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MIAMI, FLORIDA | 15-18 APRIL 2018

RSD Update

John Sweeting

Senior Director, Registration Services

Overview

ARIN Customer Analysis

2017 Ticket Review

IPv4 Waiting List Status Update

IPv6 Outreach & Status Update





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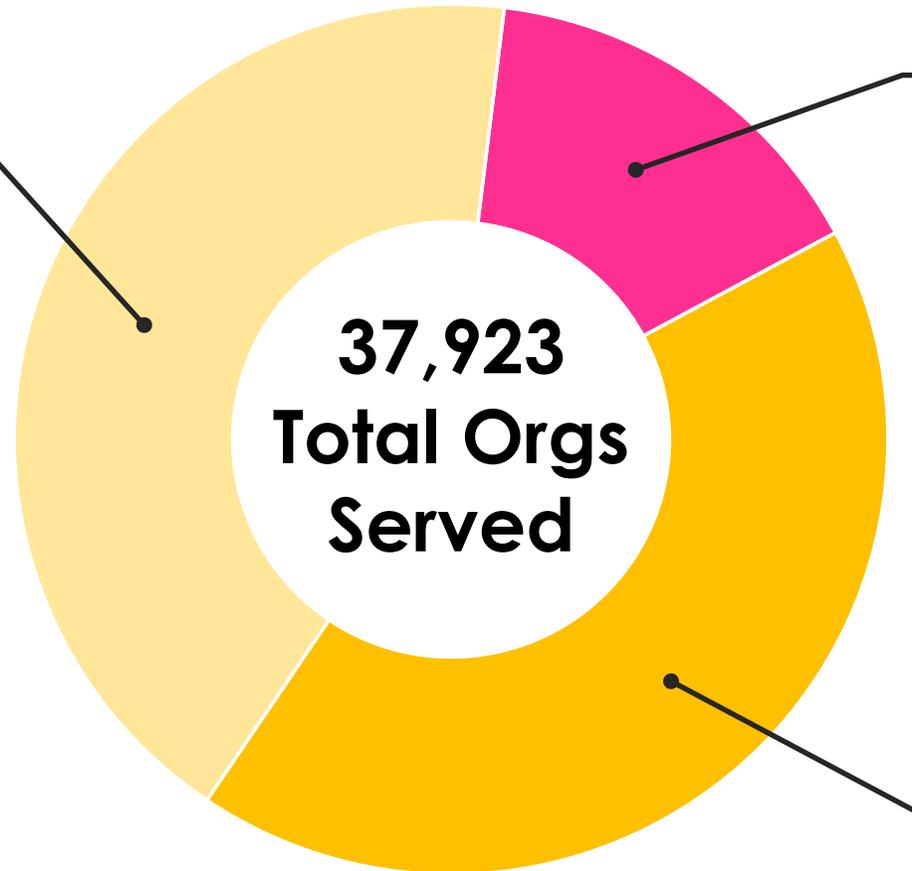
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Serving ARIN Customers

Organizations Served By ARIN

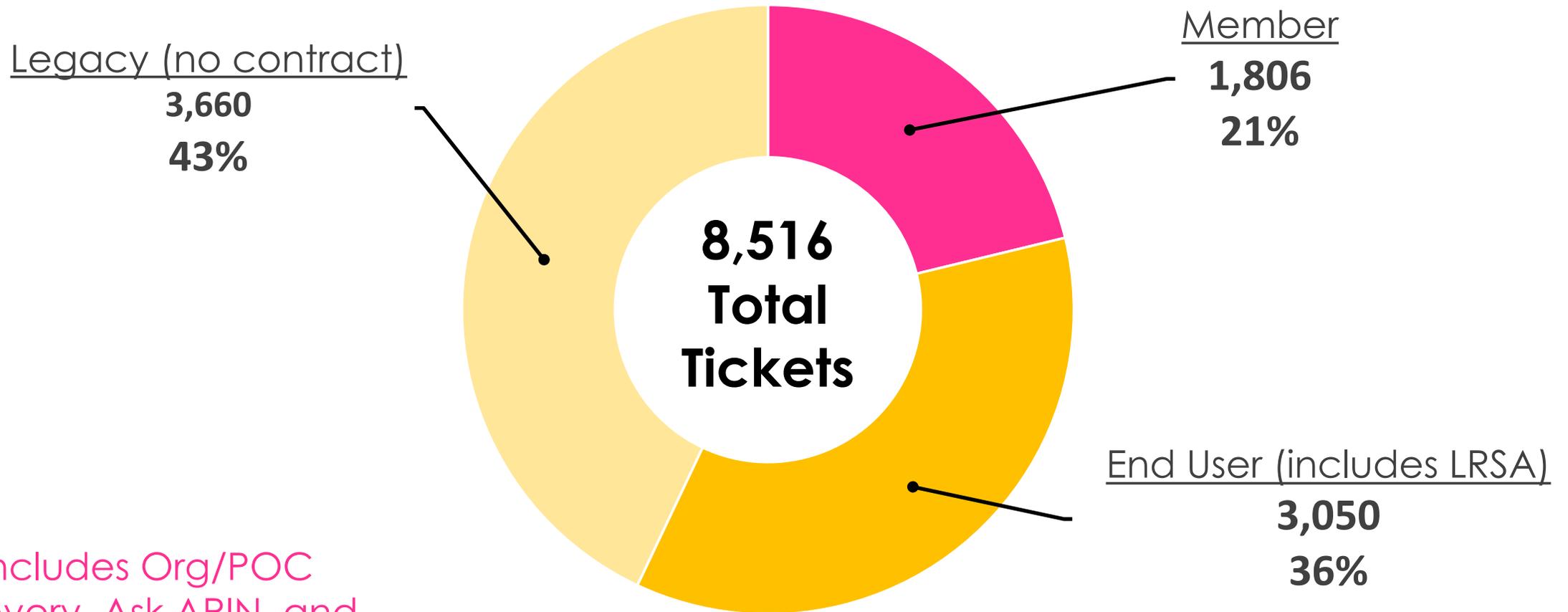
Legacy (no contract)
16,118 (43%)

Members
5,757 (15%)



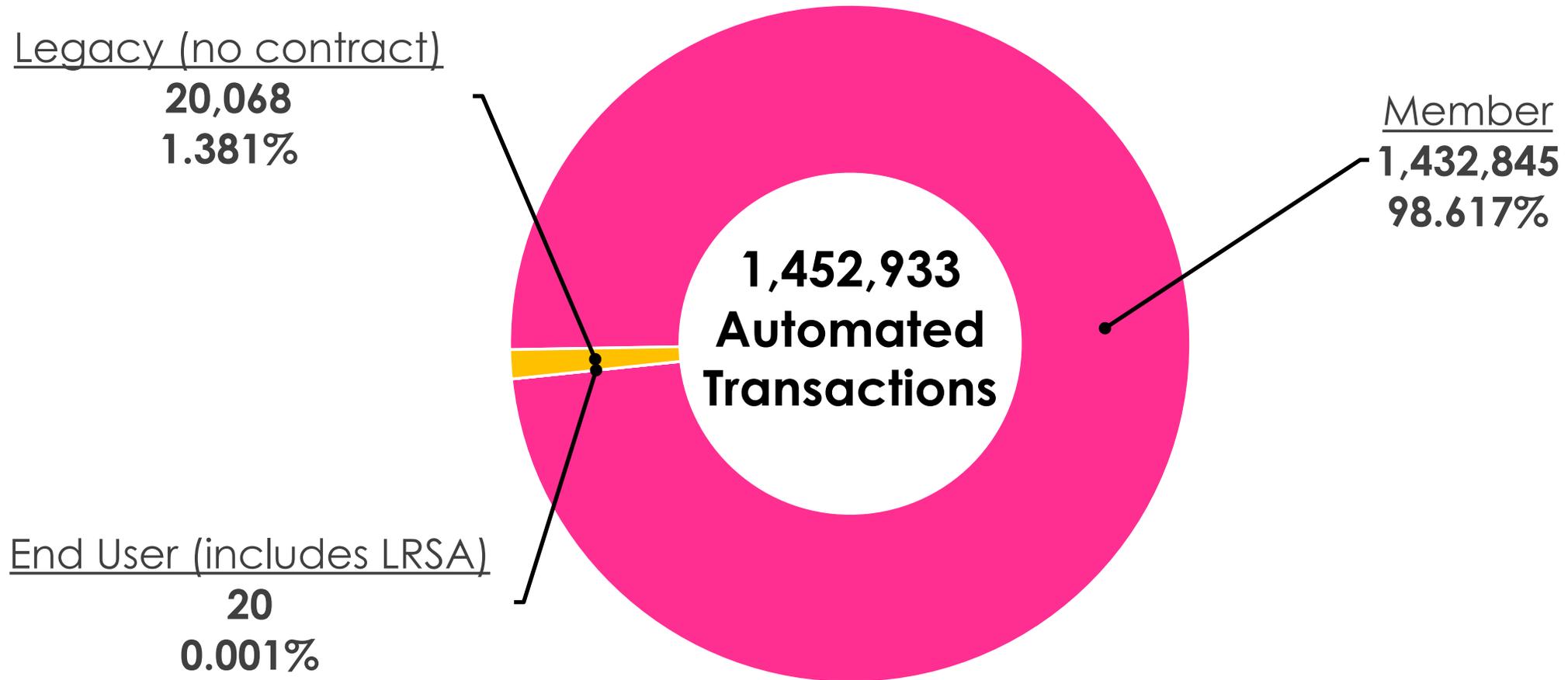
End User (includes LRSA)
16,048 (42%)

2017 Manual Transactions



* Includes Org/POC Recovery, Ask ARIN, and Org Create

2017 Automated Transactions



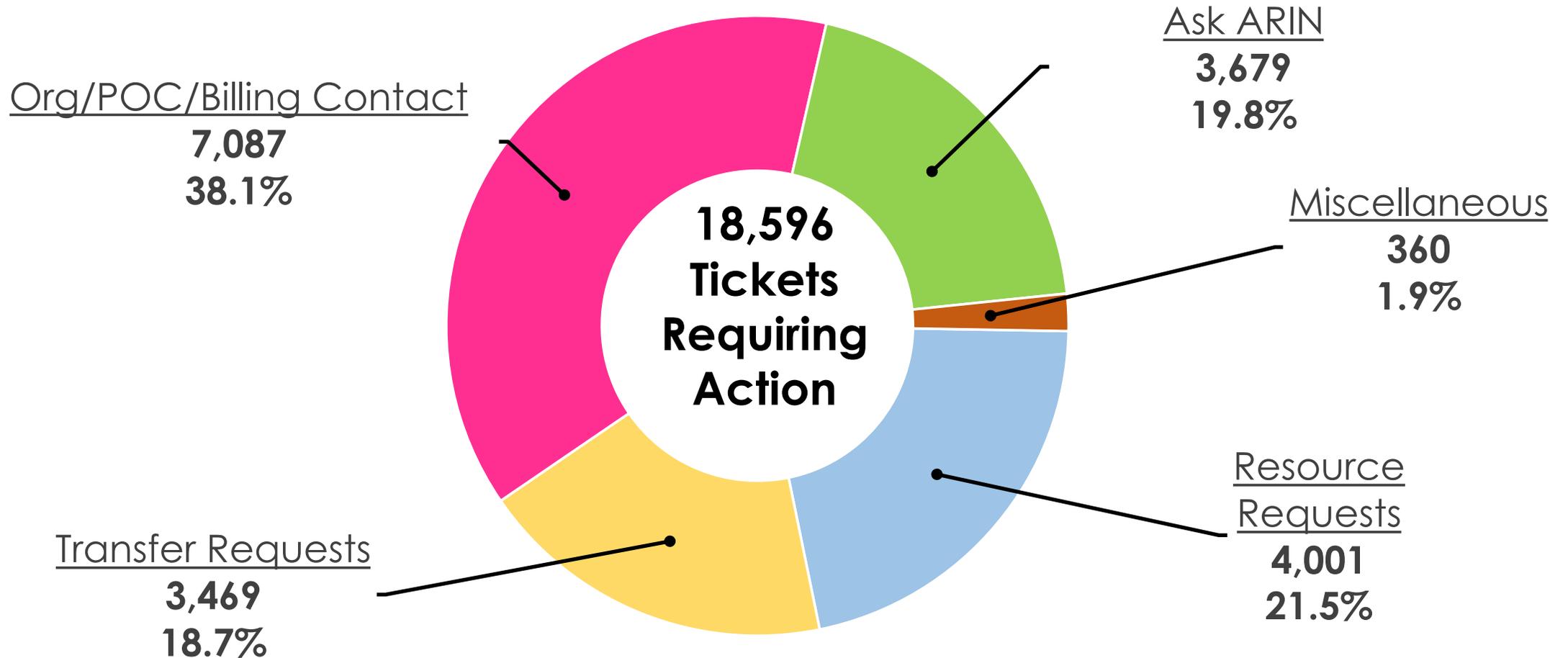


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2017 Ticket Analysis

2017 Tickets Requiring Action



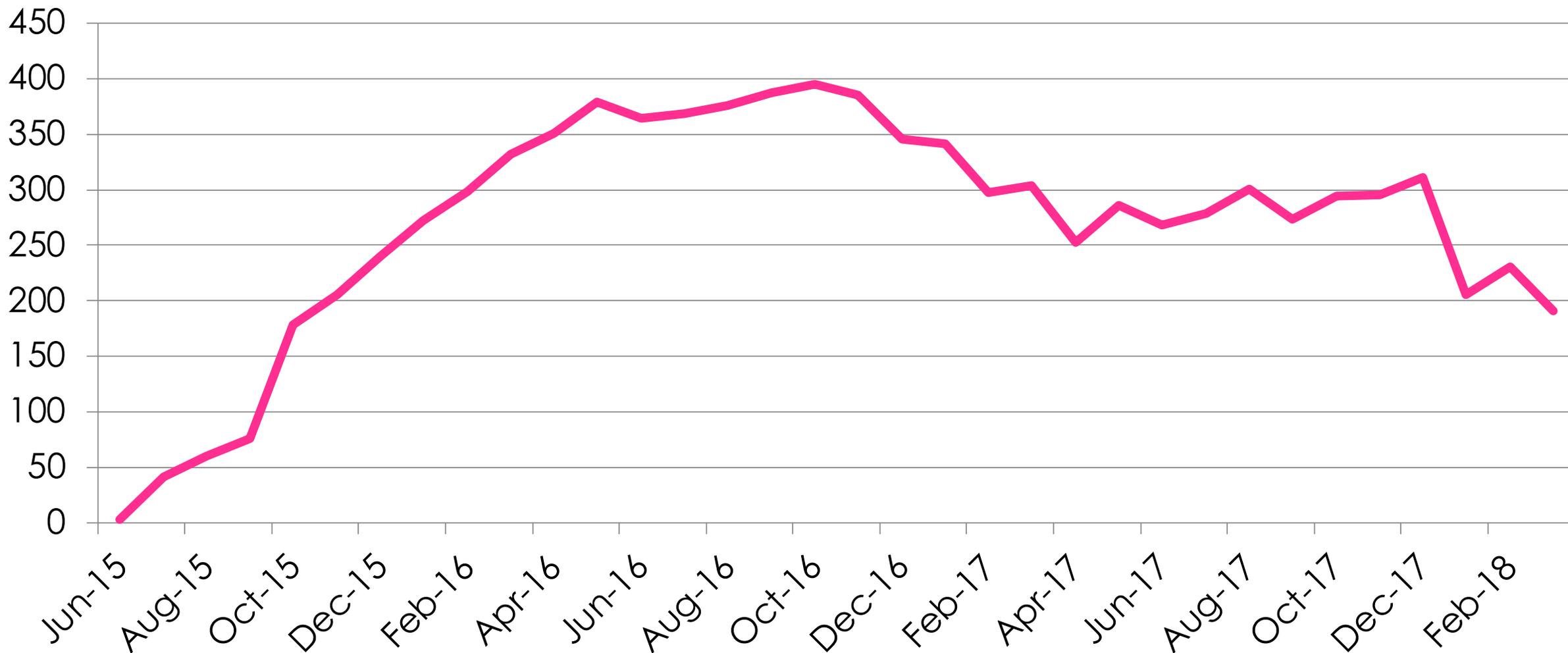


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IPv4 Waiting List Update

IPv4 Waiting List Growth



IPv4 Waiting List Statistics

Of the
992
requests
added:

568 (57%) have been filled

- Last request filled waited ~7 months

231 (23%) dropped off

- Most got IPv4 via the transfer market

193 (19%) still waiting

- Oldest added 15 Mar 2017

Waiting Time

Of the 568
completed
requests:

Average 15 months wait
Longest wait: 24 months

Of the 231
closed
requests:

Average 7 months before close
Longest wait: 21 months (filled via
transfer)



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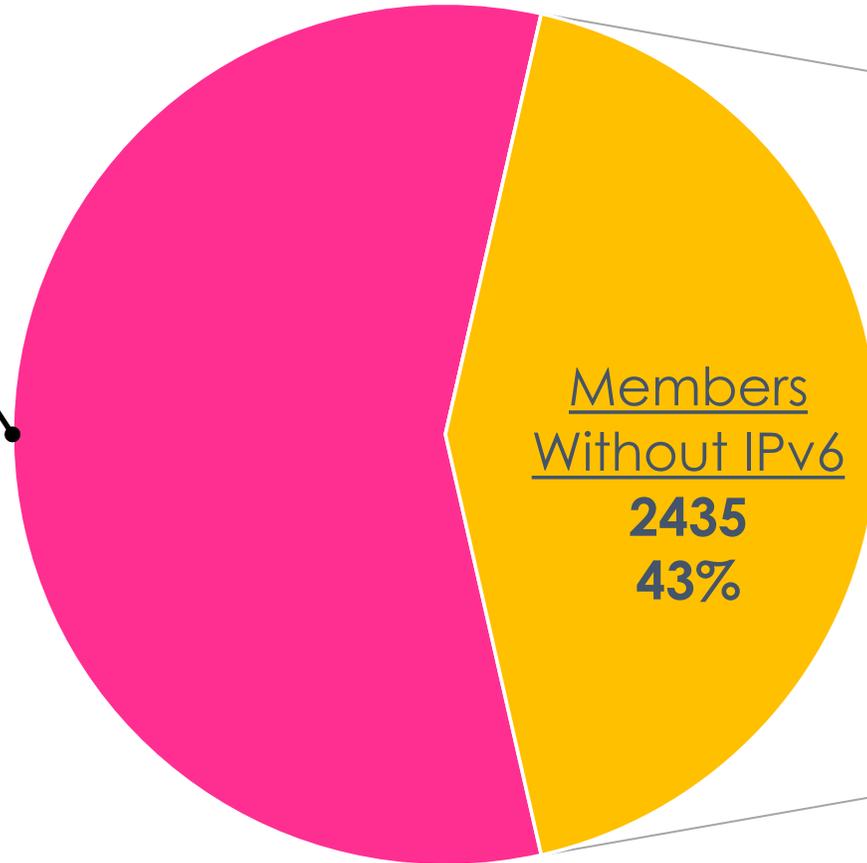
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IPv6 Outreach & Status Update

Member IPv6 Holdings

Members With

IPv6
3,242
57%



Members Without IPv6
2435
43%

Can Get Free

IPv6
2,237
39%

Cannot Get Free

IPv6
198
4%

IPv6 Outreach Campaign



- Email outreach conducted to help those orgs get a free IPv6 block
- 63 orgs responded
- Work ongoing to identify other ways to make sure these orgs know they can easily get a free IPv6 block

RSD Team

Senior
Director

John Sweeting

Managers

Lisa Liedel
Cathy Clements
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 Blogs



Each member of the team wrote a blog entry in 2017, including:

IPv6

POC Validation

Role Point of Contact

Updating Whois

Org Recovery

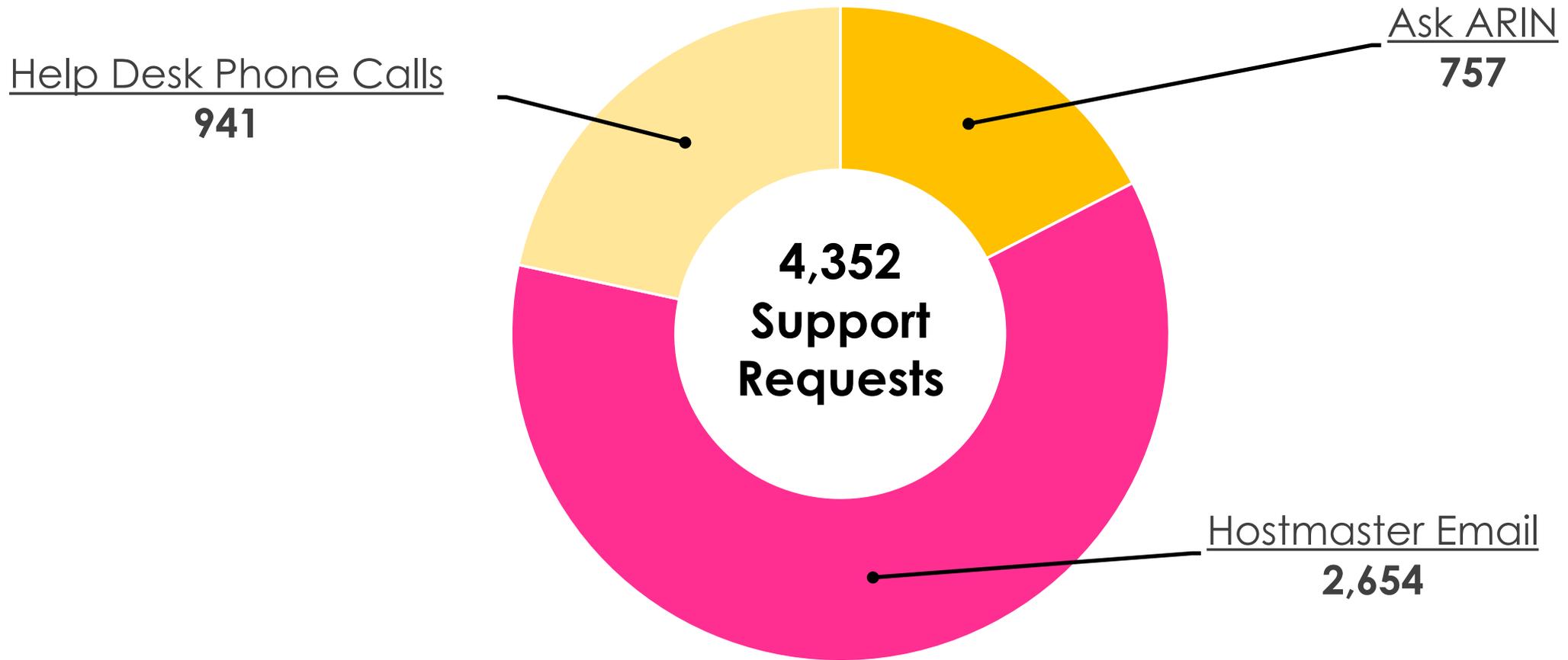
SWiP EZ

Preventing Fraud

Reserved IPv4 Space for IPv6 Deployment

Taking Suggestions For 2018 Topics

2018 Q1 Customer Support Requests



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



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Thank You!