

Summary

Key recommendations

- **Continue DASC:** The Review Team recommends Council continuation of the DNS Abuse Standing Committee. The Team notes that respondents overwhelmingly support the continuation of the working group. Exploring new goals, such as focusing on broader threats or expanding outreach to diverse communities, could enhance the group's future impact.
- **New Focus:** The DASC could come up with a flexible description to provide greater clarity and improve understanding for all stakeholders, however in doing so consider the need to explore new goals.

Introduction

The ccNSO Council established the DNS Abuse Standing Committee (DASC) on March 31, 2022, following discussions during a DNS Abuse workshop on November 18, 2021. The committee convened its inaugural meeting on May 31, 2022.

The DASC is a forum for ccTLD Managers to share information, insights, and best practices for mitigating DNS Abuse. Focused on information sharing, messaging, and metrics, the DASC promotes awareness and dialogue without formulating policy, respecting ccTLD participation's voluntary and diverse nature. Its overarching goal is to support ccTLD Managers in addressing DNS Abuse effectively within their contexts.

Review Team

As part of a continued effort of improvement, a review of the DASC was requested by Council. The review team was established in October 2024 and comprised members of the ccNSO Council who had not otherwise been involved with DASC.

Methodology

The review team employed a mixed-methods approach to gather insights. Most information was gathered in person at ICANN81, combining random interviews with event attendees and targeted inquiries directed at members of the DASC.

The random interviews were designed to capture a broad range of perspectives, ensuring diverse representation and identifying general themes and held directly after the DASC session at ICANN81.

Meanwhile, the targeted questions for DASC members aimed to explore specific issues, insights, and practices relevant to their expertise and involvement. This dual approach allowed for a comprehensive understanding of the broader attendee experience and the specialized viewpoints within the committee.

The results of the random interviews and targeted inquiries can be found in Annex A to this report.

In addition to the questions and inquiries the RT did desk-research to complete the Metrics and Findings DASC review template. The Finding can be found in Annex B.

Findings

General Questions

Key findings from the responses include:

- **Positive reception of input and perspectives:** Participants generally felt their input was well-received during DASC activities.
- **Increased engagement and knowledge sharing:** Many participants plan to share information learned with colleagues or their communities.
- **A desire for more information and involvement:** Some participants expressed interest in becoming more involved with DASC and accessing more information on specific topics like AI mitigation.
- **Suggestions for improvement:** Some respondents suggested improvements, such as providing service information to all, clarifying the definition of DNS abuse, and offering more communication with involved organizations.
- **Overall positive experience:** The feedback suggests a positive overall experience with the DASC, with some areas identified for improvement.

Member and Key Person Questions

Key findings from the responses include:

- **Overall Positive Feedback:** The working group was perceived to have met its objectives effectively, with high levels of engagement and collaboration.
- **Areas for Improvement:** Some respondents suggested improvements in data analysis tools, workload distribution, and diversity outreach.
- **Impact and Alignment:** The group was seen as well-aligned with its mission and goals, and its impact on stakeholders and the broader community was viewed positively.
- **Expertise Utilization:** Opportunities for member contribution were generally available, although workload balance could be improved.
- **Continuation:** Respondents supported the continuation of the working group with suggestions for potential new goals and focus areas.

Recommendations

The two distinct surveys each targeting different audiences, resulted in a variation in the responses. While the feedback varied across groups, two recurring themes emerged that are well known: the need to simplify and clarify language and processes and the persistent challenge of workload imbalance. This suggests they are deeply rooted and widely recognized by the community. Addressing these concerns will require a strategic approach that considers the unique perspectives of each audience and the implications thereof.

General recommendations

- **Increase Information Sharing and Communication:** Several respondents desired more information on specific topics and improved communication with involved organizations. The DASC could consider developing more comprehensive resources and establishing regular communication channels to address this need.
- **Clarify the Description of DNS Abuse:** One respondent highlighted the broadness of the current definition of DNS abuse. However it was also observed that the broadness avoided and lack of definition avoids a discussion on what is and what is out of ~DNS Abuse and more importantly recognises the local differences in interpretation of what is considered DNS Abuse. The DASC is therefore recommended to come up with a flexible description to provide greater clarity and improve understanding for all stakeholders, however without trying to come up with a normative definition of DNS Abuse.
- **Expand Outreach and Engagement Opportunities:** While some respondents expressed interest in becoming more involved, others indicated a desire for service information to be provided to all. The DASC could consider expanding its outreach efforts and offering more opportunities for participation to a broader range of stakeholders.

Key Member recommendations

- **Improve Data Analysis Tools and Processes:** Several respondents mentioned the need for better data analysis tools and streamlined processes to improve efficiency.
- **Address Workload Imbalance:** While opportunities for contribution exist, the workload appears to be unevenly distributed among members. Implementing strategies to balance the workload will improve overall group effectiveness and engagement.
- **Continue Group with Potential New Focus:** Respondents overwhelmingly supported the continuation of the working group and suggested that the DASC Explores new goals, such as focusing on broader threats or expanding outreach to diverse communities, could enhance the group's future impact.