

Registration Services Department Report

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Director of Registration Services





Agenda

- Overview of Registration Services
- Current Volumes and Workload Snapshot
- Recent Operational Improvements
- Customer Experience Highlights
- Q&A

Registration Services – Key Support Areas



Our team is at the ready to assist you in navigating the policy requirements meeting your goals within the confines of policy.

Requesting Internet Number Resources

- Autonomous System Number (ASN) requests
- IPv4 address requests
- IPv6 address requests

Transferring Internet Number Resources

- Section 8.2: Mergers, Acquisitions, and Reorganizations
- Section 8.3: Specified Recipient Transfers
- Section 8.4: Inter-RIR Transfers

Routing Security Functions

- Internet Routing Registry (IRR)
- Resource Public Key Infrastructure (RPKI)

Data Accuracy and Registry Maintenance

- Organizational name changes
- Updating Points of Contact and outdated registration information



The Team

Director of Registration Services

- Lisa Liedel

Customer Service Resource Analyst I

- Marco Monterrosa
- Jamcy Kudee
- Shay Demps
- Tiara Goddard
- Armando Santiago

Customer Service Resource Analyst II

- Jenee Blais
- Alyson Moore
- Emily Pico

Customer Service Resource Analyst III

- Mike Pappano



Customer Engagement

RSD Customer Engagement

In 2024, ARIN's Registration Services Department (RSD) handled thousands of customer interactions across phone, chat, and tickets.



Key Engagement Stats:

- **~6,000 phone calls**
- **1,700+ live chats**
- **1,874 ticketed requests related to IPv4 Waiting List**
 - 513 approved and added to the list

Ticketed Request Volumes:

- **1,745** Autonomous System Number (ASN) requests
- **1,304** IPv6 address requests
- **2,718** transfer requests (NRPM 8.2 / 8.3 / 8.4)
- **~13,000** other ticketed requests across various services



Recent Operational Improvements

Process Improvements – Key Benefits



Centralized Document Management

- Documents now uploaded and managed within ARIN Online, removing reliance on external file systems.
- Improves auditability and efficiency in request handling.



Streamlined Checklists & Workflows

- Updated transfer checklists align with current policies.
- Supports faster processing, reduces errors, and improves compliance.

New Initiatives Driving Improved Customer Experience



Registry Integrity & Oversight (RIO) Team

- Handles Section 12 audits, suspected hijacking, and fraud investigations.
- RSD works closely with new RIO team to provide a clean handoff and clear accountability.
- Enables RSD to stay focused on customer-facing requests and improving response times.

New Initiatives Driving Improved Customer Experience



Improved Customer Messaging

- Decluttered and refined customer communications for clarity.
- Ongoing updates to improve tone, transparency, and accuracy

New Initiatives Driving Improved Customer Experience



Zoom Support - Locked Accounts / MFA Resets

- Dual review (Analyst + Manager or CXS) ensures no unnecessary PII is retained and increases trust.
- Live Zoom sessions add a secure, efficient path to identity recovery (54,470 Directs and Reassignments supported, with 423 sessions to date).



Customer Experience Highlights

What Our Customers Are Saying

Themes:

- ✓ Consistently recognized for responsiveness, clarity, and expert support.
- ✓ Customers value step-by-step guidance and the professionalism of the team.
- ✓ Tone of gratitude and appreciation was common across feedback.



Select Quotes:

"Timely responses and clear instructions were given throughout the process. experience, done."

"Y'all were very helpful and patient... Thanks for being awesome!"

"Everything went in a pleasant and very professional manner. I am very impressed."

"We had an amazing experience and it was a pleasure working with your team."

What we've heard:

- Some responses took too long, especially for follow-ups.
- A few replies felt a bit generic when issues were more complex.
- Overall tone was positive, but there's room to improve speed and personalization.

What we're doing:

- We're tightening internal processes to speed things up.
 - Example: ~**60% drop in transfer processing MTTR** thanks to recent improvements.
- More changes are coming to help with faster support and tailored engagement.

Feedback That's Helping
Us Improve





Questions and Comments?
Thank you