

IANA Naming Function Monthly Performance Report

August 2024

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.01d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 5.13m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 7.22m	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%)	✓ 2.26m	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%)	✓ 4.923s	p13
Email Dispatch	Routine (Non-Technical)	≤60s (95.0%)	✓ 5.786s	p14
Email Dispatch	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60s (95.0%)	✓ —	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1.41ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2.39ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.54d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.70d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	—	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
ccTLD Creation/Transfer				

Metric	Category	Expected	Actual	Detail
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p20
Requester Clarification	Requester Clarification	N/A	—	p21
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p22
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 25.59h	p23
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	Other Changes	N/A	—	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 10.15s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 4.95s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p25
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 100.00%	p27
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 2.41s	p30
Credential Change	Credential Change	≤300s (95.0%)	✓ 1.314s	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%)	✓ 2.83d	p35
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ —	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✓ —	p37
Requester Clarification	Requester Clarification	N/A	—	p38
Time per Actor	IANA	N/A	—	p39
Time per Actor	Requester	N/A	—	p39
Time per Actor	Authorizer	N/A	—	p39
Time per Actor	Regulatory	N/A	—	p39
Request Volumes	Request Volumes	N/A	—	p40

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

Exceptions and Narrative for Reporting Period

There were no exceptions for the reporting period.

gTLD Creation/Transfer	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Lodgment Count	0	0	2	1	0	8	12	0	9	3	1	1	0
Mean Time	—	—	0.01d	0.01d	—	0.00d	0.00d	—	0.01d	0.00d	0.01d	0.00d	—
Shortest Time	—	—	0.01d	0.01d	—	0.00d	0.00d	—	0.00d	0.00d	0.01d	0.00d	—
Longest Time	—	—	0.01d	0.01d	—	0.01d	0.01d	—	0.02d	0.00d	0.01d	0.00d	—
Median Time	—	—	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	—	0.01d	0.00d	0.00d	0.00d	—

ccTLD Creation/Transfer	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
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	2	1	0	0	0	0	1	0
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	—

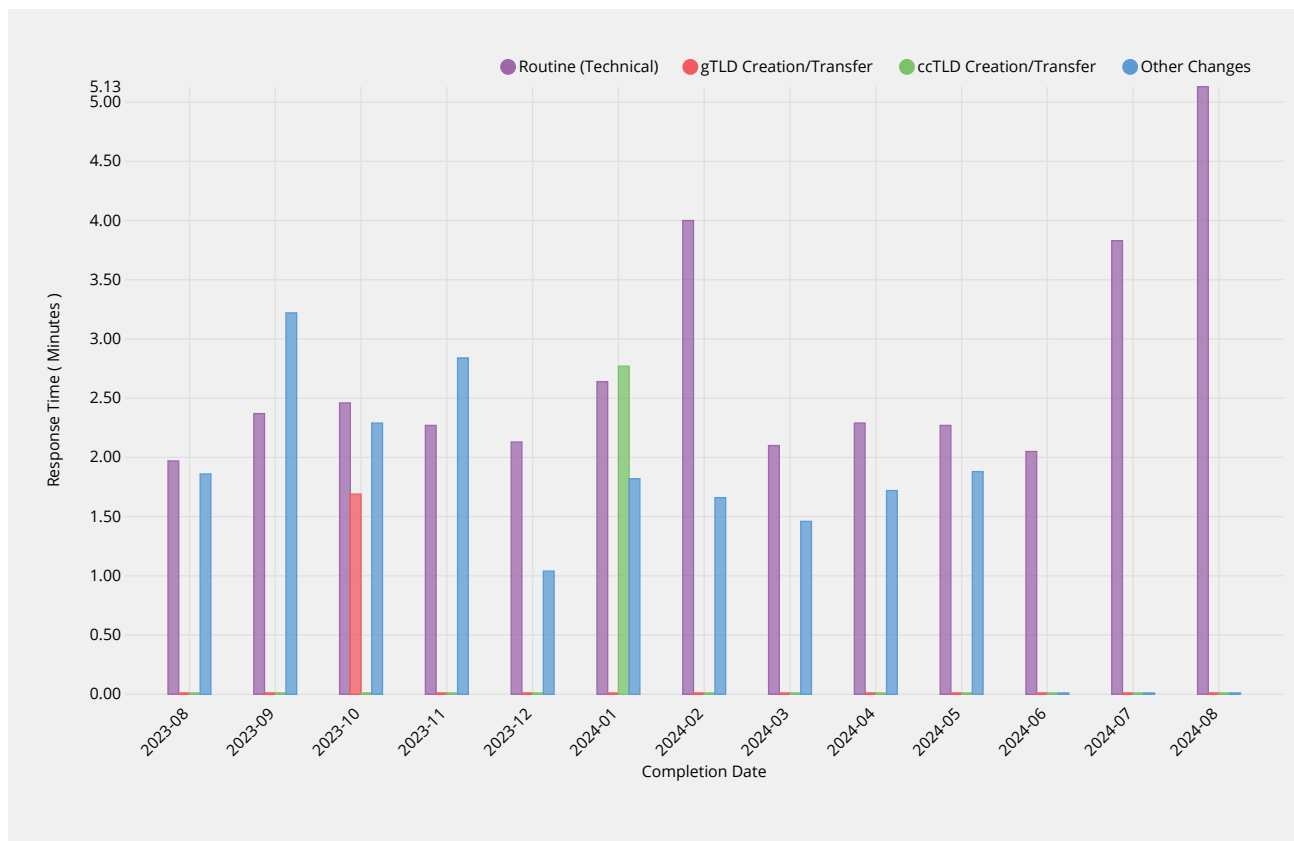
Other Changes	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Lodgment Time	0.00d	0.00d	0.95d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	3	3	1	5	1	3	1	3	1	1	1	1	0
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)	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Response Time	1.97m	2.37m	2.46m	2.27m	2.13m	2.64m	4.00m	2.10m	2.29m	2.27m	2.05m	3.83m	5.13m
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	225	79	59	132	213	55	65	96	64	68	30	67	29
Mean Time	1.41m	1.87m	2.03m	1.80m	1.66m	1.76m	2.15m	13.68m	1.57m	1.62m	1.49m	2.00m	2.15m
Shortest Time	0.73m	0.81m	0.99m	1.00m	0.79m	0.77m	1.04m	0.96m	0.94m	1.10m	0.85m	0.99m	1.07m
Longest Time	4.13m	16.41m	16.72m	17.48m	16.94m	12.28m	13.13m	604.26m	2.82m	4.62m	2.21m	6.28m	7.67m
Median Time	1.35m	1.47m	1.48m	1.50m	1.42m	1.43m	1.69m	1.54m	1.55m	1.48m	1.43m	1.81m	1.71m
PStDev Time	0.40m	2.37m	2.73m	1.92m	1.56m	1.50m	1.66m	82.04m	0.38m	0.53m	0.32m	0.83m	1.41m

gTLD Creation/Transfer	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
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	1	0	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	—	—	—	—	—	—	—	—	—	—

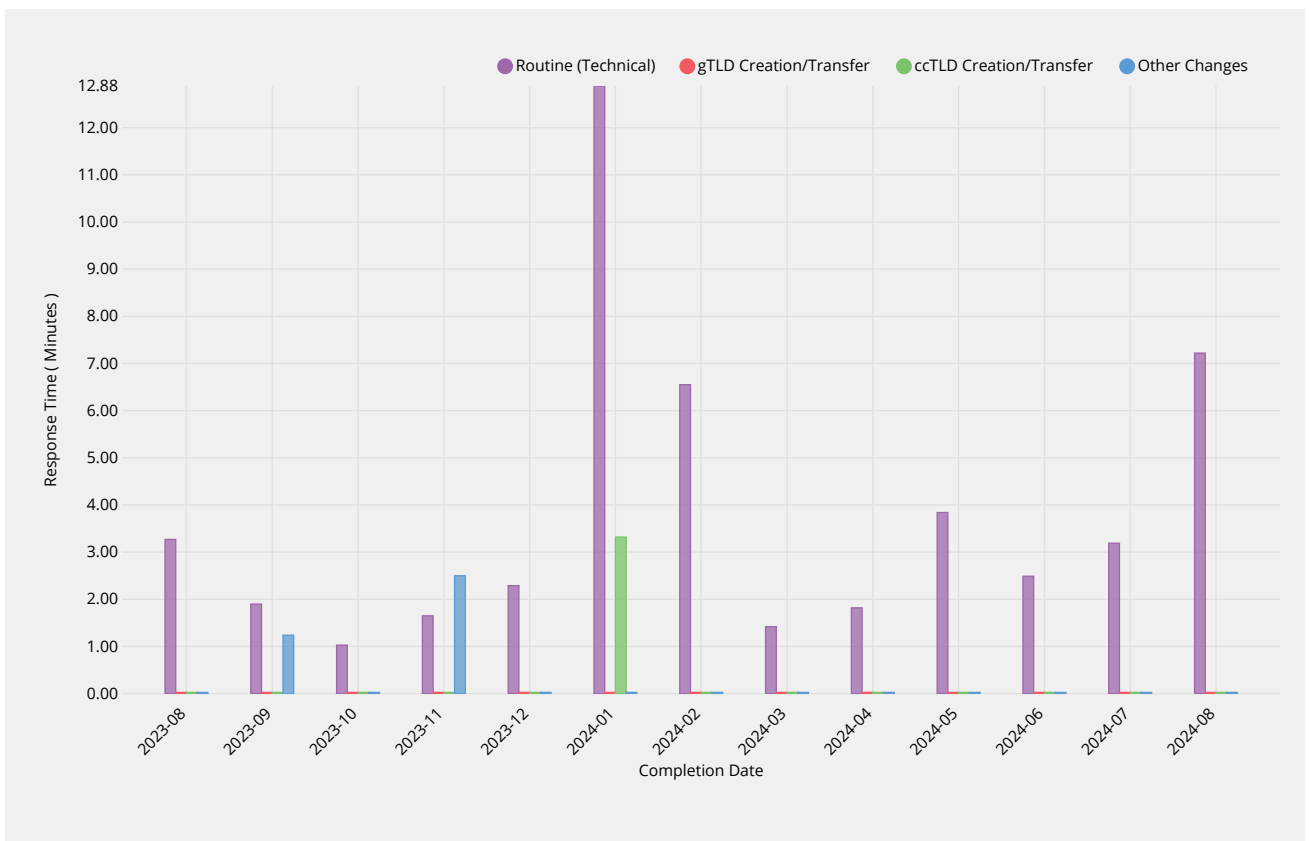
ccTLD Creation/Transfer	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Response Time	—	—	—	—	—	2.77m	—	—	—	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%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

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

Other Changes	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
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	2	7	1	3	2	2	1	2	2	4	0	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)	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Response Time	3.27m	1.90m	1.03m	1.65m	2.29m	12.88m	6.55m	1.42m	1.82m	3.84m	2.49m	3.19m	7.22m
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	143	70	36	57	19	123	274	165	32	147	59	133	88
Mean Time	0.87m	1.13m	0.59m	1.31m	1.33m	3.15m	1.84m	0.78m	1.21m	1.60m	1.38m	1.47m	5.15m
Shortest Time	0.11m	0.36m	0.16m	0.32m	0.27m	0.11m	0.32m	0.14m	0.34m	0.17m	0.23m	0.27m	0.33m
Longest Time	3.44m	15.88m	1.19m	16.81m	2.31m	14.37m	15.59m	1.64m	4.21m	17.38m	15.78m	15.44m	47.14m

Routine (Technical)	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
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	214	71	55	126	205	49	57	91	62	67	27	65	27
Mean Time	1.979s	1.420s	1.645s	1.710s	2.643s	1.664s	1.598s	1.433s	1.489s	1.317s	1.550s	1.319s	2.488s
Shortest Time	0.150s	0.155s	0.574s	0.207s	0.079s	0.178s	0.141s	0.334s	0.304s	0.208s	0.110s	0.053s	0.216s
Longest Time	11.138s	3.716s	4.081s	8.241s	20.621s	5.561s	4.342s	4.383s	4.017s	4.249s	4.156s	4.174s	7.512s
Median Time	1.336s	1.189s	1.260s	1.305s	1.589s	1.330s	1.346s	1.220s	1.203s	1.138s	1.212s	1.162s	2.208s
PStDev Time	1.809s	0.629s	0.813s	1.105s	2.856s	0.972s	0.868s	0.691s	0.705s	0.642s	0.859s	0.926s	1.617s

Routine (Non-Technical)	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Dispatch Time	1.739s	1.755s	3.687s	2.313s	2.221s	1.688s	2.436s	1.263s	1.889s	2.078s	0.960s	1.241s	5.786s
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	188	308	29	89	24	120	64	51	109	167	8	17	22
Mean Time	0.386s	0.342s	1.323s	0.639s	0.803s	0.475s	0.674s	0.412s	0.474s	0.417s	0.325s	0.440s	2.145s
Shortest Time	0.063s	0.063s	0.063s	0.070s	0.081s	0.067s	0.077s	0.064s	0.064s	0.053s	0.067s	0.068s	0.073s
Longest Time	3.351s	5.610s	6.244s	6.188s	3.344s	3.091s	3.332s	4.678s	3.790s	3.975s	1.308s	1.876s	6.239s
Median Time	0.129s	0.090s	0.397s	0.284s	0.293s	0.201s	0.243s	0.204s	0.158s	0.081s	0.210s	0.214s	2.135s
PStDev Time	0.619s	0.764s	1.564s	0.989s	0.855s	0.578s	0.839s	0.737s	0.671s	0.720s	0.380s	0.454s	2.005s

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

ccTLD Creation/Transfer	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
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	2	0	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	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Dispatch Time	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	7	8	5	10	4	4	2	6	5	5	4	2	0
Mean Time	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	0.120s	0.077s	0.062s	0.092s	0.116s	0.064s	0.065s	0.094s	0.146s	0.108s	0.084s	0.548s	—
Longest Time	1.613s	1.190s	3.697s	2.509s	1.695s	1.877s	0.212s	4.565s	3.032s	2.448s	1.179s	1.781s	—
Median Time	0.195s	0.173s	1.689s	0.169s	0.322s	0.693s	0.138s	1.418s	1.219s	0.546s	0.457s	1.165s	—
PStDev Time	0.562s	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	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	2	1	0	8	12	0	8	3	1	1	0
Mean Time	—	—	0.68ms	0.53ms	—	0.42ms	1.30ms	—	0.37ms	0.25ms	0.16ms	0.45ms	—
Shortest Time	—	—	0.61ms	0.53ms	—	0.23ms	0.34ms	—	0.09ms	0.12ms	0.16ms	0.45ms	—
Longest Time	—	—	0.76ms	0.53ms	—	0.80ms	3.43ms	—	1.08ms	0.41ms	0.16ms	0.45ms	—
Median Time	—	—	0.68ms	0.53ms	—	0.33ms	1.28ms	—	0.29ms	0.23ms	0.16ms	0.45ms	—
PStDev Time	—	—	0.08ms	0.00ms	—	0.21ms	0.76ms	—	0.30ms	0.12ms	0.00ms	0.00ms	—

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

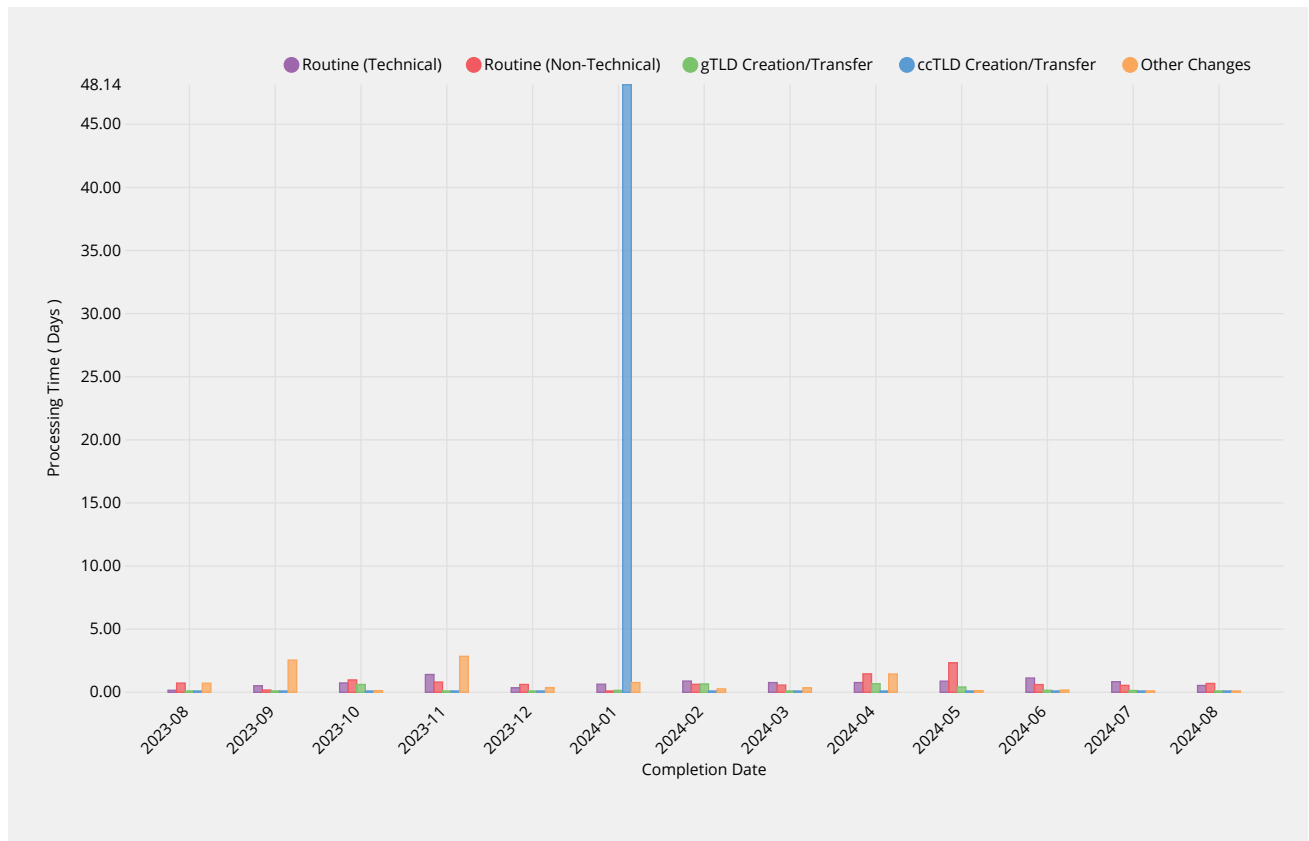
Other Changes	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Affirmation Time	0.36ms	0.76ms	1.14ms	1.20ms	0.40ms	0.94ms	0.39ms	0.80ms	0.39ms	0.89ms	0.37ms	1.16ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	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	6	7	5	10	4	4	2	6	5	5	4	2	0
Mean Time	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	0.18ms	0.09ms	0.17ms	0.13ms	0.12ms	0.21ms	0.14ms	0.16ms	0.13ms	0.22ms	0.12ms	0.59ms	—
Longest Time	0.36ms	0.98ms	1.30ms	1.61ms	0.42ms	0.95ms	0.40ms	0.85ms	0.40ms	0.95ms	0.41ms	1.19ms	—
Median Time	0.27ms	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	0.29ms	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)	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Processing Time	0.16d	0.52d	0.74d	1.41d	0.36d	0.64d	0.89d	0.77d	0.77d	0.88d	1.13d	0.84d	0.54d
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	211	64	49	120	208	49	53	90	60	67	26	65	24
Mean Time	0.06d	0.21d	0.35d	0.61d	0.10d	0.35d	0.81d	0.54d	0.40d	0.41d	0.54d	0.35d	0.23d
Shortest Time	0.00d	0.00d	0.02d	0.01d	0.00d	0.02d	0.03d	0.01d	0.00d	0.00d	0.04d	0.01d	0.04d
Longest Time	0.99d	1.69d	1.93d	4.26d	1.68d	3.11d	17.23d	4.55d	2.68d	2.40d	2.84d	1.36d	0.89d
Median Time	0.00d	0.09d	0.25d	0.27d	0.00d	0.19d	0.33d	0.36d	0.16d	0.25d	0.30d	0.25d	0.10d
PStDev Time	0.17d	0.31d	0.35d	1.07d	0.26d	0.45d	2.34d	0.70d	0.47d	0.45d	0.63d	0.34d	0.22d

Routine (Non-Technical)	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Processing Time	0.73d	0.18d	0.98d	0.81d	0.62d	0.06d	0.63d	0.57d	1.46d	2.34d	0.61d	0.55d	0.70d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	181	299	26	86	21	115	62	48	106	158	7	16	12
Mean Time	0.32d	0.17d	0.40d	0.39d	0.39d	0.03d	0.16d	0.27d	0.77d	1.94d	0.31d	0.21d	0.22d
Shortest Time	0.00d	0.00d	0.00d	0.01d	0.02d	0.00d	0.00d	0.01d	0.02d	0.01d	0.00d	0.00d	0.02d
Longest Time	3.12d	37.07d	0.98d	2.98d	2.08d	0.63d	1.03d	2.28d	22.39d	2.36d	0.66d	0.68d	0.70d
Median Time	0.13d	0.00d	0.43d	0.15d	0.27d	0.00d	0.03d	0.18d	0.41d	2.29d	0.26d	0.05d	0.06d
PStDev Time	0.48d	2.14d	0.32d	0.57d	0.54d	0.08d	0.24d	0.37d	2.17d	0.79d	0.23d	0.24d	0.28d

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

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

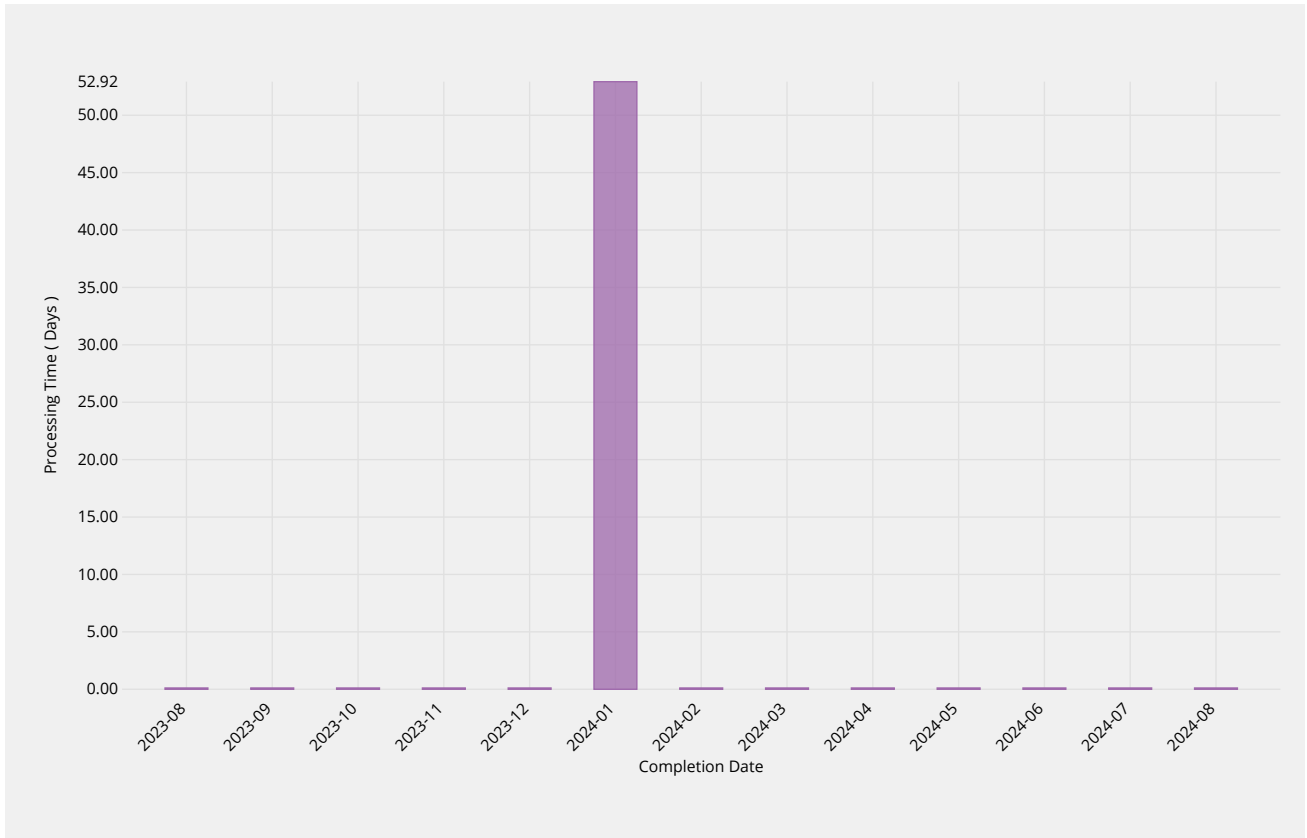
ccTLD Creation/Transfer	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Processing Time	—	—	—	—	—	48.14d	—	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	2	0	0	0	0	0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

Other Changes	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Processing Time	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	6	7	5	10	4	4	2	6	5	5	3	2	0
Mean Time	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	0.03d	0.01d	0.00d	0.36d	0.27d	0.07d	0.12d	0.03d	0.06d	0.05d	—
Longest Time	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	0.34d	0.26d	0.07d	0.14d	0.10d	0.58d	0.27d	0.30d	0.19d	0.05d	0.16d	0.08d	—
PStDev Time	0.26d	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	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Processing Time	—	—	—	—	—	52.92d	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	2	0	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	—	—	—	—	—	—	—

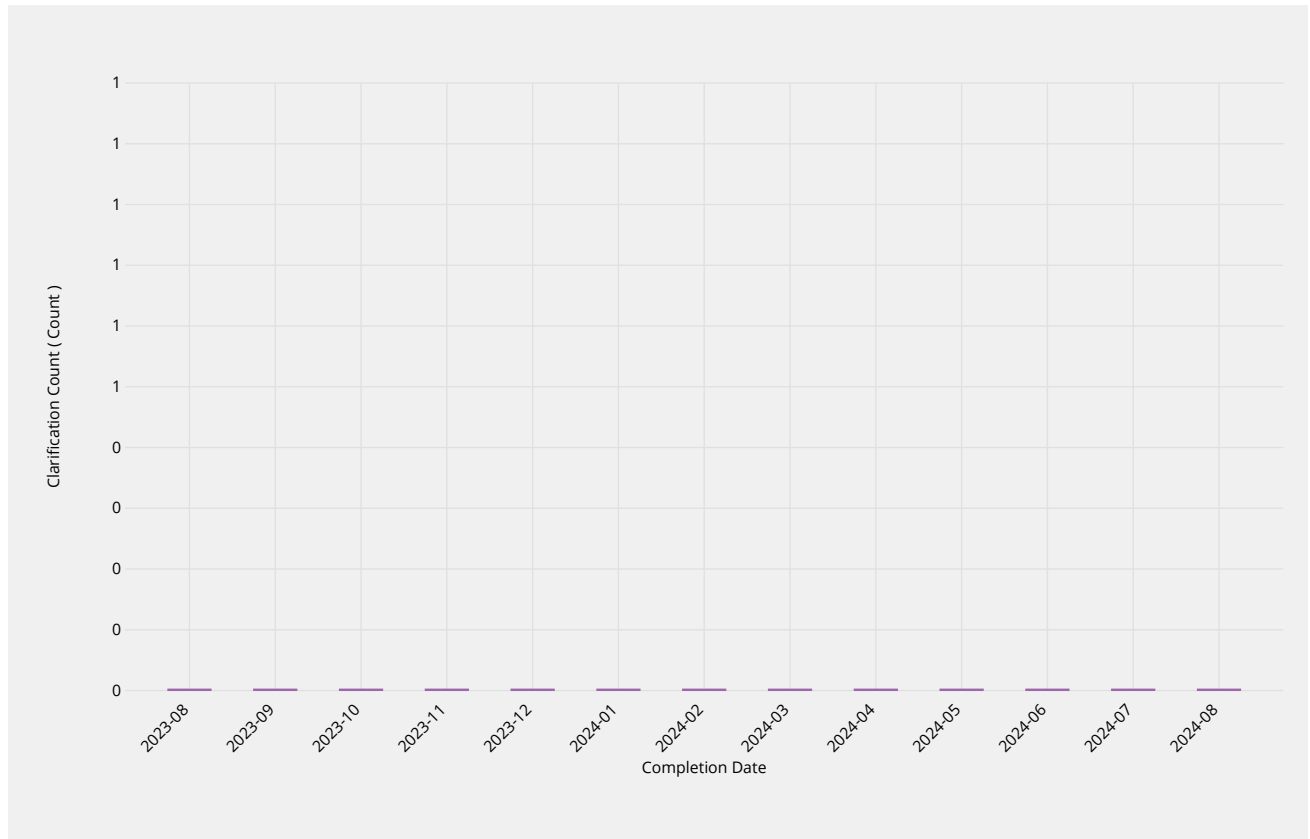
ccTLD Creation/Transfer

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.

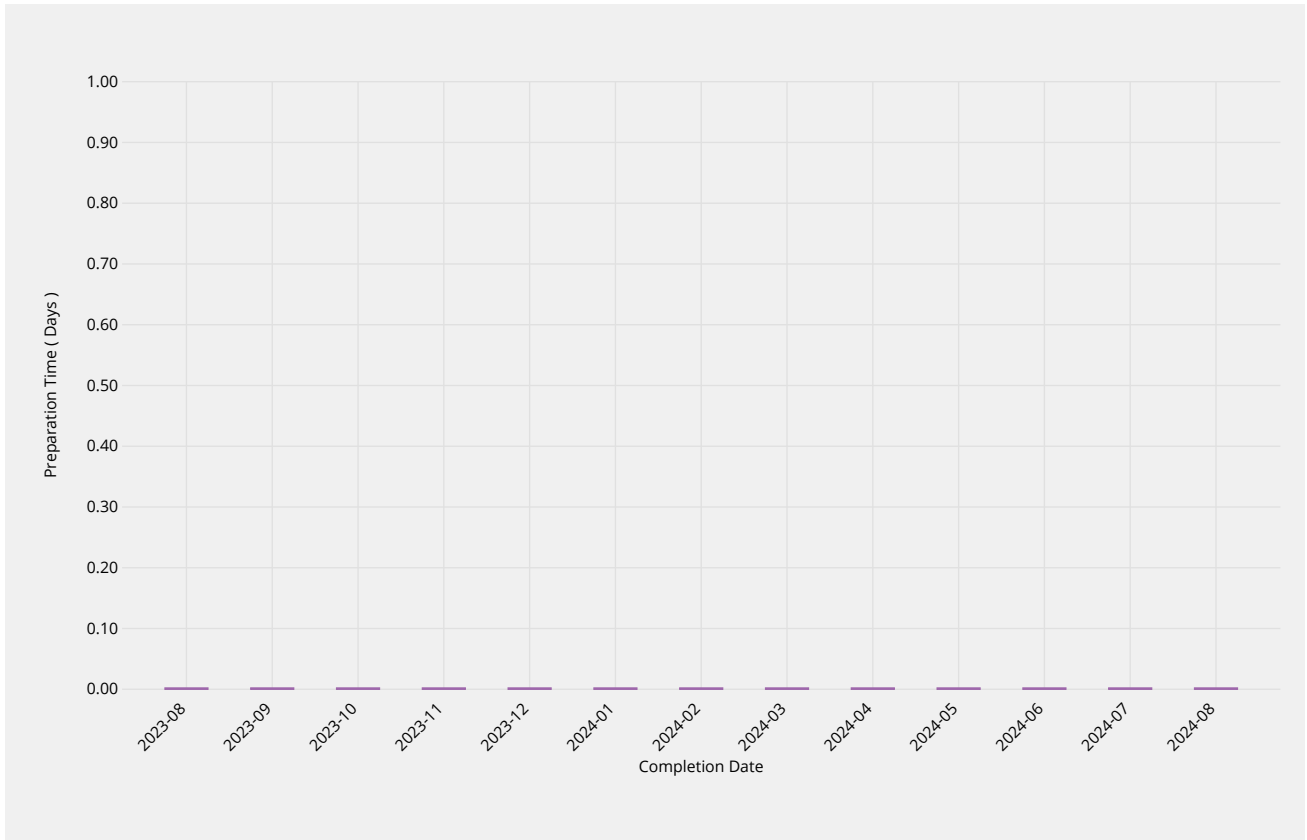


Requester Clarification	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Clarification Count	—	—	—	—	—	0	0	—	—	—	—	0	—
Request Count	0	0	0	0	0	2	1	0	0	0	0	1	0
Lowest Count	—	—	—	—	—	0	0	—	—	—	—	0	—
Highest Count	—	—	—	—	—	0	0	—	—	—	—	0	—

Report Preparation

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

publication.



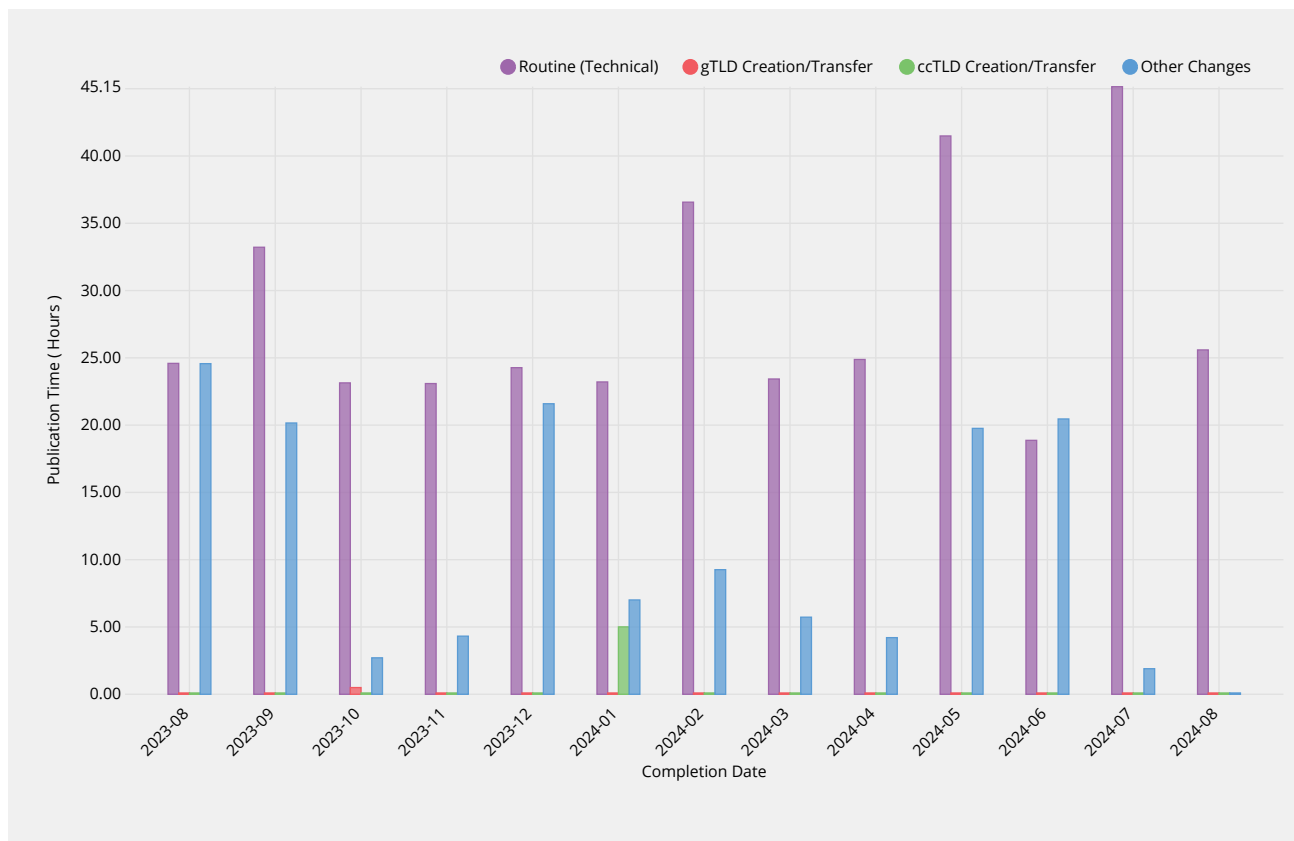
Report Preparation	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Preparation Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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)	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Publication Time	24.59h	33.22h	23.14h	23.09h	24.27h	23.21h	36.57h	23.43h	24.88h	41.49h	18.87h	45.15h	25.59h
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	211	64	48	119	208	49	52	89	60	65	26	65	24
Mean Time	15.93h	8.56h	6.14h	6.79h	3.79h	5.53h	7.39h	7.52h	5.49h	8.31h	6.03h	6.64h	8.25h
Shortest Time	1.90h	0.60h	0.60h	0.50h	0.43h	0.51h	0.70h	1.00h	0.60h	0.30h	0.71h	0.40h	1.50h
Longest Time	28.79h	48.80h	23.14h	23.09h	25.33h	24.90h	36.63h	23.43h	25.18h	48.89h	18.87h	49.25h	25.59h
Median Time	17.68h	3.71h	4.63h	4.12h	2.02h	1.92h	4.11h	4.52h	3.21h	4.72h	5.11h	3.31h	5.25h
PStDev Time	5.83h	9.58h	6.53h	6.36h	4.75h	7.45h	8.12h	7.09h	6.33h	9.36h	4.91h	9.38h	7.39h

gTLD Creation/Transfer	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
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	1	0	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	—	—	—	—	—	—	—	—	—	—

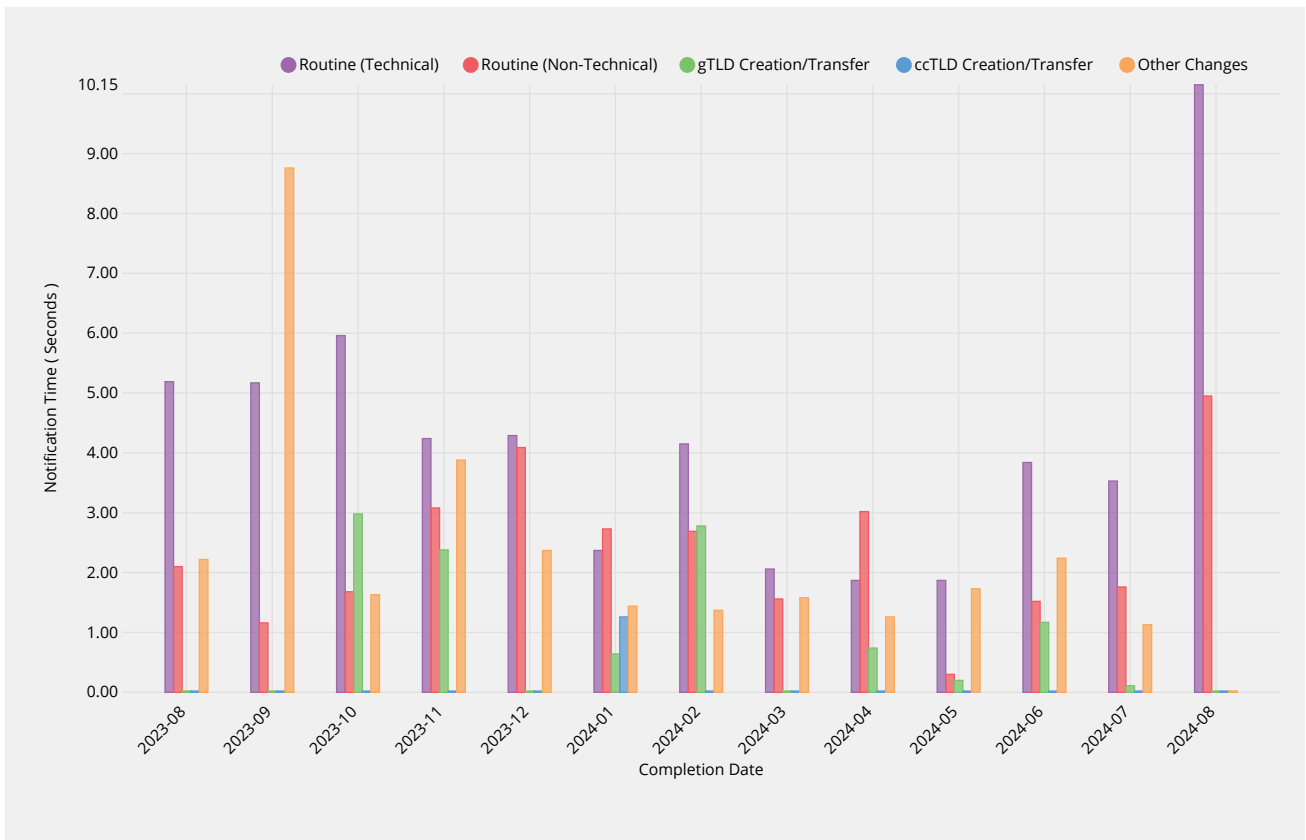
ccTLD Creation/Transfer	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Publication Time	—	—	—	—	—	5.01h	—	—	—	—	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%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

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

Other Changes	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Publication Time	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	3	5	5	8	3	4	2	4	2	4	1	1	0
Mean Time	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	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	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	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	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)	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Notification Time	5.19s	5.17s	5.96s	4.24s	4.29s	2.37s	4.15s	2.06s	1.87s	1.87s	3.84s	3.53s	10.15s
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	211	64	49	119	208	49	52	89	60	64	26	65	24
Mean Time	2.54s	1.82s	2.24s	1.75s	2.32s	1.23s	2.27s	1.06s	1.00s	1.15s	1.46s	1.36s	3.41s
Shortest Time	0.50s	0.06s	0.08s	0.05s	0.07s	0.06s	0.08s	0.07s	0.07s	0.07s	0.08s	0.07s	0.13s
Longest Time	7.20s	8.07s	10.09s	6.11s	4.77s	3.77s	30.16s	3.85s	2.41s	5.35s	5.82s	3.92s	12.53s
Median Time	2.16s	1.18s	1.35s	1.35s	2.25s	1.17s	1.25s	1.18s	1.23s	1.15s	1.21s	1.24s	3.04s

Routine (Technical)	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
PStDev Time	1.39s	1.68s	1.98s	1.22s	1.05s	0.69s	4.90s	0.73s	0.61s	1.00s	1.36s	0.86s	2.85s

Routine (Non-Technical)	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Notification Time	2.10s	1.16s	1.68s	3.08s	4.09s	2.73s	2.69s	1.56s	3.02s	0.30s	1.52s	1.76s	4.95s
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	180	298	26	86	21	115	62	48	103	158	7	16	12
Mean Time	0.44s	0.29s	0.39s	0.69s	1.45s	0.52s	0.85s	0.42s	0.64s	0.14s	0.43s	0.58s	2.03s
Shortest Time	0.07s	0.06s	0.07s	0.09s	0.08s	0.06s	0.09s	0.07s	0.08s	0.05s	0.08s	0.06s	0.12s
Longest Time	4.21s	13.88s	2.97s	6.20s	7.08s	4.00s	3.83s	3.91s	5.33s	1.51s	2.06s	1.78s	6.05s
Median Time	0.12s	0.09s	0.16s	0.19s	0.63s	0.16s	0.30s	0.18s	0.18s	0.08s	0.21s	0.36s	1.34s
PStDev Time	0.78s	0.95s	0.65s	1.08s	1.75s	0.84s	0.97s	0.68s	1.04s	0.20s	0.67s	0.56s	1.85s

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

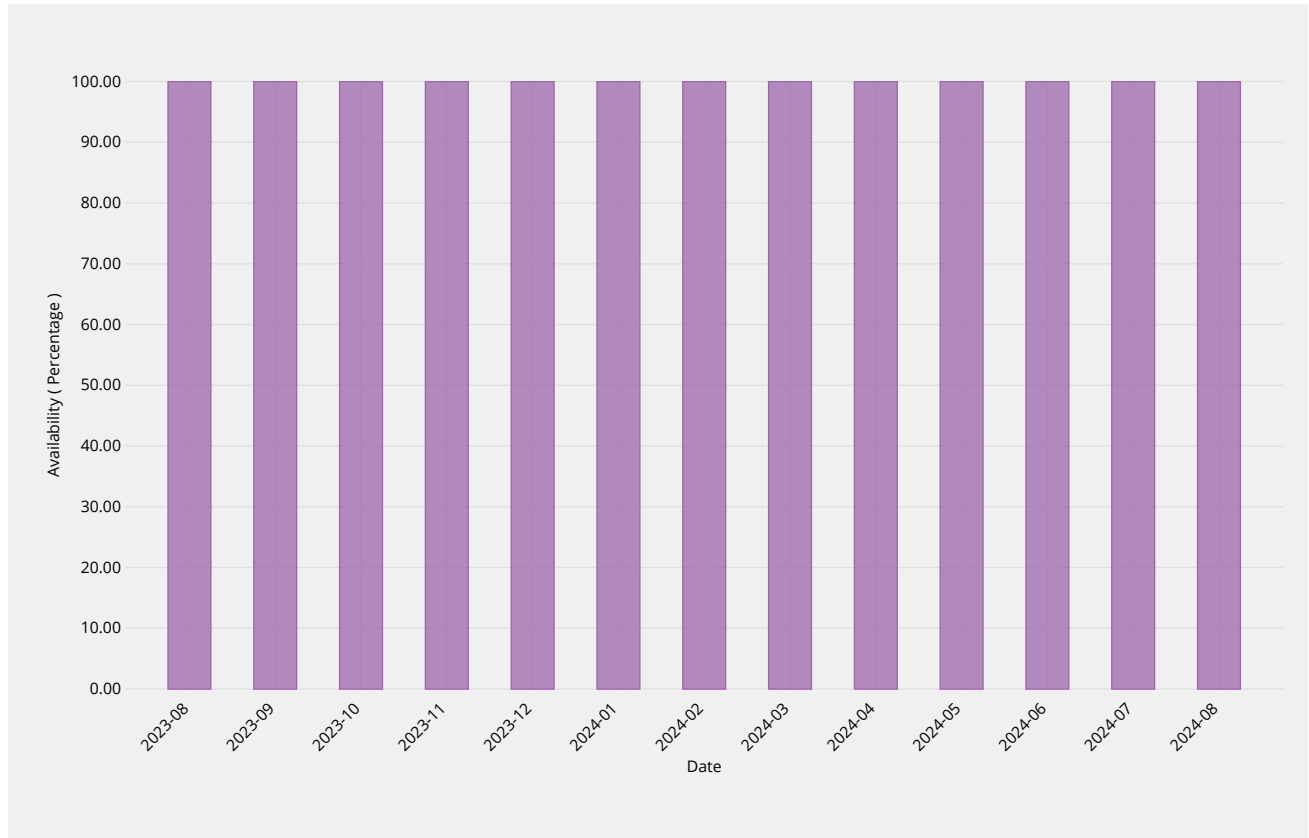
ccTLD Creation/Transfer	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Notification Time	—	—	—	—	—	1.26s	—	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	0	0	2	0	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	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Notification Time	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	6	7	5	10	4	4	2	6	5	5	3	2	0
Mean Time	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	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	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	1.14s	1.19s	1.35s	1.34s	0.53s	1.28s	1.35s	0.73s	0.29s	1.18s	1.20s	0.66s	—
PStDev Time	0.79s	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.



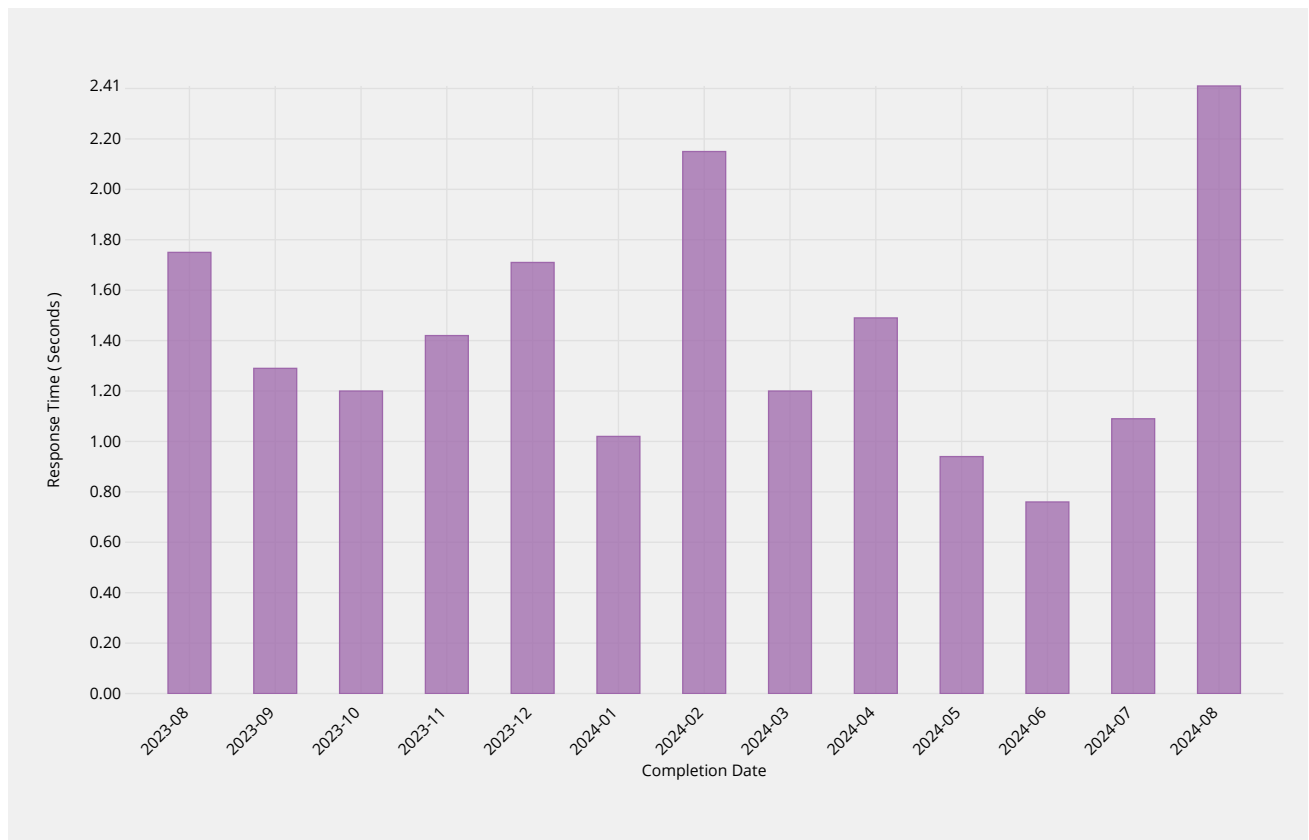
IANA Site Availability	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Availability	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	99.99%	100.00%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%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

Root Zone Management System

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

Credential Recovery

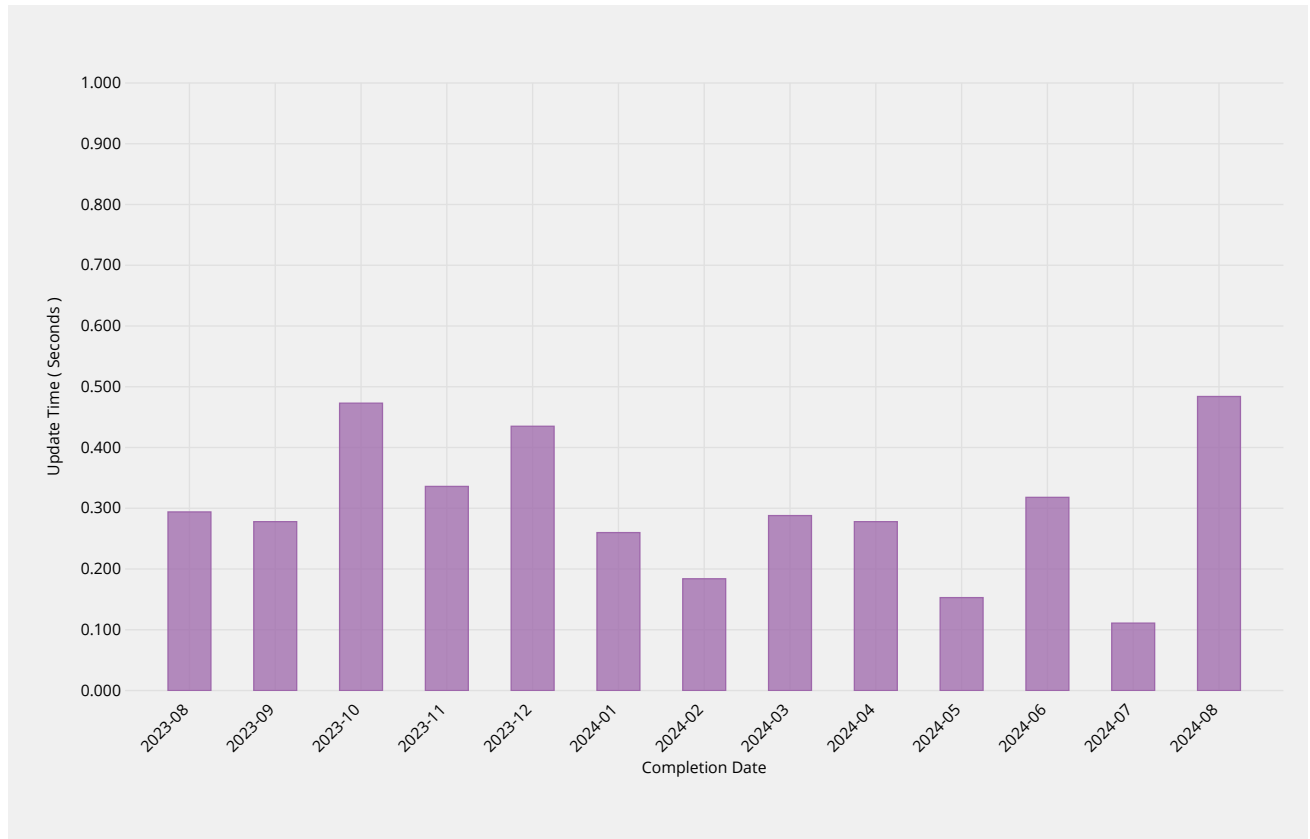
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Response Time	1.75s	1.29s	1.20s	1.42s	1.71s	1.02s	2.15s	1.20s	1.49s	0.94s	0.76s	1.09s	2.41s
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	47	14	19	20	12	18	29	29	22	17	11	11	20
Mean Time	0.37s	0.44s	0.46s	0.53s	0.86s	0.35s	0.54s	0.38s	0.66s	0.31s	0.31s	0.29s	1.10s
Shortest Time	0.02s	0.03s	0.03s	0.03s	0.16s	0.03s	0.03s	0.03s	0.03s	0.05s	0.05s	0.03s	0.05s
Longest Time	2.27s	1.69s	1.49s	4.33s	2.03s	1.14s	3.07s	1.73s	4.10s	2.71s	0.92s	1.67s	2.91s
Median Time	0.13s	0.22s	0.52s	0.20s	0.88s	0.22s	0.22s	0.21s	0.29s	0.15s	0.18s	0.13s	1.04s
PStDev Time	0.54s	0.47s	0.40s	0.94s	0.58s	0.33s	0.72s	0.41s	0.87s	0.61s	0.26s	0.46s	0.78s

Credential Change

Time to implement new password within the system.



Credential Change	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Update Time	0.962s	0.884s	1.464s	0.897s	1.368s	0.839s	0.596s	1.252s	0.858s	0.395s	0.975s	0.143s	1.314s
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	41	10	14	17	11	15	20	23	21	12	10	9	10
Mean Time	0.294s	0.278s	0.473s	0.336s	0.435s	0.260s	0.184s	0.288s	0.278s	0.153s	0.318s	0.111s	0.484s
Shortest Time	0.078s	0.081s	0.077s	0.078s	0.083s	0.077s	0.084s	0.081s	0.075s	0.083s	0.080s	0.086s	0.082s
Longest Time	1.861s	1.224s	1.614s	1.376s	1.394s	1.174s	0.801s	1.633s	0.877s	0.712s	1.122s	0.161s	1.432s
Median Time	0.100s	0.093s	0.103s	0.112s	0.161s	0.101s	0.107s	0.096s	0.101s	0.107s	0.102s	0.108s	0.353s
PStDev Time	0.391s	0.349s	0.525s	0.357s	0.466s	0.310s	0.196s	0.412s	0.284s	0.169s	0.360s	0.019s	0.448s

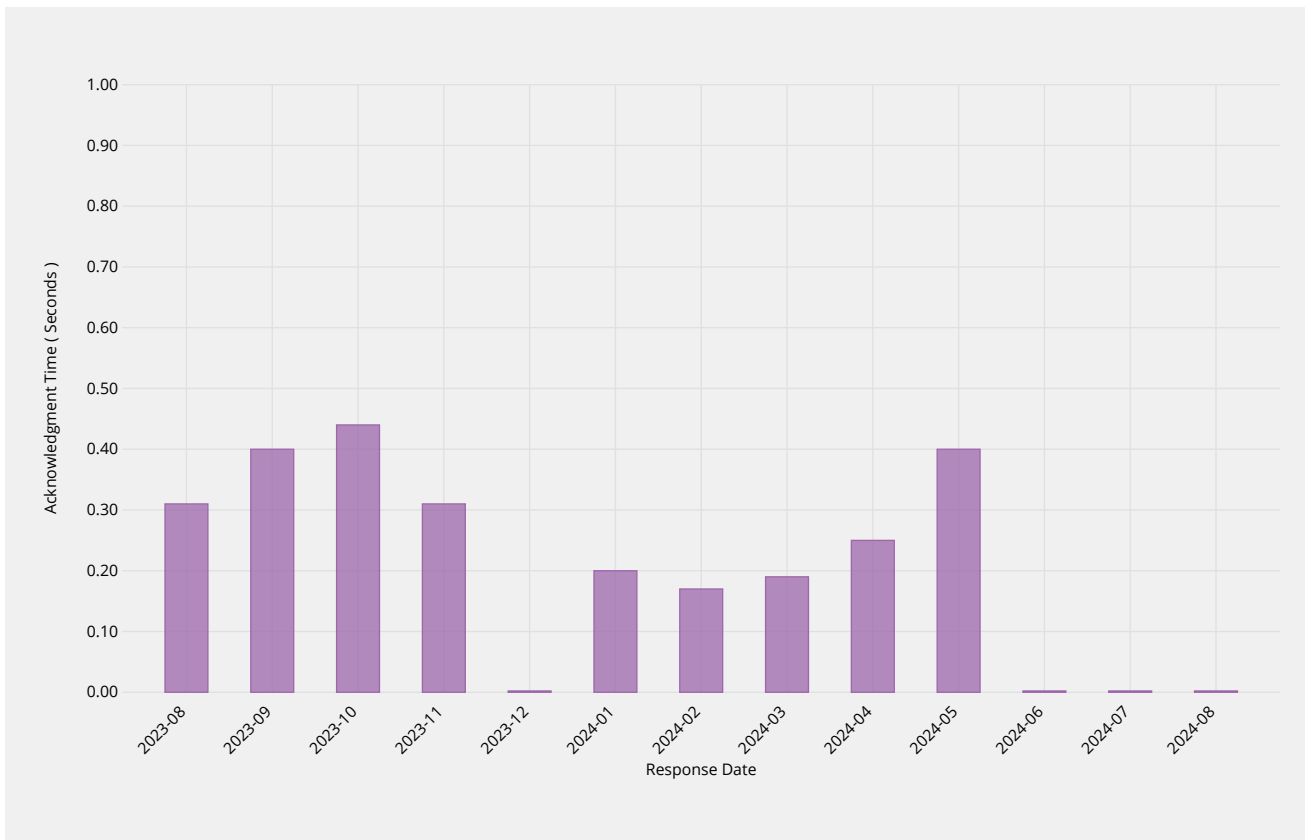
ccTLD Creation/Transfer	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	0	0	2	0	0	0	0	0	0	0

Other Changes	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	6	7	5	10	4	4	2	6	5	5	3	2	0

Enquiry Processing

Time to acknowledge

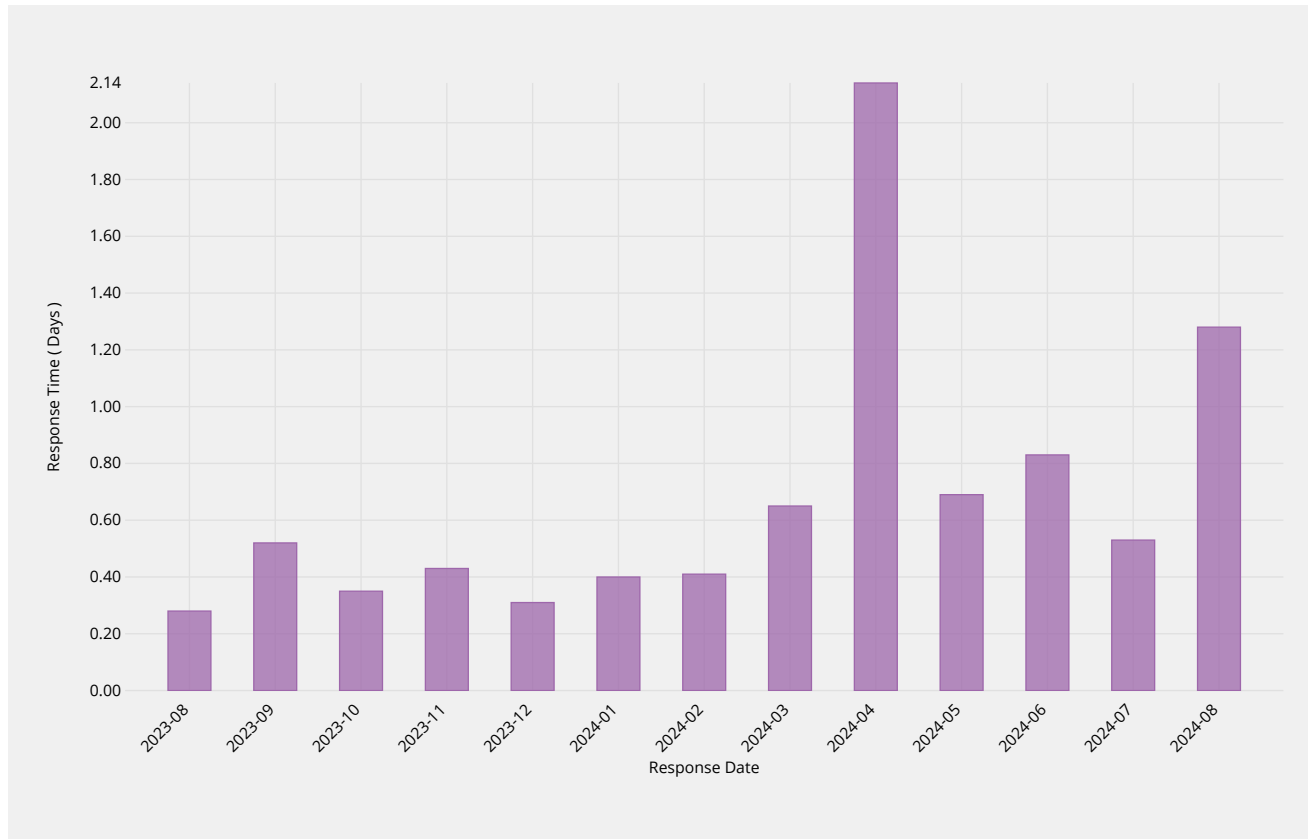
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



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

Time to initial response

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



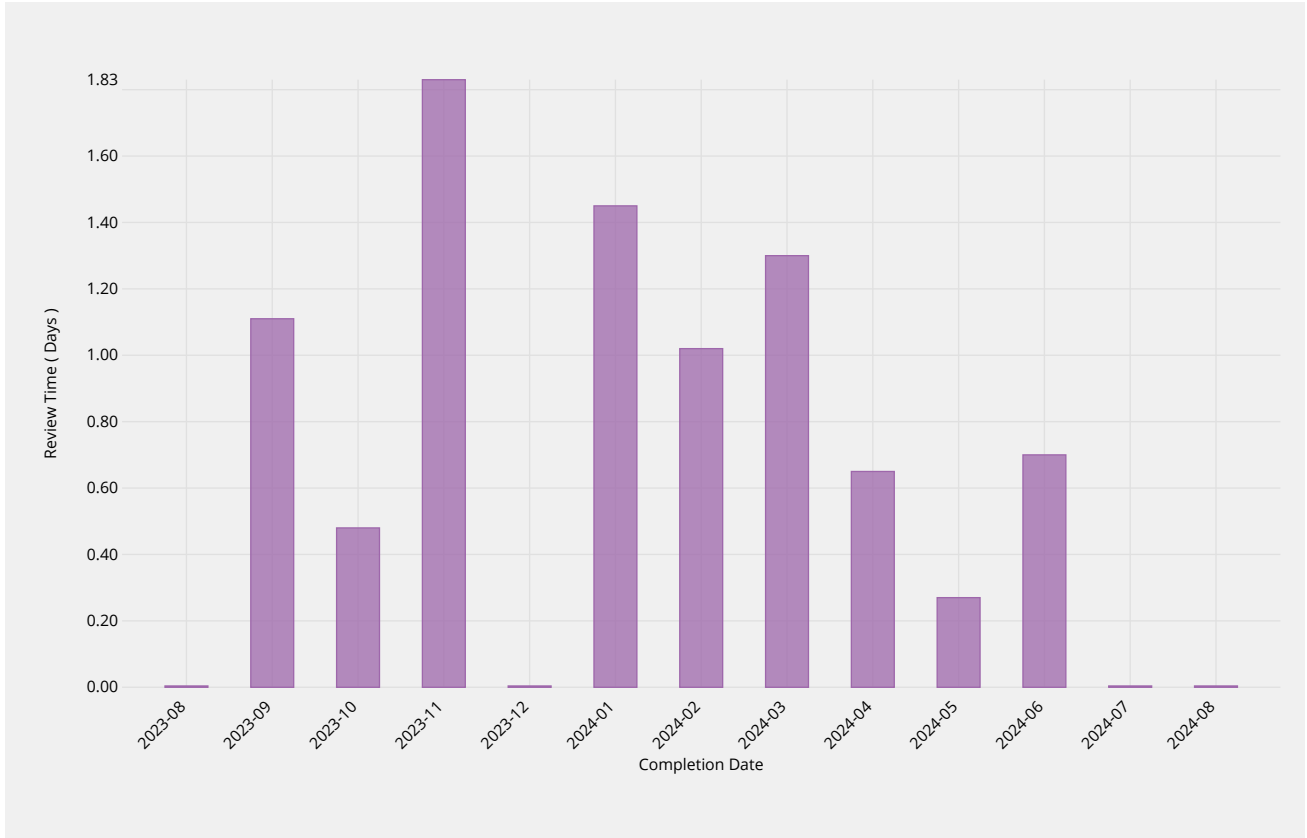
Manual Enquiries	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Response Time	0.73d	0.86d	0.83d	0.50d	0.48d	0.98d	0.97d	1.61d	3.79d	1.90d	0.83d	1.01d	2.83d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	31	10	8	13	6	8	6	14	3	4	1	3	3
Mean Time	0.28d	0.52d	0.35d	0.43d	0.31d	0.40d	0.41d	0.65d	2.14d	0.69d	0.83d	0.53d	1.28d
Shortest Time	0.01d	0.03d	0.01d	0.01d	0.01d	0.00d	0.01d	0.03d	0.01d	0.01d	0.83d	0.02d	0.14d
Longest Time	1.19d	1.10d	1.99d	2.90d	0.51d	1.18d	1.19d	3.46d	4.17d	2.70d	0.83d	1.17d	3.48d
Median Time	0.17d	0.46d	0.10d	0.32d	0.35d	0.20d	0.25d	0.29d	2.24d	0.02d	0.83d	0.38d	0.21d
PStDev Time	0.29d	0.30d	0.63d	0.74d	0.17d	0.41d	0.43d	0.91d	1.70d	1.16d	0.00d	0.48d	1.56d

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

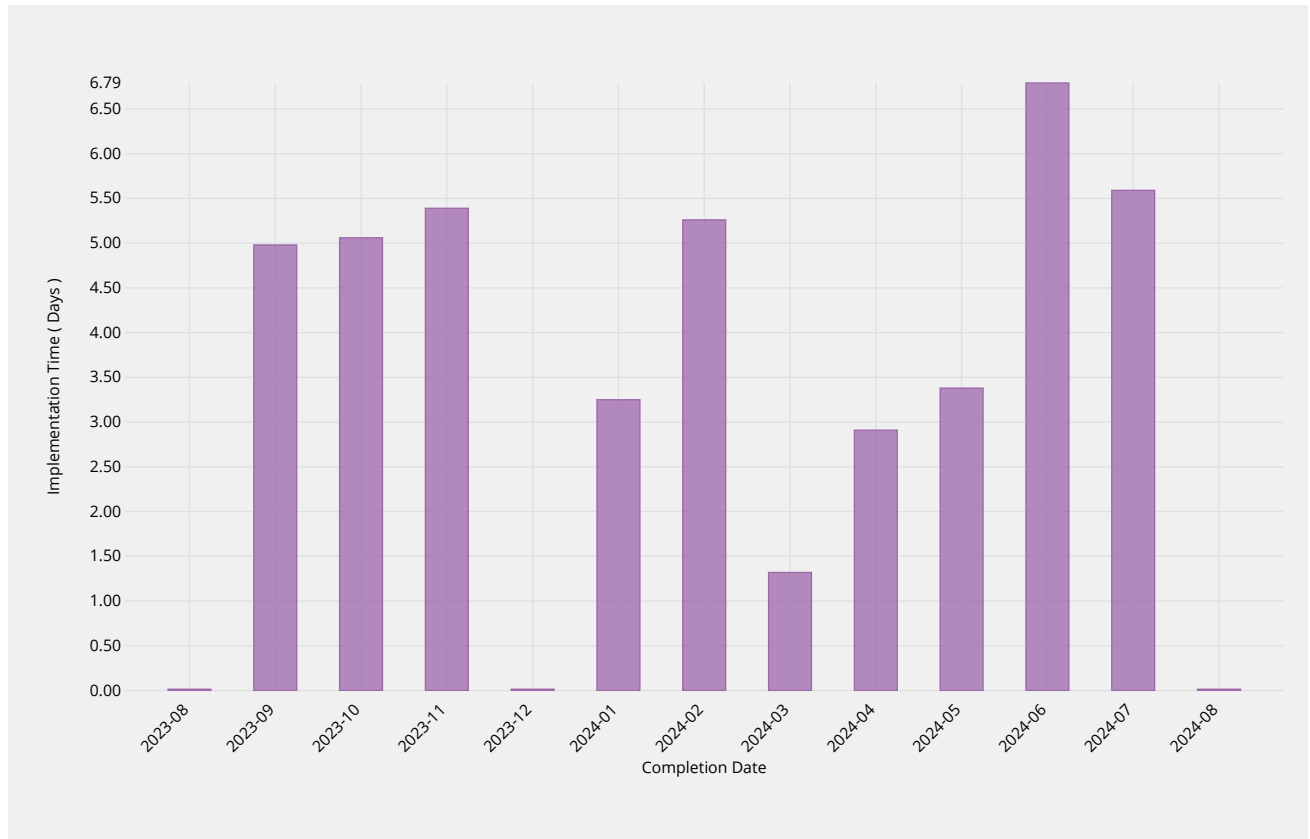
for remediation.



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

Implementation Time

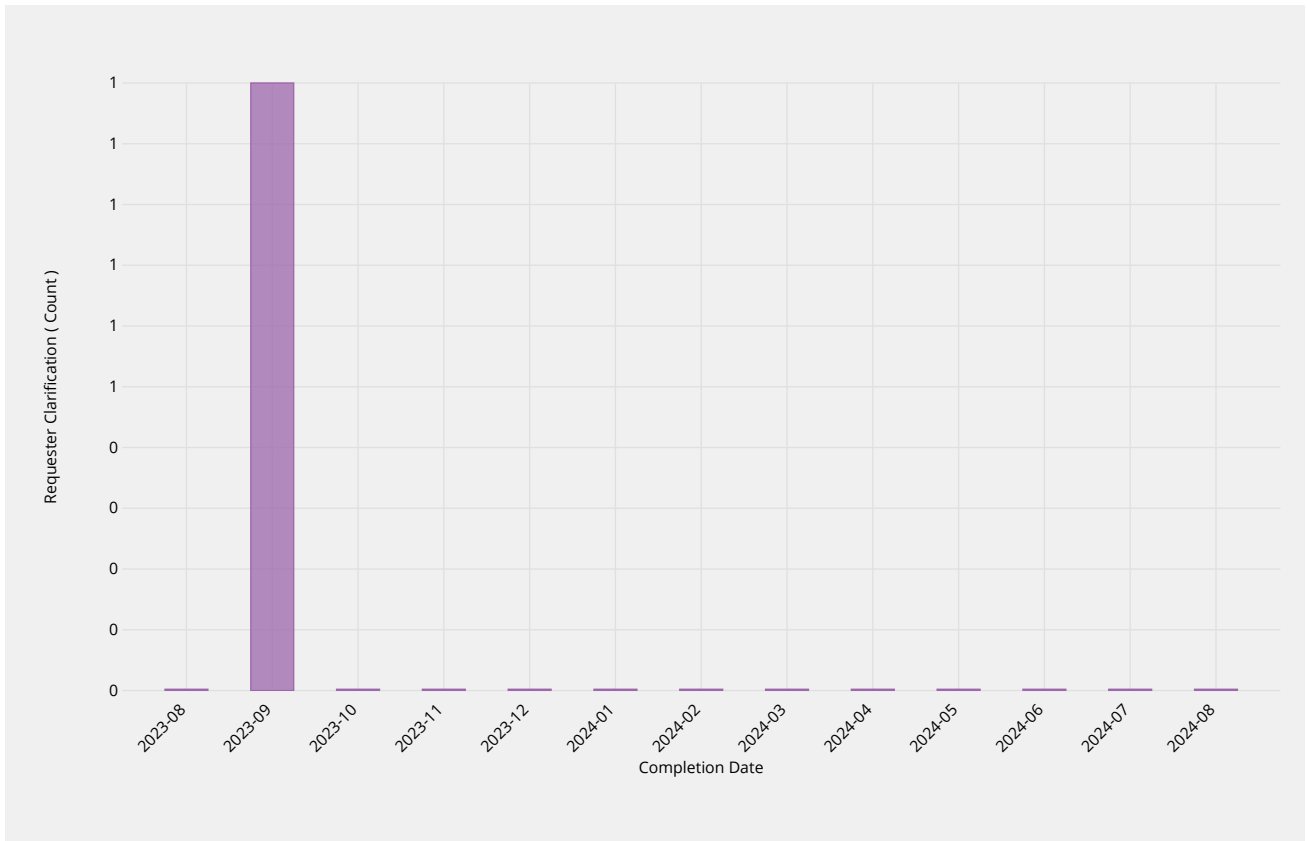
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Implementation Time	—	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	0	2	8	2	0	2	5	1	2	1	4	3	0
Shortest Time	—	3.88d	0.22d	5.09d	—	2.79d	0.87d	1.32d	2.91d	3.38d	1.24d	1.13d	—
Longest Time	—	5.11d	6.97d	5.42d	—	3.30d	6.72d	1.32d	2.91d	3.38d	6.79d	5.99d	—
Median Time	—	4.49d	3.38d	5.25d	—	3.04d	3.07d	1.32d	2.91d	3.38d	4.58d	4.01d	—
PStDev Time	—	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.

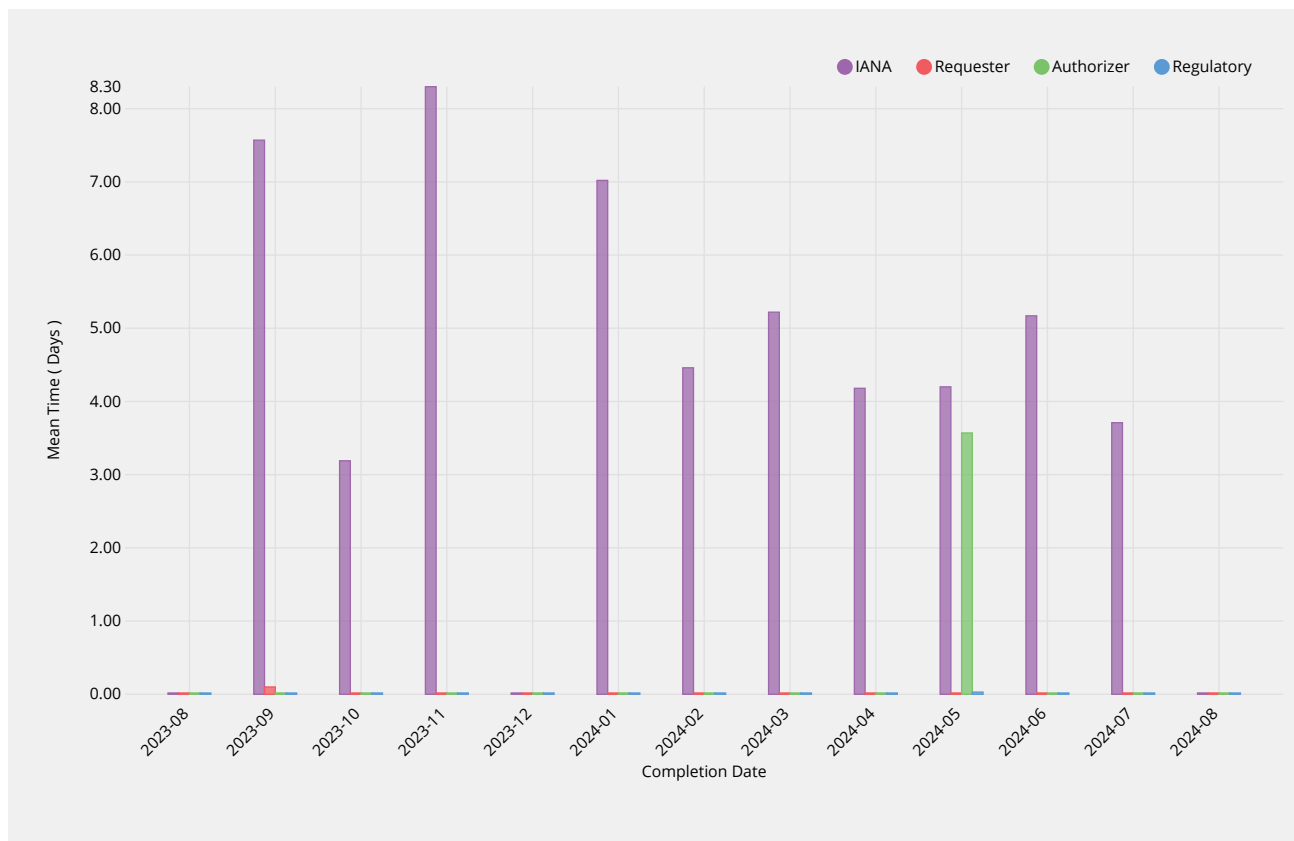


Requester Clarification	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Count	—	1	0	0	—	0	0	0	0	0	0	0	—
Request Count	0	2	8	2	0	2	5	1	2	1	4	3	0
Shortest Clarification	—	0	0	0	—	0	0	0	0	0	0	0	—
Longest Clarification	—	1	0	0	—	0	0	0	0	0	0	0	—

Time per Actor

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

regulatory checks.



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

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

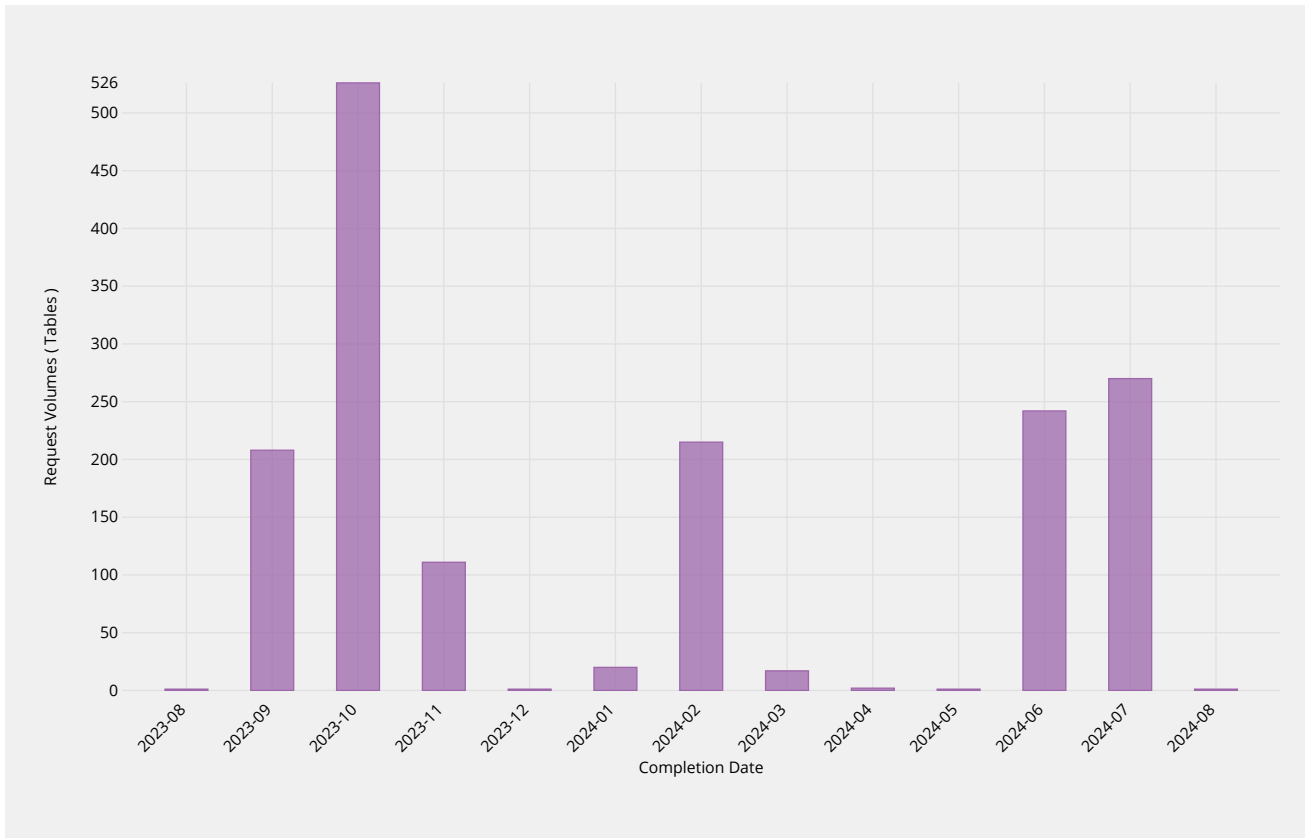
Authorizer	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08
Mean Time	—	—	—	—	—	—	—	—	—	3.57d	—	—	—
Review Count	0	0	0	0	0	0	0	0	0	1	0	0	0
Shortest Time	—	—	—	—	—	—	—	—	—	3.57d	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	3.57d	—	—	—
Median Time	—	—	—	—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

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

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

Request Volumes

Total number of LGRs added or modified.



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