



# Services Update

John Sweeting



# Premier Support Plan Update



# Premier Support Plan (PSP)

- As part of our increasingly customer-focused approach to serving our community, ARIN introduced the Premier Support Plan (PSP) in 2021 to better support our customers.
  - This program recognizes the core significance of holders of the largest number of resources to both ARIN and the community. On rollout, ARIN automatically provided access to the PSP program to eligible organizations — and all the support services included.
- ARIN initially launched the PSP to customers who are in a 2XL or larger Registration Services Plan (RSP).
- ARIN will launch a fee-based version of the PSP to all Service Members in Q3 2022



# PSP Service Offerings

- **Dedicated Account Analyst**
  - PSP-enrolled organizations are assigned a dedicated account analyst who is available to directly assist with any complex questions or scenarios where escalation may be required.
- **Priority Service**
  - Tickets associated with PSP-enrolled organizations receive priority handling when requested.
- **Direct Technical Services Liaison**
  - Available during ARIN business hours for assistance with RPKI, IRR, DNSSEC and other technical services.
- **24/7 On-Call Support**
- **PSP Customer Focus Group**
  - Quarterly Roundtable with the ARIN CEO
- **Waived Transfer Fees**



# PSP Highlights

- Part of the services offered include a quarterly roundtable with the CEO and other senior members of ARIN's leadership and technical team
- A number of post-roundtable work has been initiated with our customers as a result
  - Includes follow-up review with the Senior Product Owner, Routing Security for IRR, RPKI setup and guidance at an individual organizational level etc.
  - Specific feedback received around ROA, 2FA, IRR and NONAUTH shutdown initiatives has allowed us to make improvements in these areas.
- A survey of PSP members was performed late Dec 2021 to early Jan 2022
  - Survey results are being leveraged to examine, make improvements, and identify potential changes to the program.



# PSP — What's Next?

- Continue to assess feedback to identify and implement improvements to the PSP program
  - Customer and community feedback
  - Staff feedback
  - Additional surveys
  - Quarterly Roundtables with CEO and ARIN staff
- Announce additional details to the community on the upcoming fee-based version of the PSP to all Members in Q3 2022

Thanks!

Any  
Questions?

