

CSC Findings of PTI Performance Report for the Month of February 2017

Date: 15 March 2017

Overall Finding

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

Satisfactory - PTI met the service level agreement for 97.6%* of defined metrics. Missed service level agreements were satisfactorily explained and the CSC has determined that these exceptions were no cause for concern. No persistent problems were identified and no further action is needed.

Missed service level agreements that were satisfactorily explained and are not an indication of a persistent issue:

- a) Manual lodgment time (routine/non-technical and ccTLD creation/transfer)
- b) Validation and reviews (ccTLD creation/transfer)

Please refer to the Exceptions and Narrative for Reporting Period section of the February 2017 PTI performance report for more detailed explanations of these missed SLAs.

Metrics That the CSC is Tracking Closely

There are minor issues that the CSC discussed with PTI regarding the details of the exceptions. There are no indications of a persistent issue.

As it relates to (b) above, the frequency with which ccTLD Creation/Transfer is requested is very low, in the order of one request a month. As a result, the CSC intends to monitor this metric for several months, possibly longer, in order to acquire sufficient data for an evidenced view on what action it should take. The CSC also notes that the PTI report provides the following explanation for exceeding the expected SLE for this item:

“Another factor that contributed to increased staff processing time was the need to clarify if the IANA Stewardship transition impacted the ccTLD delegation/transfer process, specifically the role of the ICANN Board going forward.”

The CSC notes that: a) any future work to clarify if the IANA Stewardship transition impacts the ccTLD delegation/transfer process will occur as a separate process and not as part of the processing of a ccTLD delegation/transfer request; and b) that removing the time incurred for this clarification process would still have resulted in the SLA target not being met for the month of February 2017.

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

Report of Escalations

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

Appendix of PTI performance report for the month of February 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.