

# User Stories

## What is a user story?

These are [user stories](#) in the sense of agile development which means I'm trying to identify a subject, a desired action and a value that subject would derive from the action. There are probably lots of variations to these (eg multiple subjects deriving separate value from the same action) and it is probably valuable to continue this exercise.

Note Well: I haven't checked my language for correctness or even for sensibility! Please edit!

## Stories

### Bounce Messages

- Email admins want to re-enable bounce messages for trusted domain in order to help receiving parties debug problems.

### Trusted Email

- Email users want to know that an email comes from a domain which is part of a trusted membership organization (eg "this mail comes from an Internet2 member organization) in order to give such email priority.
- Email administrators want more fine-grained reputation domains so that a departmental mail domain that is not as well run as other domains does not impact the entire organization's reputation.

### Best Practice among SaaS providers

- In order to support evolving best practice by common email providers (eg gmail, yahoo) email users want DKIM signatures on forwarded messages.

### Official Email

- University management want to be able to send "official" email and have such messages be recognized as "official" by common email clients and email service providers.

### Avoid delays

- Researchers want to avoid delays imposed on email delivery when communicating with funding organizations in order to decrease the risk of missing an important message or delaying a conversation.
- Email admins want to be able to auto-whitelist sender IPs for greylisting based on DKIM-signatures from trusted domains in order to avoid delays for messages from such domains.