

2.2.1.3 Case Management

[return to Fundamental Views](#)

A major problem confronting DIDO Communities is the development of customer support to deal with issues encountered with either DIDO Transactions, [Smart Contracts](#) (especially those written externally by third parties), or DIDO OSS. For example, people have come to expect that when they use financial services, there will be recourse if transactions have unintended consequences. Recently, Coinbase, which provides an easy-to-use service for trading cryptocurrencies such as [Bitcoin](#), [Litecoin](#), and [Ethereum](#), was hit with class action lawsuits alleging insider trading and also unlawful and unfair business practices.¹⁾ In traditional banking, lack of recourse was part of the motivation behind the Dodd-Frank Wall Street Reform and Consumer Protection Act²⁾, especially Section 1034 “Response to Consumer Complaints and Inquiries.”³⁾ Case Management must be applied to both of the organizational parts of DIDO Communities: software and [fungible](#) data (i.e. currency) management.

There are several categories of problems that can arise in a [distributed system](#):

- Those involving distributed data
- Those involving the software used to distribute the data
- Those on a local node (machine)

Problems with Distributed Values (Domain Issues)

Problems that arise on the [node network](#) with the values stored on a [node](#) or set of nodes are generally domain issues. These cases generally have to do with the implementation of a DIDO Domain (i.e., Bitcoin [cryptocurrency](#) versus the Bitcoin platform). Therefore, the case is reported to the DIDO Domain. If the problem can be resolved at the domain level that's as far as the case needs to go. However, sometimes these cases need to be resolved at the domain and [platform](#) levels, thereby requiring two cases.

Problems with Distributed Software (Platform Issues)

Problems that arise on the node network having to do with conflicts in valid values stored on a node or set of nodes are generally platform issues. Generally, there should be no conflict with the values on any of the nodes since the DIDO implementations employ consensus methodologies, which form a large part of the added value of the individual DIDO platforms. For example, Bitcoin uses a [Proof of Work \(POW\)](#) methodology, whereas Ethereum and others use a Proof of State (PoS) methodology.

Problems with Node

Sometimes a node within the node network has problems. In a DIDO that has built-in redundancy, [validation](#), and verification, this is generally not a problem and should be handled by the the original

design. However, if nodes with a particular configuration (i.e., hardware, [operating system](#), patches, security software, network cards, etc.) have issues, this could have consequences on the overall health of the domain.

Summary

Regardless of the location of the source for the case, most domains or platforms use [Open Source Software](#) and a bug tracking process based on a particular bug tracking tool such as Bugzilla, [Jira](#), or Git-bug.

Generally, when consensus is reached for the correct value and requires a software upgrade, these cases are resolved using a [Soft Fork](#). When consensus cannot be reached, a [Hard Fork](#) can occur within the domain.

Standards

Technical Standards

- [ISO 10001:2018 Quality management — Customer satisfaction — Guidelines for codes of conduct for organizations](#)
- [ISO 10002:2018 Quality management — Customer satisfaction — Guidelines for complaints handling in organizations](#)
- [ISO 10003:2018 Quality management — Customer satisfaction — Guidelines for dispute resolution external to organizations](#)
- [ISO 10004:2018 Quality management — Customer satisfaction — Guidelines for monitoring and measuring](#)
- [OMG: Case Management Model and Notation \(CMMN\)](#)
- [OMG: Test Information Interchange Format \(TestIF\)](#)

de facto Standards

- [Bitcoin: Bitcoin Improvement Proposals \(BIPs\)](#)
- [Ethereum: Ethereum Improvement Proposals \(EIPs\)](#)

Tools

- [Tools: Bug and Issue Tracking](#)

1)

S. Chang, "Coinbase Hit with 2 Class Action Lawsuits: Accused of Insider Bitcoin Cash Trading," 4 March

2018. [Online].

<https://www.investopedia.com/news/coinbase-hit-2-class-action-lawsuits-accused-insider-bitcoin-cash-trading/>

²⁾

Investopedia, "Dodd-Frank Wall Street Reform and Consumer Protection Act,"

<http://www.investopedia.com/terms/d/dodd-frank-financial-regulatory-reform-bill.asp>.

³⁾

International Association of Risk and Compliance Professionals (IARCP), "Dodd Frank Act Text Section 1034," 2010. http://www.dodd-frank-act.us/Dodd_Frank_Act_Text_Section_1034.html.

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