



# UASG Email Address Internationalization (EAI) Working Group Charter

V 2019-09-19

## Purpose

The UASG EAI Working Group's purpose is to define UA Readiness and provide strategies to address its technical aspects, including the following aspects:

1. Provide a forum for EAI discussion
2. Identify technical gaps, relevant stakeholders and undertake strategies, good practices and solutions to address them
3. Determine technical documentation and training requirements, their audience, scope and content
4. Plan and undertake the training to support EAI, in conjunction with UASG's working groups and its outreach and collaboration efforts with other relevant community-based groups
5. Promote development and deployment of EAI readiness (phase1 and phase 2) globally

## Outcomes

The EAI working group aims to develop the following, in consultation and collaboration with the other working groups. The EAI working group will also prioritize the scope of this work.

1. Review the levels/phases of EAI support already developed and refine these as needed
2. Develop an inventory of proprietary and open source tools and applications for EAI along with their contacts
3. Develop an inventory of email service providers along with their contacts
4. Develop technical requirements for implementing EAI and baseline metrics for measuring EAI support
5. Undertake review of email technology and services to determine the degree of their support for EAI, in conjunction with measurements working group
6. Review, update and develop technical documentation and make its translations available
7. Review, update and develop technical best practices and standards for the security and usability of EAI (e.g. dealing with homographs, script mixing, variant characters, right-to-left scripts, etc.)
8. Prioritize and outreach to these tool and service providers' contacts to support EAI and maintain the status of the engagement with them to encourage them to support EAI in their tools and services (e.g. encourage one service provider to support EAI per year)
9. Develop training materials for EAI deployment for email administrators, email tools and application developers and web-developers (e.g. including advice for managing ASCII and non-ASCII usernames in one mailbox)
10. Develop and undertake training dissemination to promote EAI support and its deployment, by organizing webinars, training courses on ICANN learn, face-to-face training and other effective mechanisms



11. Develop communication materials (blog, case studies, etc.) to acknowledge the support of EAI by various proprietary and open source email tools and services, in collaboration with the communications working group
12. Recognize email software and service providers who are EAI compliant

## Membership

Membership should include some representation from:

- UASG Coordination Group
- Members from the UASG Community
- Technical experts
  - o Relevant standards organizations, e.g. Unicode, W3C, etc.
  - o DNS and Internationalized Domain Names (IDNs)
  - o EAI
  - o Email administrators
  - o Academia and researchers

Membership will be self-selecting. UASG standards of behaviour apply. See <https://uasg.tech/wp-content/uploads/2019/01/UA-Expected-Standards-of-Behavior.pdf>.

Chair of the Working Group:

- UASG Leadership team would nominate the working group chair (and any co-chairs), in consultation with the working group members. The working group may identify candidate chair(s) based on rough consensus. The chair will be member of the UA Coordination Group along with UASG Chair, Vice-Chairs and other Working Groups' chairs.
- The chair role is for one calendar year. He/she should be nominated one month prior to the end of the current chair's term to ensure a smooth transition. There is no limit on the number of terms chair(s) may have.

## Operations

- The UASG [ua-eai@icann.org](mailto:ua-eai@icann.org) mailing list will be used for communications
- About meetings;
  - o Frequency: Held regularly at a time convenient for the participants.
  - o Attendance: Meetings are open to all – including non-appointed members of the Working Group.
  - o Meeting agenda: The previous meeting record and a meeting agenda will be forwarded to members of the Working Group at least one week before the next meeting.
  - o Objectives: Meetings will end with a clear understanding of expectations and assignments for next steps.
  - o Duration: Meetings are expected to be one hour. Extension of time, in 15 minute increments, will require the consent of the majority of members attending that meeting. Consensus will be indicated with a show of hands.
  - o Meeting Minutes: The Secretariat will keep a record of meeting attendees, key issues raised, and actions required. Comments from individual members will generally not be attributed and a verbatim record of the meeting will not be



prepared. Meeting minutes will be reviewed by Working Group members, and if adopted the document will be circulated among wider UASG membership for information purposes. Any changes to the record of the past meetings shall be in writing and forwarded to the Secretariat prior to the next meeting.

- Funding for the working group is available as per UASG's Action Plan and following UASG and ICANN org processes.
- Any ICANN supported training and meeting or any ICANN supported travel will be booked through ICANN org. This requires at least three month advance notice. Proposals for such activities should be sent to UASG Leadership for consideration and recommendation.

## Meeting Ground Rules

- Speak one at a time – refrain from interrupting others.
- Wait to be recognized by chair before speaking.
- Chair will call on people who have not yet spoken before calling on someone a second time for a given subject.
- Share the oxygen – ensure that all members who wish to have an opportunity to speak are afforded a chance to do so.
- Maintain a respectful stance toward towards all participants.
- Listen to other points of view and try to understand other interests.
- Share information openly, promptly, and respectfully.
- If requested to do so, hold questions to the end of each presentation.
- Make sure notes taken are accurate.
- Remain flexible and open-minded, and actively participate in meetings.

## Roles and Responsibilities

The Working Group is an advisory group to the UASG Leadership team and the UASG Coordination Group. The Working Group members agree to:

- Provide specific local expertise, including identifying emerging local issues;
- Review project reports and comment promptly;
- Attend all meetings possible and prepare appropriately;
- Complete all necessary assignments prior to each meeting;
- Relay information to their constituents after each meeting and gather information/feedback from their constituents as practicable before each meeting;
- Articulate and reflect the interests that advisory group members bring to the table;
- Maintain a focus on solutions that benefit the entire program;
- Present its recommendations for the project at the end of the planning process. The presentation would include subjects such as: project's Purpose and Need Statement, alternatives to be studied, mitigation measures, and phasing plan. The Working Group shall select from among its members a presenter or team of presenters.

The Working Group Chair(s) agree to the following:

- Provide Working Group members the opportunity to collaborate with other on making recommendations for the project;
- Effectively manage the scope, schedule and budget;
- Keep partners informed of progress;



Universal Acceptance

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- Provide documentation to support recommendations;
- Provide technical expertise;
- Brief local decision makers and produce briefing materials and reports;
- Conduct public meetings necessary to inform and engage the community.
- Manage logistics for meetings; and
- Explain the reasons when deviations are taken from recommendations.