



Customer Experience and Strategy Update

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Agenda

Direct and Indirect Customer Support

Customer Journey Mapping

Data-Driven Process Improvement

Key Program Updates

Outreach and Engagement

Areas of Focus



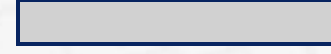
- Premier Support Plan (PSP)
- Qualified Facilitator Program (QFP)
- Certification Program
- Other member support activities



- Elections support
- Public Policy support

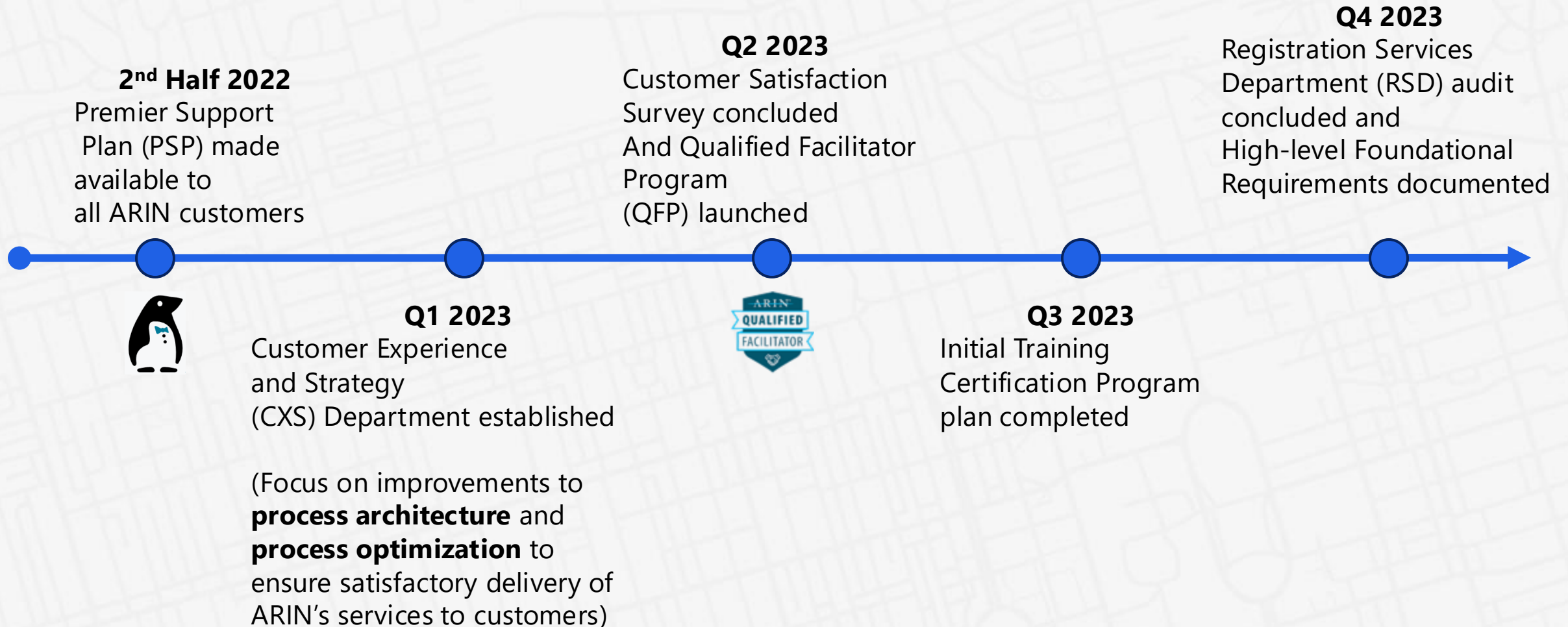


- Business process excellence and continual improvement in service delivery
- Data accuracy
- Fraud prevention

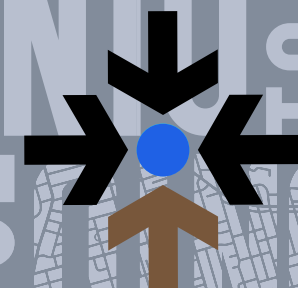


- Fellowship Program
- Community Grant Program
- Speaking engagements and outreach with emphasis on IPv6

Setting the Foundation



Direct and Indirect Customer Support



Overview of Direct and Indirect Support



Direct Support

One-on-One Engagement

- Personalized assistance with IPv6 transition requests
- Follow-up customer engagement
- Proactive and targeted outreach efforts



Indirect Support

Systematic Improvements

- Process improvement initiatives
- Requirements Identification and Prioritization
- Continual Service Improvement (CSI)



Benefits to Customers

Increased Efficiency

- Streamlined interactions
- Faster resolution times

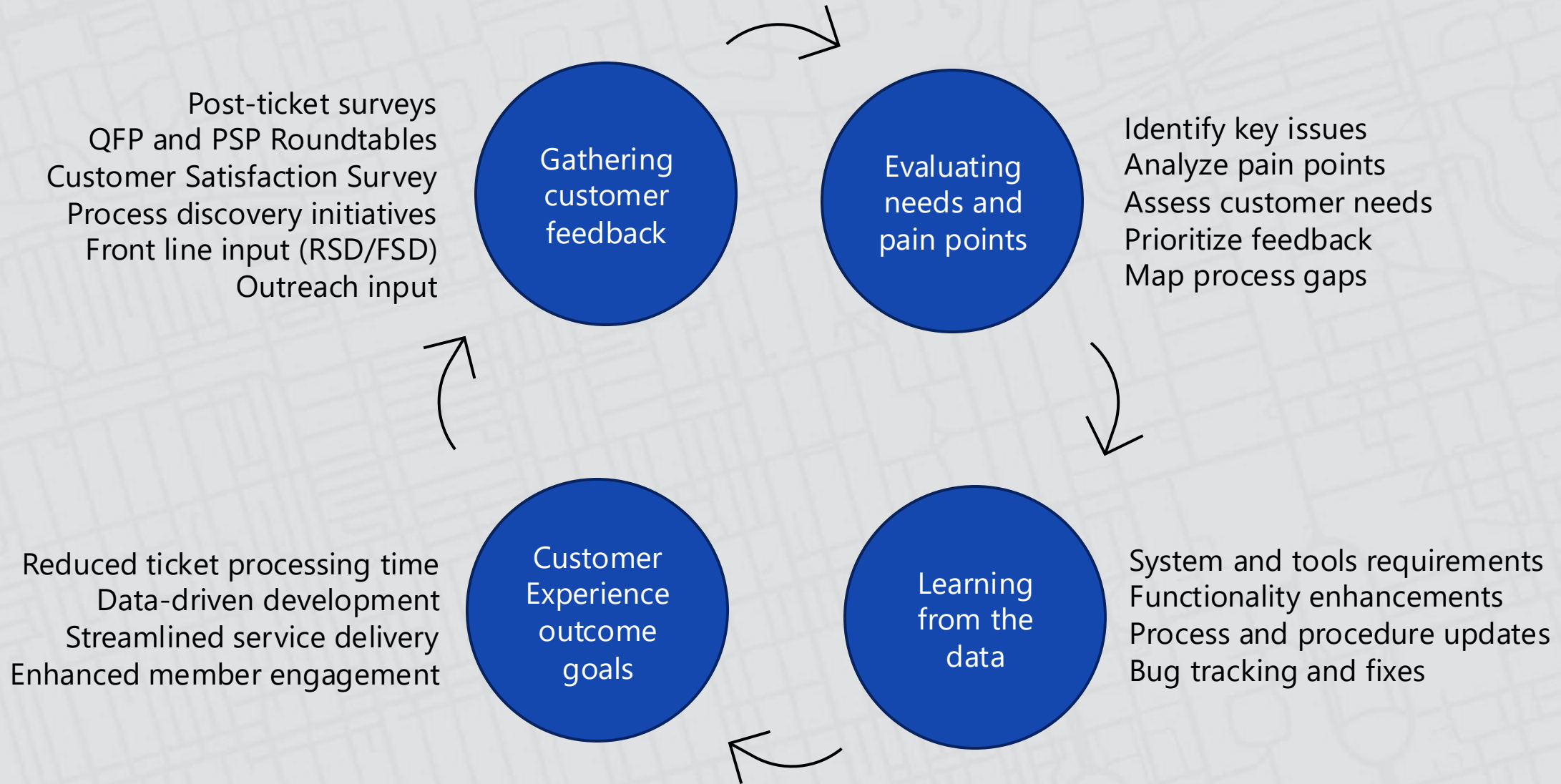
Higher Satisfaction

- Improved customer experience
- Stronger relationships

Customer Journey Mapping



Customer Journey Mapping



Data-Driven Process Analysis



Focusing on Efficiency and Quality

“The quality of a product is the result of the quality of the process.”

– Joseph Juran

At ARIN, we are enhancing our **internal processes** to ensure that the quality of our services meets **customer expectations** using data-driven insights and continuous process improvement methodologies.

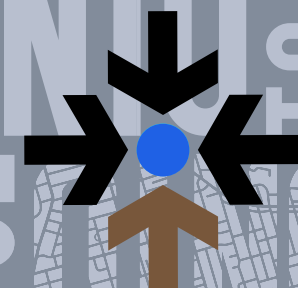
**Structured Process
Improvements
resulting in a
20% reduction
in Transfer
processing time**

Leveraging Lean Six Sigma to Uncover
Process Inefficiencies

Implementing Procedural Changes Based on
Data Analysis

Continuously Refining Requirements,
Processes and Resources

Program Updates





Premier Support Plan



Consistent customer engagement and membership



Quarterly Roundtables provide valuable customer feedback



Sustained success two years after launch



Personalized support with priority access to resources



Qualified Facilitator Program



Well-received by customers, Facilitators, and ARIN staff (over one year in)



Quarterly Roundtables generate ongoing feedback



Steady membership since program launch



Positive anecdotal experiences from both customers and Facilitators



2023 Recipients

- Open Source RegCtl & PrefixCtl
- IPv6 Test Pod
- NTP TCP Services Daemon

Final Reports coming soon

2024 Recipients

- Exploring Potential Use Cases of RPKI Signed Checklist (RSC) Under RFC 9323
- Mitigating Internet Abuse Through IP Addresses: A Data-based Analysis

Hear an update at ARIN 55

2025 Application

- Financial grants in support of operational and research projects that improve the overall Internet industry and user environment

Application site opens in April



FELLOWSHIP PROGRAM

American Registry for Internet Numbers

Want to learn more about
Internet number resource
policy development?
Apply to be an ARIN Fellow!



Held before, during
and after an ARIN Public
Policy and Members
Meeting



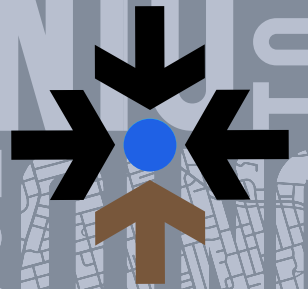
Selected Fellows receive
an in-depth introduction
to ARIN and the Policy
Development Process
(PDP), in addition to
Mentorship from a
member of the ARIN
community



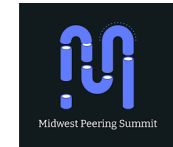
**Applications for the
ARIN 55 Fellowship
Program will open in
January 2025**

TORONTO

Outreach and Engagement



Outreach around the ARIN Region



Overall Impact



Customer
feedback and
positive outcomes



Rising
demand for
engagement



Prescribes
goals for
the future

Join us to engage with regional leaders and explore strategies for a connected Caribbean future.

10-12 December | Miami, FL | arin.net/events/CCS2024



Thank you

Questions and Comments?

