

# UA EAI WG Meeting

24 May 2022

## Attendees

Mark Svancarek  
Nitin Walia  
Nazarius Kirama  
Abdalmonem Galila  
Jim DeLaHunt  
Seda Akbulut

## Agenda

- 1) Welcome and roll-call
- 2) Reviewing the [Self-Certification Guide](#) from 44
- 3) AOB

## Meeting Notes

Seda started the meeting and handed the floor to Mark.

Mark started the discussion from page 44 section Appendix – Self Certification Process. In the 2nd point an email address is mentioned in case someone cannot understand the UA self-certification guide. Jim shared that this email address is used by WG to communicate internally. He mentioned using another email address here. Nitin shared that instead of using icann.org address, we should use uasg.tech. Seda appreciated this idea. Now decision was required on who will be monitoring the email address to respond to queries. Marks asked Seda if she and Sarmad are going to manage that email address or somebody else.

She shared that there are 2 ways to do it. One way is that she can route the emails to EAI WG. 2<sup>nd</sup> way is to check with the IT team if they can make a form on uasg.tech that gets routed to EAI WG. Nitin also agreed on having a form on uasg.tech. Jim shared that both cases can be done independently because in each case we need support staff to either support the user or route the email to the concerned person. Nitin shared that for best support, we need to have some background information of the user and from can get such information easily. So

the best way is to mention all the information in the user guide. Mark appreciated this idea. Mark added an action item to add from an email address.

Jim mentioned an action item for Seda to contact ICANN staff to discuss how they can support such queries. Seda said that regarding the agency helping for scoring, we can first start with training the Local initiatives (LI) and Ambassadors. Thailand LI plans to promote the self-cert guide within email service providers in the region. Mark said we will not have a system initially, but eventually, we will.

For item 3 regarding submission of results, Mark stated that it is the similar point. He asked if there should be an email address or form to submit the results. Seda mentioned that form is a better approach as there can be a lot of spam emails. Nitin asked Mark why there is a step to submit the results. His point was that the algorithm should automatically submit the results. Jim appreciated the idea of Nitin but stated that it requires a lot of effort for software development. It also needs multiple forms for multiple product items. Nitin agreed that it needs effort but, if it's not implemented then it depends on the person's desire to share results. He also stated that if we add the manual intervention in it, the objective will never be achieved.

Jim stated to release the document and let the vendors do all the work related to result submission and validation. Nitin mentioned that it has a high risk that users can mention without certification on their websites that they are UA compliant. Jim agreed but shared that a more comprehensive and strategic system is required to handle the authenticity of the self-certification. Nitin shared that collecting the information from the vendor and making a software logic at the backend is not a big of a problem. Jim shared that if a vendor mentions wrong information on its website and a user figures it out, it will bring bad reputation to the vendor. So, it can be assumed that the vendors will follow discipline. He also mentioned that we are doing a market intervention with the document and there is a chance that this intervention will fail.

Nitin asked Mark about his views. Mark shared that we could add future upgrades in the document in item 3. Jim shared that we could mention in the item 3 that we are working on a support mechanism to calculate and share scores with the vendors in future. Currently, vendors can share the scores with us, and we can validate it. Mark updated item 3.

Mark started discussion on publishing results on the vendor's website. Nitin cleared the confusion that results will definitely be published on the uasg.tech

website. But publishing results on vendors' websites is their choice. They can improve their results with a retake and get approval to publish on their website from uasg.tech.

So, Mark added a point 4 in the list to promote results on the vendor's website. He also updated items 5 and 6. Jim asked how to decide if we do not want to promote a vendor, but the results are authentic. Nitin stated that it can be mentioned on the website that the results are shared by service providers. Jim appreciated the idea. Mark update item 5 according to the discussion.

Mark shared that this document will be cleaned in 2 phases before sharing with the community. 1<sup>st</sup> cleanup will be done by EAI WG and 2<sup>nd</sup> one will be done by Comms WG. Mark asked if the 2nd cleanup phase should be skipped and done after community review. Jim shared that we should ask Comms WG about it.

**Next meeting:** Tuesday 7<sup>th</sup> June 2022 UTC 1430 -1530

### Action items

No.	Action Item	Owner
1	Review the document	All
2	Ask IT if a form can be added on uasg.tech	Seda
3	Check with Comms for document cleanup before community review	Seda