CSC Findings of PTI Performance Report for the Month of May 2017

Date: 15 June 2017

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**Overall Finding**

The CSC completed review of the May 2017 PTI Performance Report and finds that PTI’s performance for the month was:

Satisfactory - PTI met the service level agreement for 98.6%* of defined metrics. The two missed service levels are subject to a CSC recommendation that would recategorize this month’s performance for these metrics as ‘met’. On the evidence so far, the CSC does not regard this as a cause for concern.

Missed service level agreements were:

a) Technical Check (Retest)
b) Technical Check (Supplemental)

Please refer to the Exceptions and Narrative for Reporting Period section of the May 2017 PTI performance report for a more detailed explanation of this missed SLA.

**Metrics That the CSC is Tracking Closely**

Currently, there are no metrics requiring close tracking.

The reported issues were minor issues that the CSC discussed with PTI regarding the details of the exceptions. There are no indications of a cause for concern.

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

<table>
<thead>
<tr>
<th>Metric</th>
<th>Current SLA</th>
<th>Actual Performance</th>
<th>Proposed Adjusted SLA</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Check – Retest and Supplemental</td>
<td>1-5 minutes</td>
<td>5-8 minutes</td>
<td>10 minutes</td>
<td>No impact on customer and better reflection of historical trend</td>
</tr>
<tr>
<td>Publication of IDN tables</td>
<td>No current SLAs</td>
<td>Data being gathered</td>
<td>To be determined</td>
<td>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.</td>
</tr>
</tbody>
</table>

**Report of Escalations**

To-date, PTI has notified the CSC of 0 escalations.

Appendix of PTI performance report for the month of May 2017 is attached.

* The Method for arriving at the overall of SLAs met is to sum the total number of requests that met the SLA in a category divided by the total number of requests for that category. The sum of the percentages of all the categories is then divided by the number of categories.