



81

ANNUAL
GENERAL
MEETING



Registration Data Request Service (RDRS) Update

ICANN81 Prep Week Session: One Year Review

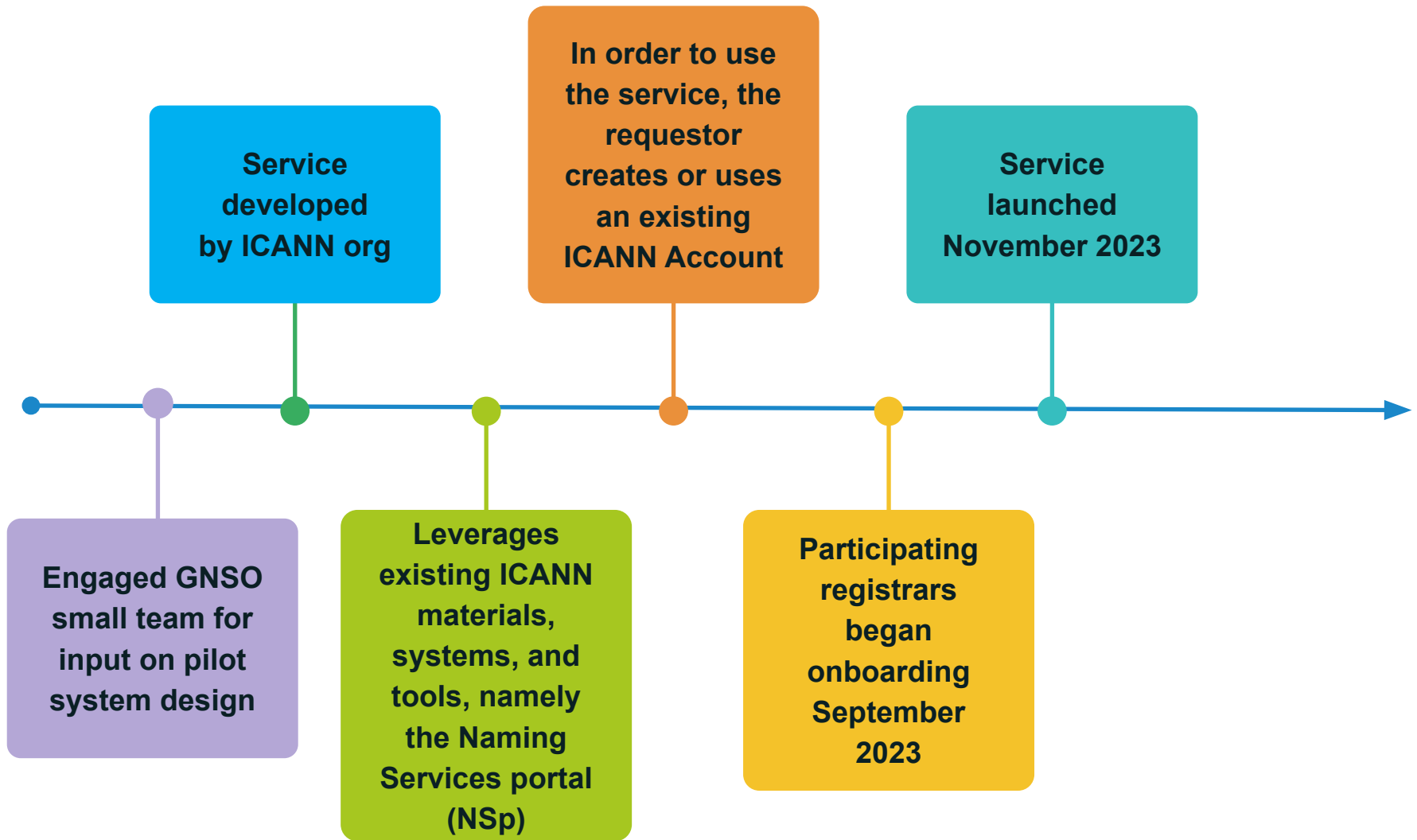


30 October 2024

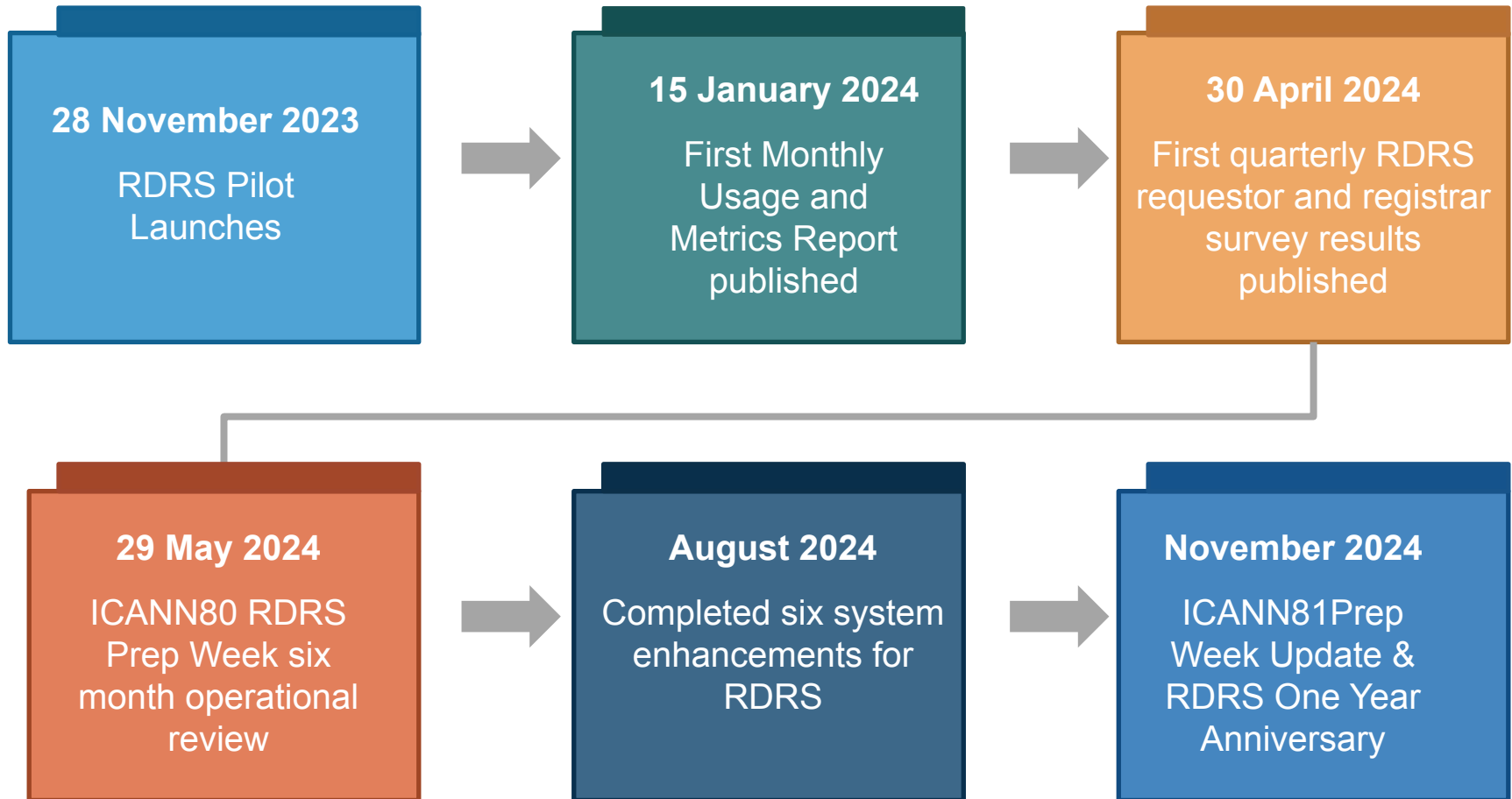
Agenda

- Welcome
- Background: Where we started with RDRS
- RDRS: One Year Highlights
- The GNSO Standing Committee's Role
- RDRS Experiences
- What's Next
- Questions/Feedback

Background: Where We Started with RDRS



RDRS Milestones: One Year of Progress



Events and User Data

The table below displays cumulative totals for events, requestor accounts, registrar participation numbers and percentage of domains under management (DUMs).

Month/Year	Events/Webinars (Cumulative)	# of Requestor Accounts (Cumulative)	# of Registrars (Cumulative)	% Registrar DUMs
November 2023	1	209	60	51%
February 2024	29	2937	77	55%
May 2024	48	4496	91	59%
August 2024	68	5944	91	59%

Engagement and Awareness

73

Events where RDRS was discussed

7

Average events per month

23

ICANN published blogs, announcements and articles

4,931

Attendees for all RDRS related events

5.4M

Unique views/impressions for paid social media

549

Articles published by non-ICANN sources mentioning RDRS

40K

Paid social media engagement (click throughs, shares, reactions)

0.75%

Social media engagement rate (click through rate)

Completed System Enhancements

1

Updated “Help” function and improved error messaging for unsupported TLDs,

2

Require requestor address and phone w/ optional field to collect requestor organization/affiliation

3

Allow all requests to be viewed without the the filter and adding request date to registrar view.

4

Update the “registrar concluded the review” email to highlight taking the RDRS Survey

5

Increased the open text field character limit from 1,000 to 2,000.

6

Added new language and a link to RDRS on the ICANN Lookup Tool results page

GNSO Standing Committee Enhancement Discussions

1

Request Category Changes

New Naming Services portal feature to allow registrars to recategorize RDRS requests if the requestor has selected the wrong request category.

2

Request Form Help Text

Additional help text in the RDRS form to improve the quality of requestor submissions.

3

Updated RDRS User Surveys & New UX Survey

Updated RDRS survey questions for requestors and registrars & new UX survey to improve the qualitative feedback to ICANN for RDRS system improvements.

4

Display RDDS Results for Lookups

Update RDRS and NSp UI to display RDDS Lookup results to requestors and registrars to help determine which domains use privacy providers.

5

Metric Enhancement

New data point for “ccTLD not supported” for Metric 10 in the RDRS Usage Metric Report.

6

Country/Jurisdiction Metrics

New metrics to track requestor’s country and jurisdiction where requests will be processed.

Current Usage Metrics

6750

Unique Requestor Accounts
(777 Users have made requests)

2,109

Requests
Submitted

5,029

Domain lookups resulted in
non-participating registrars

91

Registrars Participating
(Pilot launched with 56 registrars)

1,908

Closed Requests

59%

gTLD domains covered
by participating registrars

433

Approved Requests
(23% of Total Closed Request)

1263

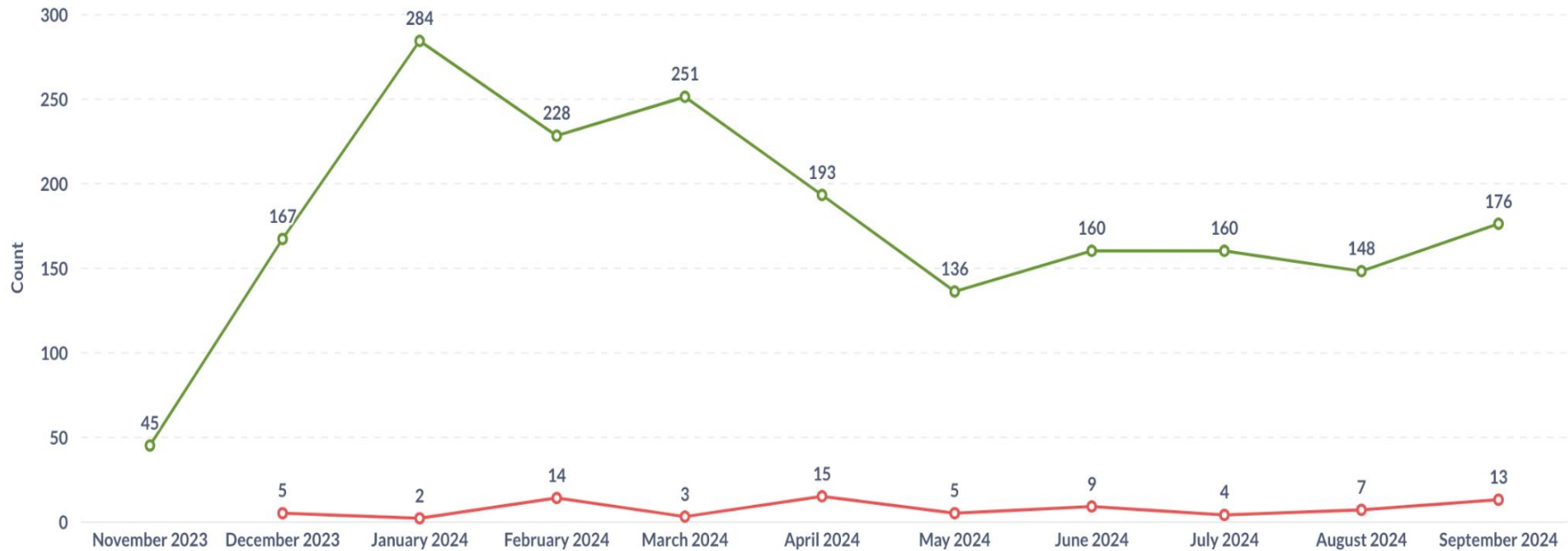
Denied Requests
(66% of Total Closed Requests)

Metric 7: Disclosure Requests by Priority Level

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

The table below displays the monthly counts and totals, expressed as both numbers and percentage, of disclosure requests by request type. Note that totals include canceled requests.

Request Type	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	%
IP Holder	20	49	112	117	71	43	37	50	66	24	35	624	30.4%
Other	8	23	14	58	112	83	31	38	65	83	72	587	28.6%
Law Enforcement	1	17	38	30	25	46	46	49	20	7	32	311	15.1%
Consumer Protection	4	13	51	6	19	10	12	11	5	15	12	158	7.7%
Security Researcher	2	31	15	15	8	3	3	2	1	3	4	87	4.2%
Research (non-security)	8	14	16	5	8	8	1	3	1	7	12	83	4.0%
Litigation/Dispute Resolution (non-IP)	1	5	26	3	1	1	19	11	0	6	9	82	4.0%
Domain Investor	1	9	8	3	5	4	2	4	1	6	10	53	2.6%
Computer Security Incident Response Team (CSIRT)	0	8	6	3	2	1	2	1	4	1	0	28	1.4%
Dispute Resolution Service Provider	0	2	3	5	1	6	2	0	0	3	3	25	1.2%
Cybersecurity Incident Response Team (non-CSIRT)	0	3	2	1	3	4	1	1	1	0	0	16	0.8%
Grand Total	45	174	291	246	255	209	156	170	164	155	189	2054	100%

Metric 14: Denial Rate by Reason Type

- Reason Types are pre-set as a selectable option in the RDRS.
- Each registrar has the option to provide additional explanation for selections.
- If selecting “Other”, the registrar is required to provide an explanation.

Reason Type	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
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	11	19	8	125	62	493
Contracted party cannot disclose the data due to applicable law	0	60	40	50	53	35	31	21	21	30	19	360
Other	10	31	24	33	16	14	30	17	17	31	25	248
Other corrective action is required before request can be processed	8	38	42	68	42	11	1	6	2	2	4	224
The request fails to comply with any provision of the RDRS legal terms	1	8	23	12	17	4	28	11	11	19	18	152
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	2	0	0	1	2	11
Requested data is publicly available in RDDS	0	0	0	0	0	0	0	0	0	0	0	0

The GNSO Standing Committee's Role

Sebastien Ducos
GNSO Standing Committee Chair

Background on RDRS

EPDP Phase
2
2019 -2020

Recommendations to develop a system for access to non-public registration data. Leading to the exploration of a System for Standardized Access/Disclosure (SSAD).

ICANN74
June 2022

A simplified "Whois Disclosure System" (WDS) was proposed, leveraging existing ICANN infrastructure to facilitate requests for registration data while considering GDPR compliance

ICANN75
(Sep 2022)

The design for the WDS was presented, focusing on a pilot program. The system was designed to handle requests for gTLD registration data without direct integration with registrar systems, emphasizing a cost-effective and privacy-conscious approach.

February
2023

The ICANN Board approved the launch of a new ticketing system (RDRS) to handle requests for non-public gTLD registration data. Development was set to take approximately 11 months, with a target launch by the end of 2023.

ICANN76
March 2023

The system's name was officially changed to the Registration Data Request Service, which would operate as a two-year pilot to collect data on its usage and effectiveness.

November
2023

Launch of RDRS and start of RDRS Standing Committee

Assignments of RDRS SC

1

Trends that can be identified over a **month-by-month period**.

2

Possible technical updates* that should be considered to RDRS and/or related messaging and promotion.

4

Suggestions to the Council for a proposed recommendation(s) to the ICANN Board in relation to the consideration of the SSAD recommendations**.

3

Specific lessons learned that should be factored into the consideration of how to proceed with the SSAD recommendations.

Success Criteria for RDRS

Proposed success criteria as [confirmed by the ICANN Board \(Nov2023\)](#):

Service Criteria

1

The RDRS should be available to all possible requestors to submit their data requests;

2

The RDRS should be available to all interested ICANN-accredited registrars to participate in;

3

The RDRS should track all relevant data points as identified by the Small Team (see hereunder);

4

Success Criteria

Sufficient number of registrars participate reflecting a sufficient number of domain name registrations under management so that statistically significant data can be obtained;

5

Sufficient number of requests are made by requestors so that statistically significant data can be obtained; (note, a volume that is too low to provide significant data could still be considered a success as it may demonstrate lack of demand for the service but if there are sufficient requests, ideally this is of a level that statistically significant data can be derived from it.) ([Board comment on this 2 June.](#))

6

Registrar and requestor **user satisfaction with the service should be measured** (note, this should not focus on the outcome of requests but on experience with the service itself.

The RDRS Standing Committee

Purpose and Role	Meeting Cadence	Membership and Leadership	Reporting
Trends that can be identified over a month-by-month period . Possible technical updates that should be considered to RDRS and/or related messaging and promotion.	Meets every 2 weeks for regular discussions.	Council members interested in the EPDP Phase 2 efforts. Former Council members from the small team working on SSAD.	Monthly data analysis (provided by ICANN org). Review technical updates and trends.
Suggestions to the Council for a proposed recommendation(s) to the ICANN Board in relation to the consideration of the SSAD recommendations.	At 6-month intervals to discuss milestones and strategic direction.	Chair: Appointed by the GNSO Council. Responsible for regular updates to the GNSO Council and managing committee activities.	After the 2-year period, a report will be provided to GNSO Council with recommendations on SSAD based on experience with RDRS.
Specific lessons learned that should be factored into the consideration of how to proceed with the SSAD recommendations.	Working Sessions during ICANN meetings.		

RDRS Experiences

John McElwaine

Member, Intellectual Property Constituency (IPC)
Vice Chair, RDRS GNSO Standing Committee

Reg Levy

Co-chair, Registrar Stakeholder Group (RrSG) DNS Abuse
Sub-Group

Request Experiences - John McElwaine

- **Process Tips:**

- Organize your submission prior to filing.

- Power of Attorney:

[CLIENT NAME] hereby appoints John C. McElwaine of Nelson Mullins Riley & Scarborough LLP as its attorneys with full power of association, substitution and revocation, to represent, act for, submit and process this request for nonpublic domain name registration data.

Please direct all correspondence to the attention of John C. McElwaine, 151 Meeting Street, Suite 600, Charleston, South Carolina 29401, with the following phone number: (xxx) xxx-xxxx and email: john.mcelwaine@nelsonmullins.com.

- Evidence (include email headers), registration certificates and written arguments.
- Brief description of the specific issue is limited to 2000 words.
- Some registrars require that you assert a legal basis.

Trends that I am seeing as a Requestor

- About 50% of the time we can not submit because Registrar is not participating.
- Large number of domains are behind a privacy/proxy.
 - Denials due to proxy could be as much as 60%
- Denials are being made for investigation of suspected fraud or infringement.
- Take down or repossession instead of disclosure.

Other Requestor Feedback

- The forms might be difficult to understand for a layperson.
- The response time could be faster.
- Not enough registrars are participating and no ccTLDs or registries.
- Registrars are applying different standards for disclosure.
- Bulk requests.
- Clearer explanations for denials or partial approvals.

Registrar Experiences - Reg Levy

- Third-party system creates extra work and adds complexity, including time, to the process of reviewing requests, although some registrars appreciate not having to build their own intake system.
- Categories seem to be confusing to requestors, as they are often incorrect, adding time to review.
- Requestors don't typically review Whois, so domains with Whois privacy aren't flagged, which is frustrating to both sides.
- Operationalizes the RrSG-recommended [Minimum Required Information for Whois Data Requests](#).

Resources for Requestors and Registrars

- **Requestor Links:**

- To create an ICANN Account: [Account Setup page](#)
- RDRS [User Guide](#) for Requestors
- Requestor [Frequently Asked Questions \(FAQs\)](#)
- “How to” video: [How to use the system](#)
- “How to” video: [How to use the template feature](#)
- The ICANN80 Session [GNSO: Registrars and ICANN - Good RDRS Requests](#)

- **Registrar Links:**

- [Naming Service portal Login](#)
- [RDRS Naming Service portal User Guide for Registrars](#)
- [RDRS Naming Services portal FAQs for Registrars](#)

Further information on the RDRS, including general and background information, links to meetings and announcements, and related correspondence, can be found on the [RDRS webpage](#).

RDRS: What's Next

- ICANN81 RDRS-related Sessions
 - [GNSO: RDRS Standing Committee Work Session](#)
 - Wednesday 13 November 2024, 16:30 - 17:30 GMT+03
- RDRS User Experience Interviews with ICANN during ICANN81
 - If you are a registrar or requestor currently using RDRS and would like to provide feedback on your experience, please schedule an interview by sending an email with the subject: “RDRS Interview” to rdrsfeedback@icann.org and indicate whether you will be in Istanbul for in-person discussions or participating remotely and available for a Zoom interview.

Questions/Feedback

Engage with ICANN



Thank You

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