

2 January 2020

CSC Findings on PTI Performance for August 2019

From: Lars-Johan Liman, CSC Interim Chair

FOR: All Community Leaders

INFORMATION SHARING

As chair of the Customer Standing Committee (CSC), I am providing you with our latest monthly findings on the performance of Public Technical Identifiers (PTI) over November 2019. I am pleased to inform you that the CSC has concluded that PTI's overall performance over November 2019 was "Excellent" - PTI met 100% of the service level agreements over the month of November 2019. The related PTI report to the CSC, listing the individual service level metrics along with their actual and historical performance, can be found [here \[r20.rs6.net\]](https://r20.rs6.net).

I am also very pleased to provide you an update on the two outstanding Service Level Agreement (SLA) changes:

1. In accordance with the SLA change procedure, the CSC was informed that PTI has completed implementation of the new SLA on processing times for Internationalized Domain Name Tables and is now recording data accordingly. The performance against this new SLA will be presented in the report over December 2019 and presented to the CSC at its January meeting.
2. With respect to the second SLA listed in the CSC Findings Report, the Country Code Top-Level Domain Creation/Transfer – Validation and Reviews: SLA Amendments, the CSC was informed that based on Public Comment there is no need to adjust the proposed SLA. In accordance with the [SLA change process \[r20.rs6.net\]](https://r20.rs6.net), PTI and CSC will now have to formally agree on the new SLA and then CSC will request the Councils of the Country Code Names Supporting Organization and Generic Names Supporting Organization to approve the changes.

Both SLA changes are explained in more detail in the October 2019 CSC Findings Report.

BACKGROUND

Generally, the CSC regular meeting is scheduled on or around the 15th every month, and the CSC Findings Report on the PTI performance is sent out shortly after that meeting. If you would like to be informed of upcoming meetings or receive CSC reports directly, you may want to subscribe to our [announce list \[r20.rs6.net\]](mailto:announce-list@r20.rs6.net). We welcome any comments on our reporting to you.

The CSC became effective 1 October 2016. Background information on the committee along with transcripts of our meetings and other useful information can be found [here \[r20.rs6.net\]](http://r20.rs6.net).