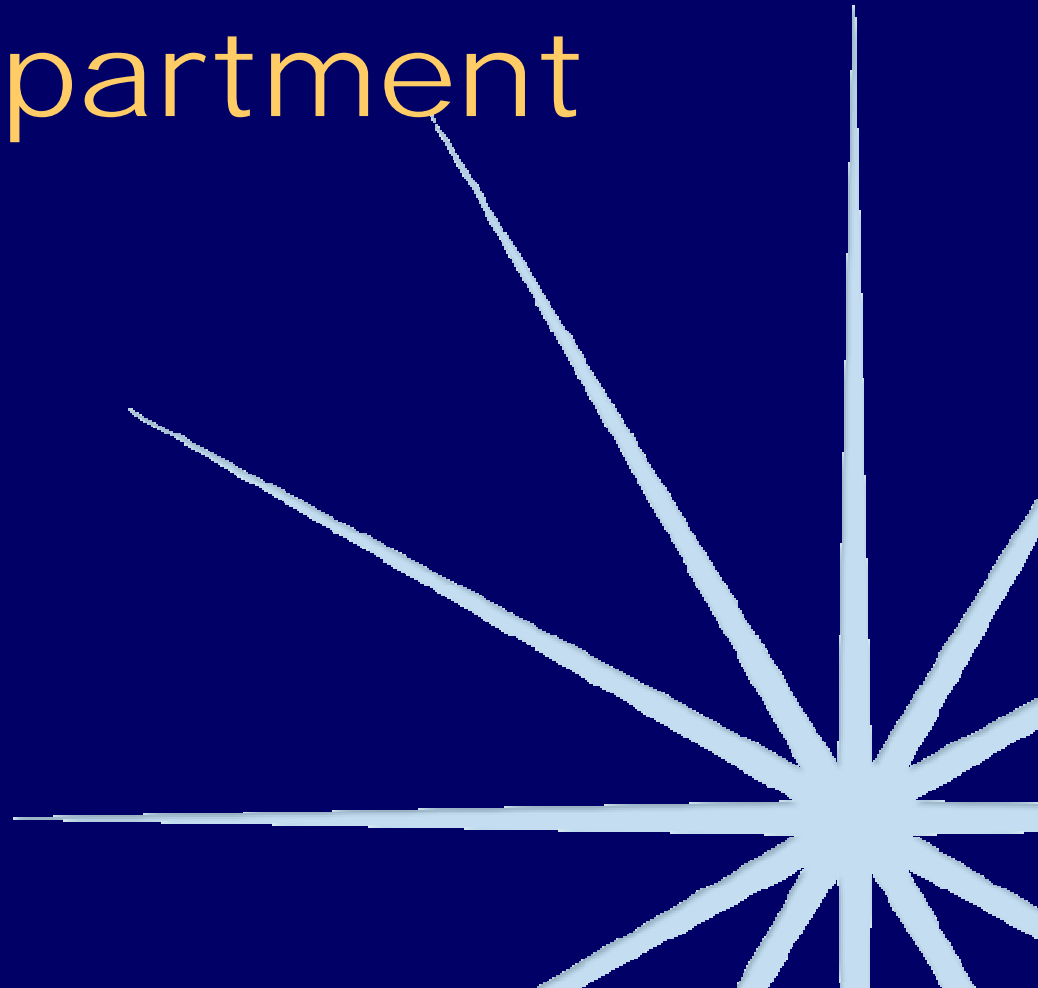


# Registration Services Department

Leslie Nobile  
Director



# Overview

- ★ Staff
- ★ Strategic Planning
- ★ What's New?
- ★ Policies Implemented
- ★ Statistics

# Staff

## \* Chief IP Analyst:

- ▶ Cathy Clements

## \* Senior IP Analysts:

- ▶ David Huberman
- ▶ Chad Eastman



## \* IP Analysts:

- ▶ Doreen Maraffa
- ▶ Stephen Middleton
- ▶ Jon Worley
- ▶ Jeff Havens

# Strategic Planning 2005

## \* Increase efficiency

- ▶ Increased template auto-processing
- ▶ Decrease response and turnaround times

## \* Improve customer service

- ▶ Emphasis on consistency, communication skills, and training
- ▶ First customer survey conducted; more planned

## \* Streamline processes and procedures

- ▶ Reformatted and simplified all templates
- ▶ Deprecated Org Detailed template

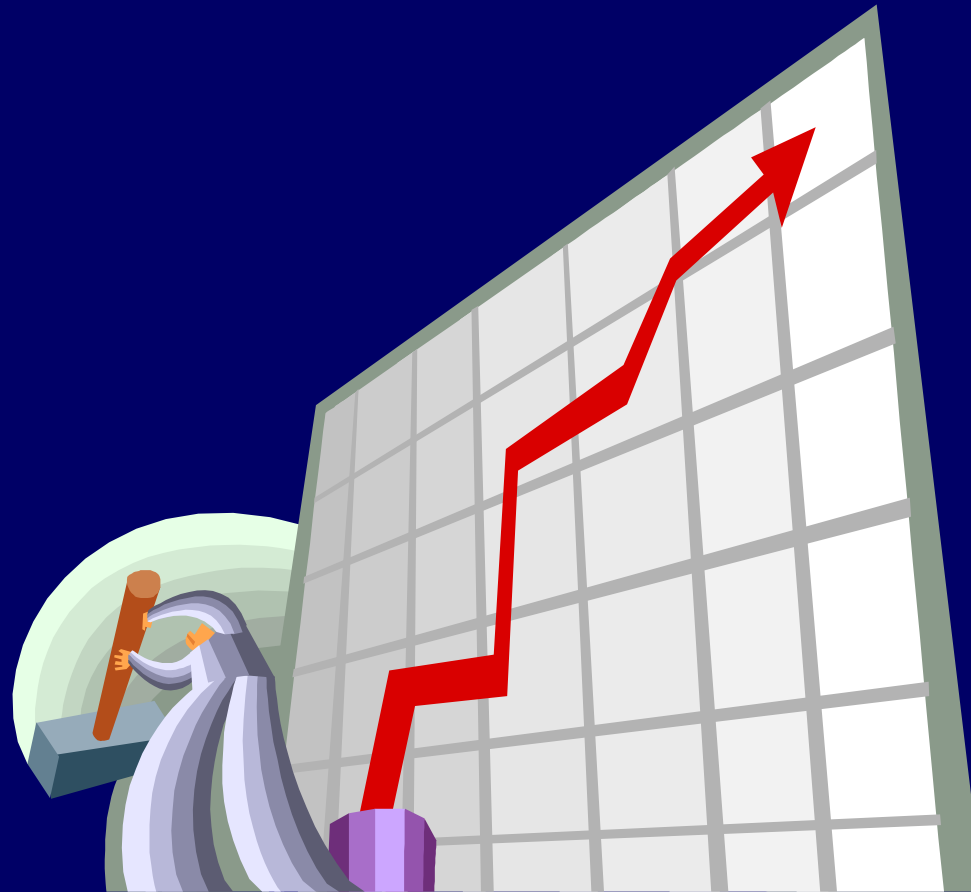
## What's New?

- ★ Seeing more fraudulent information submitted
- ★ Strengthened verification procedures
  - ▶ More stringent review of all requests
  - ▶ Full vetting process during Org review
  - ▶ Legal documentation required
  - ▶ Orphaned POCs and ORG IDs removed from DB in 90 days
  - ▶ More auditing of reassignments

## Policies Implemented, 2004

2003-14	Remove /13 Maximum Allocation
2003-13	6 Month Supply of IP Addresses
2003-3	Residential Customer Privacy
2003-15	IPv4 Allocations for Africa portion of ARIN
2002-3	Address Policy for Multi-homed Networks
2003-5	Distributed Information Server Use Requirements
2003- 4	IPv6 Policy Changes
2002-2	Experimental Allocations

# Statistics



# Statistics on Policy 2002-3

May 2004 - Mar 2005

## \* ISPs

- ▶ /21s allocated – 65
- ▶ /22s allocated – 61

## \* End-users

- ▶ /21s assigned - 11
- ▶ /22s assigned - 50

- \* Working from 8 designated /16 blocks
- \* Used 4, issuing from the 5<sup>th</sup> now
- \* Will designate new blocks very soon



# Registration Services Help Desk 2004

<b>Category</b>	<b>Monthly</b>	<b>Total</b>
Templates Processed	44,437	533,251
E-mail	31,184	374,218
Phone Calls	1,390	16,680

# New Subscription Holders by Category 2004

Year	X-small <i>/24 - &lt; /20</i>	Small <i>/20 - /19</i>	Medium <i>&gt; /19 - /16</i>	Large <i>&gt; /16 - /14</i>	X-large <i>&gt; /14</i>
2004	83	206	20	0	0
2003	0	254	20	0	0

## Number Resources

Year	# of /8 Allocations	# of ASNs Assigned	# of /32 Allocations
2004	1.66	1546	40
2003	1.27	1773	51



Questions?