



EURALO Round table on the Registration Data Request Service (RDERS)

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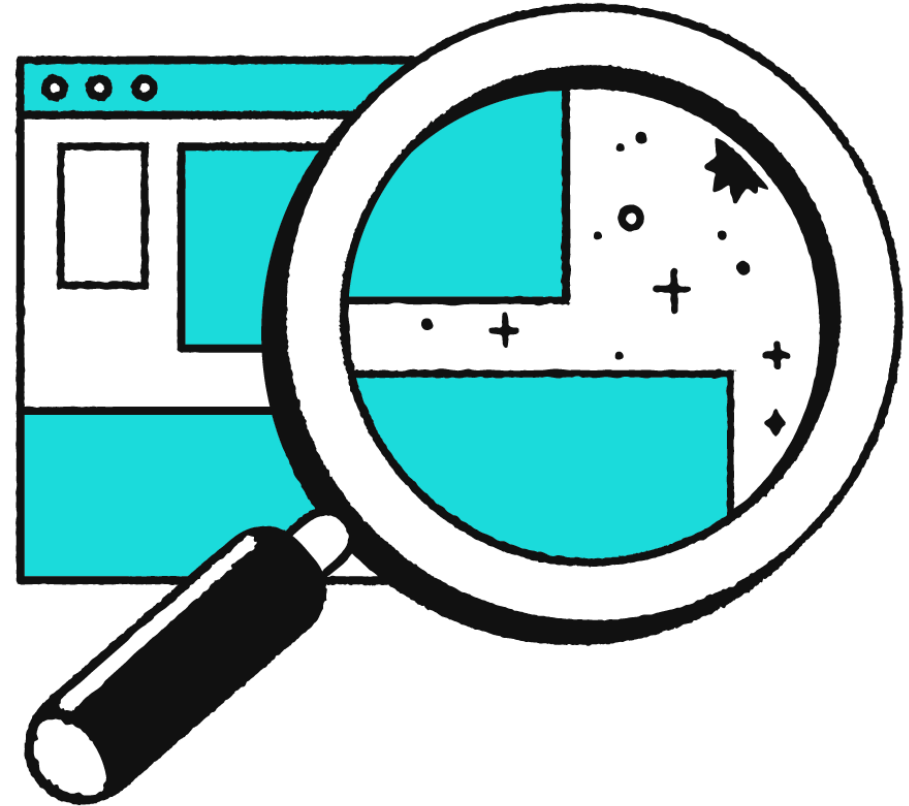
Introduction

The 'GoDaddy Family'

- All 13 Registrars in the 'GoDaddy Family' have opted in
- Processing requests since day 1

Process and Technology

- Supportive of the process and technology
- Opportunities exist for enhancement



Observations

Volume

- As we have seen reported volume is not large
- We are averaging ~2.5 requests per day

Feedback

1. Pre-populated messages should be expanded
2. Default response should be reviewed
3. Reporting should be refined



Feedback

Common reasons for denial

- The request is related to content
- The request is a DNS Abuse issue
- The request is a Customer Support issue

Attachments to requests

- Corrupt files
- Don't exist

The reason for denial should be extended

- Improved processing times
- Better reporting



Feedback

Selecting what data to provide

- The system defaults to all
- Does not require the registrar user to select
- Increases chance for error

Reporting

- Limited to download of a CSV
- More intuitive reporting will be useful



Final Thoughts

Ongoing service

- Address feedback
- Continual improvement
- Consideration for uptime SLAs
- We may consider using RDRS for other intake processes



As a proof of concept, success or failure of the RDRS should not be measured by whether non-public data is released to the requestor, but rather that the system is functional.



Thank you