



78

ANNUAL
GENERAL
MEETING



Universal Acceptance Community Update

ICANN78 Prep Week | 10 Oct 2023

UASG and ICANN org



Universal Acceptance

Session Overview

Updates from the UASG

- * Measurement WG
- * Technology WG
- * Email Address Internationalization (EAI) WG
- * Communications WG

Updates from ICANN org

- * UA-remediation and training updates and plans
- * UA-readiness of ICANN org systems

Community Feedback - Question and Answer (Q&A)

Universal Acceptance and Categories Impacted

UA: All valid domain names and email addresses work in all software applications.

Domain Names (including Internationalized Domain Names):

- * New short top-level ASCII domain names: example.sky
- * New long top-level ASCII domain names: example.engineering
- * Internationalized Domain Names (IDNs): คน.ไทย

Email Addresses (including internationalized email):

- * ASCII@ASCII (new and long TLD): ekrem@misal.istanbul
- * ASCII@IDN: marc@société.org
- * Unicode@ASCII: 测试@example.com
- * Unicode@IDN: όνομα@παράδειγμα.eu
- * Unicode@IDN; right-to-left scripts: ای-میل@مثال. موقع



Accept



Validate



Process



Store



Display

Call to Action for UA Adoption

For Businesses:

- * Organize internally and assess if your business' systems are compliant with UA standards.
- * Update your own IT systems to be UA-ready. See [UASG026](#) UA-Readiness Framework, [UASG004](#) test cases, free [code samples](#), and [EAI Self-Certification Guide](#).

For Governments:

- * Evaluate the possibility of including [UA requirements](#) in government procurements.
- * Coordinate with your national ccTLD managers and ICANN Governmental Advisory Committee (GAC) delegates to participate in and strengthen UA-related actions.

For Academia:

- * Upgrade email systems to support EAI.
- * Update IT curricula to include teaching and learning of UA and software internationalization-related concepts.

UA Ambassadors

- * Ambassadors appointed for one year; can be reappointed as per the [Charter](#).
- * Consists of well-respected and articulate industry leaders who will raise the issues of UA and EAI within their respective spheres with focus on UA adoption.
- * 5 new UA Ambassadors joined the program in August 2023:
 - * Bolivia: [Lia Marcia Solis Montaña](#)
 - * St. Vincent and the Grenadines: [Krislin Goulbourne-Harry](#)
 - * India: [Balendu Sharma](#)
 - * Nigeria: [Amina Ramallan](#)
 - * Zambia: [Chilufya Theresa Mulenga](#)

UA Ambassadors

Currently there are 18 UA Ambassadors, including the 5 new ones, from 10 countries.

- * Benin: Malick Alassane
- * Bolivia: Lia Marcia Solis Montaña, Luis Sergio Valle
- * St. Vincent and the Grenadines: Krislin Goulbourne-Harry
- * China: Marvin Woo, Walter Wu, Zhijiang Liu
- * Egypt: Abdalmonem Galila
- * India: Aman Masjide, Balendu Sharma, Harish Chowdhary, Sushanta Sinha, Vijay Sharma
- * Nigeria: Abdulkarim Ayopo Oloyede, Amina Ramallan
- * South Africa: Mark Elkins
- * Türkiye: Cengiz Acartürk
- * Zambia: Chilufya Theresa Mulenga

For more information about UA Ambassadors visit: <https://uasg.tech/about/people/>

UA Local Initiatives (LI)

- * Local Initiatives aim to engage local stakeholders with focus on UA deployment while also conducting national and regional awareness and training efforts.

Currently there are five LIs in the following countries:

- * China: [Internet Society of China](#)
 - * Commonwealth of Independent States and Eastern Europe (CIS-EE): IDN TLD registries and IT organizations from 7 countries, including Armenia, Azerbaijan, Belarus, Georgia, Kyrgyzstan, Russian Federation, Serbia.
 - * India: [FICCI-ILIA \(FICCI-Indian Language Internet Alliance\)](#)
 - * Sri Lanka: [Theekshana](#) (New LI joined during FY23)
 - * Thailand: [THNIC](#)
-
- * To ensure the geographical diversity, LI candidates from the LAC and EUR regions will be encouraged to apply for the LI Program.

UA Measurement WG Update

UA Measurement WG

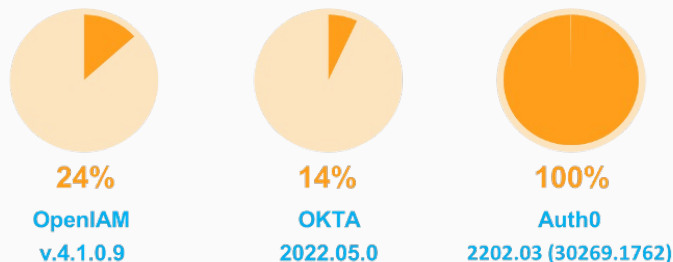
- * The UA Measurement WG plans, oversees, and directs the gap analysis efforts of the UASG for various frameworks and technologies and reports on UA-readiness progress.
- * Published:
 - * [UASG045](#) UA-Readiness of Popular Identity Platforms (Okta, Auth0, OpenIAM)
 - * [FY23 UA Readiness Report](#)
- * Ongoing Tasks:
 - /// ❄ ❄ ❄ * UA Curriculum for the Academia
 - * Rating email software using [EAI Self-Certification Guide \(phase 1\)](#)
 - * Whitepaper to advocate that developers change from IDNA2003 to IDNA2008, because it is important and valuable.

UA Measurement WG

UA-Readiness of Popular Identity Platforms - [UASG045](#)

Objectives:

- * Develop a test method and evaluate the OAuth standard and design structure that the identity products integrate into.
- * To assess the UA-readiness of three identity platforms that use OAuth' standards:
 - * Two from commercial source: Okta, Auth0
 - * One from open-source: OpenIAM
- * Out of 21 email addresses in different categories, UA-readiness testing was run.



Test pass percentages for target platforms

UA-Aware IT/Computer Science Curriculum

- * The curricula in relevant technical programs (e.g., computer engineering) do not cover background in internationalization (i18n) and technical topics, specifically IDNs and EAI.
 - * Module-1: Unicode Programming Fundamentals
 - * Module-2: Unicode Advanced Programming
 - * Module-3: Unicode in Data Structures and Algorithms
 - * Module-4: Unicode in Database Management Systems
 - * Module-5: Introducing Internationalized domain names (IDNs)
 - * Module-6: Programming with Internationalized domain names (IDNs)
 - * Module-7: Advanced Topics for Internationalized domain names (IDNs)
 - * Module-8: Email address internationalization (EAI)
 - * Module-9: Programming for Email address internationalization (EAI)
 - * Module-10: Processing IDNs and EAI in Mobile Apps
 - * Module-11: IDN Security
 - * Module-12: Unicode Support in Operating Systems

UA Technology WG Update

UA Technology WG

- * The UA Technology WG focuses on the remediation of existing UA gaps in programming languages, tools, development platforms and standards, as well as the development of technical trainings. The group engages with technology enablers and technology developers as primary stakeholders.
- * Published:
 - * [UASG 046](#) UA Remediation for Top Global Websites
- * Ongoing tasks:
 - * Identifying the big picture and challenges in adopting UA.
 - * Identify the technology stacks for UA testing: JavaScript libraries such as React, Angular, and Node.

UA Remediation for Top Global Websites

UASG046 report reveals the following:

- * 5 email campaigns were conducted for 1,758 non-UA complaint websites tested in UASG039.
 - * An additional 56 local websites were selected from government, academia, and industry for a pilot study on UA remediation strategy.
 - * More than 26 online and offline awareness/remediation workshops and coding sessions were conducted for possible UA implementation.
- /// ❌ ❌ //
- * As a result of this remediation strategy, 22 out of 56 websites became UA-ready.

Summary of Results

Category	Number of websites	Status
Unable to proceed further	19	– Website developers backed out from implementation without citing any reason.
Unable to evaluate	7	– Problem while sending the form. – Email field not found. – Email field not available, however only Google form was available. – Provided Facebook URL instead of website.
Unable to implement fully	8	Contact form 7 plugin related issues.
UA-ready	22	Result of remediation efforts undertaken by project team.
TOTAL	56	

Email Address Internationalization (EAI) WG Update



UA EAI WG

- * EAI support enables email addresses in different languages and scripts and allows sending and receiving of such emails (RFC6530-RFC6533).
- * The EAI WG focuses on technology gaps, remediation, and training materials for email software and service providers.
- * At minimum, all email agents must be configured to send and receive internationalized email addresses.
- * We are trying to ensure that all aspects of the modern email experience deliver full UA-readiness.

- * **Published:**

- * The first draft of the [EAI-Readiness Self-Certification Guide](#)
- * <https://uasg.tech/eai-certification/> page

- * **Ongoing:**

- * Make it easier to experiment with [self-hosted] working EAI systems
- * EAI Self-Certification Score Generator

Defining EAI-Readiness Levels

The self certification guide provides Silver, Gold, and Platinum scores for individual attributes. These scores replace the old Level 1 and Level 2 concepts.

Level	Functionality
Platinum	1. Meets all Gold requirements + 2. Supports all UASG Best Practices guidelines. 3. Hosting functionality for internationalized mailboxes is enabled by default [to the user and administrator]. 4. May also includes “aspirational” extra features which improve user experience, also listed below. 5. Documentation clearly explains how to set up, use and administer Platinum-level features. 6. All tools or utilities included with the product or service should be UA-ready and EAI-enabled as well.
Gold	1. Meets all Silver requirements + 2. Hosting functionality for internationalized mailboxes is available but not enabled by default. 3. Marketing materials and public messaging promote globally inclusive email systems and features. 4. Documentation clearly explains how to set up and use Gold-level features. 5. Functionality that processes email addresses rather than messages, for example address books, can create and store Unicode email addresses .
Silver	1. Enables its users to process email messages from EAI mailboxes but does not host such mailboxes. 2. Functionality that processes email addresses rather than messages, for example, address books need not create or store Unicode email addresses.

EAI Progress and What's Ahead

#	Task	Description
1	Self-certification guide for EAI	Beta release of self certification guide for EAI.
2	Knowledge base in technical community	Published knowledge base in technical community e.g., Stack overflow, Server fault: (1) answer EAI questions (2) post questions leading to good answers (3) create tags: get volunteers; contribute and collect statistics; evaluate impact.
3	Self-certification tool to generate scores	An online tool for service providers to assess their own tools and services based on the self-certification guide for EAI.
4	Support self-certification for EAI	Help reference providers perform self certification using the guide from E1.
5	Reference service providers and customers to showcase adoption of globally inclusive email	Identify reference service providers and customers to showcase adoption of globally inclusive email and create case studies.

UA Communications WG Update

UA Communications WG

- * The Communications Working Group develops the communication strategy for the UASG and oversees its execution in collaboration with other WGs.
- * **Completed work:**
 - * UASG Newsletter #1
 - * UA outreach and engagement activities
- * **Ongoing work:**
 - * Promoting and supporting annual UA Day 2024
 - * Updating the UASG.tech website
 - * UASG Newsletter #2

UASG Newsletter #1 (July 2023)

Coverage on the following topics:

- * UASG highlights
- * Remarks from the leadership
- * Call to action from WG leaders
- * UASG social media
- * Recent events, workshops, and reports

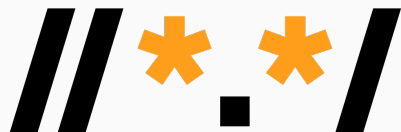
Newsletter Repository:

<https://community.icann.org/display/TUA/UASG+Newsletters>



UA Day

UA Day aims to rally local, national, regional, and global organizations and communities to create a “buzz” around adopting UA. The inaugural UA Day was held on 28 March 2023.



Universal Acceptance

UA Day

#Internet4All

<https://universalacceptance.day/>

Join the ICANN78 session: **Planning for Universal Acceptance (UA) Day 2024** on Wednesday, 25 October.

Get Involved!

Follow, share, like, and engage with the UASG on social media.

Use the UASG hashtag in relevant posts: [#Internet4All](#)

X: [@UASGTech](#)

LinkedIn: <https://www.linkedin.com/company/uasgtech/>

Facebook: <https://www.facebook.com/uasgtech/>

Join the UA Discuss email alias: <https://uasg.tech/subscribe>

Report a problem if you find an application or webpage that is not UA-ready:
<https://uasg.tech/global-support-center/>

For more information, visit <https://uasg.tech> or email info@uasg.tech.

UA Updates From ICANN org

Universal Acceptance Community Update

Arnt Gulbrandsen
Gary Turchan

ICANN78 Prep Week | 10 Oct 2023



Overview

- ◉ UA-remediation and training updates and plans by ICANN org – Arnt Gulbrandsen
- ◉ UA-readiness of systems at ICANN org – Gary Turchan

UA Remediation and Training

Status and plans

Arnt Gulbrandsen
UA Technology Sr. Mgr.

ICANN78 Prep Week
October 2023



Overview

- ⊙ Strategy
 - Outreach towards influential software
 - Contributions to key components
 - Training
 - Academic curricula
- ⊙ Current ongoing work
 - Linkification
 - Email
 - Patches
 - Miscellaneous
- ⊙ Plans for the near future

Strategy: Influential Software

- ⊙ Most relevant areas feature one dominant product, some other notables, and a long tail of small contenders.
 - Email: Gmail variously 60-74% market share, the next biggest 8-15%
 - Web: WordPress 25-40% market share
- ⊙ ICANN org
 - Identify the biggest actors
 - Test and identify relevant problems – input welcome!
 - uaprogram@icann.org
 - Provide specific, actionable requests
- ⊙ ICANN org spends more effort on responsive companies, less on unresponsive ones.

Influential Example: Meta

- ⊙ ICANN met with Meta at ICANN75 and again at ICANN77.
- ⊙ At 77, Meta sent someone who could identify the correct team for each issue. We presented a list of concrete issues.
- ⊙ Meta has fixed one, some others are on the team's to-do list, we've added one more since.
- ⊙ Issue fixed: Facebook blocked links to some IDNs, e.g., café.com.
- ⊙ Examples of issues not fixed:
 - An IDN on a Facebook post displays A-label instead of U-label.
 - Different linkification between WhatsApp on Android and on iOS.
- ⊙ With concrete issues, we got one issued fixed in six months.

Influential Example: WordPress

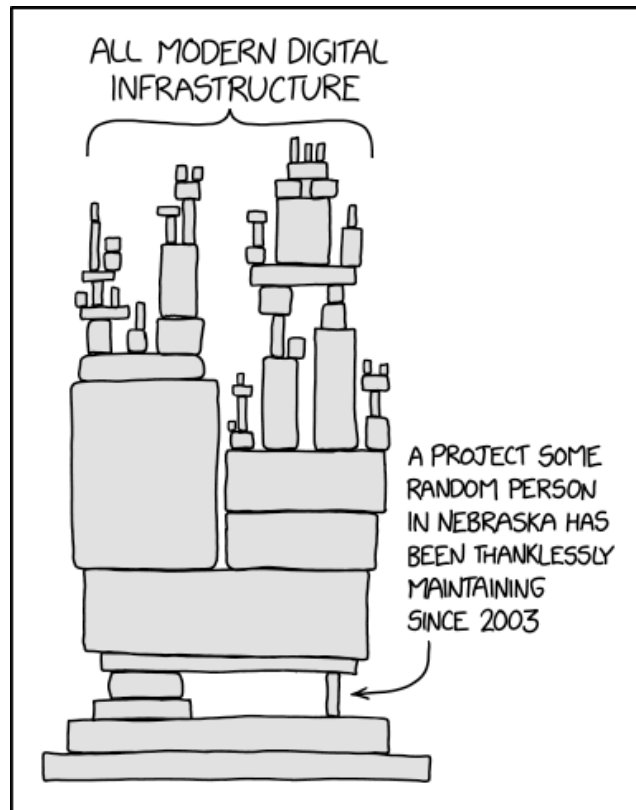
- ◉ Wordpress is said to power up to 40% of websites.
- ◉ A product of a company called Automattic, about 2,000 employees, maybe 500 on WordPress.
- ◉ Problems include not supporting Unicode addresses in contact forms.
- ◉ [First reported](#) to Automattic in 2015 (by several parties).
- ◉ ICANN [provided a fix](#) for the problem in 2023, positive response from Automattic.
- ◉ WordPress is usually used with a number of plugins and other software.
- ◉ A site's overall UA-readiness depends on more than WordPress.
 - Example: Contact/signup forms usually provided by a plugin.

Contributing to Influential Components

- ⊙ Identify important components
 - Based on usage in major products
 - Based on usage in programming languages
 - Based on recommendations
- ⊙ Identify problems or features
- ⊙ Find and fix
- ⊙ Reach out and contribute

Influential Components

- ◉ WordPress is one of the big things in the cartoon on the right.
- ◉ WordPress depends on 1,200+ helpers, plugins, components, and other things. Sites often use more, but never fewer.
- ◉ We look for heavily used components with UA-relevant features and sometimes contribute fixes.
- ◉ Examples from WordPress: linkify-it and php-autolink
- ◉ Both needed testing, one needed a change; the change has been accepted and will be in the next version.



Some Examples of Contributions

- ◉ Languages:
 - Java
 - Ruby
 - Python
- ◉ Well-known applications
 - Roundcube
 - WordPress
 - Firefox/Thunderbird
- ◉ Unknown little things:
 - Linkify-it-py
 - PHP-Autolink
 - Rails-Autolink

Training

- ⊙ We offer trainings for:
 - ISPs/webhosts./registrars.
 - Developers
 - Email admins
- ⊙ Hackathons in cooperation with local hosts
- ⊙ One-on-one technical assistance when possible

Academic Curricula

- ⦿ ICANN also helps with improving computer science education.
- ⦿ CS students should encounter IDNs in their education and if they learn how to write webapps, for example, then their knowledge should apply to UA webapps.
- ⦿ Developing modular structure for relevant materials to be included in current coursework.
- ⦿ Developing materials with instructions for faculty members, including exercises.
- ⦿ Work in progress, may be finished in March 2024 or later.

Future Plans

- ⦿ In the next few months, ICANN will focus more on email again.
- ⦿ Making a pass at the top ten CMSes:
 - Identify a likely list of top ten CMSes
 - Testing
 - Possibly sending some PRs
 - Writing how-to guides if anything is nontrivial
- ⦿ Develop more comprehensive issue papers for Meta and other key actors.
- ⦿ More methodical testing (also related to the issue papers above).
- ⦿ Work on academic curricula.

Progress

Dashboard

Posts

Media

Pages

Comments

Appearance

Plugins

Users

All Users

Add New User

Profile

Tools

Settings

Collapse menu

Add New User

Create a brand new user and add them to this site.

Username (required)

test

Email (required)

lyseblå@grå.org

First Name

Lys

Last Name

Blå

Website

Password

Generate password

kv\$5G5&zwq4xR1)yUn2MVWp6

Hide

Strong

Send User Notification

☒ Send the new user an email about their account.

Role

Subscriber

Add New User

Dashboard

Posts

Media

Pages

Comments

Appearance

Plugins

Users

All Users

Add New User

Profile

Tools

Settings

Collapse menu

Name

Username

test

Usenames cann

Role

Subscriber

First Name

Lys

Last Name

Blå

Nickname (required)

test

Display name publicly as

Lys Blå

Contact Info

Email (required)

lyseblå@grå.org

Website

About the user

Biographical Info

Universal Acceptance-Readiness

FINDINGS SUMMARY / NEXT STEPS

Gary Turchan
Product Manager
ICANN - Technical Services, Los Angeles

ICANN78 Prep Week
October 2023



UA-Readiness Gap Analysis Phase 3a

- ⦿ Background
- ⦿ Assumptions/Considerations
- ⦿ Findings
- ⦿ Proposed Next Steps

Background

Per ICANN's FY24-28 Operating & Fiscal Planning document, a phased approach was devised to achieve UA-readiness.

- ⦿ At the time ICANN split UA-readiness (UA-R) initiative into 3 phases:
 - ⦿ Phase 1 - Support of short and long ASCII domains. **(Completed)**
 - ⦿ Phase 2 - Support of IDNs in both Unicode and ASCII form. **(Completed)**
 - ⦿ Phase 3 - Support of Email Address Internationalization (EAI) and overall UA retrofitting/testing.

Background

UA-readiness efforts around EAI and overall UA-readiness (Phase 3) are organized into sub-phases:

- ◉ **Phase 3a: UA Gap Analysis (Current Phase):**
 - ◉ Assess status of systems in ICANN's ecosystem for UA-readiness.
 - ◉ Provide Level of Effort to make each system UA-ready.
 - ◉ Produce project plan for the next phase (3b) to move forward with implementation.
- ◉ **Phase 3b: Implementation of Public Facing Systems:**
 - ◉ Implement EAI and UA support to public facing systems.
 - ◉ Retrofit systems for EAI and UA support while managing ongoing maintenance.
- ◉ **Phase 3c: Re-Assessment of Implementation of Public Facing Systems:**
 - ◉ Assess UA changes to public facing systems; perform cross-system integration testing.
- ◉ **Phase 4: Implement EAI and any UA changes to non-public facing system.**

UA-Readiness Gap Analysis Assumptions / Considerations / Findings

Assumptions / Considerations

- ⦿ Public-facing systems are given a higher priority over non-public facing systems.
- ⦿ Level of Effort estimates are based on individual system upgrades + 2 months for integration testing.
- ⦿ Third-party vendor systems cannot be tested until vendors confirm UA compliance/upgrade.

Phase 3a Findings

- ⦿ 403 total systems identified as ACTIVE within ICANN's technology platform.
UA data parameters within each system reflected below:
 - ⦿ 180 - Not Applicable (N/A) for UA
 - ⦿ 144 – UA-ready (YES)
 - ⦿ 79 - Applicable to UA and Not UA-ready (NO)

UA-Readiness Gap Analysis Phase 3a Findings

- ⦿ **33 - Public Facing (Phase 3a)**

- ⦿ These 33 public facing systems were the primary focus of this Phase 3a GAP Analysis.
- ⦿ UA-readiness upgrade estimates were discussed and gathered for each individual system.
- ⦿ System dependencies were identified.
- ⦿ Vendor communications continue; contingency plans needed if vendor is not responsive.

- ⦿ **46 - Non-Public Facing**

- ⦿ GAP analysis continues on these systems.

Next Steps

- ⦿ Initiate Phase 3b of the project with proper governance, charter and documentation (in process).
- ⦿ Prioritize implementation of 33 systems as follows:
 - ⦿ **1) Foundational Systems 2) Public Facing Systems-ICANN 3) Public Facing Systems-3rd Party**

Foundational Systems

These systems are a major dependency for UA-readiness of all systems and should be the highest priority.

- ⦿ **Okta** – Identity Access Management: Architecture of a UA solution should be started as soon as possible.
- ⦿ **ICANN Account** – User Identity Access: Works with Okta for single sign-on capability.
- ⦿ **Proofpoint** – Incoming email threat protection: Upgrading and testing in process.
- ⦿ **PostFix** – Outgoing mail process: Related to Proofpoint - upgrading and testing in process.
- ⦿ **Mailman** – Outgoing distribution list email processing: Related to Proofpoint - pending vendor approval.

Next Steps

Public Facing Systems - ICANN

- ⦿ These individual system implementations may have varying start dates to leverage ICANN resources.
- ⦿ Dependent systems cannot be tested until all foundational systems are available.

Public Facing Systems - 3rd Party

- ⦿ Continue communication with vendors for UA upgrades within their respective applications.
- ⦿ Begin contingency planning to define a course of action if any vendor is non-responsive.

Recent UA Reports

- ◉ [FY23 UA-Readiness Report](#) was published in September 2023.
 - ◉ The report highlights:
 - ◉ A summary of the scope of UA.
 - ◉ Documentation of current gaps in technology and the UA-readiness of tested identity platforms, web hosting tools, websites, and more.
 - ◉ An update on the remediation activities undertaken in FY23.
- ◉ [FY24 UASG Action Plan](#) was published in July 2023. The report presents the operating plan for the UASG and its working groups for FY24.

Engage with ICANN and UASG at ICANN78

ICANN78 Universal Acceptance Meetings

- ◉ Sun, 22 Oct. Fellows and NextGen session with UASG
- ◉ Sun, 22 Oct. At-Large Outreach and Engagement Session with UASG
- ◉ Tue, 24 Oct. Five-Year Planning for Universal Acceptance (UA) and Governance of UA Steering Group (UASG)
- ◉ Wed, 25 Oct. Planning for Universal Acceptance (UA) Day 2024

Engage with ICANN



Thank You and Questions

Visit us at icann.org

Email: uaprogram@icann.org



[@icann](https://twitter.com/icann)



facebook.com/icannorg



youtube.com/icannnews



flickr.com/icann



linkedin/company/icann



soundcloud/icann



instagram.com/icannorg