

Monthly SLA Reports of CNNIC

2017.09



中国互联网络信息中心
China Internet Network Information Center

China Internet Network Information Center (CNNIC) is a non-profit administration and service institution established under the authorization of the Ministry of Information Industry (MIIT), performing its responsibilities as the national Internet network information center. CNNIC is not only a registry in charge of the operation and administration of .CN domain names and Chinese domain names, but also the operator for running and administering the root servers for .CN domain names and Chinese domain names.

CNNIC is dedicated to providing world-leading services to the public and registrars. Aiming at offering phased operations and maintenance analysis data of CNNIC services, the *Monthly SLA Reports of CNNIC* facilitate all related parties to learn the operation of CNNIC and discover and solve problems in a timely manner. In this way, CNNIC can improve its service quality and develop further to provide fundamental services for the Internet network of China in a better way.

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1. Overview

This report provides an overview of CNNIC Registry Service Level Agreement (SLA) Performance from Sep 1 - 30, 2017, covering the Shared Registration System (SRS), Resolution Service and Whois Service for .CN domain name.

2. SLA Performance

2.1 .CN SLA Performance

2.1.1 .CN SLA Performance for DNS Service

| DNS Name Server | Requirement | Actual Performance |
|-----------------------------|---|--------------------|
| Service Availability | 100% | 100.00% |
| Processing Time | < 100 ms for 95% (Excluding Network Delay) | 0.74 |
| Planned Outage | Not Allowed | / |
| Planned Outage Timeframe | None | / |
| Extended Planned Outage | Not Allowed | / |

Table 2: .CN SLA Performance for Resolution Service for the reporting month

2.1.2 .CN SLA Performance for SRS

| SRS | Requirement | Actual Performance |
|---|---------------------|--------------------|
| Service Availability | 99.90% | 100% |
| Planned Outage | ≤ 8 Hours/Month | / |
| | ≤4 Hours/Week | / |
| Planned Outage Timeframe | 21:00-01:00, Sunday | / |
| Planned Outage Notification | 7 days | / |
| Extended Planned Outage | 18 Hours/3 Months | / |
| | | / |
| Extended Planned Outage Notification | 3 days | / |
| Check Domain RTT | < 1000 ms for 95% | 104.12 |
| Modify/Update | < 1500 ms for 95% | 81.72 |

| Domain RTT | | |
|--------------------------------|--------------------|---------------------|
| Delete Domain RTT | < 1500 ms for 95% | 127.56 |
| Add/Create Domain RTT | < 1500 ms for 95% | 165.15 |
| SRS Update Frequency for DNS | 4 Hours for 95% | < 5 Minutes for 95% |
| SRS Update Frequency for Whois | 15 Minutes for 95% | 5 Minutes for 100% |

Table 1: .CN SLA Performance for SRS for the reporting month

2.1.3 .CN SLA Performance for Whois Service

| Whois | Requirement | Actual Performance |
|--------------------------------------|--|--------------------|
| Service Availability | 99.90% | 100% |
| Processing Time | < 500 ms for 95% (Excluding Network Delay) | 3.88 |
| Planned Outage | ≤ 6 Hours/Month | / |
| | ≤ 3 Hours/Week | / |
| Planned Outage Timeframe | 21:00-01:00, Sunday | / |
| Planned Outage Notification | 7 days | / |
| Extended Planned Outage | 18 Hours/3 Months | / |
| Extended Planned Outage Notification | 3 days | / |
| Webbased-Whois Availability | 99.90% | 100% |
| Webbased-Whois Processing Time | < 1000 ms for 95% (Excluding Network Delay) | 67.71 |

Table 3: .CN SLA Performance for Whois Service for the reporting month