

UA EAI Working Group Meeting

23 May 2023

Attendees

Mark Svancarek

Nitin Walia

Abdalmonem Galila

Jim DeLaHunt

Harsha Wijayawardhana

John Levine

Khaldoun Senjab

Anil Kumar Jain

Athanase Bahizire

Arnt Gulbrandsen

Sarmad Hussain

Seda Akbulut

Yin May Oo

Meeting Agenda:

1. Welcome and roll call
 2. FY24 EAI WG Action Planning (50 min)
 3. Reviewing the Thai email service providers' feedback and build an online FAQ for the self-certification:
 - a. They don't know how to rate themselves like if they pass for gold and fail for silver in the same topic
 - b. They think it will take a lot of time and resources to do this and know the benefits they will get.
 - Actions to address the feedback:
 - scoring spreadsheet and the instructions on how to use it
 - landing page to explain the EAI self certification program
 - be clear about the value, benefits vs the cost
 - Description of the silver, gold, platinum
 - add the products which have tested till now on this page, that will motivate others to run test and get their product name on this page
 - clean up the guide
 - settle on the badges (scoring labels)
 - promoting the certification results
4. 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.)
5. Wrap up, next meeting (5 min)

Meeting recording: [Link](#) ; password <FhU6@!ewfU>

Meeting Notes

Agenda#3: Feedback about the self certification guide from Thai email service providers

As a background overview, Mark said that years ago, Thailand Local Initiative attempted to build an email system with an open system and active directory, with custom LDAP. Mark thanked THNIC for being a great partner since UASG's inception.

THNIC has engaged with the local email providers who went through the guide to their systems. Arnt has briefly checked the responses they provided in the THNIC's Local Initiative Report.

The results from three service providers were presented [in charts](#) for each email-system component.

Provider1:

Email System Components	No. of Tests Done	No. of Tests Passed
EAI-Ready Mail User Agent (MUA) and EAI-Ready Webmail clients	38	29
EAI-Ready Mail User Agent (MUA) and EAI-Ready Webmail clients which support IMAP	21	19
EAI-Ready Mail User Agent (MUA) and EAI-Ready Webmail clients which support POP (<i>Not Supported</i>)	0	0
EAI-Mail Submission Agent (MSA)	21	21
Mail Transfer Agent (MTA)	17	17
Mail Delivery Agent (MDA)	8	8
Mail Delivery Agent (MDA) which supports IMAP	22	20
Mail Delivery Agent (MDA) which supports POP	9	8
Mail Service Provider (MSP)	12	0

Provider2:

Email System Components	No. of Tests Done	No. of Tests Passed
EAI-Ready Mail User Agent (MUA) and EAI-Ready Webmail clients	38	31
EAI-Ready Mail User Agent (MUA) and EAI-Ready Webmail clients which support IMAP	21	18
EAI-Ready Mail User Agent (MUA) and EAI-Ready Webmail clients which support POP (Not Supported)	0	0
EAI-Mail Submission Agent (MSA)	21	21
Mail Transfer Agent (MTA)	17	17
Mail Delivery Agent (MDA)	8	8
Mail Delivery Agent (MDA) which supports IMAP	22	20
Mail Delivery Agent (MDA) which supports POP	9	9
Mail Service Provider (MSP)	12	0

Provider3:

Email System Components	No. of Tests Done	No. of Tests Passed
EAI-Ready Mail User Agent (MUA) and EAI-Ready Webmail clients	38	25
EAI-Ready Mail User Agent (MUA) and EAI-Ready Webmail clients which support IMAP	21	20
EAI-Ready Mail User Agent (MUA) and EAI-Ready Webmail clients which support POP (Not Supported)	0	0
EAI-Mail Submission Agent (MSA)	21	21
Mail Transfer Agent (MTA)	17	17
Mail Delivery Agent (MDA)	8	8
Mail Delivery Agent (MDA) which supports IMAP	22	22
Mail Delivery Agent (MDA) which supports POP	9	9
Mail Service Provider (MSP)	12	1

The EAI guide was tested by three email service providers. THNIC just guided them how to use the guide. And their feedback after using the guide:

1. They don't know how to rate themselves like if they pass for gold and fail for silver in the same topic
2. They think it will take a lot of time and resources to do this and know the benefits they will get.

Jim appreciated Thai Local Initiative's work on email self-certification. For further enquiries, when they are confused with the guide Jim would like to encourage them to send their inquiries to info@uasg.tech email address. The spreadsheet to turn text results into certification levels needs to be ready, and apologized for not getting the spreadsheet ready yet.

Regarding the second feedback, they have asked what would be the return for investing time and resources for this self-certification testing. Jim pointed out that

the benefit is the communication in the market between buyers and sellers. Jim explained that we may need to elaborate more on the purpose of the guide and its benefits. He added that there will be many people rating, and talking about answers, vendors may be talking about our product and trying to communicate with UASG and ICANN. That may require more interaction with them for ICANN. This is another level when market forces are activated. We should prepare the organization to this future.

Nitin had shared his comments about the results in an email earlier. He commented about the scoring that the guide needs to state clearly on what are the essential stages to pass, so the testing party would understand the failing reasons and improve on. It should be clear that by default they should be silver anyways. The second point is that investing a certain amount of time and resources for this is expected as EAI readiness and it is going to become an important part. Nitin supported Jim that the guide also needed to state clearly on why we need to do this and what advantages, what values it creates and how.

Nitin also said we need a template to capture which test steps the service provider had problems and be able to understand their struggles. Harsha agreed with Nitin on the additional template of how the tests need to be submitted, e.g. with some snapshots. Mark shared that illustrating how each test can be done is a lot of work.

Mark said there is a need to understand how someone could fail particular tests. Overall, there are people going through the self-certification process and giving thoughtful feedback, this is a positive progress. Marks requested from Seda to find out how much time the providers spent for testing. Harsha said going through the testing took 2 or 3 days, with two people for each email service. For the upcoming hackathon in Sri Lanka, Harsha would be trying to see if this could be improved. Jim highlighted the importance of encouraging them to use the EAI email address to send enquiries and feedback. <info@uasg.tech> Thought it will create more work for Arnt to respond these inquiries, it would be more organized that way.

Nitin supported that there is always room for improvement for Beta version, and thankful for all self-volunteering feedback.

Jim shared that he pictured the landing page. All we need would be a little marketing information about how to use the guide. If more information were required, they should expand to another document on the portal. Adding more information to the guide itself might slow down the engineers who are using it for running tests.

Mark agreed with Jim stating that those who are already using the guide should be familiar with the purpose and value of it. Nitin pointed out that WG needed to choose the level logo (Badges). He shared that <https://uasg.tech/eai-certification/> page needs to be updated:

1. For instance, we can add the products which we have tested till now on this page, so that it will motivate others to run tests and get their product name on this page.
2. The page should also come somewhere on homepage or else it is hard to search.

Abdalmonem agreed.

Jim commented on the idea of awarding badges to those who have gone through the self-certification guide on the UASG webpage. Khaldoun asked why the updating with self-certification result badges would take some time and Mark explained that there is organization structure to go through as this is a community webpage and different levels of reviewing and approvals to go through.

Jim discussed a hypothetical situation where a lot of vendors and service providers contacting and questioning UASG regarding people testing the UA/EAI readiness of their products. Jim said this would become a challenge to prepare for.

Nitin suggested following actions:

- Cleanup the guide and finalize so that there is no more beta version.
- Close level logos so that they can go on EAI certification page, that will be motivation for testers to use this logo on their websites and product marketing documents after the test is done.

To address the feedback from THNIC's email providers, following actions were listed by the EAI WG:

- Scoring spreadsheet and the instructions on how to use it
- Landing page to explain the EAI self-certification program
- Be clear about the value, benefits vs the cost
- Description of the silver, gold, platinum
- Add the products which have tested till now on this page, that will motivate others to run test and get their product name on this page
- Clean up the guide
- Settle on the badges (scoring labels)
- Promoting the certification results

Agenda#2: FY24 EAI WG Action Planning

Seda reminded the WG to discuss and finalize the action planning and presentation at the ICANN77 meeting.

Looking at the prepared presentation slide of FY23 reviewing, Abdalmonem pointed out that the Ref. numbers could possibly be irrelevant to the audience if they did not know the context. Hence, he suggested ordering them based on their status/color. Jim mentioned in chat that he liked the idea of moving the reference number to someplace else in the item text. But keeping the reference numbers is important.

Nitin said for FY23's E3.1 and E3.2 UASG had some identifying discussions, so it was not totally untouched, however, there were no studies yet. These two items were marked as yellow instead of red. Jim said It may be true to say E3.1 and E3.2 are started. However, he doesn't recall that we as a WG agreed on which customers and providers to use. We should look back to these discussions before passing these items to Comms-WG. Seda changed the colors from red to yellow on FY23 E3.1, E3.2 and the relevant items on FY24.

Looking at the prepared presentation slide of FY24 planning, Mark recalled that there was renumbering and reprioritizing order of action items. This time, Mark wanted to make sure the items are in correct order and would not be shuffled. Nitin and Jim agreed with that.

FY24 Action Plan: EAI WG

Ref	FY24 Plan
E1	Complete self-certification guide version 1.0
	Build self-cert tool to generate scores
E1.1	a) a spreadsheet to generate scores b) more complete tool to generate scores
E2	Make it easier to experiment with a self-hosted working EAI system
E3.1	Identify reference customers to showcase adoption of globally inclusive email and document the experience
E3.2	Identify reference mail service providers to showcase for adoption of globally inclusive email and document the experience
E4	Help reference providers perform self-certification using the guide from E1
E5.1	Improve support of globally inclusive email addresses by engaging market share leaders (not limited to email service providers)
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
E6	Placeholder for Technical community questions from Stackoverflow , UASG blog for answers (in HTML)
	Placeholder for Training videos:
E7	- 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

Mark initiated the discussion on the priorities of FY24 actions:

- John commented that E7 is more likely to get a faster result than E6. So E7 should be prioritized compared to E6.
- Jim confirmed that both E5 and E6 are lower priority.
- It was agreed that E2 has higher priority than E5.
- Sarmad compared the priority of E2 with E7: E2 is about a system, but how someone will use it, for instance how to deploy a self-hosting system, depends on E7. When there is a dependency, E7 should come first. However, if E2 includes all necessary information, then E2 comes first.
- Jim said E7 is depending on E2 because E2 is to define the self-hosting system.
- John said E2 and E7 would do one without another for the same purpose.
- Mark concluded to keep E2, and then, moving E7 to E2.1 action item.
- Abdalmonem put three items in order in the chat as “E7 E5 E6”.

Nitin also mentioned that if there is a need to outsource to vendors, there is a need to finish the SOW first, so these have a priority as well.

Jim suggested re-ordering the items to group them into 3 categories:

1. The Self-Certification Guide program.
2. Separate from the Self-Cert Guide program but supports it. (e.g. Success stories.)
3. Independent of the Self-Cert Guide. (e.g. Old E2, easier to experiment with a self-hosted email system.)

Jim also suggested adding two more action items for FY24:

1. Consider adopting better terms for “EAI” and “EAI addresses”.
2. Promoting EAI self-certification results

Mark thinks terminology is EAI-WG’s job and promoting is the Comms-WG’s job. Jim clarified that ‘Promote’ may not be a correct word, while the intention is to figure out what to put on the UASG website and how to make the process happen.

Nitin suggested sharing the updated list later to the mailing list, and close this agenda, and submit this to UASG. Mark agreed.

Jim and Mark discussed what did not work well last year. All focus went on the Self-certification guide, while Mark pointed out that every time there was an

inconsistency issue with SOW's, it ended up looking back to the self-certification guide and ironing it. There was little time for anything else, however, we could not leave an incomplete guide with the vendor. Fortunately, we worked on it and passed through that tunnel.

Nitin said we should later discuss having a website with subpages for the EAI self-certification guide and promote the result badges (gold and platinum) by coordinating with the relevant WG. This to be one action item for the FY24. The website should be more navigable.

Jim said it is a good idea to collaborate with other working groups to make the website better, but we need to define what we mean by better, and then make it happen. Comms-WG would like to discuss on their own to do this as well. This would require directions from the leadership group as well to synchronize all WGs.

Wrap-up and the next meeting

Seda announced that next week Tuesday, 30th May, would be the ICANN77 prep meeting, and EAI FY24 action planning may not have a chance to edit the plan by then. The updates of the plan would be shared based on today's discussion.

Next meeting: Tuesday, 6 June 2023 and 14:30 UTC

Action items

No.	Action Item	Owner
1	The scoring spreadsheet to be made ready	EAI WG
	<p>Actions to address the email providers' feedback:</p> <ul style="list-style-type: none"> ● scoring spreadsheet and the instructions on how to use it (by Arnt) ● landing page to explain the EAI self certification program <ul style="list-style-type: none"> ○ be clear about the value, benefits vs the cost ○ Description of the silver,gold, platinum ○ add the products which have tested till now on this page, that will motivate others to run test and get their product name on this page ● clean up the guide ● settle on the badges (scoring labels) ● promoting the certification results 	<p>(Spreadsheet by Arnt)</p> <p>Others by EAI WG</p>
2		
3	The landing page of EAI self-certification to be clear	EAI WG

	and identify where to place the EAI guide page on the menu from the home page.	
4	Finish the self-certification guide (98% done)	Jim and WG
5	Share the updated list of FY24 action items	Seda
6	Ask THNIC how much time the email providers spent on testing. Also ask them to send their questions about the self-certification guide via email to "info@uasg.tech" about which test they are confused about.	Seda