













Implementation Status of the <i>Board Approved</i> ¹ WHOIS Review Team Final Report Recommendations As of 20 March 2014		Key: Complete ✓ or  In Progress ○ or  In Planning ◇ or 	
	Topic	Summary of Implementation activities	Milestones & Due Dates
	WHOIS - Strategic Priority		
1.a 	WHOIS as a strategic priority	<p>WHOIS emphasized Strategic Plan and funded in the FY14 Budget</p> <p>New five year Strategic Plan under development to identify ICANN's key strategic initiatives</p> <p>Expanded Compliance Team under CEO</p> <p>Strategic Initiatives Team addressing WHOIS</p> <p>WHOIS Highlighted in Toronto CEO Opening Speech</p> <p>ICANN's Adoption of the WHOIS RT recommendations</p> <p>CEO overseeing improvements to WHOIS obligations in contracts, including:</p> <ul style="list-style-type: none"> ○ Adoption of new 2013 Registrar Accreditation Agreement includes many compliance & WHOIS related enhancements ○ Adoption of New gTLD Registry Agreement requires registrars to use 2013 RAA and incorporates many WHOIS improvements ○ 2013 RAA to be transitioned in existing registry agreements through renewals of registry agreements 	<p>✓ Strategic Plan 2012-2015 approved 6 May 2012</p> <p>✓ FY 14 Budget to be approved by the Board by Aug 2013</p> <p>✓ New 5 Year Strategy Plan process launched April 2013</p> <p>✓ Draft of Proposed 5 Year Strategy Plan posted for public comment 29 Oct 2013</p> <p>◇ Final 5 Year Strategy Plan to be approved by ICANN Board – 21 June 2014</p> <p>✓ Announcement of Vice President of Contractual Compliance reporting to the CEO- 14 Sept 2012</p> <p>✓ Vice President of Strategic Initiatives responsible for WHOIS- 15 Nov 2012</p> <p>✓ President's Opening Session-Fadi Charts the Course 15 Oct 2012</p> <p>✓ Board resolution on 8 Nov 2012 adopts Action Plan</p> <p>✓ Board resolution adopts new 2013 RAA - 27 June 2013</p> <p>✓ Implementation of new RAA commenced - 27 June 2013</p> <p>✓ Advisory published on new WHOIS Format and Fields</p> <p>✓ Transition Period – certain WHOIS obligations under the 2013 RAA, such as validation to be effective 1/1/14</p> <p>✓ Registrars sign new 2013 RAA (2013 - 2018); List of Registrars on the 2013 RAA available here</p> <p>✓ Board's New gTLD Program Committee adopts new Registry Agreement- 2 July 2013</p> <p>✓ New gTLD Registries sign new registry agreements. List of registries available here.</p> <p>✓ ICANN's renewal Agreements with .ORG, .INFO and .BIZ to require its registrars to transition to 2013 RAA</p> <p>✓ ICANN Board approved renewals of .org, .biz and .info – 22 Aug 2013</p> <p>✓ New registry agreements for .org, .biz and .info signed 22 Aug 2013</p>

¹ This Summary highlights ICANN's progress measured against the [Action Plan](#) approved by the ICANN Board in its [8 November 2012 meeting](#). In some instances, the [Action Plan](#) adopts an alternative approach to implementing the recommendations from those proposed in the [WHOIS Review Team Final Report](#).



<p>1.b</p> 	<p>ICANN Staff incentivization</p>	<p>Staff is incentivized through ICANN's compensation system, as WHOIS projects are identified in both At-Task and the management system</p> <p>CEO compensation is based on the overall goals and objectives of the entire organization and set forth in At-Task</p>	<p>√ WHOIS Related Projects in at-task published in myicann.org in July 2013</p> <p>√ Updates to projects listed in myicann.org to take place periodically to provide transparency on project status</p>
<p>1.c</p> 	<p>Board involvement in Whois improvements</p>	<p>Board receives updates with regard to WHOIS related activities and implementation</p>	<p>√ Compliance presented the 3-year plan at ICANN board retreat – 7 Feb 2012</p> <p>√ Board's financial approval of the Compliance Dept.'s audit program - 3 October 2012</p> <p>√ gTLD Whois Update during the board workshop – 1 Feb 2013</p> <p>√ Updates on WHOIS Compliance and Expert Working Group (EWG) progress at Board workshop in Sept 2013</p> <p>√ Board Informational Paper on Status of WHOIS Implementation for Buenos Aires Meeting- Nov 2013</p> <p>√ Board receives CEO updates on a trimester basis on the status of ICANN's key organizational activities, including WHOIS improvements</p>
<p>1.d</p> 	<p>Public Status of Implementation</p>	<p>The public is kept closely apprised of implementation progress through regular updates, announcements on icann.org, blog posts, updates at ICANN meetings, and webinars</p>	<p>√ Pre-Beijing Policy Update webinar – 21 March 2013</p> <p>√ Blog on WHOIS Implementation- 27 March 2013</p> <p>√ ICANN Beijing Sessions:</p> <ul style="list-style-type: none"> • RAA and New GTLD Agreement – 8 April 2013 • Update on Restful WHOIS – 10 April 2013 • Compliance Update 10 April 2013 <p>√ Blog on publication of single WHOIS policy page – 15 April 2013</p> <p>√ Webinar on WHOIS Implementation Update – 24 April 2013</p> <p>√ Webinar on Proposed Final 2013 RAA – 6 May 2013</p> <p>√ WHOIS Related Projects in at-task published in myicann.org in July 2013</p> <p>√ Pre- Durban Policy Update Webinar – 27 Jun3 2013</p> <p>√ ICANN Durban Sessions:</p> <ul style="list-style-type: none"> • Compliance Update on 17 July 13 • RAA Update to the GNSO 13 July 13 <p>√ ICANN Blog Regarding Registrar Outreach on New 2013 RAA events 19 Sept 2013</p> <p>√ ICANN Buenos Aires Sessions:</p> <ul style="list-style-type: none"> • Improving WHOIS, an Update 21 Nov 2013 • Contractual Compliance Program Update 20 Nov 2013 <p>√ Status of Improvements published in new WHOIS Website Beta</p> <p>√ ICANN Blog on WHOIS Primer and Global Look-Up Tool 24 Jan 2014</p> <p>√ ICANN Blog on a Model for Exploring WHOIS Accuracy 3 Mar 2014</p> <p>√ Public Comment Forum on Draft Implementation Plan for WHOIS Online Accuracy Reporting System 11 Mar 2014</p>

<p>2</p> 	<p>Single WHOIS Policy</p>	<p>Single Page contains links to all WHOIS related agreements and consensus policies</p> <p>Overall “easy to read” Digest of WHOIS service</p>	<p>√ Single Page completed April 2013</p> <p>√ Blog announcement informed the public of its publication 15 April 2013</p> <p>√ Publication of WHOIS Primer on new WHOIS Informational Website 24 Jan 2014</p>
<p>3</p> 	<p>Outreach -- ICANN should ensure that WHOIS policy issues are accompanied by cross-community outreach</p>	<p>New 2013 RAA includes requirements to link to Registrant Benefits & Responsibilities Document, written in simple language to educate registrants on obligations related to WHOIS</p> <p>ICANN Staff conducting global outreach to registrars to educate them on new 2013 RAA requirements</p>	<p>√ New Registrant Benefits & Responsibilities Document part of new 2013 RAA – 27 June 2013, to be made available by Registrars and Resellers to registrants and to be posted in the new WHOIS Informational Website</p> <p>√ Activities related to implementation for new WHOIS obligations under the 2013 RAA:</p> <ul style="list-style-type: none"> • Durban Presentation to GNSO 13 July 2013 • Advisory published on the New WHOIS Format and Fields required -31 July 2013 <p>√ Additional Registrar outreach activities include:</p> <ul style="list-style-type: none"> • An in-person two-day educational outreach session, geared toward registrars operational staff, held in Los Angeles on 22-23 August 2013, and steamed live, via Adobe Connect • An in-person two-day educational outreach session, in Xiamen, China, on 26-27 August 2013. This session will be conducted in English and Chinese (via live translation) • An in-person two-day educational outreach session held in Berlin in 23-24 September 2013 • An in-person educational one- to two-day educational outreach session, to be held in Buenos Aires, Argentina, following the November 2013 ICANN meeting (at the same venue, with real time English-Spanish translation services) • A dedicated 2013 RAA registrar support email address and ticketing system created • Extensive updates to the formerly, 2009 RAA Registrar Training Program content to apply to 2013 RAA • A series of webinars addressing some of the newer, and more complex, areas of the new agreement. • A process and form for registrars to request a waiver of data retention obligations due to conflicts with local privacy laws (as set forth in the Data Retention Specification) • Ongoing collaboration with a registrar working group to identify feasible tools for registrar validation of Whois data • Updates to the Registrar Data Escrow arrangement with Iron Mountain to take into account the new requirement to escrow the underlying customer data of Whois proxy and privacy services <p>√ ICANN Blog Regarding Registrar Outreach on New 2013 RAA events 19 Sept 2013</p>

		<p>ICANN Contractual Compliance Staff conducting outreach in Asia Pacific, highlighting WHOIS obligations in native languages</p> <p>Communications Team planning outreach activities tied to the launch of the new WHOIS Website <i>Beta</i></p>	<p>VICANN Blog on Everything You Need to Know about the 2013 RAA 13 Feb 2014 ✓ ICANN Blog on the Data Retention Requirements 28 Feb 2014 ✓ ICANN Singapore Session on 2013 FAQs 26 Mar2014</p> <p>✓ Beijing Outreach to Registrars from Compliance Dept. 6 April 2013 ✓ North America Registrar Meeting held on 22 and 23 August 2013 in Los Angeles, USA ✓ Asia Pacific Registrar Meeting held on 26 and 27 August 2013 in Xiamen, China ✓ European Registrar Meeting held on 23 and 24 September 2013 in Berlin, Germany ✓ Updated Complaints ✓ Additional information available on other Compliance Dept. recent outreach activities</p> <p>Since November 2013: Completed system, FAQ, forms and staff training to ensure 2013 RAA Readiness. Please refer to this link for more details http://www.icann.org/en/resources/compliance/complaints/whois/inaccuracy. The 2013 RAA introduced improvements to WHOIS data with stricter validation and verification requirements. For ex. Anytime you register, transfer or change ownership of a domain name, the registrar must validate all of the Whois data and verify the email address or phone number.</p> <p>✓ Implementation of Communications Plan to commence with the WHOIS Website Beta launch</p>
<p>4</p> 	<p>Contractual Compliance -- managed in accordance with best practice principles</p>	<p>Vice President of Contractual Compliance (Maguy Serad) appointed to report directly to the CEO</p> <p>New Compliance complaint handling systems & procedures implemented</p> <p>Greater visibility on WHOIS related metrics and improvements to Compliance processes and results</p>	<p>✓ Announcement of Vice President of Compliance reporting to the CEO- 14 Sept 2012</p> <p>✓ Migrated internic.org complaints to icann.org - June 2013 ✓ Completed automation of complaints process - June 2013 ✓ Implemented the “multiple complaint” submission process at the request of the community. ✓ Launched Whois Inaccuracy bulk Complaints submission process and tool on 1 November 2013. ✓ Added Pulse Survey in complaint closure email to both the contracted parties and the reporter (complainant).</p> <p>✓ Monthly Compliance Updates published on icann.org ✓ Monthly reporting of compliance related metrics through myicann.org ✓ ICANN Durban 47 Session on Contractual Compliance Update highlights WHOIS results ✓ Updated Complaints submission processes to address new 2013 RAA requirements – 31 Oct 2013</p>

		<p>New 3 year Compliance Program to focus on key registrar/registry obligations, including WHOIS</p> <p>Compliance Staffing levels have increased substantially and resources allocated to additional headcount</p>	<p>√ Compliance 2012 Annual Report published – 3 February 2013</p> <p>√ Published the Compliance 2013 Annual Report published in February 2014</p> <p>○ Compliance Update Session in Singapore 24 Mar 2014</p> <p>√ Launched a three-year Audit Program:</p> <ul style="list-style-type: none"> √ Launched Year 2 Audit program √ Completed Year 1 Audit √ 2012 Compliance Year One Audit Report Published 25 June 2013 ○ Second Year of audit Program under way – due November 2014 ○ Three Year Audit Program to be completed by November 2015 <p>√ Additional Compliance Dept. recent outreach activities</p> <p>√ Current Staff counts: 18 Staff members, covering the following languages: Arabic, English, French, German, Hindi, Korean, Mandarin, Persian, Russian, Spanish, Turkish, Urdu, and Uzbek.</p> <p>√ Compliance Staff levels published and updated regularly</p> <p>√ For FY14, the Compliance Department has approval to add one additional head-count, and is planning through these positions to establish global presence in ICANN's hub offices</p> <p>√ ICANN accomplished the FY14 staffing objective - Singapore and Istanbul hub offices are now staffed with compliance staff.</p>
Data Accuracy			
5	 <p>WHOIS requirements for accurate data widely and pro-actively communicated</p>	<p>See answers to #3 & 10.</p> <p>Staff developed a WHOIS Informational Website to</p> <ul style="list-style-type: none"> ● Provide historical record of WHOIS ● Consolidate WHOIS policy documentation ● Provide mechanisms to teach people how to use WHOIS ● Provide mechanisms for people to submit complaints as they relate to WHOIS data ● Direct people to the appropriate channels to become engaged in the community on WHOIS related topics ● Educate registrants on WHOIS, their rights and responsibilities ● Provide a Knowledge Center where key WHOIS related documents can be located 	<p>See answers to #3 & 10.</p> <p>√ FY14 Budget request includes funds for development of WHOIS Informational Website & WHOIS Search Portal</p> <p>√ Completed requirements gathering for WHOIS Informational Website – July 2013</p> <p>√ Development of WHOIS Information Website – July – Oct 2013</p> <p>√ Beta Launch for WHOIS Informational Website – (Oct 2013)</p> <p>√ Public launch of WHOIS Informational Website – (Nov 4 2013)</p> <p>√ Public Launch of foreign translations of WHOIS Information Website (4 Nov 2013)</p> <p>√ Communications Plan kick-off for roll-out of WHOIS Informational Website (Nov 2013)</p>
6	 <p>ICANN should take appropriate measures to reduce the number of WHOIS registrations that fall into the accuracy groups "Substantial Failure and Full Failure"</p>	<p>To address this recommendation, the Board directed the CEO to:</p> <ol style="list-style-type: none"> 1) Proactively identify potentially inaccurate gTLD data registration information in gTLD registry and registrar services, explore using automated tools, and forward potentially inaccurate records to gTLD registrars for action; and 2) Publicly report on the resulting actions to encourage improved accuracy. <p>In implementing the Board's direction, ICANN is</p>	<p>See answers to #7 & 11 below for information on the statistics on accuracy to be gathered in connection with the new WHOIS Search Portal</p>

		developing online WHOIS search and data accuracy reporting functionality to be part on the new WHOIS portal, as described below in #7 & 11.	
7	Annual WHOIS accuracy reports	<p>Staff developing a WHOIS Accuracy Sampling and Reporting System using the methodology of the NORC Study.</p> <p>To accomplish the requested analysis, Staff's work is focusing on:</p> <ol style="list-style-type: none"> 1. Statistical methodology 2. Access to WHOIS records 3. Parser to automate contact data extraction 4. Automated address verification 5. Call center to call all sampled records. 	<ul style="list-style-type: none"> √ Completion of preliminary assessment of implementing a statistical analysis program (2013) √ Evaluation of costs associated with telephone validation, using businesses in the identify verification businesses (15 September 2013) √ Review proposals from outside vendors to conduct statistical reporting Oct/Nov 2013 √ Select vendor & contract for Draft Design of Experiment Jan 2014 √ ICANN Blog on a Model for Exploring WHOIS Accuracy 3 Mar 2014 √ Public Comment Forum on Draft Implementation Plan for WHOIS Online Accuracy Reporting System 11 Mar 2014, closes 22 April 2014 ○ Publish RFP based on Final Implementation Plan for WHOIS Online Accuracy Reporting System 30 April 2014 ○ Select and contract with vendors responding to RFP May 2014 ◇ Development of systems to gather the data needed to perform the statistical analysis (date TBD) ◇ Publish initial annual accuracy report (date TBD), and updates annually
8	ICANN should ensure that there is a clear, unambiguous and enforceable chain of contractual agreements	<p>See answers to #1.a above.</p> <p>New 2013 RAA includes additional enforcement provisions and sanctions applicable to registrars, registrants, and resellers with regards to WHOIS.</p> <p>New gTLD Registry Agreements include enhanced WHOIS obligations</p> <p>Renewals of existing GTLDs to include enhanced WHOIS obligations</p>	See answers to #1.a above.
9	Compliance Metrics: Impact of the annual WHOIS Data Reminder Policy (WDRP)	<p>The Board's Resolution addressing the WHOIS Review Team Recommendations offered alternative approach to achieving the intended result of this recommendation.</p> <p>See answers to #5- 7 above</p>	See answers to #5 - 7 above.
10	Data Access – Privacy and Proxy Services -- ICANN should initiate processes to regulate and oversee privacy and proxy service providers	<p>Adopted 2013 Registrar Accreditation Agreement, includes many new obligations related to privacy/proxy providers, and commits ICANN to create a privacy/proxy accreditation program</p> <p>GNSO PDP to be commenced shortly to examine policy issues related to privacy/proxy services</p> <p>Consensus policy, if produced out of the PDP would become binding upon contracted parties, when adopted by Board</p>	<ul style="list-style-type: none"> √ Board resolution adopts new 2013 RAA - 27 June 2013 √ Implementation of new RAA commenced- 27 June 2013 √ Transition Period – certain WHOIS obligations, such as validation to be effective 1/1/14 √ Transition Period – Interim Specification on privacy/proxy services in effect until 1/1/17 to allow for privacy/proxy accreditation program to be developed and PDP to be concluded √ Staff Report on the Conclusion of the RAA negotiations 16 Sept 2013 √ GNSO PDP on Privacy/Proxy Services commenced Oct 2013

		Staff Implementation work to develop the operational aspects of the Privacy/Proxy Accreditation Program to be conducted in parallel with GNSO PDP	<ul style="list-style-type: none"> √ Charter for PDP on Privacy/Proxy Services to be approved by GNSO 31 Oct 2013 ◇ PDP Initial Report estimated - ICANN London Meeting (June 2014) ◇ PDP Final Report estimated - ICANN Los Angeles Meeting (Oct 2014) ◇ GNSO approval of PDP recommendations estimated Nov 2014 ◇ Board Approval of PDP recommendations estimated Dec 2014 ◇ ICANN Staff analysis of the operational aspects of the Privacy/Proxy Accreditation Program ◇ ICANN Staff Initial Recommendations on Accreditation Framework Report to be published for public comment/consultation
11	 Data Access – Common Interface. Overhaul of the Internic Service.	<p>WHOIS Inaccuracy complaints migrated by the Compliance Dept. and automated</p> <p>ICANN is currently working on a comprehensive WHOIS Portal, with development to occur in two phases to overhaul the Internic service:</p> <p>Phase 1- Launch of WHOIS Informational Website (see description above in #5)</p> <p>Phase 2- Launch of WHOIS Online Search Portal to offer a place where people could initiate a search of global WHOIS records</p> <p>Communications Plan to be coordinated with launch of each phase</p>	<ul style="list-style-type: none"> √ Migrated internic.org complaints to icann.org June 2013 √ Completed automation of complaints process- June 2013 √ WHOIS Informational Website (Phase I) scoped July 2013 √ Beta Launch of WHOIS Informational Website (Phase I) 4 Nov 2013 √ Communications Plan kicked off for Phase I (4 Nov 2013) √ Scoping of WHOIS Search Portal (Phase II) - Sept/Oct 2013 √ Publication of Implementation Plan for WHOIS Search Portal Jan 2013 √ Beta Launch for WHOIS Search Portal (Phase II) – (Singapore Meeting 2014) ○ Formal Launch of WHOIS Search Portal (Phase II) - (June 2014) ○ Communications Plan to be kicked off for Phase II Beta (12 Mar 2014)
Internationalized Domain Names			
12	 Determine appropriate internationalized domain name registration (IRD) data requirements	<p>IETF WEIRDS Working Group currently evaluating technical protocols</p> <p>Once adopted by the IETF, new gTLD Registry Agreement and New 2013 RAA include commitments to adopt new protocols</p>	<ul style="list-style-type: none"> ○ WEIRDS to finalize new protocol estimated Sep 2014 ◇ WEIRDS final solution to be implemented into the contracts estimated December 2014 √ Board resolution adopts new 2013 RAA – 27 June 13 √ Implementation of new RAA commenced 27 June 13 √ Board’s New gTLD Program Committee adopts new Registry Agreement- 2 July 2013 √ ICANN’s renewal Agreements with .ORG, .INFO and .BIZ to require its registrars to transition to 2013 RAA √ ICANN Board approved renewals of .org, .biz and .info – Aug 2013 √ New registry agreements for .org, .biz and .info signed 22 Aug 2013 √ Registrars sign new 2013 RAA (2013 - 2018); List of Registrars on the 2013 RAA available here, √ New gTLD Registries sign new registry agreements. List of registries available here. √ Announcement for IRD Team - 8 July 2013 √ IRD Team selected - September 2013

		<p>ICANN is also in the process of tasking a team to work on the IRD requirements; the final product will be dependent upon the conclusion of the GNSO PDP on translation/transliteration described in #13 below.</p> <p>ICANN is commissioning a Study to Evaluate Available Solutions for the Submission and Display of Internationalized Contact Data</p>	<p>√ IRD Team analysis under way</p> <ul style="list-style-type: none"> ○ Singapore Session on IRD Status 26 Mar 2014 ○ Interim Report of IRD Team estimated shortly after the Singapore Meeting ○ Initial Model of IRD Team estimated 5/1/14 ◇ Final Report of IRD Team estimated June 2014 ◇ Board Approval of IRD recommendations - estimated Sept 2014 <p>√ Terms of Reference for a Study to Evaluate Available Solutions issued – June 2013</p> <p>√ Responses received & contractors identified</p> <p>√ Contractor to commence work- Nov 2013</p> <ul style="list-style-type: none"> ◇ Preliminary Report - estimated 14 April 2014 ◇ Final Report estimated - June 2014
13	Requirements for translation/transliteration of internationalized registration data	<p>Issue of Translation/Transliteration is being explored as a policy matter within the GNSO Council Consensus policy, if produced out of the PDP would become binding upon contracted parties, when adopted by Board</p> <p>This output of this PDP work is required to inform the rest of the IRD related implementation work being supervised by Staff (# 12 – 14). Conclusion of this aspect of the implementation is dependent upon the speed in which the PDP can be completed once the working group is formed.</p>	<p>√ Preliminary GNSO Issue Report published 8 January 2013</p> <p>√ Final GNSO Issue Report published 21 March 2013</p> <p>√ GNSO approves the commencement of the PDP on translation/transliteration of Registration Data – 13 June 2013</p> <p>√ Charter for PDP WG approved by GNSO 20 Nov 2013</p> <p>√ PDP WG analysis under way</p> <ul style="list-style-type: none"> ○ PDP Initial Report estimated June 2014 ◇ PDP Final Report estimated December 2014 ◇ GNSO approval of PDP recommendations - estimated Jan 2015 ◇ Board Approval of PDP recommendations - estimated Mar 2015
14	Metrics on accuracy internationalized registration data	IDN WHOIS Records to be proactively identified once the work referenced in #12 and #13 is complete	<p>IDN WHOIS Records to be proactively identified once the work referenced in #12 and #13 is complete.</p> <ul style="list-style-type: none"> ◇ Scoping of requirements once the work in #12 and #13 is concluded - estimated 2015 ◇ Resources and schedule to be developed – estimated 2015
15	Comprehensive Implementation Plan for implementing the Final WHOIS Review Team report.	ICANN Staff developed and published its proposed plan, which was adopted by the ICANN Board	<p>√ Staff proposed Action Plan delivered in the briefing materials submitted to the Board</p> <p>√ Board resolution on 8 Nov 2012</p> <p>√ Action Plan adopted 9 Nov 2012</p>
16	Publication of Annual Reports on Implementation of WHOIS RT Recommendations	ICANN plans to publish first Annual Report one year after the Board’s approval of the WHOIS Review Team Final Report recommendations	√ Publication of First Annual Report – 4 Nov 2013