

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

Date: 18 September 2017

Overall Finding

The CSC completed review of the August 2017 PTI 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 August 2017.

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 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 | 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

No new escalations have been received during this reporting period.

The Monthly PTI Performance Report to the CSC for August 2017 can be found at:
<https://www.iana.org/performance/csc-reports/201708> .