Registered E-Mail (REM) Information Gathering Questionnaire

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Introduction

The European Telecommunications Standards Institute (ETSI) technical committee of Electronic Signatures and Infrastructures has set up a study into requirements for registered e-mail leading to standardisation in this area. ETSI is an independent, non-profit organization, whose mission is to produce electronic communications standards for today and for the future.

Business and administrative relationships among companies, public administrations and private citizens, are now more and more implemented electronically. Trust is becoming essential for their success and continued development of electronic services. It is therefore important that any entity using electronic services have suitable security controls and mechanisms in place to protect their transactions and to ensure trust and confidence with their partners. In this respect the electronic signature is an important security component that can be used to protect information and provide trust in electronic business.

Electronic mail is one of the major tools for electronic business and administration. It has been recognised that additional security services are necessary for e-mail to be trusted. In some European Union Member States (Italy, Belgium, Germany, etc.) regulation(s) and application(s) are in place on e-mails (including Internet mail & web mail) providing origin authentication and proof of delivery. Such security services may be used to provide trusted delivery of e-mail equivalent to the existing physical registered postal service. Several approaches are possible in order to realize the goal of trusted "Registered E-Mail" services. This may be enhanced, for example, by other facilities such as the "Digital Postmark" (as specified by the Universal Postal Union) to provide further electronic evidence about the handling of messages. In order to ensure the interoperability of the trusted email services, it is necessary to specify technical formats, as well as procedures and practices for handling registered e-mail and the ways the electronic signatures are applied to it.

ETSI will first verify among the European Union Member States competent bodies (state authorities, standardisation bodies, e-mail providers, local experts, etc.), as well as with other independent organisations and non EUMS bodies, which current and prospective implementations exist of registered e-mail mechanisms. A Technical Report will be produced to summarize the results of this survey.

Based on this survey outcome, a number of Technical Specifications (TSs) will be produced. These are currently envisaged as follows:

- A TS defining format of the signatures to be applied on registered emails;
- A TS defining the policies of Trusted Service Providers (TSP) applying signatures on registered emails.

Questionnaire

We would welcome your responses to the following questions in the context of Registered E-Mail. The responses will be used as the basis for the development of the ETSI specifications and so will be very valuable in ensuring that our work matches existing and likely future market requirements, encompassing existing solutions and future trends.

You may skip over any sections which you feel are not relevant or for which you do not have a specific answer. Also, instead of answering the questions in section 5 respondents may provide their own system description providing information on the system architecture and how the registered e-mail services identified are provided.

If you can answer these questions from two or more perspectives (for example: the requirements of the regulations, the provisions of one or more specific current or future implementation of those regulations) feel free to answer more copies of the questionnaire, again skipping over irrelevant sections.

Unless specified otherwise please tick all check boxes that apply. Please use continuation tables at the end of this form should the space provided be insufficient for giving a full response to any of the questions

1. Information about your organisation

1.1.	What is the name of the organisation that you represent?		
1.2.	What is the country or regional area your organisation covers Registered E-Mail?	in relation to	
1.3.	What is the type of the organisation? (select all that apply)		
<i>a</i>)	Service provider Please specify what type of service provider i) Registered Email (Registered EMail) service Provider ii) Provider of services that may be used in REM I. PKI services provider II. Time Stamping Authority III. Delegate Path Validation Service (Note 1) IV. Long term storage services V. Notarisation services (Note 2) VI. Other(s), please specify		
<i>b)</i>	System / SW provider		

<i>c)</i>	User; please specify your type / business area: I. Single user II. Bank / Financial institution III. Insurance IV. Public administration V. Other(s), please specify	
<i>d)</i>	Regulatory body	
<i>e)</i>	Standardisation body	
f)	Other(s), please specify:	
providing 2) Notarisa verificati	d path validation: A service checking the validity of set of public ka g a certification path from a trusted CA (e.g. see RFC 3379). tion service: service providing a trusted attestation of a certain eve on of a signature as valid, deposit of a binary object, delivery or w pject, etc.)	ent (e.g.:
1.4. Any Organisatie	other relevant details about your organisation:	

2. Status of Implementation

2.1.	Does information given in this questionnaire relate to a specific Registered E-Mail service implementation?	Yes: □
2.2.	If you ticked "yes" in section to 2.1 what is the status of this service	
a)	Already deployed and in operation	
b) c)	Is currently being implemented Planned or envisaged	

2.3. a)	If you ticked "yes" in section 2.1 give information on the service deployment If not deployed when to be deployed	
u) b)	<i>Current size of user community</i>	Mth: Yr:
c)	Planned size of user community	
•/		
2.4.	Does information given in this questionnaire relate to a specific product for Registered Email?	Yes: 🗆
2.5.	<i>If you ticked "yes" in section 2.4 what is the status of this product</i>	
<i>a</i>)	Already in the market	
b) c)	Is currently being implemented Planned or envisaged	
/	-	
2.6.	If you ticked "yes" in section 2.4:	
a)	What is market sector being addressed	
<i>b)</i>	What is the expected size of installations	
2.7.	Does information given in this questionnaire relate to a regulation or standard?	Regulation: 🗆 Standard: 🗆
2.8.	<i>If you ticked in section 2.7 give information about the status of the regulation / standard:</i>	
<i>a</i>)	Is this already implemented and deployed	
b) c)	Implementations being developed Implementations being developed or trialled	
d)	Yet to be implemented	
2.9.	If you ticked in section to 2.7:	
a)	What is the market sector being addressed?	
b)	What is the expected maximum size of installations?	
2.10.	Please provide any other relevant information relevant to	implementation.

3. Services

This section aims to identify the services provided / considered necessary for Registered E-Mail.

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	upported or considered necessary.		
	ot supported and not considered necessary		
vole: Evi Evidence	dence services marked with * include evidence of th <u>service</u>	<u>e time of the giv</u> <u>Supported</u> <u>necessary</u>	<u>Not supported</u>
a)	Evidence of message origin authentication Note: Includes integrity of message and authentication of the identity of the message originator.		
<i>b)</i>	Evidence of submission* Note: Evidence of submission passed back to sender.		
<i>c)</i>	Evidence that message has been transmitted through a REM service provider* Note: Evidence passed to recipient after passing through REM provider.		
d)	Evidence that message has been successfully exchanged between two REM service providers *		
e)	Evidence of notification to the recipient of the availability of a stored message ready to be delivered /downloaded*		
f)	Evidence of delivery/download*		
g)	Evidence of acceptance or rejection of message by the recipient*		
h)	<i>Evidence of non-delivery (e.g. for unknown recipient or recipient server, technical errors, etc.)</i> *		
i)	Evidence of non delivery/download within a predefined time limit* If applicable please specify if this time limit is:		
	<i>I.</i> Pre-defined <i>II.</i> Defined by the sender		
j)	Evidence that an email has been "opened" or "viewed" by recipient*		
k)	Other(s), please specify		

- *3.2. What other security related services are:*
 - supported or considered necessary.
 - not supported and not considered necessary

<u>Security s</u>	<u>service</u>	<u>Supported</u> <u>necessary</u>	<u>Not supported</u> / not necessary
a)	Malware absence verification		
b)	E-Mail content protected when passing through REM provider(s) (e.g. by encryption) to ensure that message is not revealed to parties other than the recipient(s)		
<i>c)</i>	Not revealed to recipient until e-mail accepted		
d)	Other(s), please specify		

3.3. Please identify any restrictions on the Registered E-Mail services

Restrictio	on on (if any)	<u>Value</u>
<i>a</i>)	<i>Overall Size of message: body + attachments</i>	
<i>b)</i>	Size of message body	
<i>c)</i>	Size of individual attachments	
d)	Number of attachments	
е)	Type of attachments	
f)	Other(s), please specify	

- What, if any, services relating to surface mail or external (non registered) e-mail 3.4. services are:
 - •
 - supported or considered necessary. not supported and not considered necessary? •

If no surface mail and no interface to external e-mail is supported skip this question.

Service	2	<u>Supported</u> necessary	<u>Not supported</u> / not necessary
<i>a)</i>	Always forward to physical post in case of failure of registered email		
<i>b)</i>	Forward to physical post in case of failure of registered e-mail if requested by the sender		
<i>c)</i>	Forward to physical post instead of electronic post where addressed as such by the sender		
<i>d)</i>	Forward e-mail to other non Registered E- Mail network where addressed as such by the sender		
e)	Forward e-mail received from external e-mail network (e.g. Internet) to Registered E-Mail recipient.		
f)	Other(s), please specify		
3.5. •	What other services are: supported or considered necessary. not supported and not considered necessary		
<u>Service</u>	-	Supported	Not supported_

<u>Service</u>		<u>Supported</u> necessary	<u>Not supported</u> / not necessary
a)	Sender Message Archival – i.e. Long term storage of all messages after being submitted by the sender and notifications, regardless of whether it has been delivered to / retrieved by the recipient (State retention period)		
	(If not all messages or notifications are archived, or there is a variation in the retention period for different classes of messages please provide details		

<i>b</i>)	Recipient Message Archival – i.e. Long term storage of all messages and notifications made available for download / retrieval even after being retrieved by the recipient or removed from an online message store (State retention period) (If not all messages or notifications are archived, or there is a variation in the retention period for different classes of messages please provide details)	
с)	Storage of messages containing malicious code in quarantine area for future reference (State retention period)	
<i>d</i>)	Storage of logs containing information about messages (State retention period) (Describe in general terms information collected)	
е)	Maintenance of signatures on archived data to ensure sufficient data is available to verify signature over long term. Note: See section 6 of CWA 15579 for example of measures that may be taken.	

f)	Directory services to		
	i) assist senders in obtaining recipients emai		
	addresses		
	<i>ii)</i> assist senders / recipients in obtaining certificates required to secure messages		
	<i>iii) Other(s), please specify</i>		
	O(h, m(z)) , $n(z) = n(z) = n(z)$	<u> </u>	
g)	Other(s), please specify		
3.6.	What type of users are supported		
<i>a)</i>	Individuals		
<i>b)</i>	Organisations		
<i>c)</i>	Other(s), please specify		
3.7.	What business areas are directly supported / envis	saged as possib	ole, or, specifically
Business	not supported?	Supported	Not supported
Dusiness	<u>, urcu</u>	<u>Envisaged</u>	<u>ivoi supporteu</u>
<i>a)</i>	E-purchasing		
<i>b)</i>	E-tendering		
<i>c)</i>	E-accounting		
<i>d</i>)	Official communication between and with public administrations		
e)	General purpose transmission of messages		
	and/or files		

f)	Other(s), please specify		
3.8.	Please provide any further relevant i	information regarding th	e services provided.

4. Regulations & Legal Validity

Please specify known regulations which identify requirements or assign special legal validity to Registered Email and describe the scope of the regulation.	
Reference:	
URL (e.g. HTTP//) or other address for on-line version	
Description:	
Scope (Europe, name country or other region, user community)	
Poforonco:	
URL or other address for on-line version:	
Description:	
Scope (Europe, name country or other region, user community)	
	legal validity to Registered Email and describe the scope of the regulation. Reference: URL (e.g. HTTP//) or other address for on-line version Description: Scope (Europe, name country or other region, user community) Reference: URL or other address for on-line version: Description:

c) Reference::

URL or other address for on-line version

Description:

Scope (Europe, name country or other region, user community)

(Please use continuation tables to provide further references)

4.2. Please specify legally recognised evidential value that applies to the evidence provided by the security services described in 3.1.

Where applicable to specific evidential service please identify reference (a, b, ...) from 3.1 above. (or specify all).

Where known, identify reference number (a, b,	c,) of releve	ant regulation fr	om 4.1 above.
Evidential value	Applicable	Services	Regulation

<u>Evidential</u>	<u>value</u>	<u>Applicable</u>	<u>Services</u>	<u>Regulation</u>
a)	has full and general legal validity through specific statute Note: For example, an e-mail implemented in abidance of specific legislative rules has legal validity towards any use governed by those rules, without the need neither of any additional supportive agreement by the originally involved parties, nor of any subsequent endorsement by other parties.			
<i>b)</i>	has legal validity based on explicit preliminary acceptance or explicit agreement by the parties (i.e. the rules set is already defined, users can just accept them)			
<i>c)</i>	has legal admissibility as a trial evidence, but no "per se" legal validity, Note: c.f. evidential value of electronic signatures other than Qualified Electronic Signature as defined in article 5.2 of the Electronic Signatures Directive 1999/93/EC			
<i>d)</i>	Other(s), please specify			

4.3.	Is the evidence verifiable by:	
<i>a</i>)	Only registered REM users	
<i>b)</i>	Any party trusting the Certification Authority(ies) used for signing Registered E-Mail	
<i>c)</i>	Other(s), please specify	

5. Service Provision Model

Note: If you prefer, you can provide us (ETSI STF 318) with your own documentation giving detailed information on how the services are provided, and then we can work with you on how to relate this to the questions in this section.

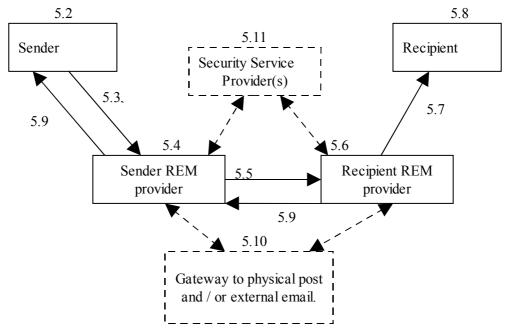
The aim of the following questions is to solicit information about the high level model of the Registered E-Mail system and how the evidential services identified above are provided.

If a system description already exists, or if it would be easier to use your own terms, please provide a description of the high level architecture and how the services listed above are provided in a separate document or in the continuation tables at the end of this questionnaire.

If you have provided your own description of the service provision model please check this

box \square and, where not included in the continuation tables, give the reference & title of the documentation provided:

The questions in this section are based upon the following model:



Notes

- 1 External e-mail means e-mail services which do not provide Registered E-Mail services directly to the sender or the recipient. This may be either conventional e-mail, or conventional physical postal services (registered or otherwise).
- 2. Sender and recipient includes associated software and hardware on sender's / recipients system.

Continuous (i.e. not dashed) lines identify elements of what is henceforth referred to as "basic model".

The numbers appearing in the figure above identify subsections of the present section. Each subsection contains questions on specific elements of the model. Subsection 5.1 contains questions regarding the model as a whole.

5.1. Model Used

5.1.1.	Indicate below the applicability of this model to the REM service.	
<i>a)</i>	Basic model described is applicable (excluding model elements gateway and security service providers)	
<i>b)</i>	<i>REM provider is a single entity supporting Registered E-Mail services for both sender and recipient (if so skip 4.5 below)</i>	
<i>c)</i>	Security service provider(s) are separate entity (ies) in your model.	
<i>d)</i>	Is gateway to external email or physical delivery supported	
e)	Additional service provision entities identified (if so list entities below and describe services & mechanisms and dialogue for additional entities in continuation tables at the end of this questionnaire) Please list entities below and describe the services and mechanisms su by those entities in the continuation table (section 10)	upported
f)	Model not applicable	
5.1.2.	Is Registered E-Mail service outsourced to an independent hosting service.	

5.2. Sender Services and Mechanisms

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5.2.1.	Check all the services and mechanisms employed by the s	ender
a)	Evidence of message origin authentication Note: May also be provided by sender Registered E- Mail provider based on peer entity authentication.	
	Mechanisms supporting this service:	
	i) Advanced electronic signature	
	ii) Qualified electronic signature	
	iii) Time-stamp	
	iv) Time-mark	
	v) Other mechanism(s) and / or trusted services, please specify	

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<i>b)</i>	Other service(s), please specify	
	Mechanism(s) supporting the service Please describe mechanisms used to support	the service(s)

5.3. Sender – Sender REM Provider Dialogue

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5.3.1.	Peer Entity Authentication Is client authenticated to REM Provider			
If so what	mechanism(s) is (are) employed			
<i>a)</i>	Simple Password			
<i>b)</i>	One time password			
<i>c)</i>	Cryptographic device (e.g smart card, USB toke	en)		
<i>d)</i>	Password over SSL / TLS			
e)	Software key			
f)	SAML Assertion			
<i>g)</i>	Other(s), please specify			
	Please specify any restrictions on authentication of password)	ı passwords	, keys etc (e	e.g. size
5.3.2.	Service controls: Are the following services all provider, provided only upon sender request or provider?	• •	•	
		<u>Always</u>	<u>Upon</u> <u>request</u>	<u>Never</u>
<i>a)</i>	Evidence of message origin authentication			
<i>b)</i>	Evidence of submission			
<i>c)</i>	Evidence that message has been transmitted through a REM service provider			

d)	Evidence of notification to the recipient of the availability of a stored message ready to be delivered /downloaded			
<i>e)</i>	Evidence of delivery/download			
f)	<i>Evidence of acceptance or rejection of message by the recipient</i>			
<i>g)</i>	Evidence of non-delivery (e.g. for unknown recipient or recipient server, technical errors, etc.)			
h)	Evidence of non delivery/download within a predefined time limit			
i)	<i>Evidence that an email has been "opened" or "viewed" by recipient</i>			
j)	Notifications of errors)			
k)	Other(s), please specify			
5.3.3.	Message identifier			
<i>a)</i>	Is there a unique identifier allocated by Sender? Please describe			
b)	Is there a unique identifier allocated by Sender R Please describe	EM provid	er	
<i>c)</i>	Other information about message identifier			

5.4. Sender REM Provider Services and Mechanisms

Note: the REM provider may call upon third party Security Service Provider(s) to support the provision of certain mechanisms.

.4.1.	Check all the services and mechanisms employed by the	sender REM provider
a)	Evidence of message origin authentication Note: It is expected that this is provided using peer authentication provided by the sender provider dialogue.	
	Mechanisms supporting this service:	
	<i>i)</i> Advanced electronic signature applied by REM provider on behalf of sender	
	<i>ii) Qualified electronic signature applied by REM provider on behalf of sender</i>	
	iii) Time-stamp	
	iv) Time-mark	
	v) Other mechanism(s) and / or trusted services, please specify	
<i>b)</i>	Evidence of submission (returned to sender)	
	Mechanisms supporting this service:	1
	<i>i)</i> Advanced electronic signature of REM provider	
	<i>ii) Qualified electronic signature of REM provider</i>	
	iii) Time-stamp	
	iv) Time-mark	
	v) Other mechanism(s), please specify	
<i>c)</i>	<i>Evidence of transmission (forwarded with message to recipient)</i>	
	Mechanisms supporting this service:	
	i) Advanced electronic signature of REM provider	

<i>ii) Qualified electronic signature of REM provider</i>	
iii) Time-stamp	
iv) Time-mark	
v) Is the From address updated to: I. Hide sender address II. Identify service provider on behalf of sender III. Other please specify:	
 d) Checks on sender signature validity i) Is message rejected if fails ii) Is message rejected if signature not present iii) Is message rejected if signature not of form (e.g. qualified) expected 	
e) Other service(s) and / or trusted services please specify	
Mechanisms supporting this service: Please describe mechanisms used to support this service	

5.5. Sender REM provider – Recipient REM provider dialogue

Note: Skip this sub-section if sender and recipient REM provider is a single entity (i.e. are not separated)

5.5.1.	Peer Entity Authentication Are Sender and recipient REM Provider authenticated to each other?	
If so what	mechanism(s) is (are) employed	
<i>a)</i>	Cryptographic device(e.g smart card, USB token)	
<i>b)</i>	Password over SSL / TLS	
<i>c)</i>	Software key	
d)	SAML Assertion	

e)	Other(s),	please	specify

Please specify any restrictions on authentication passwords, keys etc (e.g. size of password)

5.5.2. Are the following services always provided by the recipient REM provider, provided only upon sender / sender REM provider request, never provided?

		<u>Always</u>	<u>Upon_</u> <u>request</u>	<u>Never</u>
a)	Evidence that message has been successfully exchanged between two REM service providers			
<i>b)</i>	Evidence of notification to the recipient of the availability of a stored message ready to be delivered /downloaded			
<i>c)</i>	Evidence of delivery/download			
<i>d</i>)	Evidence of acceptance or rejection of message by the recipient			
е)	<i>Evidence of non-delivery (e.g. for unknown recipient or recipient server, technical errors, etc.)</i>			
f)	Evidence of non delivery/download within a predefined time limit			
g)	Evidence that an email has been "opened" or "viewed" by recipient			
h)	Check for malicious code			
i)	Notifications of errors (please provide details of errors that may be indicated)			
j)	Other(s), please specify			

5.5.3.	Message identifier	
<i>a)</i>	Is there a unique identifier allocated by Sender REM Provider (or forwarded from Sender)? Please describe	
<i>b)</i>	<i>Is there a unique identifier allocated by Recipient REM provider</i> <i>Please describe</i>	
<i>c)</i>	Other information about message identifier	
5.5.4.	Please provider other relevant information relevant to this dialogue	

5.6. Recipient REM Provider Services and Mechanisms

Note: the REM provider may call upon third party Security Service Provider(s) to support the provision of certain mechanisms.

5.6.1.	Please check all the services and mechanisms employed by the rec provider	ipient REM
a)	Evidence that message has been successfully exchanged between	
	two REM service providers	
	Mechanisms supporting this service:	
	i) Advanced electronic signature of REM provider	
	ii) Qualified electronic signature of REM provider	
	iii) Time-stamp	
	iv) Time-mark	
	v) Other mechanism(s) and / or trusted services, please specify	

Mechanisms supporting this service: i) Advanced electronic signature of REM provider	
<i>ii) Qualified electronic signature of REM provider</i>	
iii) Time-mark	
iv) Time-stamp	
v) Other mechanism(s) and / or trusted services, please specify	
Evidence of delivery/download	
iii) Time-mark	
iv) Time-stamp	
v) Other mechanism(s) and / or trusted services, please specify	
Evidence of acceptance or rejection of message by the recipient	
	<u>+</u> ¦¦
	<u>_</u>
/	<u>_</u>
v) Other mechanism(s) and / or trusted services, please specify	
Evidence of non-delivery (e.g. for unknown recipient or recipien server, technical errors, etc.)	
Mechanisms supporting this service:	
/	↓□
iv) Time-stamp	
v) Other mechanism(s) and / or trusted services, please specify	
	v) Other mechanism(s) and / or trusted services, please specify Evidence of delivery/download Mechanisms supporting this service: i) Advanced electronic signature of REM provider iii) Qualified electronic signature of REM provider iii) Time-mark iv) Time-stamp v) Other mechanism(s) and / or trusted services, please specify Evidence of acceptance or rejection of message by the recipient Mechanisms supporting this service: i) Advanced electronic signature of REM provider iii) Qualified electronic signature of REM provider iii) Qualified electronic signature of REM provider iii) Time-mark iv) Timestamp v) Other mechanism(s) and / or trusted services, please specify vi) Timestamp v) Other mechanism(s) and / or trusted services, please specify iii) Time-mark iv) Timestamp v) Other mechanism(s) and / or trusted services, please specify iii) Advanced electronic signature of REM provider iii) Qualified electronic signature of REM provider iii) Qualified electronic signature of REM provider ii) Qualified electronic signature of REM provider iii) Qualified electronic signature of REM provider iii) Qualified electronic signa

f)	Evidence of non delivery/download within a predefined time limit	
	Mechanisms supporting this service:	
	<i>i)</i> Advanced electronic signature of REM provider	
	<i>ii) Qualified electronic signature of REM provider</i>	
	iii) Time-mark	
	iv) Time-stamp	
	v) Other mechanism(s) and / or trusted services, please specify	
g)	Checks on sender signature validityImage: Checks on sender signature validityi) Is message rejected if failsImage: Checks on sender signature not presentii) Is message rejected if signature not of form (e.g. qualified) expected	
h)	Other service(s), please specify	
	Mechanisms supporting this service: Please describe mechanisms used to support this service	

5.7. Recipient REM Service Provider - Recipient Dialogue

5.7.1.	Peer Entity Authentication Is client authenticated to REM Provider	
If so what	t mechanism(s) is (are) employed	
a)	Simple Password	
<i>b)</i>	One time password	
<i>c)</i>	Cryptographic device(e.g smart card, USB token)	
<i>d</i>)	Password over SSL / TLS	
<i>e)</i>	Software key	
f)	SAML Assertion	
g)	Client Public key certificate	

h)	Other(s), please specify			
	Please specify any restrictions on authenticat password)	tion passwords	s keys etc (e.g.)	size of
5.7.2.	Service controls: Are the following services always provided by the recipient service provider, provided only upon sender's request, never provided?			
		<u>Always</u>	<u>Upon</u> <u>request</u>	<u>Never</u>
<i>a)</i>	Evidence that an e-mail has been "opened" or "viewed" by recipient			
<i>b)</i>	Other(s), please specify			
5.7.3.	Please provider other relevant information r	elevant to this	dialogue	·

5.8. Recipient Services and Mechanisms

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)	Check all the services and mechanisms employed by the recipient	
a)	Evidence that an e-mail has been "opened" or "viewed" by	
	recipient	
	Mechanisms supporting this service:	
	<i>i)</i> Advanced electronic signature	
	ii) Qualified electronic signature	
	iii) Time-stamp	
	iv) Time-mark	
	v) Other mechanism(s) and / or trusted services, please specify	

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<i>b)</i>	Other service(s), please specify	
	is supporting this service:	
Please des	cribe mechanisms used to support this service	

5.9. Final Notifications

5.9.1.	Please identify notifications passed back to sender's REM provider, and to sender.			
		<u>Returned to</u> <u>Sender</u> <u>REM</u> <u>provider</u>	<u>Returned</u> <u>to Sender</u>	
a)	Evidence of notification to the recipient of the availability of a stored message ready to be delivered /downloaded			
<i>b)</i>	Evidence of delivery/download			
<i>c)</i>	<i>Evidence of acceptance or rejection of message by the recipient</i>			
d)	Evidence of non-delivery (e.g. for unknown recipient or recipient server, technical errors, etc.)			
e)	Evidence of non delivery/download within a predefined time limit If applicable please specify if this time limit is: I. Pre-defined II. Defined by the sender			
f)	Evidence that an email has been "opened" or "viewed" by recipient			
g)	Notification of malicious code			
h)	Notifications of errors (please provide details of errors that may be indicated)			
i)	Other(s), please specify			

5.10. Gateway

Note: This section may be skipped if the REM system does not support physical postal services or external e-mail services.

5.10.1 Does the REM support interfacing to non REM users?	
If so who can communicate with REM services providers:	
<i>i)</i> Can a non REM message be accepted by a REM service provider to be delivered to a recipient registered with that REM provider?	
<i>ii) Can a REM message be sent to recipients that are not known to the sender REM service provider as registered with any Recipient REM provider?</i>	
5.10.2 Does the REM support interfacing to physical postal services?	
5.10.3 If physical postal service is supported does this also provide registered mail services?. If yes, please provide further details of service provided:	Yes□ No□
5.10.4 Please provide details of any evidence services and mechanisms (as above) p by gateway	orovided
5.10.5 Please provide other details regarding interfacing to external postal and e-n services	ıail

5.11. Security Service Provider

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5.11.1.	What independent security service provider element	ts are used?	
Security s	Security service provider		
<i>a)</i>	Signature provider		
<i>b)</i>	Signature verifier (entire certif. Path)		
<i>c)</i>	Encryption service provider		
<i>d</i>)	Decryption service provider		
e)	Time stamping provider		
<i>f)</i>	Long term archival service provider		

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g)	Other(s), please specify	

6. Technical Details

	<u>Client type</u>	<u>Sender</u>	<u>Recipier</u>
<i>a)</i>	Outlook		
<i>b)</i>	Outlook express		
<i>c)</i>	Eudora		
<i>d)</i>	Thunderbird		
е)	Other e-mail clients Please specify:		
<i>f)</i>	Webmail using active X / Javascipt		
g)	Other webmail Please specify:		
h)	Other(s), Please specify		
	How are messages referenced in notification	ns?	
<i>a)</i>	Message identifier		
<i>b)</i>	Message hash		
c) d)	Message copy including attachments Message body + hash of attachments		
<i>e)</i>	Other(s), please specify		
f)	Different forms of reference are used for Please specify:	r different notification.	

<i>a</i>)	Carried as text attachment		
<i>b)</i>	Carried as XML attachment		
<i>c)</i>	S/MIME p7s detached signature		
<i>d</i>)	S/MIME p7m object		
<i>e)</i>	Other(s), please specify		
f)	Different forms of reference are used for forms of evider Please specify:	ice.	
6.4.	What signature format is used?		
<i>a)</i>	S/MIME (RFC 3851 or previous versions)		
<i>b)</i>	CMS (other than within S/MIME – RFC3851 or previous versions)		
<i>c)</i>	XML Sig (RFC 3275 / W3C Recommendation)		
<i>d</i>)	CAdES (ETSI TS 101 733)		
e)	XAdES (ETSI TS 101 903)		
<i>f)</i>	Other(s), Please specify		
6.5. Į	f time-stamping is used, what form of time-stamp is used?		
a)	RFC 3161 Time-stamp		
<i>b)</i>	Other(s), Please specify		
6.6. <u>1</u>	f time-marking is used pleased provider further information	on ho	ow implemented.
	What time source is used for time-stamps / time-marks appli		nessages?
a)	Synchronisation with a source calibrated with UTC in li	ne	
/	with ITU-R Recommendation TF.460-4.		

<i>c)</i>	GPS time source	
<i>d)</i>	Other(s), Please specify	
e)	No synchronisation	
6.8.	What other security protocols are used?	
<i>a)</i>	Secure Sockets Layer / Transport Layer Security	
<i>b)</i>	Other(s), Please specify	
6.9.	What PKI / signature support services are used ?	
<i>a)</i>	LDAP Directory	
<i>b)</i>	X.509 Certification authority	
<i>c)</i>	X.509 Certificate revocation lists	
<i>d</i>)	OCSP (RFC 2560)	
<i>e)</i>	Digital Signing servers for signature creation	
f)	Digital Signing servers for signature verification	
<i>g)</i>	Is a hierarchical or a peer type CA structure implemented?	
	 i) Hierarchical: ii) Peer to peer based on Trust status lists (ETSI TS 102 231) iii) Peer to peer based on TSL like iv) Other(s), please specify: 	
h)	Other(s), Please specify	
6.10. 6.11.	UPU DPM supported (UPU specification S43-3)?	

7. Security Policies and Practices

7.1. a) b) c)	Registration: Are senders / recipients securely identified at registration time? If Yes, please specify: Registration by face to face presence with documentation supporting identity remote authentication through previous identity check other(s), please specify	No \Box Yes \Box \Box \Box
7.2.	User's are always registered both as a sender and as a recipient If no please provide details	Yes □ No □
7.3.	Can an existing e-mail box, previously assigned to a person, assignee, to be securely identified at registration time: (e.g. identified as belonging to a department it can be assigned to sequence) No Yes Under certain conditions please specify	where a mailbox is
7.4. a)	When registering, are senders / recipients required to sign a contract or agree to some other form of undertaking as individuals. If yes please provide details	Yes□ No□
b) c)	If provided as separate documentation check here: \Box If provided in continuation table (section 10) check here: \Box	

	Prior to or when registering are senders / recipients organisations required to sign a contract or agree to some other form of undertaking.	$_{Yes} \Box _{No} \Box$
a)	If yes please provide details	
b) c)	If provided as separate documentation check here: \Box If provided in continuation table (section 10) check here: \Box	
7.6.	Does the system operate under a defined Security Policy?	$Y_{es} \square N_O \square$
7.7.	Does the system operate under an ISO/IEC 27001 based Information Security Management System?	$Yes \square No \square$
	If yes is this certified to be conformant?	$Yes \square No \square$
7.8.	<i>What type of signing device is employed in service provider</i>	
<i>a</i>)	HSM	
<i>b</i>)	Smart card / USB type devices Software key	
c) d)	Other, please specify	
7.9.	Are hardware security modules / smart card signing	
1.).	devices used for signing certified conformant to:	
<i>a)</i>	CWA 14167-2	
a) b)	CWA 14167-2 CWA 14167-4	
<i>b)</i>	CWA 14167-4	
b)	CWA 14167-4 CWA 14169 Common Criteria (ISO/IEC 15408 or equivalent)	

g)	Other(s) Please specify	
7.10.	Please provide other relevant policy / practices details:	

8. Other Relevant Information

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8.1.	<i>Please provide any other information that you think may be of relevance to our study:</i>

9. Sources of Information

9.1.	Please identify any reference information (excluding regulations identified above)
9.2.	Please provide contact information
	Organisation:
	Name:
	Telephone:
	E-Mail address
purpos otherw	box if this contact information can be shared among members of the STF for the set of this study: \Box , vise the information will be held by the STF member first receiving this questionnaire, formation other than organisation removed.
9.3.	Please identify any other useful contacts and sources of information which may be of relevance to this study.

Thank you very much for completing the form! To send us your input please press the 'Submit by Email' button at the <u>start of this form</u>.

10.Continuation Tables

If there is insufficient space to answer any of the questions identified above please use the following area to provide the relevant information:

Please provide question reference(s) and relevant information