

RrSG Meeting - Registrar Liaison Updates

Registrar Training Program

BACKGROUND

- The registrar training is a new requirement for the 2009 RAA
- All registrars are required to complete the training
- Offered by ICANN at no cost to registrars, online, in 7 languages
- Must be completed by the “primary contact” or a “designee” who is an employee of the registrar or an affiliated registrar.
- There are 6 “courses” within the training program:
 - Introduction & ICANN background
 - Dealing with Registrants
 - Transfer Policy
 - UDRP
 - Whois and Data Management Obligations
 - RAA Enforcement & Administration (e.g., How do I update my primary contact information? How do I get permission to assign my RAA?)
- Content is mostly in video form with some take-away quick-reference materials
- The training has a total running time of 2 hours
- Registrars are given 90 days to complete the training after they are enrolled in the system, but extensions are available upon request

CURRENT STATUS

- 759 Registrars in 16 countries have been enrolled in the Training Program as of 13 March 2012 (more than 80% of the registrars on the 2009 RAA have been enrolled)
- 526 Registrars have completed the Training Program (approximately 70% of enrolled registrars have completed it)
- 9 Registrars or Registrar Families have requested and been provided access to the training program for employees other than the primary contact as part of a trial “voluntary training program.” Across these registrars, 53 voluntary learners are taking the training program.
- Any registrar interested in joining the trial voluntary training program should contact registrar-training@icann.org. A registrar can sign up to 10 voluntary learners as part of the trial. Otherwise, they can wait and we will send out an email invitation to all registrars for the “voluntary” program when it’s out of “beta testing”.
- Translated versions of the training program are expected to launch in the next week and a half. Registrars on the 2009 RAA in countries where the primary language is Chinese, French, Japanese, Korean, Russian, or Spanish will receive emailed enrollment details within the next week or two.
- All registrars on the 2009 RAA will be enrolled by the end of the month. (New registrars will be enrolled as part of the new registrar on-boarding process.)

New RDE Enrollment and On-Boarding Procedure

- As of February 2011, all ICANN-Accredited registrars are required to enter into an RDE Agreement with ICANN and begin depositing data as soon as it starts registering names.
- Regarding new applications, once approved, an RDE enrollment letter is sent out along with the 2009 RAA and will serve as formal notice to the registrar of its obligation to enter into a RDE Agreement with ICANN (as required by paragraph 3.6 of the RAA)
- The accreditation will not be completed until both the RAA and the RDE Agreement have been signed and received by ICANN
- This new procedure will make it easier and more efficient for the Registrar Liaison and Contractual Compliance teams because any technical issues can be resolved early on and we will not be forced to chase down non-responsive/non-compliant registrars.

Due Diligence Checks

- The Registrar Liaison team has recently implemented enhanced registrar applicant background checks as of December 2011
- This was done in the interest of protecting registrants and ensuring the security and stability of the domain name space
- A third-party provider is used to conduct background checks in addition to our own internal processes
- When questions or concerns are identified, the applicant is given an opportunity to explain or clarify the issues
- More detailed terms and conditions govern the application process