



Some International Aspects of Email Authentication

D. Crocker
Brandenburg InternetWorking
mipassoc.org/batv
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Perspectives

Perhaps obvious, but very easy to overlook

- ✿ Some human factors
 - ✗ Legal
 - ✗ Linguistic
 - ✗ Social
- ✿ Technology
- ✿ Operations

Some Human Factors

Affecting ability and efficiency to authenticate

✿ Legal

- ✗ Differences in personal and organizational privacy protections
- ✗ Differences in personal and organizational responsibilities

✿ Linguistic

- ✗ A de facto global standard for some form of English is misleading
- ✗ To be fully inclusive, language differences must be accommodated

✿ Social

- ✗ Differences in styles of broaching complaints and resolving conflict
- ✗ **Establish operational trust before there is an problem**

Technology

- ✿ Alternate reporting information forms
 - ✗ For example, support for Unicode
- ✿ User access
 - ✗ Not connected all the time
- ✿ Network performance
 - ✗ Slow links affect ability to query databases

Operations

- Need to establish inter-organization channels between operations staff
 - ✦ Language and culture are major barriers
 - ✦ Need explicit effort to resolve
- Administration
 - ✦ Procedural timeliness
 - ✦ Staffing levels
- **Need for open fora for operational exchange**