Registration Data Accuracy Scoping Team – Self-Assessment Survey
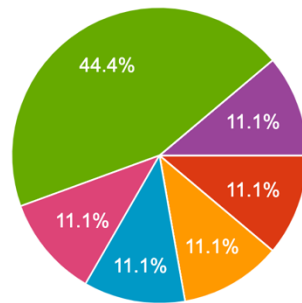Summary Results 13 April 2023

Total number of responses received: 13

(note, name and affiliation were optional questions)

Primary Organizational Affiliation
9 responses

- ● Business Constituency (GNSO)
- ● Intellectual Property Constituency (GN…
- ● Internet Service Provider Constituenc…
- ● Non-commercial Users Constituency (…
- ● Not-for-Profit Operational Concerns C…
- ● Non-Commercial Stakeholder Group (…
- ● Registry Stakeholder Group (GNSO)
- ● Registrar Stakeholder Group (GNSO)
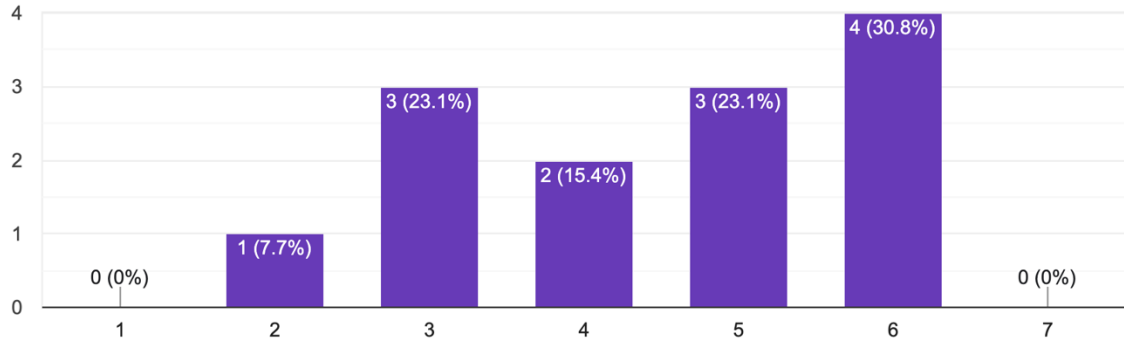
△ 1/3 ▼

Scoping Team Role
13 responses
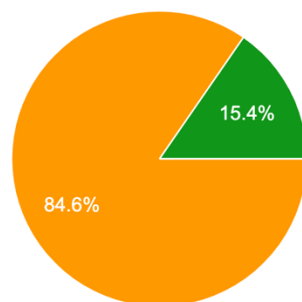
- ● Chair or Co-Chair
- ● Vice-Chair
- ● Member
- ● Alternate
- ● Liaison
- ● Other

Effectiveness – Inputs

The Scoping Team instructions where: 1-Highly Ineffective means confusing, vague, ill-structured, unbounded, unrealistic (e.g., time, constraints), unac...ded, realistic (e.g., time, constraints), achievable
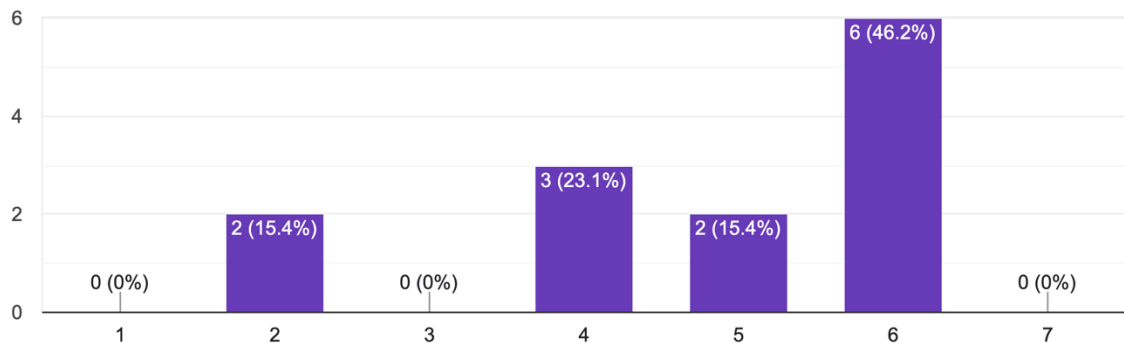
13 responses

The Expertise of Scoping Team members where: 1-Highly Ineffective means that, collectively, team members did not possess an appropriate level of k...wledgeable and skilled to accomplish the mission

13 responses
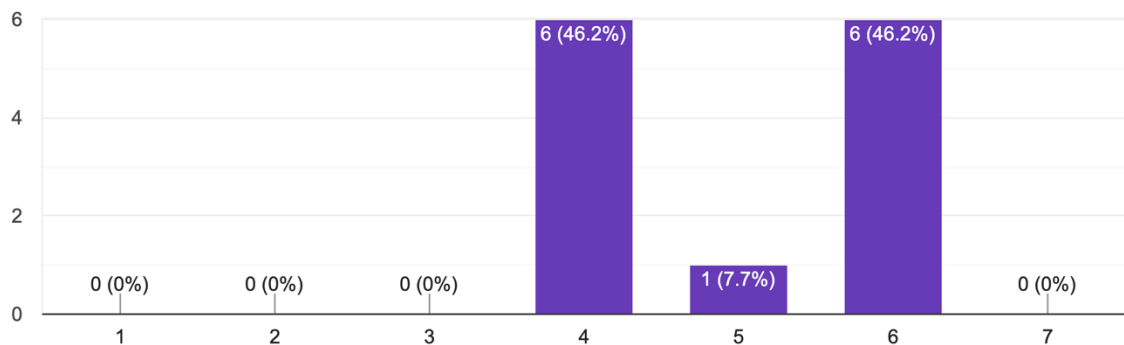
The Representativeness of Scoping Team members where: 1-Highly Ineffective means narrow, skewed, selective, unbalanced; and 7-Highly Effective means broad, diverse, balanced

13 responses

The Staff Support Resources (e.g., meeting support, guidelines, documentation, drafting) provided to and utilized by the WG where: 1-Highly Ineffectiv...eans appropriate, adequate, timely, helpful/useful

13 responses
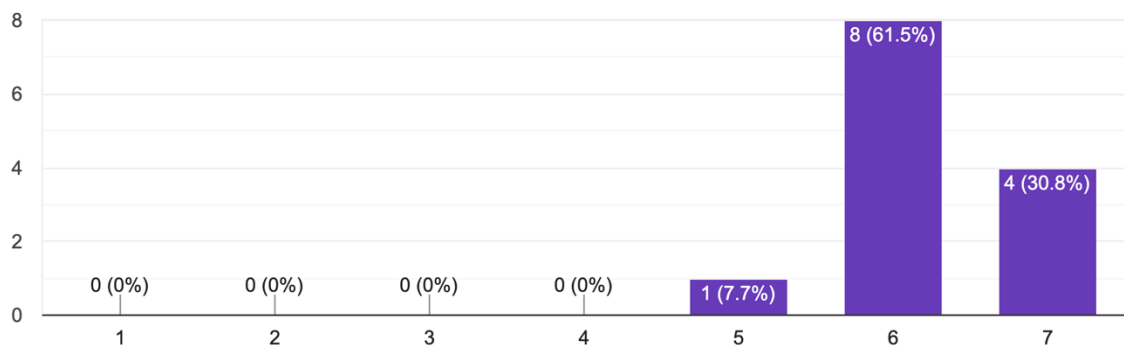
Comments about the Scoping Team's Inputs (any additional feedback you want to provide in relation to the questions in this section. Especially if you rated any of the above questions with a score lower than 4, please provide suggestions for what changes should be considered to improve this score in the future):
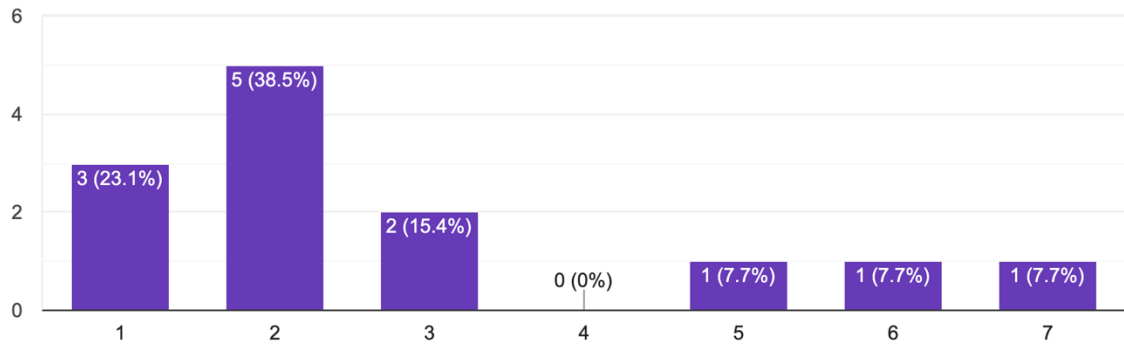
6 responses

- From the onset, it seemed that the scope was fairly straight forward, but once the team got into discussions there seemed to be more clarity needed on scope (e.g. If the Scoping Team was not able to find a current definition for accuracy (which all agreed there was no definition, requirements yes but no definition), then, I thought, the Scoping Team was to create/agree on a current/working definition to base the remaining work on. But other members of the Team did not agree that we were to create this baseline definition and they didn't believe that it was needed for the remaining work).
- Support from Marika and her team was excellent. This was my first experience with this broad base of representatives stakeholders (WGs I have served on have been

more narrow in both the question to address and composition). Michael Palage did an outstanding job of making progress to diplomatically but effectively encourage and elicit reasoned consideration of accuracy issues from a spectrum of varied if not competing interests. It is difficult to keep track of agendas and interests in gauging or reconciling responses and how best to reply as far as timing (wait until all views have been expressed before commenting or jump in based on written materials alone). It has also been difficult to assess which historical documentation from the ICANN archive to rely upon now for credibility based on changes in interpretation of key terms which still remain undefined (unlike illegality which is defined) relating to verification, validation, authentication, authorization, both in policy and contracting party agreements. Those of us who are volunteers although at a clear disadvantage in limited experience, time and resources to research and articulate input, have done our best to address a lack of protection against the use of fraudulent identities in registering domain names and the need for change address such fraud in registration database input accuracy, specifically registrant identity documentation. Lack of such protection is especially discouraging, when clear examples of the benefit of requesting such documentation exist, such as those used by .dk, highlighted in the January 2022 EU DNS abuse report, which showed an 85% reduction in copycat website DNS abuse when Denmark merely requested identity documentation from prospective foreign registrants of domain names for its ccTLD. How to efficiently incorporate findings such as these into the discussion is important to avoid wheel spinning.

- The Instructions were clear, useful, but perhaps not achievable. Staff support was excellent and invaluable, as always.
- Generally I thought it was clear what we were tasked to do, and the instructions from council seemed clear. The roll of a scoping team, and the expected output wasn't always clear, at least in so far as it didn't always seem like members (and leadership) agreed. The scoping team wasn't a working group and so wasn't tasked with creating policy recommendations, however a recommendation to form a working group to create policy recommendations was a possible outcome.
- At times I was under the impression that the Scoping Team instructions were not fully taken into account by some of the Scoping Team members.
- Not sure how to remedy the situation, but given the teams difficulty in even defining what the current contractual requirements are, expecting substantive outcomes is a pipe-dream.

Effectiveness – Processes

The Scoping Team's Leadership where: 1-Highly Ineffective means inappropriate, inadequate, untimely, not helpful/useful; and 7-Highly Effective means appropriate, adequate, timely, helpful/useful
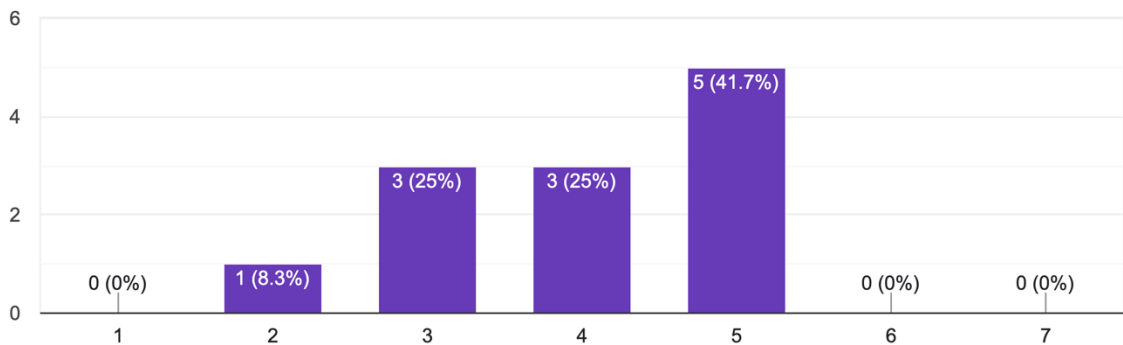
13 responses

13. The Council Liaison to the Scoping Team where: 1-Highly Ineffective means inappropriate, inadequate, untimely, not helpful/useful; and 7-High...eans appropriate, adequate, timely, helpful/useful
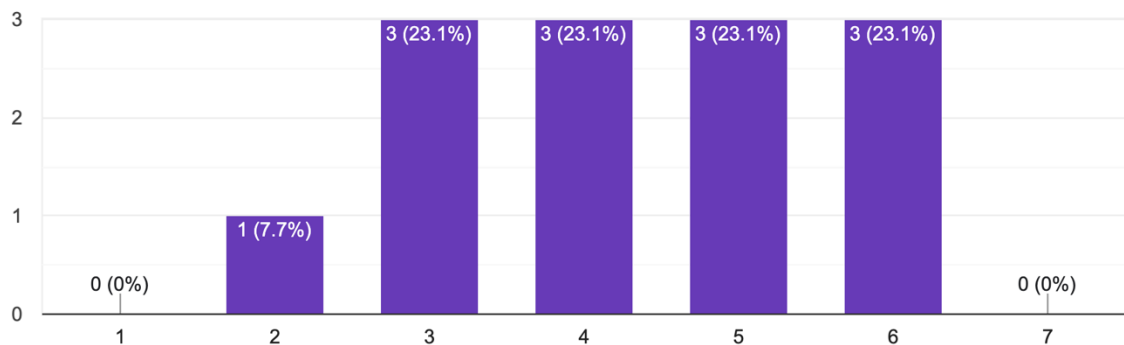
13 responses

The Participation climate within the Scoping Team where: 1-Highly Ineffective means inhospitable, unilateral, frustrating, unproductive; and 7-Highly Ef...nviting, inclusive, accepting, respectful, productive

13 responses
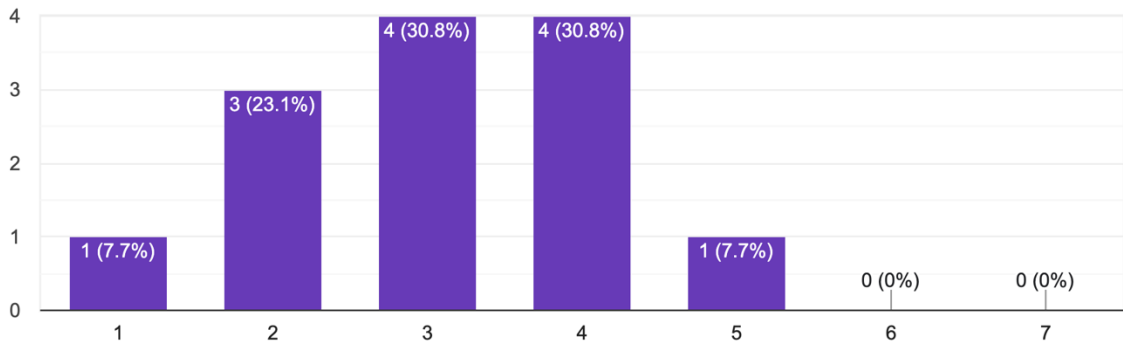
The Behavior norm of Scoping Team members where: 1-Highly Ineffective means disruptive, argumentative, disrespectful, hostile, domineering; ...ting, respectful, collaborative, consensus-building

12 responses

The Session/Meeting Planning (e.g., agendas) where: 1-Highly Ineffective means disorganized, haphazard, unstructured, untimely notice; and 7-High... organized, disciplined, structured, timely notice

13 responses
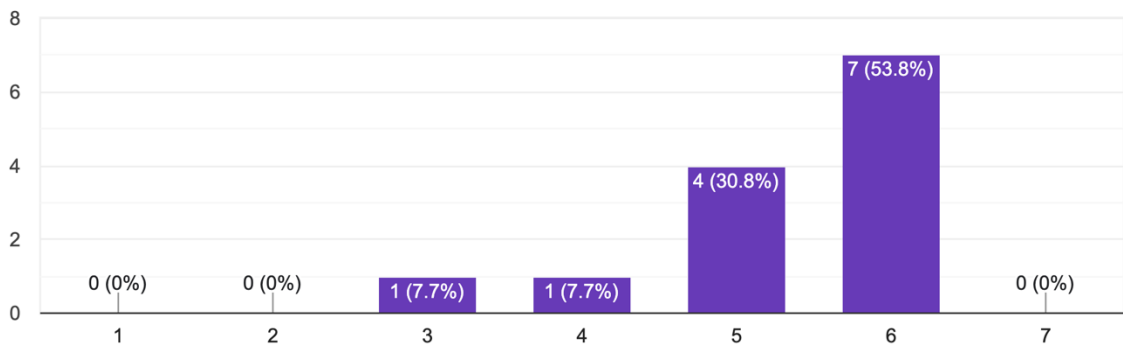
Comments about the Scoping Team's Processes (any additional feedback you want to provide in relation to the questions in this section. Especially if you rated any of the above questions with a score lower than 4, please provide suggestions for what changes should be considered to improve this score in the future):

7 responses

- I thought the session/meeting planning was very organized but the execution of that planning seemed to falter and drift during those sessions/meetings.
- The scoping team was hamstrung by an ineffective non-neutral chair pushing his own agenda, and the complete failure of some participants to even acknowledge that the definitions in the RAA were accepted definitions while at the same time refusing to provide their own definitions. The group was doomed from the start.
- The team spent too much time re-hashing past discussions, revisiting old topics and repeating its well-rehearsed talking points even if those had nothing to do with the subject at hand. The team again and again delved into substantial discussions that had might have had a place in a subsequent PDP, but not in the scoping of the issue.
- The Scoping Team Chair was biased rather than neutral, expressed a desired outcome for the ST, made his own arguments rather than guiding the member conversation, and characterized member inputs inaccurately, continuing to do so after being asked to stop.
- Throughout the scoping team's work, the leadership team struggled to move the group towards consensus positions and find common ground. They also seemed to move on from issues / topics before there was a clear outcome. This seemed to be an attempt to stick to a schedule, but made it difficult to come to agreement on any topic.
- There was a couple of occasions where the attitude of some members was on the line of accepted standards of behavior. Some of the members gave the impression of using the processes in such a way to delay and postpone the work on accuracy in order to avoid taking any action. These members would deny the community's repeatedly stressed need to finally address the long due issue of accuracy.
- The combination of the Council instructions, highly skewed expectations and chairing difficulties made substantive outcomes virtually impossible.

Future Leadership – if/when the Scoping Team recommences its effort, what characteristics should the Council look for when selecting new leadership for this effort? As a reference, please see the original Expression of Interest: https://www.icann.org/en/announcements/details/expressions-of-interest-chair-of-registration-data-accuracy-scoping-team-4-8-2021-en.

9 responses

- I don't think it is bad if the leader has a preconceived idea/thoughts on the outcome, but the leader needs to be flexible and go where the Team goes, even if

that is different than their original thinking. The leader should be as least conflicted as possible in the outcome and again be willing to go where the Team goes.

- I think most members could be effective if they agreed to collaborate, discuss, and importantly, compromise. The inability of some members to even acknowledge established definitions was counterproductive, and the chair showed he had multiple agendas/clients/interests he was pursuing rather than being neutral.
- Future leadership should have no skin in the game, refrain from re-opening closed issues with its own "ideas" and let the team do its work.
- Neutral as to stakeholders. Perhaps someone with arbitration experience and able to handle scope of interests and agendas present.
- The Scoping Team Chair should demonstrate understanding of worldwide data protection laws, understanding of ICANN Policy, objective/neutral/unbiased attitude, and experience leading a team working on a contentious issue.
- New leadership should be able to function in a neutral manner (not pursuing their own agenda) and be able to focus on building consensus within the group.
- Despite Chair's efforts to advance the accuracy work, some allegations doubting impartiality were used on occasion as an excuse to not make any progress. For the future, the Council should consider an independent third party to chair the group with a clear mandate, in order to avoid that the divergent views translate in excessive stagnation.
- Meetings could have been more effective. At times it felt like the leadership was not neutral.
- No vested interest in outcome, but very strong comprehension of the issues to diffuse endless, meaningless discussion.

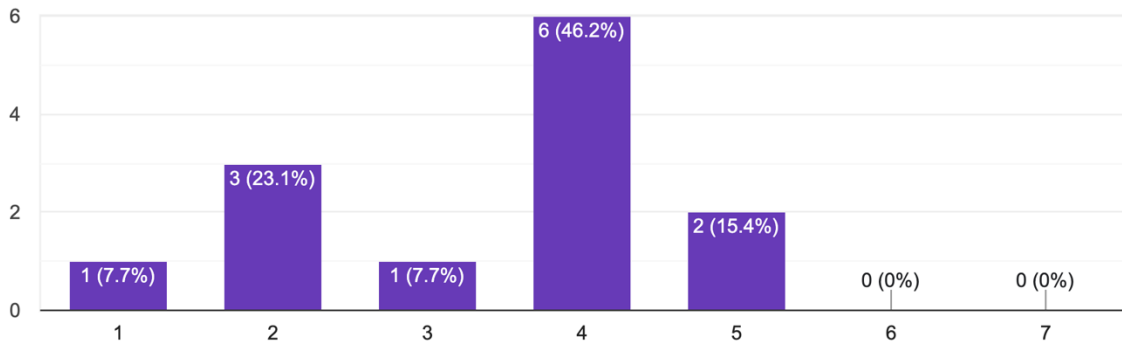## Effectiveness – Personal Dimensions

My personal Engagement in helping the Scoping Team accomplish its mission: 1-Participated Never; and 7-Participated Extensively
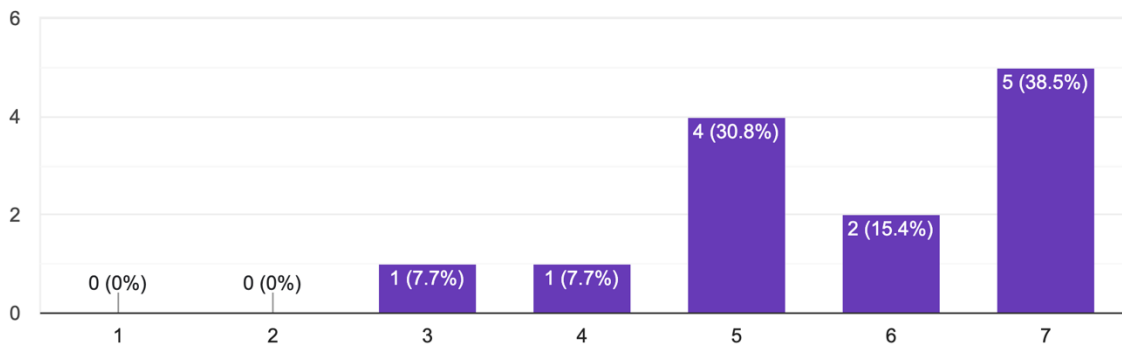
13 responses
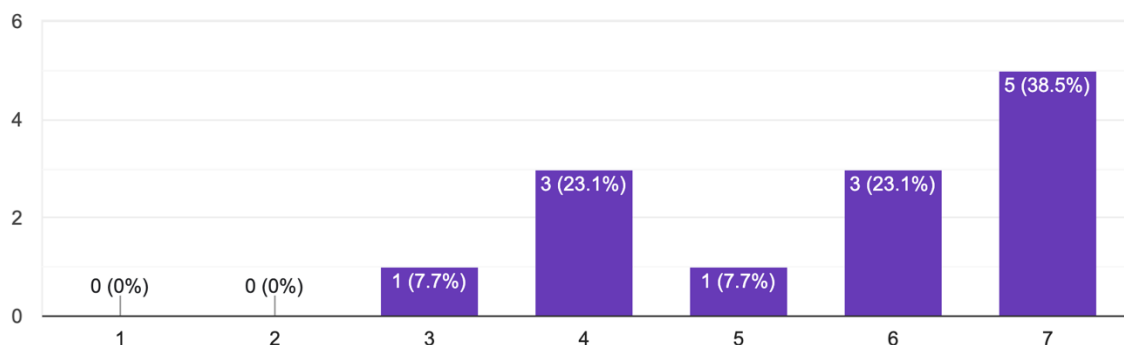
My personal Fulfillment considering the time, energy, and work efforts I contributed to this Scoping Team: 1-Highly Unrewarding; and 7-Highly Rewarding

13 responses

Assuming all other conditions are suitable (e.g., subject, interest, need, fit, availability), I assess my personal Willingness-to-Serve on a future ICANN W...Extremely Unreceptive; and 7-Extremely Receptive

13 responses

Additional comments about Personal Dimensions:

6 responses

- I may be in the minority but I thought the outcome was positive. Not that it solved what people thought we were there to solve but it showed that this continues to be an important but difficult concept to coalesce around and that even though the effort to narrowly scope this work was done, I believe it still needs to be narrowed further.
- It was disheartening to spend time and effort to establish current definitions as a baseline for the scoping team (which is a basic first step in scoping teams), and have the rest of the scoping team reject this reality.
- Learned a great deal, but uncertain about productive outcome or change.
- I feel like I helped prevent a worst-case scenario rather than achieve a best-case one.
- Participating in accuracy scoping was often challenging and frustrating. Some of that was due to constraints outside the groups control. Some of this could have

been helped by making sure all participants were on the same page when it comes to the job of the scoping team and having a common understanding of the expected outputs of the group.

- The amount of work and energy invested was not proportional to the end result. It was discouraging to see the lack of genuine willingness to address a long standing problem which affects the wider multistakeholder community. On occasions there was the feeling that certain members did not come with an open mind ready to exchange ideas during the meetings; rather than brainstorming and finding solutions together there was a pre-fixed mindset often denying the existence of a problem altogether. This hindered any opportunity of making real progress.
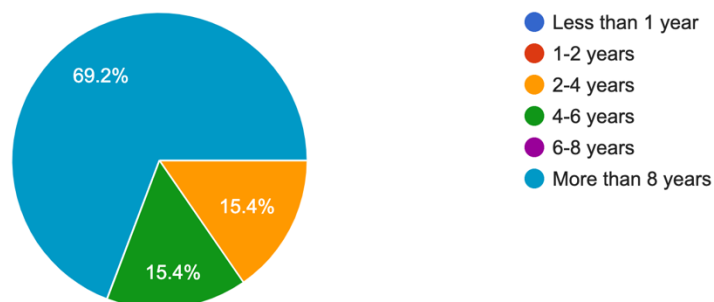
Demographics

How did you learn about the Scoping Team (Select any/all that apply)?
13 responses
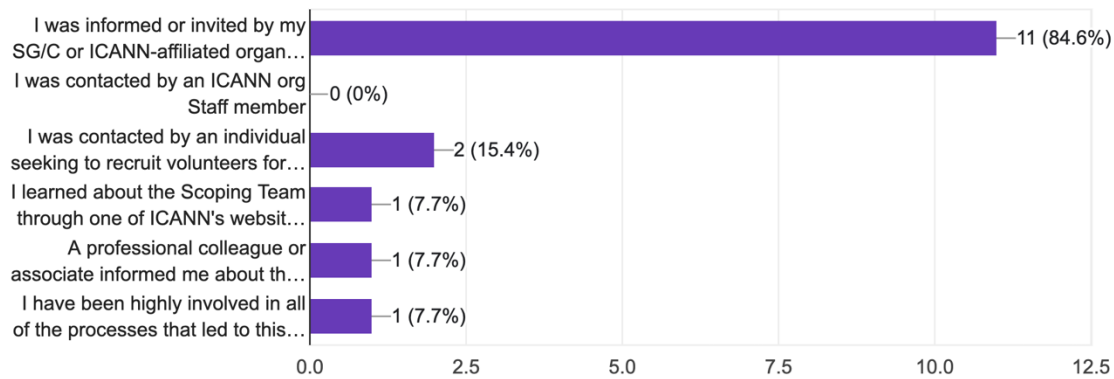
Approximately how long have you been involved with ICANN?
13 responses

Considering the most recent twelve months, approximately how many hours per week do you spend on ICANN-related activities on the average?

10 responses

- Less than 2 hours
- 2-5 hours
- 6-10 hours
- 11-15 hours
- 16-20 hours
- More than 20 hours
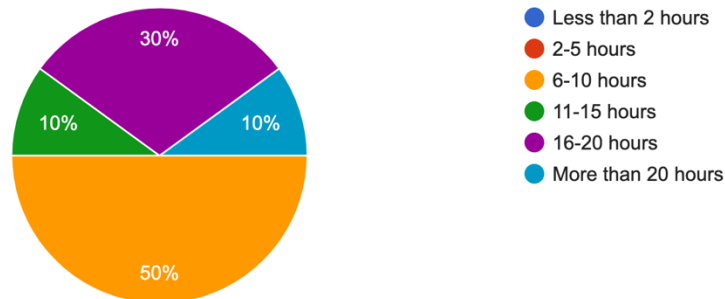
Please feel free to provide any additional feedback about your Scoping Team experience, any improvements that should be considered, or any other matter not covered elsewhere in this questionnaire.

5 responses

- Looking holistically and saying what some don't want to say, there are basically two thoughts on Contact "Accuracy" in the community and it really is not about accuracy as much as it is about use. The first being contactability, can the contact be contacted and second is identification, does the contact data identify a specific person/entity. Even though there is not a current definition of Registration Data Accuracy, I believe that the majority of the community would agree that historically and in today's ecosystem, contactability has been the goal of Registration Data and that there are some parts of the community that want to expand that to include identification. I don't think there truly is a concern about the accuracy of the data, I believe the issue is what is the function of the data. I believe, first and foremost, the community needs to definitively decide if Registration Data should or should not be used for identification of a specific person/entity.
- See my earlier more comprehensive comment. Thank you.
- Participating in the Accuracy Scoping Team was a disappointing experience. Team members were understandably of extremely different viewpoints, but any opportunity to find a middle ground or areas of agreement was undermined by the Chair's behaviour. The biased and agenda-driven leadership resulted in ST members being unable to allow any compromise, as any offer for consideration would have been pushed to an extreme and unacceptable end.
- Consider reviewing the current procedures in place in order to facilitate a true multistakeholder policy making process (currently it is at times even slower than adopting legislation and not all groups are balanced equally).

- Hopefully my frustration is evident from the above answers. Given the SHARP split between the two "sides" (GAC/SSAC/ALAC/BC/IPC and the contracted parties it is unclear what can be done to ensure a more successful outcome.