

# IANA Naming Function Monthly Performance Report

February 2023

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.00s	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%)	✓ 0.01d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.01d	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%)	✓ —	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 2.32m	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%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 1.67m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 1.42m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ —	p13
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2906.10ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2042.95ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 86.00ms	p14
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%)	✓ 1.00ms	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.63d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 1.25d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.76d	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
<b>ccTLD Creation/Transfer</b>				

Metric	Category	Expected	Actual	Detail
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p20
Requester Clarification	Requester Clarification	N/A	—	p21
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p22
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 28.33h	p23
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	Other Changes	N/A	—	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 2.17s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.82s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.15s	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p25
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 100.00%	p27
Directory Service	WHOIS Availability	≥99%	✓ 99.26%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.48s	p30
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 278.350ms	p31
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	Other Changes	100%	✓ 100.00%	p32
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p33
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p33
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	Other Changes	100%	✓ 100.00%	p34
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1.00s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.74d	p35
<b>Label Generation Rulesets</b>				
Review Time	Review Time	≤5d (90.0%)	✓ 0.33d	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 1.01d	p37
Requester Clarification	Requester Clarification	N/A	0	p38
Time per Actor	IANA	N/A	2.33d	p39
Time per Actor	Requester	N/A	—	p39
Time per Actor	Authorizer	N/A	—	p39
Time per Actor	Regulatory	N/A	—	p39
Request Volumes	Request Volumes	N/A	1	p40

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

## Exceptions and Narrative for Reporting Period

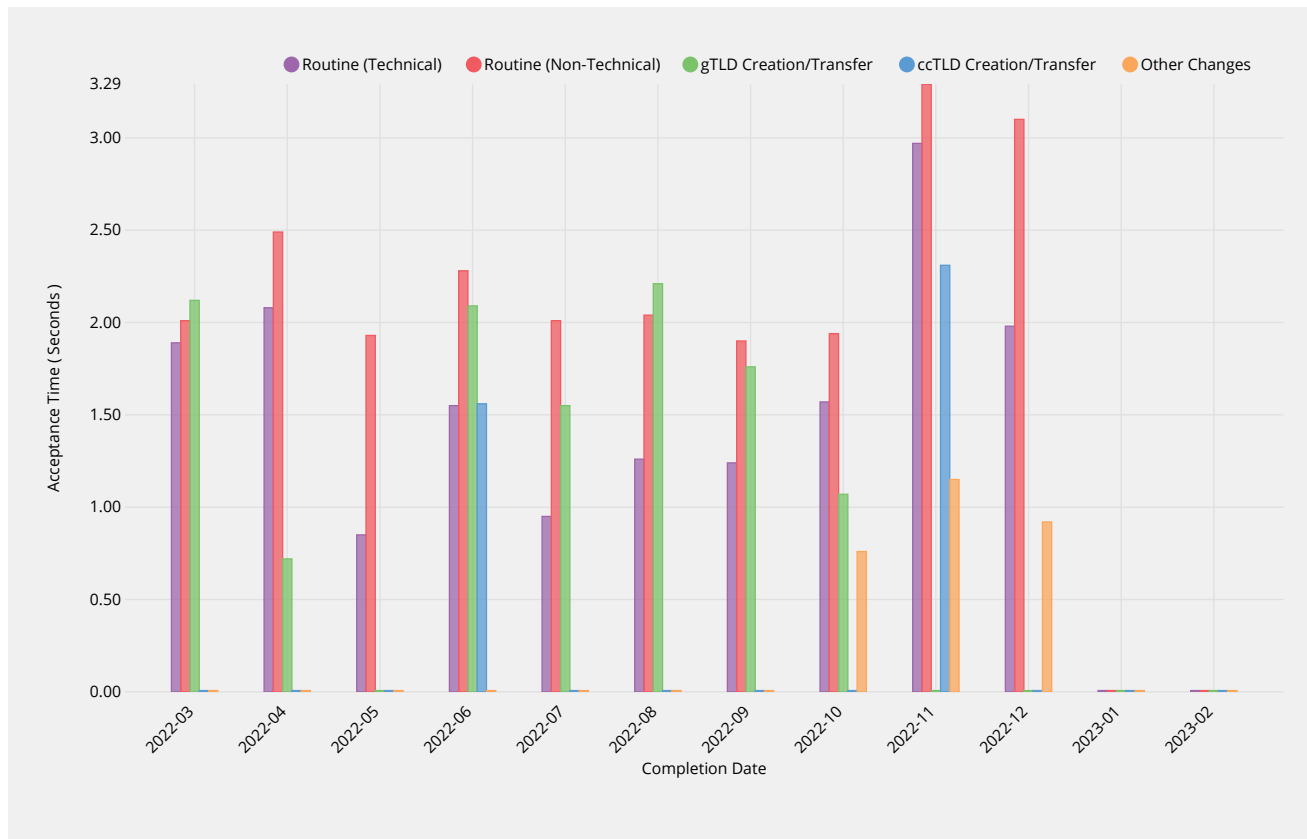
There were no exceptions for the reporting period.

# 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)	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Acceptance Time	1.89s	2.08s	0.85s	1.55s	0.95s	1.26s	1.24s	1.57s	2.97s	1.98s	0.00s	0.00s
Monthly Threshold	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%
Acceptance Count	29	25	220	66	304	44	36	32	53	82	30	35
Mean Time	1.01s	0.99s	0.68s	0.76s	0.74s	0.89s	0.88s	0.92s	1.53s	1.14s	0.00s	0.00s
Shortest Time	0.54s	0.56s	0.52s	0.54s	0.49s	0.64s	0.70s	0.52s	0.86s	0.00s	0.00s	0.00s
Longest Time	1.99s	2.49s	1.69s	2.23s	2.27s	1.88s	1.80s	1.59s	4.07s	2.84s	0.00s	0.00s
Median Time	0.71s	0.77s	0.65s	0.69s	0.70s	0.81s	0.80s	0.79s	1.25s	1.18s	0.00s	0.00s
PStDev Time	0.48s	0.48s	0.16s	0.31s	0.19s	0.24s	0.24s	0.31s	0.69s	0.53s	0.00s	0.00s

Routine (Non-Technical)	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Acceptance Time	2.01s	2.49s	1.93s	2.28s	2.01s	2.04s	1.90s	1.94s	3.29s	3.10s	0.00s	0.00s
Monthly Threshold	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%
Acceptance Count	29	11	12	39	32	83	14	23	60	28	26	29
Mean Time	1.27s	1.55s	1.42s	1.59s	1.47s	1.49s	1.46s	1.98s	2.41s	1.56s	0.00s	0.00s
Shortest Time	0.80s	1.08s	0.94s	0.93s	1.04s	1.05s	1.03s	0.90s	1.38s	0.00s	0.00s	0.00s

Routine (Non-Technical)	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Longest Time	2.18s	2.73s	2.05s	2.56s	2.12s	3.02s	1.97s	16.51s	3.64s	3.18s	0.00s	0.00s
Median Time	1.24s	1.29s	1.46s	1.54s	1.44s	1.41s	1.44s	1.26s	2.39s	2.06s	0.00s	0.00s
PStDev Time	0.35s	0.50s	0.32s	0.39s	0.28s	0.32s	0.27s	3.11s	0.50s	1.21s	0.00s	0.00s

gTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Acceptance Time	2.12s	0.72s	—	2.09s	1.55s	2.21s	1.76s	1.07s	—	0.00s	—	0.00s
Monthly Threshold	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%
Acceptance Count	11	1	0	3	2	6	1	1	0	1	0	1
Mean Time	1.31s	0.72s	—	1.63s	1.30s	1.47s	1.76s	1.07s	—	0.00s	—	0.00s
Shortest Time	0.67s	0.72s	—	1.36s	1.01s	1.01s	1.76s	1.07s	—	0.00s	—	0.00s
Longest Time	2.15s	0.72s	—	2.17s	1.58s	2.40s	1.76s	1.07s	—	0.00s	—	0.00s
Median Time	1.23s	0.72s	—	1.38s	1.30s	1.25s	1.76s	1.07s	—	0.00s	—	0.00s
PStDev Time	0.42s	0.00s	—	0.38s	0.29s	0.45s	0.00s	0.00s	—	0.00s	—	0.00s

ccTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Acceptance Time	—	—	—	1.56s	—	—	—	—	2.31s	—	0.00s	—
Monthly Threshold	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%
Acceptance Count	0	0	0	2	0	0	0	0	2	0	1	0
Mean Time	—	—	—	1.50s	—	—	—	—	2.25s	—	0.00s	—
Shortest Time	—	—	—	1.44s	—	—	—	—	2.19s	—	0.00s	—
Longest Time	—	—	—	1.56s	—	—	—	—	2.31s	—	0.00s	—
Median Time	—	—	—	1.50s	—	—	—	—	2.25s	—	0.00s	—
PStDev Time	—	—	—	0.06s	—	—	—	—	0.06s	—	0.00s	—

Other Changes	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Acceptance Time	—	—	—	—	—	—	—	0.76s	1.15s	0.92s	0.00s	—
Monthly Threshold	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%
Acceptance Count	0	0	0	0	0	0	0	2	1	5	1	0
Mean Time	—	—	—	—	—	—	—	0.67s	1.15s	0.36s	0.00s	—
Shortest Time	—	—	—	—	—	—	—	0.56s	1.15s	0.00s	0.00s	—
Longest Time	—	—	—	—	—	—	—	0.77s	1.15s	0.94s	0.00s	—
Median Time	—	—	—	—	—	—	—	0.67s	1.15s	0.00s	0.00s	—
PStDev Time	—	—	—	—	—	—	—	0.10s	0.00s	0.44s	0.00s	—



gTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Lodgment Count	1	0	0	2	0	3	1	1	0	1	0	1
Mean Time	0.61d	—	—	0.80d	—	0.36d	0.15d	0.07d	—	0.00d	—	0.00d
Shortest Time	0.61d	—	—	0.52d	—	0.14d	0.15d	0.07d	—	0.00d	—	0.00d
Longest Time	0.61d	—	—	1.08d	—	0.70d	0.15d	0.07d	—	0.00d	—	0.00d
Median Time	0.61d	—	—	0.80d	—	0.25d	0.15d	0.07d	—	0.00d	—	0.00d
PStDev Time	0.00d	—	—	0.28d	—	0.24d	0.00d	0.00d	—	0.00d	—	0.00d

ccTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Lodgment Time	—	—	—	1.19d	—	—	—	—	—	—	—	—
Monthly Threshold	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%
Lodgment Count	0	0	0	1	0	0	0	0	0	0	0	0
Mean Time	—	—	—	1.19d	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	1.19d	—	—	—	—	—	—	—	—
Longest Time	—	—	—	1.19d	—	—	—	—	—	—	—	—
Median Time	—	—	—	1.19d	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	0.00d	—	—	—	—	—	—	—	—

Other Changes	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Lodgment Time	—	—	—	—	—	—	—	0.67d	0.25d	0.17d	—	—
Monthly Threshold	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%
Lodgment Count	0	0	0	0	0	0	0	2	1	2	0	0
Mean Time	—	—	—	—	—	—	—	0.48d	0.25d	0.14d	—	—
Shortest Time	—	—	—	—	—	—	—	0.26d	0.25d	0.10d	—	—
Longest Time	—	—	—	—	—	—	—	0.69d	0.25d	0.17d	—	—
Median Time	—	—	—	—	—	—	—	0.48d	0.25d	0.14d	—	—
PStDev Time	—	—	—	—	—	—	—	0.22d	0.00d	0.04d	—	—

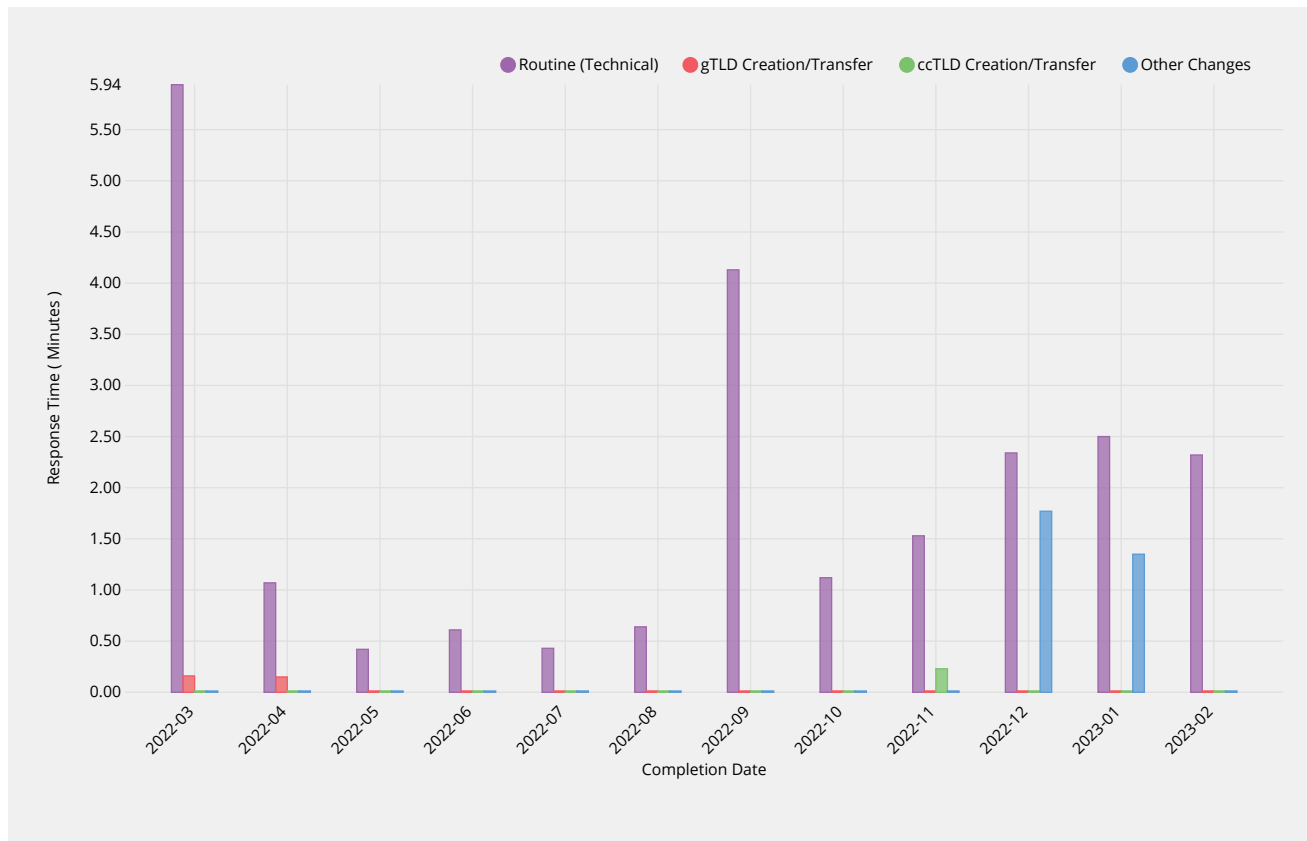
## Technical Checks

### Technical Check (First)

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



interface.



Routine (Technical)	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Response Time	5.94m	1.07m	0.42m	0.61m	0.43m	0.64m	4.13m	1.12m	1.53m	2.34m	2.50m	2.32m
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	29	25	220	66	304	44	36	32	53	82	30	35
Mean Time	1.22m	0.44m	0.20m	0.27m	0.20m	0.31m	0.67m	0.53m	0.43m	0.57m	1.67m	1.59m
Shortest Time	0.13m	0.09m	0.07m	0.08m	0.07m	0.11m	0.11m	0.12m	0.12m	0.10m	0.91m	1.11m
Longest Time	13.31m	2.66m	3.53m	2.71m	1.49m	3.25m	5.84m	6.59m	2.09m	5.86m	5.51m	2.94m
Median Time	0.26m	0.25m	0.14m	0.15m	0.16m	0.17m	0.20m	0.23m	0.27m	0.20m	1.50m	1.48m
PStDev Time	2.74m	0.54m	0.34m	0.35m	0.16m	0.48m	1.31m	1.12m	0.44m	1.01m	0.80m	0.40m

gTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Response Time	0.16m	0.15m	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	1	1	0	0	0	0	0	0	0	0	0	0
Mean Time	0.16m	0.15m	—	—	—	—	—	—	—	—	—	—
Shortest Time	0.16m	0.15m	—	—	—	—	—	—	—	—	—	—
Longest Time	0.16m	0.15m	—	—	—	—	—	—	—	—	—	—
Median Time	0.16m	0.15m	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.00m	0.00m	—	—	—	—	—	—	—	—	—	—

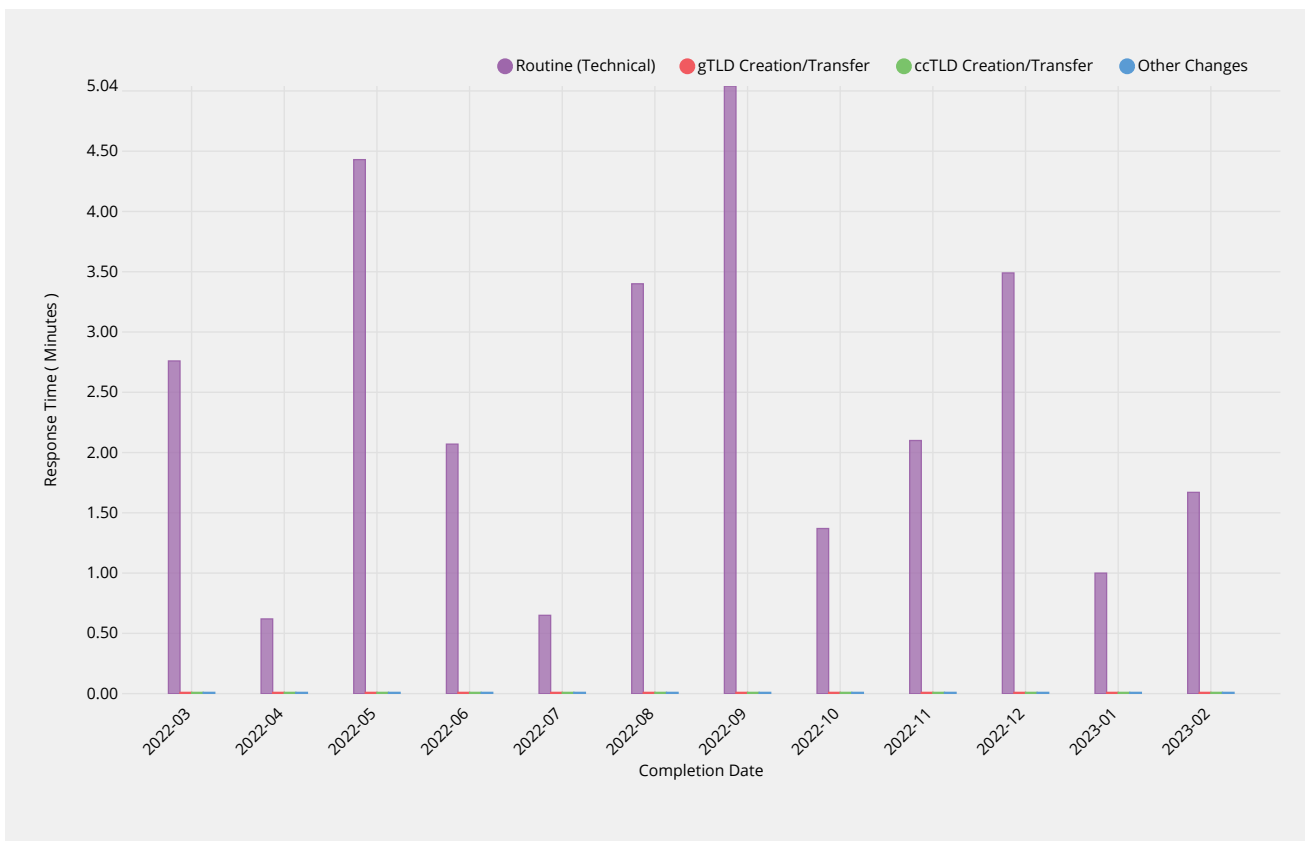
ccTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Response Time	—	—	—	—	—	—	—	—	0.23m	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	0	0	0	1	0	0	0
Mean Time	—	—	—	—	—	—	—	—	0.23m	—	—	—

ccTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Shortest Time	—	—	—	—	—	—	—	—	0.23m	—	—	—
Longest Time	—	—	—	—	—	—	—	—	0.23m	—	—	—
Median Time	—	—	—	—	—	—	—	—	0.23m	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	0.00m	—	—	—

Other Changes	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Response Time	—	—	—	—	—	—	—	—	—	1.77m	1.35m	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	0	0	0	0	2	1	0
Mean Time	—	—	—	—	—	—	—	—	—	1.54m	1.35m	—
Shortest Time	—	—	—	—	—	—	—	—	—	1.29m	1.35m	—
Longest Time	—	—	—	—	—	—	—	—	—	1.79m	1.35m	—
Median Time	—	—	—	—	—	—	—	—	—	1.54m	1.35m	—
PStDev Time	—	—	—	—	—	—	—	—	—	0.25m	0.00m	—

### Technical Check (Retest)

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



Routine (Technical)	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Response Time	2.76m	0.62m	4.43m	2.07m	0.65m	3.40m	5.04m	1.37m	2.10m	3.49m	1.00m	1.67m
Monthly Threshold	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%
Retest Count	83	83	58	1107	141	85	16	29	65	95	51	73
Mean Time	2.06m	0.27m	1.96m	0.39m	0.31m	1.73m	2.06m	1.00m	0.81m	1.68m	1.09m	0.84m
Shortest Time	0.07m	0.09m	0.12m	0.06m	0.04m	0.06m	0.23m	0.09m	0.07m	0.42m	0.40m	0.43m
Longest Time	7.65m	1.59m	6.11m	2.11m	3.56m	3.96m	5.19m	6.20m	2.53m	15.92m	15.74m	1.77m







Routine (Technical)	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	26	23	219	63	290	41	34	30	53	77	29	32
Mean Time	0.85ms	1.13ms	1.00ms	5597509.54ms	0.98ms	1.27ms	0.91ms	1.23ms	1.32ms	194.92ms	1470.10ms	1391.47ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	100.00ms	358.00ms
Longest Time	2.00ms	3.00ms	9.00ms	352643033.00ms	14.00ms	6.00ms	2.00ms	7.00ms	10.00ms	5764.00ms	4032.00ms	3401.00ms
Median Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1238.00ms	1165.50ms
PStDev Time	0.53ms	0.68ms	0.84ms	44074825.55ms	1.20ms	1.06ms	0.61ms	1.33ms	1.49ms	799.88ms	790.40ms	660.47ms

Routine (Non-Technical)	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Dispatch Time	3.20ms	5.00ms	68981689.10ms	574296501.10ms	2.45ms	2.00ms	2.00ms	1.90ms	3.00ms	680.50ms	2081.75ms	2042.95ms
Monthly Threshold	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%
Email Count	29	11	12	39	32	83	14	23	60	28	26	28
Mean Time	1.59ms	2.09ms	12774387.92ms	69396578.77ms	1.47ms	1.27ms	1.29ms	1.00ms	1.58ms	177.86ms	517.42ms	448.79ms
Shortest Time	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms	0.00ms	84.00ms	71.00ms
Longest Time	6.00ms	6.00ms	153292640.00ms	752305256.00ms	6.00ms	6.00ms	2.00ms	3.00ms	3.00ms	2236.00ms	2814.00ms	2750.00ms
Median Time	1.00ms	2.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	2.00ms	2.00ms	270.50ms	150.00ms
PStDev Time	1.10ms	1.62ms	42367847.12ms	195107145.84ms	1.00ms	0.76ms	0.45ms	0.59ms	0.67ms	441.65ms	663.64ms	687.21ms

gTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Dispatch Time	2.00ms	0.00ms	—	2.00ms	1.95ms	5.00ms	2.00ms	2.00ms	—	75.00ms	—	86.00ms
Monthly Threshold	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%
Email Count	11	1	0	3	2	6	1	1	0	1	0	1
Mean Time	1.18ms	0.00ms	—	1.67ms	1.50ms	1.83ms	2.00ms	2.00ms	—	75.00ms	—	86.00ms
Shortest Time	1.00ms	0.00ms	—	1.00ms	1.00ms	0.00ms	2.00ms	2.00ms	—	75.00ms	—	86.00ms
Longest Time	2.00ms	0.00ms	—	2.00ms	2.00ms	6.00ms	2.00ms	2.00ms	—	75.00ms	—	86.00ms
Median Time	1.00ms	0.00ms	—	2.00ms	1.50ms	1.50ms	2.00ms	2.00ms	—	75.00ms	—	86.00ms
PStDev Time	0.39ms	0.00ms	—	0.47ms	0.50ms	2.03ms	0.00ms	0.00ms	—	0.00ms	—	0.00ms

ccTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Dispatch Time	—	—	—	3.00ms	—	—	—	—	1.00ms	—	414.00ms	—
Monthly Threshold	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%
Email Count	0	0	0	2	0	0	0	0	2	0	1	0
Mean Time	—	—	—	3.00ms	—	—	—	—	1.00ms	—	414.00ms	—
Shortest Time	—	—	—	3.00ms	—	—	—	—	1.00ms	—	414.00ms	—
Longest Time	—	—	—	3.00ms	—	—	—	—	1.00ms	—	414.00ms	—
Median Time	—	—	—	3.00ms	—	—	—	—	1.00ms	—	414.00ms	—
PStDev Time	—	—	—	0.00ms	—	—	—	—	0.00ms	—	0.00ms	—

Other Changes	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Dispatch Time	—	—	—	—	—	—	—	—	—	2008.80ms	1861.00ms	—
Monthly Threshold	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%
Email Count	0	0	0	0	0	0	0	0	0	3	1	0
Mean Time	—	—	—	—	—	—	—	—	—	1104.67ms	1861.00ms	—



Routine (Non-Technical)	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
PStDev Time	0.36ms	0.70ms	0.46ms	0.45ms	0.44ms	0.63ms	0.50ms	0.29ms	1.36ms	0.45ms	0.45ms	0.41ms

gTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Affirmation Time	0.00ms	0.00ms	—	1.00ms	0.00ms	0.80ms	0.00ms	0.00ms	—	—	—	1.00ms
Monthly Threshold	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%
Affirmation Count	11	1	0	3	2	5	1	1	0	0	0	1
Mean Time	0.00ms	0.00ms	—	0.67ms	0.00ms	0.20ms	0.00ms	0.00ms	—	—	—	1.00ms
Shortest Time	0.00ms	0.00ms	—	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	—	—	—	1.00ms
Longest Time	0.00ms	0.00ms	—	1.00ms	0.00ms	1.00ms	0.00ms	0.00ms	—	—	—	1.00ms
Median Time	0.00ms	0.00ms	—	1.00ms	0.00ms	0.00ms	0.00ms	0.00ms	—	—	—	1.00ms
PStDev Time	0.00ms	0.00ms	—	0.47ms	0.00ms	0.40ms	0.00ms	0.00ms	—	—	—	0.00ms

ccTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Affirmation Time	—	—	—	0.95ms	—	—	—	—	0.00ms	—	0.00ms	—
Monthly Threshold	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%
Affirmation Count	0	0	0	2	0	0	0	0	2	0	1	0
Mean Time	—	—	—	0.50ms	—	—	—	—	0.00ms	—	0.00ms	—
Shortest Time	—	—	—	0.00ms	—	—	—	—	0.00ms	—	0.00ms	—
Longest Time	—	—	—	1.00ms	—	—	—	—	0.00ms	—	0.00ms	—
Median Time	—	—	—	0.50ms	—	—	—	—	0.00ms	—	0.00ms	—
PStDev Time	—	—	—	0.50ms	—	—	—	—	0.00ms	—	0.00ms	—

Other Changes	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Affirmation Time	—	—	—	—	—	—	—	0.00ms	0.00ms	2.70ms	3.00ms	—
Monthly Threshold	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%
Affirmation Count	0	0	0	0	0	0	0	2	1	4	1	0
Mean Time	—	—	—	—	—	—	—	0.00ms	0.00ms	1.00ms	3.00ms	—
Shortest Time	—	—	—	—	—	—	—	0.00ms	0.00ms	0.00ms	3.00ms	—
Longest Time	—	—	—	—	—	—	—	0.00ms	0.00ms	3.00ms	3.00ms	—
Median Time	—	—	—	—	—	—	—	0.00ms	0.00ms	0.50ms	3.00ms	—
PStDev Time	—	—	—	—	—	—	—	0.00ms	0.00ms	1.22ms	0.00ms	—

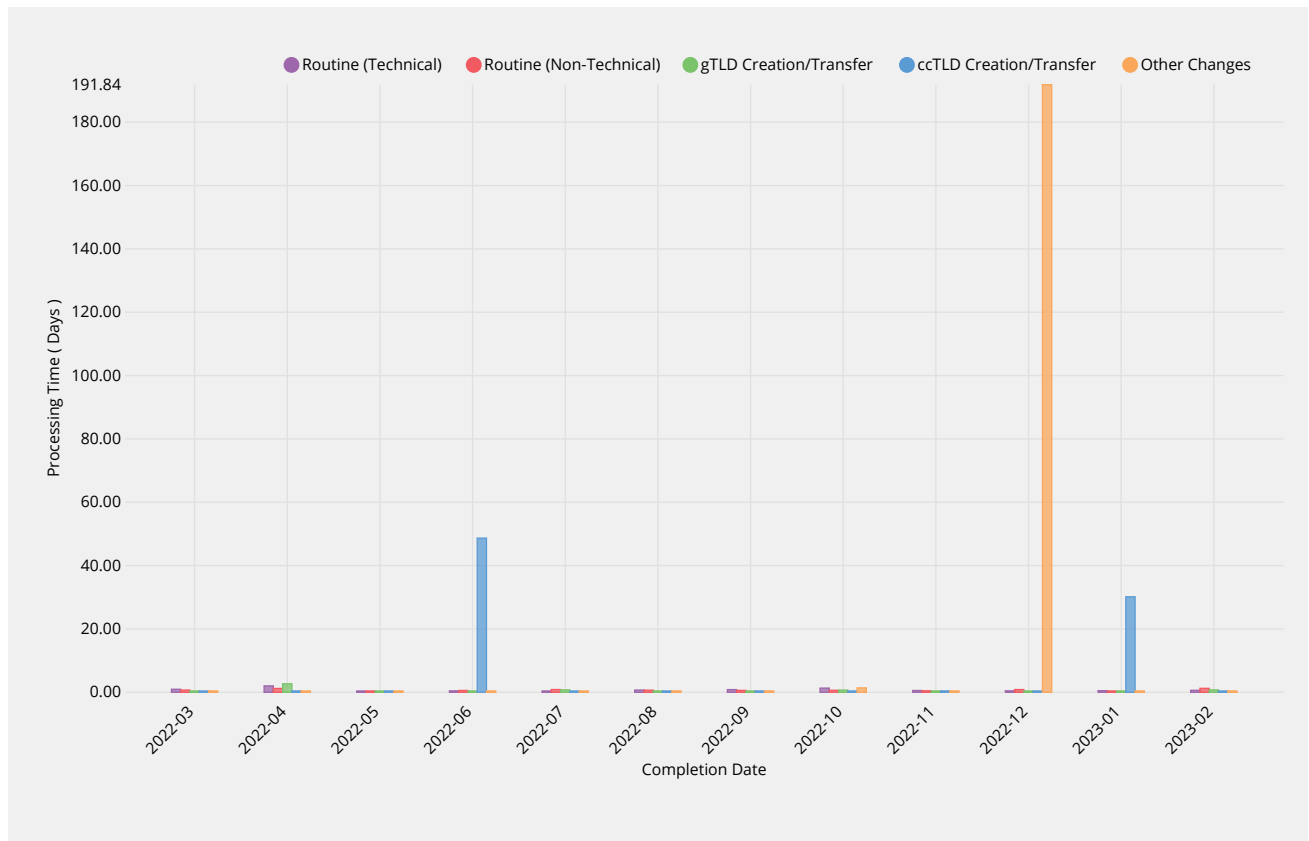
## Staff Processing

### Validation and Reviews

Time to complete all other validations and reviews by IANA Functions Operator and release request for



implementation.



Routine (Technical)	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Processing Time	0.96d	2.02d	0.00d	0.45d	0.29d	0.71d	0.85d	1.32d	0.56d	0.46d	0.50d	0.63d
Monthly Threshold	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%
Request Count	26	23	218	62	289	39	33	30	53	69	21	28
Mean Time	0.46d	0.73d	0.03d	0.19d	0.09d	0.36d	0.35d	0.49d	0.38d	0.25d	0.34d	0.37d
Shortest Time	0.06d	0.01d	0.00d	0.00d	0.00d	0.00d	0.02d	0.00d	0.03d	0.00d	0.01d	0.01d
Longest Time	1.37d	4.03d	1.39d	2.13d	4.73d	2.07d	2.56d	2.57d	2.86d	3.56d	1.32d	1.24d
Median Time	0.38d	0.34d	0.00d	0.00d	0.00d	0.16d	0.10d	0.17d	0.32d	0.00d	0.30d	0.37d
PStDev Time	0.35d	1.07d	0.14d	0.39d	0.35d	0.47d	0.51d	0.69d	0.41d	0.65d	0.29d	0.27d

Routine (Non-Technical)	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Processing Time	0.71d	1.21d	0.36d	0.58d	0.87d	0.67d	0.61d	0.63d	0.48d	0.86d	0.33d	1.25d
Monthly Threshold	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%
Request Count	26	8	10	32	28	80	9	21	57	21	21	28
Mean Time	0.40d	0.60d	0.23d	0.35d	0.27d	0.22d	0.27d	0.39d	0.25d	0.41d	0.15d	0.58d
Shortest Time	0.00d	0.04d	0.03d	0.02d	0.00d	0.01d	0.01d	0.02d	0.01d	0.01d	0.00d	0.01d
Longest Time	4.17d	1.81d	0.82d	2.04d	2.11d	1.27d	0.94d	2.40d	2.80d	1.41d	0.41d	2.41d
Median Time	0.15d	0.44d	0.13d	0.38d	0.04d	0.04d	0.10d	0.25d	0.11d	0.26d	0.07d	0.42d
PStDev Time	0.80d	0.52d	0.22d	0.36d	0.50d	0.29d	0.31d	0.57d	0.49d	0.39d	0.14d	0.53d

gTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Processing Time	0.08d	2.68d	—	0.09d	0.76d	0.12d	0.22d	0.70d	—	—	—	0.76d
Monthly Threshold	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d
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%
Request Count	11	1	0	3	2	5	1	1	0	0	0	1
Mean Time	0.15d	2.68d	—	0.07d	0.76d	0.10d	0.22d	0.70d	—	—	—	0.76d

gTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Shortest Time	0.08d	2.68d	—	0.03d	0.76d	0.08d	0.22d	0.70d	—	—	—	0.76d
Longest Time	0.81d	2.68d	—	0.09d	0.76d	0.14d	0.22d	0.70d	—	—	—	0.76d
Median Time	0.08d	2.68d	—	0.08d	0.76d	0.09d	0.22d	0.70d	—	—	—	0.76d
PStDev Time	0.21d	0.00d	—	0.03d	0.00d	0.02d	0.00d	0.00d	—	—	—	0.00d

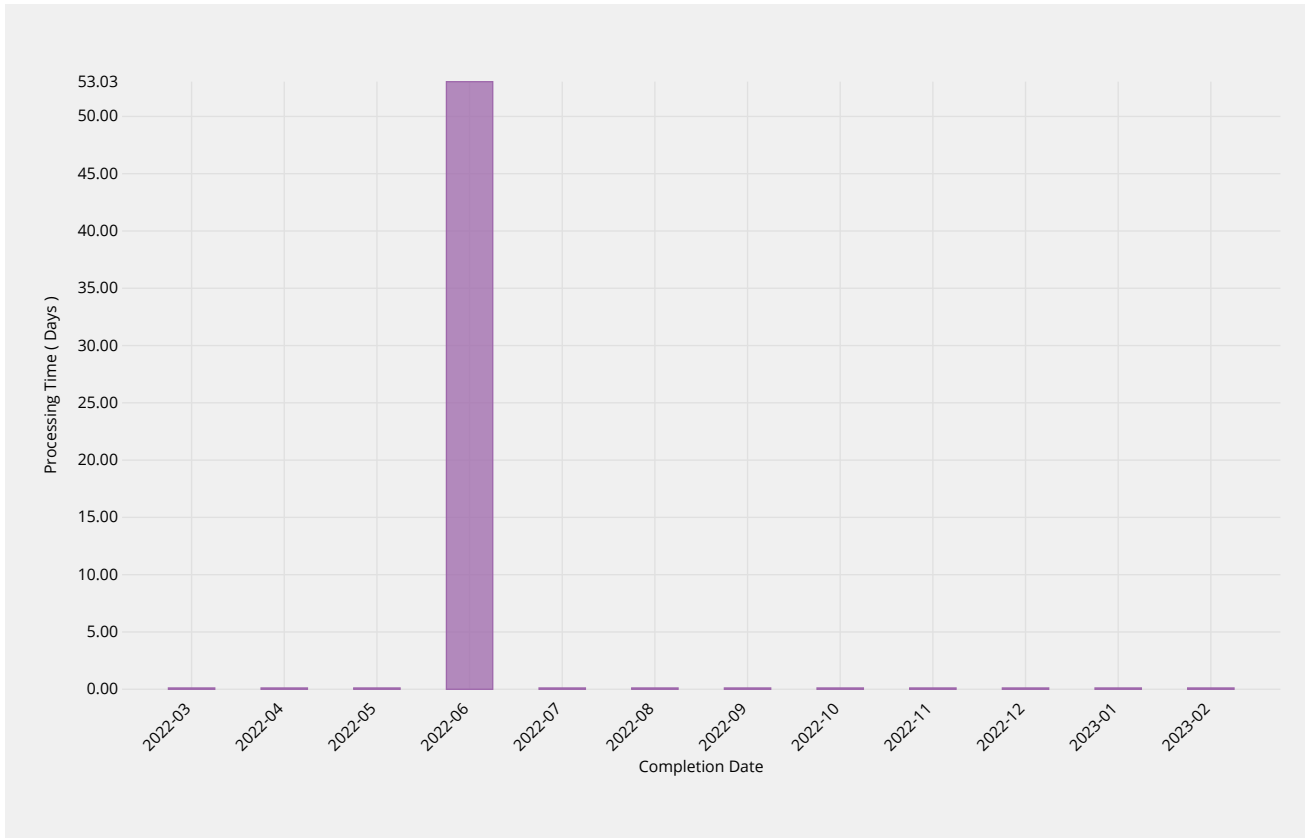
ccTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Processing Time	—	—	—	48.67d	—	—	—	—	0.43d	—	30.15d	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	2	0	0	0	0	1	0	1	0
Mean Time	—	—	—	48.67d	—	—	—	—	0.43d	—	30.15d	—
Shortest Time	—	—	—	48.67d	—	—	—	—	0.43d	—	30.15d	—
Longest Time	—	—	—	48.67d	—	—	—	—	0.43d	—	30.15d	—
Median Time	—	—	—	48.67d	—	—	—	—	0.43d	—	30.15d	—
PStDev Time	—	—	—	0.00d	—	—	—	—	0.00d	—	0.00d	—

Other Changes	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Processing Time	—	—	—	—	—	—	—	1.39d	0.05d	191.84d	0.03d	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	2	1	4	1	0
Mean Time	—	—	—	—	—	—	—	0.71d	0.05d	48.01d	0.03d	—
Shortest Time	—	—	—	—	—	—	—	0.04d	0.05d	0.00d	0.03d	—
Longest Time	—	—	—	—	—	—	—	1.39d	0.05d	191.84d	0.03d	—
Median Time	—	—	—	—	—	—	—	0.71d	0.05d	0.11d	0.03d	—
PStDev Time	—	—	—	—	—	—	—	0.67d	0.00d	83.04d	0.00d	—

## Third Party Approval

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

verification parties).



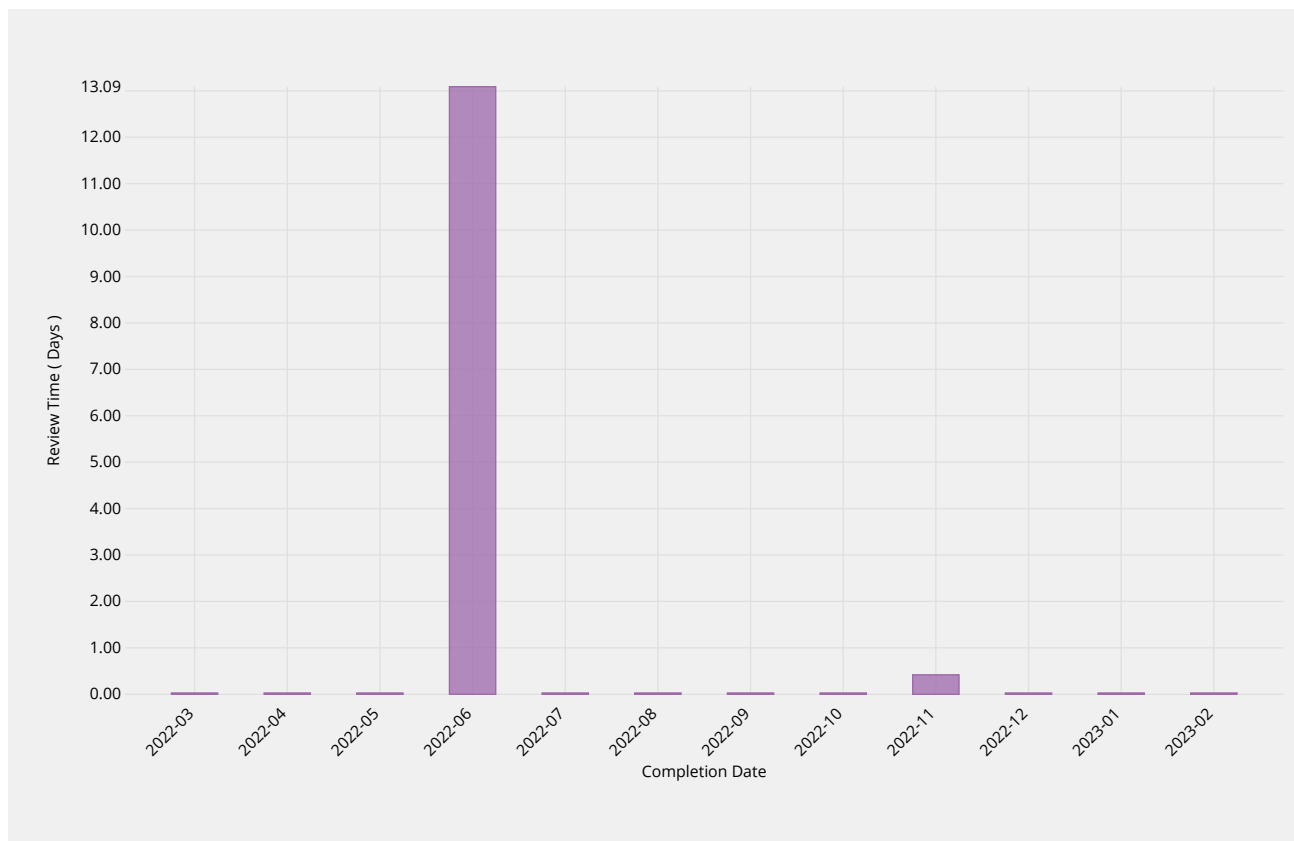
ccTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Processing Time	—	—	—	53.03d	—	—	—	—	—	—	—	—
Request Count	0	0	0	2	0	0	0	0	0	0	0	0
Mean Time	—	—	—	53.03d	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	53.03d	—	—	—	—	—	—	—	—
Longest Time	—	—	—	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

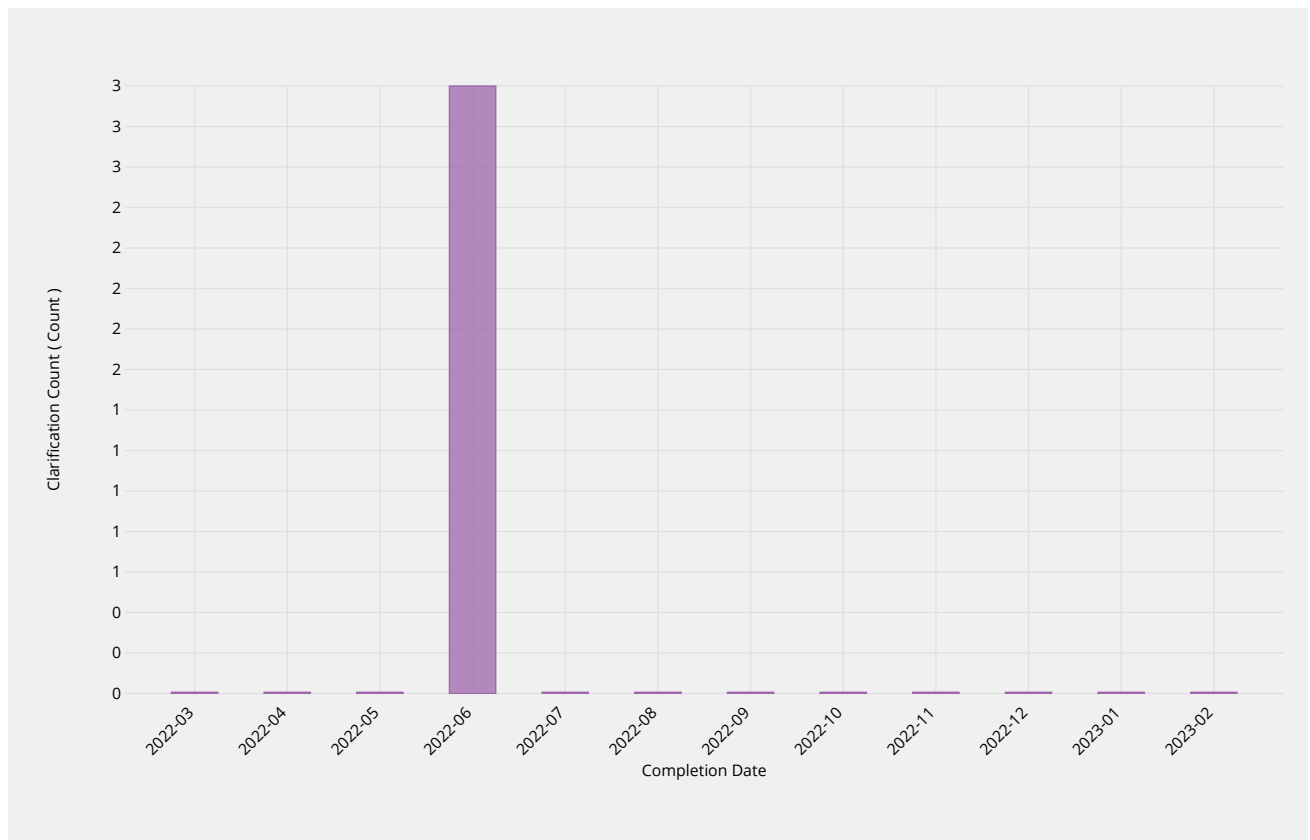
to the requester describing deficiencies if necessary.



Staff Review	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Review Time	—	—	—	13.09d	—	—	—	—	0.42d	—	—	—
Monthly Threshold	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%
Review Count	0	0	0	4	0	0	0	0	1	0	0	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.

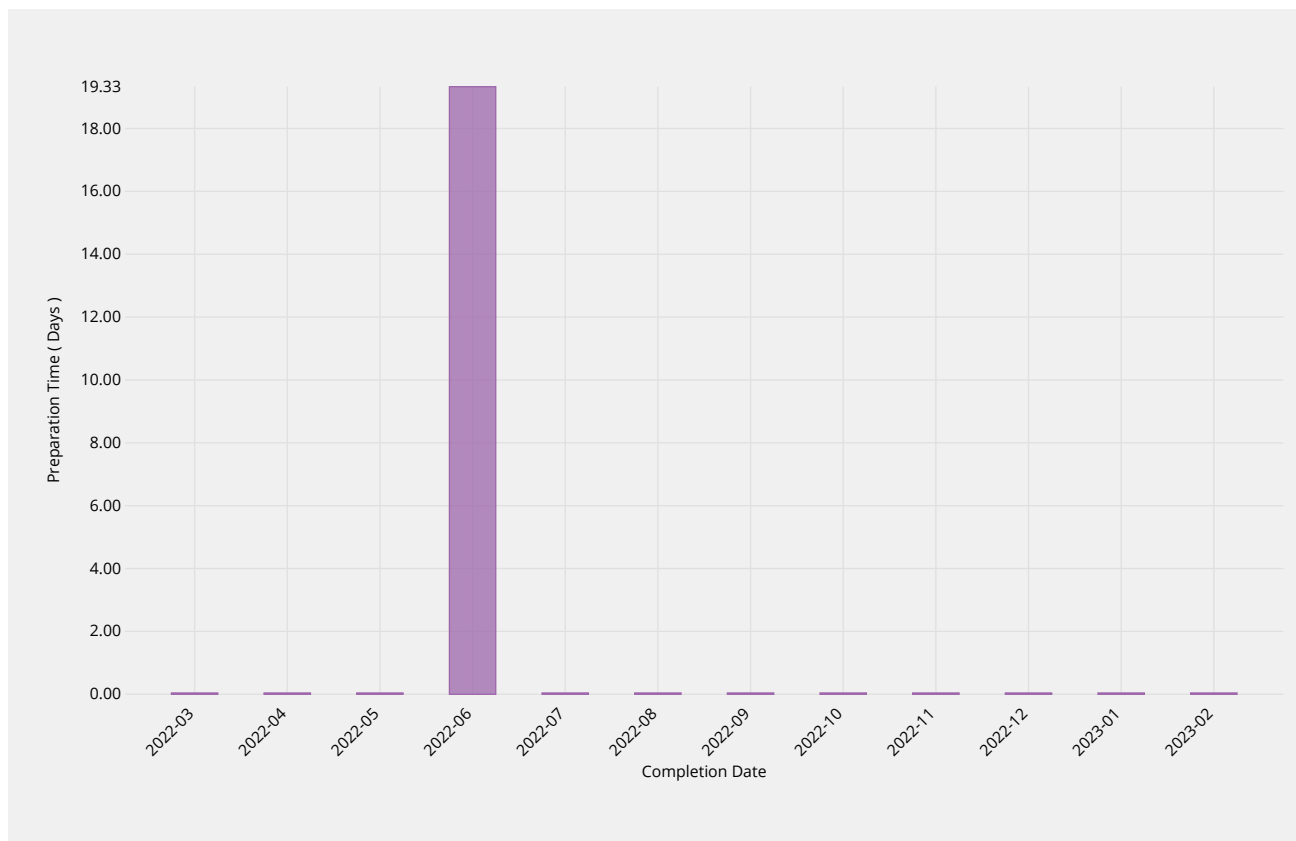


Requester Clarification	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Clarification Count	—	—	—	3	—	—	—	—	0	—	0	—
Request Count	0	0	0	2	0	0	0	0	2	0	1	0
Lowest Count	—	—	—	1	—	—	—	—	0	—	0	—
Highest Count	—	—	—	2	—	—	—	—	0	—	0	—

## Report Preparation

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

publication.



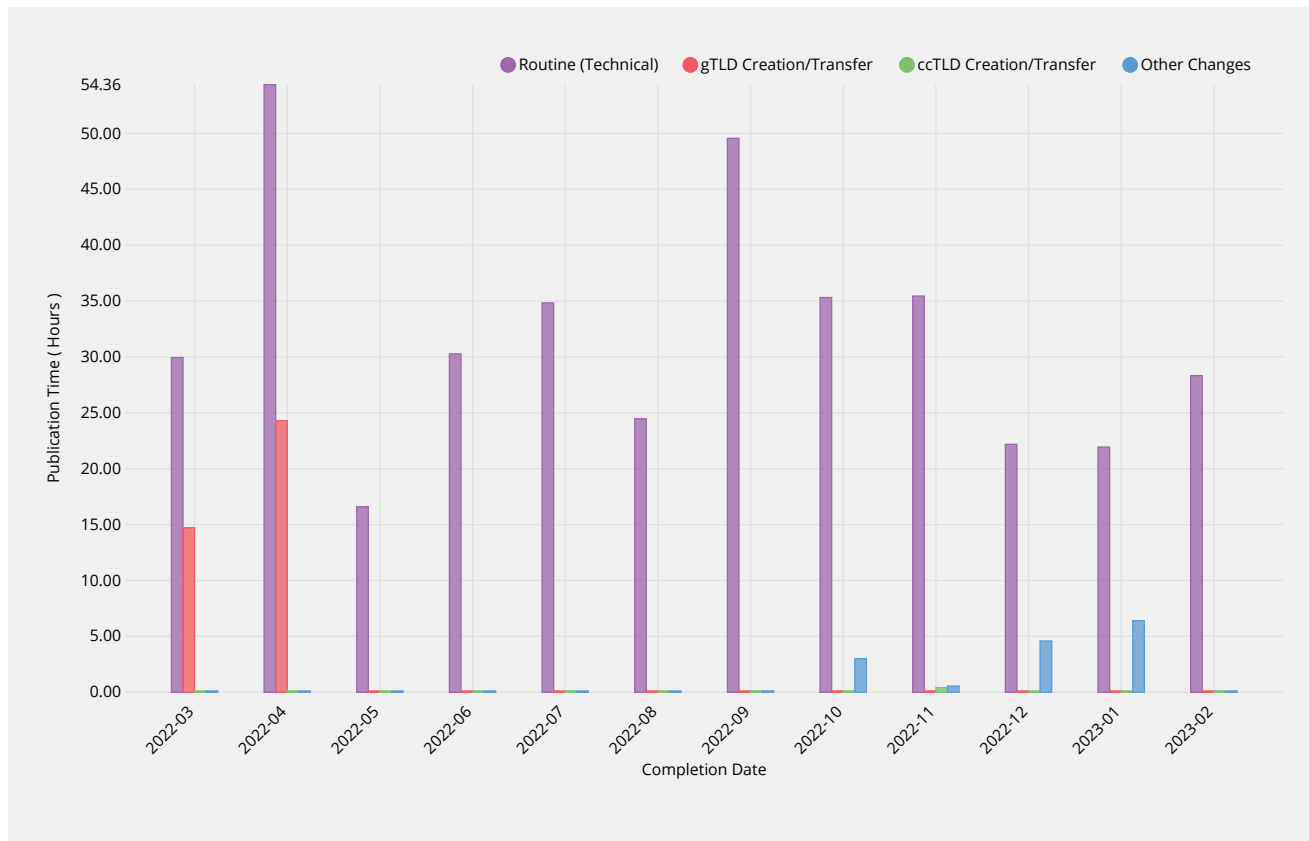
Report Preparation	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Preparation Time	—	—	—	19.33d	—	—	—	—	0.00d	—	—	—
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Report Count	0	0	0	2	0	0	0	0	1	0	0	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	—	—	—

## Implementation

### Root Zone Publication

Time for root zone changes to be published following completion of validations and reviews by IANA

Functions Operator.



Routine (Technical)	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Publication Time	29.95h	54.36h	16.60h	30.28h	34.84h	24.47h	49.56h	35.32h	35.45h	22.18h	21.94h	28.33h
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	25	23	218	62	289	39	33	29	53	69	21	28
Mean Time	7.40h	9.89h	4.21h	7.52h	3.93h	5.54h	6.81h	8.45h	5.93h	13.20h	7.23h	7.96h
Shortest Time	0.19h	0.74h	1.03h	1.21h	0.50h	0.48h	1.00h	0.45h	0.59h	1.00h	0.80h	0.40h
Longest Time	33.39h	60.72h	22.28h	36.17h	40.13h	24.78h	62.83h	35.32h	49.01h	22.18h	22.04h	30.76h
Median Time	5.37h	4.96h	3.80h	4.73h	3.86h	4.18h	3.82h	3.86h	3.53h	15.64h	4.92h	1.46h
PStDev Time	7.58h	13.33h	2.16h	7.44h	5.42h	6.10h	11.18h	9.73h	8.33h	8.69h	6.31h	9.29h

gTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Publication Time	14.72h	24.30h	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	1	1	0	0	0	0	0	0	0	0	0	0
Mean Time	14.72h	24.30h	—	—	—	—	—	—	—	—	—	—
Shortest Time	14.72h	24.30h	—	—	—	—	—	—	—	—	—	—
Longest Time	14.72h	24.30h	—	—	—	—	—	—	—	—	—	—
Median Time	14.72h	24.30h	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.00h	0.00h	—	—	—	—	—	—	—	—	—	—

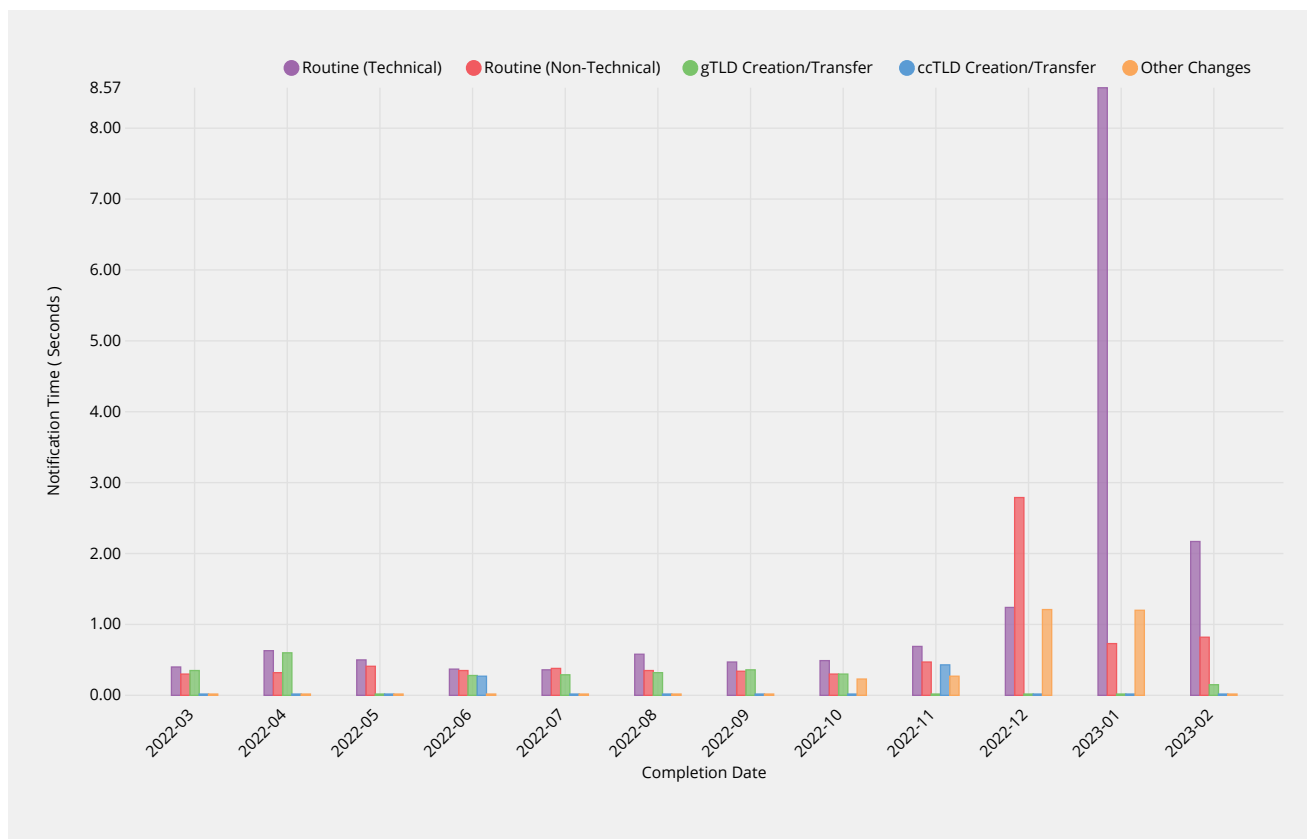
ccTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Publication Time	—	—	—	—	—	—	—	—	0.42h	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	0	0	0	0	0	0	1	0	0	0
Mean Time	—	—	—	—	—	—	—	—	0.42h	—	—	—

ccTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Shortest Time	—	—	—	—	—	—	—	—	0.42h	—	—	—
Longest Time	—	—	—	—	—	—	—	—	0.42h	—	—	—
Median Time	—	—	—	—	—	—	—	—	0.42h	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	0.00h	—	—	—

Other Changes	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Publication Time	—	—	—	—	—	—	—	3.01h	0.56h	4.59h	6.41h	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	0	0	0	0	0	0	0	2	1	2	1	0
Mean Time	—	—	—	—	—	—	—	2.81h	0.56h	2.54h	6.41h	—
Shortest Time	—	—	—	—	—	—	—	2.62h	0.56h	0.50h	6.41h	—
Longest Time	—	—	—	—	—	—	—	3.01h	0.56h	4.59h	6.41h	—
Median Time	—	—	—	—	—	—	—	2.81h	0.56h	2.54h	6.41h	—
PStDev Time	—	—	—	—	—	—	—	0.19h	0.00h	2.04h	0.00h	—

## Notification of Completion

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



Routine (Technical)	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Notification Time	0.40s	0.63s	0.50s	0.37s	0.36s	0.58s	0.47s	0.49s	0.69s	1.24s	8.57s	2.17s
Monthly Threshold	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%
Notification Count	25	23	218	62	289	39	33	29	53	69	21	28
Mean Time	0.23s	0.28s	0.30s	0.23s	0.26s	0.29s	0.26s	0.24s	0.40s	0.47s	2.44s	1.32s
Shortest Time	0.13s	0.14s	0.13s	0.13s	0.14s	0.16s	0.13s	0.13s	0.25s	0.21s	1.10s	1.08s
Longest Time	0.41s	0.64s	0.82s	0.53s	0.44s	0.67s	0.59s	0.56s	0.84s	2.15s	11.99s	2.52s
Median Time	0.23s	0.22s	0.28s	0.19s	0.27s	0.23s	0.20s	0.19s	0.36s	0.35s	1.22s	1.19s



Routine (Technical)	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
PStDev Time	0.08s	0.15s	0.10s	0.08s	0.06s	0.13s	0.12s	0.12s	0.14s	0.35s	2.84s	0.36s

Routine (Non-Technical)	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Notification Time	0.30s	0.32s	0.41s	0.35s	0.38s	0.35s	0.34s	0.30s	0.47s	2.79s	0.73s	0.82s
Monthly Threshold	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%
Notification Count	26	8	10	32	26	80	9	21	57	21	21	28
Mean Time	0.21s	0.23s	0.25s	0.23s	0.23s	0.22s	0.26s	0.21s	0.33s	0.81s	0.38s	0.24s
Shortest Time	0.14s	0.14s	0.15s	0.14s	0.14s	0.14s	0.17s	0.14s	0.20s	0.10s	0.08s	0.07s
Longest Time	0.31s	0.36s	0.45s	0.58s	0.39s	0.49s	0.35s	0.32s	0.51s	6.15s	4.34s	1.19s
Median Time	0.19s	0.23s	0.25s	0.20s	0.20s	0.19s	0.28s	0.19s	0.31s	0.36s	0.15s	0.16s
PStDev Time	0.05s	0.06s	0.09s	0.09s	0.08s	0.07s	0.06s	0.06s	0.08s	1.35s	0.89s	0.26s

gTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Notification Time	0.35s	0.60s	—	0.28s	0.29s	0.32s	0.36s	0.30s	—	—	—	0.15s
Monthly Threshold	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%
Notification Count	11	1	0	3	2	5	1	1	0	0	0	1
Mean Time	0.19s	0.60s	—	0.23s	0.23s	0.26s	0.36s	0.30s	—	—	—	0.15s
Shortest Time	0.15s	0.60s	—	0.14s	0.16s	0.20s	0.36s	0.30s	—	—	—	0.15s
Longest Time	0.41s	0.60s	—	0.28s	0.30s	0.33s	0.36s	0.30s	—	—	—	0.15s
Median Time	0.16s	0.60s	—	0.26s	0.23s	0.24s	0.36s	0.30s	—	—	—	0.15s
PStDev Time	0.08s	0.00s	—	0.06s	0.07s	0.05s	0.00s	0.00s	—	—	—	0.00s

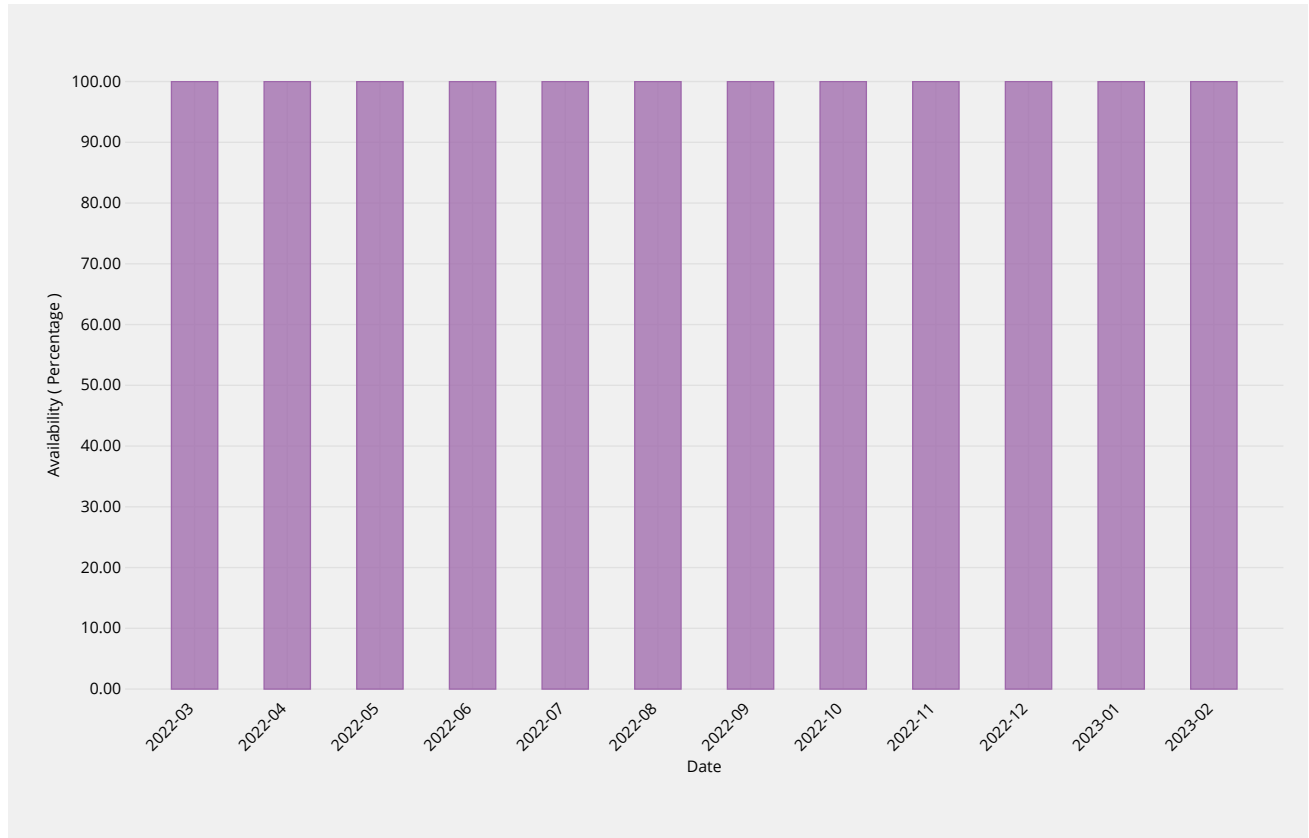
ccTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Notification Time	—	—	—	0.27s	—	—	—	—	0.43s	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	2	0	0	0	0	1	0	0	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	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Notification Time	—	—	—	—	—	—	—	0.23s	0.27s	1.21s	1.20s	—
Monthly Threshold	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%
Notification Count	0	0	0	0	0	0	0	2	1	3	1	0
Mean Time	—	—	—	—	—	—	—	0.22s	0.27s	0.61s	1.20s	—
Shortest Time	—	—	—	—	—	—	—	0.21s	0.27s	0.24s	1.20s	—
Longest Time	—	—	—	—	—	—	—	0.23s	0.27s	1.31s	1.20s	—
Median Time	—	—	—	—	—	—	—	0.22s	0.27s	0.30s	1.20s	—
PStDev Time	—	—	—	—	—	—	—	0.01s	0.00s	0.49s	0.00s	—

## System Availability

### IANA Website

Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Availability	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

### Root Zone Management System

Percentage availability of the RZMS to allow customers to perform self-service operations via the web

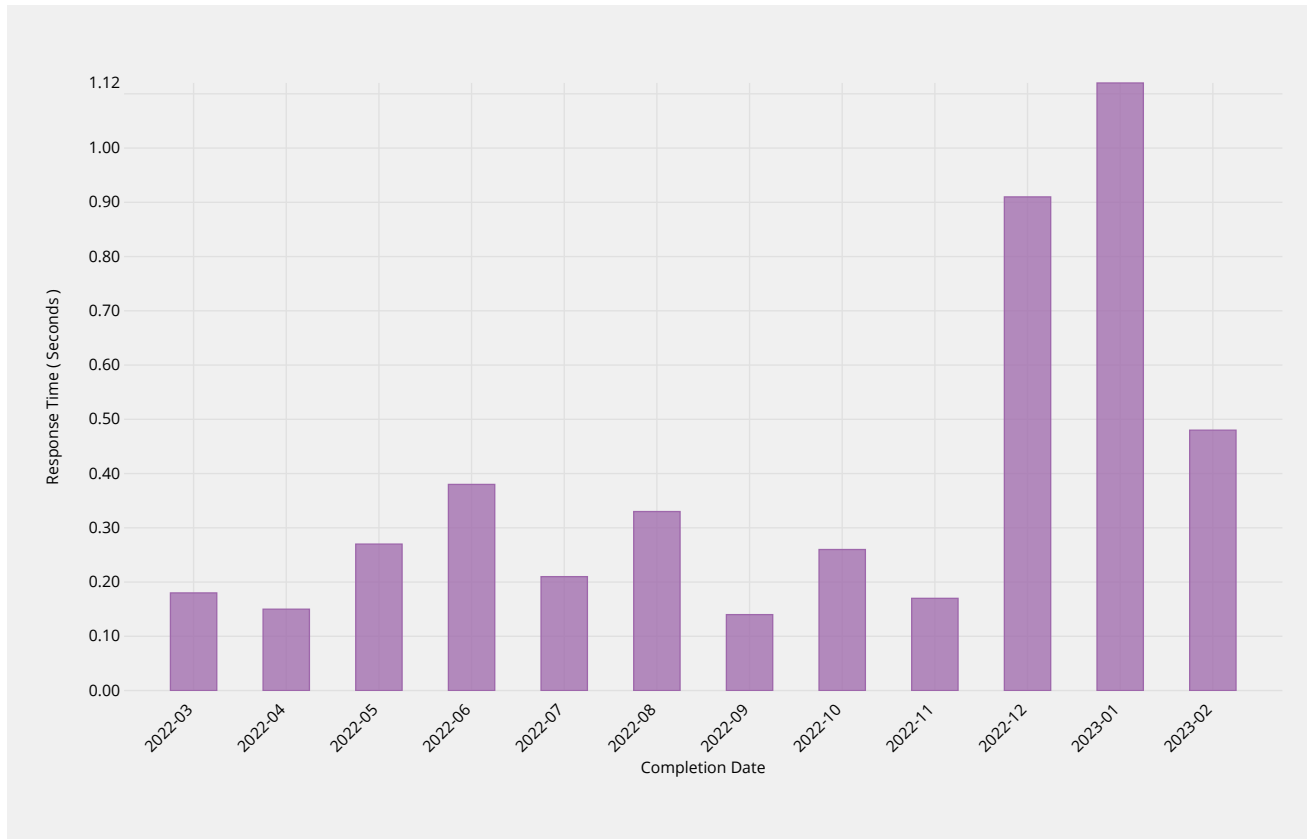






## Credential Recovery

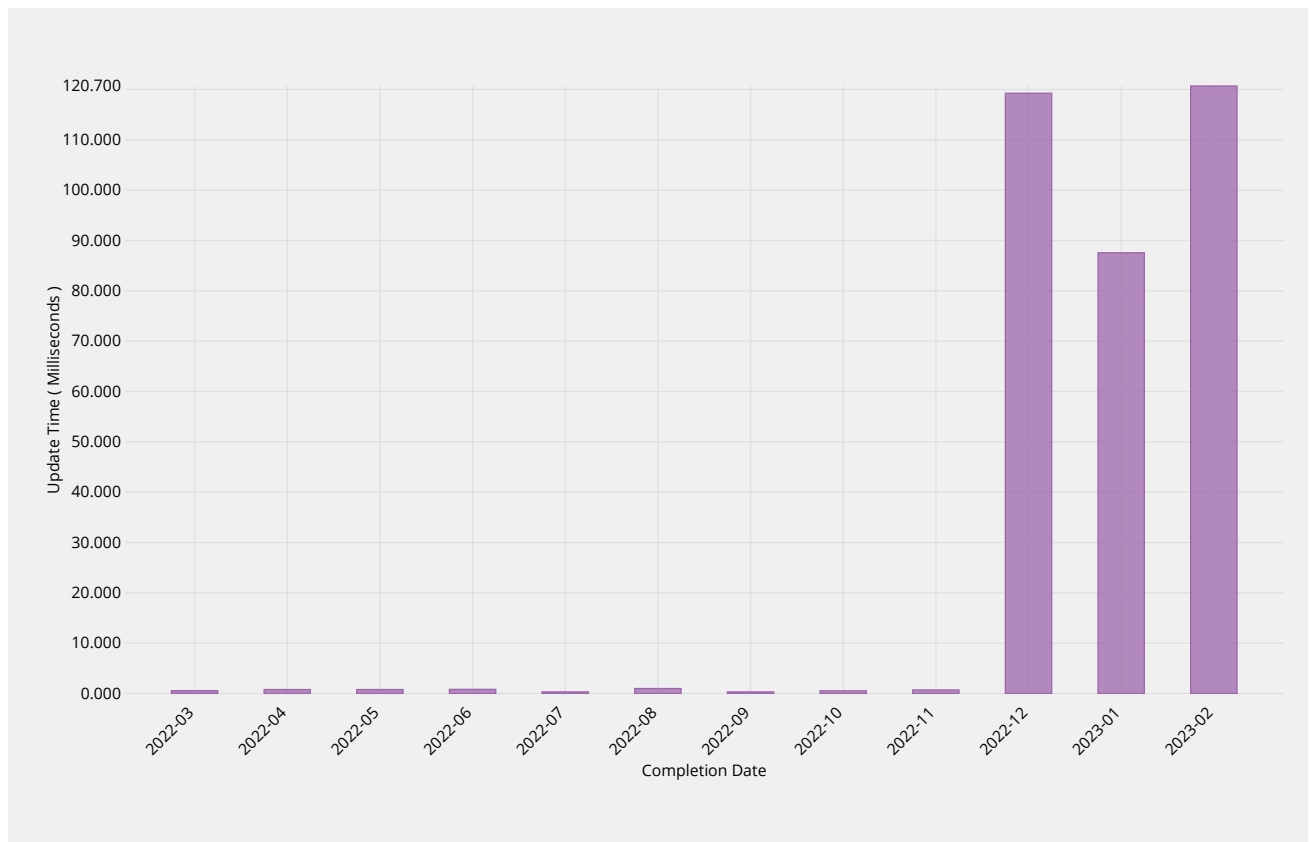
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Response Time	0.18s	0.15s	0.27s	0.38s	0.21s	0.33s	0.14s	0.26s	0.17s	0.91s	1.12s	0.48s
Monthly Threshold	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%
Response Count	8	5	20	6	3	20	3	13	10	43	16	19
Mean Time	0.11s	0.12s	0.14s	0.20s	0.14s	0.17s	0.12s	0.14s	0.09s	0.28s	0.38s	0.17s
Shortest Time	0.03s	0.07s	0.06s	0.05s	0.07s	0.02s	0.08s	0.02s	0.05s	0.02s	0.05s	0.04s
Longest Time	0.18s	0.15s	0.33s	0.43s	0.22s	0.83s	0.14s	0.27s	0.18s	1.47s	1.77s	0.94s
Median Time	0.12s	0.12s	0.14s	0.17s	0.13s	0.12s	0.13s	0.14s	0.07s	0.15s	0.16s	0.12s
PStDev Time	0.05s	0.03s	0.07s	0.12s	0.06s	0.17s	0.03s	0.08s	0.04s	0.30s	0.45s	0.21s

## Credential Change

Time to implement new password within the system.



Credential Change	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Update Time	1.000ms	1.000ms	1.800ms	1.750ms	0.900ms	2.450ms	0.900ms	2.800ms	1.700ms	482.196ms	95.100ms	278.350ms
Monthly Threshold	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%
Update Count	7	5	5	6	3	18	3	13	7	19	7	10
Mean Time	0.571ms	0.800ms	0.800ms	0.833ms	0.333ms	1.000ms	0.333ms	0.538ms	0.714ms	119.256ms	87.571ms	120.700ms
Shortest Time	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	78.000ms	81.000ms
Longest Time	1.000ms	1.000ms	2.000ms	2.000ms	1.000ms	5.000ms	1.000ms	4.000ms	2.000ms	911.000ms	96.000ms	430.000ms
Median Time	1.000ms	1.000ms	1.000ms	1.000ms	0.000ms	1.000ms	0.000ms	0.000ms	1.000ms	86.222ms	89.000ms	87.000ms
PStDev Time	0.495ms	0.400ms	0.748ms	0.687ms	0.471ms	1.202ms	0.471ms	1.151ms	0.700ms	209.450ms	6.044ms	103.152ms







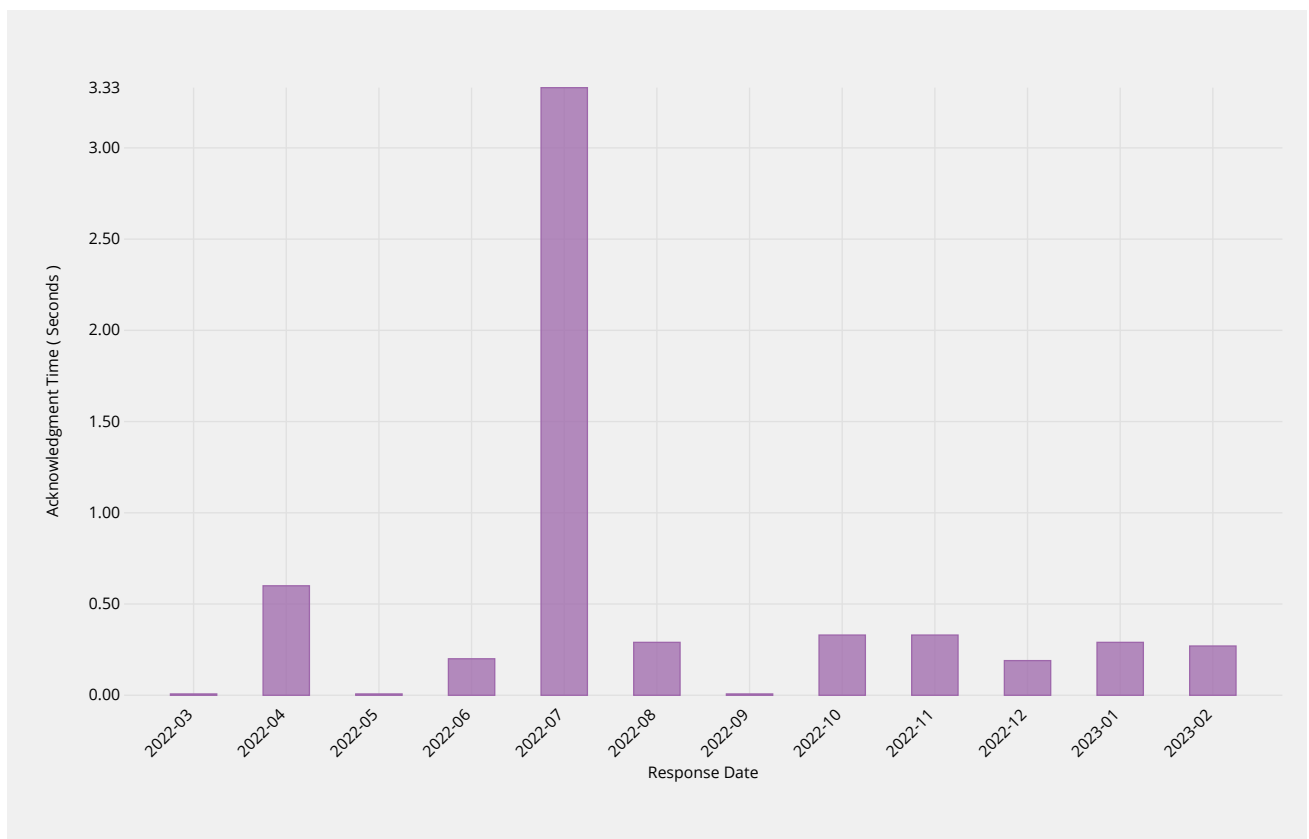
ccTLD Creation/Transfer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	2	0	0	0	0	1	0	0	0

Other Changes	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	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
Request Count	0	0	0	0	0	0	0	2	1	3	1	0

## Enquiry Processing

### Time to acknowledge

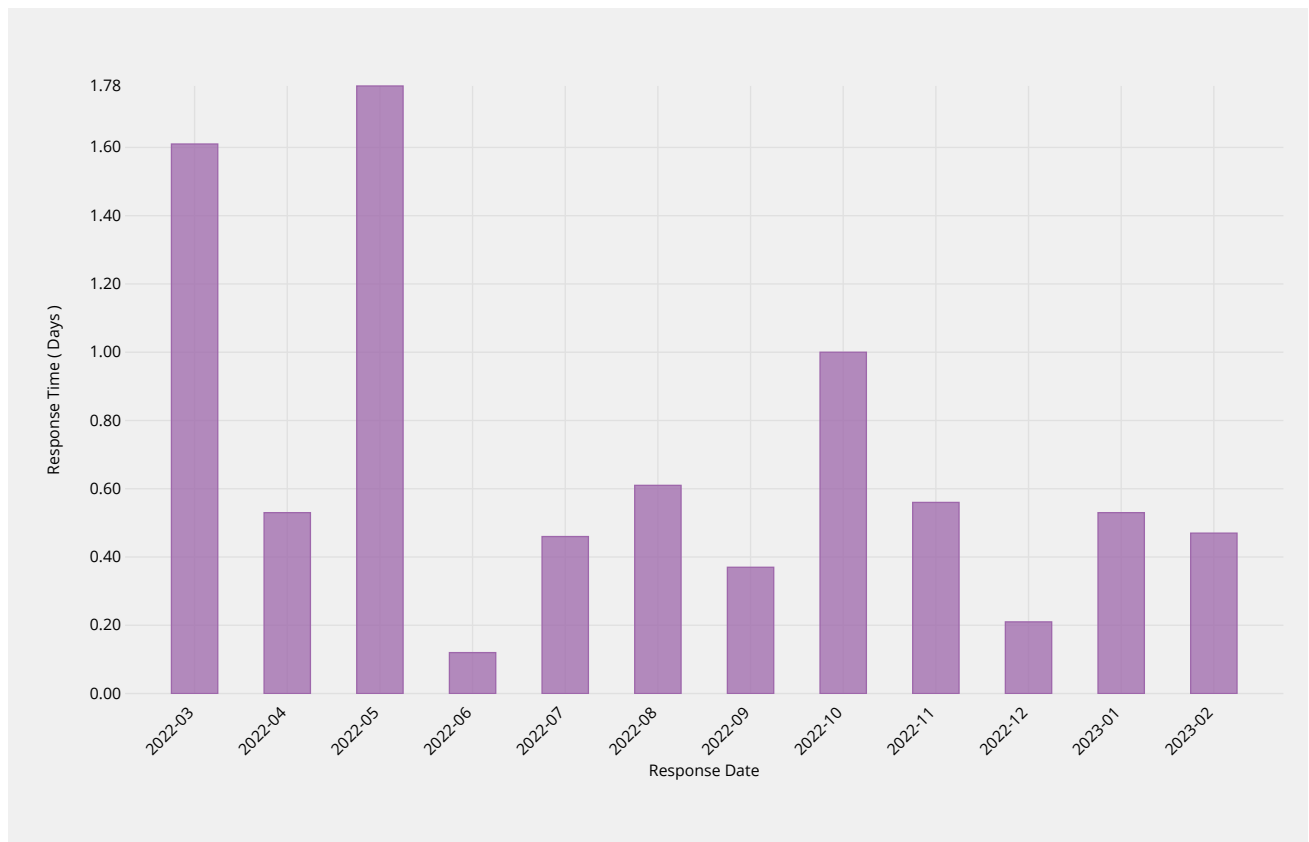
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Acknowledgment Time	0.00s	1.00s	0.00s	0.80s	14.50s	1.00s	0.00s	0.90s	0.90s	1.00s	1.00s	1.00s
Monthly Threshold	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%
Acknowledgment Count	5	10	7	5	6	7	4	3	3	16	7	11
Mean Time	0.00s	0.60s	0.00s	0.20s	3.33s	0.29s	0.00s	0.33s	0.33s	0.19s	0.29s	0.27s
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	1.00s	0.00s	1.00s	19.00s	1.00s	0.00s	1.00s	1.00s	1.00s	1.00s	1.00s
Median Time	0.00s	1.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.00s	0.49s	0.00s	0.40s	7.02s	0.45s	0.00s	0.47s	0.47s	0.39s	0.45s	0.45s

## Time to initial response

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



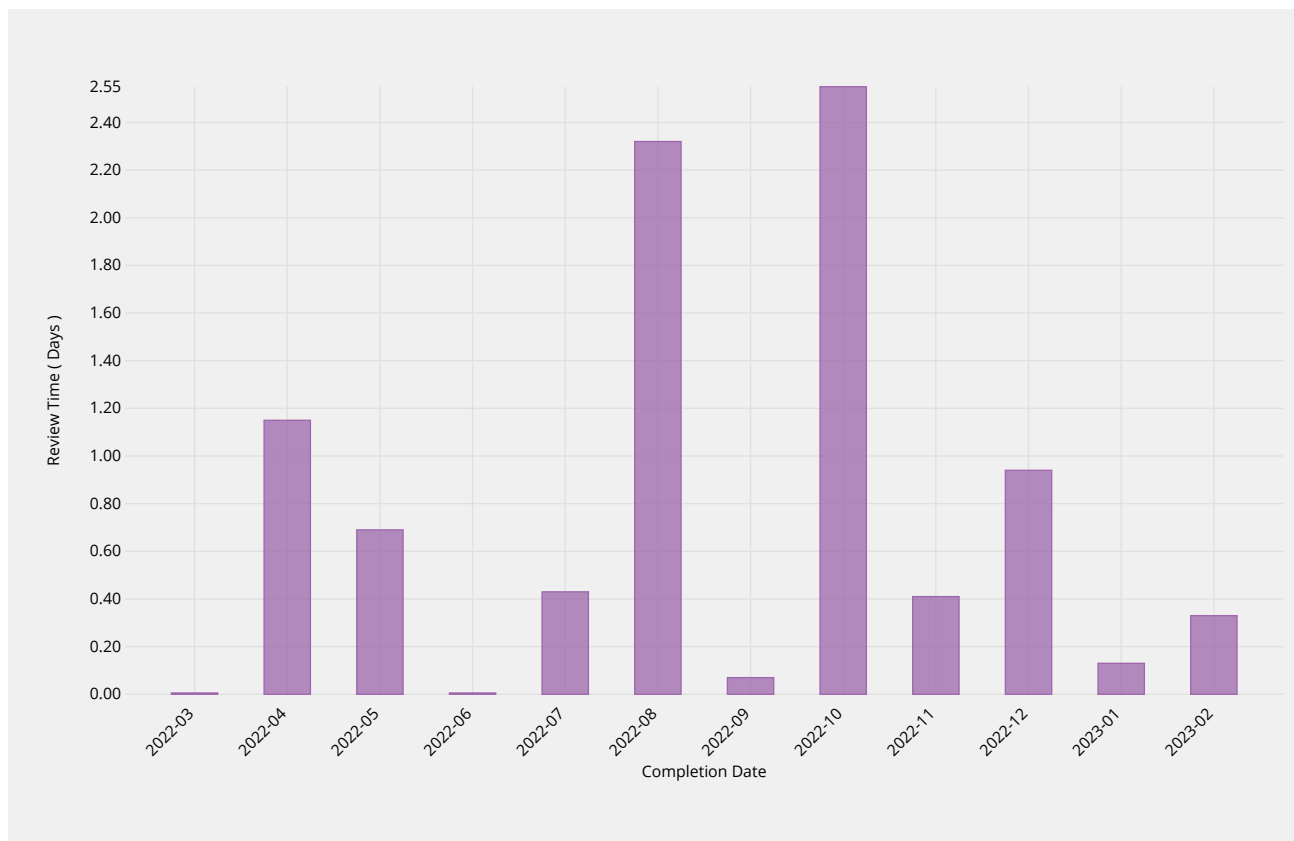
Manual Enquiries	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Response Time	3.90d	0.97d	4.37d	0.23d	0.83d	1.39d	0.76d	2.33d	0.86d	0.45d	1.34d	0.74d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	6	6	6	4	5	7	3	3	3	15	7	10
Mean Time	1.61d	0.53d	1.78d	0.12d	0.46d	0.61d	0.37d	1.00d	0.56d	0.21d	0.53d	0.47d
Shortest Time	0.01d	0.05d	0.05d	0.02d	0.18d	0.04d	0.08d	0.01d	0.01d	0.01d	0.03d	0.07d
Longest Time	4.95d	1.18d	5.79d	0.25d	0.96d	2.77d	0.93d	2.88d	0.87d	0.54d	3.10d	1.37d
Median Time	0.82d	0.56d	0.77d	0.10d	0.32d	0.32d	0.09d	0.12d	0.81d	0.20d	0.14d	0.40d
PStDev Time	1.79d	0.41d	2.02d	0.10d	0.30d	0.90d	0.40d	1.33d	0.39d	0.18d	1.05d	0.35d

## 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

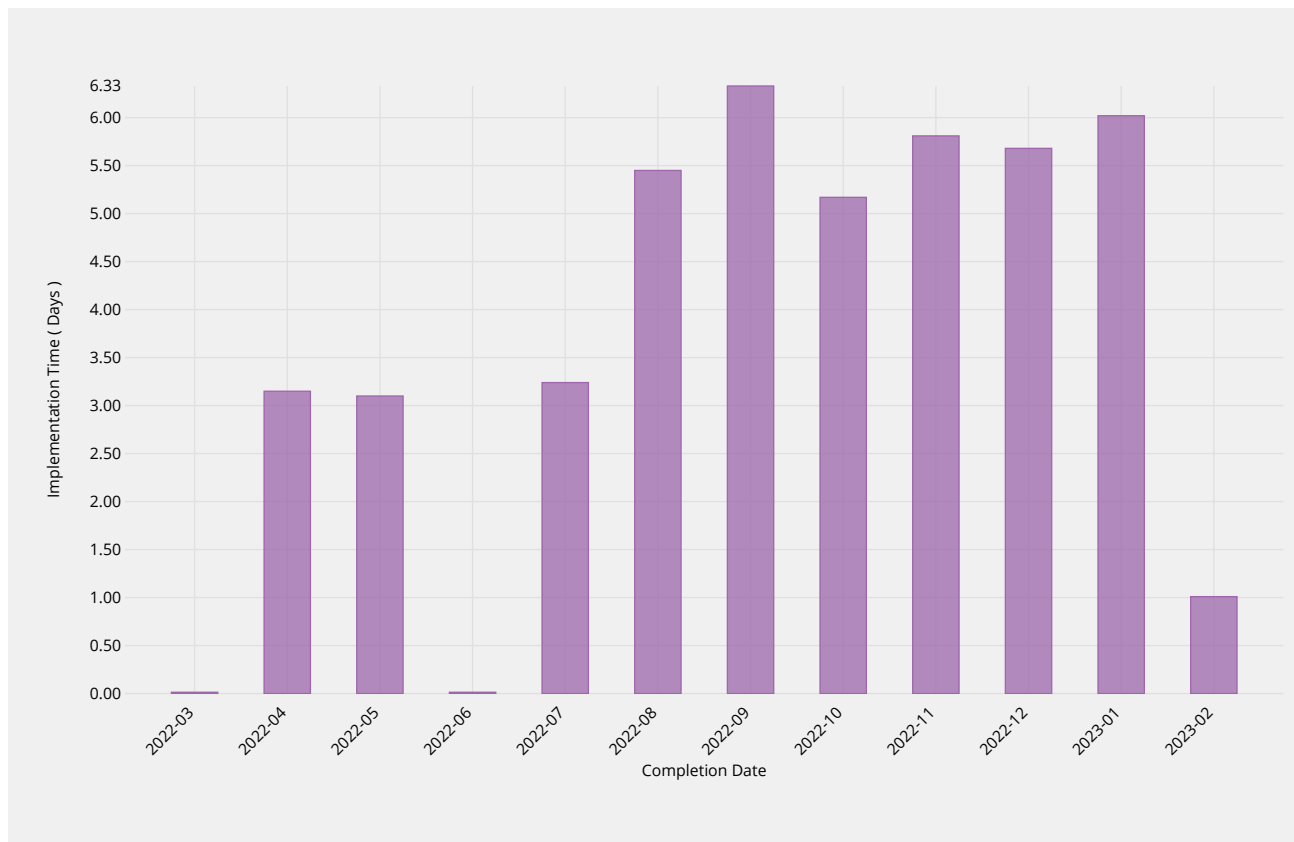
for remediation.



Review Time	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Review Time	—	1.15d	0.69d	—	0.43d	2.32d	0.07d	2.55d	0.41d	0.94d	0.13d	0.33d
Monthly Threshold	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%
Review Count	0	1	3	0	2	3	2	5	3	3	1	1
Shortest Time	—	1.15d	0.16d	—	0.01d	0.13d	0.04d	0.62d	0.06d	0.01d	0.13d	0.33d
Longest Time	—	1.15d	0.69d	—	0.48d	2.47d	0.08d	3.03d	0.49d	1.00d	0.13d	0.33d
Median Time	—	1.15d	0.68d	—	0.24d	1.73d	0.06d	1.09d	0.07d	0.70d	0.13d	0.33d
PStDev Time	—	0.00d	0.25d	—	0.24d	0.98d	0.02d	0.88d	0.20d	0.42d	0.00d	0.00d

## Implementation Time

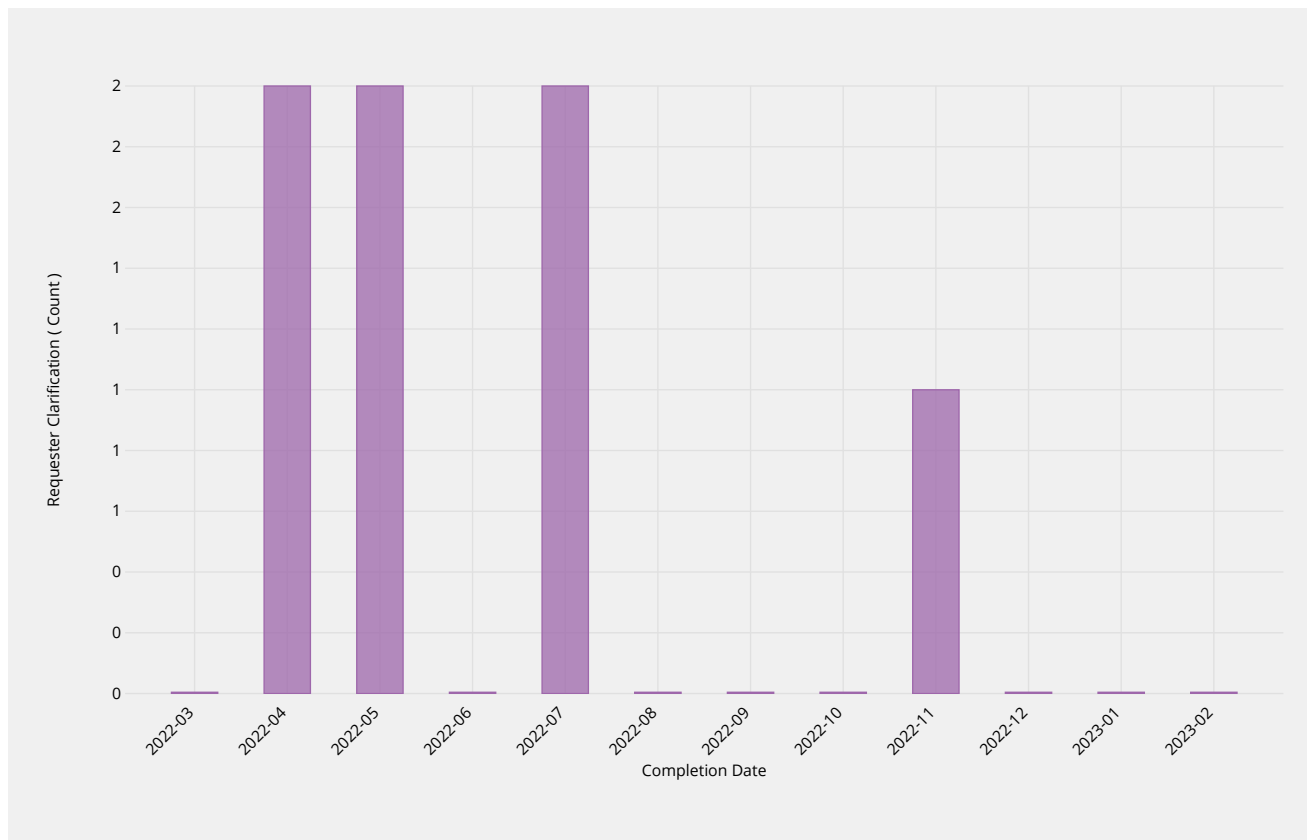
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Implementation Time	—	3.15d	3.10d	—	3.24d	5.45d	6.33d	5.17d	5.81d	5.68d	6.02d	1.01d
Monthly Threshold	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%
Request Count	0	1	3	0	2	3	2	5	4	3	1	1
Shortest Time	—	3.15d	0.31d	—	2.14d	3.93d	2.13d	0.32d	1.86d	1.98d	6.02d	1.01d
Longest Time	—	3.15d	3.79d	—	3.36d	5.83d	6.79d	5.20d	5.90d	6.13d	6.02d	1.01d
Median Time	—	3.15d	0.31d	—	2.75d	3.93d	4.46d	1.25d	3.79d	3.87d	6.02d	1.01d
PStDev Time	—	0.00d	1.64d	—	0.61d	0.90d	2.33d	2.24d	1.92d	1.70d	0.00d	0.00d

## Requester Clarification

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

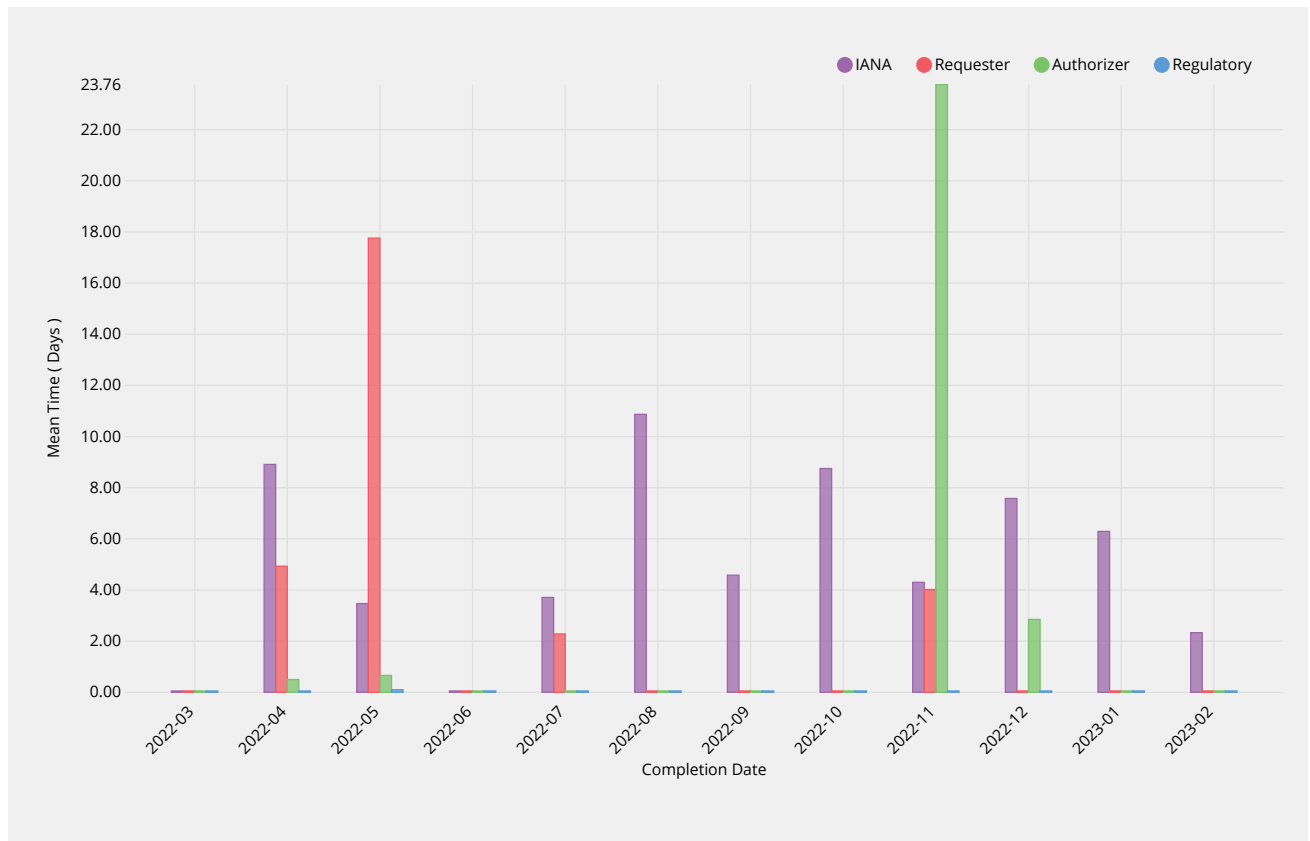


Requester Clarification	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Count	—	2	2	—	2	0	0	0	1	0	0	0
Request Count	0	1	3	0	2	3	2	5	4	3	1	1
Shortest Clarification	—	2	0	—	0	0	0	0	0	0	0	0
Longest Clarification	—	2	1	—	2	0	0	0	1	0	0	0

## Time per Actor

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

regulatory checks.



IANA	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Mean Time	—	8.91d	3.47d	—	3.71d	10.87d	4.58d	8.75d	4.30d	7.58d	6.29d	2.33d
Review Count	0	1	3	0	2	3	2	4	4	2	1	1
Shortest Time	—	8.91d	3.05d	—	3.37d	6.22d	2.28d	1.11d	2.11d	2.00d	6.29d	2.33d
Longest Time	—	8.91d	4.28d	—	4.06d	13.82d	6.87d	21.58d	7.07d	13.17d	6.29d	2.33d
Median Time	—	8.91d	3.07d	—	3.71d	12.55d	4.58d	6.15d	4.02d	7.58d	6.29d	2.33d
PStDev Time	—	0.00d	0.58d	—	0.34d	3.32d	2.29d	7.76d	2.22d	5.58d	0.00d	0.00d

Requester	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Mean Time	—	4.93d	17.76d	—	2.28d	—	—	—	4.02d	—	—	—
Review Count	0	1	2	0	1	0	0	0	1	0	0	0
Shortest Time	—	4.93d	17.72d	—	2.28d	—	—	—	4.02d	—	—	—
Longest Time	—	4.93d	17.80d	—	2.28d	—	—	—	4.02d	—	—	—
Median Time	—	4.93d	17.76d	—	2.28d	—	—	—	4.02d	—	—	—
PStDev Time	—	0.00d	0.04d	—	0.00d	—	—	—	0.00d	—	—	—

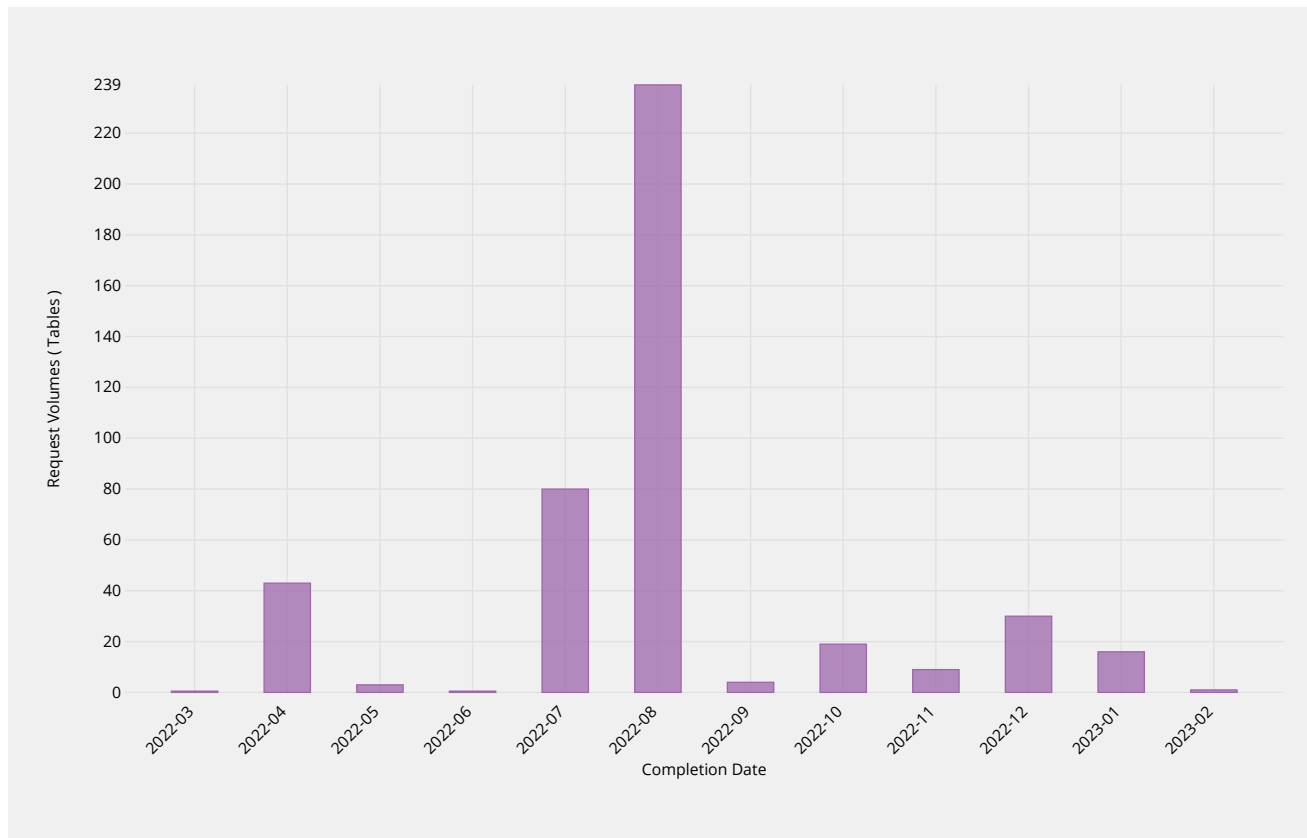
Authorizer	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Mean Time	—	0.50d	0.66d	—	—	—	—	—	23.76d	2.85d	—	—
Review Count	0	1	1	0	0	0	0	0	1	1	0	0
Shortest Time	—	0.50d	0.66d	—	—	—	—	—	23.76d	2.85d	—	—
Longest Time	—	0.50d	0.66d	—	—	—	—	—	23.76d	2.85d	—	—
Median Time	—	0.50d	0.66d	—	—	—	—	—	23.76d	2.85d	—	—
PStDev Time	—	0.00d	0.00d	—	—	—	—	—	0.00d	0.00d	—	—

Regulatory	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Mean Time	—	0.05d	0.10d	—	—	—	—	—	0.05d	0.01d	—	—
Review Count	0	1	1	0	0	0	0	0	1	1	0	0
Shortest Time	—	0.05d	0.10d	—	—	—	—	—	0.05d	0.01d	—	—

Regulatory	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Longest Time	—	0.05d	0.10d	—	—	—	—	—	0.05d	0.01d	—	—
Median Time	—	0.05d	0.10d	—	—	—	—	—	0.05d	0.01d	—	—
PStDev Time	—	0.00d	0.00d	—	—	—	—	—	0.00d	0.00d	—	—

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02
Total LGRs Processed	—	43	3	—	80	239	4	19	9	30	16	1
Request Count	0	1	3	0	2	3	2	5	4	3	1	1
Average LGRs per Request	—	43	1	—	40	80	2	4	2	10	16	1
Smallest per Request	—	43	1	—	40	1	1	1	1	2	16	1
Largest per Request	—	43	1	—	40	196	3	8	4	24	16	1



# Definitions

## Service Definitions

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

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

## Field Definitions

The fields in the preceding tables are as follows:

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

## **Addendum**

IANA's WHOIS service was affected by an increase in denial of service attacks targeted at ICANN systems. The attacks impacted the DNS which prevented access to the WHOIS service. In response, changes were made to both improve the resiliency and increase capacity of the impacted systems.