

# UA Tech WG Meeting Notes

## 07 June 2023

### Attendees

Satish Babu

Harsha Wijayawardhana

Hamna Noor

Jim DeLaHunt

John

Khaldoun Senjab

Sushanta Sinha

Tumsifu Pallangyo

Seda Akbulut

Yin May Oo

### Meeting Agenda:

1. Welcome and Roll Call
2. Review the comments of the final UA website remediation report [UASG 045](#) (shortened version)
3. Scheduling the next meeting date and time

**Meeting Recording:** [Link](#) , password <P\*6mX6JQ\$X>

### Meeting Notes

Satish led the meeting, reminding that there may not be an occurrence of weekly meetings the next week due to ICANN77, and regular meetings would resume the week after.

#### Revisiting UA Remediation report UASG045

Seda shared the document - [UASG 045 draft of 09 May 2023](#) in the chat.

Seda shared that the shortened version of the document was reviewed internally, and then shared via mailing list. We received only a few comments by the deadline. However, after that we received many comments about the report. The first version was longer, and it was presented to the Tech WG in the beginning of 2023 and then shared via email for further input. We received

no comments for the longer version. But as the report was too long and has no significant success on remediation on 2000 websites, we decided to shorten the report to highlight the relevant information only. Some unnecessary topics such as how to reach out, do the email campaigns and fliers about the events held were removed.

The longer version report would still be available for those who are interested as per request. However, for the UASG.tech website document hub, only the summarized version will be uploaded which has the main topics of UA Remediation of websites.

This is for the Tech WG to review this document once again after everyone has contributed to make it shorter. The comments were received from Jim, Abdalmonem and Satish. Seda shared that Evaris will incorporate the feedback received. The comments were shared by email, Arnt had also added some comments in the email thread. Some comments are added in the Google doc.

Satish read the comments from Jim and agreed with the first suggestion where the intro about the company should not be an advertisement. Seda said that that part was included in the UASG 039, where the test results of 2000 websites were published. Seda added that this section is not for advertisement but to show the relevant experience about IDNs and UA.

In another comment, Jim asked for the report's SOW for the purpose of comparing its scope and the report. He commented that **the details about the SOW should be added in the appendix.**

Jim added that having a library or directory of SOW would be helpful for the WGs. Seda helped Jim find the directory, it is on ICANN Community Wiki page <https://community.icann.org/display/TUA/UA+Statements+of+Work> under the UASG tab. There is a category page for UA Statements of Work.

The SOW can also be reached from the UASG.tech website > Member Area > [Help Wanted](#) links.

*(There is also "Call for Proposals" button at the bottom of the landing page <https://uasg.tech/>)*

Jim suggested the following feedback:

**Feedback to Comms WG:** Give a link to the SOW in [uasg.tech](http://uasg.tech) in a more visible way that says we need to hire people to do these SOWs. Alternatively, each link from [UASG.tech](http://UASG.tech) can include a short description of where this link is leading to.

Jim feedback that he was not aware of the longer (complete) version of the document while reading the shorter (summarized) version of the document. Jim asked Seda to share the longer version as well.

Seda said the internal feedback on the longer report was that the details of the email campaign were not reflecting any success. Now, those are summarized under the “challenges” section. Seda confirmed that all details are included in the longer version document. It was reduced from about 50 pages to 13 pages. Satish appreciated this. Jim would like to **make sure that the email campaign results to 2000 websites are included in the report even if it was almost unsuccessful. It is still a useful fact to be shared and important to be mentioned in the UASG 045.**

Jim said that we should include in the report that the email campaign was unsuccessful. He suggested deleting the fliers only from the main longer report. **All of the work that is mentioned in the SOW should be in the document. The report should tell the story that they did not get success and then they focused on local websites.**

Harsha agreed with Jim that the report needs to show the outreach result of 2000 websites. and shared the situation in Sri Lanka where the website developers are still unaware of the universal acceptance. **Harsha and team had communicated with some developers and trained them.** Harsha said it was a good survey to see how many website developers are aware of the UA, although the response was not ideal. This indicates more push is needed.

Satish said there are questions about UA if this would really create a new demographic of users, because in many parts of the world with language differences, some people might still prefer using English as a common communication language. However, the local end-users would still love to use local languages. The result of testing 2000 websites showed some hope. The

problem is more on responses to the UA remediation issue, there was hardly any response. Another problem is when third-party plugins are involved, which becomes like the Catch-22 situation.

Jim asked where to find the list of SOW to compare with their reports. Seda pointed to the same SOW page. As per another question on the relation of SOW, Seda added that the [SOW](#) of 12 May 2021 produced two outputs, UASG 039 and UASG 045. Top 2000 websites based on Alexa's ranking and former data were used. There are two phases in the work described in SOW:

1. First is to conduct UA Readiness testing of 2000 websites
2. Second step is to reach out to those websites that are not UA ready to offer for UA remediation.

Mahesh did a presentation on this for both steps to the UA Tech WG. Seda explained the steps taken since the first phase of the SOW. Since the response rate from 2000 websites that are out of reach were low, the strategy in UA remediation effort shifted to fix I websites that are within our reach.

Hence the vendor created a list of 56 websites that are important to fix and also easy to reach to their admins and business managers. The idea was to organize one to one technical training sessions for those websites' developers and raise awareness with the organizations' heads separately. The vendor organized multiple training programs for UA readiness and this effort resulted with 22 UA ready websites. It both showed that close connection is important in deployment, but not sufficient to fix them all.

**Jim suggested including this story in the report that they did not get success and then they focused on local websites.**

In summary, the report includes the UA remediation part and best practices, and will connect the stories and share information of UA remediation for websites, challenges and opportunities, how it works for organizations which have IT background and non-IT background, and different tasks to be followed.

Khaldoun asked if testing a bunch of different websites was automated. He added that he may check the EAI readiness of email servers with an automated script. Satish interpreted Khaldoun's comment that Khaldoun could send

scripted emails to each of those email addresses to check whether their servers can handle UTF-8 to UA readiness. Satish clarified that we are testing the websites, not the emails. Satish appreciated Khaldoun's offer.

*Jim shared in the chat:*

-FYI on another automated test of EAI support in email servers: "The initial study UASG 021D: EAI-Readiness in TLDs, published in 2019, tested mail servers under a TLD that was responding with EAI support flag SMTPUTF8 on a request to connect. Details of the methodology are presented in the report." UASG 021D: <https://uasg.tech/download/uasg-021d-eai-readiness-in-tlds-en/>  
Source of quote: UA-Readiness Report FY22 - Report UASG041

*Seda added in the chat:*

-If you want to test EAI Readiness of your TLD zone, the code which tests the zones is available at <https://github.com/icann/eai-survey-tool>

Seda explained that 56 websites are not related to the top 2000 websites. These are mostly websites with local interests, but different backgrounds in terms of the industry they are involved in (eg, local communities, government or education websites).

High level improvements suggested by Jim are:

- **Add description of motivation and scope of work**
- **Add relation to former report (how does it relate to former report?)**

Low (detailed) level improvements suggested by Jim are:

- **Improve the flow of ideas in the report**
- **Share challenges in UA remediation**
- **List the 22 website that are UA ready**

Conclusion by Satish:

- Seda will pass this feedback on UASG 045 to the vendor.
- Satish estimated there would be a few more rounds to review this.

**Jim proposed an agenda for the next meeting - we should have a consensus at UASG on the validation of email addresses.**

### AOB: Scam Alert

Satish received an email from Sandra’s gmail address using ua-tech details in the content for joining the live scripting. Harsha and Seda warned him that these are phishing. This issue may be raised in the Coordination WG. Satish will share that email with Seda so that she can share with the relevant teams within ICANN.

Due to a conflict with IDN calls, Seda will check with Satish after ICANN77 for a new date for the recurring Tech WG calls. It may be most likely on 5 July. Seda will inform the Tech WG about the new date.

**Next Meeting:** (TBC) Wednesday 5 July 2023, Wednesday 14:30 UTC

No	Action Item	Owner
1	Forward the community feedback to vendor	Seda
2	Capture the process and story in the report UASG 045	Vendor
3	Send reminders about the next Tech WG meeting after ICANN77	Seda
4	Send again the longer version of the UA Remediation report to Jim and Tech WG.	Seda
5	Add to next meeting agenda - consensus at UASG on the Validation of email addresses	Seda
6	Forward the phishing email to relevant teams for investigation	Seda