

IANA Naming Function Monthly Performance Report

October 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%)	✓ 0.00s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 0.01d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 2.58m	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%)	✓ 1.25m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 1.26m	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%)	✓ 2.938s	p13
Email Dispatch	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.616s	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%)	✓ 1.45ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.98ms	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%)	✓ 0.76d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.67d	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	0	p21
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p22
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 23.10h	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%)	✓ 1.80s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.94s	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%)	✓ 1.94s	p30
Credential Change	Credential Change	≤300s (95.0%)	✓ 0.633s	p31
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	Other Changes	100%	✓ 100.00%	p32
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p33
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p33
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	Other Changes	100%	✓ 100.00%	p34
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.00s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.26d	p35
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 0.86d	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✗ 7.63d	p37
Requester Clarification	Requester Clarification	N/A	2	p38
Time per Actor	IANA	N/A	8.85d	p39
Time per Actor	Requester	N/A	8.72d	p39
Time per Actor	Authorizer	N/A	19.72d	p39
Time per Actor	Regulatory	N/A	0.01d	p39
Request Volumes	Request Volumes	N/A	110	p40

Percentage of SLA thresholds met of those defined

63 of 64 (98.4%)

Exceptions and Narrative for Reporting Period

Metric	Category	Expected	Actual
Implementation Time	Implementation Time	7d	7.63d 
Primary cause:	Processing delay		
Analysis/Comments:	Processing was stalled waiting for an update to the Root Zone Database on who could authorize posting the LGR (formerly IDN tables).		

Routine (Non-Technical)	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Longest 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
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	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s

gTLD Creation/Transfer	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Acceptance Time	0.00s	0.00s	—	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	2	1	0	8	12	0	9	3	1	1	0	0	0
Mean Time	0.00s	0.00s	—	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—	—
Shortest Time	0.00s	0.00s	—	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—	—
Longest Time	0.00s	0.00s	—	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—	—
Median Time	0.00s	0.00s	—	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—	—
PStDev Time	0.00s	0.00s	—	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—	—

ccTLD Creation/Transfer	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Acceptance Time	—	—	—	0.00s	0.00s	—	—	—	—	0.00s	—	—	0.00s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	0	2	1	0	0	0	0	1	0	0	1
Mean Time	—	—	—	0.00s	0.00s	—	—	—	—	0.00s	—	—	0.00s
Shortest Time	—	—	—	0.00s	0.00s	—	—	—	—	0.00s	—	—	0.00s
Longest Time	—	—	—	0.00s	0.00s	—	—	—	—	0.00s	—	—	0.00s
Median Time	—	—	—	0.00s	0.00s	—	—	—	—	0.00s	—	—	0.00s
PStDev Time	—	—	—	0.00s	0.00s	—	—	—	—	0.00s	—	—	0.00s

Other Changes	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Acceptance Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	5	10	4	4	3	6	5	5	4	2	0	5	0
Mean Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	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	—
Longest Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	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	—
PStDev Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	—

gTLD Creation/Transfer	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Lodgment Count	2	1	0	8	12	0	9	3	1	1	0	0	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	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Lodgment Time	—	—	—	0.01d	0.00d	—	—	—	—	0.00d	—	—	0.01d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	2	1	0	0	0	0	1	0	0	1
Mean Time	—	—	—	0.01d	0.00d	—	—	—	—	0.00d	—	—	0.01d
Shortest Time	—	—	—	0.00d	0.00d	—	—	—	—	0.00d	—	—	0.01d
Longest Time	—	—	—	0.01d	0.00d	—	—	—	—	0.00d	—	—	0.01d
Median Time	—	—	—	0.01d	0.00d	—	—	—	—	0.00d	—	—	0.01d
PStDev Time	—	—	—	0.00d	0.00d	—	—	—	—	0.00d	—	—	0.00d

Other Changes	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Lodgment Time	0.95d	0.00d	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	1	5	1	3	1	3	1	1	1	1	0	2	0
Mean Time	0.95d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	—	0.00d	—
Shortest Time	0.95d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	—	0.00d	—
Longest Time	0.95d	0.00d	0.00d	0.00d	0.00d	0.01d	0.00d	0.00d	0.00d	0.00d	—	0.00d	—
Median Time	0.95d	0.00d	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	—

Technical Checks

Technical Check (First)

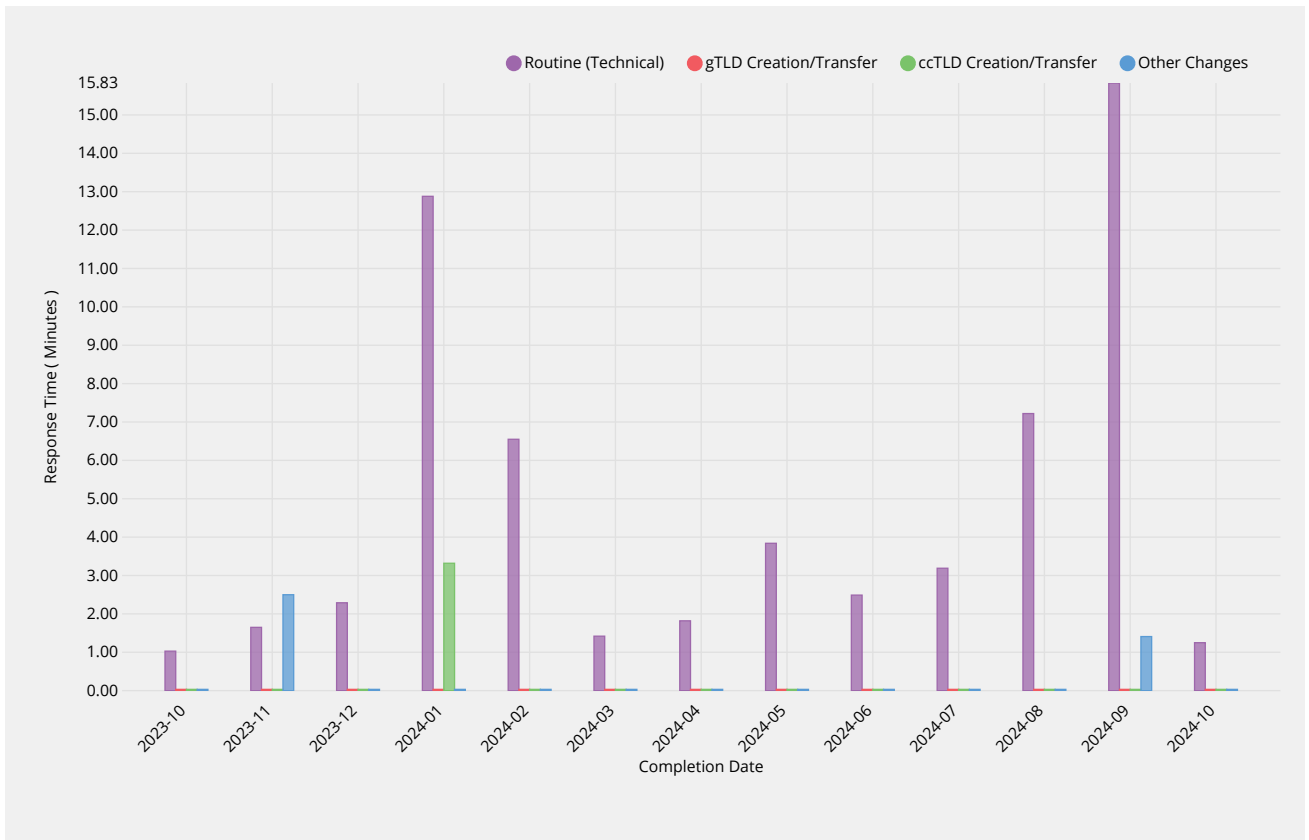
Time to return results for technical checks following submission of request via automated submission

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

Other Changes	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Response Time	2.29m	2.84m	1.04m	1.82m	1.66m	1.46m	1.72m	1.88m	—	—	—	2.23m	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	1	3	2	2	1	2	2	4	0	0	0	3	0
Mean Time	2.29m	2.06m	0.99m	1.72m	1.66m	1.44m	1.59m	1.54m	—	—	—	1.73m	—
Shortest Time	2.29m	1.47m	0.93m	1.60m	1.66m	1.41m	1.46m	1.20m	—	—	—	1.39m	—
Longest Time	2.29m	2.97m	1.04m	1.83m	1.66m	1.46m	1.73m	1.89m	—	—	—	2.31m	—
Median Time	2.29m	1.73m	0.99m	1.72m	1.66m	1.44m	1.59m	1.54m	—	—	—	1.49m	—
PStDev Time	0.00m	0.65m	0.06m	0.11m	0.00m	0.03m	0.13m	0.31m	—	—	—	0.41m	—

Technical Check (Retest)

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



Routine (Technical)	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Response Time	1.03m	1.65m	2.29m	12.88m	6.55m	1.42m	1.82m	3.84m	2.49m	3.19m	7.22m	15.83m	1.25m
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	36	57	19	123	274	165	32	147	59	133	88	14	174
Mean Time	0.59m	1.31m	1.33m	3.15m	1.84m	0.78m	1.21m	1.60m	1.38m	1.47m	5.15m	2.74m	0.85m
Shortest Time	0.16m	0.32m	0.27m	0.11m	0.32m	0.14m	0.34m	0.17m	0.23m	0.27m	0.33m	0.36m	0.22m
Longest Time	1.19m	16.81m	2.31m	14.37m	15.59m	1.64m	4.21m	17.38m	15.78m	15.44m	47.14m	16.31m	1.54m

Routine (Technical)	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Median Time	0.60m	0.93m	1.42m	0.73m	0.71m	0.90m	1.08m	0.96m	0.59m	0.85m	4.58m	0.53m	0.89m
PStDev Time	0.25m	2.10m	0.63m	4.79m	2.40m	0.44m	0.62m	1.83m	3.25m	1.94m	5.42m	5.40m	0.26m

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

ccTLD Creation/Transfer	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Response Time	—	—	—	3.32m	—	—	—	—	—	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	28	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	2.27m	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	1.22m	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	3.54m	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	2.11m	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	0.66m	—	—	—	—	—	—	—	—	—

Other Changes	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Response Time	—	2.50m	—	—	—	—	—	—	—	—	—	1.41m	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	32	0	0	0	0	0	0	0	0	0	4	0
Mean Time	—	2.20m	—	—	—	—	—	—	—	—	—	1.28m	—
Shortest Time	—	1.71m	—	—	—	—	—	—	—	—	—	1.10m	—
Longest Time	—	2.60m	—	—	—	—	—	—	—	—	—	1.43m	—
Median Time	—	2.18m	—	—	—	—	—	—	—	—	—	1.30m	—
PStDev Time	—	0.20m	—	—	—	—	—	—	—	—	—	0.12m	—

Routine (Technical)	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
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	55	126	205	49	57	91	62	67	27	65	27	36	37
Mean Time	1.645s	1.710s	2.643s	1.664s	1.598s	1.433s	1.489s	1.317s	1.550s	1.319s	2.488s	2.958s	1.588s
Shortest Time	0.574s	0.207s	0.079s	0.178s	0.141s	0.334s	0.304s	0.208s	0.110s	0.053s	0.216s	1.201s	0.237s
Longest Time	4.081s	8.241s	20.621s	5.561s	4.342s	4.383s	4.017s	4.249s	4.156s	4.174s	7.512s	6.289s	3.139s
Median Time	1.260s	1.305s	1.589s	1.330s	1.346s	1.220s	1.203s	1.138s	1.212s	1.162s	2.208s	3.048s	1.255s
PStDev Time	0.813s	1.105s	2.856s	0.972s	0.868s	0.691s	0.705s	0.642s	0.859s	0.926s	1.617s	1.282s	0.721s

Routine (Non-Technical)	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Dispatch Time	3.687s	2.313s	2.221s	1.688s	2.436s	1.263s	1.889s	2.078s	0.960s	1.241s	5.786s	5.358s	2.616s
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	29	89	24	120	64	51	109	167	8	17	22	25	39
Mean Time	1.323s	0.639s	0.803s	0.475s	0.674s	0.412s	0.474s	0.417s	0.325s	0.440s	2.145s	2.683s	0.882s
Shortest Time	0.063s	0.070s	0.081s	0.067s	0.077s	0.064s	0.064s	0.053s	0.067s	0.068s	0.073s	0.090s	0.077s
Longest Time	6.244s	6.188s	3.344s	3.091s	3.332s	4.678s	3.790s	3.975s	1.308s	1.876s	6.239s	7.136s	3.498s
Median Time	0.397s	0.284s	0.293s	0.201s	0.243s	0.204s	0.158s	0.081s	0.210s	0.214s	2.135s	2.666s	0.433s
PStDev Time	1.564s	0.989s	0.855s	0.578s	0.839s	0.737s	0.671s	0.720s	0.380s	0.454s	2.005s	1.567s	0.892s

gTLD Creation/Transfer	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
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	2	1	0	8	12	0	9	3	1	1	0	0	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	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
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	2	0	0	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	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Dispatch Time	3.363s	2.081s	1.494s	1.785s	0.205s	4.454s	2.679s	2.190s	1.095s	1.720s	—	3.194s	—
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	5	10	4	4	2	6	5	5	4	2	0	5	0
Mean Time	1.567s	0.606s	0.614s	0.832s	0.138s	1.970s	1.163s	0.883s	0.544s	1.165s	—	1.600s	—
Shortest Time	0.062s	0.092s	0.116s	0.064s	0.065s	0.094s	0.146s	0.108s	0.084s	0.548s	—	0.117s	—
Longest Time	3.697s	2.509s	1.695s	1.877s	0.212s	4.565s	3.032s	2.448s	1.179s	1.781s	—	3.465s	—
Median Time	1.689s	0.169s	0.322s	0.693s	0.138s	1.418s	1.219s	0.546s	0.457s	1.165s	—	2.092s	—
PStDev Time	1.303s	0.771s	0.630s	0.771s	0.074s	1.878s	1.055s	0.868s	0.412s	0.617s	—	1.272s	—

gTLD Creation/Transfer	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
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	2	1	0	8	12	0	8	3	1	1	0	0	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	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
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	2	0	0	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	—	—	—	—	—	—	—	—	—

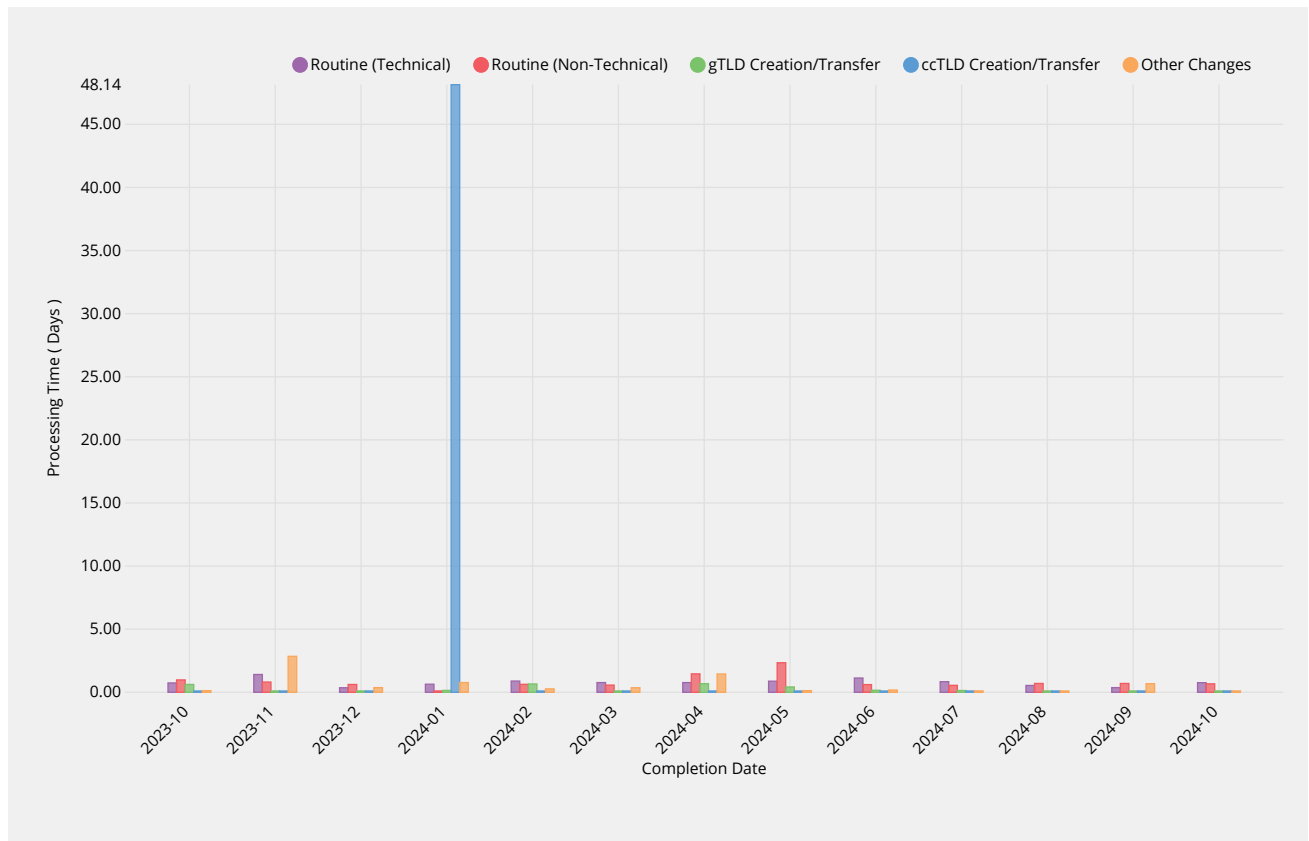
Other Changes	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Affirmation Time	1.14ms	1.20ms	0.40ms	0.94ms	0.39ms	0.80ms	0.39ms	0.89ms	0.37ms	1.16ms	—	0.43ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	5	10	4	4	2	6	5	5	4	2	0	4	0
Mean Time	0.51ms	0.45ms	0.26ms	0.60ms	0.27ms	0.43ms	0.29ms	0.47ms	0.20ms	0.89ms	—	0.27ms	—
Shortest Time	0.17ms	0.13ms	0.12ms	0.21ms	0.14ms	0.16ms	0.13ms	0.22ms	0.12ms	0.59ms	—	0.12ms	—
Longest Time	1.30ms	1.61ms	0.42ms	0.95ms	0.40ms	0.85ms	0.40ms	0.95ms	0.41ms	1.19ms	—	0.45ms	—
Median Time	0.37ms	0.30ms	0.26ms	0.61ms	0.27ms	0.33ms	0.33ms	0.25ms	0.13ms	0.89ms	—	0.25ms	—
PStDev Time	0.42ms	0.43ms	0.10ms	0.32ms	0.13ms	0.24ms	0.10ms	0.29ms	0.12ms	0.30ms	—	0.13ms	—

Staff Processing

Validation and Reviews

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

implementation.



Routine (Technical)	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Processing Time	0.74d	1.41d	0.36d	0.64d	0.89d	0.77d	0.77d	0.88d	1.13d	0.84d	0.54d	0.37d	0.76d
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	49	120	208	49	53	90	60	67	26	65	24	35	33
Mean Time	0.35d	0.61d	0.10d	0.35d	0.81d	0.54d	0.40d	0.41d	0.54d	0.35d	0.23d	0.19d	0.45d
Shortest Time	0.02d	0.01d	0.00d	0.02d	0.03d	0.01d	0.00d	0.00d	0.04d	0.01d	0.04d	0.02d	0.05d
Longest Time	1.93d	4.26d	1.68d	3.11d	17.23d	4.55d	2.68d	2.40d	2.84d	1.36d	0.89d	0.76d	2.75d
Median Time	0.25d	0.27d	0.00d	0.19d	0.33d	0.36d	0.16d	0.25d	0.30d	0.25d	0.10d	0.14d	0.29d
PStDev Time	0.35d	1.07d	0.26d	0.45d	2.34d	0.70d	0.47d	0.45d	0.63d	0.34d	0.22d	0.15d	0.58d

Routine (Non-Technical)	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Processing Time	0.98d	0.81d	0.62d	0.06d	0.63d	0.57d	1.46d	2.34d	0.61d	0.55d	0.70d	0.70d	0.67d
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	26	86	21	115	62	48	106	158	7	16	12	21	35
Mean Time	0.40d	0.39d	0.39d	0.03d	0.16d	0.27d	0.77d	1.94d	0.31d	0.21d	0.22d	0.28d	0.29d
Shortest Time	0.00d	0.01d	0.02d	0.00d	0.00d	0.01d	0.02d	0.01d	0.00d	0.00d	0.02d	0.01d	0.00d
Longest Time	0.98d	2.98d	2.08d	0.63d	1.03d	2.28d	22.39d	2.36d	0.66d	0.68d	0.70d	1.98d	1.90d
Median Time	0.43d	0.15d	0.27d	0.00d	0.03d	0.18d	0.41d	2.29d	0.26d	0.05d	0.06d	0.06d	0.16d
PStDev Time	0.32d	0.57d	0.54d	0.08d	0.24d	0.37d	2.17d	0.79d	0.23d	0.24d	0.28d	0.47d	0.36d

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

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

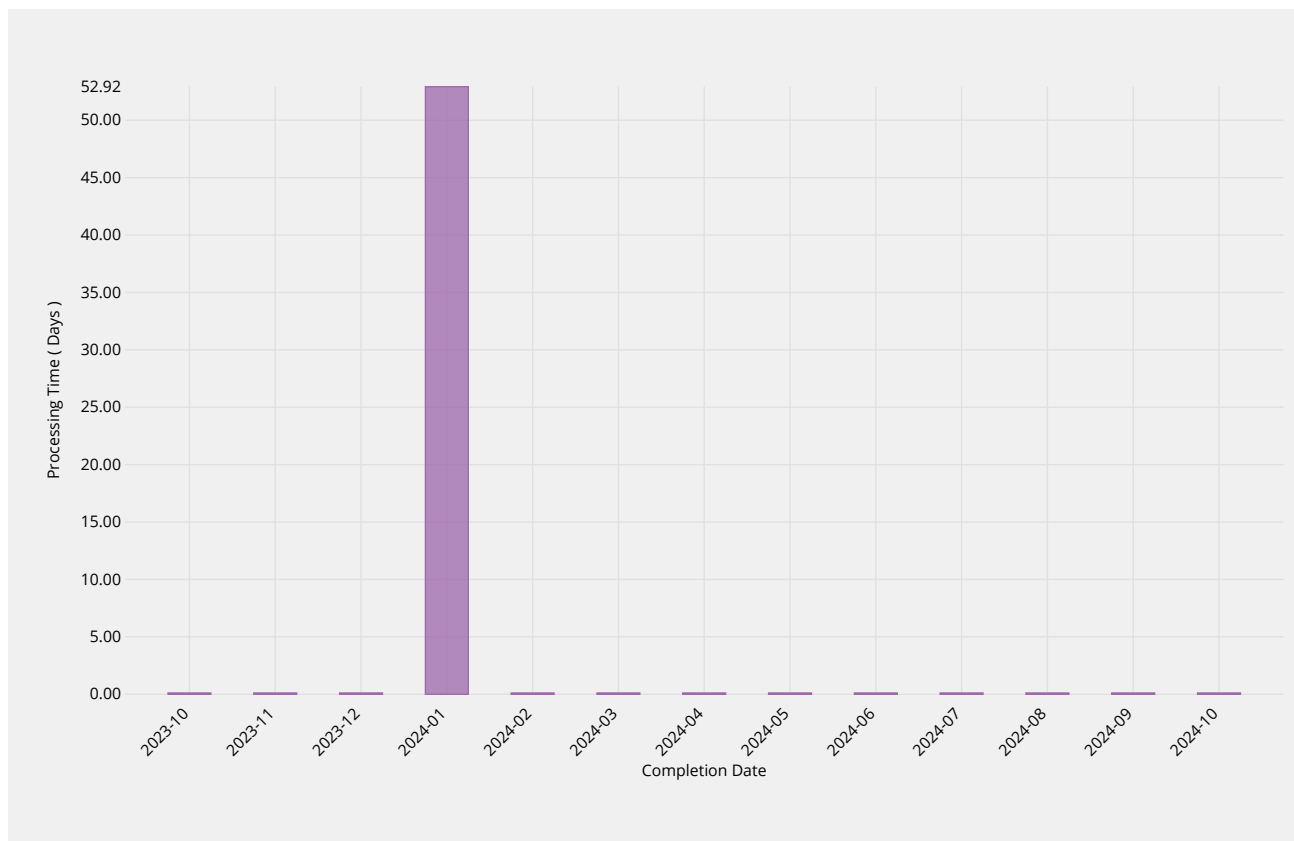
ccTLD Creation/Transfer	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Processing Time	—	—	—	48.14d	—	—	—	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	2	0	0	0	0	0	0	0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

Other Changes	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Processing Time	0.13d	2.85d	0.37d	0.77d	0.27d	0.36d	1.45d	0.13d	0.18d	0.11d	—	0.68d	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	5	10	4	4	2	6	5	5	3	2	0	4	0
Mean Time	0.08d	0.55d	0.14d	0.57d	0.27d	0.27d	0.42d	0.07d	0.14d	0.08d	—	0.28d	—
Shortest Time	0.03d	0.01d	0.00d	0.36d	0.27d	0.07d	0.12d	0.03d	0.06d	0.05d	—	0.06d	—
Longest Time	0.13d	2.85d	0.37d	0.77d	0.27d	0.36d	1.45d	0.13d	0.18d	0.11d	—	0.68d	—
Median Time	0.07d	0.14d	0.10d	0.58d	0.27d	0.30d	0.19d	0.05d	0.16d	0.08d	—	0.19d	—
PStDev Time	0.05d	0.82d	0.14d	0.20d	0.00d	0.10d	0.52d	0.04d	0.05d	0.03d	—	0.24d	—

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	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Processing Time	—	—	—	52.92d	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	2	0	0	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	—	—	—	—	—	—	—	—	—

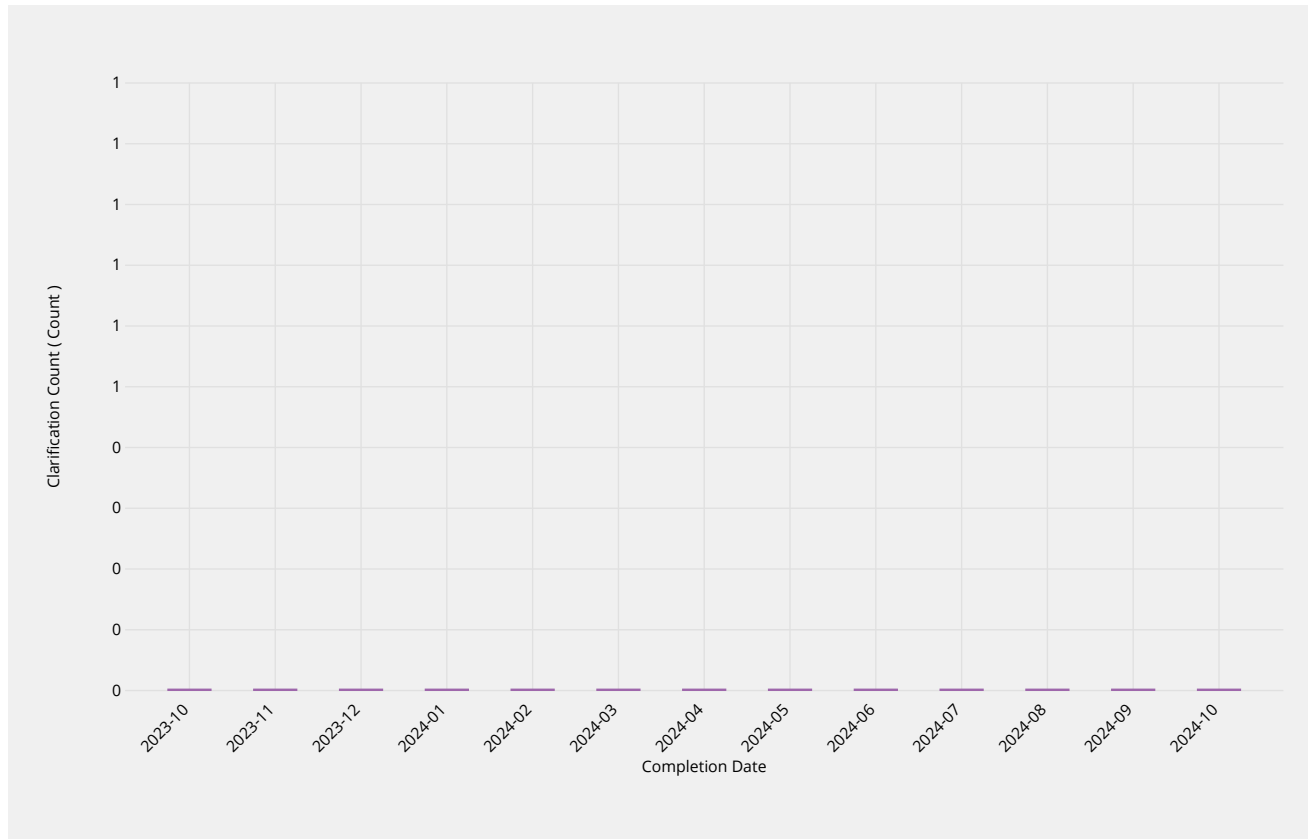
ccTLD Creation/Transfer

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.

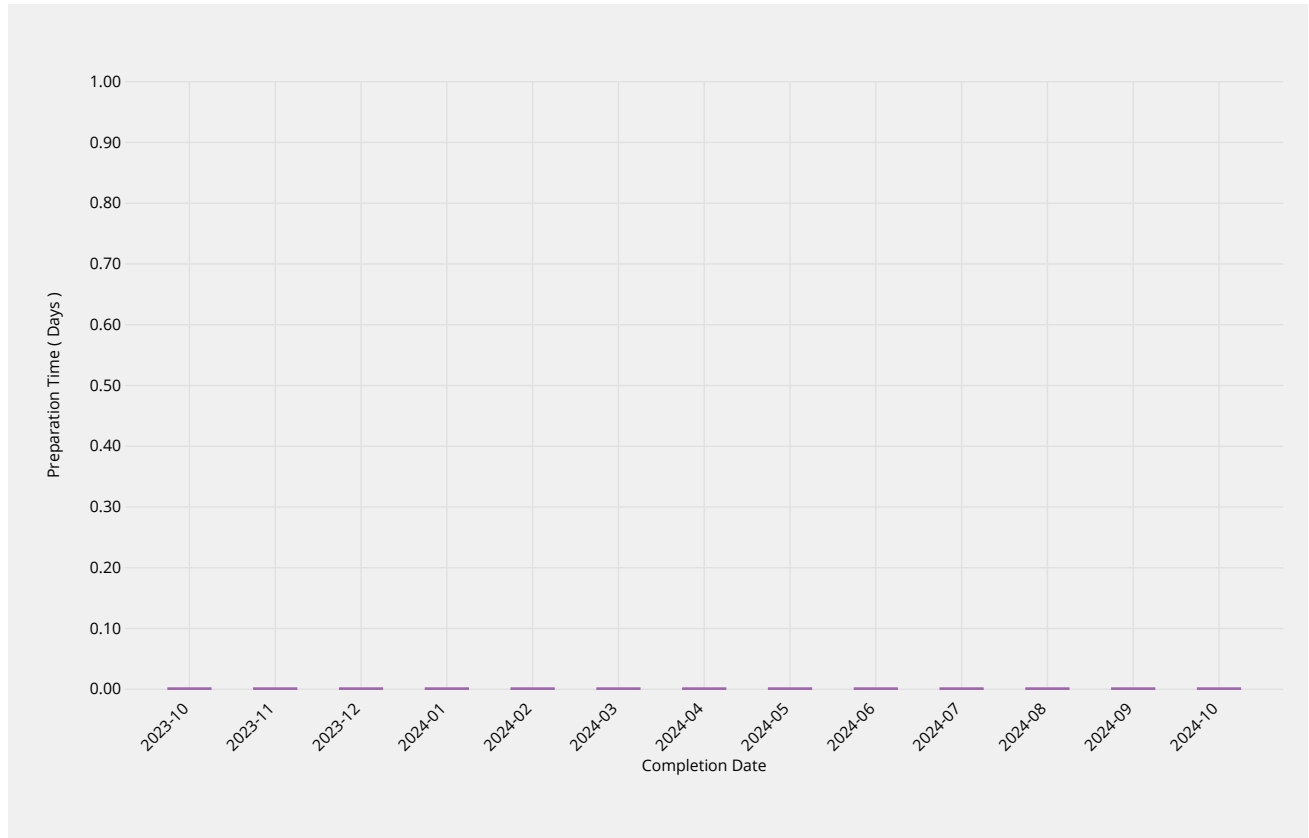


Requester Clarification	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Clarification Count	—	—	—	0	0	—	—	—	—	0	—	—	0
Request Count	0	0	0	2	1	0	0	0	0	1	0	0	1
Lowest Count	—	—	—	0	0	—	—	—	—	0	—	—	0
Highest Count	—	—	—	0	0	—	—	—	—	0	—	—	0

Report Preparation

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

publication.



Report Preparation	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Preparation Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Report Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Implementation

Root Zone Publication

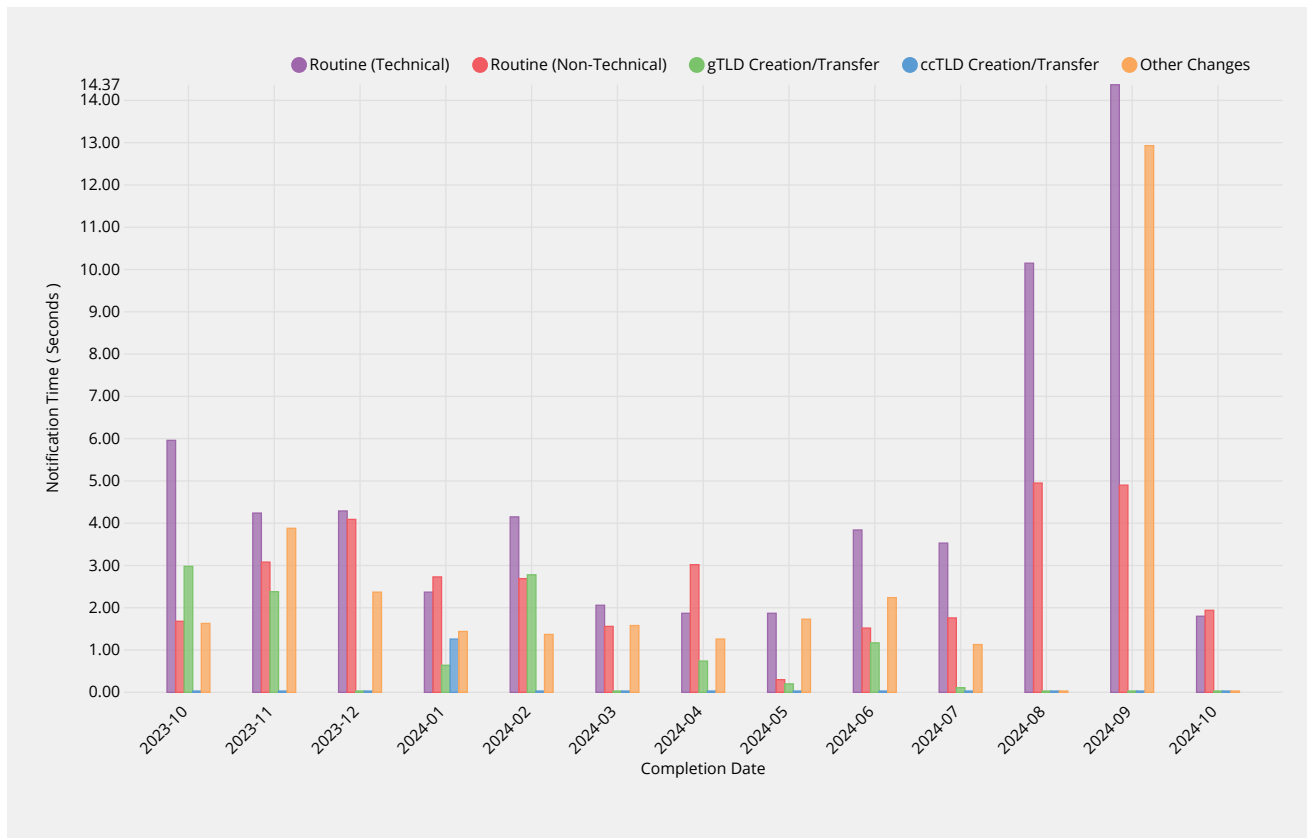
Time for root zone changes to be published following completion of validations and reviews by IANA

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

Other Changes	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Publication Time	2.71h	4.32h	21.59h	7.01h	9.26h	5.73h	4.21h	19.76h	20.46h	1.90h	—	5.42h	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	5	8	3	4	2	4	2	4	1	1	0	4	0
Mean Time	2.17h	2.39h	10.17h	5.98h	9.21h	3.74h	3.46h	8.12h	20.46h	1.90h	—	4.05h	—
Shortest Time	1.61h	0.60h	4.01h	5.19h	9.16h	0.50h	2.71h	1.50h	20.46h	1.90h	—	1.60h	—
Longest Time	2.71h	4.32h	21.59h	7.01h	9.26h	5.73h	4.21h	19.76h	20.46h	1.90h	—	5.42h	—
Median Time	1.91h	1.96h	4.90h	5.86h	9.21h	4.36h	3.46h	5.62h	20.46h	1.90h	—	4.60h	—
PStDev Time	0.45h	1.30h	8.08h	0.81h	0.05h	1.95h	0.75h	6.92h	0.00h	0.00h	—	1.45h	—

Notification of Completion

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



Routine (Technical)	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Notification Time	5.96s	4.24s	4.29s	2.37s	4.15s	2.06s	1.87s	1.87s	3.84s	3.53s	10.15s	14.37s	1.80s
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	49	119	208	49	52	89	60	64	26	65	24	35	33
Mean Time	2.24s	1.75s	2.32s	1.23s	2.27s	1.06s	1.00s	1.15s	1.46s	1.36s	3.41s	4.29s	0.94s
Shortest Time	0.08s	0.05s	0.07s	0.06s	0.08s	0.07s	0.07s	0.07s	0.08s	0.07s	0.13s	0.18s	0.09s
Longest Time	10.09s	6.11s	4.77s	3.77s	30.16s	3.85s	2.41s	5.35s	5.82s	3.92s	12.53s	15.51s	2.51s
Median Time	1.35s	1.35s	2.25s	1.17s	1.25s	1.18s	1.23s	1.15s	1.21s	1.24s	3.04s	3.20s	1.16s

Routine (Technical)	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
PStDev Time	1.98s	1.22s	1.05s	0.69s	4.90s	0.73s	0.61s	1.00s	1.36s	0.86s	2.85s	4.10s	0.62s

Routine (Non-Technical)	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Notification Time	1.68s	3.08s	4.09s	2.73s	2.69s	1.56s	3.02s	0.30s	1.52s	1.76s	4.95s	4.90s	1.94s
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	26	86	21	115	62	48	103	158	7	16	12	21	35
Mean Time	0.39s	0.69s	1.45s	0.52s	0.85s	0.42s	0.64s	0.14s	0.43s	0.58s	2.03s	2.16s	0.62s
Shortest Time	0.07s	0.09s	0.08s	0.06s	0.09s	0.07s	0.08s	0.05s	0.08s	0.06s	0.12s	0.13s	0.09s
Longest Time	2.97s	6.20s	7.08s	4.00s	3.83s	3.91s	5.33s	1.51s	2.06s	1.78s	6.05s	7.83s	2.63s
Median Time	0.16s	0.19s	0.63s	0.16s	0.30s	0.18s	0.18s	0.08s	0.21s	0.36s	1.34s	1.79s	0.33s
PStDev Time	0.65s	1.08s	1.75s	0.84s	0.97s	0.68s	1.04s	0.20s	0.67s	0.56s	1.85s	1.90s	0.63s

gTLD Creation/Transfer	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
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	2	1	0	7	12	0	8	3	1	1	0	0	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	—	—	—

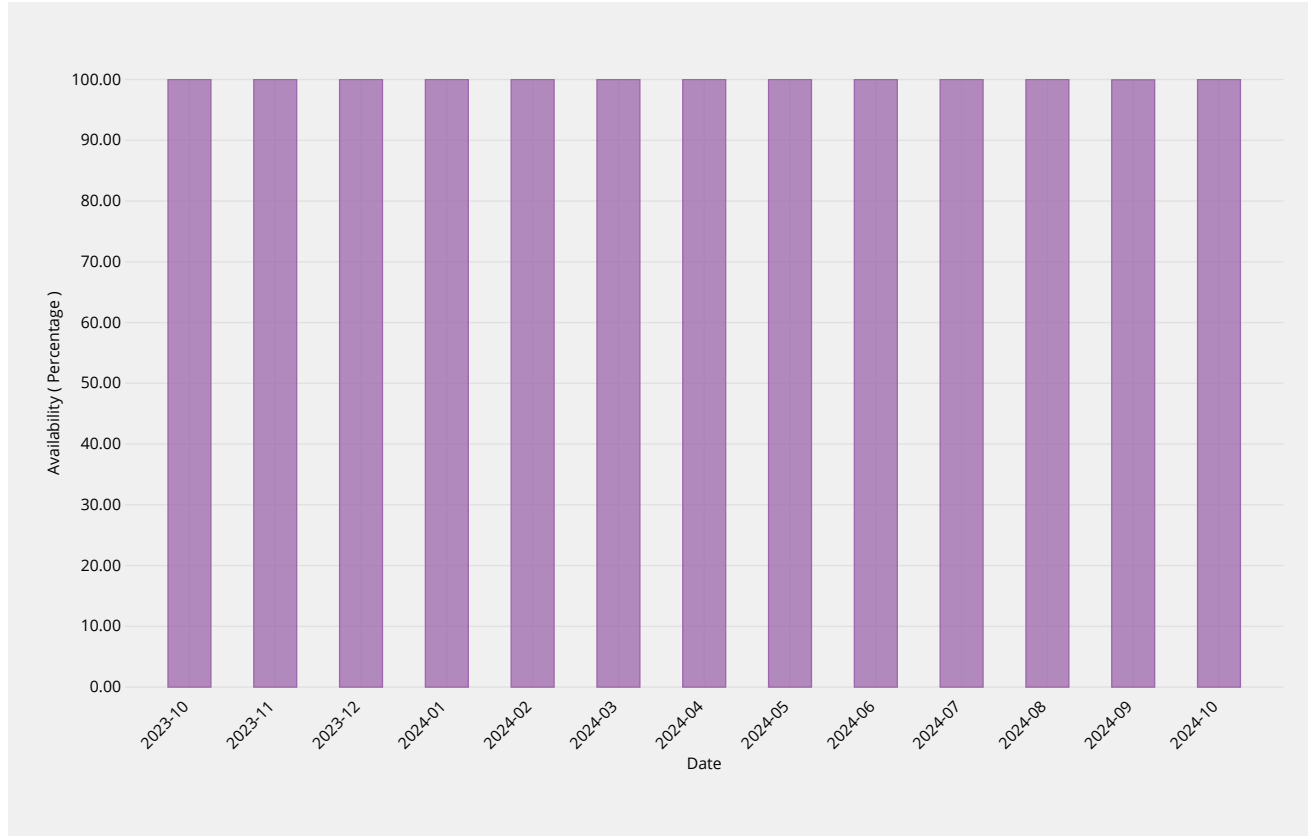
ccTLD Creation/Transfer	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Notification Time	—	—	—	1.26s	—	—	—	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	2	0	0	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	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Notification Time	1.63s	3.88s	2.37s	1.44s	1.37s	1.58s	1.26s	1.73s	2.24s	1.13s	—	12.93s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	5	10	4	4	2	6	5	5	3	2	0	4	0
Mean Time	1.43s	1.72s	0.98s	1.20s	1.35s	0.80s	0.62s	1.13s	1.26s	0.66s	—	5.55s	—
Shortest Time	1.25s	0.24s	0.21s	0.79s	1.32s	0.15s	0.15s	0.25s	0.22s	0.14s	—	0.16s	—
Longest Time	1.64s	3.94s	2.66s	1.46s	1.37s	1.65s	1.29s	1.86s	2.36s	1.18s	—	14.50s	—
Median Time	1.35s	1.34s	0.53s	1.28s	1.35s	0.73s	0.29s	1.18s	1.20s	0.66s	—	3.78s	—
PStDev Time	0.15s	1.21s	0.99s	0.25s	0.03s	0.61s	0.50s	0.52s	0.87s	0.52s	—	5.38s	—

System Availability

IANA Website

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



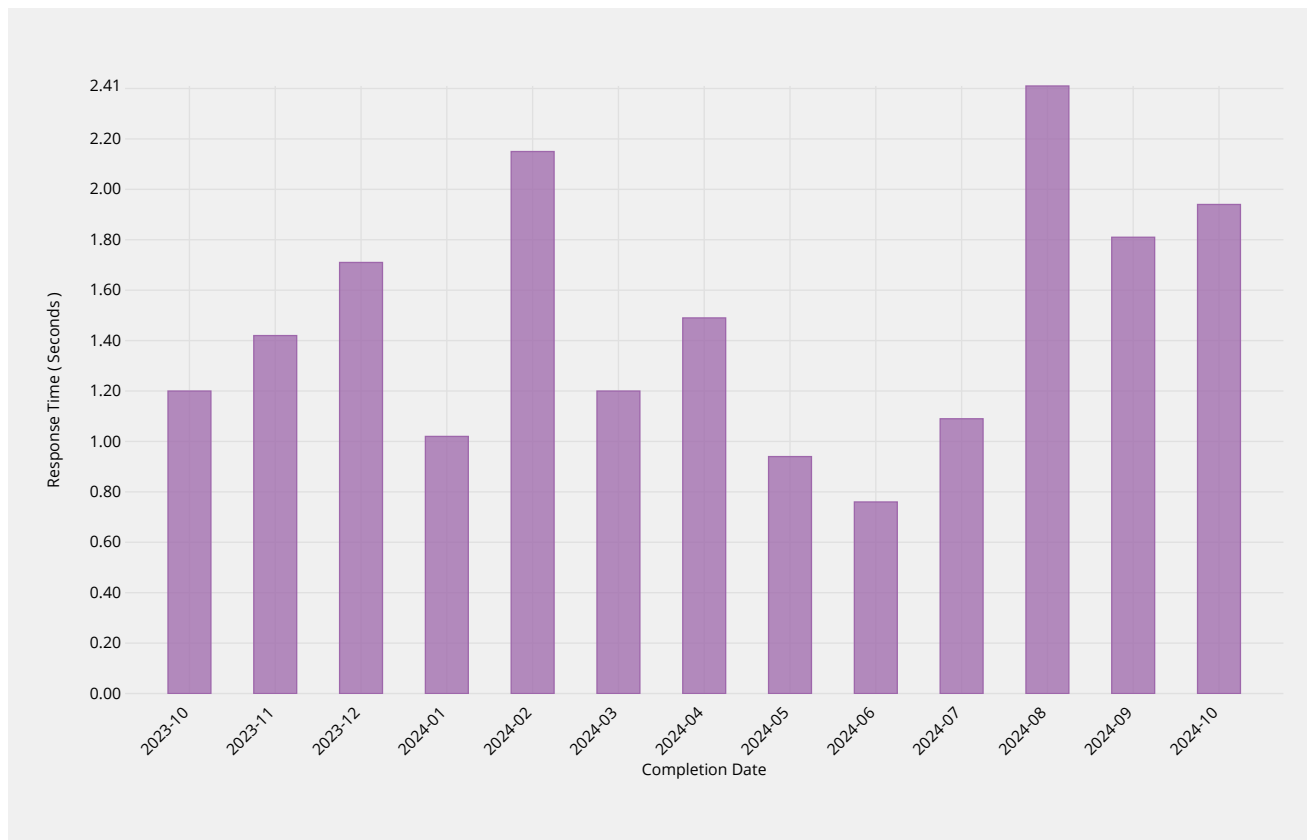
IANA Site Availability	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Availability	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	99.99%	100.00%	100.00%	99.95%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Root Zone Management System

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

Credential Recovery

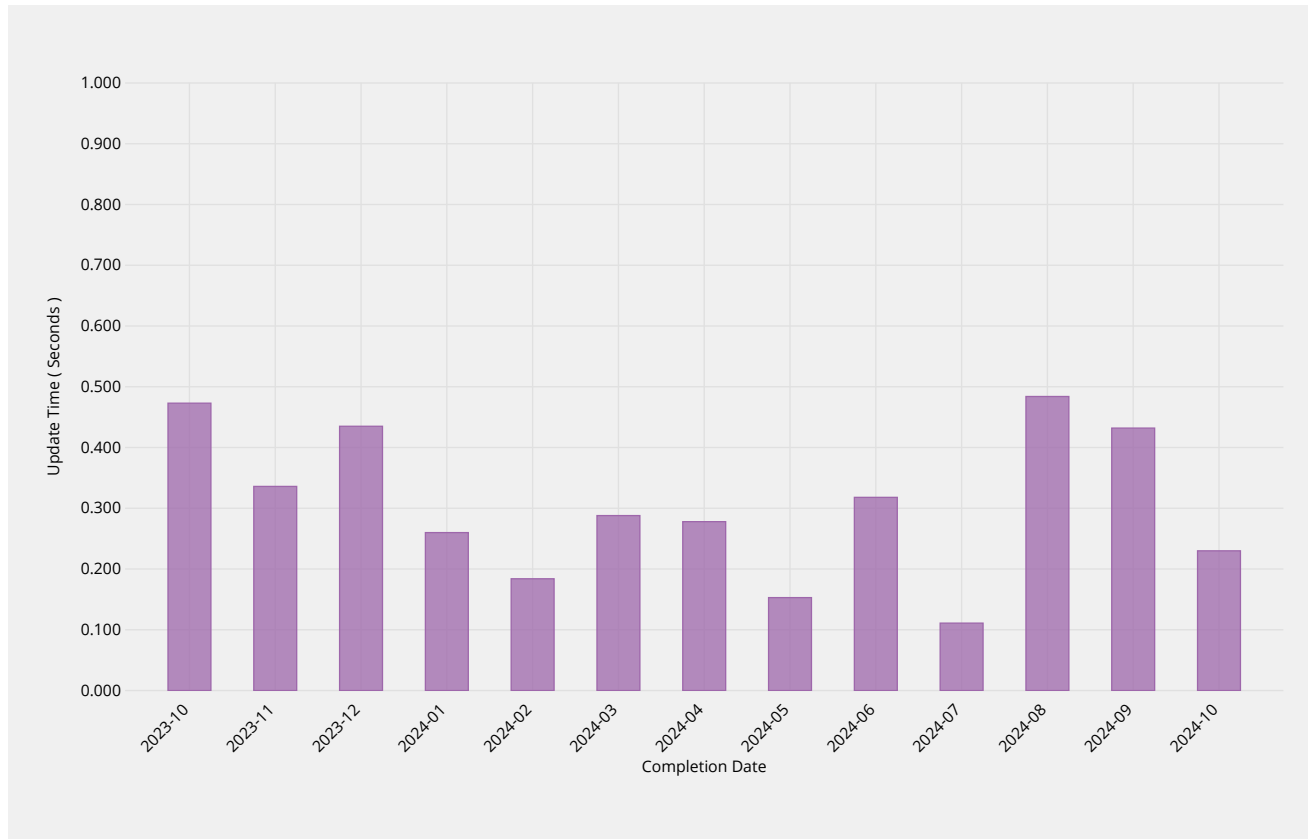
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Response Time	1.20s	1.42s	1.71s	1.02s	2.15s	1.20s	1.49s	0.94s	0.76s	1.09s	2.41s	1.81s	1.94s
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	19	20	12	18	29	29	22	17	11	11	20	6	8
Mean Time	0.46s	0.53s	0.86s	0.35s	0.54s	0.38s	0.66s	0.31s	0.31s	0.29s	1.10s	1.30s	0.70s
Shortest Time	0.03s	0.03s	0.16s	0.03s	0.03s	0.03s	0.03s	0.05s	0.05s	0.03s	0.05s	0.27s	0.04s
Longest Time	1.49s	4.33s	2.03s	1.14s	3.07s	1.73s	4.10s	2.71s	0.92s	1.67s	2.91s	1.86s	1.99s
Median Time	0.52s	0.20s	0.88s	0.22s	0.22s	0.21s	0.29s	0.15s	0.18s	0.13s	1.04s	1.40s	0.41s
PStDev Time	0.40s	0.94s	0.58s	0.33s	0.72s	0.41s	0.87s	0.61s	0.26s	0.46s	0.78s	0.51s	0.75s

Credential Change

Time to implement new password within the system.



Credential Change	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Update Time	1.464s	0.897s	1.368s	0.839s	0.596s	1.252s	0.858s	0.395s	0.975s	0.143s	1.314s	0.843s	0.633s
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	17	11	15	20	23	21	12	10	9	10	6	8
Mean Time	0.473s	0.336s	0.435s	0.260s	0.184s	0.288s	0.278s	0.153s	0.318s	0.111s	0.484s	0.432s	0.230s
Shortest Time	0.077s	0.078s	0.083s	0.077s	0.084s	0.081s	0.075s	0.083s	0.080s	0.086s	0.082s	0.097s	0.082s
Longest Time	1.614s	1.376s	1.394s	1.174s	0.801s	1.633s	0.877s	0.712s	1.122s	0.161s	1.432s	0.885s	0.648s
Median Time	0.103s	0.112s	0.161s	0.101s	0.107s	0.096s	0.101s	0.107s	0.102s	0.108s	0.353s	0.393s	0.103s
PStDev Time	0.525s	0.357s	0.466s	0.310s	0.196s	0.412s	0.284s	0.169s	0.360s	0.019s	0.448s	0.329s	0.229s

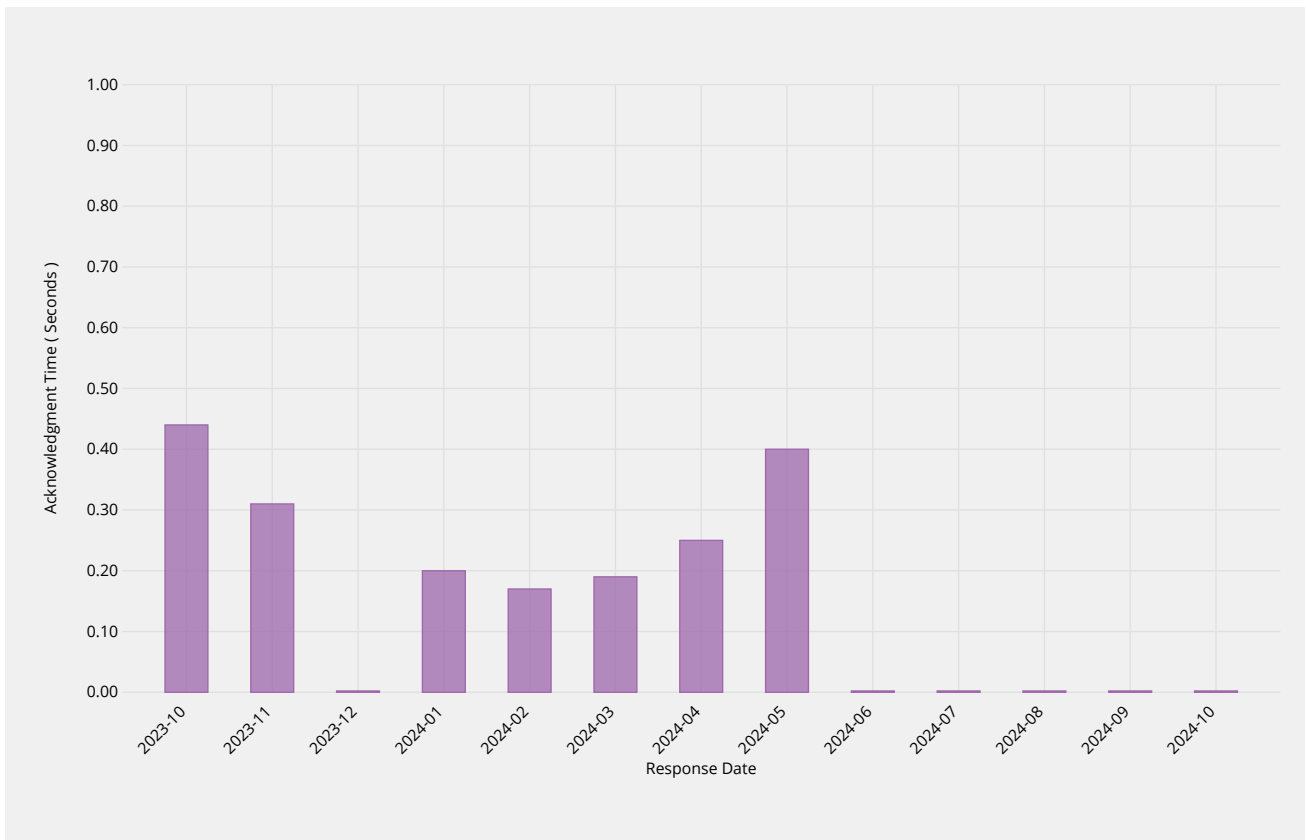
ccTLD Creation/Transfer	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	2	0	0	0	0	0	0	0	0	0

Other Changes	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
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	5	10	4	4	2	6	5	5	3	2	0	4	0

Enquiry Processing

Time to acknowledge

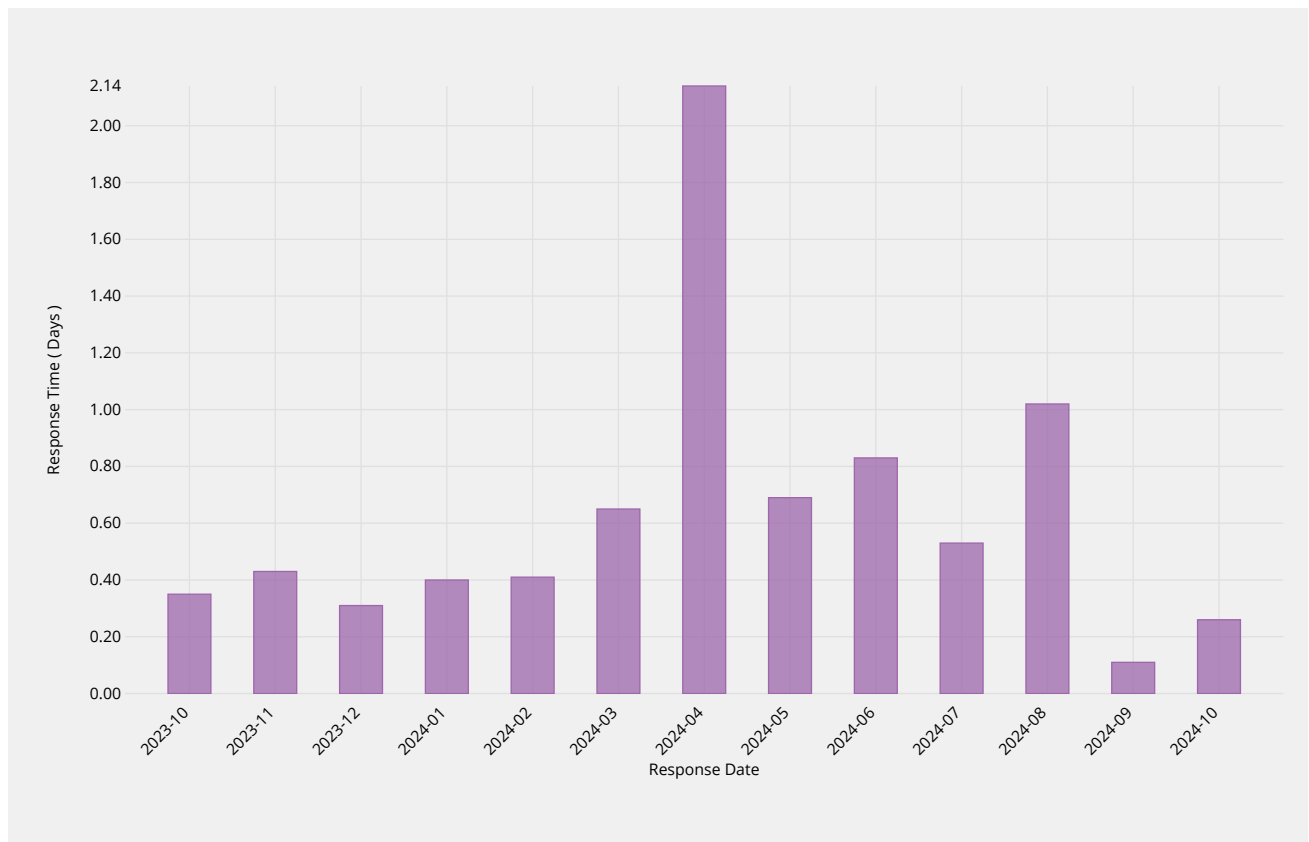
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Acknowledgment Time	1.00s	1.00s	0.00s	1.00s	0.75s	1.00s	0.85s	1.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
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	9	13	7	10	6	16	4	5	1	3	4	1	2
Mean Time	0.44s	0.31s	0.00s	0.20s	0.17s	0.19s	0.25s	0.40s	0.00s	0.00s	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	1.00s	1.00s	0.00s	1.00s	1.00s	1.00s	1.00s	1.00s	0.00s	0.00s	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	0.50s	0.46s	0.00s	0.40s	0.37s	0.39s	0.43s	0.49s	0.00s	0.00s	0.00s	0.00s	0.00s

Time to initial response

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



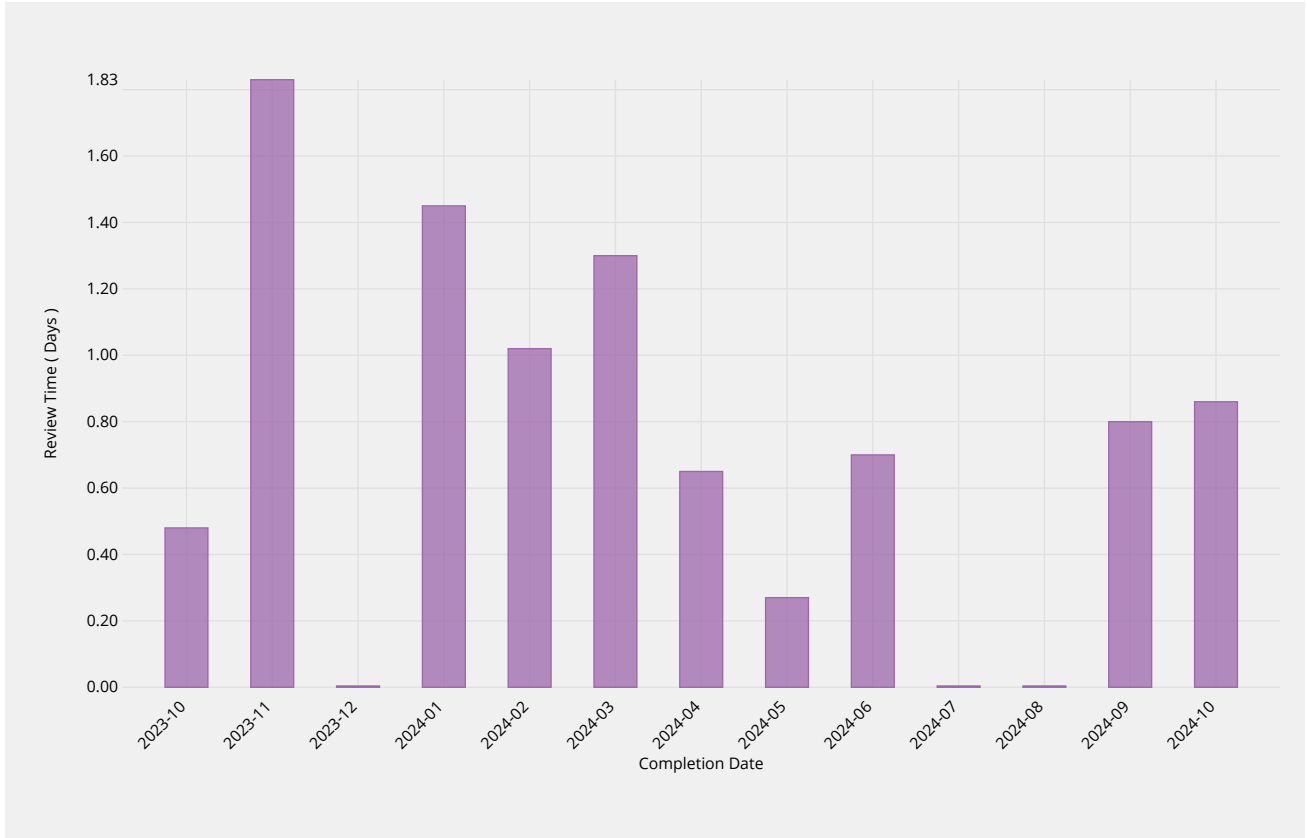
Manual Enquiries	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Response Time	0.83d	0.50d	0.48d	0.98d	0.97d	1.61d	3.79d	1.90d	0.83d	1.01d	2.52d	0.11d	0.26d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	8	13	6	8	6	14	3	4	1	3	4	1	1
Mean Time	0.35d	0.43d	0.31d	0.40d	0.41d	0.65d	2.14d	0.69d	0.83d	0.53d	1.02d	0.11d	0.26d
Shortest Time	0.01d	0.01d	0.01d	0.00d	0.01d	0.03d	0.01d	0.01d	0.83d	0.02d	0.14d	0.11d	0.26d
Longest Time	1.99d	2.90d	0.51d	1.18d	1.19d	3.46d	4.17d	2.70d	0.83d	1.17d	3.48d	0.11d	0.26d
Median Time	0.10d	0.32d	0.35d	0.20d	0.25d	0.29d	2.24d	0.02d	0.83d	0.38d	0.24d	0.11d	0.26d
PStDev Time	0.63d	0.74d	0.17d	0.41d	0.43d	0.91d	1.70d	1.16d	0.00d	0.48d	1.42d	0.00d	0.00d

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

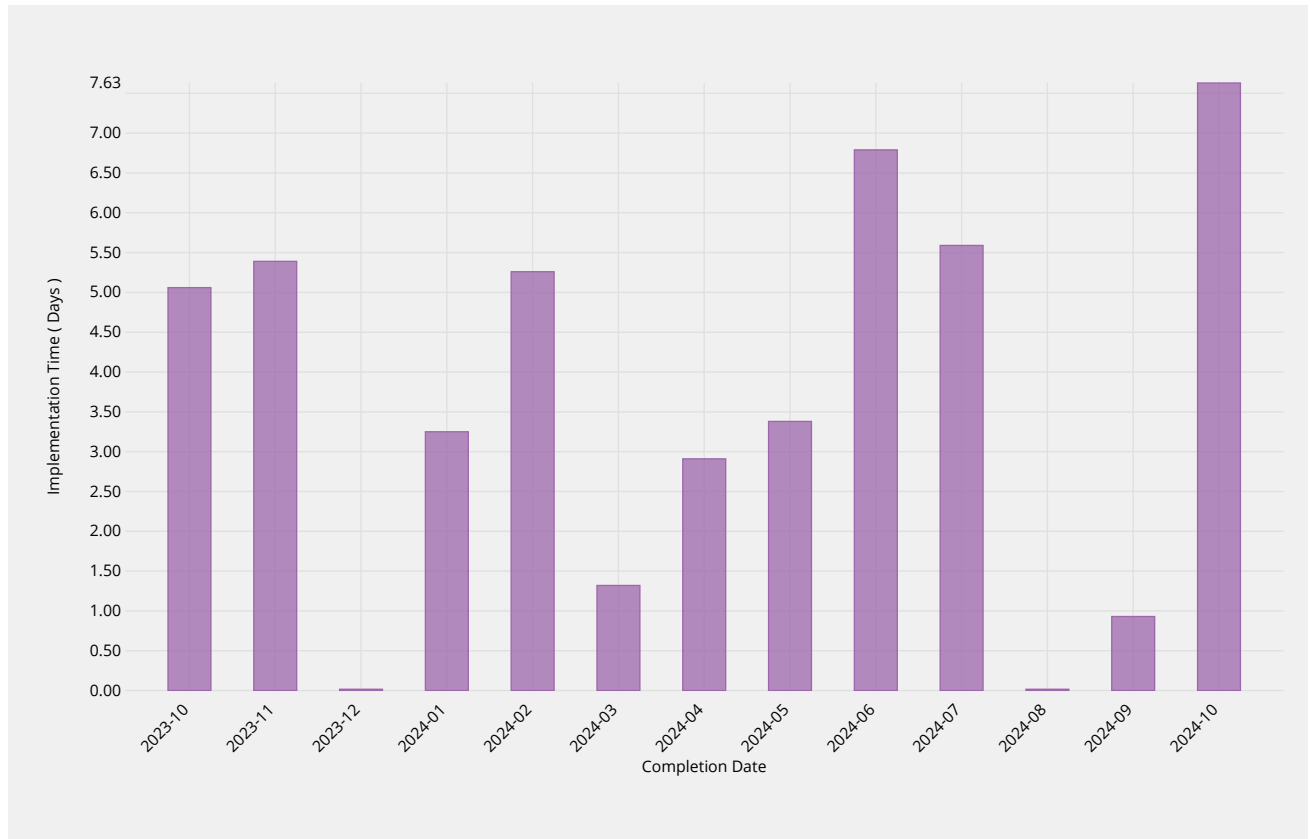
for remediation.



Review Time	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Review Time	0.48d	1.83d	—	1.45d	1.02d	1.30d	0.65d	0.27d	0.70d	0.00d	—	0.80d	0.86d
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	8	2	0	2	5	1	2	1	4	3	0	1	4
Shortest Time	0.00d	0.00d	—	1.25d	0.00d	1.30d	0.62d	0.27d	0.00d	0.00d	—	0.80d	0.00d
Longest Time	1.02d	2.03d	—	1.48d	1.69d	1.30d	0.66d	0.27d	1.00d	0.00d	—	0.80d	1.08d
Median Time	0.00d	1.02d	—	1.36d	0.00d	1.30d	0.64d	0.27d	0.00d	0.00d	—	0.80d	0.16d
PStDev Time	0.33d	1.01d	—	0.11d	0.67d	0.00d	0.02d	0.00d	0.43d	0.00d	—	0.00d	0.44d

Implementation Time

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



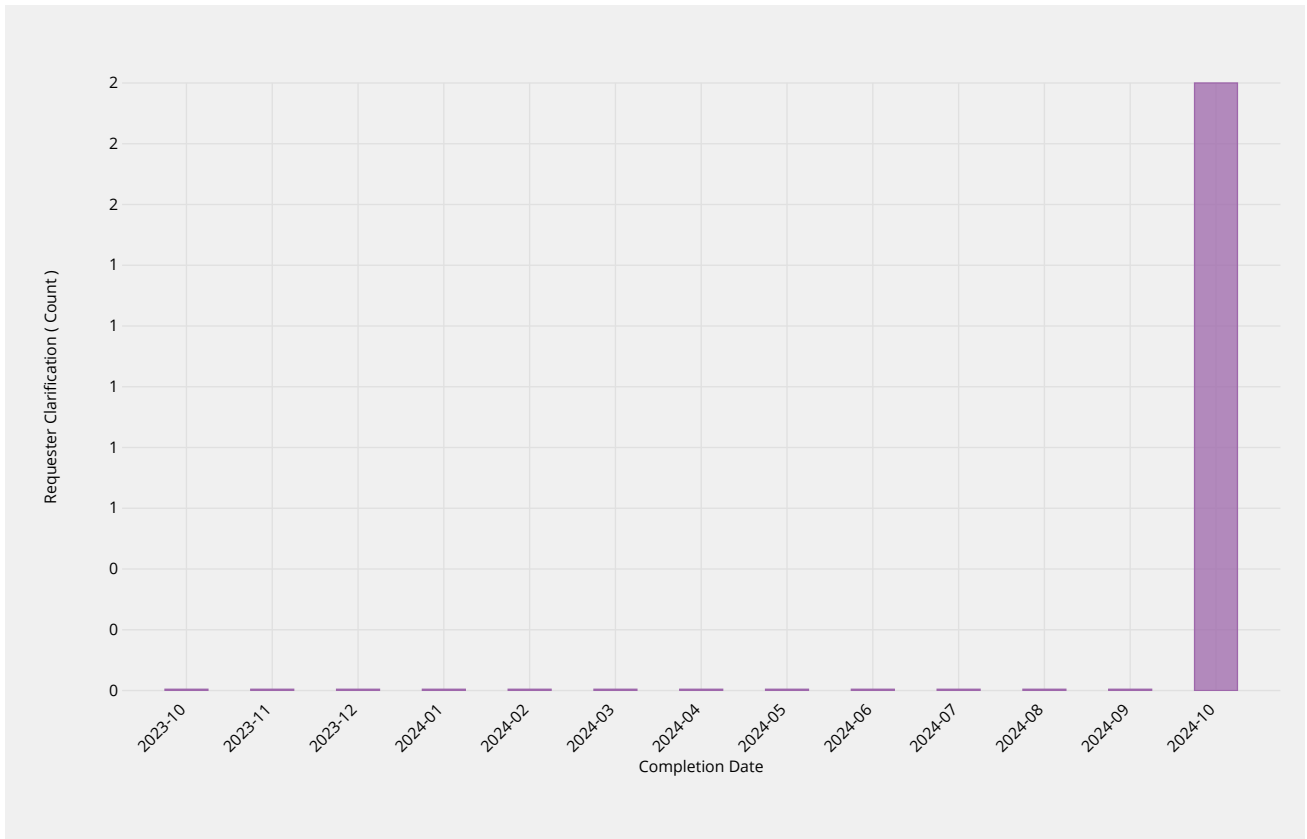
Implementation Time	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Implementation Time	5.06d	5.39d	—	3.25d	5.26d	1.32d	2.91d	3.38d	6.79d	5.59d	—	0.93d	7.63d
Monthly Threshold	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	8	2	0	2	5	1	2	1	4	3	0	1	4
Shortest Time	0.22d	5.09d	—	2.79d	0.87d	1.32d	2.91d	3.38d	1.24d	1.13d	—	0.93d	1.05d
Longest Time	6.97d	5.42d	—	3.30d	6.72d	1.32d	2.91d	3.38d	6.79d	5.99d	—	0.93d	8.31d
Median Time	3.38d	5.25d	—	3.04d	3.07d	1.32d	2.91d	3.38d	4.58d	4.01d	—	0.93d	6.02d
PStDev Time	2.21d	0.17d	—	0.25d	1.98d	0.00d	0.00d	0.00d	2.52d	2.00d	—	0.00d	2.65d

Exception Narrative

Primary cause: Processing delay
 Analysis/Comments: Processing was stalled waiting for an update to the Root Zone Database on who could authorize posting the LGR (formerly IDN tables).

Requester Clarification

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

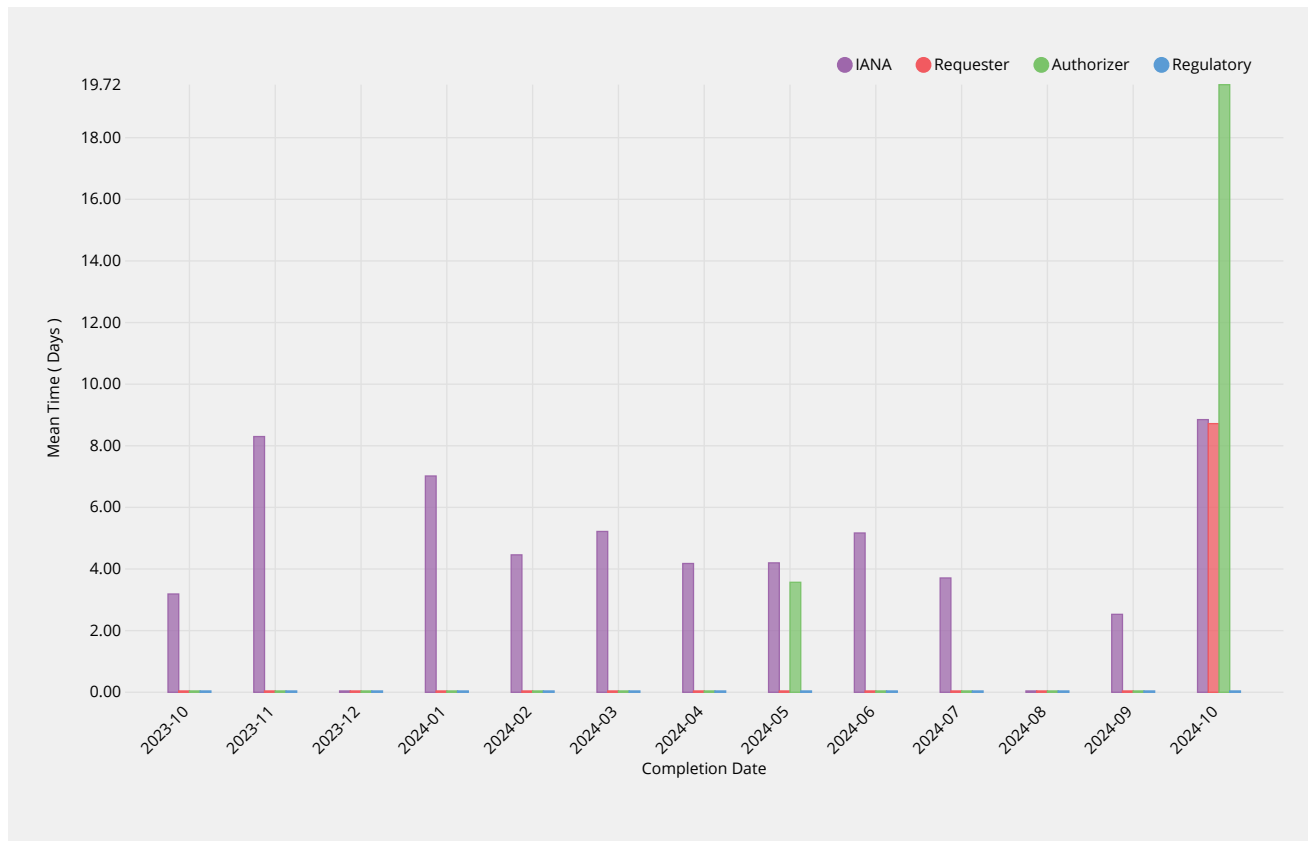


Requester Clarification	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Count	0	0	—	0	0	0	0	0	0	0	—	0	2
Request Count	8	2	0	2	5	1	2	1	4	3	0	1	4
Shortest Clarification	0	0	—	0	0	0	0	0	0	0	—	0	0
Longest Clarification	0	0	—	0	0	0	0	0	0	0	—	0	2

Time per Actor

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

regulatory checks.



IANA	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Mean Time	3.19d	8.30d	—	7.02d	4.46d	5.22d	4.18d	4.20d	5.17d	3.71d	—	2.53d	8.85d
Review Count	8	2	0	2	5	1	2	1	4	3	0	1	4
Shortest Time	0.23d	5.09d	—	5.75d	0.87d	5.22d	4.15d	4.20d	1.24d	1.13d	—	2.53d	1.05d
Longest Time	9.01d	11.51d	—	8.29d	13.48d	5.22d	4.22d	4.20d	6.80d	5.99d	—	2.53d	15.80d
Median Time	3.38d	8.30d	—	7.02d	3.07d	5.22d	4.18d	4.20d	6.31d	4.01d	—	2.53d	9.27d
PStDev Time	2.69d	3.21d	—	1.27d	4.58d	0.00d	0.04d	0.00d	2.30d	2.00d	—	0.00d	5.72d

Requester	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	8.72d
Review Count	0	0	0	0	0	0	0	0	0	0	0	0	1
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	8.72d
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	8.72d
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	8.72d
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.00d

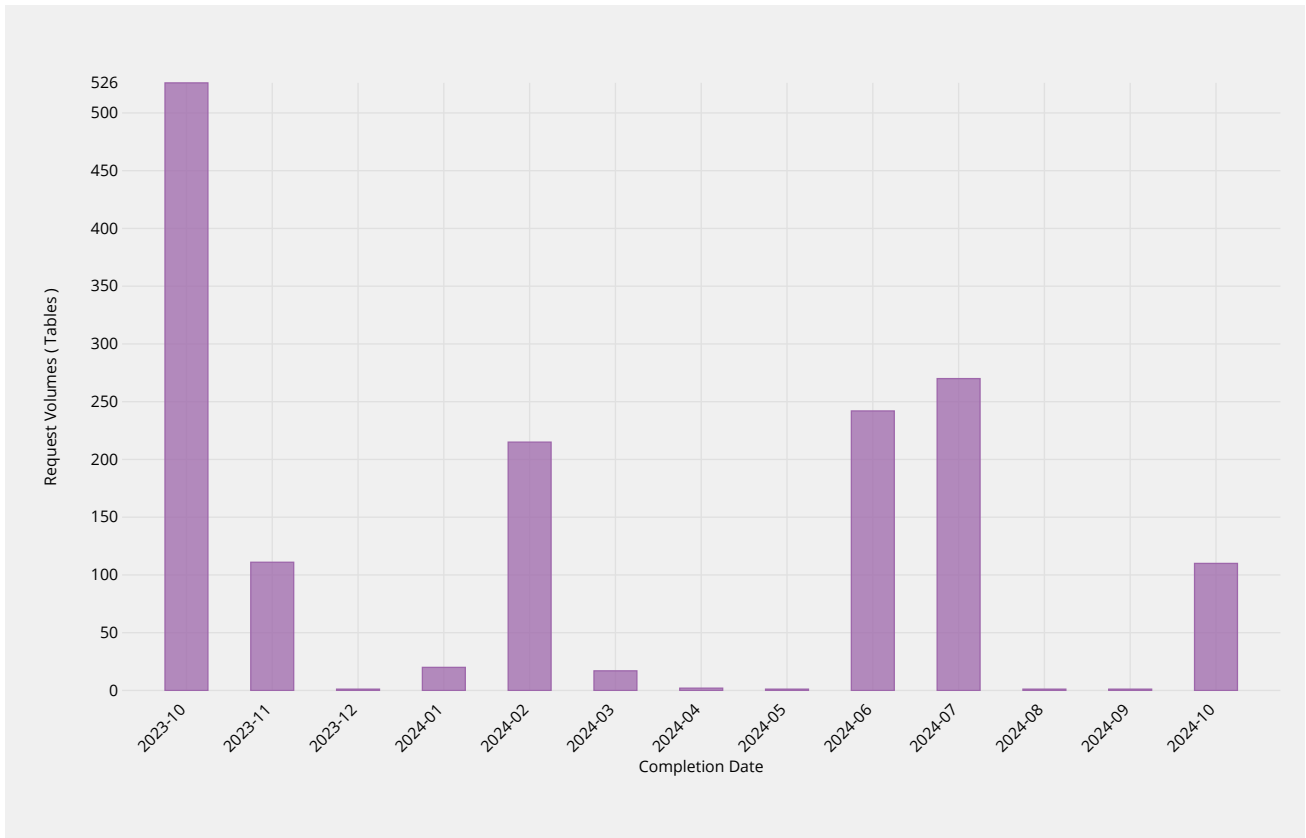
Authorizer	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Mean Time	—	—	—	—	—	—	—	3.57d	—	—	—	—	19.72d
Review Count	0	0	0	0	0	0	0	1	0	0	0	0	1
Shortest Time	—	—	—	—	—	—	—	3.57d	—	—	—	—	19.72d
Longest Time	—	—	—	—	—	—	—	3.57d	—	—	—	—	19.72d
Median Time	—	—	—	—	—	—	—	3.57d	—	—	—	—	19.72d
PStDev Time	—	—	—	—	—	—	—	0.00d	—	—	—	—	0.00d

Regulatory	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Mean Time	—	—	—	—	—	—	—	0.03d	—	—	—	—	0.01d
Review Count	0	0	0	0	0	0	0	1	0	0	0	0	1
Shortest Time	—	—	—	—	—	—	—	0.03d	—	—	—	—	0.01d

Regulatory	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Longest Time	—	—	—	—	—	—	—	0.03d	—	—	—	—	0.01d
Median Time	—	—	—	—	—	—	—	0.03d	—	—	—	—	0.01d
PStDev Time	—	—	—	—	—	—	—	0.00d	—	—	—	—	0.00d

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10
Total LGRs Processed	526	111	—	20	215	17	2	1	242	270	—	1	110
Request Count	8	2	0	2	5	1	2	1	4	3	0	1	4
Average LGRs per Request	66	56	—	10	43	17	1	1	60	90	—	1	28
Smallest per Request	1	8	—	4	1	17	1	1	5	5	—	1	1
Largest per Request	206	103	—	16	103	17	1	1	103	206	—	1	103

Definitions

Service Definitions

While there are many different ways change requests can be categorized, the key areas of distinction between different processing types for the purposes of metrics are as follows:

- **Category I (Routine updates impacting Root Zone File)** — Routine change requests that alter the technical data published in the DNS root zone (e.g. changes to NS records, DS records and glue records) . For these changes the process requires IANA, both pre- and post-transition, to engage third parties to implement, publish and distribute changes in the root zone file.
- **Category II (Routine updates not impacting Root Zone File)** — Routine change requests that do not alter the DNS root zone file (e.g. contact data and metadata). These changes do not engage third parties as part of implementation, and therefore will have a materially different processing timeframe.
- **Category III (Creating or Transferring a gTLD)** — Requests to create (“delegate”) or transfer (“redelegate” or “assign”) a generic top-level domain. These changes require additional processing by IANA to ensure policy and contractual requirements are met associated with a change of control for the TLD. While the key processing is performed elsewhere within ICANN, the IANA processing is significant and therefore distinguishes this type of request from a routine change request.
- **Category IV (Creating or Transferring a ccTLD)** — Requests to create or transfer a country-code top-level domain. These changes require additional processing by IANA to ensure policy requirements are met. This processing is performed by IANA staff, and includes performing additional analysis on the change request, producing a report, and having that report reviewed externally (including verification that all existing registration data has been successfully transferred from the old to new Registry operator). This processing is significant, and is normally substantially longer than a routine change request, and therefore should be distinguished.
- **Category V (Other change requests)** — Other non-routine change requests. IANA is required to process change requests that may have special handling requirements, or require additional documentary evidence or additional clarifications from the customer or third parties, that do not afford them the ability to automate. These scenarios include, but are not necessarily limited to:
 - i. Customers that require requests to be handled outside the online self-service platform, such as those lodging change requests through the exchange of postal mail;
 - ii. Customers that have placed special handling instructions on file with IANA, or have otherwise asked for special handling for a request that deviates from the normal process, that must be executed manually by IANA staff;
 - iii. Unique legal or regulatory encumbrances that must be satisfied that require additional processing;
 - iv. Removing a TLD from service (e.g. retirement or revocation);
 - v. Changes that relate to the operation of the root zone itself, including changing the Root Key Signing Key, altering the set of authoritative name servers for the root zone (e.g. the “root servers”), and changes to the “root hints” file.

Field Definitions

The fields in the preceding tables are as follows:

- **Process.** The business process that IANA is requested to perform.
- **Metric.** The individual metric that will be measured as part of the completion of the business process.
- **Target.** The specified target for each individual change request.
- **Type.** Whether the target specified is a minimum target (compliance must not be less than the target) or a maximum target (compliance must not be more than the target).
- **Breach.** The percentage limit of change requests within the specified period that fail to meet the metric, which if reached is deemed a breach in the SLE.
- **Period.** The period over which SLE compliance is measured.