Interoperable Chat, Dutch Healthcare and the Digital Markets Act

About the pitfalls of interoperable chat

Winfried Tilanus, Februari 5th 2023
• Designated Gatekeepers must:
• Open their chat
  • Chat in 3 months
  • Group chat in 2 years
  • Voice/Video in 4 years
• API is OK
• European Commission may draft a standard
• Same security features as their own product
• Neutral compared to their own product
Deja-Vu!

- Dutch ministry of health:
  - Standard
  - Chat
  - Interoperable
  - Secure
- NEN (Dutch Standardization Institute)
• Vendor A:
  “We are secure because we offer state of the art E2EE, so nobody can eavesdrop on you!”

• Vendor B:
  “We monitor all communications and filter harmful content, so everybody is safe on our platform!”
Secure? (2)

- E2EE has drawbacks:
  - Both clients must support same protocol
  - No spam/harmful content detection
  - Vendor can’t control what is injected in network
  - Can have IP issues
- Standardization to E2EE is political decision!!!
Secure? (3)

• Dutch healthcare:
  • secured servers
  • no E2EE
  • only access after authorisation
• (Last point killed the project)
Interoperable with who?

- API for clients?
- S2S with limited parties?
- Open federation?
Functionalities (1)

- Chat isn’t “just chat”
- Lots of functionalities
- Must choose:
  - Obligatory
  - Optional (service discovery!)
  - Not
Some functionalities...

- Sending messages
- Reply to specific message
- Message styling
- Consistent colors
- Showing presence
- Avatars
- vCards
- Event publishing
- Multiple clients
- Blocking users
- Server side message storage

- Message delivery receipts
- Chat states
- Message correction
- File (image!) transfer
- Delayed delivery
- Moved notification
- Real time tekst
- Stickers
- Disappearing messages
- Attach emoji to message
Questions / Discussion