CSC Findings of PTI Performance Report for the Month of April 2018

Date: 17 May 2018

Overall Finding

The CSC completed review of the April 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 April 2018. Missed service level agreements that were satisfactorily explained and not an indication of a performance issue:
>
> a) Technical Check (First)
> b) Technical Check (Retest: Routine)
> c) Technical Check (Retest: ccTLD Creation/Transfer)

Regarding the Technical Check (First) missed service level, PTI has previously informed the CSC that this SLA is missed due to the sequential performance of technical checks where the active performance of the technical test itself does not exceed the SLA but rather the SLA is exceeded because the requests were sequentially queued waiting for the technical check to be performed. The next revision of RZMS will have the technical check portion substantially rewritten that will allow greater parallelization of the testing being performed, which would re-categorize this month's performance for this metric as 'met'.   PTI expects to deliver the RZMS revision of the technical check module for Q1 2019.

The remaining missed service levels, b) Technical Check Retest: Routine and c) Technical Check: ccTLD Creation/Transfer, are subject to a CSC recommendation that would re-categorize this month's performance for these metrics as 'met'.

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

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

The CSC was informed that the metric, "Publication of IDN Tables" was moved to the RZM dashboard (https://sle-dashboard.iana.org/). Starting with the May report, PTI will no longer be providing the Annex to its monthly report.

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.

PTI Report April 2018
The PTI performance report for the month of April 2018 is available at:
https://www.iana.org/performance/csc-reports/201804