7-10 April 2019 • Barbados

ARIN 43

Communications and Member Services

Susan Hamlin, Senior Director

Department overview

- Staff
- Ongoing responsibilities
- New initiatives
- Engagement with ARIN
- Upcoming meetings

What we do:

- External communications, including
  - Content on **www.arin.net** and **teamarin.net**
- Meetings, outreach and education
- Fellowship program
- Membership engagement
- Elections
- Facilitate the Policy Development Process
- Social media and public relations

About the website

BEFORE

AFTER

1. Pitched a multi-phase approach to overhauling www.arin.net
2. Audited the content
3. Built the "Vault" and migrated +3000 archival files
4. Conducted card sorting to plan new hierarchy
5. Formed cross-department design team to unify efforts to improve the website and the customer app
6. Migrated, updated, and created new content
7. Internal and external testing

Thank you for your patience and support!

IPv6 case studies

- Thanks to all contributors

  - **Microsoft**
  - **Patton**
  - **University at Buffalo – SUNY**
  - **University of Pennsylvania**
  - **Virginia Tech**
  - **Merit Network**
  - **Commercial Network Services**

  - **GlowHost**
  - **American Data Technology**
  - **U.S. EPA**
  - **Clearcable**
  - **Watch Communications**
  - **Communicate Freely**
  - **Burlington Telecom**
  - **Vodafone NZ**

  - **C&W Communications**
  - **The University of Iowa**
  - **University of Colorado Denver**
  - **Washington & Jefferson College**
  - **Carleton University**
  - **Monmouth University**
  - **Louisiana State University**

- Ready to share your IPv6 journey?

  - TeamARIN.net/get6/ipv6-case-studies

New initiatives:

- ARIN Leadership Development Program
- ARIN Grant Program
- ARIN Training Program
- Outreach to associations for education and membership development purposes

- Part one: 4-module webinar series

- Providing greater insight into ARIN operations and roles and responsibilities of our elected bodies

- Look for a call to sign up

- Part two - some type of involvement from current or former elected officials

ARIN | Grant Program

- Support initiatives that improve the Internet Industry and Internet user environment

- Projects that align with ARIN's mission:
  - Internet technical improvements
  - Registry processes and technology improvements
  - Informational outreach

ARIN training

- Hired a Training Program Coordinator
- Developing a training library of programs and resources
- Sample topics:
  - IPv6
  - Using your ARIN Account
  - Whois and your data
  - Policy Development Process

Association outreach

- Do you belong and participate in any regional or national "trade" associations where an ARIN customer service helpdesk at a meeting would be beneficial?
  - FISPALIVE
  - CANWISP
  - WISPALOOZA

Your engagement with ARIN

Raise your hand if…

Provide us feedback

- Feedback button at the top of every web page
- ARIN Suggestion Process
- Mailing lists (ppml, consult, tech-discuss)
- Surveys
- Remote website testers
- Interact with staff and elected representatives
- Ask ARIN, info@arin.net; members@arin.net

Upcoming meetings

ARIN 44: Austin, TX   31 Oct.- 01 Nov. '19

ARIN 45: Louisville, KY   26-29 April '20

ARIN 46: Seattle, WA   22-23 October '20

ARIN 47: **You can help determine**   **April '21**

ARIN 48: Toronto, ON   07-08 October '21

ARIN 49: **You can help determine**   **April '22**

ARIN 50: Los Angeles, CA   20-21 October '22

Thank you.

Any Questions?