Customer Experience and Strategy Report

Joe Westover

Director, Customer Experience and Strategy

CXS Areas of Focus

- Premier Support Plan (PSP)
- Qualified Facilitator Program (QFP)

- Elections support
- Member support
- Public policy support

- Business process excellence and continual improvement in service delivery
- Identification, gathering and prioritization of requirements for targeted improvements

- Fellowship Program
- Community Grant Program
- Outreach with Customer Service desks and speaking engagements on key services, including RPKI and IPv6 adoption

Meet the Team

Joe Westover
Director, Customer Experience and Strategy

Amanda Gauldin
Project Manager

Marty McLaughlin
CXS Manager

Eddie Diego
Policy Analyst

Prabha Bhattarai
Customer Success Analyst

Regi Alcancia
Business Process Manager
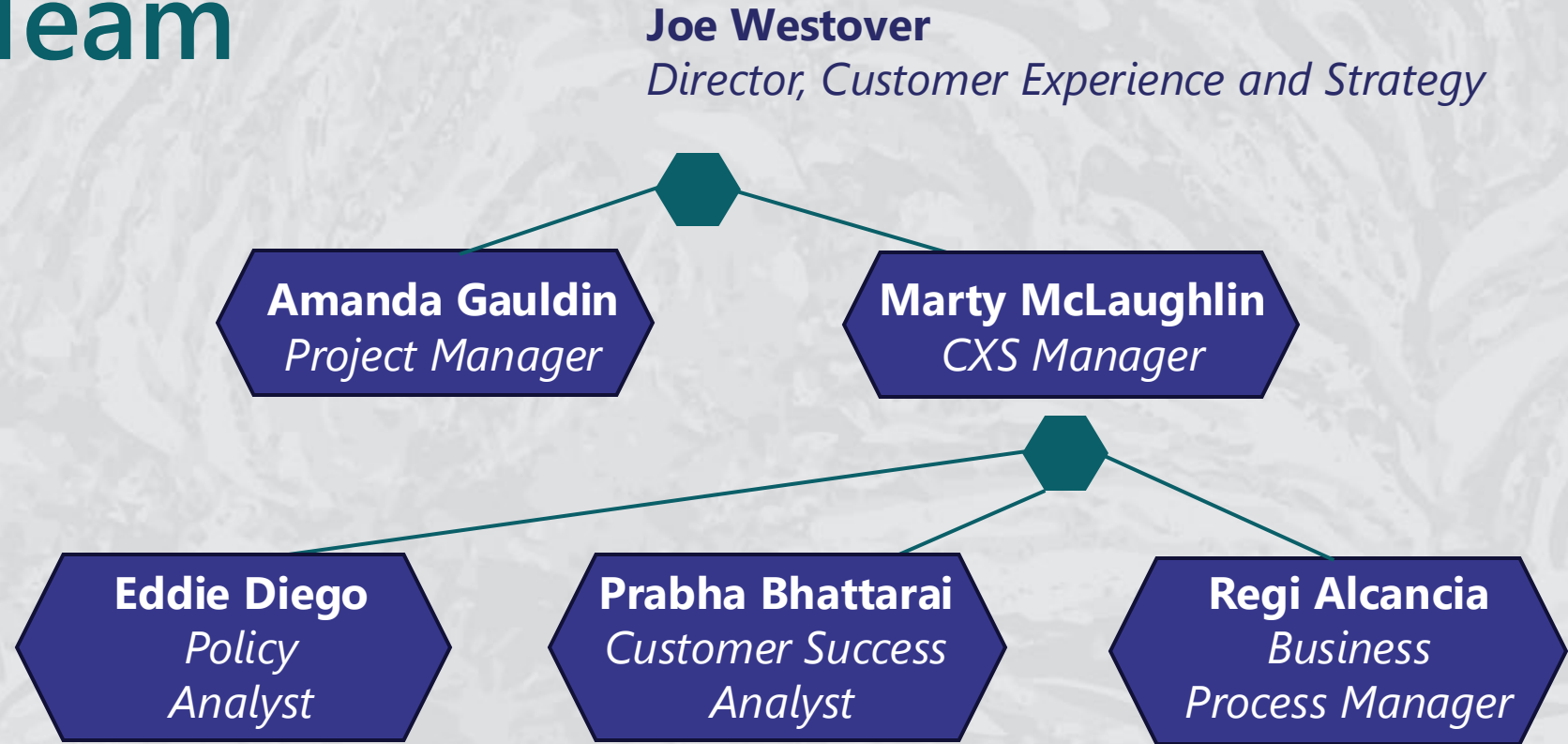
- Team focused on policy, process, projects, and customer success.
- Direct member support: onboarding, fee inquiries, security questionnaires, resource issues.
- Manage mailing lists, facilitate elections, and support Policy Development Process

Program Spotlight: PSP & QFP

Premier Support Plan (PSP)
Launched May 2021, expanded August 2022

Supporting organizations that require **enhanced assistance** with ARIN-related activities.

- Dedicated Account Analyst
- Prioritized ticket processing
- Direct Technical Services Liaison
- Customer Focus Group
- 24/7 On-call support
- Waived Transfer request fees for source *(10 per year)*

Qualified Facilitator Program (QFP)
Launched August 2023

Supporting organizations that need assistance with **IPv4 address transfers.**

- Provide a list of pre-qualified Facilitators
- Ensure compliance with ARIN policies
- Offer transparency and trust

Election Support

Voting in ARIN elections is a crucial responsibility for General Members.

Multiple cross-functional teams work together to:

- Provide year-round operational support for ARIN Elections from nominations through results.
- Ensure seamless coordination, voter communications and platform readiness.

Public Policy Support

Multiple cross-functional teams work together to ensure ARIN public policy support by:

- Facilitating the Policy Development Process (PDP) by supporting Advisory Council and Working Group meetings
- Maintaining and updating public policy web content
- Coordinating Staff and Legal Reviews and policy implementation after adoption.

Process Roadmap Progression

COMPLETED

- Registration Services Department process discovery

- Up front prioritization (Foundational Requirements)

- Transfer assessments and service improvements*
  - *Result: ~60% reduction in Transfer MTTR*

ONGOING

- Ask ARIN ticketing improvements

- Financial Services process discovery

PLANNED

- Internal workflow improvements

- ACSP development support

- ARIN Online change notifications (ACSP 2024.4)

- Reallocation control features (ACSP 2024.6)

- Customer notification improvements

- Inventory improvements

Community Programs & Outreach

Outreach emphasizes ARIN's service and value to the Internet community. We operate Customer Service Desks and speak at industry events across the ARIN region.

ARIN | Community Grant Program

Applications are currently being accepted for the 2025 Grant Program

FELLOWSHIP PROGRAM
American Registry for Internet Numbers

Applications for the ARIN 56 Fellowship Program will open in July 2025

Looking Ahead – Key Priorities

Internal workflow and ACSP improvements (notifications, reallocation controls).

Grow PSP/QFP adoption, maintain policy alignment.

Enhance direct outreach and real-time feedback efforts.

Leverage PIR and CSI data for high-impact service improvements.

Questions and Comments?
Thank you