

IANA Naming Function Monthly Performance Report

December 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%)	✓ 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
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 1.94m	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%)	✓ 1.48m	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%)	✓ 4.81m	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%)	✓ 3.319s	p13
Email Dispatch	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.313s	p14
Email Dispatch	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.272s	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%)	✓ 2.02ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.64ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.87ms	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%)	✓ 0.90d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 2.25d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 2.12d	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	—	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
ccTLD Creation/Transfer				

Metric	Category	Expected	Actual	Detail
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p20
Requester Clarification	Requester Clarification	N/A	—	p21
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p22
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 27.86h	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%)	✓ 2.31s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.98s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.34s	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%	✓ 99.98%	p27
Directory Service	WHOIS Availability	≥99%	✓ 99.88%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.82s	p30
Credential Change	Credential Change	≤300s (95.0%)	✓ 0.449s	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%)	✓ 1.00s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.37d	p35
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ —	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✓ —	p37
Requester Clarification	Requester Clarification	N/A	—	p38
Time per Actor	IANA	N/A	—	p39
Time per Actor	Requester	N/A	—	p39
Time per Actor	Authorizer	N/A	—	p39
Time per Actor	Regulatory	N/A	—	p39
Request Volumes	Request Volumes	N/A	—	p40

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

Exceptions and Narrative for Reporting Period

There were no exceptions for the reporting period.

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

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

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

Technical Checks

Technical Check (First)

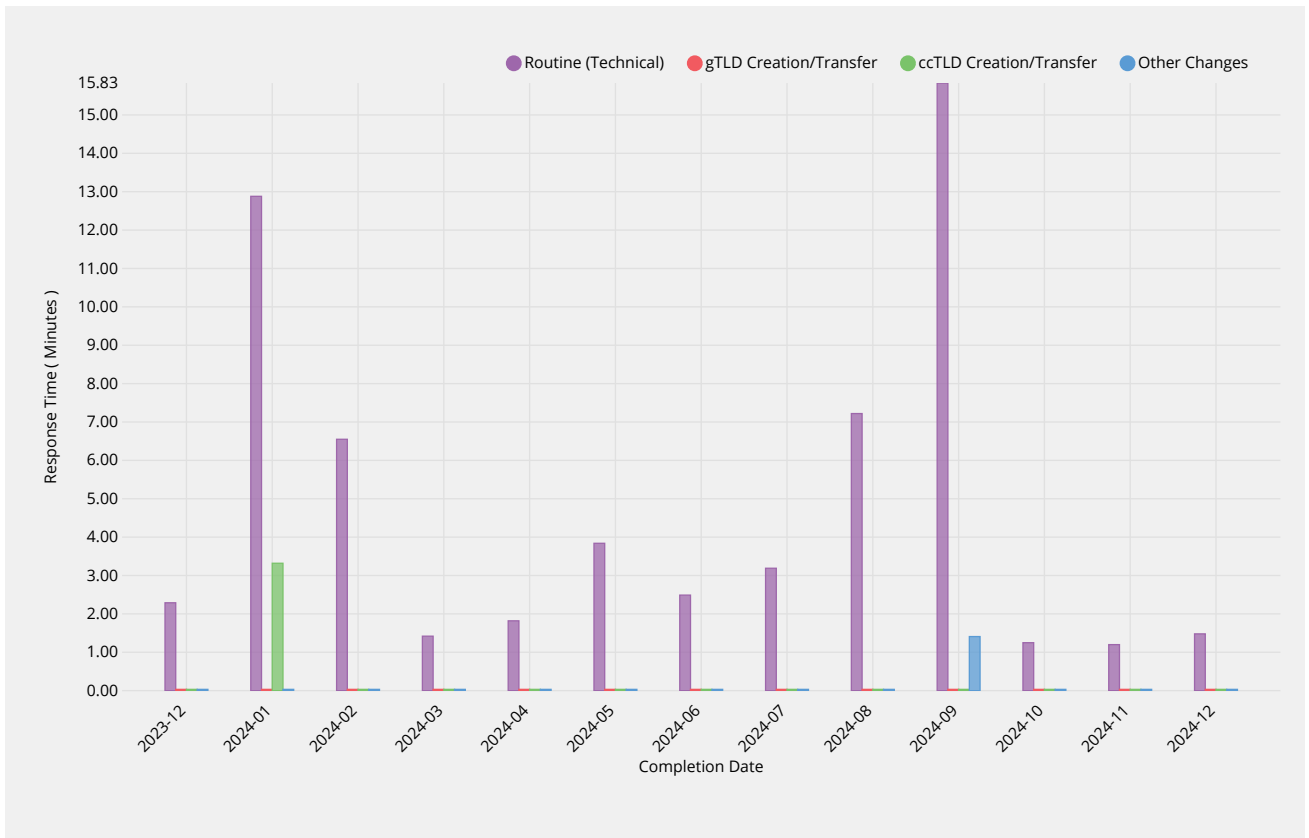
Time to return results for technical checks following submission of request via automated submission

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

Other Changes	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Response Time	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	2	2	1	2	2	4	0	0	0	3	0	0	0
Mean Time	0.99m	1.72m	1.66m	1.44m	1.59m	1.54m	—	—	—	1.73m	—	—	—
Shortest Time	0.93m	1.60m	1.66m	1.41m	1.46m	1.20m	—	—	—	1.39m	—	—	—
Longest Time	1.04m	1.83m	1.66m	1.46m	1.73m	1.89m	—	—	—	2.31m	—	—	—
Median Time	0.99m	1.72m	1.66m	1.44m	1.59m	1.54m	—	—	—	1.49m	—	—	—
PStDev Time	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)	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Response Time	2.29m	12.88m	6.55m	1.42m	1.82m	3.84m	2.49m	3.19m	7.22m	15.83m	1.25m	1.20m	1.48m
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	19	123	274	165	32	147	59	133	88	14	174	224	138
Mean Time	1.33m	3.15m	1.84m	0.78m	1.21m	1.60m	1.38m	1.47m	5.15m	2.74m	0.85m	0.79m	1.20m
Shortest Time	0.27m	0.11m	0.32m	0.14m	0.34m	0.17m	0.23m	0.27m	0.33m	0.36m	0.22m	0.31m	0.19m
Longest Time	2.31m	14.37m	15.59m	1.64m	4.21m	17.38m	15.78m	15.44m	47.14m	16.31m	1.54m	1.44m	16.15m

Routine (Technical)	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Median Time	1.42m	0.73m	0.71m	0.90m	1.08m	0.96m	0.59m	0.85m	4.58m	0.53m	0.89m	0.85m	1.09m
PStDev Time	0.63m	4.79m	2.40m	0.44m	0.62m	1.83m	3.25m	1.94m	5.42m	5.40m	0.26m	0.27m	1.79m

gTLD Creation/Transfer	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
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	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
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	28	0	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	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Response Time	—	—	—	—	—	—	—	—	—	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	0	0	0	0	0	0	0	0	4	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	1.28m	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	1.10m	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	1.43m	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	1.30m	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	0.12m	—	—	—

Routine (Technical)	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
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	205	49	57	91	62	67	27	65	27	36	37	46	37
Mean Time	2.643s	1.664s	1.598s	1.433s	1.489s	1.317s	1.550s	1.319s	2.488s	2.958s	1.588s	2.024s	1.734s
Shortest Time	0.079s	0.178s	0.141s	0.334s	0.304s	0.208s	0.110s	0.053s	0.216s	1.201s	0.237s	0.193s	0.055s
Longest Time	20.621s	5.561s	4.342s	4.383s	4.017s	4.249s	4.156s	4.174s	7.512s	6.289s	3.139s	5.341s	3.481s
Median Time	1.589s	1.330s	1.346s	1.220s	1.203s	1.138s	1.212s	1.162s	2.208s	3.048s	1.255s	1.706s	1.607s
PStDev Time	2.856s	0.972s	0.868s	0.691s	0.705s	0.642s	0.859s	0.926s	1.617s	1.282s	0.721s	1.101s	0.907s

Routine (Non-Technical)	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Dispatch Time	2.221s	1.688s	2.436s	1.263s	1.889s	2.078s	0.960s	1.241s	5.786s	5.358s	2.616s	2.171s	1.313s
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	24	120	64	51	109	167	8	17	22	25	39	28	19
Mean Time	0.803s	0.475s	0.674s	0.412s	0.474s	0.417s	0.325s	0.440s	2.145s	2.683s	0.882s	0.680s	0.363s
Shortest Time	0.081s	0.067s	0.077s	0.064s	0.064s	0.053s	0.067s	0.068s	0.073s	0.090s	0.077s	0.062s	0.057s
Longest Time	3.344s	3.091s	3.332s	4.678s	3.790s	3.975s	1.308s	1.876s	6.239s	7.136s	3.498s	3.577s	3.205s
Median Time	0.293s	0.201s	0.243s	0.204s	0.158s	0.081s	0.210s	0.214s	2.135s	2.666s	0.433s	0.274s	0.107s
PStDev Time	0.855s	0.578s	0.839s	0.737s	0.671s	0.720s	0.380s	0.454s	2.005s	1.567s	0.892s	0.830s	0.711s

gTLD Creation/Transfer	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Dispatch Time	—	0.558s	1.379s	—	1.204s	0.700s	0.202s	0.224s	—	—	—	0.138s	0.272s
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	8	12	0	9	3	1	1	0	0	0	1	3
Mean Time	—	0.247s	0.458s	—	0.528s	0.331s	0.202s	0.224s	—	—	—	0.138s	0.183s
Shortest Time	—	0.106s	0.102s	—	0.079s	0.113s	0.202s	0.224s	—	—	—	0.138s	0.089s
Longest Time	—	0.656s	2.440s	—	1.232s	0.765s	0.202s	0.224s	—	—	—	0.138s	0.282s
Median Time	—	0.137s	0.271s	—	0.311s	0.114s	0.202s	0.224s	—	—	—	0.138s	0.179s
PStDev Time	—	0.182s	0.605s	—	0.430s	0.307s	0.000s	0.000s	—	—	—	0.000s	0.079s

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

gTLD Creation/Transfer	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
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	8	12	0	8	3	1	1	0	0	0	1	3
Mean Time	—	0.42ms	1.30ms	—	0.37ms	0.25ms	0.16ms	0.45ms	—	—	—	1.34ms	0.54ms
Shortest Time	—	0.23ms	0.34ms	—	0.09ms	0.12ms	0.16ms	0.45ms	—	—	—	1.34ms	0.16ms
Longest Time	—	0.80ms	3.43ms	—	1.08ms	0.41ms	0.16ms	0.45ms	—	—	—	1.34ms	0.91ms
Median Time	—	0.33ms	1.28ms	—	0.29ms	0.23ms	0.16ms	0.45ms	—	—	—	1.34ms	0.54ms
PStDev Time	—	0.21ms	0.76ms	—	0.30ms	0.12ms	0.00ms	0.00ms	—	—	—	0.00ms	0.31ms

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

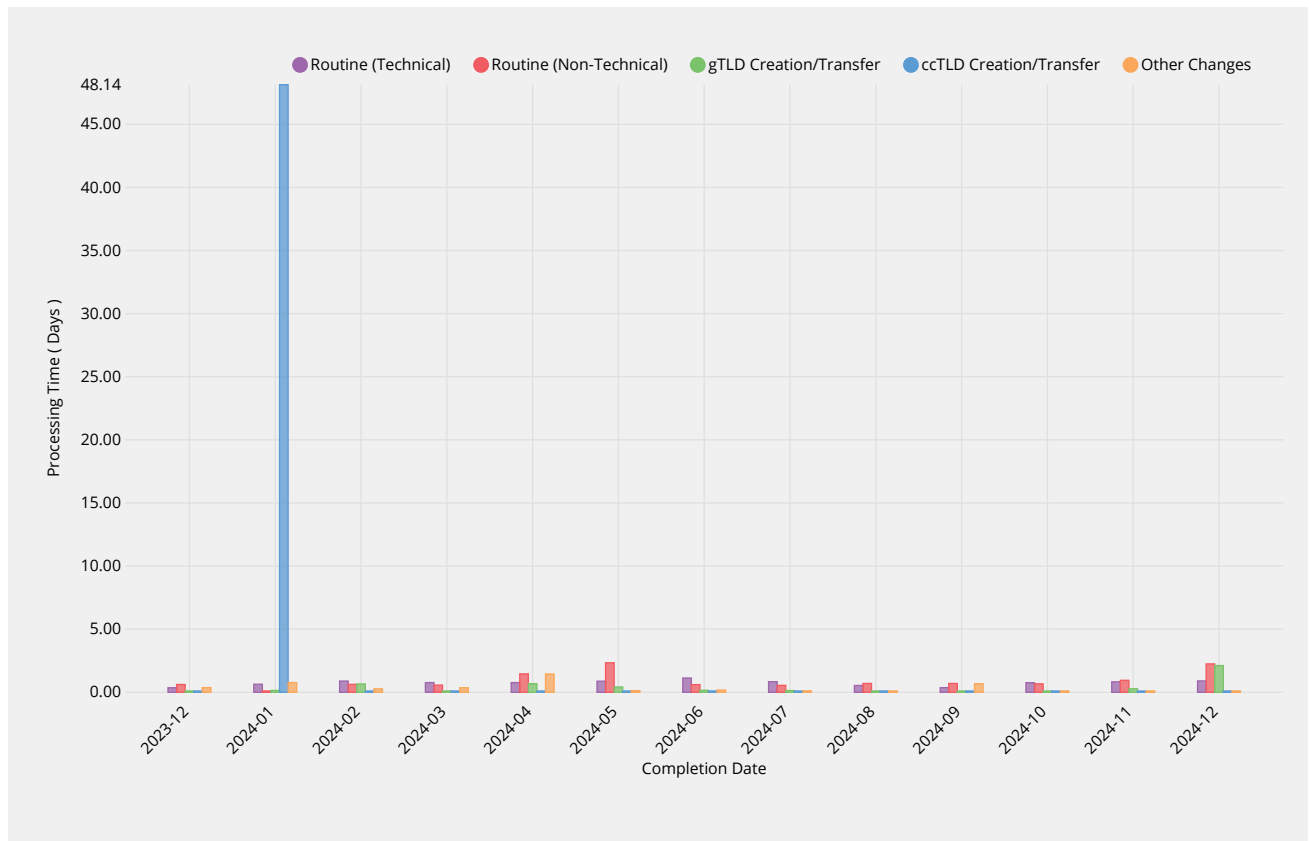
Other Changes	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Affirmation Time	0.40ms	0.94ms	0.39ms	0.80ms	0.39ms	0.89ms	0.37ms	1.16ms	—	0.43ms	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	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	4	4	2	6	5	5	4	2	0	4	0	0	0
Mean Time	0.26ms	0.60ms	0.27ms	0.43ms	0.29ms	0.47ms	0.20ms	0.89ms	—	0.27ms	—	—	—
Shortest Time	0.12ms	0.21ms	0.14ms	0.16ms	0.13ms	0.22ms	0.12ms	0.59ms	—	0.12ms	—	—	—
Longest Time	0.42ms	0.95ms	0.40ms	0.85ms	0.40ms	0.95ms	0.41ms	1.19ms	—	0.45ms	—	—	—
Median Time	0.26ms	0.61ms	0.27ms	0.33ms	0.33ms	0.25ms	0.13ms	0.89ms	—	0.25ms	—	—	—
PStDev Time	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)	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Processing Time	0.36d	0.64d	0.89d	0.77d	0.77d	0.88d	1.13d	0.84d	0.54d	0.37d	0.76d	0.83d	0.90d
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	208	49	53	90	60	67	26	65	24	35	33	46	37
Mean Time	0.10d	0.35d	0.81d	0.54d	0.40d	0.41d	0.54d	0.35d	0.23d	0.19d	0.45d	0.46d	0.48d
Shortest Time	0.00d	0.02d	0.03d	0.01d	0.00d	0.00d	0.04d	0.01d	0.04d	0.02d	0.05d	0.05d	0.01d
Longest Time	1.68d	3.11d	17.23d	4.55d	2.68d	2.40d	2.84d	1.36d	0.89d	0.76d	2.75d	2.93d	1.36d
Median Time	0.00d	0.19d	0.33d	0.36d	0.16d	0.25d	0.30d	0.25d	0.10d	0.14d	0.29d	0.33d	0.37d
PStDev Time	0.26d	0.45d	2.34d	0.70d	0.47d	0.45d	0.63d	0.34d	0.22d	0.15d	0.58d	0.49d	0.32d

Routine (Non-Technical)	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Processing Time	0.62d	0.06d	0.63d	0.57d	1.46d	2.34d	0.61d	0.55d	0.70d	0.70d	0.67d	0.95d	2.25d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	21	115	62	48	106	158	7	16	12	21	35	26	17
Mean Time	0.39d	0.03d	0.16d	0.27d	0.77d	1.94d	0.31d	0.21d	0.22d	0.28d	0.29d	0.40d	0.85d
Shortest Time	0.02d	0.00d	0.00d	0.01d	0.02d	0.01d	0.00d	0.00d	0.02d	0.01d	0.00d	0.00d	0.03d
Longest Time	2.08d	0.63d	1.03d	2.28d	22.39d	2.36d	0.66d	0.68d	0.70d	1.98d	1.90d	2.69d	4.93d
Median Time	0.27d	0.00d	0.03d	0.18d	0.41d	2.29d	0.26d	0.05d	0.06d	0.06d	0.16d	0.13d	0.34d
PStDev Time	0.54d	0.08d	0.24d	0.37d	2.17d	0.79d	0.23d	0.24d	0.28d	0.47d	0.36d	0.58d	1.25d

gTLD Creation/Transfer	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Processing Time	—	0.15d	0.66d	—	0.68d	0.42d	0.16d	0.14d	—	—	—	0.28d	2.12d
Monthly Threshold	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	0	7	12	0	8	3	1	1	0	0	0	1	3
Mean Time	—	0.14d	0.46d	—	0.27d	0.42d	0.16d	0.14d	—	—	—	0.28d	0.92d

gTLD Creation/Transfer	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Shortest Time	—	0.13d	0.38d	—	0.04d	0.42d	0.16d	0.14d	—	—	—	0.28d	0.06d
Longest Time	—	0.18d	0.72d	—	0.80d	0.42d	0.16d	0.14d	—	—	—	0.28d	2.64d
Median Time	—	0.13d	0.40d	—	0.17d	0.42d	0.16d	0.14d	—	—	—	0.28d	0.07d
PStDev Time	—	0.02d	0.11d	—	0.26d	0.00d	0.00d	0.00d	—	—	—	0.00d	1.21d

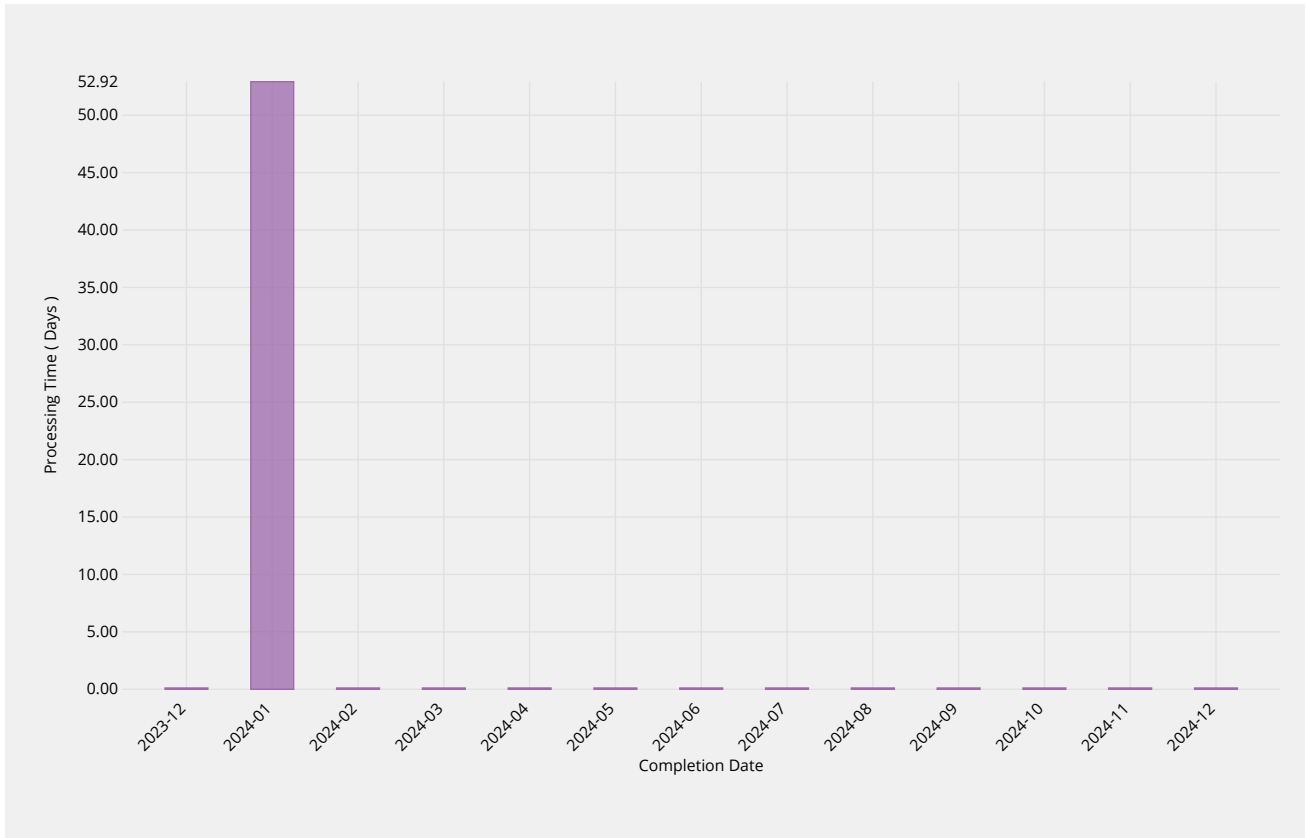
ccTLD Creation/Transfer	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Processing Time	—	48.14d	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	2	0	0	0	0	0	0	0	0	0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

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

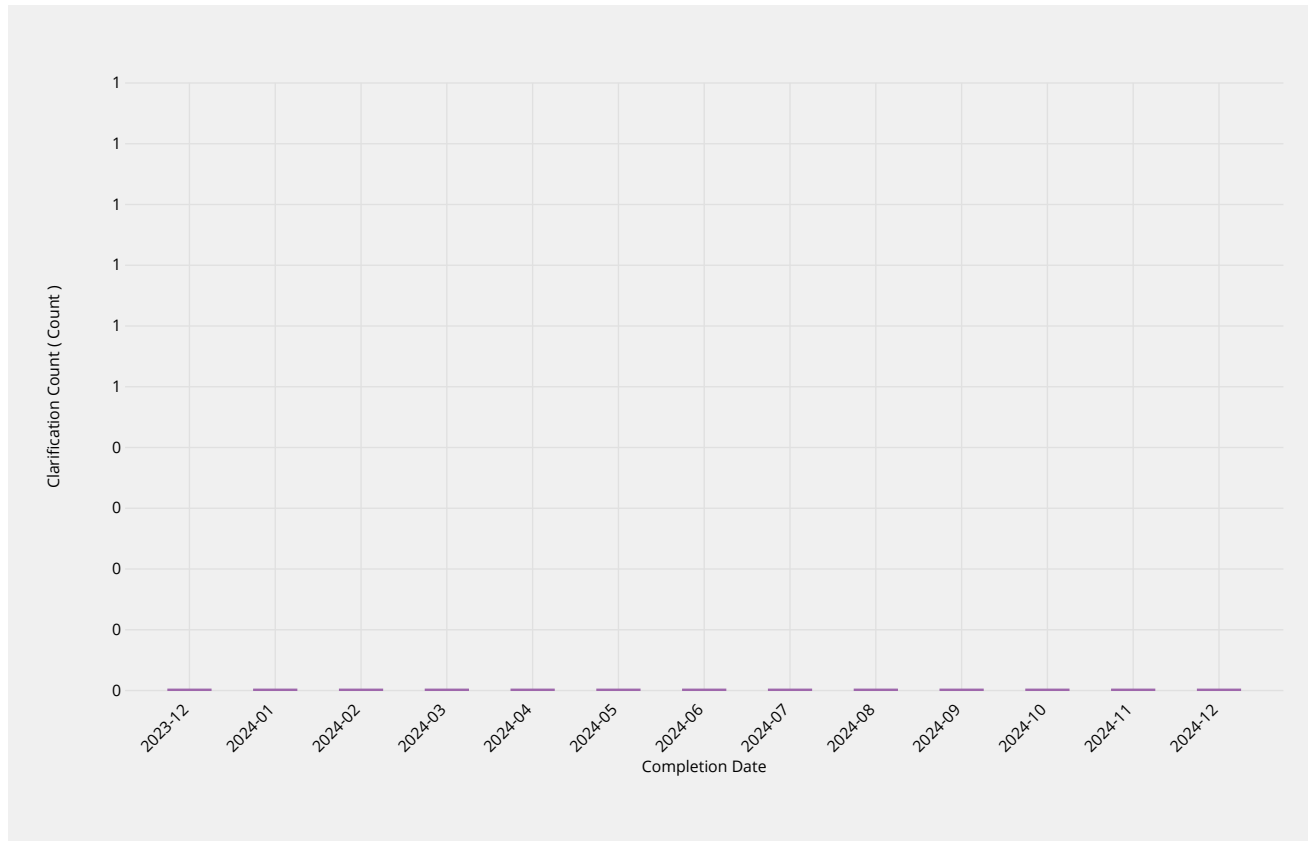
ccTLD Creation/Transfer

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.

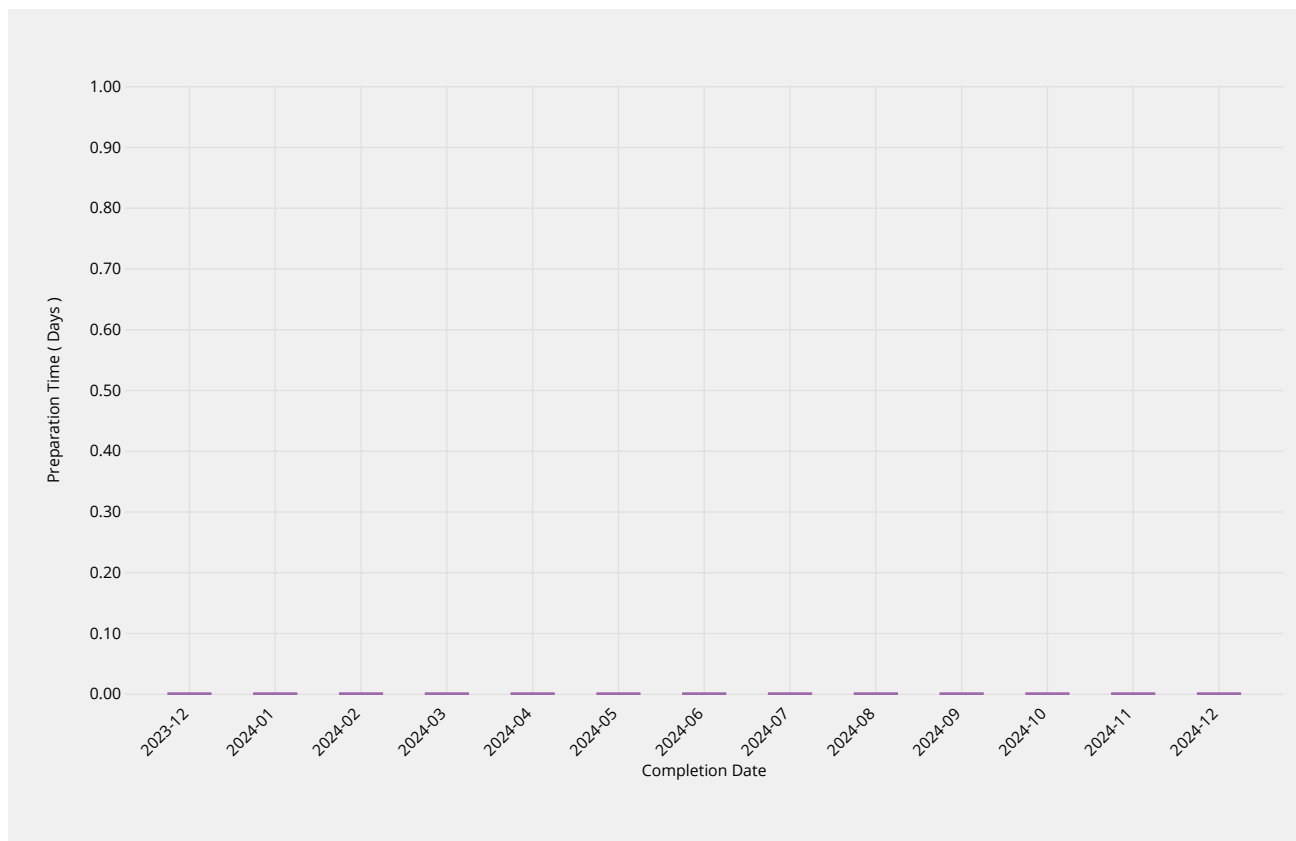


Requester Clarification	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Clarification Count	—	0	0	—	—	—	—	0	—	—	0	—	—
Request Count	0	2	1	0	0	0	0	1	0	0	1	0	0
Lowest Count	—	0	0	—	—	—	—	0	—	—	0	—	—
Highest Count	—	0	0	—	—	—	—	0	—	—	0	—	—

Report Preparation

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

publication.



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

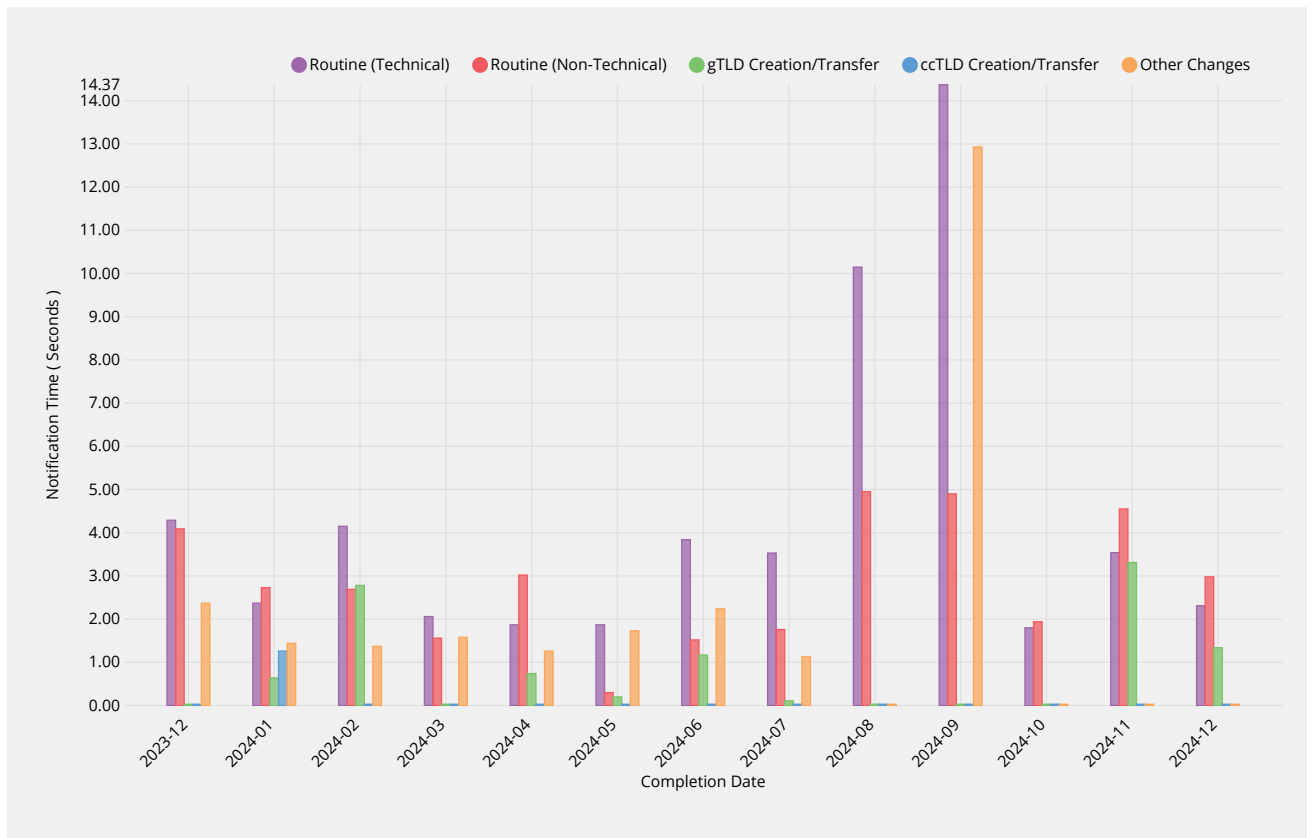
Time for root zone changes to be published following completion of validations and reviews by IANA

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

Other Changes	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Publication Time	21.59h	7.01h	9.26h	5.73h	4.21h	19.76h	20.46h	1.90h	—	5.42h	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	3	4	2	4	2	4	1	1	0	4	0	0	0
Mean Time	10.17h	5.98h	9.21h	3.74h	3.46h	8.12h	20.46h	1.90h	—	4.05h	—	—	—
Shortest Time	4.01h	5.19h	9.16h	0.50h	2.71h	1.50h	20.46h	1.90h	—	1.60h	—	—	—
Longest Time	21.59h	7.01h	9.26h	5.73h	4.21h	19.76h	20.46h	1.90h	—	5.42h	—	—	—
Median Time	4.90h	5.86h	9.21h	4.36h	3.46h	5.62h	20.46h	1.90h	—	4.60h	—	—	—
PStDev Time	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)	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Notification Time	4.29s	2.37s	4.15s	2.06s	1.87s	1.87s	3.84s	3.53s	10.15s	14.37s	1.80s	3.54s	2.31s
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	208	49	52	89	60	64	26	65	24	35	33	46	37
Mean Time	2.32s	1.23s	2.27s	1.06s	1.00s	1.15s	1.46s	1.36s	3.41s	4.29s	0.94s	1.33s	1.15s
Shortest Time	0.07s	0.06s	0.08s	0.07s	0.07s	0.07s	0.08s	0.07s	0.13s	0.18s	0.09s	0.08s	0.06s
Longest Time	4.77s	3.77s	30.16s	3.85s	2.41s	5.35s	5.82s	3.92s	12.53s	15.51s	2.51s	5.04s	3.45s
Median Time	2.25s	1.17s	1.25s	1.18s	1.23s	1.15s	1.21s	1.24s	3.04s	3.20s	1.16s	1.12s	1.22s

Routine (Technical)	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
PStDev Time	1.05s	0.69s	4.90s	0.73s	0.61s	1.00s	1.36s	0.86s	2.85s	4.10s	0.62s	1.16s	0.77s

Routine (Non-Technical)	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Notification Time	4.09s	2.73s	2.69s	1.56s	3.02s	0.30s	1.52s	1.76s	4.95s	4.90s	1.94s	4.55s	2.98s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	21	115	62	48	103	158	7	16	12	21	35	26	17
Mean Time	1.45s	0.52s	0.85s	0.42s	0.64s	0.14s	0.43s	0.58s	2.03s	2.16s	0.62s	1.03s	0.81s
Shortest Time	0.08s	0.06s	0.09s	0.07s	0.08s	0.05s	0.08s	0.06s	0.12s	0.13s	0.09s	0.06s	0.05s
Longest Time	7.08s	4.00s	3.83s	3.91s	5.33s	1.51s	2.06s	1.78s	6.05s	7.83s	2.63s	5.43s	6.04s
Median Time	0.63s	0.16s	0.30s	0.18s	0.18s	0.08s	0.21s	0.36s	1.34s	1.79s	0.33s	0.26s	0.21s
PStDev Time	1.75s	0.84s	0.97s	0.68s	1.04s	0.20s	0.67s	0.56s	1.85s	1.90s	0.63s	1.44s	1.43s

gTLD Creation/Transfer	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Notification Time	—	0.64s	2.78s	—	0.74s	0.20s	1.17s	0.11s	—	—	—	3.31s	1.34s
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	7	12	0	8	3	1	1	0	0	0	1	3
Mean Time	—	0.25s	0.97s	—	0.29s	0.13s	1.17s	0.11s	—	—	—	3.31s	0.60s
Shortest Time	—	0.12s	0.12s	—	0.11s	0.08s	1.17s	0.11s	—	—	—	3.31s	0.14s
Longest Time	—	0.78s	3.38s	—	1.02s	0.21s	1.17s	0.11s	—	—	—	3.31s	1.46s
Median Time	—	0.13s	0.34s	—	0.22s	0.09s	1.17s	0.11s	—	—	—	3.31s	0.19s
PStDev Time	—	0.23s	1.01s	—	0.28s	0.06s	0.00s	0.00s	—	—	—	0.00s	0.61s

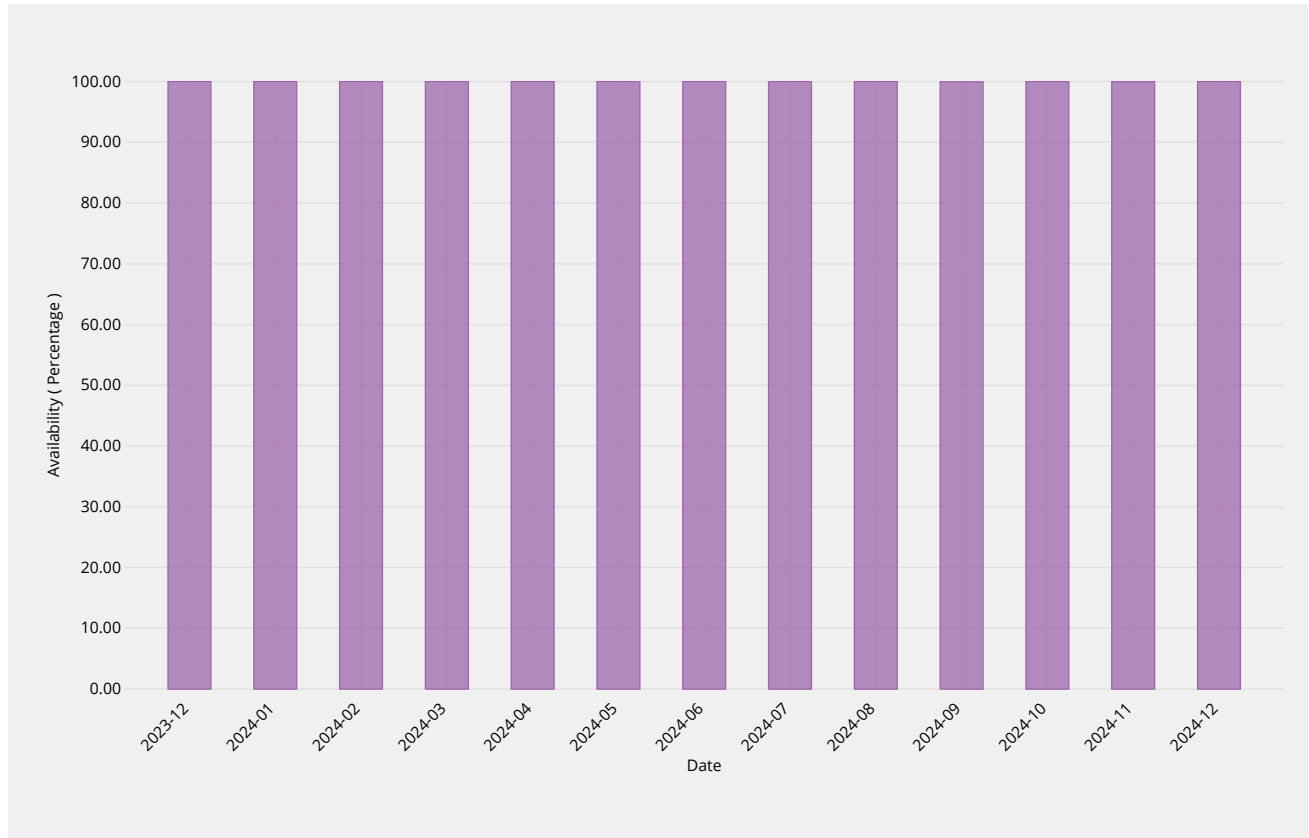
ccTLD Creation/Transfer	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Notification Time	—	1.26s	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%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



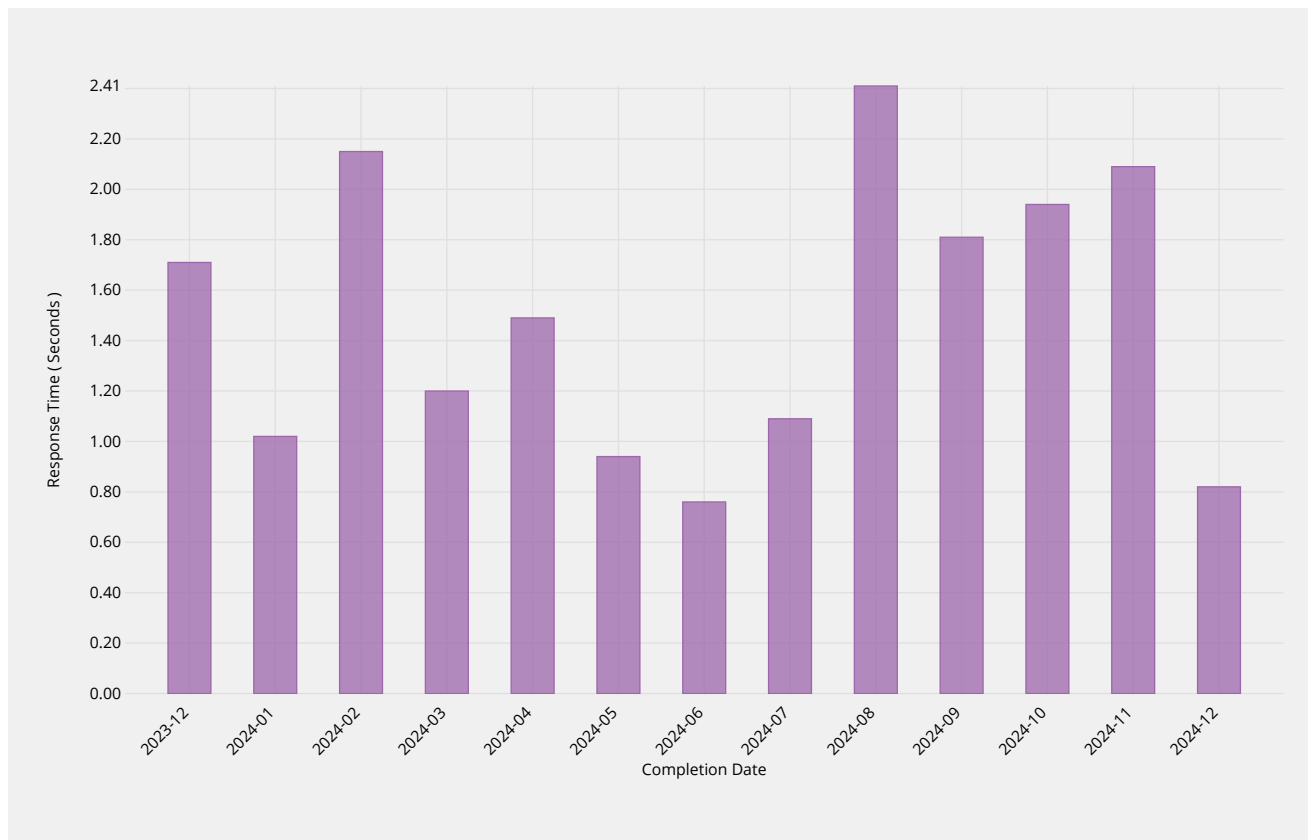
IANA Site Availability	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Availability	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	99.99%	100.00%	100.00%	99.95%	99.99%	99.97%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Root Zone Management System

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

Credential Recovery

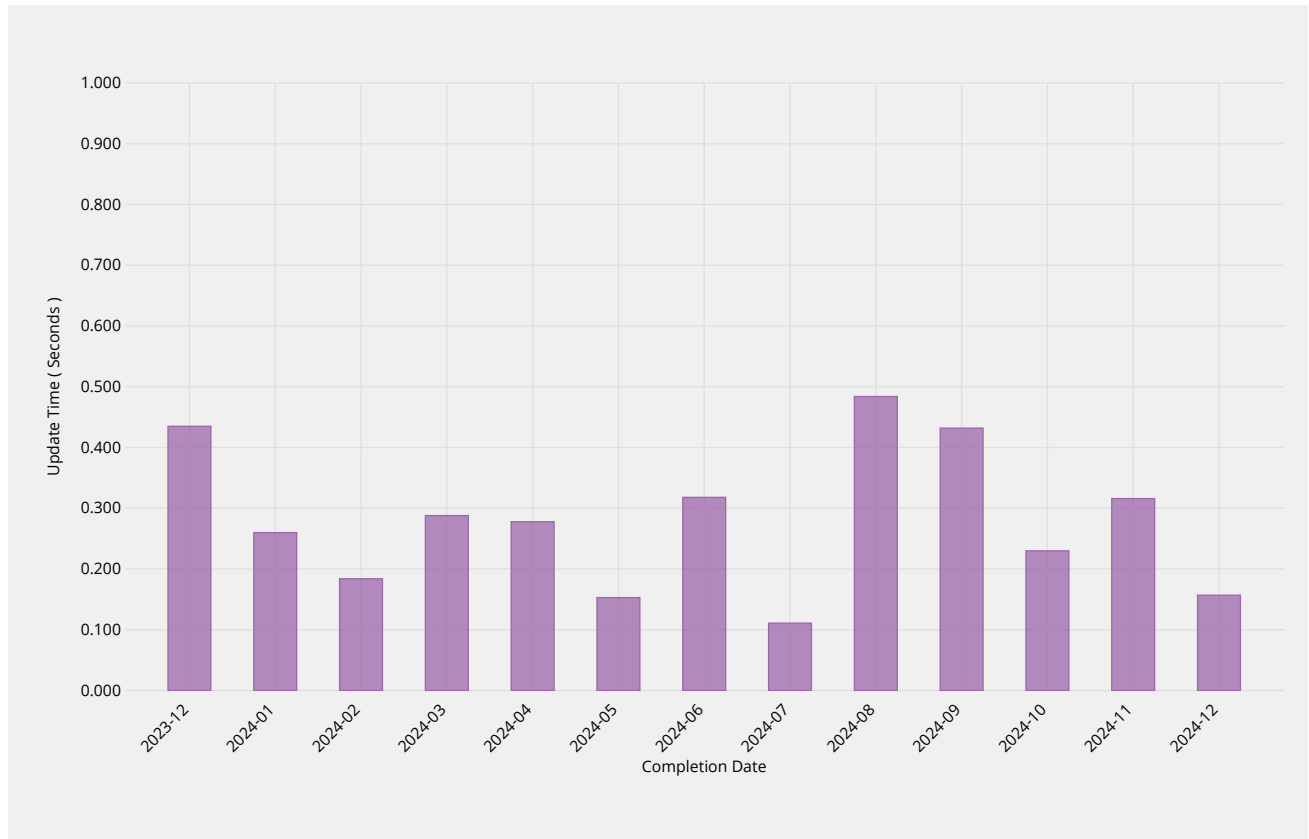
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Response Time	1.71s	1.02s	2.15s	1.20s	1.49s	0.94s	0.76s	1.09s	2.41s	1.81s	1.94s	2.09s	0.82s
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	12	18	29	29	22	17	11	11	20	6	8	8	7
Mean Time	0.86s	0.35s	0.54s	0.38s	0.66s	0.31s	0.31s	0.29s	1.10s	1.30s	0.70s	1.04s	0.33s
Shortest Time	0.16s	0.03s	0.03s	0.03s	0.03s	0.05s	0.05s	0.03s	0.05s	0.27s	0.04s	0.11s	0.03s
Longest Time	2.03s	1.14s	3.07s	1.73s	4.10s	2.71s	0.92s	1.67s	2.91s	1.86s	1.99s	2.37s	0.86s
Median Time	0.88s	0.22s	0.22s	0.21s	0.29s	0.15s	0.18s	0.13s	1.04s	1.40s	0.41s	1.00s	0.18s
PStDev Time	0.58s	0.33s	0.72s	0.41s	0.87s	0.61s	0.26s	0.46s	0.78s	0.51s	0.75s	0.73s	0.31s

Credential Change

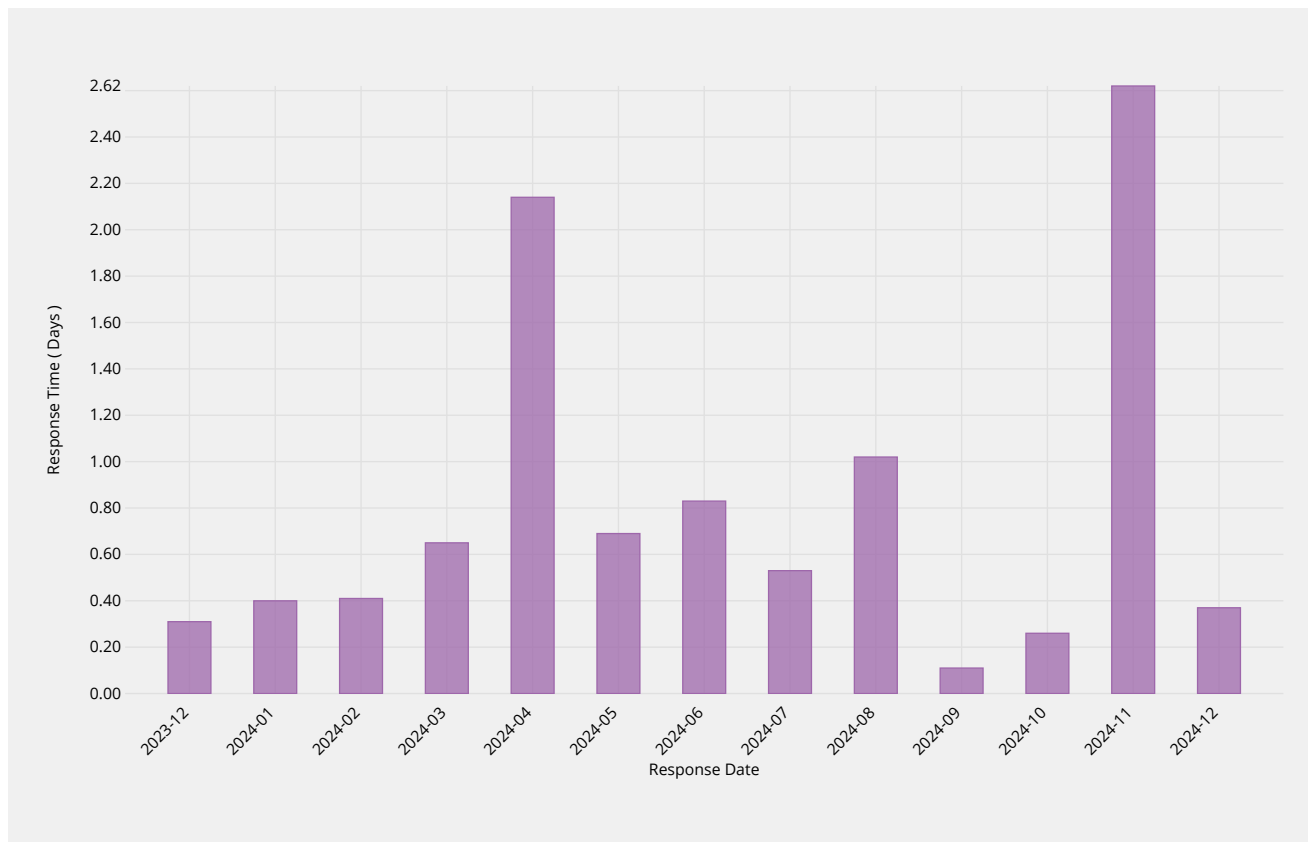
Time to implement new password within the system.



Credential Change	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Update Time	1.368s	0.839s	0.596s	1.252s	0.858s	0.395s	0.975s	0.143s	1.314s	0.843s	0.633s	1.056s	0.449s
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	11	15	20	23	21	12	10	9	10	6	8	8	7
Mean Time	0.435s	0.260s	0.184s	0.288s	0.278s	0.153s	0.318s	0.111s	0.484s	0.432s	0.230s	0.316s	0.157s
Shortest Time	0.083s	0.077s	0.084s	0.081s	0.075s	0.083s	0.080s	0.086s	0.082s	0.097s	0.082s	0.086s	0.078s
Longest Time	1.394s	1.174s	0.801s	1.633s	0.877s	0.712s	1.122s	0.161s	1.432s	0.885s	0.648s	1.310s	0.604s
Median Time	0.161s	0.101s	0.107s	0.096s	0.101s	0.107s	0.102s	0.108s	0.353s	0.393s	0.103s	0.109s	0.083s
PStDev Time	0.466s	0.310s	0.196s	0.412s	0.284s	0.169s	0.360s	0.019s	0.448s	0.329s	0.229s	0.407s	0.183s

Time to initial response

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



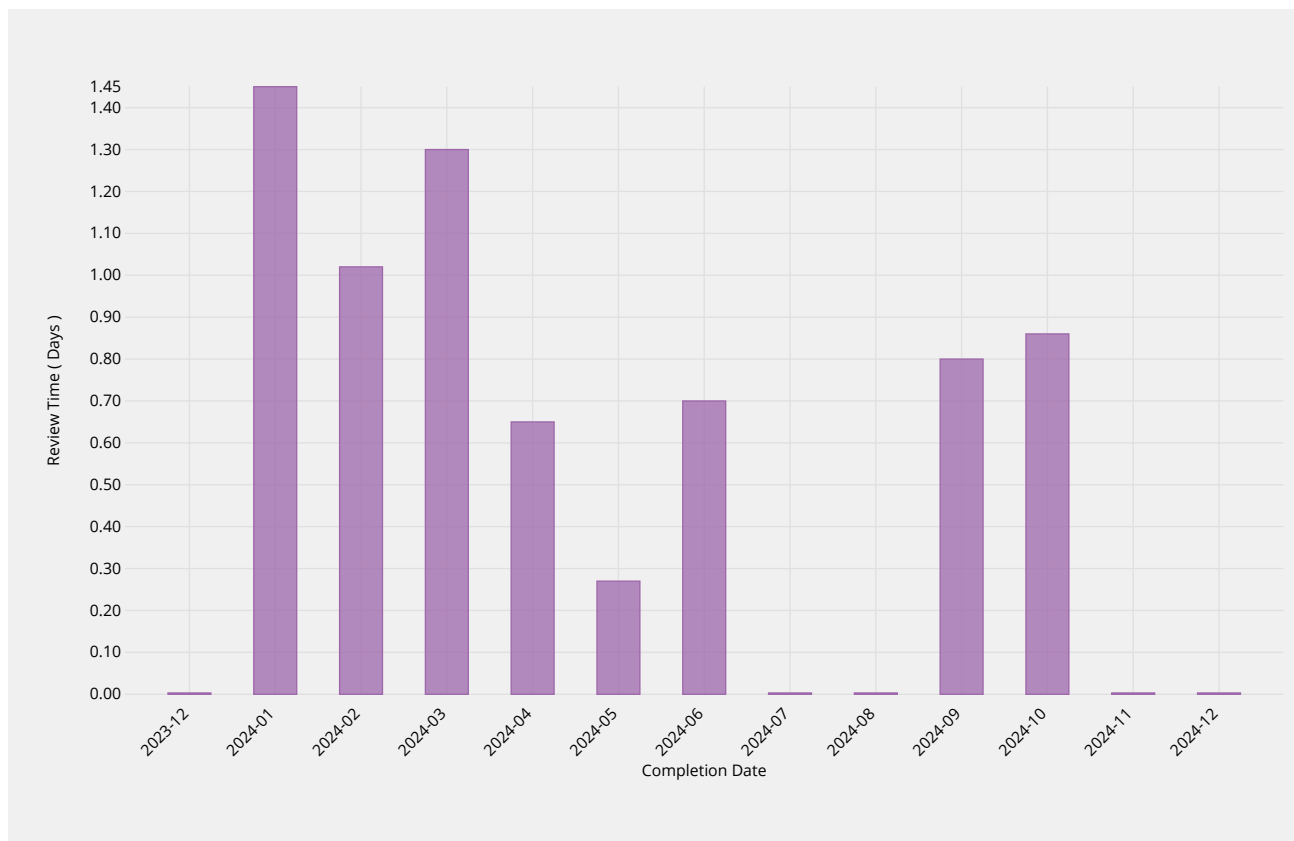
Manual Enquiries	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Response Time	0.48d	0.98d	0.97d	1.61d	3.79d	1.90d	0.83d	1.01d	2.52d	0.11d	0.26d	2.62d	0.37d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	6	8	6	14	3	4	1	3	4	1	1	1	1
Mean Time	0.31d	0.40d	0.41d	0.65d	2.14d	0.69d	0.83d	0.53d	1.02d	0.11d	0.26d	2.62d	0.37d
Shortest Time	0.01d	0.00d	0.01d	0.03d	0.01d	0.01d	0.83d	0.02d	0.14d	0.11d	0.26d	2.62d	0.37d
Longest Time	0.51d	1.18d	1.19d	3.46d	4.17d	2.70d	0.83d	1.17d	3.48d	0.11d	0.26d	2.62d	0.37d
Median Time	0.35d	0.20d	0.25d	0.29d	2.24d	0.02d	0.83d	0.38d	0.24d	0.11d	0.26d	2.62d	0.37d
PStDev Time	0.17d	0.41d	0.43d	0.91d	1.70d	1.16d	0.00d	0.48d	1.42d	0.00d	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

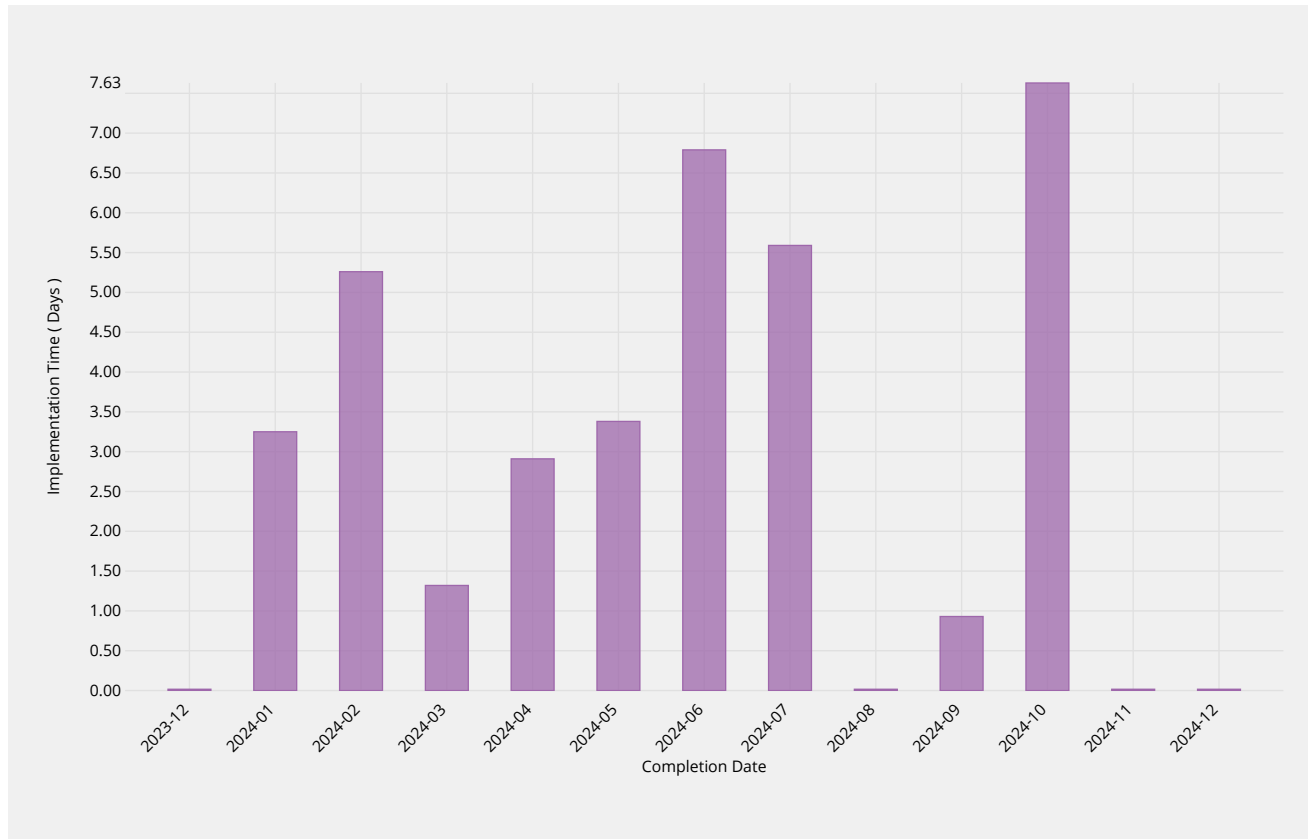
for remediation.



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

Implementation Time

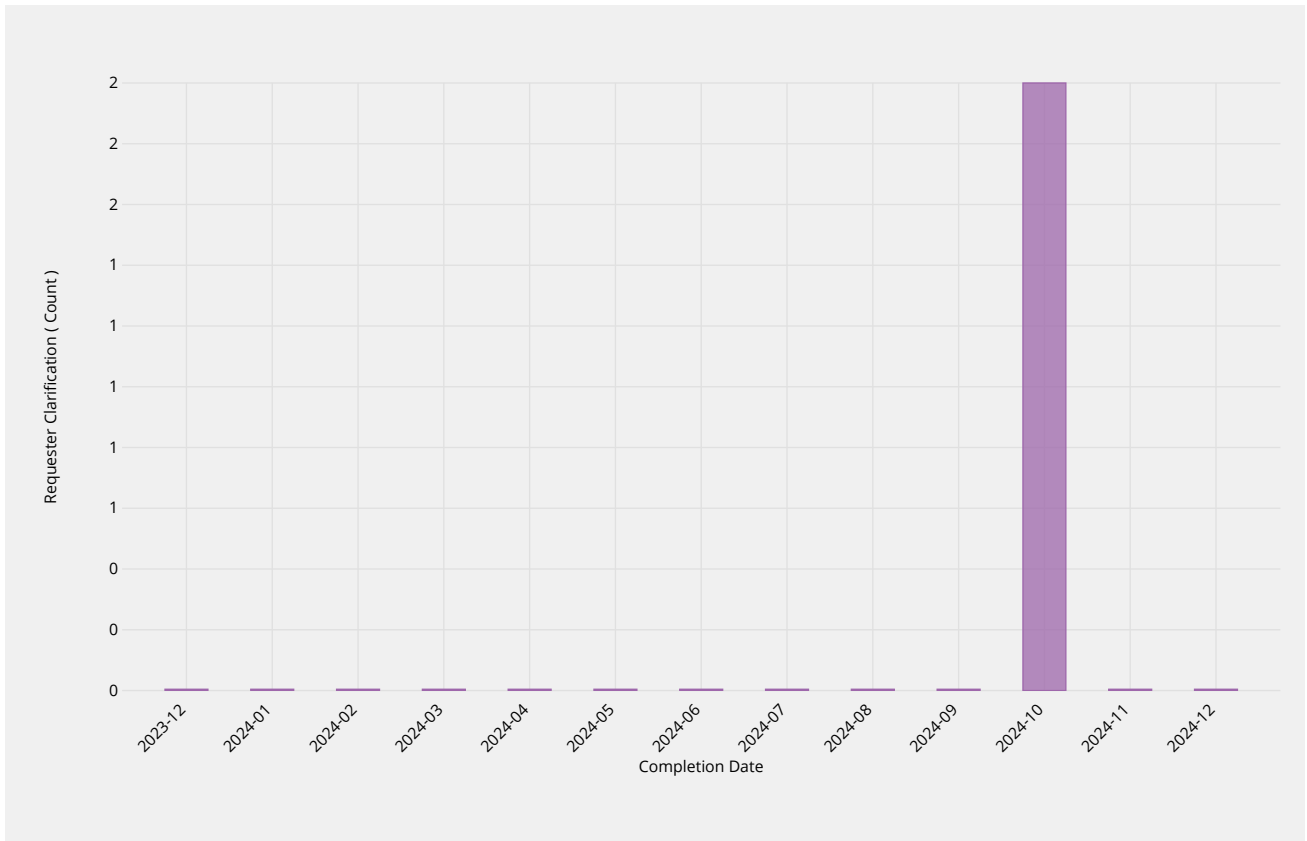
Time it takes for staff to publish a change once it meets all requirements.



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

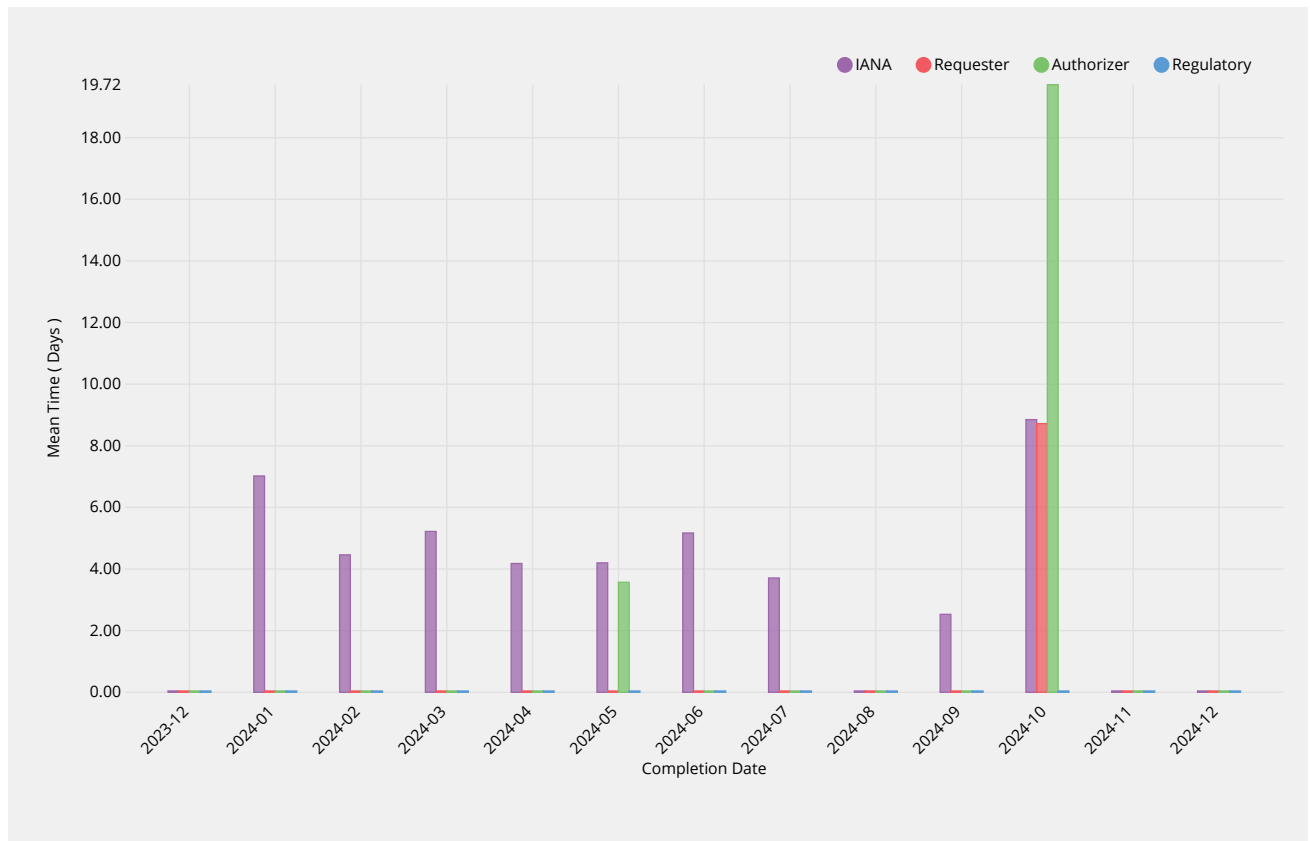


Requester Clarification	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Count	—	0	0	0	0	0	0	0	—	0	2	—	—
Request Count	0	2	5	1	2	1	4	3	0	1	4	0	0
Shortest Clarification	—	0	0	0	0	0	0	0	—	0	0	—	—
Longest Clarification	—	0	0	0	0	0	0	0	—	0	2	—	—

Time per Actor

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

regulatory checks.



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

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

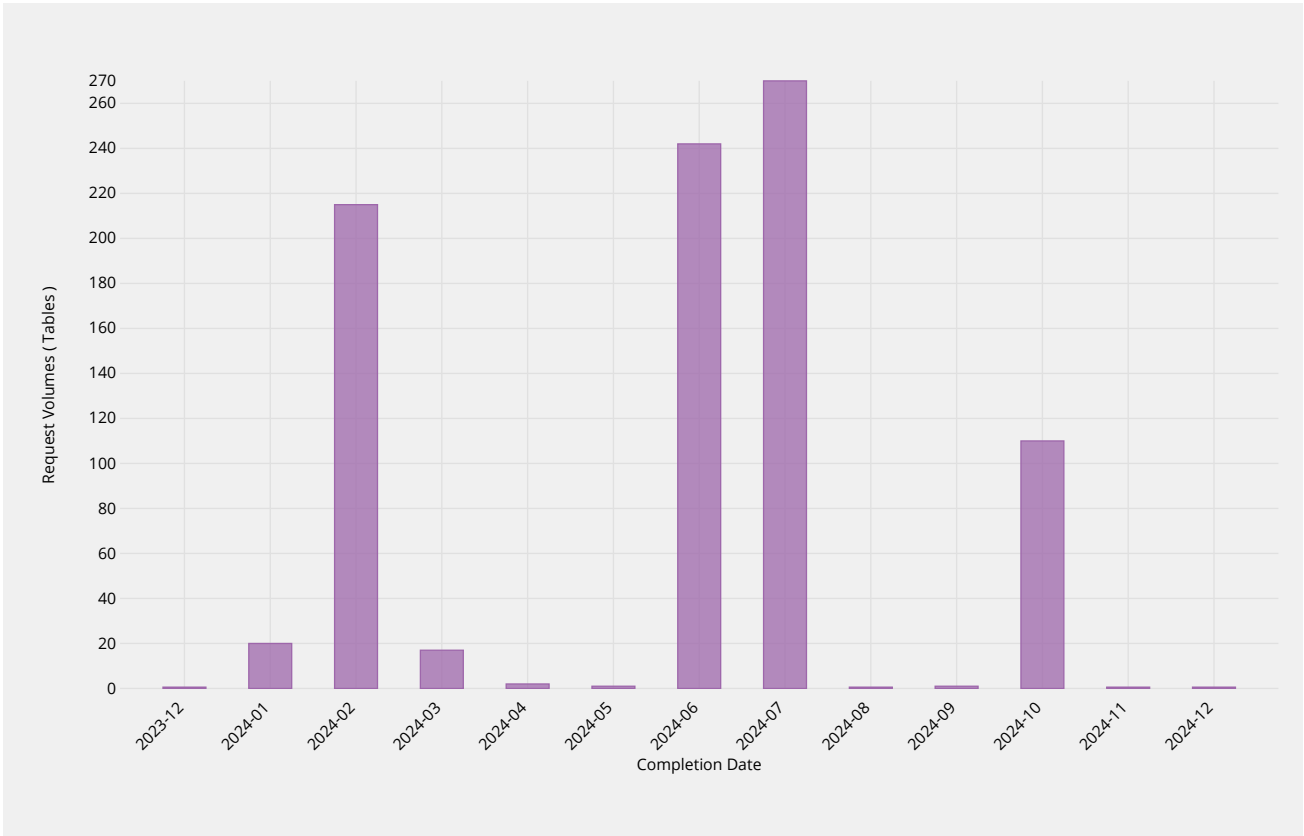
Authorizer	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12
Mean Time	—	—	—	—	—	3.57d	—	—	—	—	19.72d	—	—
Review Count	0	0	0	0	0	1	0	0	0	0	1	0	0
Shortest Time	—	—	—	—	—	3.57d	—	—	—	—	19.72d	—	—
Longest Time	—	—	—	—	—	3.57d	—	—	—	—	19.72d	—	—
Median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

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

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