



## Newcomer Orientation

# Orientation Overview

- Brief introductions
- ARIN and the Internet registry system
- Feedback to ARIN
- Proposals under discussion this week
- What's ahead and how to participate
- Q&A



SAN J<sup>O</sup>SE • 5-6 OCT 2017

# **ARIN Overview**

## **Mission, Role and Services**

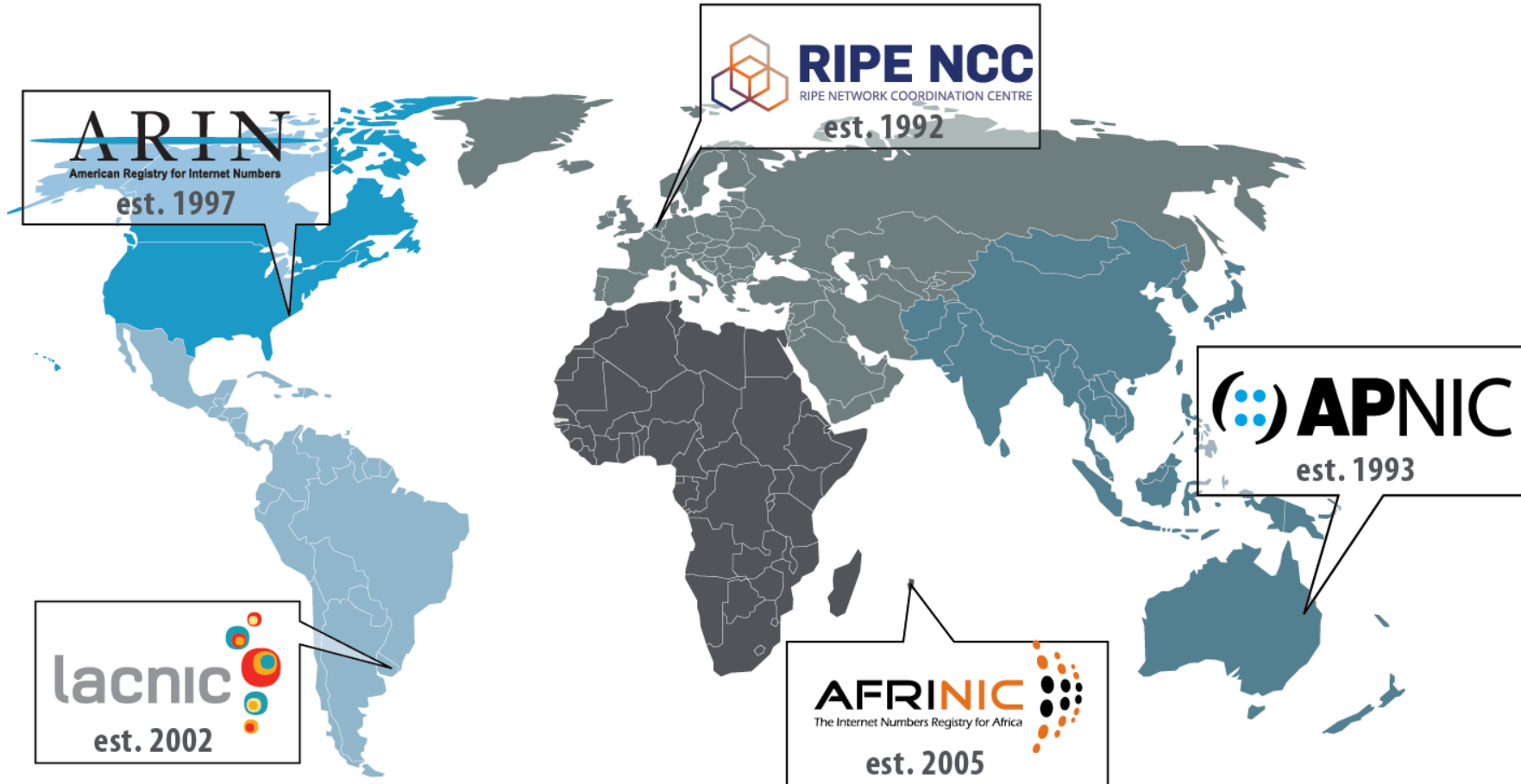
*John Curran*  
*President and CEO*

## What is an RIR?

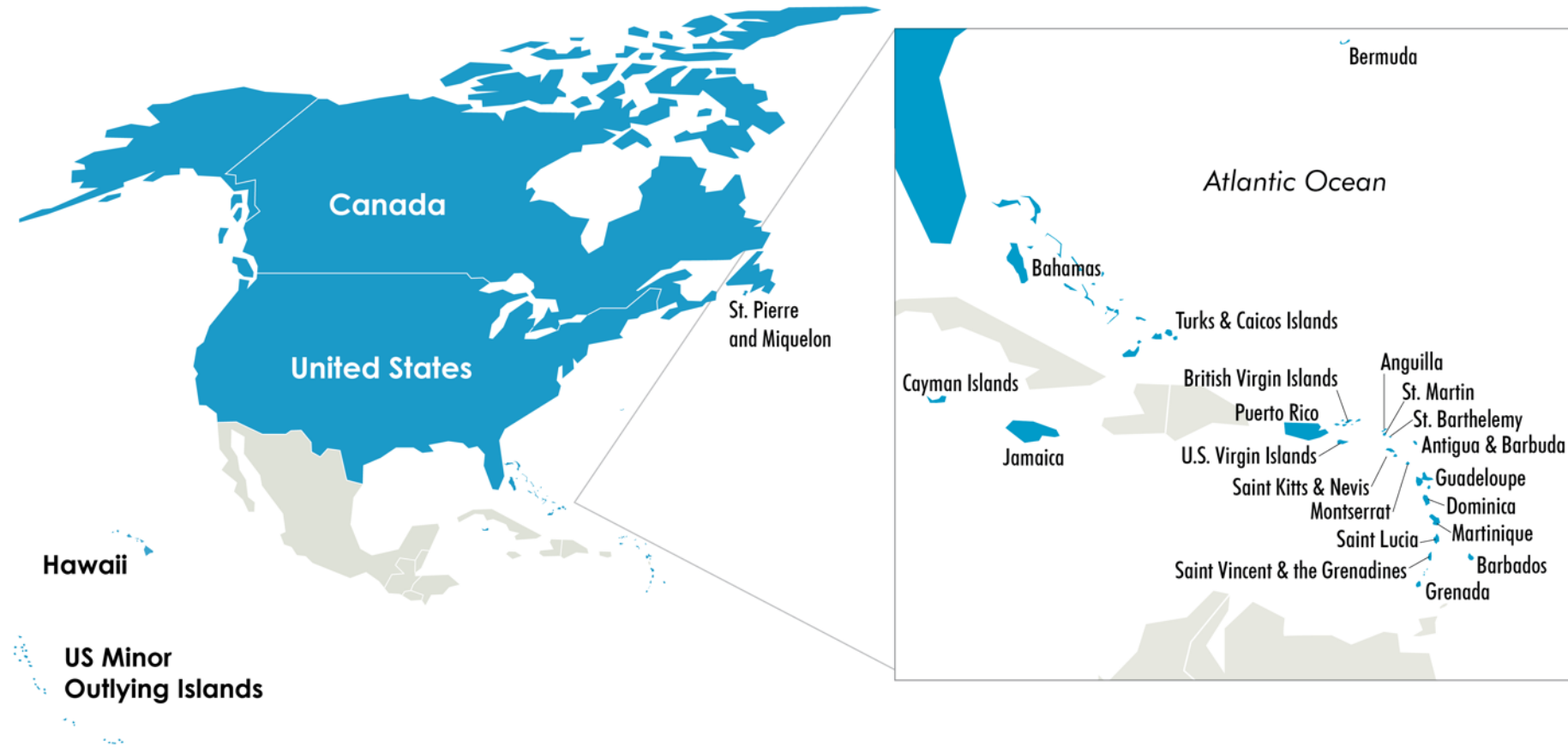
*A Regional Internet Registry (RIR) manages the allocation and registration of Internet number resources\* in a particular region of the world.*

\*Internet number resources include IP addresses (IPv4 and IPv6) and autonomous system (AS) numbers.

# Regional Internet Registries



# The ARIN Service Region



The ARIN Region includes many Caribbean and North Atlantic islands, Canada, the United States and outlying areas.

## What do the RIRs do?

- Manage the distribution of IP addresses and Autonomous System numbers (ASNs)
- Provide reverse DNS and a public Whois database
- Support Internet infrastructure through technical coordination

# RIR Structure



## Independent

## Not-for-profit

- Fee for services, not number resources
- 100% community funded

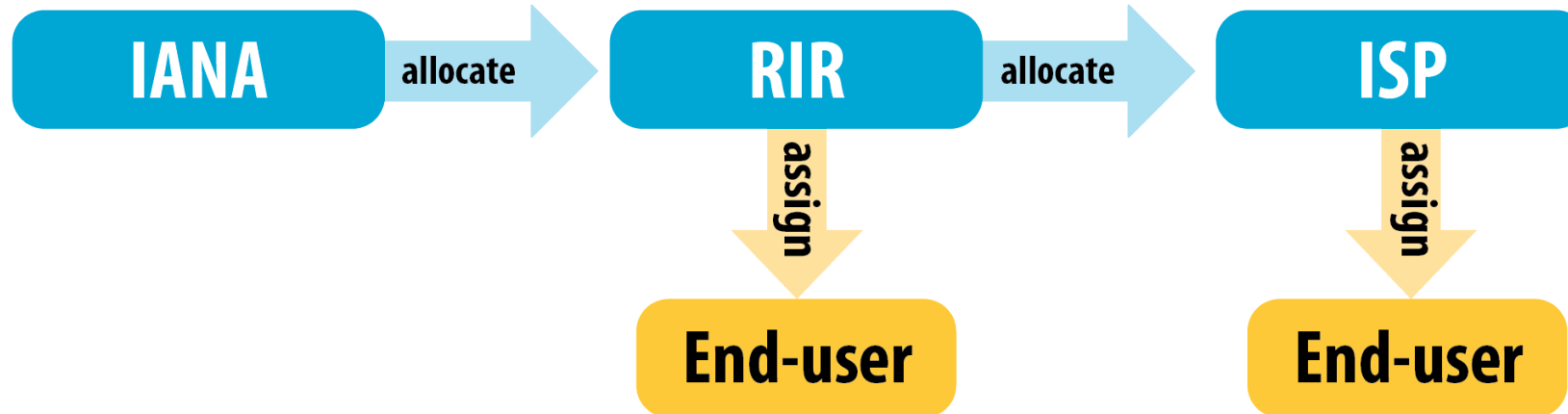
**Membership based** : Internet service providers (ISPs), telecommunication organizations and large corporations, universities, governments...

## Community “Regulated”

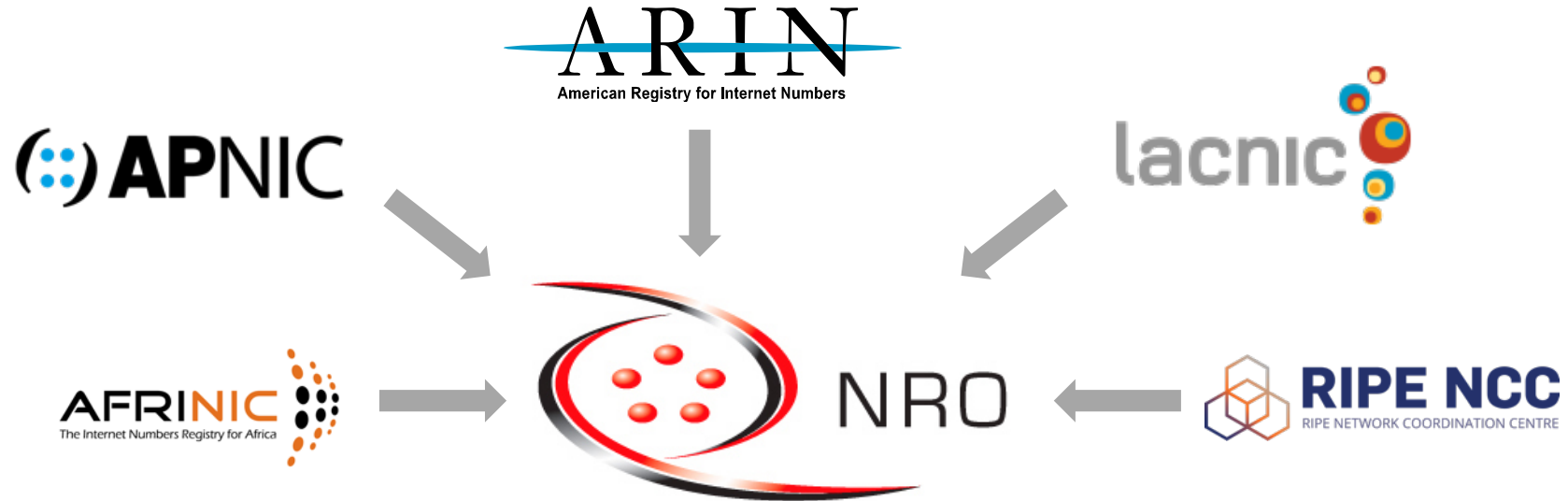
- Community developed policies
- Member-elected governing boards
- Open and transparent



# IP Address and Autonomous System Number Provisioning Process



# The Number Resource Organization (NRO)



The NRO exists to protect the unallocated number resource pool, to promote and protect the bottom-up policy development process, and to act as a focal point for Internet community input into the RIR system.

<https://www.nro.net/>

## ARIN's Mission

ARIN, a nonprofit member-based organization, supports the operation of the Internet by:

- managing Internet number resources throughout its service region;
- coordinating the development of policies by the community for the management of Internet Protocol number resources; and
- advancing the Internet through informational outreach.

# Who is the ARIN community?

**Anyone with an interest in Internet number resource management in the ARIN region can be part of the ARIN community.**

The ARIN community includes...

- 37,000+ organizations served
- 20,000+ customers paying fees for services
- 5,600+ members
- 80+ professional staff

# Community-based Leadership

ARIN is governed by individuals who are elected by our membership.



- **7-member Board of Trustees**

- 6 elected by the membership + the President & CEO who is elected by the Board
- Maintains authority over the scope, mission, and establishes the strategic direction and fiscal oversight
- Ability to appoint an additional voting member for diversity

- **15-member Advisory Council**

- Elected by the membership
- Serves in an advisory capacity to the Board on Internet number resource policy and related matters; forwards consensus-based policy proposals to the Board for ratification

- **15-member Number Resource Organization Number Council (3 from each RIR)**

- 2 elected by the ARIN Community/1 appointed by ARIN Board
- Selections ICANN Board seats 9 and 10
- Global policy development: IANA to RIRs

# Strategic Planning

ARIN performs its mission according to a Strategic Plan. Updated annually, this plan drives the creation of organizational objectives and the internal work plan.

## **ARIN's strategic plan and objectives:**

[https://www.arin.net/about\\_us/corp\\_docs/stratplan-2017-2018.pdf](https://www.arin.net/about_us/corp_docs/stratplan-2017-2018.pdf)

# Sample of 2017 Organization Objectives

- Maintain accountability to membership; perform audits
- Participate in global discussions to maintain the community-based multi-stakeholder policy development model
- Conduct two ARIN Public Policy and Member meetings
- Maintain a strong outreach in the Caribbean
- Support law enforcement efforts consistent with ARIN's mission
- Continue IPv4/IPv6 transition awareness campaign
- Continue to review and enhance online services, including making significant user interface improvements per user feedback and customer survey

# ARIN Manages:

- IP address allocations & assignments
- ASN assignment
- Transfers
- Reverse DNS
- Record Maintenance
- Directory service
  - Whois
  - Routing Information (Internet Routing Registry)
  - WhoWas

<https://www.arin.net/resources/index.html>



# ARIN technologies for managing Internet number resources:



- ARIN Online – customer web portal
- DNSSEC - security
- Resource Certification (RPKI)
- Community Software Project Repository
- Whois-RWS
- Whois and Registration Data Access Protocol (RDAP) directory services
- Operational Test and Evaluation Environment

<https://www.arin.net/resources/services/>

# Training and Education

- Educational Materials library
  - <https://www.arin.net/knowledge>
- Instructional Video Library
  - <http://youtube.com/teamarin>
- In-person Training/Education
  - ARIN on the Road, ARIN + NANOG on the Road, other fora upon request
  - <https://www.arin.net/participate/meetings/on-the-road/>

# Outreach and Community Engagement

- Policy Development through Public Policy Meetings and Consultations
- Work closely with the technical community to ensure education, empowerment, engagement
- Collaborate with Caribbean organizations to maximize inclusion
- Engage globally as a key technical resource
- Support cooperation and direct involvement alongside governments and international organizations



# Participate in ARIN

## Contribute your Opinions and Ideas:

- Public Policy Mailing List
- Attend Public Policy and Members Meetings (remotely or in person), Public Policy Consultations, outreach events
- Share your experiences on our IPv6 Wiki: <https://getipv6.info>
- Be a Get6 Forward Thinker - <http://teamarin.net/get6/forward-thinkers/>
- Submit a suggestion: <https://www.arin.net/public/acsp/index.xhtml>
- Participate in community consultations: **Several open now ... NRO consultation on Identifier Technical Health Indicators (ITHI) Project and ARIN consultation on Available Methods of Reporting Network Sub-Delegation Information**
- Write a Guest Blog: <http://teamarin.net/spread-the-word/guest-blog/>
- Members – Vote in annual elections

Contact [members@arin.net](mailto:members@arin.net) or [info@arin.net](mailto:info@arin.net) for more information

# ARIN Mailing Lists



[https://www.arin.net/participate/mailing\\_lists/index.html](https://www.arin.net/participate/mailing_lists/index.html)

- **ARIN Announce:** Read-only, news about ARIN elections, outreach, meetings, policy updates, training opportunities...
- **ARIN Discussion:** (**members only**) Discuss ARIN-specific issues such as fee structures and internal policies
- **ARIN Public Policy:** Raise and discuss policy-related ideas and issues surrounding existing and proposed ARIN policies
- **ARIN Consultation:** Voice your opinion on open consultations
- **ARIN Issued:** Read-only, daily report of IPv4, IPv6, and ASNS issued directly by ARIN, and resources returned to ARIN's free pool.
- **ARIN Technical Discussions:** Provide feedback on use of ARIN technical services
- **Suggestions:** Read-only, notice of new suggestions from the community and ARIN responses

# Stay Connected on Social Media



[www.TeamARIN.net](http://www.TeamARIN.net)



[www.facebook.com/TeamARIN](http://www.facebook.com/TeamARIN)



@TeamARIN *(use #ARIN40 to tweet during this meeting!)*



[www.google.com/+TeamARIN](http://www.google.com/+TeamARIN)



[www.linkedin.com/company/ARIN](http://www.linkedin.com/company/ARIN)



[www.youtube.com/TeamARIN](http://www.youtube.com/TeamARIN)





## **Feedback @ ARIN**

*Richard Jimmerson*  
*Chief Information Officer*



# Importance of Feedback to ARIN

- **Identifies Service Improvement Opportunities**
  - Highlights system items that may require immediate attention
  - Helps with determining project priority for future improvements
- **Assists Monitoring Of Service Quality**
  - Alerts management of customer service issues
  - Helps us better understand how well we are doing
- **Improves Performance**
  - Motivates staff
  - Helps us learn from you

# Feedback Sources

- **Member Organizations:** 5,600+ orgs
- **Fee-Paying, Non-Member Organizations:** 15,000+ orgs
- **Legacy Organizations:** 16,000+ orgs
- **ARIN Online Users:** 123,000+ user accounts
- **General Whois User Population**
- **People referred to ARIN by their security software**

# Feedback Channels

- **Feedback Button**
  - Allows you to provide instant feedback from anywhere on our site
- **Transaction Surveys**
  - Survey invitation sent everyone who requests Internet number resources
- **Documented Feedback From Telephone Calls And Tickets**
  - Registration staff documents notable feedback from calls/tickets in an internal feedback tracking system
- **ARIN Consultation And Suggestion Process (ACSP)**
  - Review and consideration process for formally submitted feedback to ARIN
- **Customer Satisfaction Survey**
  - As conducted in 2014, and planned again in Q3 2017
- **Direct Feedback At Meetings (PPM, ARIN On The Road, NANOG, and more)**
- **Mailing Lists & Social Media**

# How We Process Feedback

- **Internal Review And Discussion**
  - Weekly management meetings
  - Team scrums/meetings throughout each work-week
  - Bi-weekly customer experience review meetings
- **Turning Feedback Into Change/Action**
  - Changes to documentation (web, printed, and presentations)
  - Updates to procedures
  - Improvements to our applications (ARIN Online features and UI)
- **Continued Review And Monitoring**
- **Community Consultations**
- **Services Working Group**

# Our Continued Commitment To You

- **You Are Our #1 Priority**
- **We Value Your Feedback**
  - It is a key element of our decision making processes
  - We can't function properly as a registry without it
- **Questions?**





## **Advisory Council Docket Overview**

*Dan Alexander*  
*Advisory Council Chair*

## One Recommended Draft Policy

- **ARIN-2017-5: Improved IPv6 Registration Requirements**
  - This Recommended Draft Policy would require IPv6 reassignments to be registered in Whois only if they are a /47 or larger, and states that ISPs should register any static assignments of a /64 or more if their customers ask them to.



# Advisory Council Docket



## Four Draft Policies

- **ARIN-2017-3: Update to NPRM 3.6: Annual Whois POC Validation**
  - Outlines procedures for ARIN's annual Whois Point of Contact (POC) Validation, including which POCs get verified, and how non-responsive POCs are handled.
- **ARIN-2017-4: Remove Reciprocity Requirement for Inter-RIR Transfers**
  - Allows inter-RIR transfers to RIRs without bidirectional inter-RIR transfer policies IF the RIR in question has less IPv4 in inventory than the global RIR average.

# Advisory Council Docket



## Four Draft Policies (continued)

- **ARIN-2017-6: Improve Reciprocity Requirement for Inter-RIR Transfers**
  - Disallows ARIN to conduct Inter-RIR transfers to RIRs if, according to that RIR's policies, those resources could be further transferred to a RIR or National Internet Registry (NIR) that does NOT have bidirectional transfer policies.
- **ARIN-2017-8: Amend the Definition of Community Network**
  - Clarifies the NRPM Community Network definition in response to community feedback suggesting the existing definition was too narrow, particularly with the requirement that an organization be 100% volunteer-run to be included.





# What's Ahead This Week

## **Tonight:**

Policy Development Process Tutorial

Happy Hour

## **Thursday:**

Breakfast

Public Policy Meeting

Lunch for all attendees

Women's Networking Lunch

Social

## **Friday:**

Breakfast

Public Policy/Members Meeting

Lunch for all attendees

5:15 – 6:00 PM, Atherton

6:00 – 7:00 PM, Pagoda – lobby level

8:00 - 9:00 AM, Club Regent – lobby level

9:00 AM - 5:00 PM, Imperial Ballroom

Noon, Club Regent - lobby level

Noon, Piedmont, other tower

7:00 - 11:00 PM, Club Auto Sport – buses

8:00 - 9:00 AM, Club Regent – lobby level

9:00 AM – 2:30 PM, Imperial Ballroom

Noon, Box Lunches outside of meeting

# Ways to Participate This Week (Membership Not Required!)



- Meet your fellow attendees at meals, during breaks and at social events
- ARIN Board, Advisory Council, NRO Number Council and Staff all have ribbons on our name tags – seek us out and ask questions
- Go the floor microphones in the meeting room, be sure to state name and organization upfront
- Raise your hand to voice your opinion when votes are taken during policy discussions



<https://www.arin.net/participate/meetings/fellowship.html>



# Don't Forget Your Survey!

Please complete the survey form and drop it in the bowl.

Be present in the meeting room tomorrow morning at the start for the drawing – you might win a \$100 Think Geek gift certificate!

# Questions?