

IANA Naming Function Monthly Performance Report

December 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%)	✓ 2.13m	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%)	✓ 1.04m	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 2.29m	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%)	✓ 1.00m	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%)	✓ 0.58m	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 8217.11ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2220.99ms	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%)	✓ 1493.91ms	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.54ms	p16
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.69ms	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%)	✓ 0.40ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.36d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.62d	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	0.37d	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%)	✓ 24.27h	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	21.59h	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 4.29s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 4.09s	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%)	✓ 2.37s	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%)	✓ 1.71s	p30
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1367.866ms	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%)	✓ 0.00s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.49d	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.

gTLD Creation/Transfer	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Lodgment Count	1	0	1	1	0	0	6	1	0	0	2	1	0
Mean Time	0.00d	—	0.00d	0.00d	—	—	0.01d	0.00d	—	—	0.01d	0.01d	—
Shortest Time	0.00d	—	0.00d	0.00d	—	—	0.00d	0.00d	—	—	0.01d	0.01d	—
Longest Time	0.00d	—	0.00d	0.00d	—	—	0.02d	0.00d	—	—	0.01d	0.01d	—
Median Time	0.00d	—	0.00d	0.00d	—	—	0.00d	0.00d	—	—	0.01d	0.01d	—
PStDev Time	0.00d	—	0.00d	0.00d	—	—	0.01d	0.00d	—	—	0.00d	0.00d	—

ccTLD Creation/Transfer	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
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	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Lodgment Time	0.17d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	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	2	0	0	0	1	0	5	0	3	3	1	5	1
Mean Time	0.14d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d	0.00d
Shortest Time	0.10d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d	0.00d
Longest Time	0.17d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d	0.00d
Median Time	0.14d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d	0.00d
PStDev Time	0.04d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.00d	0.00d	0.00d

Technical Checks

Technical Check (First)

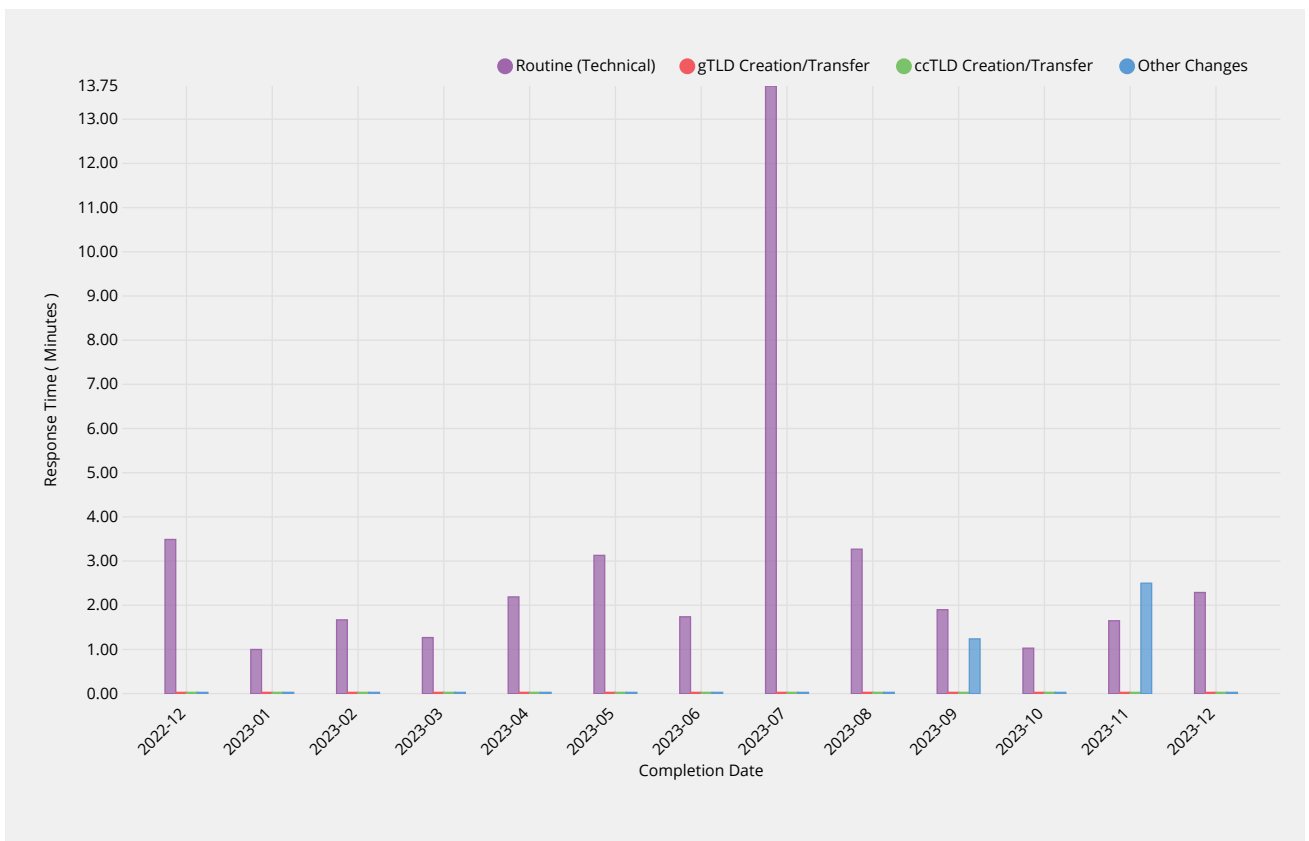
Time to return results for technical checks following submission of request via automated submission

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

Other Changes	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Response Time	1.77m	1.35m	—	—	—	—	—	—	1.86m	3.22m	2.29m	2.84m	1.04m
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	2	1	0	0	0	0	0	0	2	7	1	3	2
Mean Time	1.54m	1.35m	—	—	—	—	—	—	1.51m	2.16m	2.29m	2.06m	0.99m
Shortest Time	1.29m	1.35m	—	—	—	—	—	—	1.12m	1.62m	2.29m	1.47m	0.93m
Longest Time	1.79m	1.35m	—	—	—	—	—	—	1.90m	3.59m	2.29m	2.97m	1.04m
Median Time	1.54m	1.35m	—	—	—	—	—	—	1.51m	2.04m	2.29m	1.73m	0.99m
PStDev Time	0.25m	0.00m	—	—	—	—	—	—	0.39m	0.64m	0.00m	0.65m	0.06m

Technical Check (Retest)

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



Routine (Technical)	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Response Time	3.49m	1.00m	1.67m	1.27m	2.19m	3.13m	1.74m	13.75m	3.27m	1.90m	1.03m	1.65m	2.29m
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	95	51	73	202	137	103	208	38	143	70	36	57	19
Mean Time	1.68m	1.09m	0.84m	0.94m	1.10m	1.42m	1.27m	1.86m	0.87m	1.13m	0.59m	1.31m	1.33m
Shortest Time	0.42m	0.40m	0.43m	0.13m	0.30m	0.19m	0.17m	0.39m	0.11m	0.36m	0.16m	0.32m	0.27m
Longest Time	15.92m	15.74m	1.77m	16.03m	16.19m	15.50m	16.01m	14.69m	3.44m	15.88m	1.19m	16.81m	2.31m

Routine (Technical)	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Median Time	1.49m	0.84m	0.70m	0.71m	0.75m	1.35m	1.09m	0.81m	0.48m	0.82m	0.60m	0.93m	1.42m
PStDev Time	1.76m	2.08m	0.35m	1.52m	1.96m	1.64m	1.77m	3.60m	0.81m	1.81m	0.25m	2.10m	0.63m

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

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

Other Changes	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Response Time	—	—	—	—	—	—	—	—	—	1.24m	—	2.50m	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0	0	0	0	2	0	32	0
Mean Time	—	—	—	—	—	—	—	—	—	1.22m	—	2.20m	—
Shortest Time	—	—	—	—	—	—	—	—	—	1.21m	—	1.71m	—
Longest Time	—	—	—	—	—	—	—	—	—	1.24m	—	2.60m	—
Median Time	—	—	—	—	—	—	—	—	—	1.22m	—	2.18m	—
PStDev Time	—	—	—	—	—	—	—	—	—	0.01m	—	0.20m	—

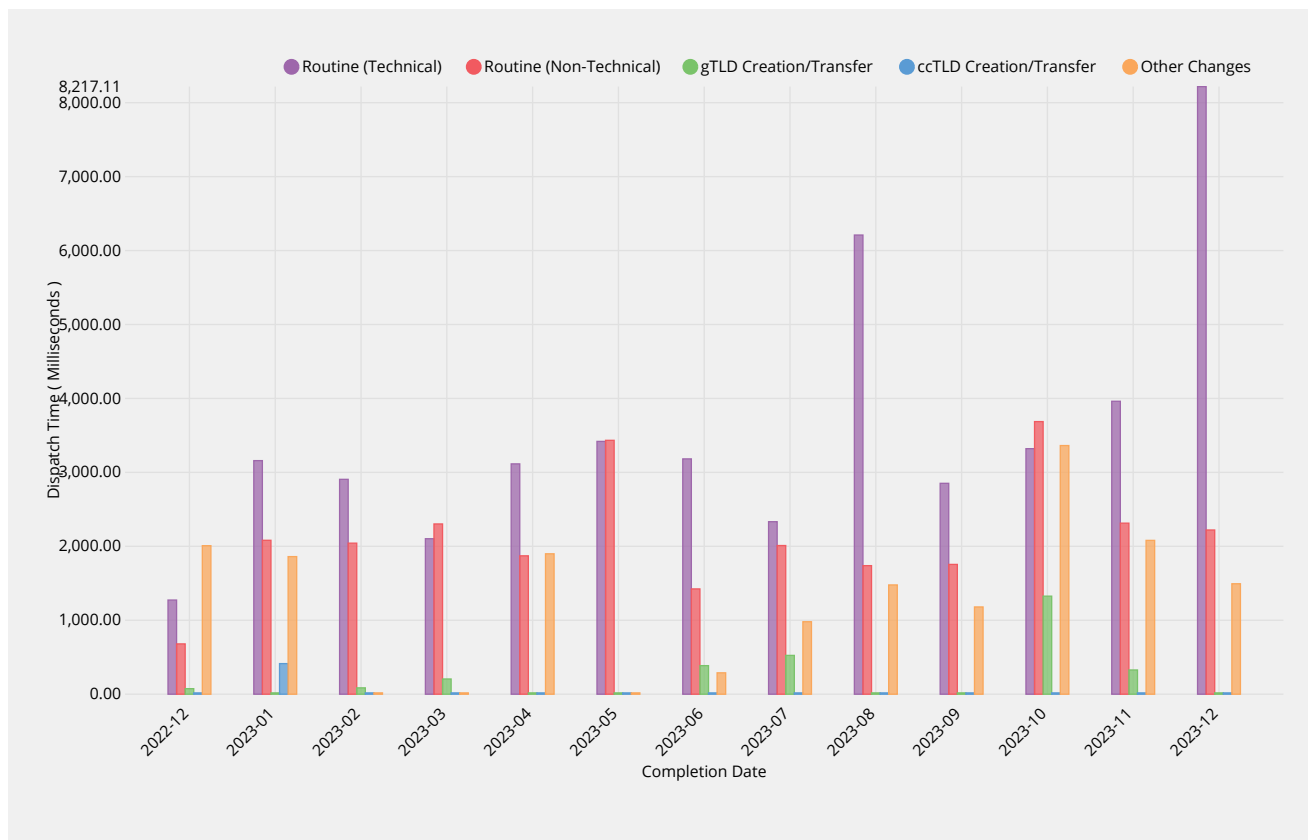
ccTLD Creation/Transfer	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Supplemental Test Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time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

Other Changes	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Response Time	0.46m	0.38m	—	—	—	—	—	—	0.71m	2.29m	1.55m	2.34m	0.58m
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	1	1	0	0	0	0	0	0	1	5	1	3	2
Mean Time	0.46m	0.38m	—	—	—	—	—	—	0.71m	1.36m	1.55m	1.25m	0.53m
Shortest Time	0.46m	0.38m	—	—	—	—	—	—	0.71m	0.63m	1.55m	0.51m	0.48m
Longest Time	0.46m	0.38m	—	—	—	—	—	—	0.71m	2.55m	1.55m	2.52m	0.59m
Median Time	0.46m	0.38m	—	—	—	—	—	—	0.71m	1.20m	1.55m	0.72m	0.53m
PStDev Time	0.00m	0.00m	—	—	—	—	—	—	0.00m	0.64m	0.00m	0.90m	0.05m

Contact Confirmations

Email Dispatch

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



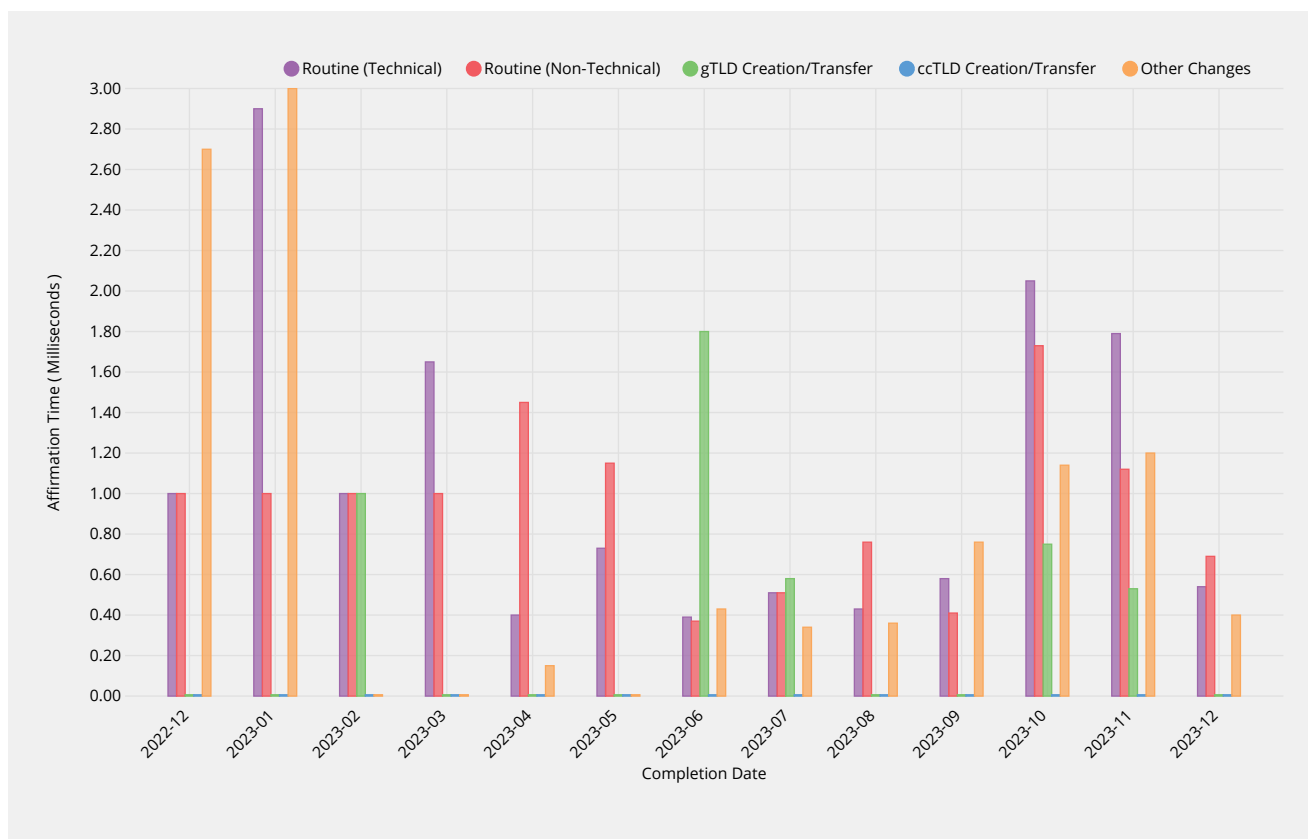
Routine (Technical)	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Dispatch	1273.60ms	3159.20ms	2906.10ms	2102.80ms	3115.08ms	3419.21ms	3182.59ms	2333.09ms	6210.03ms	2852.14ms	3320.90ms	3961.94ms	8217.11ms

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

Other Changes	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Dispatch Time	2008.80ms	1861.00ms	—	—	1899.02ms	—	289.19ms	980.21ms	1477.99ms	1180.20ms	3362.94ms	2080.55ms	1493.91ms
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	3	1	0	0	1	0	9	4	7	8	5	10	4
Mean Time	1104.67ms	1861.00ms	—	—	1899.02ms	—	173.18ms	376.17ms	525.37ms	520.22ms	1567.09ms	605.82ms	613.98ms
Shortest Time	2.00ms	1861.00ms	—	—	1899.02ms	—	98.30ms	101.88ms	120.01ms	77.50ms	62.30ms	92.25ms	115.81ms
Longest Time	2097.00ms	1861.00ms	—	—	1899.02ms	—	316.27ms	1126.01ms	1613.49ms	1189.87ms	3696.80ms	2508.89ms	1695.43ms
Median Time	1215.00ms	1861.00ms	—	—	1899.02ms	—	188.02ms	138.40ms	195.19ms	172.95ms	1688.77ms	168.78ms	322.33ms
PStDev Time	858.83ms	0.00ms	—	—	0.00ms	—	70.77ms	433.31ms	561.54ms	504.25ms	1302.59ms	771.42ms	630.39ms

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Affirmation Time	1.00ms	2.90ms	1.00ms	1.65ms	0.40ms	0.73ms	0.39ms	0.51ms	0.43ms	0.58ms	2.05ms	1.79ms	0.54ms
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	69	22	28	28	22	66	45	106	211	64	50	120	208
Mean Time	0.32ms	0.64ms	0.14ms	0.36ms	0.19ms	0.36ms	0.22ms	0.29ms	0.25ms	0.29ms	0.51ms	0.41ms	0.22ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.12ms	0.10ms	0.13ms	0.10ms	0.09ms	0.08ms	0.09ms	0.09ms
Longest Time	2.00ms	3.00ms	1.00ms	3.00ms	1.00ms	1.59ms	0.45ms	1.27ms	1.12ms	2.01ms	2.33ms	2.85ms	6.93ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.17ms	0.28ms	0.21ms	0.26ms	0.23ms	0.20ms	0.21ms	0.21ms	0.13ms
PStDev Time	0.50ms	0.88ms	0.35ms	0.72ms	0.21ms	0.28ms	0.08ms	0.16ms	0.12ms	0.26ms	0.63ms	0.52ms	0.51ms

Routine (Non-Technical)	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.45ms	1.15ms	0.37ms	0.51ms	0.76ms	0.41ms	1.73ms	1.12ms	0.69ms
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	21	21	28	47	12	37	63	16	182	300	27	86	22
Mean Time	0.29ms	0.29ms	0.21ms	0.30ms	0.46ms	0.57ms	0.26ms	0.31ms	0.38ms	0.28ms	0.67ms	0.50ms	0.53ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.12ms	0.14ms	0.09ms	0.11ms	0.12ms	0.12ms	0.12ms
Longest Time	1.00ms	1.00ms	1.00ms	1.00ms	2.00ms	4.52ms	1.20ms	0.60ms	1.34ms	7.11ms	3.33ms	4.00ms	4.52ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.17ms	0.32ms	0.24ms	0.28ms	0.32ms	0.24ms	0.35ms	0.36ms	0.31ms
PStDev Time	0.45ms	0.45ms	0.41ms	0.46ms	0.61ms	0.74ms	0.14ms	0.12ms	0.21ms	0.43ms	0.70ms	0.49ms	0.89ms

gTLD Creation/Transfer	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Affirmation Time	—	—	1.00ms	0.00ms	—	—	1.80ms	0.58ms	—	—	0.75ms	0.53ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	1	1	0	0	6	1	0	0	2	1	0
Mean Time	—	—	1.00ms	0.00ms	—	—	0.97ms	0.58ms	—	—	0.68ms	0.53ms	—
Shortest Time	—	—	1.00ms	0.00ms	—	—	0.34ms	0.58ms	—	—	0.61ms	0.53ms	—
Longest Time	—	—	1.00ms	0.00ms	—	—	1.92ms	0.58ms	—	—	0.76ms	0.53ms	—
Median Time	—	—	1.00ms	0.00ms	—	—	0.85ms	0.58ms	—	—	0.68ms	0.53ms	—
PStDev Time	—	—	0.00ms	0.00ms	—	—	0.58ms	0.00ms	—	—	0.08ms	0.00ms	—

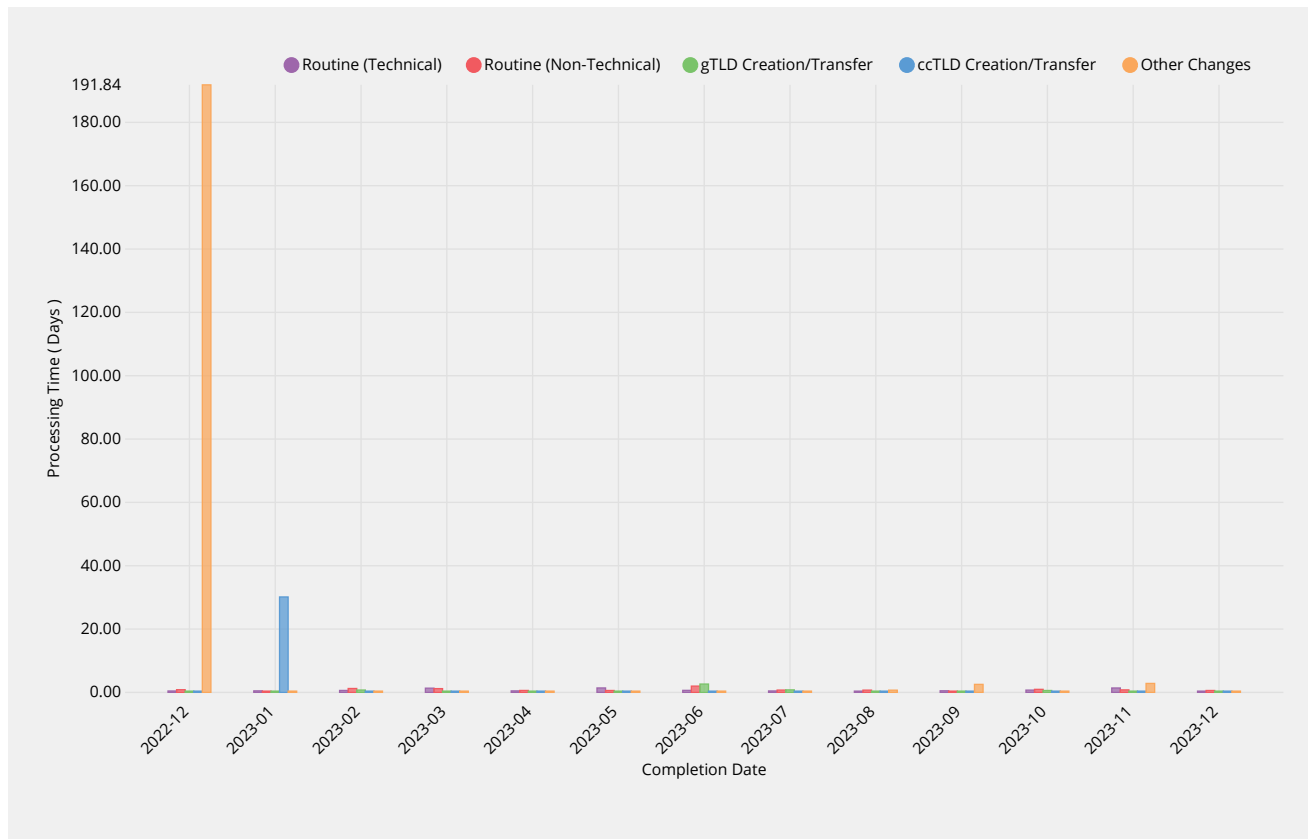
ccTLD Creation/Transfer	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Affirmation Time	—	0.00ms	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold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

Other Changes	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Affirmation Time	2.70ms	3.00ms	—	—	0.15ms	—	0.43ms	0.34ms	0.36ms	0.76ms	1.14ms	1.20ms	0.40ms
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	4	1	0	0	1	0	9	4	6	7	5	10	4
Mean Time	1.00ms	3.00ms	—	—	0.15ms	—	0.23ms	0.25ms	0.27ms	0.29ms	0.51ms	0.45ms	0.26ms
Shortest Time	0.00ms	3.00ms	—	—	0.15ms	—	0.12ms	0.19ms	0.18ms	0.09ms	0.17ms	0.13ms	0.12ms
Longest Time	3.00ms	3.00ms	—	—	0.15ms	—	0.50ms	0.35ms	0.36ms	0.98ms	1.30ms	1.61ms	0.42ms
Median Time	0.50ms	3.00ms	—	—	0.15ms	—	0.19ms	0.24ms	0.27ms	0.17ms	0.37ms	0.30ms	0.26ms
PStDev Time	1.22ms	0.00ms	—	—	0.00ms	—	0.12ms	0.07ms	0.07ms	0.29ms	0.42ms	0.43ms	0.10ms

Staff Processing

Validation and Reviews

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



Routine (Technical)	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Processing Time	0.46d	0.50d	0.63d	1.35d	0.49d	1.42d	0.66d	0.47d	0.16d	0.52d	0.74d	1.41d	0.36d
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	69	21	28	28	22	66	45	106	211	64	49	120	208
Mean Time	0.25d	0.34d	0.37d	0.64d	0.33d	0.48d	0.32d	0.28d	0.06d	0.21d	0.35d	0.61d	0.10d
Shortest Time	0.00d	0.01d	0.01d	0.04d	0.04d	0.01d	0.02d	0.08d	0.00d	0.00d	0.02d	0.01d	0.00d
Longest Time	3.56d	1.32d	1.24d	2.26d	2.32d	1.43d	1.63d	2.38d	0.99d	1.69d	1.93d	4.26d	1.68d
Median Time	0.00d	0.30d	0.37d	0.44d	0.25d	0.40d	0.15d	0.20d	0.00d	0.09d	0.25d	0.27d	0.00d
PStDev Time	0.65d	0.29d	0.27d	0.54d	0.47d	0.44d	0.33d	0.29d	0.17d	0.31d	0.35d	1.07d	0.26d

Routine (Non-Technical)	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Processing Time	0.86d	0.33d	1.25d	1.21d	0.63d	0.62d	2.00d	0.75d	0.73d	0.18d	0.98d	0.81d	0.62d
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	21	21	28	45	11	33	61	14	181	299	26	86	21
Mean Time	0.41d	0.15d	0.58d	0.45d	0.28d	0.28d	0.72d	0.43d	0.32d	0.17d	0.40d	0.39d	0.39d
Shortest Time	0.01d	0.00d	0.01d	0.01d	0.02d	0.00d	0.05d	0.00d	0.00d	0.00d	0.00d	0.01d	0.02d
Longest Time	1.41d	0.41d	2.41d	1.39d	0.66d	3.06d	2.00d	2.47d	3.12d	37.07d	0.98d	2.98d	2.08d
Median Time	0.26d	0.07d	0.42d	0.11d	0.25d	0.11d	0.15d	0.28d	0.13d	0.00d	0.43d	0.15d	0.27d
PStDev Time	0.39d	0.14d	0.53d	0.48d	0.24d	0.57d	0.85d	0.62d	0.48d	2.14d	0.32d	0.57d	0.54d

gTLD Creation/Transfer	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Processing Time	—	—	0.76d	0.09d	—	—	2.65d	0.81d	—	—	0.62d	0.03d	—
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	0	0	1	1	0	0	6	1	0	0	2	1	0
Mean Time	—	—	0.76d	0.09d	—	—	2.22d	0.81d	—	—	0.35d	0.03d	—
Shortest Time	—	—	0.76d	0.09d	—	—	0.09d	0.81d	—	—	0.01d	0.03d	—
Longest Time	—	—	0.76d	0.09d	—	—	2.65d	0.81d	—	—	0.69d	0.03d	—
Median Time	—	—	0.76d	0.09d	—	—	2.65d	0.81d	—	—	0.35d	0.03d	—
PStDev Time	—	—	0.00d	0.00d	—	—	0.95d	0.00d	—	—	0.34d	0.00d	—

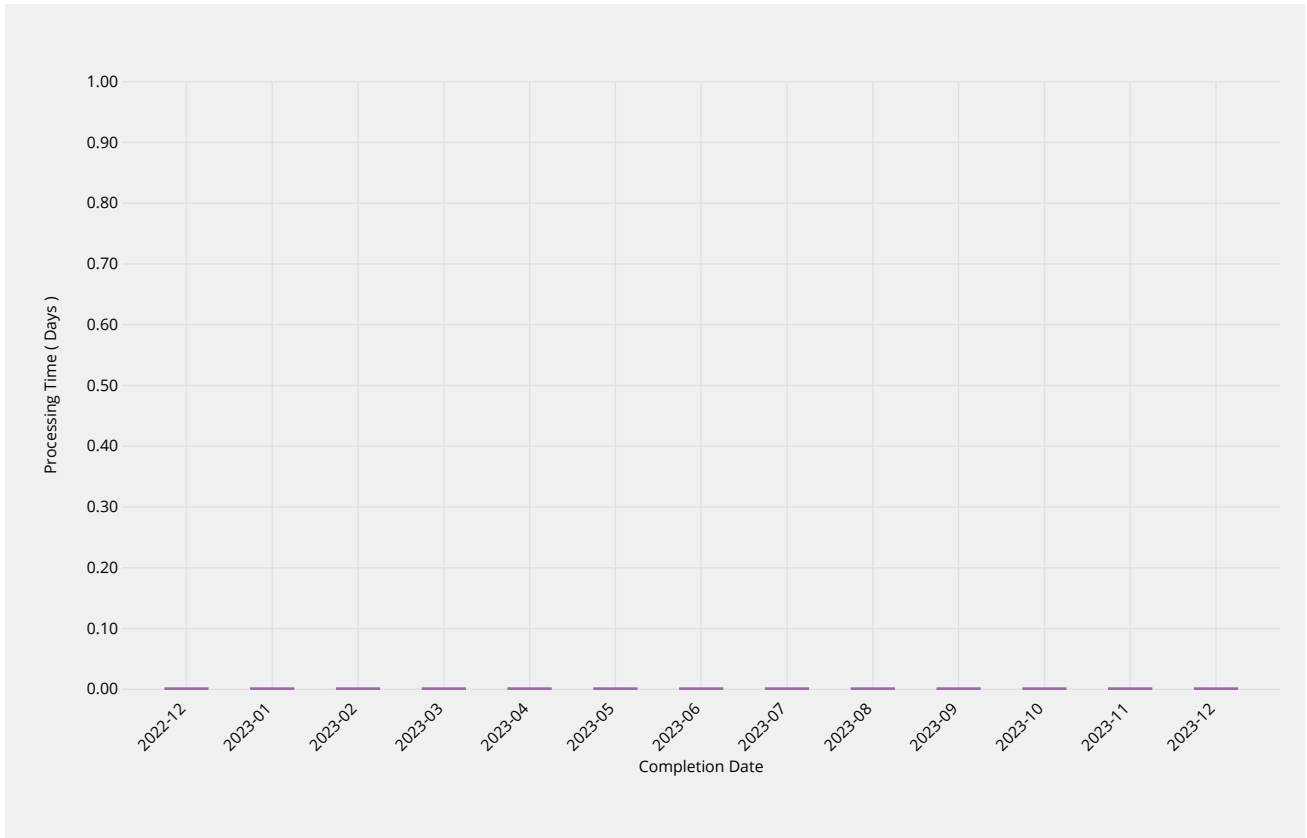
ccTLD Creation/Transfer	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Processing Time	—	30.15d	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	1	0	0	0	0	0	0	0	0	0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

Other Changes	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Processing Time	191.84d	0.03d	—	—	0.15d	—	0.13d	0.12d	0.72d	2.55d	0.13d	2.85d	0.37d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	4	1	0	0	1	0	9	4	6	7	5	10	4
Mean Time	48.01d	0.03d	—	—	0.15d	—	0.09d	0.03d	0.34d	0.60d	0.08d	0.55d	0.14d
Shortest Time	0.00d	0.03d	—	—	0.15d	—	0.04d	0.00d	0.00d	0.00d	0.03d	0.01d	0.00d
Longest Time	191.84d	0.03d	—	—	0.15d	—	0.13d	0.12d	0.72d	2.55d	0.13d	2.85d	0.37d
Median Time	0.11d	0.03d	—	—	0.15d	—	0.13d	0.00d	0.34d	0.26d	0.07d	0.14d	0.10d
PStDev Time	83.04d	0.00d	—	—	0.00d	—	0.04d	0.05d	0.26d	0.84d	0.05d	0.82d	0.14d

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	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
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	—	—	—	—	—	—	—	—	—	—	—	—	—

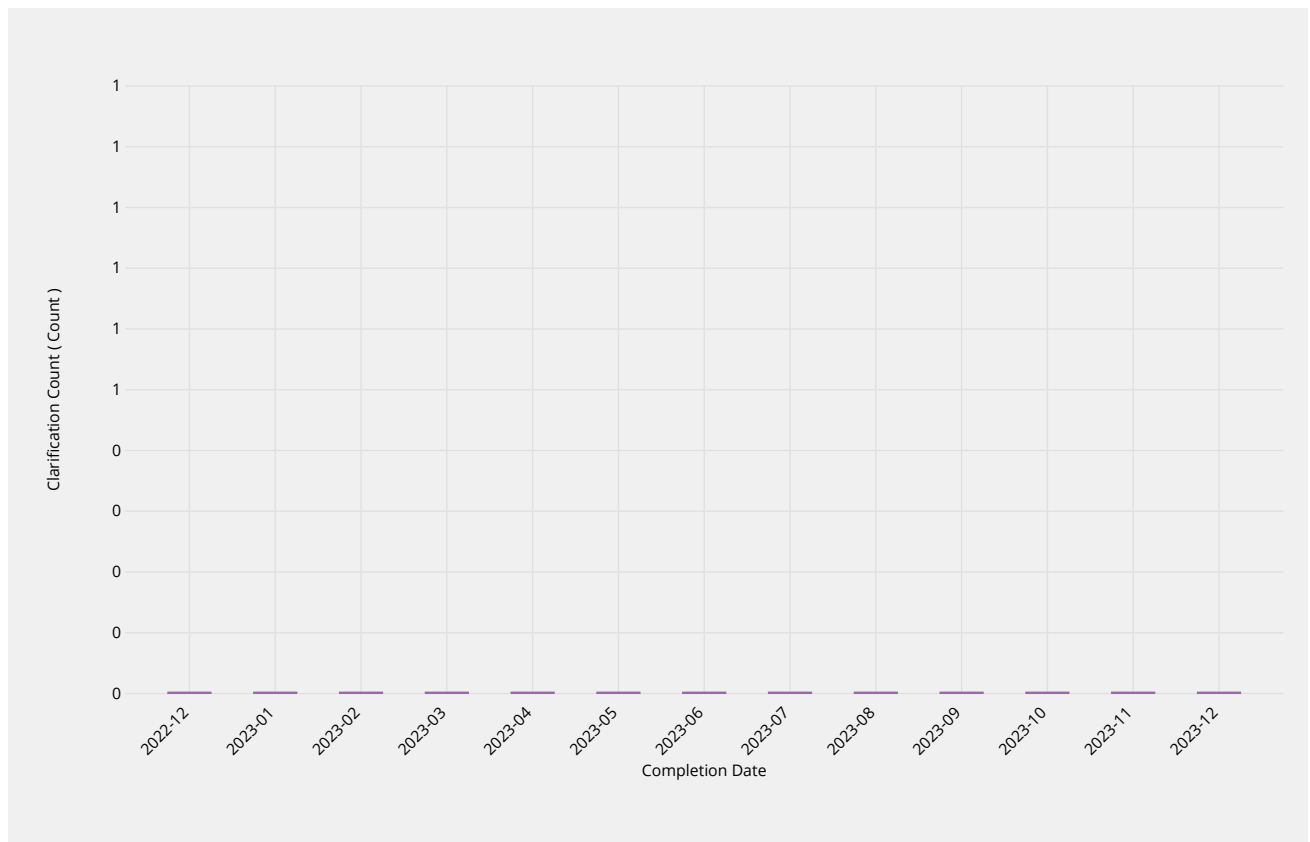
ccTLD Creation/Transfer

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.

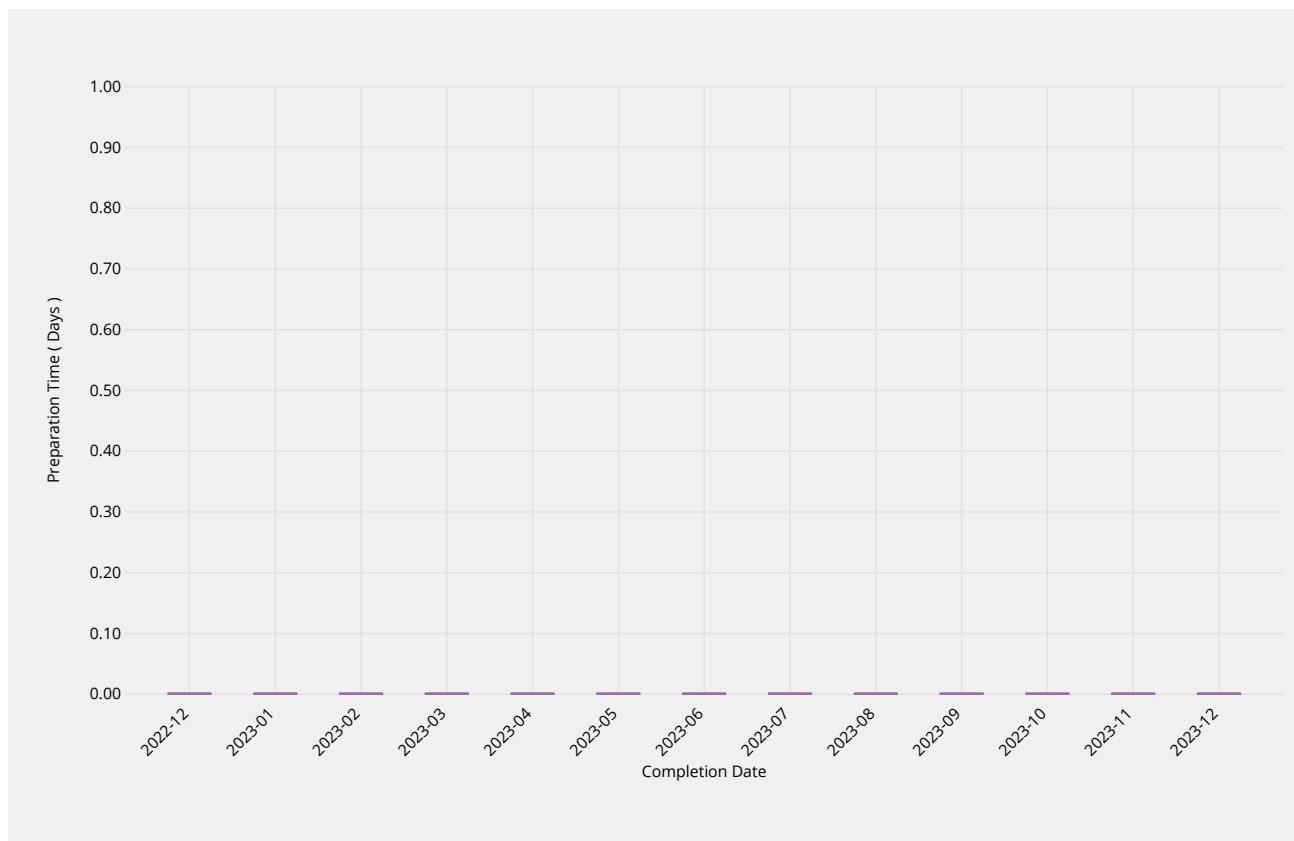


Requester Clarification	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Clarification Count	—	0	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	1	0	0	0	0	0	0	0	0	0	0	0
Lowest Count	—	0	—	—	—	—	—	—	—	—	—	—	—
Highest Count	—	0	—	—	—	—	—	—	—	—	—	—	—

Report Preparation

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

publication.



Report Preparation	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Preparation Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Report Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Implementation

Root Zone Publication

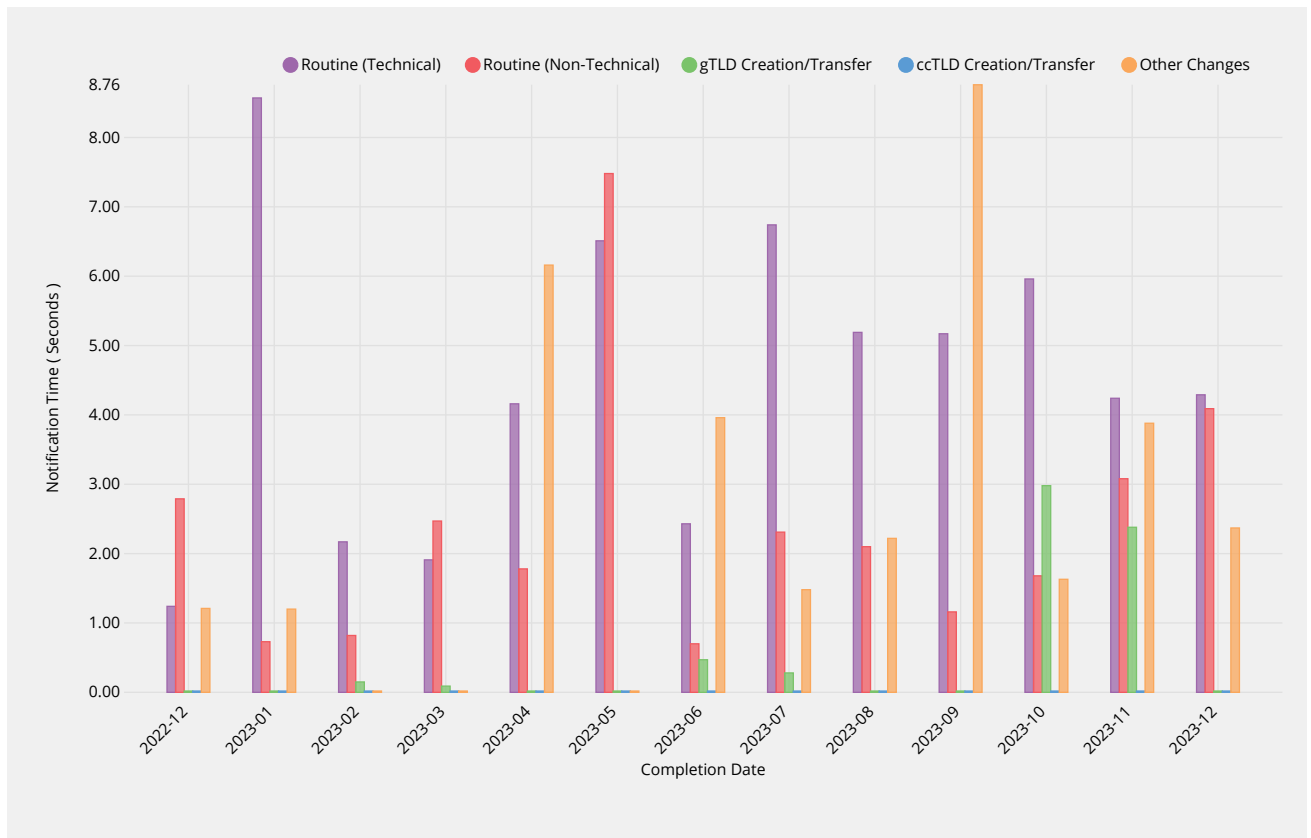
Time for root zone changes to be published following completion of validations and reviews by IANA

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

Other Changes	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Publication Time	4.59h	6.41h	—	—	—	—	5.22h	2.92h	24.57h	20.16h	2.71h	4.32h	21.59h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	2	1	0	0	0	0	9	4	3	5	5	8	3
Mean Time	2.54h	6.41h	—	—	—	—	3.26h	1.26h	15.32h	6.38h	2.17h	2.39h	10.17h
Shortest Time	0.50h	6.41h	—	—	—	—	0.90h	0.70h	4.11h	1.91h	1.61h	0.60h	4.01h
Longest Time	4.59h	6.41h	—	—	—	—	5.22h	2.92h	24.57h	20.16h	2.71h	4.32h	21.59h
Median Time	2.54h	6.41h	—	—	—	—	5.12h	0.70h	17.30h	3.71h	1.91h	1.96h	4.90h
PStDev Time	2.04h	0.00h	—	—	—	—	2.11h	0.96h	8.47h	6.93h	0.45h	1.30h	8.08h

Notification of Completion

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



Routine (Technical)	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Notification Time	1.24s	8.57s	2.17s	1.91s	4.16s	6.51s	2.43s	6.74s	5.19s	5.17s	5.96s	4.24s	4.29s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	69	21	28	28	22	66	44	106	211	64	49	119	208
Mean Time	0.47s	2.44s	1.32s	1.36s	1.96s	2.39s	1.32s	1.91s	2.54s	1.82s	2.24s	1.75s	2.32s
Shortest Time	0.21s	1.10s	1.08s	0.16s	0.14s	0.28s	0.17s	0.07s	0.50s	0.06s	0.08s	0.05s	0.07s
Longest Time	2.15s	11.99s	2.52s	5.68s	9.28s	8.61s	2.51s	9.52s	7.20s	8.07s	10.09s	6.11s	4.77s
Median Time	0.35s	1.22s	1.19s	1.21s	1.42s	1.39s	1.26s	1.29s	2.16s	1.18s	1.35s	1.35s	2.25s

Routine (Technical)	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
PStDev Time	0.35s	2.84s	0.36s	0.90s	1.90s	1.87s	0.50s	1.74s	1.39s	1.68s	1.98s	1.22s	1.05s

Routine (Non-Technical)	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Notification Time	2.79s	0.73s	0.82s	2.47s	1.78s	7.48s	0.70s	2.31s	2.10s	1.16s	1.68s	3.08s	4.09s
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	21	21	28	45	11	33	61	14	180	298	26	86	21
Mean Time	0.81s	0.38s	0.24s	0.45s	0.87s	1.27s	0.29s	0.72s	0.44s	0.29s	0.39s	0.69s	1.45s
Shortest Time	0.10s	0.08s	0.07s	0.07s	0.20s	0.12s	0.08s	0.14s	0.07s	0.06s	0.07s	0.09s	0.08s
Longest Time	6.15s	4.34s	1.19s	2.92s	1.83s	9.26s	3.19s	2.61s	4.21s	13.88s	2.97s	6.20s	7.08s
Median Time	0.36s	0.15s	0.16s	0.13s	0.33s	0.31s	0.12s	0.30s	0.12s	0.09s	0.16s	0.19s	0.63s
PStDev Time	1.35s	0.89s	0.26s	0.71s	0.69s	2.31s	0.46s	0.78s	0.78s	0.95s	0.65s	1.08s	1.75s

gTLD Creation/Transfer	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Notification Time	—	—	0.15s	0.09s	—	—	0.47s	0.28s	—	—	2.98s	2.38s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	1	1	0	0	6	1	0	0	2	1	0
Mean Time	—	—	0.15s	0.09s	—	—	0.20s	0.28s	—	—	2.47s	2.38s	—
Shortest Time	—	—	0.15s	0.09s	—	—	0.07s	0.28s	—	—	1.90s	2.38s	—
Longest Time	—	—	0.15s	0.09s	—	—	0.52s	0.28s	—	—	3.04s	2.38s	—
Median Time	—	—	0.15s	0.09s	—	—	0.10s	0.28s	—	—	2.47s	2.38s	—
PStDev Time	—	—	0.00s	0.00s	—	—	0.16s	0.00s	—	—	0.57s	0.00s	—

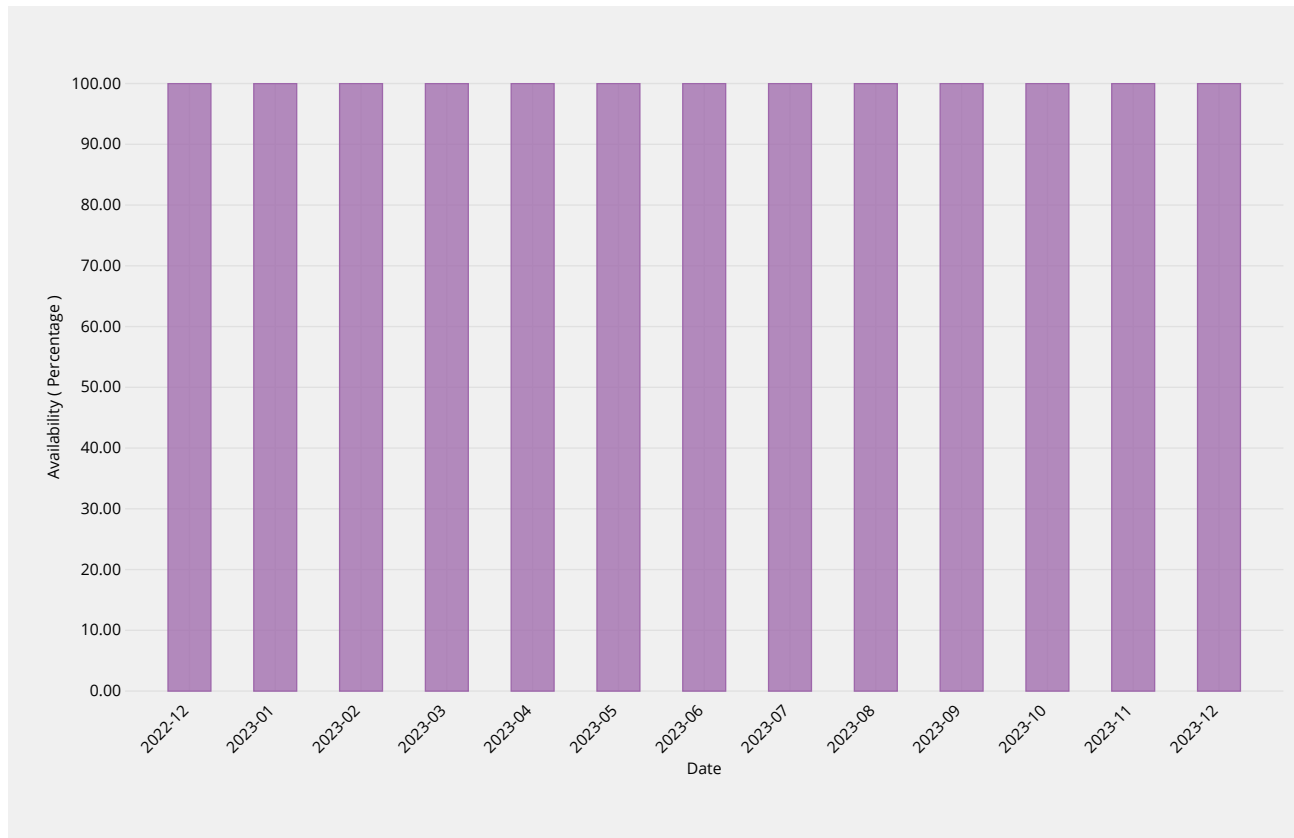
ccTLD Creation/Transfer	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Notification Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%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

Other Changes	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Notification Time	1.21s	1.20s	—	—	6.16s	—	3.96s	1.48s	2.22s	8.76s	1.63s	3.88s	2.37s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	3	1	0	0	1	0	9	4	6	7	5	10	4
Mean Time	0.61s	1.20s	—	—	6.16s	—	1.79s	1.31s	1.08s	2.60s	1.43s	1.72s	0.98s
Shortest Time	0.24s	1.20s	—	—	6.16s	—	0.76s	1.16s	0.18s	0.07s	1.25s	0.24s	0.21s
Longest Time	1.31s	1.20s	—	—	6.16s	—	4.68s	1.51s	2.54s	11.02s	1.64s	3.94s	2.66s
Median Time	0.30s	1.20s	—	—	6.16s	—	1.22s	1.29s	1.14s	1.19s	1.35s	1.34s	0.53s
PStDev Time	0.49s	0.00s	—	—	0.00s	—	1.17s	0.13s	0.79s	3.59s	0.15s	1.21s	0.99s

System Availability

IANA Website

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



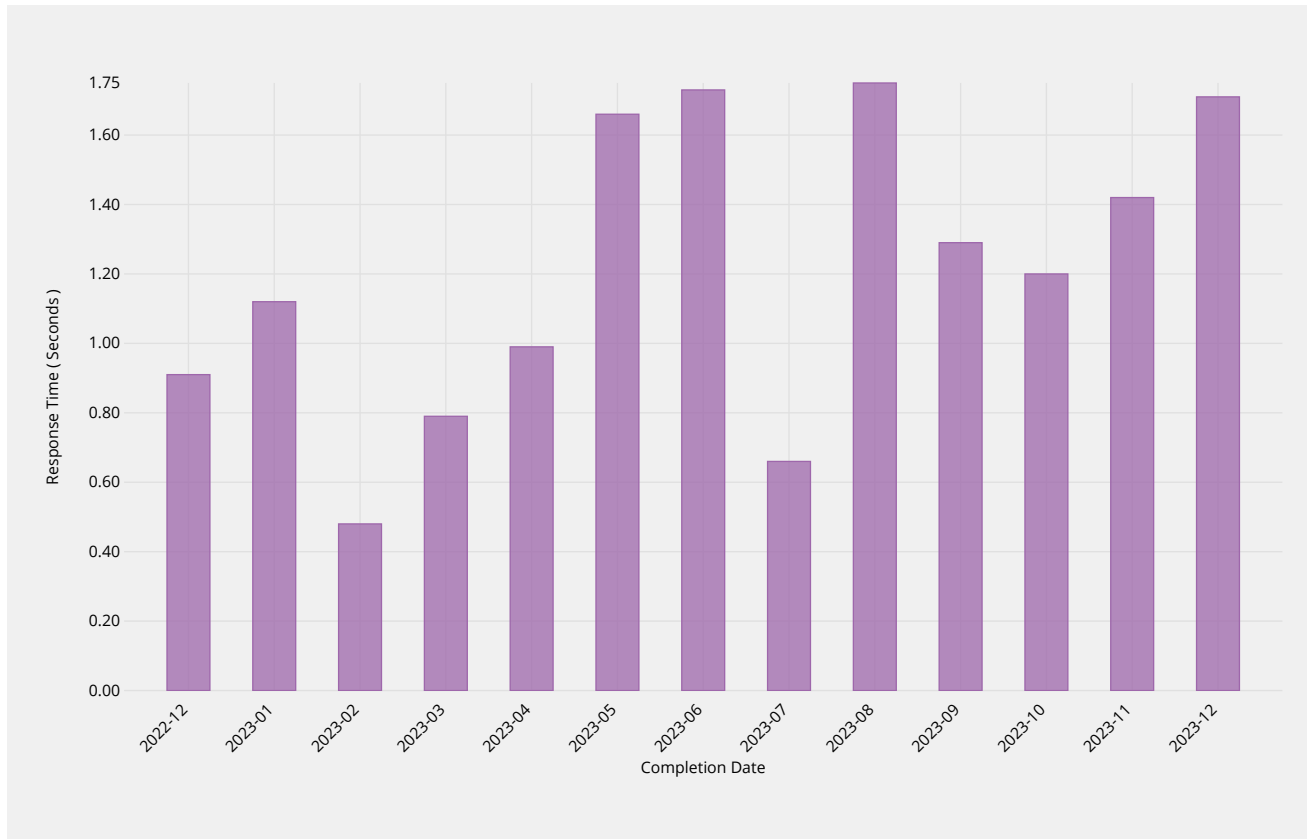
IANA Site Availability	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Availability	100.00%	99.99%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%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

Root Zone Management System

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

Credential Recovery

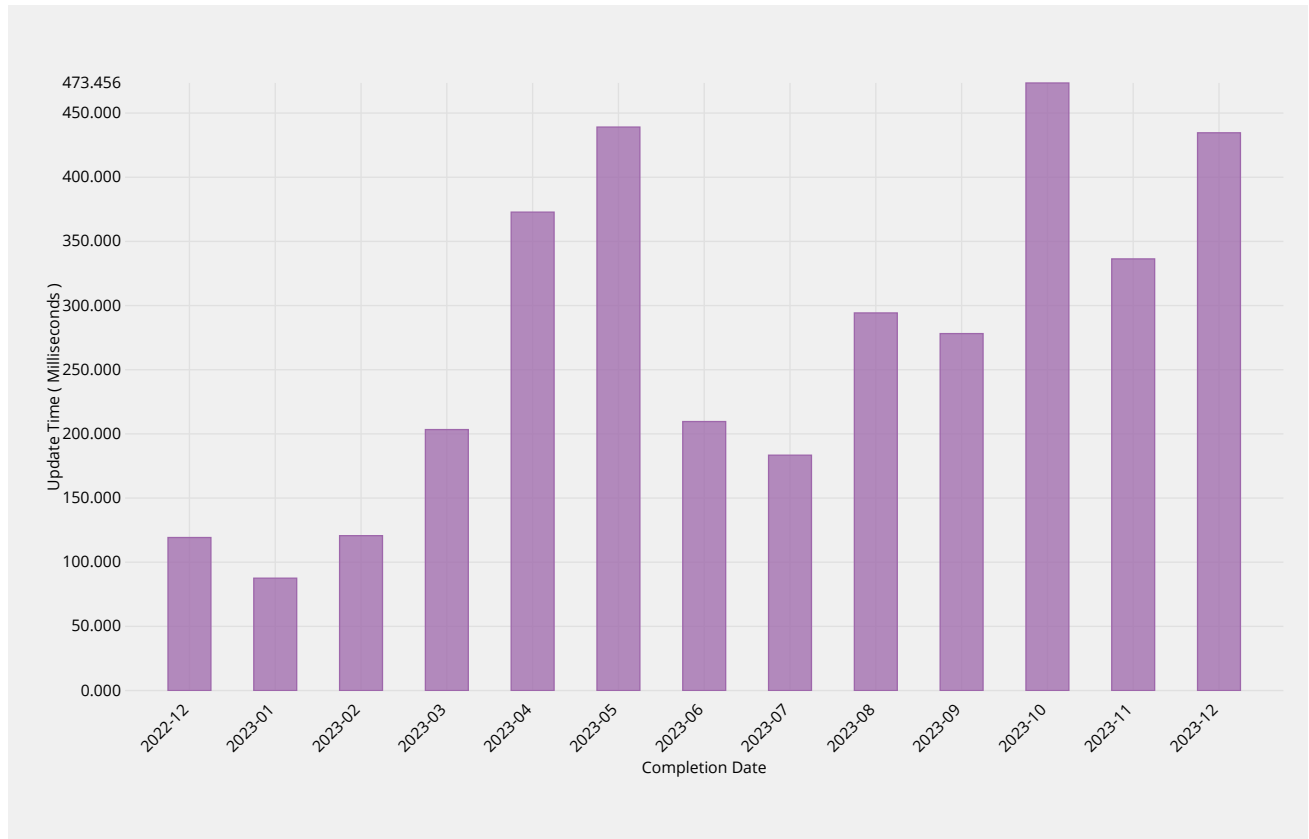
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Response Time	0.91s	1.12s	0.48s	0.79s	0.99s	1.66s	1.73s	0.66s	1.75s	1.29s	1.20s	1.42s	1.71s
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	43	16	19	30	11	13	17	15	47	14	19	20	12
Mean Time	0.28s	0.38s	0.17s	0.20s	0.58s	0.71s	0.52s	0.23s	0.37s	0.44s	0.46s	0.53s	0.86s
Shortest Time	0.02s	0.05s	0.04s	0.05s	0.06s	0.13s	0.05s	0.04s	0.02s	0.03s	0.03s	0.03s	0.16s
Longest Time	1.47s	1.77s	0.94s	1.03s	1.00s	2.24s	5.07s	1.00s	2.27s	1.69s	1.49s	4.33s	2.03s
Median Time	0.15s	0.16s	0.12s	0.12s	0.56s	0.66s	0.21s	0.19s	0.13s	0.22s	0.52s	0.20s	0.88s
PStDev Time	0.30s	0.45s	0.21s	0.24s	0.38s	0.60s	1.15s	0.23s	0.54s	0.47s	0.40s	0.94s	0.58s

Credential Change

Time to implement new password within the system.



Credential Change	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Update Time	482.196ms	95.100ms	278.350ms	587.500ms	1212.000ms	1296.275ms	676.389ms	516.274ms	962.438ms	884.377ms	1463.592ms	897.435ms	1367.866ms
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	19	7	10	19	11	12	12	14	41	10	14	17	11
Mean Time	119.256ms	87.571ms	120.700ms	203.368ms	372.817ms	439.100ms	209.628ms	183.419ms	294.271ms	278.166ms	473.456ms	336.373ms	434.639ms
Shortest Time	0.000ms	78.000ms	81.000ms	78.000ms	92.696ms	88.862ms	86.985ms	80.311ms	78.387ms	80.596ms	77.112ms	78.443ms	83.153ms
Longest Time	911.000ms	96.000ms	430.000ms	952.000ms	1896.000ms	1455.310ms	932.409ms	778.180ms	1861.018ms	1224.042ms	1614.315ms	1376.322ms	1394.181ms
Median Time	86.222ms	89.000ms	87.000ms	94.000ms	119.264ms	118.197ms	113.657ms	99.763ms	100.470ms	92.645ms	103.008ms	112.129ms	160.990ms
PStDev Time	209.450ms	6.044ms	103.152ms	231.748ms	511.476ms	471.691ms	239.064ms	190.207ms	390.890ms	348.874ms	524.631ms	357.367ms	466.468ms

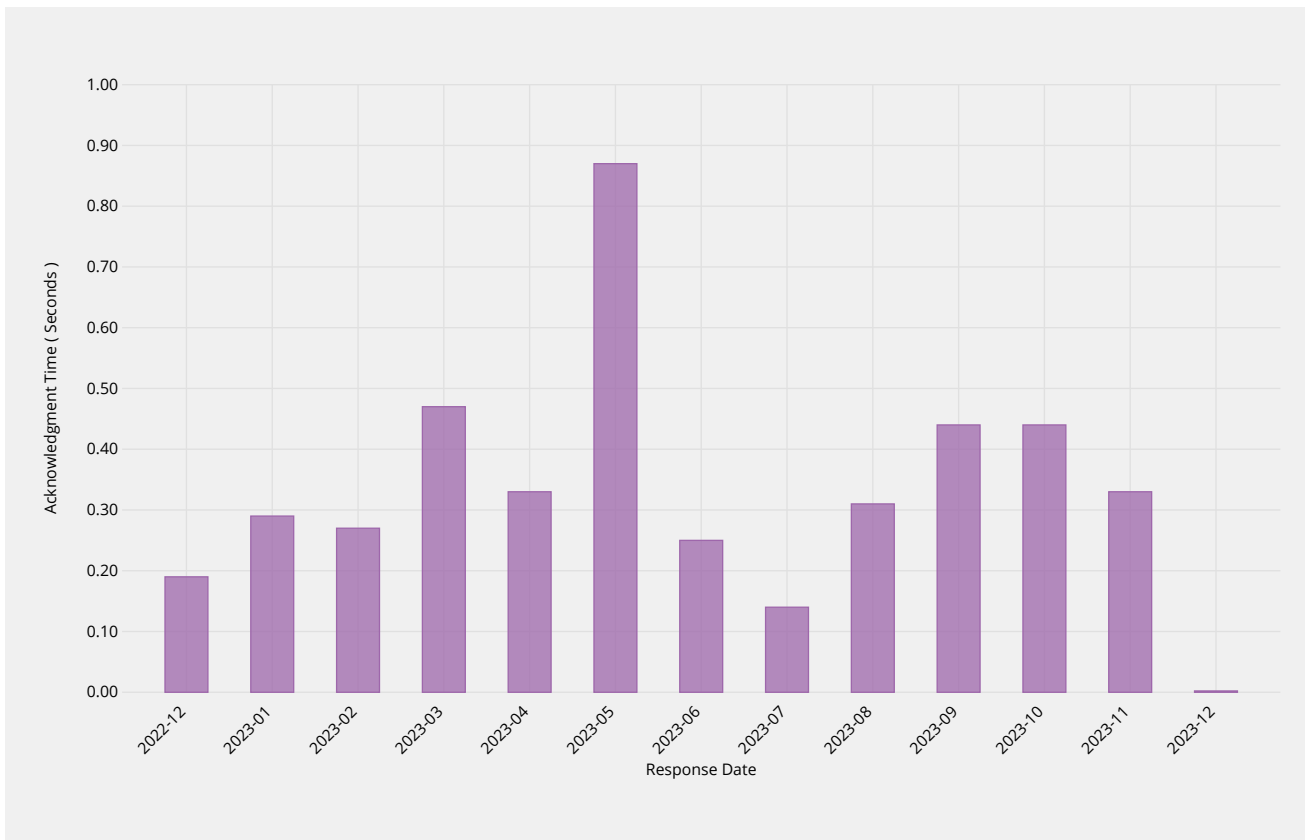
ccTLD Creation/Transfer	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	0

Other Changes	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	3	1	0	0	1	0	9	4	6	7	5	10	4

Enquiry Processing

Time to acknowledge

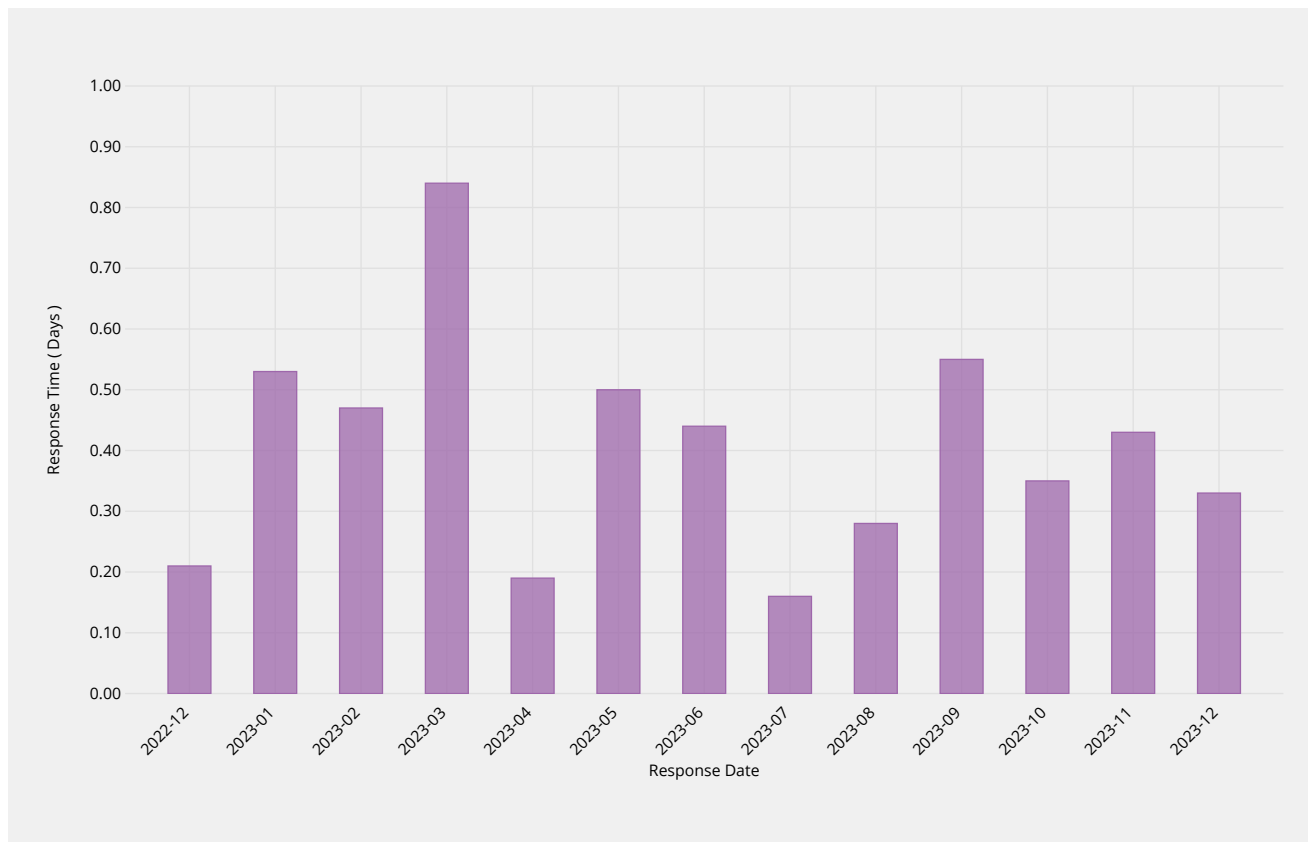
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Acknowledgment Time	1.00s	1.00s	1.00s	1.30s	1.00s	4.10s	1.00s	0.70s	1.00s	1.00s	1.00s	1.00s	0.00s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	16	7	11	15	6	15	8	7	32	9	9	12	5
Mean Time	0.19s	0.29s	0.27s	0.47s	0.33s	0.87s	0.25s	0.14s	0.31s	0.44s	0.44s	0.33s	0.00s
Shortest Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Longest Time	1.00s	1.00s	1.00s	2.00s	1.00s	9.00s	1.00s	1.00s	2.00s	1.00s	1.00s	1.00s	0.00s
Median Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.39s	0.45s	0.45s	0.62s	0.47s	2.25s	0.43s	0.35s	0.53s	0.50s	0.50s	0.47s	0.00s

Time to initial response

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



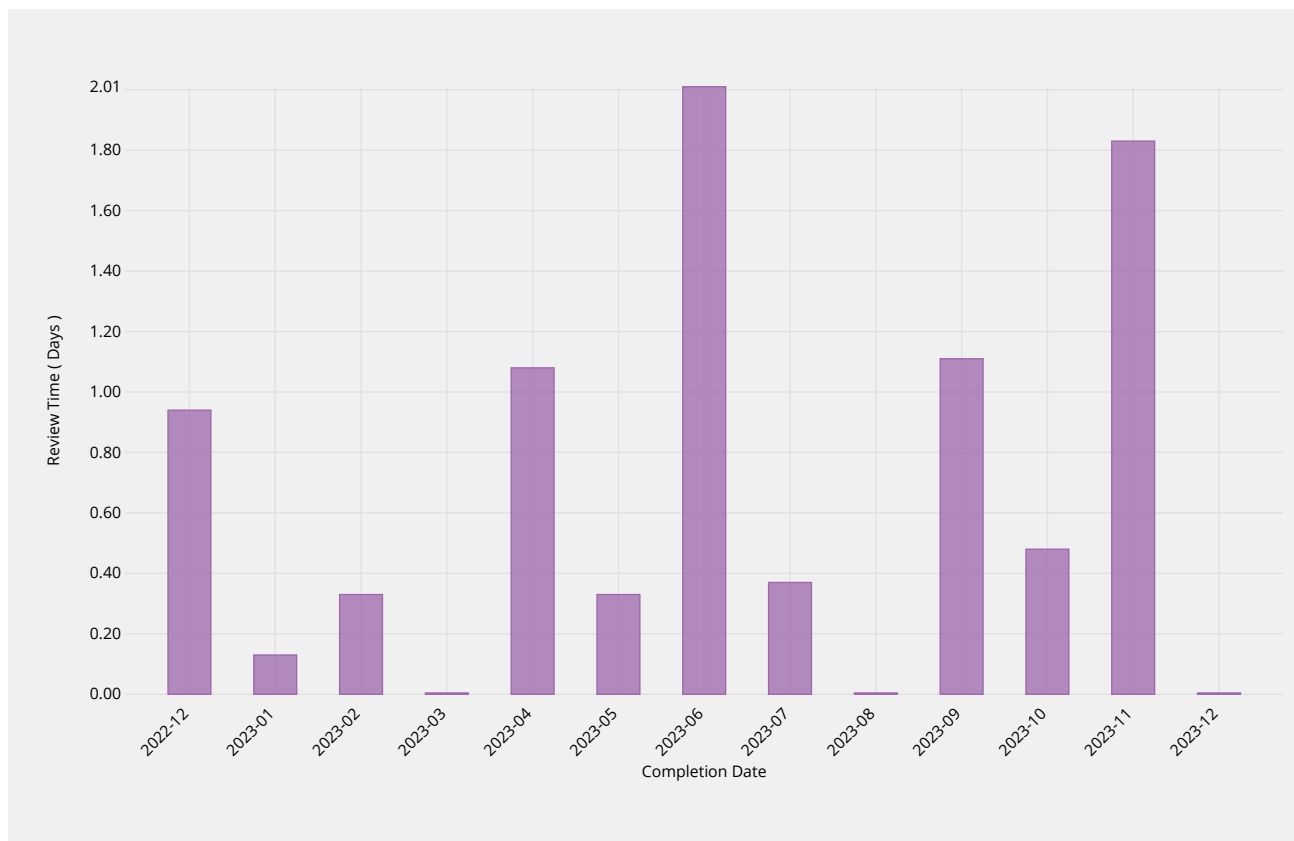
Manual Enquiries	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Response Time	0.45d	1.34d	0.74d	2.22d	0.39d	1.32d	0.93d	0.33d	0.73d	0.89d	0.83d	0.49d	0.49d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	15	7	10	16	5	13	8	6	31	9	8	12	5
Mean Time	0.21d	0.53d	0.47d	0.84d	0.19d	0.50d	0.44d	0.16d	0.28d	0.55d	0.35d	0.43d	0.33d
Shortest Time	0.01d	0.03d	0.07d	0.01d	0.02d	0.01d	0.03d	0.02d	0.01d	0.03d	0.01d	0.01d	0.01d
Longest Time	0.54d	3.10d	1.37d	3.77d	0.53d	1.98d	1.11d	0.34d	1.19d	1.10d	1.99d	2.90d	0.51d
Median Time	0.20d	0.14d	0.40d	0.40d	0.15d	0.27d	0.32d	0.11d	0.17d	0.46d	0.10d	0.21d	0.39d
PStDev Time	0.18d	1.05d	0.35d	1.04d	0.18d	0.60d	0.36d	0.13d	0.29d	0.30d	0.63d	0.77d	0.17d

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

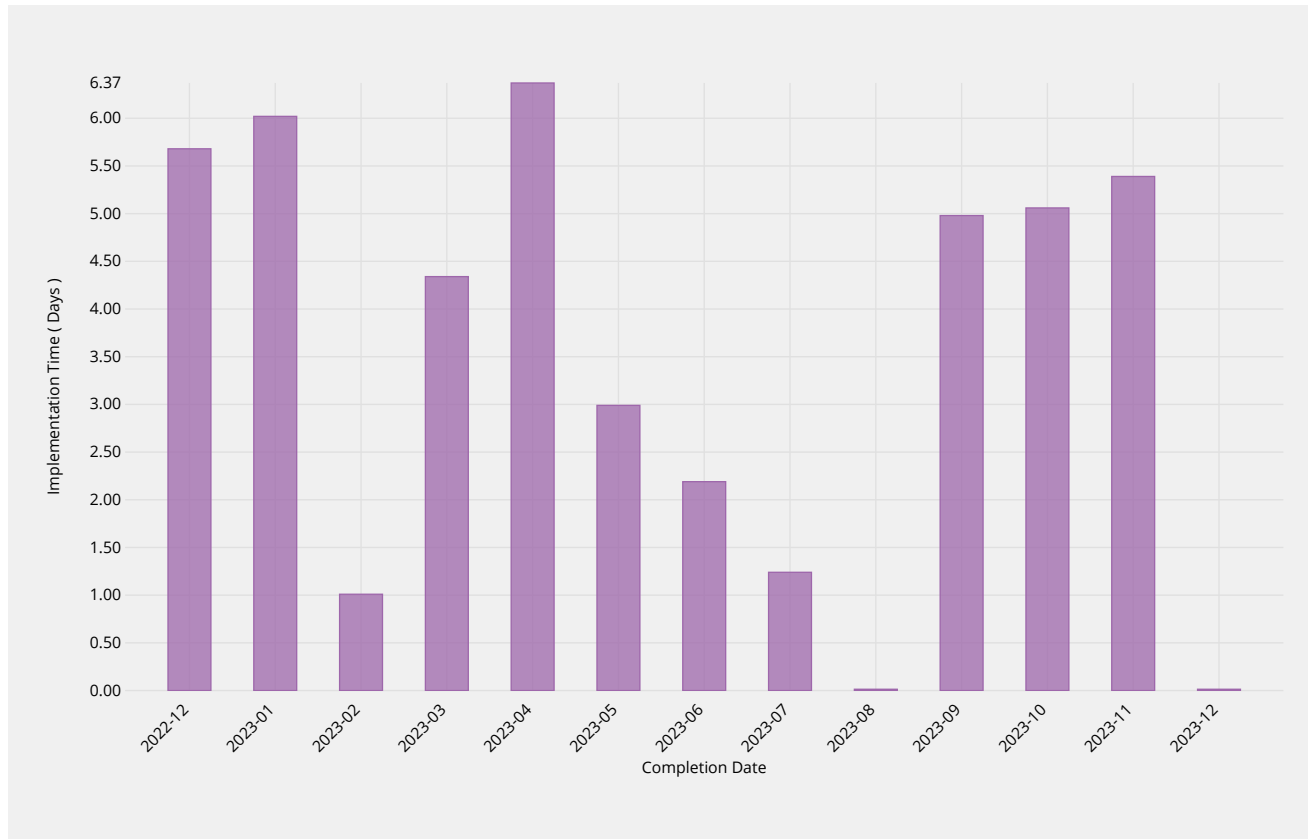
for remediation.



Review Time	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Review Time	0.94d	0.13d	0.33d	0.00d	1.08d	0.33d	2.01d	0.37d	—	1.11d	0.48d	1.83d	—
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	1	1	1	1	3	1	2	0	2	8	2	0
Shortest Time	0.01d	0.13d	0.33d	0.00d	1.08d	0.01d	2.01d	0.00d	—	0.00d	0.00d	0.00d	—
Longest Time	1.00d	0.13d	0.33d	0.00d	1.08d	0.39d	2.01d	0.41d	—	1.23d	1.02d	2.03d	—
Median Time	0.70d	0.13d	0.33d	0.00d	1.08d	0.08d	2.01d	0.20d	—	0.62d	0.00d	1.02d	—
PStDev Time	0.42d	0.00d	0.00d	0.00d	0.00d	0.17d	0.00d	0.20d	—	0.61d	0.33d	1.01d	—

Implementation Time

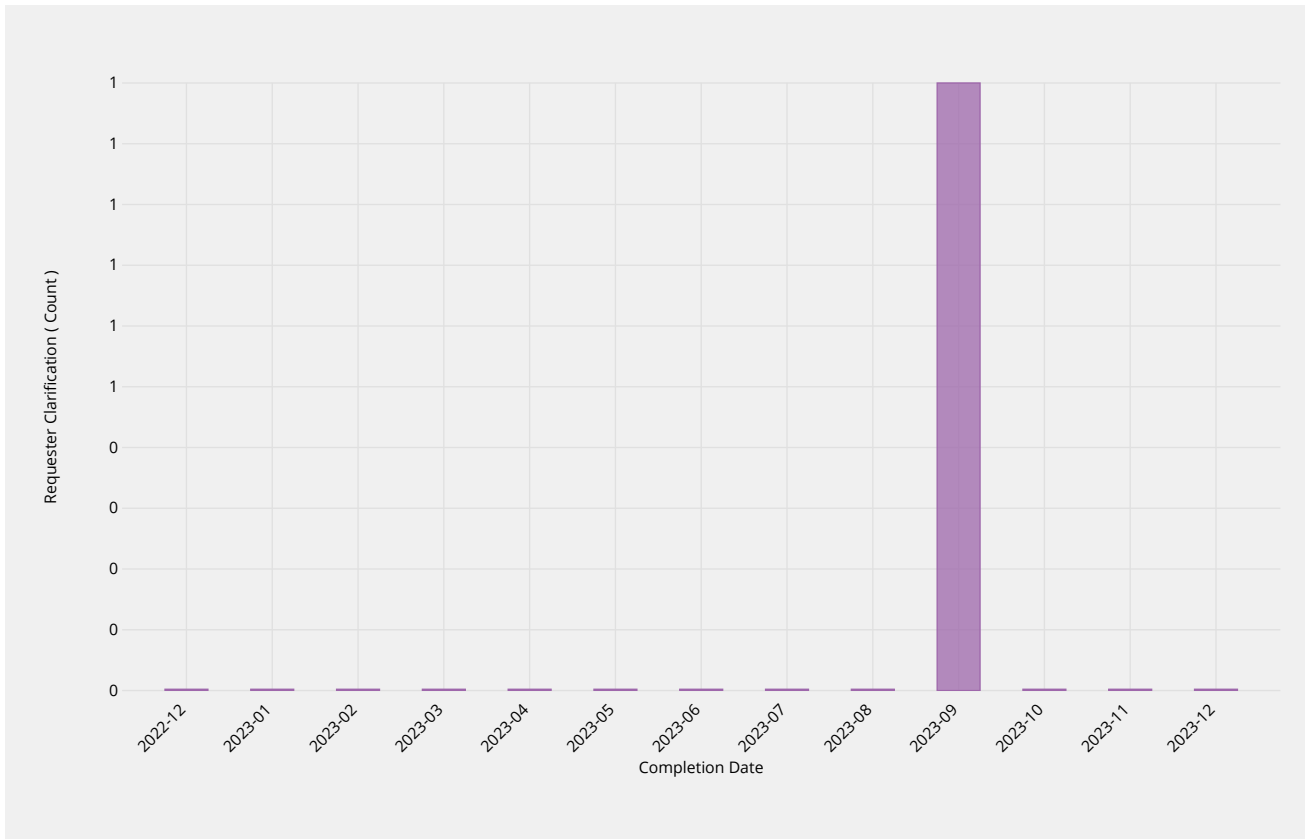
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Implementation Time	5.68d	6.02d	1.01d	4.34d	6.37d	2.99d	2.19d	1.24d	—	4.98d	5.06d	5.39d	—
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	1	1	1	1	3	1	2	0	2	8	2	0
Shortest Time	1.98d	6.02d	1.01d	4.34d	6.37d	1.19d	2.19d	1.17d	—	3.88d	0.22d	5.09d	—
Longest Time	6.13d	6.02d	1.01d	4.34d	6.37d	3.17d	2.19d	1.25d	—	5.11d	6.97d	5.42d	—
Median Time	3.87d	6.02d	1.01d	4.34d	6.37d	2.28d	2.19d	1.21d	—	4.49d	3.38d	5.25d	—
PStDev Time	1.70d	0.00d	0.00d	0.00d	0.00d	0.81d	0.00d	0.04d	—	0.62d	2.21d	0.17d	—

Requester Clarification

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

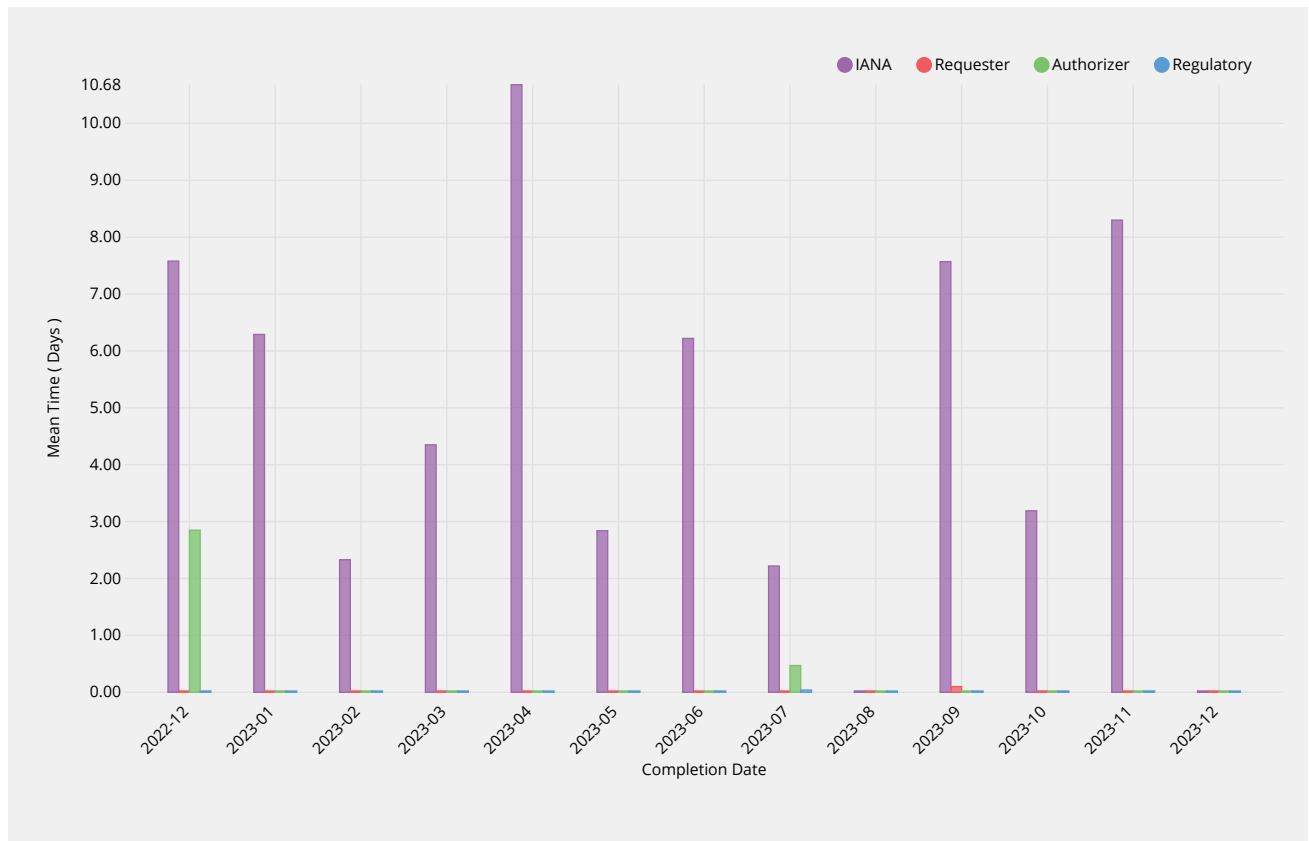


Requester Clarification	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Count	0	0	0	0	0	0	0	0	—	1	0	0	—
Request Count	3	1	1	1	1	3	1	2	0	2	8	2	0
Shortest Clarification	0	0	0	0	0	0	0	0	—	0	0	0	—
Longest Clarification	0	0	0	0	0	0	0	0	—	1	0	0	—

Time per Actor

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

regulatory checks.



IANA	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Mean Time	7.58d	6.29d	2.33d	4.35d	10.68d	2.84d	6.22d	2.22d	—	7.57d	3.19d	8.30d	—
Review Count	2	1	1	1	1	3	1	2	0	2	8	2	0
Shortest Time	2.00d	6.29d	2.33d	4.35d	10.68d	1.49d	6.22d	1.17d	—	3.88d	0.23d	5.09d	—
Longest Time	13.17d	6.29d	2.33d	4.35d	10.68d	4.73d	6.22d	3.27d	—	11.26d	9.01d	11.51d	—
Median Time	7.58d	6.29d	2.33d	4.35d	10.68d	2.28d	6.22d	2.22d	—	7.57d	3.38d	8.30d	—
PStDev Time	5.58d	0.00d	0.00d	0.00d	0.00d	1.38d	0.00d	1.05d	—	3.69d	2.69d	3.21d	—

Requester	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Mean Time	—	—	—	—	—	—	—	—	—	0.10d	—	—	—
Review Count	0	0	0	0	0	0	0	0	0	1	0	0	0
Shortest Time	—	—	—	—	—	—	—	—	—	0.10d	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	0.10d	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	0.10d	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	0.00d	—	—	—

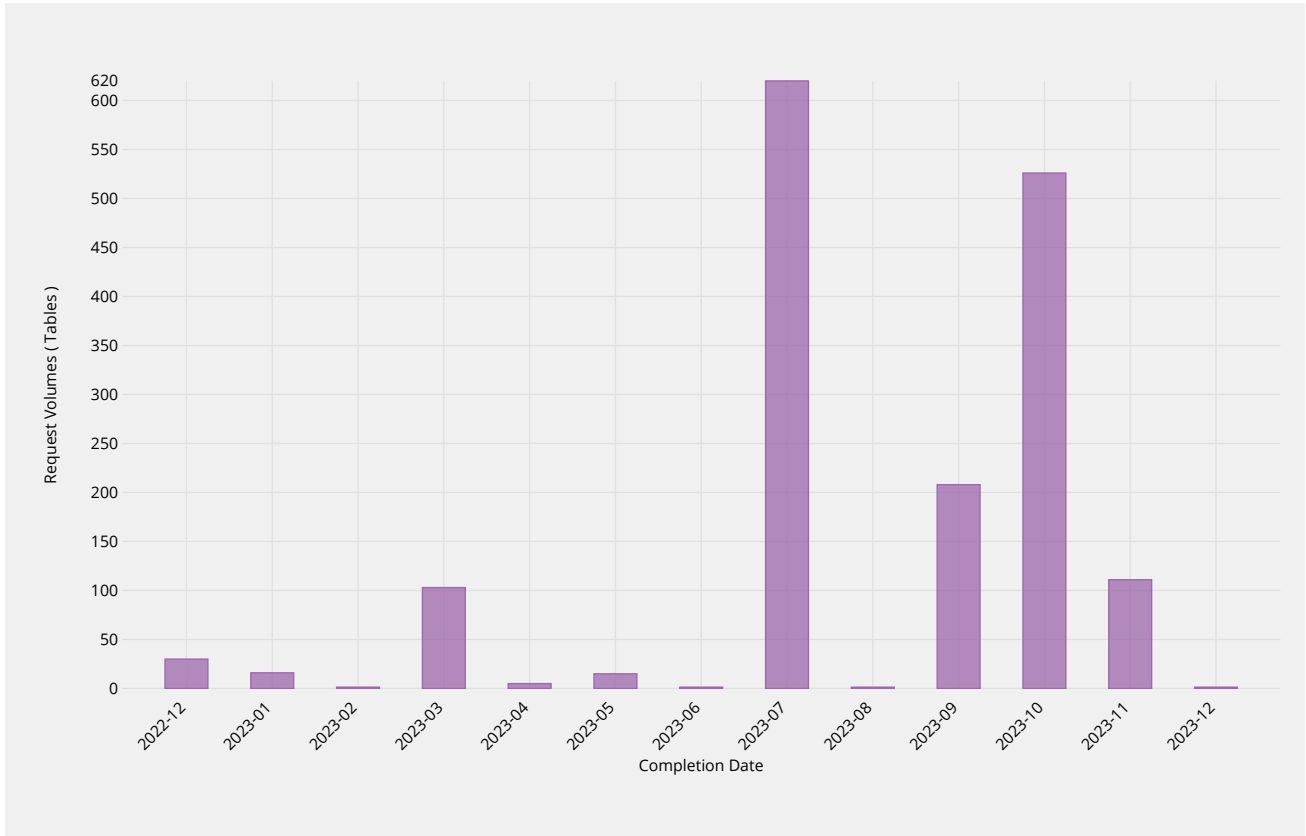
Authorizer	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Mean Time	2.85d	—	—	—	—	—	—	0.47d	—	—	—	—	—
Review Count	1	0	0	0	0	0	0	1	0	0	0	0	0
Shortest Time	2.85d	—	—	—	—	—	—	0.47d	—	—	—	—	—
Longest Time	2.85d	—	—	—	—	—	—	0.47d	—	—	—	—	—
Median Time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

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

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

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Total LGRs Processed	30	16	1	103	5	15	1	620	—	208	526	111	—
Request Count	3	1	1	1	1	3	1	2	0	2	8	2	0
Average LGRs per Request	10	16	1	103	5	5	1	310	—	104	66	56	—
Smallest per Request	2	16	1	103	5	2	1	2	—	103	1	8	—
Largest per Request	24	16	1	103	5	8	1	618	—	105	206	103	—

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.