Service Level Expectations for Post Transition IANA

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Structure of the SLE

- Principles
- Assumptions
- Services definitions
- Reporting mechanisms
- Field Definitions
- Informational Measurement and Reporting
- Process Performance
- Accuracy
- Online Services Availability and Enquiry Processing

Principles

- **Attributable measures.** Where practical, individual metrics should be reported attributing time taken to the party responsible.

- **Overall times.** Overall metrics reported to identify general trends in end-to-end processing times.

- **Relevance.** Distinction between metrics collected to support general analysis, versus which are the critical metrics that set specific thresholds.

- **Clear definition.**

- **Definition of thresholds.** The definition of specific thresholds for a performance criteria should be set based on analysis of actual data.

- **Review process** and **Regular reporting.**

Service Definitions (1 of 2)

- **Category I (Routine updates impacting Root Zone)**
  - Requires third parties to implement, publish and distribute changes.

- **Category II (Routine updates not impacting Root Zone)**
  - Do not require third parties and therefore will have a materially different processing timeframe.

- **Category III (Creating or Transferring a gTLD)**
  - Require additional processing by IANA to ensure policy/contractual requirements are met.
  - IANA processing is significant and therefore distinguishes this type of request from a routine change request.

Service Definitions (2 of 2)

- **Category IV (Creating or Transferring a ccTLD)**
  - Require additional processing by IANA to ensure policy requirements are met.
  - This processing is significant, and is normally substantially longer than a routine change request, and therefore should be distinguished.

- **Category V (Other change requests)**
  - May have special handling requirements that do not afford them the ability to automate and so no clear, regularly conducted process. May include:
    - Requests handled outside the online self-service platform, such as through postal mail;
    - Customers have placed special handling instructions on file with IANA;
    - Unique legal or regulatory encumbrances that must be satisfied;
    - Removing a TLD from service (e.g. retirement or revocation);
    - Changes that relate to the operation of the root zone itself (e.g. changing Root KSK, altering list of root servers and changes to the "root hints" file.

Reporting Mechanisms

Access	Type of Reporting	Metrics or Data Points
Public	Real-time dashboard	Process volumes Current SLE metrics Visual performance indicator
	SLE report	Performance against metrics Notification of breaches Explanations of any breaches
	Incident reports	Reporting of incidents Root causes analysis Remediation steps
	Accuracy	Calculated metric
	Request database	Every request made Timestamps of key steps Final status
Private (Requesting TLD)	Status tracker	Status and timestamps Required actions

Informational Measurement and Reporting

- Overall Request Processing Volumes and Timelines
  - Total Time (end to end processing)
  - Volumes
  - Final Outcomes (percentages)
  - Time per Actor and per Step
- Accuracy
- Online Services Availability and Processing
  - RZMS, Website, Directory Service (WHOIS), Credential Recovery, Performance Metrics Availability (dashboard), General Enquiries (processing time).

Field Definitions for Process Performance

- **Process**. The business process that IANA is requested to perform.
- **Metric**. The individual metric that will be measured as part of the completion of the business process.
- **Target**. The specified target for each individual change request.
- **Type**. Whether the target specified is a minimum target (compliance must be less than the target) or a maximum target (compliance must not be more than the target).
- **Breach**. The percentage limit of change requests within the specified period that fail to meet the metric, which if reached is deemed a breach in the SLE.
- **Period**. The period over which SLE compliance is measured.

Example of Performance Targets

Process Category	Metric	Threshold	Type	Breach	Period
Category I — Routine updates impacting Root Zone File (NS, DS and glue records)	**Submission**				
	Time for ticket confirmation to be sent to requester following receipt of change request via automated submission interface	≤ 60 sec	Max	95%	Month
	Time for lodgment of change request into RZMS by ICANN staff on behalf of request sent by email	≤ 3 days	Max	95%	Month
	Technical Checks				
	Time to return results for technical checks following submission of request via automated submission interface	≤ 50 min	Max	95%	Month
	Time to return results for subsequent performance of technical checks during	≤ 3 min	Max	95%	Month