

# CSC Findings of IANA Naming Function Performance Report for the Month of

**December 2018**

Date: 15 January 2019

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## Overall Finding

The CSC completed review of the December 2018 IANA Naming Function Performance Report and finds that PTI's performance for the month was:

Excellent- PTI met the service level agreement at 100% for the month of December 2018.

## Metrics That the CSC is Tracking Closely

Currently, there are no metrics requiring close tracking.

## Service Level Agreement(s) that the CSC is considering or recommending be adjusted

| Metric   | Current SLA                           | Actual Performance | Proposed Adjusted SLA | Explanation   |
|--|---------------------------------------|--------------------|-----------------------|---|
| Technical Check - Retest and Supplemental        | 1-5 minutes                           | 5-8 minutes        | 10 minutes            | No impact on customer and better reflection of historical trend   |
| ccTLD Creation/Transfer - Validation and Reviews | 100% within 60 days, measured monthly | Varies             | To be determined      | The number of requests for this process is historically limited in number, and the complexity so variable that it is hard to set a realistic SLA based on evidence. |

|                           |                 |                     |                  |   |
|---------------------------|-----------------|---------------------|------------------|---|
|                           |                 |                     |                  | Relaxing the target overall would be unfair on those that provide high quality documentation and so reducing the threshold is the best course of action. However, the low number of requests then means this must be measured annually not monthly. |
| Publication of IDN tables | No current SLAs | Data being gathered | To be determined | The CSC recommends that a SLA be determined for the maintenance of IDN tables and label generation rulesets. The Naming Function Contract calls for the maintenance of such a repository.   |

### **Report of Escalations**

No new escalations have been received during this reporting period.

### **IANA Naming Function Performance Report December 2018**

The IANA Naming Function Monthly Performance Reports are available at:  
<https://www.iana.org/performance/csc-reports>