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| RDS-WHOIS2 RTSubgroup Report: Outreach |
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| DRAFT FOR SUBGROUP USE TO DOCUMENT DRAFT FINDINGS AND RECOMMENDATIONS (IF ANY) |
| Alan Greenberg (Rapporteur)Carlton SamuelsErika Mann |
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#  Topic

Subgroup 1 - WHOIS1 Rec3 Outreach is tasked with investigating, analyzing, and drafting recommendations (if needed) to address the following Review objective:

Consistent with ICANN’s mission and Bylaws, Section 4.6(e)(iv), the Review Team will (a) evaluate the extent to which ICANN Org has implemented each prior Directory Service Review recommendation (noting differences if any between recommended and implemented steps), (b) assess to the degree practical the extent to which implementation of each recommendation was effective in addressing the issue identified by the prior RT or generated additional information useful to management and evolution of WHOIS (RDS), and (c) determine if any specific measurable steps should be recommended to enhance results achieved through the prior RT’s recommendations. This includes developing a framework to measure and assess the effectiveness of recommendations, and applying that approach to all areas of WHOIS originally assessed by the prior RT (as applicable).

The specific [WHOIS1 Recommendation](https://www.icann.org/en/system/files/files/final-report-11may12-en.pdf) to be assessed by this subgroup appears below:



The subgroup reviewed all of the multiple "outreach" resources with a specific focus on:

* Identfying areas where there we inconsistencies, errors and out of date information
* Identifying gaps in the documentation

The subgroup also reviewed the various outreach events and activities.

# Summary of Relevant Research

To conducts its research, all members of this subgroup reviewed the following background materials, posted on the [subgroup's wiki page](https://community.icann.org/display/WHO/WHOIS1%2BRec%2B%25233%253A%2BOutreach):

* [WHOIS Review Team (WHOIS1) Final Report](https://www.icann.org/en/system/files/files/final-report-11may12-en.pdf) (2012) and [Action Plan](https://www.icann.org/en/system/files/files/implementation-action-08nov12-en.pdf)
* [WHOIS Review Team (WHOIS1) Implementation Reports](https://community.icann.org/display/WHO/WHOIS%2BReview%2BImplementation%2BHome), 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)
* WHOIS1 Implementation Briefings on Recommendations 1, 2, 3, 6, 7, 9, 15, 16: [PPT](https://community.icann.org/download/attachments/63145823/WHOIS1%20Implementation%20briefings%201%2C%202%2C%203%2C%206%2C%207%2C%209%2C%2015%2C%2016.pptx?version=1&modificationDate=1511776488000&api=v2), [PDF](https://community.icann.org/download/attachments/69279139/WHOIS%20Briefing%20-%2003October2017%20-%20V2.0.pdf?version=1&modificationDate=1506780907000&api=v2)
* [Answers to RDS-WHOIS2 Questions on Implementation Briefings](https://community.icann.org/download/attachments/63145823/WHOIS1-Implementation%20Briefings_final.docx?version=1&modificationDate=1510566466000&api=v2)
* Documents cited in briefing on Recommendation 3 include
	+ [WHOIS Information Portal and Consolidated WHOIS Lookup Tool](http://whois.icann.org/)
	+ [Registrant's Benefits and Responsibilities](https://www.icann.org/resources/pages/benefits-2013-09-16-en)
	+ [2013 RAA - see Section 9](https://www.icann.org/resources/pages/approved-with-specs-2013-09-17-en)
	+ [Information for Registrars and Registrants](https://www.icann.org/resources/pages/registrars-0d-2012-02-25-en)
	+ [Registrant Educational Series](https://www.icann.org/resources/pages/educational-2012-02-25-en)

In addition, the subgroup requested additional materials and briefings from the ICANN Org:

* [Written implementation briefing on Rec 3](https://community.icann.org/download/attachments/71604708/Written%20Implementation%20Request%20for%20Recommendation%203.pdf?version=1&modificationDate=1522314097000&api=v2)
* SME answer to the following question:
What has ICANN done, one a one-time basis or ongoing, to address Recommendation 3's requirement to reach out to communities outside of ICANN with an interest in WHOIS issues?

Finally, the subgroup applied the RDS-WHOIS2 review team's [agreed framework](https://community.icann.org/download/attachments/71604697/FinalRDS-WHOISRT2Effectivenes.docx?version=1&modificationDate=1519138360000&api=v2) to measure and assess the effectiveness of recommendations,

# Analysis & Findings

ICANN has implemented a wide variety of documents and resources designed to educate various communities on issues related to WHOIS. Some were undertaken as a result of the WHOIS-RT recommendations on Outreach, and others were done as parts of other processes. WHOIS issues are to a large extent interwoven with other material related to gTLD domain names.This is reasonable, since from a registrant's point of view, WHOIS is just one aspect related to the complex world of domain names.

The Subgroup found that the material associated with the WHOIS Portal created explicitly as a result of the WHOIS-RT Recommendations is well organized and the level of information is reasonable. However, the material is vast, so it is less than clear how it should be attacked. Moreover, the hierarchical organization is opaque and cannot easily be viewed. There are things listed on sub-menues that one would not imagine are there looking at the top level, and no practical way to discover such material.

The other matierial generally pre-dates the Portal, and no attempt was made to update this material, or integrate it.

As an example, there is a Registrant's Benefits and Responsibilities. It is written in seemingly simple and clear language, but hidden within it is complexity ("You must review your Registrar's current Registration Agreement, along with any updates." - Sounds simple but doing this is not at all simple). There is only one explicit reference to WHOIS, but there are many implied references.

The Registrant Rights and Responsibilities, a similarly named but much larger document, is far more complex and legalistic.

Both the Registrants Rights and Responsibilities and Registrant Benefits and Responsibilities are integrated in or pointed to by the Registrar Accreditation Agreement (RAA).

A third cache of invormation is a set of registrant education videos. They are on a completely separate part of the ICANN site and not likely to be found by accident. They are low-level introductions, and done reasonable well, but now VERY dated and do not integrate with the WHOIS Portal.

In summary, the Recommendation to make information was carried out, but it was not well integrated with other WHOIS-related information.

Significant outreach to communities within ICANN has been carried out.

[Need section on outreach outside of ICANN here.]

# Problem/Issue

[What observed fact-based issue is the recommendation intending to solve? What is the “problem statement”?

For this subgroup, relevant steps from review objectives include:

* Topic 1 (c) determine if any specific measurable steps should be recommended to enhance results achieved through the prior RT’s recommendations]

There is a wide variety of information related to WHOIS, some is well integrated and some very disjoint. Of necessaesity this information is somewhat interwoven with other information related to 2nd level gTLD domain names.

The information and documents cover several "generations" and do not integrate well.

Moreover a typical user or registrant will not readily be able to identify where they need to look for information, and identfying one of the multiple locations will not lead them to the others.

The problem is exacerbated by the introduction of the terms RDS (and at times RDDS) to replace WHOIS.

# Recommendations

[To be completed for each recommendation - if any - suggested by the subgroup]

<SUBGROUP TO DRAFT TEXT FOR THIS SECTION, BASED ON GUIDANCE BELOW>

Recommendation: All of the information related to WHOIS and by implication the registration of 2nd level gTLD Domains needs to be revised with the intent of making the information readily accessible and understandable. This hould be done post-GDPR Interim implelentation and consideration whould be given to defering this until we have a stable permanent GDPR implementation.

Findings: [Is this a reproduction of the above sections, or a brief summary of them? ]

Rationale:

[What is Intent of recommendation and envisioned outcome?

How did the finding lead to this recommendation?

How significant would impact be if recommendation not addressed?

Is it aligned with ICANN’s Strategic Plan and Mission?

Is it in compliance with scope Review Team set?]

Impact of Recommendation: [What are the impacted areas, e.g. security, transparency, legitimacy, efficiency, diversity etc. Which group/audience will be impacted by this recommendation]

Feasibility of Recommendation: [Document feasibility of recommendation]

Implementation:

[Who are responsible parties that need to be involved in implementation? Community/ICANN org/combination)

What is the target for a successful implementation?

Is related work already underway and how will that dovetail with recommendation?

What is the envisioned implementation timeline? Within 6 months/12 months/more than 12 months]

Priority: [If only 5 recommendations could be implemented due to community bandwidth and other resource constraints, would this recommendation be one of the top 5? Why or why not?]

Level of Consensus