

DIFO

Danish Internet Forum

Host Presentation

Tech Day @ ICANN58

Introduction

Erwin Lansing

Head of security and technical advisor

Johnny Nordquist

Head of IT

Nikolaj Ravn Hansen

Head of development

Agenda

- New IT Strategy (Johnny)
- Services and development processes (Nikolaj)
- Domain abuse mitigation (Erwin)



Johnny Nordquist
Head of IT
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- Joined DK Hostmaster August 1st 2016
- Previously ~9 years at DKs largest telco and systemsintegrator TDC/NetDesign as head of IT
- 20+ years in the IT-business with a broad systems specialist background
- 16 years IT-management experience
- Primary focus is enabling the business through IT

Changing the way we "do" IT

Transformation of technical operations department to a modern business-oriented IT-provider

NOT focusing less on technology, but MORE on business requirements

Why do we set out on this journey?

- Maximize value generated to the business and the customers
- To be able to deliver on Streamline

The new strategy – codename Streamline

The largest strategic business and IT-project in the history of DK Hostmaster

The purpose:

- Modernization of business processes and supporting systems
- Covering core processes related to (cc)TLD operations
- Migration from "home-grown" legacy systems to best-of-suite standard solutions

The goal:

- Increase efficiency by simplification
- Reduce the business and IT risks
- Enable us to focus the majority of our resources on delivering new and modern services to the customers and internet society in general - with a shorter time-to-market
- Heighten the customer satisfaction





Services and development process

Nikolaj Ravn Hansen
Head of Development

DK Hostmaster Software Development

- In-house development and support of a wide array of customer facing and internal services
- Two development streams – one major project plus monthly themed releases



DK Hostmaster Software Development

- Open source tool chain
- Mojolicious web framework running on NGINX
- Agile development process with 3 week sprints
- Efficient feature specification and end-user involvement with user stories and design sprints
- Continuous Integration
- Automated Testing
- RERO - Release early, release often
- DevOps

DK Hostmaster Service Landscape



Key deliverables spring/summer 2017

- RDAP – Client beta version available. Server go-live early Q2 2017.
- Enhanced domain registration and validation process – mandatory NemID (two-factor authentication) for Danish residents
- SCREENER - Abuse Mitigation/Prevention Service
- REGSITE - Registrar Self Service Web Portal

<https://github.com/DK-Hostmaster>





Domain abuse mitigation

Increase in governmental efforts on Cybercrime

New authorities to handle prevention and detection of Cybercrime and Cyber Security

More focus on investigation of IPR violations

A clip from yesterdays new:

- "Over 1000 domains seized this year to date"
- "Usually selling clothes and shoes"

07. MAR. 2017 KL. 19.49

Statsadvokat har beslaglagt godt 1000 skumle hjemmesider

De mistænkelige hjemmesider, som Statsadvokaten har beslaglagt, sælger typisk tøj og sko.

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DK Hostmaster in law enforcement

DK Hostmaster cannot be judge, jury and executioner for content on the internet.

Has a very limited competence to handle complaints about compliance with the stipulated terms and conditions

- Typosquatting
- Malware

The Complaints Board for Domain Names

The Courts of Law

- Seizure of domain names for police investigation
- Access to information

Registrant ID verification - current

Lookup of Danish registrants in:

- Civil Registration System (CPR)
- Central Business Registry (CVR)



Order confirmation letter sent by post

- Domain suspended when letter is undeliverable

ID verification Danish registrants

DK Hostmaster currently do not check if the user is who she says she is, only that she exists

Upcoming soon

- All Danish registrants have to log in with the Danish common secure login (NemID) to confirm identity



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ID verification foreign registrants

Currently, ID verification *only* for Danish registrants

No single registry for all people and companies world wide

Other possibilities

- eIDAS
- VIES
- Maybe other national databases



Risk based assessment

Take aside for secondary screening

- Based on risk assessment
- Based on suspicion

➔ Grounds for ID-verification



Risk criteria and clues

Internal information

- Known bad registrants
- Country
- Free email
- Postal country different from phone number
- Re-registration within 2 days after deletion
- Domains previously used for fraud
- DNS Data

External sources

- Public blacklists
- External databases

Way ahead

- DK Hostmaster has a role in fighting Cybercrime
- Cooperation with national and international partners
- Independent initiatives and multiple solutions

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