CSC Findings of PTI Performance Report for the Month of

March 2018

Date: 17 April 2018

Overall Finding

The CSC completed review of the March 2018 PTI Performance Report and finds that PTI’s performance for the month was:

   Satisfactory- PTI met the service level agreement at 95.3% for the month of March 2018. Missed service level agreements that were satisfactorily explained and not an indication of a performance issue:

   a) Technical Check (Retest)
   b) Technical Check (Supplemental)
   c) Validation and Reviews (ccTLD Creation/Transfer)

The first two missed service levels are subject to a CSC recommendation that would re-categorize this month’s performance for these metrics as ‘met’. The third metric would require a year's worth of data under the recommended change, which is not yet available.

On the evidence so far, the CSC does not regard this as a cause for concern.

Please refer to the Exceptions and Narrative for Reporting Period section of the March 2018 PTI performance report for a more detailed explanation of the missed SLAs.

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

<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>ccTLD Creation/Transfer – Validation and Reviews</td>
<td>100% within 60 days, measured monthly</td>
<td>Varies</td>
<td>To be determined</td>
<td>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.</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 rule sets. The Naming Function Contract calls for the maintenance of such a repository.</td>
</tr>
</tbody>
</table>
Report of Escalations

At its 16 April meeting the CSC has adopted and agreed with PTI on the Remedial Action Procedures (RAP) as foreseen under the CSC charter. The RAP are available at: https://www.icann.org/en/system/files/files/csc-remedial-action-procedures-03mar18-en.pdf

No new escalations have been received during this reporting period.

PTI Report March 2018
The PTI performance report for the month of March 2018 is available at: https://www.iana.org/performance/csc-reports/201803