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POLICY  
FORUM



# Registration Data Request Service (RDRS) Six Month Check-In

ICANN 80 Session



10 June 2024

# Agenda

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1. Proposed and Confirmed Success Criteria
2. Overview of the Latest Metrics
3. Notable System Enhancements
4. Notable Trends
5. Open Discussion and Evaluation of 6 months Milestone

# Success Criteria for RDRS

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The main and overarching success criteria of the RDRS is:

- Has the experience with the RDRS sufficiently informed the GNSO Council and ICANN Board to make a decision with regards to the SSAD recommendations?

# Success Criteria for RDRS

Proposed success criteria as [confirmed by the ICANN Board to GNSO Council \(Nov 2023\)](#):

1. The RDRS should be available to all possible requestors to submit their data requests;
2. The RDRS should be available to all interested ICANN-accredited registrars to participate in;
3. The RDRS should track all relevant data points as identified by the Small Team (see hereunder);
4. **Sufficient number of registrars participate reflecting a sufficient number of domain name registrations** under management so that statistically significant data can be obtained;
5. **Sufficient number of requests** are made by requestors so that statistically significant data can be obtained; (note, a volume that is too low to provide significant data could still be considered a success as it may demonstrate lack of demand for the service but if there are sufficient requests, ideally this is of a level that statistically significant data can be derived from it.) [ICANN org response sent to Small Team on 2 June 2023](#)
6. Registrar and requestor **user satisfaction with the service should be measured** (note, this should not focus on the outcome of requests but on experience with the service itself.

**Note: In the November 2023 letter, the Board indicated that the first three proposed success criteria are viewed as service requirements.**

# Success Criteria for RDRS

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The small team would expect that the following information would be publicly reported on a monthly basis:

- Number of registrars participating (total)
- Number of new participating registrars (current reporting period)
- Number of requestors (total)
- Number of new requestors (current reporting period)
- Number of disclosure requests (total and current reporting period)
- Number of times the data request form for non-participating registrars has been used
- Number of disclosure requests by priority (total and current reporting period)
- Number of disclosure requests by requestor type (LEA, IP, Cybersecurity, etc) (total and current reporting period)
- Number of disclosure requests by requestor (e.g. x% of users generate xx% of requests and show significant breakdowns)

The small team would expect that the following information would be publicly reported on a monthly basis:

- Number of disclosure requests broken out by participating and non-participating registrars (total and current reporting period)
- Number of open disclosure requests (total)
- Number of closed disclosure requests (total and current reporting period)
- Number of closed disclosure requests by outcome type (approved, partial approval, rejected, cancelled, etc), (total and current reporting period)
- Denial rate by reason type
- Average disclosure request response time (total and current reporting period, broken out by approved, partial approved and denied responses)
- Response time distribution including time from the request until the request is addressed, differentiating between approved and denied responses

# Metrics and Reporting

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



# Notable Usage Metrics

**4,018**

Total Unique Requestor Accounts

**1,215**

Requests Submitted

**3,024**

Domain lookups resulted in non-participating registrars

**88**

Total Number of Registrars Participating in the RDRS Pilot

**1,096**

Total Closed Requests

**381**

Number of data request forms downloaded for non-participating registrars

**643**

Number of data request forms downloaded for participating registrars

**57%**

Total gTLD domains covered in RDRS through participating registrars

More detailed data available in the monthly reports.

# Notable 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:**

Updated “HELP” function to provide a better user experience.

**4**

**PENDING:**

Require address and phone information.

**5**

**PENDING:**

Add an optional data field to capture requestor organization/affiliation.

**6**

**PENDING:**

Allowing all requests to be viewed without the need for a filter and adding request date.

# Notable RDRS Trends

**29**

Total RDRS registrar users who processed requests from launch - 31 March 2024

**2.9**

Overall RDRS experience rating (on a 1-5 scale)

**3.3**

RDRS ease of use rating (on a 1-5 scale)

**15**

Total Surveys Completed (response rate = 52%)

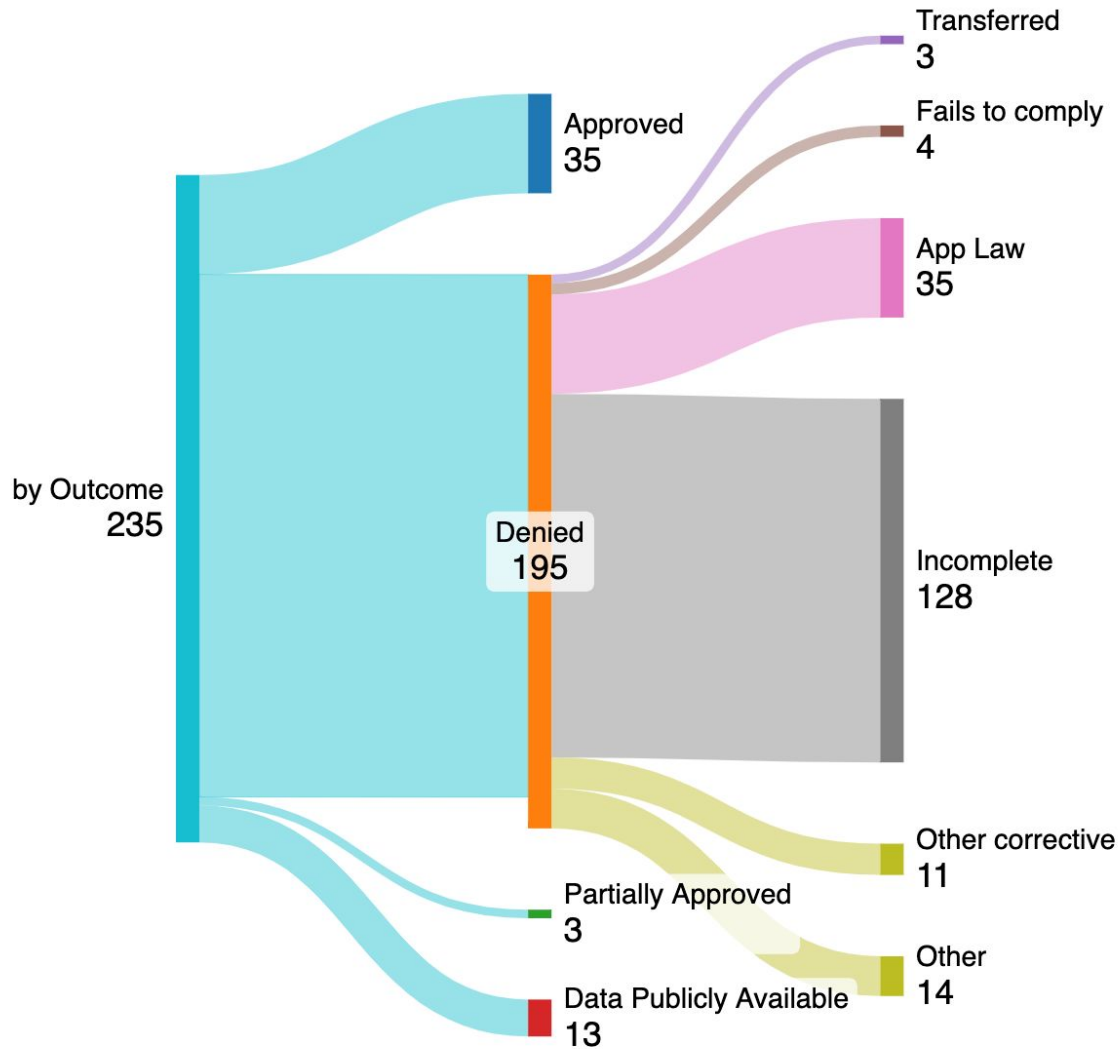
## Sample of Survey Feedback:

- Quality of requests received through RDRS is significantly lower than previously received.
- Using RDRS added more steps to the process.
- Easy to use and simple interface.
- The system is clunky and not seamless.

**5**

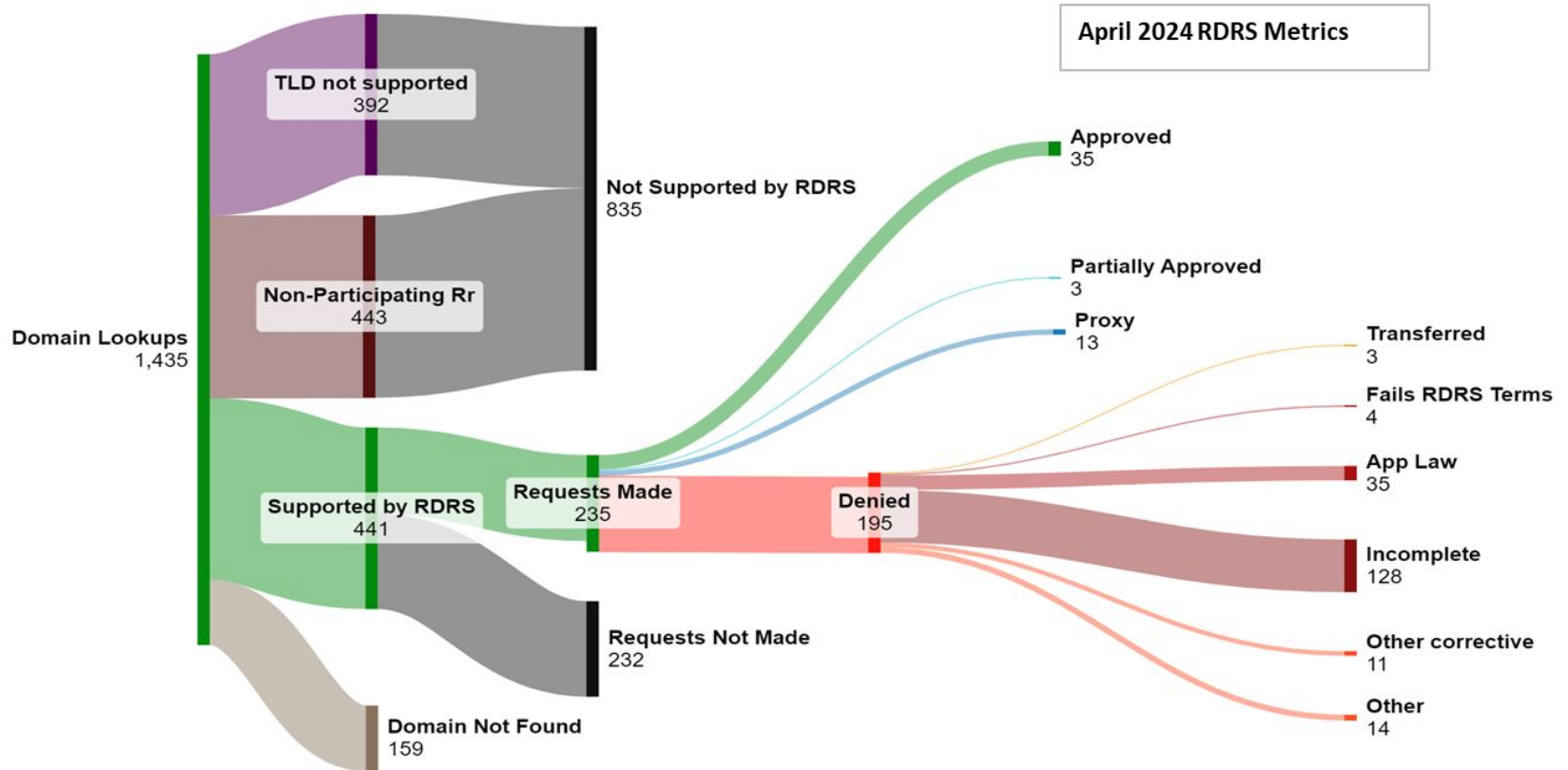
Number of respondents likely to use RDRS again

# Number of Closed Disclosure Requests by Outcome Type



Made at SankeyMATIC.com

# Number of Domain Lookups



# Open Discussion

# 6 month check in

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**Have the original success criteria been met so far?**

**Are we reporting on all agreed data points? Are more needed?**

## **Participation and Engagement**

- Does the Standing Committee have any initial reactions to RDRS participation rates from registrars over the past six months?
- Does the Standing Committee have any initial reactions to RDRS participation rates from requestors over the past six months?
- What do these numbers demonstrate or fail to demonstrate?

## **Request Volume and Types:**

- What do the request volumes and request types tell us about RDRS usage over the last six months when considering the success criteria?
- What do these numbers demonstrate or fail to demonstrate?

## **Outcome Analysis:**

- Are there any notable changes in the denial rates and the reasons for denials?
- Is there more explanation needed for why specific denial reasons are chosen?
- What could help reduce the high denial rates?

# 6 month check in

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## **Confidentiality Requests:**

- Are there any challenges or feedback from law enforcement agencies regarding this feature?

## **Registrar and Requestor Response Time Efficiency:**

- Have there been improvements in the average response times for different outcomes?
- What measures can be taken to reduce overall response times for requestors and registrars?

## **Looking ahead:**

- Apart from additional time and metrics to determine system use over time, is there anything else the Standing Committee believes would be helpful in meeting the above mentioned success criteria and in making its eventual recommendation to the GNSO Council at this time?