

Recommendations 11: Common Interface

Implementation Briefing for RDS2 Review Team



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RDS/WHOIS1 Review Team's Recommendation 11: Common Interface

It is recommended that the Internic Service is overhauled to provide enhanced usability for consumers, including the display of full registrant data for all gTLD domain names (whether those gTLDs operate thin or thick WHOIS services) in order to create a one stop shop, from a trusted provider, for consumers and other users of WHOIS services.

In making this finding and recommendation, we are not proposing a change in the location where data is held, ownership of the data, nor do we see a policy development process as necessary or desirable. We are proposing an operational improvement to an existing service, the Internic. This should include enhanced promotion of the service, to increase user awareness.

ICANN Board Action

- ⦿ Create an information portal with clear explanation of how to access the existing WHOIS information.
- ⦿ The portal will also make it clear how to notify relevant parties of a data accuracy issue.
- ⦿ The Board directs the CEO to have staff to create and execute a communication and outreach plan that provides key stakeholders, including users, with the information they need to use, and help improve, the collection

ICANN Board's Rationale for Board Action

- ⦿ The WHOIS information for domain names and IP registries is highly distributed. A single portal will make it easier to access WHOIS information, raise accuracy issues about WHOIS information, and allow contributions on WHOIS policies.
- ⦿ In addition to supporting the use of WHOIS, communication and outreach is necessary to inform discussions of the fundamental questions raised by actions related to Recommendation 1.

Common Interface Implementation Activities

In implementing this recommendation, ICANN org identified a synergy in combining the implementation of this recommendation with the implementation of recommendation 3. As such, although the Review Team stated that this recommendation does not require "a change in the location where data is held" ICANN org identified an opportunity to provide more use and value of the whois.icann.org portal by implementing a new WHOIS look-up tool hosted on the portal.

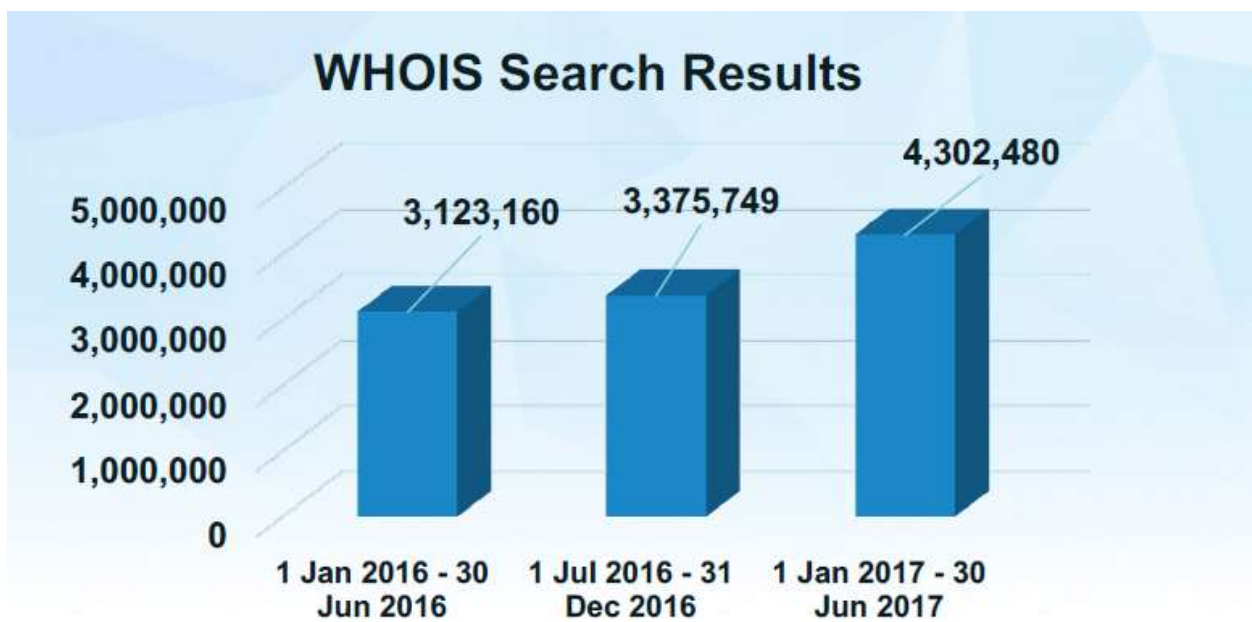
More information on the portal is provided in the written briefing for recommendation 3.

More information regarding outreach is provided in the written briefing for recommendation 3.

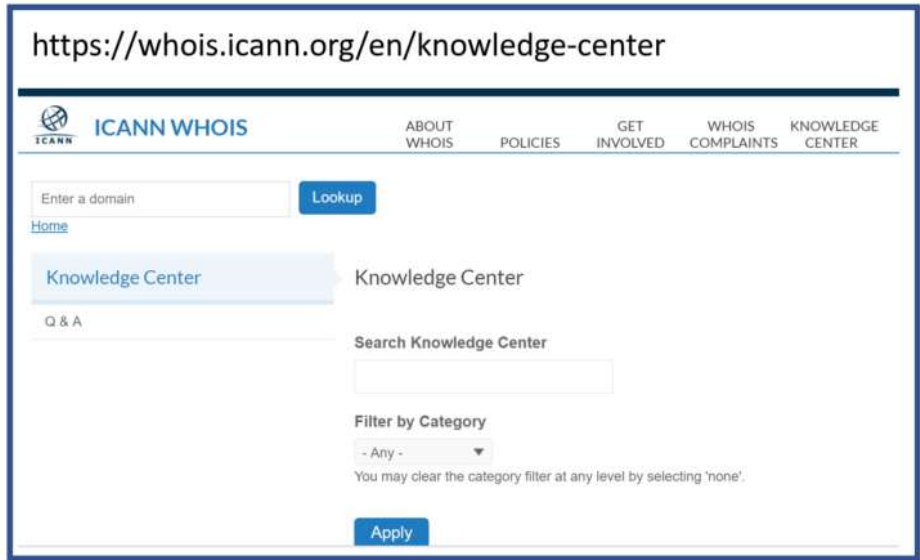
WHOIS Look-up Tool

The benefit of the WHOIS look-up tool is that it presents the WHOIS data in a standardized and easy to view format in addition to the raw data.

The graphic below provides some usage statistics of the tool.



The webpage displaying results of a look-up contains a link to submit a complaint to ICANN Contractual Compliance if the user identifies a WHOIS accuracy issue.



Estimated ICANN Org Time Spent for Implementation

Implementation of both the WHOIS portal and look-up tool took approximately 5 months and 1.25 FTEs to complete.

Useful Links

RDS/WHOIS REVIEW TEAM 1

- ⦿ WHOIS Policy Review Team Final Report
<https://www.icann.org/news/announcement-2015-08-24-en>
- ⦿ ICANN Action Plan For the WHOIS Policy Review Team Final Report
<https://www.icann.org/en/system/files/files/implementation-action-08nov12-en.pdf>
- ⦿ Quarterly WHOIS recommendations implementations statuses updated quarterly and published on [WHOIS Review Wiki page](#)
<https://community.icann.org/display/WHO/WHOIS+Review+Implementation+Home>

WHOIS PORTAL

- ⦿ WHOIS Portal
<https://whois.icann.org/en>
- ⦿ WHOIS Knowledge Center
<https://whois.icann.org/en/knowledge-center>
- ⦿ WHOIS Portal Uptime Statistics
<https://www.icann.org/accountability-indicators>

