A Proposal for Organizing our Work and Communicating our Protocol

IETF 122

21 March 2025

Bangkok, Thailand

I E T F

Historical View

- “If you were to print out the entire H.323 specification, put it in a pile on the floor, stand on top of it and jump, you would not survive the fall”
- SIP RFC Organization
  - Core Structure:
    - Anchored by RFC 3261 (core protocol, replaced RFC 2543)
    - ~100-150 total SIP-related RFCs
    - ~20-30 core specifications
  - Organized into categories:
    - Core protocol extensions
    - Security mechanisms
    - NAT traversal solutions
    - Media handling
    - Application-specific extensions
    - Interoperability specifications

A Proposal for Organization and Communication

- The two problems to be solved?
  - Organize the working group into streams based on topics
  - Not overwhelm the new participants by enabling a structured approach to their learning and discovery
- Proposed Document Tree (All suggestions welcome on this)
  - vCon Use Cases - establishing requirements, maybe thrown out
  - vCon Architecture - introduction to space, identification of elements, integration with other protocols
  - vCon Container - the JSON Format for Conversational Data
  - vCon Security and Trust - management of consent and lifecycle
  - vCon Data Types - detailed definitions of attachments, analysis, dialogs as required.
  - vCon Privacy Considerations - Essential background for vCon developers
- Organization (All suggestions also welcome)
  - Each document has two at least two editors gathering workgroup opinions

vCon Use Cases

Informational Internet Draft

- Scenarios, implementation considerations and data minimization strategies for each use case
  - Contact Center Data Exchange scenarios
  - Non-Contact Center Data Exchange with CRM scenarios
  - Conversations of Record including ECRIT Environments
  - Message History Data Exchange scenarios
  - AI training and analysis scenarios

vCon Architecture

Standards Track RFC

- Introduction to vCon and problem space
- Architectural overview of conversation data flows
- Entities and roles
  - Communication Systems
  - Data Owners/Consumers,
  - Analysis Services
- Core concepts and definitions
- Privacy and security considerations overview
- vCon Lifecycle

vCon Container
Standards Track RFC

vCon Container (Standards Track RFC)

- JSON-based container format definition
- Required and optional elements
- Media type registration
- Extension mechanisms
- Data minimization principles
- Version control and compatibility
- Encryption specifications (using existing object security models like JOSE)
- Attachments – inline and remote referenced (could be the solution to the vCon Manifest)

vCon Security and Trust

Standards Track RFC

- **Security and Trust** - vCons as digital records of conversations and their management
- **Data Privacy & PII** - Explores how sensitive PII is handled within vCon systems
- **Consent Management** - Addresses processes for obtaining, tracking, and revoking user consent
- **Regulatory Compliance** - Discusses alignment with privacy regulations like GDPR and CCPA
- **SCITT**- Explains the role of SCITT ledgers in maintaining data integrity
- **Lifecycle Management** - Details transitions a vCon can undergo from creation to deletion
- **Data Roles & Responsibilities** - Defines the different entities involved
- **Cross-Entity Workflows** - How information flows between organizations maintaining compliance

vCon Data Types

Standards Track RFC

- Standard Templates
  - Consent
  - Validation of parties
  - Transcription
- Named extension mechanism
  - Media types for analysis data
  - Media types for attachment data
- Relationship to other protocols
- Iana Registry

vCon Privacy Considerations

Standards Track Informational Draft

- Guides professionals in implementing privacy-respecting data management practices
  - Addresses management of personal data, including biometric information from audio/video recordings
  - Covers sensitive information in messaging and personal communications
- Outlines key concepts in data privacy and communications privacy
  - Addresses ethical and legal considerations for collection, processing, and disclosure of consumer data
  - Explains fundamental privacy principles
  - Defines important roles in data processing
  - Details consumer rights regarding personal information
- Discusses scope of protected personal information and sensitive data categories
- Focuses on consumer data privacy in relation to organizations
- Provides comprehensive overview of privacy considerations
- Aligns with fair information practices and current regulatory frameworks