



2014 Annual Report on WHOIS Improvements

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Background

In late 2012, the ICANN Board [approved](#) a series of improvements to the manner in which ICANN carries out its responsibilities for WHOIS (the current gTLD registration data directory service), in response to the [recommendations](#) of the WHOIS Review Team convened under the Affirmation of Commitments (AoC). The AoC states:

9.3.1 ICANN additionally commits to enforcing its existing policy relating to WHOIS, subject to applicable laws. Such existing policy requires that ICANN implement measures to maintain timely, unrestricted and public access to accurate and complete WHOIS information, including registrant, technical, billing, and administrative contact information. One year from the effective date of this document ... ICANN will organize a review of WHOIS policy and its implementation to assess the extent to which WHOIS policy is effective and its implementation meets the legitimate needs of law enforcement and promotes consumer trust...

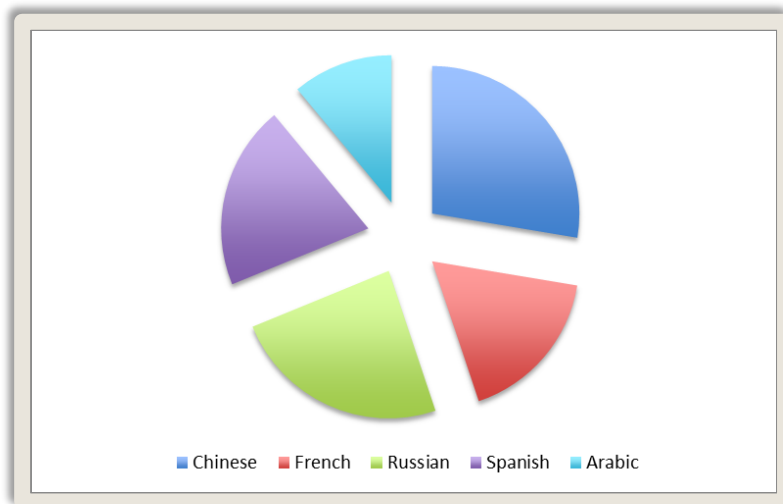
This Report highlights how ICANN continues to fulfil the Board’s mandate in response to the recommendations of the WHOIS Review Team and provides insight into the work ahead as ICANN executes its [Action Plan](#) for improving WHOIS.

WHOIS - a Continued Priority for ICANN

2014 marks the second year of progress towards fulfilling ICANN's commitment to improve WHOIS. By dedicating resources to this important program, ICANN achieved several key milestones in 2014 and is on track to deliver on the remaining commitments stemming from the WHOIS Review Team's recommendations.

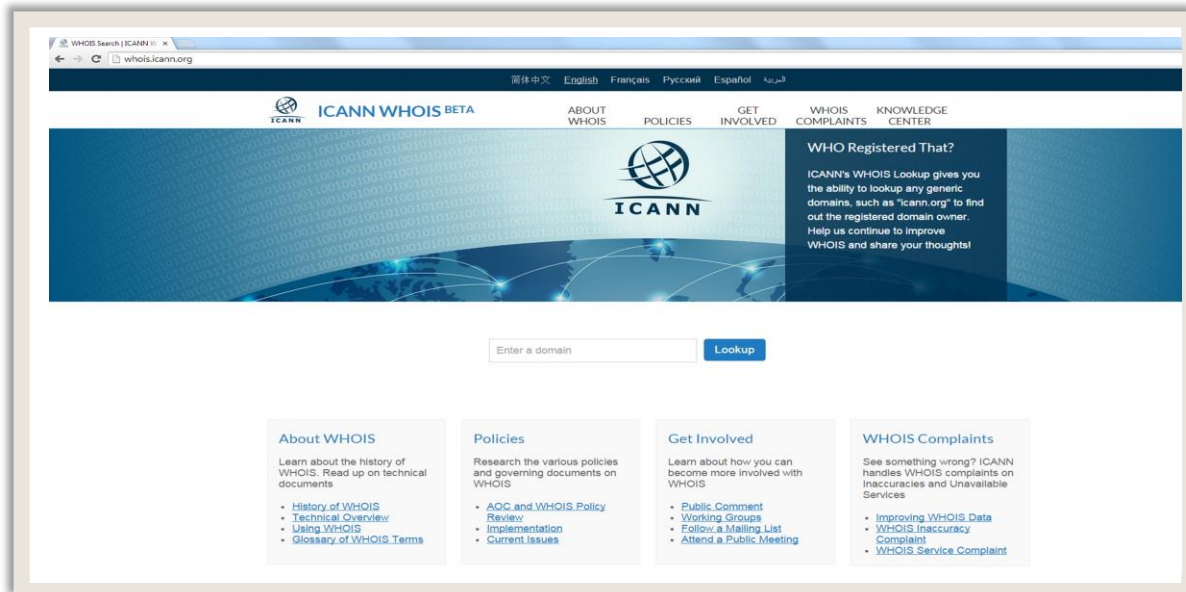
In November 2013, ICANN introduced whois.icann.org to provide a comprehensive information portal on how WHOIS works, and how to easily access the information, documents, and policies behind it. Published in six languages, the WHOIS microsite is a one-stop-shop for those seeking information about WHOIS. Since its launch, ICANN has seen its usage surge to over 82,000 unique page views, from across the globe.

Figure 1 – Distribution of usage of non-English content on the WHOIS Microsite

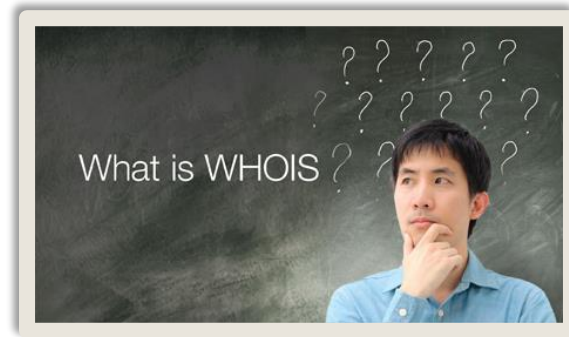


As an educational tool, whois.icann.org filled an important void for non-English speakers.

Figure 2 – Screenshot of whois.icann.org



Within the microsite in April, ICANN added consolidated WHOIS lookup. This new functionality enables users to input any gTLD domain name and find out the WHOIS contact information for the registrant behind it. Serving another important need, usage has risen to 85,000 inquiries per month on this consolidated lookup tool.



WHOIS in Simple Terms - the WHOIS Primer

The WHOIS Review Team underscored the importance of conducting outreach to educate users and registrants about WHOIS and, specifically, the requirements to maintain accuracy. The Review Team also highlighted the need to consolidate all aspects of the WHOIS policy into one location. To address these needs, ICANN created the [WHOIS Primer](#), which attempts to distil the complex contract requirements, technical specifications and consensus policies into content that can be more easily understood. This living document is intended to be updated to reflect the latest developments in the WHOIS ecosystem.

2014: New Contracts Reinforce WHOIS

January brought in a new era of improvements to WHOIS as the recently negotiated revisions to the Registrar Accreditation Agreements ([2013 RAA](#)) and the newly adopted gTLD registry agreements came into effect. These changes, applicable to those registrars that signed the new form, introduced for the first time validation and verification requirements, as well as new obligations that apply to privacy and proxy services, among others. As of 15 November 2014, 873 registrars have signed up to the 2013 RAA, representing over 75% of all ICANN-accredited registrars and nearly 95% of all registrations, and 608 new gTLD registry agreements have been signed.

Evolving the Contractual Compliance Function

WHOIS, as an important tool to safeguard consumers and benefit the Internet ecosystem, has been a key priority and focus of the Contractual Compliance Department. The recent appointment of Allen Grogan as ICANN's Chief Contract Compliance Officer and member of the ICANN Global Leadership Team, to oversee Contract Compliance and Consumer Safeguards, brings in a new executive dedicated to building a broader compliance vision that will serve ICANN's mission of providing public benefit.

Today, ICANN's Contractual Compliance Department has 21 staff members, spread over three hub offices. These individuals offer 24 hour support in nine languages, six days per week.

Highlights of the Compliance Department's WHOIS activities in 2014 include:

New Procedures to Monitor New Contract Terms. As new requirements became effective in early 2014, ICANN developed new processes to monitor and track the new WHOIS obligations, including checks on WHOIS output for compliance with the standardized formats and inclusion of additional data elements. It also instituted checks of WHOIS servers to confirm satisfaction of the new Service Level Agreements (SLA) for uptime and responsiveness.

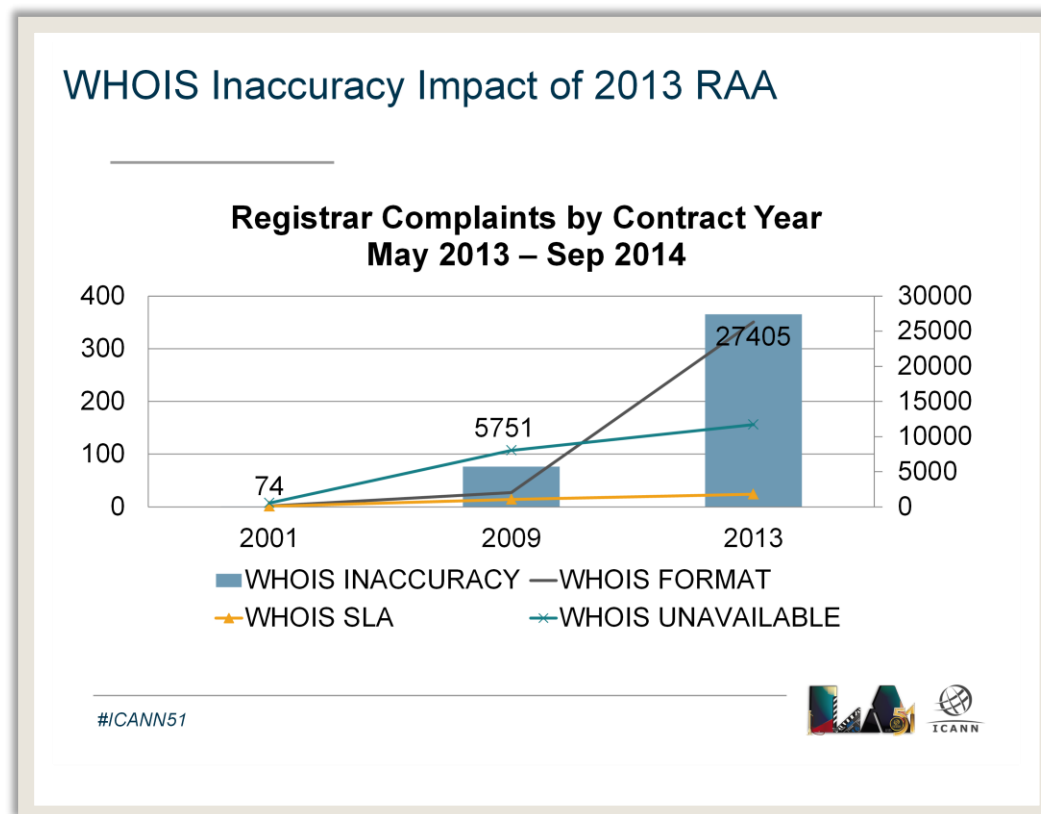
Educational Outreach and Global Training. An important initiative of the Contractual Compliance Department involves providing outreach and training to registrars across the globe on the new contract requirements. In 2013, multiple sessions were held at the international ICANN meetings to provide this specialized training.

More Efficient Processes and Enhanced Reporting. In anticipation of the expected increase in activities due to the introduction of new gTLDs, ICANN revised its procedures and automated them where possible, making them more efficient. This

resulted in a reduction in the processing time for WHOIS inaccuracy reports by five days due to additional system validation checks that were implemented by ICANN.

In addition, by automating its procedures, ICANN now provides more detailed reporting on compliance issues and can track issues across the different registrar contract versions (2001, 2009, 2013). These reports provide the Community with vastly improved transparency into the activities of the Compliance Department.

Figure 3 – Example of Enhanced Reports Available



Conclusion of the Year Two Audit Program. ICANN successfully concluded the second year of its registrar audit program that reviewed compliance with a number of elements, including reviews of WHOIS inaccuracy responses. By focusing on key contractual requirements, ICANN worked with registrars to correct any deficiencies identified in a collaborative fashion.

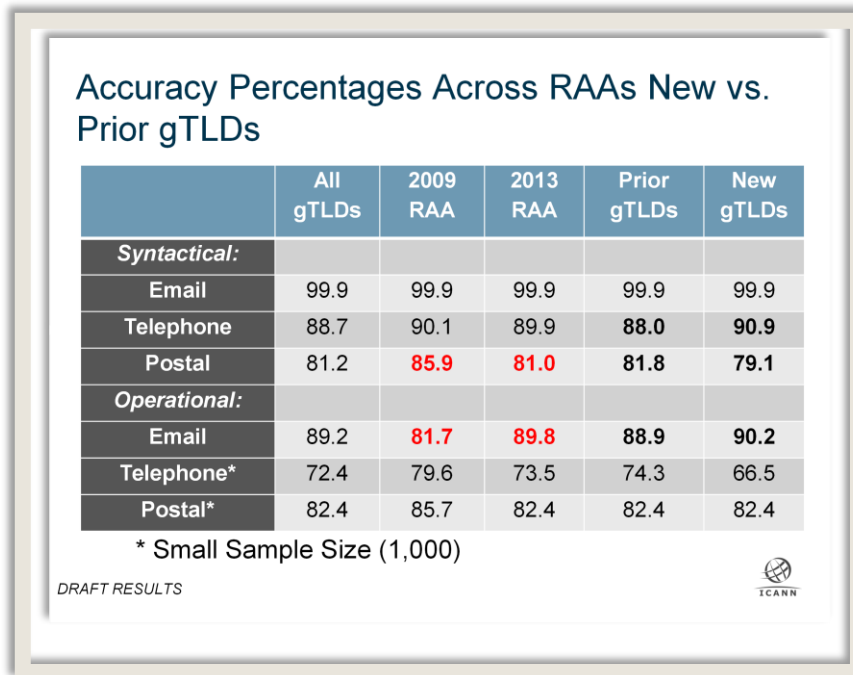
For more information, please refer to this link for outreach activities, reports and dashboard related to the activities of the Contractual Compliance Department:

<https://www.icann.org/resources/compliance-reporting-performance>.

Improving WHOIS Accuracy Rates

Consistent with ICANN's goals of transparency and accountability, ICANN is in the midst of developing a comprehensive WHOIS Accuracy Reporting System (referred to as the ARS). When fully developed, the ARS will produce ongoing reports capable of tracking trends in accuracy rates and report on the specific factors that affect accuracy.

In the pilot introduction of the ARS, ICANN teamed up with the National Opinion Research Council (NORC) as well as intergovernmental and private sector validation specialists to deliver a current assessment of WHOIS accuracy. While the pilot study results are still being confirmed, the [preliminary findings](#) revealed that, operationally, Registrars under the 2013 RAA experience better accuracy rates for email addresses than Registrars under prior versions of the RAA. This improvement may be directly related to the introduction of the new validation and verification requirements from the 2013 RAA. As more registrars and more gTLD registrations transition to the new requirements, accuracy rates should continue to improve.

Figure 4 – Example Pilot Accuracy Report

A key function of the ARS will be to forward records identified as potentially inaccurate to registrars for follow-up to confirm their accuracy. ICANN plans to work with registrars and the broader Community in the months ahead in order to develop this process.

New Policies Fuel Change

As a bottom-up multi-stakeholder organization, ICANN's Generic Names Supporting Organization (GNSO) continues to develop new recommendations for consensus policies affecting WHOIS. These include the adoption of thick WHOIS, where all gTLD registries will store and display the contact data for the registrants in their registry, making it easier to locate this information.

Additionally, policy development work led by the ICANN community is currently underway to address needs for internationalized WHOIS data. When completed, these

new consensus policies will, if adopted, create policies such as whether and how to translate or transliterate WHOIS contact details to serve the needs of the global Internet.

In addition, ICANN is committed to creating an accreditation program for privacy and proxy services. In order to develop the policy framework for such accreditation, the GNSO is closely examining this issue through one of its active working groups, which is expected to produce its initial report in early 2015.

Spotlight on Privacy and WHOIS

The evolution of privacy and data protection laws have led to increased concerns regarding how to reconcile WHOIS obligations with these laws.

To address these concerns, ICANN is in the process of examining its [Procedure for Handling WHOIS Conflicts with Privacy Law](#) to determine if updates are needed to enable registrars and registries to comply with these changing laws. In the coming months, an [Implementation Advisory Group](#) will examine how to update ICANN's procedure. The group is convening after ICANN [published a paper for Public Comment](#) on the procedure in a first step toward evaluating it. In response to the public comments that were submitted, ICANN formed the Implementation Advisory Group, which will hold its first meeting in early 2015, to discuss possible changes to the procedure, while keeping in line with the underlying GNSO policy recommendation.

Replace WHOIS? The Next Generation System is Debated

It is likely that WHOIS may change dramatically in the future.

The process of reinventing WHOIS began in November 2012 when [ICANN's Board approved](#) a two-pronged strategy to embrace the WHOIS Review Team's recommendations to improve the manner in which the current WHOIS system was






being overseen by ICANN and, at the same time, to accept the [Security and Stability Advisory Committee's Recommendations](#) to redefine the purpose and scope of data directory services, in an attempt to identify a replacement system better suited for the needs of tomorrow's Internet.

The Expert Working Group on gTLD Directory Services (EWG) was convened as a first step in fulfilling the ICANN Board's directive to help redefine the purpose and provision of gTLD registration data, and develop a potential new model to replace today's WHOIS system. With the publication of its [Final Report](#) in June, the EWG's work has concluded. In 2015, the GNSO is expected to examine the EWG's work as a foundation to create a new global policy for gTLD directory services.

For more information on the WHOIS program in 2014, please refer to [Annex A](#) for a detailed list of WHOIS Review Team milestones, and Annex B for the current WHOIS roadmap of activities planned for 2015.





Annex A – Detailed Chart of Milestones Achieved




Implementation Report on the WHOIS Improvements



Implementation Status of the <i>Board Approved¹</i> WHOIS Review Team Final Report Recommendations As of 9 December 2014		Key:	
		Complete	√ or 
		In Progress	○ or 
		In Planning	◇ or 
	Topic	Summary of Implementation Activities	Milestones & Due Dates ²
	WHOIS - Strategic Priority		
1.a 	WHOIS as a strategic priority	<p>WHOIS emphasized in Strategic Plan and funded in the FY15 Operating Plan and Budget.</p> <p>WHOIS Program supervised by Strategic Initiatives Team and implemented through a cross-departmental effort.</p> <p>CEO overseeing improvements to WHOIS obligations in contracts, including:</p> <ul style="list-style-type: none"> ○ Adoption of new 2013 Registrar Accreditation Agreement, which includes many compliance and WHOIS related enhancements; ○ Adoption of New gTLD Registry Agreement requires registrars to use 2013 RAA and incorporate many WHOIS improvements; ○ 2013 RAA to be transitioned in existing registry agreements through renewals of registry agreements. 	<p>√ Final 5 Year Strategy Plan approved by ICANN Board – 16 Oct 2014</p> <p>√ Allen Grogan appointed as the new ICANN Chief Contract Compliance Officer to oversee Contract Compliance and Consumer Safeguards enhancements, including WHOIS.</p> <p>√ Registrars signed new 2013 RAA (2013 - 2018); List of Registrars on the 2013 RAA available here.</p> <p>√ New gTLD Registries sign new registry agreements. List of registries available here.</p>
1.b 	ICANN Staff incentivization	<p>Staff is incentivized through ICANN's compensation system, as WHOIS projects are identified in both AtTask and the management system.</p> <p>CEO compensation is based on the overall goals and objectives of the entire organization and set forth in AtTask.</p>	





¹ This Summary highlights ICANN's progress in 2014 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 Policy Review Team Final Report](#).

² See [Appendix A of the WHOIS Improvements 2013 Annual Report](#) for previously completed Milestone and Due Dates.

1.c 	Board involvement in WHOIS improvements	Board receives updates with regard to WHOIS related activities and implementation.	√ Board receives CEO updates, on a trimester basis, on the status of ICANN's key organizational activities, including WHOIS improvements
1.d 	Public Status of Implementation	The public is kept closely apprised of the implementation progress through regular updates, announcements on icann.org, blog posts, updates at ICANN meetings, the new WHOIS website, and webinars.	<ul style="list-style-type: none"> √ ICANN Blog on the Debut of the Beta Launch of the WHOIS Website – Phase I – 4 Nov 2013 √ ICANN Buenos Aires Sessions: <ul style="list-style-type: none"> • Contractual Compliance Program Update – 20 Nov 2013 • Improving WHOIS, an Update – 21 Nov 2013 √ ICANN Singapore Sessions: <ul style="list-style-type: none"> • Contractual Compliance Program Updates and Q&A Session – 26 Mar 2014 √ ICANN London Sessions: <ul style="list-style-type: none"> • GAC Meeting: ICANN Overview on WHOIS – 22 June 2014 • Contractual Compliance Program Updates and Q&A Session – 25 June 2015 √ ICANN Los Angeles Sessions: <ul style="list-style-type: none"> • GAC Meeting: WHOIS – 12 Oct 2014 • All Things WHOIS - Now and in the Future – 13 Oct 2014 √ Status of Improvements published in new WHOIS Website √ ICANN Blog on WHOIS Primer and Global Look-Up Tool – 24 Jan 2014 √ ICANN Blog on a Model for Exploring WHOIS Accuracy – 3 Mar 2014 √ Public Comment Forum on Draft Implementation Plan for WHOIS Online Accuracy Reporting System – 11 Mar 2014 √ ICANN Blog on Introducing the Beta Launch of the New ICANN WHOIS Lookup Tool – 9 Apr 2014 √ Announcement on Additional WHOIS Information Policy (AWIP) – 2 July 2014 √ Announcement on WHOIS Service Clarifications – 12 September 2014 √ ICANN Blog on What's Up with WHOIS – 10 Oct 2014 √ Series of webinars have been completed and are planned for future updates √ ICANN's Quarterly Stakeholder Calls cover key operational developments, including WHOIS – Nov 2014
2 	Single WHOIS Policy	Single Page contains links to all WHOIS related agreements and consensus policies.	Publication of WHOIS Primer on new WHOIS Informational Website – 24 Jan 2014
3 	Outreach – ICANN should ensure that WHOIS policy issues are accompanied by cross-community outreach	<p>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 conducted global outreach to registrars to educate them on new 2013 RAA requirements.</p>	<ul style="list-style-type: none"> √ ICANN Blog on The 2013 Registrar Accreditation Agreement - What You Need to Know – 13 Feb 2014 √ ICANN Blog on the Update on 2013 RAA and Data Retention Waiver Process – 28 Feb 2014 √ ICANN Singapore Session on 2013 RAA FAQs – 26 Mar 2014 √ The 2013 RAA introduced improvements to WHOIS data with stricter validation and verification requirements

		ICANN Contractual Compliance Staff conducted outreach in Asia Pacific, highlighting WHOIS obligations in native languages.	<ul style="list-style-type: none"> √ Completed system, FAQ, forms and Staff training to ensure 2013 RAA readiness. Please refer to this link for more details √ Implementation of a Communications Plan to commence with the WHOIS Website launch
4	 Contractual Compliance -- managed in accordance with best practice principles	<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>New Registry Agreement Audit Program</p> <p>Compliance Staffing levels have increased substantially and resources allocated to additional headcount</p>	<ul style="list-style-type: none"> √ Launched WHOIS inaccuracy bulk complaints submission process and tool – 1 Nov 2013 √ Launched a WHOIS inaccuracy quality check on already resolved inaccuracy issues to confirm ongoing compliance √ Completed updates and additions to the complaint submission forms and FAQs for the 2013 √ Compliance 2013 Annual Report published – Feb 2014 √ Launch a Three Year Audit Program (ending 2015): <ul style="list-style-type: none"> √ Completed Year 1 Audit <ul style="list-style-type: none"> √ 2013 Compliance Annual Report – Feb 2013 √ Completed Year 2 Audit Program – May 2014 √ 2013 Compliance Year Two Audit Report – July 2014 √ Completed plan and details for new Registry Agreement Audit program (New gTLD scope) √ Conducted 3 Audit outreach activities with registries. √ Updates to Audit page to reflect new program and additional FAQ √ Additional Compliance Department outreach activities √ Compliance Staff levels published and updated regularly. Current Staffing covers the following languages: Arabic, English, French, Korean, Mandarin, Russian, Spanish, Turkish, and Uzbek. √ Compliance established in 3 regions; 3 Staff in Istanbul, 2 Staff in Singapore
Data Accuracy			
5	 WHOIS requirements for accurate data widely and pro-actively communicated	<p>Staff developed a WHOIS Informational Website 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; and • Provide a Knowledge Center where key WHOIS related documents can be located. 	<p>See answers to #3.</p> <ul style="list-style-type: none"> √ Public launch of WHOIS Informational Website – 4 Nov 2013 √ Public Launch of foreign translations of WHOIS Information Website – Nov 2013 √ Communications Plan kick-off for roll-out of WHOIS Informational Website – Nov 2013
6	 ICANN should take appropriate measures to reduce the number of WHOIS	<p>To address this recommendation, the Board directed the CEO to:</p> <ol style="list-style-type: none"> 1) Proactively identify potentially inaccurate gTLD data registration information in gTLD registry and registrar services, explore using automated tools, 	<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>

	registrations that fall into the accuracy groups "Substantial Failure and Full Failure"	and forward potentially inaccurate records to gTLD registrars for action; and 2) Publicly report on the resulting actions to encourage improved accuracy.	
7 	Annual WHOIS accuracy reports	Staff developing a WHOIS Accuracy Sampling and Reporting System using the methodology of the NORC Study. To accomplish the requested analysis, Staff's work is focusing on: 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.	<ul style="list-style-type: none"> √ Select vendor & contract for Draft Design of Experiment – Jan 2014 √ ICANN Blog on a Model for Exploring WHOIS Accuracy – 3 Mar 2014 √ Public Comment Forum on Draft Implementation Plan for WHOIS Online Accuracy Reporting System – 11 Mar 2014, closed 22 April 2014 √ Published Request for Proposal based on Final Implementation Plan for WHOIS Online Accuracy Reporting System – 19 May 2014 √ Completed contracting with selected vendors for WHOIS Online Accuracy Reporting System – Aug 2014. √ Published Pilot Study for the WHOIS Accuracy Reporting System: Preliminary Findings – Oct 2014 with regular updates planned √ Community feedback on Pilot Preliminary Findings during ICANN 51 – Oct 2014 ◇ IAG to be formed to recommend process for the follow-up procedure ◇ Publication of Final Pilot Report – Dec 2014 ◇ Public Comment Forum – Dec 2014 – Jan 2015 ◇ Modifications to Accuracy Reporting System – Jan-Feb 2015 ○ Development of systems to gather the data needed to perform the statistical analysis (TBD) <ul style="list-style-type: none"> ◇ Launch of Accuracy Reporting System - Phase I (Syntactic validation) – Early-2015 ◇ Launch of Accuracy Reporting System - Phase II (Operational validation) – Mid-2015 ◇ Launch of Accuracy Reporting System - Phase III (Identity validation) TBD ◇ IAG Process Recommendations published for public comment TBD
8 	ICANN should ensure that there is a clear, unambiguous and enforceable chain of contractual agreements	<p>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>	See answers to #1.a above.

9	 <p>Compliance Metrics: Impact of the annual WHOIS Data Reminder Policy (WDRP)</p>	<p>The Board's Resolution addressing the WHOIS Review Team Recommendations offers an alternative approach to achieving the intended result of this Recommendation.</p>	<p>See answers to #5 - 7 above.</p>
10	 <p>Data Access – Privacy and Proxy Services – ICANN should initiate processes to regulate and oversee privacy and proxy service providers</p>	<p>The 2013 RAA, includes many new obligations related to privacy/proxy providers and commits ICANN to create a privacy/proxy accreditation program.</p> <p>A GNSO PDP has commenced to examine policy issues related to privacy/proxy services.</p> <p>A consensus policy, if produced out of the PDP, would become binding upon contracted parties when adopted by Board.</p> <p>Staff Implementation work to develop the operational aspects of the Privacy/Proxy Accreditation Program to be conducted in parallel with GNSO PDP.</p>	<p>√ GNSO PDP on Privacy/Proxy Services commenced – Oct 2013</p> <p>√ Charter for PDP on Privacy/Proxy Services approved by GNSO 31 Oct 2013</p> <p>◇ PDP Initial Report release – estimated Jan 2015</p> <p>◇ PDP Final Report – estimated May 2015</p> <p>◇ GNSO approval of PDP Recommendation – estimated June 2015</p> <p>◇ Board Approval of PDP Recommendations – estimated Oct 2015</p> <p>◇ ICANN Staff analysis of the operational aspects of the Privacy/Proxy Accreditation Program</p> <p>◇ ICANN Staff Initial Recommendations on Accreditation Framework Report to be published for public comment/consultation</p> <p>√ Staff presented a preliminary set of Privacy/Proxy Service Accreditation Program implementation alternatives to the Privacy Proxy Service Accreditation Issues Working Group for feedback – 10 Oct 2014</p>
11	 <p>Data Access – Common Interface. Overhaul of the Internic Service</p>	<p>ICANN has developed a comprehensive WHOIS Portal, the development of which occurred in two phases:</p> <p>Phase 1- Launch of WHOIS Informational Website (see description above in #5); and</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>√ Publication of Implementation Plan for WHOIS Search Portal Jan 2013</p> <p>√ Beta Launch of WHOIS Informational Website (Phase I) – 4 Nov 2013</p> <p>√ Communications Plan kicked off for Phase I – 4 Nov 2013</p> <p>√ Beta Launch for WHOIS Search Portal (Phase II) – Singapore Meeting 2014</p> <p>√ Communications Plan kicked off for Phase II Beta – 12 Mar 2014</p> <p>√ Formal Launch of WHOIS Search Portal (Phase II) - TBD</p>
<p>Internationalized Domain Names</p>			
12	 <p>Determine appropriate Internationalized Domain Name Registration (IRD) data requirements</p>	<p>The IETF WEIRDS Working Group is currently evaluating technical protocols.</p> <p>Once adopted by the IETF, the new gTLD Registry Agreement and the New 2013 RAA will include commitments to adopt the new protocols.</p> <p>ICANN has tasked 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>○ WEIRDS to finalize new protocol – (TBD)</p> <p>◇ WEIRDS final solution to be implemented into the contracts – (TBD)</p> <p>√ Registrars sign new 2013 RAA (2013 - 2018); List of Registrars on the 2013 RAA available here,</p> <p>√ New gTLD Registries sign new registry agreements. List of registries available here.</p> <p>√ IRD Team analysis under way</p> <p>√ Singapore Session on IRD Status – 26 Mar 2014</p> <p>√ Interim Report of IRD Team – Apr 2014</p> <p>√ Initial Model of IRD Team – Apr 2014</p> <p>◇ Final Report of IRD Team – Feb 2015</p> <p>◇ Board Approval of IRD recommendations – estimated Apr 2015</p>

			<ul style="list-style-type: none"> √ Study to Evaluate Solutions for the Submission and Display of Internationalized Contact Data – 2 June 2014 ◇ Final Report – Dec 2015
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 Consensus policy. If produced out of the PDP, when adopted by Board, it would become binding upon contracted parties.</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>	<ul style="list-style-type: none"> √ GNSO Preliminary Issue Report on Translation and Transliteration of Contact Information – 8 Jan 2013 √ GNSO GNSO Final Issue Report Translation and Transliteration of Contact Information published – 21 Mar 2013 √ GNSO approves the commencement of the PDP on translation/transliteration of Registration Data – 13 June 2013 √ Charter for PDP WG approved by GNSO – 20 Nov 2013 √ PDP WG analysis under way ○ PDP Initial Report – estimated Dec 2014 ◇ PDP Final Report – estimated May 2015 ◇ GNSO approval of PDP recommendations - estimated June 2015 ◇ Board approval of PDP recommendations - estimated Sep 2015
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> <ul style="list-style-type: none"> ◇ Scoping of requirements once the work in #12 and #13 is concluded - estimated 2015 ◇ Resources and schedule to be developed – estimated 2015
15	Comprehensive Implementation Plan for implementing the Final WHOIS Review Team report.	ICANN Staff developed and published its proposed Action Plan , which was adopted by the ICANN Board.	
16	Publication of Annual Reports on Implementation of WHOIS RT Recommendations	ICANN published its first Annual Report one year after the Board's approval of the WHOIS Policy Review Team Final Report Recommendations and continues to publish Annual Reports.	<ul style="list-style-type: none"> √ Publication of First Annual Report – 4 Nov 2013

Annex B – WHOIS Roadmap of Activities Planned for 2015

WHOIS Activity	Description	Type of Activity	Timeline & Milestones	Related Activities
WHOIS Accuracy/GAC Safeguard Advice on WHOIS Verification and Checks	The new WHOIS Online Accuracy Reporting System is a key project linked to ICANN's strategic initiative to improve the overall effectiveness and accuracy of the WHOIS system. In response to the recommendations of the WHOIS Review Team, the system is designed to produce statistical reports on WHOIS accuracy rates. These reports will be made available on the WHOIS website on a periodic basis, providing visibility and transparency into whether accuracy levels are improving over time. ICANN will also rely on this system to comply with the GAC Beijing Advice regarding WHOIS verification and checks.	Contract implementation; WHOIS Review Team Recommendation implementation	<ul style="list-style-type: none"> • Pilot Program RFP published, May 2014 • Contracts executed, Aug. 2014 • Preliminary Findings published, Oct. 2014 • Community feedback on Pilot Preliminary Findings, Oct. 2014 • IAG to be formed to recommend process for the follow-up procedure, Dec. 2014 • Publication of Final Pilot Report, Dec. 2014 • Public Comment Forum, Dec. 2014 – Jan. 2015 • Modifications to Accuracy Reporting System, Feb. 2015 • Launch of Accuracy Reporting System – Phase I (Syntactic validation), Early 2015 • Launch of Accuracy Reporting System – Phase II (Operational validation), mid 2015 • Launch of Accuracy Reporting System – Phase III (Identity validation), TBD • IAG Process Recommendations published for public comment, TBD • IAG Process finalized & launched, TBD 	

WHOIS Activity	Description	Type of Activity	Timeline & Milestones	Related Activities
WHOIS Conflicts with National Privacy Laws	<p>Mandatory review of the effectiveness of the procedure under which registries and registrars may seek modification of their contractual WHOIS requirements in light of a conflict with national law.</p> <p>Currently, the process may only be invoked by the contracted party upon receiving notification of an investigation, litigation, regulatory proceeding or other government or civil action that might affect its compliance with the provisions of the RAA or other contractual agreement with ICANN dealing with the collection, display or distribution of personally identifiable data via WHOIS.</p>	Contract implementation	<ul style="list-style-type: none"> • Staff paper posted for public comment, May 2014 • Comment period open, May –August 2014 • Analysis/proposed next steps provided to GNSO; call for volunteers to form Implementation Advisory Group (IAG) and update procedure, ICANN 51/LA, Oct. 2014 • IAG formed to recommend changes to the procedure, not the policy, Dec. 2014 • IAG submits recommendations to GNSO to ensure they are consistent with existing GNSO policy, June 2015 • Board reviews recommended changes to procedure, TBD 	
Implementation of Thick WHOIS	Implement the three recommendations from the Final Report of the Thick WHOIS Policy Development Process	Policy implementation	<ul style="list-style-type: none"> • Developed initial draft of Implementation Plan and Schedule, April – May 2014 • Input from IRT on implementation plan, June – July 2014 • Initiate Legal Analysis, Oct. 2014 • Finalize Legal Analysis, Jan. – Feb. 2015 • • Initial Draft Implementation Plan for Consistent Labeling and Display, Jan. –Feb. 2015 • Final Implementation Plan for Consistent Labeling and Display, May 2015 • Announcement of Policy Effective Date on Consistent Labeling and Display, July 2015 	

WHOIS Activity	Description	Type of Activity	Timeline & Milestones	Related Activities
			<ul style="list-style-type: none"> Implementation of Consistent Labeling and Display by Registries and Registrars, Aug. 2015 – Jan. 2016 Policy Effective Date for Consistent Labeling and Display, Jan. 2016 Policy Effective Date for Transition from Thin to Thick, Aug. 2016 – Jan. 2017 	
Implementation of Thick WHOIS - .COM, .NET and .JOBS	Implement the three recommendations from the Final Report of the Thick WHOIS Policy Development Process	Policy Implementation	<ul style="list-style-type: none"> Initial Draft Implementation Plan for the transition of .COM, .NET, .JOBS, April – May 2015 Final Implementation Plan for the transition of .COM, .NET, .JOBS, July, Aug. 2015 Implementation of the transition of .COM, .NET, .JOBS by Registries and Registrars, Aug. 2015 – Aug. 2016/Jan. 2017 	
Cross-Field Address Data Validation Requirements	The WHOIS Accuracy Program Specification of the 2013 RAA requires registrars to validate that all postal address fields are consistent across fields (for example: street exists in city, city exists in state/province, city matches postal code) where such information is technically and commercially feasible for the applicable country or territory.	Contract specification	<ul style="list-style-type: none"> Registrar working group was formed to ascertain the availability of technically and commercially feasible tools for cross-field validation. The group was dormant during the rollout of the 2013 RAA but is currently being reinitiated. Proposed validation requirements/specifications to be developed by mid-2015. Registrar Working Group to vote on technical and commercial feasibility in mid-to-late 2015. If approved, requirements become effective 180 days after ICANN announces the approval. 	
Review of RAA WHOIS Accuracy Program Specification	Terms and conditions of the WHOIS Accuracy Program Specification to be reviewed by ICANN in consultation with the Registrar Stakeholder Group on or about the first anniversary of the date that	Contract implementation	<ul style="list-style-type: none"> ICANN is planning the approach and proposed methodology for the review. The review is anticipated to begin before the end of 2014. Results of the review will determine 'next steps.' TBD 	

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	the RAA is first executed by a registrar.			
Internationalized Registration Data (IRD)	WHOIS RT made recommendations to charter a new IRD group to look at requirements holistically and to make recommendations in this area.	Recommendations to form basis for further policy work and contract discussions; WHOIS Review Team Recommendation implementation.	<ul style="list-style-type: none"> • Announcement for IRD Team, including a call for applicants, July 2013 • IRD Team selected, Sept. 2013 • Preliminary Report published, June 2014 • Interim Report from the Expert Working Group on Internationalized Registration Data published, April 2014 • Interim Report posted for public comment, April – July 2014 • Report of Public Comments on Interim Report published, 2 September 2014 • Final Report publication, 1Q2015 • Board consideration following public comment, 2Q2015 	<p>GNSO PDP Working Group on Translation and Transliteration of Contact Information</p> <p>Expert Working Group on Next Generation gTLD Directory Services</p> <p>IETF WEIRDS work</p>
WEIRDS IETF Protocol development	Development of new replacement of WHOIS protocol, RFC process underway in IETF; estimated publication in October for RFC (confirm)	Technical	<ul style="list-style-type: none"> • WEIRDS IETF Working Group formed, April 2012 • WEIRDS to finalize new protocol, estimated Q1 2015 • WEIRDS final protocol to be implemented into the contracts, TBD 	RDAP/Restful WHOIS
Open Source RDAP/Restful WHOIS	Develop a RESTful WHOIS open-source server for domain name registries that can be used by registries or registrars. The server will use the specifications developed in the IETF WEIRDS WG.	Technical	<ul style="list-style-type: none"> • WEIRDS IETF RFC expected to publish, Jan. 2015 • Server expected, December 2014 	Dependent on development of WEIRDS protocol
gTLD Directory Services Expert Working Group Report	Final Report from the Expert Working Group on gTLD Directory Services (EWG) details recommendations for a next-generation Registration Directory	Policy development; WHOIS Review Team Recommendation implementation	<ul style="list-style-type: none"> • EWG formed, Dec. 2012 • Publication of Initial Report, Frequently Asked Questions, and online questionnaire, June 2013, kicking off an extensive consultation 	Pending GNSO PDP

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	Service (RDS) to replace the current WHOIS system.		<p>process within the ICANN community on the initial recommendations.</p> <ul style="list-style-type: none"> • Final Report published and delivered for consideration by the ICANN Board at ICANN50 in London, June 2014 • Following discussions in London on the interplay between the EWG Final Report and the Board-initiated PDP requested by the Board in Nov. 2012 (which had been put on hold pending the EWG work), the Board and GNSO agreed to form a joint GNSO – Board collaboration group to develop next steps for the PDP, Oct. 2014 • Output of the Joint Board/GNSO Collaboration Group to suggest framework for conducting the Board-initiated PDP, expected Feb. 2015 • Preliminary Issue Report & Public Comment Forum, April-May 2015 • Final Issue Report & Launch of PDP, June 2015 • PDP Initial Report published for public comment, June 2016 • Final Report of PDP, Dec. 2016 • GNSO Approval of PDP Recommendations, Jan. 2017 • Board Approval of PDP Recommendations, Feb. 2017 	
Privacy/Proxy Service Provider Accreditation issues	Board-initiated GNSO PDP to develop policy recommendations to guide ICANN's implementation of an accreditation program for privacy and proxy service providers. This topic was identified during the 2013 RAA negotiations and	Policy development; WHOIS Review Team Recommendation implementation	<ul style="list-style-type: none"> • GNSO launched PDP, Oct. 2013 • WG charter adopted, Oct. 2013 • PDP Final Report, estimated May 2015 • GNSO approval of PDP recommendation, estimated June 2015 • Board Approval of PDP recommendations, estimated July 2015 	

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	recommended for community policy development.		<ul style="list-style-type: none"> • 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. (See Specification on Privacy & Proxy Registrations in the 2013 RAA) • Staff has begun pre-implementation preparations in consultation with the Working Group 	
GNSO PDP Working Group on Translation and Transliteration of Contact Information	<p>The PDP WG is tasked with developing a policy recommendation regarding the translation and transliteration of registration contact information. Among other things, the WG was to consider whether it is desirable to translate contact information to a single common language or transliterate contact information to a single common script. They were also expected to consider the question who should decide who should bear the burden of translating contact information to a single common language or transliterating contact information to a single common script.</p> <p>The PDP includes study on the commercial feasibility of translation and transliteration systems for internationalized contact data</p>	Policy development	<ul style="list-style-type: none"> • GNSO Council requested an Issue Report, Oct. 2012 • GNSO initiates PDP, June 2013 • PDP Initial Report, estimated end-2014 • PDP Final Report, estimated May 2014 • GNSO approval of PDP recommendations, estimated June 2014 • Board Approval of PDP recommendations, estimated September 2015 	Expert Working Group on Internationalized Registration Data (IRD)

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WHOIS Website Improvements	The WHOIS Website is to be refined & updated	Policy implementation	<ul style="list-style-type: none"> • Online Search Tool enhancements • WHOIS Annual Report to be published, Dec. 2014 • Updating & Refreshing WHOIS Primer and the Knowledge Center, ongoing 	
WHOIS Review Team 2	The Affirmation of Commitments requires a review of ICANN's WHOIS policy and requirements every three years.	Policy review	<ul style="list-style-type: none"> • Commencement of second WHOIS Review, mid- 2015. • WHOIS RT2 publishes final report, early 2016 • Board takes formal action on WHOIS RT2 Final Report, mid-2016 	