

UA Measurement WG Meeting

10 August 2023

Attendees

Anil Kumar Jain

Kunle Olorundare

Nabil Benamar

Malick A

Harsha Wijayawardhana

Sandra Rodriguez

Imran Hossen

Tumsifu Pallangyo

Joel Okomoli

Seda Akbulut

Meeting Agenda:

1. Welcome and Roll Call
2. Decide on the next working item: M6 or M7? ([Action Plan](#))

(Note all items can be done in parallel.

M6 and M7 can help identify the benefits for becoming UA ready. M7 was supported by EAI WG more than M6.)

3. Drafting SOW based on the selected action item.
4. Feedback on FY23 Annual Report Structure (M1)
5. AOB

Meeting recording: [link](#) , password: 73U&TC!su9

Meeting Notes

Nabil welcomed the new vice-chair of the UA Measurement Working Group (UA-Measurement WG), Imran Hossen, from Bangladesh. Imran introduced himself.

Agenda #2: Drafting the SOW for M7

Seda reminded the WG that it had been decided to start with this action item in the last meeting, and presented the template of the [SOW](#). [The EAI Self-Certification guide](#) was also shared.

Nabil asked if this would be repeating the work of EAI-WG, and Seda explained that there is no repetition as we haven't tested market leading

email software packages, and the work for this WG is based on the EAI self certification guide to do the testing.

Seda presented the EAI self-certification guide to the WG briefly. Nabil said that the names of the levels would be kept the same as in the guide; Silver, Gold and Platinum.

The current levels of email service providers, to Nabil's understanding, Silver (L1) is where they are at, able to send and receive to and from Internationalized email addresses. The next step is to create email addresses and have more support.

This work may also help with E2.2 goal which is to create a video guide to rate an email system. Nabil welcomed the meeting participants to contribute. There are two purposes, the first is to raise the EAI support of one of the top three email service providers, and the second is to check the ratings and also to find out if there are any problems with the EAI self-certification guide. WG has not selected the three leading email service providers.

Nabil suggested **Gmail and Microsoft**, Harsha agreed that those might be Silver now but on their way to Gold level. Harsha mentioned that another one he considered is Yahoo, however, it is not even at the Silver level. Nabil said it might be hard to say if Yahoo is an actual competitor or at the top three among the email service providers. Harsha said some of the older generation people are still using Yahoo mail. Nabil said there could be other email providers, however, **Yahoo** is fine to be the first choice from users perspective.

Imran suggested cPanel Webmail, also open source Zimbra, Roundcube Webmail would be considered.

Joel suggested Fastmail, Proton Mail, and Mozilla Thunderbird is open source.

Harsha asked about their status of EAI readiness. Malick suggested adding one open-source email service, since Gmail and Microsoft are not. Nabil answered that the definition of top three in the market prevented the open-sources services to be the top choice. Nabil thanked for the suggestion although none of the open-sources were picked.

Joel asked to confirm the criteria of top three is defined by the number of users or other means such as regional coverage. Nabil answered it is by the number of users created accounts. Nabil suggested keeping Yahoo as a temporary third choice, and this would be discussed after the draft is more complete.

Nabil also said it would be a great idea to have one option for open-sources, and Imran suggested Roundcube Webmail. Nabil shared that **cPanel is much more well known than Roundcube**.

Seda asked the group to consider the providers or open source ones that would easily accept to implement fixes. Seda added that Harsha did some research on Roundcube and invited him to share his knowledge.

Harsha pointed out that Gmail or Protonmail are hosted webmail platforms, not software packages. It could become setting up two mail platforms using Roundcube. This has been used by many to make self-configured email solutions.

Nabil said this could be confusing between brand name and email software. When you talk about major email service providers, we can do our experiment and let them know what we have found.

Harsha has done some work with Roundcube with different components and different platforms. Roundcube is a part of webmail but not a complete service. Harsha tested Dovecot and has done some fixes.

[The chosen top three email providers for the SOW: Gmail, Microsoft, and Yahoo.](#)

Question by Malick in chat:

Will the result of the rating be for the email providers directly or is it for the end-users to help them to make better choices?

Nabil referred to the first paragraph of the SOW, the aim is for the users to be able to send and receive emails from all valid email addresses, including globally inclusive email addresses such as EAI. This is for the principle of universal acceptance, the user would never have to make a choice between

their email addresses and other services. All doors should be opened for all scripts and domains of email addresses equally.

SOW drafting : Description of Work

There are four parts -

1. The vendor is required to come up with a test plan.
2. The vendor uses the test plan to conduct a pilot study to rate Gmail, Microsoft, Yahoo. In addition to the selected providers, the contractor should assess the performance of different email clients (both mobile and desktop) when connecting to the email providers.
3. The vendor shall report problems with the guide.
4. The vendor shall attempt to report bugs to the email provider.

Nabil and Seda discussed possible license issues and agreed to allow the vendor to report problems and specify their choices. Nabil said the platform issue should not be there, the tests would be conducted on the ready-to-use products. The user may use mobile or desktop devices to use the webmail. It will also depend on the email client which provides the service across devices, browsers or mobile devices. (Thunderbird is a web client rather than Email service software.)

Harsha said that the self-certification guide is a long list of tests to go through. It would take about two to three days to evaluate step-by-step. Some webmail may not be providing all platform or device versions. Not all services may have all parts of those components.

Harsha suggested having 5 options in case the vendor needs to drop some for any reasons, such as if IMAP-POP clients are not provided. As per Harsha's experience, **doing tests of each component can take 4-5 days per provider. 2 weeks would be sufficient to test 3 providers.** Harsha explained that it would be about 12 of 8-hours working days.

Imran said that Zoho has a good number of users in Bangladesh. Anil agreed to add **Proton mail and Zoho.** Zoho has many users in India as well.

Nabil said there is no need to specify the platform or devices, so we let the vendor plan their own testing and report to us when there are problems.

For the final step, the vendor will report the problems with the guide back to the WG.

Nabil asked the meeting participants to check the 'Description of Work' part, and there is no more comment. Description of Work of the SOW has been agreed by all.

SOW drafting : Project Plan

This part is more in detail about what the vendor is supposed to do.

Nabil suggests discussing this in the next meeting since the meeting ending time is close. Meanwhile, Nabil welcomed WG to add comments or suggestions to the SOW document.

Seda acknowledged that the part 'Description of Work' was drafted and the remaining part of the SOW to be completed by the next meeting.

Seda said there would be the UA Curriculum updates to be shared at the next meeting. The vendor would be sharing what works were done so far. Nabil asked about splitting the meeting time between UA Curriculum and WG's work. The meeting on UA Curriculum would be next week, and the regular meeting would be the following week.

The meeting has ended.

Next meeting: Thursday 17 August 2023 UTC 1600

Action items

No.	Action Item	Owner
1	Review the draft SOW and add comments or suggestions	WG