



# Software Development Update

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# Agenda

- Strategic Guidance
- How Work is Prioritized
- Project Highlights Since ARIN 42
- Upcoming Initiatives

# Strategic Guidance



## ***From the 2019-2020 ARIN Strategic Plan***

- *Maintain, develop, and enhance functionality of ARIN services as sought by the users and supported by the membership*

## ***Organizational Objective (within the ARIN Strategic Plan)***

- Continue to review and enhance online services, including making significant user interface improvements as guided by user feedback, customer surveys, and customer suggestions

# Factors that Influence Priorities



- Legal and regulatory
- Ratified policies
- ARIN Consultation and Suggestion Process (ACSP)
- Board of Trustee initiatives
- Operating plan objectives
- Defects, maintenance, and upgrades
- Mailing list adhoc requests
- Environment changes
- Customer feedback (via feedback button)
- Customer Survey

# Project Highlights Since ARIN 42



- New Website on 2 March!
  - Pages and processes in ARIN Online were redesigned and streamlined to improve the user experience (ACSP 2011.21 and ACSP 2016.02)
  - Implemented Google's reCAPTCHA to provide security for the ACSP, Fraud Reporting, Whois Inaccuracy Reporting, Recover Username, and Reset Password pages.
  - Added accessibility features, such as improvements for screen readers.
  - Improved page display and responsiveness on mobile devices.
  - Implemented a combined Site/Whois search on the website that includes a web interface to Registration Data Access Protocol (RDAP) in the combined search function (ACSP 2016.3).

# More Project Highlights Since ARIN 42



- Provided ARIN staff with the ability to open tickets on a customer's behalf; the customer can choose to accept or reject the ticket.
- Whois performance tuning.
- Implemented the following RDAP changes:
  - Added network type field (type) to the IP Response object for RDAP.
  - Added network status array (status) to the IP Response object for RDAP.
  - To satisfy RFC 7480 requirements, ARIN's RDAP service now allows application/json as an Accept header, in addition to application/rdap+json. It will always return RDAP responses with Content-Type of application/rdap+json.



# Forthcoming Initiatives

- Complete final stage of stateless implementation
- New POC types (DNS & Routing)
- Rebuild ARIN Routing Registry
- Continuing UX improvements in ARIN Online and Website
- Reduction of technical debt



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**Thank you.**

Any Questions?