

CSC Findings of IANA Naming Function Performance Report for the Month of December 2020

Date: 20 January 2021

Overall Finding

The CSC completed review of the December 2020 IANA Naming Function Performance Report and finds that PTI's performance for the month was:

Satisfactory- PTI met the service level agreement at 98.4% for the month of December 2020. The missed service level agreement was satisfactorily explained and not an indication of a performance issue:

Manual Lodgment Time, Routine (Technical) – the request was sent on Christmas and delayed due to staff's holiday schedule.

Metrics That the CSC is Tracking Closely

Currently, there are no metrics requiring close tracking.

SLA metrics that are in the process of being changed

Currently, there are no SLAs in the process of being changed.

Report of Escalations

No new escalations have been received during this reporting period.

IANA Naming Function Performance Report December 2020

The IANA Naming Function Monthly Performance Reports are available at:
<https://www.iana.org/performance/csc-reports>