**Subgroup 4 – Consumer Trust**

**Work Statement & Work Plan**

|  |  |
| --- | --- |
| Work Force Identification | |
| **Members** | * **Dmitry Belyavsky** * **Erika Mann** * **Stephanie Perrin** * **Susan Kawaguchi** |
| **Rapporteur** | * **Erika Mann** |
| **Scope Objectives** | **Consistent with ICANN’s mission and**[**Bylaws**](https://www.icann.org/resources/pages/governance/bylaws-en)**, Section 4.6(e)(ii), the review team will assess the extent to which the implementation of today’s WHOIS (the current gTLD RDS) promotes consumer trust in gTLD domain names by (a) agreeing upon a working definition of “consumer” and “consumer trust” used in this review, (b) identifying the approach used to determine the extent to which consumer trust needs are met, (c) identifying high-priority gaps (if any) in meeting those needs, and (d) recommending specific measureable steps (if any) the team believes are important to fill gaps.** |
| **Comments on Scope, further details** |  |
| **Questions we will need to answer in assessing whether the objective has been reached** |  |
| **Estimate of comparative complexity of assessment (1=low, 5=high)** |  |
| **Estimate of comparative work load (1=low, 5=high)** |  |
| **Estimate of ideal sub-team size (1-5 persons)** |  |
| **Work Space URL:** | <https://community.icann.org/pages/viewpage.action?pageId=71604737> |
| **Mailing List:** | [rds-whois2-consumertrust@icann.org](mailto:rds-whois2-consumertrust@icann.org) |
| **Important Background Links:** | It may be helpful to start from the list provided on your dedicated Work Space under “Background documents”: <https://community.icann.org/pages/viewpage.action?pageId=71604737>   * [WHOIS Review Implementation Reports](https://community.icann.org/display/WHO/WHOIS+Review+Implementation+Home), including   + [Executive Summary of Implementation Report](https://community.icann.org/download/attachments/54691767/WHOIS%20Recs%201_16%2030Sept2016.pdf)   + [Detailed implementation Report](https://community.icann.org/download/attachments/54691767/WHOIS%20Quarterly%20Summary%2031December2016.pdf) * [WHOIS Review Team Final Report](https://www.icann.org/en/system/files/files/final-report-11may12-en.pdf) (2012) * [WHOIS Task Force Final Report (2007) [HTML]](http://gnso.icann.org/en/issues/whois-privacy/whois-services-final-tf-report-12mar07.htm) and [[PDF]](https://community.icann.org/download/attachments/56986695/FINAL%20TF%20Report%20on%20Whois%20Summary%20and%20Recommendations%20-%20EN.pdf?version=1&modificationDate=1458501890000&api=v2) * [WHOIS Task Force Final Report](https://archive.icann.org/en/gnso/whois-tf/report-19feb03.htm) (2003) * [WHOIS1 Implementation Briefings on Recommendations 4, 12, 13, 14](https://community.icann.org/download/attachments/69279139/WHOIS%20Briefing%20-%2028September2017%20-%20V2.0.pptx?version=1&modificationDate=1506686336000&api=v2) * [WHOIS1 Implementation Briefings on Recommendations 5, 8, 10, 11](https://community.icann.org/download/attachments/69279139/WHOIS1%20Implementation%20briefings%205%208%2010%2011.pdf?version=1&modificationDate=1506504731000&api=v2) * [WHOIS1 Implementation Briefings on Recommendations 1, 2, 3, 6, 7, 9, 15, 16](https://community.icann.org/download/attachments/69279139/WHOIS%20Briefing%20-%2003October2017%20-%20V2.0.pdf?version=1&modificationDate=1506780907000&api=v2) |

|  |
| --- |
| **Work Force Timeline** |
| * By 12 December 2017 - Adopt statement of work and associated work plan * By 12 December 2017 - Identify briefings / data sources needed. Determine requirements for independent expert(s) and - if necessary - develop Statement of Work * By 12 January 2018 - Review, analyze and summarize relevant documentation * By 16 January 2018 - Conduct investigation of identified objectives * By 16 January 2018 - Conduct relevant interviews as appropriate * By 16 January 2018 - Draft summary note of key findings * By 30 January 2018 - Approve findings * By 12 February 2018 - Assemble draft recommendations using the designated Review Team template * By 12 February 2018 - Cross-check draft recommendations with scope and Bylaws * By 2 March 2018 - Produce subgroup report for subgroup members' approval * By 9 March 2018 - Adopt & Circulate subgroup report to Review Team * By 16 March 2018 - Present subgroup report and proposed recommendations to Review Team * By 30 March 2018 - Incorporate edits suggested by the Review Team, as appropriate |

|  |  |
| --- | --- |
| **Resources** | |
| **Requests for ICANN briefings** |  |
| **Requests for ICANN materials** |  |
| **Interviews to be conducted** |  |
| **Need for Independent Expert** | * [Evaluate if independent expert is needed * If independent expert is needed, subject to budget availability, develop and document   + Scope of work   + Skills and experience needed   + Timeline & milestones   + Deliverables] |
| **Other resources (existing outside studies, articles)** |  |