Universal Acceptance

UA Measurement WG Meeting
7 September 2023

Attendees

Anil Kumar Jain	Krislin Goulbourne-Harry
Nabil Benamar	Sushanta Sinha
Jim DeLaHunt	Seda Akbulut
Anna Bagdasaryan	

Apologies: Imran Hossen (travelling, won't be able to continue today.)

Meeting Agenda:

1. Welcome and Roll Call

2. Drafting the SOW Rating email software using EAI Self-Certification Guide (phase 1) - Continue from the Project plan section.
   https://docs.google.com/document/d/1kz4ZcEG1t-XTnpxpXgZMGG9iOoysYVJw/edit

3. Board IDN and UA WG (BIUWG) action item assigned to Measurement WG:
   1. UASG to explore UA-readiness by the next new gTLD round and how UA could impact the next round.

Action Items	WG Progress
UASG to explore **UA-readiness by the next new gTLD round** *and how UA could impact the next round.*	We want everybody to be able to use whatever domain names and emails they come up with. The status of Universal Acceptance is inadequate, for reasons outside the domain name system, because the market lacks a clear advantage of Universal Acceptance or forecast of increase in the market. Existing markets and existing tools are happy with not being able to use IDN domains and email addresses. We have not discovered the big drive towards Universal Acceptance. Releasing new domain

(Assigned to UA Tech and UA Measurement WGs)	names with weak Universal Acceptance would not get much. UASG's Tech WG is working on identifying the biggest obstacles facing UA readiness which would be helpful to explore more and address this. - not only the obstacles but also look at the opportunities as well in the new studies to be conducted. (Analysis Mason). We need to tell why we should adopt UA, not only the challenges.

Meeting recording: [Link](), **password** i$36q*YJ7z

Meeting Notes

Seda presented the agenda items and the FY24 action plan for the UA Measurement WG, asking if there were any more contents to add before the next meeting with the Board.

Nabil requested Seda to help with the meeting agenda since the two previous meetings were about the UA curriculum discussion.
Seda has shared the Link to the [FY24 Action Plan]() and the [SOW for M7]().

In this meeting only the M7 agenda item was discused. Purpose, description of the work, and proposal submission sections of the SOW were mostly worked on. Project plan will be done in the next meeting.

- **SOW of M7**

The task says it is about rating the Email Softwares using the [EAI Self-certification guide]() (phase 1). The 'Purpose' and 'Description' section of the SOW was written three weeks before this meeting. The chosen packages for testing were Gmail, Microsoft, Yahoo, and additional suggestions for different component testing were Zoho2 and Proton Mail. The purpose is to test these email packages against the EAI Self-certification guide and rank them, and also report them to their product owners when there are any UA/EAI issues found.

The scope of the project was clarified, and the Email Self-Certification Guide was discussed.

The team agreed upon what to test and how to pick from the list.
The proposal will specify Gmail, Microsoft Outlook on Windows and one from the following list:

- Yahoo Mail
- Zoho2
- Proton Mail

The vendor may also include Microsoft Outlook on macOS in the proposal, because of the commonality between Outlook on Windows and on macOS.

Jim asked if it would be alright for proprietary softwares to be tested by the community's budget and mention those in the report. Seda explained that the issue that was raised during the UA EAI WG meeting was that it was about implementing solutions or tools around the proprietary software or service packages. The issue was for the self-hosting of the email environment for EAI readiness, and the implementation of solutions to fill up UA gaps would be only for open-source softwares and tools.

Seda said the testing of existing services was done before as well. Jim clarified that evaluation of existing products would be alright, and contributing improvements of private products would be not. Jim requested for some written reference for this guideline since the verbal agreement sounded ambiguous. It was agreed that they should proceed with caution and document their assumptions while Seda checked the issue.

Seda said when we did reviewing and reporting the bugs, we did not supply solutions or ways of fixing to make the software or application behave the way we want. What we did with proprietary software was testing as it was in the situation.

Nabil said since the email services are chosen,
Jim said since the EAI Self-certification guide is at the very beginning version, and suggested adding in the SOW that the testing would encounter the glitches and those should be documented by the vendor.

There was still a need to proceed with the rating and calculating the scores. Also the WG needs to figure out how to receive the test results or rated scores and share which product had gone through the Self-certification guide and scoring. Jim did not want to speak for the WG, however, his

personal estimation was to complete it before the ending of 2023. The guide would likely remain dynamic.

Seda asked if the guide could be completed a few months later, and Jim added that someone needs to actually go through the guide to see if it would work and find ways to improve it. Seda added the information in the 'Purpose' section of the SOW accordingly.

Jim pointed out that out of the three domains of email, Microsoft is not an actual email service and the email service name should be specifically mentioned as Microsoft 365 or Outlook. Also, the email service from Yahoo is called Yahoo Mail!. Nabil confirmed the spelling of Yahoo Mail is without the exclamation mark. Jim suggested limiting the domain of tested email services to reduce redundancy. Jim said to his knowledge, Microsoft 365 is web-based, and Outlook is a software to be used on operating systems.

Krislin added that Outlook offers both installed-version and web-version. To Jim, those are two different entities to be tested, and concerned about the scope of testing. Nabil agreed to reduce by choosing only Microsoft Outlook as an operating system-based environment, since Gmail is a web-based environment. Jim agreed with the choices and suggested adding more details in the next section 'Description of Work'.

Anna explained in the chat the Microsoft Office and Microsoft Exchange are two independent platforms. Krislin said Outlook has both installed and web versions, which makes it run on two different platforms.

Anna asked if it would be about two different points of view from the user side (client) and the server side. Anna asked from which perspective these email applications should be tested. Jim answered that Microsoft Outlook is the part that the user interacts with, and which is running in the background and communicating with the Microsoft Exchange server. Thus, the user's experience on Outlook would be the outlook software plus the Exchange server. Jim suggested specifying what should be the vendor testing, which could either be just from client perspective or the whole email system including the server.

Nabil said for this case, the testing would only be on the front end user experience. Jim said the email service products and packages being offered

by Gmail/Google or Microsoft are slightly different, and these would add to the complexity of evaluating email softwares or email applications.

Nabil asked if this performance assessment needed to test email clients and email servers separately. Jim said the EAI Self-certification guide includes different chapters which include different sets of client behavior tests and server behavior tests. The tests are designed to review different possible components of a system, and there would be cases that an application may not have all the components at the same time. The reviewer should apply the tests only for relevant cases and calculate the test scores based on the parts which are tested. Jim requested the WG to review the document and leave comments if there are any issues.

Seda shared the link and presented the EAI Self-certification guide document. Seda also agreed with limiting the scope of what the vendor should do.

Jim said the finalized version of the EAI Self-certification document would be completed by the EAI WG and the version confirmation should come from them. And Jim suggested that any questions regarding the Self-certification guide should go to the email mentioned on the link and Arnt would be answering.

For the section 'Description of Work', Jim commented that the wording suggested the vendor contacting UASG to make sure the products of selection are confirmed. Jim suggested clarifying when to make the decision of choices before proceeding with the tests, whether the vendor would flexible choices. Nabil said Gmail and Microsoft Outlook were chosen based on their market leading roles. The vendor would be allowed to choose between Yahoo Mail and other email services. Jim said the choices of evaluation should be clearly listed, thus, suggested mentioning only Gmail and Microsoft Outlook, and put the rest in a different list. Seda added that the test plan might vary. Jim pointed out that the test plan would become part of the contract, so it would be separated from choosing the candidates.

For the section 'Proposal Submission', Jim suggested adjusting the wording and the language. Seda rewrote the part according to Jim's suggestion. Nabil agreed.

Jim asked if Microsoft Outlook on Mac OS was a different test case from Microsoft Outlook on the Microsoft Windows OS. Nabil said to leave the Microsoft Outlook option without the OS name and let the vendor decide if they could do both.

Nabil shared his concerns that the vendor may not be able to test any of the open-source email applications. Jim suggested making Microsoft Outlook compulsory on Windows OS and supplement on Mac OS, and then a list to choose the third would be given to choose from. The vendor may decide on this later.

For the section 'Purpose' second paragraph, Jim suggested having the accurate names and criteria. And the details of the list would be in the section 'Proposal Submission', and then the details are added to the section 'Description of Work'.

Next meeting: Thursday, 21 September 2023 at UTC 1600

Action items

No.	Action Item	Owner
1	Read the complete version EAI Self-certification guide	Measurement WG