

CSC Findings of IANA Naming Function Performance Report for the Month of January 2020

Date: 19 February 2020

Overall Finding

The CSC completed review of the January 2020 IANA Naming Function Performance Report and finds that PTI's performance for the month was:

Satisfactory- PTI met the service level agreement at 98.5% for the month of January 2020.

Validation and Reviews (ccTLD Creation/Transfer): This missed service level is subject to a CSC recommendation to introduce new measurements to create a more meaningful performance measurement for this process.

Metrics That the CSC is Tracking Closely

Currently, there are no metrics requiring close tracking.

SLA metrics that are in the process of being changed

Metric	Current SLA	Actual Performance	Proposed Adjusted SLA	Explanation	Implementation Status
ccTLD Delegation/Transfer: Validation and Reviews	100% within 60 days, measured monthly	40-90 days	Remove	Time it takes staff to review and analyze documentation, write the findings report and complete all other staff processes involved in the request from beginning to end.	Pending for the CSC and PTI to approve the recommended ccTLD delegation/transfer SLAs and then send to the ccNSO and GNSO Councils for approval.

Metric	Current SLA	Actual Performance	Proposed Adjusted SLA	Explanation	Implementation Status
ccTLD Delegation/Transfer: Validation and Reviews after each submission	No current SLA	New SLA	100% within 14 days, measured monthly	Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.	See above
ccTLD Delegation/Transfer: Report Creation	No current SLA	New SLA	100% within 21 days, measured monthly	Time it takes for staff to finalize a delegation or transfer report to be submitted for review and publication.	See above
ccTLD Delegation/Transfer: Number of interactions or clarifications with customer	No current SLA	Informational only	Informational only	Tracks the number of interactions with the customer as an indication of the quality of the request.	See above

Report of Escalations

No new escalations have been received during this reporting period.

IANA Naming Function Performance Report January 2020

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