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

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Purpose Name: **Technical Issue Resolution**

Definition: *Information collected to enable contact of the relevant contacts to facilitate tracing, identification and resolution of incidents related to services associated with the domain name by persons who are affected by such issues, or persons tasked (directly or indirectly) with the resolution of such issues on their behalf.*

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| **User** | **Purpose** | **Example Use Cases** | **Rationale for registration data access** |
| **Internet users affected by technical issues or those tasked with technical issue resolution on their behalf** | Technical Issue Resolution | Contact to resolve problems with website, 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 mail servers
* Identifying the hosting provider / registrar
* Problem with DNS hosting - e.g. 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, e,g., 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 / reporter
* IT professionals
* Internet users (for the purposes of reporting an issue to the domain / website operator?)

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

Definition: ***Information collected to enable use of registration 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.***

Tasks:

* 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, e.g., domains associated with a particular topic or event
* Demographics
* Lifecycle research
* EPP statuses
* Abuse related research

Data:

* Registrar of record
* Nameservers
* domain name string or substring
* Registrant details
* All fields really

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| **User** | **Purpose** | **Example Use Cases** | **Rationale for registration data access** |
| Internet Researchers | Academic or Public Interest DNS Research | Domain Name Registration History | Enable historical research about a domain name registration (WhoWas) |
| Domain Names for Specified Contact | Enable identification of all domains registered with a given name, address, nameserver, registration date, etc. (Reverse Query) |
| 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. |
| 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 economic analysis | Determine need for and effect of laws (e.g., GDPR) on data accessibility, on privacy, on registry and registrar practices, on stakeholders (e.g., law enforcement), on markets, and on 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. |

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