# Registration Services Update

*John Sweeting*

*Senior Director, Registration Services*

# 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**
Doreen Marraffa
James Ricewick
Jonathan Roberts
Shawn Sullivan

Paralegal
Suzanne Rogers

# RSD Core Responsibilities

- Internet Number Resources (INR)
  - **IPv6 requests (initial and additional)**
  - **Autonomous System Numbers**
  - **IPv4 requests (waiting list, critical infrastructure, reserved IPv4 block to facilitate IPv6 deployment)**
- Change of Authority Transactions
  - **Transfers**
    - **Mergers, Acquisitions and Reorganizations**
    - **Specified transfer within ARIN region**
    - **Inter-RIR specified transfers**
  - **Specified Transfer Listing Service**

# RSD Core Responsibilities

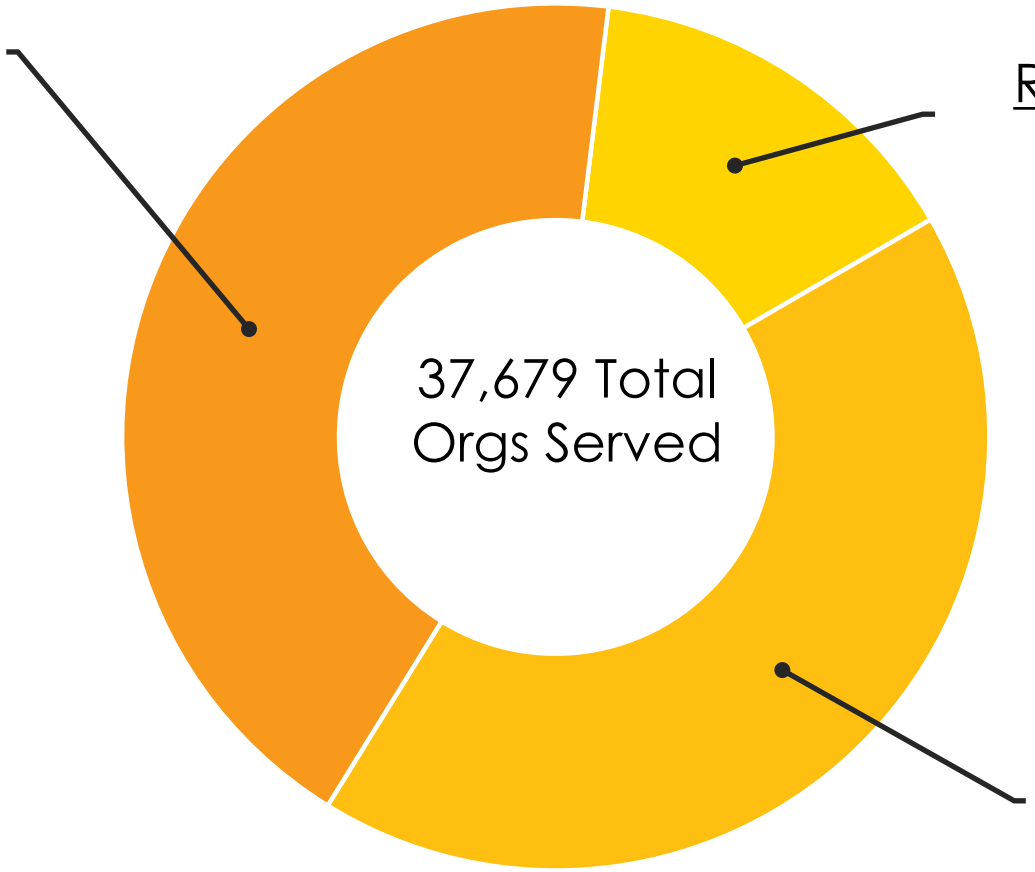


- INR Inventory Management
  - **Request additional resources from IANA**
  - **Manage returned/revoked resources**
  - **Administer waitlist**
  - **Track and maintain reserved resources**
- Customer Support
  - **Telephone Help Desk (7AM-7PM M-F)**
  - **Ask ARIN by submitting an ARIN Online ticket**

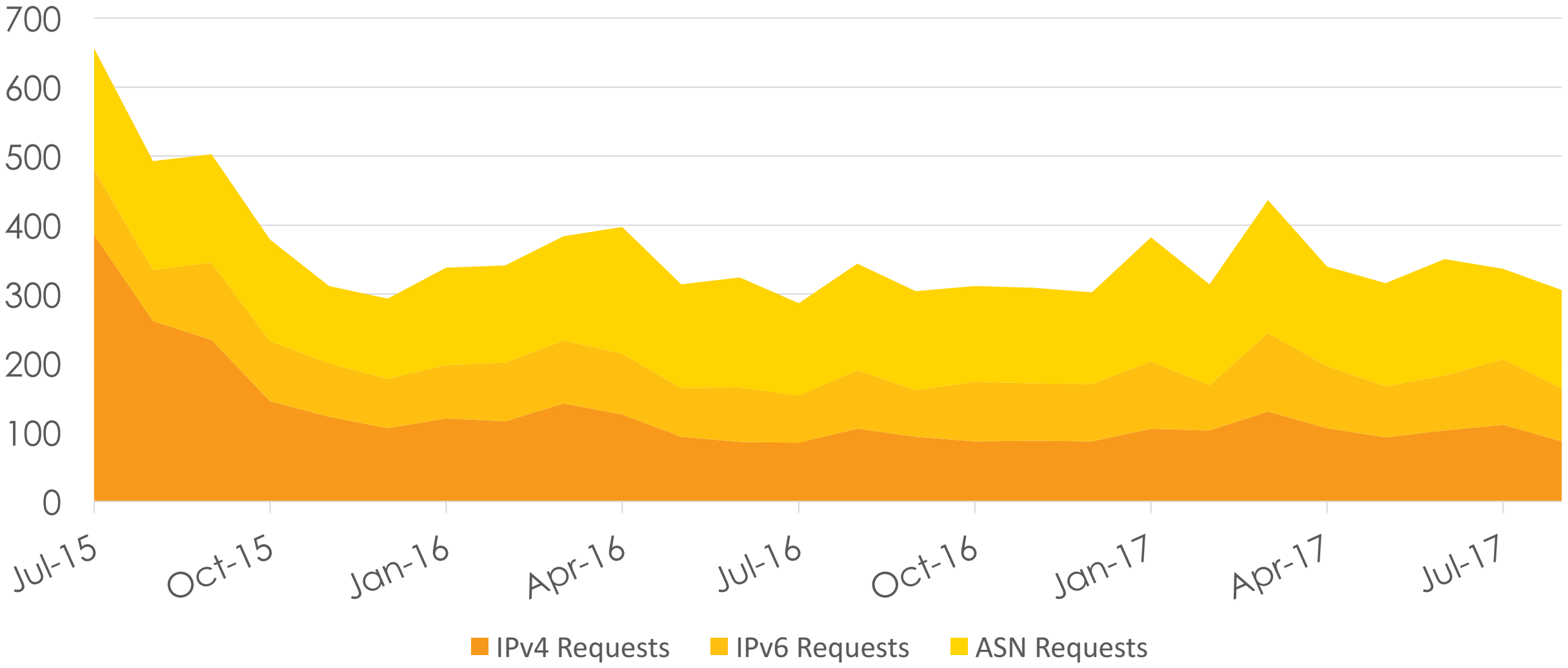
# RSD Support Functions

- 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 the Communication & Member Services Department**
  - **Respond to community requests for data, research, and statistics**

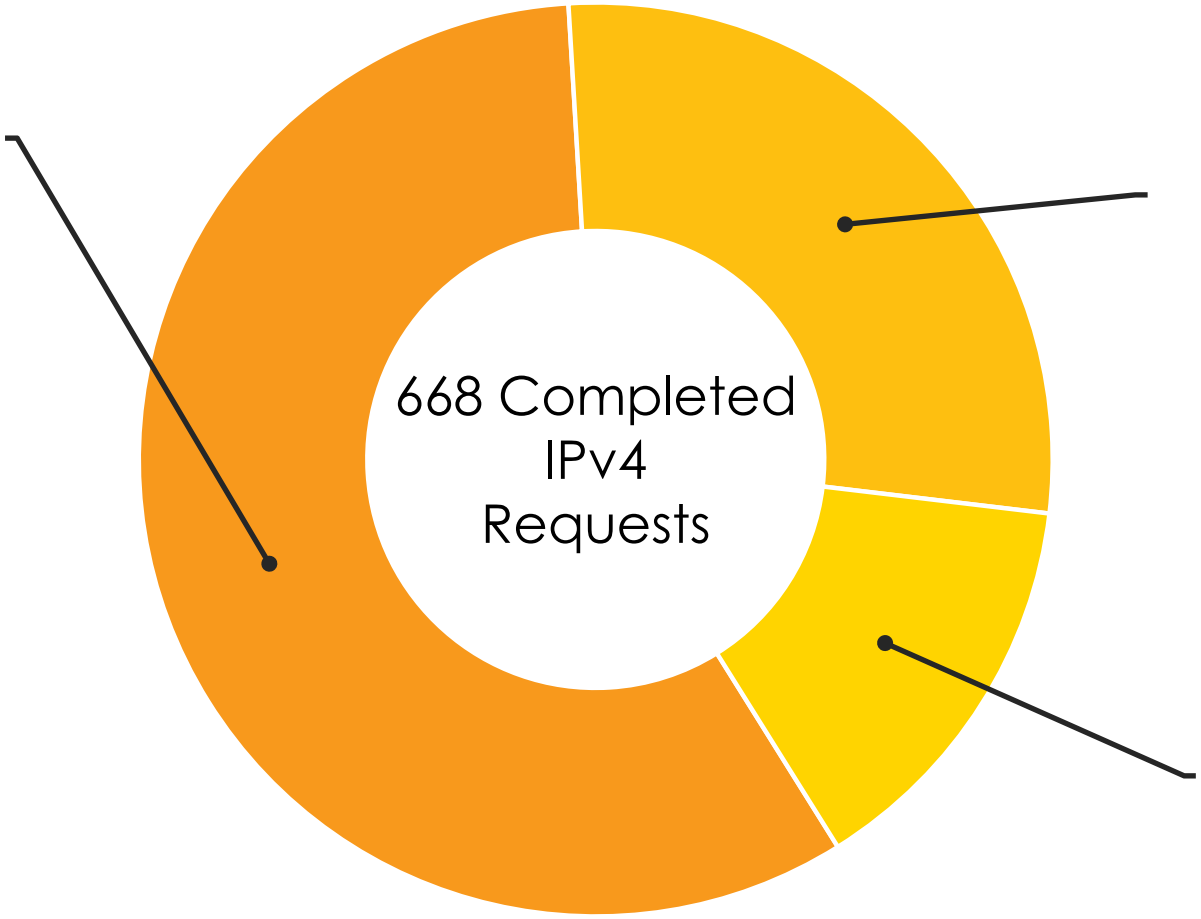
# Organizations Served By ARIN



# Resource Requests Per Month



# IPv4 Request Results

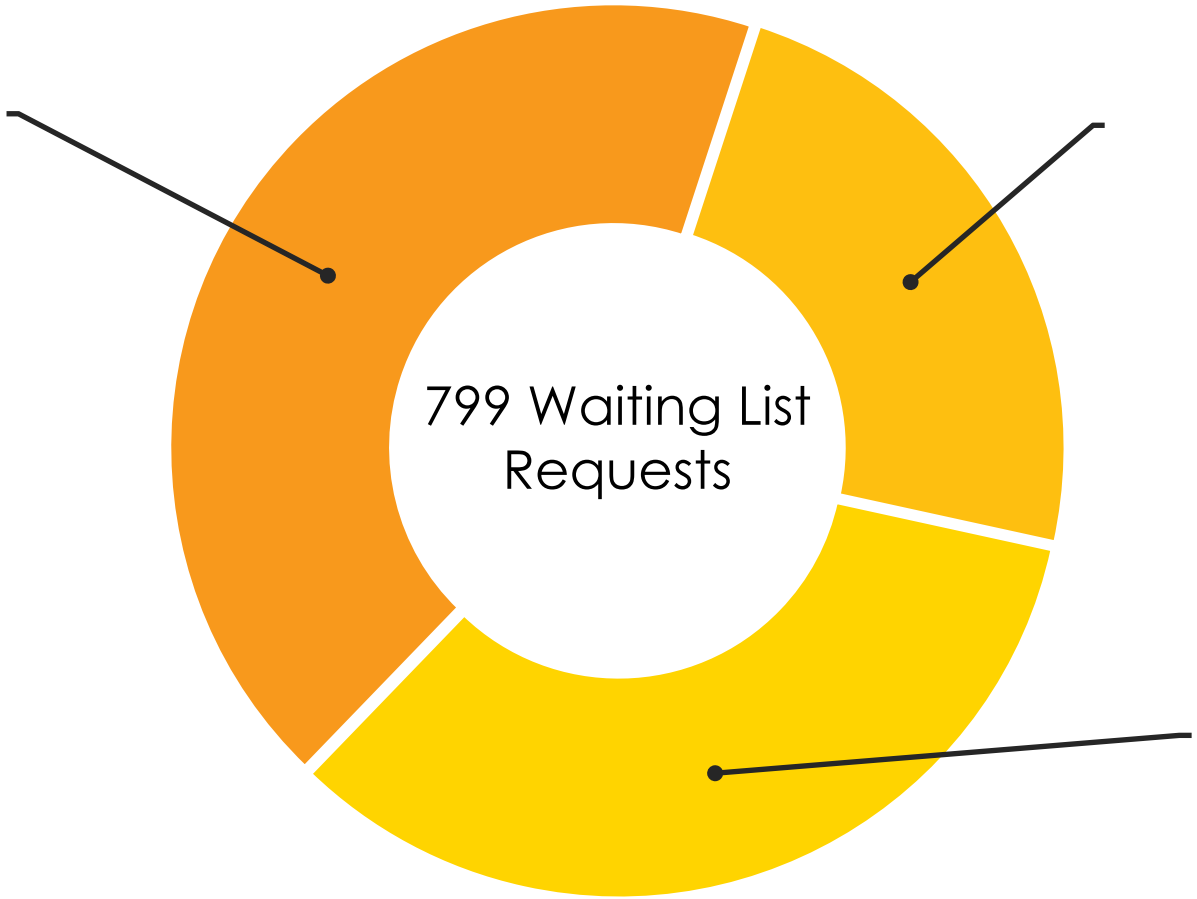



Closed
**387 (58%)**

Waitlisted
**186 (28%)**

Filled
**95 (14%)**

# Waiting List Status

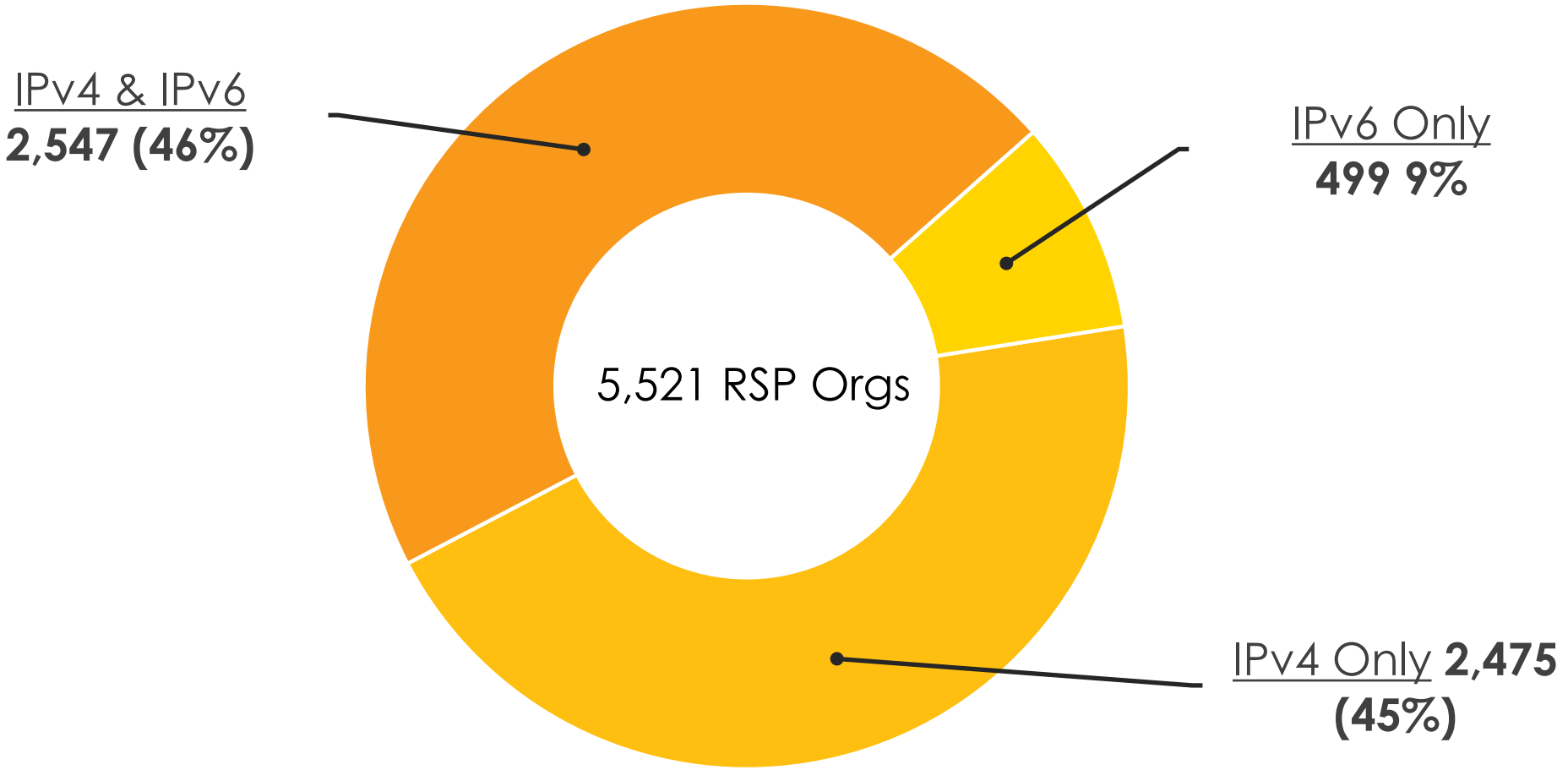



Filled
**342 (43%)**

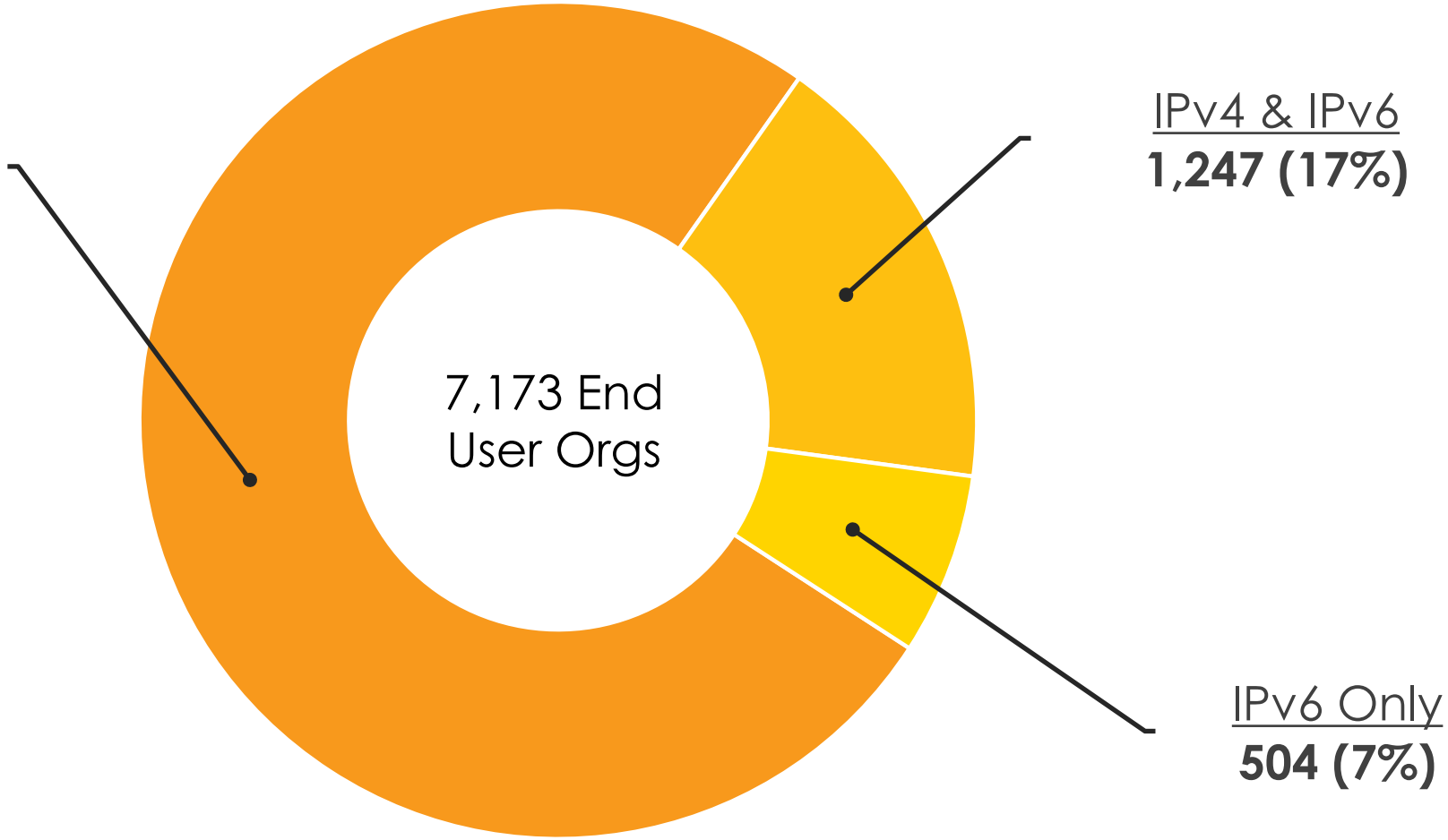
Closed
**187 (23%)**

Still Waiting
**270 (34%)**

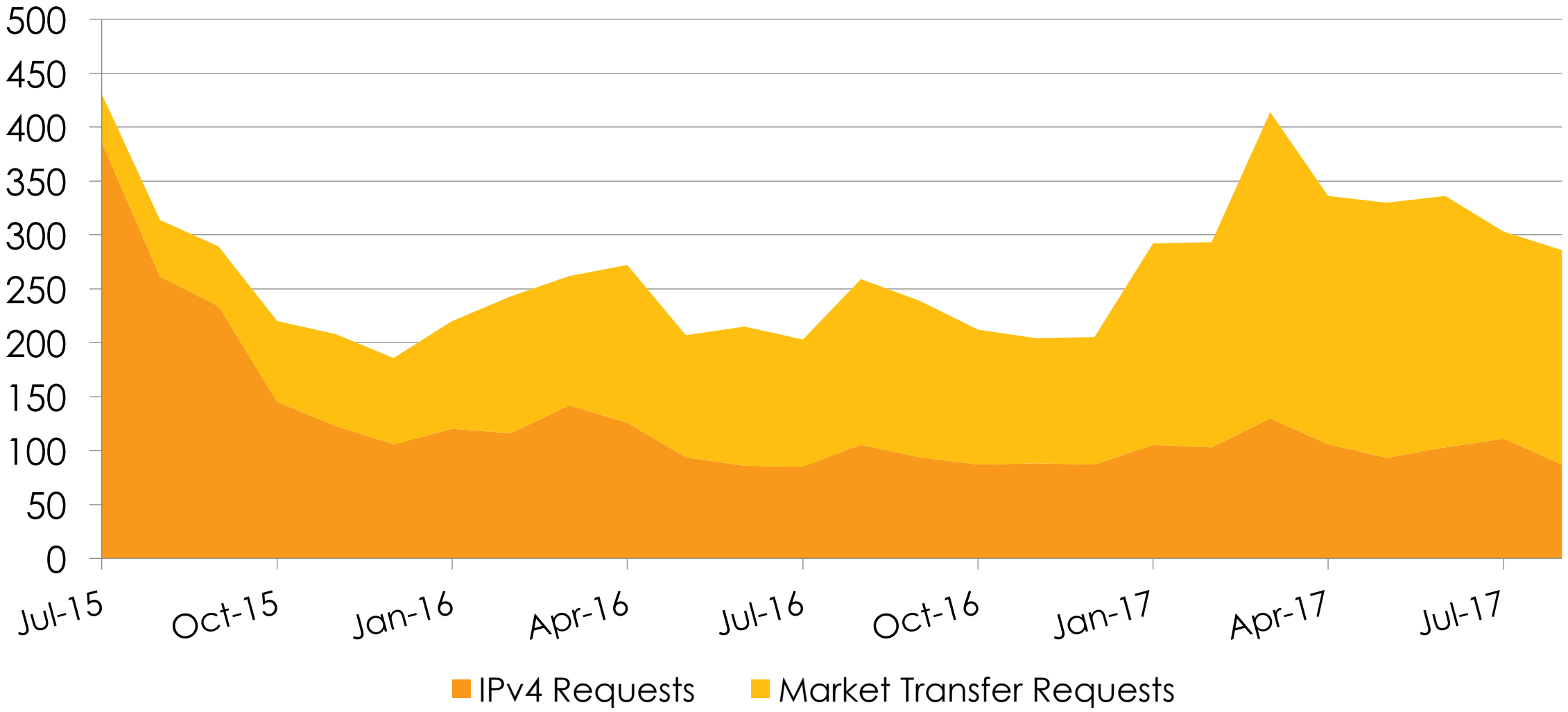
# Registration Services Plan (RSP) IPv4/IPv6 Holdings



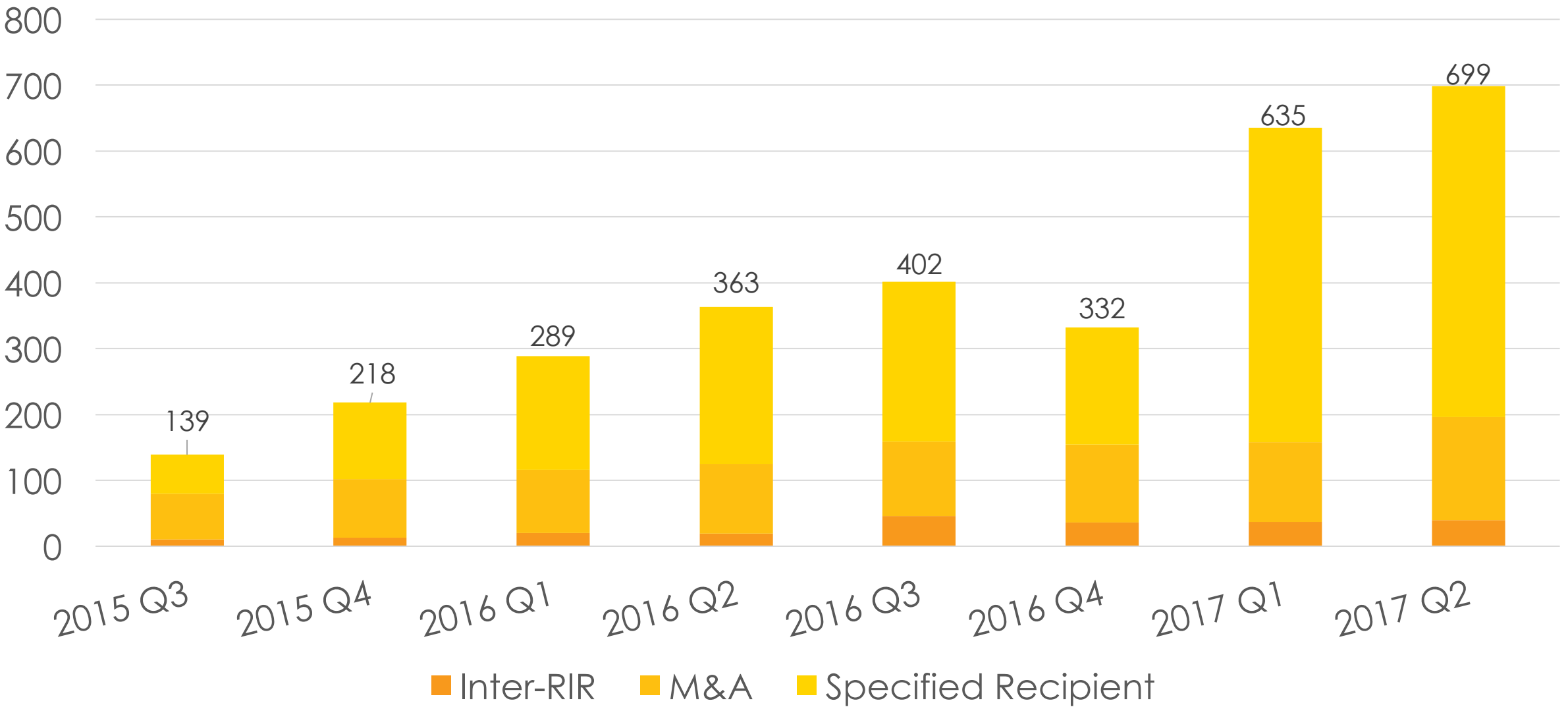
# End User IPv4/IPv6 Holdings



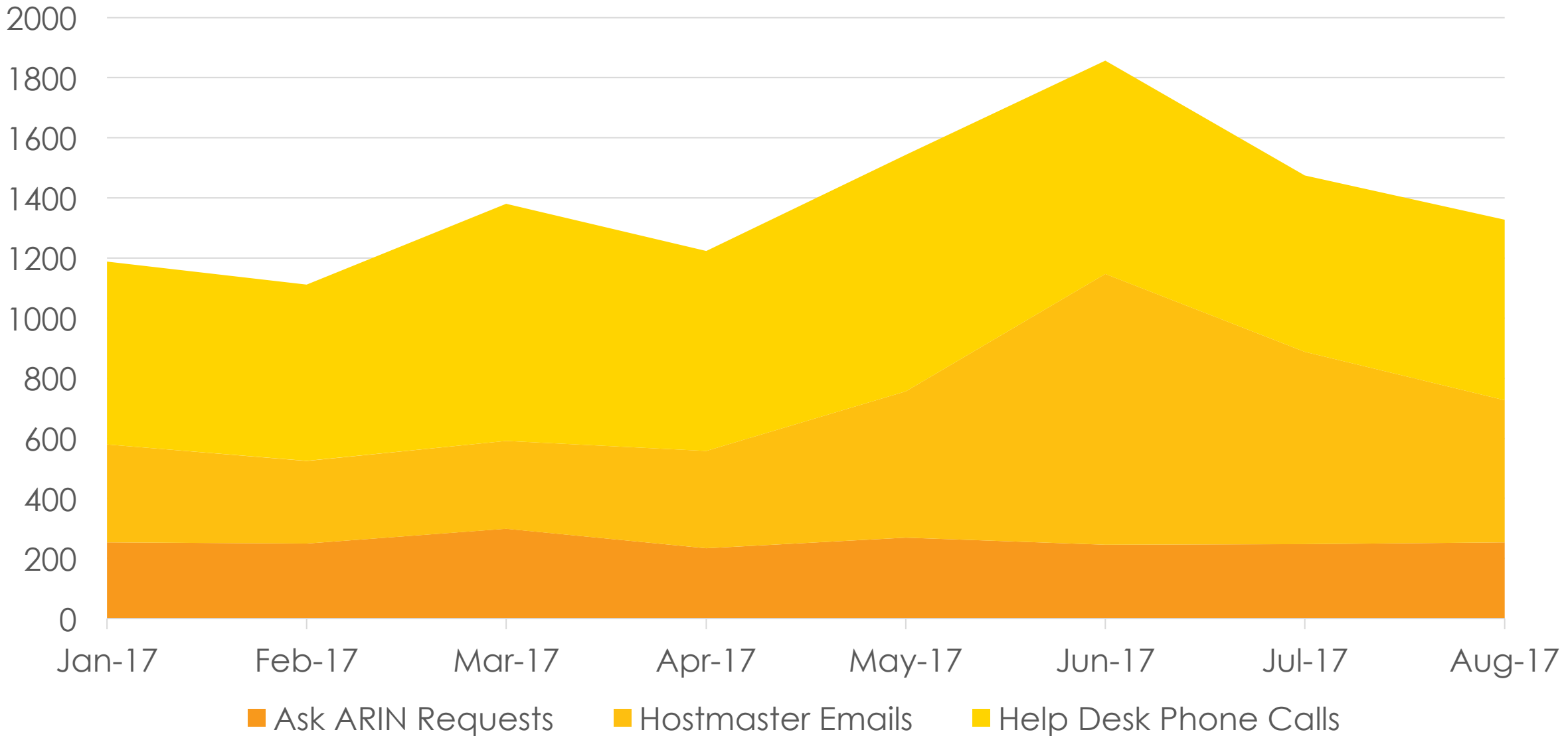
# Shift To Transfers



# Transfers Completed Per Quarter

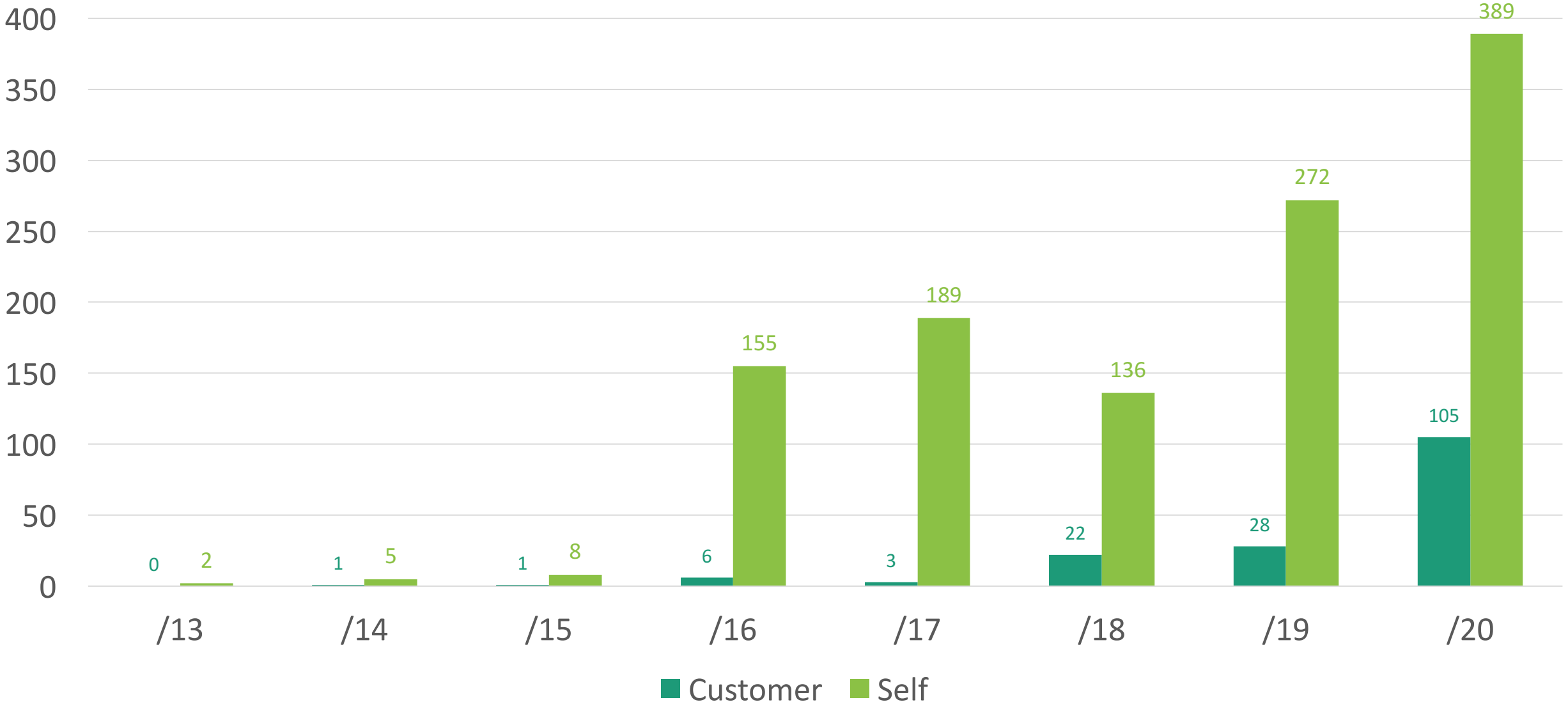


# Customer Support



# Telephone Help Desk



- Phones staffed 7 AM to 7 PM ET M-F
- Average wait time: 17 seconds
- Most common topics
  - **Point of contact validation**
  - **Ticket status**
  - **ARIN Online use**
  - **Transfer related questions**

# SWIPs Requiring Review