

Registration Data Request Service (RDORS) Update

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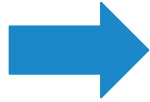
GNSO Council Meeting 17 October 2024

Agenda

1. Success Criteria
2. Role of RDRS SC
3. Latest Metrics
4. Latest Enhancements
5. Next Steps
6. Q&A

Success Criteria for RDRS

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



Available to all possible requestors to submit requests



Available to all ICANN-accredited Registrars to participate



Track metric points identified by EPDP Phase 2 Small Team



Sufficient # of Rr Participants + DUMS for statistically significant data



Sufficient # of Requests for statistically significant data



Registrar and Requestor Satisfaction

RDRS Standing Committee Assignments based on Charter



Analyze trends over a month-to-month period



Consider possible technical updates, noting limited resources



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



Provide suggestions to Council for a proposed recommendation(s) to the Board in relation to the consideration of the SSAD recommendations.

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 (3 metrics)
 - Outcome Data (4 metrics)
 - List of Participating Registrars

Notable Usage Metrics since launch of RDRS

5,944

Total Unique Requestor Accounts
(success criteria 5)

1,857

Requests
Submitted
(success criteria 5)

16,137

Domain lookups

91

Total Number of Registrars Participating
in the RDRS Pilot (success criteria 4)

1,736

Total Closed Requests

59%

Total gTLD domains covered in RDRS
through participating registrars
(success criteria 4)

609

Number of data request forms downloaded for
non-participating registrars

1020

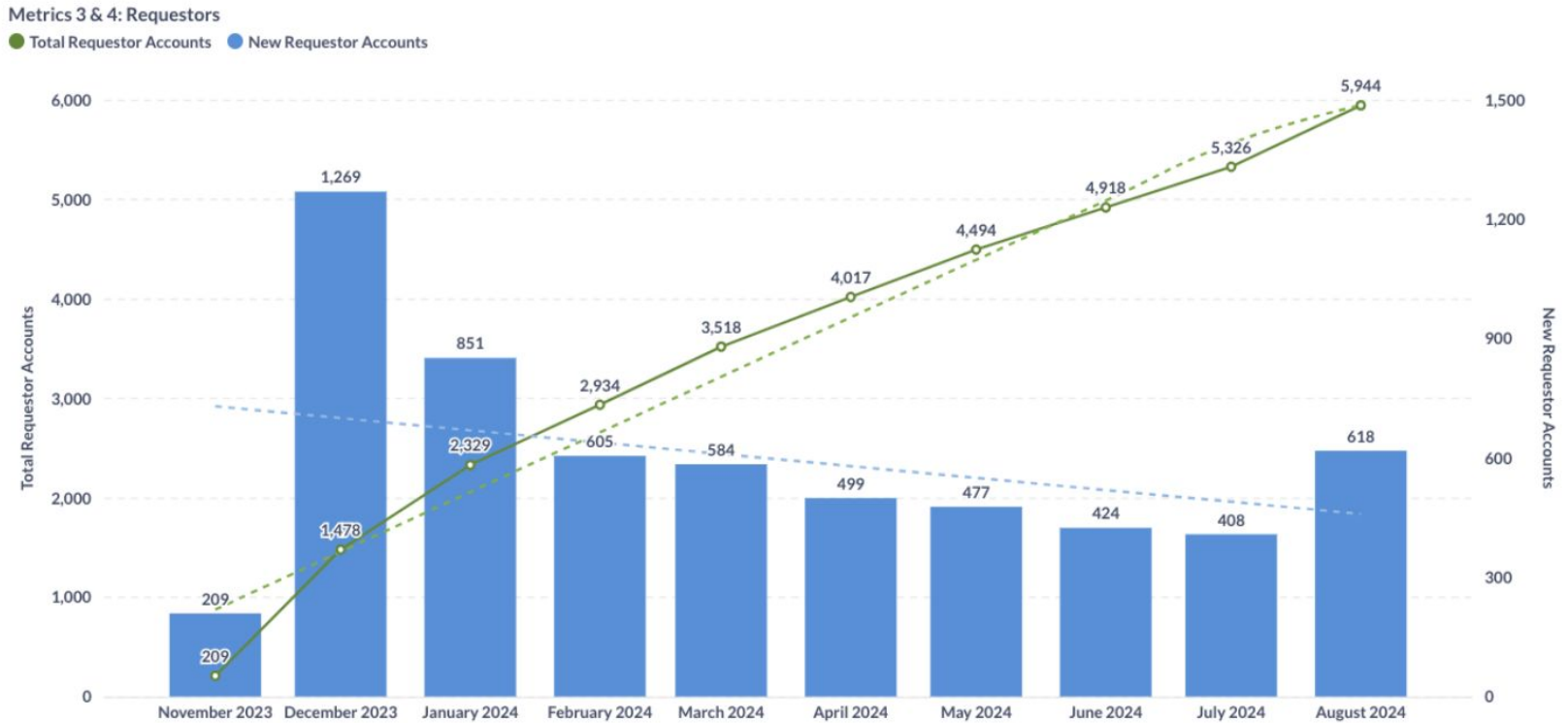
Number of data request forms downloaded for
participating registrars

More detailed data available in the monthly reports.

Requestors

Metrics 3 and 4: Requestors

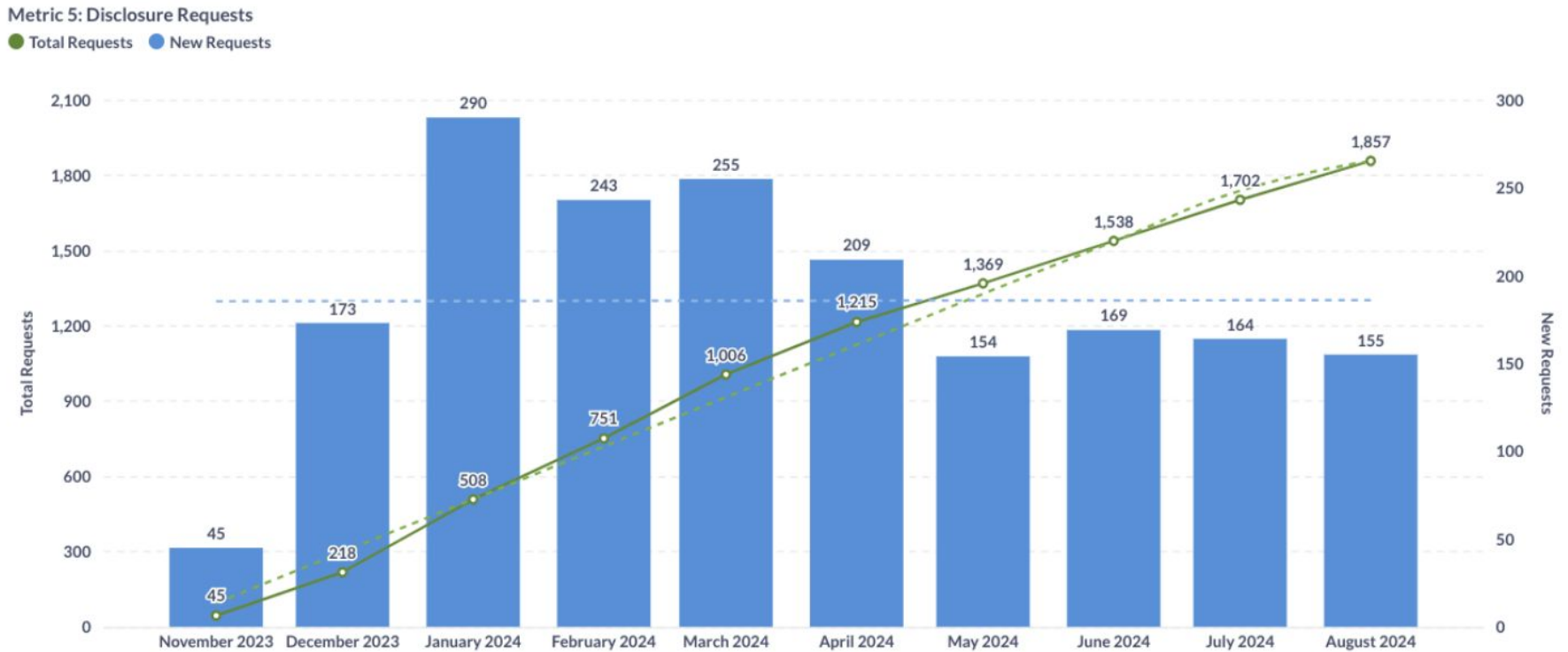
The chart below displays the monthly trend of the number of total and new requestors. The dotted lines represent trends within the data series.



Requests

Metric 5: Disclosure Requests

The chart below 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.

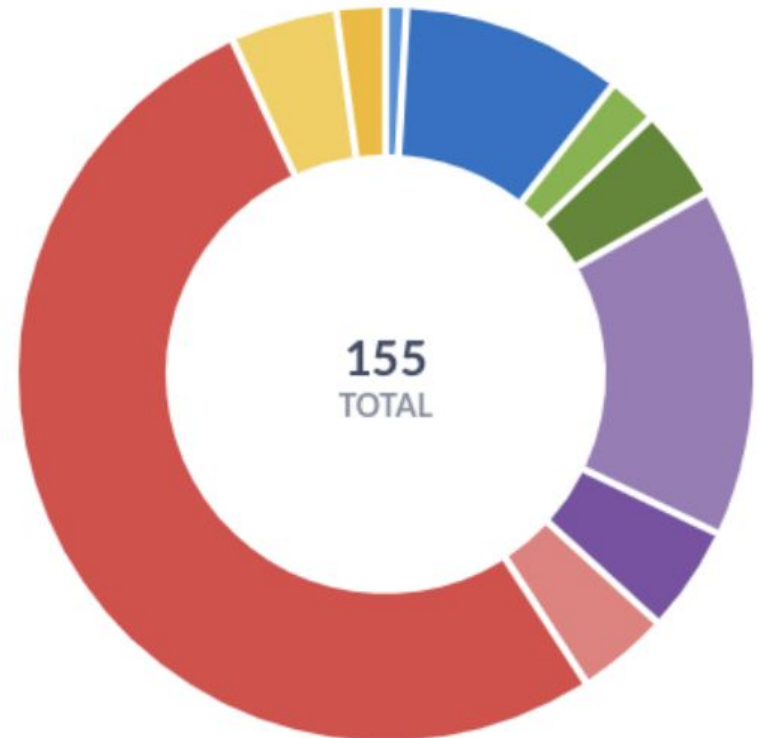


Disclosure Requests

Metric 8: Disclosure Requests by Request Type

The chart below displays the total number of disclosure requests by request type within the reporting period and the percentage of total for each request type.

● COMPUTER_SECURITY_INCIDENT_RESPONSE_TEAM_...	0.645%
● CONSUMER_PROTECTION	9.677%
● DISPUTE_RESOLUTION_SERVICE_PROVIDER	1.935%
● DOMAIN_INVESTOR	3.871%
● IP_HOLDER	15.484%
● LAW_ENFORCEMENT	4.516%
● LITIGATION_DISPUTE_RESOLUTION_NON_IP	3.871%
● OTHER	53.548%
● RESEARCH_NON_SECURITY	4.516%
● SECURITY_RESEARCHER	1.935%



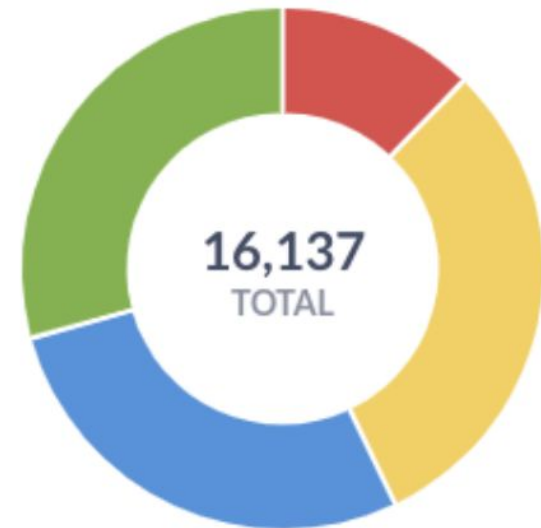
Domain Lookups

Metric 10: Number of Domain Lookups

The charts below display the total number of domain lookups during the current period and since the November 2023 launch, monthly lookup trends and numeric breakdown of lookup results. “Domain Not Found” means the domain name format was entered correctly, but does not exist when the Registration Data Directory Services (RDDS) is queried (e.g., the domain name is not registered). “Domain not supported” indicates the domain name entered is for a top-level domain that is not in the [gTLDs JSON Report](#) and/or has an invalid format (e.g “sample” or “company name LLC”). “Registrar not supported” means that the registrars managing the domain names are not participating in the RDRS. “Success” means that the lookup was for an existing gTLD domain name that is managed by participating ICANN-accredited registrars. Additionally, the total number of “success” lookups will not match the number of request submissions (Metric 5) as users may look up a domain but not proceed to submitting a request.

Metric 10: Domain Lookup (Since System Launch)

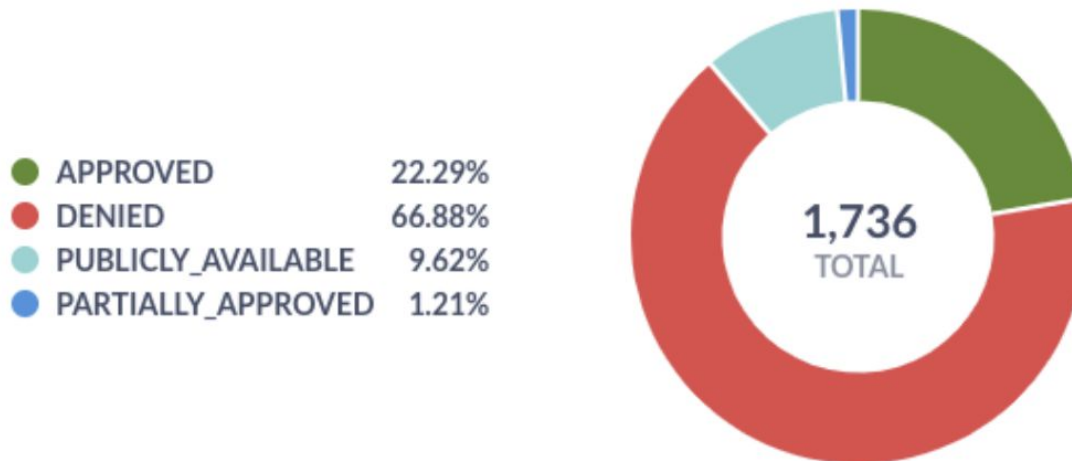
● DOMAIN_NOT_FOUND	12.0%
● DOMAIN_NOT_SUPPORTED	30.8%
● REGISTRAR_NOT_SUPPORTED	27.8%
● SUCCESS	29.3%



Disclosure Requests Outcome

Metric 13: Number of Closed Disclosure Requests by Outcome Type

The chart below displays the total number of closed disclosure requests by outcome type (approved, partial approval, denied, and data publicly available) since the system launched. Publicly Available outcomes means that the registrar neither denied nor approved the data request, because all requested data is already publicly available. The reasons for the data being publicly available include, but are not limited to, the registrant's jurisdiction, registrant's choice, or the use of a privacy or proxy service provider. Denial outcomes include many different reasons, such as incomplete or invalid requests, resulting in the registrar unable to assess the request. For more information, refer to Metric 14.



Notable SC requested 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, .int,
.mil, and ccTLDs.

3

COMPLETE:

Address & phone information made mandatory for requestors

4

PENDING:

Metric 18 – Requests per Country

5

PENDING:

Metric 19 – Requests per Jurisdiction

6

PENDING:

Allow registrars to recategorize requests - Consider a method for Registrars to report abuse (miscategorization)

Next Steps

1

Presentation to ICANN Board
10 November

4

Gathering data and feedback for Final Report

2

Strategic Discussion at ICANN81
with focus on lessons learned, way forward and Final Report.

5

Continue outreach and engagement efforts

3

Continue Systems Enhancements

6

Conduct User Feedback Interview with Rrs and requestors during ICANN81

Questions/Feedback

Engage with ICANN



Thank You

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