Retiring E-mail Templates

Andrew Newton

Chief Engineer

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ARIN

Community Consultation

- **Proposal sent to arin-consult@arin.net on Sept. 25.**
  - Feedback on when and if to retire email templates as duplicate functionality is made available through ARIN Online.

- **Clarified by Mark Kosters just 2 hours after uproar.**
 - Only POC, ORG and requests for new resources.

Confusion with SWIP

- **At ARIN XXIII we held a BoF regarding the future of SWIP and moving away from email templates.**

  – Conclusion: a SWIP interface is needed for automation and programmatic control.

- **This consultation does not regard automated templates.**
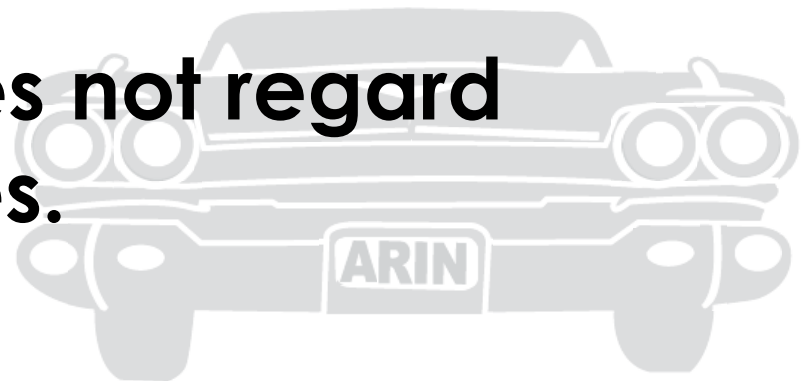
Non-Automated Templates

- **Operations on ORGs and POCs.**

- **Requests for new resources.**

- **Non-automated**
  - ARIN seldom automatically processes these.
  - Likelihood for human email exchange.
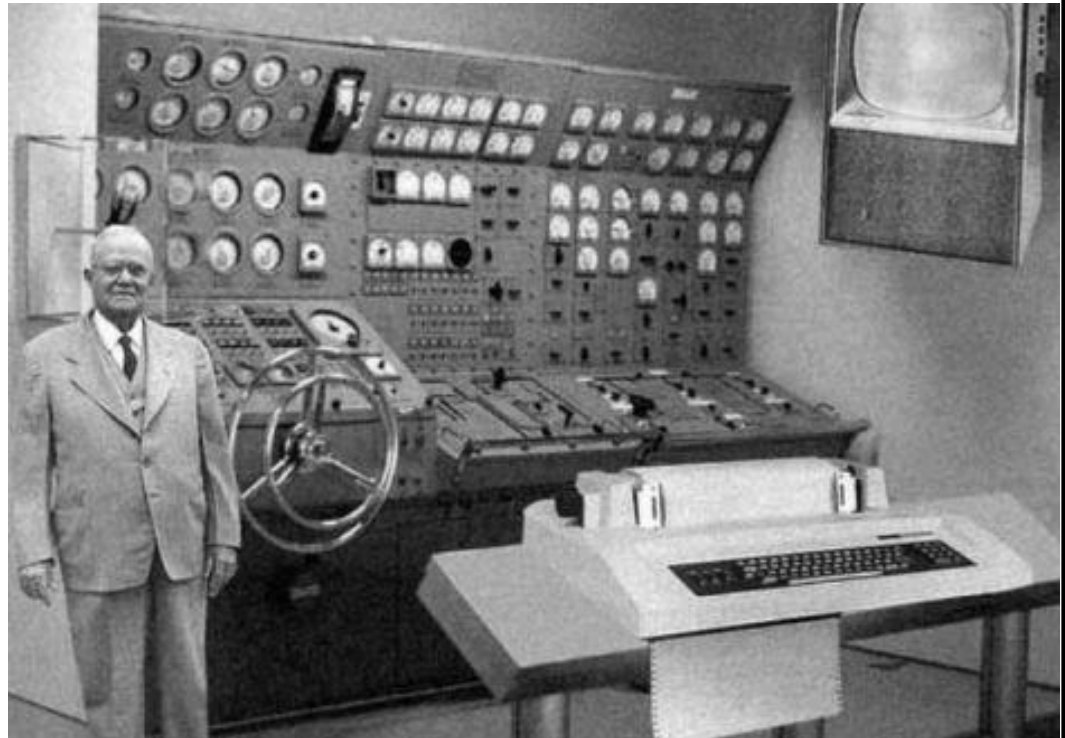 - Not a good candidate for automation on the client side.
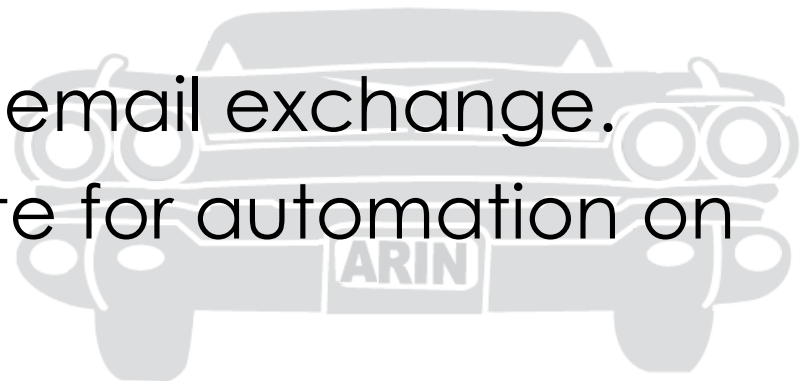
The Trouble with E-Mail

- **Insecure**
  - 234,246 POCs
    - Only 19 use X.509
    - Only 48 use PGP

- **SPAM clogs our inboxes.**

- **SPAM filters catch our replies.**

- **Non-interactive.**

- **Not intuitive.**

Nothing Is For Free

- **There are costs to continuing dual operations.**
  - **Maintenance.**
  - **Training/ Support.**
  - **Conflicts.**

Ongoing Maintenance

- **Engineering time to fix "bugs".**

- **Operations staff needed to keep systems running.**

- **Continuing management of Certificate Authority**
  - Security Practices
  - Key Rollovers.

Training and Support

- **Help desk staff need to understand both systems.**
  - Differing business rules.

- **Current and future training materials need to discuss both methods.**

- **For new users, email templates add to the array of confusing terms and practices.**

New Development Conflicts

- **Slows data model changes.**

- **New systems must accommodate legacy behavior.**

- **Legacy systems do not know about newer systems.**
  - IRR wall.
  - "In-flight" X tickets.

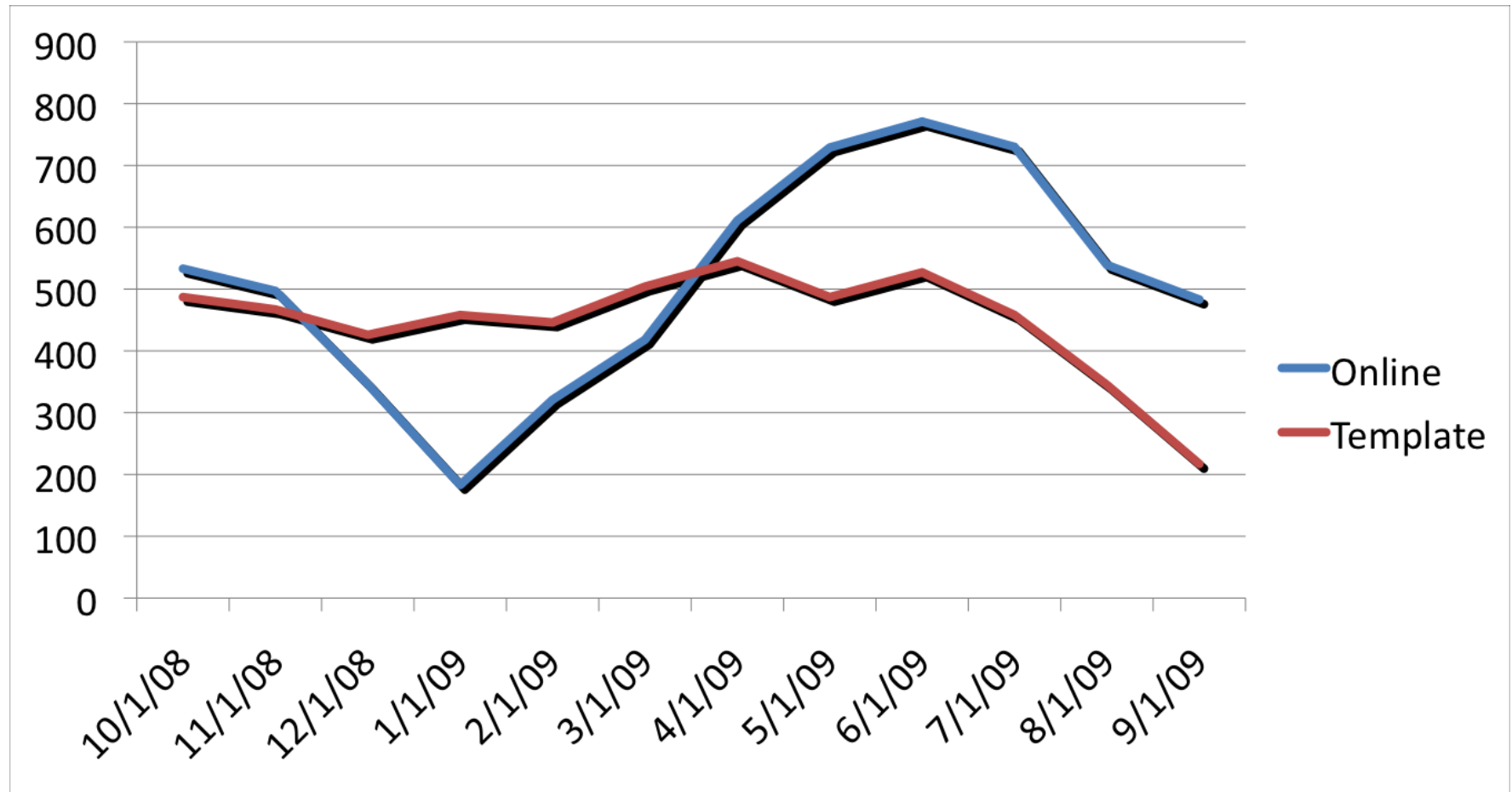- **Considerably slows new development.**

ARIN Online

- **As ARIN Online progresses, these types of requests can be accomplished over the web.**

  - **Only POCs and ORGs today.**

  - **POC processing is immediate because web forms can properly interact with users to fulfill ARIN business rules.**
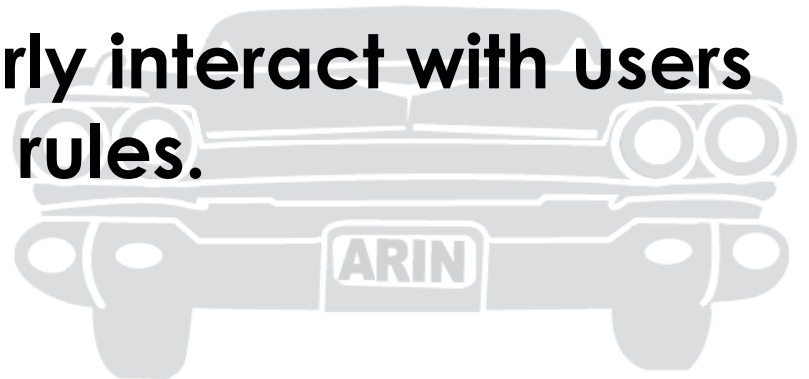
POC Template Comparison

The Online Experience

- **Immediate feedback with web forms.**

- **New X tickets can be tracked by users.**

- **Online help.**

Welcome, Andrew

MESSAGE CENTER

WEB PROFILE

POC RECORDS

ORGANIZATION DATA

TRACK TICKETS

ASK ARIN

log out

TRACK TICKETS

Tickets

Displayed below are ticketed Web Profile requests, PO
ORG REQUESTS SUBMITTED THROUGH YOUR ARIN
add more request types (Organization, Resource, etc.)
shown.

Click a ticket number to view detailed information abou

Search for a ticket.

OPEN

You currently have no open tickets with ARIN.

CLOSED

TICKET NUMBER	CLOSED DAT
ARIN-20090927-X542	09-27-2009 1
ARIN-20090528-X34	05-28-2009 1

Online Reporting

- **Users can view their related records and resources.**

- **Soon to be released:**
  - **Reports in spreadsheet format**
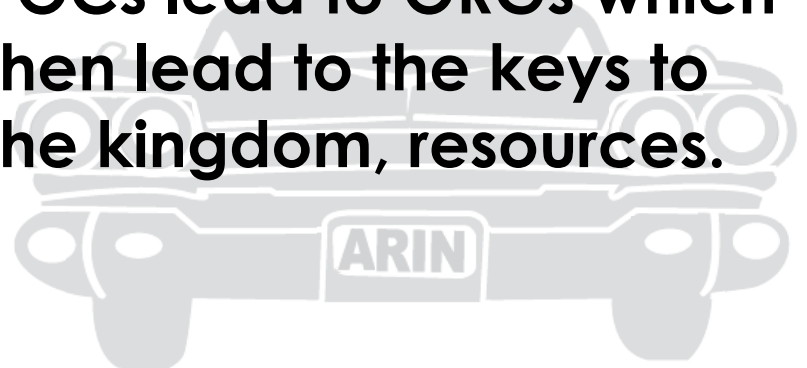
Security

SECURE LOGIN

username: *new user?*

password: *assistance*

log in ›

Do I need an account?

- **ARIN Online requires password authentication over HTTPS.**

- **Mitigates hostile POC takeovers.**
  - **POCs lead to ORGs which then lead to the keys to the kingdom, resources.**

What Should We Do?

- **Should new development be slowed by legacy systems?**

- **Given that users are switching to ARIN Online, should users who wish to continue using POC, ORG, and new resource request email templates pay an additional cost?**

- **When should email templates sunset?**

- **What about security?**
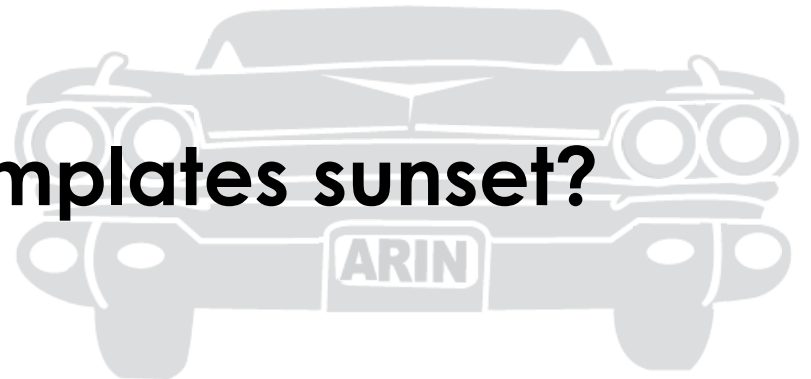
PLEASE GIVE US YOUR FEEDBACK.

At the microphone now.
Or arin-consult@arin.net