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

Date: 17 November 2017

Overall Finding

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

> Satisfactory - PTI met the service level agreement at 96.9% for the month of October 2017. Missed service level agreements that were satisfactorily explained and not an indication of a persistent issue:
>
> a) Technical Check (First)
> b) Technical Check (Retest)

Regarding the Technical Check (First) missed service level, PTI has previously informed the CSC that this SLA is missed due to an historic design decision to process these checks in series and while the active performance of the technical test itself does not exceed the SLA, the SLA is exceeded because some requests were queued waiting to be performed. The next revision of RZMS will have the technical check portion substantially rewritten and will allow greater parallelization of the testing being performed.

Regarding the Technical Check (Retest) missed service level is subject to a CSC recommendation that would re-categorize this month's performance for this metric as 'met' as well.

On the evidence so far, the CSC does not regard this as a cause for concern.

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

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 related PTI performance report for the month of October 2017 can be found at:
https://www.iana.org/performance/csc-reports/201710.