

# UA EAI WG Meeting

## 07 September 2021

### Attendees

Mark Svancarek  
Jim DeLaHunt  
Malick Alassane  
Vadim Mikhaylov  
John Levine  
Pitinan Kooarmornpatana  
Seda Akbulut  
Samantha Mancia

### Agenda

- 1) Welcome and roll call
- 2) Continue work on self-certification guide
- 3) Planning work focused on new stakeholders:
  - a) TLD registries and registrars
  - b) Academia
- 4) AOB

### Meeting Notes

Work continued on the on self-certification guide. The group reviewed text added to the “Rating of systems based on ratings of components” section:

- Regarding the text “a system can have a high rating even if the components have a low rating or no rating”:
  - o An example was given that for an IMAP server the test criteria would be whether they comply with the EAI extensions. Even if they don’t support the EAI extensions it can handle UTF-8.
    - A decision was made to add the following text: “For example, in an IMAP server the standard legacy character set is sufficient to enable a fully functioning EAI system. However, one which supports Unicode would have a higher rating.”
  - o An example was given from the discussion in the mailing list where someone questioned why an MUA can get a high rating even though it doesn’t support EAI mailboxes. It was noted that it does its duty by enabling the entire system to support globally inclusive email boxes. It was noted that this is part of why the suggestion to add this paragraph was made.
    - A decision was made to move the example in the draft paragraph to the example bullet points: “For example an MUA may have PLATINUM certification based on being able to work with a mailbox with a globally inclusive email

address when combined with a mail server which itself can host globally inclusive email addresses”

- A note was added to move section to the front of the document.

The group then reviewed the “User Documentation and Communication” section:

- EAI communication and messaging
  - o It was noted that in order to get a high rating the vendor must describe their high level of support in their communications. This is because the EAI WG is a UA advocacy group, and one barrier to advocacy is there are good products that are not advertised as good. Communication is important and should be included as a part of their rating. A decision was made to keep this section.
  - o A decision was made to add the following text to the table listing levels and requirements:
    - GOLD level for communication:
      - Marketing materials and public messaging promote globally inclusive email systems and features
      - Documentation clearly explains how to set up and administer globally inclusive email features, mailboxes and tools where applicable
    - PLATINUM level for communication:
      - Marketing materials and public messaging reference this self-certification guide and indicate the level of support as determined by this self-certification guide
  - o A suggestion was made to add that mentioning this document and the specific rating terminology is PLATINUM level
  - o A suggestion was made that describing what you’re compatible with, how to build a compatible system, and clearly explaining how to use it with compatible systems should be added
  - o It was noted that making it possible for users to discover the globally inclusive capabilities of the product would be SILVER, clearly explaining the globally inclusive capabilities of the product would be GOLD and explaining the globally inclusive capabilities using the levels and terminology of this guide would be PLATINUM.
    - How to make a globally inclusive system out of this product or other products you need would also be PLATINUM.
  - o It was noted that even if it’s flawless in its implementation, if the features are not discoverable it should be SILVER as this reflects the goal of advocacy and promoting adoption and part of that is making adoption visible.
    - A decision was made to cement this concept
    - A suggestion was made to have separate bullet points for what it does for the end user vs. what it does for the administrator.
  - o A table was inserted under section 1 of the “Self-Certification – User Documentation and Communication” section:

Documentation	Score
Marketing materials promote globally inclusive email systems and features to system administrators and procurement officers	GOLD
Marketing materials promote globally inclusive email systems and features to end users	GOLD
Marketing materials and public messaging indicate the level of support as determined by this guide	PLATINUM
Administrator documentation explains how to set up and administer globally inclusive email features, mailboxes and tools where applicable	GOLD
End user experience (documentation and feature discoverability) explains how to set up and administer globally inclusive email features, mailboxes and tools where applicable	GOLD
Public messaging promotes globally inclusive email systems and featured to prospective end users	GOLD
Public messaging promotes globally inclusive email systems and featured to prospective administrators and procurement officers	GOLD
Marketing materials and public messaging reference this self-certification guide to prospective administrators and procurement officers	PLATINUM
Marketing materials and public messaging reference this self-certification guide to prospective end users	PLATINUM

- A note was added to sort by experience and end user.
- It was noted that work will resume on this section in the next meeting.

A brief discussion on use of “EAI” as a term was started. It was suggested that the term “globally inclusive” may replace “EAI”. An objection was noted that “globally inclusive” would infer there’s such a thing as something “globally *exclusive*”. A decision was made to come up with new terminology as a part of completing work on the self-certification guide.

Academia as a stakeholder:

- It was noted that the EAI WG previously discussed organizations that create curriculum:
  - Sarmad mentioned that when he was in academia, they would regularly use [ACM courses](#), and suggested reaching out to the teams that develop these curricula to get the relevant changes done in their recommended curricula

- It was noted that before the WG reaches out they should determine where changes are needed on the current curricula featured on the ACM website.
- Re Academia from 31 August. Centre for Curriculum Internationalisation:  
<https://groups.google.com/g/cicin>
  - Sarmad: In addition to Internationalisation in general, also put EAI content into email admin curriculum.
  - ACM and IEEE have curriculum developers.
  - <https://www.acm.org/education/curricula-recommendations>
- It was noted that the WG would begin review of the curricula next week.

**Next meeting:** Tuesday 14 September 2021 UTC 1530-1630

**Action items**

No.	Action Item	Owner
1		All