2024-05-20 RDRS Standing Committee - Meeting #08

The call will take place on Monday, 20 May 2024 at 17:30 UTC for 60 minutes.

For other places see: http://tinyurl.com/5n6t9m37

PROPOSED AGENDA

1. Welcome
2. Contracted Party Summit RDRS Update & Registrar Experiences Session
   a. Metrics and Enhancements Suggestions
   b. Other Comments/Feedback
3. RDRS Usage Report
   a. Comments/Reactions from Standing Committee
4. System Enhancements Release Update
   a. Registrar Enhancements
      i. Priorities 1, 4, 5 in Impressions Document [docs.google.com]
   b. Requestor Enhancements
      i. Increase in character limit from 1000 to 2000
      ii. Better explanation of what “expedited” means in RDRS UI
5. AOB
   a. Sankey Graphic

BACKGROUND DOCUMENTS

PARTICIPATION

Apologies: Steve Crocker, Paul McGrady, Sarah Wyld, John McElwaine

Attendance

RECORDINGS

Audio Recording
Zoom Recording
GNSO transcripts are located on the GNSO Calendar

Notes/ Action Items

Agenda

Action Item: ICANN Org to take a look at the response time numbers and get back to SC.

Action Item: ICANN Org reminded SC to prioritize requestor and registrar enhancement requests by number (1,2,3,4) in the Impressions Document [docs.google.com].

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1. **Welcome**

2. **Contracted Party Summit RDRS Update & Registrar Experiences Session**
   a. **Metrics and Enhancements Suggestions**

   During the CP Summit Rrs asked the following questions:
   1. How many requests were made for ccTLDs?
   2. How many lookups are duplicates?
   3. How many Rr did receive requests and which one did not?
   4. Who is the requestor? There are users who don't provide their actual – individual name on request but only company name, which leads to processing delays. Per registrars, the person receiving the data has to be known, it can’t just be a company name. It has to be attributable.

3. **Other Comments/Feedback**
   1. Is it possible to deny requests directly in the system?
   2. Expedited request...more guidance for requestors will be provided in the UI with next round of enhancements (Expedited does not equal urgent request)
   3. UI makes expedited requests are not highlighted in any way in RDRS for registrars processing requests.
   4. PGP Encryption does not integrate easily with registrar system, but does allow the registrar to receive the full request via email.

4. **RDRS Usage Report**

   1. **Comments/Reactions from Standing Committee**
      - Page 4 says that for the month of April the average response. Time was 6.7 3, but overall 14 9, and based on the table below and the reporting. This seemed confusing for SC.

   **Action Item:** ICANN Org to take a look at the numbers and get back to SC.

      - SC wants to further discuss what is causing a denial, or what is causing requests to take longer to be approved.
      - Metric 15: How is processing time calculated for requests? RrSG mentioned that when Rr asks the requestor to provide further information, the processing time calculation continues to make it appear that Rrs are taking a long time to process the request even though the action may be back with the requestor. This might lead to longer processing times on paper than in reality. There is currently no way to distinguish in RDRS whether Rr and Requestor has an action to take.
      - ICANN Org explained that solving the above might need a major change to the system that might be difficult to implement at this stage.

4. **System Enhancements Release Update**

   1. **Registrar Enhancements**
      - i. Priorities 1, 4, 5 in [Impressions Document](https://docs.google.com)

   a. SC asked for Country/Location of requestor to be added as mandatory field for RDRS requests. Address, including country field will be required as part of the next release of enhancements.

   **Action Item:** ICANN Org reminded SC to prioritize requestor and registrar enhancement requests by number (1,2,3,4) in the [Impressions Document](https://docs.google.com).

2. **Requestor Enhancements**
   i. Increase in character limit from 1000 to 2000
   ii. Better explanation of what “expedited” means in RDRS UI

ICANN Org will release enhancements after ICANN 80 and the end of June.

ICANN Org has indicated “level of effort (loe)” for each priority to show feasibility of enhancement request.

**Action Item:** Chair of SC called for SC to provide arguments for ICANN to invest further resources in RDRS “high level of effort” enhancement request.

5. **AOB**

   1. **Sankey Graphic**
   2. **Discussion on ICANN80 sessions**
      i. 2 sessions on RDRS will take place during ICANN80
      ii. 1 session will focus on use cases of RDRS requests by RrSG
      iii. 1 session will discuss the user experience with RDRS by CSG