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| <b>Subject</b> | <b>Re: [NRO secretariat] Call for Public Comments on the 2019 IANA Performance Matrix Summary Report</b> |
| <b>From</b>    | <b>Lars-Johan Liman</b>  |
| <b>To</b>      | <a href="mailto:iana-performance@nro.net">iana-performance@nro.net</a>                                   |
| <b>Sent</b>    | <b>05/02/2020, 19:00:48</b>  |

Nurani, (others),

I took a look at the report with a certain premonition of what it would look like. And it did. Meeting the SLAs to 100 % all over.

This matches very well the levels we see in the similar monthly reports to the ICANN Customer Standing Committee (CSC) - a committee with a corresponding auditing function for IANA's performance on the domain name side. More often than not they meet the SLAs to 100 % and when they don't, it's a few nagging decimals below, and the explanation is nearly always a specific SLA which is surprisingly ill-design (we're slowly fixing that) and where action times outside the control of the IANA are taken into account, which is unfair.

The IANA is probably the most well-run service on the entire Internet, and I suggest that you let the people that operate the IANA services know that they're doing a stellar job, and that what they do is very much appreciated by the community. That is certainly how I feel, and the message I try to convey from our (the CSC's) side.

Best regards,

/Lars-Johan Liman

CSC Chair, Netnod LIR

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