UA EAI WG Meeting

25 April 2023

Attendees

Mark Svancarek	Olivier Kouami
Jim DeLaHunt	Sushanta Sinha
Abdalmonem Galia	Arnt Gulbrandsen
Abraham Fiifi Selby	Nitin Walia
Athanese Bahizire	Seda Akbulut
Harsha Wijayawardhana	Yin May Oo

Agenda

1. Welcome and roll call
2. Follow-up and feedback on ICANN76 EAI session
3. Discuss our priorities for the following topics:
   a. Determine and summarize what actions are required for each self-certification item

      At a high level which things can be automated and which things are to be done manually (MUA1-6, IMAP and MSA completed)
   b. Complete the score generator spreadsheet [docs.google.com]
   c. Finalize the flowchart diagram
   d. Identify the vendor's roles, and WG's roles are for the EAI self certification
   e. Go through the manual test run first, and see which parts are scriptable or automatable, and determine the amount of work, and calculate which tasks require manual work time.
   f. Update the Statement of Work (SOW) [docs.google.com] for E1.1 and E1.2
   g. Update the https://uasg.tech/eai-certification/ [uasg.tech] with the final version of the guide when completed.
   h. Email provider stories - User acceptance tests
   i. Reconsider our efforts to influence StackOverflow based on feedback we've received since the vendor gave us his report

4. AOB

Meeting Recording : [Link](#) , password [35!ZunR??L]

Meeting Notes

Updates on UASG election
Mark shared the UASG election results, Ajay Kumar Jain was elected as the new chair, and three members - Haixin Duan, Nabil Benamar, Nitin Walia were elected as the vice-chairs.

Mark congratulated Nitin who is in EAI-WG, and thanked Abdalmonem for his previous service as a former vice-chair. Abdalmonem expressed his concern about the election as participation of the members were not always visible to each other across the different working groups. Mark also expressed his hope for the new leaders and the new members to be more involved and participate constructively.

ICANN76 EAI session
Mark requested the feedback from the ICANN76 meeting, EAI session.

Arnt shared that the audience response was generally great and this has led to completing the Self-certification guide document to a workable state.

Abdalmonem also shared that the session was great and a good first impression for those who were unfamiliar with the concept of EAI and UA. There were two points. One is on slide 3, the example of an IDN email address (with scripts mixing RTL and LTR) needs to be corrected. Another is on the slide for the evaluation tool, different components were suggested to use for the email environment. As a meeting participant, Abdalmonem would like to have smoother transitions for presentations. Seda thanked everyone for working together for the ICANN meeting during the limited time.

Arnt, Jim and Nitin updated that there were about 60 attendees onsite and about 65 online. Both quantitative and qualitative improvement in participation to the WG was highlighted. John Klensin was one of the most important participants, who helped write some RFCs.

Rearranging the agenda items

Mark suggested reviewing the agenda items as this is the first meeting of the semester. While going through the agenda item list, other discussion items were mentioned in between. AOB items are noted below this session.

First, Mark read through the list and revised the works of previous sessions.

Abdalmonem commented about agenda item 3.h where his understanding is that it could be outside the scope of UA, and need to find out what the items are which meet the user's needs. It could be the success story shared by an email service provider. Mark confirmed that the user acceptance test (UAT) has a specific meaning for other software testing. The intention was to be able to share the success-stories of email service providers, email applications and the users who have adopted them. Mark suggested that it could be called the user's story or the user's success story.

Abraham asked the group to consider documenting the final document for feedback, and how they can provide suggestions. He asked to include a webform to report websites for the guide.

> *Sharing from Chat*
> *Jim: Self-certification Guide, working copy:*
> *<https://docs.google.com/document/d/1PopXtNog8nJzdpYQcl1JMyIH2gNYJ 4_r/edit>. Section: "Appendix: Self-Certification Process". It says, "2.b. If you have difficulties, contact UASG support at info@uasg.tech ."*
>
> *Jim: The Guide also says, "EAI Self-Certification Program portal at <https://uasg.tech/eai-certification> ". So that would be a good place to put the web comment form which Abraham suggests.*

Arnt said going back to commitments in StackOverflow could be a fairly large job. He added that he is already taking care of the EAI education through bug reporting and outreach.

Jim talked about the terms we are using should have the same definition for all participants' understanding. Jim recalled the understanding of the scope of the vendor which was to be hired to perform the tests on behalf of the service provider or application provider. Now, we have ended-up with more simplified procedures.

Jim suggested revisiting initial plans and current situation. Jim asked if there is a need to smooth out the steps of self-certification testing, and assisting the future certificants. From Jim's point of view, the document of self-certification is not done yet, we have not helped people go through the process yet, and also there is a need to promote more user awareness according to Harsha.
Jim questioned if we still could continue focusing on the self-certification document or give it a break and focus on other items and return.

Nitin explained that there were two aspects of a vendor, one is to help the certificants go through the self-certification process, and the other is to help with the scoring system. Since we mentioned at the ICANN77 that the current version of self-certification guide is a beta, we could just clean up the comments and share on the uasg.tech page. After that, we could focus on other items before launching another version of the self-certification guide. Mark agreed with Nitin and also said some tasks could be done in parallel and do not require waiting for each other to be done.

Sharing from chat
Jim : From the UASG FY23 Action Plan:
E1.1. Build self-certification tool to generate scores
Develop an online tool for tool and service providers to assess their own tools and services based on the self-certification guide for EAI

E1.2. Support self-certification for EAI
Help reference providers perform self-certification using the guide from E1

Jim : So today's list d. and f. seem to be about similar topics.

Mark noted that the items 3.d and 3.f are linked, however, they could be different approaches.

For the agenda list cleaning up, Mark suggested marking the item 3.a as completed.

Mark suggested completing the item 3.b and 3.c during the next two meetings, while he would be absent and Jim would be leading the meetings. Jim agreed and noted that he would be working on the flowchart diagram to be equivalent to a swimlane diagram.

Agenda item 3.d is assigned to Nitin.

Agenda item 3.e is assigned to Harsha.

Agenda item 3.f depends on other tasks, so it will be still there, unassigned.

Agenda item 3.g is assigned to ICANN staff.

Agenda item 3.h requires more discussion.

For Agenda item 3.i, Mark requested Arnt's input. Arnt will write a paragraph about next steps.

Agenda item 3.j would be prepared by Abdalmonem.

AOB-1: J. Klensin's feedback

Jim recalled one of the previous feedback from John -

We are overlooking a source of technical problems with combining non-latin text in the different parts of an email address before the outside the local part.

Jim assumed what he referred to was "there's a place in the local part for the mailbox name, and there's a place in the local part for a human readable string in parentheses or in quotes."

Jim said when Universal Acceptance out for the market, people would start using all different fields in the email application, and we would discover interactions which we had never anticipated.

Jim suggested it would be a worthwhile topic to be discussed as a technical possibility. Mark agreed that how unpredictable the obstacles would be, and Jim suggested adding this to the self-certification guide.

Arnt mentioned that W3C has different syntax for email addresses, which is slightly more restricted. To make things simple, we might be able to add in the guide that email addresses are the most usable if they match this web syntax, because they would be well accepted in the web fields or web input forms. Mark recalled there was some RFC violation with W3C and a lot of people including John Levine were there to fix it. Mark assumed it was probably fixed. Arnt confirmed it was fixed. Mark suggested taking a look at it because the webforms should accept the EAI emails.
Jim checked if what Mark and Arnt were saying could be slightly different from each other. Arnt and Mark explained their point of views. Jim pointed out that the syntax for the webform input field of the email address, which John Levine worked on, was limited to ASCII only.

Abraham from Ghana suggested looking into technical specifications of webform fields and other technical areas that we may not have looked into yet. Abraham also suggested that UASG's self-certification guidelines page [https://uasg.tech/eai-certification/] should have a webform to receive feedback properly. After that, replies could be made by the email info[at]uasg.tech.
Harsha said he can help check the webforms with Sinhala and Tamil languages. Mark agreed that when we have people who have email servers of their own languages, we can try and check these mentioned issues.
After sharing different opinions, Mark suggested looking into HTML5 specifications, and noted the action items for WG and Harsha.

AOB-2: Updates from Abdalmonem
Abdalmonem shared the information of an upcoming event which would be held in Cairo on 17-18 May. The UA Hackathon event will be organized by National

Telecom Regulatory Authority (NTRA). Abdalmonem will be presenting the EAI components and encourage the participants to learn about UA.

Abdalmonem would be presenting at ICANN77, would like to discuss with EAI-WG before the presentation, and asked for help. The following are the talking points.
- Roles of ccTLDs in UA issues
- Sharing of EAI system and user success stories

He wants to discuss his slides with the EAI WG , he wants to encourage the ccTLD managers for EAI readiness. Abdalmonem also requested a map of IDN ccTLD or EAI progress of Universal Acceptance (if available/ if possible). Seda provided some topics in chat for Abdalmonem:

> "Followings might be good to include for ccNSO session: 1) UA Roadmap for Registry and Registrar Systems 2) Your UA day events' outcomes as a ccTLD manager 3) promote the EAI self-certification guide"

Mark added this on the agenda item 3.j for the next meeting. Arnt replied to Abdalmonem that generating a map could be extremely difficult. We can ask some users from an organization, however, processing personal data would be time consuming and might also need lawyers.

AOB-3: Next meeting
Mark is traveling next two weeks. So, he will be absent for two weeks. It was agreed that Jim would be leading the next two meetings.

Mark appreciated everyone for participation and the meeting closed.

Next Meeting: 2nd May 2023, 14:30 UTC

No	Action Item	Owner
1	Chair the next meeting	Jim
2	Diagram polishing	Jim

3	Take a look at the test, HTML5 specification and compatibility, mailbox naming – guide compatibility	WG
4	Share and discuss talking points for the upcoming ICANN77 presentation	Abdalmonem
5	Identify the vendor's roles and WG's roles for EAI-SC (agenda item 3.d)	Nitin
6	Share the feedback of going through the test run and suggest automatable parts (agenda item 3.e)	Harsha
7	Update the EAI-certification page link with the finalized version of document (agenda item 3.g)	ICANN staff
8	Reconsider our efforts on StackOverflow based on feedback (agenda item 3.i)	Arnt
9	Share the presentation slides (agenda item 3.j)	Abdalmonem
10	Connect this link https://uasg.tech/eai-certification/ to home page uasg.tech and/or announcements	Seda / Arnt