

# IANA Naming Function Monthly Performance Report

November 2022

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 2.97s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 3.29s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 2.31s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 1.15s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.16d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.87d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.25d	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 1.53m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 0.23m	p9
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p9
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 2.10m	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%)	✓ 0.67m	p11
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ 0.10m	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ —	p12
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 3.40ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 3.00ms	p13
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1.00ms	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%)	✓ 1.10ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.00ms	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.00ms	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.56d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.48d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	0.43d	p18
Validation and Reviews	Other Changes	N/A	0.05d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
<b>ccTLD Creation/Transfer</b>				
Submission Review	Staff Review	≤14d (100.0%)	✓ 0.42d	p19
Requester Clarification	Requester Clarification	N/A	0	p20
Report Preparation	Report Preparation	≤21d (100.0%)	✓ 0.00d	p21
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 35.45h	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%)	✓ 0.42h	p22
Root Zone Publication	Other Changes	N/A	0.56h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.69s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.47s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.43s	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.27s	p24
<b>System Availability</b>				
IANA Website	IANA Site Availability	N/A	—	p1
Root Zone Management System	RZM Availability	N/A	—	p1
Directory Service	WHOIS Availability	N/A	—	p1
Root Zone Service Level Dashboard	Dashboard Availability	N/A	—	p1
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.17s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.700ms	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%)	✓ 0.01d	p34
<b>Label Generation Rulesets</b>				
Review Time	Review Time	≤5d (90.0%)	✓ 0.41d	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 5.81d	p36
Requester Clarification	Requester Clarification	N/A	1	p37
Time per Actor	IANA	N/A	4.30d	p38
Time per Actor	Requester	N/A	4.02d	p38
Time per Actor	Authorizer	N/A	23.76d	p38
Time per Actor	Regulatory	N/A	0.05d	p38
Request Volumes	Request Volumes	N/A	9	p39

Percentage of SLA thresholds met of those defined

60 of 60 (100.0%)

## Exceptions and Narrative for Reporting Period

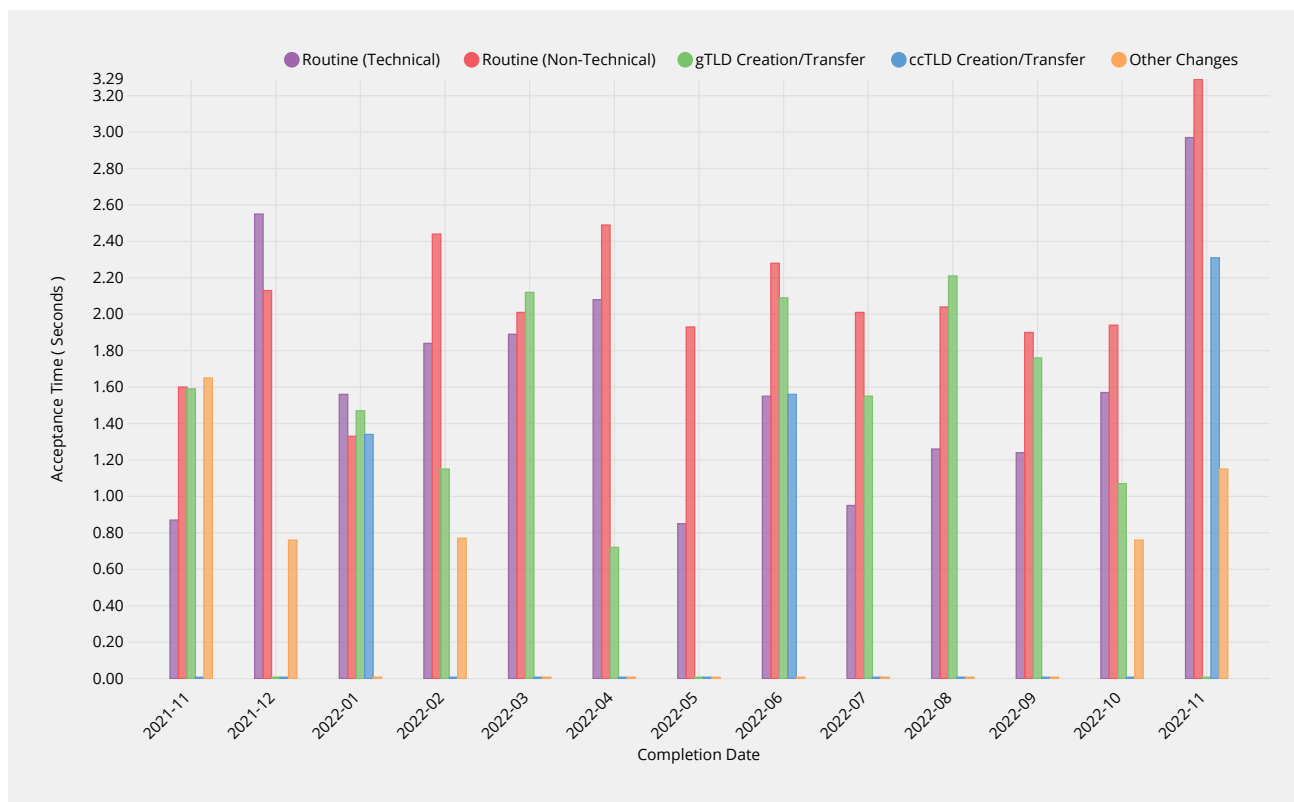
There were no exceptions for the reporting period.

# 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)	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Acceptance Time	0.87s	2.55s	1.56s	1.84s	1.89s	2.08s	0.85s	1.55s	0.95s	1.26s	1.24s	1.57s	2.97s
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	510	21	55	29	29	25	220	66	304	44	36	32	53
Mean Time	0.70s	1.18s	0.77s	0.97s	1.01s	0.99s	0.68s	0.76s	0.74s	0.89s	0.88s	0.92s	1.53s
Shortest Time	0.55s	0.56s	0.54s	0.55s	0.54s	0.56s	0.52s	0.54s	0.49s	0.64s	0.70s	0.52s	0.86s
Longest Time	4.47s	2.57s	2.19s	2.40s	1.99s	2.49s	1.69s	2.23s	2.27s	1.88s	1.80s	1.59s	4.07s
Median Time	0.67s	0.98s	0.66s	0.73s	0.71s	0.77s	0.65s	0.69s	0.70s	0.81s	0.80s	0.79s	1.25s
PStDev Time	0.24s	0.65s	0.32s	0.48s	0.48s	0.48s	0.16s	0.31s	0.19s	0.24s	0.24s	0.31s	0.69s

Routine (Non-Technical)	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Acceptance Time	1.60s	2.13s	1.33s	2.44s	2.01s	2.49s	1.93s	2.28s	2.01s	2.04s	1.90s	1.94s	3.29s
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	20	54	14	28	29	11	12	39	32	83	14	23	60
Mean Time	1.18s	1.58s	1.04s	1.40s	1.27s	1.55s	1.42s	1.59s	1.47s	1.49s	1.46s	1.98s	2.41s
Shortest Time	0.86s	0.80s	0.86s	0.94s	0.80s	1.08s	0.94s	0.93s	1.04s	1.05s	1.03s	0.90s	1.38s
Longest Time	1.61s	3.24s	1.38s	7.18s	2.18s	2.73s	2.05s	2.56s	2.12s	3.02s	1.97s	16.51s	3.64s
Median Time	1.15s	1.70s	1.01s	1.07s	1.24s	1.29s	1.46s	1.54s	1.44s	1.41s	1.44s	1.26s	2.39s
PStDev Time	0.21s	0.46s	0.14s	1.17s	0.35s	0.50s	0.32s	0.39s	0.28s	0.32s	0.27s	3.11s	0.50s

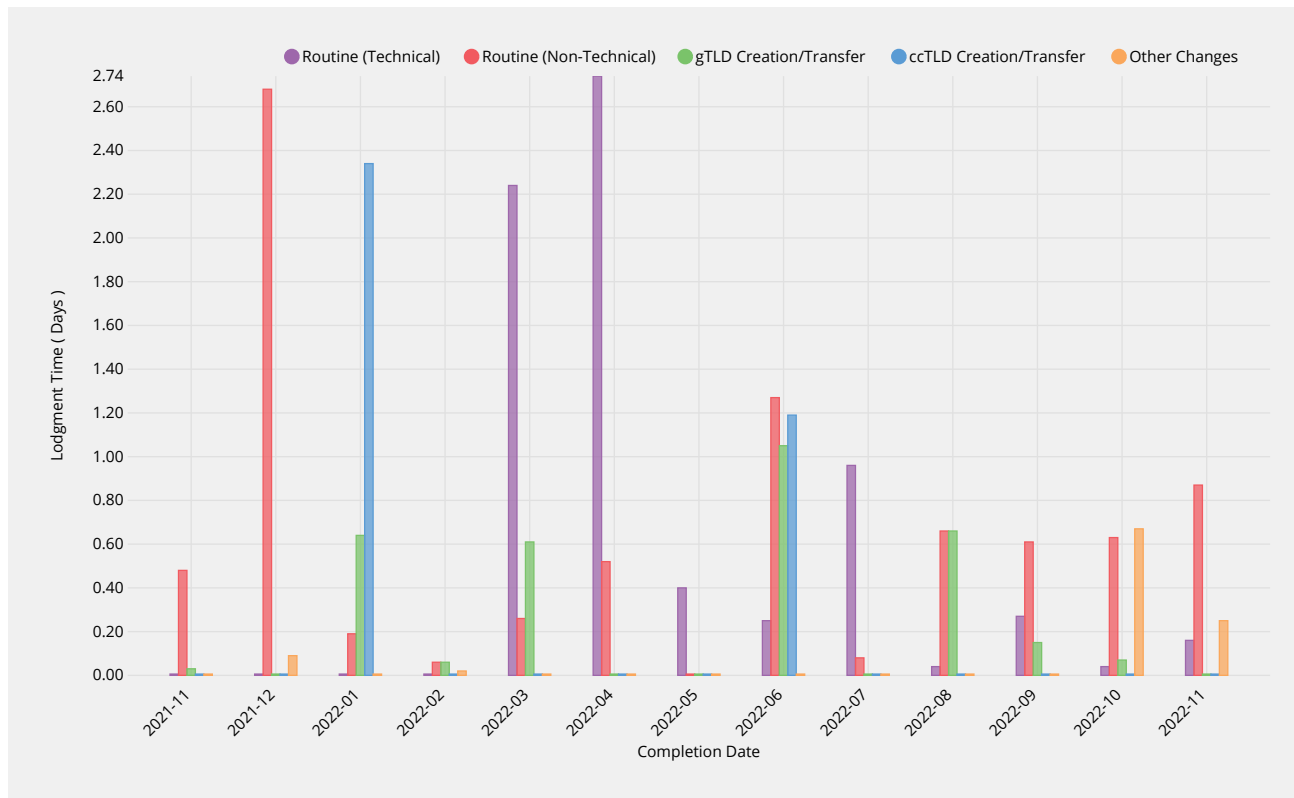
gTLD Creation/Transfer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Acceptance Time	1.59s	—	1.47s	1.15s	2.12s	0.72s	—	2.09s	1.55s	2.21s	1.76s	1.07s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	2	0	4	2	11	1	0	3	2	6	1	1	0
Mean Time	1.42s	—	1.30s	1.13s	1.31s	0.72s	—	1.63s	1.30s	1.47s	1.76s	1.07s	—
Shortest Time	1.23s	—	1.11s	1.11s	0.67s	0.72s	—	1.36s	1.01s	1.01s	1.76s	1.07s	—
Longest Time	1.61s	—	1.49s	1.15s	2.15s	0.72s	—	2.17s	1.58s	2.40s	1.76s	1.07s	—
Median Time	1.42s	—	1.30s	1.13s	1.23s	0.72s	—	1.38s	1.30s	1.25s	1.76s	1.07s	—
PStDev Time	0.19s	—	0.14s	0.02s	0.42s	0.00s	—	0.38s	0.29s	0.45s	0.00s	0.00s	—

ccTLD Creation/Transfer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Acceptance Time	—	—	1.34s	—	—	—	—	1.56s	—	—	—	—	2.31s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	1	0	0	0	0	2	0	0	0	0	2
Mean Time	—	—	1.34s	—	—	—	—	1.50s	—	—	—	—	2.25s
Shortest Time	—	—	1.34s	—	—	—	—	1.44s	—	—	—	—	2.19s
Longest Time	—	—	1.34s	—	—	—	—	1.56s	—	—	—	—	2.31s
Median Time	—	—	1.34s	—	—	—	—	1.50s	—	—	—	—	2.25s
PStDev Time	—	—	0.00s	—	—	—	—	0.06s	—	—	—	—	0.06s

Other Changes	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Acceptance Time	1.65s	0.76s	—	0.77s	—	—	—	—	—	—	—	0.76s	1.15s
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	7	0	2	0	0	0	0	0	0	0	2	1
Mean Time	1.65s	0.68s	—	0.71s	—	—	—	—	—	—	—	0.67s	1.15s
Shortest Time	1.65s	0.62s	—	0.65s	—	—	—	—	—	—	—	0.56s	1.15s
Longest Time	1.65s	0.79s	—	0.77s	—	—	—	—	—	—	—	0.77s	1.15s
Median Time	1.65s	0.67s	—	0.71s	—	—	—	—	—	—	—	0.67s	1.15s
PStDev Time	0.00s	0.05s	—	0.06s	—	—	—	—	—	—	—	0.10s	0.00s

## Manual Lodgment Time

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



Routine (Technical)	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Lodgment Time	—	—	—	—	2.24d	2.74d	0.40d	0.25d	0.96d	0.04d	0.27d	0.04d	0.16d
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	1	2	6	1	1	1	1	1	1
Mean Time	—	—	—	—	2.24d	1.63d	0.21d	0.25d	0.96d	0.04d	0.27d	0.04d	0.16d
Shortest Time	—	—	—	—	2.24d	0.39d	0.01d	0.25d	0.96d	0.04d	0.27d	0.04d	0.16d
Longest Time	—	—	—	—	2.24d	2.87d	0.44d	0.25d	0.96d	0.04d	0.27d	0.04d	0.16d
Median Time	—	—	—	—	2.24d	1.63d	0.25d	0.25d	0.96d	0.04d	0.27d	0.04d	0.16d
PStDev Time	—	—	—	—	0.00d	1.24d	0.15d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d

Routine (Non-Technical)	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Lodgment Time	0.48d	2.68d	0.19d	0.06d	0.26d	0.52d	—	1.27d	0.08d	0.66d	0.61d	0.63d	0.87d
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	3	2	1	1	2	4	0	3	5	5	3	1	9
Mean Time	0.48d	1.41d	0.19d	0.06d	0.22d	0.21d	—	0.62d	0.04d	0.36d	0.46d	0.63d	0.28d
Shortest Time	0.47d	0.00d	0.19d	0.06d	0.18d	0.01d	—	0.22d	0.02d	0.04d	0.27d	0.63d	0.02d
Longest Time	0.48d	2.82d	0.19d	0.06d	0.26d	0.57d	—	1.38d	0.08d	0.66d	0.63d	0.63d	1.01d
Median Time	0.47d	1.41d	0.19d	0.06d	0.22d	0.12d	—	0.24d	0.02d	0.23d	0.48d	0.63d	0.10d
PStDev Time	0.00d	1.41d	0.00d	0.00d	0.04d	0.22d	—	0.54d	0.03d	0.25d	0.15d	0.00d	0.34d

gTLD Creation/Transfer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Lodgment Time	0.03d	—	0.64d	0.06d	0.61d	—	—	1.05d	—	0.66d	0.15d	0.07d	—
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	0	2	1	1	0	0	2	0	3	1	1	0
Mean Time	0.03d	—	0.34d	0.06d	0.61d	—	—	0.80d	—	0.36d	0.15d	0.07d	—
Shortest Time	0.03d	—	0.01d	0.06d	0.61d	—	—	0.52d	—	0.14d	0.15d	0.07d	—
Longest Time	0.03d	—	0.67d	0.06d	0.61d	—	—	1.08d	—	0.70d	0.15d	0.07d	—

gTLD Creation/Transfer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Median Time	0.03d	—	0.34d	0.06d	0.61d	—	—	0.80d	—	0.25d	0.15d	0.07d	—
PStDev Time	0.00d	—	0.33d	0.00d	0.00d	—	—	0.28d	—	0.24d	0.00d	0.00d	—

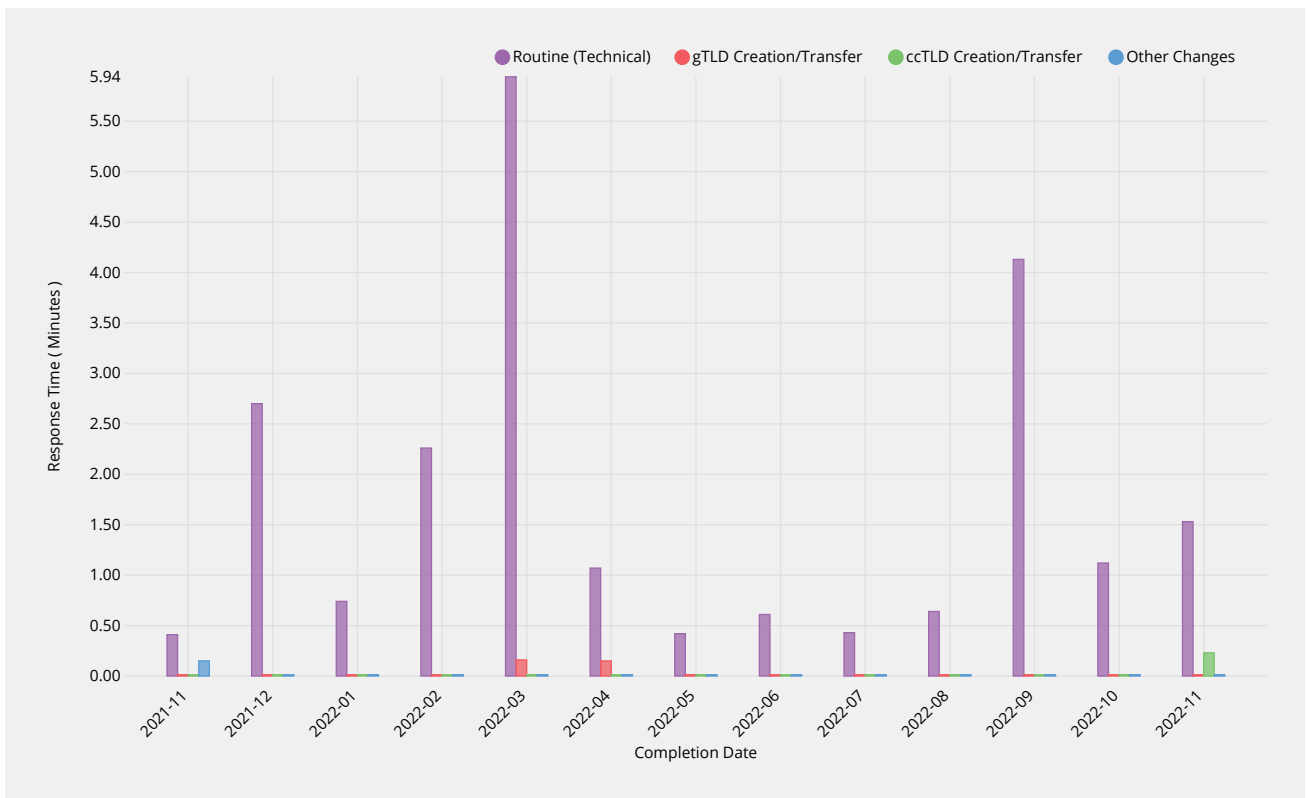
ccTLD Creation/Transfer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Lodgment Time	—	—	2.34d	—	—	—	—	1.19d	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	1	0	0	0	0	1	0	0	0	0	0
Mean Time	—	—	2.34d	—	—	—	—	1.19d	—	—	—	—	—
Shortest Time	—	—	2.34d	—	—	—	—	1.19d	—	—	—	—	—
Longest Time	—	—	2.34d	—	—	—	—	1.19d	—	—	—	—	—
Median Time	—	—	2.34d	—	—	—	—	1.19d	—	—	—	—	—
PStDev Time	—	—	0.00d	—	—	—	—	0.00d	—	—	—	—	—

Other Changes	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Lodgment Time	—	0.09d	—	0.02d	—	—	—	—	—	—	—	0.67d	0.25d
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	7	0	2	0	0	0	0	0	0	0	2	1
Mean Time	—	0.08d	—	0.02d	—	—	—	—	—	—	—	0.48d	0.25d
Shortest Time	—	0.04d	—	0.01d	—	—	—	—	—	—	—	0.26d	0.25d
Longest Time	—	0.09d	—	0.03d	—	—	—	—	—	—	—	0.69d	0.25d
Median Time	—	0.09d	—	0.02d	—	—	—	—	—	—	—	0.48d	0.25d
PStDev Time	—	0.02d	—	0.01d	—	—	—	—	—	—	—	0.22d	0.00d

## Technical Checks

### Technical Check (First)

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







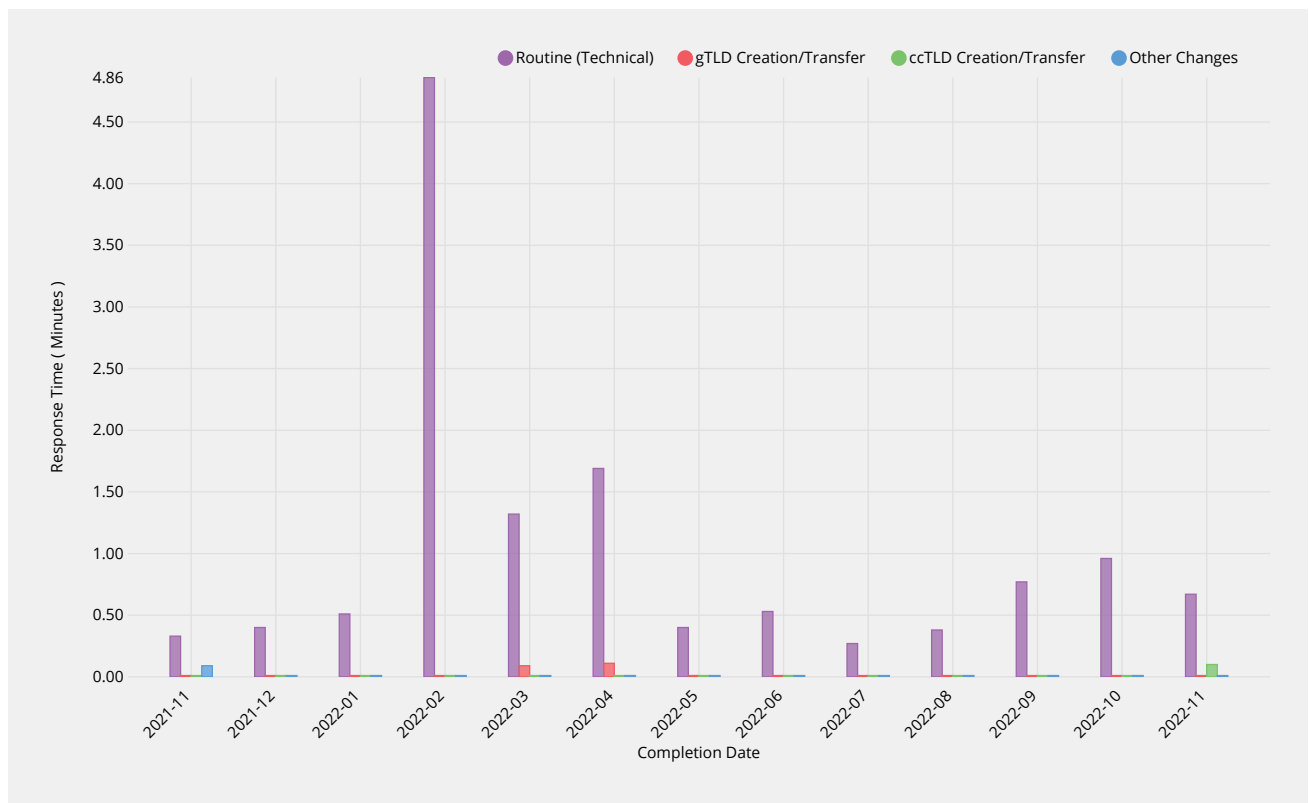


ccTLD Creation/Transfer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
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	—	—	—	—	—	—	—	—	—	—	—	—	—

## Technical Check (Supplemental)

Time to return results for performance of technical checks during Supplemental Technical Check phase.



Routine (Technical)	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Response Time	0.33m	0.40m	0.51m	4.86m	1.32m	1.69m	0.40m	0.53m	0.27m	0.38m	0.77m	0.96m	0.67m
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	528	22	75	44	32	23	220	76	333	56	35	30	75
Mean Time	0.17m	0.27m	0.22m	0.65m	0.31m	0.42m	0.15m	0.29m	0.13m	0.18m	0.26m	0.26m	0.28m
Shortest Time	0.04m	0.13m	0.06m	0.06m	0.06m	0.06m	0.06m	0.06m	0.05m	0.06m	0.06m	0.05m	0.06m
Longest Time	0.63m	0.56m	0.88m	4.93m	2.65m	2.67m	3.60m	3.86m	0.87m	0.62m	1.43m	1.09m	2.05m
Median Time	0.16m	0.29m	0.19m	0.16m	0.16m	0.18m	0.09m	0.10m	0.11m	0.13m	0.17m	0.13m	0.18m
PStDev Time	0.07m	0.10m	0.17m	1.38m	0.54m	0.61m	0.27m	0.61m	0.09m	0.11m	0.29m	0.27m	0.28m

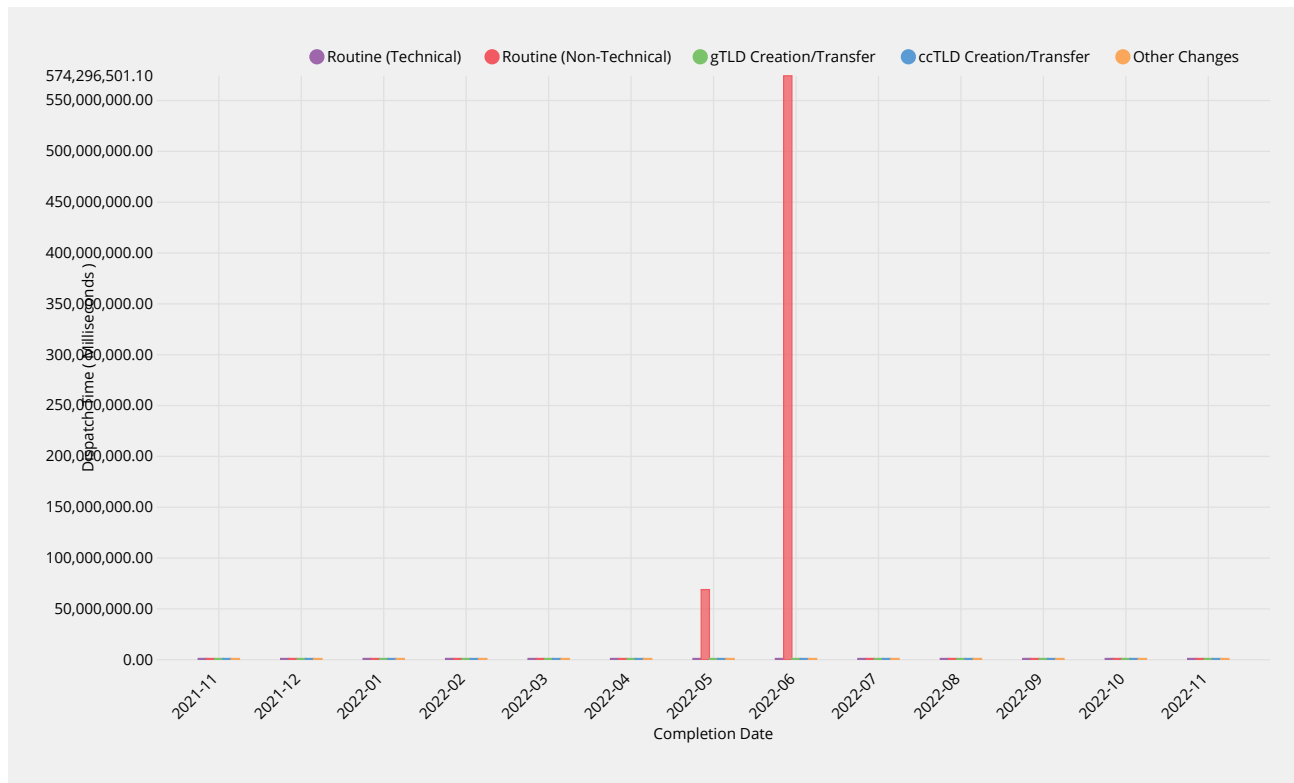
gTLD Creation/Transfer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Response Time	—	—	—	—	0.09m	0.11m	—	—	—	—	—	—	—



# Contact Confirmations

## Email Dispatch

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



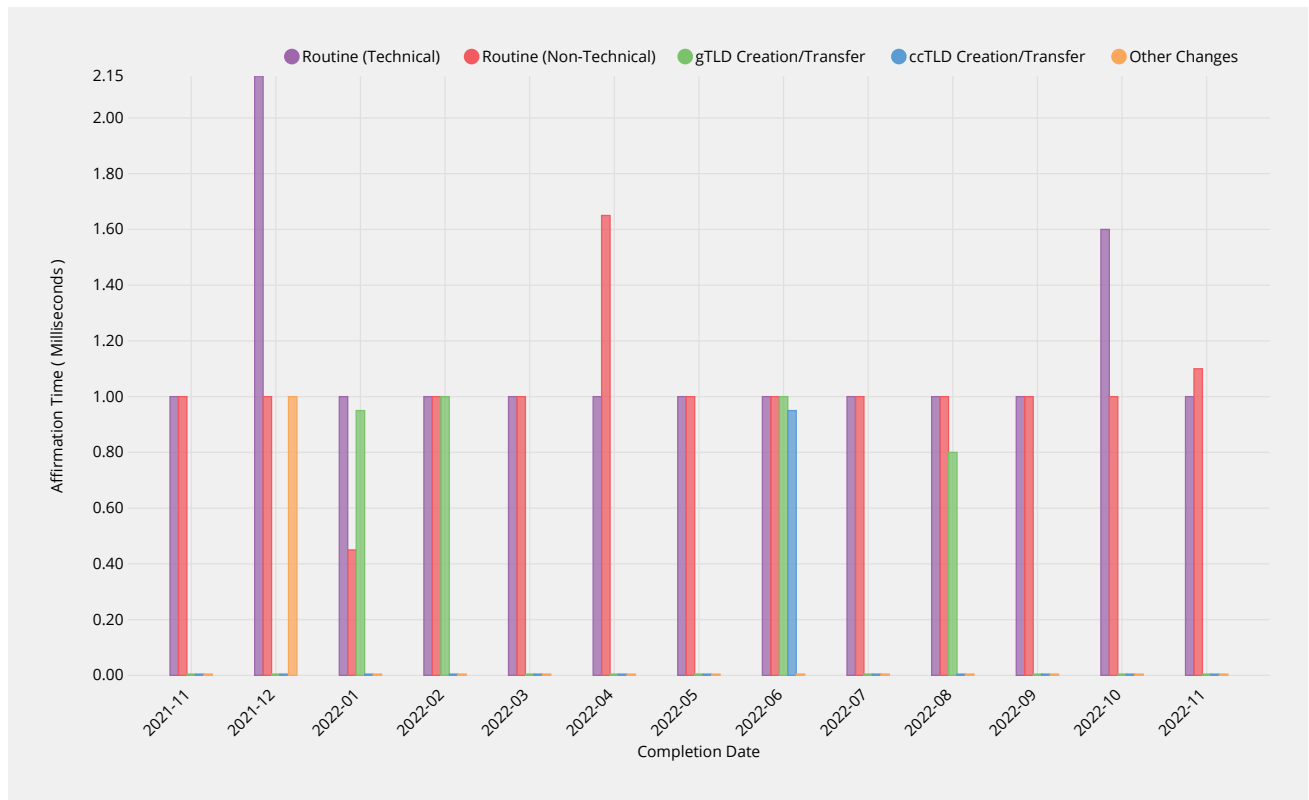
Routine (Technical)	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Dispatch Time	2.00ms	5.20ms	1.45ms	2.00ms	1.75ms	2.00ms	2.00ms	2.00ms	2.00ms	3.00ms	2.00ms	3.10ms	3.40ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	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	509	18	52	27	26	23	219	63	290	41	34	30	53
Mean Time	1.00ms	1.72ms	0.90ms	1.04ms	0.85ms	1.13ms	1.00ms	5597509.54ms	0.98ms	1.27ms	0.91ms	1.23ms	1.32ms
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	4.00ms	12.00ms	5.00ms	3.00ms	2.00ms	3.00ms	9.00ms	352643033.00ms	14.00ms	6.00ms	2.00ms	7.00ms	10.00ms
Median 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
PStDev Time	0.76ms	2.68ms	0.74ms	0.69ms	0.53ms	0.68ms	0.84ms	44074825.55ms	1.20ms	1.06ms	0.61ms	1.33ms	1.49ms

Routine (Non-Technical)	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Dispatch Time	2.10ms	2.00ms	3.00ms	3.00ms	3.20ms	5.00ms	68981689.10ms	574296501.10ms	2.45ms	2.00ms	2.00ms	1.90ms	3.00ms
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	20	54	14	28	29	11	12	39	32	83	14	23	60
Mean Time	1.55ms	1.17ms	1.29ms	1.54ms	1.59ms	2.09ms	12774387.92ms	69396578.77ms	1.47ms	1.27ms	1.29ms	1.00ms	1.58ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms
Longest Time	4.00ms	3.00ms	3.00ms	5.00ms	6.00ms	6.00ms	153292640.00ms	752305256.00ms	6.00ms	6.00ms	2.00ms	3.00ms	3.00ms



## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Affirmation Time	1.00ms	2.15ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.60ms	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	509	18	52	27	26	23	218	62	289	39	33	29	53
Mean Time	0.21ms	0.67ms	0.10ms	0.11ms	0.31ms	0.17ms	0.20ms	0.24ms	0.26ms	0.18ms	0.27ms	0.34ms	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	4.00ms	3.00ms	1.00ms	1.00ms	2.00ms	1.00ms	1.00ms	1.00ms	33.00ms	2.00ms	1.00ms	3.00ms	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	0.44ms	0.94ms	0.29ms	0.31ms	0.54ms	0.38ms	0.40ms	0.43ms	1.96ms	0.45ms	0.45ms	0.71ms	0.41ms

Routine (Non-Technical)	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Affirmation Time	1.00ms	1.00ms	0.45ms	1.00ms	1.00ms	1.65ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.10ms
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	19	49	12	28	26	8	10	33	28	81	9	21	59
Mean Time	0.11ms	0.18ms	0.08ms	0.36ms	0.15ms	0.62ms	0.30ms	0.27ms	0.14ms	0.22ms	0.44ms	0.10ms	0.49ms
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	5.00ms	1.00ms	2.00ms	1.00ms	2.00ms	1.00ms	1.00ms	2.00ms	4.00ms	1.00ms	1.00ms	10.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.31ms	0.75ms	0.28ms	0.55ms	0.36ms	0.70ms	0.46ms	0.45ms	0.44ms	0.63ms	0.50ms	0.29ms	1.36ms

gTLD Creation/Transfer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Affirmation Time	0.00ms	—	0.95ms	1.00ms	0.00ms	0.00ms	—	1.00ms	0.00ms	0.80ms	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	1	0	2	2	11	1	0	3	2	5	1	1	0
Mean Time	0.00ms	—	0.50ms	1.00ms	0.00ms	0.00ms	—	0.67ms	0.00ms	0.20ms	0.00ms	0.00ms	—
Shortest Time	0.00ms	—	0.00ms	1.00ms	0.00ms	0.00ms	—	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	—

gTLD Creation/Transfer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Longest Time	0.00ms	—	1.00ms	1.00ms	0.00ms	0.00ms	—	1.00ms	0.00ms	1.00ms	0.00ms	0.00ms	—
Median Time	0.00ms	—	0.50ms	1.00ms	0.00ms	0.00ms	—	1.00ms	0.00ms	0.00ms	0.00ms	0.00ms	—
PStDev Time	0.00ms	—	0.50ms	0.00ms	0.00ms	0.00ms	—	0.47ms	0.00ms	0.40ms	0.00ms	0.00ms	—

ccTLD Creation/Transfer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Affirmation Time	—	—	—	—	—	—	—	0.95ms	—	—	—	—	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	0	0	0	0	0	0	2	0	0	0	0	2
Mean Time	—	—	—	—	—	—	—	0.50ms	—	—	—	—	0.00ms
Shortest Time	—	—	—	—	—	—	—	0.00ms	—	—	—	—	0.00ms
Longest Time	—	—	—	—	—	—	—	1.00ms	—	—	—	—	0.00ms
Median Time	—	—	—	—	—	—	—	0.50ms	—	—	—	—	0.00ms
PStDev Time	—	—	—	—	—	—	—	0.50ms	—	—	—	—	0.00ms

Other Changes	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Affirmation Time	0.00ms	1.00ms	—	0.00ms	—	—	—	—	—	—	—	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	1	7	0	2	0	0	0	0	0	0	0	2	1
Mean Time	0.00ms	0.29ms	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms
Shortest Time	0.00ms	0.00ms	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms
Longest Time	0.00ms	1.00ms	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms
Median Time	0.00ms	0.00ms	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms
PStDev Time	0.00ms	0.45ms	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms





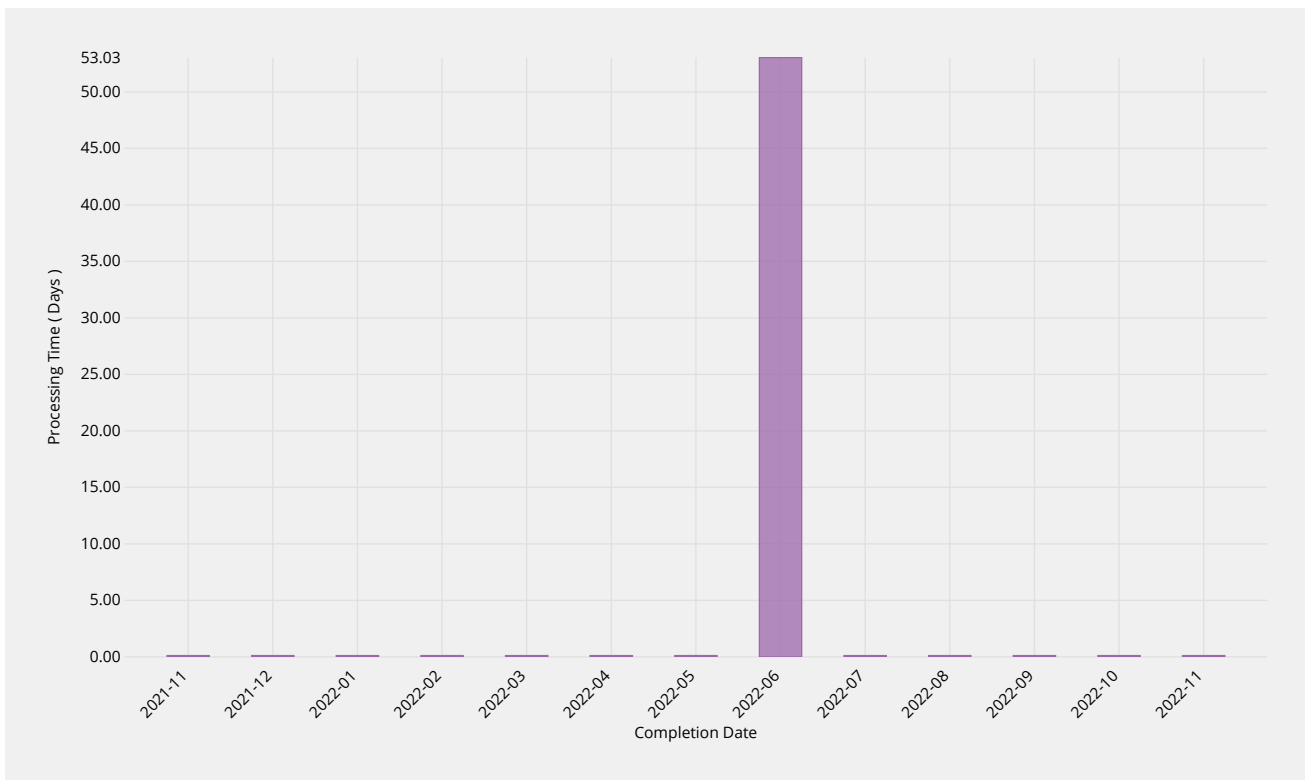
gTLD Creation/Transfer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Request Count	1	0	2	2	11	1	0	3	2	5	1	1	0
Mean Time	0.23d	—	0.01d	0.46d	0.15d	2.68d	—	0.07d	0.76d	0.10d	0.22d	0.70d	—
Shortest Time	0.23d	—	0.01d	0.24d	0.08d	2.68d	—	0.03d	0.76d	0.08d	0.22d	0.70d	—
Longest Time	0.23d	—	0.02d	0.67d	0.81d	2.68d	—	0.09d	0.76d	0.14d	0.22d	0.70d	—
Median Time	0.23d	—	0.01d	0.46d	0.08d	2.68d	—	0.08d	0.76d	0.09d	0.22d	0.70d	—
PStDev Time	0.00d	—	0.00d	0.21d	0.21d	0.00d	—	0.03d	0.00d	0.02d	0.00d	0.00d	—

ccTLD Creation/Transfer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Processing Time	—	—	—	—	—	—	—	48.67d	—	—	—	—	0.43d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	2	0	0	0	0	1
Mean Time	—	—	—	—	—	—	—	48.67d	—	—	—	—	0.43d
Shortest Time	—	—	—	—	—	—	—	48.67d	—	—	—	—	0.43d
Longest Time	—	—	—	—	—	—	—	48.67d	—	—	—	—	0.43d
Median Time	—	—	—	—	—	—	—	48.67d	—	—	—	—	0.43d
PStDev Time	—	—	—	—	—	—	—	0.00d	—	—	—	—	0.00d

Other Changes	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Processing Time	0.62d	1.58d	—	0.16d	—	—	—	—	—	—	—	1.39d	0.05d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	1	7	0	2	0	0	0	0	0	0	0	2	1
Mean Time	0.62d	0.26d	—	0.10d	—	—	—	—	—	—	—	0.71d	0.05d
Shortest Time	0.62d	0.04d	—	0.03d	—	—	—	—	—	—	—	0.04d	0.05d
Longest Time	0.62d	1.58d	—	0.16d	—	—	—	—	—	—	—	1.39d	0.05d
Median Time	0.62d	0.04d	—	0.10d	—	—	—	—	—	—	—	0.71d	0.05d
PStDev Time	0.00d	0.54d	—	0.07d	—	—	—	—	—	—	—	0.67d	0.00d

### Third Party Approval

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

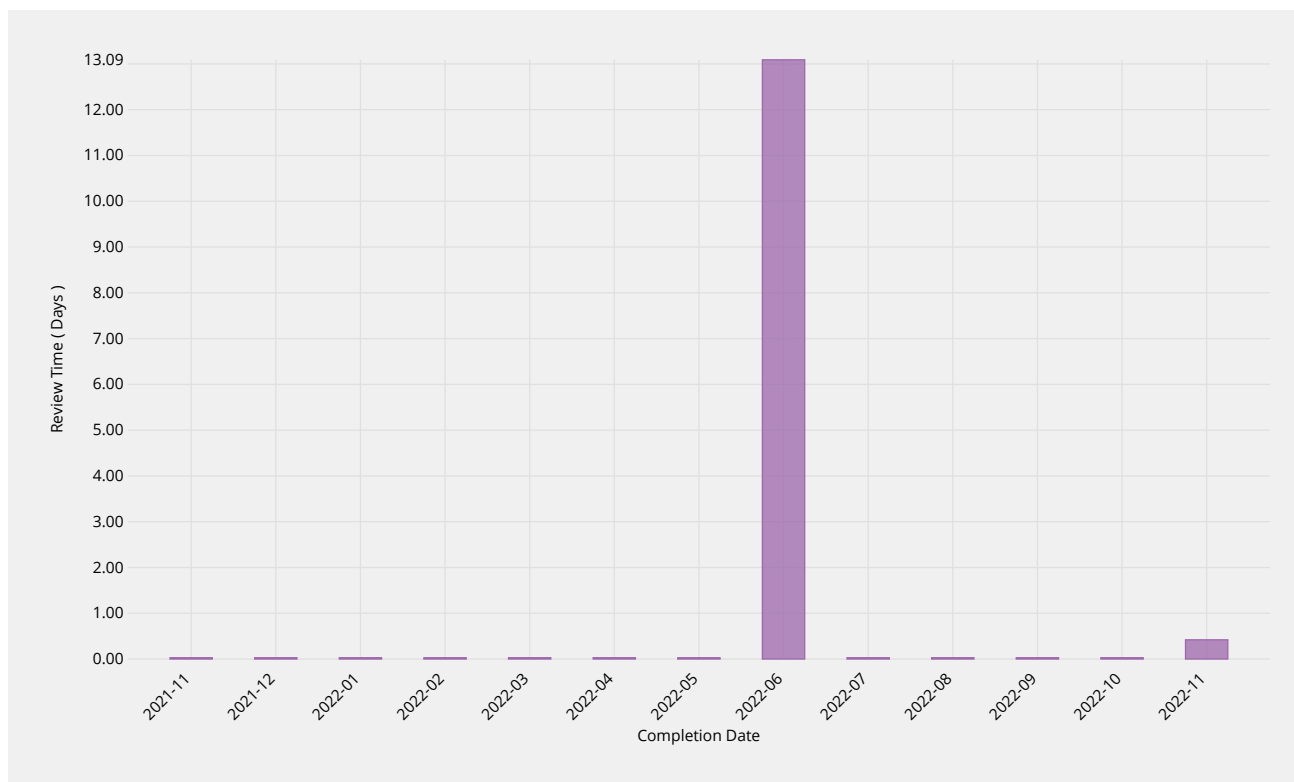


ccTLD Creation/Transfer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Processing Time	—	—	—	—	—	—	—	53.03d	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	2	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	53.03d	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	53.03d	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	53.03d	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	53.03d	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	0.00d	—	—	—	—	—

## ccTLD Creation/Transfer

### Submission Review

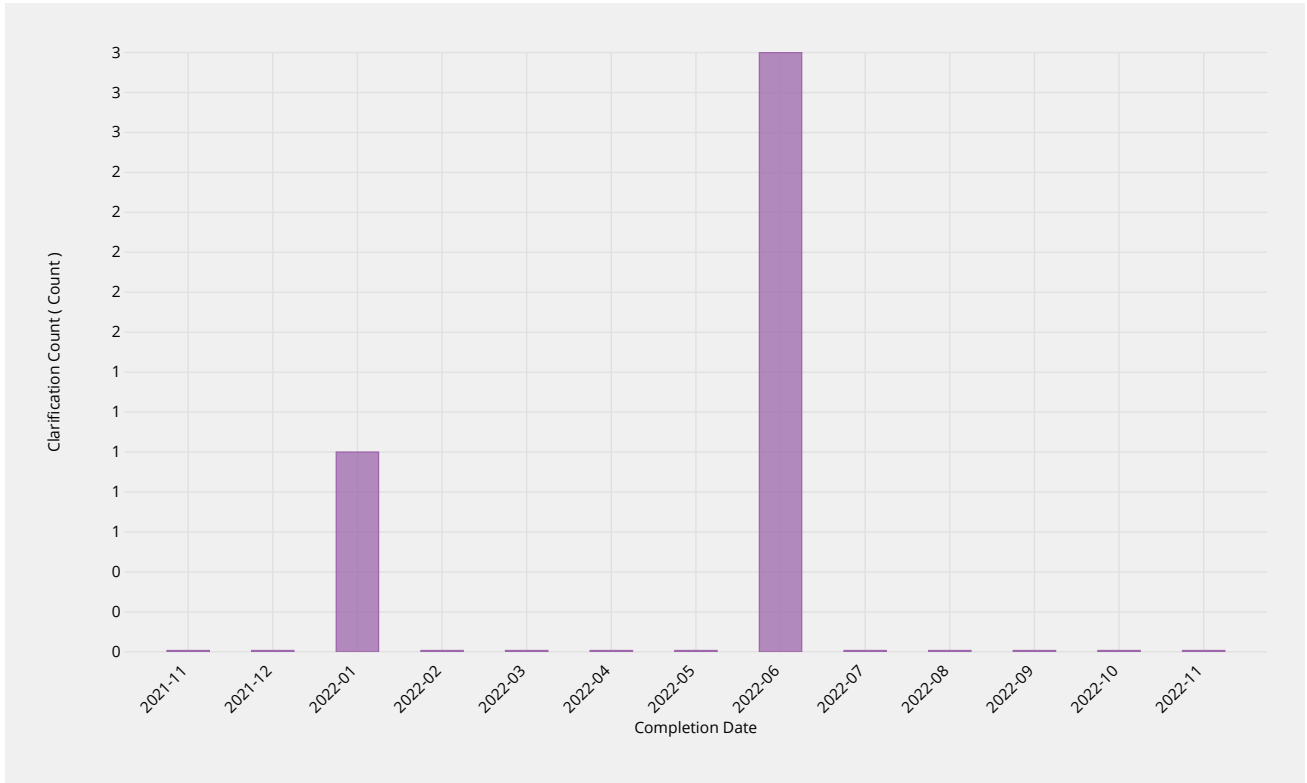
Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.



Staff Review	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Review Time	—	—	—	—	—	—	—	13.09d	—	—	—	—	0.42d
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	0	0	0	0	0	0	4	0	0	0	0	1
Mean Time	—	—	—	—	—	—	—	12.37d	—	—	—	—	0.42d
Shortest Time	—	—	—	—	—	—	—	11.66d	—	—	—	—	0.42d
Longest Time	—	—	—	—	—	—	—	13.09d	—	—	—	—	0.42d
Median Time	—	—	—	—	—	—	—	12.37d	—	—	—	—	0.42d
PStDev Time	—	—	—	—	—	—	—	0.71d	—	—	—	—	0.00d

## Requester Clarification

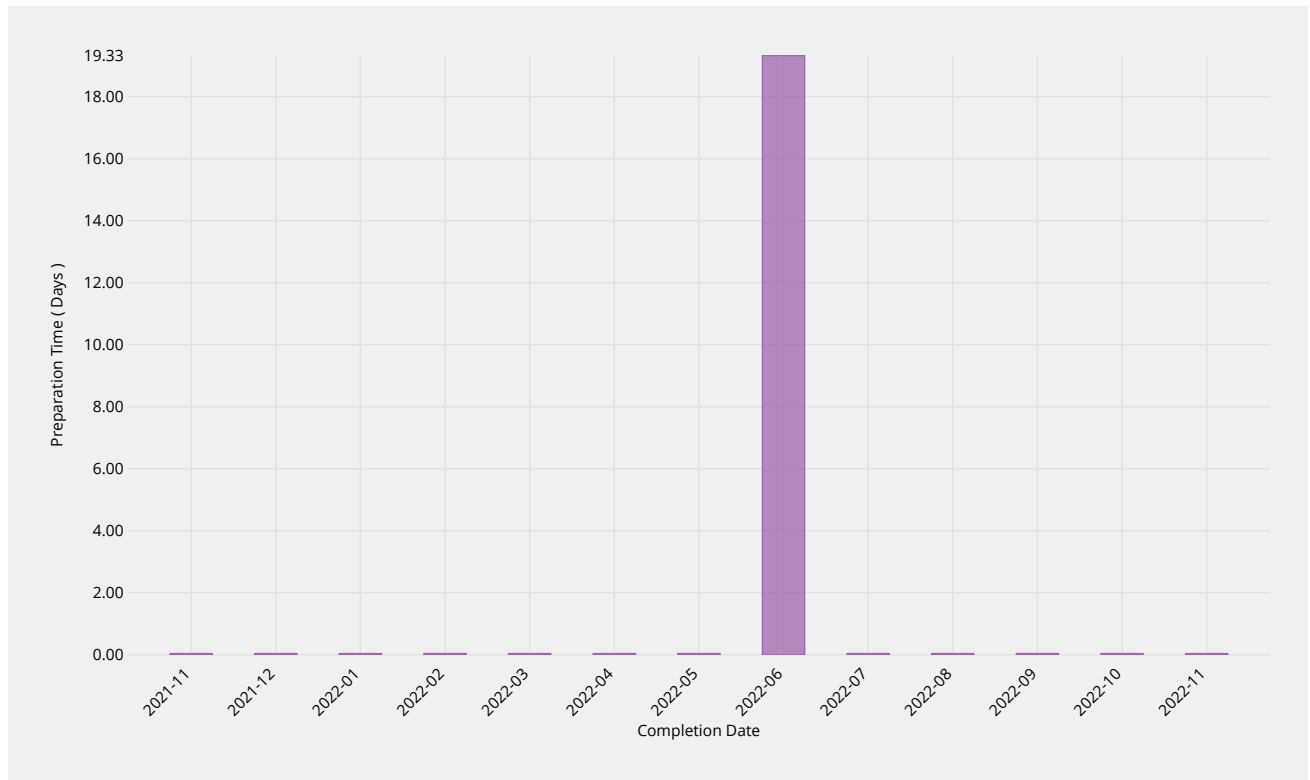
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Clarification Count	—	—	1	—	—	—	—	3	—	—	—	—	0
Request Count	0	0	1	0	0	0	0	2	0	0	0	0	2
Lowest Count	—	—	1	—	—	—	—	1	—	—	—	—	0
Highest Count	—	—	1	—	—	—	—	2	—	—	—	—	0

## Report Preparation

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



Report Preparation	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Preparation Time	—	—	—	—	—	—	—	19.33d	—	—	—	—	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	0	0	0	0	0	0	0	2	0	0	0	0	1
Mean Time	—	—	—	—	—	—	—	19.32d	—	—	—	—	0.00d
Shortest Time	—	—	—	—	—	—	—	19.32d	—	—	—	—	0.00d
Longest Time	—	—	—	—	—	—	—	19.33d	—	—	—	—	0.00d
Median Time	—	—	—	—	—	—	—	19.32d	—	—	—	—	0.00d
PStDev Time	—	—	—	—	—	—	—	0.00d	—	—	—	—	0.00d

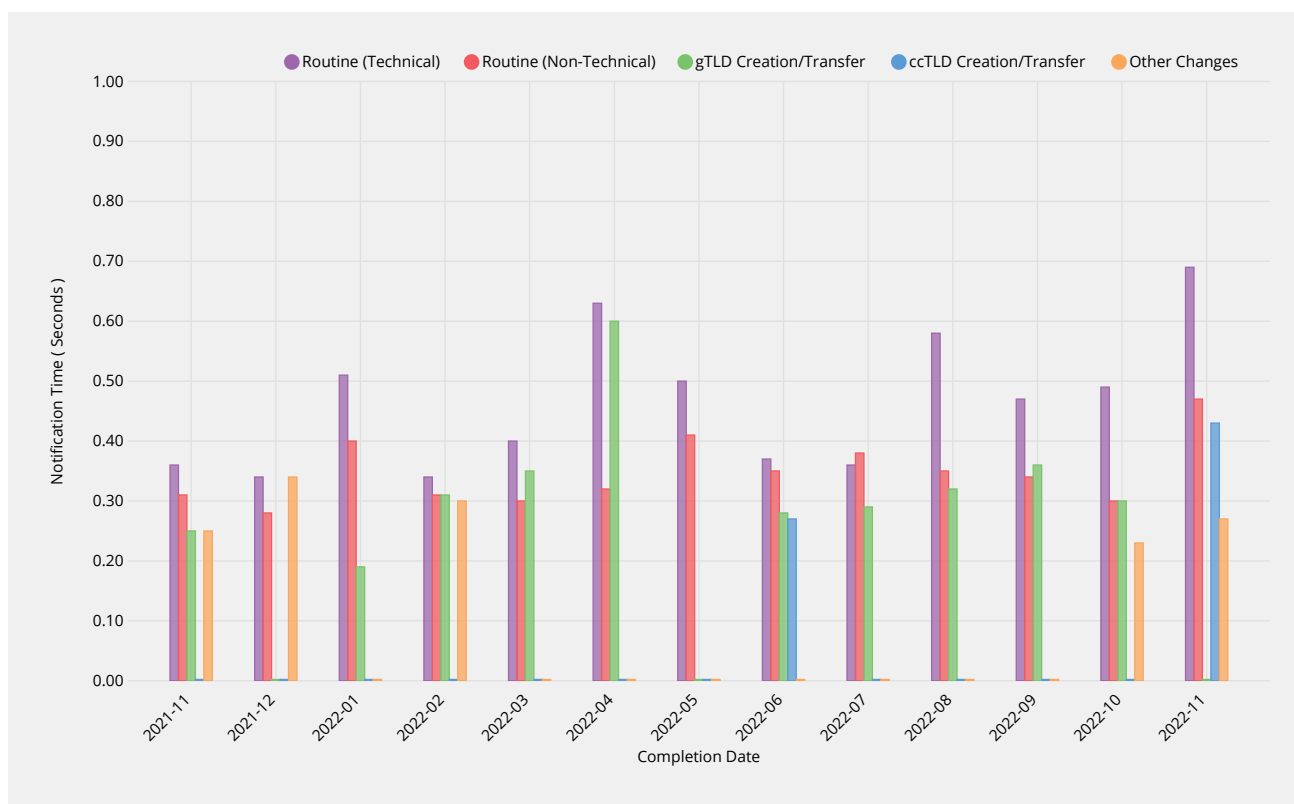


ccTLD Creation/Transfer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Publication Count	0	0	0	0	0	0	0	0	0	0	0	0	1
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	0.42h
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.42h
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.42h
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	0.42h
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.00h

Other Changes	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Publication Time	7.28h	2.72h	—	25.81h	—	—	—	—	—	—	—	3.01h	0.56h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	1	7	0	2	0	0	0	0	0	0	0	2	1
Mean Time	7.28h	2.09h	—	13.52h	—	—	—	—	—	—	—	2.81h	0.56h
Shortest Time	7.28h	1.98h	—	1.23h	—	—	—	—	—	—	—	2.62h	0.56h
Longest Time	7.28h	2.72h	—	25.81h	—	—	—	—	—	—	—	3.01h	0.56h
Median Time	7.28h	1.99h	—	13.52h	—	—	—	—	—	—	—	2.81h	0.56h
PStDev Time	0.00h	0.25h	—	12.29h	—	—	—	—	—	—	—	0.19h	0.00h

## Notification of Completion

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



Routine (Technical)	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Notification Time	0.36s	0.34s	0.51s	0.34s	0.40s	0.63s	0.50s	0.37s	0.36s	0.58s	0.47s	0.49s	0.69s
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	509	18	51	27	25	23	218	62	289	39	33	29	53
Mean Time	0.23s	0.21s	0.27s	0.22s	0.23s	0.28s	0.30s	0.23s	0.26s	0.29s	0.26s	0.24s	0.40s
Shortest Time	0.12s	0.14s	0.13s	0.13s	0.13s	0.14s	0.13s	0.13s	0.14s	0.16s	0.13s	0.13s	0.25s
Longest Time	2.76s	0.42s	0.56s	0.39s	0.41s	0.64s	0.82s	0.53s	0.44s	0.67s	0.59s	0.56s	0.84s
Median Time	0.21s	0.18s	0.27s	0.21s	0.23s	0.22s	0.28s	0.19s	0.27s	0.23s	0.20s	0.19s	0.36s
PStDev Time	0.18s	0.07s	0.11s	0.07s	0.08s	0.15s	0.10s	0.08s	0.06s	0.13s	0.12s	0.12s	0.14s

Routine (Non-Technical)	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Notification Time	0.31s	0.28s	0.40s	0.31s	0.30s	0.32s	0.41s	0.35s	0.38s	0.35s	0.34s	0.30s	0.47s
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	19	49	12	27	26	8	10	32	26	80	9	21	57
Mean Time	0.20s	0.19s	0.22s	0.20s	0.21s	0.23s	0.25s	0.23s	0.23s	0.22s	0.26s	0.21s	0.33s
Shortest Time	0.13s	0.14s	0.14s	0.14s	0.14s	0.14s	0.15s	0.14s	0.14s	0.14s	0.17s	0.14s	0.20s
Longest Time	0.31s	0.36s	0.45s	0.35s	0.31s	0.36s	0.45s	0.58s	0.39s	0.49s	0.35s	0.32s	0.51s
Median Time	0.18s	0.17s	0.16s	0.17s	0.19s	0.23s	0.25s	0.20s	0.20s	0.19s	0.28s	0.19s	0.31s
PStDev Time	0.06s	0.05s	0.10s	0.06s	0.05s	0.06s	0.09s	0.09s	0.08s	0.07s	0.06s	0.06s	0.08s

gTLD Creation/Transfer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Notification Time	0.25s	—	0.19s	0.31s	0.35s	0.60s	—	0.28s	0.29s	0.32s	0.36s	0.30s	—
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%
Notification Count	1	0	2	2	11	1	0	3	2	5	1	1	0
Mean Time	0.25s	—	0.17s	0.25s	0.19s	0.60s	—	0.23s	0.23s	0.26s	0.36s	0.30s	—
Shortest Time	0.25s	—	0.15s	0.20s	0.15s	0.60s	—	0.14s	0.16s	0.20s	0.36s	0.30s	—
Longest Time	0.25s	—	0.20s	0.31s	0.41s	0.60s	—	0.28s	0.30s	0.33s	0.36s	0.30s	—
Median Time	0.25s	—	0.17s	0.25s	0.16s	0.60s	—	0.26s	0.23s	0.24s	0.36s	0.30s	—
PStDev Time	0.00s	—	0.02s	0.06s	0.08s	0.00s	—	0.06s	0.07s	0.05s	0.00s	0.00s	—

ccTLD Creation/Transfer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Notification Time	—	—	—	—	—	—	—	0.27s	—	—	—	—	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	0	0	0	0	0	0	0	2	0	0	0	0	1
Mean Time	—	—	—	—	—	—	—	0.24s	—	—	—	—	0.43s
Shortest Time	—	—	—	—	—	—	—	0.20s	—	—	—	—	0.43s
Longest Time	—	—	—	—	—	—	—	0.28s	—	—	—	—	0.43s
Median Time	—	—	—	—	—	—	—	0.24s	—	—	—	—	0.43s
PStDev Time	—	—	—	—	—	—	—	0.04s	—	—	—	—	0.00s

Other Changes	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Notification Time	0.25s	0.34s	—	0.30s	—	—	—	—	—	—	—	0.23s	0.27s
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	7	0	2	0	0	0	0	0	0	0	2	1
Mean Time	0.25s	0.22s	—	0.26s	—	—	—	—	—	—	—	0.22s	0.27s
Shortest Time	0.25s	0.17s	—	0.21s	—	—	—	—	—	—	—	0.21s	0.27s
Longest Time	0.25s	0.35s	—	0.30s	—	—	—	—	—	—	—	0.23s	0.27s
Median Time	0.25s	0.17s	—	0.26s	—	—	—	—	—	—	—	0.22s	0.27s
PStDev Time	0.00s	0.07s	—	0.04s	—	—	—	—	—	—	—	0.01s	0.00s





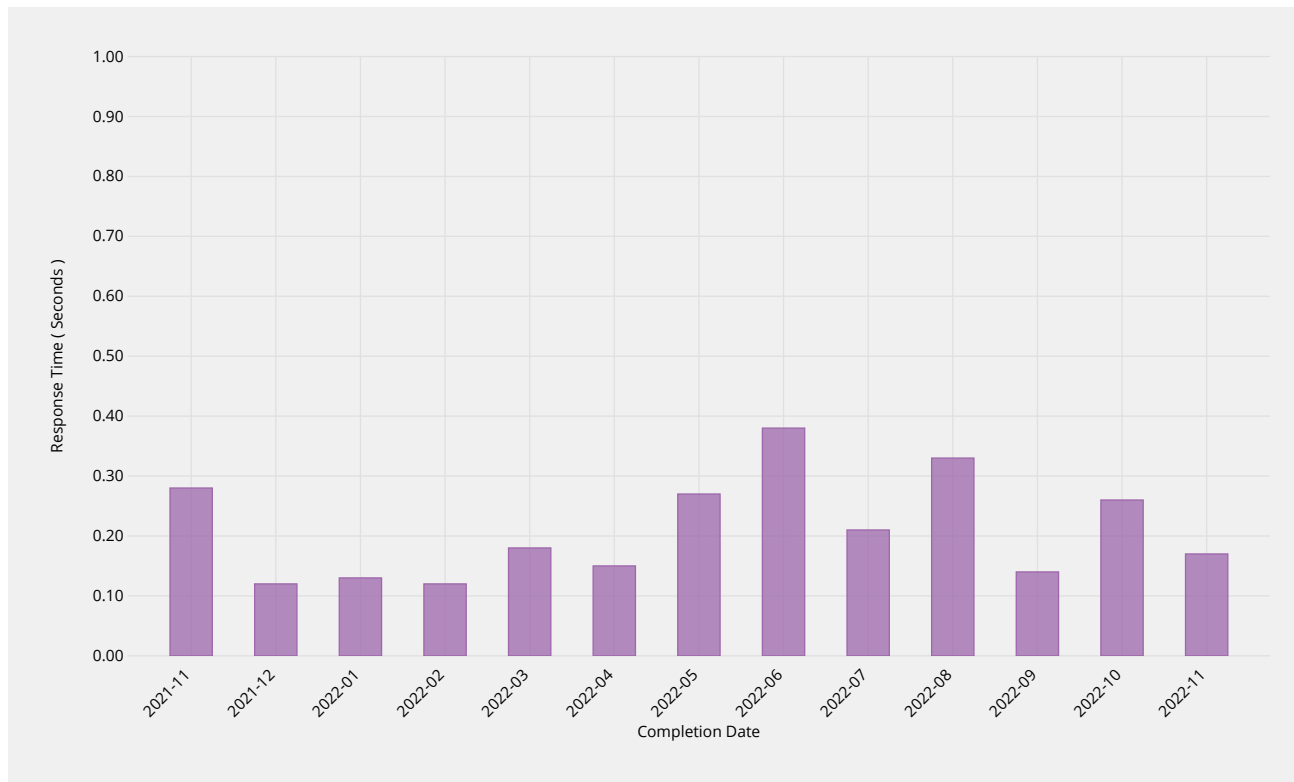






## Credential Recovery

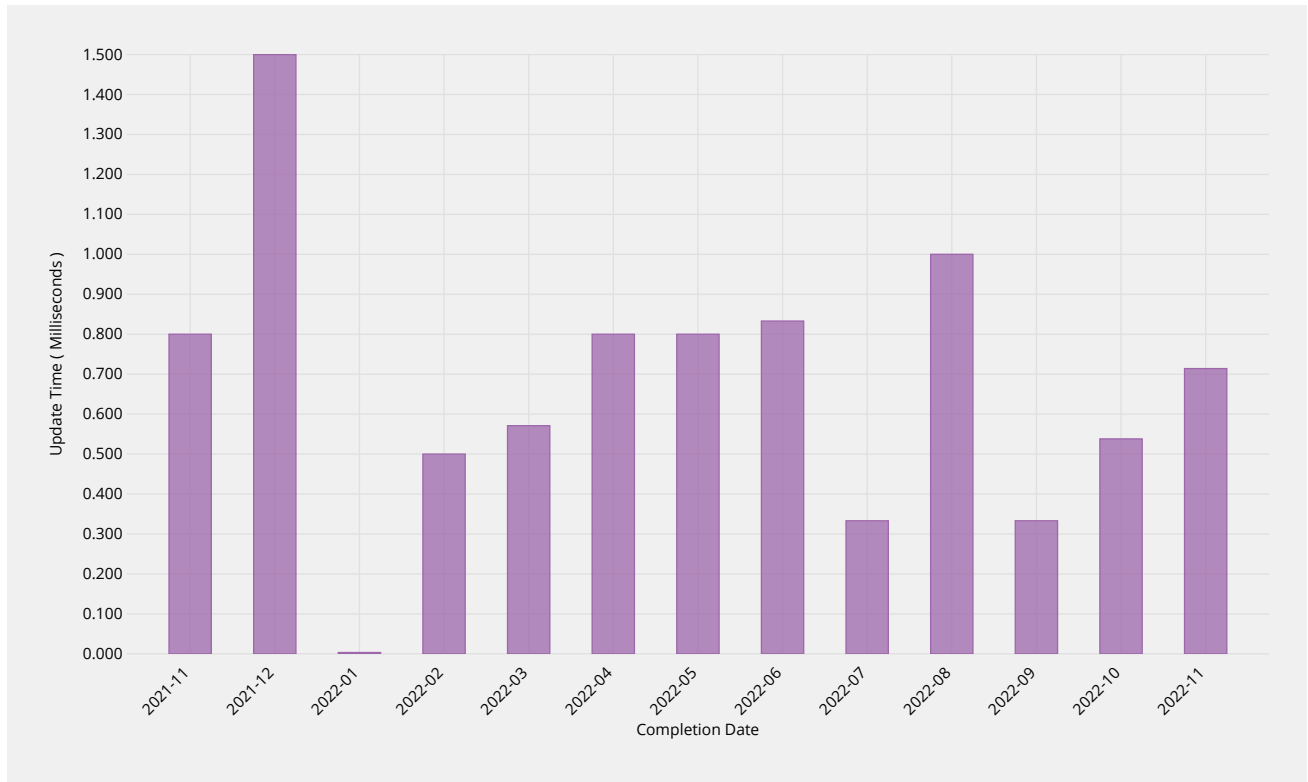
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Response Time	0.28s	0.12s	0.13s	0.12s	0.18s	0.15s	0.27s	0.38s	0.21s	0.33s	0.14s	0.26s	0.17s
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	9	4	2	8	8	5	20	6	3	20	3	13	10
Mean Time	0.10s	0.06s	0.09s	0.06s	0.11s	0.12s	0.14s	0.20s	0.14s	0.17s	0.12s	0.14s	0.09s
Shortest Time	0.02s	0.01s	0.04s	0.01s	0.03s	0.07s	0.06s	0.05s	0.07s	0.02s	0.08s	0.02s	0.05s
Longest Time	0.38s	0.13s	0.14s	0.13s	0.18s	0.15s	0.33s	0.43s	0.22s	0.83s	0.14s	0.27s	0.18s
Median Time	0.06s	0.05s	0.09s	0.05s	0.12s	0.12s	0.14s	0.17s	0.13s	0.12s	0.13s	0.14s	0.07s
PStDev Time	0.10s	0.04s	0.05s	0.03s	0.05s	0.03s	0.07s	0.12s	0.06s	0.17s	0.03s	0.08s	0.04s

## Credential Change

Time to implement new password within the system.



Credential Change	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Update Time	1.000ms	1.950ms	0.000ms	1.000ms	1.000ms	1.000ms	1.800ms	1.750ms	0.900ms	2.450ms	0.900ms	2.800ms	1.700ms
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	5	2	2	4	7	5	5	6	3	18	3	13	7
Mean Time	0.800ms	1.500ms	0.000ms	0.500ms	0.571ms	0.800ms	0.800ms	0.833ms	0.333ms	1.000ms	0.333ms	0.538ms	0.714ms
Shortest Time	0.000ms	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	1.000ms	2.000ms	0.000ms	1.000ms	1.000ms	1.000ms	2.000ms	2.000ms	1.000ms	5.000ms	1.000ms	4.000ms	2.000ms
Median Time	1.000ms	1.500ms	0.000ms	0.500ms	1.000ms	1.000ms	1.000ms	1.000ms	0.000ms	1.000ms	0.000ms	0.000ms	1.000ms
PStDev Time	0.400ms	0.500ms	0.000ms	0.500ms	0.495ms	0.400ms	0.748ms	0.687ms	0.471ms	1.202ms	0.471ms	1.151ms	0.700ms





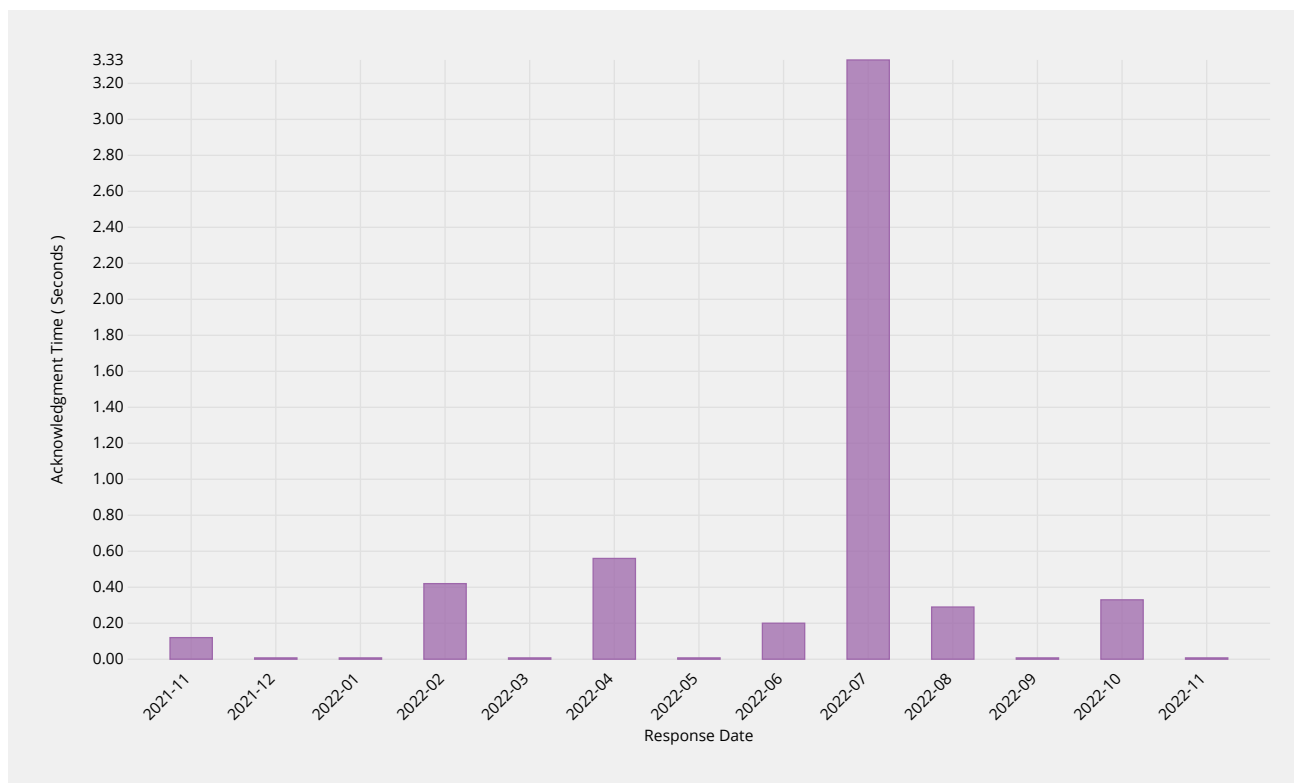


Other Changes	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Request Count	1	7	0	2	0	0	0	0	0	0	0	2	1

## Enquiry Processing

### Time to acknowledge

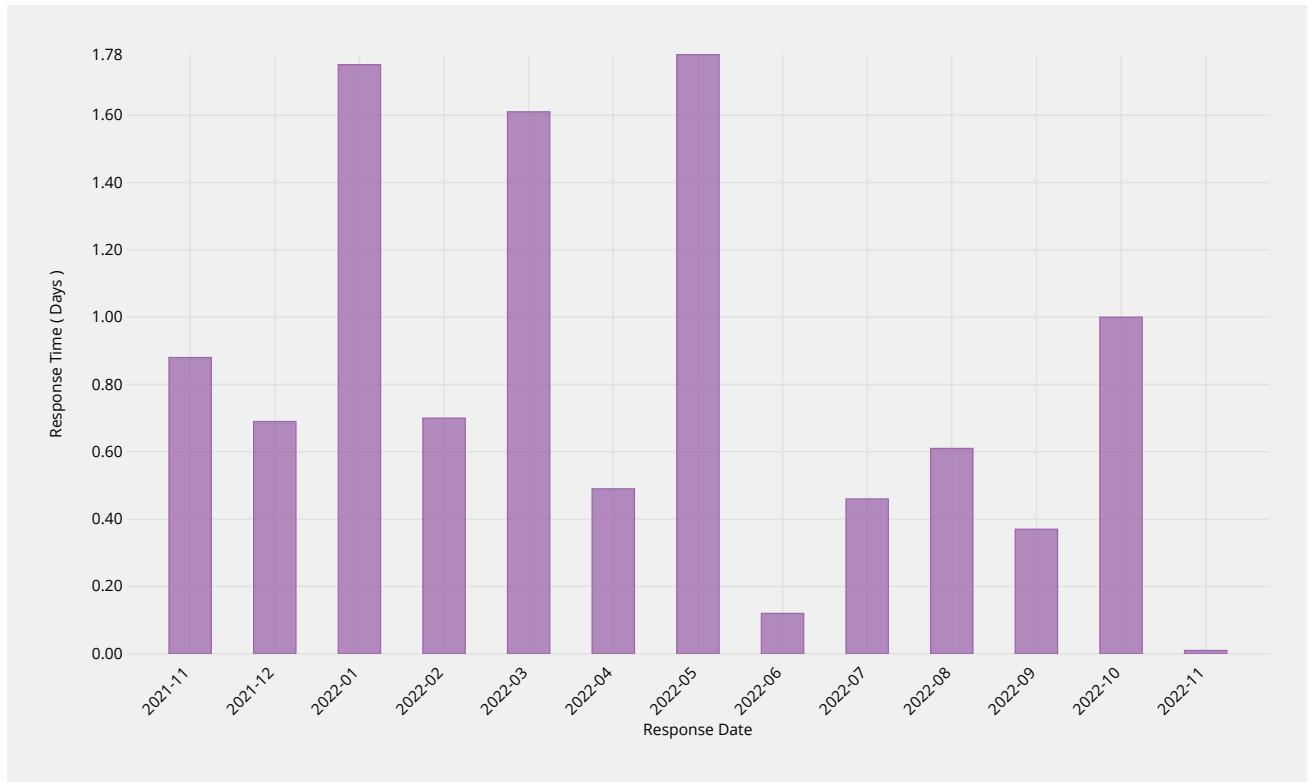
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Acknowledgment Time	0.65s	0.00s	0.00s	1.00s	0.00s	1.00s	0.00s	0.80s	14.50s	1.00s	0.00s	0.90s	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	8	2	4	12	5	9	7	5	6	7	4	3	1
Mean Time	0.12s	0.00s	0.00s	0.42s	0.00s	0.56s	0.00s	0.20s	3.33s	0.29s	0.00s	0.33s	0.00s
Shortest Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Longest Time	1.00s	0.00s	0.00s	1.00s	0.00s	1.00s	0.00s	1.00s	19.00s	1.00s	0.00s	1.00s	0.00s
Median Time	0.00s	0.00s	0.00s	0.00s	0.00s	1.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.33s	0.00s	0.00s	0.49s	0.00s	0.50s	0.00s	0.40s	7.02s	0.45s	0.00s	0.47s	0.00s

## Time to initial response

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

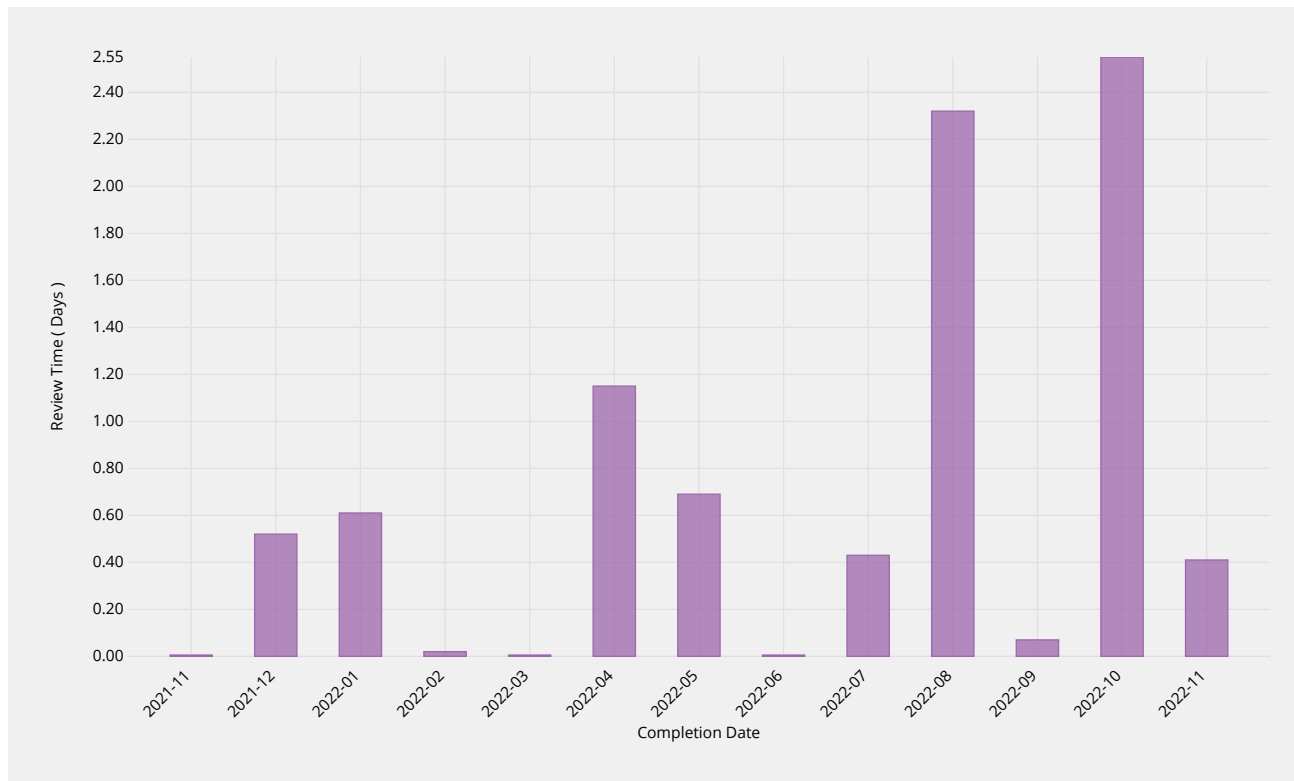


Manual Enquiries	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Response Time	2.26d	1.19d	2.80d	2.21d	3.90d	1.01d	4.37d	0.23d	0.83d	1.39d	0.76d	2.33d	0.01d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	7	3	4	11	6	5	6	4	5	7	3	3	1
Mean Time	0.88d	0.69d	1.75d	0.70d	1.61d	0.49d	1.78d	0.12d	0.46d	0.61d	0.37d	1.00d	0.01d
Shortest Time	0.07d	0.04d	0.00d	0.02d	0.01d	0.05d	0.05d	0.02d	0.18d	0.04d	0.08d	0.01d	0.01d
Longest Time	2.75d	1.32d	3.08d	2.25d	4.95d	1.18d	5.79d	0.25d	0.96d	2.77d	0.93d	2.88d	0.01d
Median Time	0.36d	0.71d	1.96d	0.28d	0.82d	0.38d	0.77d	0.10d	0.32d	0.32d	0.09d	0.12d	0.01d
PStDev Time	0.98d	0.52d	1.12d	0.79d	1.79d	0.43d	2.02d	0.10d	0.30d	0.90d	0.40d	1.33d	0.00d

# Label Generation Rulesets

## Review Time

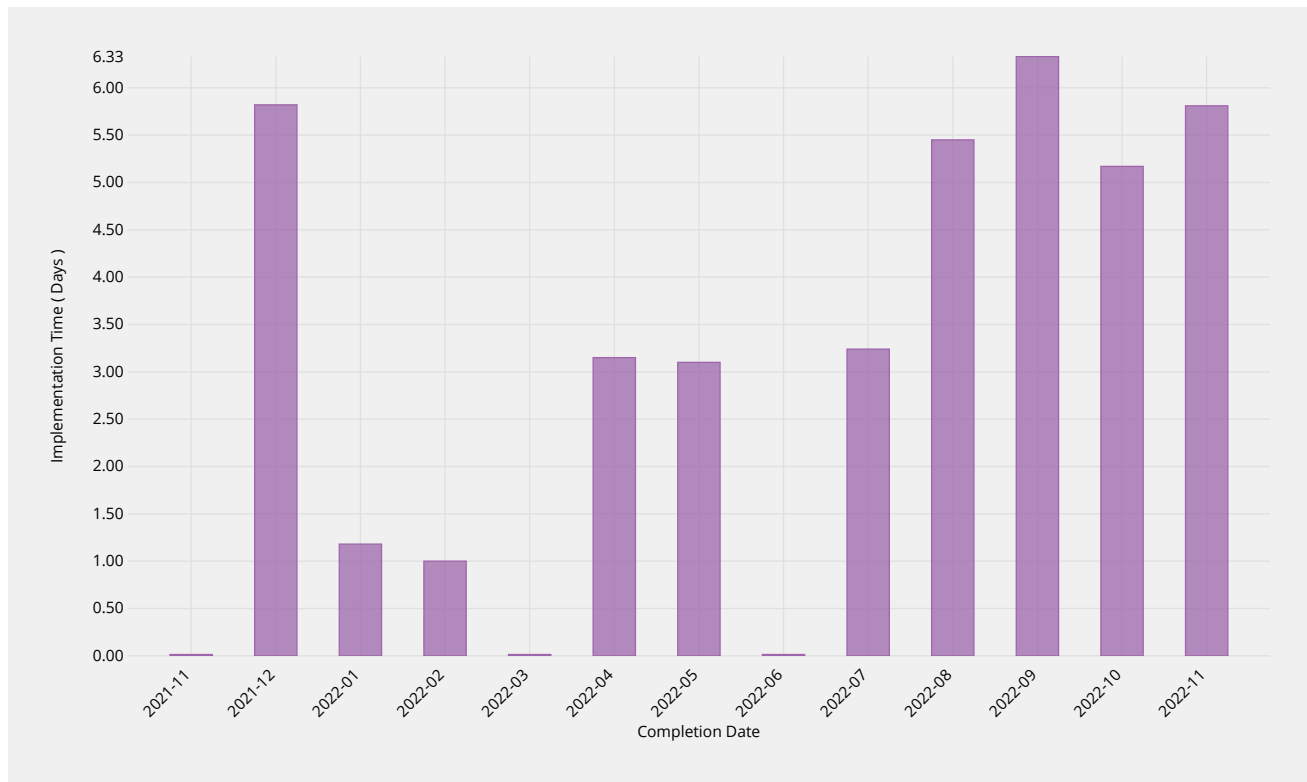
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Review Time	—	0.52d	0.61d	0.02d	—	1.15d	0.69d	—	0.43d	2.32d	0.07d	2.55d	0.41d
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%
Review Count	0	1	2	1	0	1	3	0	2	3	2	5	3
Shortest Time	—	0.52d	0.25d	0.02d	—	1.15d	0.16d	—	0.01d	0.13d	0.04d	0.62d	0.06d
Longest Time	—	0.52d	0.65d	0.02d	—	1.15d	0.69d	—	0.48d	2.47d	0.08d	3.03d	0.49d
Median Time	—	0.52d	0.45d	0.02d	—	1.15d	0.68d	—	0.24d	1.73d	0.06d	1.09d	0.07d
PStDev Time	—	0.00d	0.20d	0.00d	—	0.00d	0.25d	—	0.24d	0.98d	0.02d	0.88d	0.20d

## Implementation Time

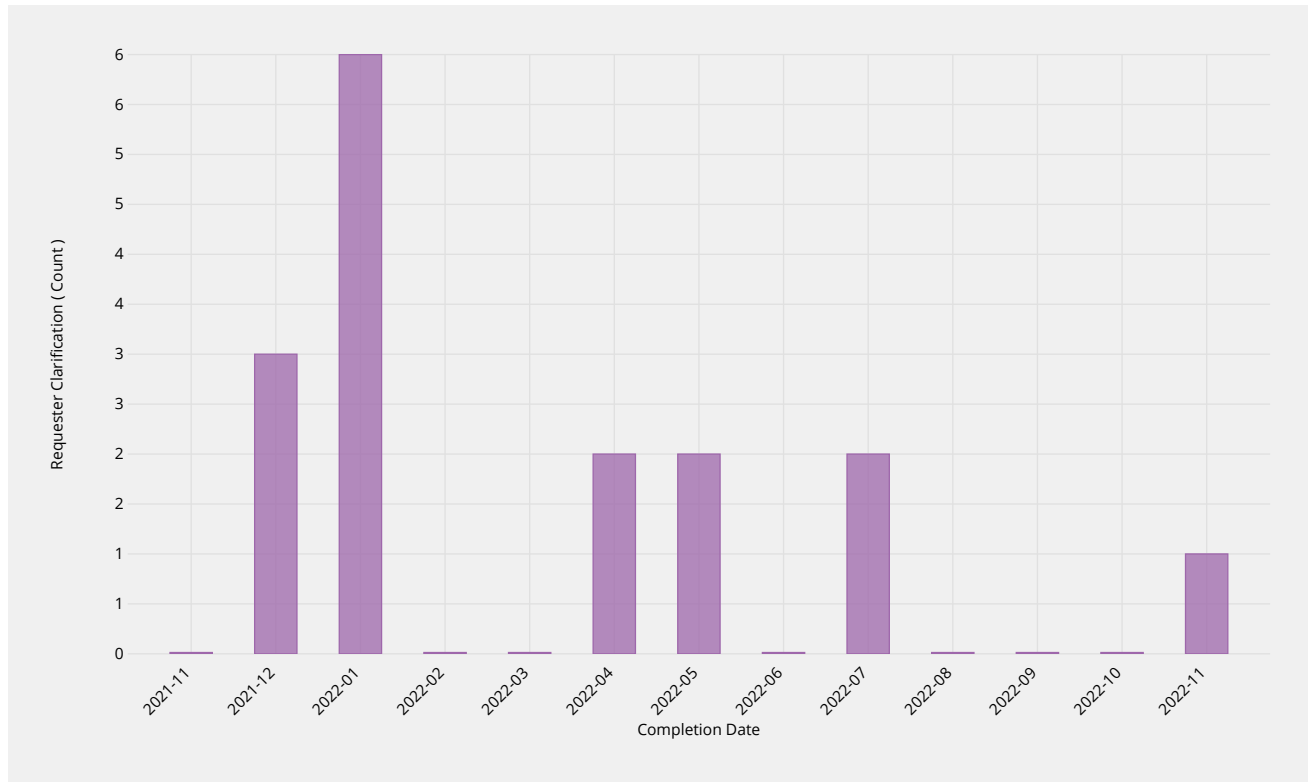
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Implementation Time	—	5.82d	1.18d	1.00d	—	3.15d	3.10d	—	3.24d	5.45d	6.33d	5.17d	5.81d
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	1	2	1	0	1	3	0	2	3	2	5	4
Shortest Time	—	5.82d	0.93d	1.00d	—	3.15d	0.31d	—	2.14d	3.93d	2.13d	0.32d	1.86d
Longest Time	—	5.82d	1.20d	1.00d	—	3.15d	3.79d	—	3.36d	5.83d	6.79d	5.20d	5.90d
Median Time	—	5.82d	1.07d	1.00d	—	3.15d	0.31d	—	2.75d	3.93d	4.46d	1.25d	3.79d
PStDev Time	—	0.00d	0.14d	0.00d	—	0.00d	1.64d	—	0.61d	0.90d	2.33d	2.24d	1.92d

## Requester Clarification

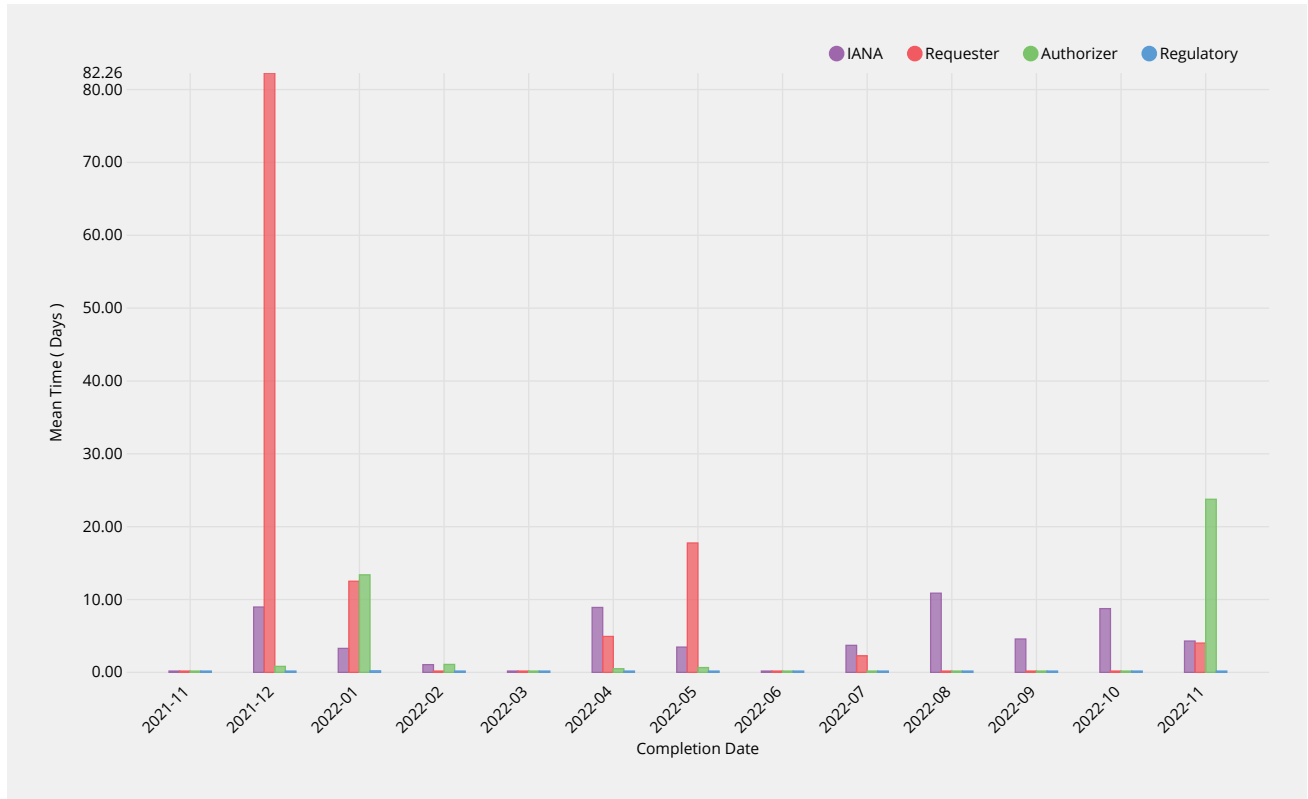
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Count	—	3	6	0	—	2	2	—	2	0	0	0	1
Request Count	0	1	2	1	0	1	3	0	2	3	2	5	4
Shortest Clarification	—	3	1	0	—	2	0	—	0	0	0	0	0
Longest Clarification	—	3	5	0	—	2	1	—	2	0	0	0	1

## Time per Actor

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



IANA	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Mean Time	—	8.97d	3.29d	1.06d	—	8.91d	3.47d	—	3.71d	10.87d	4.58d	8.75d	4.30d
Review Count	0	1	2	1	0	1	3	0	2	3	2	4	4
Shortest Time	—	8.97d	2.87d	1.06d	—	8.91d	3.05d	—	3.37d	6.22d	2.28d	1.11d	2.11d
Longest Time	—	8.97d	3.70d	1.06d	—	8.91d	4.28d	—	4.06d	13.82d	6.87d	21.58d	7.07d
Median Time	—	8.97d	3.29d	1.06d	—	8.91d	3.07d	—	3.71d	12.55d	4.58d	6.15d	4.02d
PStDev Time	—	0.00d	0.41d	0.00d	—	0.00d	0.58d	—	0.34d	3.32d	2.29d	7.76d	2.22d

Requester	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Mean Time	—	82.26d	12.51d	—	—	4.93d	17.76d	—	2.28d	—	—	—	4.02d
Review Count	0	1	2	0	0	1	2	0	1	0	0	0	1
Shortest Time	—	82.26d	10.88d	—	—	4.93d	17.72d	—	2.28d	—	—	—	4.02d
Longest Time	—	82.26d	14.14d	—	—	4.93d	17.80d	—	2.28d	—	—	—	4.02d
Median Time	—	82.26d	12.51d	—	—	4.93d	17.76d	—	2.28d	—	—	—	4.02d
PStDev Time	—	0.00d	1.63d	—	—	0.00d	0.04d	—	0.00d	—	—	—	0.00d

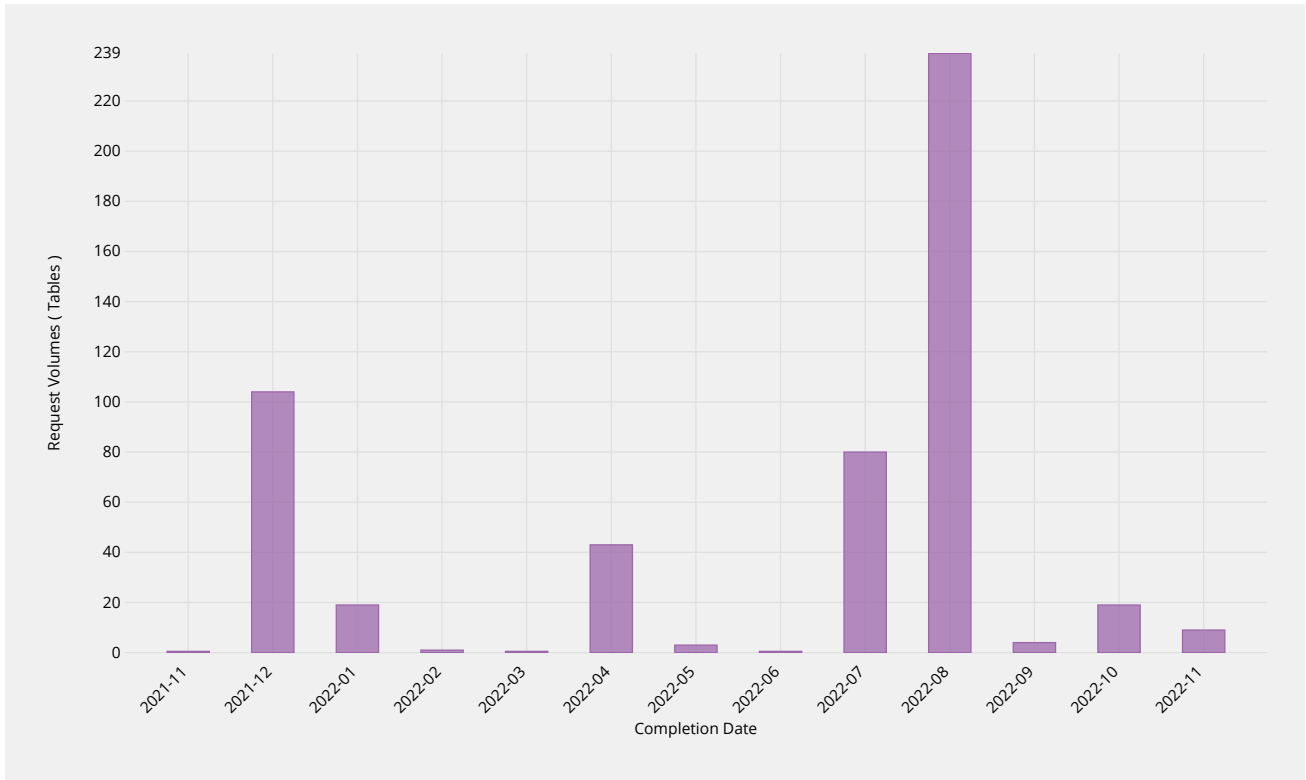
Authorizer	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Mean Time	—	0.82d	13.39d	1.09d	—	0.50d	0.66d	—	—	—	—	—	23.76d
Review Count	0	1	1	1	0	1	1	0	0	0	0	0	1
Shortest Time	—	0.82d	13.39d	1.09d	—	0.50d	0.66d	—	—	—	—	—	23.76d
Longest Time	—	0.82d	13.39d	1.09d	—	0.50d	0.66d	—	—	—	—	—	23.76d
Median Time	—	0.82d	13.39d	1.09d	—	0.50d	0.66d	—	—	—	—	—	23.76d
PStDev Time	—	0.00d	0.00d	0.00d	—	0.00d	0.00d	—	—	—	—	—	0.00d

Regulatory	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Mean Time	—	0.02d	0.21d	0.09d	—	0.05d	0.10d	—	—	—	—	—	0.05d
Review Count	0	1	1	1	0	1	1	0	0	0	0	0	1
Shortest Time	—	0.02d	0.21d	0.09d	—	0.05d	0.10d	—	—	—	—	—	0.05d

Regulatory	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Longest Time	—	0.02d	0.21d	0.09d	—	0.05d	0.10d	—	—	—	—	—	0.05d
Median Time	—	0.02d	0.21d	0.09d	—	0.05d	0.10d	—	—	—	—	—	0.05d
PStDev Time	—	0.00d	0.00d	0.00d	—	0.00d	0.00d	—	—	—	—	—	0.00d

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2021-11	2021-12	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11
Total LGRs Processed	—	104	19	1	—	43	3	—	80	239	4	19	9
Request Count	0	1	2	1	0	1	3	0	2	3	2	5	4
Average LGRs per Request	—	104	10	1	—	43	1	—	40	80	2	4	2
Smallest per Request	—	104	1	1	—	43	1	—	40	1	1	1	1
Largest per Request	—	104	18	1	—	43	1	—	40	196	3	8	4

# 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.