
ICANN Specific Reviews - Second Registration Directory Service Review (RDS-WHOIS2)

Recommendation 3.1 - Implementation Documentation

RDS-WHOIS2 Final Report

<https://www.icann.org/en/system/files/files/resolutions-board-action-rds-whois2-final-recs-25feb20-en.pdf>

Board resolution on RDS-WHOIS2 Final Report

<https://www.icann.org/resources/board-material/resolutions-2020-02-25-en#1.a>

- Recommendation submitted: September 2019
- Recommendation approved: February 2020
- Implementation completed: July 2024

See <https://community.icann.org/display/WHO/Implementation> for more information on RDS-WHOIS 2 implementation.

RDS-WHOIS2 Recommendation 3.1

The ICANN Board should direct the ICANN organization to update all of the information related to RDS (WHOIS) and by implication other information related to the registration of second-level gTLDs domains. The content should be revised to make the information readily accessible and understandable, and it should provide details of when and how to interact with ICANN organization or contracted parties. Although not the sole focus of this recommendation, interactions with ICANN organization Contractual Compliance, such as when filing WHOIS Inaccuracy Reports, should be a particular focus. The revision of this web documentation and instructional material should not be undertaken as a purely internal operation but should include users and potentially focus groups to ensure that the final result fully meets the requirements. The resultant outward facing documentation of registrant and RDS (WHOIS) issues should be kept up to date as changes are made to associated policy or processes.

Board Action on RDS-WHOIS2 Recommendation 3.1

The Board approves this recommendation.

Final Implementation Report

As of Q4 2023, ICANN org completed all relevant updates to web documentation and related materials. This resulted in the publication and incremental revision of various web pages with updated information related to registration data, including:

- [Registration Data Lookup Tool](#)
- [WHOIS and Registration Data Directory Services](#)
- [The Domain Name Registration Process](#)
- [Using Domain Name Registration Data](#)
- [Keeping Data Registration Data Accurate](#)
- [Access and the Evolution of WHOIS](#)
- [Registration Data Access Protocol](#)

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- viii. [Registration Data Policy](#)
 - ix. [Registration Data Policy – Implementation Resources](#)
 - x. [Registration Data Request Service](#)

ICANN’s Contractual Compliance also updated links on the Compliance [Complaint Submission](#) page with references to the updated Registration Data policy page and registration data lookup tool, as well as other RDS-related content.

ICANN org has conducted extensive engagement with community members on topics related to the information presented on the updated web pages. These engagement activities have offered users considerable opportunity to raise concerns or issues with the accessibility and usability of the content presented in the web documentation.

Previous engagement has occurred at ICANN meetings and in other fora where topics related to RDS were discussed. For example, ICANN org worked closely with members of the Implementation Review Team to develop information for the Registration Data Policy - Implementation Resources page and with the GNSO Small Team to develop the Registration Data Request Service page. In addition, ICANN org routinely updates information pages and FAQs based on inputs that indicate confusion or a need for additional details in certain areas, as these arise through inquiries to Global Support, Contractual Compliance complaints, and other channels.

To conclude implementation, ICANN org has established plans to ensure web page documentation is kept up to date. These web page maintenance efforts will be included within the larger portfolio of Data Protection/Privacy work at ICANN org which will track all RDS related project updates, including outreach, informational efforts, and update relevant web pages if and when relevant policy or process changes occur pertaining to registrant and RDS issues. Ongoing engagement activities related to RDS will continue to provide a space for user feedback regarding the accessibility and usability of the documentation.

Rationale

The recommendation suggests the possibility of utilizing focus groups to ensure the final results of the web page updates fully meet the requirements established in the Final Report. After thorough analysis and review of the completed engagement activities conducted by ICANN org in this area, it has been determined that the intent of the recommendation has been achieved through the work described above. Conducting additional user engagement on existing material through focus groups would require a significant investment of time and resources and would likely yield minimal impact for the webpage material. As webpage content is dynamic, such efforts are by nature ongoing. The anchoring of responsibility for the relevant web pages within an existing program will support coordination and engagement to keep RDS information current, accurate, and accessible.

Timeline

Expected implementation date: October 2023

Final implementation date: July 2024

Milestones

- November 2023: Completion of relevant updates to web page documentation
- June 2024: Completed analysis of engagement activities
- Ongoing: maintenance of web page documentation