

# IANA Naming Function Monthly Performance Report

August 2021

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 2.02s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.54s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.49s	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%)	✓ 0.51d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.52d	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.54m	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%)	✓ —	p9
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 0.34m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 0.61m	p11
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ —	p12
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 3.00ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 3.10ms	p13
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 3.00ms	p13
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1.00ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.00ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.45ms	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.59d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 3.02d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.29d	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	—	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
<b>ccTLD Creation/Transfer</b>				
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p19
Requester Clarification	Requester Clarification	N/A	—	p20
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p21
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 24.94h	p22

Metric	Category	Expected	Actual	Detail
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	N/A	—	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.38s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.34s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.34s	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p24
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p25
Root Zone Management System	RZM Availability	≥99%	✓ 100.00%	p26
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p27
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p28
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.16s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.750ms	p30
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p31
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p31
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p31
Root Zone File	Other Changes	100%	✓ 100.00%	p31
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p32
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone Database	Other Changes	100%	✓ 100.00%	p32
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.00s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 2.68d	p34
<b>Label Generation Rulesets</b>				
Review Time	Review Time	≤5d (90.0%)	✓ 0.71d	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 6.15d	p36
Requester Clarification	Requester Clarification	N/A	3	p37
Time per Actor	IANA	N/A	5.95d	p38
Time per Actor	Requester	N/A	2.30d	p38
Time per Actor	Authorizer	N/A	56.87d	p38
Time per Actor	Regulatory	N/A	0.17d	p38
Request Volumes	Request Volumes	N/A	26	p39

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

## **Exceptions and Narrative for Reporting Period**

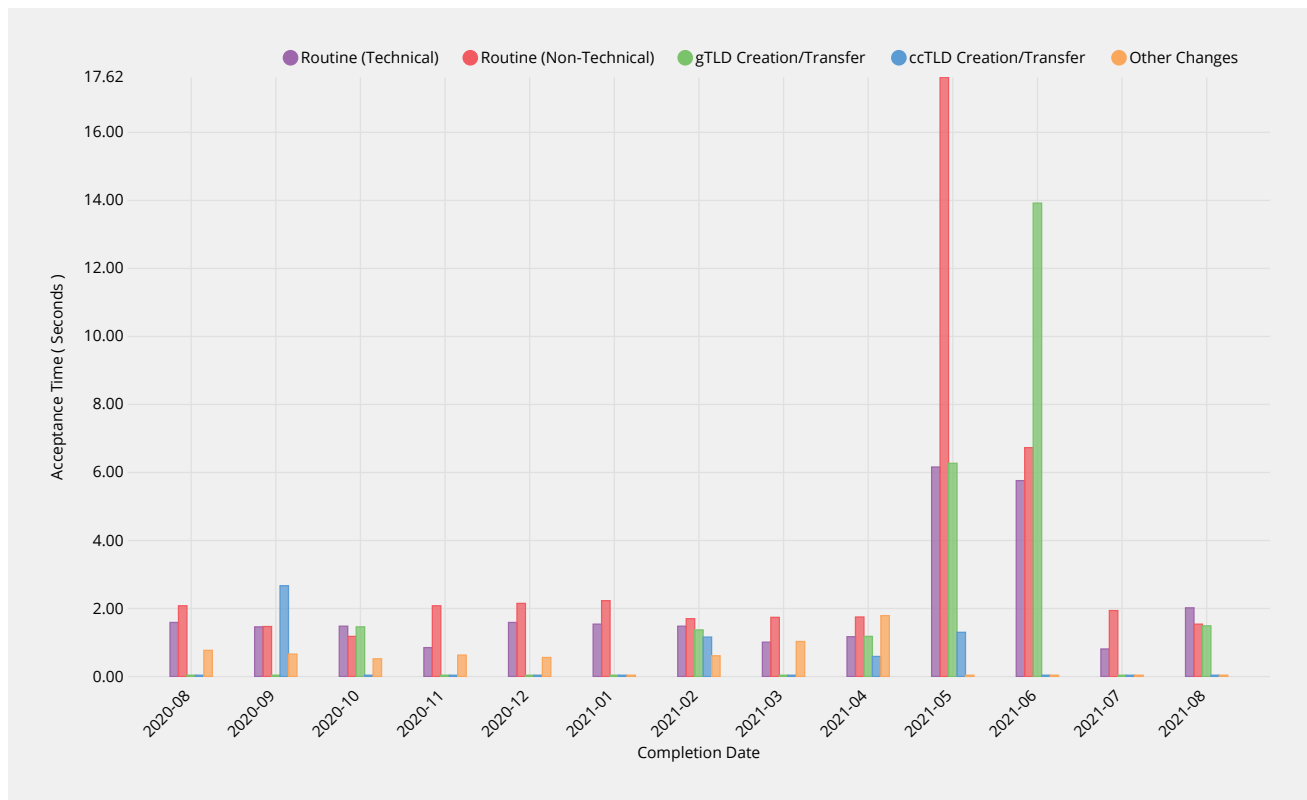
There were no exceptions for the reporting period.

# Detailed Performance for Reporting Period

## Submission

### Acceptance Recognition

Time for ticket confirmation to be sent to requester following receipt of change request via automated submission interface.



Routine (Technical)	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Acceptance Time	1.59s	1.46s	1.48s	0.85s	1.59s	1.54s	1.48s	1.01s	1.17s	6.16s	5.76s	0.81s	2.02s
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	33	77	154	145	62	67	51	68	22	45	39	270	18
Mean Time	0.74s	0.68s	0.66s	0.63s	0.72s	0.71s	0.72s	0.70s	0.75s	3.31s	2.08s	0.64s	1.00s
Shortest Time	0.48s	0.47s	0.38s	0.43s	0.49s	0.51s	0.43s	0.50s	0.50s	0.09s	0.47s	0.53s	0.62s
Longest Time	1.66s	2.35s	1.83s	1.89s	2.12s	1.71s	2.14s	2.06s	1.55s	7.78s	24.35s	2.33s	2.14s
Median Time	0.60s	0.60s	0.58s	0.58s	0.62s	0.61s	0.62s	0.63s	0.66s	4.14s	0.63s	0.61s	0.81s
PStDev Time	0.33s	0.30s	0.27s	0.21s	0.32s	0.28s	0.32s	0.27s	0.24s	2.19s	3.97s	0.17s	0.48s

Routine (Non-Technical)	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Acceptance Time	2.08s	1.47s	1.18s	2.08s	2.15s	2.23s	1.70s	1.74s	1.75s	17.62s	6.73s	1.94s	1.54s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	14	20	204	70	24	45	32	50	15	219	219	23	19
Mean Time	1.12s	1.14s	1.02s	1.45s	1.19s	1.17s	1.20s	1.14s	1.18s	11.76s	2.41s	1.30s	1.28s
Shortest Time	0.81s	0.80s	0.76s	0.85s	0.94s	0.75s	0.75s	0.80s	0.84s	0.97s	0.74s	0.79s	0.94s
Longest Time	2.20s	1.48s	2.15s	2.20s	2.48s	2.53s	2.34s	2.09s	2.34s	21.01s	12.12s	2.24s	1.87s
Median Time	0.94s	1.07s	1.00s	1.29s	1.07s	1.02s	1.13s	1.09s	1.05s	11.49s	0.88s	1.33s	1.28s
PStDev Time	0.42s	0.20s	0.16s	0.44s	0.37s	0.40s	0.33s	0.27s	0.36s	2.95s	2.64s	0.36s	0.22s

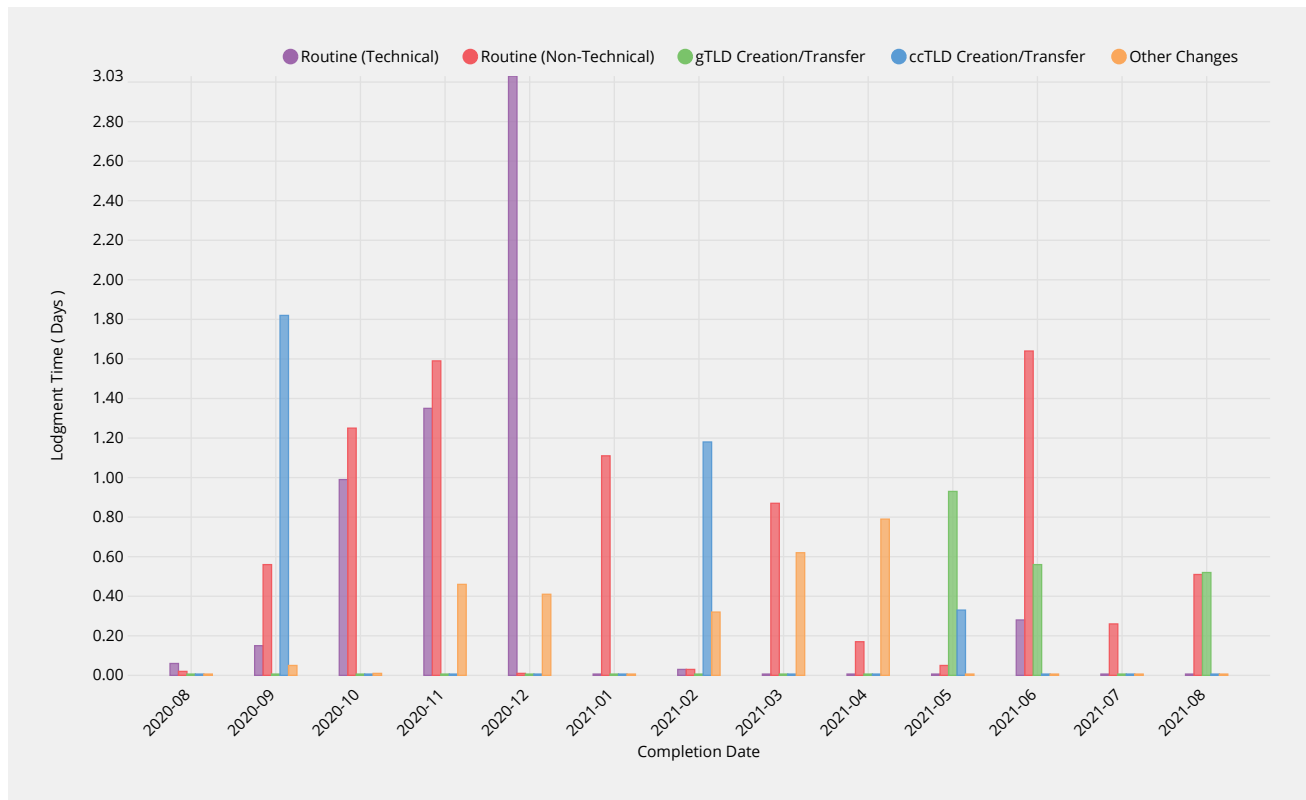
gTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Acceptance Time	—	—	1.46s	—	—	—	1.37s	—	1.18s	6.27s	13.92s	—	1.49s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	4	0	0	0	1	0	5	1	46	0	31
Mean Time	—	—	1.08s	—	—	—	1.37s	—	1.11s	6.27s	11.09s	—	1.26s
Shortest Time	—	—	0.63s	—	—	—	1.37s	—	1.05s	6.27s	1.54s	—	0.91s
Longest Time	—	—	1.51s	—	—	—	1.37s	—	1.19s	6.27s	17.02s	—	1.52s
Median Time	—	—	1.10s	—	—	—	1.37s	—	1.11s	6.27s	11.52s	—	1.31s
PStDev Time	—	—	0.31s	—	—	—	0.00s	—	0.05s	0.00s	3.15s	—	0.18s

ccTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Acceptance Time	—	2.67s	—	—	—	—	1.16s	—	0.59s	1.30s	—	—	—
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	1	0	0	0	0	1	0	1	1	0	0	0
Mean Time	—	2.67s	—	—	—	—	1.16s	—	0.59s	1.30s	—	—	—
Shortest Time	—	2.67s	—	—	—	—	1.16s	—	0.59s	1.30s	—	—	—
Longest Time	—	2.67s	—	—	—	—	1.16s	—	0.59s	1.30s	—	—	—
Median Time	—	2.67s	—	—	—	—	1.16s	—	0.59s	1.30s	—	—	—
PStDev Time	—	0.00s	—	—	—	—	0.00s	—	0.00s	0.00s	—	—	—

Other Changes	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Acceptance Time	0.77s	0.66s	0.52s	0.63s	0.56s	—	0.61s	1.03s	1.79s	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	2	1	2	2	0	2	1	5	0	0	0	0
Mean Time	0.77s	0.60s	0.52s	0.59s	0.55s	—	0.61s	1.03s	0.91s	—	—	—	—
Shortest Time	0.77s	0.53s	0.52s	0.55s	0.54s	—	0.61s	1.03s	0.56s	—	—	—	—
Longest Time	0.77s	0.66s	0.52s	0.63s	0.56s	—	0.61s	1.03s	2.07s	—	—	—	—
Median Time	0.77s	0.60s	0.52s	0.59s	0.55s	—	0.61s	1.03s	0.64s	—	—	—	—
PStDev Time	0.00s	0.07s	0.00s	0.04s	0.01s	—	0.00s	0.00s	0.59s	—	—	—	—

## Manual Lodgment Time

Time for lodgment of change request into RZMS by ICANN staff on behalf of request sent by email.



Routine (Technical)	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Lodgment Time	0.06d	0.15d	0.99d	1.35d	3.03d	—	0.03d	—	—	—	0.28d	—	—
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	6	4	2	0	4	0	0	0	1	0	0
Mean Time	0.06d	0.10d	0.25d	0.55d	1.74d	—	0.02d	—	—	—	0.28d	—	—
Shortest Time	0.06d	0.04d	0.00d	0.00d	0.31d	—	0.02d	—	—	—	0.28d	—	—
Longest Time	0.06d	0.15d	1.29d	1.52d	3.17d	—	0.03d	—	—	—	0.28d	—	—
Median Time	0.06d	0.10d	0.06d	0.34d	1.74d	—	0.02d	—	—	—	0.28d	—	—
PStDev Time	0.00d	0.06d	0.47d	0.58d	1.43d	—	0.01d	—	—	—	0.00d	—	—

Routine (Non-Technical)	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Lodgment Time	0.02d	0.56d	1.25d	1.59d	0.01d	1.11d	0.03d	0.87d	0.17d	0.05d	1.64d	0.26d	0.51d
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	1	4	4	1	8	2	7	3	2	4	3	1
Mean Time	0.02d	0.56d	0.65d	0.61d	0.01d	0.43d	0.03d	0.36d	0.11d	0.04d	0.73d	0.18d	0.51d
Shortest Time	0.02d	0.56d	0.10d	0.06d	0.01d	0.04d	0.03d	0.10d	0.04d	0.04d	0.02d	0.13d	0.51d
Longest Time	0.02d	0.56d	1.30d	1.80d	0.01d	1.35d	0.03d	1.02d	0.18d	0.05d	1.82d	0.27d	0.51d
Median Time	0.02d	0.56d	0.60d	0.29d	0.01d	0.41d	0.03d	0.27d	0.09d	0.04d	0.54d	0.14d	0.51d
PStDev Time	0.00d	0.00d	0.51d	0.70d	0.00d	0.41d	0.00d	0.30d	0.06d	0.00d	0.66d	0.07d	0.00d

gTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Lodgment Time	—	—	—	—	—	—	—	—	—	0.93d	0.56d	—	0.52d
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	1	4	0	1
Mean Time	—	—	—	—	—	—	—	—	—	0.93d	0.55d	—	0.52d
Shortest Time	—	—	—	—	—	—	—	—	—	0.93d	0.55d	—	0.52d
Longest Time	—	—	—	—	—	—	—	—	—	0.93d	0.56d	—	0.52d

gTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Median Time	—	—	—	—	—	—	—	—	—	0.93d	0.55d	—	0.52d
PStDev Time	—	—	—	—	—	—	—	—	—	0.00d	0.00d	—	0.00d

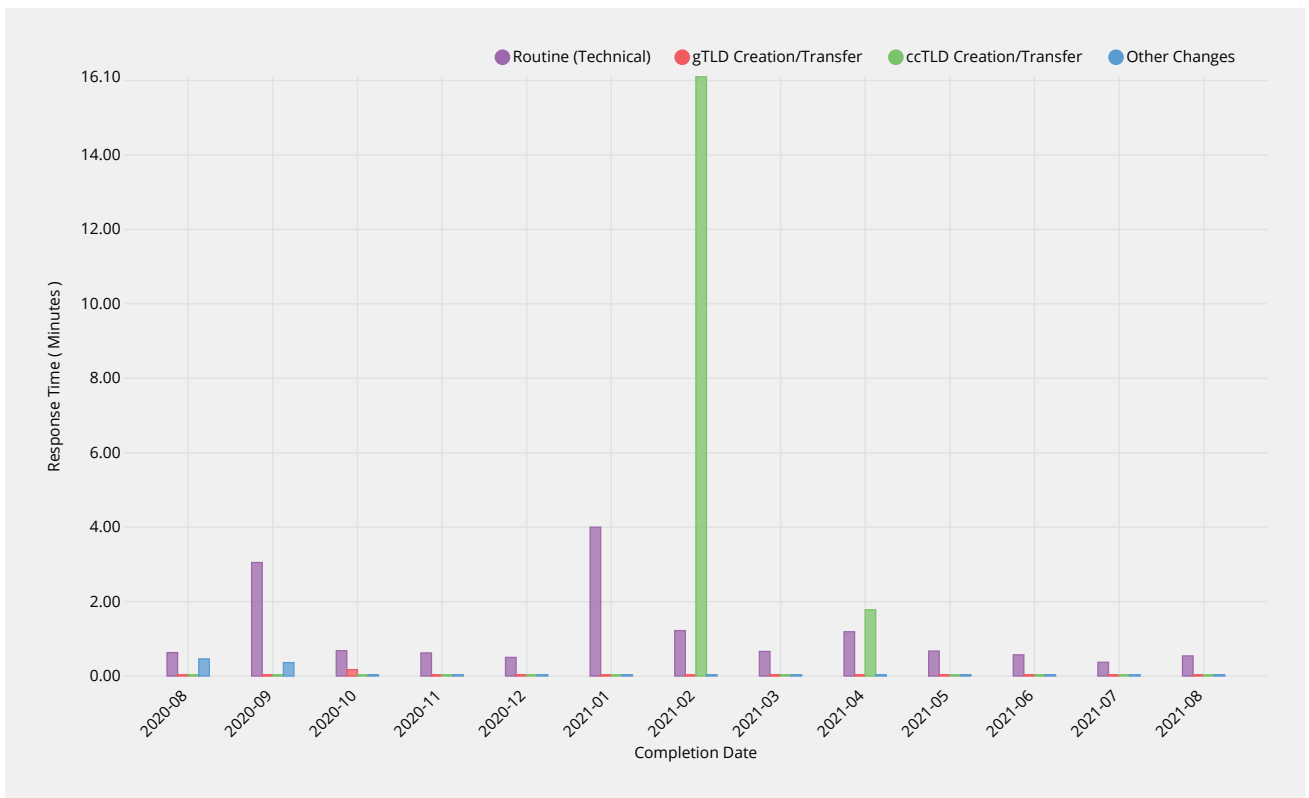
ccTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Lodgment Time	—	1.82d	—	—	—	—	1.18d	—	—	0.33d	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	0	0	0	0	1	0	0	1	0	0	0
Mean Time	—	1.82d	—	—	—	—	1.18d	—	—	0.33d	—	—	—
Shortest Time	—	1.82d	—	—	—	—	1.18d	—	—	0.33d	—	—	—
Longest Time	—	1.82d	—	—	—	—	1.18d	—	—	0.33d	—	—	—
Median Time	—	1.82d	—	—	—	—	1.18d	—	—	0.33d	—	—	—
PStDev Time	—	0.00d	—	—	—	—	0.00d	—	—	0.00d	—	—	—

Other Changes	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Lodgment Time	—	0.05d	0.01d	0.46d	0.41d	—	0.32d	0.62d	0.79d	—	—	—	—
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	1	1	1	2	0	2	1	4	0	0	0	0
Mean Time	—	0.05d	0.01d	0.46d	0.34d	—	0.32d	0.62d	0.47d	—	—	—	—
Shortest Time	—	0.05d	0.01d	0.46d	0.27d	—	0.31d	0.62d	0.15d	—	—	—	—
Longest Time	—	0.05d	0.01d	0.46d	0.42d	—	0.32d	0.62d	0.85d	—	—	—	—
Median Time	—	0.05d	0.01d	0.46d	0.34d	—	0.32d	0.62d	0.45d	—	—	—	—
PStDev Time	—	0.00d	0.00d	0.00d	0.08d	—	0.00d	0.00d	0.25d	—	—	—	—

## Technical Checks

### Technical Check (First)

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

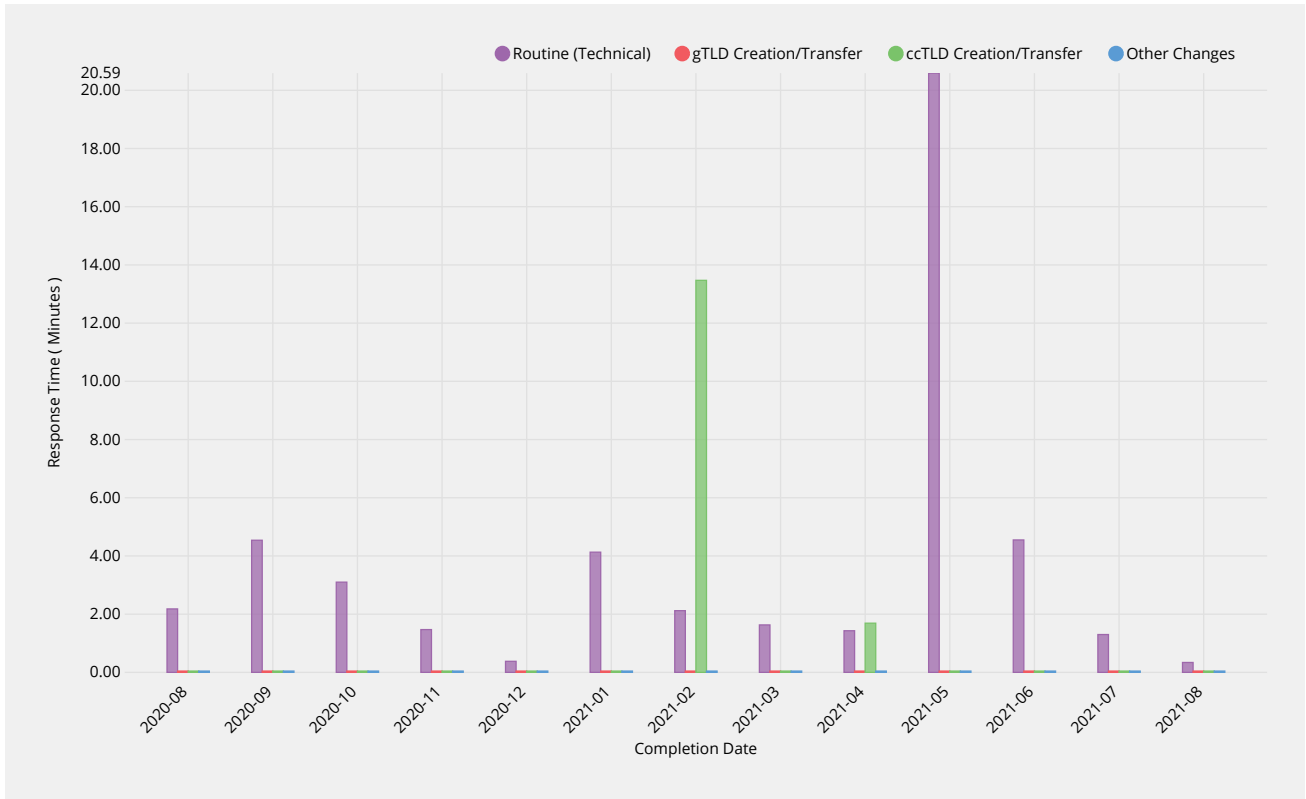






## Technical Check (Retest)

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



Routine (Technical)	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Response Time	2.18m	4.54m	3.10m	1.47m	0.38m	4.13m	2.12m	1.63m	1.43m	20.59m	4.55m	1.30m	0.34m
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%
Retest Count	36	174	83	180	69	383	34	154	7	53	76	38	7
Mean Time	0.59m	1.78m	0.64m	0.55m	0.20m	1.99m	0.62m	0.75m	0.42m	7.79m	2.58m	0.33m	0.22m
Shortest Time	0.10m	0.07m	0.05m	0.08m	0.07m	0.05m	0.08m	0.08m	0.09m	0.09m	0.06m	0.08m	0.17m
Longest Time	3.04m	4.76m	5.82m	2.78m	2.17m	11.11m	3.27m	4.38m	1.92m	20.82m	4.82m	1.39m	0.38m
Median Time	0.41m	2.55m	0.34m	0.20m	0.12m	2.29m	0.21m	0.39m	0.18m	3.36m	4.35m	0.17m	0.20m
PStDev Time	0.65m	1.53m	0.99m	0.60m	0.35m	1.60m	0.72m	0.68m	0.62m	8.78m	2.09m	0.40m	0.07m

gTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
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	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Response Time	—	—	—	—	—	—	13.47m	—	1.69m	—	—	—	—
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	27	0	55	0	0	0	0
Mean Time	—	—	—	—	—	—	2.03m	—	1.61m	—	—	—	—
Shortest Time	—	—	—	—	—	—	0.30m	—	1.57m	—	—	—	—







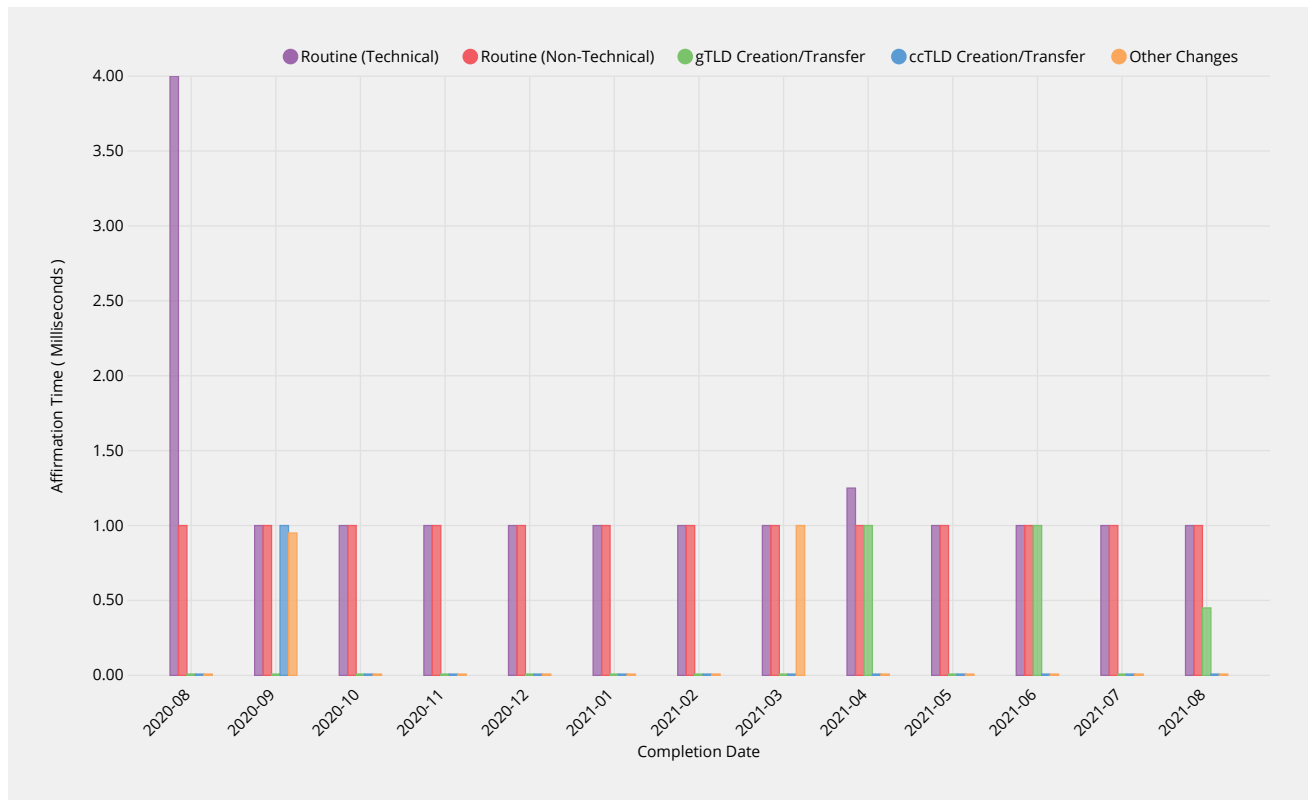
gTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	4	0	0	0	1	0	5	1	46	0	31
Mean Time	—	—	2.00ms	—	—	—	3.00ms	—	1.80ms	2.00ms	1.93ms	—	2.03ms
Shortest Time	—	—	2.00ms	—	—	—	3.00ms	—	1.00ms	2.00ms	1.00ms	—	1.00ms
Longest Time	—	—	2.00ms	—	—	—	3.00ms	—	2.00ms	2.00ms	3.00ms	—	3.00ms
Median Time	—	—	2.00ms	—	—	—	3.00ms	—	2.00ms	2.00ms	2.00ms	—	2.00ms
PStDev Time	—	—	0.00ms	—	—	—	0.00ms	—	0.40ms	0.00ms	0.48ms	—	0.59ms

ccTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Dispatch Time	—	1.00ms	—	—	—	—	1.00ms	—	—	2.00ms	—	—	—
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%
Email Count	0	1	0	0	0	0	1	0	0	1	0	0	0
Mean Time	—	1.00ms	—	—	—	—	1.00ms	—	—	2.00ms	—	—	—
Shortest Time	—	1.00ms	—	—	—	—	1.00ms	—	—	2.00ms	—	—	—
Longest Time	—	1.00ms	—	—	—	—	1.00ms	—	—	2.00ms	—	—	—
Median Time	—	1.00ms	—	—	—	—	1.00ms	—	—	2.00ms	—	—	—
PStDev Time	—	0.00ms	—	—	—	—	0.00ms	—	—	0.00ms	—	—	—

Other Changes	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Dispatch Time	3.00ms	1.00ms	—	—	—	—	—	—	2.00ms	—	—	—	—
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%
Email Count	1	1	0	0	0	0	0	0	1	0	0	0	0
Mean Time	3.00ms	1.00ms	—	—	—	—	—	—	2.00ms	—	—	—	—
Shortest Time	3.00ms	1.00ms	—	—	—	—	—	—	2.00ms	—	—	—	—
Longest Time	3.00ms	1.00ms	—	—	—	—	—	—	2.00ms	—	—	—	—
Median Time	3.00ms	1.00ms	—	—	—	—	—	—	2.00ms	—	—	—	—
PStDev Time	0.00ms	0.00ms	—	—	—	—	—	—	0.00ms	—	—	—	—

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Affirmation Time	4.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.25ms	1.00ms	1.00ms	1.00ms	1.00ms
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	30	64	143	135	53	49	47	60	20	42	35	269	16
Mean Time	1.03ms	0.28ms	0.19ms	0.21ms	0.26ms	0.29ms	0.43ms	0.27ms	0.65ms	0.33ms	0.09ms	0.17ms	0.31ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	9.00ms	2.00ms	2.00ms	1.00ms	2.00ms	1.00ms	7.00ms	6.00ms	6.00ms	2.00ms	1.00ms	1.00ms	1.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
PStDev Time	1.91ms	0.48ms	0.41ms	0.41ms	0.52ms	0.45ms	1.07ms	0.83ms	1.31ms	0.52ms	0.28ms	0.38ms	0.46ms

Routine (Non-Technical)	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms
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	14	19	202	60	24	43	31	47	13	218	216	22	14
Mean Time	0.36ms	0.26ms	0.23ms	0.23ms	0.29ms	0.21ms	0.13ms	0.34ms	0.31ms	0.13ms	0.15ms	0.14ms	0.21ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	1.00ms	1.00ms	5.00ms	1.00ms	2.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.48ms	0.44ms	0.53ms	0.42ms	0.54ms	0.41ms	0.34ms	0.47ms	0.46ms	0.33ms	0.36ms	0.34ms	0.41ms

gTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Affirmation Time	—	—	0.00ms	—	—	—	0.00ms	—	1.00ms	0.00ms	1.00ms	—	0.45ms
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	3	0	0	0	1	0	5	1	46	0	12
Mean Time	—	—	0.00ms	—	—	—	0.00ms	—	0.40ms	0.00ms	0.13ms	—	0.08ms
Shortest Time	—	—	0.00ms	—	—	—	0.00ms	—	0.00ms	0.00ms	0.00ms	—	0.00ms

gTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Longest Time	—	—	0.00ms	—	—	—	0.00ms	—	1.00ms	0.00ms	1.00ms	—	1.00ms
Median Time	—	—	0.00ms	—	—	—	0.00ms	—	0.00ms	0.00ms	0.00ms	—	0.00ms
PStDev Time	—	—	0.00ms	—	—	—	0.00ms	—	0.49ms	0.00ms	0.34ms	—	0.28ms

ccTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Affirmation Time	—	1.00ms	—	—	—	—	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	0	1	0	0	0	0	1	0	0	0	0	0	0
Mean Time	—	1.00ms	—	—	—	—	0.00ms	—	—	—	—	—	—
Shortest Time	—	1.00ms	—	—	—	—	0.00ms	—	—	—	—	—	—
Longest Time	—	1.00ms	—	—	—	—	0.00ms	—	—	—	—	—	—
Median Time	—	1.00ms	—	—	—	—	0.00ms	—	—	—	—	—	—
PStDev Time	—	0.00ms	—	—	—	—	0.00ms	—	—	—	—	—	—

Other Changes	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Affirmation Time	0.00ms	0.95ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	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	1	2	1	2	2	0	2	1	5	0	0	0	0
Mean Time	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—	—	—	—
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—	—	—	—
Longest Time	0.00ms	1.00ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—	—	—	—
Median Time	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—	—	—	—
PStDev Time	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms	—	0.00ms	0.00ms	0.00ms	—	—	—	—





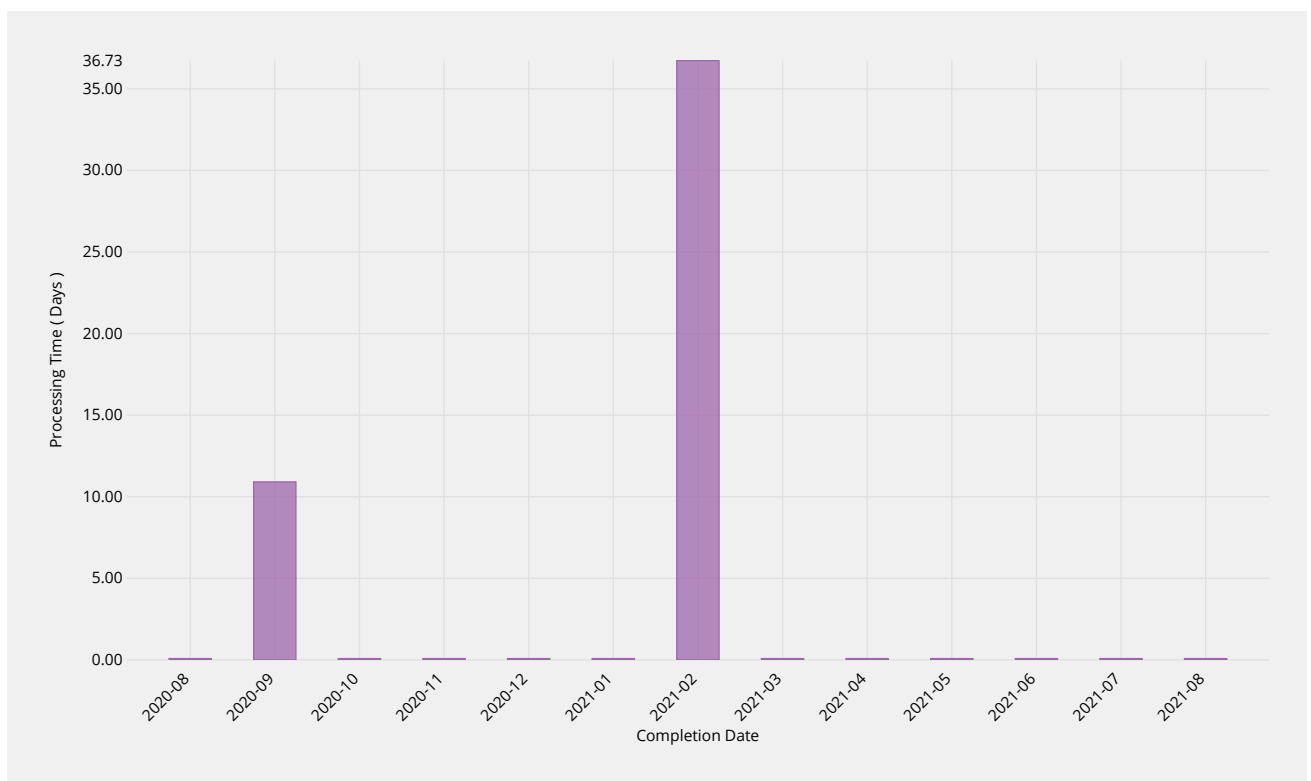
gTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Request Count	0	0	3	0	0	0	1	0	5	1	46	0	12
Mean Time	—	—	1.64d	—	—	—	0.04d	—	2.01d	0.06d	0.01d	—	0.11d
Shortest Time	—	—	0.19d	—	—	—	0.04d	—	2.01d	0.06d	0.00d	—	0.02d
Longest Time	—	—	2.95d	—	—	—	0.04d	—	2.01d	0.06d	0.12d	—	0.33d
Median Time	—	—	1.80d	—	—	—	0.04d	—	2.01d	0.06d	0.00d	—	0.06d
PStDev Time	—	—	1.13d	—	—	—	0.00d	—	0.00d	0.00d	0.03d	—	0.10d

ccTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Processing Time	—	21.04d	—	—	—	—	73.14d	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	1	0	0	0	0	1	0	0	0	0	0	0
Mean Time	—	21.04d	—	—	—	—	73.14d	—	—	—	—	—	—
Shortest Time	—	21.04d	—	—	—	—	73.14d	—	—	—	—	—	—
Longest Time	—	21.04d	—	—	—	—	73.14d	—	—	—	—	—	—
Median Time	—	21.04d	—	—	—	—	73.14d	—	—	—	—	—	—
PStDev Time	—	0.00d	—	—	—	—	0.00d	—	—	—	—	—	—

Other Changes	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Processing Time	0.57d	2.85d	0.08d	0.08d	0.65d	—	0.12d	0.16d	0.64d	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	1	2	1	2	2	0	2	1	5	0	0	0	0
Mean Time	0.57d	2.14d	0.08d	0.06d	0.37d	—	0.12d	0.16d	0.18d	—	—	—	—
Shortest Time	0.57d	1.44d	0.08d	0.04d	0.08d	—	0.11d	0.16d	0.03d	—	—	—	—
Longest Time	0.57d	2.85d	0.08d	0.08d	0.65d	—	0.12d	0.16d	0.64d	—	—	—	—
Median Time	0.57d	2.14d	0.08d	0.06d	0.37d	—	0.12d	0.16d	0.07d	—	—	—	—
PStDev Time	0.00d	0.70d	0.00d	0.02d	0.28d	—	0.00d	0.00d	0.23d	—	—	—	—

## Third Party Approval

Time for third party review of request (e.g. by ICANN Board of Directors, PTI Board or other relevant verification parties).

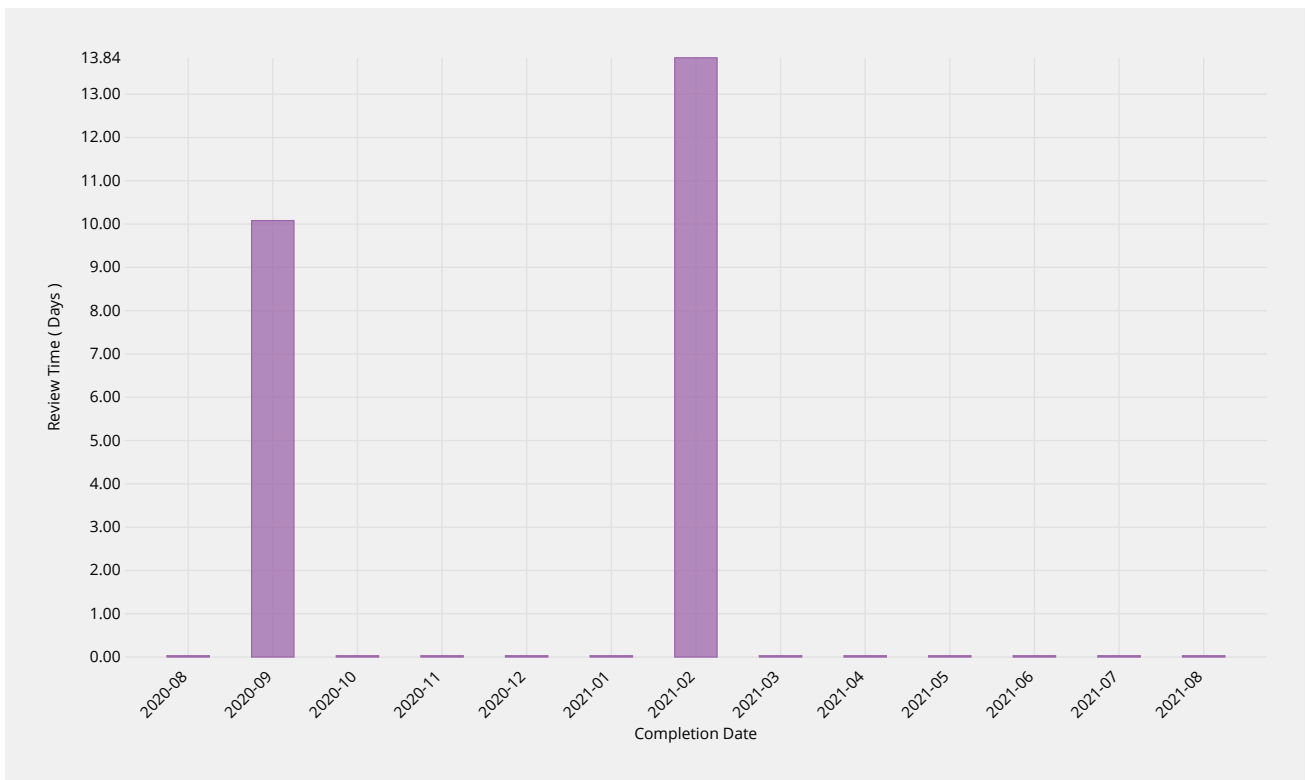


ccTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Processing Time	—	10.91d	—	—	—	—	36.73d	—	—	—	—	—	—
Request Count	0	1	0	0	0	0	1	0	0	0	0	0	0
Mean Time	—	10.91d	—	—	—	—	36.73d	—	—	—	—	—	—
Shortest Time	—	10.91d	—	—	—	—	36.73d	—	—	—	—	—	—
Longest Time	—	10.91d	—	—	—	—	36.73d	—	—	—	—	—	—
Median Time	—	10.91d	—	—	—	—	36.73d	—	—	—	—	—	—
PStDev Time	—	0.00d	—	—	—	—	0.00d	—	—	—	—	—	—

## ccTLD Creation/Transfer

### Submission Review

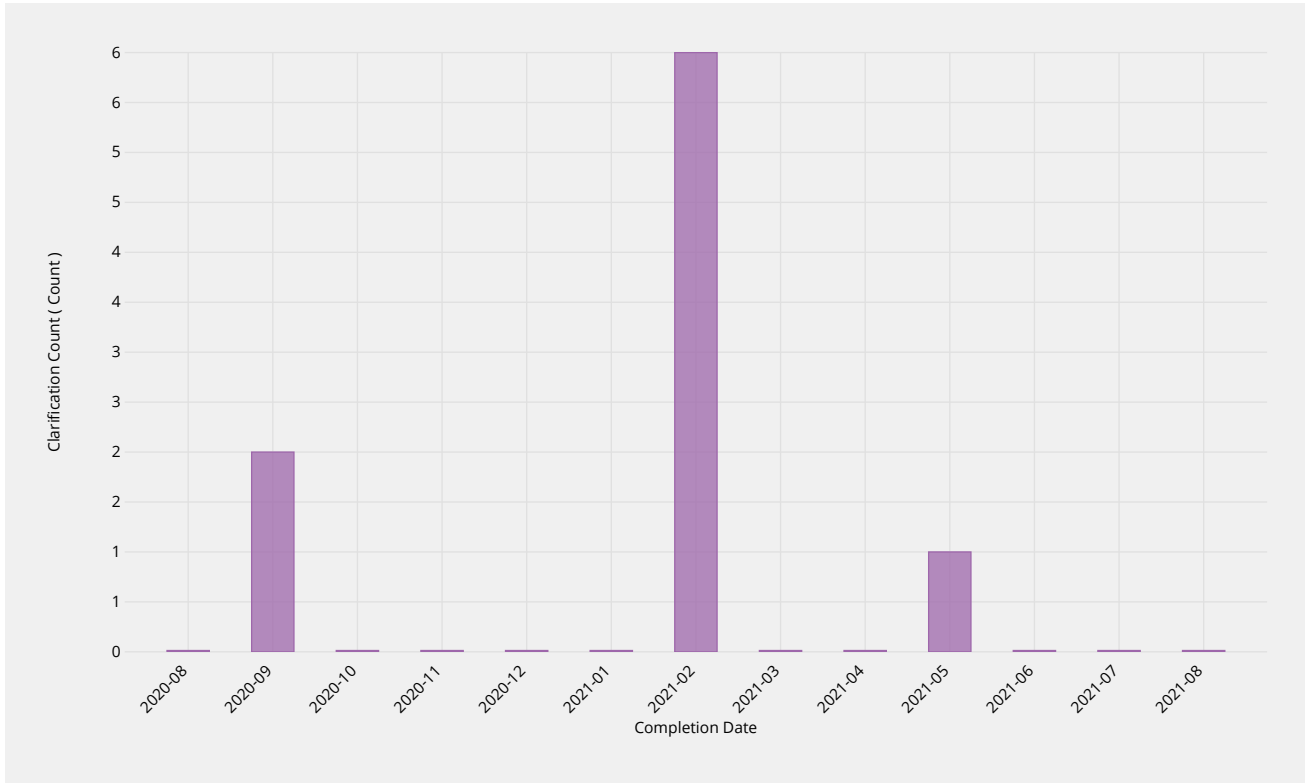
Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.



Staff Review	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Review Time	—	10.08d	—	—	—	—	13.84d	—	—	—	—	—	—
Monthly Threshold	14d	14d	14d	14d	14d	14d	14d	14d	14d	14d	14d	14d	14d
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%
Review Count	0	2	0	0	0	0	7	0	0	0	0	0	0
Mean Time	—	5.04d	—	—	—	—	7.56d	—	—	—	—	—	—
Shortest Time	—	0.00d	—	—	—	—	0.00d	—	—	—	—	—	—
Longest Time	—	10.08d	—	—	—	—	13.84d	—	—	—	—	—	—
Median Time	—	5.04d	—	—	—	—	11.34d	—	—	—	—	—	—
PStDev Time	—	5.04d	—	—	—	—	6.04d	—	—	—	—	—	—

## Requester Clarification

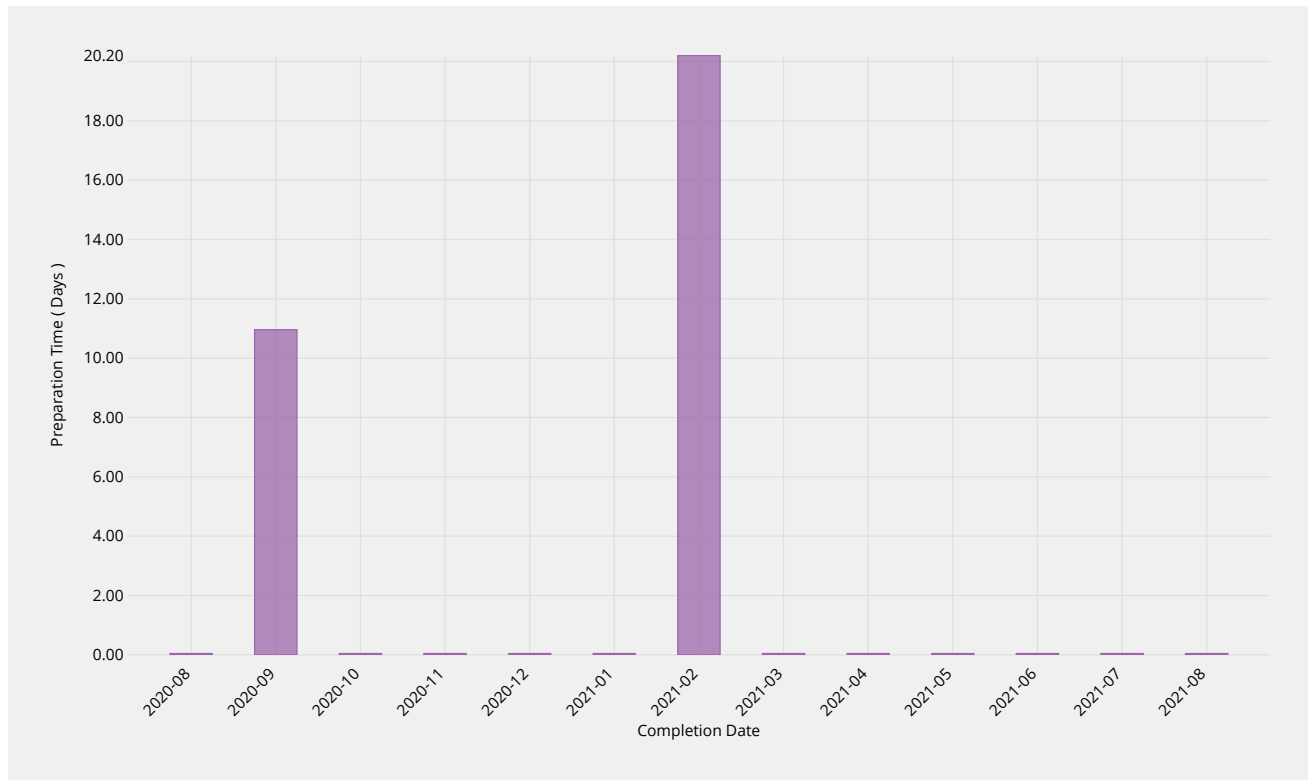
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Clarification Count	—	2	—	—	—	—	6	—	0	1	—	—	—
Request Count	0	1	0	0	0	0	1	0	1	1	0	0	0
Lowest Count	—	2	—	—	—	—	6	—	0	1	—	—	—
Highest Count	—	2	—	—	—	—	6	—	0	1	—	—	—

## Report Preparation

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



Report Preparation	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Preparation Time	—	10.96d	—	—	—	—	20.20d	—	—	—	—	—	—
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	1	0	0	0	0	1	0	0	0	0	0	0
Mean Time	—	10.96d	—	—	—	—	20.20d	—	—	—	—	—	—
Shortest Time	—	10.96d	—	—	—	—	20.20d	—	—	—	—	—	—
Longest Time	—	10.96d	—	—	—	—	20.20d	—	—	—	—	—	—
Median Time	—	10.96d	—	—	—	—	20.20d	—	—	—	—	—	—
PStDev Time	—	0.00d	—	—	—	—	0.00d	—	—	—	—	—	—

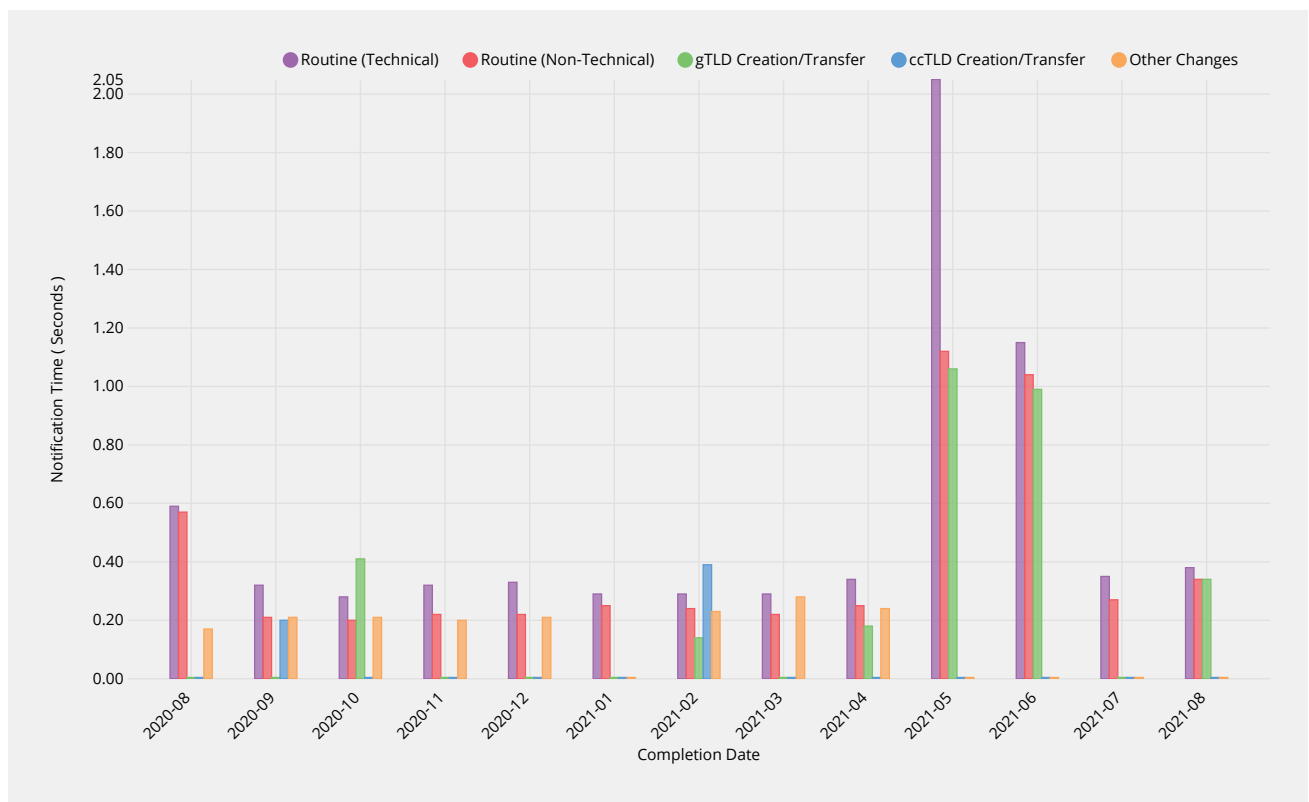


ccTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Publication Count	0	0	0	0	0	0	1	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	5.91h	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	5.91h	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	5.91h	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	5.91h	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	0.00h	—	—	—	—	—	—

Other Changes	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Publication Time	2.25h	5.50h	2.08h	2.45h	17.00h	—	20.54h	25.31h	3.41h	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	1	2	1	2	2	0	2	1	4	0	0	0	0
Mean Time	2.25h	5.26h	2.08h	2.18h	11.62h	—	20.54h	25.31h	3.28h	—	—	—	—
Shortest Time	2.25h	5.03h	2.08h	1.91h	6.24h	—	20.53h	25.31h	3.20h	—	—	—	—
Longest Time	2.25h	5.50h	2.08h	2.45h	17.00h	—	20.54h	25.31h	3.41h	—	—	—	—
Median Time	2.25h	5.26h	2.08h	2.18h	11.62h	—	20.54h	25.31h	3.25h	—	—	—	—
PStDev Time	0.00h	0.24h	0.00h	0.27h	5.38h	—	0.00h	0.00h	0.09h	—	—	—	—

## Notification of Completion

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



Routine (Technical)	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Notification Time	0.59s	0.32s	0.28s	0.32s	0.33s	0.29s	0.29s	0.29s	0.34s	2.05s	1.15s	0.35s	0.38s
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	30	63	141	134	53	49	47	60	20	42	34	268	16
Mean Time	0.26s	0.19s	0.18s	0.18s	0.19s	0.21s	0.17s	0.19s	0.23s	1.07s	0.35s	0.19s	0.22s
Shortest Time	0.12s	0.13s	0.12s	0.12s	0.12s	0.13s	0.12s	0.13s	0.15s	0.16s	0.14s	0.13s	0.13s
Longest Time	0.64s	0.36s	0.45s	0.43s	0.40s	1.29s	0.32s	0.35s	0.37s	2.11s	2.00s	0.49s	0.39s
Median Time	0.22s	0.16s	0.17s	0.16s	0.16s	0.19s	0.17s	0.17s	0.21s	1.04s	0.20s	0.17s	0.17s
PStDev Time	0.13s	0.06s	0.06s	0.06s	0.06s	0.16s	0.05s	0.05s	0.06s	0.61s	0.41s	0.07s	0.09s

Routine (Non-Technical)	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Notification Time	0.57s	0.21s	0.20s	0.22s	0.22s	0.25s	0.24s	0.22s	0.25s	1.12s	1.04s	0.27s	0.34s
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	14	19	202	59	24	37	30	46	12	216	216	22	14
Mean Time	0.26s	0.16s	0.15s	0.17s	0.18s	0.35s	0.19s	0.18s	0.20s	0.93s	0.40s	0.19s	0.20s
Shortest Time	0.13s	0.14s	0.12s	0.13s	0.14s	0.14s	0.13s	0.13s	0.16s	0.19s	0.12s	0.14s	0.14s
Longest Time	0.59s	0.22s	0.26s	0.24s	0.23s	6.27s	0.24s	0.35s	0.28s	1.70s	8.28s	0.34s	0.43s
Median Time	0.18s	0.15s	0.15s	0.17s	0.17s	0.19s	0.18s	0.18s	0.19s	0.93s	0.15s	0.17s	0.16s
PStDev Time	0.17s	0.02s	0.02s	0.03s	0.03s	0.99s	0.03s	0.04s	0.03s	0.15s	0.66s	0.05s	0.08s

gTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Notification Time	—	—	0.41s	—	—	—	0.14s	—	0.18s	1.06s	0.99s	—	0.34s
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	0	3	0	0	0	1	0	5	1	46	0	12
Mean Time	—	—	0.29s	—	—	—	0.14s	—	0.16s	1.06s	0.83s	—	0.21s
Shortest Time	—	—	0.18s	—	—	—	0.14s	—	0.12s	1.06s	0.14s	—	0.14s
Longest Time	—	—	0.42s	—	—	—	0.14s	—	0.18s	1.06s	1.07s	—	0.36s
Median Time	—	—	0.26s	—	—	—	0.14s	—	0.16s	1.06s	0.92s	—	0.15s
PStDev Time	—	—	0.10s	—	—	—	0.00s	—	0.02s	0.00s	0.26s	—	0.08s

ccTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Notification Time	—	0.20s	—	—	—	—	0.39s	—	—	—	—	—	—
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	1	0	0	0	0	1	0	0	0	0	0	0
Mean Time	—	0.20s	—	—	—	—	0.39s	—	—	—	—	—	—
Shortest Time	—	0.20s	—	—	—	—	0.39s	—	—	—	—	—	—
Longest Time	—	0.20s	—	—	—	—	0.39s	—	—	—	—	—	—
Median Time	—	0.20s	—	—	—	—	0.39s	—	—	—	—	—	—
PStDev Time	—	0.00s	—	—	—	—	0.00s	—	—	—	—	—	—

Other Changes	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Notification Time	0.17s	0.21s	0.21s	0.20s	0.21s	—	0.23s	0.28s	0.24s	—	—	—	—
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	1	2	1	2	2	0	2	1	5	0	0	0	0
Mean Time	0.17s	0.19s	0.21s	0.18s	0.19s	—	0.21s	0.28s	0.19s	—	—	—	—
Shortest Time	0.17s	0.17s	0.21s	0.15s	0.17s	—	0.18s	0.28s	0.14s	—	—	—	—
Longest Time	0.17s	0.21s	0.21s	0.20s	0.21s	—	0.23s	0.28s	0.24s	—	—	—	—
Median Time	0.17s	0.19s	0.21s	0.18s	0.19s	—	0.21s	0.28s	0.19s	—	—	—	—
PStDev Time	0.00s	0.02s	0.00s	0.03s	0.02s	—	0.02s	0.00s	0.04s	—	—	—	—





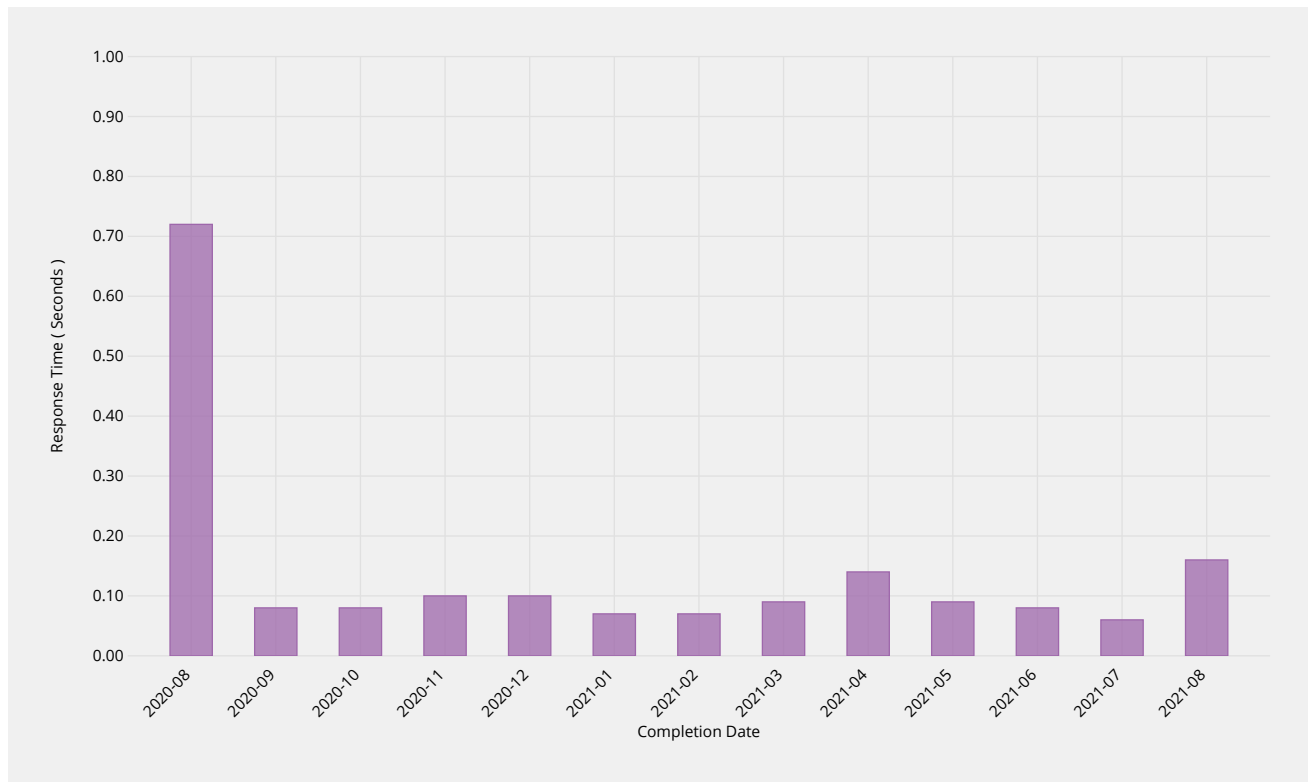






## Credential Recovery

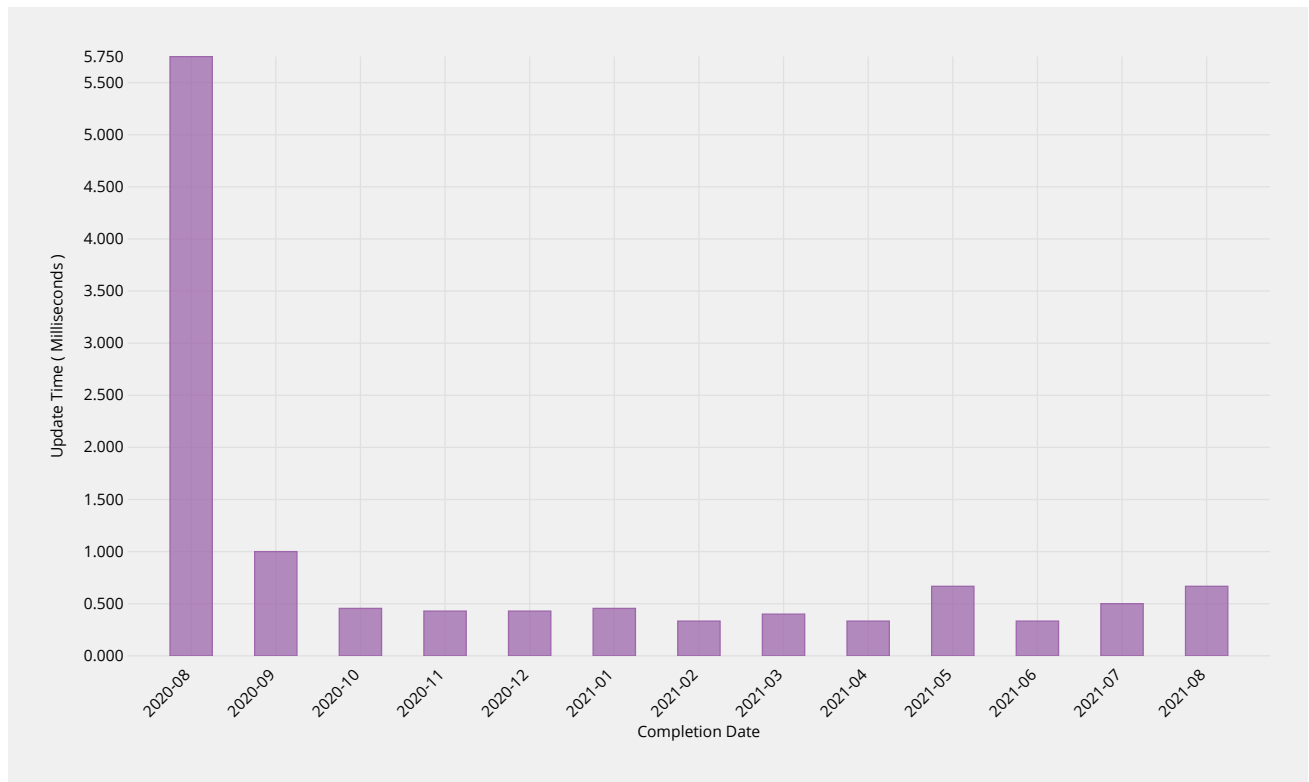
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Response Time	0.72s	0.08s	0.08s	0.10s	0.10s	0.07s	0.07s	0.09s	0.14s	0.09s	0.08s	0.06s	0.16s
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	5	3	12	7	8	11	5	6	7	5	11	2	7
Mean Time	0.31s	0.08s	0.05s	0.07s	0.06s	0.06s	0.06s	0.06s	0.08s	0.06s	0.05s	0.04s	0.11s
Shortest Time	0.07s	0.08s	0.01s	0.01s	0.05s	0.06s	0.05s	0.05s	0.05s	0.05s	0.01s	0.01s	0.05s
Longest Time	0.82s	0.08s	0.08s	0.10s	0.12s	0.07s	0.07s	0.09s	0.16s	0.10s	0.08s	0.06s	0.16s
Median Time	0.25s	0.08s	0.05s	0.06s	0.06s	0.07s	0.06s	0.06s	0.07s	0.06s	0.05s	0.04s	0.09s
PStDev Time	0.28s	0.00s	0.02s	0.03s	0.02s	0.01s	0.01s	0.01s	0.04s	0.02s	0.02s	0.02s	0.04s

## Credential Change

Time to implement new password within the system.

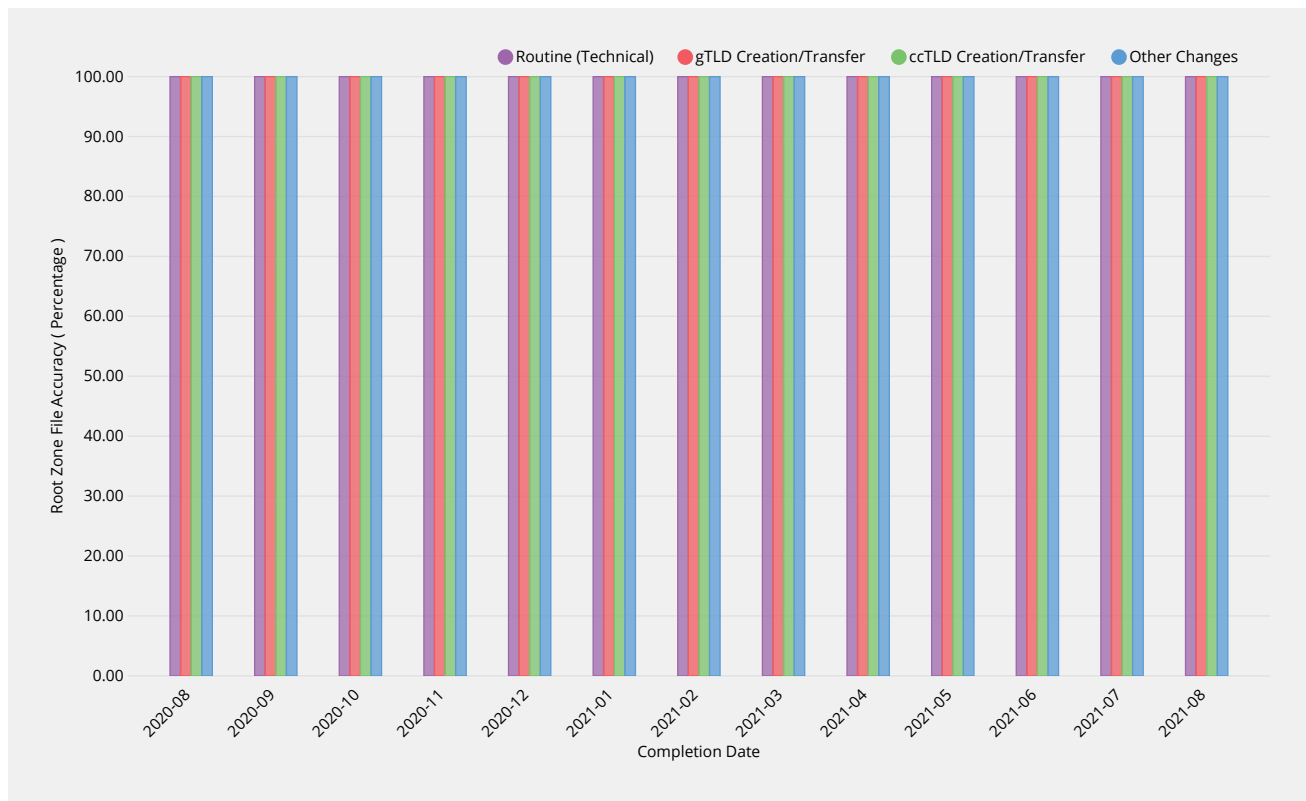


Credential Change	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Update Time	9.400ms	1.000ms	1.000ms	1.000ms	1.000ms	1.500ms	0.900ms	1.000ms	1.000ms	1.000ms	1.000ms	0.950ms	1.750ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	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	4	3	11	7	7	11	3	5	6	3	9	2	6
Mean Time	5.750ms	1.000ms	0.455ms	0.429ms	0.429ms	0.455ms	0.333ms	0.400ms	0.333ms	0.667ms	0.333ms	0.500ms	0.667ms
Shortest Time	1.000ms	1.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms
Longest Time	10.000ms	1.000ms	1.000ms	1.000ms	1.000ms	2.000ms	1.000ms	1.000ms	1.000ms	1.000ms	1.000ms	1.000ms	2.000ms
Median Time	6.000ms	1.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	1.000ms	0.000ms	0.500ms	0.500ms
PStDev Time	3.192ms	0.000ms	0.498ms	0.495ms	0.495ms	0.656ms	0.471ms	0.490ms	0.471ms	0.471ms	0.471ms	0.500ms	0.745ms

# Accuracy

## Root Zone File

Root zone file data published in the root zone matches that provided in the change request.



Routine (Technical)	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	30	63	141	134	53	49	47	60	20	42	34	269	16

gTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	3	0	0	0	1	0	5	1	46	0	12

ccTLD Creation/Transfer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	1	0	0	0	0	1	0	0	0	0	0	0

Other Changes	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	1	2	1	2	2	0	2	1	5	0	0	0	0



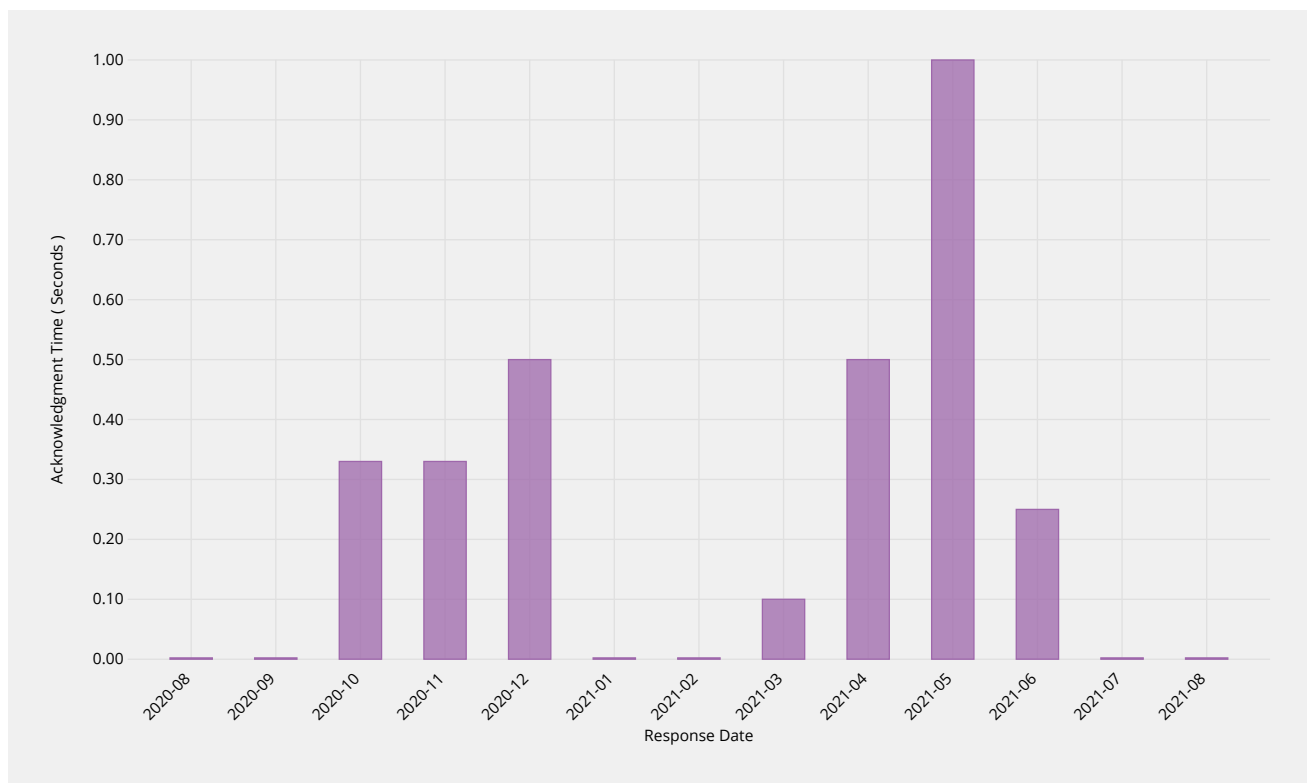


Other Changes	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Request Count	1	2	1	2	2	0	2	1	5	0	0	0	0

## Enquiry Processing

### Time to acknowledge

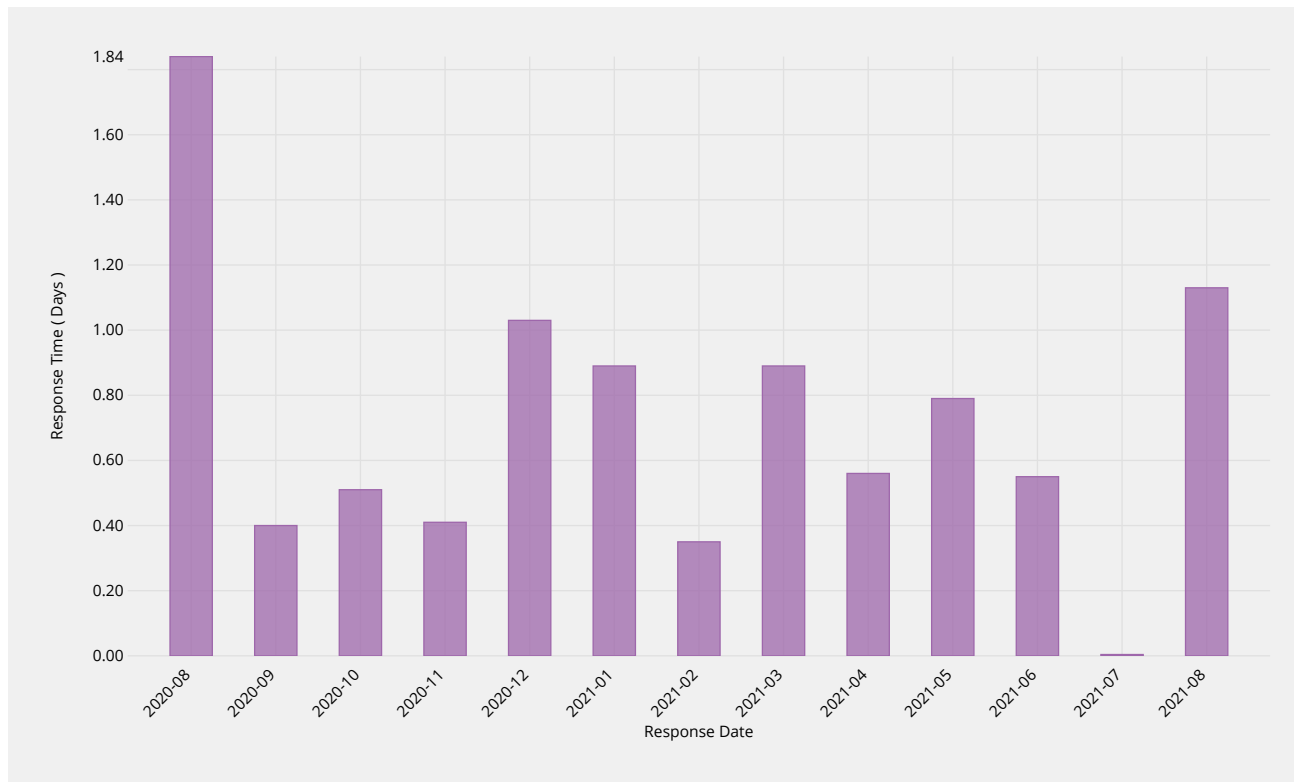
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Acknowledgment Time	0.00s	0.00s	1.00s	1.00s	0.95s	0.00s	0.00s	0.55s	0.95s	2.30s	0.85s	—	0.00s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	2	8	6	6	2	5	5	10	2	8	4	0	3
Mean Time	0.00s	0.00s	0.33s	0.33s	0.50s	0.00s	0.00s	0.10s	0.50s	1.00s	0.25s	—	0.00s
Shortest Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s
Longest Time	0.00s	0.00s	1.00s	1.00s	1.00s	0.00s	0.00s	1.00s	1.00s	3.00s	1.00s	—	0.00s
Median Time	0.00s	0.00s	0.00s	0.00s	0.50s	0.00s	0.00s	0.00s	0.50s	1.00s	0.00s	—	0.00s
PStDev Time	0.00s	0.00s	0.47s	0.47s	0.50s	0.00s	0.00s	0.30s	0.50s	0.87s	0.43s	—	0.00s

## Time to initial response

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

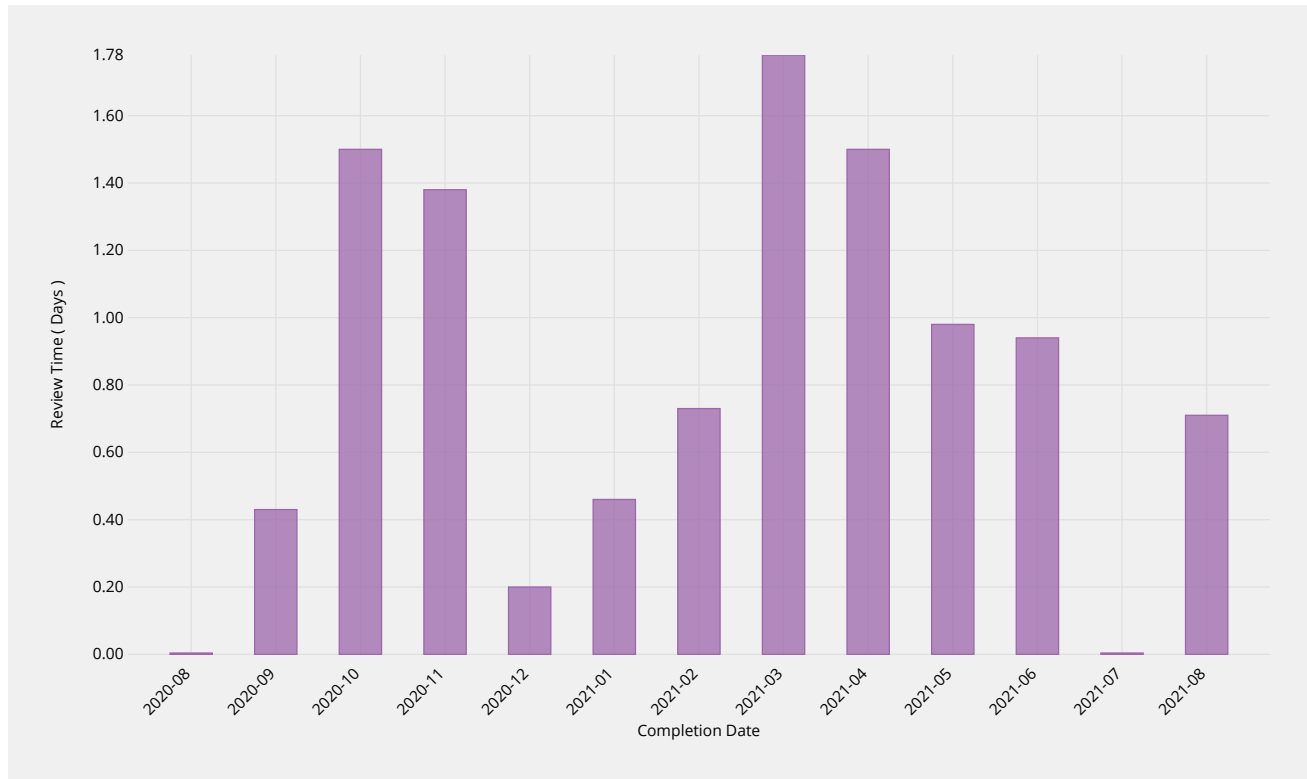


Manual Enquiries	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Response Time	3.48d	1.05d	1.32d	0.83d	1.03d	2.01d	0.47d	2.00d	0.62d	1.46d	0.80d	—	2.68d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	3	7	6	5	1	6	5	10	2	8	4	0	3
Mean Time	1.84d	0.40d	0.51d	0.41d	1.03d	0.89d	0.35d	0.89d	0.56d	0.79d	0.55d	—	1.13d
Shortest Time	0.47d	0.01d	0.01d	0.04d	1.03d	0.01d	0.24d	0.02d	0.49d	0.18d	0.26d	—	0.01d
Longest Time	4.12d	1.05d	1.99d	0.96d	1.03d	3.27d	0.52d	3.57d	0.64d	1.52d	0.88d	—	3.34d
Median Time	0.94d	0.19d	0.18d	0.27d	1.03d	0.63d	0.35d	0.59d	0.56d	0.58d	0.53d	—	0.04d
PStDev Time	1.62d	0.42d	0.70d	0.34d	0.00d	1.10d	0.10d	1.03d	0.07d	0.47d	0.23d	—	1.56d

## Label Generation Rulesets

### Review Time

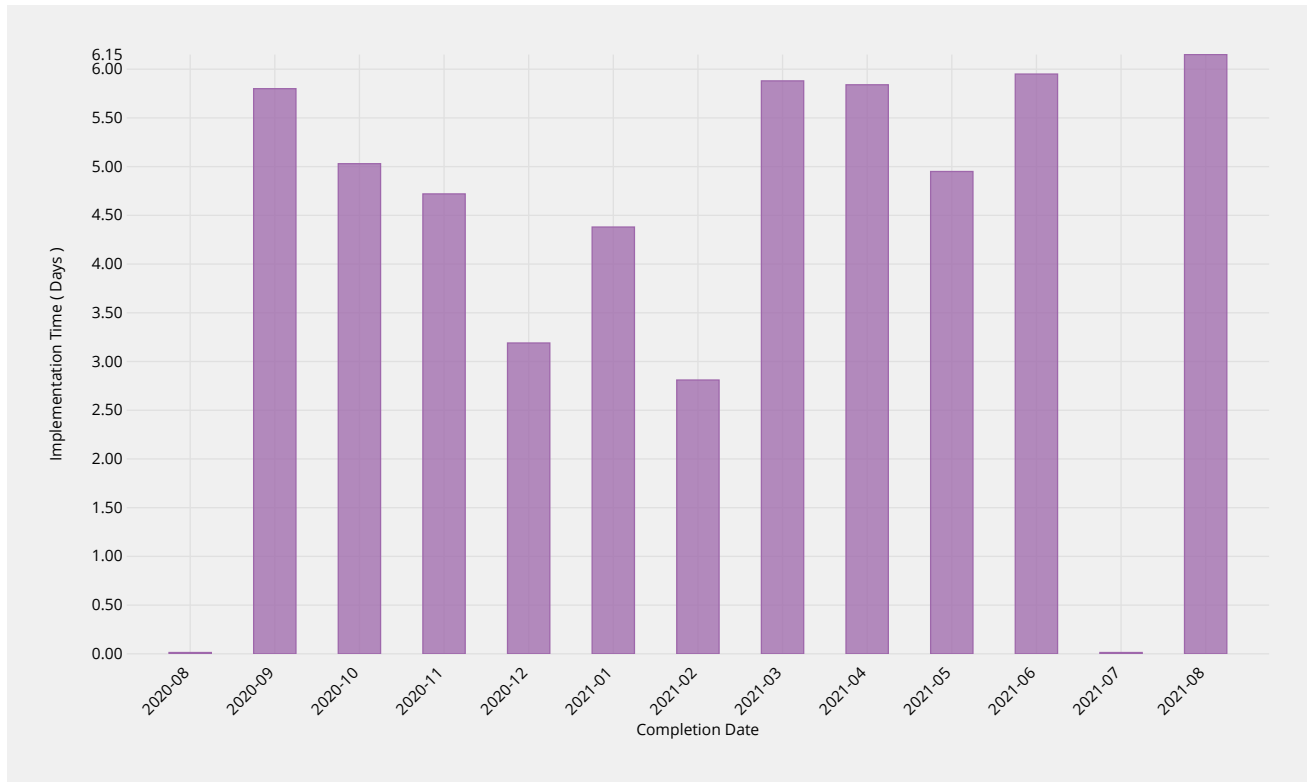
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Review Time	—	0.43d	1.50d	1.38d	0.20d	0.46d	0.73d	1.78d	1.50d	0.98d	0.94d	—	0.71d
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	6	2	3	1	1	3	9	11	18	9	0	5
Shortest Time	—	0.01d	0.42d	0.23d	0.20d	0.46d	0.29d	0.22d	0.17d	0.17d	0.08d	—	0.24d
Longest Time	—	0.76d	1.62d	1.58d	0.20d	0.46d	0.77d	1.81d	1.66d	4.40d	1.10d	—	0.71d
Median Time	—	0.08d	1.02d	0.59d	0.20d	0.46d	0.58d	1.01d	0.54d	0.94d	0.67d	—	0.49d
PStDev Time	—	0.26d	0.60d	0.57d	0.00d	0.00d	0.20d	0.56d	0.50d	0.86d	0.35d	—	0.18d

## Implementation Time

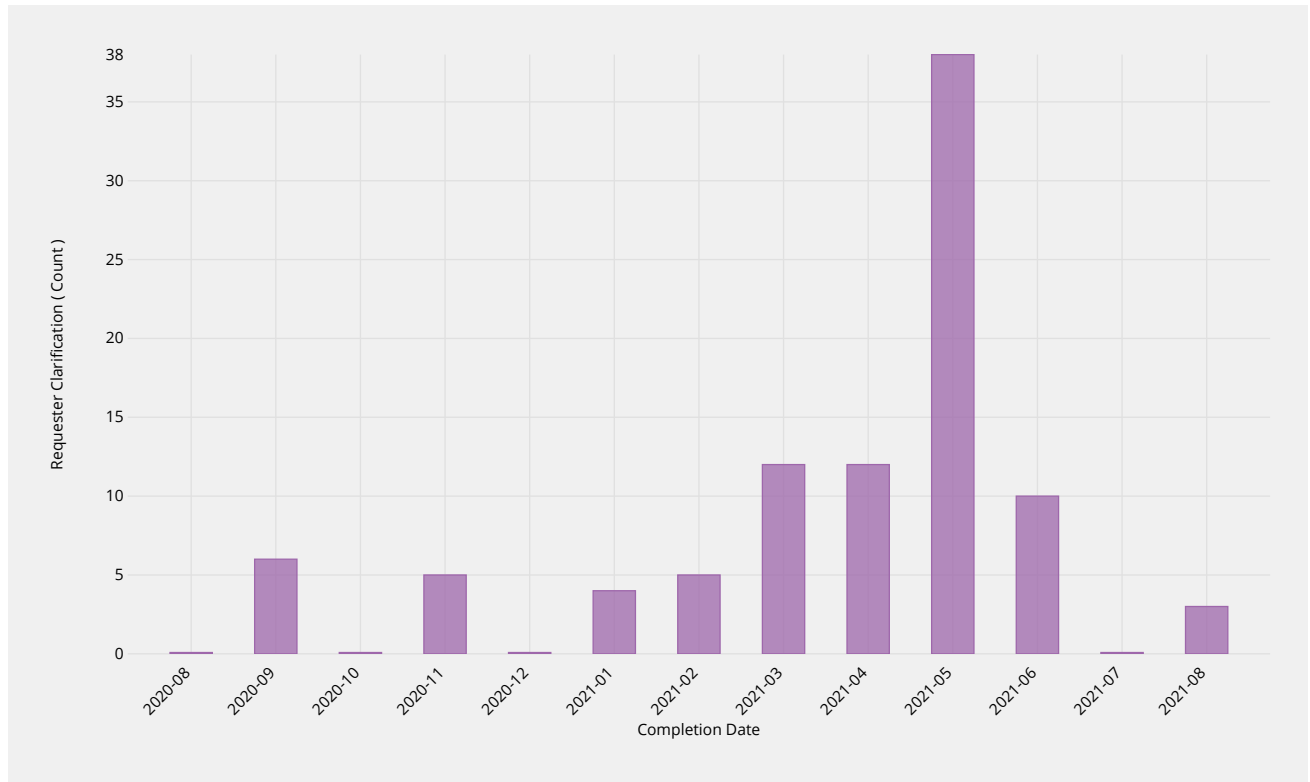
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Implementation Time	—	5.80d	5.03d	4.72d	3.19d	4.38d	2.81d	5.88d	5.84d	4.95d	5.95d	—	6.15d
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	6	2	3	1	2	3	10	10	18	9	0	5
Shortest Time	—	1.24d	0.87d	3.51d	3.19d	1.02d	0.03d	1.32d	1.07d	0.88d	2.91d	—	1.23d
Longest Time	—	5.80d	5.49d	4.91d	3.19d	4.75d	3.09d	6.15d	6.00d	5.94d	6.36d	—	6.15d
Median Time	—	2.38d	3.18d	3.96d	3.19d	2.88d	1.67d	2.93d	2.41d	2.51d	5.29d	—	6.13d
PStDev Time	—	1.97d	2.31d	0.58d	0.00d	1.87d	1.25d	1.57d	1.73d	1.24d	1.02d	—	2.39d

## Requester Clarification

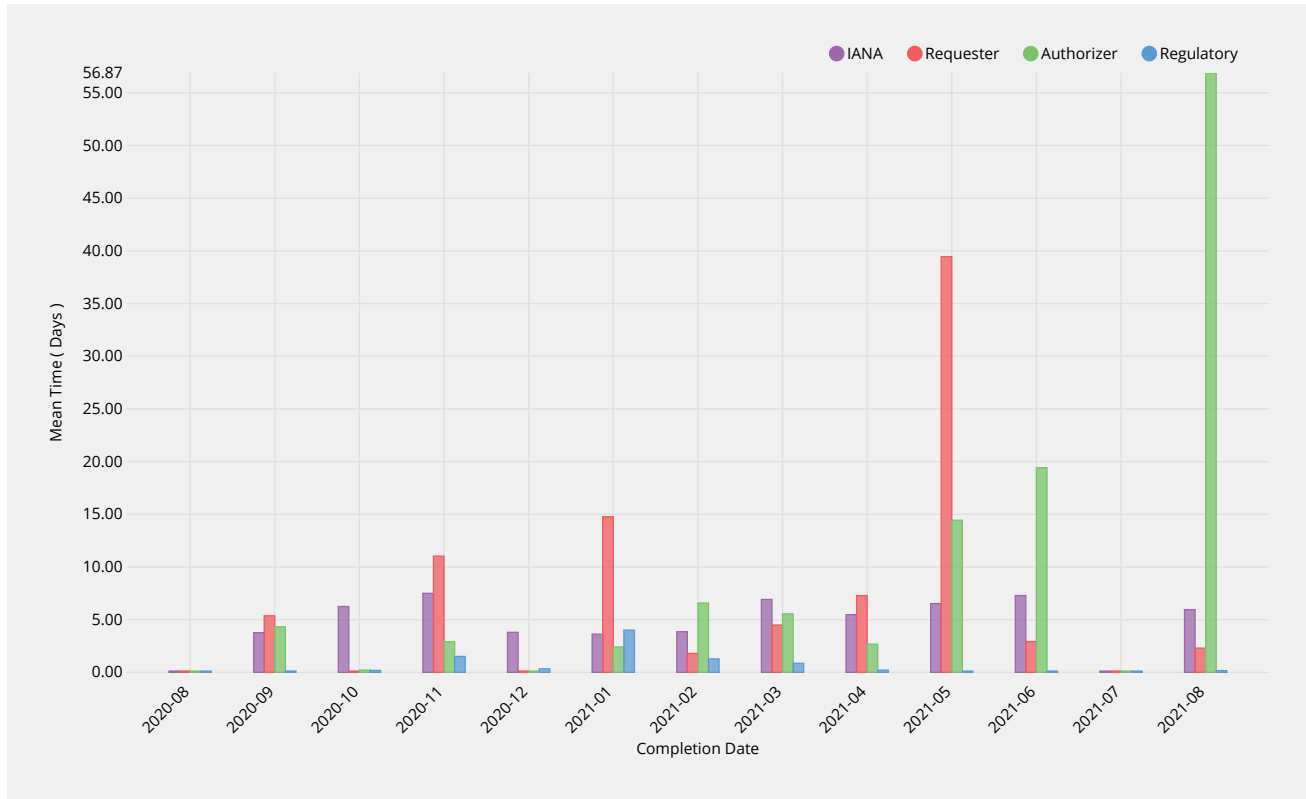
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Count	—	6	0	5	0	4	5	12	12	38	10	—	3
Request Count	0	6	2	3	1	2	3	10	11	19	9	0	5
Shortest Clarification	—	0	0	0	0	1	1	0	0	1	0	—	0
Longest Clarification	—	2	0	5	0	3	3	2	5	3	3	—	2

## Time per Actor

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



IANA	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Mean Time	—	3.77d	6.25d	7.50d	3.80d	3.63d	3.86d	6.92d	5.48d	6.53d	7.29d	—	5.95d
Review Count	0	6	2	3	1	2	3	10	11	18	9	0	5
Shortest Time	—	1.60d	5.74d	4.22d	3.80d	0.65d	2.35d	2.18d	2.32d	1.94d	3.42d	—	2.00d
Longest Time	—	6.16d	6.75d	9.65d	3.80d	6.61d	6.16d	10.10d	8.09d	7.48d	10.48d	—	8.27d
Median Time	—	3.54d	6.25d	8.65d	3.80d	3.63d	3.07d	7.75d	5.33d	7.02d	7.32d	—	8.10d
PStDev Time	—	1.89d	0.50d	2.36d	0.00d	2.98d	1.65d	2.49d	2.09d	1.25d	2.04d	—	2.80d

Requester	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Mean Time	—	5.37d	—	11.03d	—	14.77d	1.80d	4.49d	7.29d	39.46d	2.93d	—	2.30d
Review Count	0	4	0	1	0	2	3	8	8	19	7	0	2
Shortest Time	—	0.97d	—	11.03d	—	0.01d	0.14d	0.02d	0.02d	0.20d	0.20d	—	0.24d
Longest Time	—	9.77d	—	11.03d	—	29.54d	4.83d	17.25d	30.04d	53.08d	9.55d	—	4.36d
Median Time	—	5.37d	—	11.03d	—	14.77d	0.42d	3.30d	5.44d	47.19d	0.94d	—	2.30d
PStDev Time	—	4.40d	—	0.00d	—	14.77d	2.15d	5.50d	9.33d	17.22d	3.86d	—	2.06d

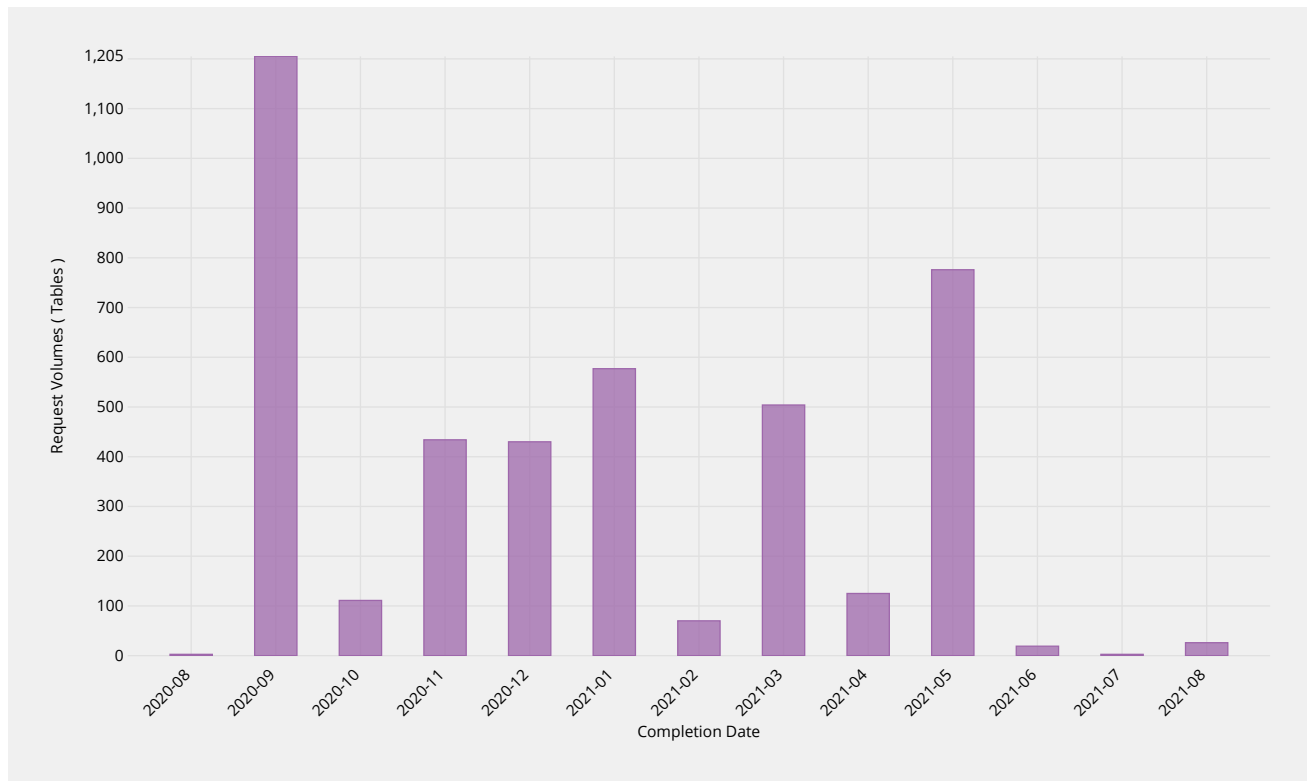
Authorizer	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Mean Time	—	4.32d	0.22d	2.90d	0.00d	2.41d	6.58d	5.55d	2.68d	14.44d	19.42d	—	56.87d
Review Count	0	6	2	3	1	2	3	10	9	19	9	0	5
Shortest Time	—	0.01d	0.10d	0.00d	0.00d	0.00d	0.01d	0.00d	0.07d	0.83d	0.37d	—	0.29d
Longest Time	—	9.74d	0.35d	8.30d	0.00d	4.83d	19.33d	25.88d	14.74d	34.02d	68.18d	—	140.16d
Median Time	—	2.89d	0.22d	0.40d	0.00d	2.41d	0.42d	1.29d	0.79d	12.87d	14.40d	—	3.26d
PStDev Time	—	3.97d	0.13d	3.82d	0.00d	2.41d	9.01d	7.88d	4.42d	7.39d	21.71d	—	68.01d

Regulatory	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Mean Time	—	0.07d	0.19d	1.51d	0.34d	4.01d	1.28d	0.86d	0.21d	0.08d	0.07d	—	0.17d
Review Count	0	6	2	3	1	2	3	10	10	19	9	0	5
Shortest Time	—	0.01d	0.01d	0.00d	0.34d	2.13d	0.02d	0.04d	0.00d	0.02d	0.01d	—	0.02d

Regulatory	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Longest Time	—	0.21d	0.38d	4.28d	0.34d	5.90d	2.87d	7.85d	1.11d	0.14d	0.12d	—	0.65d
Median Time	—	0.06d	0.19d	0.23d	0.34d	4.01d	0.95d	0.08d	0.06d	0.09d	0.07d	—	0.07d
PStDev Time	—	0.07d	0.18d	1.96d	0.00d	1.88d	1.19d	2.33d	0.35d	0.03d	0.04d	—	0.24d

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08
Total LGRs Processed	—	1205	111	434	430	577	70	504	125	776	19	—	26
Request Count	0	6	2	3	1	2	3	10	10	18	9	0	5
Average LGRs per Request	—	201	56	145	430	288	23	50	12	43	2	—	5
Smallest per Request	—	1	3	1	430	213	1	1	1	1	1	—	1
Largest per Request	—	975	108	432	430	364	52	368	51	546	4	—	17

# 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.