

IANA Naming Function Monthly Performance Report

July 2024

Summary of Performance	2
Exceptions and Narrative.....	4
Detailed Performance	5
Definitions.....	41

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%)	✓ 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%)	✓ 0.02d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 0.00d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.00d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 3.83m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 3.19m	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%)	✓ 3.03m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ —	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60s (95.0%)	✓ 2.960s	p13
Email Dispatch	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.241s	p14
Email Dispatch	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.224s	p14
Email Dispatch	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60s (95.0%)	✓ 1.720s	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1.41ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.92ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.45ms	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 1.16ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.84d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.55d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.14d	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	0.11d	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	0	p21
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p22
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 45.15h	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	1.90h	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 3.53s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.76s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.11s	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 1.13s	p25
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 99.98%	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%)	✓ 1.09s	p30
Credential Change	Credential Change	≤300s (95.0%)	✓ 0.143s	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%)	✓ 1.01d	p35
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 0.00d	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 5.59d	p37
Requester Clarification	Requester Clarification	N/A	0	p38
Time per Actor	IANA	N/A	3.71d	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	270	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	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Lodgment Count	1	0	0	2	1	0	8	12	0	9	3	1	1
Mean Time	0.00d	—	—	0.01d	0.01d	—	0.00d	0.00d	—	0.01d	0.00d	0.01d	0.00d
Shortest Time	0.00d	—	—	0.01d	0.01d	—	0.00d	0.00d	—	0.00d	0.00d	0.01d	0.00d
Longest Time	0.00d	—	—	0.01d	0.01d	—	0.01d	0.01d	—	0.02d	0.00d	0.01d	0.00d
Median Time	0.00d	—	—	0.01d	0.01d	—	0.00d	0.00d	—	0.00d	0.00d	0.01d	0.00d
PStDev Time	0.00d	—	—	0.00d	0.00d	—	0.00d	0.00d	—	0.01d	0.00d	0.00d	0.00d

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

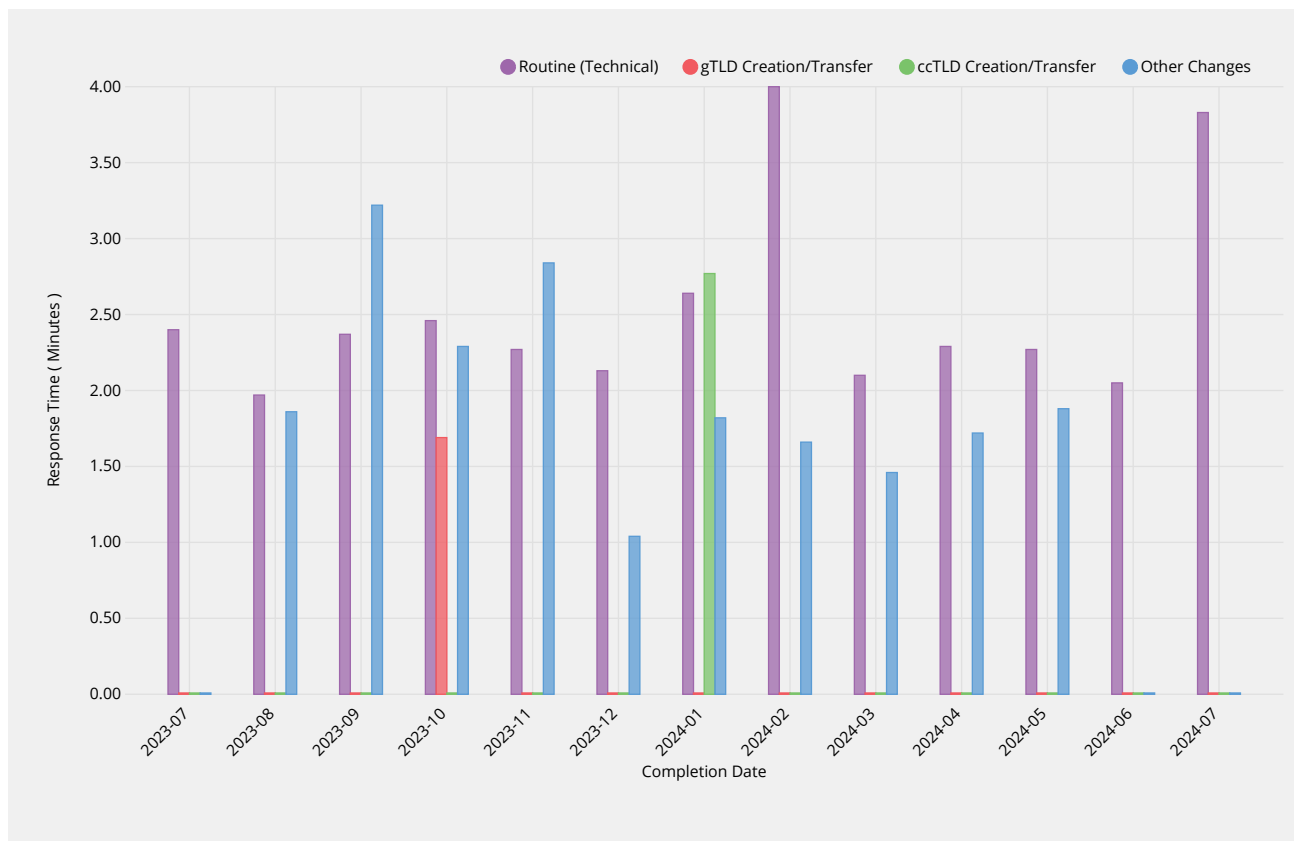
Other Changes	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Lodgment Time	—	0.00d	0.00d	0.95d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	3	3	1	5	1	3	1	3	1	1	1	1
Mean Time	—	0.00d	0.00d	0.95d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d
Shortest Time	—	0.00d	0.00d	0.95d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d
Longest Time	—	0.00d	0.00d	0.95d	0.00d	0.00d	0.00d	0.00d	0.01d	0.00d	0.00d	0.00d	0.00d
Median Time	—	0.00d	0.00d	0.95d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d
PStDev Time	—	0.00d	0.00d	0.00d	0.00d	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

interface.



Routine (Technical)	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Response Time	2.40m	1.97m	2.37m	2.46m	2.27m	2.13m	2.64m	4.00m	2.10m	2.29m	2.27m	2.05m	3.83m
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	110	225	79	59	132	213	55	65	96	64	68	30	67
Mean Time	2.29m	1.41m	1.87m	2.03m	1.80m	1.66m	1.76m	2.15m	13.68m	1.57m	1.62m	1.49m	2.00m
Shortest Time	0.78m	0.73m	0.81m	0.99m	1.00m	0.79m	0.77m	1.04m	0.96m	0.94m	1.10m	0.85m	0.99m
Longest Time	45.33m	4.13m	16.41m	16.72m	17.48m	16.94m	12.28m	13.13m	604.26m	2.82m	4.62m	2.21m	6.28m
Median Time	1.46m	1.35m	1.47m	1.48m	1.50m	1.42m	1.43m	1.69m	1.54m	1.55m	1.48m	1.43m	1.81m
PStDev Time	4.82m	0.40m	2.37m	2.73m	1.92m	1.56m	1.50m	1.66m	82.04m	0.38m	0.53m	0.32m	0.83m

gTLD Creation/Transfer	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Response Time	—	—	—	1.69m	—	—	—	—	—	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	1	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	1.69m	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	1.69m	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	1.69m	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	1.69m	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	0.00m	—	—	—	—	—	—	—	—	—

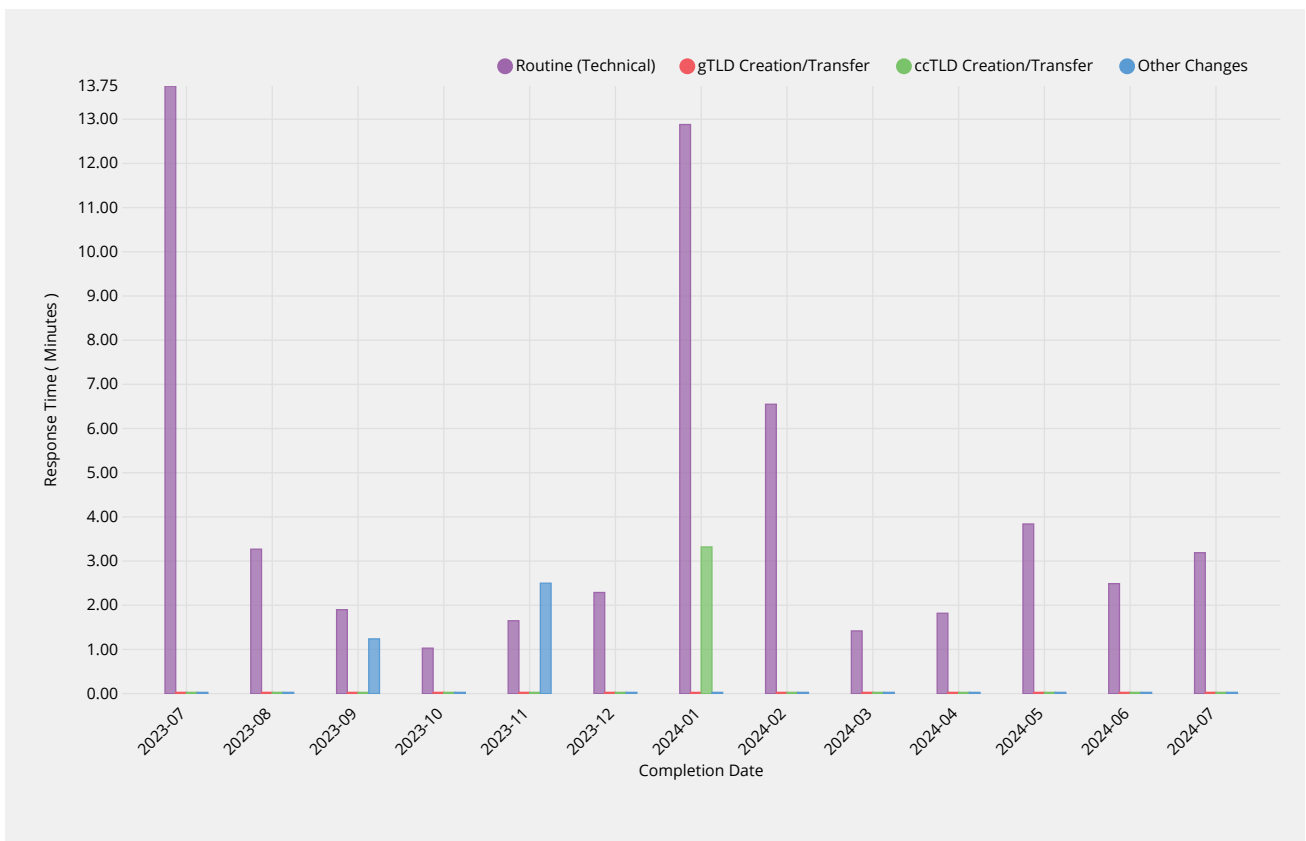
ccTLD Creation/Transfer	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Response Time	—	—	—	—	—	—	2.77m	—	—	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	0	1	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	2.77m	—	—	—	—	—	—

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

Other Changes	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Response Time	—	1.86m	3.22m	2.29m	2.84m	1.04m	1.82m	1.66m	1.46m	1.72m	1.88m	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	2	7	1	3	2	2	1	2	2	4	0	0
Mean Time	—	1.51m	2.16m	2.29m	2.06m	0.99m	1.72m	1.66m	1.44m	1.59m	1.54m	—	—
Shortest Time	—	1.12m	1.62m	2.29m	1.47m	0.93m	1.60m	1.66m	1.41m	1.46m	1.20m	—	—
Longest Time	—	1.90m	3.59m	2.29m	2.97m	1.04m	1.83m	1.66m	1.46m	1.73m	1.89m	—	—
Median Time	—	1.51m	2.04m	2.29m	1.73m	0.99m	1.72m	1.66m	1.44m	1.59m	1.54m	—	—
PStDev Time	—	0.39m	0.64m	0.00m	0.65m	0.06m	0.11m	0.00m	0.03m	0.13m	0.31m	—	—

Technical Check (Retest)

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



Routine (Technical)	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Response Time	13.75m	3.27m	1.90m	1.03m	1.65m	2.29m	12.88m	6.55m	1.42m	1.82m	3.84m	2.49m	3.19m
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	38	143	70	36	57	19	123	274	165	32	147	59	133
Mean Time	1.86m	0.87m	1.13m	0.59m	1.31m	1.33m	3.15m	1.84m	0.78m	1.21m	1.60m	1.38m	1.47m
Shortest Time	0.39m	0.11m	0.36m	0.16m	0.32m	0.27m	0.11m	0.32m	0.14m	0.34m	0.17m	0.23m	0.27m
Longest Time	14.69m	3.44m	15.88m	1.19m	16.81m	2.31m	14.37m	15.59m	1.64m	4.21m	17.38m	15.78m	15.44m

Routine (Technical)	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
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	105	214	71	55	126	205	49	57	91	62	67	27	65
Mean Time	1.340s	1.979s	1.420s	1.645s	1.710s	2.643s	1.664s	1.598s	1.433s	1.489s	1.317s	1.550s	1.319s
Shortest Time	0.275s	0.150s	0.155s	0.574s	0.207s	0.079s	0.178s	0.141s	0.334s	0.304s	0.208s	0.110s	0.053s
Longest Time	6.137s	11.138s	3.716s	4.081s	8.241s	20.621s	5.561s	4.342s	4.383s	4.017s	4.249s	4.156s	4.174s
Median Time	1.151s	1.336s	1.189s	1.260s	1.305s	1.589s	1.330s	1.346s	1.220s	1.203s	1.138s	1.212s	1.162s
PStDev Time	0.690s	1.809s	0.629s	0.813s	1.105s	2.856s	0.972s	0.868s	0.691s	0.705s	0.642s	0.859s	0.926s

Routine (Non-Technical)	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Dispatch Time	2.011s	1.739s	1.755s	3.687s	2.313s	2.221s	1.688s	2.436s	1.263s	1.889s	2.078s	0.960s	1.241s
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%
Email Count	20	188	308	29	89	24	120	64	51	109	167	8	17
Mean Time	0.641s	0.386s	0.342s	1.323s	0.639s	0.803s	0.475s	0.674s	0.412s	0.474s	0.417s	0.325s	0.440s
Shortest Time	0.106s	0.063s	0.063s	0.063s	0.070s	0.081s	0.067s	0.077s	0.064s	0.064s	0.053s	0.067s	0.068s
Longest Time	3.092s	3.351s	5.610s	6.244s	6.188s	3.344s	3.091s	3.332s	4.678s	3.790s	3.975s	1.308s	1.876s
Median Time	0.263s	0.129s	0.090s	0.397s	0.284s	0.293s	0.201s	0.243s	0.204s	0.158s	0.081s	0.210s	0.214s
PStDev Time	0.794s	0.619s	0.764s	1.564s	0.989s	0.855s	0.578s	0.839s	0.737s	0.671s	0.720s	0.380s	0.454s

gTLD Creation/Transfer	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Dispatch Time	0.525s	—	—	1.326s	0.328s	—	0.558s	1.379s	—	1.204s	0.700s	0.202s	0.224s
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%
Email Count	1	0	0	2	1	0	8	12	0	9	3	1	1
Mean Time	0.525s	—	—	1.028s	0.328s	—	0.247s	0.458s	—	0.528s	0.331s	0.202s	0.224s
Shortest Time	0.525s	—	—	0.696s	0.328s	—	0.106s	0.102s	—	0.079s	0.113s	0.202s	0.224s
Longest Time	0.525s	—	—	1.359s	0.328s	—	0.656s	2.440s	—	1.232s	0.765s	0.202s	0.224s
Median Time	0.525s	—	—	1.028s	0.328s	—	0.137s	0.271s	—	0.311s	0.114s	0.202s	0.224s
PStDev Time	0.000s	—	—	0.332s	0.000s	—	0.182s	0.605s	—	0.430s	0.307s	0.000s	0.000s

ccTLD Creation/Transfer	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Dispatch Time	—	—	—	—	—	—	1.675s	—	—	—	—	—	—
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%
Email Count	0	0	0	0	0	0	2	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	1.181s	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	0.632s	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	1.730s	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	1.181s	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	0.549s	—	—	—	—	—	—

Other Changes	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Dispatch Time	0.980s	1.478s	1.180s	3.363s	2.081s	1.494s	1.785s	0.205s	4.454s	2.679s	2.190s	1.095s	1.720s
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%
Email Count	4	7	8	5	10	4	4	2	6	5	5	4	2
Mean Time	0.376s	0.525s	0.520s	1.567s	0.606s	0.614s	0.832s	0.138s	1.970s	1.163s	0.883s	0.544s	1.165s
Shortest Time	0.102s	0.120s	0.077s	0.062s	0.092s	0.116s	0.064s	0.065s	0.094s	0.146s	0.108s	0.084s	0.548s
Longest Time	1.126s	1.613s	1.190s	3.697s	2.509s	1.695s	1.877s	0.212s	4.565s	3.032s	2.448s	1.179s	1.781s
Median Time	0.138s	0.195s	0.173s	1.689s	0.169s	0.322s	0.693s	0.138s	1.418s	1.219s	0.546s	0.457s	1.165s
PStDev Time	0.433s	0.562s	0.504s	1.303s	0.771s	0.630s	0.771s	0.074s	1.878s	1.055s	0.868s	0.412s	0.617s

gTLD Creation/Transfer	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
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	2	1	0	8	12	0	8	3	1	1
Mean Time	0.58ms	—	—	0.68ms	0.53ms	—	0.42ms	1.30ms	—	0.37ms	0.25ms	0.16ms	0.45ms
Shortest Time	0.58ms	—	—	0.61ms	0.53ms	—	0.23ms	0.34ms	—	0.09ms	0.12ms	0.16ms	0.45ms
Longest Time	0.58ms	—	—	0.76ms	0.53ms	—	0.80ms	3.43ms	—	1.08ms	0.41ms	0.16ms	0.45ms
Median Time	0.58ms	—	—	0.68ms	0.53ms	—	0.33ms	1.28ms	—	0.29ms	0.23ms	0.16ms	0.45ms
PStDev Time	0.00ms	—	—	0.08ms	0.00ms	—	0.21ms	0.76ms	—	0.30ms	0.12ms	0.00ms	0.00ms

ccTLD Creation/Transfer	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Affirmation Time	—	—	—	—	—	—	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	0	0	0	0	0	0	2	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	0.61ms	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	0.23ms	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	0.99ms	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	0.61ms	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	0.38ms	—	—	—	—	—	—

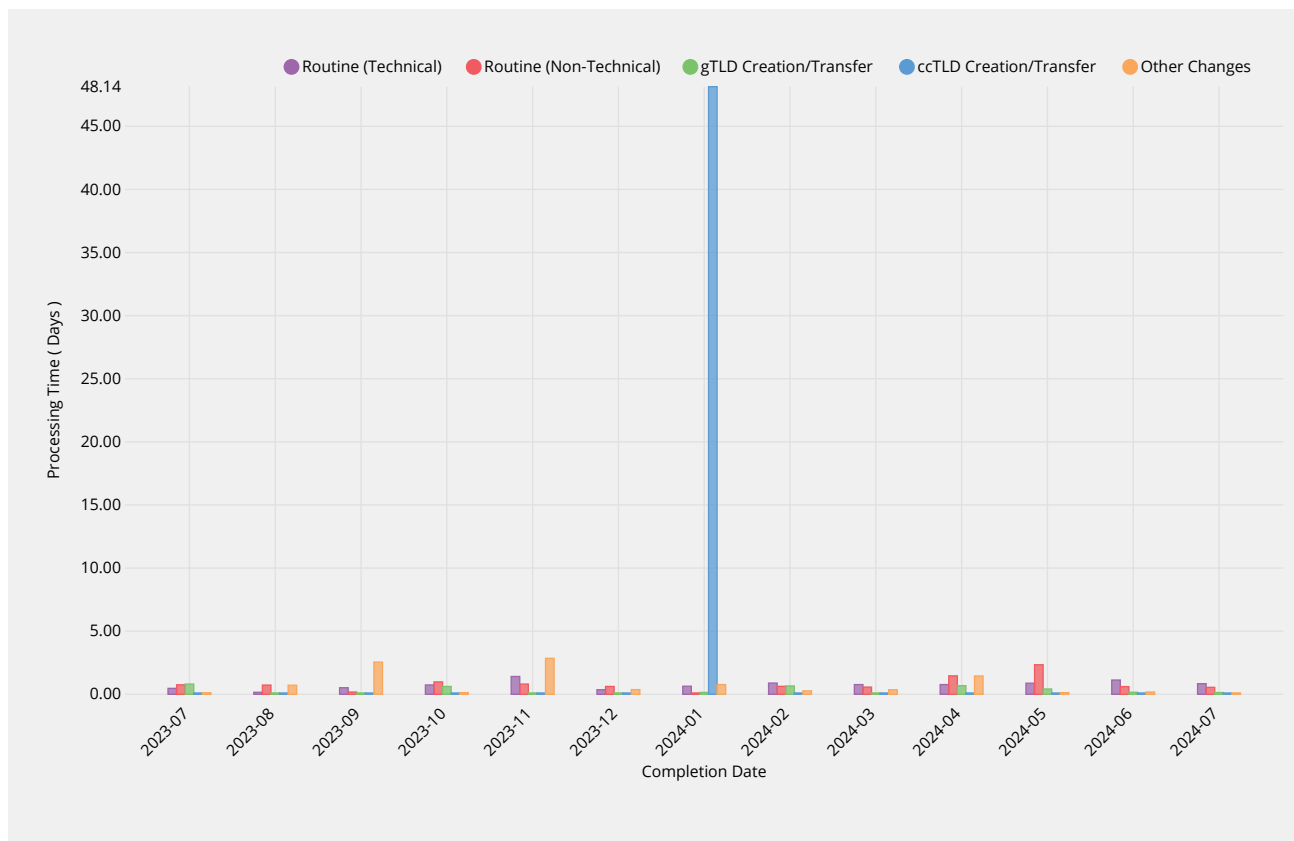
Other Changes	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Affirmation Time	0.34ms	0.36ms	0.76ms	1.14ms	1.20ms	0.40ms	0.94ms	0.39ms	0.80ms	0.39ms	0.89ms	0.37ms	1.16ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	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	6	7	5	10	4	4	2	6	5	5	4	2
Mean Time	0.25ms	0.27ms	0.29ms	0.51ms	0.45ms	0.26ms	0.60ms	0.27ms	0.43ms	0.29ms	0.47ms	0.20ms	0.89ms
Shortest Time	0.19ms	0.18ms	0.09ms	0.17ms	0.13ms	0.12ms	0.21ms	0.14ms	0.16ms	0.13ms	0.22ms	0.12ms	0.59ms
Longest Time	0.35ms	0.36ms	0.98ms	1.30ms	1.61ms	0.42ms	0.95ms	0.40ms	0.85ms	0.40ms	0.95ms	0.41ms	1.19ms
Median Time	0.24ms	0.27ms	0.17ms	0.37ms	0.30ms	0.26ms	0.61ms	0.27ms	0.33ms	0.33ms	0.25ms	0.13ms	0.89ms
PStDev Time	0.07ms	0.07ms	0.29ms	0.42ms	0.43ms	0.10ms	0.32ms	0.13ms	0.24ms	0.10ms	0.29ms	0.12ms	0.30ms

Staff Processing

Validation and Reviews

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

implementation.



Routine (Technical)	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Processing Time	0.47d	0.16d	0.52d	0.74d	1.41d	0.36d	0.64d	0.89d	0.77d	0.77d	0.88d	1.13d	0.84d
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	106	211	64	49	120	208	49	53	90	60	67	26	65
Mean Time	0.28d	0.06d	0.21d	0.35d	0.61d	0.10d	0.35d	0.81d	0.54d	0.40d	0.41d	0.54d	0.35d
Shortest Time	0.08d	0.00d	0.00d	0.02d	0.01d	0.00d	0.02d	0.03d	0.01d	0.00d	0.00d	0.04d	0.01d
Longest Time	2.38d	0.99d	1.69d	1.93d	4.26d	1.68d	3.11d	17.23d	4.55d	2.68d	2.40d	2.84d	1.36d
Median Time	0.20d	0.00d	0.09d	0.25d	0.27d	0.00d	0.19d	0.33d	0.36d	0.16d	0.25d	0.30d	0.25d
PStDev Time	0.29d	0.17d	0.31d	0.35d	1.07d	0.26d	0.45d	2.34d	0.70d	0.47d	0.45d	0.63d	0.34d

Routine (Non-Technical)	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Processing Time	0.75d	0.73d	0.18d	0.98d	0.81d	0.62d	0.06d	0.63d	0.57d	1.46d	2.34d	0.61d	0.55d
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	14	181	299	26	86	21	115	62	48	106	158	7	16
Mean Time	0.43d	0.32d	0.17d	0.40d	0.39d	0.39d	0.03d	0.16d	0.27d	0.77d	1.94d	0.31d	0.21d
Shortest Time	0.00d	0.00d	0.00d	0.00d	0.01d	0.02d	0.00d	0.00d	0.01d	0.02d	0.01d	0.00d	0.00d
Longest Time	2.47d	3.12d	37.07d	0.98d	2.98d	2.08d	0.63d	1.03d	2.28d	22.39d	2.36d	0.66d	0.68d
Median Time	0.28d	0.13d	0.00d	0.43d	0.15d	0.27d	0.00d	0.03d	0.18d	0.41d	2.29d	0.26d	0.05d
PStDev Time	0.62d	0.48d	2.14d	0.32d	0.57d	0.54d	0.08d	0.24d	0.37d	2.17d	0.79d	0.23d	0.24d

gTLD Creation/Transfer	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Processing Time	0.81d	—	—	0.62d	0.03d	—	0.15d	0.66d	—	0.68d	0.42d	0.16d	0.14d
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	1	0	0	2	1	0	7	12	0	8	3	1	1
Mean Time	0.81d	—	—	0.35d	0.03d	—	0.14d	0.46d	—	0.27d	0.42d	0.16d	0.14d

gTLD Creation/Transfer	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Shortest Time	0.81d	—	—	0.01d	0.03d	—	0.13d	0.38d	—	0.04d	0.42d	0.16d	0.14d
Longest Time	0.81d	—	—	0.69d	0.03d	—	0.18d	0.72d	—	0.80d	0.42d	0.16d	0.14d
Median Time	0.81d	—	—	0.35d	0.03d	—	0.13d	0.40d	—	0.17d	0.42d	0.16d	0.14d
PStDev Time	0.00d	—	—	0.34d	0.00d	—	0.02d	0.11d	—	0.26d	0.00d	0.00d	0.00d

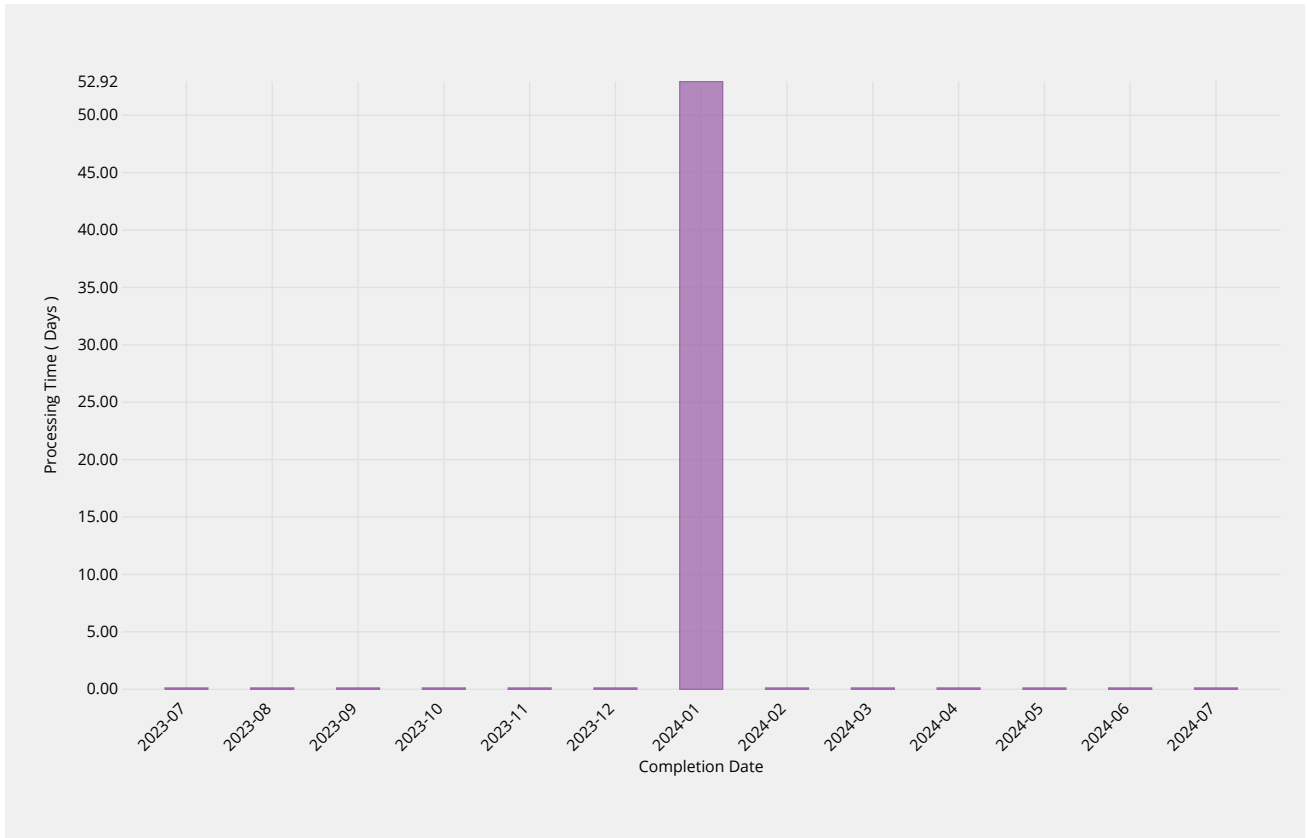
ccTLD Creation/Transfer	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Processing Time	—	—	—	—	—	—	48.14d	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	2	0	0	0	0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

Other Changes	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Processing Time	0.12d	0.72d	2.55d	0.13d	2.85d	0.37d	0.77d	0.27d	0.36d	1.45d	0.13d	0.18d	0.11d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	4	6	7	5	10	4	4	2	6	5	5	3	2
Mean Time	0.03d	0.34d	0.60d	0.08d	0.55d	0.14d	0.57d	0.27d	0.27d	0.42d	0.07d	0.14d	0.08d
Shortest Time	0.00d	0.00d	0.00d	0.03d	0.01d	0.00d	0.36d	0.27d	0.07d	0.12d	0.03d	0.06d	0.05d
Longest Time	0.12d	0.72d	2.55d	0.13d	2.85d	0.37d	0.77d	0.27d	0.36d	1.45d	0.13d	0.18d	0.11d
Median Time	0.00d	0.34d	0.26d	0.07d	0.14d	0.10d	0.58d	0.27d	0.30d	0.19d	0.05d	0.16d	0.08d
PStDev Time	0.05d	0.26d	0.84d	0.05d	0.82d	0.14d	0.20d	0.00d	0.10d	0.52d	0.04d	0.05d	0.03d

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

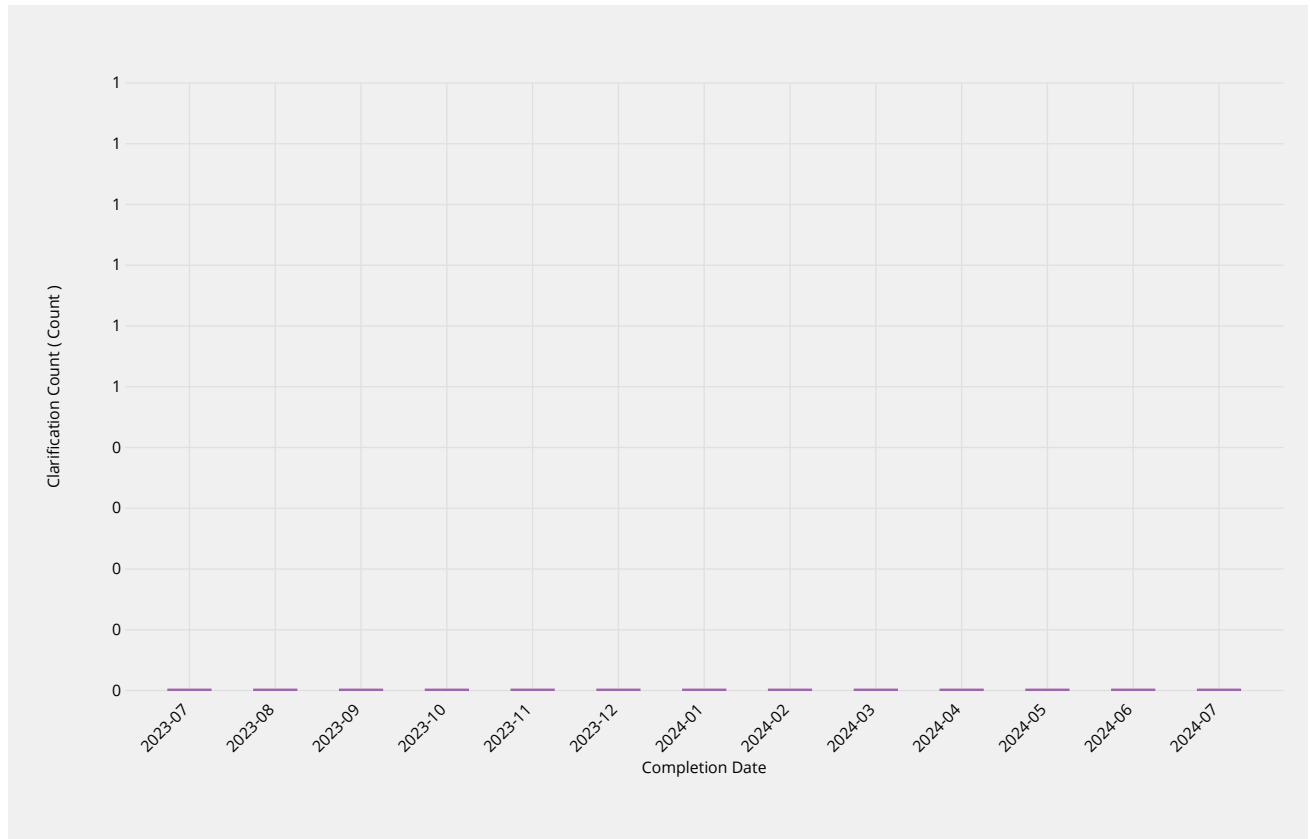
ccTLD Creation/Transfer

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.

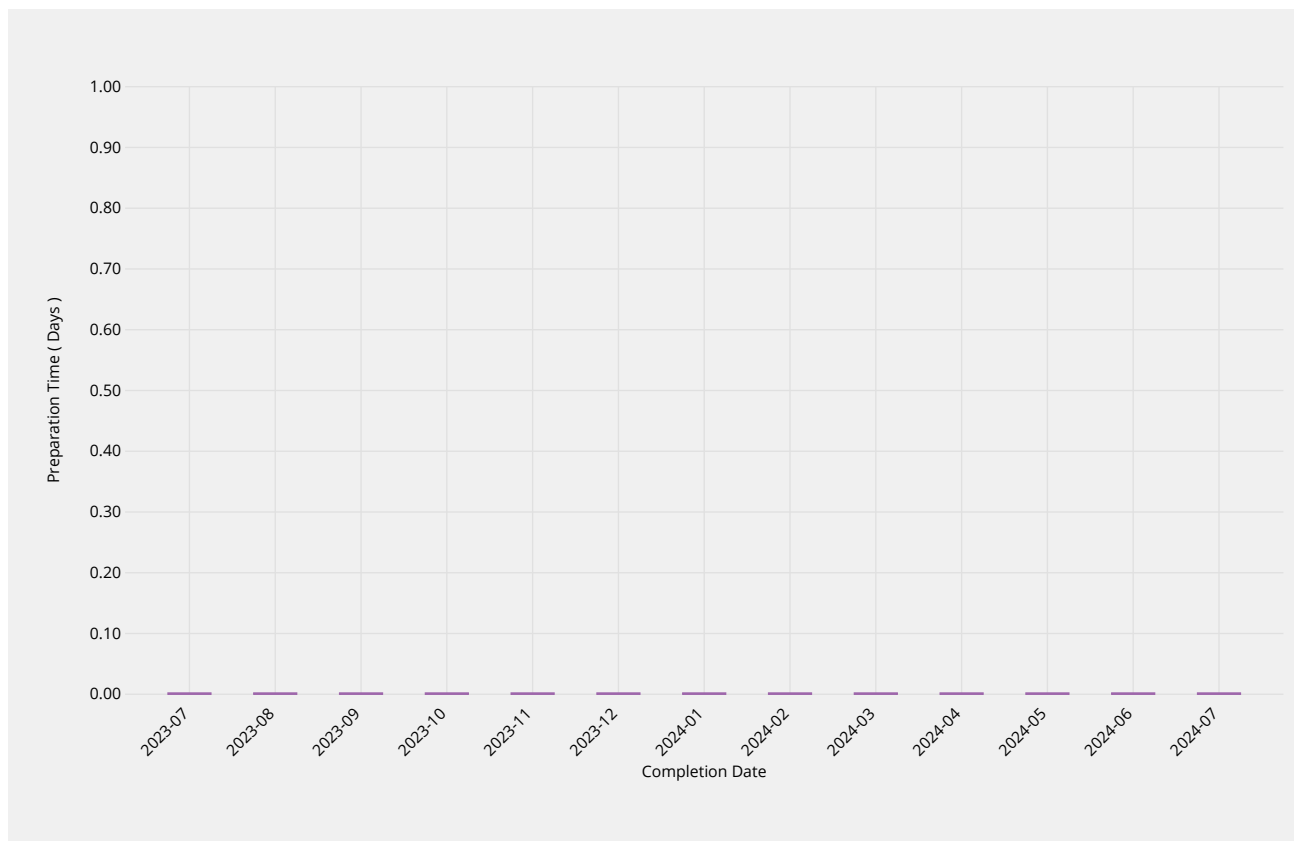


Requester Clarification	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Clarification Count	—	—	—	—	—	—	0	0	—	—	—	—	0
Request Count	0	0	0	0	0	0	2	1	0	0	0	0	1
Lowest Count	—	—	—	—	—	—	0	0	—	—	—	—	0
Highest Count	—	—	—	—	—	—	0	0	—	—	—	—	0

Report Preparation

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

publication.



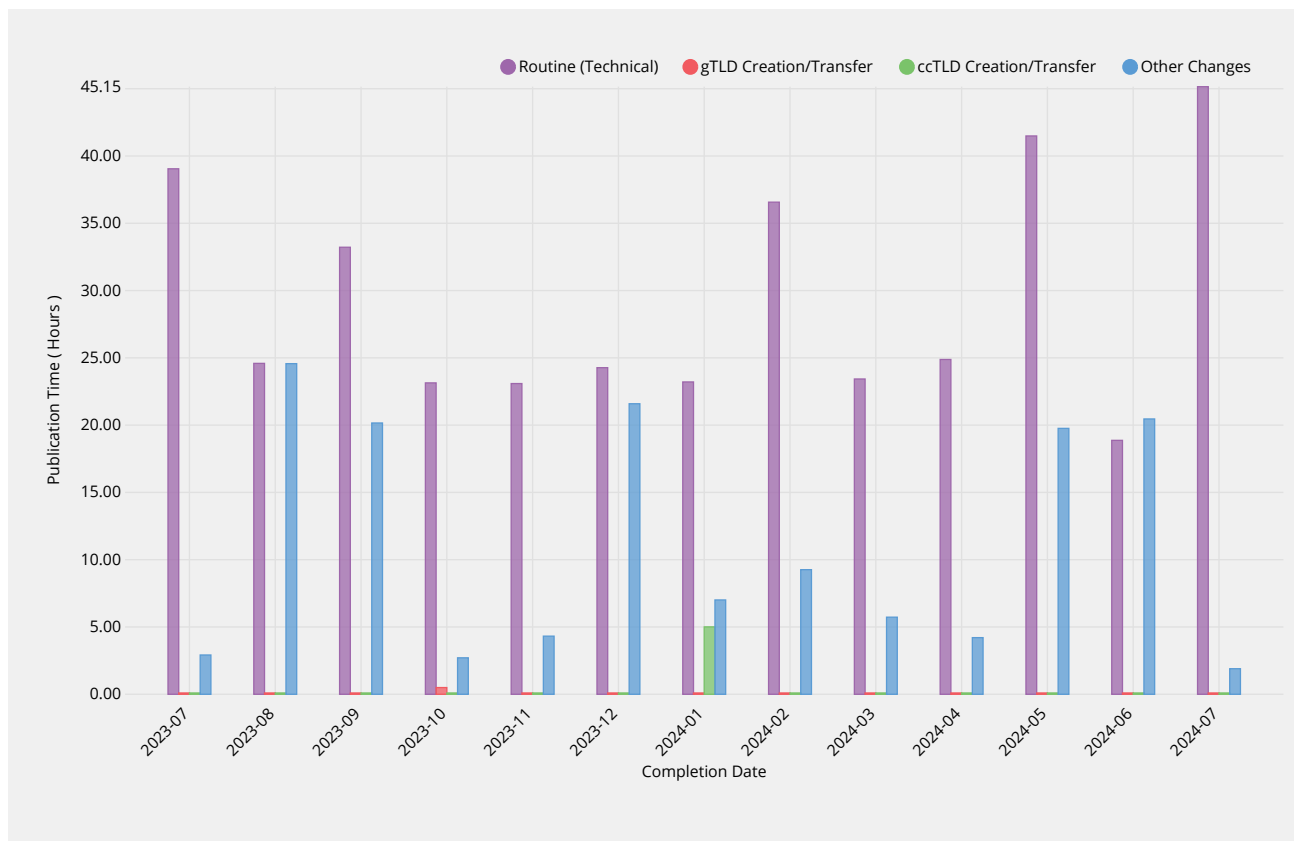
Report Preparation	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Preparation Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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

Functions Operator.



Routine (Technical)	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Publication Time	39.05h	24.59h	33.22h	23.14h	23.09h	24.27h	23.21h	36.57h	23.43h	24.88h	41.49h	18.87h	45.15h
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	106	211	64	48	119	208	49	52	89	60	65	26	65
Mean Time	4.42h	15.93h	8.56h	6.14h	6.79h	3.79h	5.53h	7.39h	7.52h	5.49h	8.31h	6.03h	6.64h
Shortest Time	0.50h	1.90h	0.60h	0.60h	0.50h	0.43h	0.51h	0.70h	1.00h	0.60h	0.30h	0.71h	0.40h
Longest Time	42.97h	28.79h	48.80h	23.14h	23.09h	25.33h	24.90h	36.63h	23.43h	25.18h	48.89h	18.87h	49.25h
Median Time	3.23h	17.68h	3.71h	4.63h	4.12h	2.02h	1.92h	4.11h	4.52h	3.21h	4.72h	5.11h	3.31h
PStDev Time	5.63h	5.83h	9.58h	6.53h	6.36h	4.75h	7.45h	8.12h	7.09h	6.33h	9.36h	4.91h	9.38h

gTLD Creation/Transfer	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Publication Time	—	—	—	0.50h	—	—	—	—	—	—	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	0	1	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	0.50h	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	0.50h	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	0.50h	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	0.50h	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	0.00h	—	—	—	—	—	—	—	—	—

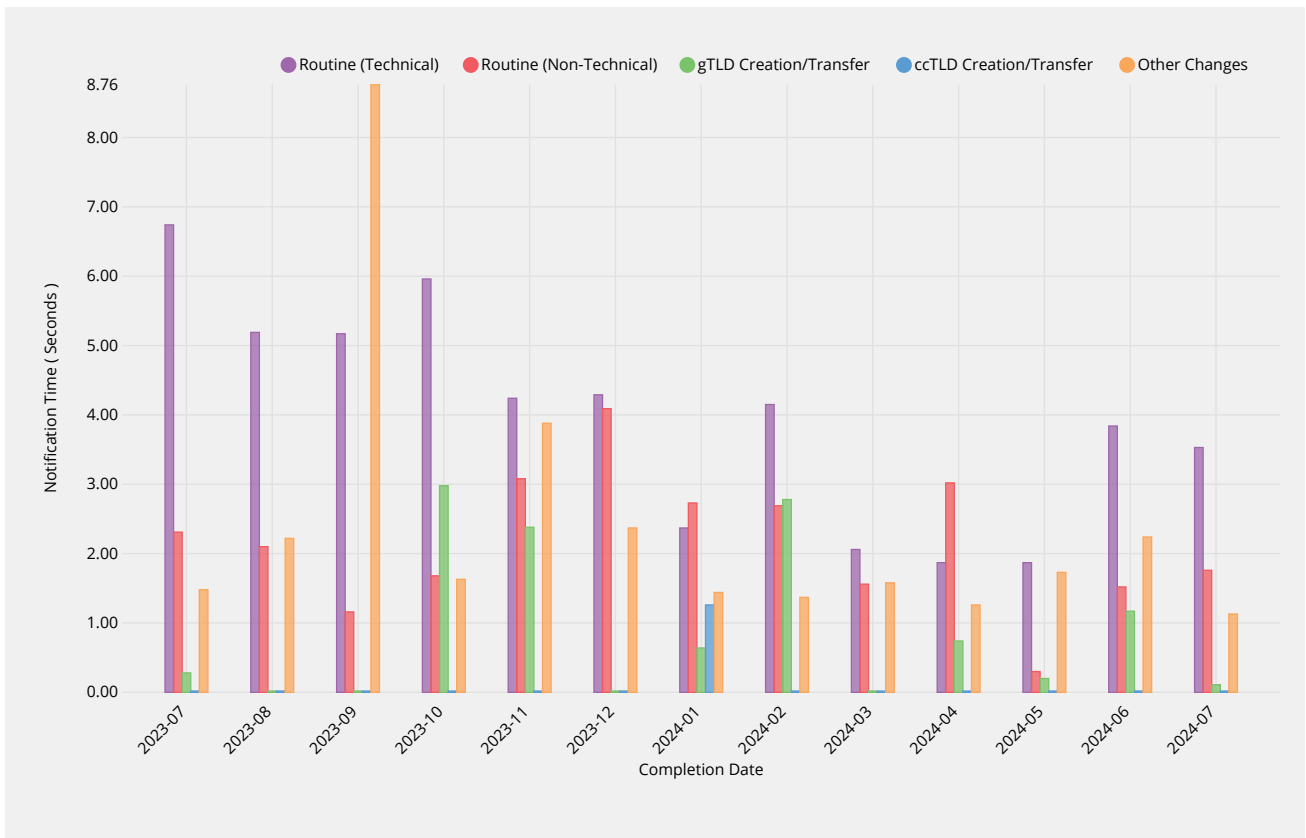
ccTLD Creation/Transfer	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Publication Time	—	—	—	—	—	—	5.01h	—	—	—	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	0	0	0	0	1	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	5.01h	—	—	—	—	—	—

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

Other Changes	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Publication Time	2.92h	24.57h	20.16h	2.71h	4.32h	21.59h	7.01h	9.26h	5.73h	4.21h	19.76h	20.46h	1.90h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	4	3	5	5	8	3	4	2	4	2	4	1	1
Mean Time	1.26h	15.32h	6.38h	2.17h	2.39h	10.17h	5.98h	9.21h	3.74h	3.46h	8.12h	20.46h	1.90h
Shortest Time	0.70h	4.11h	1.91h	1.61h	0.60h	4.01h	5.19h	9.16h	0.50h	2.71h	1.50h	20.46h	1.90h
Longest Time	2.92h	24.57h	20.16h	2.71h	4.32h	21.59h	7.01h	9.26h	5.73h	4.21h	19.76h	20.46h	1.90h
Median Time	0.70h	17.30h	3.71h	1.91h	1.96h	4.90h	5.86h	9.21h	4.36h	3.46h	5.62h	20.46h	1.90h
PStDev Time	0.96h	8.47h	6.93h	0.45h	1.30h	8.08h	0.81h	0.05h	1.95h	0.75h	6.92h	0.00h	0.00h

Notification of Completion

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



Routine (Technical)	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Notification Time	6.74s	5.19s	5.17s	5.96s	4.24s	4.29s	2.37s	4.15s	2.06s	1.87s	1.87s	3.84s	3.53s
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	106	211	64	49	119	208	49	52	89	60	64	26	65
Mean Time	1.91s	2.54s	1.82s	2.24s	1.75s	2.32s	1.23s	2.27s	1.06s	1.00s	1.15s	1.46s	1.36s
Shortest Time	0.07s	0.50s	0.06s	0.08s	0.05s	0.07s	0.06s	0.08s	0.07s	0.07s	0.07s	0.08s	0.07s
Longest Time	9.52s	7.20s	8.07s	10.09s	6.11s	4.77s	3.77s	30.16s	3.85s	2.41s	5.35s	5.82s	3.92s
Median Time	1.29s	2.16s	1.18s	1.35s	1.35s	2.25s	1.17s	1.25s	1.18s	1.23s	1.15s	1.21s	1.24s

Routine (Technical)	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
PStDev Time	1.74s	1.39s	1.68s	1.98s	1.22s	1.05s	0.69s	4.90s	0.73s	0.61s	1.00s	1.36s	0.86s

Routine (Non-Technical)	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Notification Time	2.31s	2.10s	1.16s	1.68s	3.08s	4.09s	2.73s	2.69s	1.56s	3.02s	0.30s	1.52s	1.76s
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	14	180	298	26	86	21	115	62	48	103	158	7	16
Mean Time	0.72s	0.44s	0.29s	0.39s	0.69s	1.45s	0.52s	0.85s	0.42s	0.64s	0.14s	0.43s	0.58s
Shortest Time	0.14s	0.07s	0.06s	0.07s	0.09s	0.08s	0.06s	0.09s	0.07s	0.08s	0.05s	0.08s	0.06s
Longest Time	2.61s	4.21s	13.88s	2.97s	6.20s	7.08s	4.00s	3.83s	3.91s	5.33s	1.51s	2.06s	1.78s
Median Time	0.30s	0.12s	0.09s	0.16s	0.19s	0.63s	0.16s	0.30s	0.18s	0.18s	0.08s	0.21s	0.36s
PStDev Time	0.78s	0.78s	0.95s	0.65s	1.08s	1.75s	0.84s	0.97s	0.68s	1.04s	0.20s	0.67s	0.56s

gTLD Creation/Transfer	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Notification Time	0.28s	—	—	2.98s	2.38s	—	0.64s	2.78s	—	0.74s	0.20s	1.17s	0.11s
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	2	1	0	7	12	0	8	3	1	1
Mean Time	0.28s	—	—	2.47s	2.38s	—	0.25s	0.97s	—	0.29s	0.13s	1.17s	0.11s
Shortest Time	0.28s	—	—	1.90s	2.38s	—	0.12s	0.12s	—	0.11s	0.08s	1.17s	0.11s
Longest Time	0.28s	—	—	3.04s	2.38s	—	0.78s	3.38s	—	1.02s	0.21s	1.17s	0.11s
Median Time	0.28s	—	—	2.47s	2.38s	—	0.13s	0.34s	—	0.22s	0.09s	1.17s	0.11s
PStDev Time	0.00s	—	—	0.57s	0.00s	—	0.23s	1.01s	—	0.28s	0.06s	0.00s	0.00s

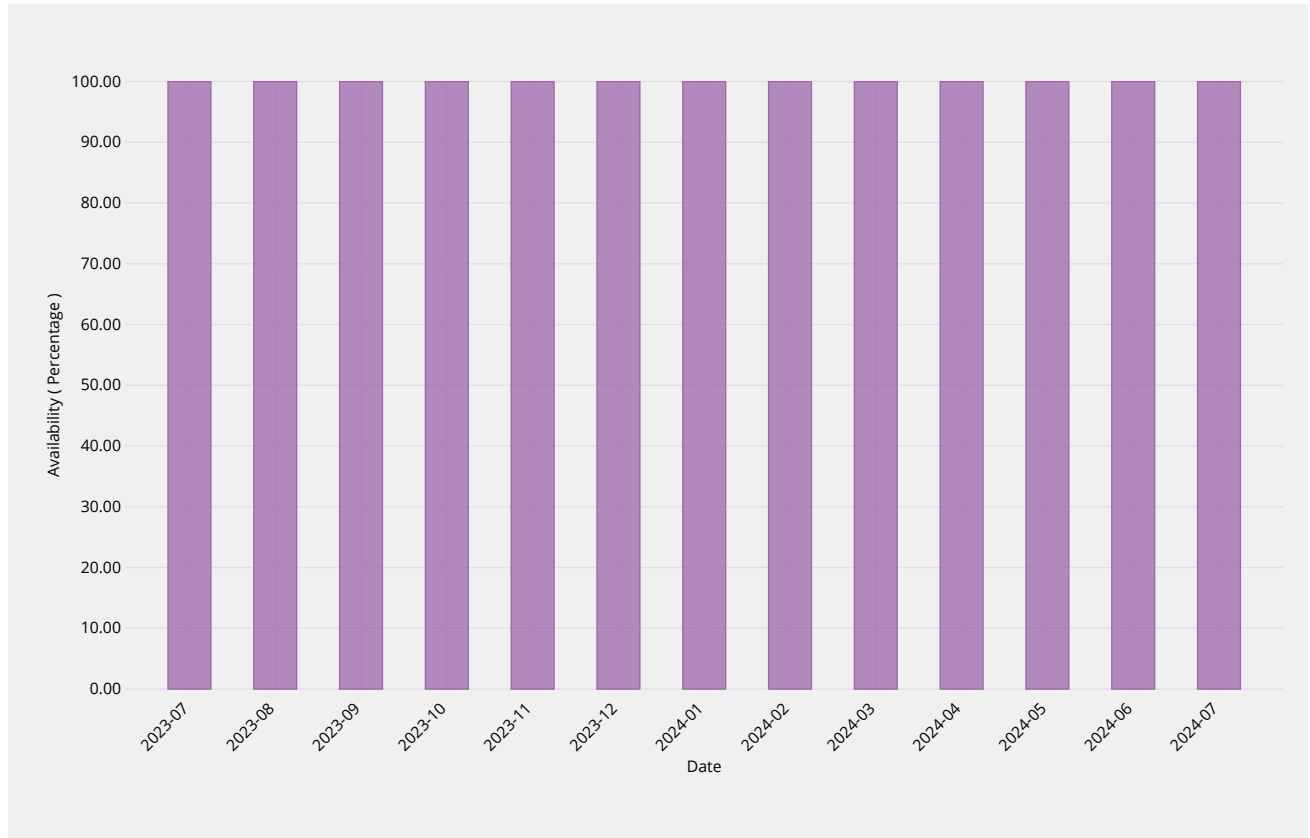
ccTLD Creation/Transfer	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Notification Time	—	—	—	—	—	—	1.26s	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	0	0	0	2	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	0.81s	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	0.32s	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	1.31s	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	0.81s	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	0.50s	—	—	—	—	—	—

Other Changes	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Notification Time	1.48s	2.22s	8.76s	1.63s	3.88s	2.37s	1.44s	1.37s	1.58s	1.26s	1.73s	2.24s	1.13s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	4	6	7	5	10	4	4	2	6	5	5	3	2
Mean Time	1.31s	1.08s	2.60s	1.43s	1.72s	0.98s	1.20s	1.35s	0.80s	0.62s	1.13s	1.26s	0.66s
Shortest Time	1.16s	0.18s	0.07s	1.25s	0.24s	0.21s	0.79s	1.32s	0.15s	0.15s	0.25s	0.22s	0.14s
Longest Time	1.51s	2.54s	11.02s	1.64s	3.94s	2.66s	1.46s	1.37s	1.65s	1.29s	1.86s	2.36s	1.18s
Median Time	1.29s	1.14s	1.19s	1.35s	1.34s	0.53s	1.28s	1.35s	0.73s	0.29s	1.18s	1.20s	0.66s
PStDev Time	0.13s	0.79s	3.59s	0.15s	1.21s	0.99s	0.25s	0.03s	0.61s	0.50s	0.52s	0.87s	0.52s

System Availability

IANA Website

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



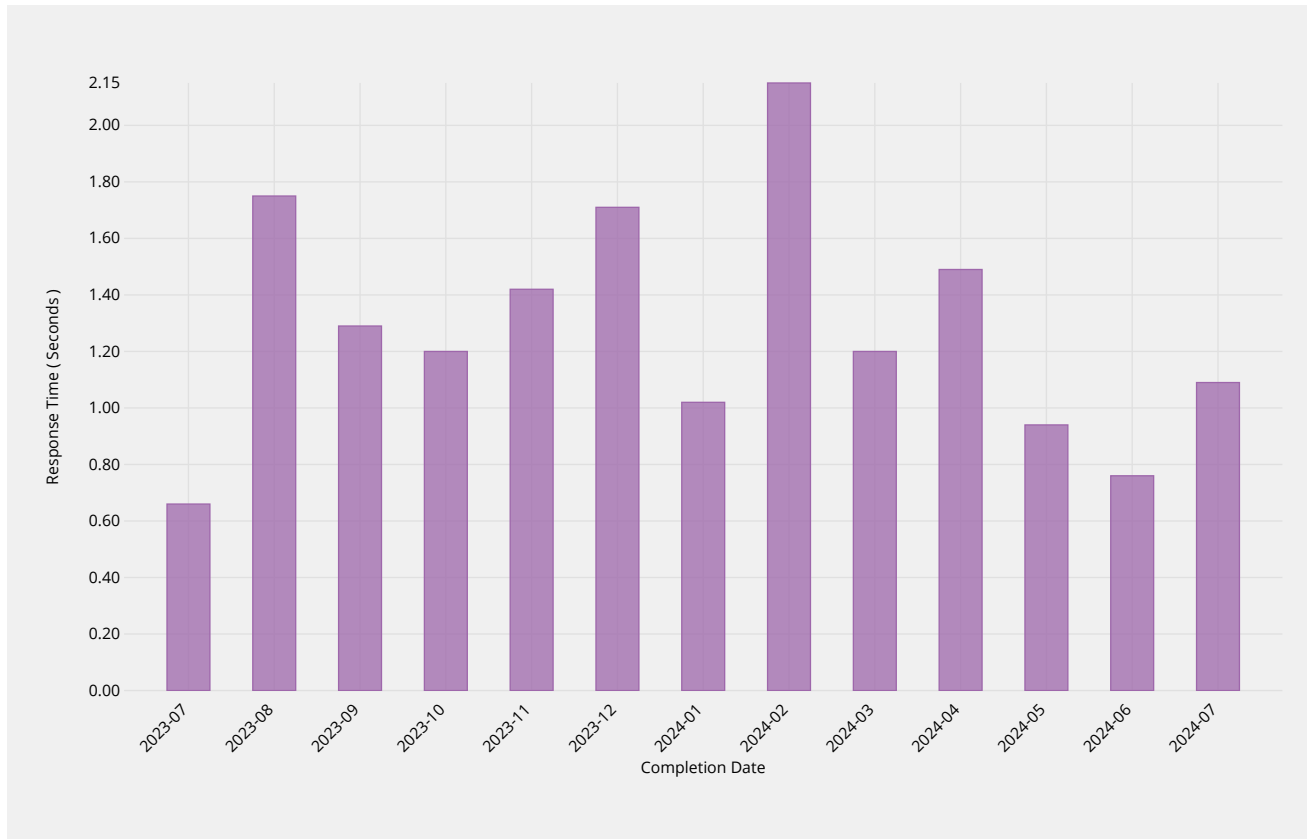
IANA Site Availability	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Availability	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	99.99%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Root Zone Management System

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

Credential Recovery

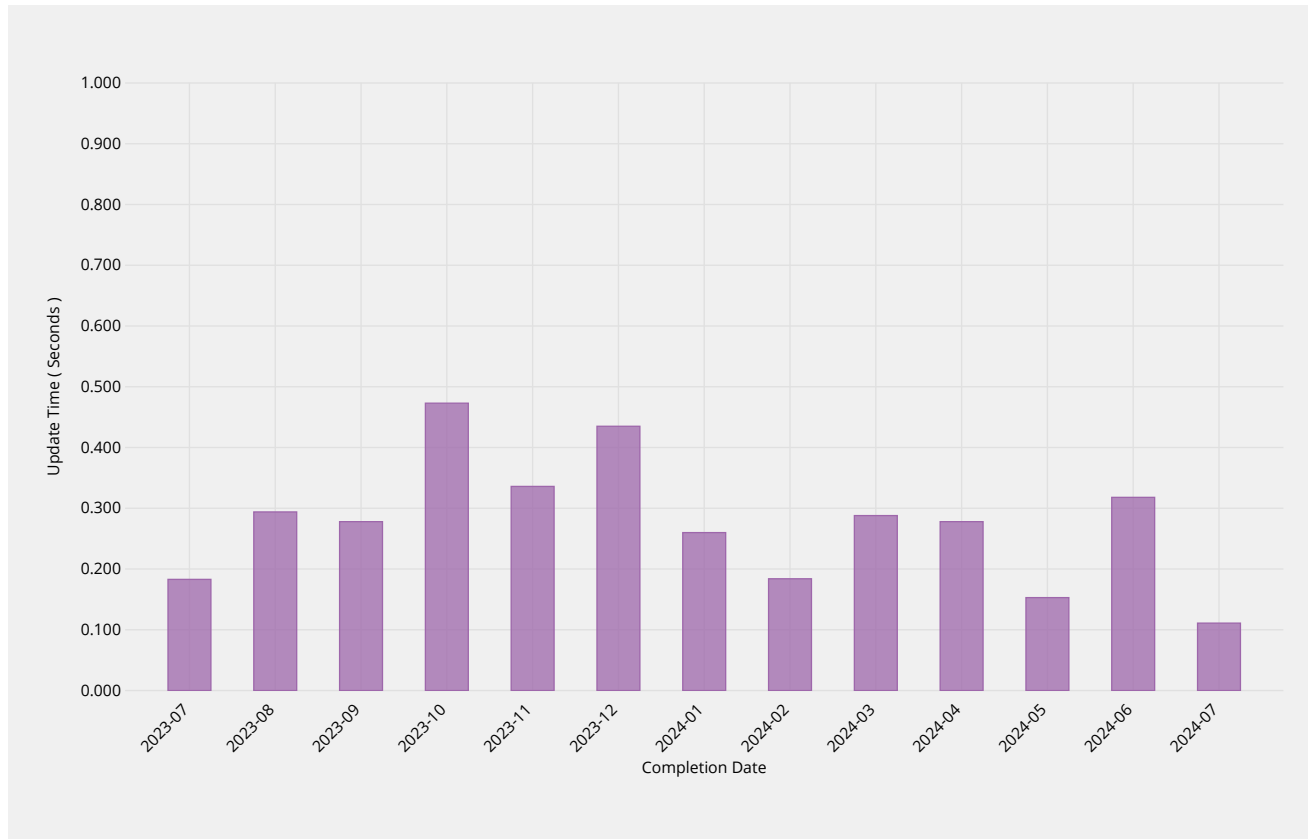
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Response Time	0.66s	1.75s	1.29s	1.20s	1.42s	1.71s	1.02s	2.15s	1.20s	1.49s	0.94s	0.76s	1.09s
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%
Response Count	15	47	14	19	20	12	18	29	29	22	17	11	11
Mean Time	0.23s	0.37s	0.44s	0.46s	0.53s	0.86s	0.35s	0.54s	0.38s	0.66s	0.31s	0.31s	0.29s
Shortest Time	0.04s	0.02s	0.03s	0.03s	0.03s	0.16s	0.03s	0.03s	0.03s	0.03s	0.05s	0.05s	0.03s
Longest Time	1.00s	2.27s	1.69s	1.49s	4.33s	2.03s	1.14s	3.07s	1.73s	4.10s	2.71s	0.92s	1.67s
Median Time	0.19s	0.13s	0.22s	0.52s	0.20s	0.88s	0.22s	0.22s	0.21s	0.29s	0.15s	0.18s	0.13s
PStDev Time	0.23s	0.54s	0.47s	0.40s	0.94s	0.58s	0.33s	0.72s	0.41s	0.87s	0.61s	0.26s	0.46s

Credential Change

Time to implement new password within the system.



Credential Change	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Update Time	0.516s	0.962s	0.884s	1.464s	0.897s	1.368s	0.839s	0.596s	1.252s	0.858s	0.395s	0.975s	0.143s
Monthly Threshold	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s
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	14	41	10	14	17	11	15	20	23	21	12	10	9
Mean Time	0.183s	0.294s	0.278s	0.473s	0.336s	0.435s	0.260s	0.184s	0.288s	0.278s	0.153s	0.318s	0.111s
Shortest Time	0.080s	0.078s	0.081s	0.077s	0.078s	0.083s	0.077s	0.084s	0.081s	0.075s	0.083s	0.080s	0.086s
Longest Time	0.778s	1.861s	1.224s	1.614s	1.376s	1.394s	1.174s	0.801s	1.633s	0.877s	0.712s	1.122s	0.161s
Median Time	0.100s	0.100s	0.093s	0.103s	0.112s	0.161s	0.101s	0.107s	0.096s	0.101s	0.107s	0.102s	0.108s
PStDev Time	0.190s	0.391s	0.349s	0.525s	0.357s	0.466s	0.310s	0.196s	0.412s	0.284s	0.169s	0.360s	0.019s

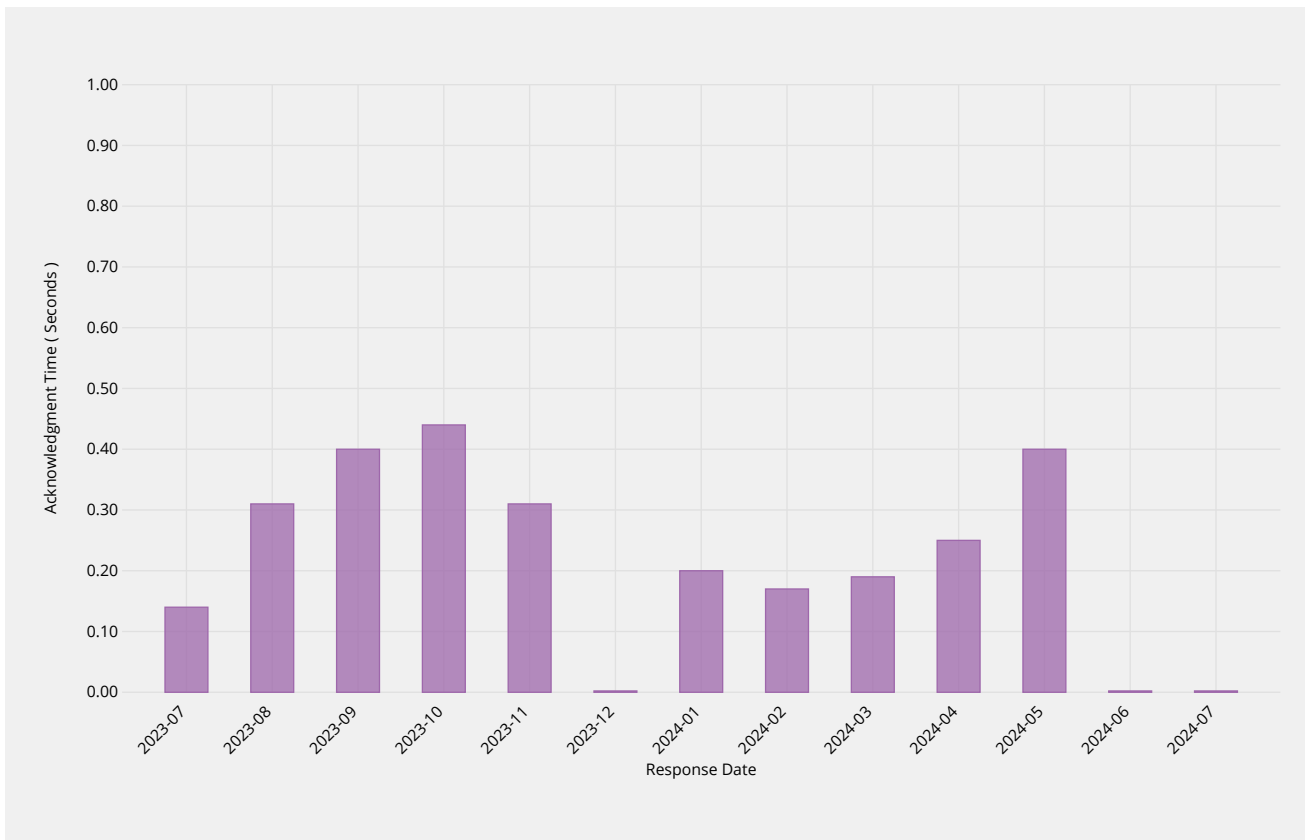
ccTLD Creation/Transfer	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	0	0	0	2	0	0	0	0	0	0

Other Changes	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
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	4	6	7	5	10	4	4	2	6	5	5	3	2

Enquiry Processing

Time to acknowledge

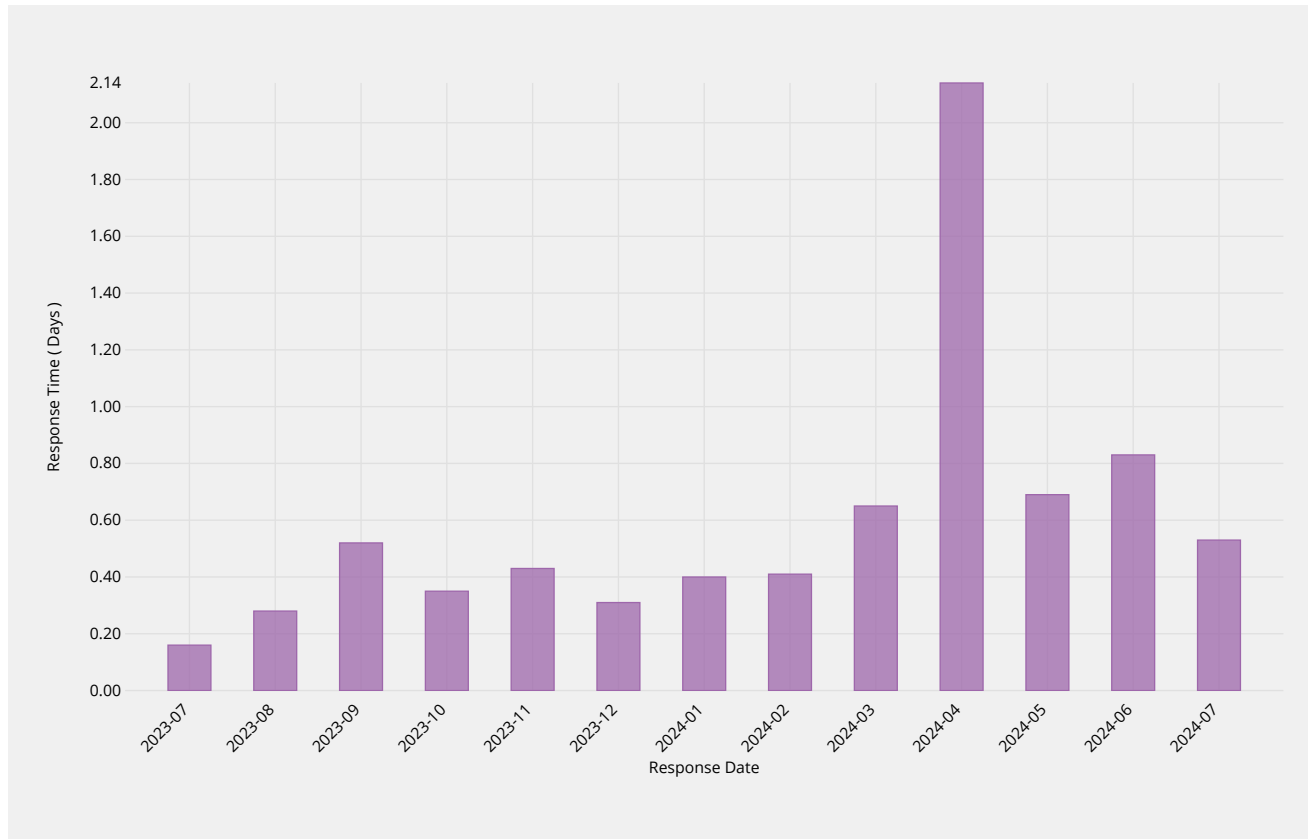
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Acknowledgment Time	0.70s	1.00s	1.00s	1.00s	1.00s	0.00s	1.00s	0.75s	1.00s	0.85s	1.00s	0.00s	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	7	32	10	9	13	7	10	6	16	4	5	1	3
Mean Time	0.14s	0.31s	0.40s	0.44s	0.31s	0.00s	0.20s	0.17s	0.19s	0.25s	0.40s	0.00s	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	2.00s	1.00s	1.00s	1.00s	0.00s	1.00s	1.00s	1.00s	1.00s	1.00s	0.00s	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	0.35s	0.53s	0.49s	0.50s	0.46s	0.00s	0.40s	0.37s	0.39s	0.43s	0.49s	0.00s	0.00s

Time to initial response

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



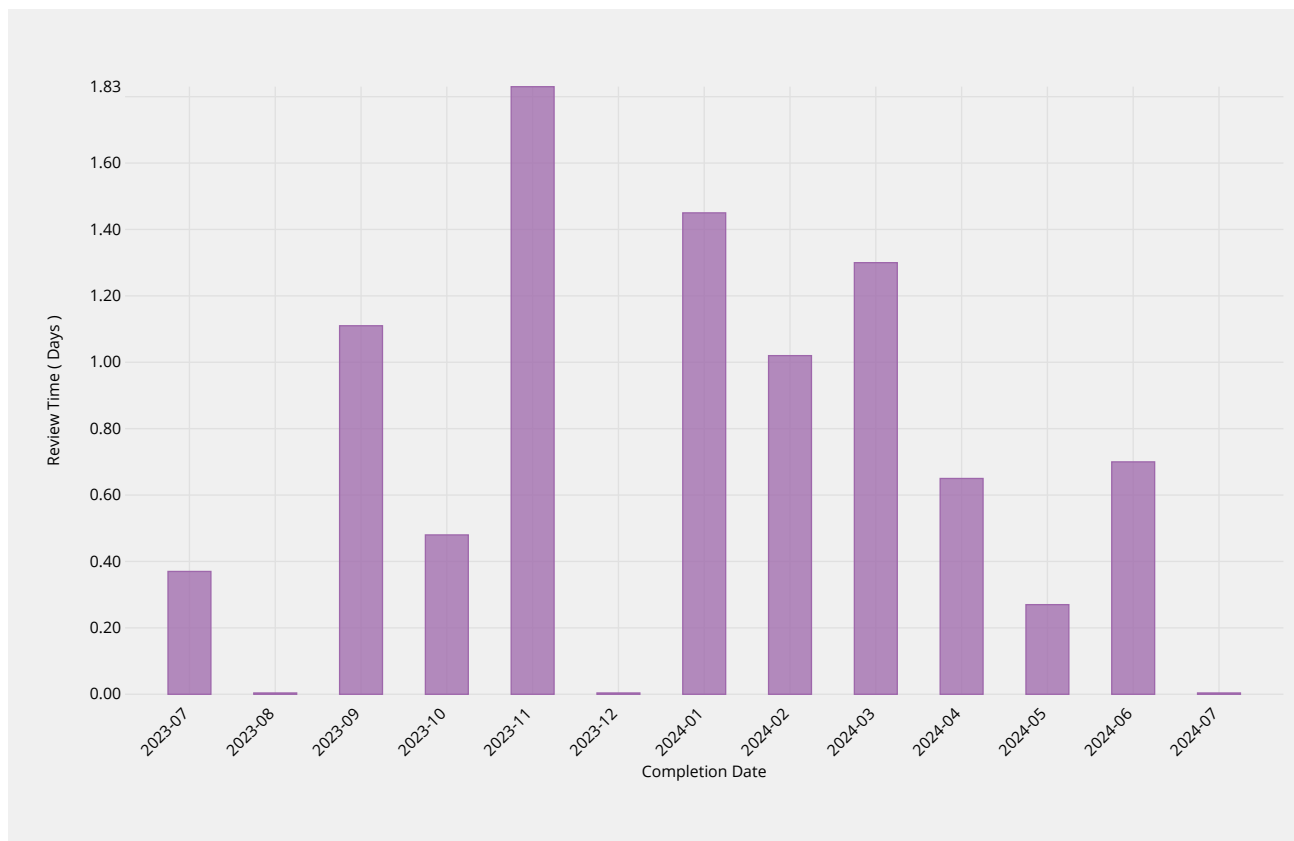
Manual Enquiries	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Response Time	0.33d	0.73d	0.86d	0.83d	0.50d	0.48d	0.98d	0.97d	1.61d	3.79d	1.90d	0.83d	1.01d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	6	31	10	8	13	6	8	6	14	3	4	1	3
Mean Time	0.16d	0.28d	0.52d	0.35d	0.43d	0.31d	0.40d	0.41d	0.65d	2.14d	0.69d	0.83d	0.53d
Shortest Time	0.02d	0.01d	0.03d	0.01d	0.01d	0.01d	0.00d	0.01d	0.03d	0.01d	0.01d	0.83d	0.02d
Longest Time	0.34d	1.19d	1.10d	1.99d	2.90d	0.51d	1.18d	1.19d	3.46d	4.17d	2.70d	0.83d	1.17d
Median Time	0.11d	0.17d	0.46d	0.10d	0.32d	0.35d	0.20d	0.25d	0.29d	2.24d	0.02d	0.83d	0.38d
PStDev Time	0.13d	0.29d	0.30d	0.63d	0.74d	0.17d	0.41d	0.43d	0.91d	1.70d	1.16d	0.00d	0.48d

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

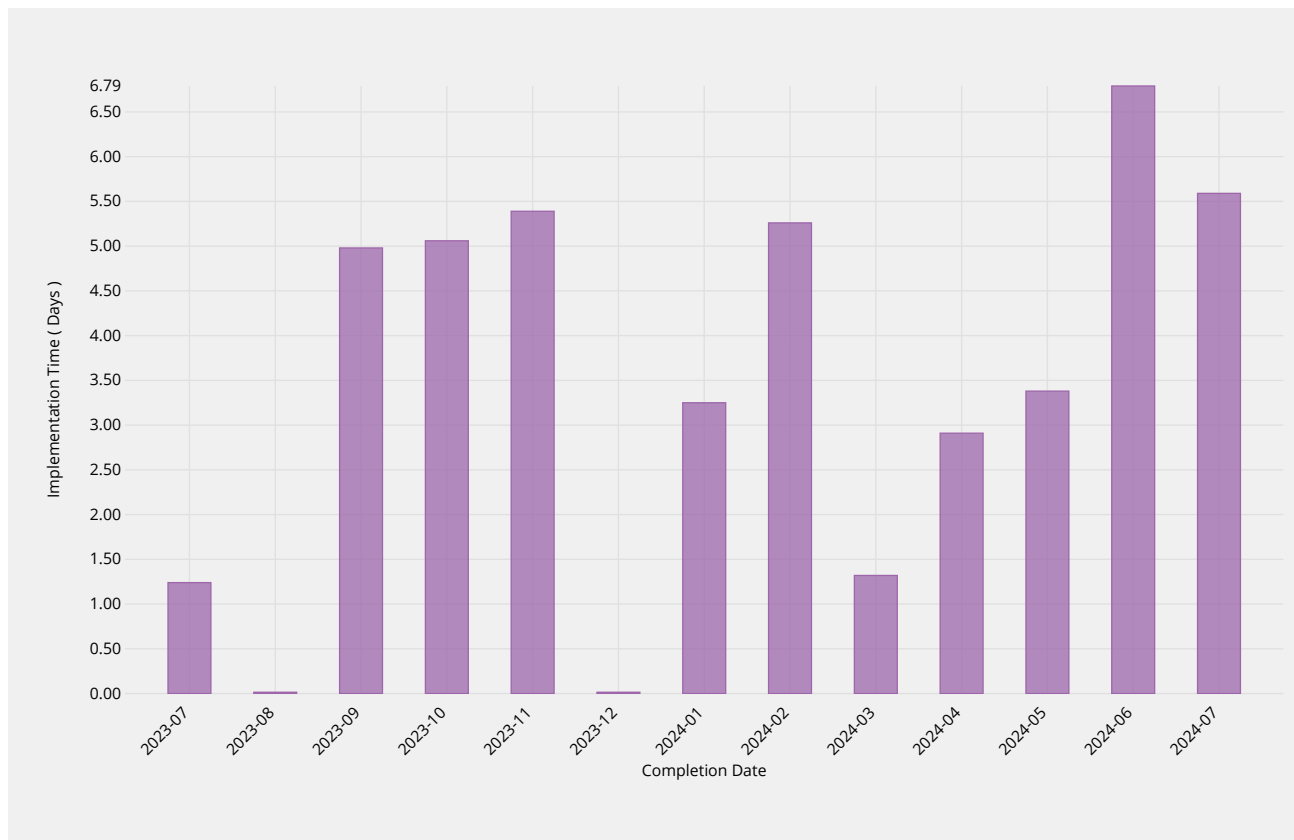
for remediation.



Review Time	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Review Time	0.37d	—	1.11d	0.48d	1.83d	—	1.45d	1.02d	1.30d	0.65d	0.27d	0.70d	0.00d
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	2	0	2	8	2	0	2	5	1	2	1	4	3
Shortest Time	0.00d	—	0.00d	0.00d	0.00d	—	1.25d	0.00d	1.30d	0.62d	0.27d	0.00d	0.00d
Longest Time	0.41d	—	1.23d	1.02d	2.03d	—	1.48d	1.69d	1.30d	0.66d	0.27d	1.00d	0.00d
Median Time	0.20d	—	0.62d	0.00d	1.02d	—	1.36d	0.00d	1.30d	0.64d	0.27d	0.00d	0.00d
PStDev Time	0.20d	—	0.61d	0.33d	1.01d	—	0.11d	0.67d	0.00d	0.02d	0.00d	0.43d	0.00d

Implementation Time

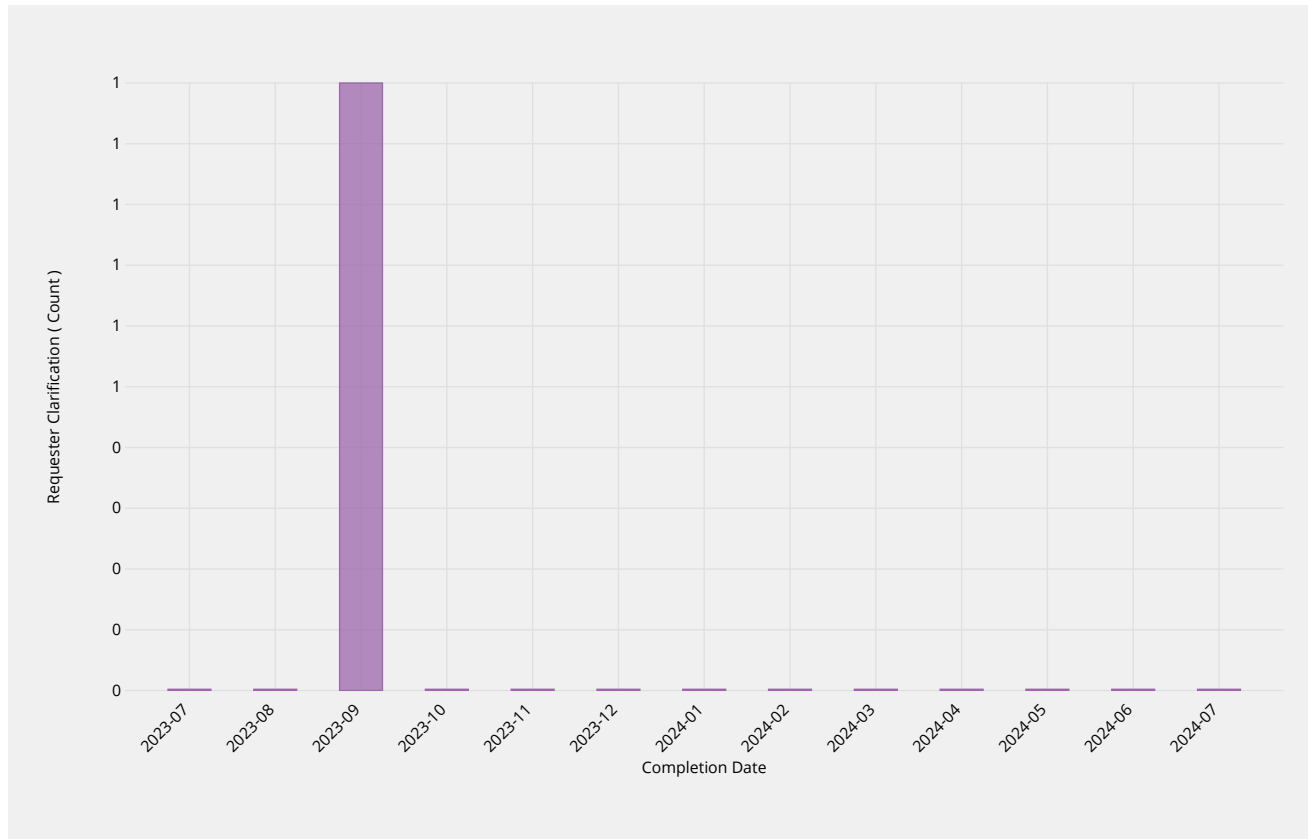
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Implementation Time	1.24d	—	4.98d	5.06d	5.39d	—	3.25d	5.26d	1.32d	2.91d	3.38d	6.79d	5.59d
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	2	0	2	8	2	0	2	5	1	2	1	4	3
Shortest Time	1.17d	—	3.88d	0.22d	5.09d	—	2.79d	0.87d	1.32d	2.91d	3.38d	1.24d	1.13d
Longest Time	1.25d	—	5.11d	6.97d	5.42d	—	3.30d	6.72d	1.32d	2.91d	3.38d	6.79d	5.99d
Median Time	1.21d	—	4.49d	3.38d	5.25d	—	3.04d	3.07d	1.32d	2.91d	3.38d	4.58d	4.01d
PStDev Time	0.04d	—	0.62d	2.21d	0.17d	—	0.25d	1.98d	0.00d	0.00d	0.00d	2.52d	2.00d

Requester Clarification

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

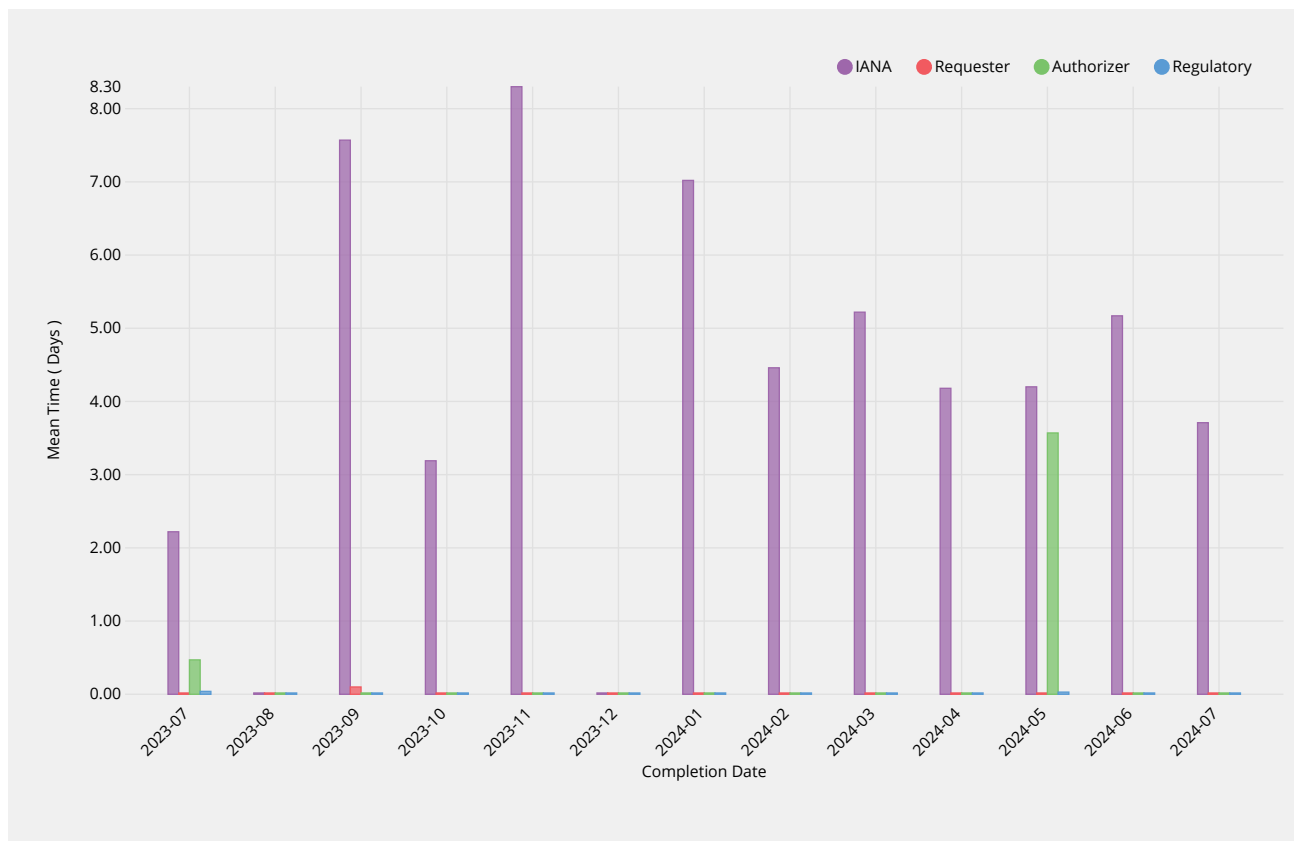


Requester Clarification	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Count	0	—	1	0	0	—	0	0	0	0	0	0	0
Request Count	2	0	2	8	2	0	2	5	1	2	1	4	3
Shortest Clarification	0	—	0	0	0	—	0	0	0	0	0	0	0
Longest Clarification	0	—	1	0	0	—	0	0	0	0	0	0	0

Time per Actor

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

regulatory checks.



IANA	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Mean Time	2.22d	—	7.57d	3.19d	8.30d	—	7.02d	4.46d	5.22d	4.18d	4.20d	5.17d	3.71d
Review Count	2	0	2	8	2	0	2	5	1	2	1	4	3
Shortest Time	1.17d	—	3.88d	0.23d	5.09d	—	5.75d	0.87d	5.22d	4.15d	4.20d	1.24d	1.13d
Longest Time	3.27d	—	11.26d	9.01d	11.51d	—	8.29d	13.48d	5.22d	4.22d	4.20d	6.80d	5.99d
Median Time	2.22d	—	7.57d	3.38d	8.30d	—	7.02d	3.07d	5.22d	4.18d	4.20d	6.31d	4.01d
PStDev Time	1.05d	—	3.69d	2.69d	3.21d	—	1.27d	4.58d	0.00d	0.04d	0.00d	2.30d	2.00d

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

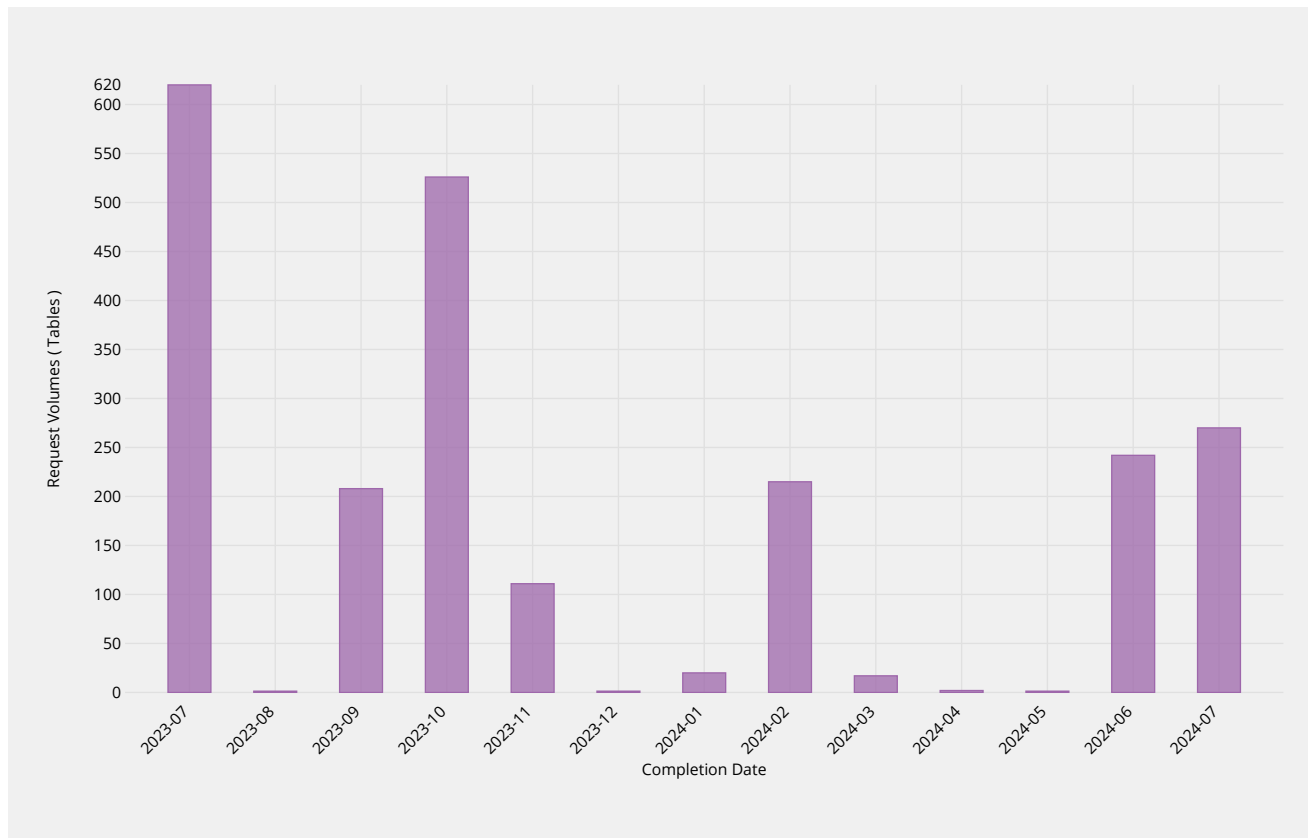
Authorizer	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Mean Time	0.47d	—	—	—	—	—	—	—	—	—	3.57d	—	—
Review Count	1	0	0	0	0	0	0	0	0	0	1	0	0
Shortest Time	0.47d	—	—	—	—	—	—	—	—	—	3.57d	—	—
Longest Time	0.47d	—	—	—	—	—	—	—	—	—	3.57d	—	—
Median Time	0.47d	—	—	—	—	—	—	—	—	—	3.57d	—	—
PStDev Time	0.00d	—	—	—	—	—	—	—	—	—	0.00d	—	—

Regulatory	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Mean Time	0.04d	—	—	—	—	—	—	—	—	—	0.03d	—	—
Review Count	1	0	0	0	0	0	0	0	0	0	1	0	0
Shortest Time	0.04d	—	—	—	—	—	—	—	—	—	0.03d	—	—

Regulatory	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Longest Time	0.04d	—	—	—	—	—	—	—	—	—	0.03d	—	—
Median Time	0.04d	—	—	—	—	—	—	—	—	—	0.03d	—	—
PStDev Time	0.00d	—	—	—	—	—	—	—	—	—	0.00d	—	—

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07
Total LGRs Processed	620	—	208	526	111	—	20	215	17	2	1	242	270
Request Count	2	0	2	8	2	0	2	5	1	2	1	4	3
Average LGRs per Request	310	—	104	66	56	—	10	43	17	1	1	60	90
Smallest per Request	2	—	103	1	8	—	4	1	17	1	1	5	5
Largest per Request	618	—	105	206	103	—	16	103	17	1	1	103	206

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.