

# CSC Findings of PTI Performance Report for the Month of November 2017

Date: 14 December 2017

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## Overall Finding

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

Satisfactory - PTI met the service level agreement at 96.9% for the month of November 2017. Missed service level agreements that were satisfactorily explained and not an indication of a persistent issue:

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

Both the Technical Check (Retest) and the Technical Check (Supplemental) missed service levels are subject to a CSC recommendation that would re-categorize this month's performance for these metrics as 'met' as well.

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 November 2017 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

Metric	Current SLA	Actual Performance	Proposed Adjusted SLA	Explanation
Technical Check - Retest	1-5 minutes	5-8 minutes	10 minutes	No impact on customer and better reflection

and Supplemental				of historical trend
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

During this reporting period, PTI has notified the CSC of two escalations. The CSC has discussed the escalation and determined that it is not a persistent performance issue or systemic problem associated with the provision of the IANA naming services.

The PTI performance report for the month November can be found at:  
<https://www.iana.org/performance/csc-reports/201711>