

# IANA Naming Function Monthly Performance Report

January 2024

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## Summary of Performance


Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.00s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.00s	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%)	✓ 0.00d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.01d	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 0.01d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.00d	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 2.64m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 2.77m	p9
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ 1.82m	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✗ 12.88m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ 3.32m	p11
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 1.40m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ 2.40m	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ 1.13m	p13
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 3536.09ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1688.46ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 557.57ms	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1674.67ms	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 1785.50ms	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1.68ms	p16
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.53ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.79ms	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.95ms	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.94ms	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.64d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.06d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.15d	p18
Validation and Reviews	ccTLD Creation/Transfer	N/A	48.14d	p18
Validation and Reviews	Other Changes	N/A	0.77d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	52.92d	p19
<b>ccTLD Creation/Transfer</b>				

Metric	Category	Expected	Actual	Detail
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p20
Requester Clarification	Requester Clarification	N/A	0	p21
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p22
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 23.21h	p23
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ 5.01h	p23
Root Zone Publication	Other Changes	N/A	7.01h	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 2.37s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.73s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.64s	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 1.26s	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 1.44s	p25
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 99.99%	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%)	✓ 1.02s	p30
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 839.065ms	p31
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	Other Changes	100%	✓ 100.00%	p32
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p33
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p33
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	Other Changes	100%	✓ 100.00%	p34
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1.00s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.01d	p35
<b>Label Generation Rulesets</b>				
Review Time	Review Time	≤5d (90.0%)	✓ 1.45d	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 3.25d	p37
Requester Clarification	Requester Clarification	N/A	0	p38
Time per Actor	IANA	N/A	7.02d	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	20	p40

Percentage of SLA thresholds met of those defined

63 of 64 (98.4%)

## Exceptions and Narrative for Reporting Period

Metric	Category	Expected	Actual
Technical Check (Retest)	Routine (Technical)	10m	12.88m 
Primary cause:	Unreachable nameservers		
Analysis/Comments:	One request exceeded the technical check threshold of 10 minutes. This exception relates to the time spent waiting for the responses from unreachable nameservers (i.e. time waiting to timeout, multiplied by retries).		







gTLD Creation/Transfer	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Lodgment Count	0	1	1	0	0	6	1	0	0	2	1	0	8
Mean Time	—	0.00d	0.00d	—	—	0.01d	0.00d	—	—	0.01d	0.01d	—	0.00d
Shortest Time	—	0.00d	0.00d	—	—	0.00d	0.00d	—	—	0.01d	0.01d	—	0.00d
Longest Time	—	0.00d	0.00d	—	—	0.02d	0.00d	—	—	0.01d	0.01d	—	0.01d
Median Time	—	0.00d	0.00d	—	—	0.00d	0.00d	—	—	0.01d	0.01d	—	0.00d
PStDev Time	—	0.00d	0.00d	—	—	0.01d	0.00d	—	—	0.00d	0.00d	—	0.00d

ccTLD Creation/Transfer	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Lodgment Time	—	—	—	—	—	—	—	—	—	—	—	—	0.01d
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	2
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	0.01d
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.00d
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.01d
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	0.01d
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.00d

Other Changes	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Lodgment Time	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	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	0	1	0	5	0	3	3	1	5	1	3
Mean Time	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d	0.00d	0.00d
Shortest Time	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d	0.00d	0.00d
Longest Time	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d	0.00d	0.00d
Median Time	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d	0.00d	0.00d
PStDev Time	—	—	—	0.00d	—	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



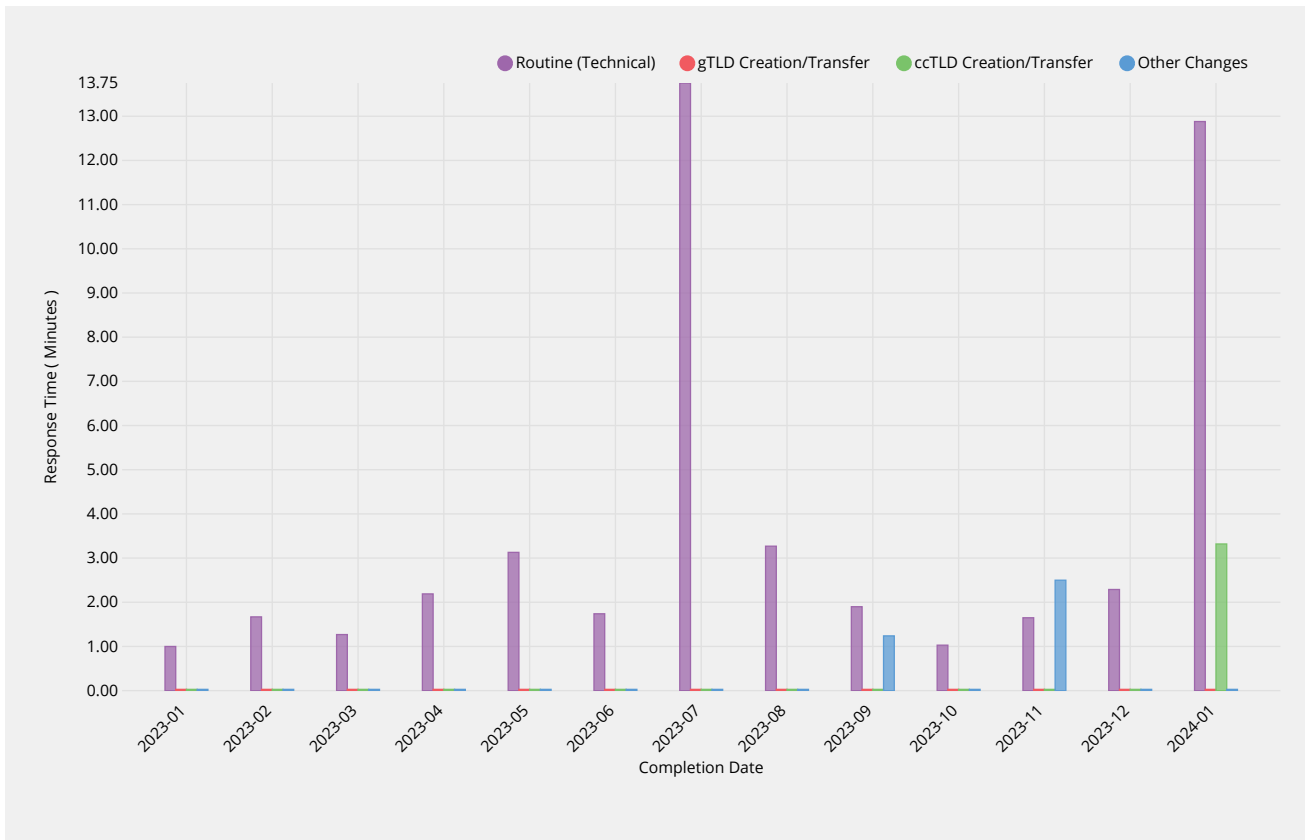


ccTLD Creation/Transfer	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	2.77m
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	2.77m
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	2.77m
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.00m

Other Changes	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Response Time	1.35m	—	—	—	—	—	—	1.86m	3.22m	2.29m	2.84m	1.04m	1.82m
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	1	0	0	0	0	0	0	2	7	1	3	2	2
Mean Time	1.35m	—	—	—	—	—	—	1.51m	2.16m	2.29m	2.06m	0.99m	1.72m
Shortest Time	1.35m	—	—	—	—	—	—	1.12m	1.62m	2.29m	1.47m	0.93m	1.60m
Longest Time	1.35m	—	—	—	—	—	—	1.90m	3.59m	2.29m	2.97m	1.04m	1.83m
Median Time	1.35m	—	—	—	—	—	—	1.51m	2.04m	2.29m	1.73m	0.99m	1.72m
PStDev Time	0.00m	—	—	—	—	—	—	0.39m	0.64m	0.00m	0.65m	0.06m	0.11m

### Technical Check (Retest)

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



Routine (Technical)	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Response Time	1.00m	1.67m	1.27m	2.19m	3.13m	1.74m	13.75m	3.27m	1.90m	1.03m	1.65m	2.29m	12.88m
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	51	73	202	137	103	208	38	143	70	36	57	19	123
Mean Time	1.09m	0.84m	0.94m	1.10m	1.42m	1.27m	1.86m	0.87m	1.13m	0.59m	1.31m	1.33m	3.15m
Shortest Time	0.40m	0.43m	0.13m	0.30m	0.19m	0.17m	0.39m	0.11m	0.36m	0.16m	0.32m	0.27m	0.11m

Routine (Technical)	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Longest Time	15.74m	1.77m	16.03m	16.19m	15.50m	16.01m	14.69m	3.44m	15.88m	1.19m	16.81m	2.31m	14.37m
Median Time	0.84m	0.70m	0.71m	0.75m	1.35m	1.09m	0.81m	0.48m	0.82m	0.60m	0.93m	1.42m	0.73m
PStDev Time	2.08m	0.35m	1.52m	1.96m	1.64m	1.77m	3.60m	0.81m	1.81m	0.25m	2.10m	0.63m	4.79m

**Exception Narrative**

Primary cause: Unreachable nameservers  
 Analysis/Comments: One request exceeded the technical check threshold of 10 minutes. This exception relates to the time spent waiting for the responses from unreachable nameservers (i.e. time waiting to timeout, multiplied by retries).

gTLD Creation/Transfer	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
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	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Response Time	—	—	—	—	—	—	—	—	—	—	—	—	3.32m
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	28
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	2.27m
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	1.22m
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	3.54m
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	2.11m
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.66m

Other Changes	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
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	2	0	32	0	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	—	—



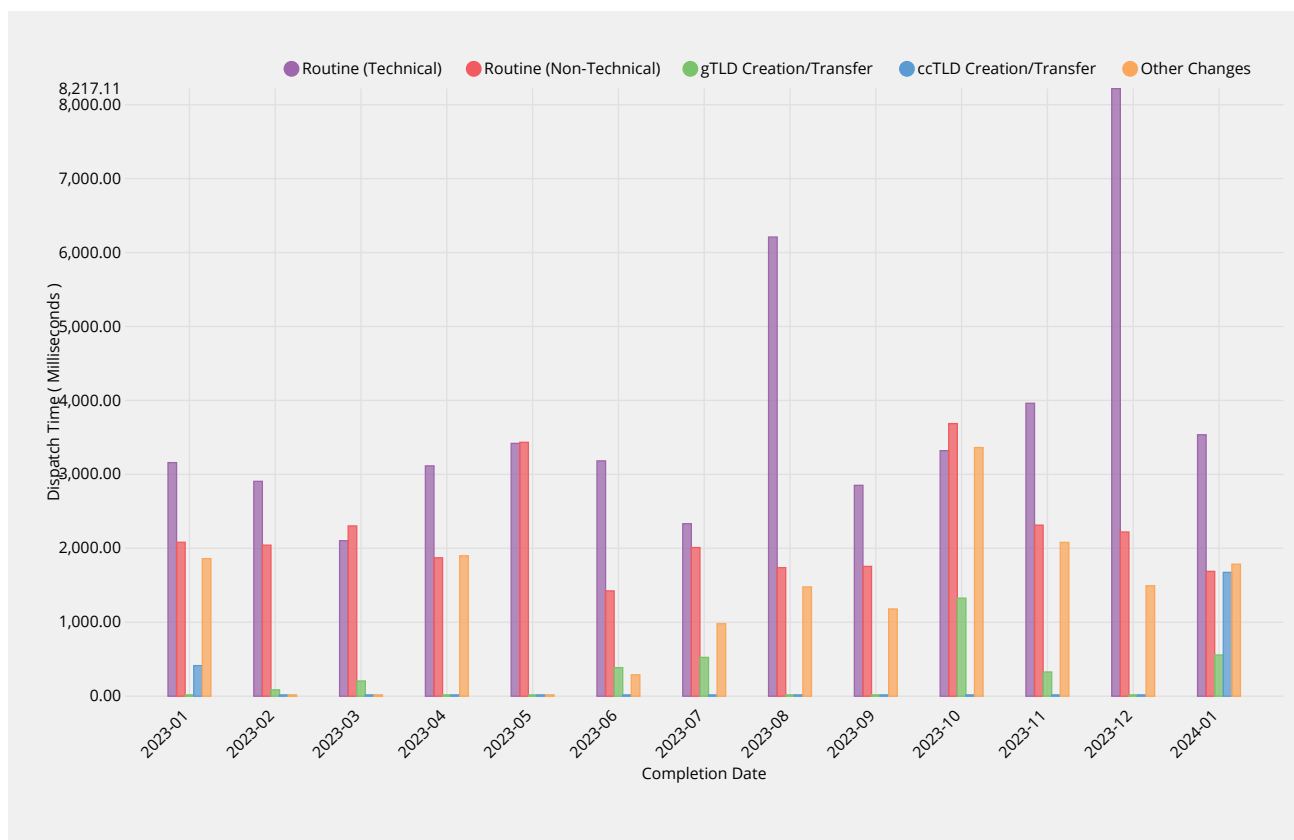
ccTLD Creation/Transfer	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Supplemental Test Count	0	0	0	0	0	0	0	0	0	0	0	0	1
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	2.40m
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	2.40m
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	2.40m
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	2.40m
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.00m

Other Changes	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Response Time	0.38m	—	—	—	—	—	—	0.71m	2.29m	1.55m	2.34m	0.58m	1.13m
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	0	0	0	0	0	0	1	5	1	3	2	2
Mean Time	0.38m	—	—	—	—	—	—	0.71m	1.36m	1.55m	1.25m	0.53m	0.89m
Shortest Time	0.38m	—	—	—	—	—	—	0.71m	0.63m	1.55m	0.51m	0.48m	0.62m
Longest Time	0.38m	—	—	—	—	—	—	0.71m	2.55m	1.55m	2.52m	0.59m	1.16m
Median Time	0.38m	—	—	—	—	—	—	0.71m	1.20m	1.55m	0.72m	0.53m	0.89m
PStDev Time	0.00m	—	—	—	—	—	—	0.00m	0.64m	0.00m	0.90m	0.05m	0.27m

## Contact Confirmations

### Email Dispatch

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



Routine (Technical)	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Dispatch	3159.20ms	2906.10ms	2102.80ms	3115.08ms	3419.21ms	3182.59ms	2333.09ms	6210.03ms	2852.14ms	3320.90ms	3961.94ms	8217.11ms	3536.09ms

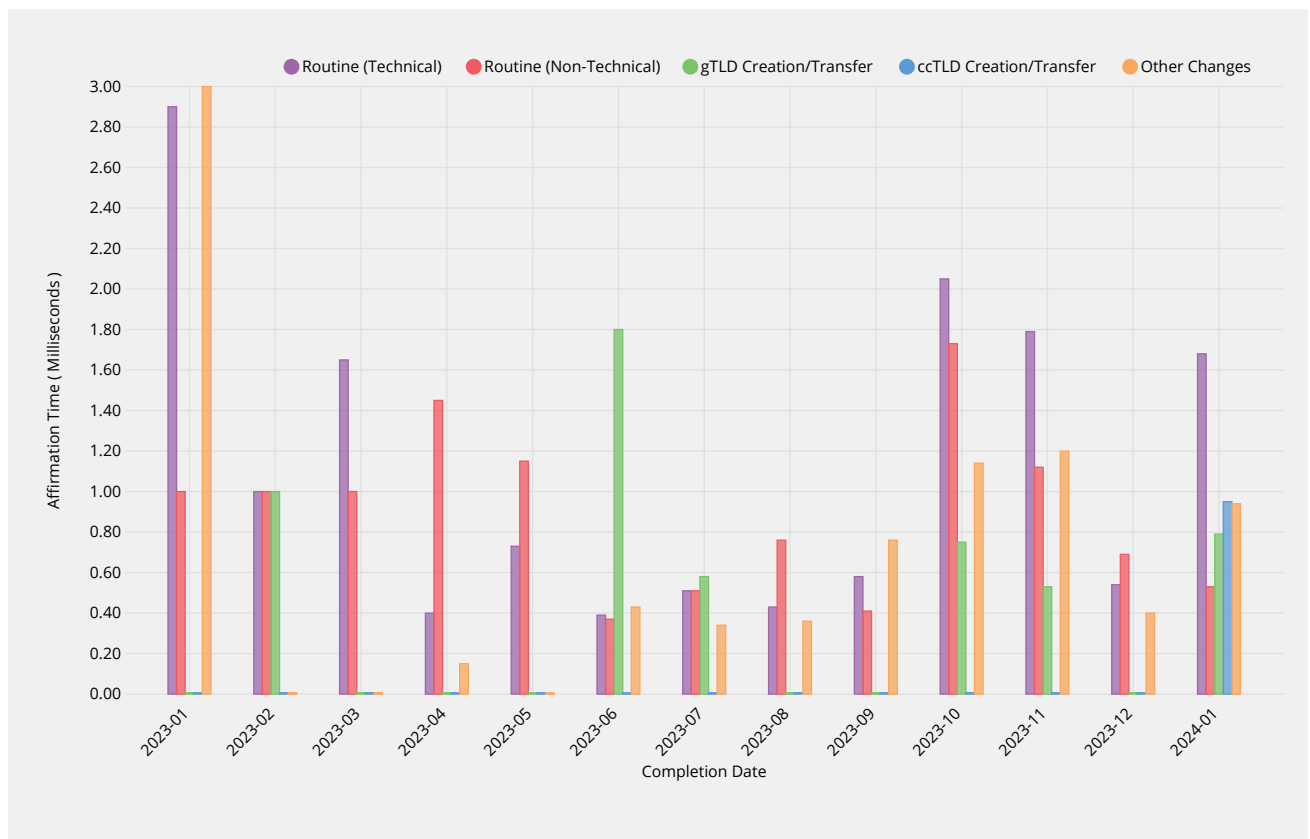


ccTLD Creation/ Transfer	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Shortest Time	414.00ms	—	—	—	—	—	—	—	—	—	—	—	632.48ms
Longest Time	414.00ms	—	—	—	—	—	—	—	—	—	—	—	1729.52ms
Median Time	414.00ms	—	—	—	—	—	—	—	—	—	—	—	1181.00ms
PStDev Time	0.00ms	—	—	—	—	—	—	—	—	—	—	—	548.52ms

Other Changes	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Dispatch Time	1861.00ms	—	—	1899.02ms	—	289.19ms	980.21ms	1477.99ms	1180.20ms	3362.94ms	2080.55ms	1493.91ms	1785.50ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	0	0	1	0	9	4	7	8	5	10	4	4
Mean Time	1861.00ms	—	—	1899.02ms	—	173.18ms	376.17ms	525.37ms	520.22ms	1567.09ms	605.82ms	613.98ms	831.86ms
Shortest Time	1861.00ms	—	—	1899.02ms	—	98.30ms	101.88ms	120.01ms	77.50ms	62.30ms	92.25ms	115.81ms	63.94ms
Longest Time	1861.00ms	—	—	1899.02ms	—	316.27ms	1126.01ms	1613.49ms	1189.87ms	3696.80ms	2508.89ms	1695.43ms	1877.28ms
Median Time	1861.00ms	—	—	1899.02ms	—	188.02ms	138.40ms	195.19ms	172.95ms	1688.77ms	168.78ms	322.33ms	693.11ms
PStDev Time	0.00ms	—	—	0.00ms	—	70.77ms	433.31ms	561.54ms	504.25ms	1302.59ms	771.42ms	630.39ms	770.74ms

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Affirmation Time	2.90ms	1.00ms	1.65ms	0.40ms	0.73ms	0.39ms	0.51ms	0.43ms	0.58ms	2.05ms	1.79ms	0.54ms	1.68ms
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	22	28	28	22	66	45	106	211	64	50	120	208	49
Mean Time	0.64ms	0.14ms	0.36ms	0.19ms	0.36ms	0.22ms	0.29ms	0.25ms	0.29ms	0.51ms	0.41ms	0.22ms	0.47ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.12ms	0.10ms	0.13ms	0.10ms	0.09ms	0.08ms	0.09ms	0.09ms	0.10ms
Longest Time	3.00ms	1.00ms	3.00ms	1.00ms	1.59ms	0.45ms	1.27ms	1.12ms	2.01ms	2.33ms	2.85ms	6.93ms	3.81ms
Median Time	0.00ms	0.00ms	0.00ms	0.17ms	0.28ms	0.21ms	0.26ms	0.23ms	0.20ms	0.21ms	0.21ms	0.13ms	0.23ms
PStDev Time	0.88ms	0.35ms	0.72ms	0.21ms	0.28ms	0.08ms	0.16ms	0.12ms	0.26ms	0.63ms	0.52ms	0.51ms	0.75ms

Routine (Non-Technical)	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Affirmation Time	1.00ms	1.00ms	1.00ms	1.45ms	1.15ms	0.37ms	0.51ms	0.76ms	0.41ms	1.73ms	1.12ms	0.69ms	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	21	28	47	12	37	63	16	182	300	27	86	22	115
Mean Time	0.29ms	0.21ms	0.30ms	0.46ms	0.57ms	0.26ms	0.31ms	0.38ms	0.28ms	0.67ms	0.50ms	0.53ms	0.22ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.12ms	0.14ms	0.09ms	0.11ms	0.12ms	0.12ms	0.12ms	0.07ms
Longest Time	1.00ms	1.00ms	1.00ms	2.00ms	4.52ms	1.20ms	0.60ms	1.34ms	7.11ms	3.33ms	4.00ms	4.52ms	1.84ms
Median Time	0.00ms	0.00ms	0.00ms	0.17ms	0.32ms	0.24ms	0.28ms	0.32ms	0.24ms	0.35ms	0.36ms	0.31ms	0.15ms
PStDev Time	0.45ms	0.41ms	0.46ms	0.61ms	0.74ms	0.14ms	0.12ms	0.21ms	0.43ms	0.70ms	0.49ms	0.89ms	0.23ms

gTLD Creation/Transfer	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Affirmation Time	—	1.00ms	0.00ms	—	—	1.80ms	0.58ms	—	—	0.75ms	0.53ms	—	0.79ms
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	1	0	0	6	1	0	0	2	1	0	8
Mean Time	—	1.00ms	0.00ms	—	—	0.97ms	0.58ms	—	—	0.68ms	0.53ms	—	0.42ms
Shortest Time	—	1.00ms	0.00ms	—	—	0.34ms	0.58ms	—	—	0.61ms	0.53ms	—	0.23ms
Longest Time	—	1.00ms	0.00ms	—	—	1.92ms	0.58ms	—	—	0.76ms	0.53ms	—	0.80ms
Median Time	—	1.00ms	0.00ms	—	—	0.85ms	0.58ms	—	—	0.68ms	0.53ms	—	0.33ms
PStDev Time	—	0.00ms	0.00ms	—	—	0.58ms	0.00ms	—	—	0.08ms	0.00ms	—	0.21ms

ccTLD Creation/Transfer	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Affirmation Time	0.00ms	—	—	—	—	—	—	—	—	—	—	—	0.95ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	0	0	0	0	0	0	0	0	0	0	0	2
Mean Time	0.00ms	—	—	—	—	—	—	—	—	—	—	—	0.61ms
Shortest Time	0.00ms	—	—	—	—	—	—	—	—	—	—	—	0.23ms
Longest Time	0.00ms	—	—	—	—	—	—	—	—	—	—	—	0.99ms
Median Time	0.00ms	—	—	—	—	—	—	—	—	—	—	—	0.61ms
PStDev Time	0.00ms	—	—	—	—	—	—	—	—	—	—	—	0.38ms

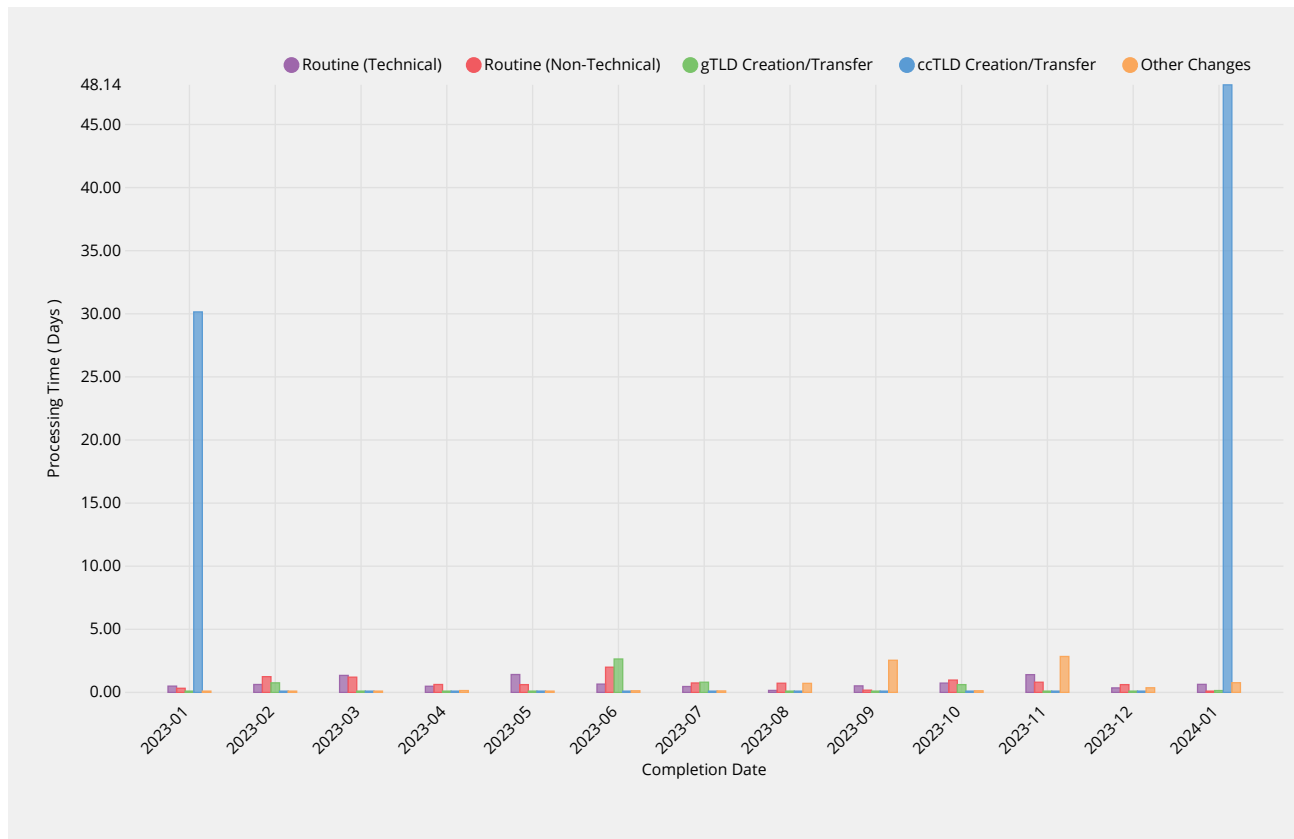
Other Changes	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Affirmation Time	3.00ms	—	—	0.15ms	—	0.43ms	0.34ms	0.36ms	0.76ms	1.14ms	1.20ms	0.40ms	0.94ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	0	0	1	0	9	4	6	7	5	10	4	4
Mean Time	3.00ms	—	—	0.15ms	—	0.23ms	0.25ms	0.27ms	0.29ms	0.51ms	0.45ms	0.26ms	0.60ms
Shortest Time	3.00ms	—	—	0.15ms	—	0.12ms	0.19ms	0.18ms	0.09ms	0.17ms	0.13ms	0.12ms	0.21ms
Longest Time	3.00ms	—	—	0.15ms	—	0.50ms	0.35ms	0.36ms	0.98ms	1.30ms	1.61ms	0.42ms	0.95ms
Median Time	3.00ms	—	—	0.15ms	—	0.19ms	0.24ms	0.27ms	0.17ms	0.37ms	0.30ms	0.26ms	0.61ms
PStDev Time	0.00ms	—	—	0.00ms	—	0.12ms	0.07ms	0.07ms	0.29ms	0.42ms	0.43ms	0.10ms	0.32ms



# Staff Processing

## Validation and Reviews

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



Routine (Technical)	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Processing Time	0.50d	0.63d	1.35d	0.49d	1.42d	0.66d	0.47d	0.16d	0.52d	0.74d	1.41d	0.36d	0.64d
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	28	28	22	66	45	106	211	64	49	120	208	49
Mean Time	0.34d	0.37d	0.64d	0.33d	0.48d	0.32d	0.28d	0.06d	0.21d	0.35d	0.61d	0.10d	0.35d
Shortest Time	0.01d	0.01d	0.04d	0.04d	0.01d	0.02d	0.08d	0.00d	0.00d	0.02d	0.01d	0.00d	0.02d
Longest Time	1.32d	1.24d	2.26d	2.32d	1.43d	1.63d	2.38d	0.99d	1.69d	1.93d	4.26d	1.68d	3.11d
Median Time	0.30d	0.37d	0.44d	0.25d	0.40d	0.15d	0.20d	0.00d	0.09d	0.25d	0.27d	0.00d	0.19d
PStDev Time	0.29d	0.27d	0.54d	0.47d	0.44d	0.33d	0.29d	0.17d	0.31d	0.35d	1.07d	0.26d	0.45d

Routine (Non-Technical)	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Processing Time	0.33d	1.25d	1.21d	0.63d	0.62d	2.00d	0.75d	0.73d	0.18d	0.98d	0.81d	0.62d	0.06d
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	28	45	11	33	61	14	181	299	26	86	21	115
Mean Time	0.15d	0.58d	0.45d	0.28d	0.28d	0.72d	0.43d	0.32d	0.17d	0.40d	0.39d	0.39d	0.03d
Shortest Time	0.00d	0.01d	0.01d	0.02d	0.00d	0.05d	0.00d	0.00d	0.00d	0.00d	0.01d	0.02d	0.00d
Longest Time	0.41d	2.41d	1.39d	0.66d	3.06d	2.00d	2.47d	3.12d	37.07d	0.98d	2.98d	2.08d	0.63d
Median Time	0.07d	0.42d	0.11d	0.25d	0.11d	0.15d	0.28d	0.13d	0.00d	0.43d	0.15d	0.27d	0.00d
PStDev Time	0.14d	0.53d	0.48d	0.24d	0.57d	0.85d	0.62d	0.48d	2.14d	0.32d	0.57d	0.54d	0.08d

gTLD Creation/Transfer	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Processing Time	—	0.76d	0.09d	—	—	2.65d	0.81d	—	—	0.62d	0.03d	—	0.15d
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	1	1	0	0	6	1	0	0	2	1	0	7
Mean Time	—	0.76d	0.09d	—	—	2.22d	0.81d	—	—	0.35d	0.03d	—	0.14d
Shortest Time	—	0.76d	0.09d	—	—	0.09d	0.81d	—	—	0.01d	0.03d	—	0.13d
Longest Time	—	0.76d	0.09d	—	—	2.65d	0.81d	—	—	0.69d	0.03d	—	0.18d
Median Time	—	0.76d	0.09d	—	—	2.65d	0.81d	—	—	0.35d	0.03d	—	0.13d
PStDev Time	—	0.00d	0.00d	—	—	0.95d	0.00d	—	—	0.34d	0.00d	—	0.02d

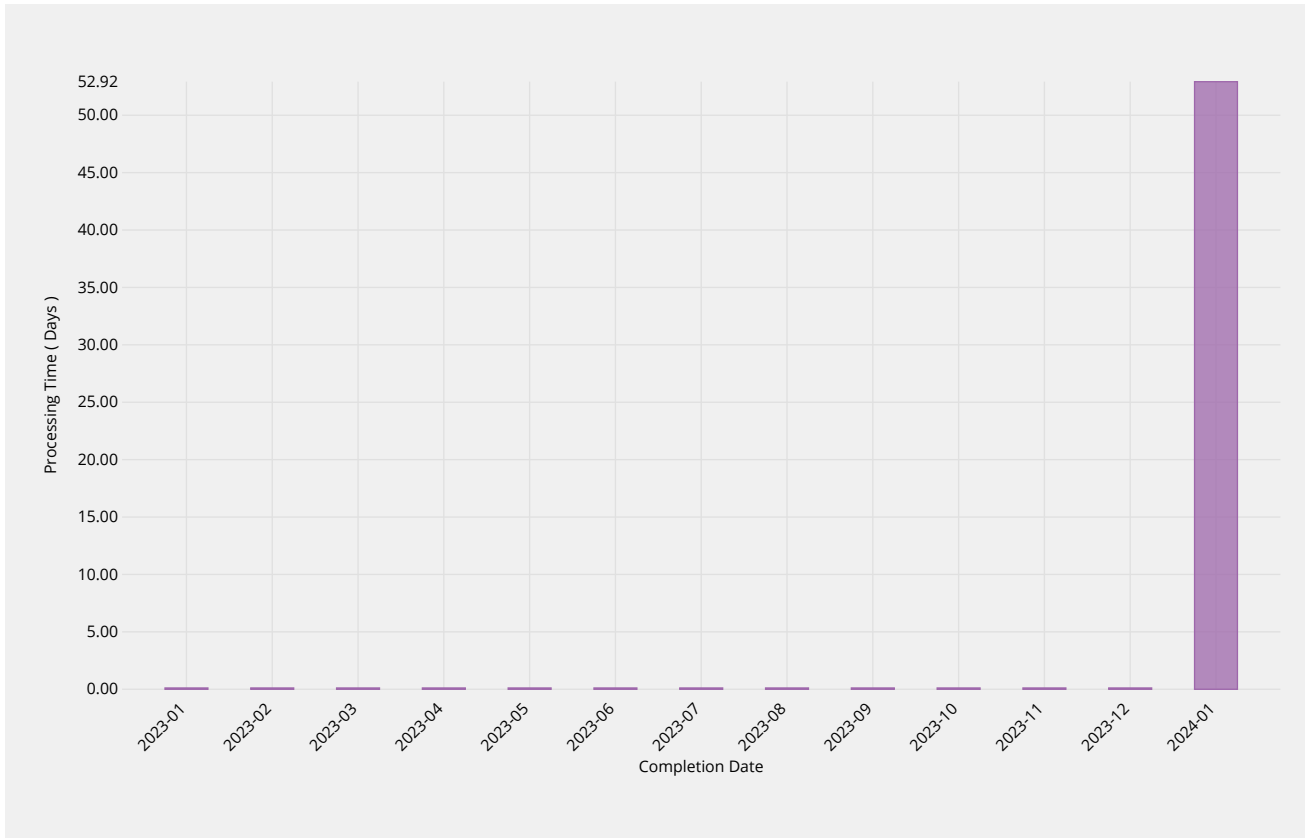
ccTLD Creation/Transfer	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Processing Time	30.15d	—	—	—	—	—	—	—	—	—	—	—	48.14d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	1	0	0	0	0	0	0	0	0	0	0	0	2
Mean Time	30.15d	—	—	—	—	—	—	—	—	—	—	—	39.09d
Shortest Time	30.15d	—	—	—	—	—	—	—	—	—	—	—	30.04d
Longest Time	30.15d	—	—	—	—	—	—	—	—	—	—	—	48.14d
Median Time	30.15d	—	—	—	—	—	—	—	—	—	—	—	39.09d
PStDev Time	0.00d	—	—	—	—	—	—	—	—	—	—	—	9.05d

Other Changes	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Processing Time	0.03d	—	—	0.15d	—	0.13d	0.12d	0.72d	2.55d	0.13d	2.85d	0.37d	0.77d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	1	0	0	1	0	9	4	6	7	5	10	4	4
Mean Time	0.03d	—	—	0.15d	—	0.09d	0.03d	0.34d	0.60d	0.08d	0.55d	0.14d	0.57d
Shortest Time	0.03d	—	—	0.15d	—	0.04d	0.00d	0.00d	0.00d	0.03d	0.01d	0.00d	0.36d
Longest Time	0.03d	—	—	0.15d	—	0.13d	0.12d	0.72d	2.55d	0.13d	2.85d	0.37d	0.77d
Median Time	0.03d	—	—	0.15d	—	0.13d	0.00d	0.34d	0.26d	0.07d	0.14d	0.10d	0.58d
PStDev Time	0.00d	—	—	0.00d	—	0.04d	0.05d	0.26d	0.84d	0.05d	0.82d	0.14d	0.20d

## 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	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Processing Time	—	—	—	—	—	—	—	—	—	—	—	—	52.92d
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	2
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	44.92d
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	36.92d
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	52.92d
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	44.92d
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	8.00d

## ccTLD Creation/Transfer

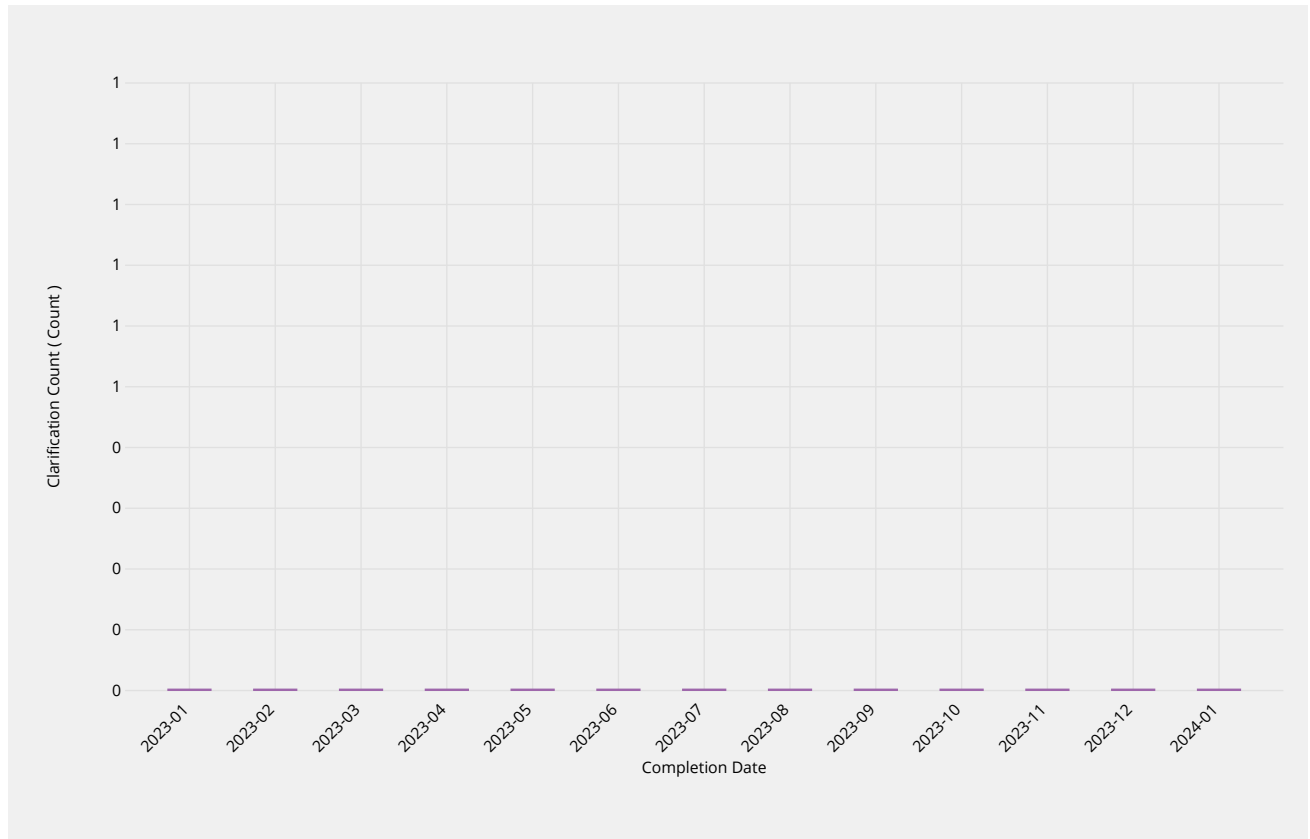
### Submission Review

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.

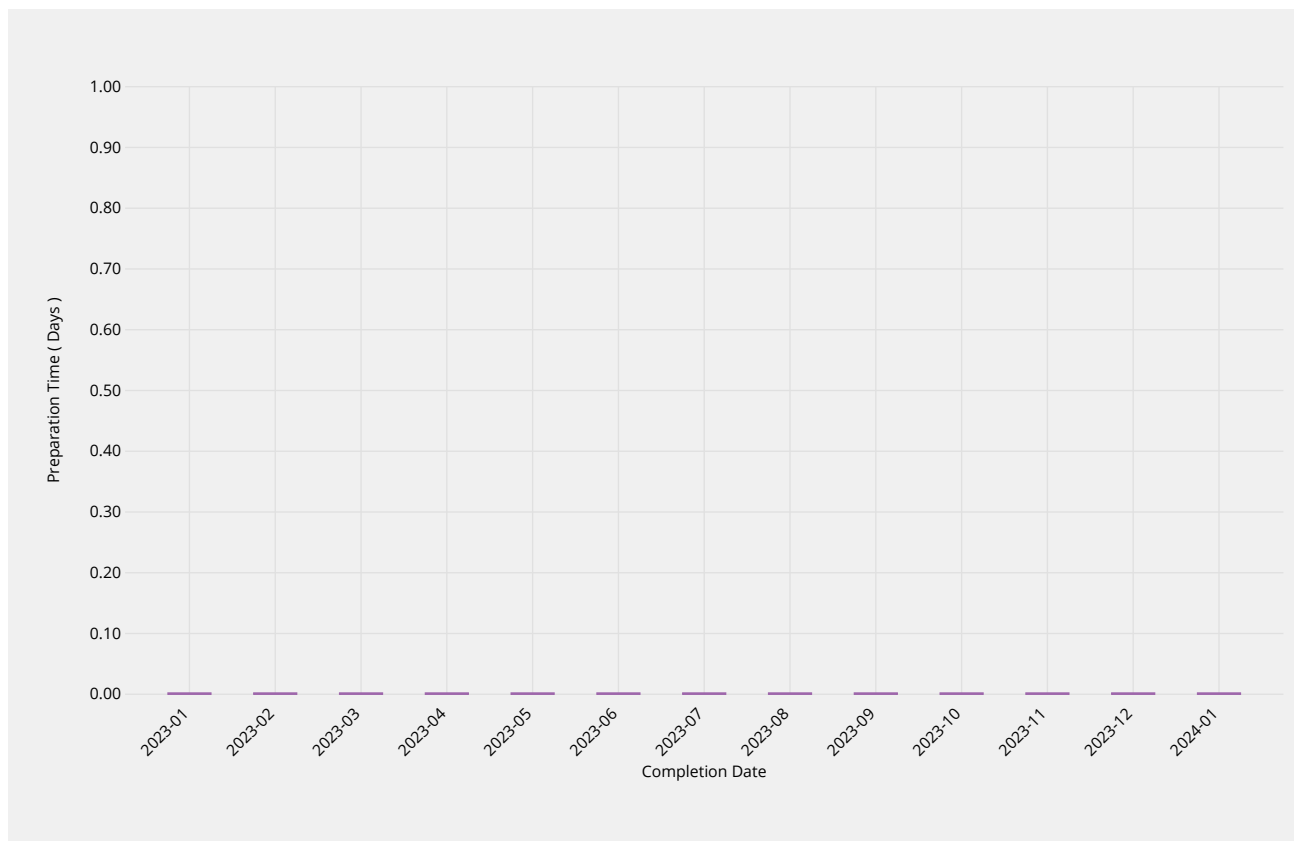


Requester Clarification	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Clarification Count	0	—	—	—	—	—	—	—	—	—	—	—	0
Request Count	1	0	0	0	0	0	0	0	0	0	0	0	2
Lowest Count	0	—	—	—	—	—	—	—	—	—	—	—	0
Highest Count	0	—	—	—	—	—	—	—	—	—	—	—	0

## Report Preparation

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

publication.



Report Preparation	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
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

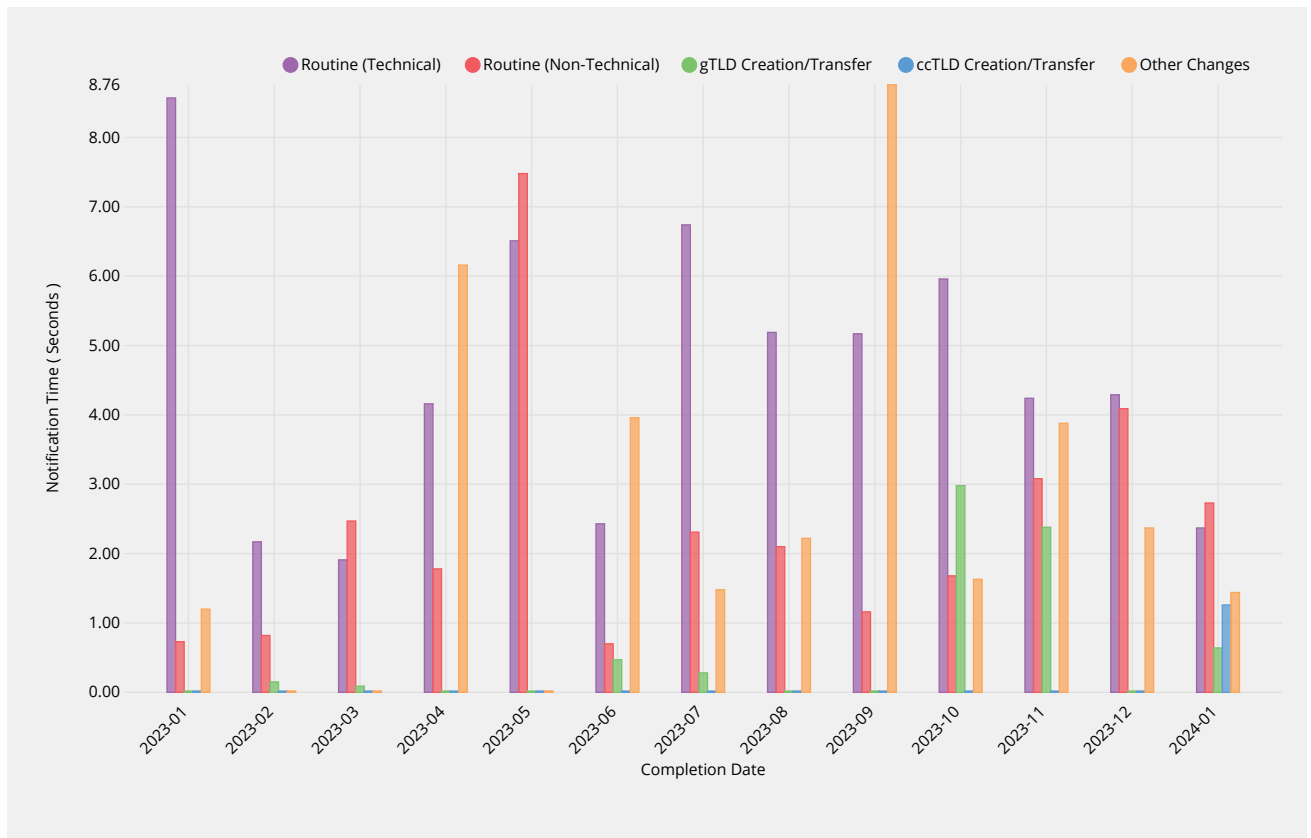


ccTLD Creation/Transfer	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	5.01h
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	5.01h
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	5.01h
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.00h

Other Changes	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Publication Time	6.41h	—	—	—	—	5.22h	2.92h	24.57h	20.16h	2.71h	4.32h	21.59h	7.01h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	1	0	0	0	0	9	4	3	5	5	8	3	4
Mean Time	6.41h	—	—	—	—	3.26h	1.26h	15.32h	6.38h	2.17h	2.39h	10.17h	5.98h
Shortest Time	6.41h	—	—	—	—	0.90h	0.70h	4.11h	1.91h	1.61h	0.60h	4.01h	5.19h
Longest Time	6.41h	—	—	—	—	5.22h	2.92h	24.57h	20.16h	2.71h	4.32h	21.59h	7.01h
Median Time	6.41h	—	—	—	—	5.12h	0.70h	17.30h	3.71h	1.91h	1.96h	4.90h	5.86h
PStDev Time	0.00h	—	—	—	—	2.11h	0.96h	8.47h	6.93h	0.45h	1.30h	8.08h	0.81h

## Notification of Completion

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



Routine (Technical)	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Notification Time	8.57s	2.17s	1.91s	4.16s	6.51s	2.43s	6.74s	5.19s	5.17s	5.96s	4.24s	4.29s	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	21	28	28	22	66	44	106	211	64	49	119	208	49
Mean Time	2.44s	1.32s	1.36s	1.96s	2.39s	1.32s	1.91s	2.54s	1.82s	2.24s	1.75s	2.32s	1.23s
Shortest Time	1.10s	1.08s	0.16s	0.14s	0.28s	0.17s	0.07s	0.50s	0.06s	0.08s	0.05s	0.07s	0.06s
Longest Time	11.99s	2.52s	5.68s	9.28s	8.61s	2.51s	9.52s	7.20s	8.07s	10.09s	6.11s	4.77s	3.77s
Median Time	1.22s	1.19s	1.21s	1.42s	1.39s	1.26s	1.29s	2.16s	1.18s	1.35s	1.35s	2.25s	1.17s



Routine (Technical)	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
PStDev Time	2.84s	0.36s	0.90s	1.90s	1.87s	0.50s	1.74s	1.39s	1.68s	1.98s	1.22s	1.05s	0.69s

Routine (Non-Technical)	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Notification Time	0.73s	0.82s	2.47s	1.78s	7.48s	0.70s	2.31s	2.10s	1.16s	1.68s	3.08s	4.09s	2.73s
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	28	45	11	33	61	14	180	298	26	86	21	115
Mean Time	0.38s	0.24s	0.45s	0.87s	1.27s	0.29s	0.72s	0.44s	0.29s	0.39s	0.69s	1.45s	0.52s
Shortest Time	0.08s	0.07s	0.07s	0.20s	0.12s	0.08s	0.14s	0.07s	0.06s	0.07s	0.09s	0.08s	0.06s
Longest Time	4.34s	1.19s	2.92s	1.83s	9.26s	3.19s	2.61s	4.21s	13.88s	2.97s	6.20s	7.08s	4.00s
Median Time	0.15s	0.16s	0.13s	0.33s	0.31s	0.12s	0.30s	0.12s	0.09s	0.16s	0.19s	0.63s	0.16s
PStDev Time	0.89s	0.26s	0.71s	0.69s	2.31s	0.46s	0.78s	0.78s	0.95s	0.65s	1.08s	1.75s	0.84s

gTLD Creation/Transfer	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Notification Time	—	0.15s	0.09s	—	—	0.47s	0.28s	—	—	2.98s	2.38s	—	0.64s
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	1	1	0	0	6	1	0	0	2	1	0	7
Mean Time	—	0.15s	0.09s	—	—	0.20s	0.28s	—	—	2.47s	2.38s	—	0.25s
Shortest Time	—	0.15s	0.09s	—	—	0.07s	0.28s	—	—	1.90s	2.38s	—	0.12s
Longest Time	—	0.15s	0.09s	—	—	0.52s	0.28s	—	—	3.04s	2.38s	—	0.78s
Median Time	—	0.15s	0.09s	—	—	0.10s	0.28s	—	—	2.47s	2.38s	—	0.13s
PStDev Time	—	0.00s	0.00s	—	—	0.16s	0.00s	—	—	0.57s	0.00s	—	0.23s

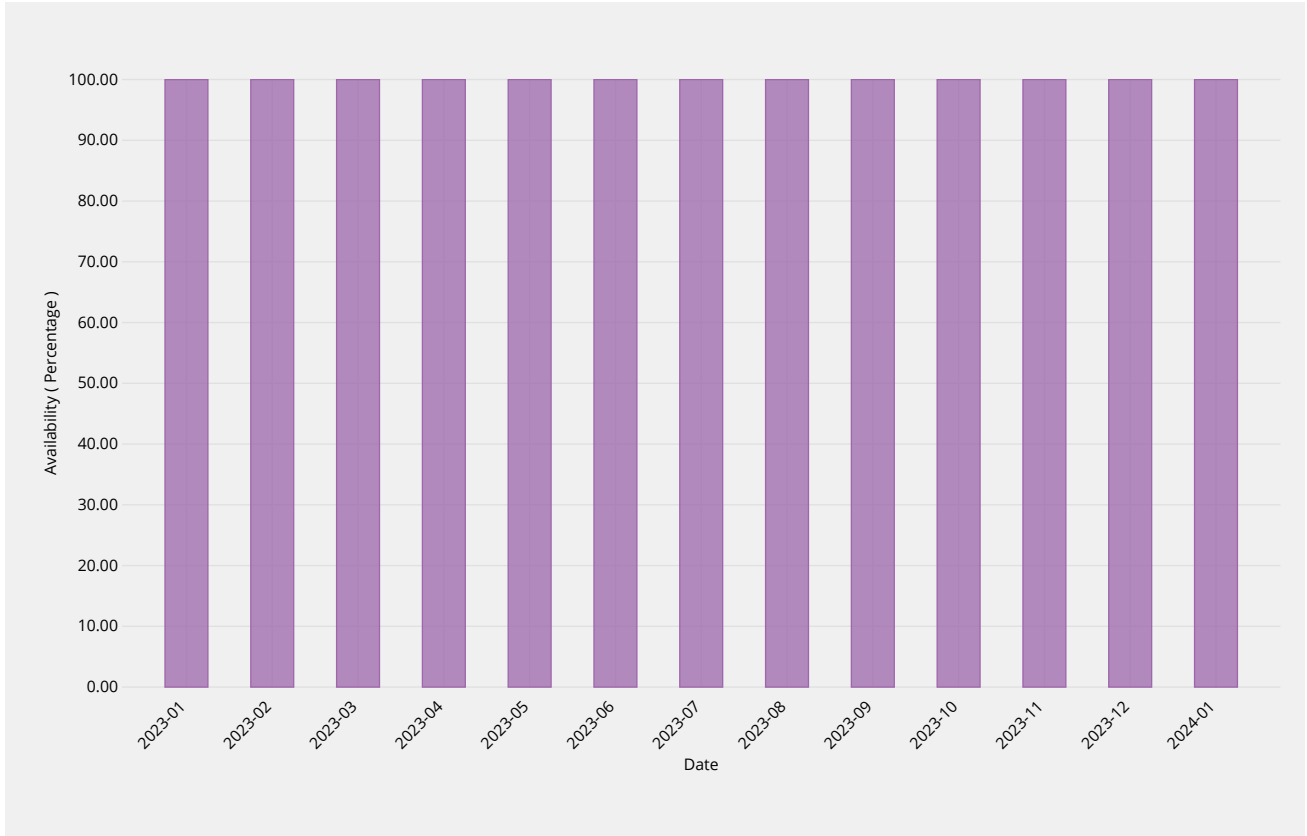
ccTLD Creation/Transfer	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Notification Time	—	—	—	—	—	—	—	—	—	—	—	—	1.26s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	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	2
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	0.81s
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.32s
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	1.31s
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	0.81s
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.50s

Other Changes	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Notification Time	1.20s	—	—	6.16s	—	3.96s	1.48s	2.22s	8.76s	1.63s	3.88s	2.37s	1.44s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	0	0	1	0	9	4	6	7	5	10	4	4
Mean Time	1.20s	—	—	6.16s	—	1.79s	1.31s	1.08s	2.60s	1.43s	1.72s	0.98s	1.20s
Shortest Time	1.20s	—	—	6.16s	—	0.76s	1.16s	0.18s	0.07s	1.25s	0.24s	0.21s	0.79s
Longest Time	1.20s	—	—	6.16s	—	4.68s	1.51s	2.54s	11.02s	1.64s	3.94s	2.66s	1.46s
Median Time	1.20s	—	—	6.16s	—	1.22s	1.29s	1.14s	1.19s	1.35s	1.34s	0.53s	1.28s
PStDev Time	0.00s	—	—	0.00s	—	1.17s	0.13s	0.79s	3.59s	0.15s	1.21s	0.99s	0.25s

## System Availability

### IANA Website

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



IANA Site Availability	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Availability	99.99%	100.00%	99.99%	100.00%	100.00%	100.00%	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

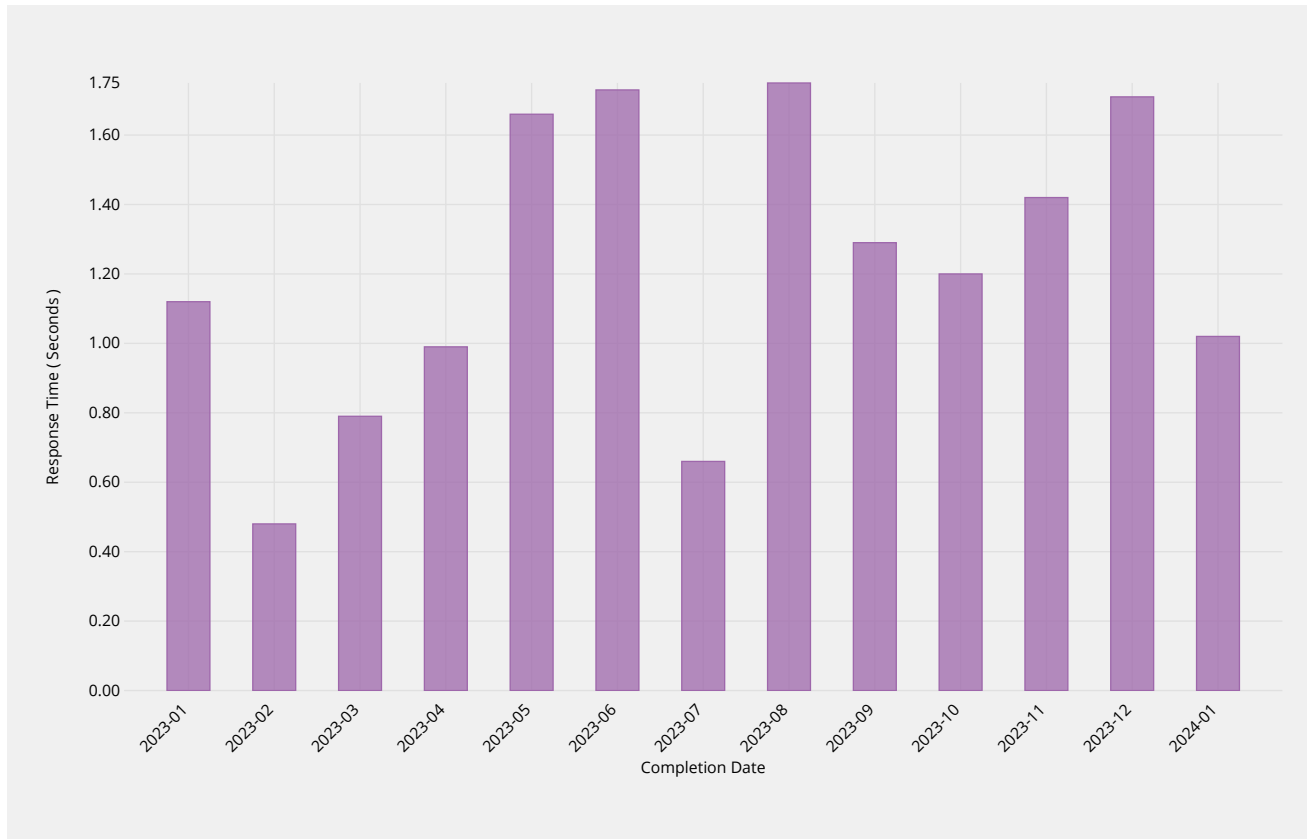






## Credential Recovery

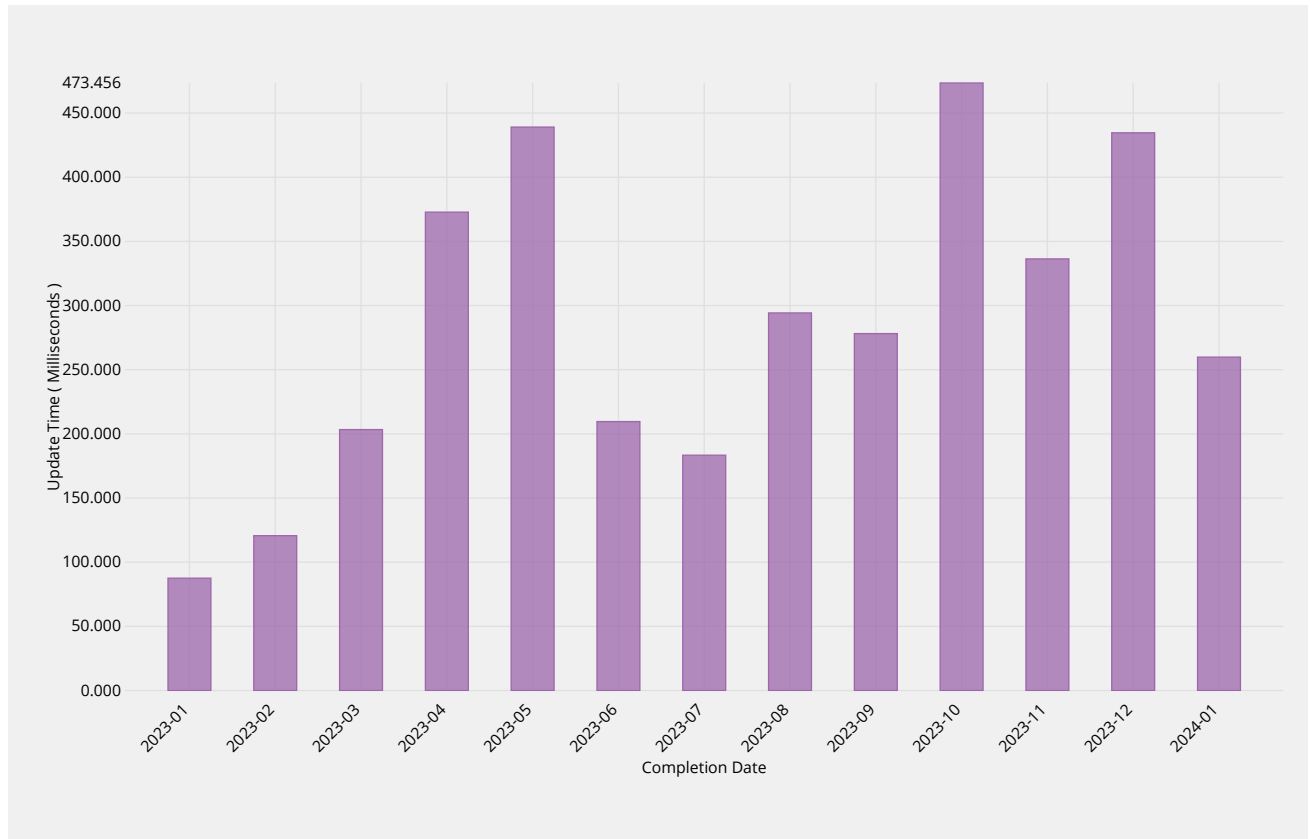
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Response Time	1.12s	0.48s	0.79s	0.99s	1.66s	1.73s	0.66s	1.75s	1.29s	1.20s	1.42s	1.71s	1.02s
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	16	19	30	11	13	17	15	47	14	19	20	12	18
Mean Time	0.38s	0.17s	0.20s	0.58s	0.71s	0.52s	0.23s	0.37s	0.44s	0.46s	0.53s	0.86s	0.35s
Shortest Time	0.05s	0.04s	0.05s	0.06s	0.13s	0.05s	0.04s	0.02s	0.03s	0.03s	0.03s	0.16s	0.03s
Longest Time	1.77s	0.94s	1.03s	1.00s	2.24s	5.07s	1.00s	2.27s	1.69s	1.49s	4.33s	2.03s	1.14s
Median Time	0.16s	0.12s	0.12s	0.56s	0.66s	0.21s	0.19s	0.13s	0.22s	0.52s	0.20s	0.88s	0.22s
PStDev Time	0.45s	0.21s	0.24s	0.38s	0.60s	1.15s	0.23s	0.54s	0.47s	0.40s	0.94s	0.58s	0.33s

## Credential Change

Time to implement new password within the system.



Credential Change	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Update Time	95.100ms	278.350ms	587.500ms	1212.000ms	1296.275ms	676.389ms	516.274ms	962.438ms	884.377ms	1463.592ms	897.435ms	1367.866ms	839.065ms
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	7	10	19	11	12	12	14	41	10	14	17	11	15
Mean Time	87.571ms	120.700ms	203.368ms	372.817ms	439.100ms	209.628ms	183.419ms	294.271ms	278.166ms	473.456ms	336.373ms	434.639ms	259.842ms
Shortest Time	78.000ms	81.000ms	78.000ms	92.696ms	88.862ms	86.985ms	80.311ms	78.387ms	80.596ms	77.112ms	78.443ms	83.153ms	76.928ms
Longest Time	96.000ms	430.000ms	952.000ms	1896.000ms	1455.310ms	932.409ms	778.180ms	1861.018ms	1224.042ms	1614.315ms	1376.322ms	1394.181ms	1174.468ms
Median Time	89.000ms	87.000ms	94.000ms	119.264ms	118.197ms	113.657ms	99.763ms	100.470ms	92.645ms	103.008ms	112.129ms	160.990ms	100.558ms
PStDev Time	6.044ms	103.152ms	231.748ms	511.476ms	471.691ms	239.064ms	190.207ms	390.890ms	348.874ms	524.631ms	357.367ms	466.468ms	310.190ms







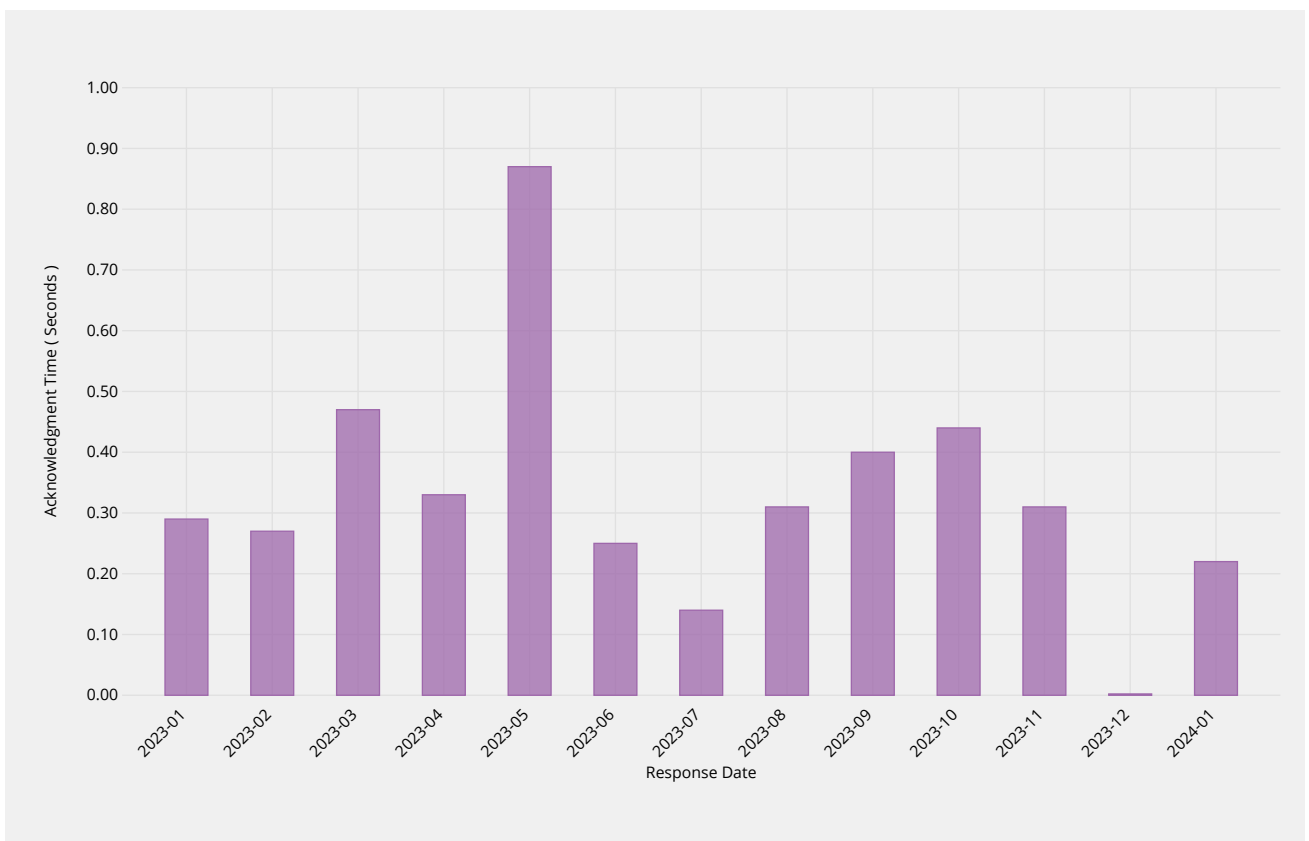
ccTLD Creation/Transfer	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	2

Other Changes	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	1	0	0	1	0	9	4	6	7	5	10	4	4

## Enquiry Processing

### Time to acknowledge

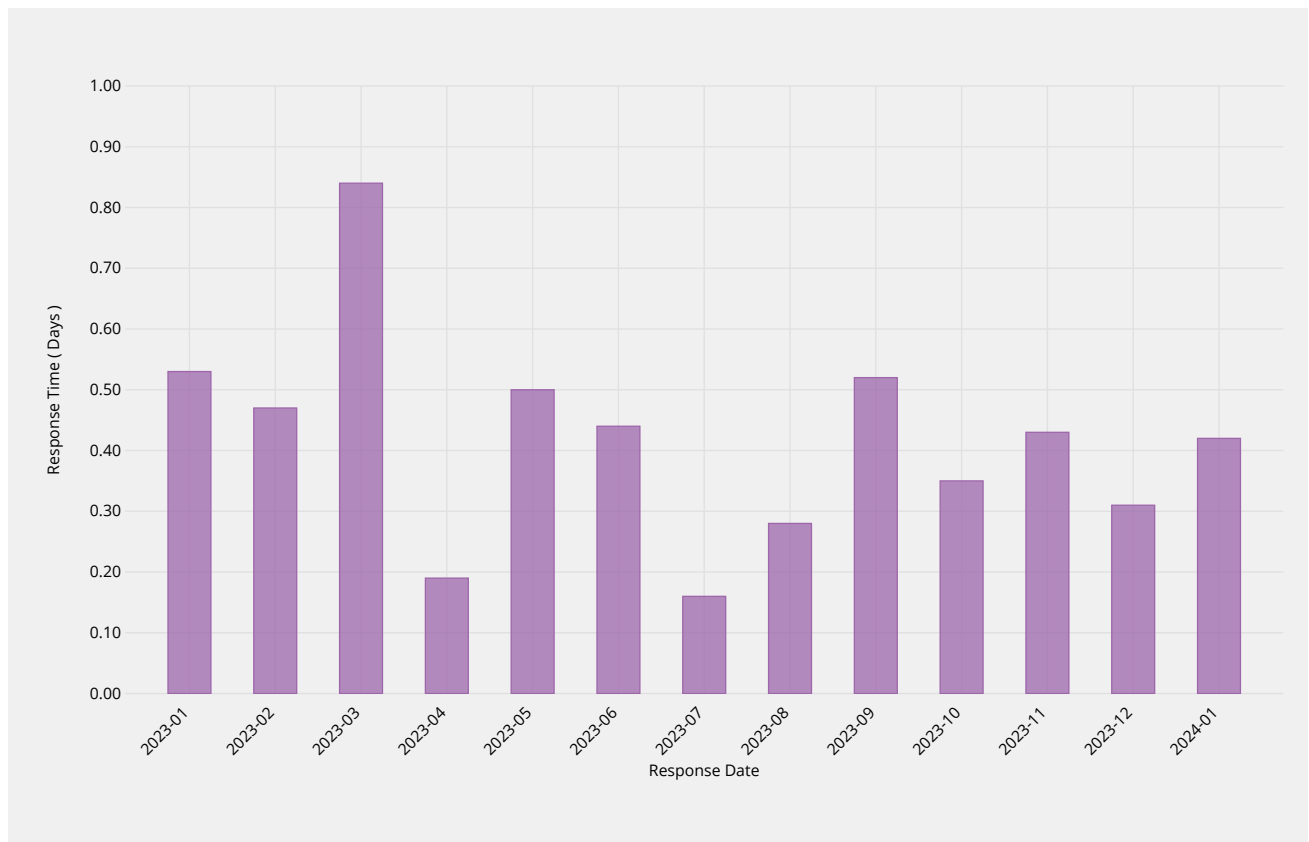
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Acknowledgment Time	1.00s	1.00s	1.30s	1.00s	4.10s	1.00s	0.70s	1.00s	1.00s	1.00s	1.00s	0.00s	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	11	15	6	15	8	7	32	10	9	13	6	9
Mean Time	0.29s	0.27s	0.47s	0.33s	0.87s	0.25s	0.14s	0.31s	0.40s	0.44s	0.31s	0.00s	0.22s
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	2.00s	1.00s	9.00s	1.00s	1.00s	2.00s	1.00s	1.00s	1.00s	0.00s	1.00s
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	0.45s	0.62s	0.47s	2.25s	0.43s	0.35s	0.53s	0.49s	0.50s	0.46s	0.00s	0.42s

## Time to initial response

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



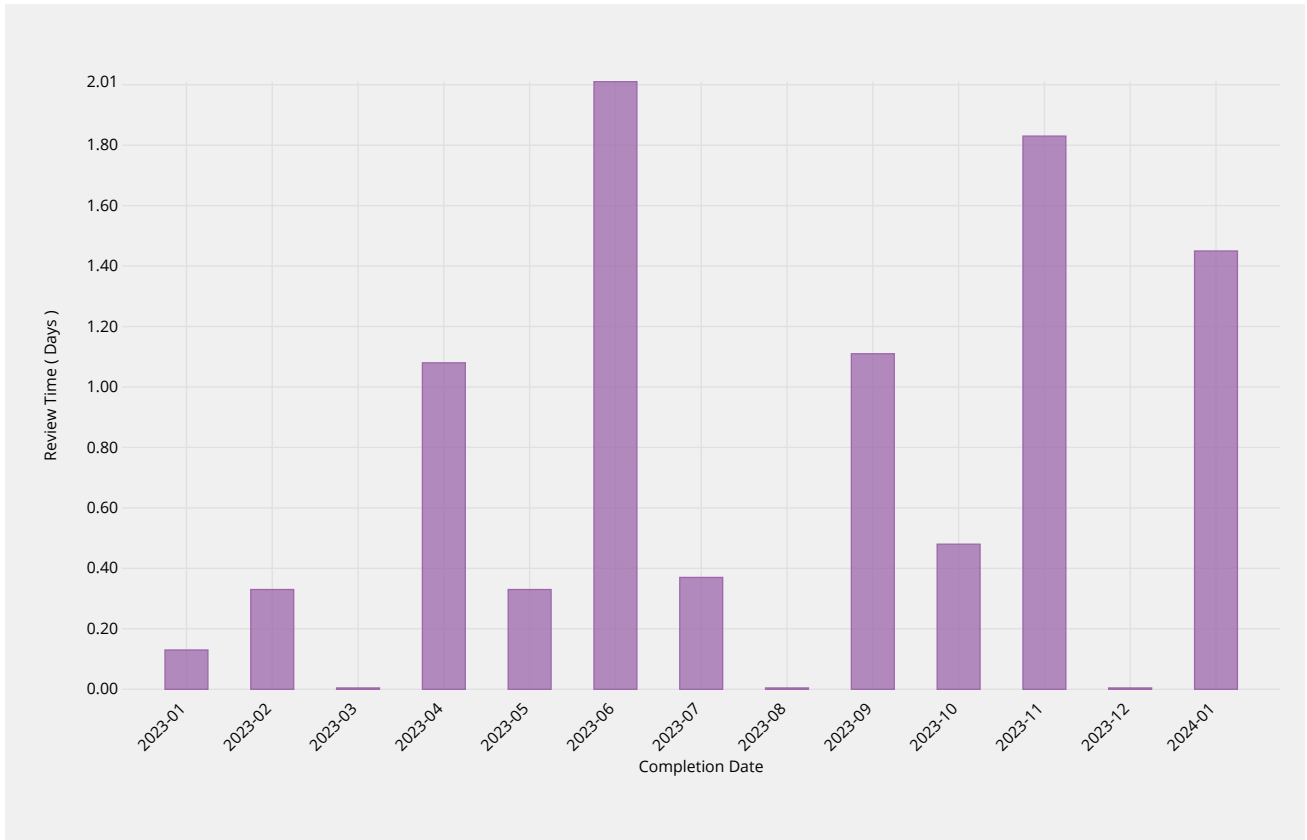
Manual Enquiries	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Response Time	1.34d	0.74d	2.22d	0.39d	1.32d	0.93d	0.33d	0.73d	0.86d	0.83d	0.50d	0.48d	1.01d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	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	10	16	5	13	8	6	31	10	8	13	6	7
Mean Time	0.53d	0.47d	0.84d	0.19d	0.50d	0.44d	0.16d	0.28d	0.52d	0.35d	0.43d	0.31d	0.42d
Shortest Time	0.03d	0.07d	0.01d	0.02d	0.01d	0.03d	0.02d	0.01d	0.03d	0.01d	0.01d	0.01d	0.00d
Longest Time	3.10d	1.37d	3.77d	0.53d	1.98d	1.11d	0.34d	1.19d	1.10d	1.99d	2.90d	0.51d	1.18d
Median Time	0.14d	0.40d	0.40d	0.15d	0.27d	0.32d	0.11d	0.17d	0.46d	0.10d	0.32d	0.35d	0.17d
PStDev Time	1.05d	0.35d	1.04d	0.18d	0.60d	0.36d	0.13d	0.29d	0.30d	0.63d	0.74d	0.17d	0.44d

## 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

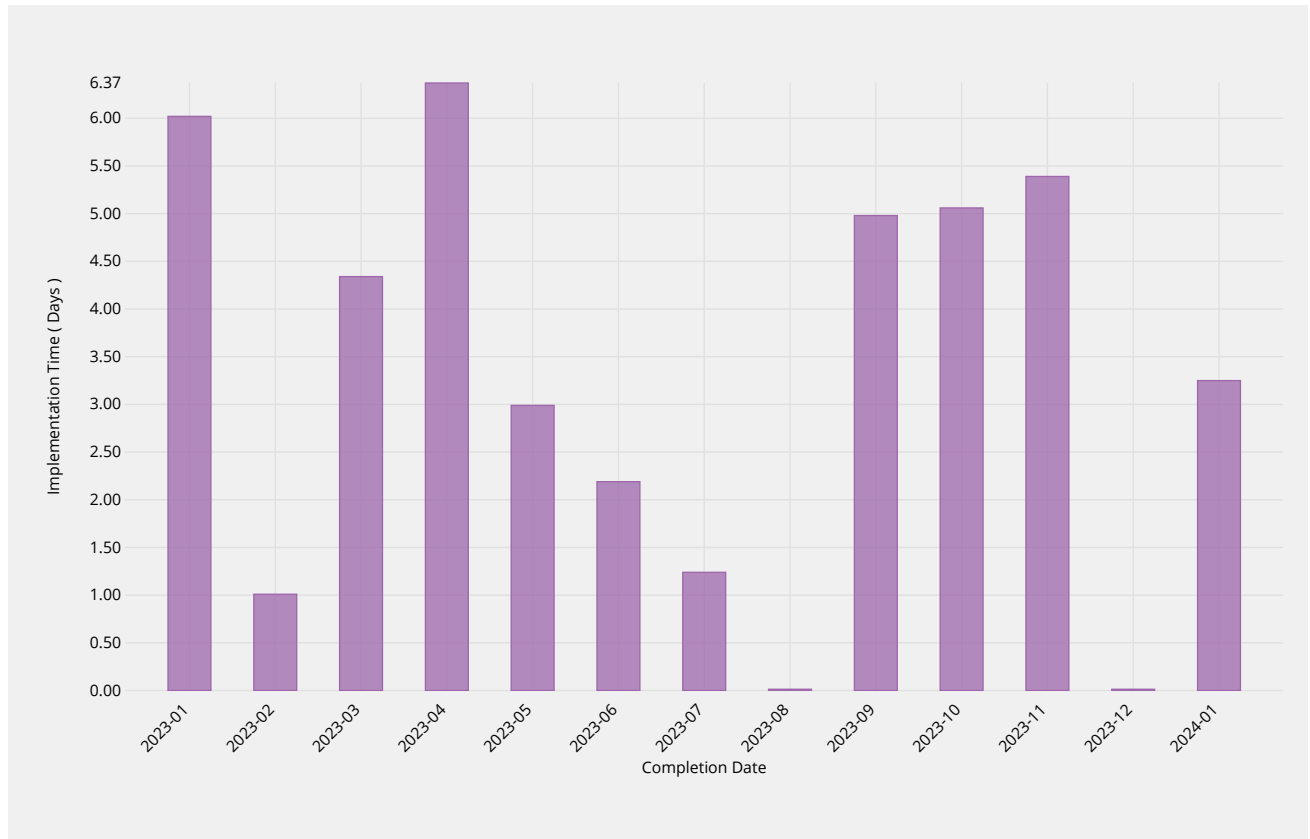
for remediation.



Review Time	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Review Time	0.13d	0.33d	0.00d	1.08d	0.33d	2.01d	0.37d	—	1.11d	0.48d	1.83d	—	1.45d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Review Count	1	1	1	1	3	1	2	0	2	8	2	0	2
Shortest Time	0.13d	0.33d	0.00d	1.08d	0.01d	2.01d	0.00d	—	0.00d	0.00d	0.00d	—	1.25d
Longest Time	0.13d	0.33d	0.00d	1.08d	0.39d	2.01d	0.41d	—	1.23d	1.02d	2.03d	—	1.48d
Median Time	0.13d	0.33d	0.00d	1.08d	0.08d	2.01d	0.20d	—	0.62d	0.00d	1.02d	—	1.36d
PStDev Time	0.00d	0.00d	0.00d	0.00d	0.17d	0.00d	0.20d	—	0.61d	0.33d	1.01d	—	0.11d

## Implementation Time

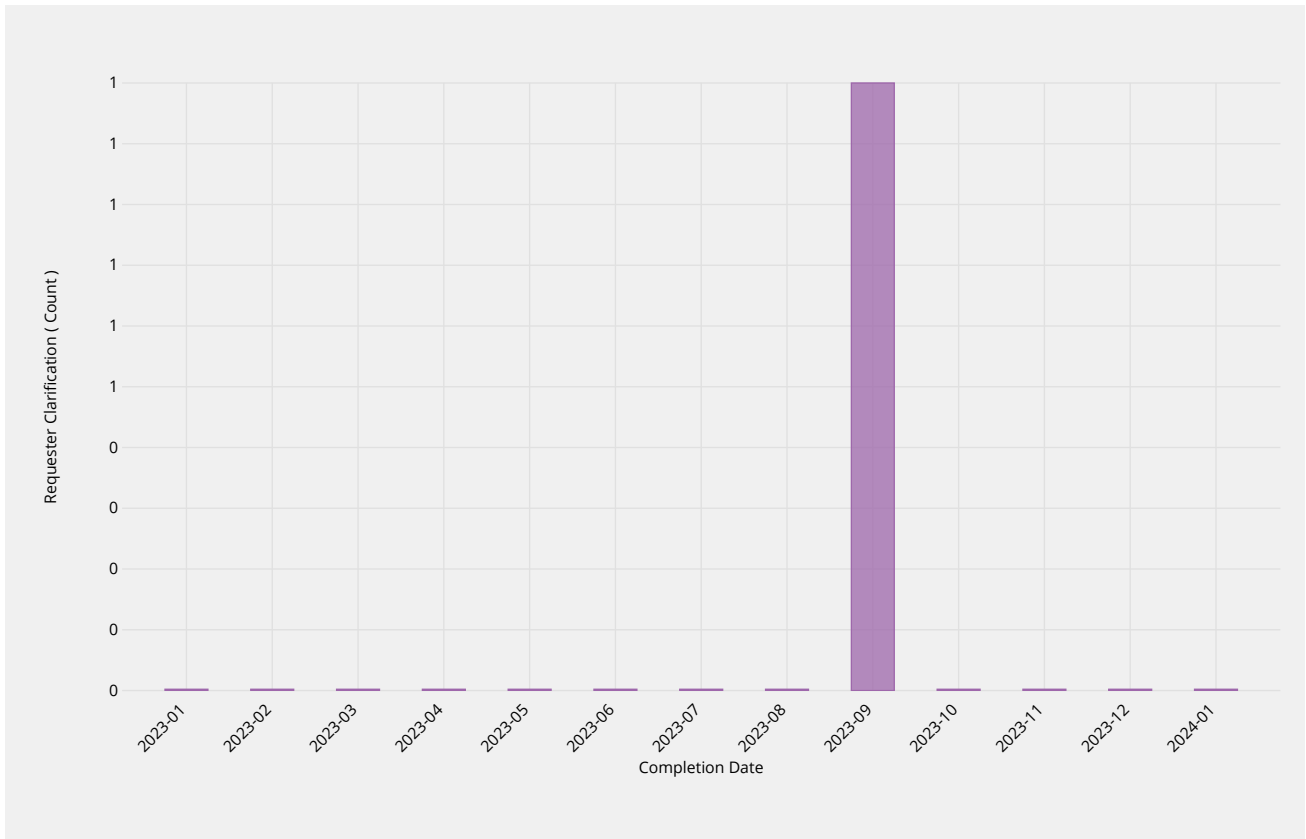
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Implementation Time	6.02d	1.01d	4.34d	6.37d	2.99d	2.19d	1.24d	—	4.98d	5.06d	5.39d	—	3.25d
Monthly Threshold	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	1	1	1	3	1	2	0	2	8	2	0	2
Shortest Time	6.02d	1.01d	4.34d	6.37d	1.19d	2.19d	1.17d	—	3.88d	0.22d	5.09d	—	2.79d
Longest Time	6.02d	1.01d	4.34d	6.37d	3.17d	2.19d	1.25d	—	5.11d	6.97d	5.42d	—	3.30d
Median Time	6.02d	1.01d	4.34d	6.37d	2.28d	2.19d	1.21d	—	4.49d	3.38d	5.25d	—	3.04d
PStDev Time	0.00d	0.00d	0.00d	0.00d	0.81d	0.00d	0.04d	—	0.62d	2.21d	0.17d	—	0.25d

## Requester Clarification

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

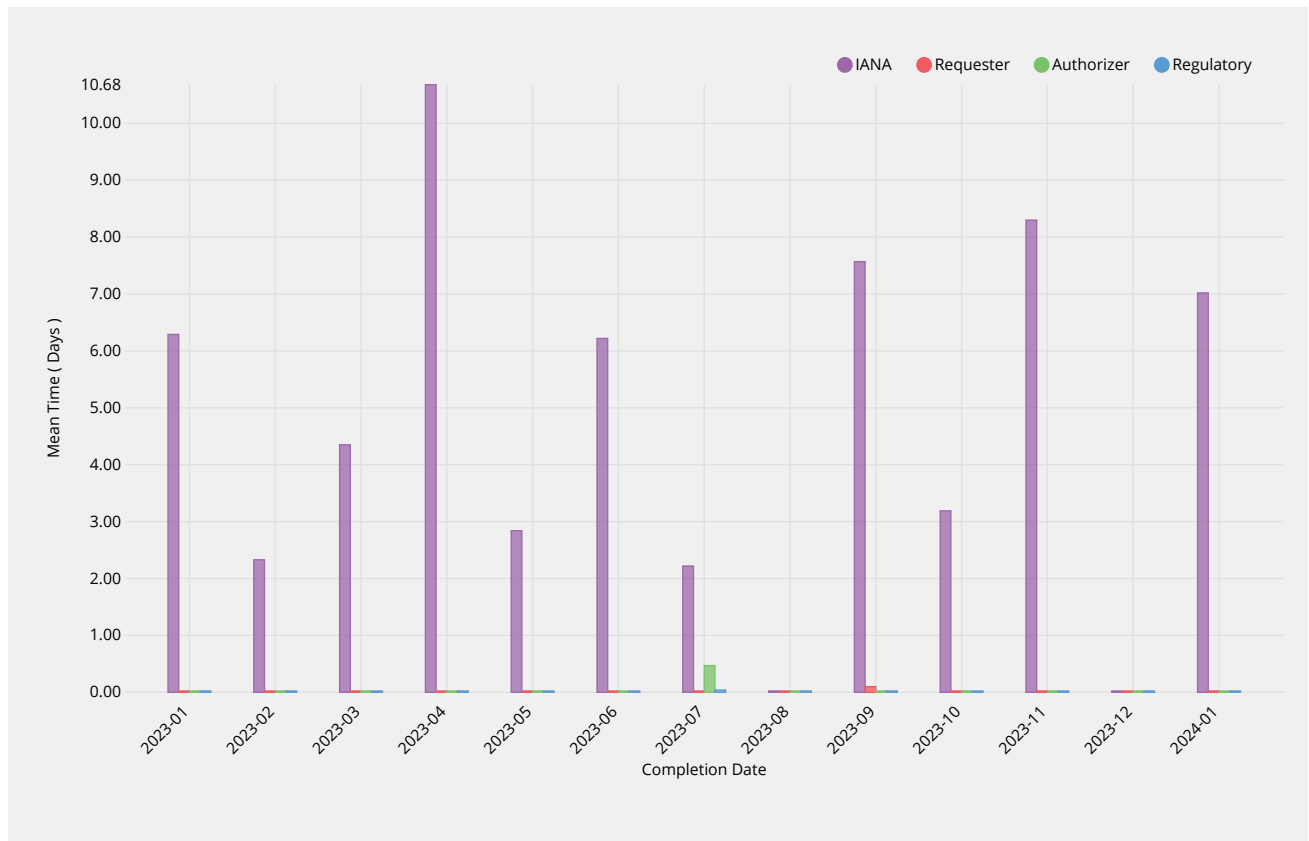


Requester Clarification	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Count	0	0	0	0	0	0	0	—	1	0	0	—	0
Request Count	1	1	1	1	3	1	2	0	2	8	2	0	2
Shortest Clarification	0	0	0	0	0	0	0	—	0	0	0	—	0
Longest Clarification	0	0	0	0	0	0	0	—	1	0	0	—	0

## Time per Actor

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

regulatory checks.



IANA	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Mean Time	6.29d	2.33d	4.35d	10.68d	2.84d	6.22d	2.22d	—	7.57d	3.19d	8.30d	—	7.02d
Review Count	1	1	1	1	3	1	2	0	2	8	2	0	2
Shortest Time	6.29d	2.33d	4.35d	10.68d	1.49d	6.22d	1.17d	—	3.88d	0.23d	5.09d	—	5.75d
Longest Time	6.29d	2.33d	4.35d	10.68d	4.73d	6.22d	3.27d	—	11.26d	9.01d	11.51d	—	8.29d
Median Time	6.29d	2.33d	4.35d	10.68d	2.28d	6.22d	2.22d	—	7.57d	3.38d	8.30d	—	7.02d
PStDev Time	0.00d	0.00d	0.00d	0.00d	1.38d	0.00d	1.05d	—	3.69d	2.69d	3.21d	—	1.27d

Requester	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Mean Time	—	—	—	—	—	—	—	—	0.10d	—	—	—	—
Review Count	0	0	0	0	0	0	0	0	1	0	0	0	0
Shortest Time	—	—	—	—	—	—	—	—	0.10d	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	0.10d	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	0.10d	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	0.00d	—	—	—	—

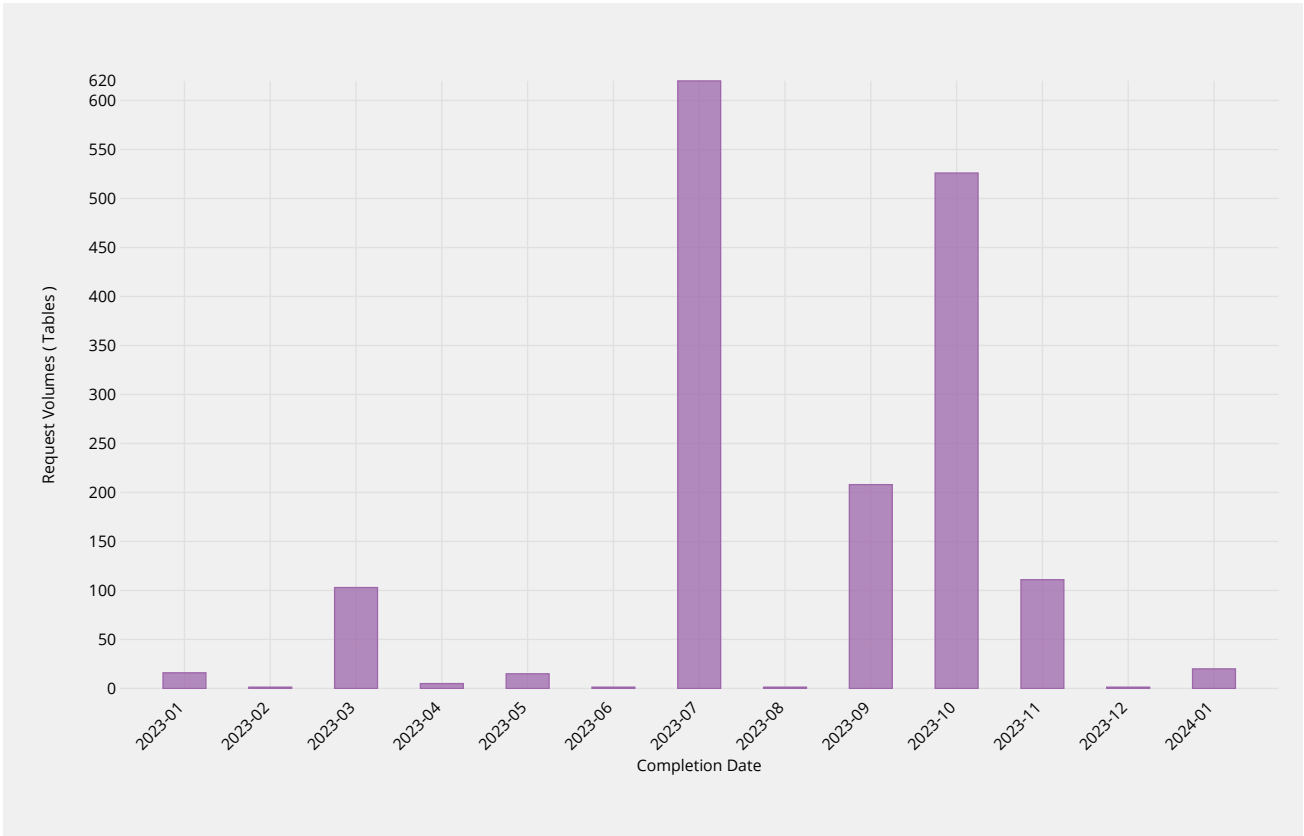
Authorizer	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Mean Time	—	—	—	—	—	—	0.47d	—	—	—	—	—	—
Review Count	0	0	0	0	0	0	1	0	0	0	0	0	0
Shortest Time	—	—	—	—	—	—	0.47d	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	0.47d	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	0.47d	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	0.00d	—	—	—	—	—	—

Regulatory	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Mean Time	—	—	—	—	—	—	0.04d	—	—	—	—	—	—
Review Count	0	0	0	0	0	0	1	0	0	0	0	0	0
Shortest Time	—	—	—	—	—	—	0.04d	—	—	—	—	—	—

Regulatory	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Longest Time	—	—	—	—	—	—	0.04d	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	0.04d	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	0.00d	—	—	—	—	—	—

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01
Total LGRs Processed	16	1	103	5	15	1	620	—	208	526	111	—	20
Request Count	1	1	1	1	3	1	2	0	2	8	2	0	2
Average LGRs per Request	16	1	103	5	5	1	310	—	104	66	56	—	10
Smallest per Request	16	1	103	5	2	1	2	—	103	1	8	—	4
Largest per Request	16	1	103	5	8	1	618	—	105	206	103	—	16



# 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.