

Template for defining an RDS Purpose:
Technical Issue Resolution -and- Academic or Public Interest DNS Research

**Technical Issue Resolution
Academic or Public Interest DNS Research**

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Purpose Name: **Technical Issue Resolution**

Definition: *Use of WHOIS data elements in the tracing, identification and resolution of incidents, which relate, either entirely or in part, to technical issues relating to the DNS. Use of such data should ordinarily be limited to those who are affected by such issues, or by those persons who are tasked (directly or indirectly) with the resolution of such matters on their behalf.*

User	Purpose	Example Use Cases	Rationale for registration data access
Internet users?)	Technical Issue Resolution	Contact to resolve problems with web site, hosting, email service, etc.	Facilitate contact with domain contact (individual, role or entity) who can help resolve technical or operational issues with Domain Name (e.g., DNS resolution failures, email delivery issues, website functional issues, compromised hosting)

Tasks:

- Compromised hosting
- Email not working / Issue with mailservers
- Identifying the hosting provider / registrar
- Problem with DNS hosting - eg. you can't access a website (name doesn't resolve) - nameservers not responding.
- Website offline

NOTE: resolving technical issues often involves data associated with multiple domain names eg. domain, mail domain, nameserver domain, specific service used domain.

Data:

- Technical Contacts (whoever they may be)
- Registrant contacts
- Nameservers
- Server Status
- Expiry data

Sample Users:

- Abuse responder
- Internet users (for the purposes of Reporting an issue to the domain / website operator?)

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Purpose Name: **Academic or Public Interest DNS Research**

Definition: *Use of aggregate WHOIS data elements by researchers and other similar persons, as a source for academic or other public interest studies or research, relating either solely or in part, to the use of the DNS.*

Examples:

- Location / name of registrar is used by ICANN and others in reports around market penetration, usage and other metrics.
- Identifying trends or patterns in domain registration. Eg. domains associated with a particular topic or event
- Demographics
- Lifecycle research
- Abuse related research

Data elements:

- Registrar of record
- Nameservers
- domain name string or substring
- Registrant details

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Internet Researchers	Academic or Public Interest DNS Research	Domain Name Registration History	Enable historical research about a domain name registration (WhoWas) during academic/public interest DNS research
		Domain Names for Specified Contact	Enable identification of all domains registered with a given name, address, name server, registration date, etc. (Reverse Query) during academic public interest DNS research
		Survey Domain Name Registrant or Designated Contact	Enable surveys of domain name Registrants or their designated contacts.
Internet Researchers	Academic or/ Public Interest DNS Research	Cybercrime research	Understand patterns of registration, hosting, methods used by cybercriminals. See also Domain Name Registration History and Domain Names for Specified Contact above.
Internet Researchers. ICANN.	Academic or/ Public Interest DNS Research	WHOIS accuracy studies	ICANN contractual enforcement. Cybercrime research.

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Internet researchers, governments	Public policy research	Studies of Internet proliferation.	Capacity-building. ICANN mission. Requires examination of domain contacts.
Internet researchers, governments	Public policy research	Legal and or/ economic analysis	Determine need for and effect of laws (e.g. GDPR) on data accessibility, on privacy, on registry and registrar practices, other on stakeholders (e.g. law enforcement), effect on markets, consumer protection.
ICANN, governments	Public policy research	Effect of ICANN policies. Example 1: gTLD Marketplace Health Index Assessment. Example 2: New gTLD program: follow-up and Subsequent Procedures PDP.	ICANN mission. ICANN contractual enforcement. Cybercrime research. Consumer protection.

Academic or Public Interest DNS Research	Tasks within the scope of this purpose include research studies about domain names published in the RDS, including public information about the Registrant and designated contacts, the domain name's history and status, and DNs registered by a given Registrant (Reverse Query)..
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