



NEW ORLEANS | 2-5 APRIL 2017

Registration Services Update

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Senior Director, Registration Services

RSD Team

Transfer Services Manager

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RSD Core Responsibilities

- Internet Number Resources (INR)
 - **IPv6 requests (initial and follow on)**
 - **Autonomous System Numbers**
 - **IPv4 requests (4.4, 4.10, waitlist)**
- Change of Authority Transactions
 - **Transfers (8.2, 8.3 and 8.4)**
 - 8.2 Mergers, Acquisitions and Reorganizations
 - 8.3 Specified transfer within ARIN region
 - 8.4 Inter-RIR specified transfers
 - **Specified Transfer Listing Service**

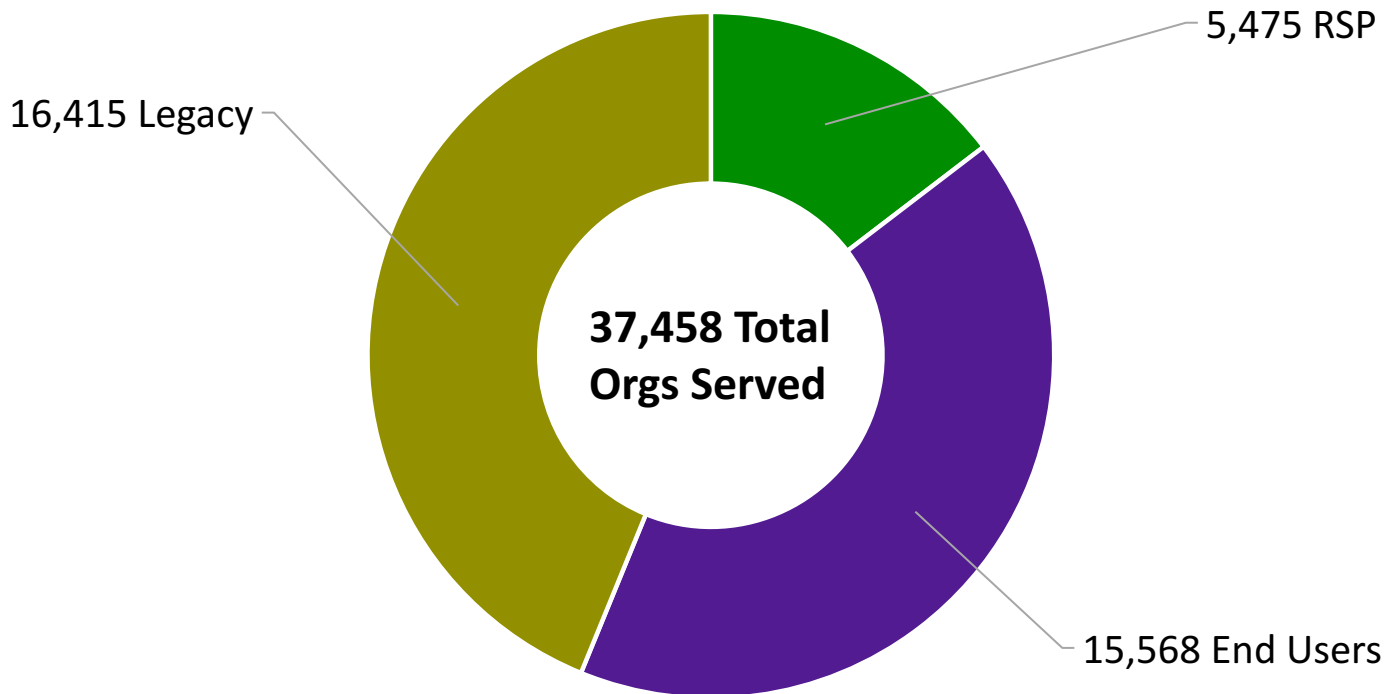
RSD Core Responsibilities

- INR Inventory Management
 - **Request additional resources from IANA**
 - **Manage returned/revoked resources**
 - **Administer Waitlist**
 - **Track and maintain reserved resources**
- Customer Support
 - **Telephone Help Desk (7AM-7PM M-F)**
 - **Ask ARIN**
 - **Email to hostmaster@arin.net**

RSD Support Functions

- Policy development & implementation
 - **Staff assessments and implementation plans**
- Software development support
 - **Provide requirements, perform testing and feedback**
- Outreach
 - **ARIN On The Road, trade shows, presentations**
- Statistics & database analysis
 - **Collect and provide monthly statistics to CMSD**
 - **Respond to community requests for data, research, and statistics**

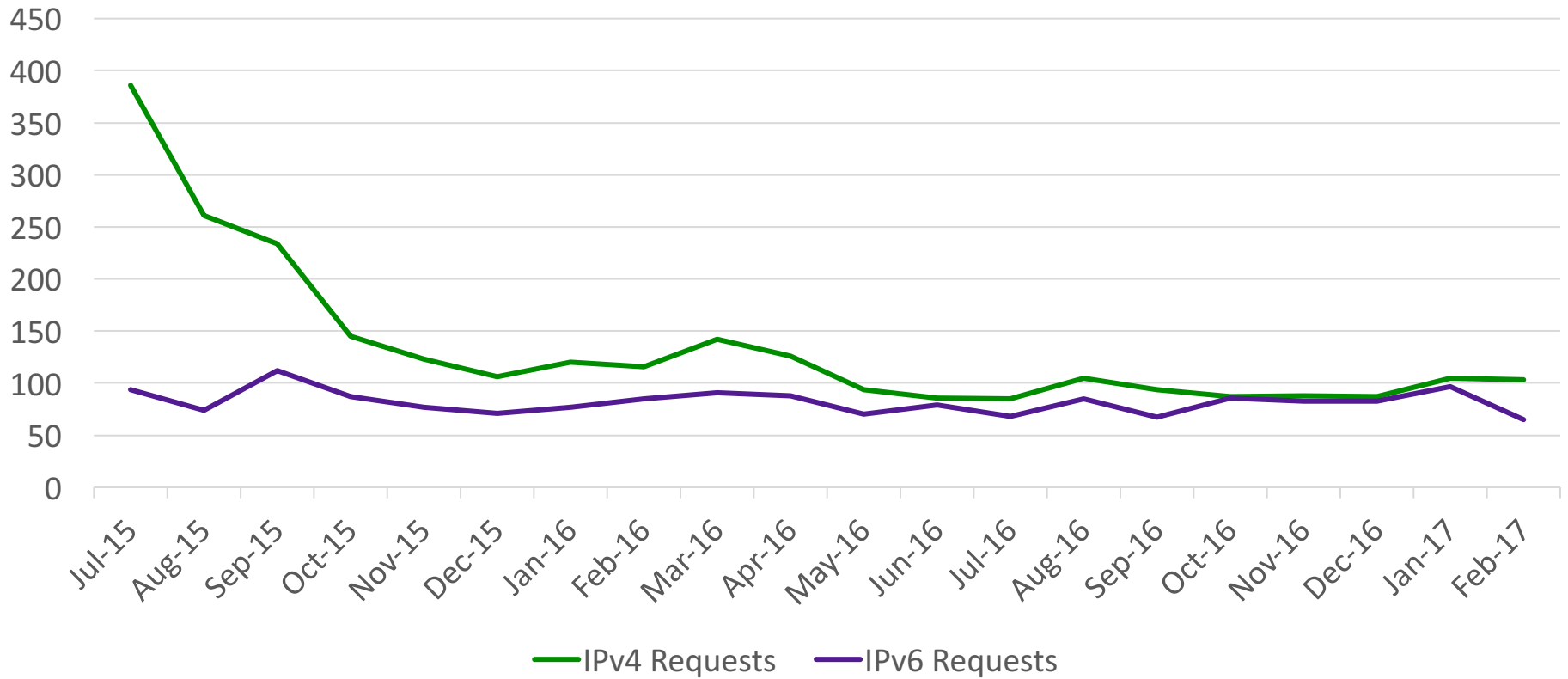
Organizations Served By ARIN



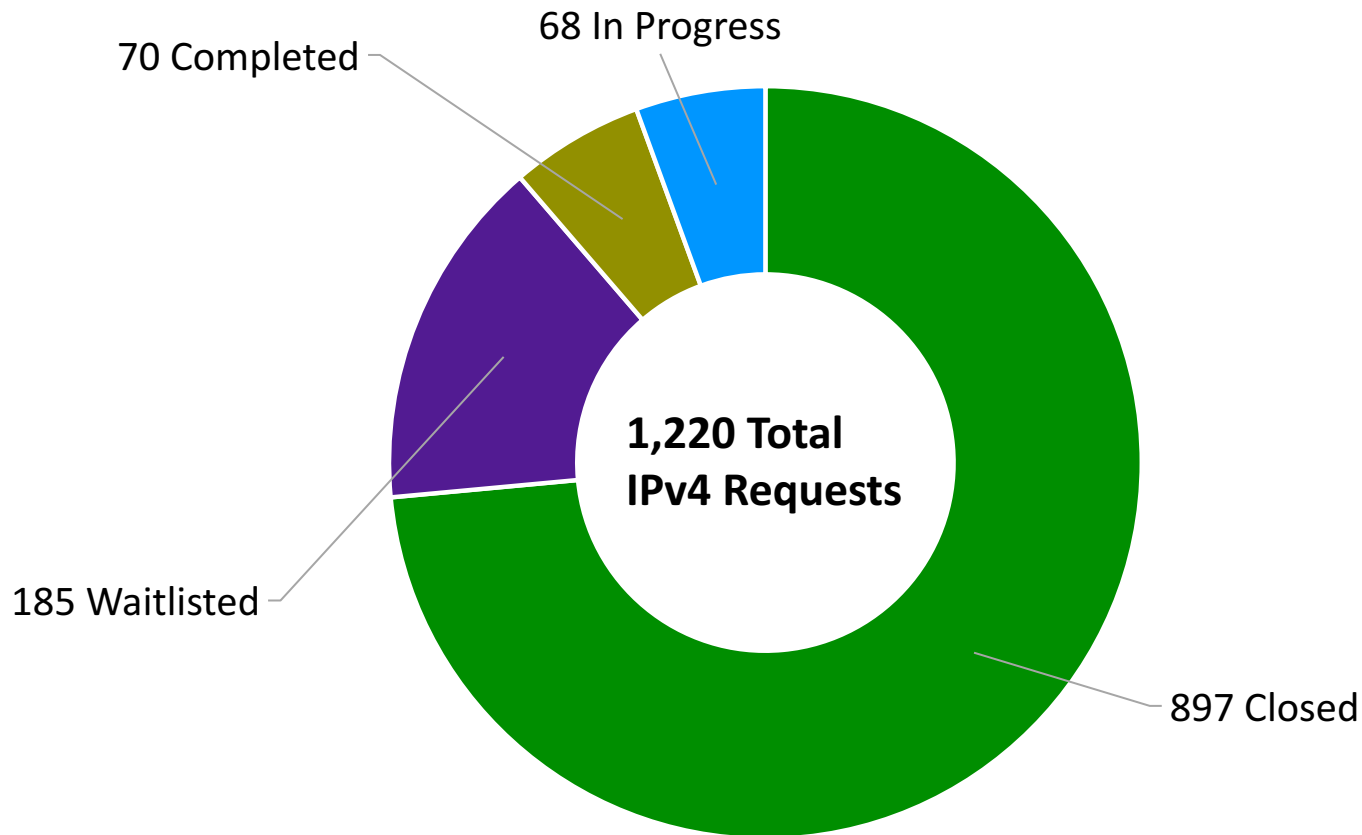
Request Activity - Summary

- 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**

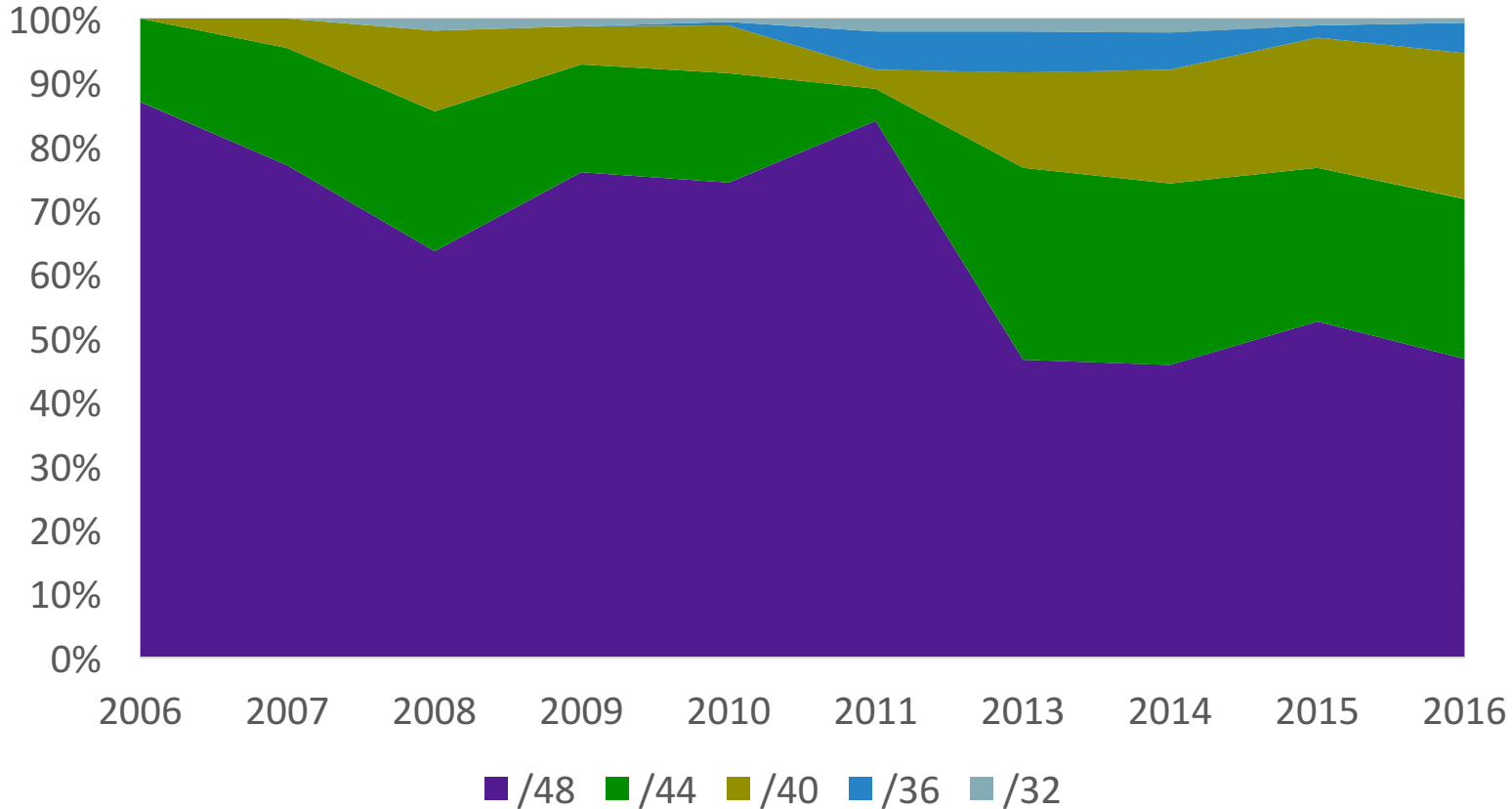
IPv4 & IPv6 Requests Per Month



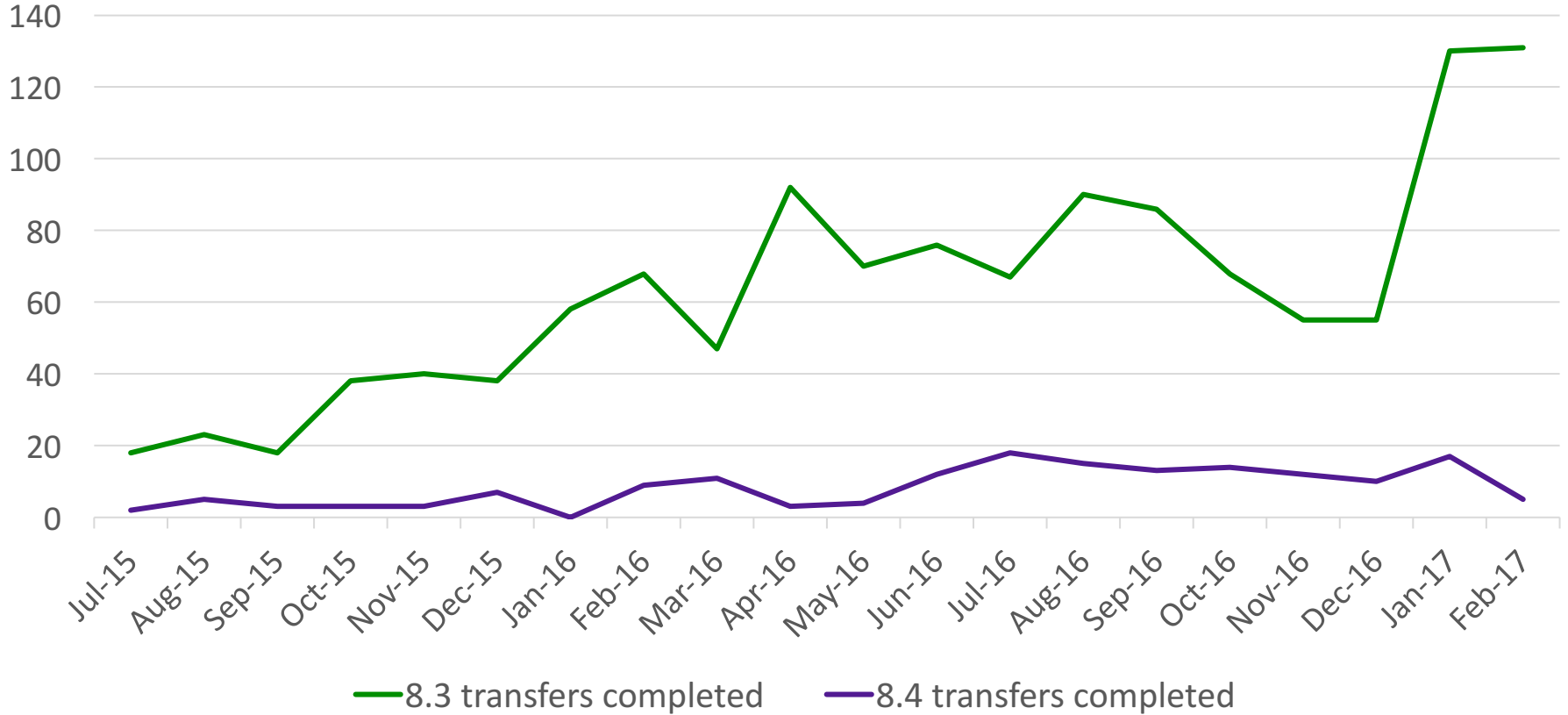
IPv4 Requests In 2016



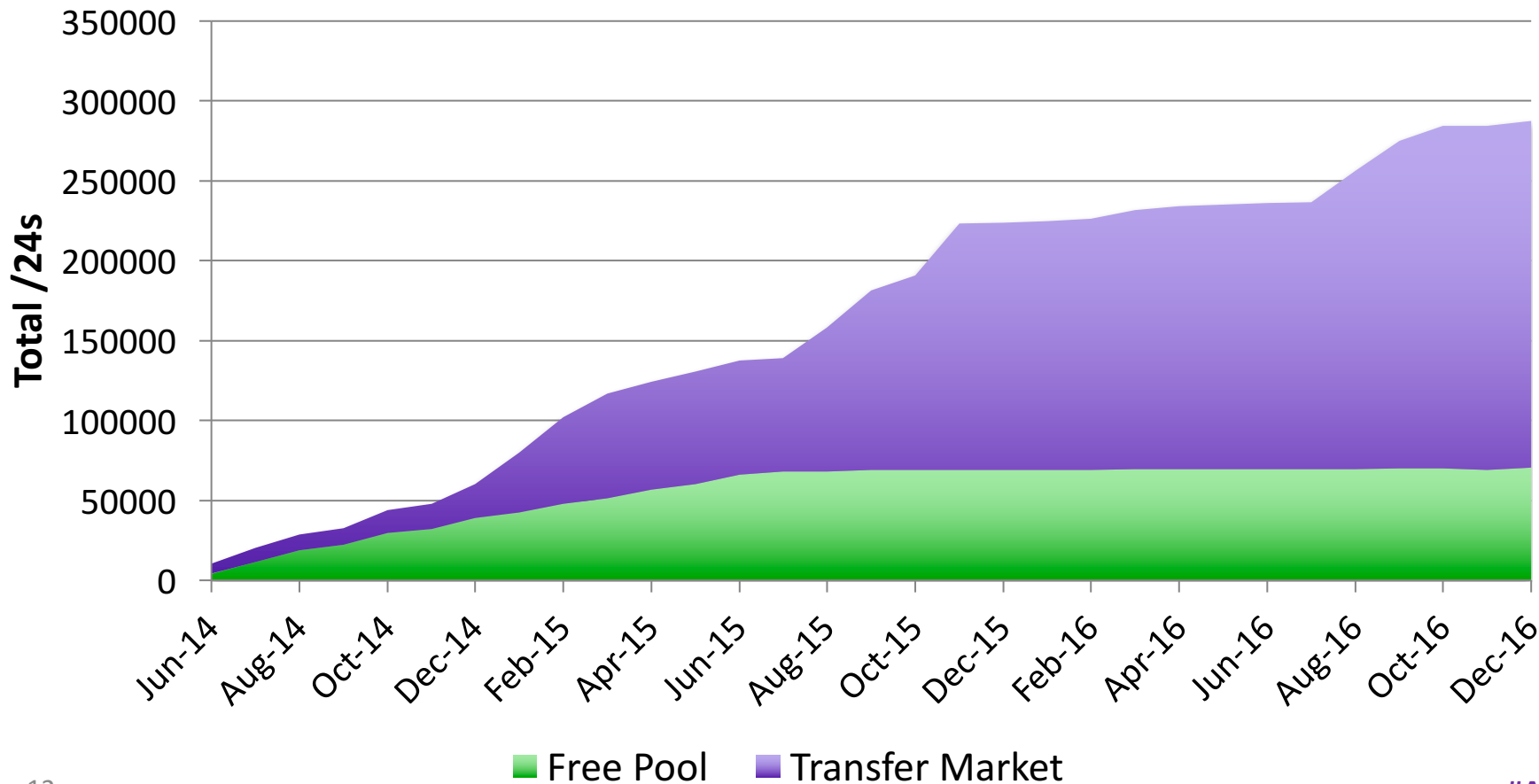
IPv6 Block Size Over Time



8.3/8.4 Transfers Completed Per Month

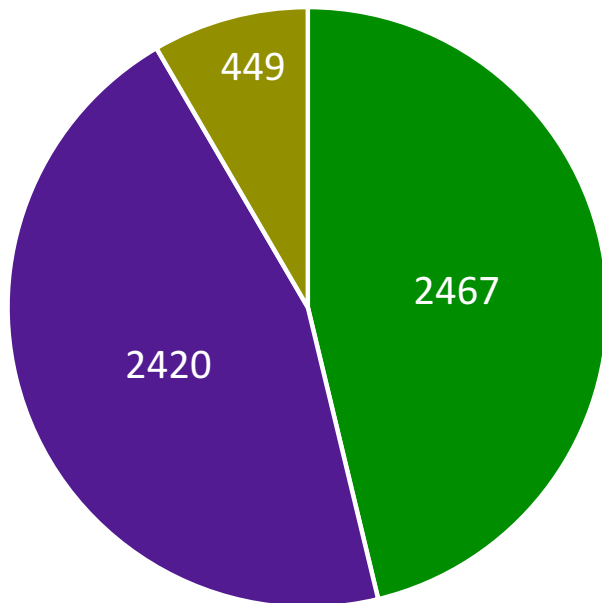


Total IPv4 Consumption

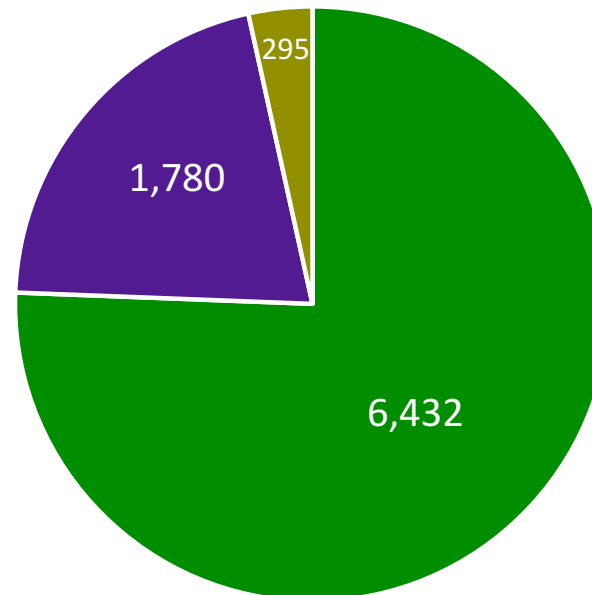


ARIN RSP/EU Orgs IPv4/IPv6 Holdings

RSP



End Users



■ IPv4 Only

■ IPv4 & IPv6

■ IPv6 Only

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**

