Agenda

• Strategic Guidance
• How Work is Prioritized
• Project Highlights Since ARIN 42
• Upcoming Initiatives
Strategic Guidance

From the 2019-2020 ARIN Strategic Plan

• Maintain, develop, and enhance functionality of ARIN services as sought by the users and supported by the membership

Organizational Objective (within the ARIN Strategic Plan)

• Continue to review and enhance online services, including making significant user interface improvements as guided by user feedback, customer surveys, and customer suggestions
Factors that Influence Priorities

- Legal and regulatory
- Ratified policies
- ARIN Consultation and Suggestion Process (ACSP)
- Board of Trustee initiatives
- Operating plan objectives
- Defects, maintenance, and upgrades
- Mailing list adhoc requests
- Environment changes
- Customer feedback (via feedback button)
- Customer Survey
Project Highlights Since ARIN 42

• New Website on 2 March!
  • Pages and processes in ARIN Online were redesigned and streamlined to improve the user experience (ACSP 2011.21 and ACSP 2016.02)
  • Implemented Google’s reCAPTCHA to provide security for the ACSP, Fraud Reporting, Whois Inaccuracy Reporting, Recover Username, and Reset Password pages.
  • Added accessibility features, such as improvements for screen readers.
  • Improved page display and responsiveness on mobile devices.
  • Implemented a combined Site/Whois search on the website that includes a web interface to Registration Data Access Protocol (RDAP) in the combined search function (ACSP 2016.3).
More Project Highlights Since ARIN 42

- Provided ARIN staff with the ability to open tickets on a customer’s behalf; the customer can choose to accept or reject the ticket.
- Whois performance tuning.
- Implemented the following RDAP changes:
  - Added network type field (type) to the IP Response object for RDAP.
  - Added network status array (status) to the IP Response object for RDAP.
  - To satisfy RFC 7480 requirements, ARIN’s RDAP service now allows application/json as an Accept header, in addition to application/rdap+json. It will always return RDAP responses with Content-Type of application/rdap+json.
Forthcoming Initiatives

• Complete final stage of stateless implementation
• New POC types (DNS & Routing)
• Rebuild ARIN Routing Registry
• Continuing UX improvements in ARIN Online and Website
• Reduction of technical debt
Thank you.

Any Questions?