

# **CSC Findings of PTI Performance Report for the Month of March 2017**

Date: 20 April 2017

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## **Overall Finding**

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

Satisfactory - PTI met the service level agreement for 99.5%\* of defined metrics. The single missed service level is subject to a CSC recommendation that would recategorize this month's performance for this metric as 'met'. The CSC notes that PTI will be investigating this issue further and reporting back to the CSC on their findings. On the evidence so far, the CSC does not regard this as a persistent problem or a cause for concern.

Missed service level agreement was:

- a) Technical Check (Retest)

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

In addition, PTI reported that it discovered two change types (revocations and root server changes) that had been underreported in previous monthly reports. The CSC found the explanation to be satisfactory and thanked PTI for bringing this information forward. The CSC notes that these change types are infrequent manual work items (category v in terms of the agreed SLE) and for which performance metrics have not been established. The CSC discussed how to deal with this on a going forward basis, including whether to include the issue in the next review of the SLE's. Please see the addendum to the March 2017 PTI performance report for more details.

## **Metrics That the CSC is Tracking Closely**

Currently, there are no metrics requiring close tracking.

The reported issue was a minor issue that the CSC discussed with PTI regarding the details of the exception. There are no indications of a persistent issue.

**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
Publication of IDN tables	No current SLAs	Data being gathered	To be determined	Publication of IDN tables is a contractual requirement of gTLDs and therefore a required metric for this service.

**Report of Escalations**

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

Appendix of PTI performance report for the month of March 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.