

# IANA Naming Function Monthly Performance Report

November 2024

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.00s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	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%)	✓ 0.00d	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 2.51m	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%)	✓ 1.20m	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%)	✓ 1.41m	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
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60s (95.0%)	✓ 4.077s	p13
Email Dispatch	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.171s	p14
Email Dispatch	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.138s	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%)	✓ 2.21ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.34ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1.34ms	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.83d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.95d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.28d	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
<b>ccTLD Creation/Transfer</b>				

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
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 23.49h	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%)	✓ 3.54s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 4.55s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 3.31s	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p25
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 99.99%	p27
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 2.09s	p30
Credential Change	Credential Change	≤300s (95.0%)	✓ 1.056s	p31
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	Other Changes	100%	✓ 100.00%	p32
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p33
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p33
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	Other Changes	100%	✓ 100.00%	p34
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.00s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 2.62d	p35
<b>Label Generation Rulesets</b>				
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.



Routine (Non-Technical)	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
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	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
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	1	0	8	12	0	9	3	1	1	0	0	0	1
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	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
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	2	1	0	0	0	0	1	0	0	1	0
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	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Acceptance Time	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	10	4	4	3	6	5	5	4	2	0	5	0	0
Mean Time	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	—	—
Longest Time	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	—	—
PStDev Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	—	—



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

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

## Technical Checks

### Technical Check (First)

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



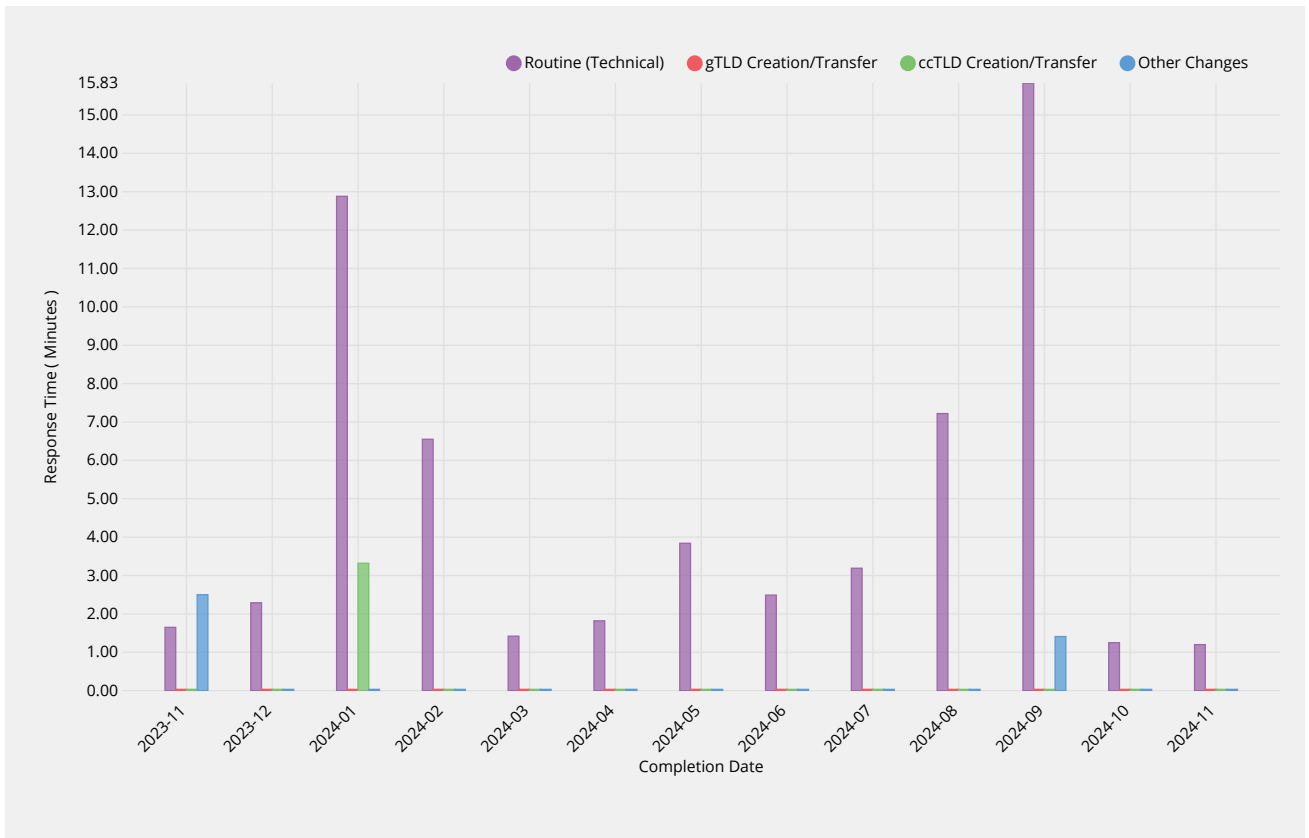


ccTLD Creation/Transfer	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Shortest Time	—	—	2.77m	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	2.77m	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	2.77m	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	0.00m	—	—	—	—	—	—	—	—	—	—

Other Changes	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Response Time	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	3	2	2	1	2	2	4	0	0	0	3	0	0
Mean Time	2.06m	0.99m	1.72m	1.66m	1.44m	1.59m	1.54m	—	—	—	1.73m	—	—
Shortest Time	1.47m	0.93m	1.60m	1.66m	1.41m	1.46m	1.20m	—	—	—	1.39m	—	—
Longest Time	2.97m	1.04m	1.83m	1.66m	1.46m	1.73m	1.89m	—	—	—	2.31m	—	—
Median Time	1.73m	0.99m	1.72m	1.66m	1.44m	1.59m	1.54m	—	—	—	1.49m	—	—
PStDev Time	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)	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Response Time	1.65m	2.29m	12.88m	6.55m	1.42m	1.82m	3.84m	2.49m	3.19m	7.22m	15.83m	1.25m	1.20m
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	57	19	123	274	165	32	147	59	133	88	14	174	224
Mean Time	1.31m	1.33m	3.15m	1.84m	0.78m	1.21m	1.60m	1.38m	1.47m	5.15m	2.74m	0.85m	0.79m
Shortest Time	0.32m	0.27m	0.11m	0.32m	0.14m	0.34m	0.17m	0.23m	0.27m	0.33m	0.36m	0.22m	0.31m
Longest Time	16.81m	2.31m	14.37m	15.59m	1.64m	4.21m	17.38m	15.78m	15.44m	47.14m	16.31m	1.54m	1.44m

Routine (Technical)	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Median Time	0.93m	1.42m	0.73m	0.71m	0.90m	1.08m	0.96m	0.59m	0.85m	4.58m	0.53m	0.89m	0.85m
PStDev Time	2.10m	0.63m	4.79m	2.40m	0.44m	0.62m	1.83m	3.25m	1.94m	5.42m	5.40m	0.26m	0.27m

gTLD Creation/Transfer	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
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	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
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	28	0	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	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
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	32	0	0	0	0	0	0	0	0	0	4	0	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)	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
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	126	205	49	57	91	62	67	27	65	27	36	37	46
Mean Time	1.710s	2.643s	1.664s	1.598s	1.433s	1.489s	1.317s	1.550s	1.319s	2.488s	2.958s	1.588s	2.024s
Shortest Time	0.207s	0.079s	0.178s	0.141s	0.334s	0.304s	0.208s	0.110s	0.053s	0.216s	1.201s	0.237s	0.193s
Longest Time	8.241s	20.621s	5.561s	4.342s	4.383s	4.017s	4.249s	4.156s	4.174s	7.512s	6.289s	3.139s	5.341s
Median Time	1.305s	1.589s	1.330s	1.346s	1.220s	1.203s	1.138s	1.212s	1.162s	2.208s	3.048s	1.255s	1.706s
PStDev Time	1.105s	2.856s	0.972s	0.868s	0.691s	0.705s	0.642s	0.859s	0.926s	1.617s	1.282s	0.721s	1.101s

Routine (Non-Technical)	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Dispatch Time	2.313s	2.221s	1.688s	2.436s	1.263s	1.889s	2.078s	0.960s	1.241s	5.786s	5.358s	2.616s	2.171s
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	89	24	120	64	51	109	167	8	17	22	25	39	28
Mean Time	0.639s	0.803s	0.475s	0.674s	0.412s	0.474s	0.417s	0.325s	0.440s	2.145s	2.683s	0.882s	0.680s
Shortest Time	0.070s	0.081s	0.067s	0.077s	0.064s	0.064s	0.053s	0.067s	0.068s	0.073s	0.090s	0.077s	0.062s
Longest Time	6.188s	3.344s	3.091s	3.332s	4.678s	3.790s	3.975s	1.308s	1.876s	6.239s	7.136s	3.498s	3.577s
Median Time	0.284s	0.293s	0.201s	0.243s	0.204s	0.158s	0.081s	0.210s	0.214s	2.135s	2.666s	0.433s	0.274s
PStDev Time	0.989s	0.855s	0.578s	0.839s	0.737s	0.671s	0.720s	0.380s	0.454s	2.005s	1.567s	0.892s	0.830s

gTLD Creation/Transfer	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Dispatch Time	0.328s	—	0.558s	1.379s	—	1.204s	0.700s	0.202s	0.224s	—	—	—	0.138s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	0	8	12	0	9	3	1	1	0	0	0	1
Mean Time	0.328s	—	0.247s	0.458s	—	0.528s	0.331s	0.202s	0.224s	—	—	—	0.138s
Shortest Time	0.328s	—	0.106s	0.102s	—	0.079s	0.113s	0.202s	0.224s	—	—	—	0.138s
Longest Time	0.328s	—	0.656s	2.440s	—	1.232s	0.765s	0.202s	0.224s	—	—	—	0.138s
Median Time	0.328s	—	0.137s	0.271s	—	0.311s	0.114s	0.202s	0.224s	—	—	—	0.138s
PStDev Time	0.000s	—	0.182s	0.605s	—	0.430s	0.307s	0.000s	0.000s	—	—	—	0.000s

ccTLD Creation/Transfer	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
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	2	0	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	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Dispatch Time	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	10	4	4	2	6	5	5	4	2	0	5	0	0
Mean Time	0.606s	0.614s	0.832s	0.138s	1.970s	1.163s	0.883s	0.544s	1.165s	—	1.600s	—	—
Shortest Time	0.092s	0.116s	0.064s	0.065s	0.094s	0.146s	0.108s	0.084s	0.548s	—	0.117s	—	—
Longest Time	2.509s	1.695s	1.877s	0.212s	4.565s	3.032s	2.448s	1.179s	1.781s	—	3.465s	—	—
Median Time	0.169s	0.322s	0.693s	0.138s	1.418s	1.219s	0.546s	0.457s	1.165s	—	2.092s	—	—
PStDev Time	0.771s	0.630s	0.771s	0.074s	1.878s	1.055s	0.868s	0.412s	0.617s	—	1.272s	—	—



gTLD Creation/Transfer	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	0	8	12	0	8	3	1	1	0	0	0	1
Mean Time	0.53ms	—	0.42ms	1.30ms	—	0.37ms	0.25ms	0.16ms	0.45ms	—	—	—	1.34ms
Shortest Time	0.53ms	—	0.23ms	0.34ms	—	0.09ms	0.12ms	0.16ms	0.45ms	—	—	—	1.34ms
Longest Time	0.53ms	—	0.80ms	3.43ms	—	1.08ms	0.41ms	0.16ms	0.45ms	—	—	—	1.34ms
Median Time	0.53ms	—	0.33ms	1.28ms	—	0.29ms	0.23ms	0.16ms	0.45ms	—	—	—	1.34ms
PStDev Time	0.00ms	—	0.21ms	0.76ms	—	0.30ms	0.12ms	0.00ms	0.00ms	—	—	—	0.00ms

ccTLD Creation/Transfer	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
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	2	0	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	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Affirmation Time	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	10	4	4	2	6	5	5	4	2	0	4	0	0
Mean Time	0.45ms	0.26ms	0.60ms	0.27ms	0.43ms	0.29ms	0.47ms	0.20ms	0.89ms	—	0.27ms	—	—
Shortest Time	0.13ms	0.12ms	0.21ms	0.14ms	0.16ms	0.13ms	0.22ms	0.12ms	0.59ms	—	0.12ms	—	—
Longest Time	1.61ms	0.42ms	0.95ms	0.40ms	0.85ms	0.40ms	0.95ms	0.41ms	1.19ms	—	0.45ms	—	—
Median Time	0.30ms	0.26ms	0.61ms	0.27ms	0.33ms	0.33ms	0.25ms	0.13ms	0.89ms	—	0.25ms	—	—
PStDev Time	0.43ms	0.10ms	0.32ms	0.13ms	0.24ms	0.10ms	0.29ms	0.12ms	0.30ms	—	0.13ms	—	—

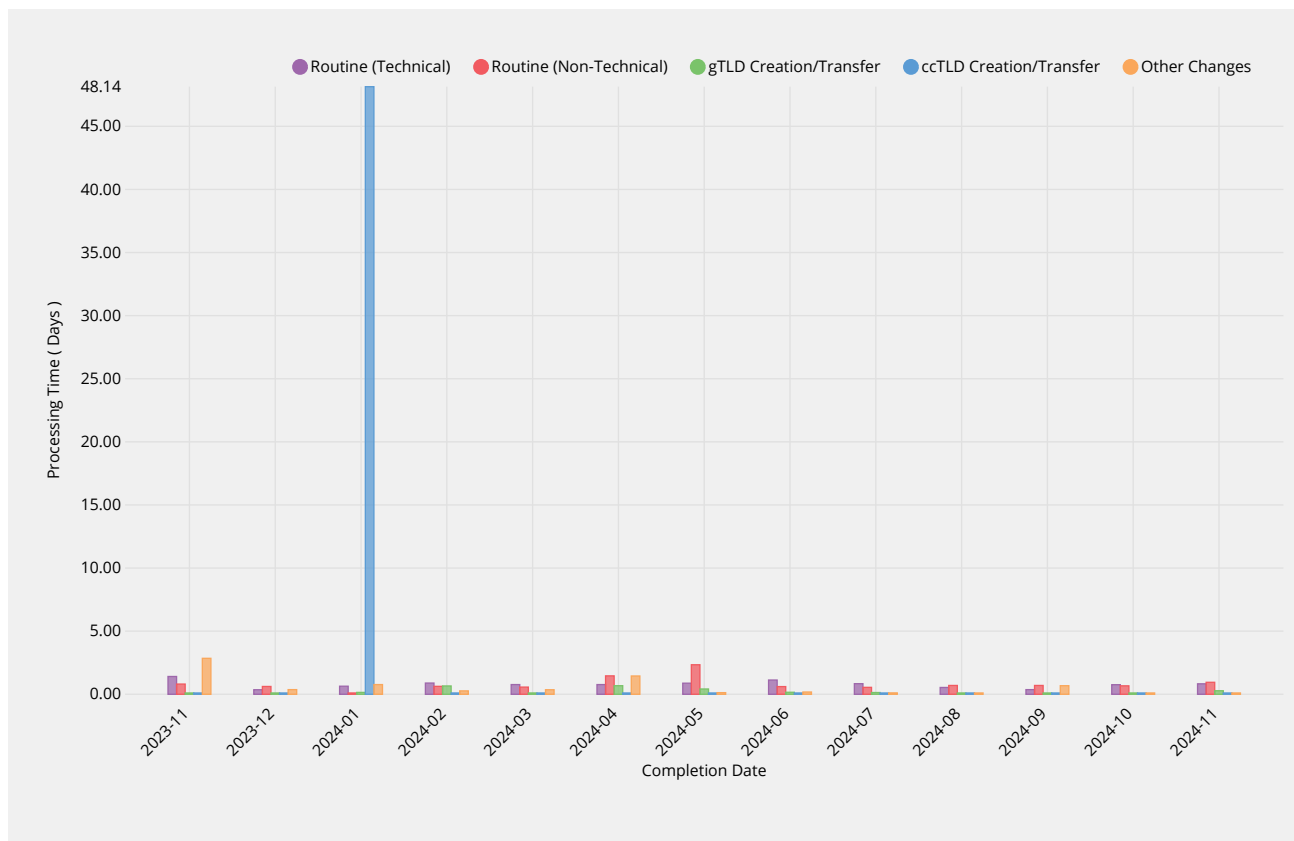
## Staff Processing

### Validation and Reviews

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



implementation.



Routine (Technical)	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Processing Time	1.41d	0.36d	0.64d	0.89d	0.77d	0.77d	0.88d	1.13d	0.84d	0.54d	0.37d	0.76d	0.83d
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	120	208	49	53	90	60	67	26	65	24	35	33	46
Mean Time	0.61d	0.10d	0.35d	0.81d	0.54d	0.40d	0.41d	0.54d	0.35d	0.23d	0.19d	0.45d	0.46d
Shortest Time	0.01d	0.00d	0.02d	0.03d	0.01d	0.00d	0.00d	0.04d	0.01d	0.04d	0.02d	0.05d	0.05d
Longest Time	4.26d	1.68d	3.11d	17.23d	4.55d	2.68d	2.40d	2.84d	1.36d	0.89d	0.76d	2.75d	2.93d
Median Time	0.27d	0.00d	0.19d	0.33d	0.36d	0.16d	0.25d	0.30d	0.25d	0.10d	0.14d	0.29d	0.33d
PStDev Time	1.07d	0.26d	0.45d	2.34d	0.70d	0.47d	0.45d	0.63d	0.34d	0.22d	0.15d	0.58d	0.49d

Routine (Non-Technical)	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Processing Time	0.81d	0.62d	0.06d	0.63d	0.57d	1.46d	2.34d	0.61d	0.55d	0.70d	0.70d	0.67d	0.95d
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	86	21	115	62	48	106	158	7	16	12	21	35	26
Mean Time	0.39d	0.39d	0.03d	0.16d	0.27d	0.77d	1.94d	0.31d	0.21d	0.22d	0.28d	0.29d	0.40d
Shortest Time	0.01d	0.02d	0.00d	0.00d	0.01d	0.02d	0.01d	0.00d	0.00d	0.02d	0.01d	0.00d	0.00d
Longest Time	2.98d	2.08d	0.63d	1.03d	2.28d	22.39d	2.36d	0.66d	0.68d	0.70d	1.98d	1.90d	2.69d
Median Time	0.15d	0.27d	0.00d	0.03d	0.18d	0.41d	2.29d	0.26d	0.05d	0.06d	0.06d	0.16d	0.13d
PStDev Time	0.57d	0.54d	0.08d	0.24d	0.37d	2.17d	0.79d	0.23d	0.24d	0.28d	0.47d	0.36d	0.58d

gTLD Creation/Transfer	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Processing Time	0.03d	—	0.15d	0.66d	—	0.68d	0.42d	0.16d	0.14d	—	—	—	0.28d
Monthly Threshold	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	0	7	12	0	8	3	1	1	0	0	0	1
Mean Time	0.03d	—	0.14d	0.46d	—	0.27d	0.42d	0.16d	0.14d	—	—	—	0.28d

gTLD Creation/Transfer	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Shortest Time	0.03d	—	0.13d	0.38d	—	0.04d	0.42d	0.16d	0.14d	—	—	—	0.28d
Longest Time	0.03d	—	0.18d	0.72d	—	0.80d	0.42d	0.16d	0.14d	—	—	—	0.28d
Median Time	0.03d	—	0.13d	0.40d	—	0.17d	0.42d	0.16d	0.14d	—	—	—	0.28d
PStDev Time	0.00d	—	0.02d	0.11d	—	0.26d	0.00d	0.00d	0.00d	—	—	—	0.00d

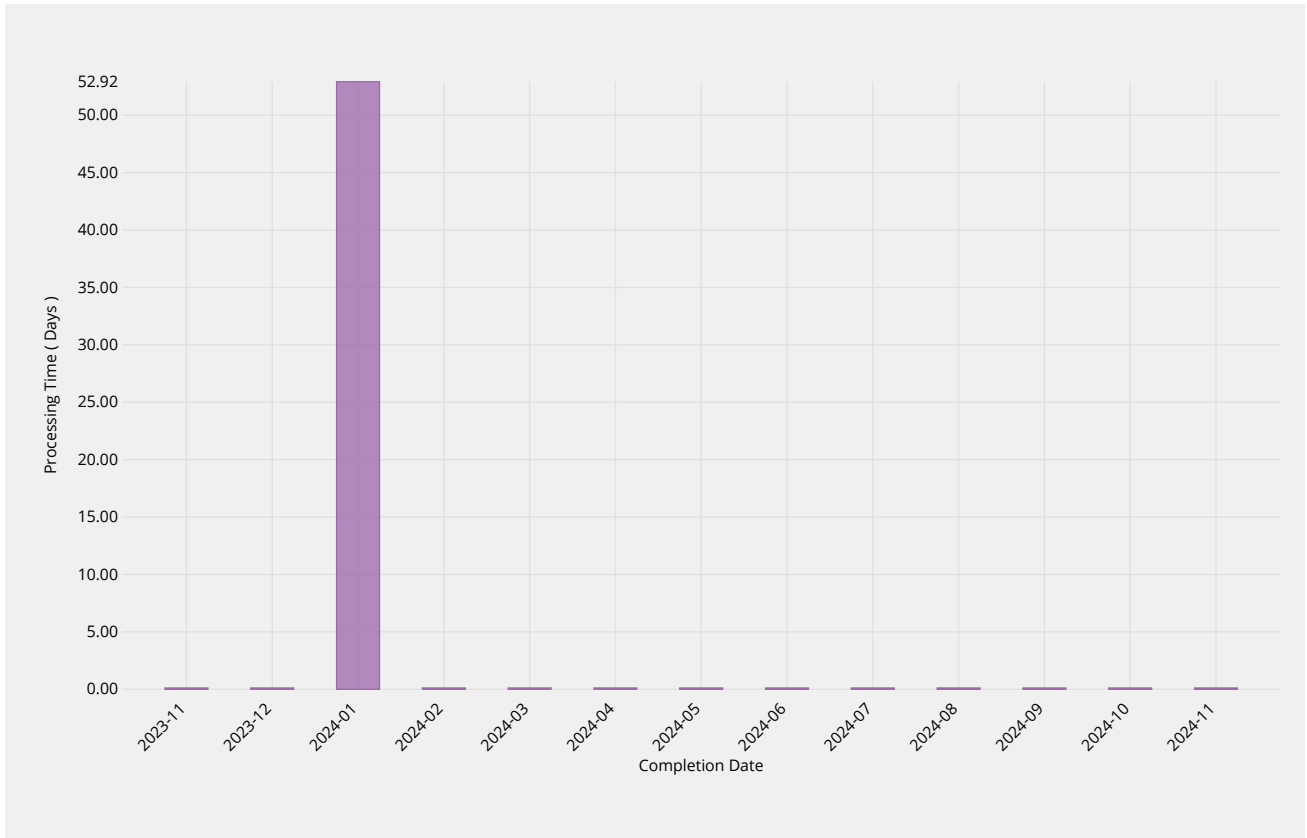
ccTLD Creation/Transfer	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Processing Time	—	—	48.14d	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	2	0	0	0	0	0	0	0	0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

Other Changes	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Processing Time	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	10	4	4	2	6	5	5	3	2	0	4	0	0
Mean Time	0.55d	0.14d	0.57d	0.27d	0.27d	0.42d	0.07d	0.14d	0.08d	—	0.28d	—	—
Shortest Time	0.01d	0.00d	0.36d	0.27d	0.07d	0.12d	0.03d	0.06d	0.05d	—	0.06d	—	—
Longest Time	2.85d	0.37d	0.77d	0.27d	0.36d	1.45d	0.13d	0.18d	0.11d	—	0.68d	—	—
Median Time	0.14d	0.10d	0.58d	0.27d	0.30d	0.19d	0.05d	0.16d	0.08d	—	0.19d	—	—
PStDev Time	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	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Processing Time	—	—	52.92d	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	2	0	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

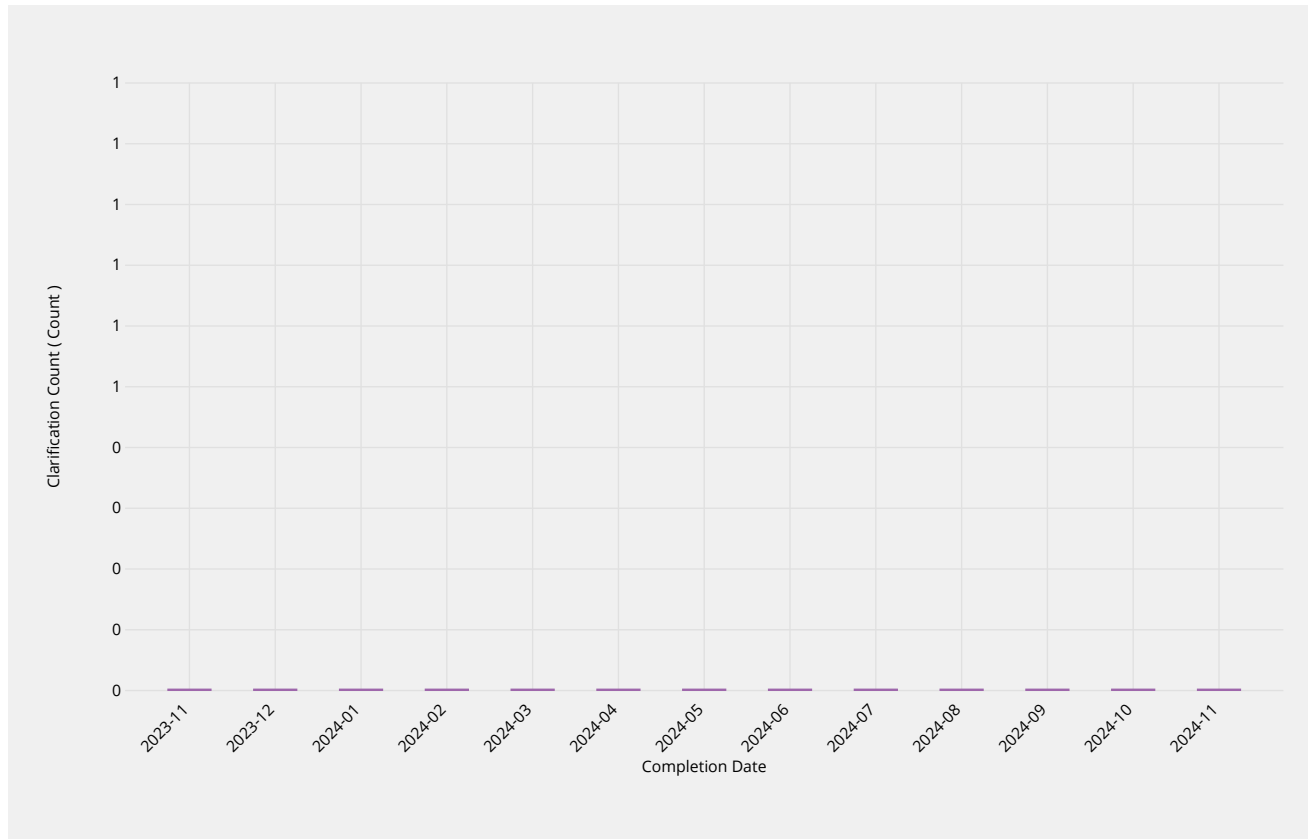
### Submission Review

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.

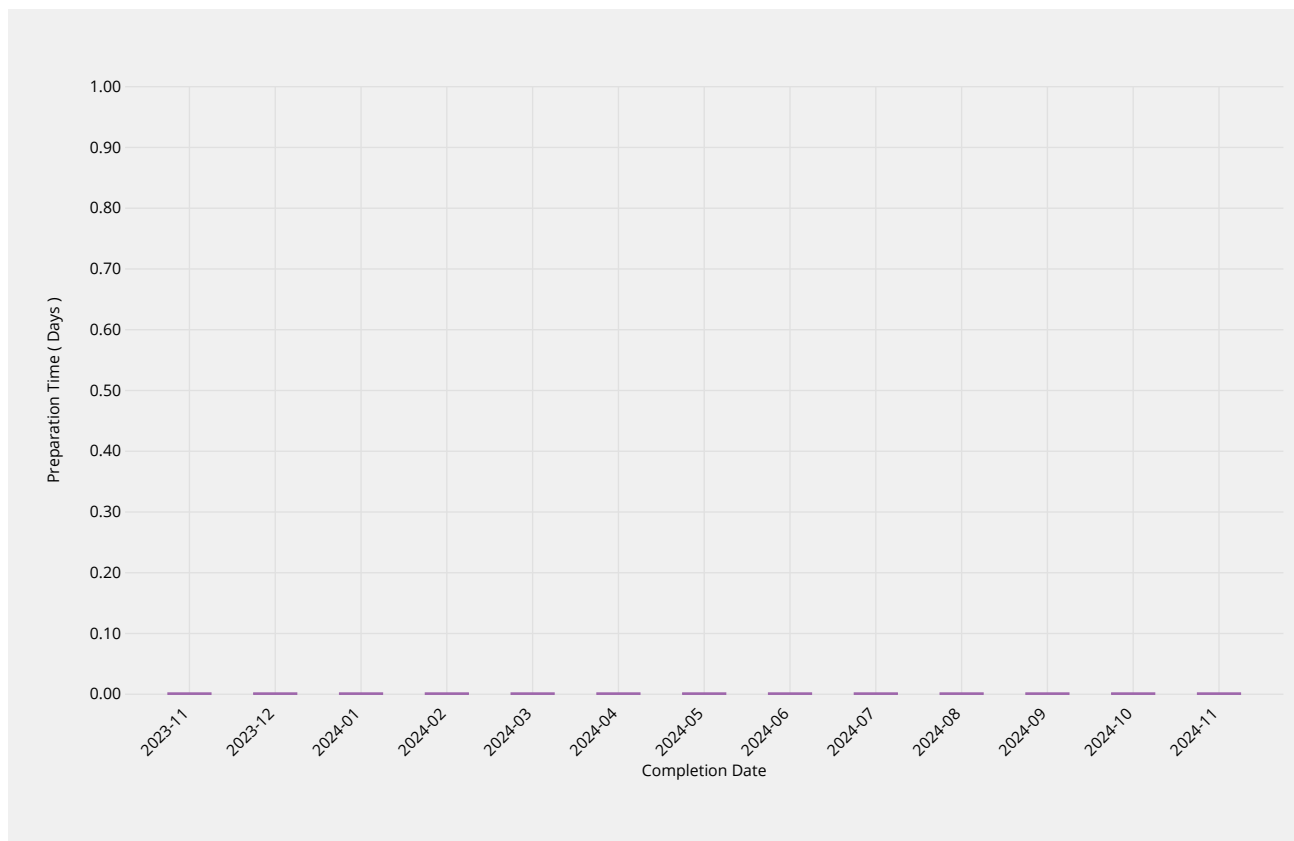


Requester Clarification	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Clarification Count	—	—	0	0	—	—	—	—	0	—	—	0	—
Request Count	0	0	2	1	0	0	0	0	1	0	0	1	0
Lowest Count	—	—	0	0	—	—	—	—	0	—	—	0	—
Highest Count	—	—	0	0	—	—	—	—	0	—	—	0	—

## Report Preparation

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

publication.



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

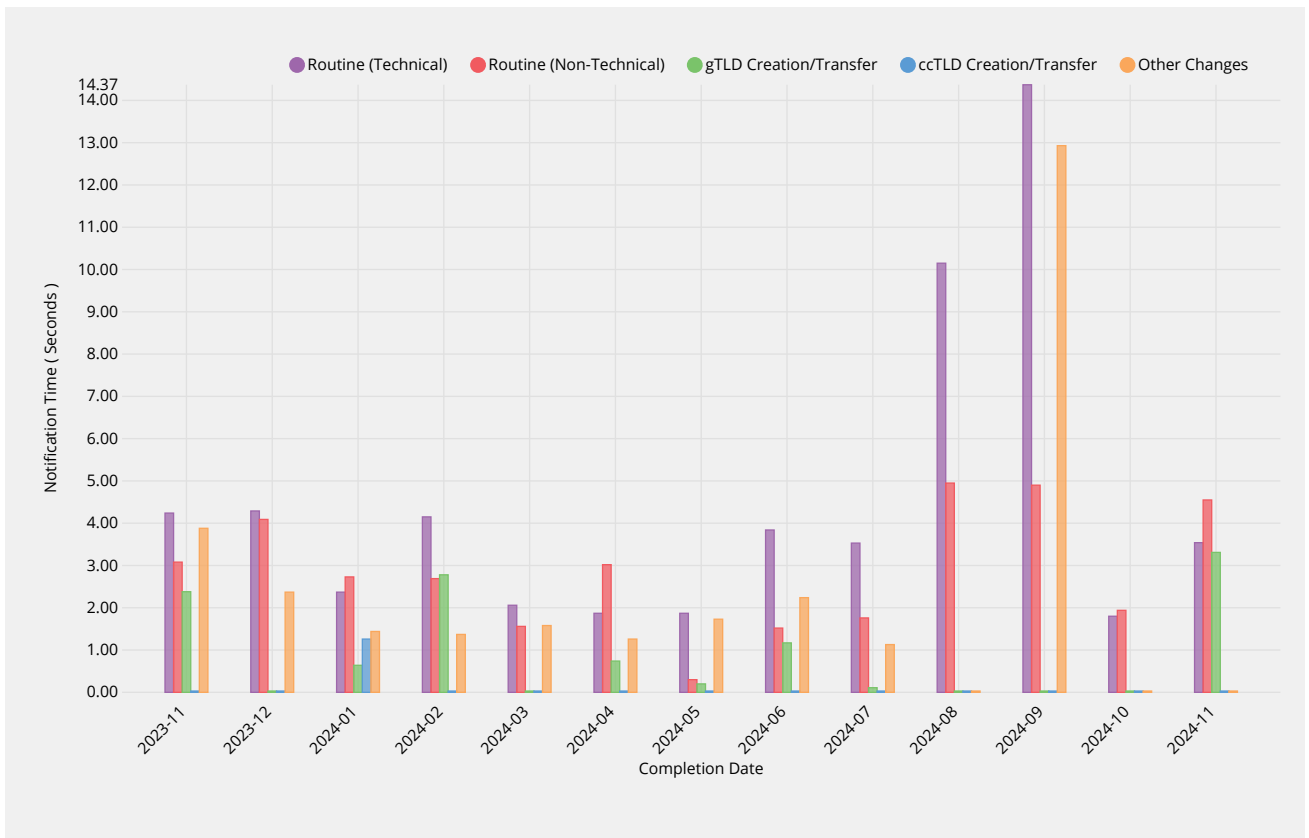


ccTLD Creation/Transfer	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Shortest Time	—	—	5.01h	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	5.01h	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	5.01h	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	0.00h	—	—	—	—	—	—	—	—	—	—

Other Changes	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Publication Time	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	8	3	4	2	4	2	4	1	1	0	4	0	0
Mean Time	2.39h	10.17h	5.98h	9.21h	3.74h	3.46h	8.12h	20.46h	1.90h	—	4.05h	—	—
Shortest Time	0.60h	4.01h	5.19h	9.16h	0.50h	2.71h	1.50h	20.46h	1.90h	—	1.60h	—	—
Longest Time	4.32h	21.59h	7.01h	9.26h	5.73h	4.21h	19.76h	20.46h	1.90h	—	5.42h	—	—
Median Time	1.96h	4.90h	5.86h	9.21h	4.36h	3.46h	5.62h	20.46h	1.90h	—	4.60h	—	—
PStDev Time	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)	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Notification Time	4.24s	4.29s	2.37s	4.15s	2.06s	1.87s	1.87s	3.84s	3.53s	10.15s	14.37s	1.80s	3.54s
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	119	208	49	52	89	60	64	26	65	24	35	33	46
Mean Time	1.75s	2.32s	1.23s	2.27s	1.06s	1.00s	1.15s	1.46s	1.36s	3.41s	4.29s	0.94s	1.33s
Shortest Time	0.05s	0.07s	0.06s	0.08s	0.07s	0.07s	0.07s	0.08s	0.07s	0.13s	0.18s	0.09s	0.08s
Longest Time	6.11s	4.77s	3.77s	30.16s	3.85s	2.41s	5.35s	5.82s	3.92s	12.53s	15.51s	2.51s	5.04s
Median Time	1.35s	2.25s	1.17s	1.25s	1.18s	1.23s	1.15s	1.21s	1.24s	3.04s	3.20s	1.16s	1.12s



Routine (Technical)	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
PStDev Time	1.22s	1.05s	0.69s	4.90s	0.73s	0.61s	1.00s	1.36s	0.86s	2.85s	4.10s	0.62s	1.16s

Routine (Non-Technical)	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Notification Time	3.08s	4.09s	2.73s	2.69s	1.56s	3.02s	0.30s	1.52s	1.76s	4.95s	4.90s	1.94s	4.55s
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	86	21	115	62	48	103	158	7	16	12	21	35	26
Mean Time	0.69s	1.45s	0.52s	0.85s	0.42s	0.64s	0.14s	0.43s	0.58s	2.03s	2.16s	0.62s	1.03s
Shortest Time	0.09s	0.08s	0.06s	0.09s	0.07s	0.08s	0.05s	0.08s	0.06s	0.12s	0.13s	0.09s	0.06s
Longest Time	6.20s	7.08s	4.00s	3.83s	3.91s	5.33s	1.51s	2.06s	1.78s	6.05s	7.83s	2.63s	5.43s
Median Time	0.19s	0.63s	0.16s	0.30s	0.18s	0.18s	0.08s	0.21s	0.36s	1.34s	1.79s	0.33s	0.26s
PStDev Time	1.08s	1.75s	0.84s	0.97s	0.68s	1.04s	0.20s	0.67s	0.56s	1.85s	1.90s	0.63s	1.44s

gTLD Creation/Transfer	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Notification Time	2.38s	—	0.64s	2.78s	—	0.74s	0.20s	1.17s	0.11s	—	—	—	3.31s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	0	7	12	0	8	3	1	1	0	0	0	1
Mean Time	2.38s	—	0.25s	0.97s	—	0.29s	0.13s	1.17s	0.11s	—	—	—	3.31s
Shortest Time	2.38s	—	0.12s	0.12s	—	0.11s	0.08s	1.17s	0.11s	—	—	—	3.31s
Longest Time	2.38s	—	0.78s	3.38s	—	1.02s	0.21s	1.17s	0.11s	—	—	—	3.31s
Median Time	2.38s	—	0.13s	0.34s	—	0.22s	0.09s	1.17s	0.11s	—	—	—	3.31s
PStDev Time	0.00s	—	0.23s	1.01s	—	0.28s	0.06s	0.00s	0.00s	—	—	—	0.00s

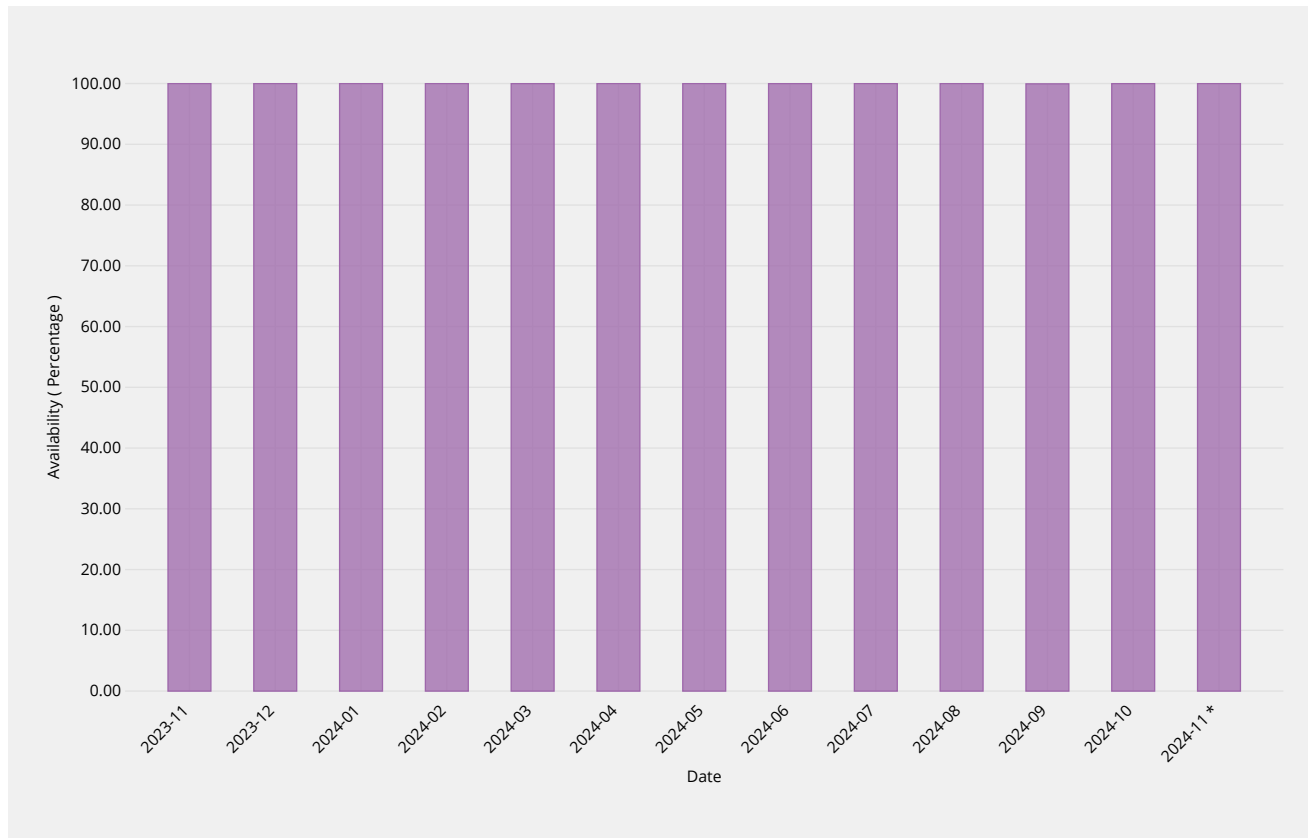
ccTLD Creation/Transfer	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Notification Time	—	—	1.26s	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	2	0	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	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Notification Time	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	10	4	4	2	6	5	5	3	2	0	4	0	0
Mean Time	1.72s	0.98s	1.20s	1.35s	0.80s	0.62s	1.13s	1.26s	0.66s	—	5.55s	—	—
Shortest Time	0.24s	0.21s	0.79s	1.32s	0.15s	0.15s	0.25s	0.22s	0.14s	—	0.16s	—	—
Longest Time	3.94s	2.66s	1.46s	1.37s	1.65s	1.29s	1.86s	2.36s	1.18s	—	14.50s	—	—
Median Time	1.34s	0.53s	1.28s	1.35s	0.73s	0.29s	1.18s	1.20s	0.66s	—	3.78s	—	—
PStDev Time	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	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Availability	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	99.99%	100.00%	100.00%	99.95%	99.99%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

### Root Zone Management System

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

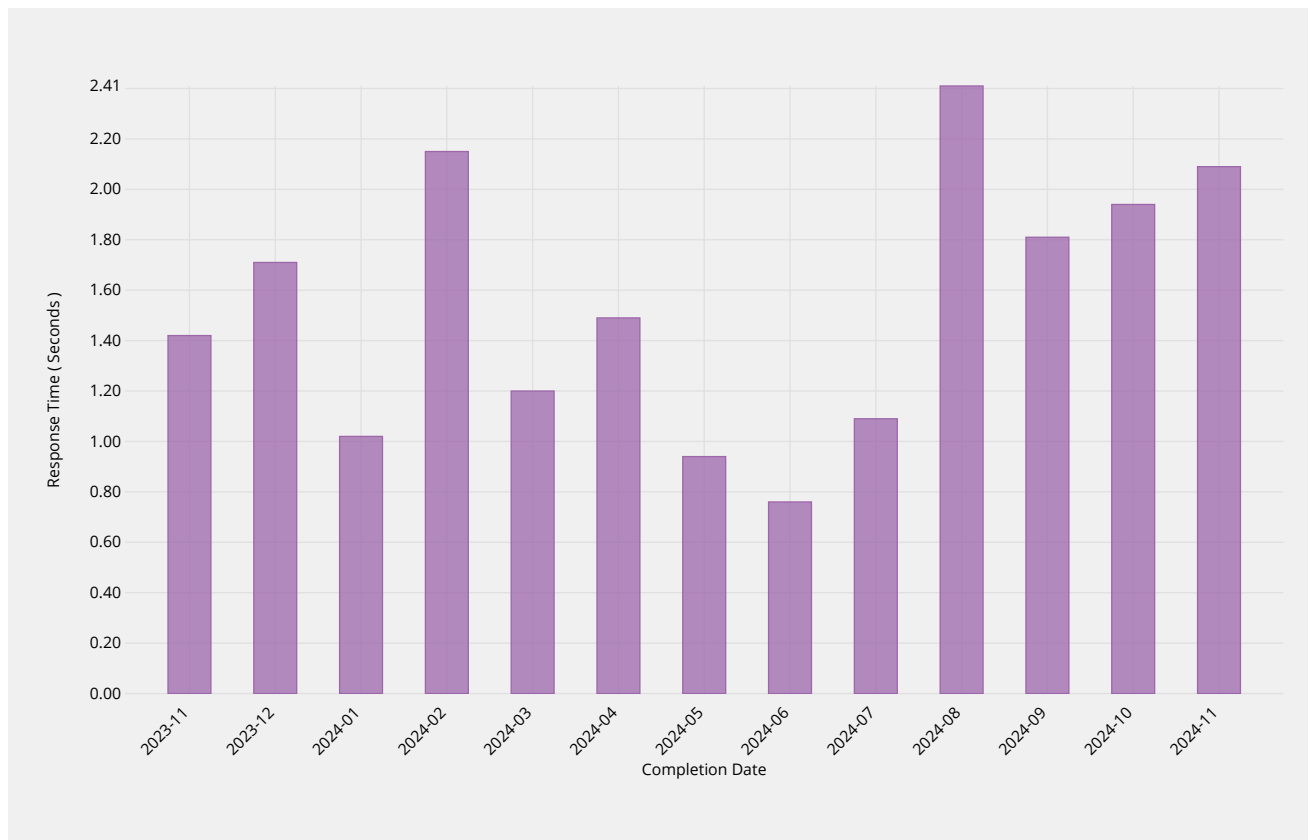






## Credential Recovery

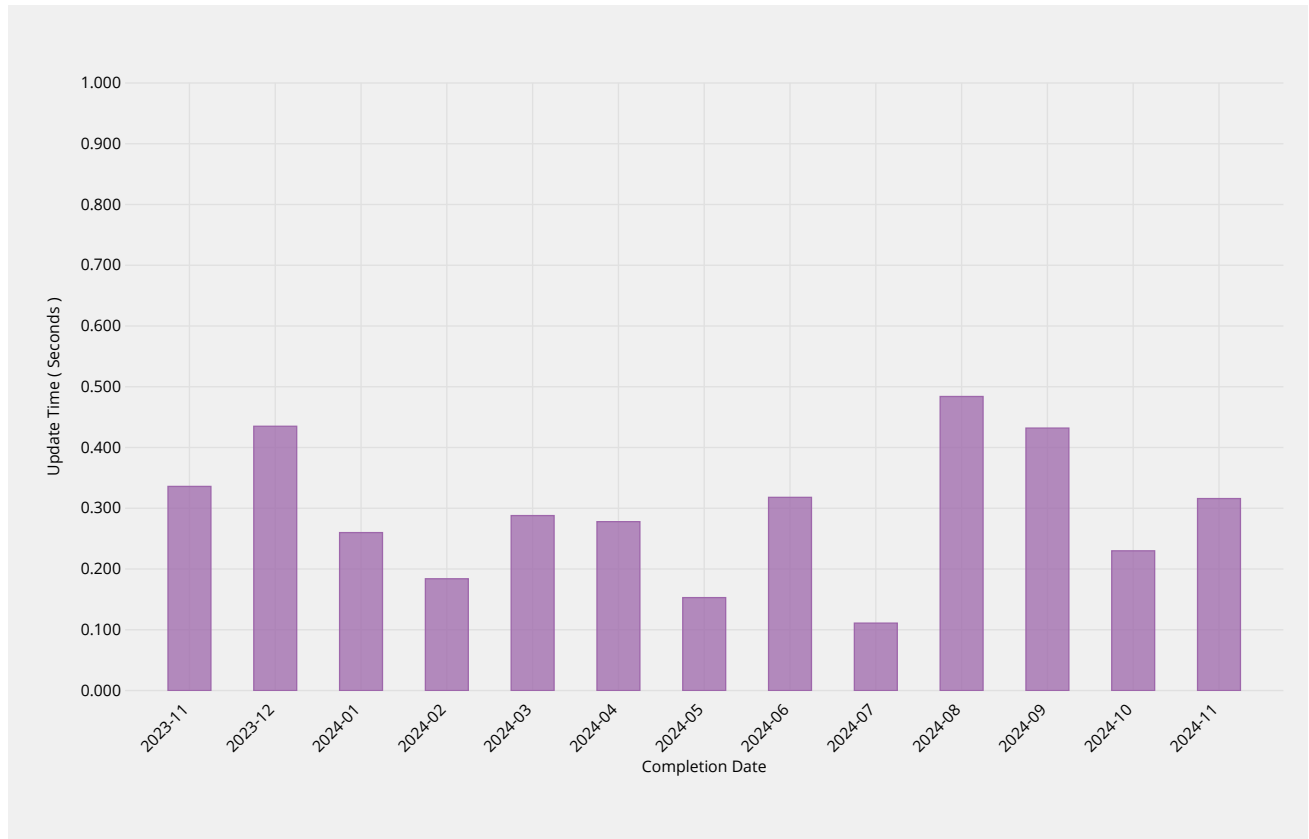
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Response Time	1.42s	1.71s	1.02s	2.15s	1.20s	1.49s	0.94s	0.76s	1.09s	2.41s	1.81s	1.94s	2.09s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	20	12	18	29	29	22	17	11	11	20	6	8	8
Mean Time	0.53s	0.86s	0.35s	0.54s	0.38s	0.66s	0.31s	0.31s	0.29s	1.10s	1.30s	0.70s	1.04s
Shortest Time	0.03s	0.16s	0.03s	0.03s	0.03s	0.03s	0.05s	0.05s	0.03s	0.05s	0.27s	0.04s	0.11s
Longest Time	4.33s	2.03s	1.14s	3.07s	1.73s	4.10s	2.71s	0.92s	1.67s	2.91s	1.86s	1.99s	2.37s
Median Time	0.20s	0.88s	0.22s	0.22s	0.21s	0.29s	0.15s	0.18s	0.13s	1.04s	1.40s	0.41s	1.00s
PStDev Time	0.94s	0.58s	0.33s	0.72s	0.41s	0.87s	0.61s	0.26s	0.46s	0.78s	0.51s	0.75s	0.73s

## Credential Change

Time to implement new password within the system.



Credential Change	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Update Time	0.897s	1.368s	0.839s	0.596s	1.252s	0.858s	0.395s	0.975s	0.143s	1.314s	0.843s	0.633s	1.056s
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	17	11	15	20	23	21	12	10	9	10	6	8	8
Mean Time	0.336s	0.435s	0.260s	0.184s	0.288s	0.278s	0.153s	0.318s	0.111s	0.484s	0.432s	0.230s	0.316s
Shortest Time	0.078s	0.083s	0.077s	0.084s	0.081s	0.075s	0.083s	0.080s	0.086s	0.082s	0.097s	0.082s	0.086s
Longest Time	1.376s	1.394s	1.174s	0.801s	1.633s	0.877s	0.712s	1.122s	0.161s	1.432s	0.885s	0.648s	1.310s
Median Time	0.112s	0.161s	0.101s	0.107s	0.096s	0.101s	0.107s	0.102s	0.108s	0.353s	0.393s	0.103s	0.109s
PStDev Time	0.357s	0.466s	0.310s	0.196s	0.412s	0.284s	0.169s	0.360s	0.019s	0.448s	0.329s	0.229s	0.407s



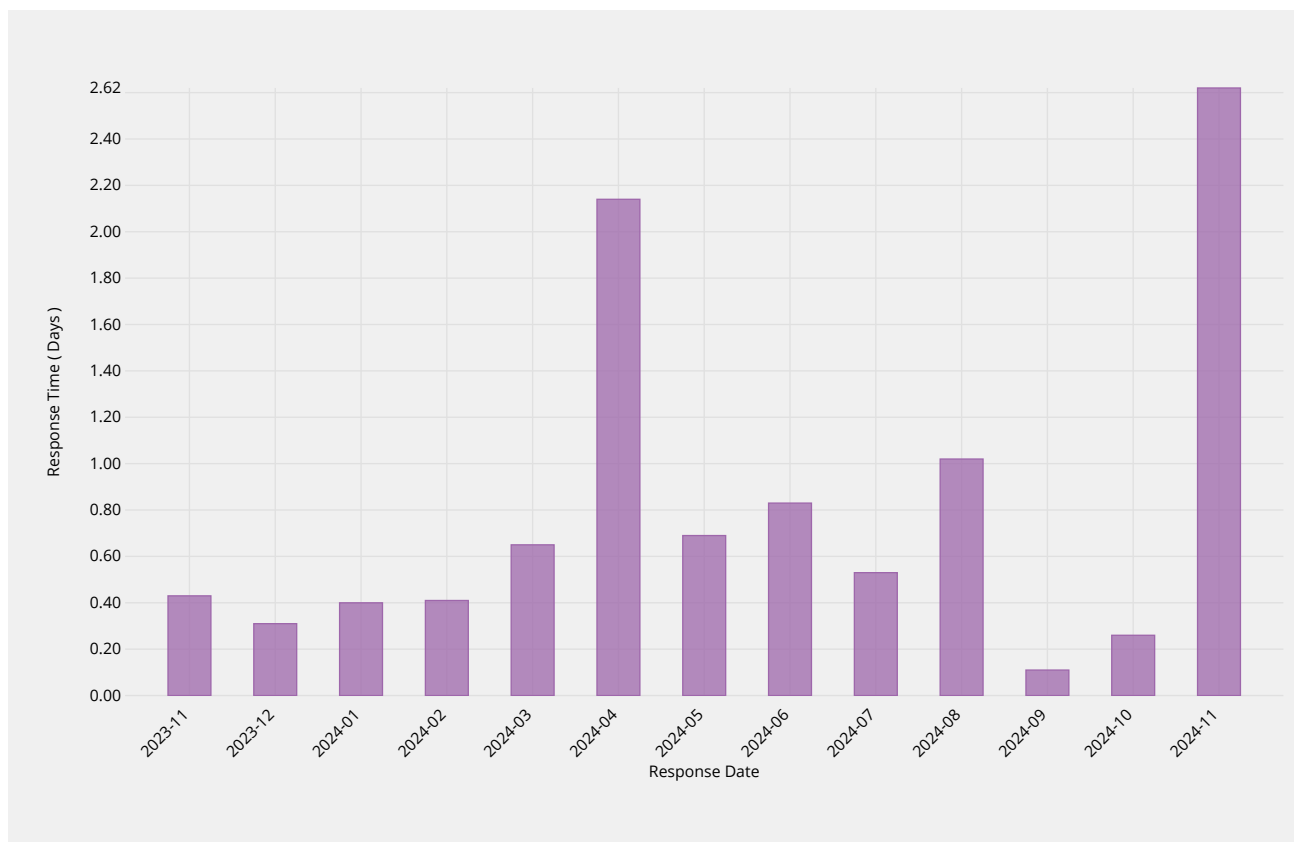






## Time to initial response

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



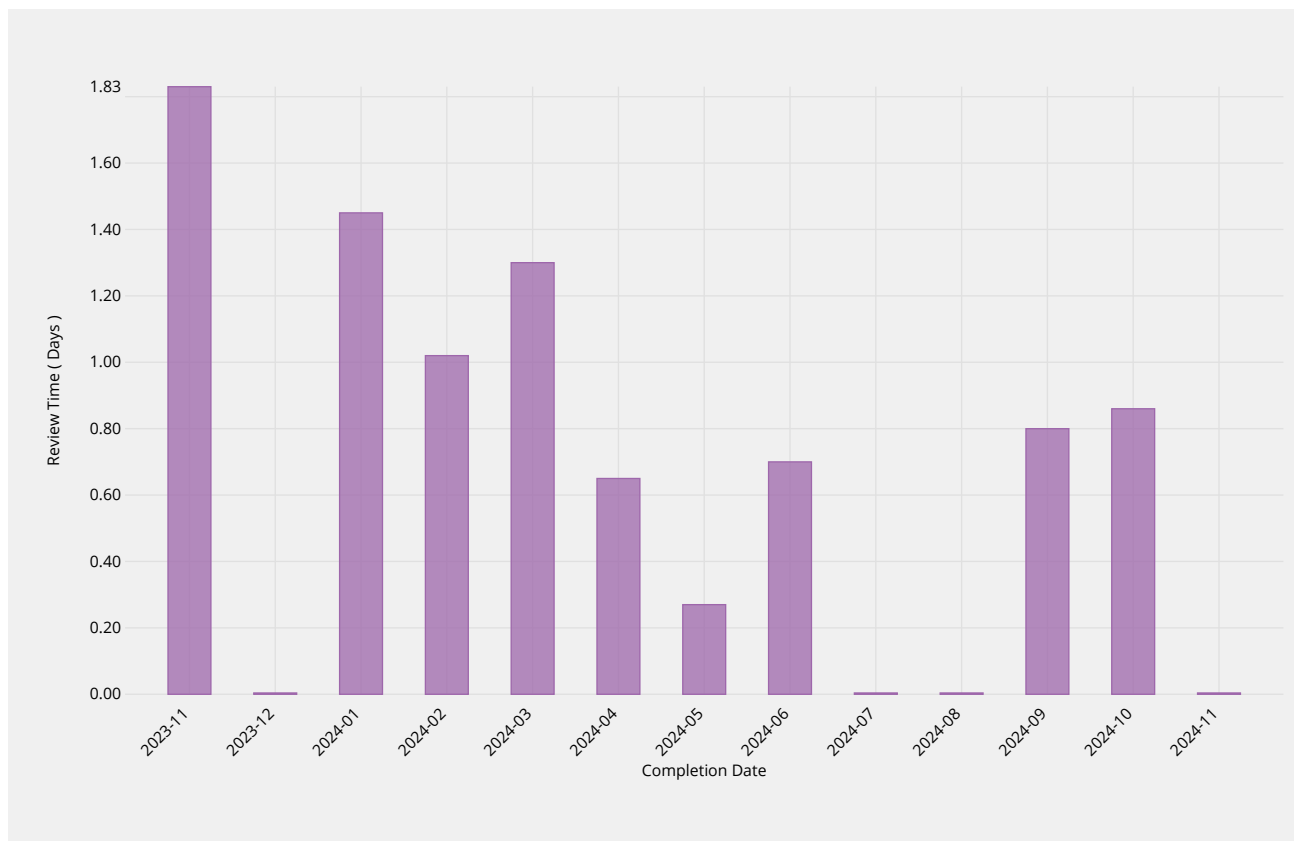
Manual Enquiries	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Response Time	0.50d	0.48d	0.98d	0.97d	1.61d	3.79d	1.90d	0.83d	1.01d	2.52d	0.11d	0.26d	2.62d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	13	6	8	6	14	3	4	1	3	4	1	1	1
Mean Time	0.43d	0.31d	0.40d	0.41d	0.65d	2.14d	0.69d	0.83d	0.53d	1.02d	0.11d	0.26d	2.62d
Shortest Time	0.01d	0.01d	0.00d	0.01d	0.03d	0.01d	0.01d	0.83d	0.02d	0.14d	0.11d	0.26d	2.62d
Longest Time	2.90d	0.51d	1.18d	1.19d	3.46d	4.17d	2.70d	0.83d	1.17d	3.48d	0.11d	0.26d	2.62d
Median Time	0.32d	0.35d	0.20d	0.25d	0.29d	2.24d	0.02d	0.83d	0.38d	0.24d	0.11d	0.26d	2.62d
PStDev Time	0.74d	0.17d	0.41d	0.43d	0.91d	1.70d	1.16d	0.00d	0.48d	1.42d	0.00d	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

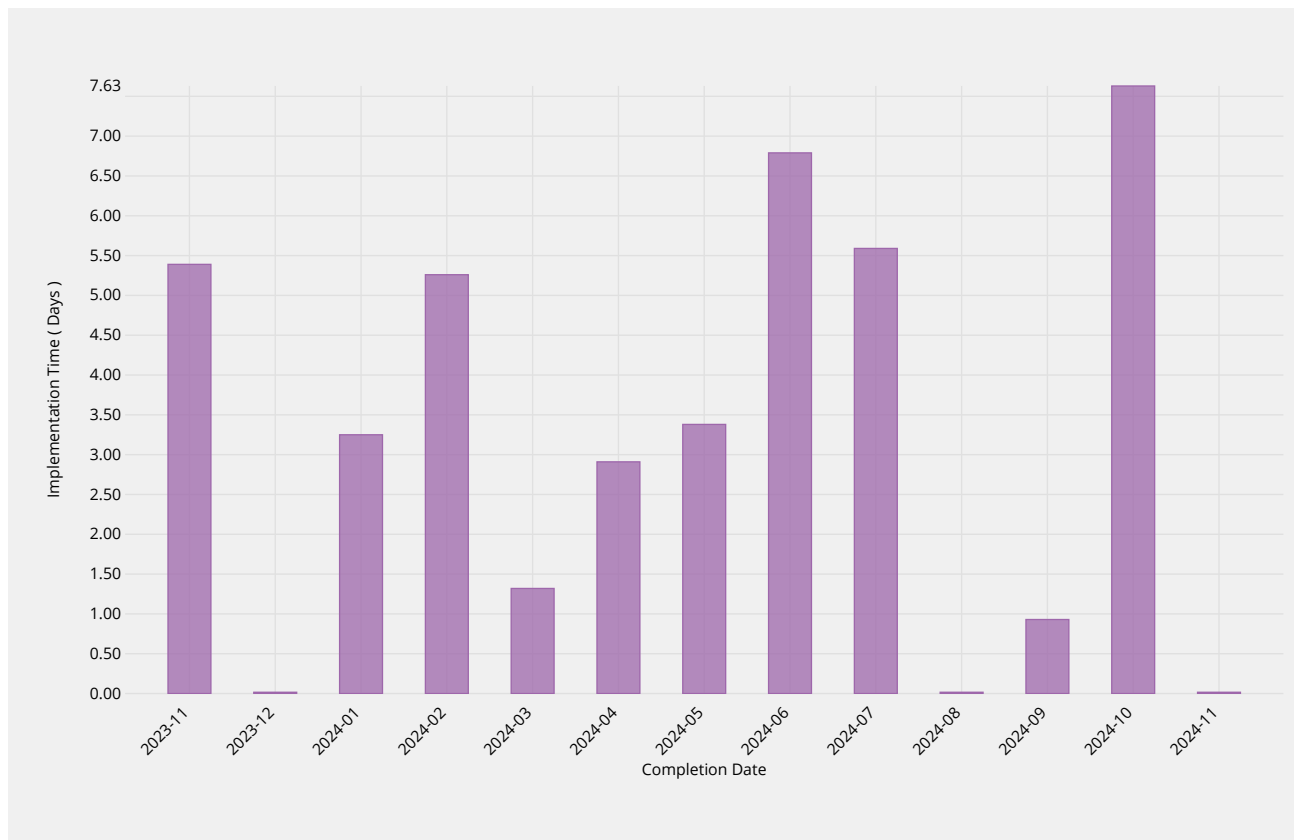
for remediation.



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

## Implementation Time

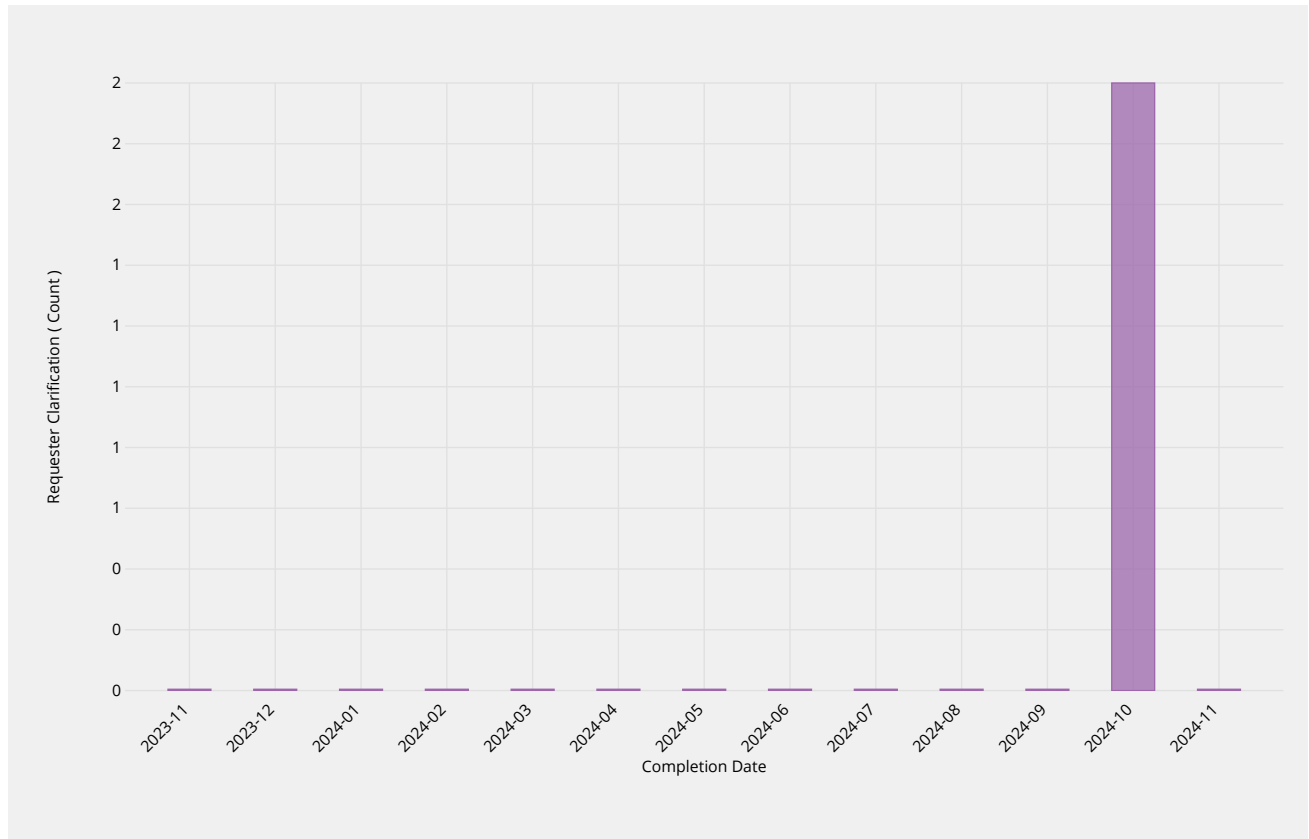
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Implementation Time	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	2	0	2	5	1	2	1	4	3	0	1	4	0
Shortest Time	5.09d	—	2.79d	0.87d	1.32d	2.91d	3.38d	1.24d	1.13d	—	0.93d	1.05d	—
Longest Time	5.42d	—	3.30d	6.72d	1.32d	2.91d	3.38d	6.79d	5.99d	—	0.93d	8.31d	—
Median Time	5.25d	—	3.04d	3.07d	1.32d	2.91d	3.38d	4.58d	4.01d	—	0.93d	6.02d	—
PStDev Time	0.17d	—	0.25d	1.98d	0.00d	0.00d	0.00d	2.52d	2.00d	—	0.00d	2.65d	—

## Requester Clarification

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

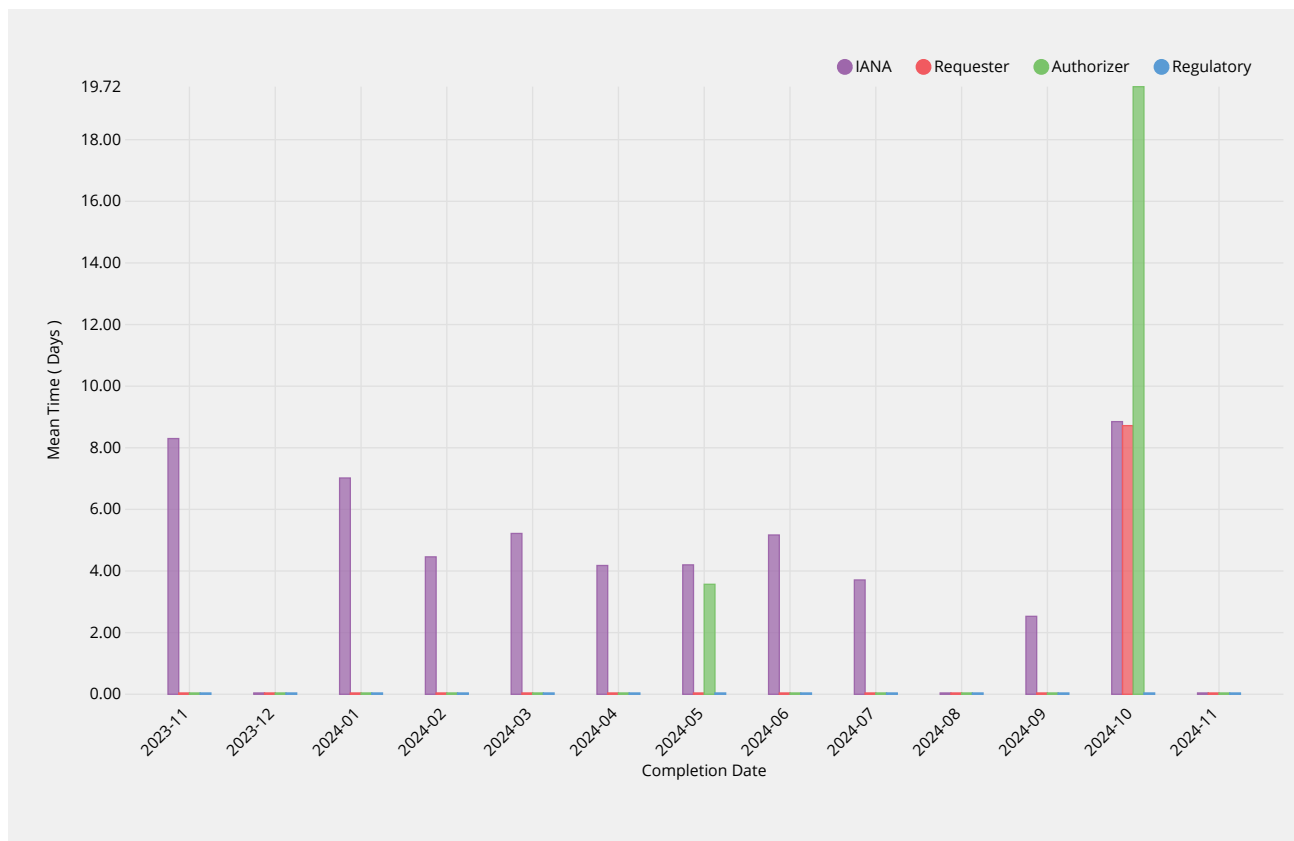


Requester Clarification	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Count	0	—	0	0	0	0	0	0	0	—	0	2	—
Request Count	2	0	2	5	1	2	1	4	3	0	1	4	0
Shortest Clarification	0	—	0	0	0	0	0	0	0	—	0	0	—
Longest Clarification	0	—	0	0	0	0	0	0	0	—	0	2	—

## Time per Actor

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

regulatory checks.



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

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

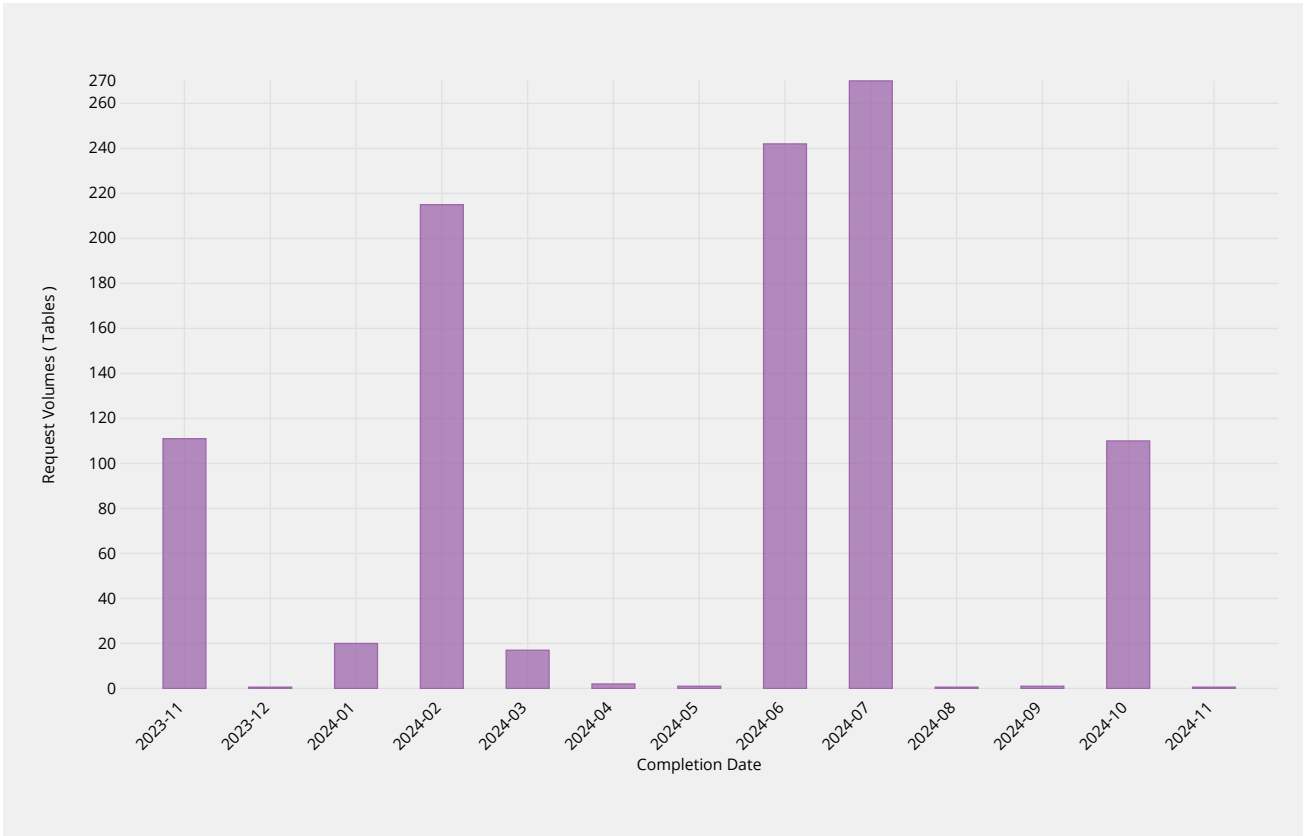
Authorizer	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11
Mean Time	—	—	—	—	—	—	3.57d	—	—	—	—	19.72d	—
Review Count	0	0	0	0	0	0	1	0	0	0	0	1	0
Shortest Time	—	—	—	—	—	—	3.57d	—	—	—	—	19.72d	—
Longest Time	—	—	—	—	—	—	3.57d	—	—	—	—	19.72d	—
Median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

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

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