CSC Findings of IANA Naming Function Performance Report for the Month of December 2019

Date: 20 January 2020

Overall Finding

The CSC completed review of the December 2019 IANA Naming Function Performance Report and finds that PTI's performance for the month was:

> Excellent- PTI met the service level agreement at 100% for the month of December 2019.

Metrics That the CSC is Tracking Closely

Currently, there are no metrics requiring close tracking.

Completed SLA metric changes

Publication of LGR/IDN Tables Metric	Adjusted SLA	Implementation Status
Validation and Reviews: Time to confirm that a submission is well-formed or send it back for remediation.	Threshold: ≤ 5 days Type: Max Breach: 90% Period: Month Mechanism: Publish in dashboard	The LGR metrics have been included in the December 2019 PTI Report for the first time.
Implementation: Time from the point at which the request is ready for implementation until request completion.	Threshold: ≤ 7 days Type: Max Breach: 90% Period: Month Mechanism: Publish in dashboard	

Proposed SLA metric changes

ccTLD Delegation/ Transfer Metric	Current SLA	Actual Performance	Proposed Adjusted SLA	Explanation	Implementation Status
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.	The CSC and PTI approved the recommended ccTLD delegation/transfer SLAs and will now send to the ccNSO and GNSO Councils for approval.
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.	
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.	
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.	

Report of Escalations
No new escalations have been received during this reporting period.

IANA Naming Function Performance Report December 2019
The IANA Naming Function Monthly Performance Reports are available at:
https://www.iana.org/performance/csc-report