

ARINI

12-14 APRIL 2021



# Board of Trustees Report

Paul Andersen, Board Chair

# Strategic Guidance

Updated ARIN's strategic direction:

- Increased our focus on maturing business practices and operations
- Updated the charter of the Board Governance Working Group in its review best practices in organizational governance
- Development of deeper financial modelling to better understand costing and fee/revenue structures
- Accelerated the focus on product management and customer service

# GWG Ongoing Work

- Governance Working Group (GWG) Background:
  - January 2020 - Governance Working Group formed
  - June 2020 - Via RFP Baker Tilly US, LLP was selected to support the GWG
  - December 2020 - GWG Report
- 2020 Report was reviewed and accepted by the Board
- Based on the findings of the report the Board reviewed and accepted a work plan for the GWG for 2021
- The GWG has undertaken ongoing work to implement recommended actions
- Some upcoming GWG initiatives will require feedback from the community, these initiatives will be conducted via ARIN's Consultation Process

# Shifting to a Product focus

- Added specialized staff dedicated to product management and the continual improvement of ARIN services
- Performed extensive analysis to develop and implement the Premier Support Plan (PSP) launching May 3
- Analyzed supporting operational processes to more effectively understand service transaction costs and target improvement areas
- Improving tooling to optimize service support performance
- Expanded staff cross training of products and services

# Fees

Consultation on Fee Harmonization was posted on 9 April

<https://www.arin.net/participate/community/acsp/consultations/2021-3/>

We encourage everyone to participate by submitting comments to the arin-consult mailing list

You can subscribe to this mailing list at:

<http://lists.arin.net/mailman/listinfo/arin-consult>

This consultation will remain open through 5:00 PM ET on Monday, 10 May



# Snapshot of Feedback as of 13 April

- Feedback focused on:
  - Impact of end user organizations
  - Need for harmonization between Legacy address holders and ARIN customers
  - Plans for notifying impacted customers and implementation timing
- Consultation will be open through 10 May
- We want to hear from you!

Thank you

Chris Woodfield

AC 2018-2020



# Thank You

## Dan Alexander

AC 2006-2017

AC Chair 2014-2017

Board Member 2017-2020

