1 June 2023

Proposed Success Criteria for the Registration Data Request Service (RDRS)

To: ICANN Board

Dear Tripti,

In response to the Board's request in its [resolution](#) of 27 February 2023 to "establish success criteria for this System, which should include analysis of relevant usage data", I am pleased to attach for the Board's consideration the Registration Data Request Service (RDRS) proposed success criteria. These have been developed by the EPDP Phase 2 small team, with the input from ICANN org, and have been reviewed by the GNSO Council.

Please also note our suggestion that ICANN org consult with a statistician to obtain further insights into what would represent statistically significant data. Similarly, the input from a survey expert may also be helpful to ensure that meaningful questions are asked as part of registrar and requestor user satisfaction assessments, recognizing that any survey responses will be subjective.

You may note that one of the elements to be reported is highlighted in yellow. ICANN org is expected to confirm how this information will be reported.

As the RDRS is intended to help inform the ICANN Board to make a decision with regards to the System for Standardized Access / Disclosure to non-public registration data (SSAD) recommendations, we look forward to hearing from you whether the success criteria as well as the data that is recommended to be collected and published meets your expectations. Of course, we also remain available should a follow up conversation be helpful.

Sincerely,

Sebastien Ducos
GNSO Chair

Registration Data Request Service (RDRS) Proposed Success Criteria

In response to the Board's request to "engage with the GNSO Council together with the Small Team and ICANN org to establish success criteria for this System", the EPDP Phase 2 Small Team is putting forward the following success criteria for the Council's consideration.

The main and overarching success criteria of the RDRS is:

- Has the experience with the RDRS sufficiently informed the GNSO Council and ICANN Board to make a decision with regards to the SSAD recommendations?

The small team is of the view that only the ICANN Board and GNSO Council can confirm what information is essential to make such a decision, but the small team considers that at a minimum the following criteria would need to be met in order to be able to provide the relevant information to the GNSO Council and ICANN Board:

1. The RDRS should be available to all possible requestors to submit their data requests;
2. The RDRS should be available to all interested ICANN-accredited registrars to participate in;
3. The RDRS should track all relevant data points as identified by the Small Team (see hereunder);
4. Sufficient number of registrars participate reflecting a sufficient number of domain name registrations under management so that statistically significant data can be obtained;
5. Sufficient number of requests are made by requestors so that statistically significant data can be obtained (note, a volume that is too low to provide significant data could still be considered a success as it may demonstrate lack of demand for the service but if there are sufficient requests, ideally this is of a level that statistically significant data can be derived from it);
6. Registrar and requestor user satisfaction with the service should be measured (note, this should not focus on the outcome of requests but on experience with the service itself.

In relation to items 4 and 5, the small team would recommend consulting with a statistician to determine what number would need to be achieved to obtain statistically significant data. Similarly, for item 6, the input from a survey expert may be helpful to ensure that meaningful questions are asked, recognizing that any survey responses will be subjective.

Data points per item 2:

The small team would expect that the following information would be publicly reported on a monthly basis:

- Number of registrars participating (total)
- Number of new participating registrars (current reporting period)
- Number of requestors (total)

- Number of new requestors (current reporting period)
- Number of disclosure requests (total and current reporting period)
- Number of times the data request form for non-participating registrars has been used
- Number of disclosure requests by priority (total and current reporting period)
- Number of disclosure requests by requestor type (LEA, IP, Cybersecurity, etc) (total and current reporting period)
- Number of disclosure requests by requestor (e.g. x% of users generate xx% of requests and show significant breakdowns)
- Number of disclosure requests broken out by participating and non-participating registrars (total and current reporting period)
- Number of open disclosure requests (total)
- Number of closed disclosure requests (total and current reporting period)
- Number of closed disclosure requests by outcome type (approved, partial approval, rejected, canceled, etc), (total and current reporting period)
- Denial rate by reason type
- Average disclosure request response time (total and current reporting period, broken out by approved, partial approved and denied responses)
- Response time distribution (10, 30, 50, 70 and 90th percentiles. (The 50th percentile is the median), histogram by timeframe), including time from the request until the request is addressed, differentiating between approved and denied responses