

# CSC Findings of PTI Performance Report for the Month of December 2017

Date: 15 January 2018

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## Overall Finding

The CSC completed review of the December 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 December 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.
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**Report of Escalations**

No new escalations have been received during this reporting period.

Appendix of PTI performance report for the month of December 2017 is attached.