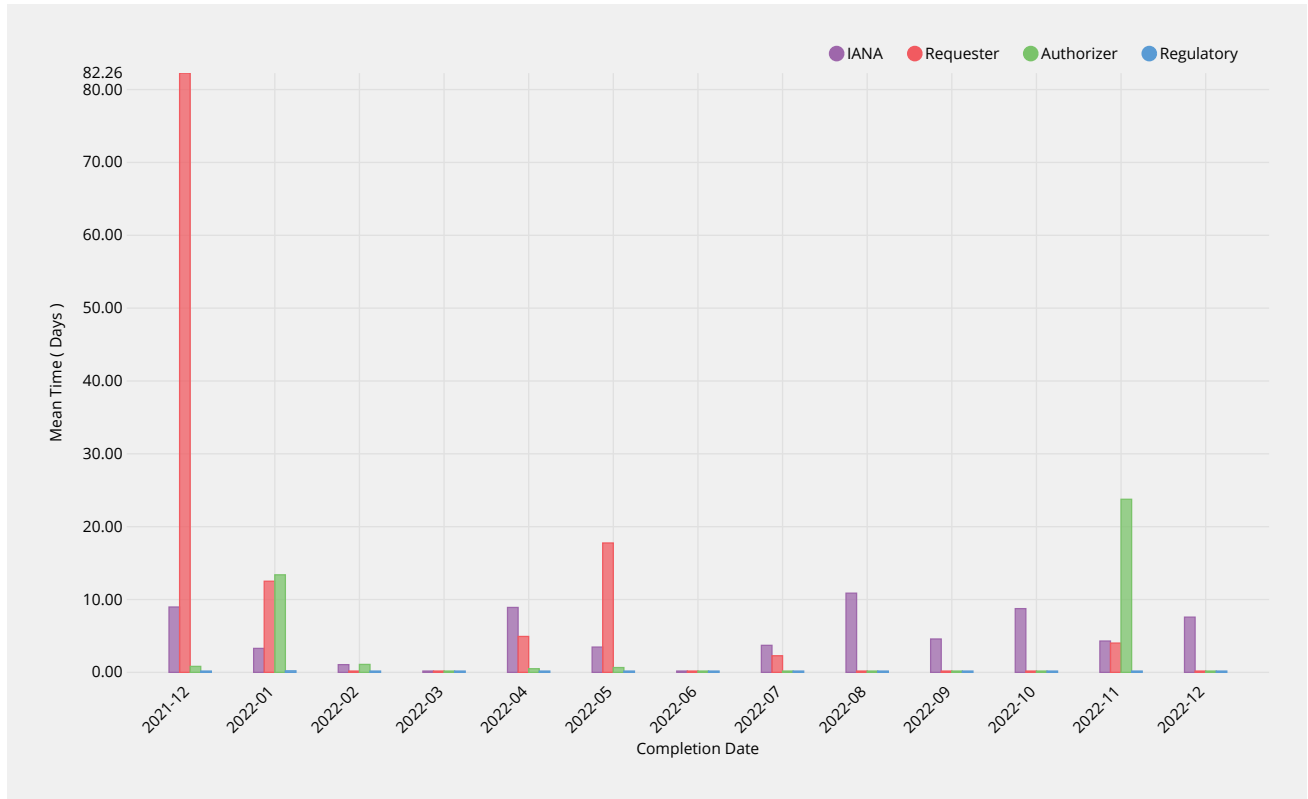
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Count	3	6	0	—	2	2	—	2	0	0	0	1	0
Request Count	1	2	1	0	1	3	0	2	3	2	5	4	2
Shortest Clarification	3	1	0	—	2	0	—	0	0	0	0	0	0
Longest Clarification	3	5	0	—	2	1	—	2	0	0	0	1	0

Time per Actor

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



IANA	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Mean Time	8.97d	3.29d	1.06d	—	8.91d	3.47d	—	3.71d	10.87d	4.58d	8.75d	4.30d	7.58d
Review Count	1	2	1	0	1	3	0	2	3	2	4	4	2
Shortest Time	8.97d	2.87d	1.06d	—	8.91d	3.05d	—	3.37d	6.22d	2.28d	1.11d	2.11d	2.00d
Longest Time	8.97d	3.70d	1.06d	—	8.91d	4.28d	—	4.06d	13.82d	6.87d	21.58d	7.07d	13.17d
Median Time	8.97d	3.29d	1.06d	—	8.91d	3.07d	—	3.71d	12.55d	4.58d	6.15d	4.02d	7.58d
PStDev Time	0.00d	0.41d	0.00d	—	0.00d	0.58d	—	0.34d	3.32d	2.29d	7.76d	2.22d	5.58d

Requester	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Mean Time	82.26d	12.51d	—	—	4.93d	17.76d	—	2.28d	—	—	—	4.02d	—
Review Count	1	2	0	0	1	2	0	1	0	0	0	1	0
Shortest Time	82.26d	10.88d	—	—	4.93d	17.72d	—	2.28d	—	—	—	4.02d	—
Longest Time	82.26d	14.14d	—	—	4.93d	17.80d	—	2.28d	—	—	—	4.02d	—
Median Time	82.26d	12.51d	—	—	4.93d	17.76d	—	2.28d	—	—	—	4.02d	—
PStDev Time	0.00d	1.63d	—	—	0.00d	0.04d	—	0.00d	—	—	—	0.00d	—

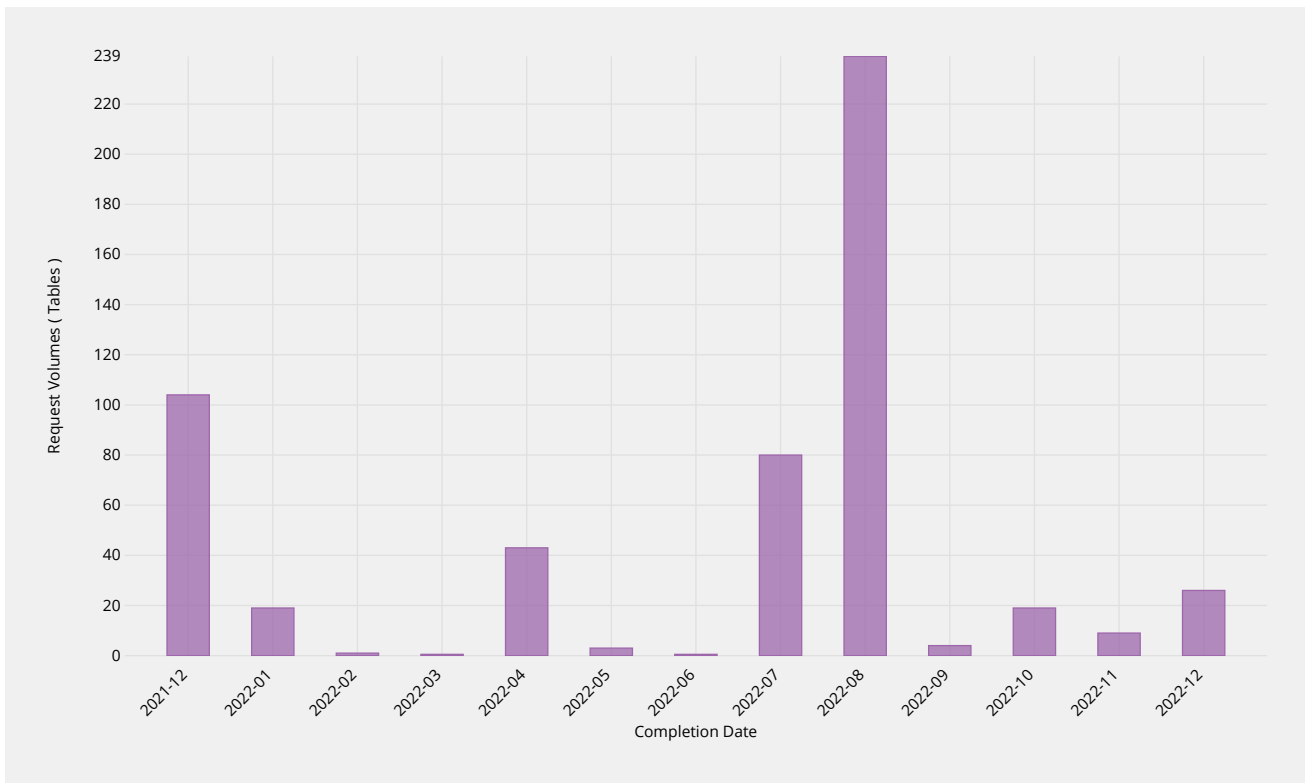
Authorizer	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Mean Time	0.82d	13.39d	1.09d	—	0.50d	0.66d	—	—	—	—	—	23.76d	—
Review Count	1	1	1	0	1	1	0	0	0	0	0	1	0
Shortest Time	0.82d	13.39d	1.09d	—	0.50d	0.66d	—	—	—	—	—	23.76d	—
Longest Time	0.82d	13.39d	1.09d	—	0.50d	0.66d	—	—	—	—	—	23.76d	—
Median Time	0.82d	13.39d	1.09d	—	0.50d	0.66d	—	—	—	—	—	23.76d	—
PStDev Time	0.00d	0.00d	0.00d	—	0.00d	0.00d	—	—	—	—	—	0.00d	—

Regulatory	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Mean Time	0.02d	0.21d	0.09d	—	0.05d	0.10d	—	—	—	—	—	0.05d	—
Review Count	1	1	1	0	1	1	0	0	0	0	0	1	0
Shortest Time	0.02d	0.21d	0.09d	—	0.05d	0.10d	—	—	—	—	—	0.05d	—

Regulatory	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Longest Time	0.02d	0.21d	0.09d	—	0.05d	0.10d	—	—	—	—	—	0.05d	—
Median Time	0.02d	0.21d	0.09d	—	0.05d	0.10d	—	—	—	—	—	0.05d	—
PStDev Time	0.00d	0.00d	0.00d	—	0.00d	0.00d	—	—	—	—	—	0.00d	—

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12
Total LGRs Processed	104	19	1	—	43	3	—	80	239	4	19	9	26
Request Count	1	2	1	0	1	3	0	2	3	2	5	4	2
Average LGRs per Request	104	10	1	—	43	1	—	40	80	2	4	2	13
Smallest per Request	104	1	1	—	43	1	—	40	1	1	1	1	2
Largest per Request	104	18	1	—	43	1	—	40	196	3	8	4	24

Definitions

Service Definitions

While there are many different ways change requests can be categorized, the key areas of distinction between different processing types for the purposes of metrics are as follows:

- **Category I (Routine updates impacting Root Zone File)** — Routine change requests that alter the technical data published in the DNS root zone (e.g. changes to NS records, DS records and glue records) . For these changes the process requires IANA, both pre- and post-transition, to engage third parties to implement, publish and distribute changes in the root zone file.
- **Category II (Routine updates not impacting Root Zone File)** — Routine change requests that do not alter the DNS root zone file (e.g. contact data and metadata). These changes do not engage third parties as part of implementation, and therefore will have a materially different processing timeframe.
- **Category III (Creating or Transferring a gTLD)** — Requests to create (“delegate”) or transfer (“redelegate” or “assign”) a generic top-level domain. These changes require additional processing by IANA to ensure policy and contractual requirements are met associated with a change of control for the TLD. While the key processing is performed elsewhere within ICANN, the IANA processing is significant and therefore distinguishes this type of request from a routine change request.
- **Category IV (Creating or Transferring a ccTLD)** — Requests to create or transfer a country-code top-level domain. These changes require additional processing by IANA to ensure policy requirements are met. This processing is performed by IANA staff, and includes performing additional analysis on the change request, producing a report, and having that report reviewed externally (including verification that all existing registration data has been successfully transferred from the old to new Registry operator). This processing is significant, and is normally substantially longer than a routine change request, and therefore should be distinguished.
- **Category V (Other change requests)** — Other non-routine change requests. IANA is required to process change requests that may have special handling requirements, or require additional documentary evidence or additional clarifications from the customer or third parties, that do not afford them the ability to automate. These scenarios include, but are not necessarily limited to:
 - i. Customers that require requests to be handled outside the online self-service platform, such as those lodging change requests through the exchange of postal mail;
 - ii. Customers that have placed special handling instructions on file with IANA, or have otherwise asked for special handling for a request that deviates from the normal process, that must be executed manually by IANA staff;
 - iii. Unique legal or regulatory encumbrances that must be satisfied that require additional processing;
 - iv. Removing a TLD from service (e.g. retirement or revocation);
 - v. Changes that relate to the operation of the root zone itself, including changing the Root Key Signing Key, altering the set of authoritative name servers for the root zone (e.g. the “root servers”), and changes to the “root hints” file.

Field Definitions

The fields in the preceding tables are as follows:

- **Process.** The business process that IANA is requested to perform.
- **Metric.** The individual metric that will be measured as part of the completion of the business process.
- **Target.** The specified target for each individual change request.
- **Type.** Whether the target specified is a minimum target (compliance must not be less than the target) or a maximum target (compliance must not be more than the target).
- **Breach.** The percentage limit of change requests within the specified period that fail to meet the metric, which if reached is deemed a breach in the SLE.
- **Period.** The period over which SLE compliance is measured.