User Story:

|  | **User Type** | **Data Elements** | **Purpose Specification** | **Other Info** |
| --- | --- | --- | --- | --- |
| 1 | User with relatively minimal technical knowledge | 1, 16-24, 27, 29-37, 40 | To identify who I am dealing with and/or establish contact with for commercial web sites. | 29-37, 40 used only if registrant info does not yield suitable results. |
| 2 | Registrant | 1, 5-9, 13, 14, 16-55 | Verifying that registrar has published information correctly (either on a periodic basis or after a change). |  |
| 3 | Registrant | 1, 5-9, 13, 14 | Verifying that registrar has renewed domain name as requested. |  |
| 4 | Registrant | 1, 54 | Verifying or debugging after a change of DNS. |  |
| 5 | Registrant | 1, 3-9, 11-57 | Investigating why domain no longer works – possible registrar error or domain hijacking. |  |
| 6-9 | Technical consultant (for novice registrant ) | Same as for Stories 2-5 | Same as for Storied 2-5 |  |
| 10 | Technical consultant (for non-technical user) | 1, 5-9, 11-14, 15-1654, 55, 56, 57 | Addressing problems such as “this address used to work but now it doesn’t”. or this address used to do X but now it does Y” |  |
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