



80 | POLICY
FORUM



Registration Data Request Service (RDRS) Update

ICANN 80 Prep Week Session



29 May 2024

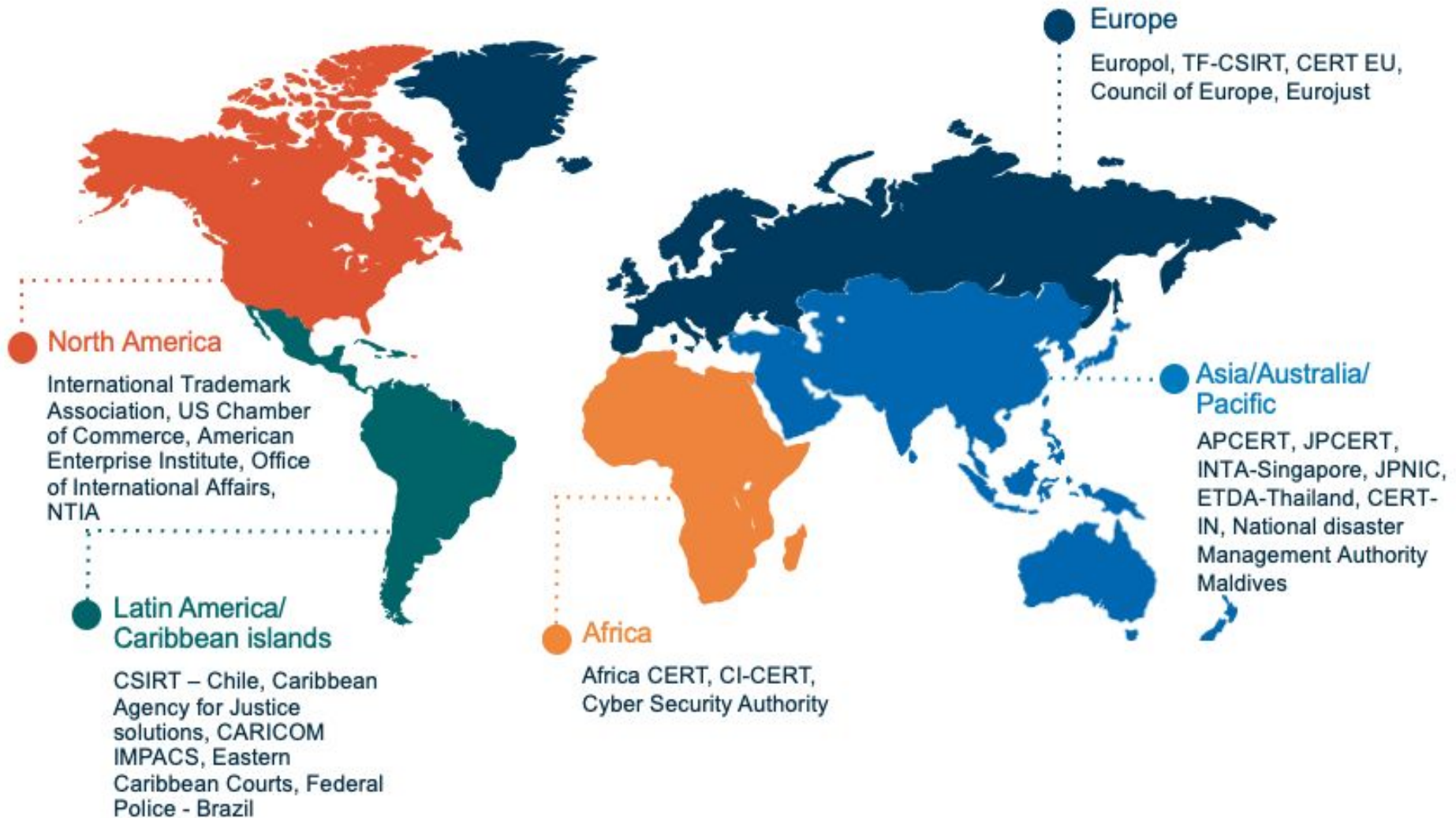
Agenda

- Welcome
- Engagement and Outreach Events
- Metrics and Reporting
- System Enhancements
- Survey Results
- Questions/Feedback

Global Engagement and Outreach

- Letter from ICANN's Interim President & CEO Sally Costerton sent to key requestor community audiences including:
 - Governments
 - Law enforcement
 - Threat intelligence and incident response communities
 - Intellectual property organizations
 - And others in 5 geographic regions by the Trust and Public Safety Engagement and Global Stakeholder Engagement Teams
- Regional Webinars: ICANN's Global Stakeholder Engagement and Trust and Public Safety Engagement teams to host information webinars across ICANN's five geographic regions.
- Targeted outreach and engagement with relevant organizations and at events aiming to reach potential requestors. Some examples are included in the following slides.

Regional Outreach and Engagement Overview



Engagement with Trust & Public Safety Groups

- Interpol and Europol
- Unsolicited Communications Enforcement Network (UCENet)
- National Cyber Forensics and Training Alliance (NCFTA)
- Messaging, Malware and Mobile Anti-Abuse Working Group (M3AAWG)
- Forum of Incident Response and Security Teams (FIRST)
- Global Cyber Alliance
- Cyber threat intelligence trust groups

2024 RDRS Post-Launch Events

- RDRS Training for Chinese Registrars (Online)
- ICANN org [RDRS Usage Metrics Report Webinars](#) (Online)
- [European Regional At-Large Organization \(EURALO\) Roundtable on RDRS](#) (Online)
- [Registrar Training Day](#) (Vienna, Austria)
- [APAC \(Asia Pacific\) TWNIC Engagement Forum](#) (Taipei, Taiwan)
- [Contracted Parties Summit](#) (Paris, France)
- [Middle East DNS Forum](#) (Rabat, Morocco)
- [eco-Association of the Internet Industry](#) RDRS Webinar
- International Trademark Association (INTA) Annual Meeting (Atlanta, USA)
- [Noncommercial Stakeholders Group \(NCSG\) Special Event on RDRS](#) (Online)

Metrics and Reporting

- The RDRS Usage Metrics Report published on a monthly basis, provides the system usage data as [requested by the GNSO Council](#)
- All reports are published on the [RDRS webpage on ICANN.org](#)
- Report includes the following sections:
 - Introduction
 - Summary of data requested by the GNSO Council in table format (17 total metrics)
 - Chart Representation of the 17 Metrics:
 - User Data (6 metrics)
 - Request Type Data (4 metrics)
 - Request Transactional Data (4 metrics)
 - Outcome Data (3 metrics)
 - List of Participating Registrars

Metric Enhancements

Requested enhancements by the GNSO Standing Committee and the broader ICANN community:

- Downloadable CSV of the Summary of Data chart for each monthly report.
- Metric to track requests for treating law enforcement requests with confidentiality (Metric 17).
- Metric to track disclosure request form usage for participating registrars (Metric 6.2).
- Highlighted the percentage of domains under management (DUMs) covered by registrars participating in the RDRS pilot.

Notable Usage Metrics

4,018

Total Unique Requestor Accounts

1,215

Requests
Submitted

3,024

Domain lookups resulted in
non-participating registrars

88

Total Number of Registrars Participating
in the RDRS Pilot

1,096

Total Closed Requests

57%

Total gTLD domains covered in RDRS
through participating registrars

381

Number of data request forms downloaded for
non-participating registrars

643

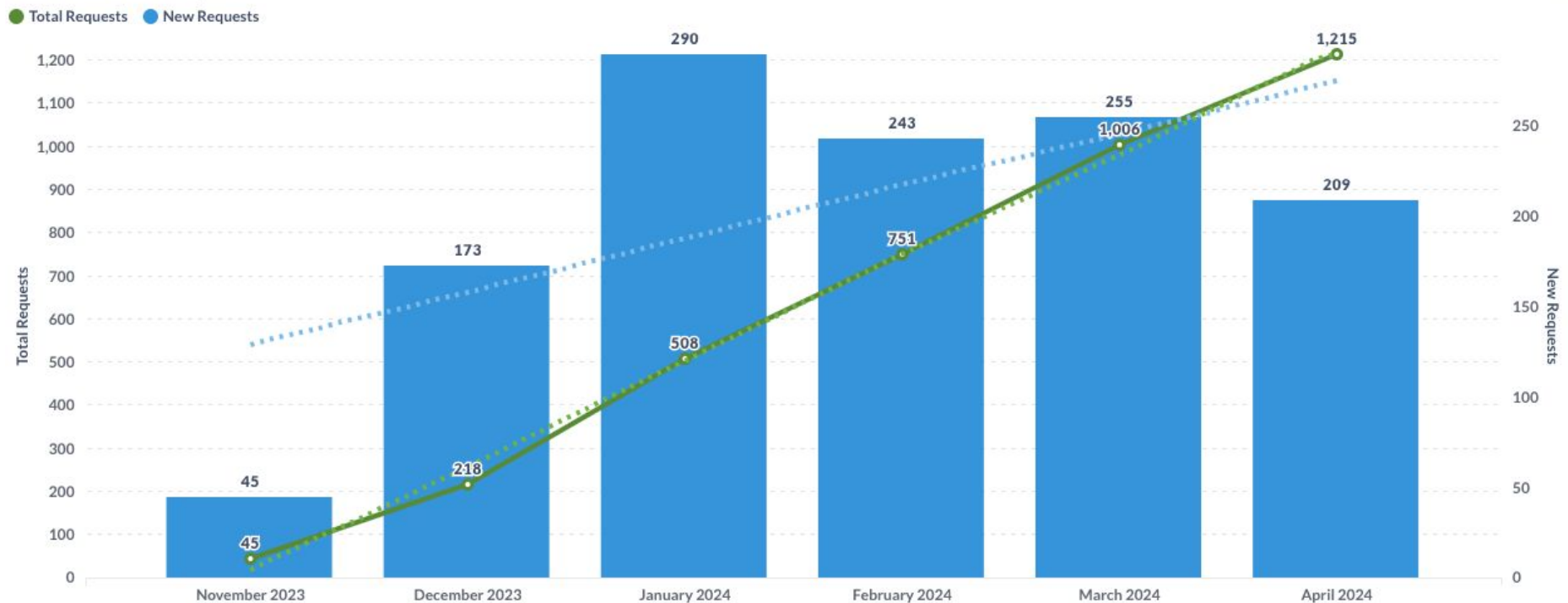
Number of data request forms downloaded for
participating registrars

More detailed data available in the monthly reports.

Metric 5: Disclosure Requests

This chart displays the trend of the number of disclosure requests that were submitted to participating registrars (since system launch and monthly). The dotted lines represent trends within the data series.

Metric 5: Disclosure Requests

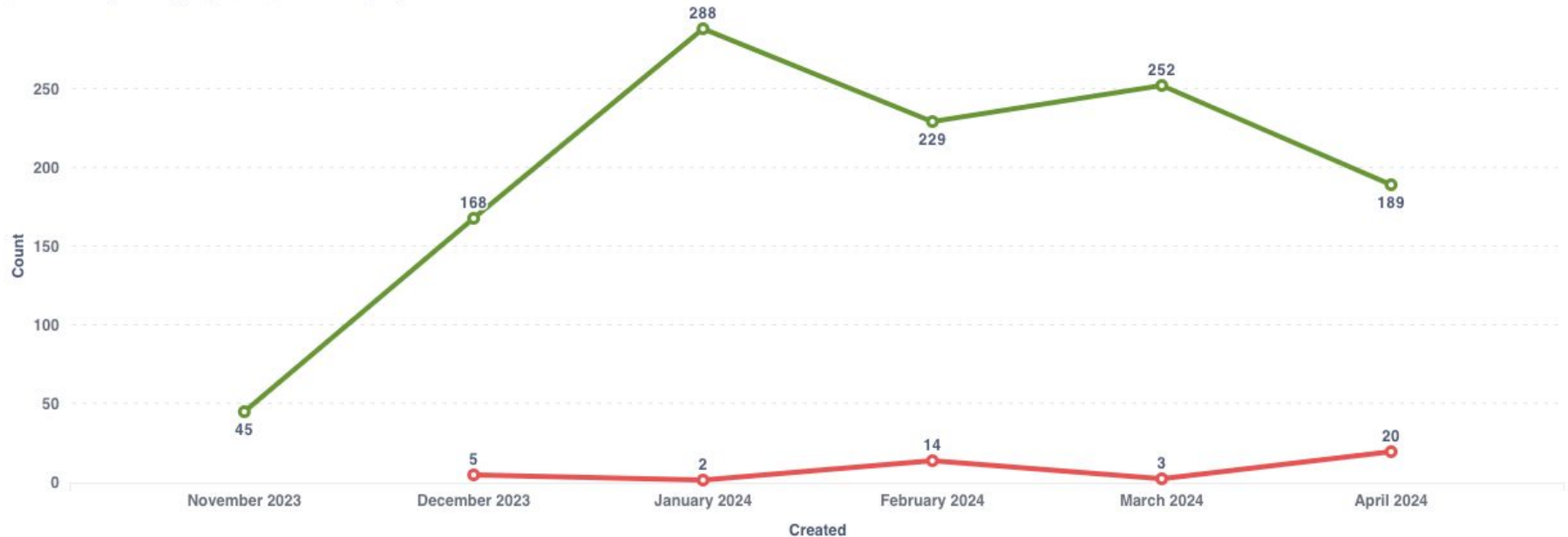


Metric 7: Disclosure Requests by Priority Level

The chart below displays the monthly breakdown of disclosure requests by priority level (expedited versus standard).

Metric 7: Disclosure Requests By Priority Level - Over Time

● EXPEDITED_REVIEW_REQUEST ● STANDARD_REQUEST



Metric 8: Disclosure Requests by Request Type

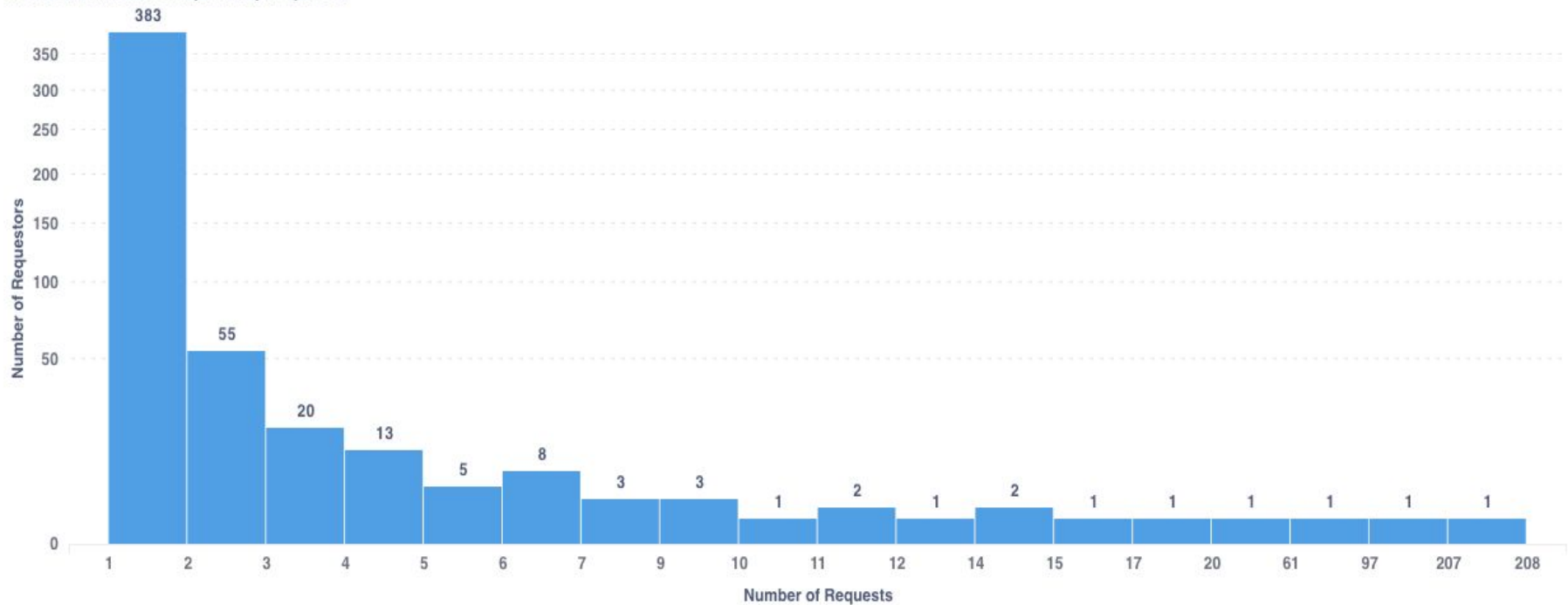
This table displays the monthly counts of disclosure requests by request type.

Request Type	Nov	Dec	Jan	Feb	Mar	Apr	Total
Computer Security Incident Response Team (CSIRT)	0	8	6	3	2	1	20
Consumer Protection	4	13	51	6	19	10	103
Cybersecurity Incident Response Team (non-CSIRT)	0	3	2	1	3	4	13
Dispute Resolution Service Provider	0	2	3	5	1	6	17
Domain Investor	1	9	8	3	5	4	30
IP Holder	20	49	112	117	71	43	412
Law Enforcement	1	17	38	30	25	46	157
Litigation/Dispute Resolution (non-IP)	1	5	26	3	1	1	37
Other	8	23	14	58	112	83	298
Research (non-security)	8	14	16	5	8	8	59
Security Researcher	2	31	15	15	8	3	74

Metric 9: Disclosure Requests by Requestor

This histogram displays the number of requests by requestor since system launch.

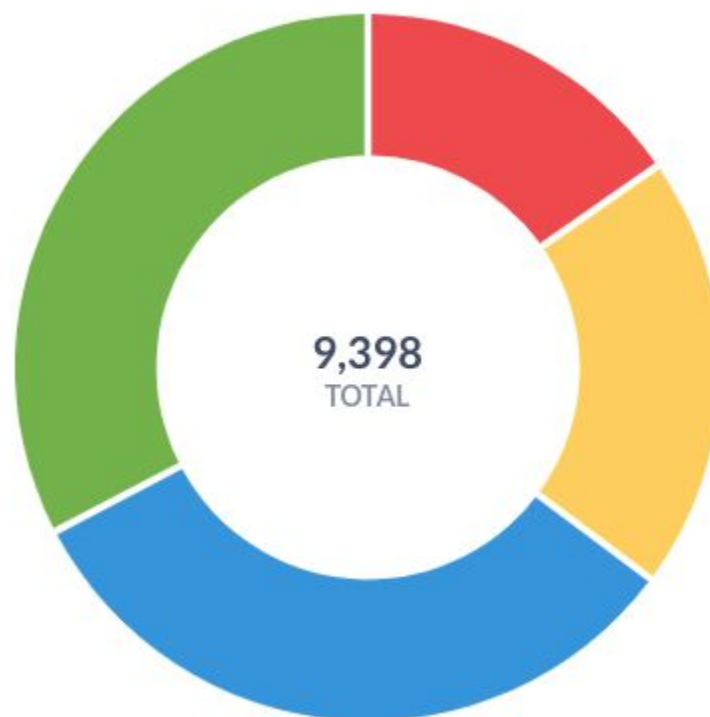
Metric 9: Disclosure Requests by Requestor



Metric 10: Number of Domain Lookups

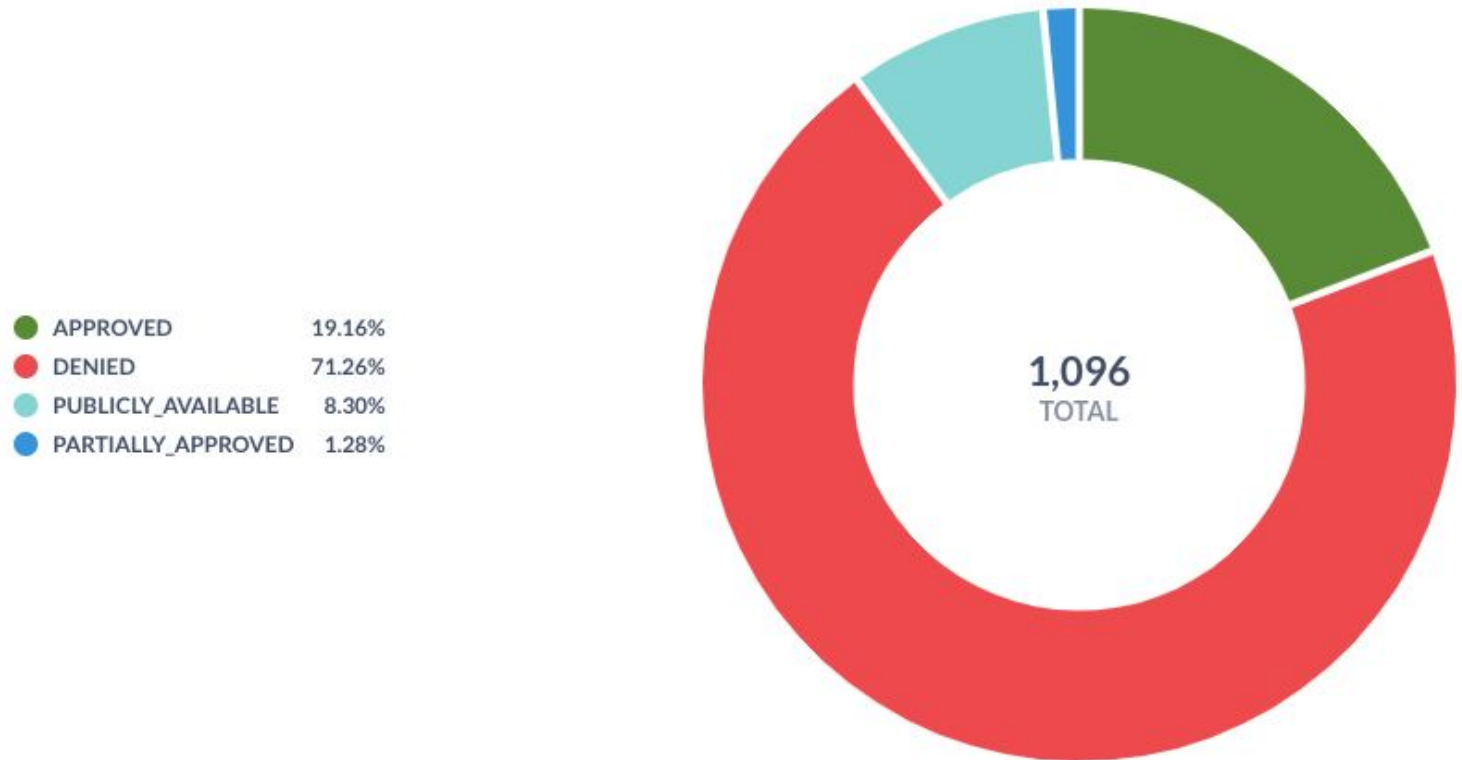
This chart displays the total number of domain lookups since launch and includes the results breakdown.

● DOMAIN_NOT_FOUND	15.2%
● DOMAIN_NOT_SUPPORTED	19.8%
● REGISTRAR_NOT_SUPPORTED	32.2%
● SUCCESS	32.8%



Metric 13: Number of Closed Disclosure Requests by Outcome Type

Metric 13: Number of Closed Disclosure Requests by Outcome Type



Metric 14: Denial Rate by Reason Type

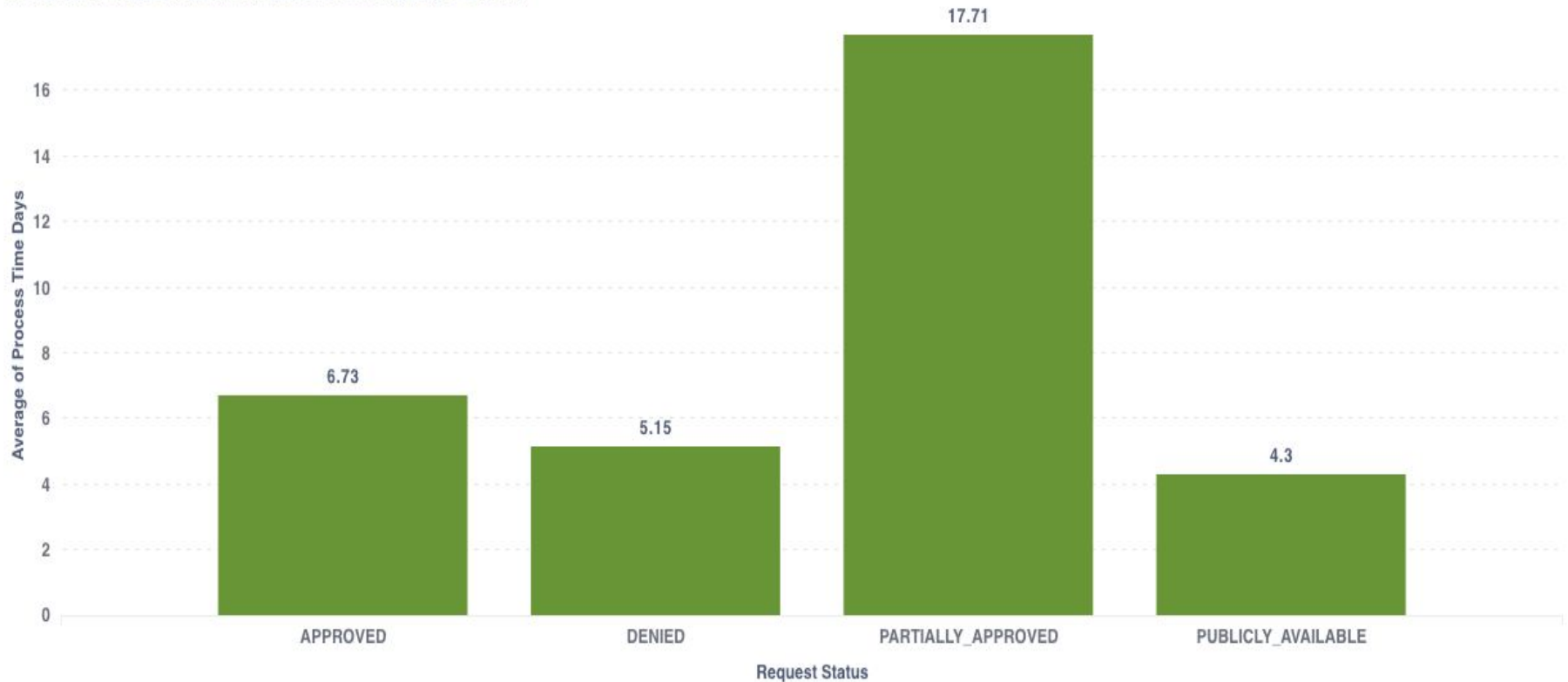
Reason Types are pre-set as a selectable option in the RDRS.

Reason type	Nov	Dec	Jan	Feb	Mar	Apr	Total
Domain name was transferred to another registrar / is not managed by the registrar identified in the request (change of control, domain hopping, etc.)	0	0	1	1	1	3	6
Requested data is publicly available in RDDS	0	0	0	0	0	0	0
The request fails to comply with any provision of the RDRS legal terms	1	8	23	12	17	4	65
Contracted party cannot disclose the data due to applicable law	0	60	40	50	53	35	238
Request is incomplete/more information is required before the request can be processed/requestor did not respond to request for additional information	8	21	30	26	55	128	268
Other corrective action is required before request can be processed	8	38	42	68	42	11	209
Other	10	31	24	33	16	14	128

Metric 15: Average Disclosure Request Response Time

This chart displays the average disclosure response time since the system launched, in days, by outcome type (approved, denied, partially approved, and publicly available).

Metric 15: Average Disclosure Request Processing Days - Overall



Metric 16: Response Time Distribution

This table displays the response time distribution (10th, 30th, 50th, 70th, and 90th percentiles, with the 50th percentile being the median), including the time from when the request was submitted until the time the request was addressed, differentiating between request status. Values shown represent the number of days.

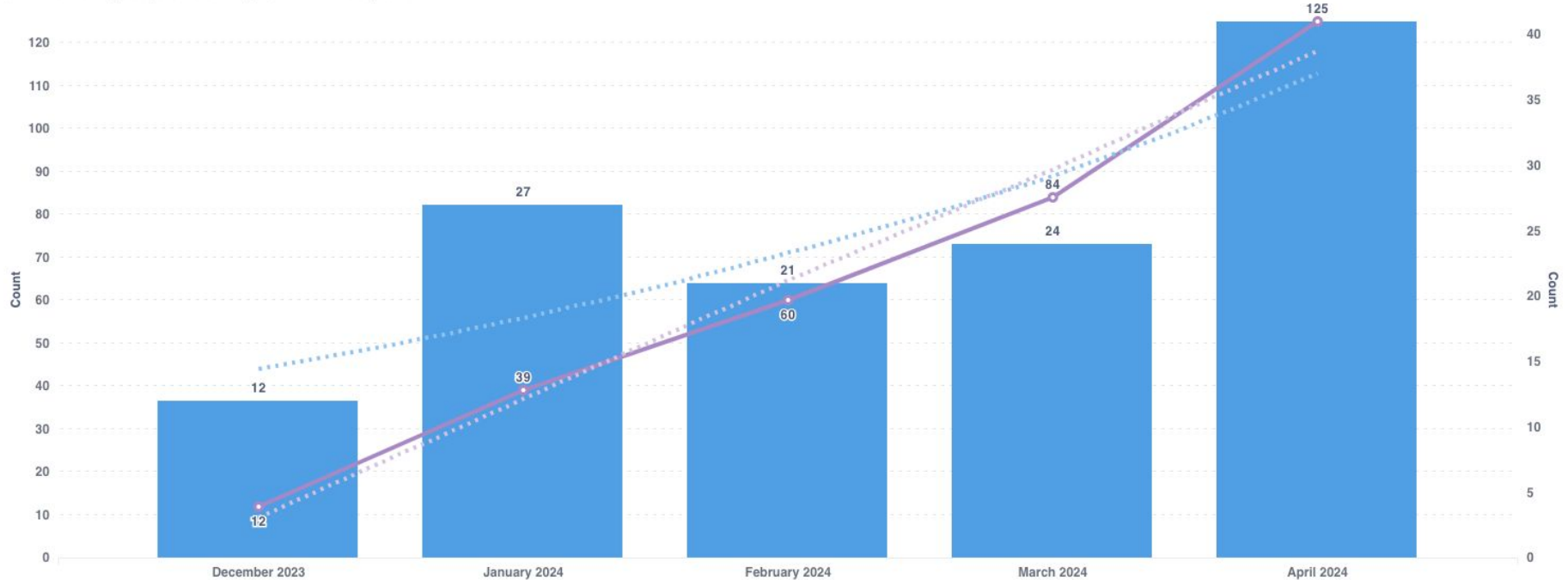
Request Status	10th %	30th %	Median	70th %	90th %	Average
Approved	0	1	2	7	20	6.73
Denied	0	1	2	4	12	5.15
Partially Approved	1.3	2.9	8.5	10.1	43.5	17.71
Publicly Available	0	0	1	4	17	4.3

Metric 17: Number of Confidential Disclosure Requests

This chart displays the trend of the number of times the “requesting confidentiality” box was selected since the system launched. The confidentiality box is only available when the requestors indicates their request category to be “law enforcement.”

Metric 17: Confidentiality Requested - Monthly and Cumulative Total

● Confidential Requests (Cumulative Total) ● Confidential Requests



Notable RDRS System Enhancements

1

COMPLETE:

Clarification on the list of supported gTLDs in RDRS.

2

COMPLETE:

Improved error messaging for unsupported TLDs
.arpa, .edu, .gov, .into, .mil, and ccTLDs.

3

COMPLETE:

Updated “HELP” function to provide a better user experience.

4

PENDING:

Require address and phone information.

5

PENDING:

Add an optional data field to capture requestor organization/affiliation.

6

PENDING:

Allowing all requests to be viewed without the need for a filter and adding request date.

Notable RDRS Survey Results for Requestors

861

Total number of RDRS surveys sent for each closed request from launch - 31 March 2024

2.1

Overall RDRS experience rating (on a 1-5 scale)

3.2

RDRS ease of use rating (on a 1-5 scale)

17

Total Surveys Completed (response rate = 2%)

Sample of Survey Feedback:

- Registrars should clarify what documentation is required to substantiate trademark rights when there is a strong suspicion of fraud.
- Confusion about closed requests, which are noted as publicly available when the registration is utilizing a proxy service.

Notable RDRS Survey Results for Registrars

29

Total RDRS registrar users who
processed requests from launch - 31
March 2024

2.9

Overall RDRS
experience rating
(on a 1-5 scale)

3.3

RDRS ease of use rating
(on a 1-5 scale)

15

Total Surveys Completed
(response rate = 52%)

5

Number of respondents likely to use
RDRS again

Sample of Survey Feedback:

- Quality of requests received through RDRS is significantly lower than previously received.
- Using RDRS added more steps to the process.
- Easy to use and simple interface.
- The system is clunky and not seamless.

Questions/Feedback

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