

CSC Findings of PTI's IANA Naming Function Performance March 2020

Date: 20 April 2020

Overall Finding

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

Excellent- PTI met the service level agreement at 100% of the 65 currently defined thresholds for the month of March 2020.

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.	Submitted 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 March 2020

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