

Member Services Department

Susan Hamlin, Director



Outline

- * **Staff**
- * **Membership Statistics**
- * **Projects**
 - ▶ Association Business
 - ▶ Communications
- * **Meetings**

Staff

* **Jason Byrne – Communications Editor**

- ▶ website design & content, general communications
- ▶ quarterly newsletter, annual report, misc. collateral

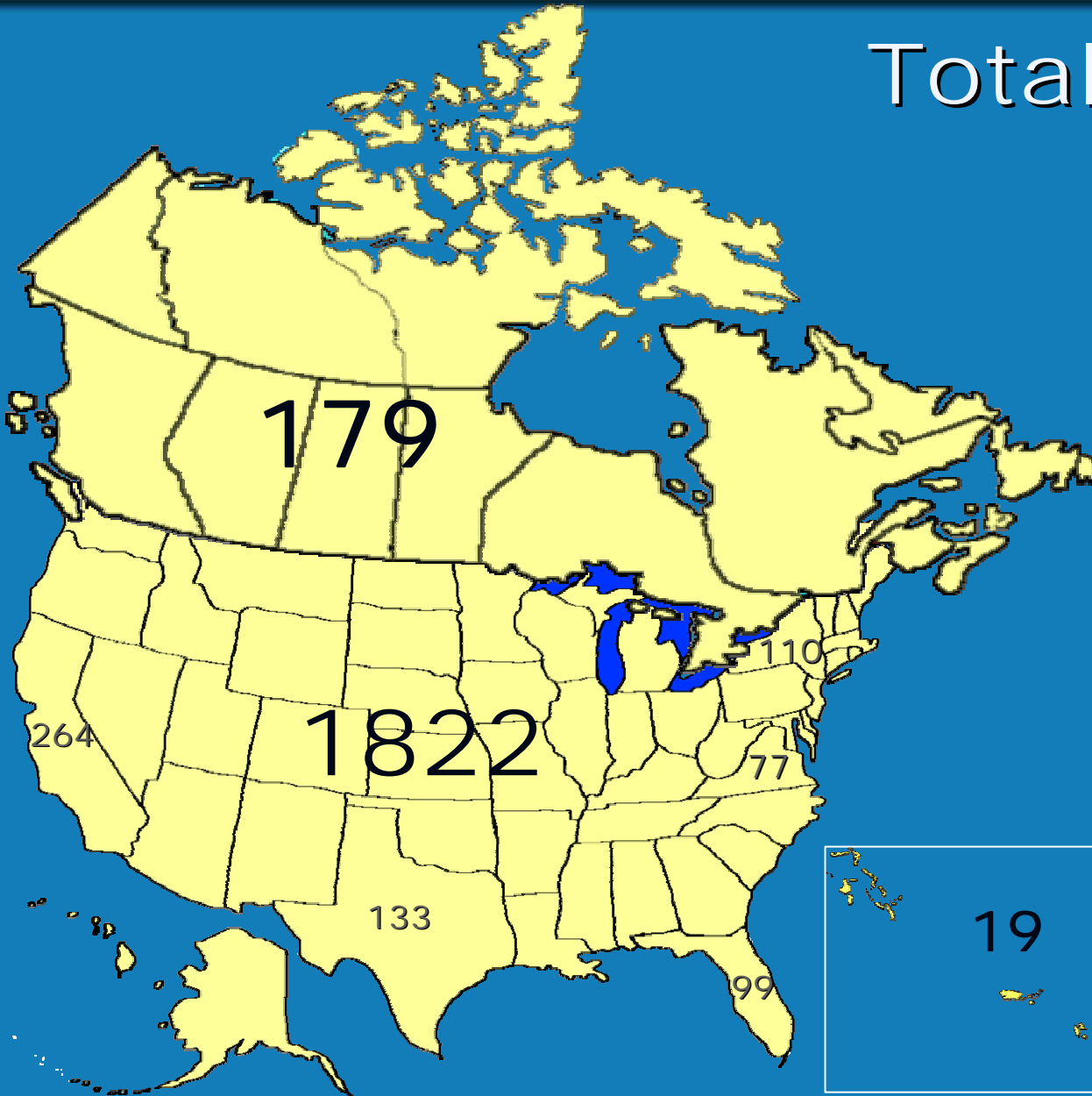
* **Megan Kruse – Communications Specialist**

- ▶ website content and general communications
- ▶ elections administration, association documentation

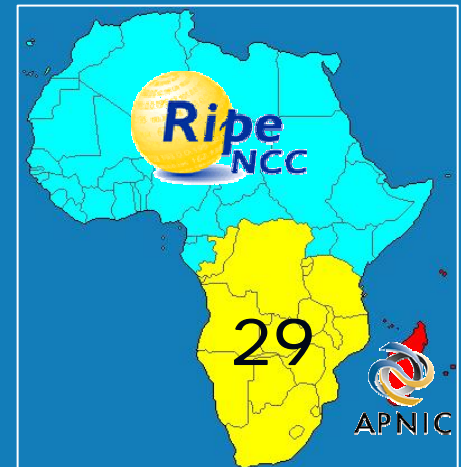
* **Erin Centanni – Meeting Planner**

- ▶ biannual meetings
- ▶ membership database

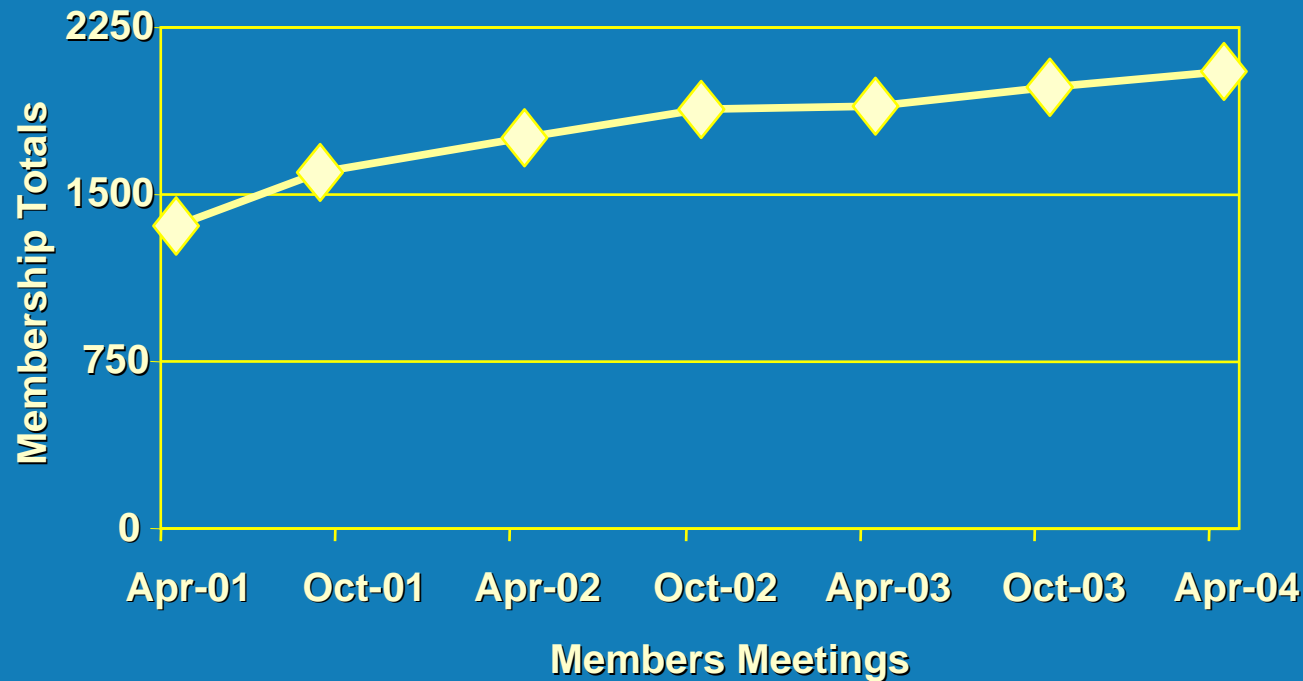
Total Members:
2,053



Outside ARIN
Service Area: 4
Australia (2)
Guam (1)
Japan (1)



Membership Growth



Association Business

*** Bylaws: streamlining and revising**

*** Guidelines documents:**

- ▶ Elections

 - ▶ Election Petition Process

- ▶ Board of Trustees

- ▶ Advisory Council

Communications

* ARIN External Communication Plans:

- ▶ members, media, public, organizations & government bodies

* NRO Communications Coordination Group



* Website

* Training

ARIN Website Revision



Redesign to reflect needs of diverse community



Fine-tuning of existing content



Add some missing "pieces" to provide better navigation and services



New website's goal is to enable visitors to easily target and efficiently retrieve the information they need

On-Demand Training



	Hits	Unique Users
DB CBT	*2,104 for pdf pages	459
WHOIS CBT	46,660	23,586
ISP Initial FC	6,295	—
End User FC	5,042	—
ASN FC	5,636	—

<http://www.arin.net/library/training/feedback.html>

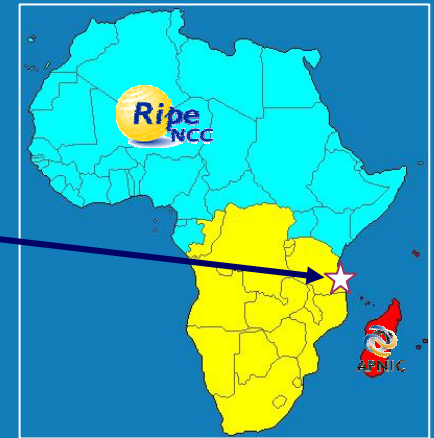
ARIN Regional Meeting

* June 23, 2004

* Dar es Salaam, Tanzania

* Hosted by:

Tanzania Commission for
Science and Technology (COSTECH)



DETAILS Coming Soon on ARIN Website

ARINXIV

- * Dates: October 20 – 22, 2004
- * Back-to-back with NANOG 32 (Oct. 17-19)
- * Location: Reston, VA



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Terminal Room &
Social



Foosball Tournament and
Breakfasts



Coffee Break



Thank You!