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

Date: 15 May 2017

**Overall Finding**

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

> Satisfactory - PTI met the service level agreement for 98.6%* of defined metrics.  The single missed service level is subject to a CSC recommendation that would recategorize this month's performance for this metric as 'met'.  On the evidence so far, the CSC does not regard this as a persistent problem or a cause for concern.
>
> Missed service level agreement was:
>
> a)  Technical Check (Retest)

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

**Metrics That the CSC is Tracking Closely**

Currently, there are no metrics requiring close tracking.

The reported issue was a minor issue that the CSC discussed with PTI regarding the details of the exception. There are no indications of a persistent issue.

**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**

To-date, PTI has notified the CSC of 0 escalations.

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

\* The Method for arriving at the overall of SLAs met is to sum the total number of requests that met the SLA in a category divided by the total number of requests for that category.  The sum of the percentages of all the categories is then divided by the number of categories.