

IANA Naming Function Monthly Performance Report

November 2023

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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%)	✓ 0.00s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.01d	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.00d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 2.27m	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%)	✓ 2.84m	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 1.65m	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%)	✓ 2.50m	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 1.26m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ 2.34m	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 3961.94ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2313.38ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 327.83ms	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 2080.55ms	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1.79ms	p16
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.12ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.53ms	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 1.20ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.41d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.81d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.03d	p18
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	2.85d	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%)	✓ 23.09h	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	4.32h	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 4.24s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 3.08s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 2.38s	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 3.88s	p25
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 100.00%	p27
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 1.42s	p30
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 897.435ms	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%)	✓ 0.49d	p35
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 1.83d	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 5.39d	p37
Requester Clarification	Requester Clarification	N/A	0	p38
Time per Actor	IANA	N/A	8.30d	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	111	p40

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

Exceptions and Narrative for Reporting Period

There were no exceptions for the reporting period.

gTLD Creation/Transfer	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Lodgment Count	0	1	0	1	1	0	0	6	1	0	0	2	1
Mean Time	—	0.00d	—	0.00d	0.00d	—	—	0.01d	0.00d	—	—	0.01d	0.01d
Shortest Time	—	0.00d	—	0.00d	0.00d	—	—	0.00d	0.00d	—	—	0.01d	0.01d
Longest Time	—	0.00d	—	0.00d	0.00d	—	—	0.02d	0.00d	—	—	0.01d	0.01d
Median Time	—	0.00d	—	0.00d	0.00d	—	—	0.00d	0.00d	—	—	0.01d	0.01d
PStDev Time	—	0.00d	—	0.00d	0.00d	—	—	0.01d	0.00d	—	—	0.00d	0.00d

ccTLD Creation/Transfer	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Lodgment Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Lodgment Time	0.25d	0.17d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	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	2	0	0	0	1	0	5	0	3	3	1	5
Mean Time	0.25d	0.14d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d
Shortest Time	0.25d	0.10d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d
Longest Time	0.25d	0.17d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d
Median Time	0.25d	0.14d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d
PStDev Time	0.00d	0.04d	—	—	—	0.00d	—	0.00d	—	0.00d	0.00d	0.00d	0.00d

Technical Checks

Technical Check (First)

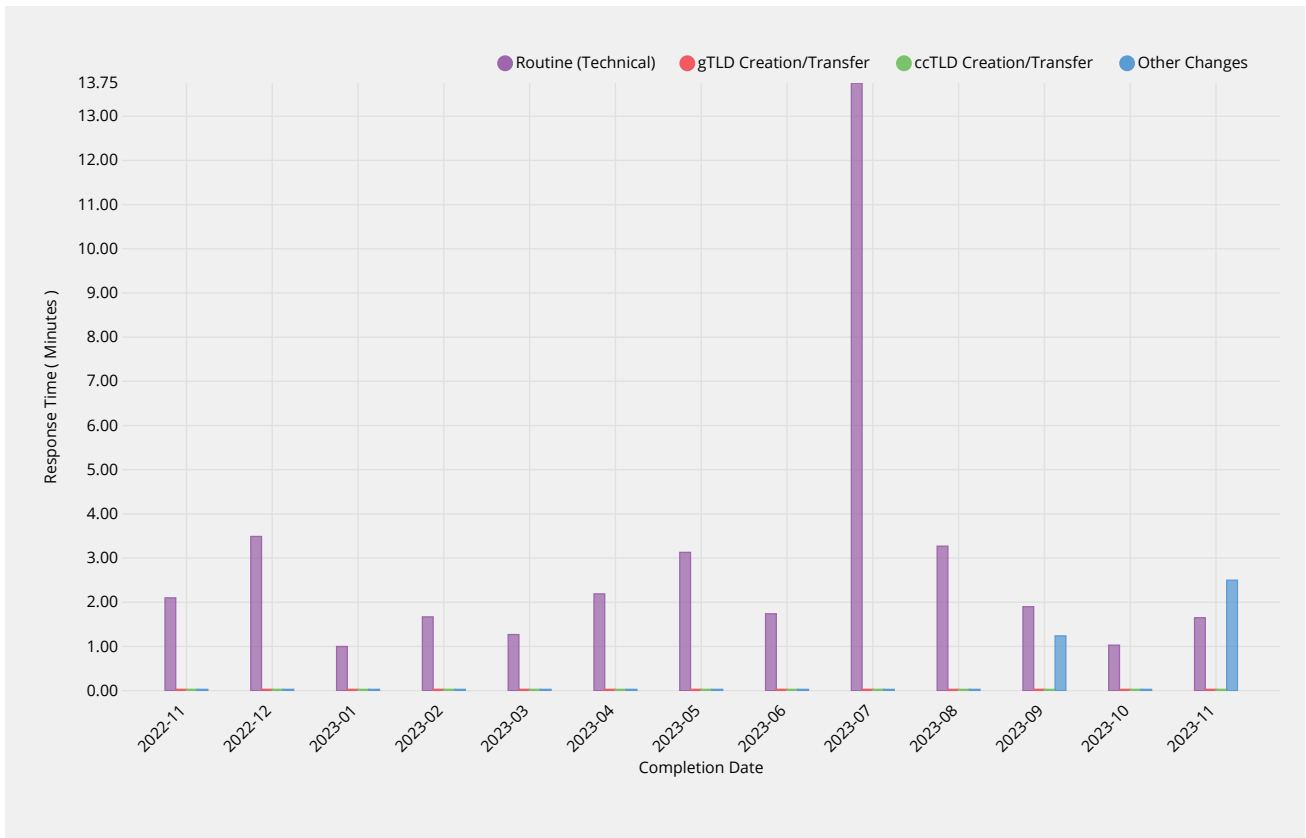
Time to return results for technical checks following submission of request via automated submission

ccTLD Creation/Transfer	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Shortest Time	0.23m	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	0.23m	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	0.23m	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.00m	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Response Time	—	1.77m	1.35m	—	—	—	—	—	—	1.86m	3.22m	2.29m	2.84m
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	2	1	0	0	0	0	0	0	2	7	1	3
Mean Time	—	1.54m	1.35m	—	—	—	—	—	—	1.51m	2.16m	2.29m	2.06m
Shortest Time	—	1.29m	1.35m	—	—	—	—	—	—	1.12m	1.62m	2.29m	1.47m
Longest Time	—	1.79m	1.35m	—	—	—	—	—	—	1.90m	3.59m	2.29m	2.97m
Median Time	—	1.54m	1.35m	—	—	—	—	—	—	1.51m	2.04m	2.29m	1.73m
PStDev Time	—	0.25m	0.00m	—	—	—	—	—	—	0.39m	0.64m	0.00m	0.65m

Technical Check (Retest)

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



Routine (Technical)	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Response Time	2.10m	3.49m	1.00m	1.67m	1.27m	2.19m	3.13m	1.74m	13.75m	3.27m	1.90m	1.03m	1.65m
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	65	95	51	73	202	137	103	208	38	143	70	36	57
Mean Time	0.81m	1.68m	1.09m	0.84m	0.94m	1.10m	1.42m	1.27m	1.86m	0.87m	1.13m	0.59m	1.31m
Shortest Time	0.07m	0.42m	0.40m	0.43m	0.13m	0.30m	0.19m	0.17m	0.39m	0.11m	0.36m	0.16m	0.32m
Longest Time	2.53m	15.92m	15.74m	1.77m	16.03m	16.19m	15.50m	16.01m	14.69m	3.44m	15.88m	1.19m	16.81m

Routine (Technical)	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Median Time	0.21m	1.49m	0.84m	0.70m	0.71m	0.75m	1.35m	1.09m	0.81m	0.48m	0.82m	0.60m	0.93m
PStDev Time	0.86m	1.76m	2.08m	0.35m	1.52m	1.96m	1.64m	1.77m	3.60m	0.81m	1.81m	0.25m	2.10m

gTLD Creation/Transfer	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
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	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
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	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Response Time	—	—	—	—	—	—	—	—	—	—	1.24m	—	2.50m
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	2	0	32
Mean Time	—	—	—	—	—	—	—	—	—	—	1.22m	—	2.20m
Shortest Time	—	—	—	—	—	—	—	—	—	—	1.21m	—	1.71m
Longest Time	—	—	—	—	—	—	—	—	—	—	1.24m	—	2.60m
Median Time	—	—	—	—	—	—	—	—	—	—	1.22m	—	2.18m
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.01m	—	0.20m

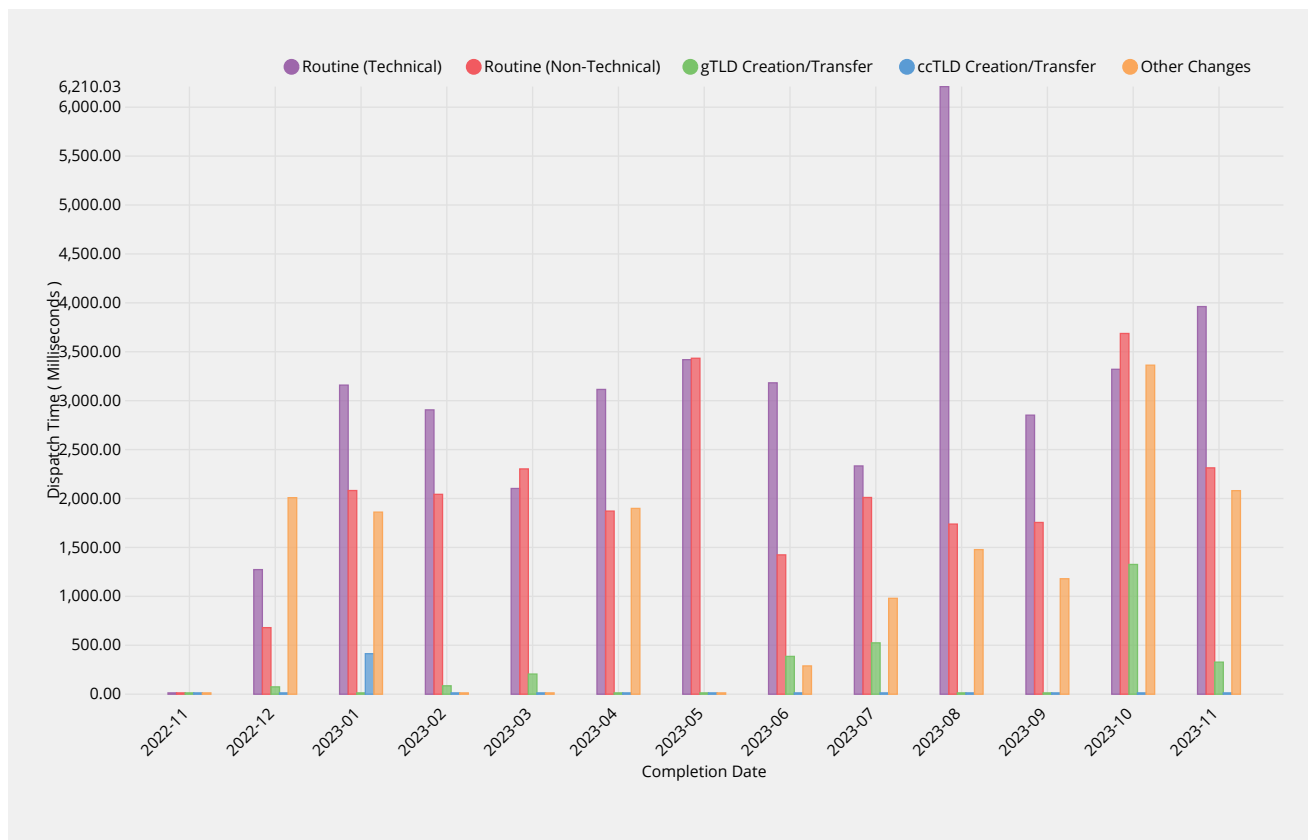
ccTLD Creation/Transfer	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Supplemental Test Count	1	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	0.10m	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	0.10m	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	0.10m	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	0.10m	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.00m	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Response Time	—	0.46m	0.38m	—	—	—	—	—	—	0.71m	2.29m	1.55m	2.34m
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%
Supplemental Test Count	0	1	1	0	0	0	0	0	0	1	5	1	3
Mean Time	—	0.46m	0.38m	—	—	—	—	—	—	0.71m	1.36m	1.55m	1.25m
Shortest Time	—	0.46m	0.38m	—	—	—	—	—	—	0.71m	0.63m	1.55m	0.51m
Longest Time	—	0.46m	0.38m	—	—	—	—	—	—	0.71m	2.55m	1.55m	2.52m
Median Time	—	0.46m	0.38m	—	—	—	—	—	—	0.71m	1.20m	1.55m	0.72m
PStDev Time	—	0.00m	0.00m	—	—	—	—	—	—	0.00m	0.64m	0.00m	0.90m

Contact Confirmations

Email Dispatch

Time for authorization contacts to be asked to approve change request after completing previous process phase.



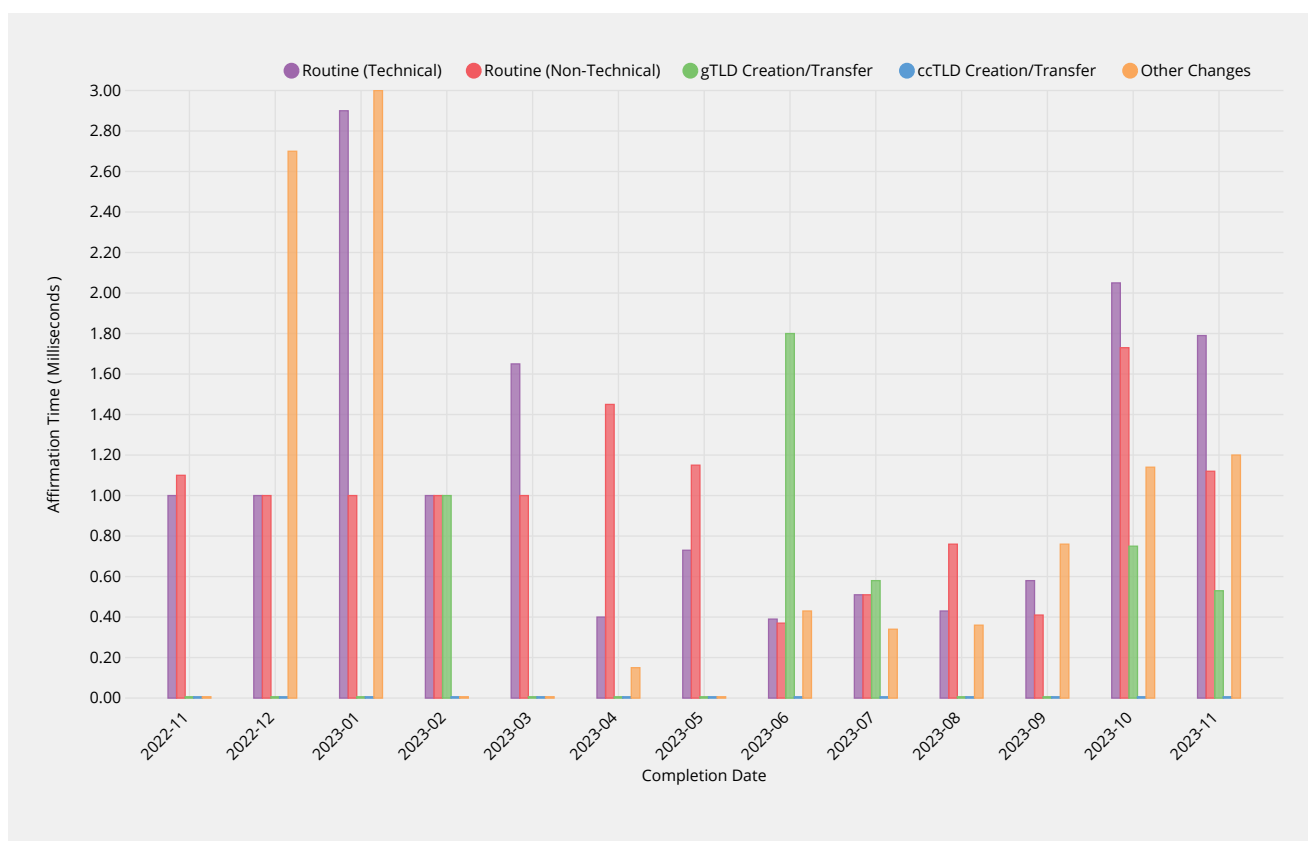
Routine (Technical)	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Dispatch	3.40ms	1273.60ms	3159.20ms	2906.10ms	2102.80ms	3115.08ms	3419.21ms	3182.59ms	2333.09ms	6210.03ms	2852.14ms	3320.90ms	3961.94ms

ccTLD Creation/ Transfer	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Shortest Time	1.00ms	—	414.00ms	—	—	—	—	—	—	—	—	—	—
Longest Time	1.00ms	—	414.00ms	—	—	—	—	—	—	—	—	—	—
Median Time	1.00ms	—	414.00ms	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.00ms	—	0.00ms	—	—	—	—	—	—	—	—	—	—

Other Changes	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Dispatch Time	—	2008.80ms	1861.00ms	—	—	1899.02ms	—	289.19ms	980.21ms	1477.99ms	1180.20ms	3362.94ms	2080.55ms
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%
Email Count	0	3	1	0	0	1	0	9	4	7	8	5	10
Mean Time	—	1104.67ms	1861.00ms	—	—	1899.02ms	—	173.18ms	376.17ms	525.37ms	520.22ms	1567.09ms	605.82ms
Shortest Time	—	2.00ms	1861.00ms	—	—	1899.02ms	—	98.30ms	101.88ms	120.01ms	77.50ms	62.30ms	92.25ms
Longest Time	—	2097.00ms	1861.00ms	—	—	1899.02ms	—	316.27ms	1126.01ms	1613.49ms	1189.87ms	3696.80ms	2508.89ms
Median Time	—	1215.00ms	1861.00ms	—	—	1899.02ms	—	188.02ms	138.40ms	195.19ms	172.95ms	1688.77ms	168.78ms
PStDev Time	—	858.83ms	0.00ms	—	—	0.00ms	—	70.77ms	433.31ms	561.54ms	504.25ms	1302.59ms	771.42ms

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Affirmation Time	1.00ms	1.00ms	2.90ms	1.00ms	1.65ms	0.40ms	0.73ms	0.39ms	0.51ms	0.43ms	0.58ms	2.05ms	1.79ms
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	53	69	22	28	28	22	66	45	106	211	64	50	120
Mean Time	0.21ms	0.32ms	0.64ms	0.14ms	0.36ms	0.19ms	0.36ms	0.22ms	0.29ms	0.25ms	0.29ms	0.51ms	0.41ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.12ms	0.10ms	0.13ms	0.10ms	0.09ms	0.08ms	0.09ms
Longest Time	1.00ms	2.00ms	3.00ms	1.00ms	3.00ms	1.00ms	1.59ms	0.45ms	1.27ms	1.12ms	2.01ms	2.33ms	2.85ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.17ms	0.28ms	0.21ms	0.26ms	0.23ms	0.20ms	0.21ms	0.21ms
PStDev Time	0.41ms	0.50ms	0.88ms	0.35ms	0.72ms	0.21ms	0.28ms	0.08ms	0.16ms	0.12ms	0.26ms	0.63ms	0.52ms

Routine (Non-Technical)	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Affirmation Time	1.10ms	1.00ms	1.00ms	1.00ms	1.00ms	1.45ms	1.15ms	0.37ms	0.51ms	0.76ms	0.41ms	1.73ms	1.12ms
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	59	21	21	28	47	12	37	63	16	182	300	27	86
Mean Time	0.49ms	0.29ms	0.29ms	0.21ms	0.30ms	0.46ms	0.57ms	0.26ms	0.31ms	0.38ms	0.28ms	0.67ms	0.50ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.12ms	0.14ms	0.09ms	0.11ms	0.12ms	0.12ms
Longest Time	10.00ms	1.00ms	1.00ms	1.00ms	1.00ms	2.00ms	4.52ms	1.20ms	0.60ms	1.34ms	7.11ms	3.33ms	4.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.17ms	0.32ms	0.24ms	0.28ms	0.32ms	0.24ms	0.35ms	0.36ms
PStDev Time	1.36ms	0.45ms	0.45ms	0.41ms	0.46ms	0.61ms	0.74ms	0.14ms	0.12ms	0.21ms	0.43ms	0.70ms	0.49ms

gTLD Creation/Transfer	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Affirmation Time	—	—	—	1.00ms	0.00ms	—	—	1.80ms	0.58ms	—	—	0.75ms	0.53ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	0	1	1	0	0	6	1	0	0	2	1
Mean Time	—	—	—	1.00ms	0.00ms	—	—	0.97ms	0.58ms	—	—	0.68ms	0.53ms
Shortest Time	—	—	—	1.00ms	0.00ms	—	—	0.34ms	0.58ms	—	—	0.61ms	0.53ms
Longest Time	—	—	—	1.00ms	0.00ms	—	—	1.92ms	0.58ms	—	—	0.76ms	0.53ms
Median Time	—	—	—	1.00ms	0.00ms	—	—	0.85ms	0.58ms	—	—	0.68ms	0.53ms
PStDev Time	—	—	—	0.00ms	0.00ms	—	—	0.58ms	0.00ms	—	—	0.08ms	0.00ms

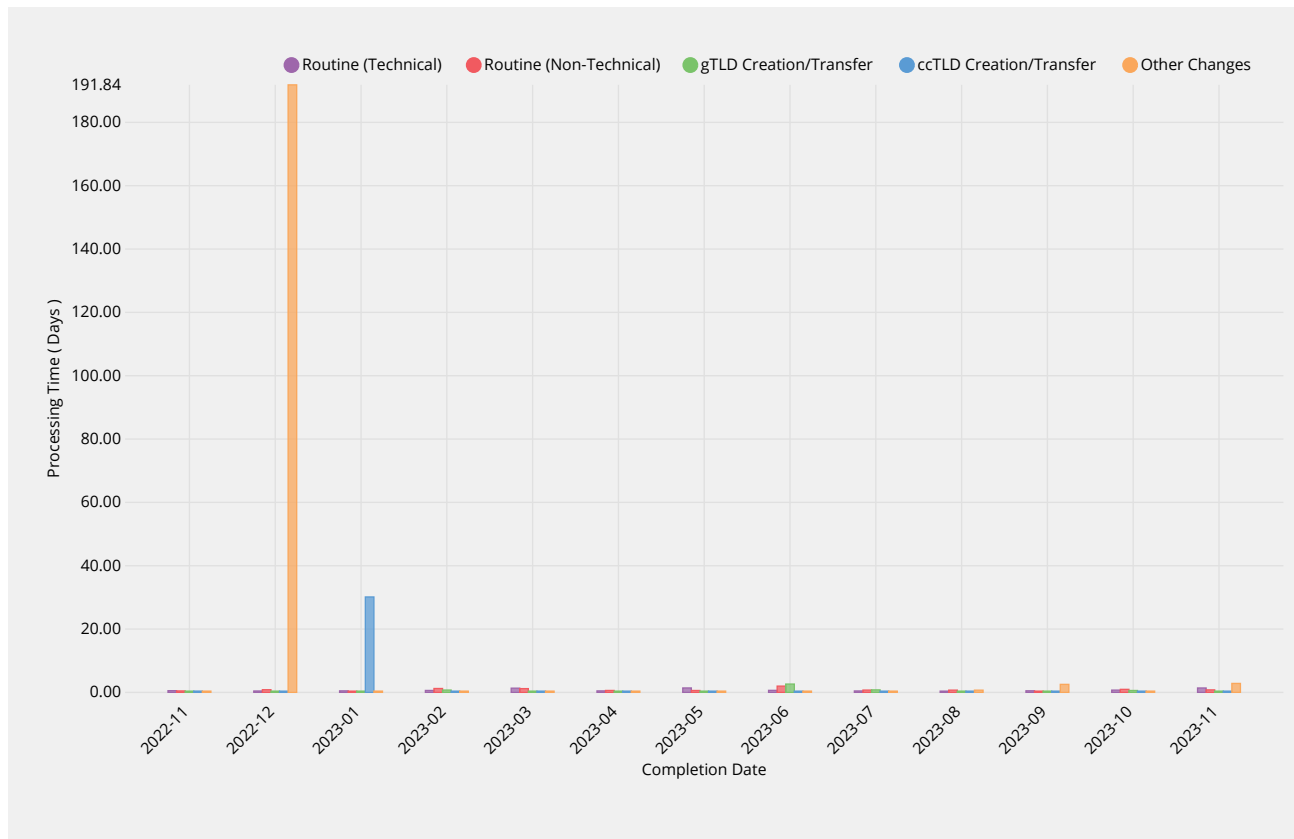
ccTLD Creation/Transfer	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Affirmation Time	0.00ms	—	0.00ms	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
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	2	0	1	0	0	0	0	0	0	0	0	0	0
Mean Time	0.00ms	—	0.00ms	—	—	—	—	—	—	—	—	—	—
Shortest Time	0.00ms	—	0.00ms	—	—	—	—	—	—	—	—	—	—
Longest Time	0.00ms	—	0.00ms	—	—	—	—	—	—	—	—	—	—
Median Time	0.00ms	—	0.00ms	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.00ms	—	0.00ms	—	—	—	—	—	—	—	—	—	—

Other Changes	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Affirmation Time	0.00ms	2.70ms	3.00ms	—	—	0.15ms	—	0.43ms	0.34ms	0.36ms	0.76ms	1.14ms	1.20ms
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	1	4	1	0	0	1	0	9	4	6	7	5	10
Mean Time	0.00ms	1.00ms	3.00ms	—	—	0.15ms	—	0.23ms	0.25ms	0.27ms	0.29ms	0.51ms	0.45ms
Shortest Time	0.00ms	0.00ms	3.00ms	—	—	0.15ms	—	0.12ms	0.19ms	0.18ms	0.09ms	0.17ms	0.13ms
Longest Time	0.00ms	3.00ms	3.00ms	—	—	0.15ms	—	0.50ms	0.35ms	0.36ms	0.98ms	1.30ms	1.61ms
Median Time	0.00ms	0.50ms	3.00ms	—	—	0.15ms	—	0.19ms	0.24ms	0.27ms	0.17ms	0.37ms	0.30ms
PStDev Time	0.00ms	1.22ms	0.00ms	—	—	0.00ms	—	0.12ms	0.07ms	0.07ms	0.29ms	0.42ms	0.43ms

Staff Processing

Validation and Reviews

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



Routine (Technical)	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Processing Time	0.56d	0.46d	0.50d	0.63d	1.35d	0.49d	1.42d	0.66d	0.47d	0.16d	0.52d	0.74d	1.41d
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	53	69	21	28	28	22	66	45	106	211	64	49	120
Mean Time	0.38d	0.25d	0.34d	0.37d	0.64d	0.33d	0.48d	0.32d	0.28d	0.06d	0.21d	0.35d	0.61d
Shortest Time	0.03d	0.00d	0.01d	0.01d	0.04d	0.04d	0.01d	0.02d	0.08d	0.00d	0.00d	0.02d	0.01d
Longest Time	2.86d	3.56d	1.32d	1.24d	2.26d	2.32d	1.43d	1.63d	2.38d	0.99d	1.69d	1.93d	4.26d
Median Time	0.32d	0.00d	0.30d	0.37d	0.44d	0.25d	0.40d	0.15d	0.20d	0.00d	0.09d	0.25d	0.27d
PStDev Time	0.41d	0.65d	0.29d	0.27d	0.54d	0.47d	0.44d	0.33d	0.29d	0.17d	0.31d	0.35d	1.07d

Routine (Non-Technical)	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Processing Time	0.48d	0.86d	0.33d	1.25d	1.21d	0.63d	0.62d	2.00d	0.75d	0.73d	0.18d	0.98d	0.81d
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	57	21	21	28	45	11	33	61	14	181	299	26	86
Mean Time	0.25d	0.41d	0.15d	0.58d	0.45d	0.28d	0.28d	0.72d	0.43d	0.32d	0.17d	0.40d	0.39d
Shortest Time	0.01d	0.01d	0.00d	0.01d	0.01d	0.02d	0.00d	0.05d	0.00d	0.00d	0.00d	0.00d	0.01d
Longest Time	2.80d	1.41d	0.41d	2.41d	1.39d	0.66d	3.06d	2.00d	2.47d	3.12d	37.07d	0.98d	2.98d
Median Time	0.11d	0.26d	0.07d	0.42d	0.11d	0.25d	0.11d	0.15d	0.28d	0.13d	0.00d	0.43d	0.15d
PStDev Time	0.49d	0.39d	0.14d	0.53d	0.48d	0.24d	0.57d	0.85d	0.62d	0.48d	2.14d	0.32d	0.57d

gTLD Creation/Transfer	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Processing Time	—	—	—	0.76d	0.09d	—	—	2.65d	0.81d	—	—	0.62d	0.03d
Monthly Threshold	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	0	0	0	1	1	0	0	6	1	0	0	2	1
Mean Time	—	—	—	0.76d	0.09d	—	—	2.22d	0.81d	—	—	0.35d	0.03d
Shortest Time	—	—	—	0.76d	0.09d	—	—	0.09d	0.81d	—	—	0.01d	0.03d
Longest Time	—	—	—	0.76d	0.09d	—	—	2.65d	0.81d	—	—	0.69d	0.03d
Median Time	—	—	—	0.76d	0.09d	—	—	2.65d	0.81d	—	—	0.35d	0.03d
PStDev Time	—	—	—	0.00d	0.00d	—	—	0.95d	0.00d	—	—	0.34d	0.00d

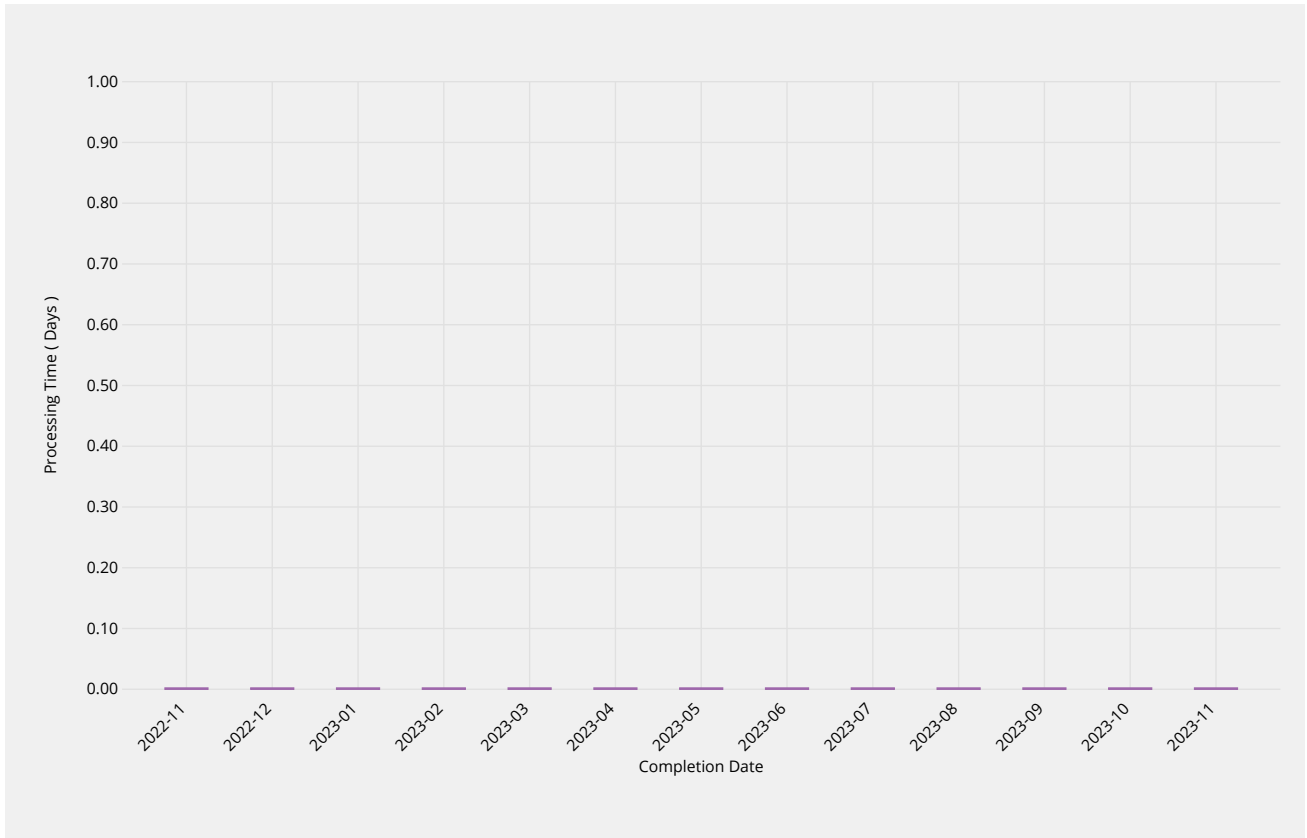
ccTLD Creation/Transfer	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Processing Time	0.43d	—	30.15d	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	1	0	1	0	0	0	0	0	0	0	0	0	0
Mean Time	0.43d	—	30.15d	—	—	—	—	—	—	—	—	—	—
Shortest Time	0.43d	—	30.15d	—	—	—	—	—	—	—	—	—	—
Longest Time	0.43d	—	30.15d	—	—	—	—	—	—	—	—	—	—
Median Time	0.43d	—	30.15d	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.00d	—	0.00d	—	—	—	—	—	—	—	—	—	—

Other Changes	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Processing Time	0.05d	191.84d	0.03d	—	—	0.15d	—	0.13d	0.12d	0.72d	2.55d	0.13d	2.85d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	1	4	1	0	0	1	0	9	4	6	7	5	10
Mean Time	0.05d	48.01d	0.03d	—	—	0.15d	—	0.09d	0.03d	0.34d	0.60d	0.08d	0.55d
Shortest Time	0.05d	0.00d	0.03d	—	—	0.15d	—	0.04d	0.00d	0.00d	0.00d	0.03d	0.01d
Longest Time	0.05d	191.84d	0.03d	—	—	0.15d	—	0.13d	0.12d	0.72d	2.55d	0.13d	2.85d
Median Time	0.05d	0.11d	0.03d	—	—	0.15d	—	0.13d	0.00d	0.34d	0.26d	0.07d	0.14d
PStDev Time	0.00d	83.04d	0.00d	—	—	0.00d	—	0.04d	0.05d	0.26d	0.84d	0.05d	0.82d

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	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Processing Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

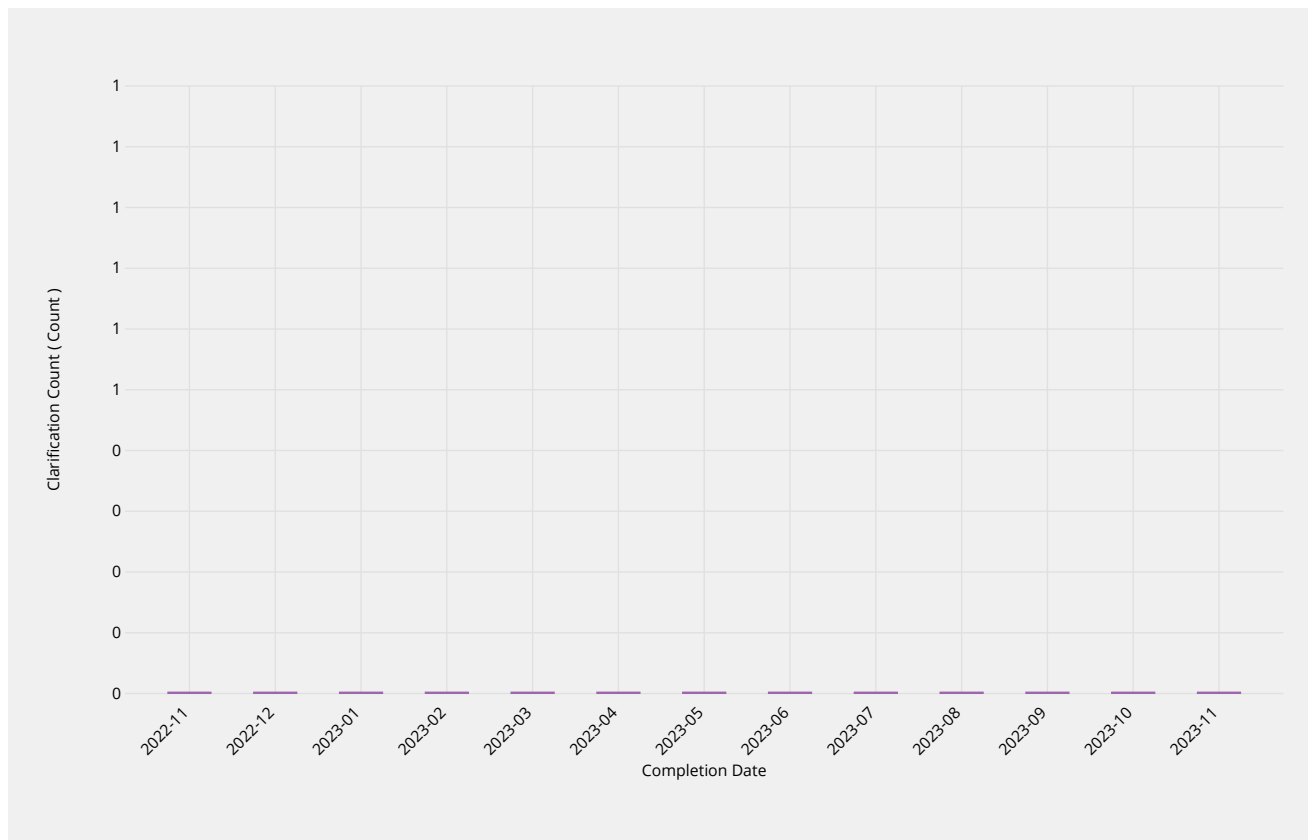
ccTLD Creation/Transfer

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.

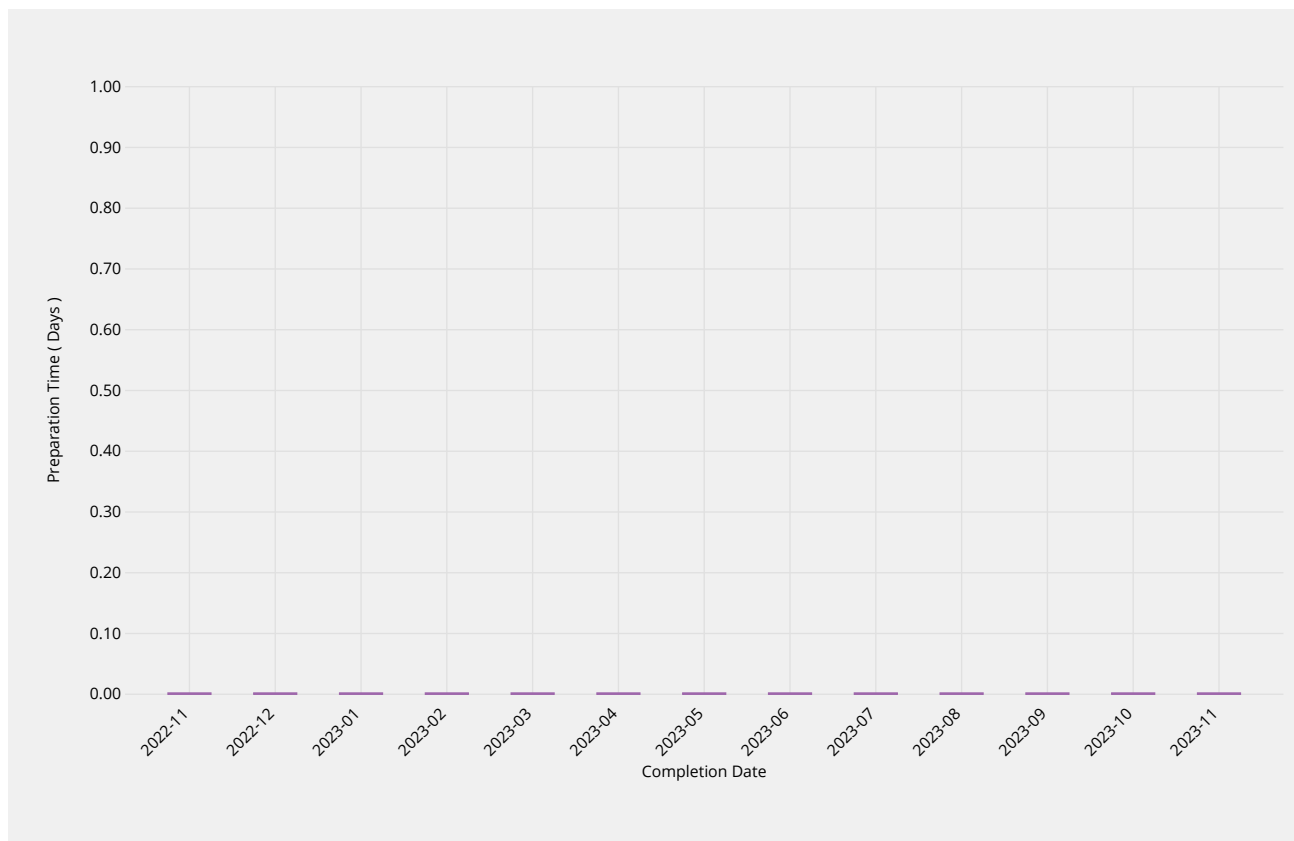


Requester Clarification	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Clarification Count	0	—	0	—	—	—	—	—	—	—	—	—	—
Request Count	2	0	1	0	0	0	0	0	0	0	0	0	0
Lowest Count	0	—	0	—	—	—	—	—	—	—	—	—	—
Highest Count	0	—	0	—	—	—	—	—	—	—	—	—	—

Report Preparation

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

publication.



Report Preparation	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Preparation Time	0.00d	—	—	—	—	—	—	—	—	—	—	—	—
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	1	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	0.00d	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	0.00d	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	0.00d	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	0.00d	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.00d	—	—	—	—	—	—	—	—	—	—	—	—

Implementation

Root Zone Publication

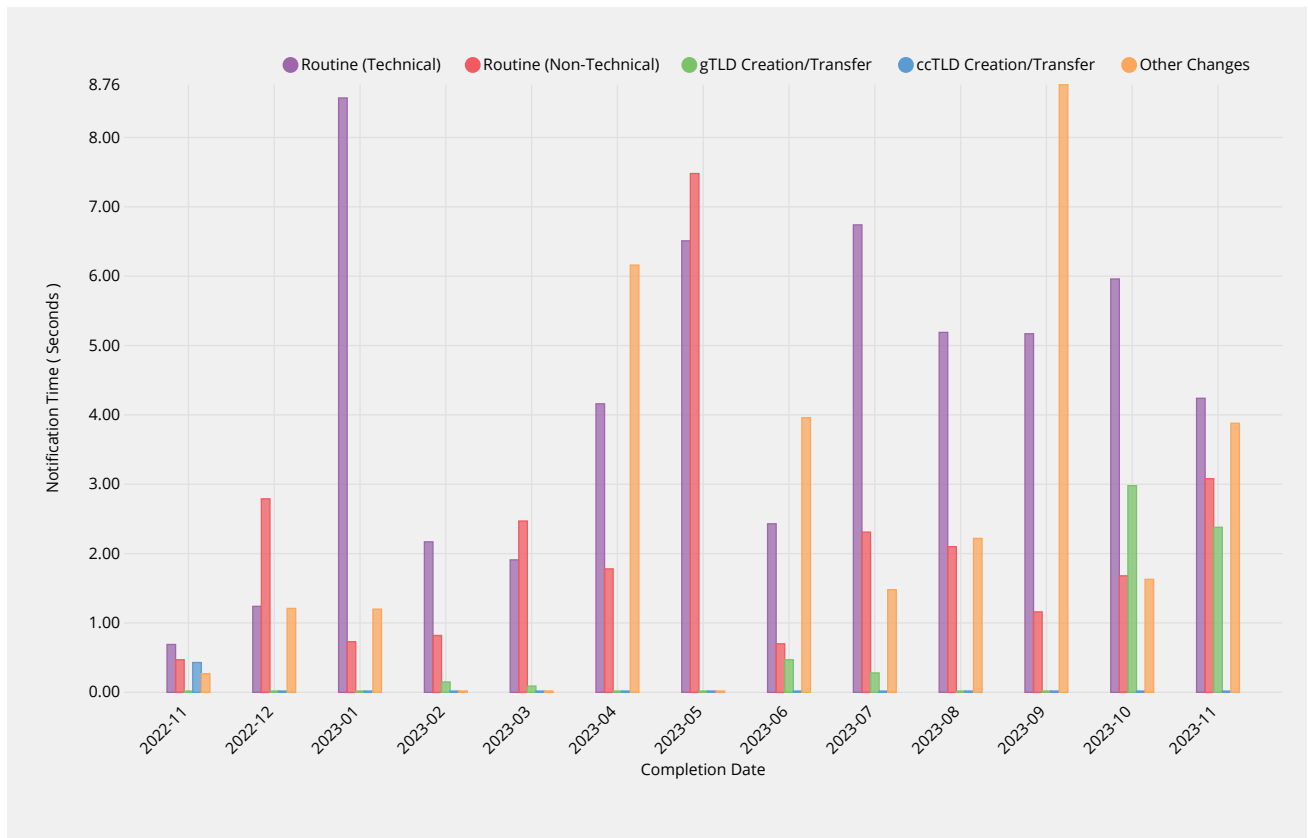
Time for root zone changes to be published following completion of validations and reviews by IANA

ccTLD Creation/Transfer	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Shortest Time	0.42h	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	0.42h	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	0.42h	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.00h	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Publication Time	0.56h	4.59h	6.41h	—	—	—	—	5.22h	2.92h	24.57h	20.16h	2.71h	4.32h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	1	2	1	0	0	0	0	9	4	3	5	5	8
Mean Time	0.56h	2.54h	6.41h	—	—	—	—	3.26h	1.26h	15.32h	6.38h	2.17h	2.39h
Shortest Time	0.56h	0.50h	6.41h	—	—	—	—	0.90h	0.70h	4.11h	1.91h	1.61h	0.60h
Longest Time	0.56h	4.59h	6.41h	—	—	—	—	5.22h	2.92h	24.57h	20.16h	2.71h	4.32h
Median Time	0.56h	2.54h	6.41h	—	—	—	—	5.12h	0.70h	17.30h	3.71h	1.91h	1.96h
PStDev Time	0.00h	2.04h	0.00h	—	—	—	—	2.11h	0.96h	8.47h	6.93h	0.45h	1.30h

Notification of Completion

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



Routine (Technical)	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Notification Time	0.69s	1.24s	8.57s	2.17s	1.91s	4.16s	6.51s	2.43s	6.74s	5.19s	5.17s	5.96s	4.24s
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	53	69	21	28	28	22	66	44	106	211	64	49	119
Mean Time	0.40s	0.47s	2.44s	1.32s	1.36s	1.96s	2.39s	1.32s	1.91s	2.54s	1.82s	2.24s	1.75s
Shortest Time	0.25s	0.21s	1.10s	1.08s	0.16s	0.14s	0.28s	0.17s	0.07s	0.50s	0.06s	0.08s	0.05s
Longest Time	0.84s	2.15s	11.99s	2.52s	5.68s	9.28s	8.61s	2.51s	9.52s	7.20s	8.07s	10.09s	6.11s
Median Time	0.36s	0.35s	1.22s	1.19s	1.21s	1.42s	1.39s	1.26s	1.29s	2.16s	1.18s	1.35s	1.35s

Routine (Technical)	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
PStDev Time	0.14s	0.35s	2.84s	0.36s	0.90s	1.90s	1.87s	0.50s	1.74s	1.39s	1.68s	1.98s	1.22s

Routine (Non-Technical)	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Notification Time	0.47s	2.79s	0.73s	0.82s	2.47s	1.78s	7.48s	0.70s	2.31s	2.10s	1.16s	1.68s	3.08s
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	57	21	21	28	45	11	33	61	14	180	298	26	86
Mean Time	0.33s	0.81s	0.38s	0.24s	0.45s	0.87s	1.27s	0.29s	0.72s	0.44s	0.29s	0.39s	0.69s
Shortest Time	0.20s	0.10s	0.08s	0.07s	0.07s	0.20s	0.12s	0.08s	0.14s	0.07s	0.06s	0.07s	0.09s
Longest Time	0.51s	6.15s	4.34s	1.19s	2.92s	1.83s	9.26s	3.19s	2.61s	4.21s	13.88s	2.97s	6.20s
Median Time	0.31s	0.36s	0.15s	0.16s	0.13s	0.33s	0.31s	0.12s	0.30s	0.12s	0.09s	0.16s	0.19s
PStDev Time	0.08s	1.35s	0.89s	0.26s	0.71s	0.69s	2.31s	0.46s	0.78s	0.78s	0.95s	0.65s	1.08s

gTLD Creation/Transfer	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Notification Time	—	—	—	0.15s	0.09s	—	—	0.47s	0.28s	—	—	2.98s	2.38s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	1	1	0	0	6	1	0	0	2	1
Mean Time	—	—	—	0.15s	0.09s	—	—	0.20s	0.28s	—	—	2.47s	2.38s
Shortest Time	—	—	—	0.15s	0.09s	—	—	0.07s	0.28s	—	—	1.90s	2.38s
Longest Time	—	—	—	0.15s	0.09s	—	—	0.52s	0.28s	—	—	3.04s	2.38s
Median Time	—	—	—	0.15s	0.09s	—	—	0.10s	0.28s	—	—	2.47s	2.38s
PStDev Time	—	—	—	0.00s	0.00s	—	—	0.16s	0.00s	—	—	0.57s	0.00s

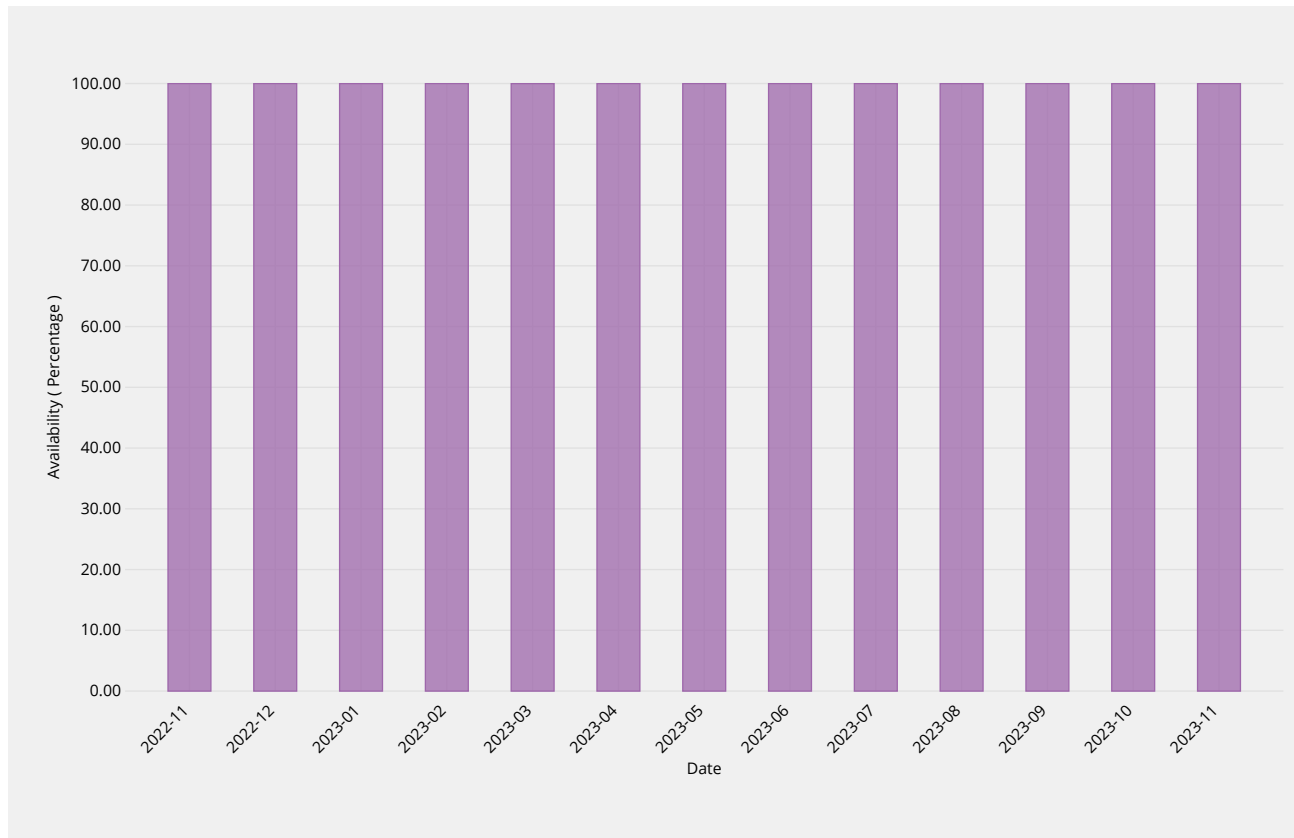
ccTLD Creation/Transfer	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Notification Time	0.43s	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	0.43s	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	0.43s	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	0.43s	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	0.43s	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.00s	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Notification Time	0.27s	1.21s	1.20s	—	—	6.16s	—	3.96s	1.48s	2.22s	8.76s	1.63s	3.88s
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	3	1	0	0	1	0	9	4	6	7	5	10
Mean Time	0.27s	0.61s	1.20s	—	—	6.16s	—	1.79s	1.31s	1.08s	2.60s	1.43s	1.72s
Shortest Time	0.27s	0.24s	1.20s	—	—	6.16s	—	0.76s	1.16s	0.18s	0.07s	1.25s	0.24s
Longest Time	0.27s	1.31s	1.20s	—	—	6.16s	—	4.68s	1.51s	2.54s	11.02s	1.64s	3.94s
Median Time	0.27s	0.30s	1.20s	—	—	6.16s	—	1.22s	1.29s	1.14s	1.19s	1.35s	1.34s
PStDev Time	0.00s	0.49s	0.00s	—	—	0.00s	—	1.17s	0.13s	0.79s	3.59s	0.15s	1.21s

System Availability

IANA Website

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



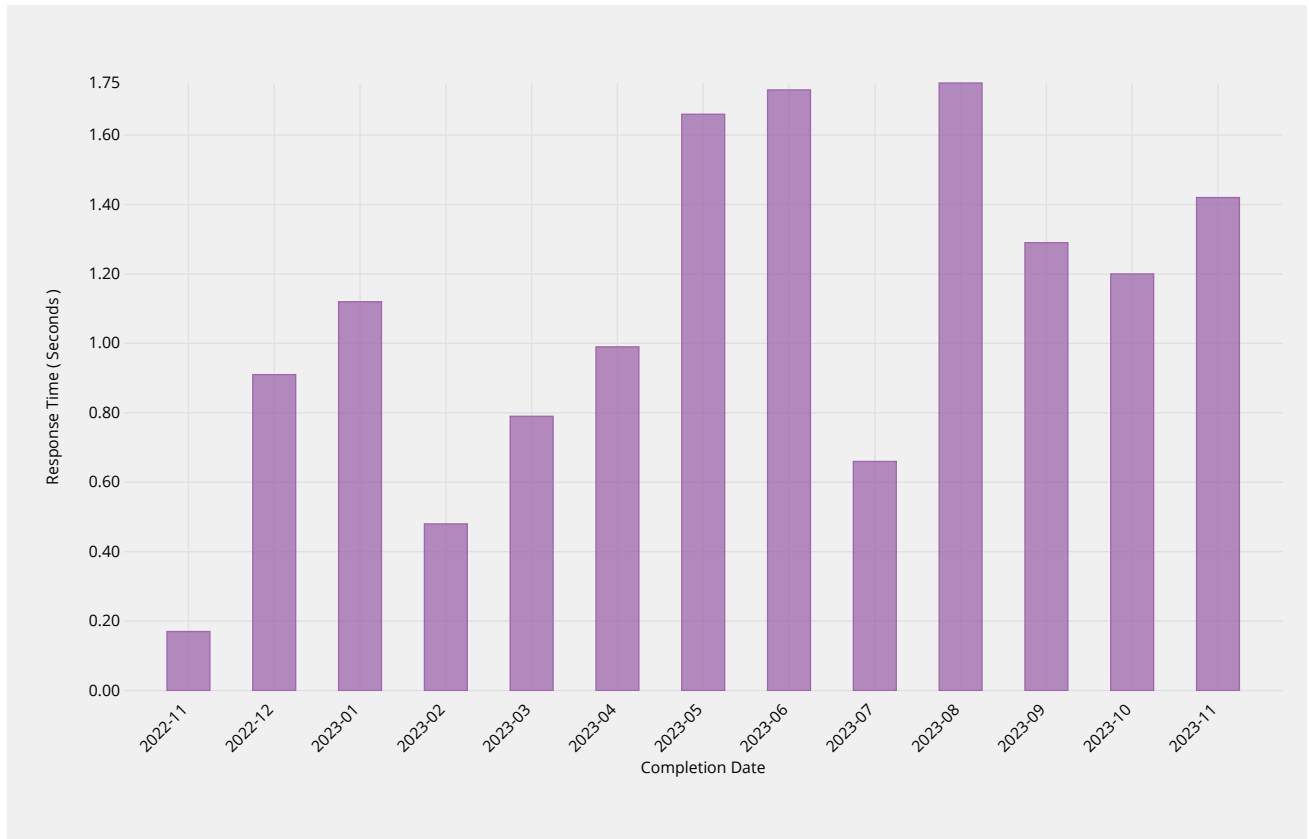
IANA Site Availability	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Availability	100.00%	100.00%	99.99%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Root Zone Management System

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

Credential Recovery

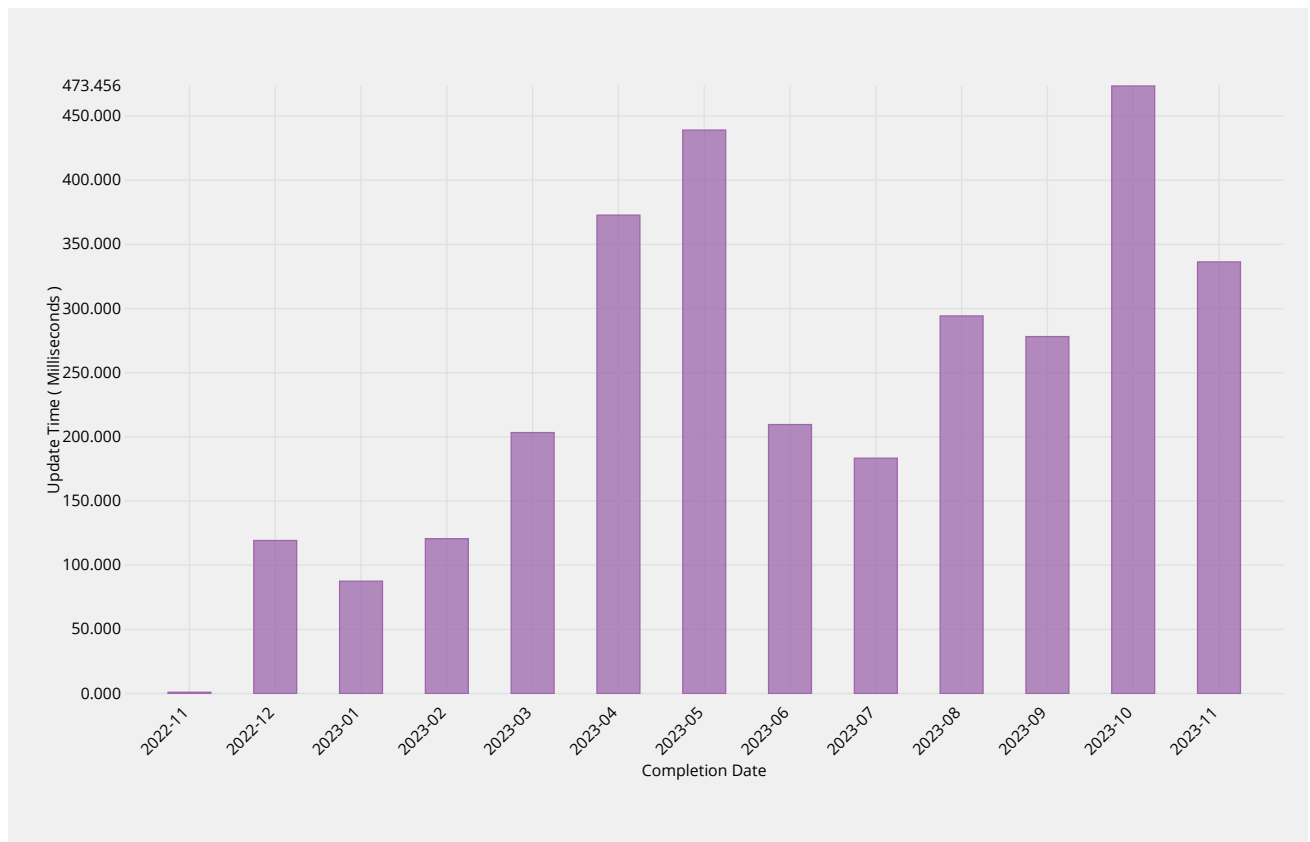
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Response Time	0.17s	0.91s	1.12s	0.48s	0.79s	0.99s	1.66s	1.73s	0.66s	1.75s	1.29s	1.20s	1.42s
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	10	43	16	19	30	11	13	17	15	47	14	19	20
Mean Time	0.09s	0.28s	0.38s	0.17s	0.20s	0.58s	0.71s	0.52s	0.23s	0.37s	0.44s	0.46s	0.53s
Shortest Time	0.05s	0.02s	0.05s	0.04s	0.05s	0.06s	0.13s	0.05s	0.04s	0.02s	0.03s	0.03s	0.03s
Longest Time	0.18s	1.47s	1.77s	0.94s	1.03s	1.00s	2.24s	5.07s	1.00s	2.27s	1.69s	1.49s	4.33s
Median Time	0.07s	0.15s	0.16s	0.12s	0.12s	0.56s	0.66s	0.21s	0.19s	0.13s	0.22s	0.52s	0.20s
PStDev Time	0.04s	0.30s	0.45s	0.21s	0.24s	0.38s	0.60s	1.15s	0.23s	0.54s	0.47s	0.40s	0.94s

Credential Change

Time to implement new password within the system.



Credential Change	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Update Time	1.700ms	482.196ms	95.100ms	278.350ms	587.500ms	1212.000ms	1296.275ms	676.389ms	516.274ms	962.438ms	884.377ms	1463.592ms	897.435ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
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	7	19	7	10	19	11	12	12	14	41	10	14	17
Mean Time	0.714ms	119.256ms	87.571ms	120.700ms	203.368ms	372.817ms	439.100ms	209.628ms	183.419ms	294.271ms	278.166ms	473.456ms	336.373ms
Shortest Time	0.000ms	0.000ms	78.000ms	81.000ms	78.000ms	92.696ms	88.862ms	86.985ms	80.311ms	78.387ms	80.596ms	77.112ms	78.443ms
Longest Time	2.000ms	911.000ms	96.000ms	430.000ms	952.000ms	1896.000ms	1455.310ms	932.409ms	778.180ms	1861.018ms	1224.042ms	1614.315ms	1376.322ms
Median Time	1.000ms	86.222ms	89.000ms	87.000ms	94.000ms	119.264ms	118.197ms	113.657ms	99.763ms	100.470ms	92.645ms	103.008ms	112.129ms
PStDev Time	0.700ms	209.450ms	6.044ms	103.152ms	231.748ms	511.476ms	471.691ms	239.064ms	190.207ms	390.890ms	348.874ms	524.631ms	357.367ms

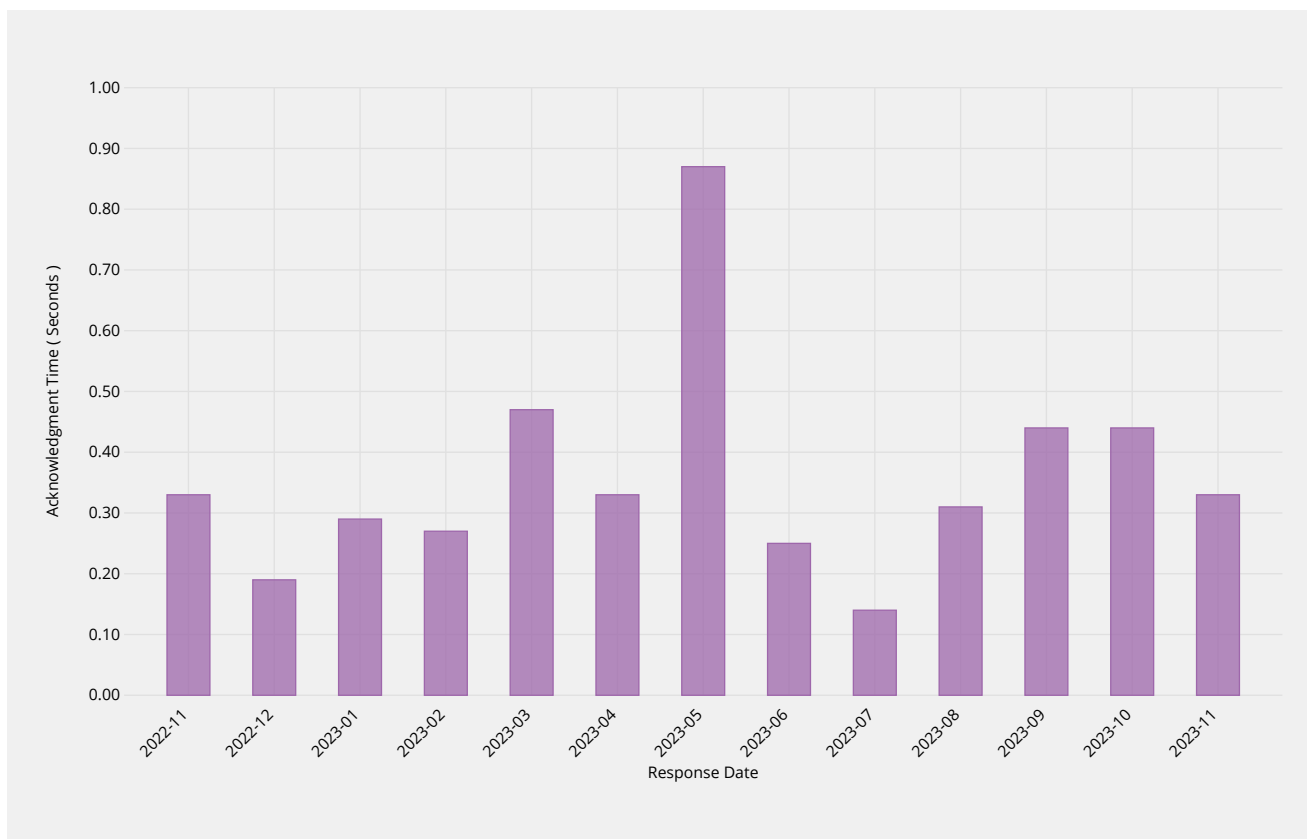
ccTLD Creation/Transfer	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	1	0	0	0	0	0	0	0	0	0	0	0	0

Other Changes	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	1	3	1	0	0	1	0	9	4	6	7	5	10

Enquiry Processing

Time to acknowledge

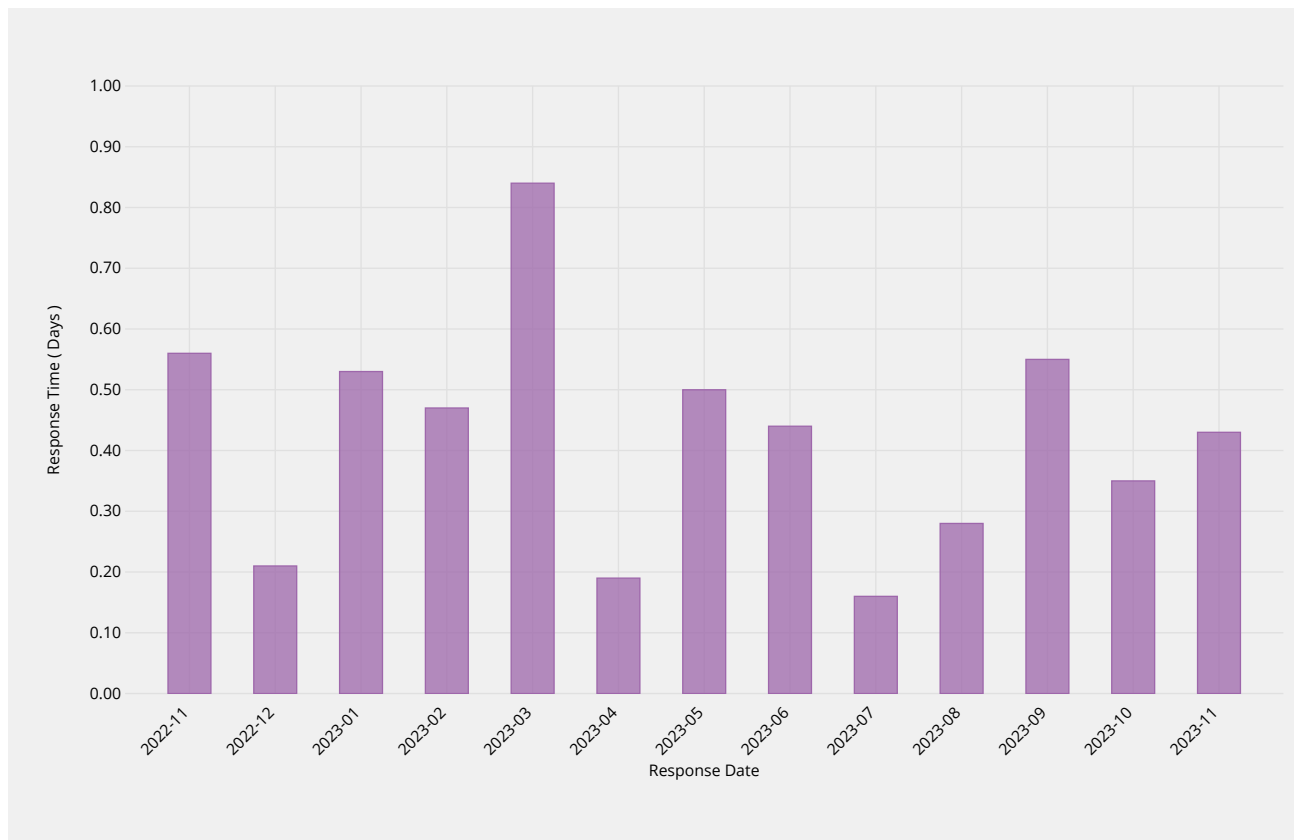
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Acknowledgment Time	0.90s	1.00s	1.00s	1.00s	1.30s	1.00s	4.10s	1.00s	0.70s	1.00s	1.00s	1.00s	1.00s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	3	16	7	11	15	6	15	8	7	32	9	9	12
Mean Time	0.33s	0.19s	0.29s	0.27s	0.47s	0.33s	0.87s	0.25s	0.14s	0.31s	0.44s	0.44s	0.33s
Shortest Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Longest Time	1.00s	1.00s	1.00s	1.00s	2.00s	1.00s	9.00s	1.00s	1.00s	2.00s	1.00s	1.00s	1.00s
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	0.47s	0.39s	0.45s	0.45s	0.62s	0.47s	2.25s	0.43s	0.35s	0.53s	0.50s	0.50s	0.47s

Time to initial response

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



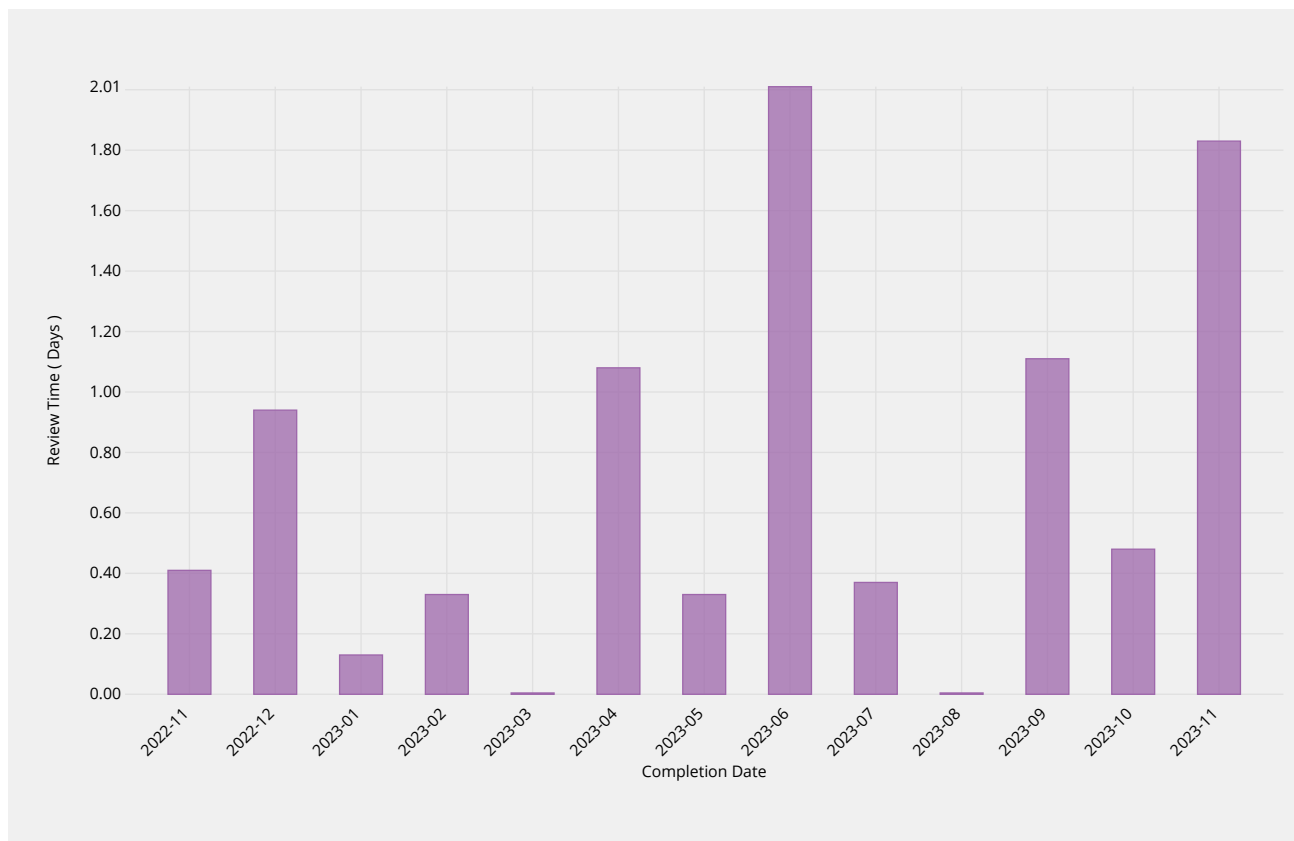
Manual Enquiries	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Response Time	0.86d	0.45d	1.34d	0.74d	2.22d	0.39d	1.32d	0.93d	0.33d	0.73d	0.89d	0.83d	0.49d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	3	15	7	10	16	5	13	8	6	31	9	8	12
Mean Time	0.56d	0.21d	0.53d	0.47d	0.84d	0.19d	0.50d	0.44d	0.16d	0.28d	0.55d	0.35d	0.43d
Shortest Time	0.01d	0.01d	0.03d	0.07d	0.01d	0.02d	0.01d	0.03d	0.02d	0.01d	0.03d	0.01d	0.01d
Longest Time	0.87d	0.54d	3.10d	1.37d	3.77d	0.53d	1.98d	1.11d	0.34d	1.19d	1.10d	1.99d	2.90d
Median Time	0.81d	0.20d	0.14d	0.40d	0.40d	0.15d	0.27d	0.32d	0.11d	0.17d	0.46d	0.10d	0.21d
PStDev Time	0.39d	0.18d	1.05d	0.35d	1.04d	0.18d	0.60d	0.36d	0.13d	0.29d	0.30d	0.63d	0.77d

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

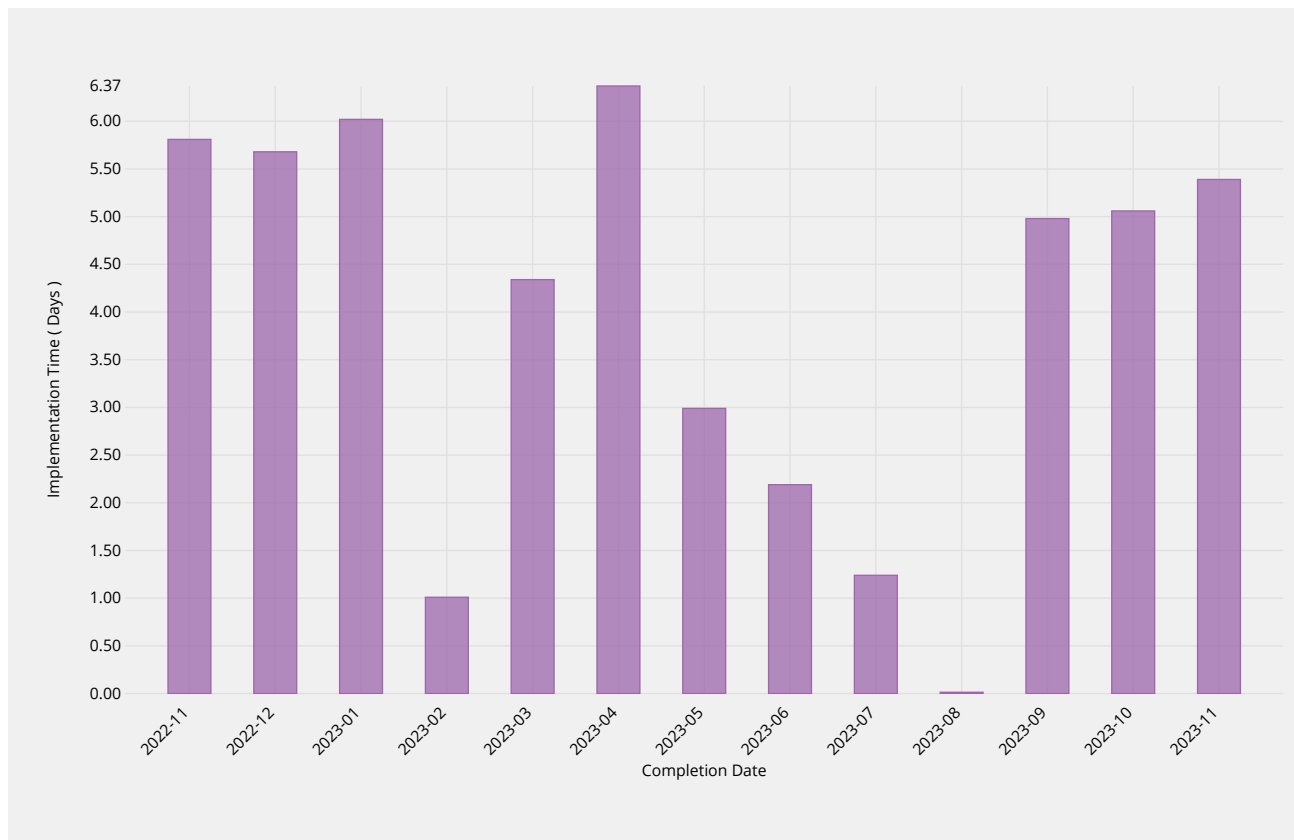
for remediation.



Review Time	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Review Time	0.41d	0.94d	0.13d	0.33d	0.00d	1.08d	0.33d	2.01d	0.37d	—	1.11d	0.48d	1.83d
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%
Review Count	3	3	1	1	1	1	3	1	2	0	2	8	2
Shortest Time	0.06d	0.01d	0.13d	0.33d	0.00d	1.08d	0.01d	2.01d	0.00d	—	0.00d	0.00d	0.00d
Longest Time	0.49d	1.00d	0.13d	0.33d	0.00d	1.08d	0.39d	2.01d	0.41d	—	1.23d	1.02d	2.03d
Median Time	0.07d	0.70d	0.13d	0.33d	0.00d	1.08d	0.08d	2.01d	0.20d	—	0.62d	0.00d	1.02d
PStDev Time	0.20d	0.42d	0.00d	0.00d	0.00d	0.00d	0.17d	0.00d	0.20d	—	0.61d	0.33d	1.01d

Implementation Time

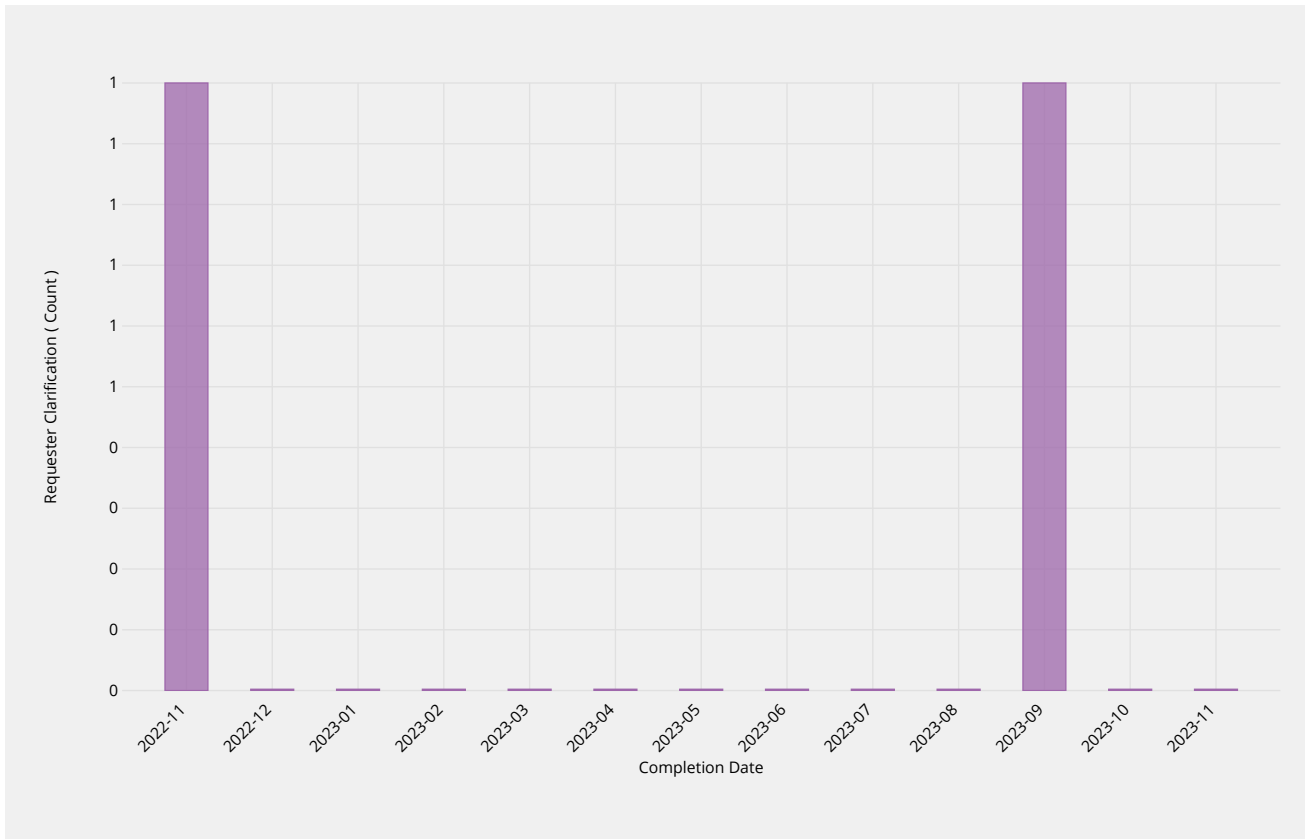
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Implementation Time	5.81d	5.68d	6.02d	1.01d	4.34d	6.37d	2.99d	2.19d	1.24d	—	4.98d	5.06d	5.39d
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	4	3	1	1	1	1	3	1	2	0	2	8	2
Shortest Time	1.86d	1.98d	6.02d	1.01d	4.34d	6.37d	1.19d	2.19d	1.17d	—	3.88d	0.22d	5.09d
Longest Time	5.90d	6.13d	6.02d	1.01d	4.34d	6.37d	3.17d	2.19d	1.25d	—	5.11d	6.97d	5.42d
Median Time	3.79d	3.87d	6.02d	1.01d	4.34d	6.37d	2.28d	2.19d	1.21d	—	4.49d	3.38d	5.25d
PStDev Time	1.92d	1.70d	0.00d	0.00d	0.00d	0.00d	0.81d	0.00d	0.04d	—	0.62d	2.21d	0.17d

Requester Clarification

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

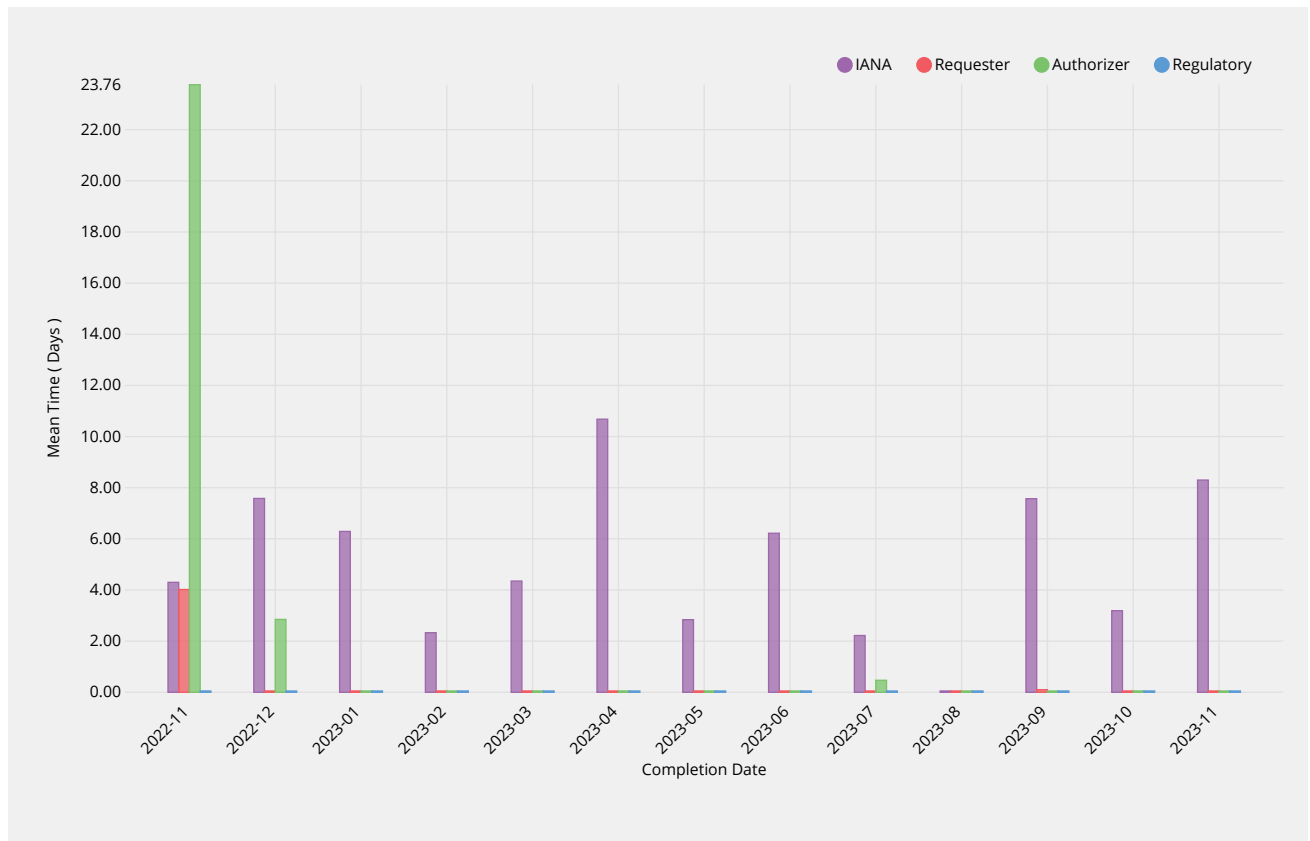


Requester Clarification	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Count	1	0	0	0	0	0	0	0	0	—	1	0	0
Request Count	4	3	1	1	1	1	3	1	2	0	2	8	2
Shortest Clarification	0	0	0	0	0	0	0	0	0	—	0	0	0
Longest Clarification	1	0	0	0	0	0	0	0	0	—	1	0	0

Time per Actor

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

regulatory checks.



IANA	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Mean Time	4.30d	7.58d	6.29d	2.33d	4.35d	10.68d	2.84d	6.22d	2.22d	—	7.57d	3.19d	8.30d
Review Count	4	2	1	1	1	1	3	1	2	0	2	8	2
Shortest Time	2.11d	2.00d	6.29d	2.33d	4.35d	10.68d	1.49d	6.22d	1.17d	—	3.88d	0.23d	5.09d
Longest Time	7.07d	13.17d	6.29d	2.33d	4.35d	10.68d	4.73d	6.22d	3.27d	—	11.26d	9.01d	11.51d
Median Time	4.02d	7.58d	6.29d	2.33d	4.35d	10.68d	2.28d	6.22d	2.22d	—	7.57d	3.38d	8.30d
PStDev Time	2.22d	5.58d	0.00d	0.00d	0.00d	0.00d	1.38d	0.00d	1.05d	—	3.69d	2.69d	3.21d

Requester	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Mean Time	4.02d	—	—	—	—	—	—	—	—	—	0.10d	—	—
Review Count	1	0	0	0	0	0	0	0	0	0	1	0	0
Shortest Time	4.02d	—	—	—	—	—	—	—	—	—	0.10d	—	—
Longest Time	4.02d	—	—	—	—	—	—	—	—	—	0.10d	—	—
Median Time	4.02d	—	—	—	—	—	—	—	—	—	0.10d	—	—
PStDev Time	0.00d	—	—	—	—	—	—	—	—	—	0.00d	—	—

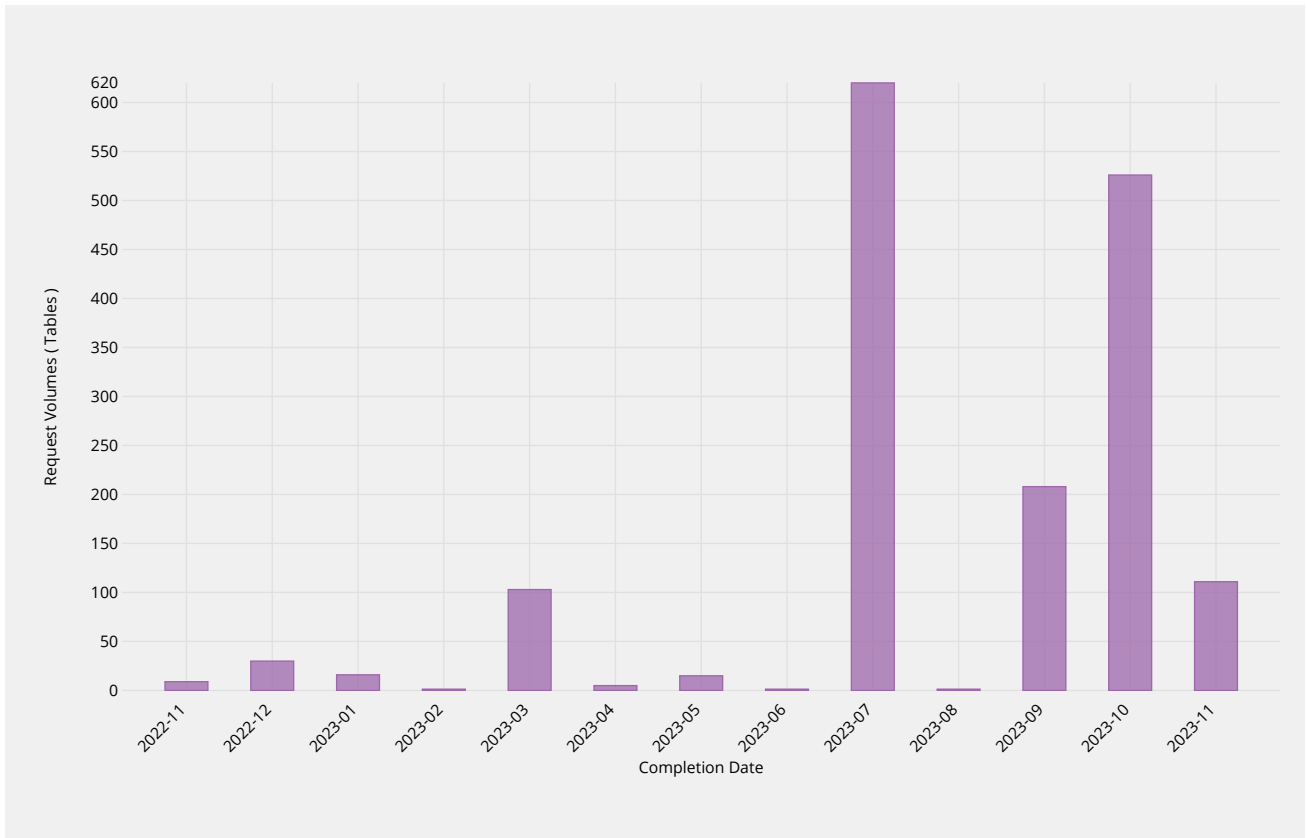
Authorizer	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Mean Time	23.76d	2.85d	—	—	—	—	—	—	0.47d	—	—	—	—
Review Count	1	1	0	0	0	0	0	0	1	0	0	0	0
Shortest Time	23.76d	2.85d	—	—	—	—	—	—	0.47d	—	—	—	—
Longest Time	23.76d	2.85d	—	—	—	—	—	—	0.47d	—	—	—	—
Median Time	23.76d	2.85d	—	—	—	—	—	—	0.47d	—	—	—	—
PStDev Time	0.00d	0.00d	—	—	—	—	—	—	0.00d	—	—	—	—

Regulatory	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Mean Time	0.05d	0.01d	—	—	—	—	—	—	0.04d	—	—	—	—
Review Count	1	1	0	0	0	0	0	0	1	0	0	0	0
Shortest Time	0.05d	0.01d	—	—	—	—	—	—	0.04d	—	—	—	—

Regulatory	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Longest Time	0.05d	0.01d	—	—	—	—	—	—	0.04d	—	—	—	—
Median Time	0.05d	0.01d	—	—	—	—	—	—	0.04d	—	—	—	—
PStDev Time	0.00d	0.00d	—	—	—	—	—	—	0.00d	—	—	—	—

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2022-11	2022-12	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11
Total LGRs Processed	9	30	16	1	103	5	15	1	620	—	208	526	111
Request Count	4	3	1	1	1	1	3	1	2	0	2	8	2
Average LGRs per Request	2	10	16	1	103	5	5	1	310	—	104	66	56
Smallest per Request	1	2	16	1	103	5	2	1	2	—	103	1	8
Largest per Request	4	24	16	1	103	5	8	1	618	—	105	206	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.