UA EAI Working Group Meeting
16 May 2023

Attendees

Mark Svancarek	Amine Hacha	Harsha Wijayawardhana
Anil Kumar Jain	John Levine	Mohammad Kawsar Uddin
Abdalmonem Galila	Khaldoun Senjab	Arnt Gulbrandsen
Nitin Walia	Sofonie Dala	Sarmad Hussain
Jim DeLaHunt	Tumsifu Pallangyo	Seda Akbulut
		Yin May Oo

Meeting Agenda:

1. Welcome and roll call

2. FY24 EAI WG Action Planning (50 min)

3. Promoting certification results (5 min)

   a. How do we expect that vendors will promote their certification results on their own website and materials?

   b. What is UASG's "roster of EAI ready software"? Where is it? Who makes changes to it?

   c. How will UASG decide whether or not to add self-certified products to our roster if vendors request it? Who decides? How do we route the request?

   d. What do we do about users who perform certification of products which they do not make? (Some of our ICANN76 testers are in this situation, I believe.)

4. Wrap up, next meeting (5 min)

Meeting recording: Link ; password [Ac%UeRw%84]

Meeting Notes

Mark, as chair of the working group, greeted the participating members. Seda started the meeting with an opening message and highlights.

FY24 EAI WG Action Planning

Seda shared the link to [Draft of FY24 Action Planning](#) in the chat, and updated the status.

Harsha asked about language support from the side of major players such as Microsoft, except hosting of IDN domain names. Harsha feedback on Microsoft and Nitin and Mark answered. It was shared that Microsoft is Level1 ready. Level 1 is sending and receiving emails from and to EAI addresses and this is supported by Microsoft. And Hosting EAI address is in their roadmap. Mark added that theoretically Level 1 is supported for all possible languages, but if there are any issues experienced, it should be reported. Harsha said Sinhala has issues mostly in many email systems. Mark said that by design, Microsoft supports all. But he needs to report bugs if there are any particular matters.

Harsha also talked about the request for proposal (RFP) of the government of India about UA and EAI readiness, and shared the news that more languages are to be supported in near future. Anil added that UA implementation and fulfilling the UA requirements is part of the specifications of RFP, the India government would be happy to hear more support and more information.

Abdalmonem added that apart from EAI bugs, there are UI bugs which may relate to EAI as well. Mark suggested sending emails about the bug to the mailing list. Harsha backed Abdalmonem that he encountered the same issue.

Arnt explained that SMTPUTF-8 needs to be enabled at the inbound connector, which may be the tech-obstacle, and would be documented and shared. Emails are received with A-label for now.

Jim advised checking with the test cases and adding to it. Jim would like to introduce India to the self-certification guide and would like to know more of EAI opportunities. Anil answered that the government of India supports email services and UA implementation is part of specifications.

Jim would also take this opportunity to check out the possible bug in EAI support in Microsoft products against the self-certification guide and verify if the

unwanted behavior is covered by one of the self-certification test items. So that if there are any other products going through the self-certification guide would discover if their product has any problems.

Harsha said he would check the Microsoft software against the self-certification guide. Mark agreed with Jim and asked Nitin to share the bug-reporting contact. Jim and Nitin updated that the expectation to achieve the draft of EAI action plan was not achieved during the previous rounds of meetings, more time for discussion is required.

E5 of FY23 (UASG044)
Mark asked for the opinion of the community on this task if we really like the result and move on or is there more work to be done. Jim said work was done, impact was not achieved.
Sarmad agreed with Jim, using the same mechanics of this process would give similar results, and suggested focusing more on vertical approach instead. This is to see how to drive the message home, rather than pushing responses to existing questions. Mark agreed and commented that pushing harder on the same button would not produce different results.
Agreed on not redoing E5 the same way.

E1.2 of FY23 towards FY24
Nitin's comment on the list:
This item can be added in FY24 - Final SOW to identity a service provider who can provide support for Self- certification Guide and also promote usage of EAI Guide

Mark explained that we could not hand this over to the vendor without realizing the scope ourselves. This was the reason we went back to straighten the EAI self-certification guide, now we have a better understanding of what we want.

Jim admitted that last week's discussion did not conclude the concrete plan for FY24, instead, there was discussion on the email list, however, there was no agreement to add any new items to FY24.

Based on Jim's understanding of the previous discussions, the three categories of tasks were proposed.

1. **Self-certification program** : Implementation of the self-certification program, completing the guide and walking people through the tests.

2. **Self-certification related** :Things which come along with the guide - such as identifying reference email providers and showcasing them as earliest adopters, and sharing the success stories.
    a. **3.1** and **3.2** are higher priority
    b. **4.1** and **4.2** are medium priority
3. **Independent from Self-certification**: Things which could be useful but unrelated to the guide. For example, the previous E2 could be packaged up and contracted out. Self hosting is completely independent from EAI. Talking to the market leaders is also going to be necessary and hard at the same time.
    a. Under this category, **E2** could be the first priority.

Nitin and Mark supported Jim with no other objections.

Jim suggested adding items and ideas to the FY24 list without leaving it empty, then the next step is to discuss prioritizing and limitations. John supported Jim's suggestion on prioritizing arrangements.

E6 of FY24
Jim proposed adding a placeholder for "Technical community questions from Stack Overflow, UASG blog for answers (in HTML)". The purpose here is to put the information as reference. And this would be the source material for people who use Stack Overflow and other technical platforms.
Sarmad raised a question about the UASG's answers on technical questions that were overlooked, how would these be voted up against other answers.
Arnt added that to raise the findability of answers on UASG website, we would need to add more HTML content than PDF content.If somebody is looking for UA and EAI , they look for it through engines, not the document hub. And ppt files don't come in search.
 John agreed with Arnt about adding HTML content in the UASG website and also said the Stack Overflow answers should be voted up by technical compatibility rather than other ways of attracting.

Jim clarified that the purpose of this action item is not to reproduce the answers of Stack Overflow, but to archive the correct and concrete answers for EAI and UA related solutions. Jim acknowledged Arnt's observations on PDF format compared to HTML content.

Mark confirmed placing a new approach to the older E5 as E6 of FY24.

John said converting the existing PDF files to HTML format would make 90% progress already.

Arnt shared the link https://stackoverflow.com/q/75257568 where he answered quickly and his answer was accepted; his expectation is that it'll stay at or near the top for years.

E3.1 and E3.2 of FY24

Seda shared that according to the Comms-WG meeting in the previous day, the Comms-WG would be happy to help identifying reference customers and identifying reference mail service providers from the EAI-WG. Anil, as the chair of Comms-WG confirmed.

E1.1 of FY24

Khaldoun volunteered that for the self-certification scoring, he would be able to do so with the help of more background information and requirement details. Khaldoun has the qualifications to build the tool described in E1.1, a self-cert tool to generate scores, but he needs more technical details. Mark said to Khaldon that let the WG know more by sending more information to the mailing list on what he would like to support on the self-certification. Mark appreciated Khaldoun's interest and would like to exchange more information after this meeting.

E7 of FY24

Seda mentioned there was another task to be done with the help of Comms-WG, about developing the step-by-step video training of EAI, could accept help from both Comms-WG and Tech-WG. The first step of creating the training video would be volunteer based, and then the rest of the work could be done by vendor. Seda encouraged any well-known person from this EAI-WG to step forward and volunteer in the instruction video.

Collaboration with Comms-WG

Anil asked about how the website and contact/enquiry email should work for the EAI self-certification guide. Anil welcomed any participant who would be available to answer EAI questions and help the certificants through the process. This would be related to E4, E5 or E6 of FY24. Therefore, the training material could be adapted to workshop type and the video could be shared on the UASG page. Anil shared this on behalf of Comms-WG.

Harsha agreed with the idea and would be happy to share his documentary of his self-certification journey on email service systems such as Roundcube, Dovecot, and Postfix. Mark thanked Harsha and encouraged to share.

Jim added that this could be a useful reference for the Comms-WG for working on the training video.

Jim suggested that the video scenario could be as if you are a buyer, and showing how to check the EAI readiness of an email system.

Jim suggested that another help needed from the Comms-WG is on converting the content in the PDF file to HTML format. This task is added to the list of Comms-WG as C4.

Jim also asked if this is the right way to collaborate with another Comms-WG or if there is a need to go through any formal procedure to proceed. Mark noted that this could be a function of the Coordination-WG. Anil answered in the chat that "*Coordination group will coordinate with inter WG requirements*".

Mark added the action items accordingly in the FY24 list as shown:

WG	#	FY24 Plan	Description	Notes
EAI	E1	Update self-certification guide for EAI Complete self-certification version 1.0		
EAI	E1.1	Build self-cert tool to generate scores a) a spreadsheet to generate scores b) more complete tool to generate scores		Build self-cert tool to generate scores and determine Level of Support
EAI	E2	Make it easier to experiment with a self-hosted working EAI system	1st priority	independent item- can be done in parallel with others. Needs more clarification about this item
EAI	E3.1	Identify reference customers to showcase adoption of globally inclusive email and document the experience	top priority	Comms-WG would be able to help with, once EAI-WG has specified the needs.
EAI	E3.2	Identify reference mail service providers to showcase for adoption of globally inclusive email and document the experience	top priority	Comms-WG would be able to help with, once EAI-WG has specified the needs.
EAI	E4	Help reference providers perform self-certification using the guide from E1		SOW to be completed about this item. Final SOW to identity a service provider who can provide support for Self-certification Guide and also promote usage of EAI Guide
EAI	E5.1	Improve support of globally inclusive email addresses by engaging market share leaders (not limited to email service providers)	low priority	
EAI	E5.2	As ICANN has succeeded in scheduling meetings with the market leaders, prepare for and hold those meetings. Do follow-up actions and report on the results	low priority	
EAI	E6	Placeholder for Technical community questions from Stackoverflow, UASG blog for answers (in HTML)	medium priority	
EAI	E7	Placeholder for Training videos: - Step by step instructional videos to explain how to create email servers, websites, apps,etc. - How to use the self certification guide in procurement requirements - EAI Self certification guide videos	lower priority	

Sarmad asked about E2 to confirm that if this item is to work on a software package style which could be used with different configurations. Some tools which were not EAI-ready before could be EAI-ready by now. Mark asked if this could be more related to the Measurement-WG. Sarmad answered that this could be, previously at some point, this was done by the EAI-WG, but could be shifted to the Measurement-WG as well.

Nitin said his interpretation of the E2 was different, it was for a few volunteer companies which already had EAI-ready solutions, which could be customized for customers to experience the EAI readiness on their own domains.

Arnt agreed with the idea of revamping the UASG website. Nitin said speaking of website revamping, site architecture could be designed in a better structure instead of clubbing all facts together. Mark had to leave, suggested continuing the discussion of E2 for the next meeting, and then, the meeting adjourned.

Next meeting: Tuesday, 23 May 2023 and 14:30 UTC

Action items

No.	Action Item	Owner
1	Check Microsoft email product against the EAI self-certification guide test cases, share the results and report bugs. Also suggest feedback if there is anything missing to be checked in the guide.	Harsha
2	Share the recording of tutorial on going through the self-certification guide	Harsha