

IANA Naming Function Monthly Performance Report

August 2023

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
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%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.00s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.01d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.00d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 1.97m	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%)	✓ 1.86m	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 3.27m	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%)	✓ 0.93m	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%)	✓ 0.71m	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 6210.03ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1738.82ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 1477.99ms	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.43ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.76ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.36ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.16d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.73d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p18
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	0.72d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
ccTLD Creation/Transfer				

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
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 24.59h	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	24.57h	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 5.19s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.10s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 2.22s	p25
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 100.00%	p27
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 1.75s	p30
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 962.438ms	p31
Accuracy				
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
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1.00s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.70d	p35
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ —	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✓ —	p37
Requester Clarification	Requester Clarification	N/A	—	p38
Time per Actor	IANA	N/A	—	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	—	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.

Routine (Non-Technical)	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Longest Time	3.02s	1.97s	16.51s	3.64s	3.18s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Median Time	1.41s	1.44s	1.26s	2.39s	2.06s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.32s	0.27s	3.11s	0.50s	1.21s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s

gTLD Creation/Transfer	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Acceptance Time	2.21s	1.76s	1.07s	—	0.00s	—	0.00s	0.00s	—	—	0.00s	0.00s	—
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	6	1	1	0	1	0	1	1	0	0	6	1	0
Mean Time	1.47s	1.76s	1.07s	—	0.00s	—	0.00s	0.00s	—	—	0.00s	0.00s	—
Shortest Time	1.01s	1.76s	1.07s	—	0.00s	—	0.00s	0.00s	—	—	0.00s	0.00s	—
Longest Time	2.40s	1.76s	1.07s	—	0.00s	—	0.00s	0.00s	—	—	0.00s	0.00s	—
Median Time	1.25s	1.76s	1.07s	—	0.00s	—	0.00s	0.00s	—	—	0.00s	0.00s	—
PStDev Time	0.45s	0.00s	0.00s	—	0.00s	—	0.00s	0.00s	—	—	0.00s	0.00s	—

ccTLD Creation/Transfer	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Acceptance Time	—	—	—	2.31s	—	0.00s	—	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	0	2	0	1	0	0	0	0	0	0	0
Mean Time	—	—	—	2.25s	—	0.00s	—	—	—	—	—	—	—
Shortest Time	—	—	—	2.19s	—	0.00s	—	—	—	—	—	—	—
Longest Time	—	—	—	2.31s	—	0.00s	—	—	—	—	—	—	—
Median Time	—	—	—	2.25s	—	0.00s	—	—	—	—	—	—	—
PStDev Time	—	—	—	0.06s	—	0.00s	—	—	—	—	—	—	—

Other Changes	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Acceptance Time	—	—	0.76s	1.15s	0.92s	0.00s	—	—	0.00s	—	0.00s	0.00s	0.00s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	2	1	5	1	0	0	1	0	9	4	7
Mean Time	—	—	0.67s	1.15s	0.36s	0.00s	—	—	0.00s	—	0.00s	0.00s	0.00s
Shortest Time	—	—	0.56s	1.15s	0.00s	0.00s	—	—	0.00s	—	0.00s	0.00s	0.00s
Longest Time	—	—	0.77s	1.15s	0.94s	0.00s	—	—	0.00s	—	0.00s	0.00s	0.00s
Median Time	—	—	0.67s	1.15s	0.00s	0.00s	—	—	0.00s	—	0.00s	0.00s	0.00s
PStDev Time	—	—	0.10s	0.00s	0.44s	0.00s	—	—	0.00s	—	0.00s	0.00s	0.00s

gTLD Creation/Transfer	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Lodgment Count	3	1	1	0	1	0	1	1	0	0	6	1	0
Mean Time	0.36d	0.15d	0.07d	—	0.00d	—	0.00d	0.00d	—	—	0.01d	0.00d	—
Shortest Time	0.14d	0.15d	0.07d	—	0.00d	—	0.00d	0.00d	—	—	0.00d	0.00d	—
Longest Time	0.70d	0.15d	0.07d	—	0.00d	—	0.00d	0.00d	—	—	0.02d	0.00d	—
Median Time	0.25d	0.15d	0.07d	—	0.00d	—	0.00d	0.00d	—	—	0.00d	0.00d	—
PStDev Time	0.24d	0.00d	0.00d	—	0.00d	—	0.00d	0.00d	—	—	0.01d	0.00d	—

ccTLD Creation/Transfer	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Lodgment Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Lodgment Time	—	—	0.67d	0.25d	0.17d	—	—	—	0.00d	—	0.00d	—	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	0	2	1	2	0	0	0	1	0	5	0	3
Mean Time	—	—	0.48d	0.25d	0.14d	—	—	—	0.00d	—	0.00d	—	0.00d
Shortest Time	—	—	0.26d	0.25d	0.10d	—	—	—	0.00d	—	0.00d	—	0.00d
Longest Time	—	—	0.69d	0.25d	0.17d	—	—	—	0.00d	—	0.00d	—	0.00d
Median Time	—	—	0.48d	0.25d	0.14d	—	—	—	0.00d	—	0.00d	—	0.00d
PStDev Time	—	—	0.22d	0.00d	0.04d	—	—	—	0.00d	—	0.00d	—	0.00d

Technical Checks

Technical Check (First)

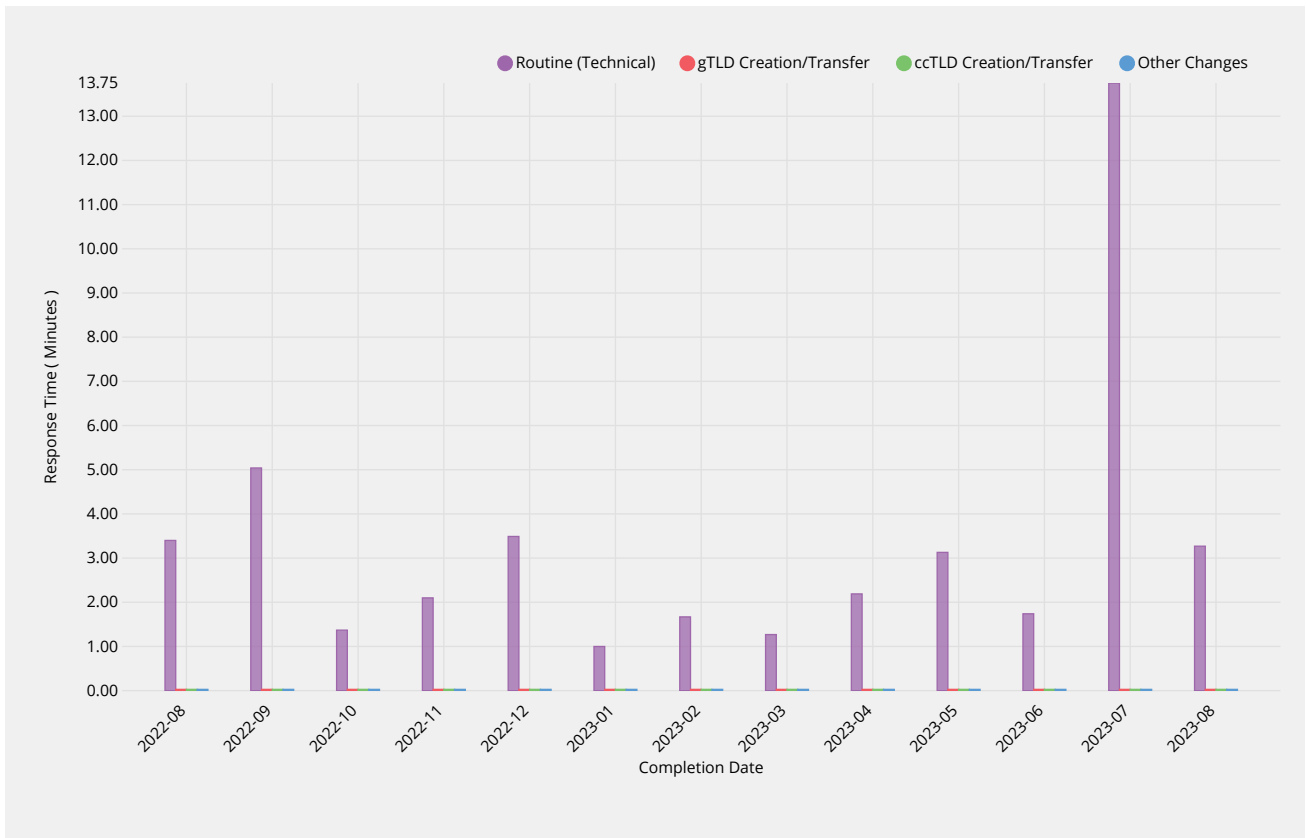
Time to return results for technical checks following submission of request via automated submission

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

Other Changes	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Response Time	—	—	—	—	1.77m	1.35m	—	—	—	—	—	—	1.86m
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	2	1	0	0	0	0	0	0	2
Mean Time	—	—	—	—	1.54m	1.35m	—	—	—	—	—	—	1.51m
Shortest Time	—	—	—	—	1.29m	1.35m	—	—	—	—	—	—	1.12m
Longest Time	—	—	—	—	1.79m	1.35m	—	—	—	—	—	—	1.90m
Median Time	—	—	—	—	1.54m	1.35m	—	—	—	—	—	—	1.51m
PStDev Time	—	—	—	—	0.25m	0.00m	—	—	—	—	—	—	0.39m

Technical Check (Retest)

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



Routine (Technical)	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Response Time	3.40m	5.04m	1.37m	2.10m	3.49m	1.00m	1.67m	1.27m	2.19m	3.13m	1.74m	13.75m	3.27m
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	85	16	29	65	95	51	73	202	137	103	208	38	143
Mean Time	1.73m	2.06m	1.00m	0.81m	1.68m	1.09m	0.84m	0.94m	1.10m	1.42m	1.27m	1.86m	0.87m
Shortest Time	0.06m	0.23m	0.09m	0.07m	0.42m	0.40m	0.43m	0.13m	0.30m	0.19m	0.17m	0.39m	0.11m
Longest Time	3.96m	5.19m	6.20m	2.53m	15.92m	15.74m	1.77m	16.03m	16.19m	15.50m	16.01m	14.69m	3.44m

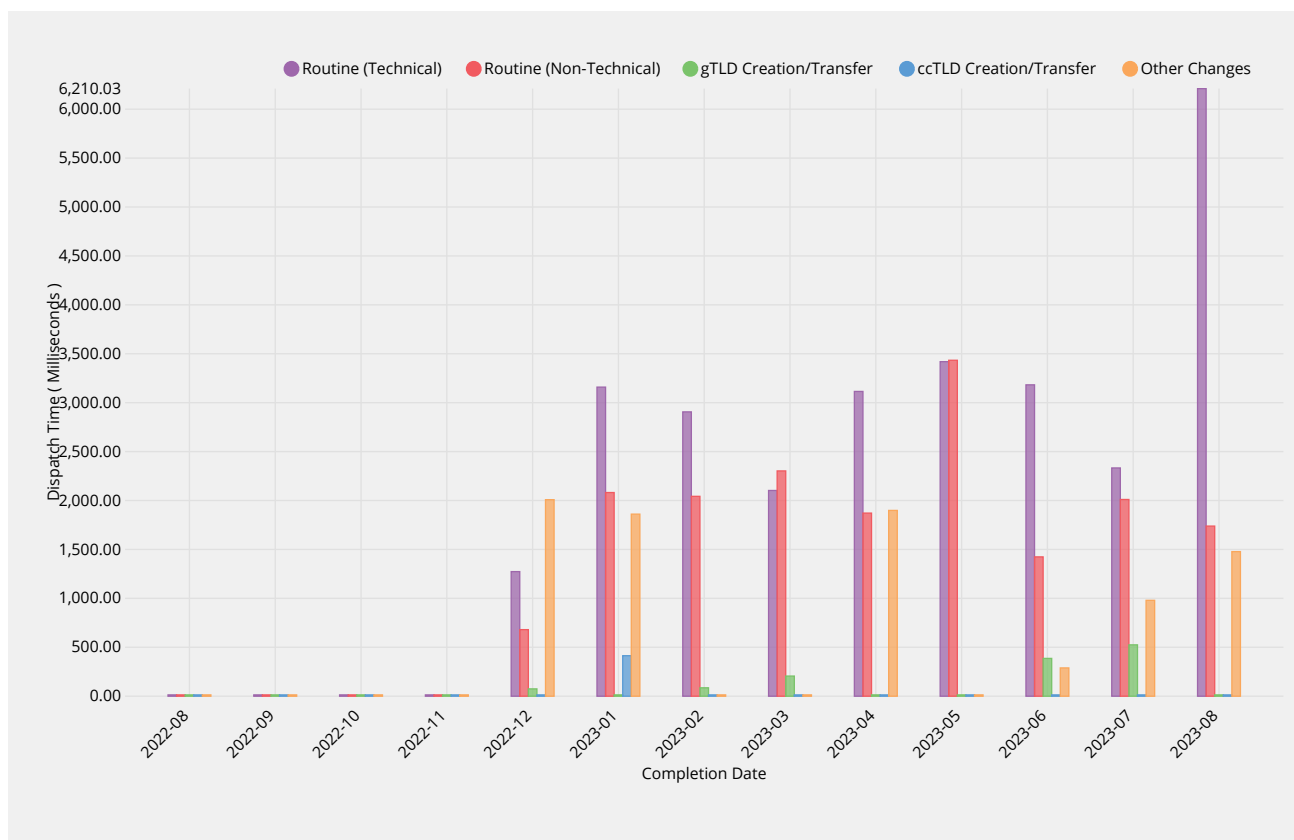
ccTLD Creation/Transfer	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Supplemental Test Count	0	0	0	1	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	0.10m	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	0.10m	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	0.10m	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	0.10m	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	0.00m	—	—	—	—	—	—	—	—	—

Other Changes	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Response Time	—	—	—	—	0.46m	0.38m	—	—	—	—	—	—	0.71m
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	1	1	0	0	0	0	0	0	1
Mean Time	—	—	—	—	0.46m	0.38m	—	—	—	—	—	—	0.71m
Shortest Time	—	—	—	—	0.46m	0.38m	—	—	—	—	—	—	0.71m
Longest Time	—	—	—	—	0.46m	0.38m	—	—	—	—	—	—	0.71m
Median Time	—	—	—	—	0.46m	0.38m	—	—	—	—	—	—	0.71m
PStDev Time	—	—	—	—	0.00m	0.00m	—	—	—	—	—	—	0.00m

Contact Confirmations

Email Dispatch

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



Routine (Technical)	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Dispatch	3.00ms	2.00ms	3.10ms	3.40ms	1273.60ms	3159.20ms	2906.10ms	2102.80ms	3115.08ms	3419.21ms	3182.59ms	2333.09ms	6210.03ms

Routine (Technical)	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Time													
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	41	34	30	53	77	29	32	37	22	65	46	105	214
Mean Time	1.27ms	0.91ms	1.23ms	1.32ms	194.92ms	1470.10ms	1391.47ms	1231.27ms	1681.59ms	1568.31ms	1352.69ms	1339.58ms	1978.71ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	100.00ms	358.00ms	140.00ms	115.00ms	559.54ms	97.73ms	274.65ms	149.70ms
Longest Time	6.00ms	2.00ms	7.00ms	10.00ms	5764.00ms	4032.00ms	3401.00ms	6983.00ms	3185.47ms	6096.44ms	4276.89ms	6136.65ms	11138.48ms
Median Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1238.00ms	1165.50ms	1152.00ms	1703.00ms	1209.28ms	1168.09ms	1150.77ms	1336.10ms
PStDev Time	1.06ms	0.61ms	1.33ms	1.49ms	799.88ms	790.40ms	660.47ms	1061.76ms	885.26ms	932.55ms	889.96ms	689.55ms	1809.22ms

Routine (Non-Technical)	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Dispatch Time	2.00ms	2.00ms	1.90ms	3.00ms	680.50ms	2081.75ms	2042.95ms	2302.70ms	1871.60ms	3433.71ms	1424.09ms	2010.77ms	1738.82ms
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	83	14	23	60	28	26	28	54	17	39	65	20	188
Mean Time	1.27ms	1.29ms	1.00ms	1.58ms	177.86ms	517.42ms	448.79ms	649.39ms	851.81ms	750.38ms	389.52ms	641.10ms	386.29ms
Shortest Time	0.00ms	1.00ms	0.00ms	0.00ms	0.00ms	84.00ms	71.00ms	79.00ms	105.00ms	106.09ms	91.46ms	105.76ms	63.23ms
Longest Time	6.00ms	2.00ms	3.00ms	3.00ms	2236.00ms	2814.00ms	2750.00ms	6595.00ms	2962.00ms	4713.54ms	3834.99ms	3091.98ms	3351.47ms
Median Time	1.00ms	1.00ms	1.00ms	2.00ms	2.00ms	270.50ms	150.00ms	215.50ms	668.00ms	273.79ms	190.50ms	262.81ms	129.31ms
PStDev Time	0.76ms	0.45ms	0.59ms	0.67ms	441.65ms	663.64ms	687.21ms	1069.32ms	732.25ms	1130.91ms	593.25ms	793.81ms	618.61ms

gTLD Creation/Transfer	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Dispatch Time	5.00ms	2.00ms	2.00ms	—	75.00ms	—	86.00ms	206.00ms	—	—	386.45ms	524.96ms	—
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	6	1	1	0	1	0	1	1	0	0	6	1	0
Mean Time	1.83ms	2.00ms	2.00ms	—	75.00ms	—	86.00ms	206.00ms	—	—	185.95ms	524.96ms	—
Shortest Time	0.00ms	2.00ms	2.00ms	—	75.00ms	—	86.00ms	206.00ms	—	—	85.09ms	524.96ms	—
Longest Time	6.00ms	2.00ms	2.00ms	—	75.00ms	—	86.00ms	206.00ms	—	—	450.03ms	524.96ms	—
Median Time	1.50ms	2.00ms	2.00ms	—	75.00ms	—	86.00ms	206.00ms	—	—	149.38ms	524.96ms	—
PStDev Time	2.03ms	0.00ms	0.00ms	—	0.00ms	—	0.00ms	0.00ms	—	—	125.65ms	0.00ms	—

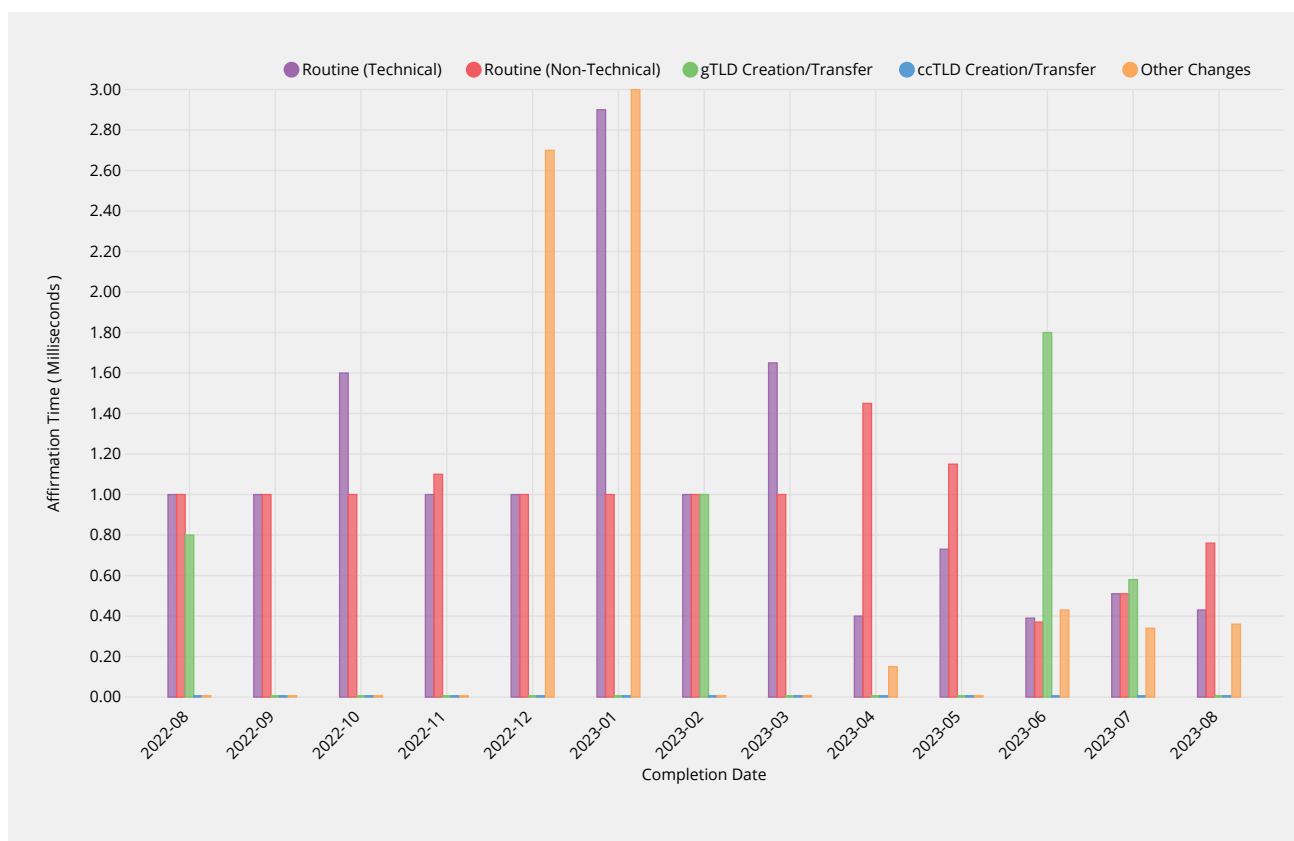
ccTLD Creation/Transfer	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Dispatch Time	—	—	—	1.00ms	—	414.00ms	—	—	—	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	0	2	0	1	0	0	0	0	0	0	0
Mean Time	—	—	—	1.00ms	—	414.00ms	—	—	—	—	—	—	—
Shortest Time	—	—	—	1.00ms	—	414.00ms	—	—	—	—	—	—	—

ccTLD Creation/ Transfer	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Longest Time	—	—	—	1.00ms	—	414.00ms	—	—	—	—	—	—	—
Median Time	—	—	—	1.00ms	—	414.00ms	—	—	—	—	—	—	—
PStDev Time	—	—	—	0.00ms	—	0.00ms	—	—	—	—	—	—	—

Other Changes	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Dispatch Time	—	—	—	—	2008.80ms	1861.00ms	—	—	1899.02ms	—	289.19ms	980.21ms	1477.99ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	0	0	3	1	0	0	1	0	9	4	7
Mean Time	—	—	—	—	1104.67ms	1861.00ms	—	—	1899.02ms	—	173.18ms	376.17ms	525.37ms
Shortest Time	—	—	—	—	2.00ms	1861.00ms	—	—	1899.02ms	—	98.30ms	101.88ms	120.01ms
Longest Time	—	—	—	—	2097.00ms	1861.00ms	—	—	1899.02ms	—	316.27ms	1126.01ms	1613.49ms
Median Time	—	—	—	—	1215.00ms	1861.00ms	—	—	1899.02ms	—	188.02ms	138.40ms	195.19ms
PStDev Time	—	—	—	—	858.83ms	0.00ms	—	—	0.00ms	—	70.77ms	433.31ms	561.54ms

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Affirmation Time	1.00ms	1.00ms	1.60ms	1.00ms	1.00ms	2.90ms	1.00ms	1.65ms	0.40ms	0.73ms	0.39ms	0.51ms	0.43ms
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	39	33	29	53	69	22	28	28	22	66	45	106	211
Mean Time	0.18ms	0.27ms	0.34ms	0.21ms	0.32ms	0.64ms	0.14ms	0.36ms	0.19ms	0.36ms	0.22ms	0.29ms	0.25ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.12ms	0.10ms	0.13ms	0.10ms

Routine (Technical)	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Longest Time	2.00ms	1.00ms	3.00ms	1.00ms	2.00ms	3.00ms	1.00ms	3.00ms	1.00ms	1.59ms	0.45ms	1.27ms	1.12ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.17ms	0.28ms	0.21ms	0.26ms	0.23ms
PStDev Time	0.45ms	0.45ms	0.71ms	0.41ms	0.50ms	0.88ms	0.35ms	0.72ms	0.21ms	0.28ms	0.08ms	0.16ms	0.12ms

Routine (Non-Technical)	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Affirmation Time	1.00ms	1.00ms	1.00ms	1.10ms	1.00ms	1.00ms	1.00ms	1.00ms	1.45ms	1.15ms	0.37ms	0.51ms	0.76ms
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	81	9	21	59	21	21	28	47	12	37	63	16	182
Mean Time	0.22ms	0.44ms	0.10ms	0.49ms	0.29ms	0.29ms	0.21ms	0.30ms	0.46ms	0.57ms	0.26ms	0.31ms	0.38ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.12ms	0.14ms	0.09ms
Longest Time	4.00ms	1.00ms	1.00ms	10.00ms	1.00ms	1.00ms	1.00ms	1.00ms	2.00ms	4.52ms	1.20ms	0.60ms	1.34ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.17ms	0.32ms	0.24ms	0.28ms	0.32ms
PStDev Time	0.63ms	0.50ms	0.29ms	1.36ms	0.45ms	0.45ms	0.41ms	0.46ms	0.61ms	0.74ms	0.14ms	0.12ms	0.21ms

gTLD Creation/Transfer	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Affirmation Time	0.80ms	0.00ms	0.00ms	—	—	—	1.00ms	0.00ms	—	—	1.80ms	0.58ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	5	1	1	0	0	0	1	1	0	0	6	1	0
Mean Time	0.20ms	0.00ms	0.00ms	—	—	—	1.00ms	0.00ms	—	—	0.97ms	0.58ms	—
Shortest Time	0.00ms	0.00ms	0.00ms	—	—	—	1.00ms	0.00ms	—	—	0.34ms	0.58ms	—
Longest Time	1.00ms	0.00ms	0.00ms	—	—	—	1.00ms	0.00ms	—	—	1.92ms	0.58ms	—
Median Time	0.00ms	0.00ms	0.00ms	—	—	—	1.00ms	0.00ms	—	—	0.85ms	0.58ms	—
PStDev Time	0.40ms	0.00ms	0.00ms	—	—	—	0.00ms	0.00ms	—	—	0.58ms	0.00ms	—

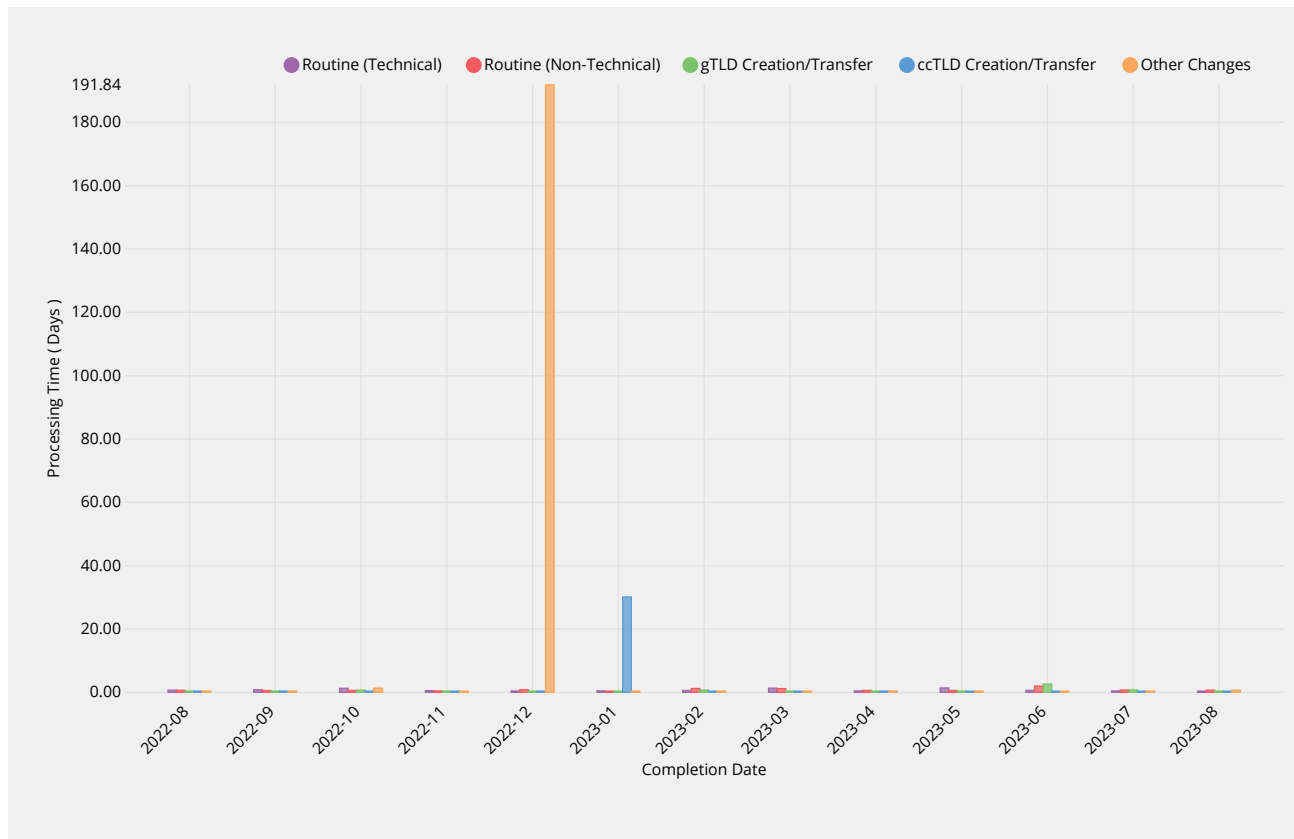
ccTLD Creation/Transfer	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Affirmation Time	—	—	—	0.00ms	—	0.00ms	—	—	—	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	0	2	0	1	0	0	0	0	0	0	0
Mean Time	—	—	—	0.00ms	—	0.00ms	—	—	—	—	—	—	—
Shortest Time	—	—	—	0.00ms	—	0.00ms	—	—	—	—	—	—	—
Longest Time	—	—	—	0.00ms	—	0.00ms	—	—	—	—	—	—	—
Median Time	—	—	—	0.00ms	—	0.00ms	—	—	—	—	—	—	—
PStDev Time	—	—	—	0.00ms	—	0.00ms	—	—	—	—	—	—	—

Other Changes	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Affirmation Time	—	—	0.00ms	0.00ms	2.70ms	3.00ms	—	—	0.15ms	—	0.43ms	0.34ms	0.36ms
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	2	1	4	1	0	0	1	0	9	4	6
Mean Time	—	—	0.00ms	0.00ms	1.00ms	3.00ms	—	—	0.15ms	—	0.23ms	0.25ms	0.27ms
Shortest Time	—	—	0.00ms	0.00ms	0.00ms	3.00ms	—	—	0.15ms	—	0.12ms	0.19ms	0.18ms
Longest Time	—	—	0.00ms	0.00ms	3.00ms	3.00ms	—	—	0.15ms	—	0.50ms	0.35ms	0.36ms
Median Time	—	—	0.00ms	0.00ms	0.50ms	3.00ms	—	—	0.15ms	—	0.19ms	0.24ms	0.27ms
PStDev Time	—	—	0.00ms	0.00ms	1.22ms	0.00ms	—	—	0.00ms	—	0.12ms	0.07ms	0.07ms

Staff Processing

Validation and Reviews

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



Routine (Technical)	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Processing Time	0.71d	0.85d	1.32d	0.56d	0.46d	0.50d	0.63d	1.35d	0.49d	1.42d	0.66d	0.47d	0.16d
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	39	33	30	53	69	21	28	28	22	66	45	106	211
Mean Time	0.36d	0.35d	0.49d	0.38d	0.25d	0.34d	0.37d	0.64d	0.33d	0.48d	0.32d	0.28d	0.06d
Shortest Time	0.00d	0.02d	0.00d	0.03d	0.00d	0.01d	0.01d	0.04d	0.04d	0.01d	0.02d	0.08d	0.00d
Longest Time	2.07d	2.56d	2.57d	2.86d	3.56d	1.32d	1.24d	2.26d	2.32d	1.43d	1.63d	2.38d	0.99d
Median Time	0.16d	0.10d	0.17d	0.32d	0.00d	0.30d	0.37d	0.44d	0.25d	0.40d	0.15d	0.20d	0.00d
PStDev Time	0.47d	0.51d	0.69d	0.41d	0.65d	0.29d	0.27d	0.54d	0.47d	0.44d	0.33d	0.29d	0.17d

Routine (Non-Technical)	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Processing Time	0.67d	0.61d	0.63d	0.48d	0.86d	0.33d	1.25d	1.21d	0.63d	0.62d	2.00d	0.75d	0.73d
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	80	9	21	57	21	21	28	45	11	33	61	14	181
Mean Time	0.22d	0.27d	0.39d	0.25d	0.41d	0.15d	0.58d	0.45d	0.28d	0.28d	0.72d	0.43d	0.32d
Shortest Time	0.01d	0.01d	0.02d	0.01d	0.01d	0.00d	0.01d	0.01d	0.02d	0.00d	0.05d	0.00d	0.00d
Longest Time	1.27d	0.94d	2.40d	2.80d	1.41d	0.41d	2.41d	1.39d	0.66d	3.06d	2.00d	2.47d	3.12d
Median Time	0.04d	0.10d	0.25d	0.11d	0.26d	0.07d	0.42d	0.11d	0.25d	0.11d	0.15d	0.28d	0.13d
PStDev Time	0.29d	0.31d	0.57d	0.49d	0.39d	0.14d	0.53d	0.48d	0.24d	0.57d	0.85d	0.62d	0.48d

gTLD Creation/Transfer	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Processing Time	0.12d	0.22d	0.70d	—	—	—	0.76d	0.09d	—	—	2.65d	0.81d	—
Monthly Threshold	10d	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%	90.0%
Request Count	5	1	1	0	0	0	1	1	0	0	6	1	0
Mean Time	0.10d	0.22d	0.70d	—	—	—	0.76d	0.09d	—	—	2.22d	0.81d	—
Shortest Time	0.08d	0.22d	0.70d	—	—	—	0.76d	0.09d	—	—	0.09d	0.81d	—
Longest Time	0.14d	0.22d	0.70d	—	—	—	0.76d	0.09d	—	—	2.65d	0.81d	—
Median Time	0.09d	0.22d	0.70d	—	—	—	0.76d	0.09d	—	—	2.65d	0.81d	—
PStDev Time	0.02d	0.00d	0.00d	—	—	—	0.00d	0.00d	—	—	0.95d	0.00d	—

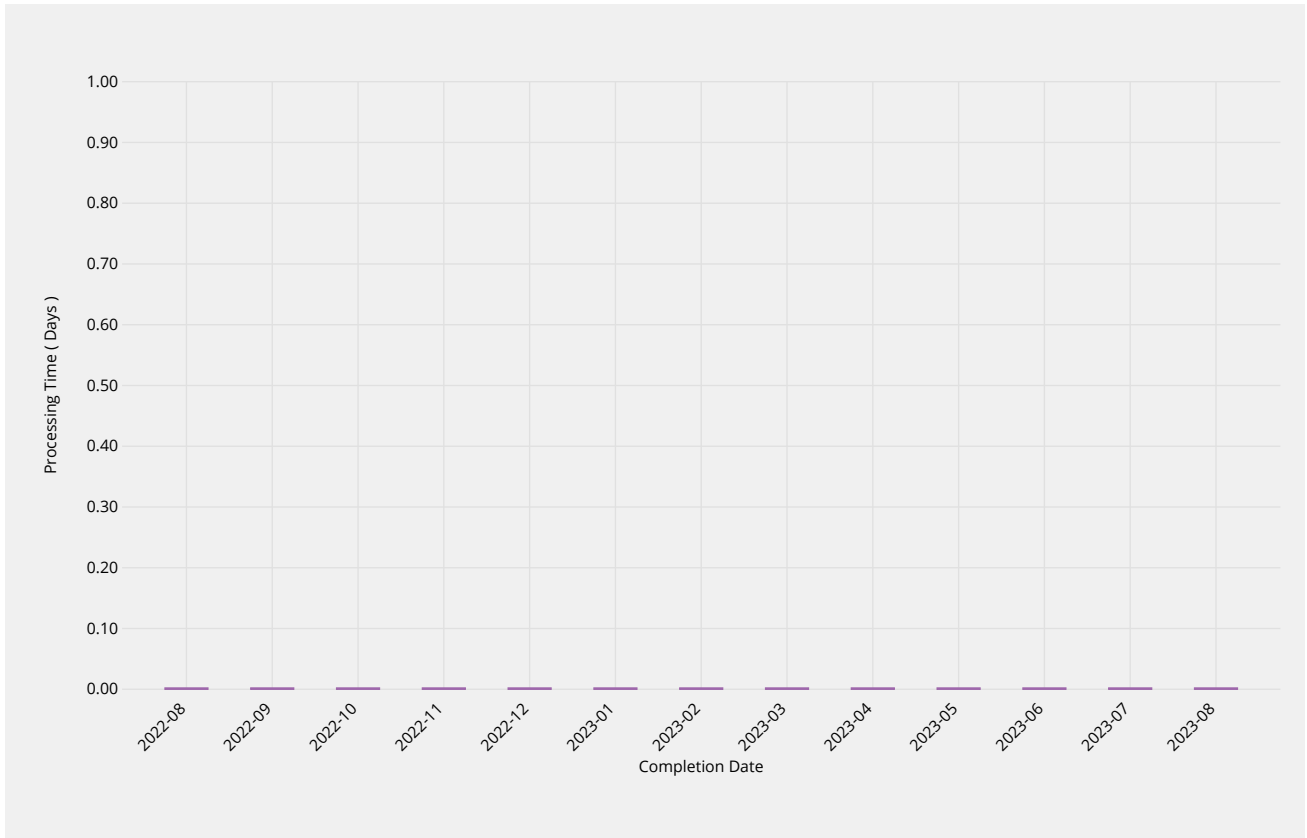
ccTLD Creation/Transfer	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Processing Time	—	—	—	0.43d	—	30.15d	—	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	1	0	1	0	0	0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

Other Changes	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Processing Time	—	—	1.39d	0.05d	191.84d	0.03d	—	—	0.15d	—	0.13d	0.12d	0.72d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	2	1	4	1	0	0	1	0	9	4	6
Mean Time	—	—	0.71d	0.05d	48.01d	0.03d	—	—	0.15d	—	0.09d	0.03d	0.34d
Shortest Time	—	—	0.04d	0.05d	0.00d	0.03d	—	—	0.15d	—	0.04d	0.00d	0.00d
Longest Time	—	—	1.39d	0.05d	191.84d	0.03d	—	—	0.15d	—	0.13d	0.12d	0.72d
Median Time	—	—	0.71d	0.05d	0.11d	0.03d	—	—	0.15d	—	0.13d	0.00d	0.34d
PStDev Time	—	—	0.67d	0.00d	83.04d	0.00d	—	—	0.00d	—	0.04d	0.05d	0.26d

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	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Processing Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

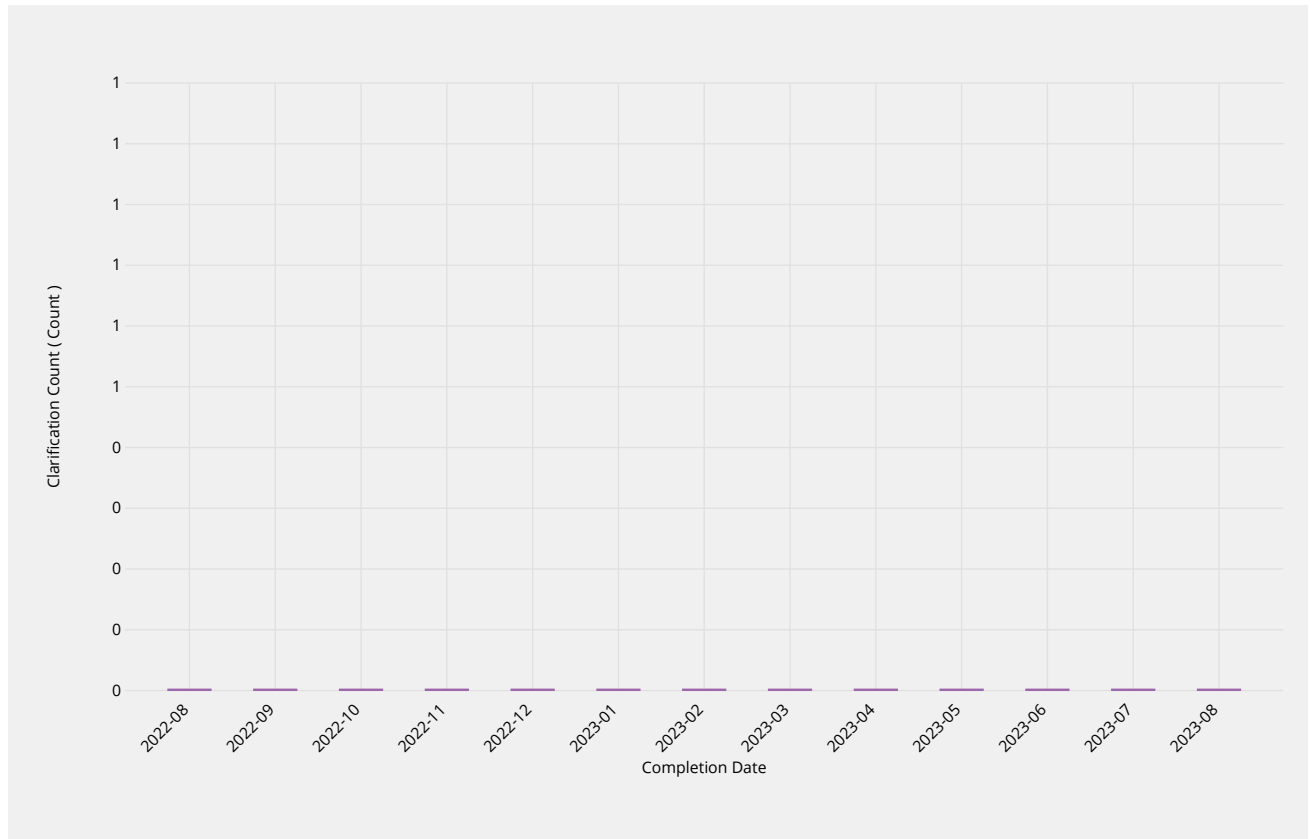
ccTLD Creation/Transfer

Submission Review

Time it takes staff to process the information included in each documentation submission, and respond

Requester Clarification

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

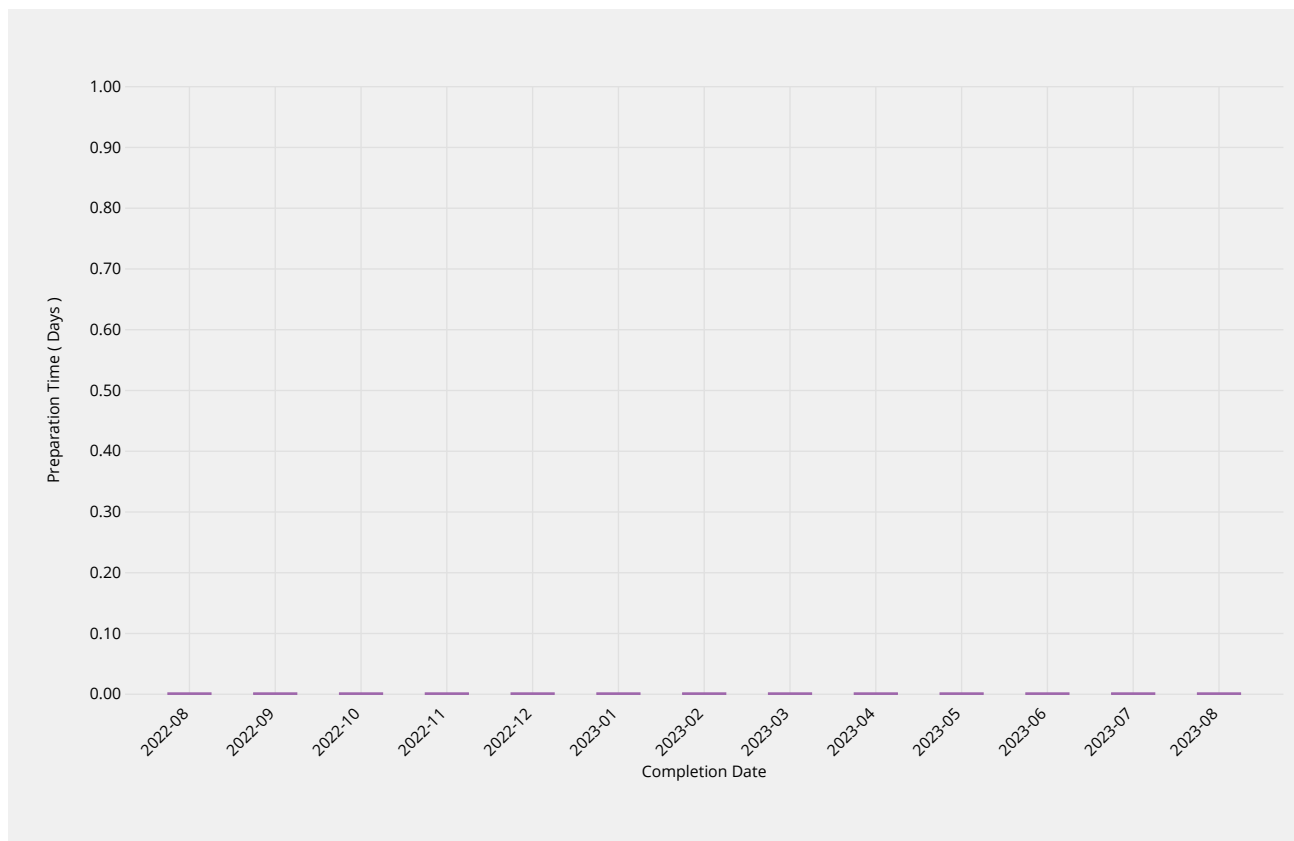


Requester Clarification	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Clarification Count	—	—	—	0	—	0	—	—	—	—	—	—	—
Request Count	0	0	0	2	0	1	0	0	0	0	0	0	0
Lowest Count	—	—	—	0	—	0	—	—	—	—	—	—	—
Highest Count	—	—	—	0	—	0	—	—	—	—	—	—	—

Report Preparation

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

publication.



Report Preparation	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Preparation Time	—	—	—	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	1	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	0.00d	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	0.00d	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	0.00d	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	0.00d	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	0.00d	—	—	—	—	—	—	—	—	—

Implementation

Root Zone Publication

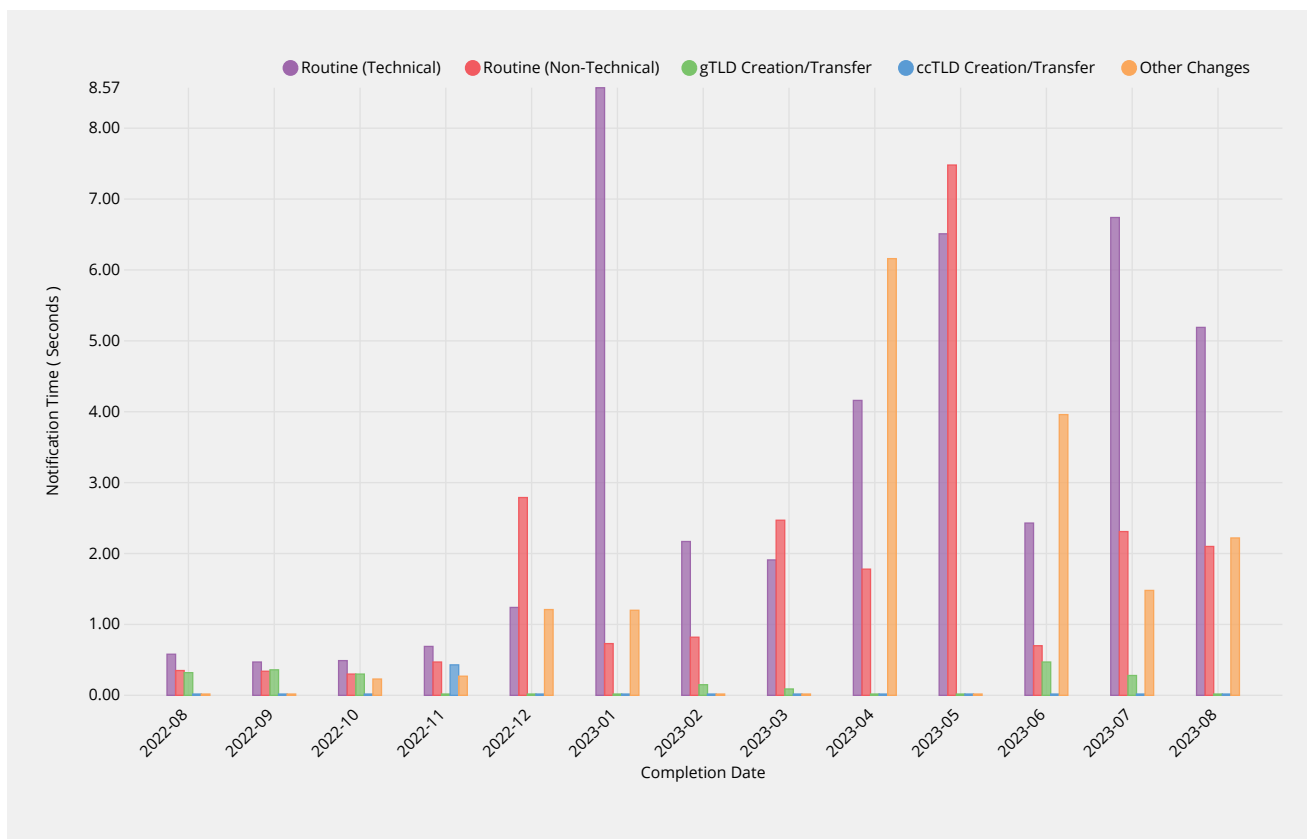
Time for root zone changes to be published following completion of validations and reviews by IANA

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

Other Changes	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Publication Time	—	—	3.01h	0.56h	4.59h	6.41h	—	—	—	—	5.22h	2.92h	24.57h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	0	0	2	1	2	1	0	0	0	0	9	4	3
Mean Time	—	—	2.81h	0.56h	2.54h	6.41h	—	—	—	—	3.26h	1.26h	15.32h
Shortest Time	—	—	2.62h	0.56h	0.50h	6.41h	—	—	—	—	0.90h	0.70h	4.11h
Longest Time	—	—	3.01h	0.56h	4.59h	6.41h	—	—	—	—	5.22h	2.92h	24.57h
Median Time	—	—	2.81h	0.56h	2.54h	6.41h	—	—	—	—	5.12h	0.70h	17.30h
PStDev Time	—	—	0.19h	0.00h	2.04h	0.00h	—	—	—	—	2.11h	0.96h	8.47h

Notification of Completion

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



Routine (Technical)	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Notification Time	0.58s	0.47s	0.49s	0.69s	1.24s	8.57s	2.17s	1.91s	4.16s	6.51s	2.43s	6.74s	5.19s
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	39	33	29	53	69	21	28	28	22	66	44	106	211
Mean Time	0.29s	0.26s	0.24s	0.40s	0.47s	2.44s	1.32s	1.36s	1.96s	2.39s	1.32s	1.91s	2.54s
Shortest Time	0.16s	0.13s	0.13s	0.25s	0.21s	1.10s	1.08s	0.16s	0.14s	0.28s	0.17s	0.07s	0.50s
Longest Time	0.67s	0.59s	0.56s	0.84s	2.15s	11.99s	2.52s	5.68s	9.28s	8.61s	2.51s	9.52s	7.20s
Median Time	0.23s	0.20s	0.19s	0.36s	0.35s	1.22s	1.19s	1.21s	1.42s	1.39s	1.26s	1.29s	2.16s

Routine (Technical)	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
PStDev Time	0.13s	0.12s	0.12s	0.14s	0.35s	2.84s	0.36s	0.90s	1.90s	1.87s	0.50s	1.74s	1.39s

Routine (Non-Technical)	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Notification Time	0.35s	0.34s	0.30s	0.47s	2.79s	0.73s	0.82s	2.47s	1.78s	7.48s	0.70s	2.31s	2.10s
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	80	9	21	57	21	21	28	45	11	33	61	14	180
Mean Time	0.22s	0.26s	0.21s	0.33s	0.81s	0.38s	0.24s	0.45s	0.87s	1.27s	0.29s	0.72s	0.44s
Shortest Time	0.14s	0.17s	0.14s	0.20s	0.10s	0.08s	0.07s	0.07s	0.20s	0.12s	0.08s	0.14s	0.07s
Longest Time	0.49s	0.35s	0.32s	0.51s	6.15s	4.34s	1.19s	2.92s	1.83s	9.26s	3.19s	2.61s	4.21s
Median Time	0.19s	0.28s	0.19s	0.31s	0.36s	0.15s	0.16s	0.13s	0.33s	0.31s	0.12s	0.30s	0.12s
PStDev Time	0.07s	0.06s	0.06s	0.08s	1.35s	0.89s	0.26s	0.71s	0.69s	2.31s	0.46s	0.78s	0.78s

gTLD Creation/Transfer	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Notification Time	0.32s	0.36s	0.30s	—	—	—	0.15s	0.09s	—	—	0.47s	0.28s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	5	1	1	0	0	0	1	1	0	0	6	1	0
Mean Time	0.26s	0.36s	0.30s	—	—	—	0.15s	0.09s	—	—	0.20s	0.28s	—
Shortest Time	0.20s	0.36s	0.30s	—	—	—	0.15s	0.09s	—	—	0.07s	0.28s	—
Longest Time	0.33s	0.36s	0.30s	—	—	—	0.15s	0.09s	—	—	0.52s	0.28s	—
Median Time	0.24s	0.36s	0.30s	—	—	—	0.15s	0.09s	—	—	0.10s	0.28s	—
PStDev Time	0.05s	0.00s	0.00s	—	—	—	0.00s	0.00s	—	—	0.16s	0.00s	—

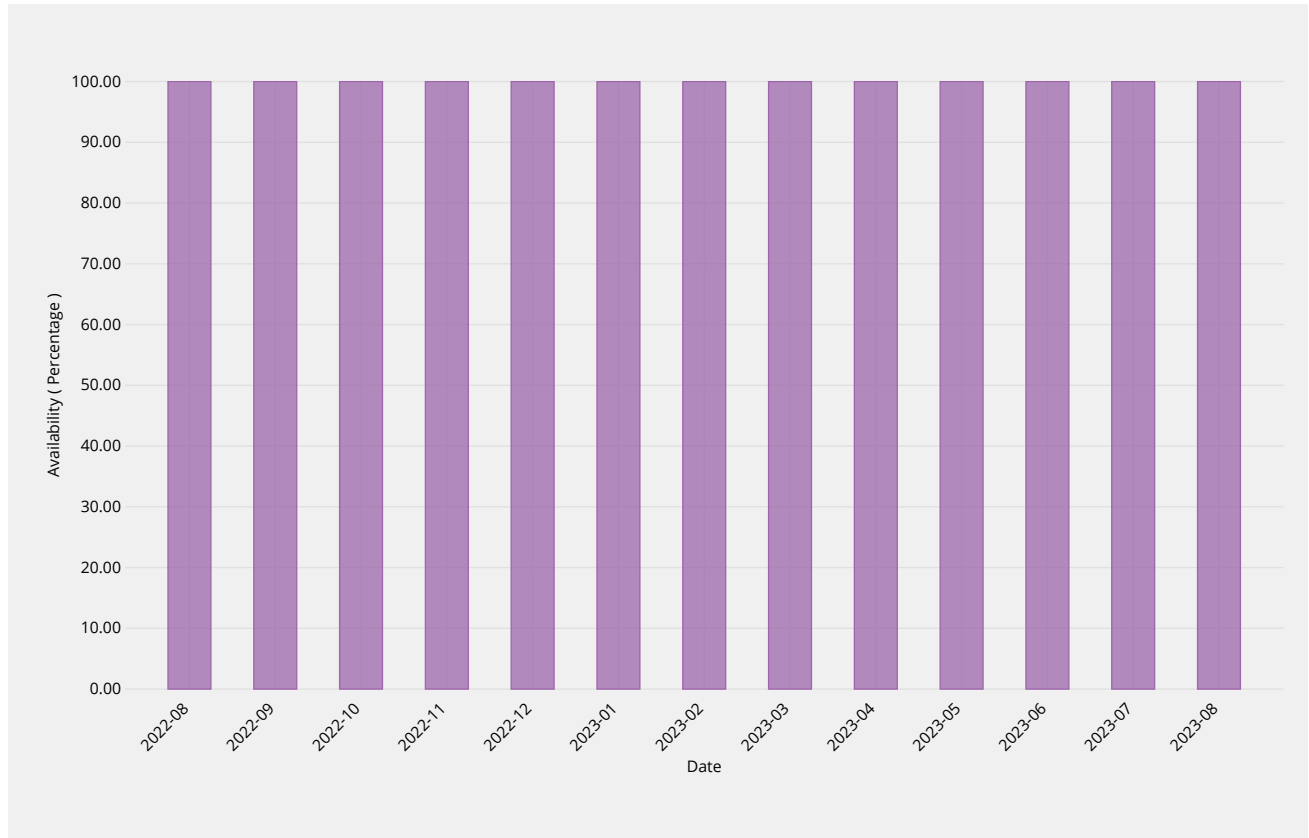
ccTLD Creation/Transfer	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Notification Time	—	—	—	0.43s	—	—	—	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	1	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	0.43s	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	0.43s	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	0.43s	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	0.43s	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	0.00s	—	—	—	—	—	—	—	—	—

Other Changes	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Notification Time	—	—	0.23s	0.27s	1.21s	1.20s	—	—	6.16s	—	3.96s	1.48s	2.22s
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	2	1	3	1	0	0	1	0	9	4	6
Mean Time	—	—	0.22s	0.27s	0.61s	1.20s	—	—	6.16s	—	1.79s	1.31s	1.08s
Shortest Time	—	—	0.21s	0.27s	0.24s	1.20s	—	—	6.16s	—	0.76s	1.16s	0.18s
Longest Time	—	—	0.23s	0.27s	1.31s	1.20s	—	—	6.16s	—	4.68s	1.51s	2.54s
Median Time	—	—	0.22s	0.27s	0.30s	1.20s	—	—	6.16s	—	1.22s	1.29s	1.14s
PStDev Time	—	—	0.01s	0.00s	0.49s	0.00s	—	—	0.00s	—	1.17s	0.13s	0.79s

System Availability

IANA Website

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



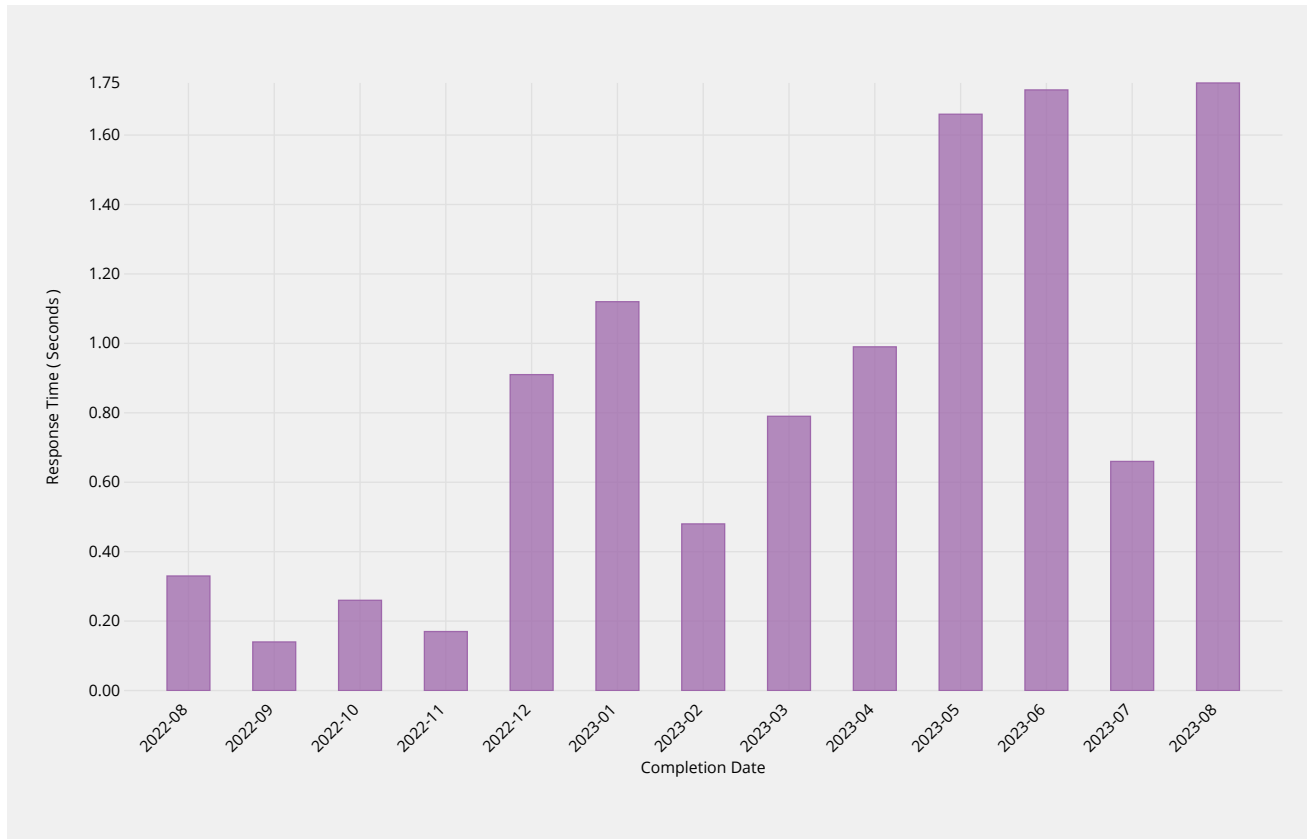
IANA Site Availability	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Availability	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%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

Root Zone Management System

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

Credential Recovery

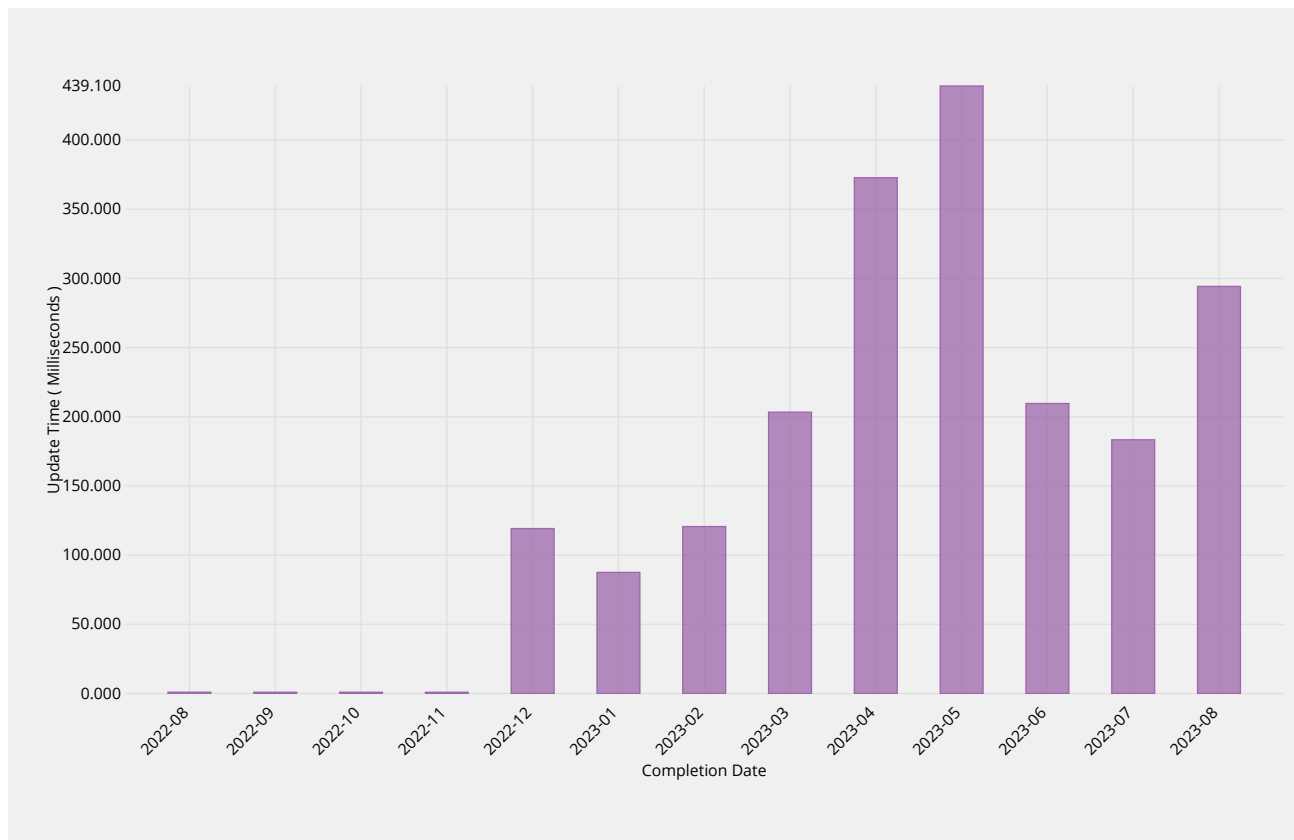
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Response Time	0.33s	0.14s	0.26s	0.17s	0.91s	1.12s	0.48s	0.79s	0.99s	1.66s	1.73s	0.66s	1.75s
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	20	3	13	10	43	16	19	30	11	13	17	15	47
Mean Time	0.17s	0.12s	0.14s	0.09s	0.28s	0.38s	0.17s	0.20s	0.58s	0.71s	0.52s	0.23s	0.37s
Shortest Time	0.02s	0.08s	0.02s	0.05s	0.02s	0.05s	0.04s	0.05s	0.06s	0.13s	0.05s	0.04s	0.02s
Longest Time	0.83s	0.14s	0.27s	0.18s	1.47s	1.77s	0.94s	1.03s	1.00s	2.24s	5.07s	1.00s	2.27s
Median Time	0.12s	0.13s	0.14s	0.07s	0.15s	0.16s	0.12s	0.12s	0.56s	0.66s	0.21s	0.19s	0.13s
PStDev Time	0.17s	0.03s	0.08s	0.04s	0.30s	0.45s	0.21s	0.24s	0.38s	0.60s	1.15s	0.23s	0.54s

Credential Change

Time to implement new password within the system.



Credential Change	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Update Time	2.450ms	0.900ms	2.800ms	1.700ms	482.196ms	95.100ms	278.350ms	587.500ms	1212.000ms	1296.275ms	676.389ms	516.274ms	962.438ms
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	18	3	13	7	19	7	10	19	11	12	12	14	41
Mean Time	1.000ms	0.333ms	0.538ms	0.714ms	119.256ms	87.571ms	120.700ms	203.368ms	372.817ms	439.100ms	209.628ms	183.419ms	294.271ms
Shortest Time	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	78.000ms	81.000ms	78.000ms	92.696ms	88.862ms	86.985ms	80.311ms	78.387ms
Longest Time	5.000ms	1.000ms	4.000ms	2.000ms	911.000ms	96.000ms	430.000ms	952.000ms	1896.000ms	1455.310ms	932.409ms	778.180ms	1861.018ms
Median Time	1.000ms	0.000ms	0.000ms	1.000ms	86.222ms	89.000ms	87.000ms	94.000ms	119.264ms	118.197ms	113.657ms	99.763ms	100.470ms
PStDev Time	1.202ms	0.471ms	1.151ms	0.700ms	209.450ms	6.044ms	103.152ms	231.748ms	511.476ms	471.691ms	239.064ms	190.207ms	390.890ms

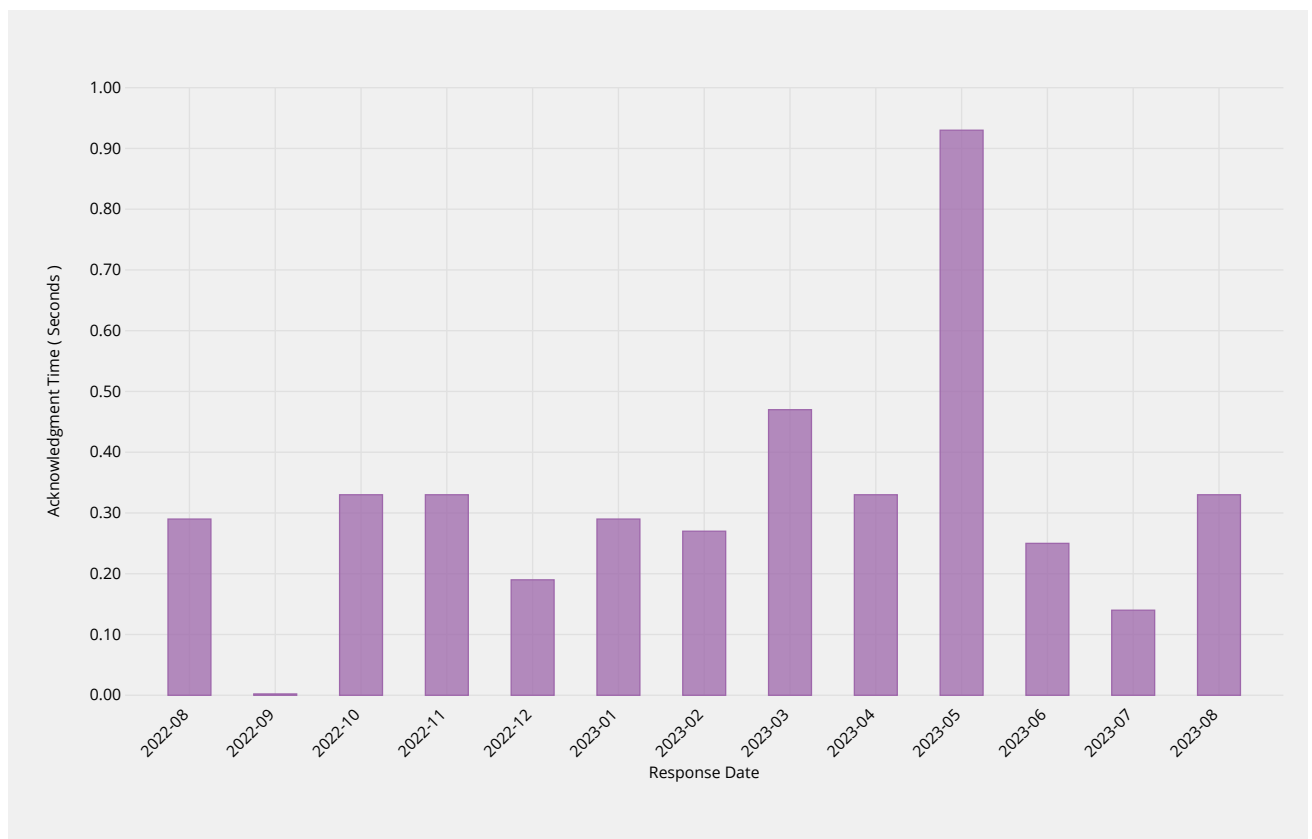
ccTLD Creation/Transfer	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	1	0	0	0	0	0	0	0	0	0

Other Changes	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
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	2	1	3	1	0	0	1	0	9	4	6

Enquiry Processing

Time to acknowledge

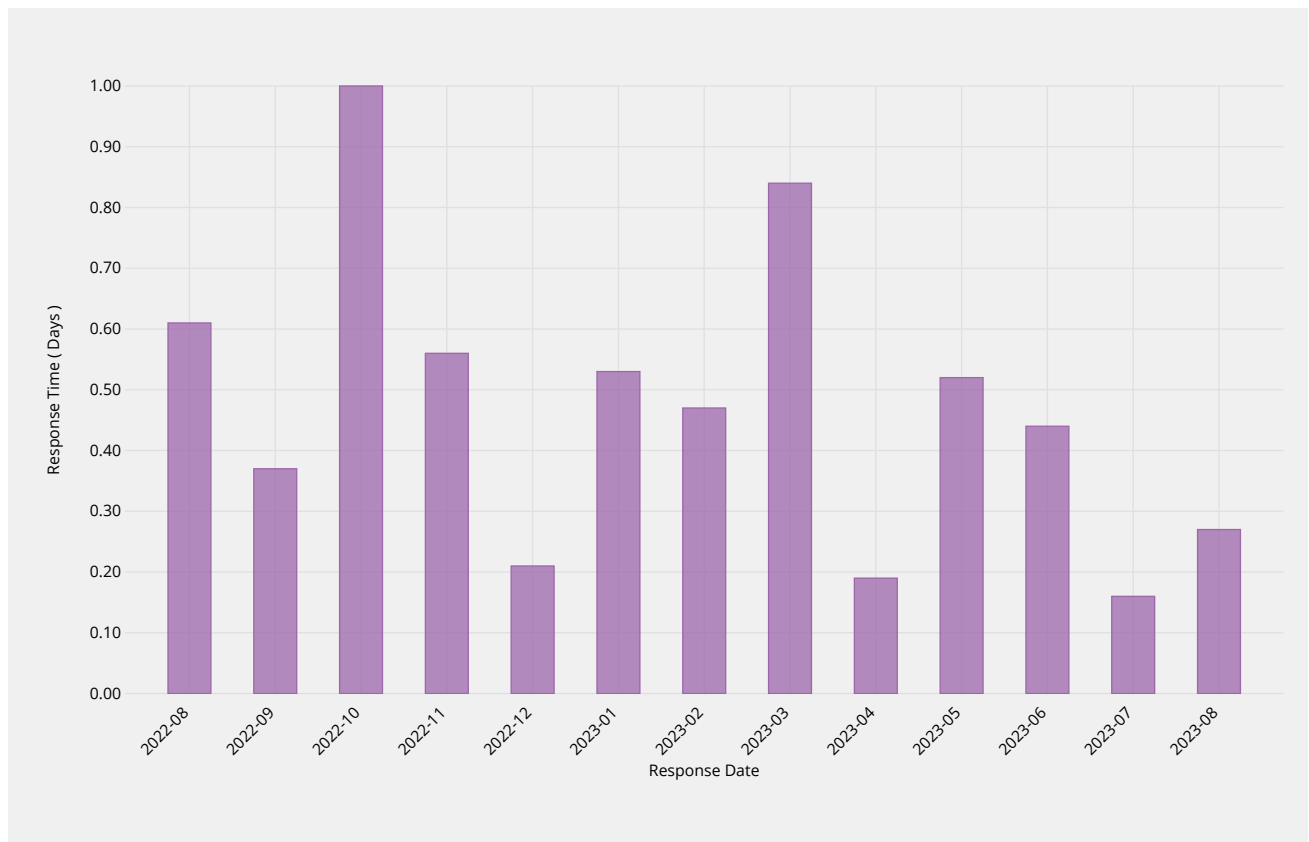
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Acknowledgment Time	1.00s	0.00s	0.90s	0.90s	1.00s	1.00s	1.00s	1.30s	1.00s	4.45s	1.00s	0.70s	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	7	4	3	3	16	7	11	15	6	14	8	7	27
Mean Time	0.29s	0.00s	0.33s	0.33s	0.19s	0.29s	0.27s	0.47s	0.33s	0.93s	0.25s	0.14s	0.33s
Shortest Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Longest Time	1.00s	0.00s	1.00s	1.00s	1.00s	1.00s	1.00s	2.00s	1.00s	9.00s	1.00s	1.00s	2.00s
Median 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
PStDev Time	0.45s	0.00s	0.47s	0.47s	0.39s	0.45s	0.45s	0.62s	0.47s	2.31s	0.43s	0.35s	0.54s

Time to initial response

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



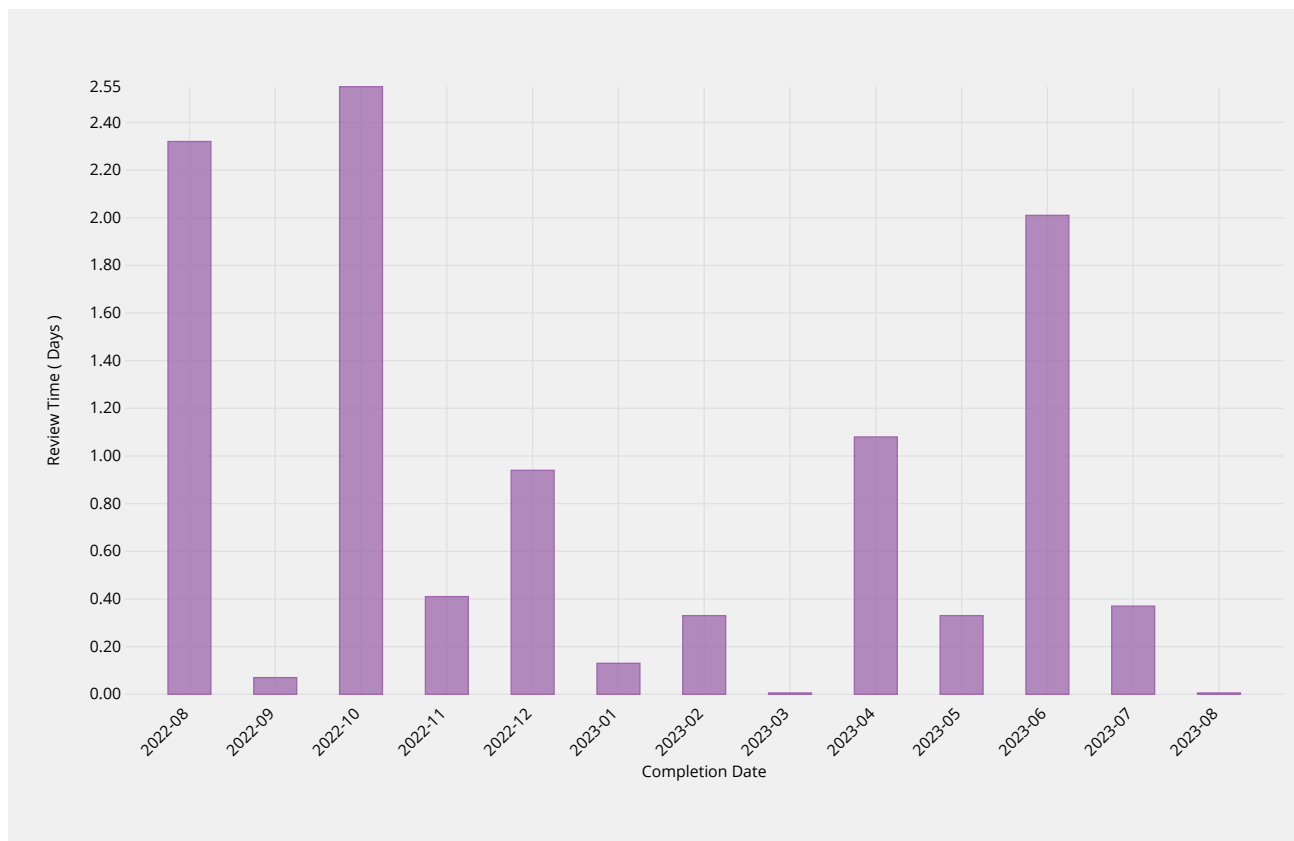
Manual Enquiries	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Response Time	1.39d	0.76d	2.33d	0.86d	0.45d	1.34d	0.74d	2.22d	0.39d	1.33d	0.93d	0.33d	0.70d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	7	3	3	3	15	7	10	16	5	12	8	6	27
Mean Time	0.61d	0.37d	1.00d	0.56d	0.21d	0.53d	0.47d	0.84d	0.19d	0.52d	0.44d	0.16d	0.27d
Shortest Time	0.04d	0.08d	0.01d	0.01d	0.01d	0.03d	0.07d	0.01d	0.02d	0.01d	0.03d	0.02d	0.01d
Longest Time	2.77d	0.93d	2.88d	0.87d	0.54d	3.10d	1.37d	3.77d	0.53d	1.98d	1.11d	0.34d	1.19d
Median Time	0.32d	0.09d	0.12d	0.81d	0.20d	0.14d	0.40d	0.40d	0.15d	0.24d	0.32d	0.11d	0.13d
PStDev Time	0.90d	0.40d	1.33d	0.39d	0.18d	1.05d	0.35d	1.04d	0.18d	0.62d	0.36d	0.13d	0.30d

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

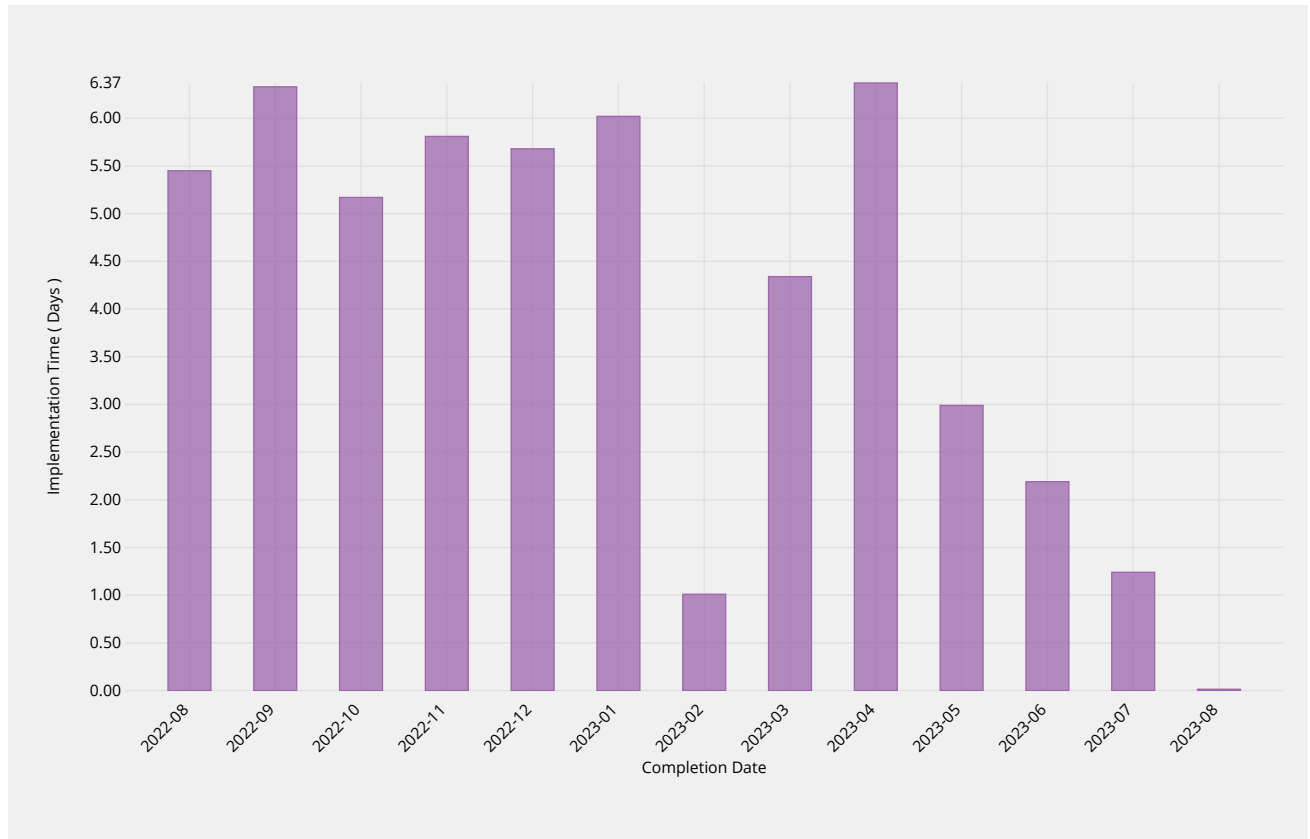
for remediation.



Review Time	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Review Time	2.32d	0.07d	2.55d	0.41d	0.94d	0.13d	0.33d	0.00d	1.08d	0.33d	2.01d	0.37d	—
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	3	2	5	3	3	1	1	1	1	3	1	2	0
Shortest Time	0.13d	0.04d	0.62d	0.06d	0.01d	0.13d	0.33d	0.00d	1.08d	0.01d	2.01d	0.00d	—
Longest Time	2.47d	0.08d	3.03d	0.49d	1.00d	0.13d	0.33d	0.00d	1.08d	0.39d	2.01d	0.41d	—
Median Time	1.73d	0.06d	1.09d	0.07d	0.70d	0.13d	0.33d	0.00d	1.08d	0.08d	2.01d	0.20d	—
PStDev Time	0.98d	0.02d	0.88d	0.20d	0.42d	0.00d	0.00d	0.00d	0.00d	0.17d	0.00d	0.20d	—

Implementation Time

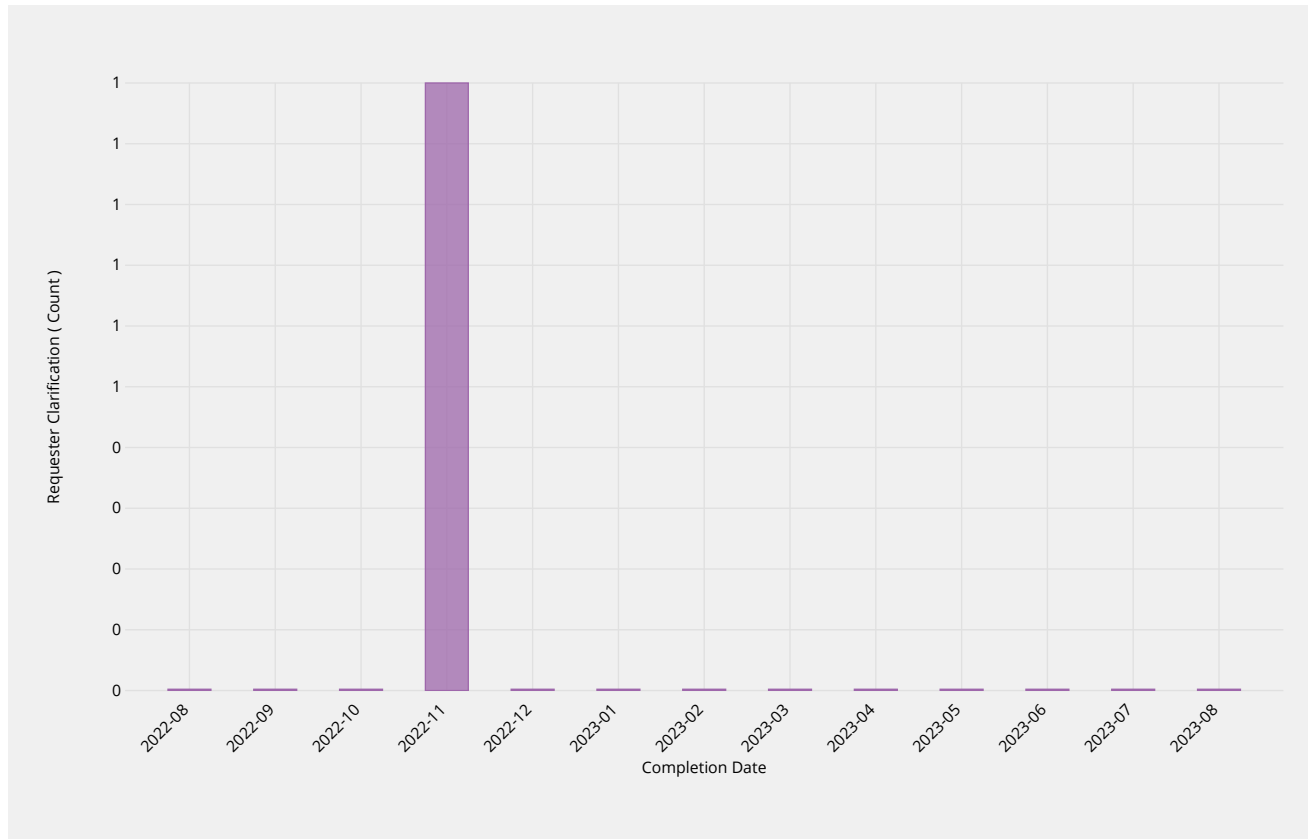
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Implementation Time	5.45d	6.33d	5.17d	5.81d	5.68d	6.02d	1.01d	4.34d	6.37d	2.99d	2.19d	1.24d	—
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	3	2	5	4	3	1	1	1	1	3	1	2	0
Shortest Time	3.93d	2.13d	0.32d	1.86d	1.98d	6.02d	1.01d	4.34d	6.37d	1.19d	2.19d	1.17d	—
Longest Time	5.83d	6.79d	5.20d	5.90d	6.13d	6.02d	1.01d	4.34d	6.37d	3.17d	2.19d	1.25d	—
Median Time	3.93d	4.46d	1.25d	3.79d	3.87d	6.02d	1.01d	4.34d	6.37d	2.28d	2.19d	1.21d	—
PStDev Time	0.90d	2.33d	2.24d	1.92d	1.70d	0.00d	0.00d	0.00d	0.00d	0.81d	0.00d	0.04d	—

Requester Clarification

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

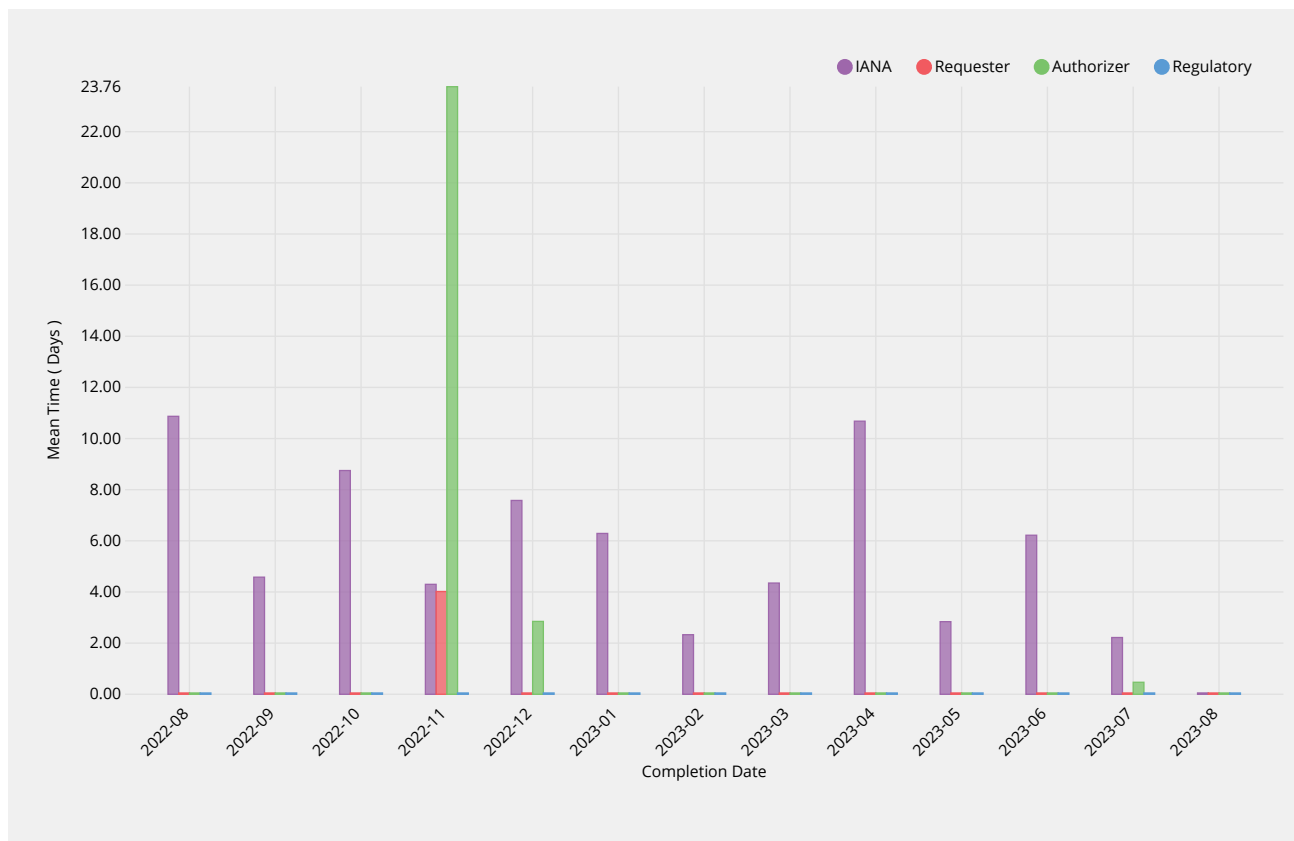


Requester Clarification	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Count	0	0	0	1	0	0	0	0	0	0	0	0	—
Request Count	3	2	5	4	3	1	1	1	1	3	1	2	0
Shortest Clarification	0	0	0	0	0	0	0	0	0	0	0	0	—
Longest Clarification	0	0	0	1	0	0	0	0	0	0	0	0	—

Time per Actor

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

regulatory checks.



IANA	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Mean Time	10.87d	4.58d	8.75d	4.30d	7.58d	6.29d	2.33d	4.35d	10.68d	2.84d	6.22d	2.22d	—
Review Count	3	2	4	4	2	1	1	1	1	3	1	2	0
Shortest Time	6.22d	2.28d	1.11d	2.11d	2.00d	6.29d	2.33d	4.35d	10.68d	1.49d	6.22d	1.17d	—
Longest Time	13.82d	6.87d	21.58d	7.07d	13.17d	6.29d	2.33d	4.35d	10.68d	4.73d	6.22d	3.27d	—
Median Time	12.55d	4.58d	6.15d	4.02d	7.58d	6.29d	2.33d	4.35d	10.68d	2.28d	6.22d	2.22d	—
PStDev Time	3.32d	2.29d	7.76d	2.22d	5.58d	0.00d	0.00d	0.00d	0.00d	1.38d	0.00d	1.05d	—

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

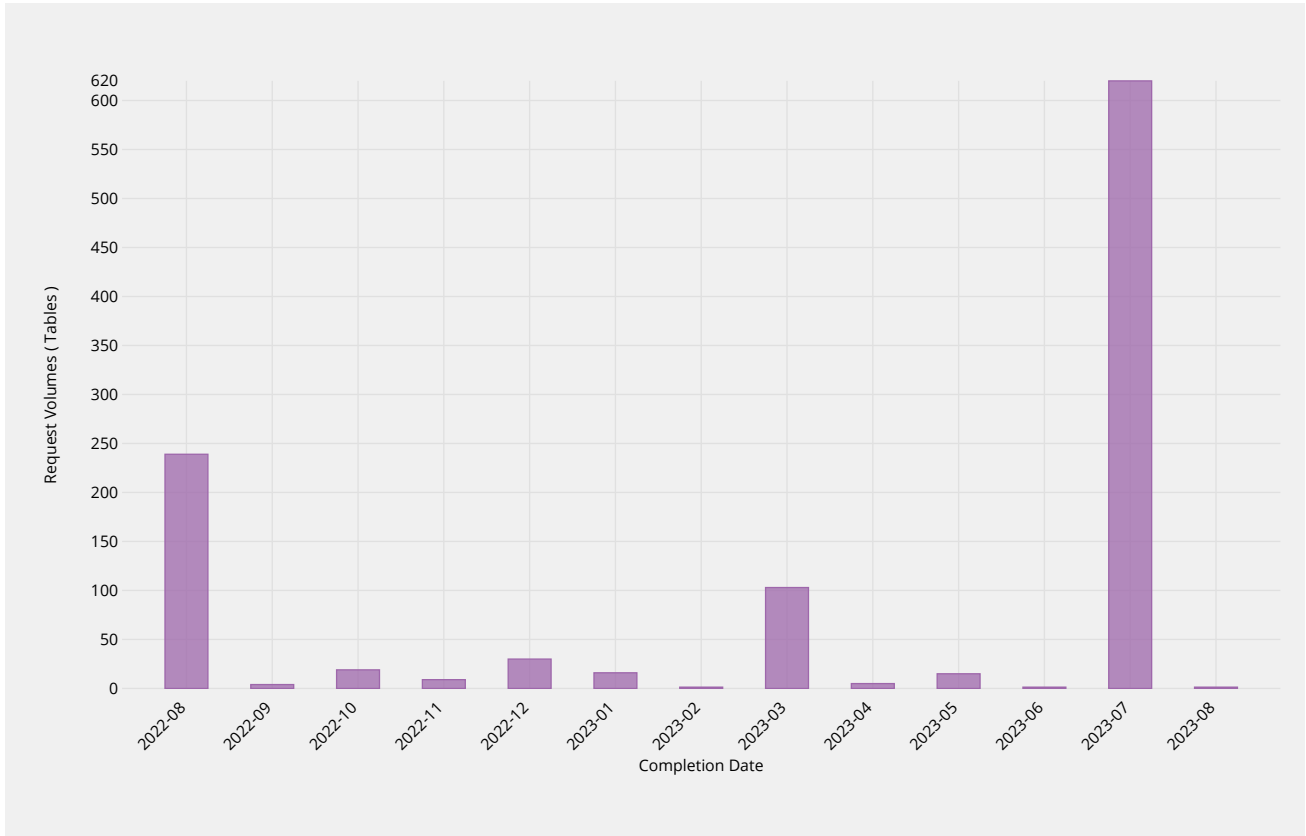
Authorizer	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Mean Time	—	—	—	23.76d	2.85d	—	—	—	—	—	—	0.47d	—
Review Count	0	0	0	1	1	0	0	0	0	0	0	1	0
Shortest Time	—	—	—	23.76d	2.85d	—	—	—	—	—	—	0.47d	—
Longest Time	—	—	—	23.76d	2.85d	—	—	—	—	—	—	0.47d	—
Median Time	—	—	—	23.76d	2.85d	—	—	—	—	—	—	0.47d	—
PStDev Time	—	—	—	0.00d	0.00d	—	—	—	—	—	—	0.00d	—

Regulatory	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Mean Time	—	—	—	0.05d	0.01d	—	—	—	—	—	—	0.04d	—
Review Count	0	0	0	1	1	0	0	0	0	0	0	1	0
Shortest Time	—	—	—	0.05d	0.01d	—	—	—	—	—	—	0.04d	—

Regulatory	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Longest Time	—	—	—	0.05d	0.01d	—	—	—	—	—	—	0.04d	—
Median Time	—	—	—	0.05d	0.01d	—	—	—	—	—	—	0.04d	—
PStDev Time	—	—	—	0.00d	0.00d	—	—	—	—	—	—	0.00d	—

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08
Total LGRs Processed	239	4	19	9	30	16	1	103	5	15	1	620	—
Request Count	3	2	5	4	3	1	1	1	1	3	1	2	0
Average LGRs per Request	80	2	4	2	10	16	1	103	5	5	1	310	—
Smallest per Request	1	1	1	1	2	16	1	103	5	2	1	2	—
Largest per Request	196	3	8	4	24	16	1	103	5	8	1	618	—

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.