

# UA Issue Logging and Resolution Service

24-Aug-16

## Thoughts for Consideration

This paper proposes a community service where instances of UA failure can be logged, sources identified and resolution pursued and documented.

## Community

This UASG initiative will be available to the public but will, at least initially, only be promoted to the Internet Industry (Registries, Registrars, ISPs, DNS Service Providers, Hosting providers, Email providers, and consumer security service providers (anti-spam, anti-phishing, etc).)

## What is it?

The initiative will operate like a managed 'Forum'<sup>1</sup>. Members of the community will be able to log instances of UA Failure and can also respond to these logged issue. All information will be available publically.

But the logged entries will be analysed and synthesised by the ICANN Global Support Center team who will actively pursue resolution. They will also enhance the UASG Knowledge Base to include resolution details, actions, and actors. This will be available to the community to incorporate into their own knowledge base<sup>2</sup>. The UASG will also get better metrics of 'low hanging fruit'

## What to collect?

We want to collect details of the instance where UA failure occurs, when, the client platform, the detailed URL of the event, and a description of the failure – including the text where it failed. Email address, domain name, URL, IRL, etc.

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<sup>1</sup> NB: ICANN has not deployed technology to support managed Forum's. It will need to further explore technology to do this.

<sup>2</sup> The knowledge base in ICANN's instance of salesforce.com is available to internal users. It will likely be deployed for credentialed external portal users (contracted parties) in the future. However further discussion is required about rendering some version of the articles publicly.



As resolution is pursued, we'll record the applications and utilities that are deployed (including the version numbers) and then seek to get those resolved.

The individual event may very well spawn a number of applications and utilities and platforms that need to be investigated and resolved.

## Who to do it?

Michaela Quinzy, ICANN's Director of Global Support, says that her team are keen to get involved and have a passion for rooting out sources of problems and getting them resolved. They would want training and access to an advanced support resources.

The Global Support team offers in-house support for all six UN Languages and has external support for other languages.

ICANN uses salesforce.com which already has facilities for this sort of activity. Some investigation is needed to see what's required from ICANN IT to support this, but apart from that technical unknown the organisation is keen to get involved.

We may also want community participation in resolution. People with a particular passion. How do we manage information access?

## Who to collect information from?

There was certain agreement that we should eventually allow logging of issue directly from registrants. What we're not certain of is whether we start with the Internet industry or start with universal access to the logging tool. *This will require further discussion.*

## Other points

- We don't know how big an issue this will be. Based on the comments on the call, there will clearly be some activity, but not an overwhelming amount. Most likely sense of scale will come from talking to Registrars and ISPs.
- While the UASG is currently testing UA readiness on a list of the most popular websites, it is limited to trying to engage using a variety of email addresses. It could be that while access becomes available, further into the engagement process may fail because different utilities are used (a 3<sup>rd</sup> party payment platform, for example).
- That "...someone is looking into it..." will be a very useful message to share with individual registrants.
- Should we keep any information private? By default or by request?

## Actions

- Draft a proposal – Don – *This document*
- Scale? Find out from ISPs and Registrars how big an issue this is. – Don to query UA Discuss List



Universal Acceptance

- Public Access to ICANN's salesforce.com platform. Michaela to investigate.

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Universal Acceptance