**<Category of Related Use Cases> – <Name of Use Case>**

**Goal/Scenario #1**

A single paragraph description of a specific real-world scenario involving registration data and directory services, succinctly stating the goal of the entity who wants to collect or access that data.

For example, “*A person experiences an operational or technical issue with a registered domain name. They want to know if there’s someone they can contact to resolve the problem in real or near-real time, so they use the RDS to identify an appropriate person, role, or entity that possesses the ability to resolve the issue. An incomplete list of examples of technical issues includes email sending and delivery issues, DNS resolution issues, and web site functional issues.*”

**Brief Format Use Case**

**Use Case:** A one line summary of the use case.

For example, “*Identify a person, role, or entity that can help resolve a technical issue with a domain name.*”

**Main Use Case:** A single paragraph description of the use case which briefly explains how registration data is collected or accessed to meet the above goal. For user-level tasks, this presents the user’s perspective, not where or how the system stores or processes the data.

For example, “*A person accesses the RDS to obtain contact information associated with registered domain names under a TLD or TLDs. The person submits a domain name to the RDS for processing. The RDS returns information associated with the domain name that identifies a person, role, or entity that can be contacted to resolve technical issues.*”

**Casual Format Use Case**

**Title:** A one line summary of the use case (same as “Use Case” in Brief Format above)

**Primary Actor:** The entity who wants to collect or access registration data.

For example, “*Person experiencing a technical issue with a registered domain name.”*

**Other stakeholders:** Other entities involved in collecting, processing, or delivering the specific registration data elements involved in this use case, and (briefly) why they may be a stakeholder.

For example, “*Operator of the RDS; person, role, or entity associated with the registered domain name who can resolve technical issues; Registrant (who may care to know about operational issues); Validator (who may have issued a Contact ID to the Technical contact); Registrar or hosting provider (who may be providing an operational service); accredited Privacy/Proxy service provider (who may assist in reaching the person, role, or entity associated with the domain name who can resolve technical issues)*.

**Scope:** A one line statement that describes the scope of the use case.

For example, “*Interacting with RDS*” or “*Interacting with registrar*”

**Level:** Level of detail – for the RDS, start with “*User Task*”

**Data Elements:** A single paragraph description of the registration data that is collected or accessed to meet the use case’s stated goal, focusing on how the data is related to the goal. May briefly note related considerations such as situations in which data may not be absent or could be misused.

For example, “*Data elements that allow communication in real or near-real time are the most useful in the context of this use case. These include an email address, an instant messaging address, a telephone number, and/or an indicator that identifies the preferred contact method specified by the Registrant. Section 4 of RFC 2142 describes recommendations for abuse@, noc@, and security@ email addresses to “provide recourse for customers, providers and others who are experiencing difficulties with the organization’s Internet service,” but it is important to note that the public nature of these addresses often makes them attractive to unsolicited bulk email senders.”*

**Story:** A multi-paragraph but simple description of the use case which briefly explains how registration data is collected or accessed to meet the above goal. For user-level tasks, this presents the user’s perspective, not where or how the system stores or processes the data. (An expanded rendition of the Main Use Case in the Brief Format above)

For example, *“A person (requestor) experiencing a technical issue with a registered domain name accesses the RDS to obtain information about registered domain names under a TLD or TLDs. The RDS could be accessible via a website or some other electronic processing means.*

*The requestor submits a registered domain name to the system for processing.*

*The RDS processes the request and either reports error conditions or proceeds to query gTLD registration data to retrieve information associated with a person, role, or entity that has been previously identified as a resource to help resolve technical issues for this domain name.*

*The RDS returns either the registration data associated with the domain name or an error condition that was encountered while retrieving the data.”*

Proposed Additions to this Template:

The following fields have been suggested to enhance this template, for consideration by the RDS PDP WG. At this stage, fields should be brief, easily understood by WG members with different backgrounds, and capture factual information as input to deliberation (but not yet venture into deliberating new policies).

**Privacy implications:** A single paragraph summarizing the implications that privacy or data protection laws or other constraints may have on collection, processing, or access to the above-noted registration data.

**Who has control of and access to the data:** A single paragraph summarizing the entities in the existing gTLD WHOIS system that collect, process, and provide access to the above-noted data (e.g., registrant-supplied data, registry/registrar-supplied data)?

**Conditions under which the data are accessible:** A single paragraph summarizing any constraints currently placed by the existing gTLD WHOIS system on accessing the above-noted data?

**How data can be accessed:** A single paragraph indicating whether and how, within the context of this use case scenario, the above-noted data is currently accessed through the existing gTLD WHOIS system?

**Other?**