ICANN Specific Reviews - Second Security, Stability and Resiliency of the DNS Review (SSR2) Recommendation 13.2 - Implementation Documentation

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SSR2 Final Report
https://www.icann.org/en/system/files/files/ssr2-review-team-final-report-25jan21-en.pdf

Board resolution on SSR2 Final Report
https://www.icann.org/resources/board-material/resolutions-2021-07-22-en#2.a

May 2022 Board resolution on a set of pending SSR2 Recommendations:
https://www.icann.org/en/system/files/files/ssr2-scorecard-01may22-en.pdf

November 2022 Board resolution on a set of pending SSR2 Recommendations:
https://www.icann.org/en/system/files/files/scorecard-ssr2-pending-recs-board-action-16nov22-en.pdf

September 2023 Board resolution on a set of pending SSR2 Recommendations:
https://www.icann.org/en/board-activities-and-meetings/materials/approved-resolutions-regular-meeting-of-the-icann-board-10-09-2023-en#section1.d

- Recommendation submitted: January 2021
- Recommendation approved: September 2023
- Implementation completed: N/A

See https://community.icann.org/display/SSR/Implementation for more information on SSR2 implementation.

SSR2 Recommendation 13.2

ICANN org should publish the number of complaints made in a form that allows independent third parties to analyze the types of complaints on the DNS.

Board Action on SSR2 Recommendation 13.2

The Board acknowledges ICANN Compliance's publication of detailed metrics on DNS abuse complaints and the evolution of such reporting, including the new reports that better capture the current landscape of complaint volumes and related compliance actions.
The Board notes that the existing publication format of data and metrics on ICANN.org fulfils the intent of the recommendation. The Board remains fully supportive of further initiatives that can inform community work and discussions by providing relevant datasets where available.
Therefore, the Board approves the recommendation as fully implemented.

Final Implementation Report

ICANN org's Contractual Compliance has been publishing detailed metrics on DNS abuse complaints since 2020 and has continued to evolve its reporting.

Notably, in March 2022, ICANN Compliance released new reports on ICANN.org to better capture the current landscape of complaint volumes and related compliance actions.

This enhanced reporting, which was made possible by the expanded data available in the newly launched Salesforce-based ticketing system (NSp Compliance), provides monthly-level data on the complaints received, the obligations enforced, and the process through which the obligations are being enforced.

Additional reporting on DNS abuse complaint type details is also available on a rolling twelve-month period.

The data tables are accessible on ICANN.org for review and available for further analysis.

Rationale

ICANN org publishes detailed metrics on DNS abuse complaints and has evolved its reporting, to include new reports that better capture the current landscape of complaint volumes and related compliance actions.

As noted in the Board action on this recommendation, the existing publication format of data and metrics on ICANN.org fulfills the intent of the recommendation.

Timeline

Expected implementation date: N/A
Final implementation date: N/A

Milestones

N/A