ccNSO Meeting Sao Paulo - .uk
Latest Developments

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.uk Latest Developments

- The .uk market
- Scope of Nominet
- .uk policy
- Technical excellence
- Service excellence
The .uk market

- 5.4 million names registered, average of 127,000 new registrations per month, average renewal rate of 70%
- Healthy economy and increasing broadband penetration having a positive effect on the market
- .uk is increasingly well known
- Future trends impacted by the growth in new businesses and the ‘online generation’ possibly wanting personal domain names
- Influenced by .cat, parts of the UK (such as Wales and Scotland) interested in their own gTLD or second level under .uk
- Learning point – developing an understanding of the factors and issues that may impact your future growth
Scope of Nominet

- Original scope of 10 years ago was very limited, with good reason

- Nominet was unable to respond to registrar requests, for example, that we bid to run the UK ENUM registry

- Unfortunately, this change required 90% of those who voted to vote for the change

- Change to scope was agreed at our second try

- Participation by registrars in votes is usually 10%, with much work, this rose to 20%

- Nominet’s core skill is running a registry and we can now explore opportunities when they arise

- Learning point – check that your constitution and rules enable changes, don’t build in a 90% requirement!
Policy

- New (faster) policy development process agreed
- IDNs under .uk still being hotly debated
- Currently consulting on improvements to our dispute resolution service
- Discussions planned about:
  - domain names used for phishing
  - system access limits – currently same levels apply to all registrars
  - registration periods of longer than 2 years
  - domaining and dropcatching
- Learning point: the number of policy issues will always exceed the capacity to develop policy
Technical excellence

• Working on a complete restructure of our database and rewrite of associated applications

• Back up data centre now on line – housed in an ex-nuclear bunker

• Released as open source a full port to Ruby of the Net:DNS library

• NSEC3, the fix to zone file enumeration in DNSSEC almost complete

• Detected a large scale WHOIS data theft attempt

• Completed the rollout of statistical information gathering machines to all nameserver nodes

• Learning point: Technical excellence is a moving target that requires an ongoing and significant investment of resources
Service excellence

- Registrant satisfaction index of 84%
- Registrar satisfaction index 85%
- Introduced mystery shopper research
- Taking all services online
- Awarded Investors in People standard
- Recent awards – short listed for National Service Excellence award, this week advised a finalist in Best of British industry awards
- Increased investment in staff training to £1800 per person (excluding in-house training)
- Learning point: Strong link between well trained and motivated staff and customer satisfaction