



Registration Services Update

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Senior Director, Registration Services

RSD Core Functions



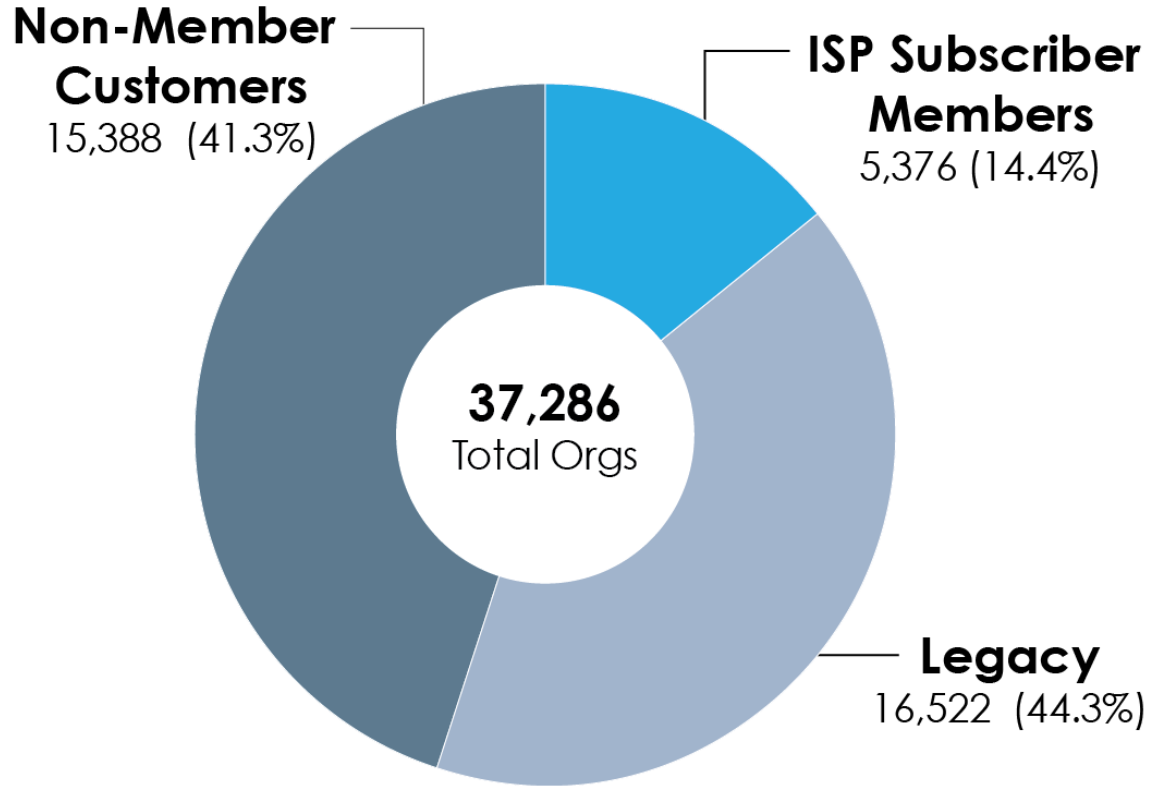
- IPv4, IPv6, and ASN requests
- Change of Authority Services
 - **Org & POC recovery**
 - **Transfers & STLS**
- Database Record Maintenance
 - **POC Validation, SWIP, etc.**
- Customer Support
 - **Telephone Help Desk (7AM-7PM M-F)**
 - **Ask ARIN**
 - **Email to hostmaster@arin.net**

RSD Support Functions

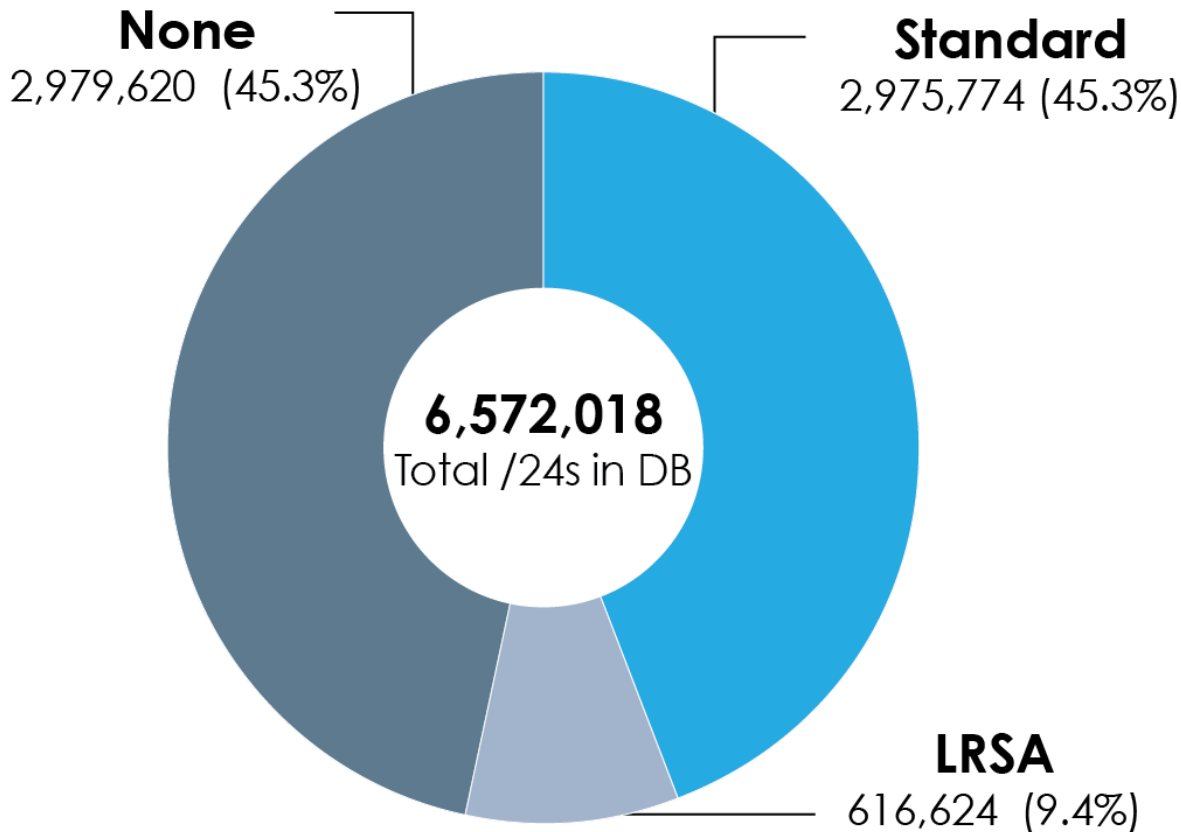


- Policy development & implementation
 - **Staff assessments, implementation plans, etc.**
- Software development support
 - **Requirements, testing**
- Communications
 - **Guidelines, documentation, announcements, ACSP, etc.**
- Outreach
 - **ARIN On The Road, trade shows, presentations, etc.**
- Statistics & database analysis
 - **Monthly stats, community requests for data, research, etc.**

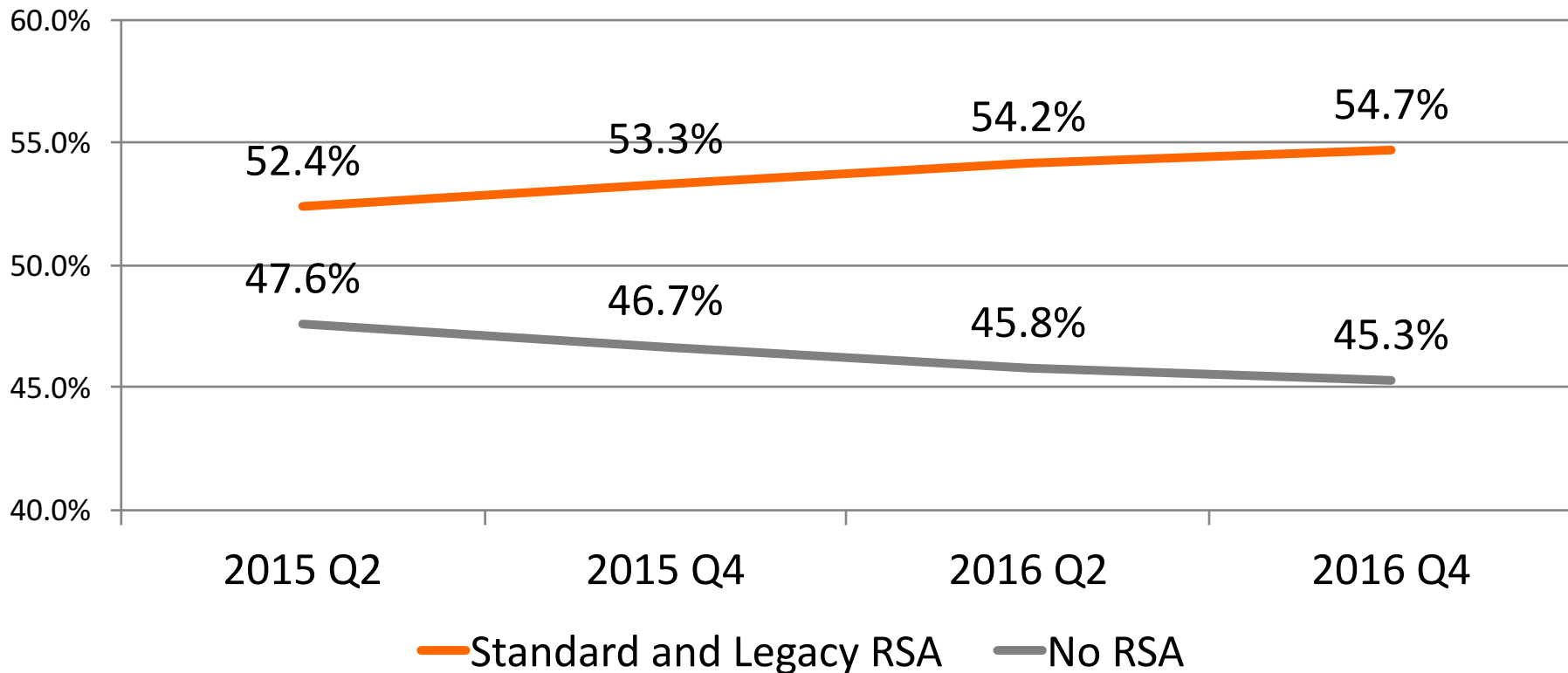
Organizations Served By ARIN



IPv4 RSA Coverage in /24s



IPv4 RSA Coverage Over Time

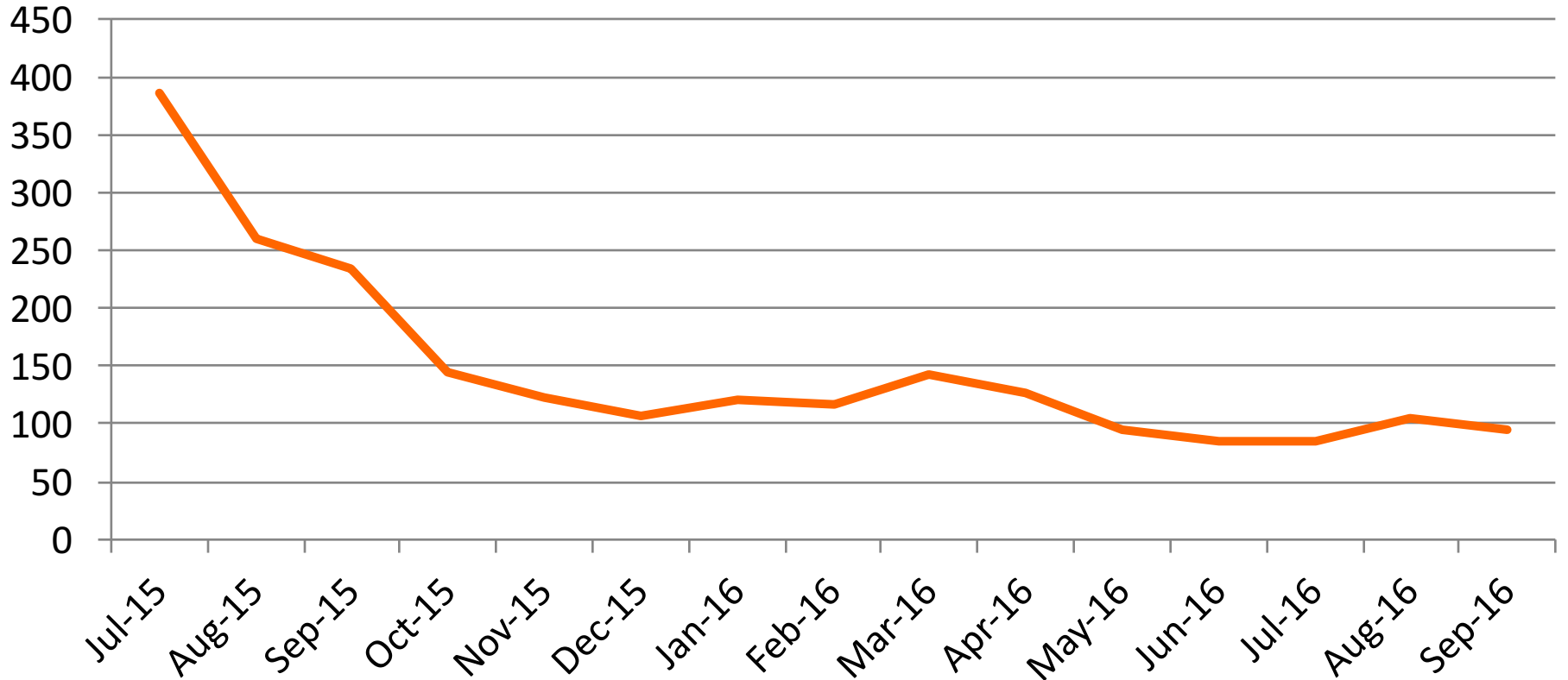


Request Activity - Summary

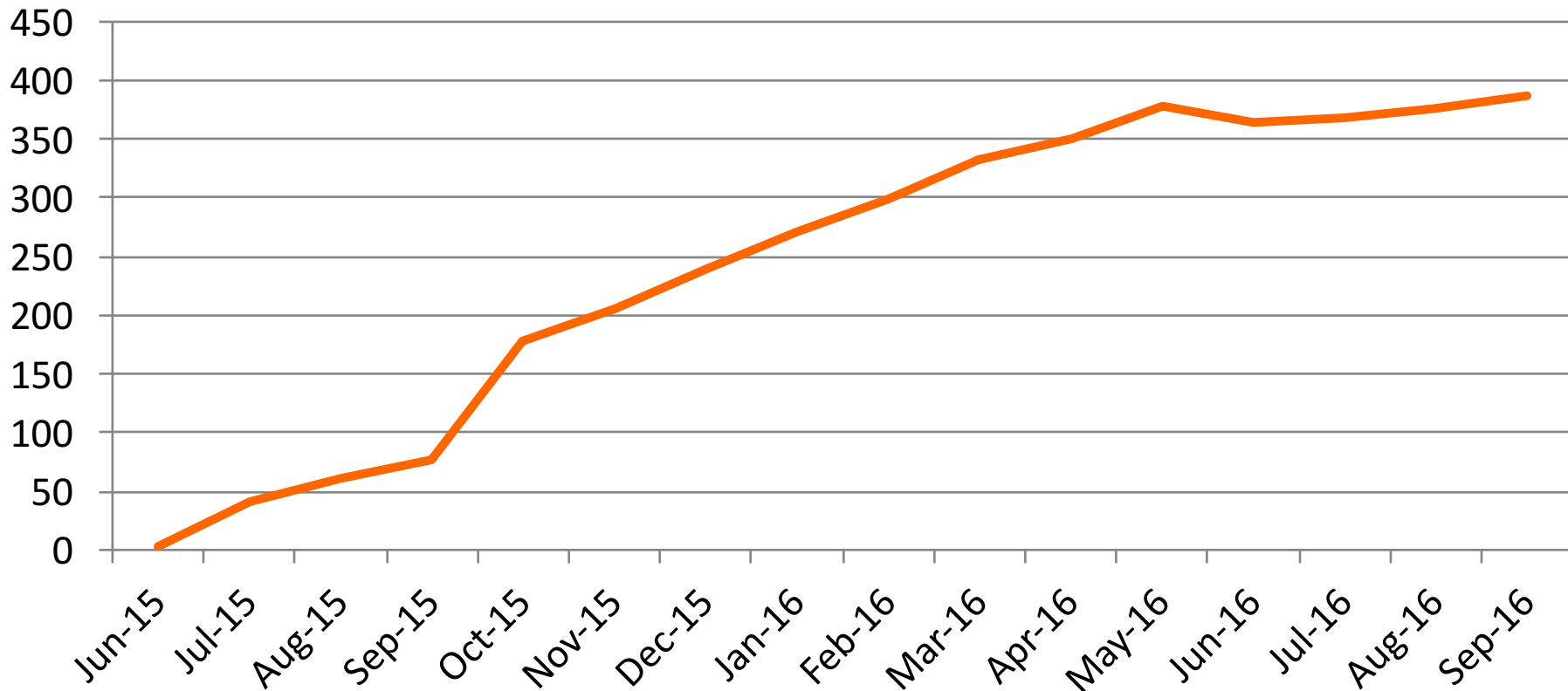


- IPv4 Requests
 - **Decreasing: IPv4 free pool (wait list) tickets**
 - **Increasing: Pre-approvals and specified recipient transfers**
- IPv6 Requests
 - **Steady traffic**
 - **Increase in help desk inquiries**
- Change of Authority Requests
 - **Increasing: merger & acquisition transfers, specified recipient source requests, org recovery requests**
 - **Expected continued increase in volume**

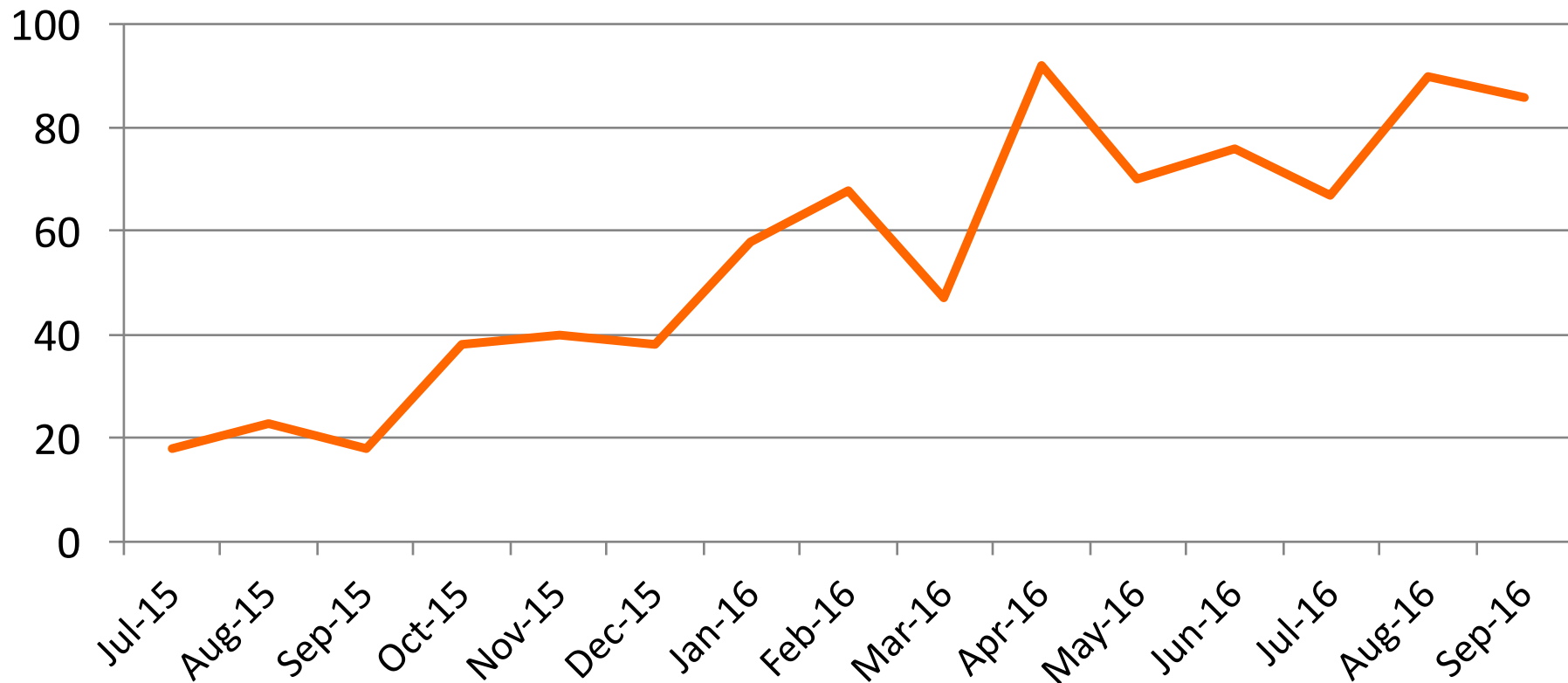
IPv4 Requests Per Month



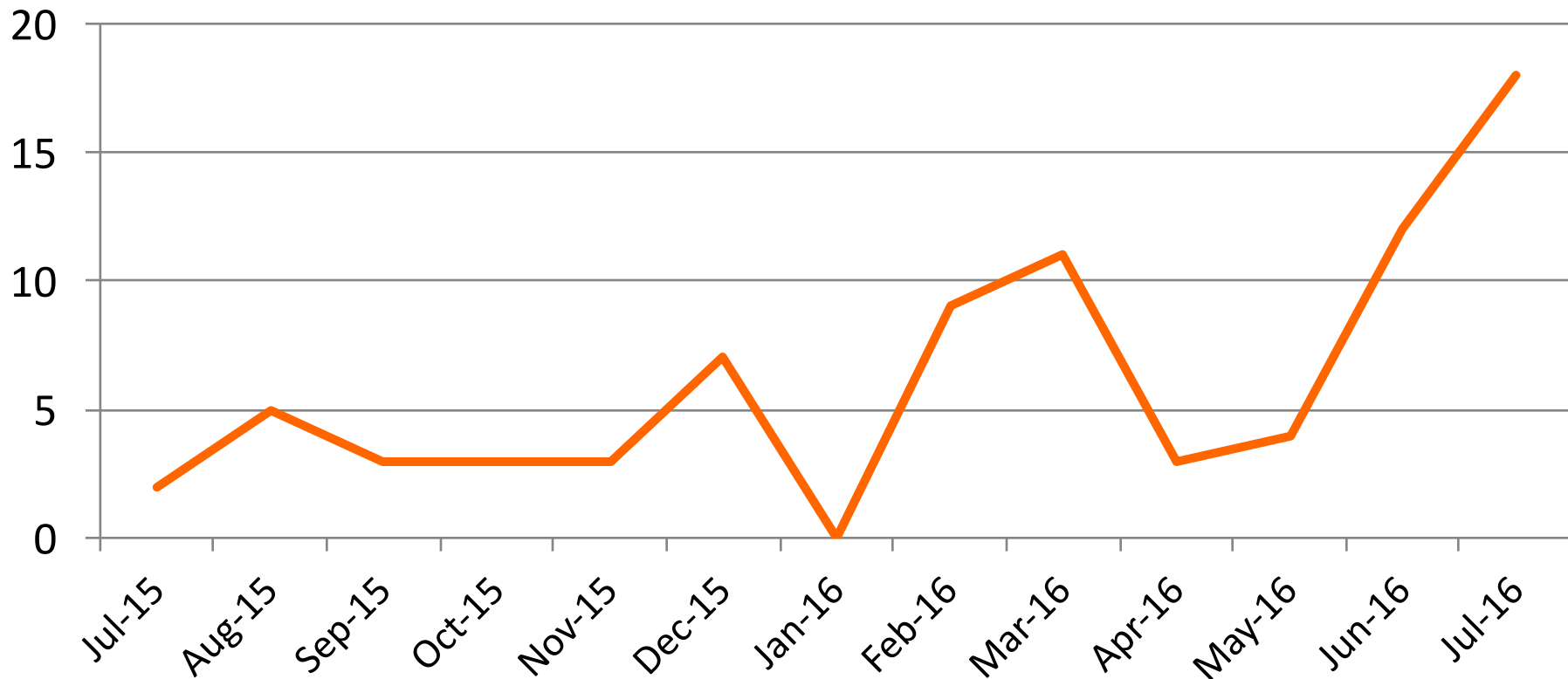
IPv4 Waiting List Growth



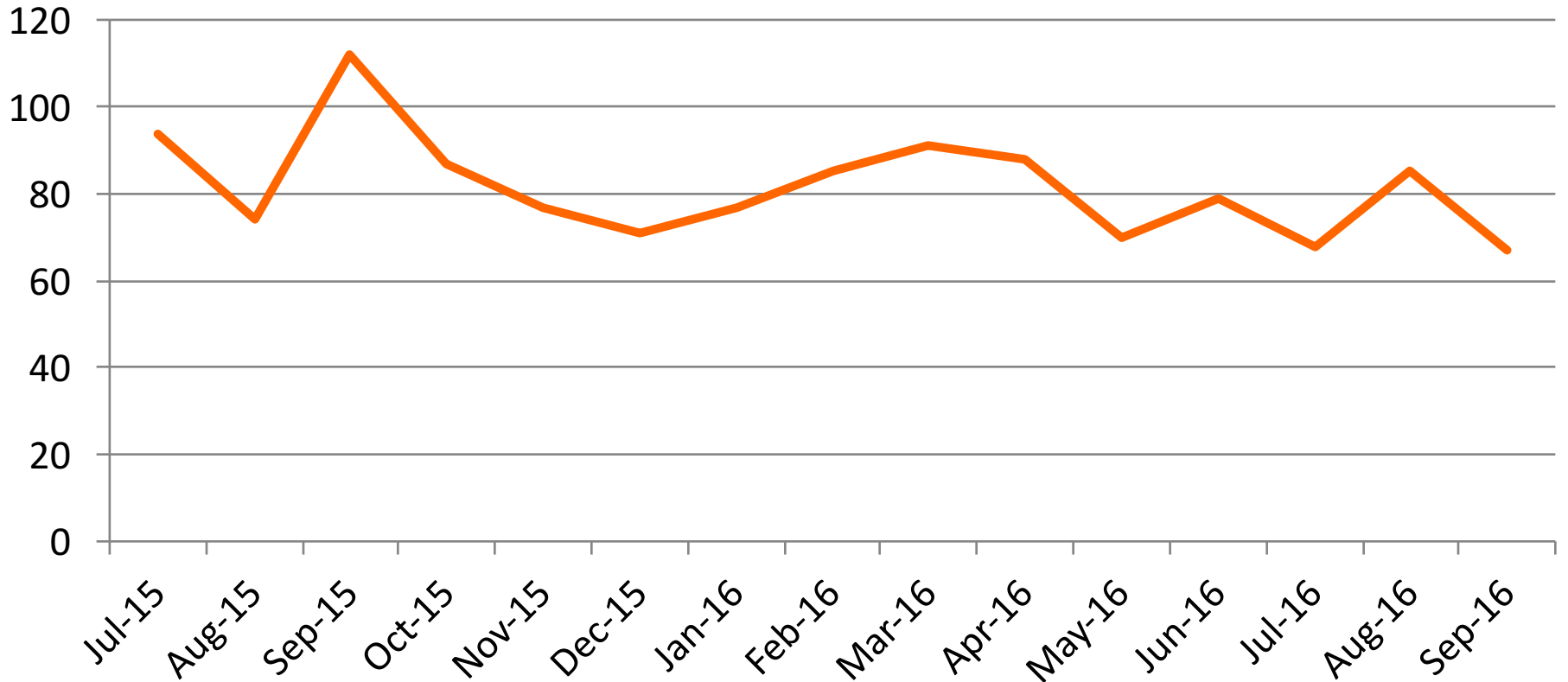
8.3 Transfers Completed Per Month



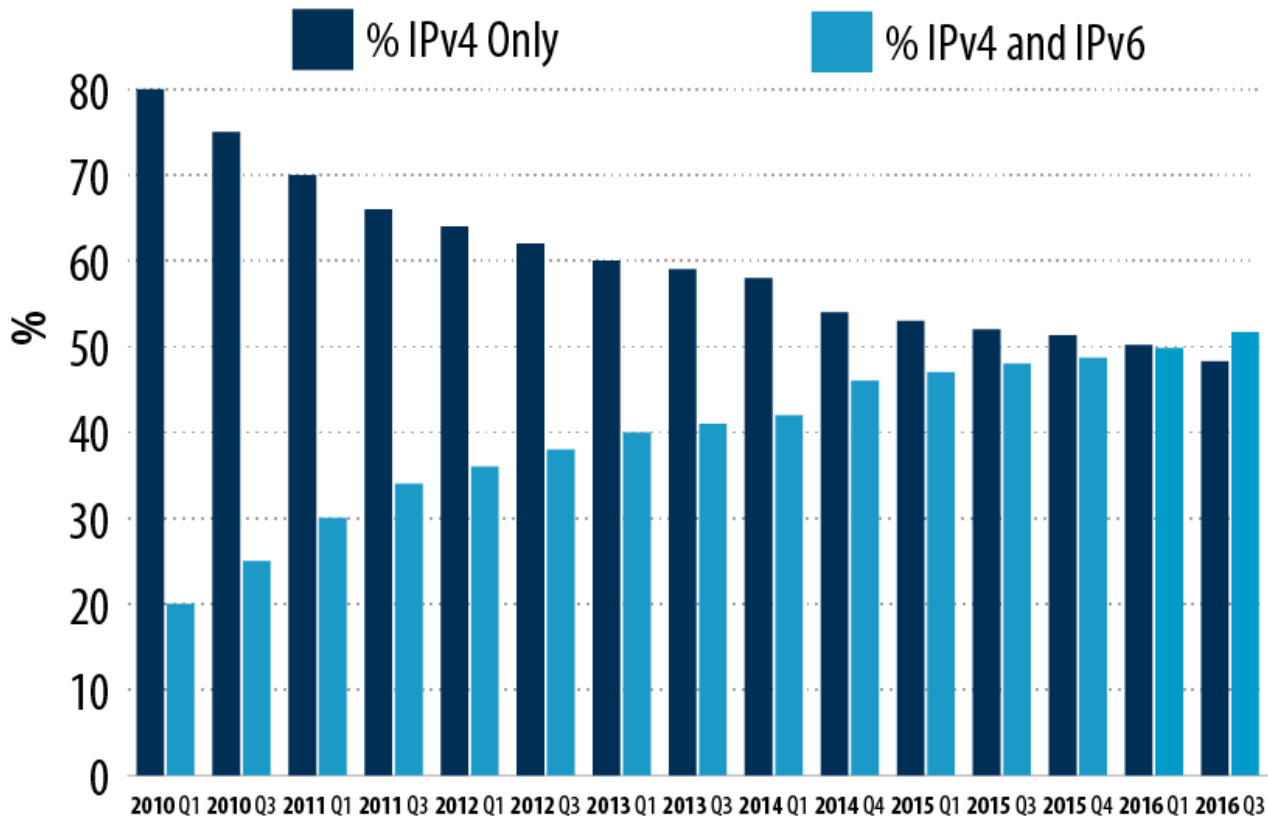
Inter-RIR Transfers Completed Per Month



IPv6 Requests Per Month



ARIN ISP Members with IPv4 and IPv6



Telephone Help Desk



- Phones staffed 7 AM to 7 PM ET M-F
- Average # calls per month: 700
- Most common topics
 - **Point of contact validation**
 - **Ticket status**
 - **ARIN Online use**
 - **Transfer related questions**

RSD Team



Transfer Services Manager

Cathy Clements

Resource Services Manager

Lisa Liedel

Technical Services Manager

Jon Worley

Senior Resource Analysts

Eddie Diego

Mike Pappano

Resource Analysts

Misuk Kwon

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