

ARIN Service Level Commitments

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ARIN Service Level Commitments

- ★ Announced commitment targets at ARIN XIV
- ★ Implemented performance measurements
- ★ Continued to implement processes, procedures, and infrastructure to meet targets
- ★ Reporting effectiveness and progress to the community
- ★ Reminder that this is a journey....

Financial Services Scorecard

Commitment	Performance
Phone support 9AM-5PM	97.66%
Phone and e-mail response	100%
New registrations invoiced within 3 business days	100%
Renewals invoiced 45 days in advance	83%, average 37.2 days
Maintenance fees invoiced 30 days in advance	81%, average 24.2 days

Member Services Scorecard

Commitment		Performance
Publish quarterly <i>ARIN Review</i>		100%
Publish Annual Report at first meeting of the year		0%
<u><i>new</i></u>	Publish Annual Report by 2nd quarter of the calendar year	New commitment to replace prior Annual Report commitment
Conduct biannual meetings		100%
Publish meeting minutes/presentations within 7 business days of meeting		100%
Conduct annual elections: ARIN BoT, ARIN AC, NRO Number Council		100%

Registration Services Scorecard

Commitment	Performance
Phone support 7AM-7PM	97.62%
E-mail responses within 2 business days	100%
Priority response to requests for existing registrations	100%
<i>new</i> Publish previous month's statistics by the 15 th of each month	83%
Provide issue escalation 10AM–4PM	100%

Engineering Scorecard

Service	Mean Repair Time	Performance	Events
Auto-reply for Registration	1 hour	40 Minutes	11/16/04
Auto-reply for Routing Registry	1 hour	40 Minutes	11/16/04
DNS Master Zones	30 minutes	20 Minutes	04/02/05
DNS provided by ARIN*	5 minutes		None
FTP Data*	12 hours	Degraded*	04/02/05
Routing Registry*	24 hours	Degraded*	04/02/05
RWhois*	24 hours	Degraded*	04/02/05
Web WHOIS	30 minutes	Degraded*	04/02/05
Webserver (http)*	30 minutes	Degraded*, Degraded**	04/02/05, 12/17/04
Webserver (https)	24 hours	20 Minutes	04/02/05
WHOIS*	30 minutes	Degraded*	04/02/05

* Degraded service for 20 minutes

** Degraded Service for 1 hour 50 min.

Conclusions/Actions

- ★ Staffing levels directly impact manual processes (phone, invoicing) and ARIN continues to work diligently to hire the right people
- ★ Engineering needs to continue replicating services at the co-location in order to reduce single points of failure
- ★ Clocks (phone, systems, and others) need to be synchronized to ensure a consistent time perspective
- ★ Need to consider additional phone menu improvements to reduce the time to reach ARIN staff

Thank You!