

August 3, 2023

Communications policy for the InCommon Certificate Service

Subscribers to InCommon/Internet2 services, who are interested in service specific communications and discussions, are generally communicated to via four channels:

- Discussion lists
- Directed lists (ie a list for those with a formal role in the service)
- Status Pages
- Support Queues

The below sections describe these four communication vehicles for the InCommon Certificate Service.

Cert-users list

InCommon maintains an email list, cert-users@incommon.org, as a place for community members to share experiences, discuss possible system enhancements, and see how other campuses handle various issues and tasks. Registration Authority Officers (RAOs) and Delegated Registration Authority Officers (DRAOs) of the InCommon Certificate Service can opt to subscribe to the list.

The following service roles are able to send communications to the cert-users@incommon.org list:

- Sectigo Support Lead (Moe)
- Service Owner (Sara)
- Internet2 Support Lead (Angi/John)
- Internet2 Certificates SME (Paul)
- Exec (Ann)
- Communications Lead (Apyl)

Any member of the list is able to send communications or reply to communications on the list.

Regular communications to the cert-users list include:

- [Latest from the list](#)
- Advisory group updates,
- Webinar promotion,
- And in the future: release notes / release notices
- And possibly: forward relevant service change emails (like S/MIME updates)

Interested participants can sign themselves up to the list here:

<https://lists.incommon.org/sympa//info/cert-users>

August 3, 2023

RAO/DRAO announce lists

Should a critical service notice need to be issued to all RAOs, all DRAOs, or both RAOs and DRAOs, the service owner will coordinate a communications response. This should include a message that can be sent to the certificate-service-rao, and certificate-service-drao lists.

Essential Communications

Any message *sent to the* certificate-service-raos *or* certificate-service-drao must meet at least one of the following criteria and may be classified as an Essential Communication. An Essential Communication cannot be unsubscribed from without signaling a change in role.

1. The message is essential to the core responsibilities inherent to the given role.
2. The message pertains to an urgent security situation.
3. The message is required by law.

certificate-service-rao@lists.incommon.org and certificate-service-drao@lists.incommon.org are updated daily email lists that contain all RAOs and DRAOs who are delegated these duties for their respective domains under the InCommon Certificate Service. Today, RAO and DRAO emails, as reflected in Sectigo Certificate Manager (SCM) are loaded into these lists on a manual basis.

The following roles are able to send communications to the rao/drao-participants lists:

- Service Owner (Sara)
- Internet2 Support Lead (Angi/John)
- Internet2 Certificates SME (Paul)
- Exec (Ann)
- Communications Lead (Apyrl)

All communications to the rao/drao participants lists should be reviewed by the Exec and Communications Lead (Apyrl).

Service Status Communications

If the critical service notice is a critical incident, outage, or disruption to the InCommon Certificate Service, a notice should be posted to <https://status.incommon.org/> in addition to communications on RAO/DRAO participants lists. A service outage should also be reflected on <https://sectigo.status.io/> which has an option to sign up for an alerts email.

Service Support Communications

<https://incommon.org/certificates/support-for-certificates/>