








**Implementation Status
of the *Board Approved*¹
WHOIS Review Team
Final Report
Recommendations
As of 30 August 2013**

Key:

- Complete ✓ or 
- In Progress ○ or 
- In Planning ◇ or 

	Topic	Summary of Implementation activities	Milestones & Due Dates
WHOIS - Strategic Priority			
1.a	WHOIS as a strategic priority 	<ul style="list-style-type: none"> WHOIS emphasized Strategic Plan and funded in the FY14 Budget New five year Strategic Plan under development to identify ICANN's key strategic initiatives, including WHOIS Expanded Compliance Team under CEO Strategic Initiatives Team addressing WHOIS WHOIS Highlighted in Toronto CEO Opening Speech ICANN's Adoption of the WHOIS RT recommendations CEO overseeing improvements to WHOIS obligations in contracts, including: <ul style="list-style-type: none"> Adoption of new 2013 	<ul style="list-style-type: none"> ✓ Strategic Plan 2012-2015 approved 6 May 2012 ○ FY 14 Budget to be approved by the Board by Aug 2013 ○ New 5 Year Strategy Plan process launched April 2013 ○ Draft of Proposed 5 Year Strategy Plan to be posted for public comment 7 Oct 2013 ◇ Final 5 Year Strategy Plan to be approved by ICANN Board – 31 Dec 2013 ✓ Announcement of Vice President of Compliance reporting to the CEO- 14 Sept 2012 ✓ Vice President of Strategic Initiatives responsible for WHOIS- 15 Nov 2012 ✓ President's Opening Session-Fadi Charts the Course 15 Oct 2012 ✓ Board resolution on 8 Nov 2012 ✓ Board resolution adopts new 2013 RAA- 27 June 2013 ✓ Implementation of new RAA commenced- 27 June 2013



¹ This Summary highlights ICANN's progress measured against the Action Plan approved by the ICANN Board in its [8 November 2012 meeting](#). In some instances, the Action Plan adopts an alternative approach to implementing the recommendations from those proposed in the [WHOIS Review Team Final Report](#).




		<p>Registrar Accreditation Agreement includes many compliance & WHOIS related enhancements</p> <ul style="list-style-type: none"> • Adoption of New gTLD Registry Agreement requires registrars to use 2013 RAA and incorporates many WHOIS improvements • 2013 RAA to be transitioned in existing registry agreements through renewals of registry agreements 	<p>✓ Advisory published on new WHOIS Format and Fields</p> <p>✓ Transition Period – certain WHOIS obligations under the 2013 RAA, such as validation to be effective 1/1/14</p> <p>✓ Board’s New gTLD Program Committee adopts new Registry Agreement- 2 July 2013</p> <p>✓ ICANN’s renewal Agreements with .ORG, .INFO and .BIZ to require its registrars to transition to 2013 RAA</p> <ul style="list-style-type: none"> ○ ICANN Board approved renewals of .org, .biz and .info – 22 Aug 2013 ○ ICANN to sign new registry agreements for .org, .biz and .info ○ Registrars to sign new 2013 RAA (2013 - 2018)
1.b	<p>ICANN Staff incentivization</p> 	<ul style="list-style-type: none"> • Staff is incentivized through ICANN's bonus system, as WHOIS projects are identified in both At-Task and the Halogen system • CEO compensation is based on the overall goals and objectives of the entire organization and set forth in At-Task 	<p>✓ WHOIS Related Projects in at-task published in myicann.org in July 2013</p> <ul style="list-style-type: none"> ○ Updates to projects listed in myicann.org to take place periodically
1.c	<p>Board involvement in Whois improvements</p> 	<ul style="list-style-type: none"> • Entire Board monitoring progress of WHOIS Implementation in lieu of creating a committee • Board receives updates with regard to WHOIS related activities and implementation 	<p>✓ Compliance presented the 3-year plan at ICANN board retreat – 7 Feb 2012</p> <p>✓ Board’s financial approval of the Compliance Dept’s audit program - 3 October 2012</p> <p>✓ gTLD Whois Update during the board workshop – 1 Feb 2013</p> <ul style="list-style-type: none"> ○ Updates on WHOIS and Expert Working Group (EWG) progress to be scheduled for future board workshops
1.d	<p>Public Status of Implementation</p> 	<p>The public is kept closely apprised of implementation progress through regular updates, announcements on icann.org, blog posts, updates at ICANN meetings, and webinars.</p>	<p>✓ Pre-Beijing Policy Update webinar – 21 March 2013</p> <p>✓ Blog on WHOIS Implementation- 27 March 2013</p> <p>✓ ICANN Beijing Sessions:</p> <ul style="list-style-type: none"> • RAA and New GTLD Agreement – 8 April 2013 • Update on Restful WHOIS – 10 April 2013 • Compliance Update 10 April 2013 <p>✓ Blog on publication of single WHOIS policy page – 15 April 2013</p> <p>✓ Webinar on WHOIS Implementation Update – 24 April 2013</p> <p>✓ Webinar on Proposed Final 2013 RAA – 6 May 2013</p> <p>✓ WHOIS Related Projects in at-task published in myicann.org in July 2013</p>



			<p>√ Pre- Durban Policy Update Webinar – 27 Jun3 2013</p> <p>√ ICANN Durban Sessions:</p> <ul style="list-style-type: none"> • Compliance Update on 17 July 13 • RAA Update to the GNSO 13 July 13
2	Single WHOIS Policy	<p>Single Page contains links to all WHOIS related agreements and consensus policies</p> <p>Update needed to incorporate new obligations in the 2013 RAA</p> <p>Update needed to incorporate new obligations in the New gTLD Registry Agreements</p> <p>Updated needed to incorporate new obligations in .info and .biz Registry Agreement renewals</p> <p>Overall “easy to read” summary of WHOIS service</p>	<p>√ Single Page completed April 2013</p> <p>√ Blog announcement informed the public of its publication 15 April 2013</p> <p>○ Due 30 Sept 2013</p> <p>○ Due 30 Sept 2013</p> <p>○ Due after the Renewal Agreements are finalized, estimated 30 Sept 2013</p> <p>○ Due 31 Oct 2013 for publication in new WHOIS Informational Portal</p>
3	Outreach -- ICANN should ensure that WHOIS policy issues are accompanied by cross-community outreach	<p>New 2013 RAA includes requirements to link to Registrant Benefits & Responsibilities Document, written in simple language to educate registrants on obligations related to WHOIS</p> <p>ICANN Staff conducting global outreach to registrars to educate them on new 2013 RAA requirements</p>	<p>√ New Registrant Benefits & Responsibilities Document part of new 2013 RAA – 27 June 2013, to be made available by Registrars and Resellers to registrants</p> <p>√ Activities related to implementation for new WHOIS obligations under the 2013 RAA:</p> <ul style="list-style-type: none"> • Durban Presentation to GNSO 13 July 2013 • Advisory published on the New WHOIS Format and Fields required -31 July 2013 <p>○ Additional Registrar outreach activities include:</p> <ul style="list-style-type: none"> • An in-person two-day educational outreach session, geared toward registrars operational staff, held in Los Angeles on 22-23 August 2013, and steamed live, via Adobe Connect • An in-person two-day educational outreach session, in Xiamen, China, on 26-27 August 2013. This session will be conducted in English and Chinese (via live translation) • An in-person two-day educational outreach session, planned to be held in Europe in mid to late September • An in-person educational one- to two-day educational outreach session, to be held in Buenos Aires, Argentina, following the November 2013 ICANN meeting (at the same venue, with real time English-Spanish translation services) • A dedicated 2013 RAA registrar support email address and


		<p>ICANN Compliance Staff conducting outreach in Asia Pacific, highlighting WHOIS obligations in native languages</p> <p>Communications Team planning outreach activities tied to the launch of the new WHOIS Portal</p>	<p>ticketing system created</p> <ul style="list-style-type: none"> • Extensive updates to the formerly, 2009 RAA Registrar Training Program content • A series of webinars addressing some of the newer, and more complex, areas of the new agreement. • A process and form for registrars to request a waiver of data retention obligations due to conflicts with local privacy laws (as set forth in the Data Retention Specification) • Ongoing collaboration with a registrar working group to identify feasible tools for registrar validation of Whois data • Updates to the Registrar Data Escrow arrangement with Iron Mountain to take into account the new requirement to escrow the underlying customer data of Whois proxy and privacy services <p>√ Beijing Outreach to Registrars from Compliance Dept. - 6 April 2013</p> <p>√ Additional information available on other Compliance Dept. recent outreach activities</p>
4	Compliance -- managed in accordance with best practice principles	<p>Vice President of Compliance (Maguy Serad) appointed to report directly to the CEO</p> <p>New Compliance complaint handling systems & procedures implemented</p> <p>Greater visibility on WHOIS related metrics and improvements to Compliance processes and results</p> <p>New 3 year Compliance Program to focus on key registrar/registry obligations, including WHOIS</p>	<p>√ Announcement of Vice President of Compliance reporting to the CEO- 14 Sept 2012</p> <p>√ Migrated internic.org complaints to icann.org June 2013</p> <p>√ Completed automation of complaints process- June 2013</p> <p>√ Pilot testing bulk Complaints submission process- July 2013</p> <p>√ Monthly Compliance Updates published on icann.org</p> <p>√ Monthly reporting of compliance related metrics through myicann.org</p> <p>√ ICANN Durban 47 Session on Contractual Compliance Update highlights WHOIS results</p> <p>√ Compliance 2012 Annual Report published – 3 February 2013</p> <p>○ Future Annual Reports to be published on an annual basis</p> <p>√ Launched a three-year Audit Program:</p> <ul style="list-style-type: none"> ○ Year 1 launched Sept 2012 ○ 2012 Compliance Year One Audit Report Published 25 June 2013 ○ Second Year of audit Program under way – due November 2014 ○ Three Year Audit Program to be completed by November 2015 <p>√ Additional Compliance Dept. recent outreach activities</p>

Data Accuracy

<p>5</p> 	<p>WHOIS requirements for accurate data widely and pro-actively communicated</p>	<p>See answer to # 3 & 10.</p> <p>Staff is developing a WHOIS Information Portal to</p> <ul style="list-style-type: none"> • Provide historical record of WHOIS • Consolidate WHOIS policy documentation • Provide mechanisms to teach people how to use WHOIS • Provide mechanisms for people to submit complaints as they relate to WHOIS data • Direct people to the appropriate channels to become engaged in the community on WHOIS related topics • Educate registrants on WHOIS, their rights and responsibilities • Provide a Knowledge Center where key WHOIS related documents can be located 	<p>See answer to # 3 & 10W.</p> <p>√ Completed requirements gathering for WHOIS Informational Portal – July 2013</p> <p>√ Contracted with third party web development consultants to commence development of WHOIS Informational Portal – July 2013</p> <p>○ Development of WHOIS Information Portal under way</p> <p>√ FY14 Budget request includes funds for development of WHOIS Informational Portal & WHOIS Search Portal</p> <p>○ Beta Launch for WHOIS Informational Portal – (6 Sept 2013)</p> <p>○ Public launch of WHOIS Informational Portal – (23 Sept 2013)</p> <p>○ Public Launch of foreign translations of WHOIS Information Portal - estimated (30 Sept 2013)</p> <p>○ Communications Plan kick-off for roll-out of WHOIS Informational Portal (23 Sept 2013)</p>
<p>6</p> 	<p>ICANN should take appropriate measures to reduce the number of WHOIS registrations that fall into the accuracy groups “Substantial Failure and Full Failure”</p>	<p>To address this recommendation, the Board directed the CEO to:</p> <p>1) proactively identify potentially inaccurate gTLD data registration information in gTLD registry and registrar services, explore using automated tools, and forward potentially inaccurate records to gTLD registrars for action; and</p> <p>2) publicly report on the resulting actions to encourage improved accuracy.</p> <p>In implementing the Board’s direction, ICANN is developing online WHOIS search and data accuracy reporting functionality to be part on the new WHOIS portal, as described below in #7 & 11.</p>	<p>See answers to # 7 & 11 below for information on the statistics on accuracy to be gathered in connection with the new WHOIS Search Portal</p>

<p>7</p> 	<p>Annual WHOIS accuracy reports</p>	<p>Staff developing a WHOIS Accuracy Sampling and Reporting System using the methodology of the NORC Study</p> <p>To accomplish the requested analysis, Staff's work is focusing on:</p> <ol style="list-style-type: none"> 1. Statistical methodology 2. Access to WHOIS records 3. Parser to automate contact data extraction 4. Automated address verification 5. Call center to call all sampled records. 	<p>√ Completion of preliminary assessment of implementing a statistical analysis program (2013)</p> <ul style="list-style-type: none"> ○ Evaluation of costs associated with telephone validation, using businesses in the identify verification businesses (15 September 2013) ○ Finalize and propose the statistical analysis and record verification and validation methodology along with estimated costs (date to be determined (TBD)) ◇ Development of systems to gather the data needed to perform the statistical analysis (date TBD) ◇ Publish initial annual report (date TBD), and updates annually
<p>8</p> 	<p>ICANN should ensure that there is a clear, unambiguous and enforceable chain of contractual agreements</p>	<p>See answers to 1.a above.</p> <p>New 2013 RAA includes additional enforcement provisions and sanctions applicable to registrars, registrants, and resellers with regards to WHOIS.</p> <p>New gTLD Registry Agreements include enhanced WHOIS obligations</p> <p>Renewals of existing GTLDs to include enhanced WHOIS obligations</p>	<p>See answers to 1.a above.</p>
<p>9</p> 	<p>Compliance Metrics: Impact of the annual WHOIS Data Reminder Policy (WDRP)</p>	<p>The Board's Resolution addressing the WHOIS Review Team Recommendations offered alternative approach to achieving the intended result of this recommendation.</p> <p>See answers to 5- 7 above</p>	<p>See answers to 5 - 7 above.</p>

<p>10</p> 	<p>Data Access – Privacy and Proxy Services -- ICANN should initiate processes to regulate and oversee privacy and proxy service providers</p>	<ul style="list-style-type: none"> • Adopted 2013 Registrar Accreditation Agreement includes many new obligations related to privacy/proxy providers, and commits ICANN to create a privacy/proxy accreditation program • GNSO PDP to be commenced shortly to examine policy issues related to privacy/proxy services • Staff Implementation work to develop the operational aspects of the Privacy/Proxy Accreditation Program to be conducted in parallel with GNSO PDP 	<p>✓ Board resolution adopts new 2013 RAA- 27 June 2013</p> <p>✓ Implementation of new RAA commenced- 27 June 2013</p> <p>✓ Transition Period – certain WHOIS obligations, such as validation to be effective 1/1/14</p> <p>✓ Transition Period – Interim Specification on privacy/proxy services in effect until 1/1/17 to allow for privacy/proxy accreditation program to be developed and PDP to be concluded</p> <p>○ Staff Report on the Conclusion of the RAA negotiations due September 2013</p> <p>○ GNSO PDP on Privacy/Proxy Services expected commencement Sept/Oct 2013</p> <p>✓ Charter for PDP WG to be approved by GNSO Sept/Oct 2013</p> <p>◇ PDP Initial Report estimated - ICANN Singapore Meeting (Mar 2014)</p> <p>◇ PDP Final Report estimated - ICANN London Meeting (June 2014)</p> <p>◇ GNSO approval of PDP recommendations estimated July 2014</p> <p>◇ Board Approval of PDP recommendations estimated Aug/Sept 2014</p> <p>◇ ICANN Staff analysis of the operational aspects of the Privacy/Proxy Accreditation Program - Dec 2013</p> <p>◇ ICANN Staff Initial Recommendations on Accreditation Framework Report to be published for public comment/consultation – ICANN Singapore Meeting (Mar 2014)</p>
<p>11</p> 	<p>Data Access – Common Interface. Overhaul of the Internic Service.</p>	<p>WHOIS Inaccuracy complaints migrated by the Compliance Dept. and automated</p> <p>ICANN is currently working on a comprehensive WHOIS Portal, with development to occur in two phases to overhaul the Internic service:</p> <p>Phase 1- Launch of WHOIS Informational Portal (see description above in #5)</p> <p>Phase 2- Launch of WHOIS Online Search Portal to offer a place where people could initiate a search of global WHOIS records</p>	<p>✓ Migrated internic.org complaints to icann.org June 2013</p> <p>✓ Completed automation of complaints process- June 2013</p> <p>✓ WHOIS Informational Portal (Phase I) scoped July 2013</p> <p>✓ Contractor retained to develop WHOIS Informational Portal – July 2013</p> <p>○ Development of content for WHOIS Informational Portal - June - Sept 2013</p> <p>○ Beta Launch for WHOIS Informational Portal - estimated 9 Sept 2013</p> <p>◇ Formal Launch of WHOIS Informational Portal (Phase I) estimated 23 Sept 2013</p> <p>◇ Communications Plan to be kicked off for Phase I (23 Sept 2013)</p>

		Communications Plan to be coordinated with launch of each phase	<ul style="list-style-type: none"> ○ Scoping of WHOIS Search Portal (Phase II) - Sept 2013 ◇ Beta Launch for WHOIS Search Portal (Phase II) – (Dec 2013) ◇ Formal Launch of WHOIS Search Portal (Phase II) - (Jan 2014) ◇ Communications Plan to be kicked off for Phase II (Jan 2014)
Internationalized Domain Names			
12	 <p>Determine appropriate internationalized domain name registration (IRD) data requirements.</p>	<p>IETF WEIRDS Working Group currently evaluating technical protocols</p> <p>Once adopted by the IETF, new gTLD Registry Agreement and New 2013 RAA include commitments to adopt new protocols</p> <p>ICANN is also in the process of tasking a team to work on the IRD requirements, the final product will be dependent upon the conclusion of the GNSO PDP on translation/transliteration described in #13 below.</p> <p>ICANN is commissioning a Study to Evaluate Available Solutions for the Submission and Display of Internationalized Contact Data</p>	<ul style="list-style-type: none"> ✓ Board resolution adopts new 2013 RAA- 27 June 2013 ✓ Implementation of new RAA commenced- 27 June 2013 ✓ Board’s New gTLD Program Committee adopts new Registry Agreement- 2 July 2013 ✓ ICANN’s renewal Agreements with .ORG, .INFO and .BIZ to require its registrars to transition to 2013 RAA ○ ICANN Board approved renewals of .org, .biz and .info – Aug 2013 ○ ICANN to sign new registry agreements for .org, .biz and .info ○ Registrars to sign new 2013 RAA (2013 - 2018) ○ WEIRDS to finalize new protocol estimated Sept 2014 ◇ WEIRDS final solution to be implemented into the contracts estimated December 2014 ✓ Announcement for IRD Team - 8 July 2013, including a call for applicants ✓ Application process closed 16 August 2013 ○ IRD Team to be announced - September 2013 ◇ Initial Report of IRD Team estimated ICANN Buenos Aires Meeting ◇ Initial Model of IRD Team estimated 12/31/13 ◇ Final Report of IRD Team estimated June 2014 ◇ Board Approval of IRD recommendations - estimated Sept 2014 ✓ Terms of Reference for a Study to Evaluate Available Solutions issued – June 2013 ✓ Responses received & contractors identified ○ Contracts to be approved - Sept 2013 ◇ Preliminary Report - estimated 31 Jan 2013

			◇ Final Report estimated - June 2014
13	Requirements for translation/transliteration of internationalized registration data	<p>Issue of Translation/Transliteration is being explored as a policy matter within the GNSO Council</p> <p>Consensus policy, if produced out of the PDP would become binding upon contracted parties, when adopted by Board</p> <p>This output of this PDP work is required to inform the rest of the IRD related implementation work being supervised by Staff (# 12 – 14). Conclusion of this aspect of the implementation is dependent upon the speed in which the PDP can be completed once the working group is formed.</p>	<p>√ Preliminary GNSO Issue Report published 8 January 2013</p> <p>√ Final GNSO Issue Report published 21 March 2013</p> <p>√ GNSO approves the commencement of the PDP on translation/transliteration of Registration Data – 13 June 2013</p> <p>√ Charter for PDP WG approved by GNSO estimated September 2013</p> <p>◇ PDP Initial Report estimated June 2014</p> <p>◇ PDP Final Report estimated December 2014</p> <p>◇ GNSO approval of PDP recommendations - estimated Jan 2015</p> <p>◇ Board Approval of PDP recommendations - estimated Mar 2015</p>
14	Metrics on accuracy internationalized registration data	IDN WHOIS Records to be proactively identified once the work referenced in #12 and #13 is complete	<p>IDN WHOIS Records to be proactively identified once the work referenced in #12 and #13 is complete.</p> <p>◇ Scoping of requirements once the work in #12 and #13 is concluded - estimated 2015</p> <p>◇ Resources and schedule to be developed – estimated 2015</p>
15	Comprehensive Implementation Plan for implementing the Final WHOIS Review Team report	ICANN Staff developed and published its proposed plan, which was adopted by the ICANN Board	<p>√ Staff proposed Action Plan delivered in the briefing materials submitted to the Board</p> <p>√ Board resolution on 8 Nov 2012</p>
16	Publication of Annual Reports on Implementation	ICANN plans to publish first Annual Report one year after the Board's approval of the WHOIS Review Team Final Report recommendations	◇ Publication of First Annual Report – Nov 2013