

Retiring E-mail Templates

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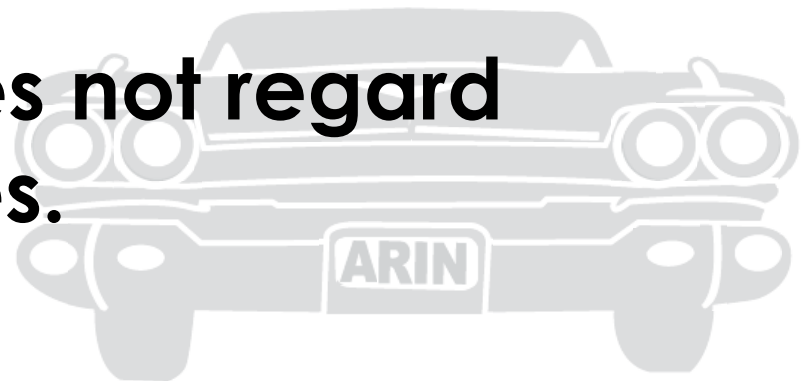
Community Consultation

- **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 Kusters just 2 hours after uproar.**
 - Only POC, ORG and requests for new resources.



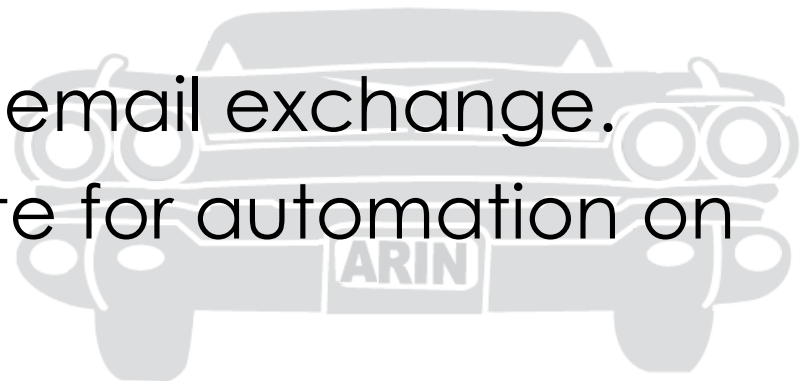
Confusion with SWIP

- **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.



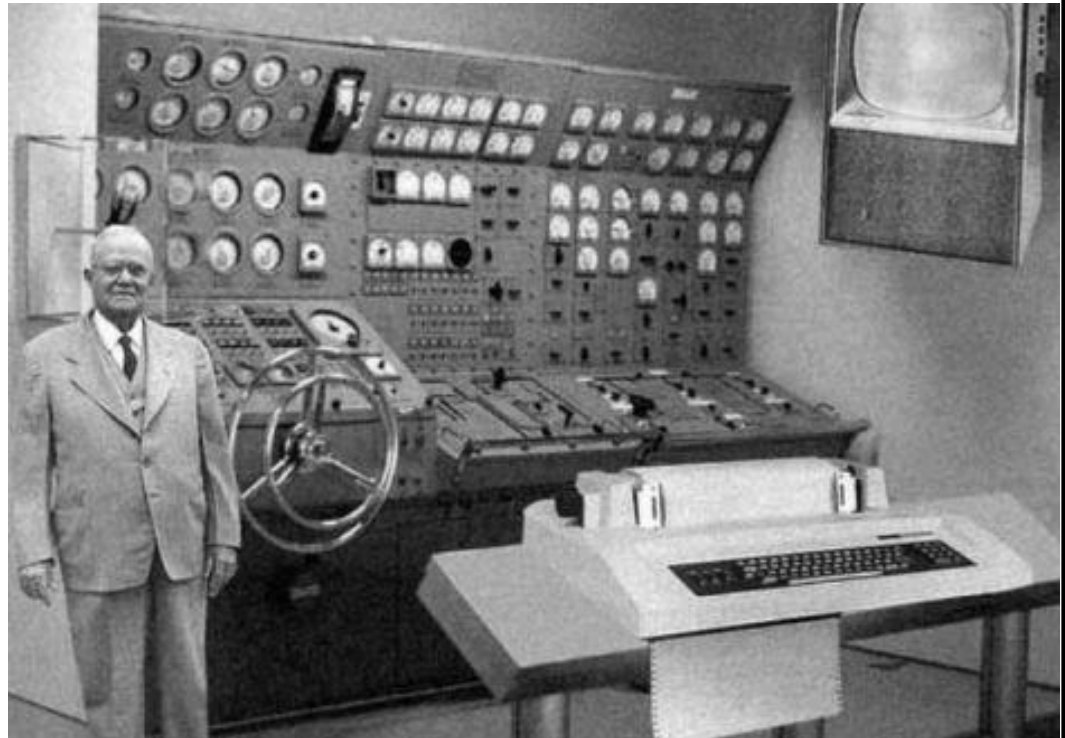
The Trouble with E-Mail

- **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.**



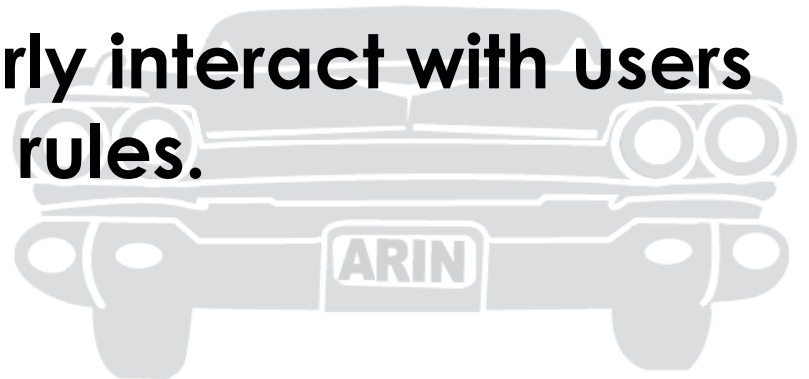
New Development Conflicts

- 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.

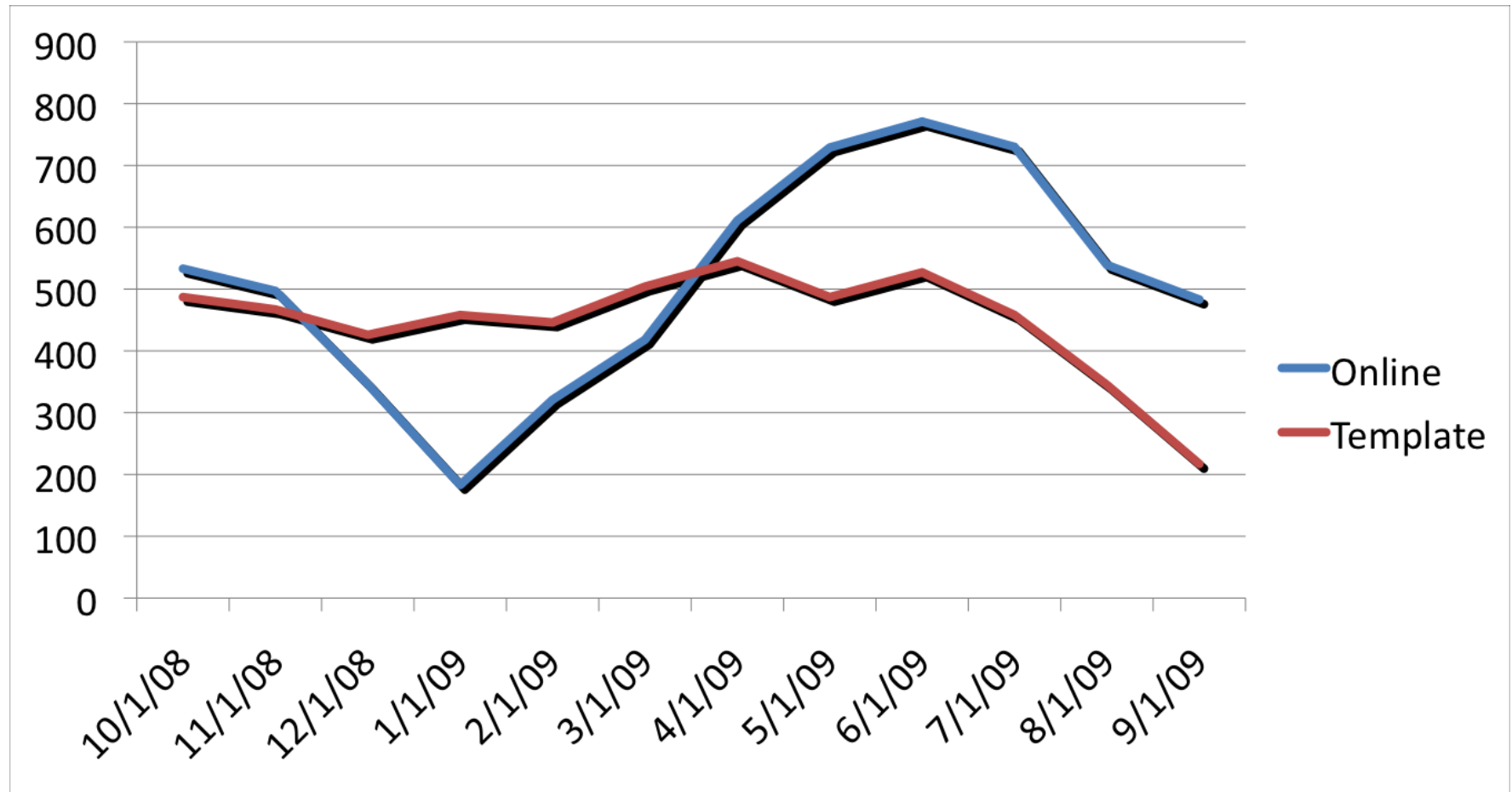


ARIN Online

- **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.

The screenshot displays a user interface for tracking tickets. On the left is a vertical navigation menu with the following items: 'Welcome, Andrew', 'MESSAGE CENTER', 'WEB PROFILE', 'POC RECORDS', 'ORGANIZATION DATA', 'TRACK TICKETS', and 'ASK ARIN'. At the bottom of the menu is a 'log out' link. The main content area is titled 'TRACK TICKETS' and contains a 'Tickets' section. This section explains that the displayed tickets are Web Profile requests and provides a search function. Below the search function, there are two sections: 'OPEN' and 'CLOSED'. The 'OPEN' section states that the user currently has no open tickets. The 'CLOSED' section contains a table of closed tickets.

TICKET NUMBER	CLOSED DATE
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

	A	B	C	D	E	F
	Net Handle	Net Range	Registration Date	Org ID	Organization POC Role(s)	Resource POC Role(s)
2	NET-10-1-0-0-0	10.1.0.0/16 (Reassigned)	1997-05-15 00:00:00.0	ARINEN	[Tech, Abuse, NOC, Admin, DMR]	[Tech, Abuse]
3	NET-10-1-0-0-1	10.1.0.0/17 (Reassigned)	1997-05-15 00:00:00.0	ARINEN	[Tech, Abuse, NOC, Admin, DMR]	[Tech, Abuse]
4	NET-10-1-128-0-1	10.1.128.0/17 (Reassigned)	1997-05-15 00:00:00.0	ARINEN	[Tech, Abuse, NOC, Admin, DMR]	[Tech, Abuse]
5	NET-159-3-0-0-1	159.3.0.0/16 (Direct Assignment)	2008-08-28 00:00:00.0	ARIN	[Tech, Admin]	
6	NET-173-0-0-0-0	173.0.0.0/8 (Allocated to ARIN)	2008-02-14 00:00:00.0	ARIN	[Tech, Admin]	
7	NET-173-0-0-0-1	173.0.0.0/16 (Direct Assignment)	2008-02-27 00:00:00.0	ARIN	[Tech, Admin]	
8	NET-174-0-0-0-0	174.0.0.0/8 (Allocated to ARIN)	2008-02-14 00:00:00.0	ARIN	[Tech, Admin]	
9	NET-174-128-0-0-1	174.128.0.0/16 (Direct Assignment)	2008-02-27 00:00:00.0	ARIN	[Tech, Admin]	
10	NET-192-136-136-0-1	192.136.136.0/24 (Direct Assignment)	2002-04-17 00:00:00.0	ARIN	[Tech, Admin]	
11	NET-192-149-252-0-1	192.149.252.0/24 (Direct Assignment)	1997-11-05 00:00:00.0	ARIN	[Tech, Admin]	
12	NET-199-0-0-0-0	199.0.0.0/8 (Allocated to ARIN)	1993-05-01 00:00:00.0	ARIN	[Tech, Admin]	

Security

SECURE LOGIN

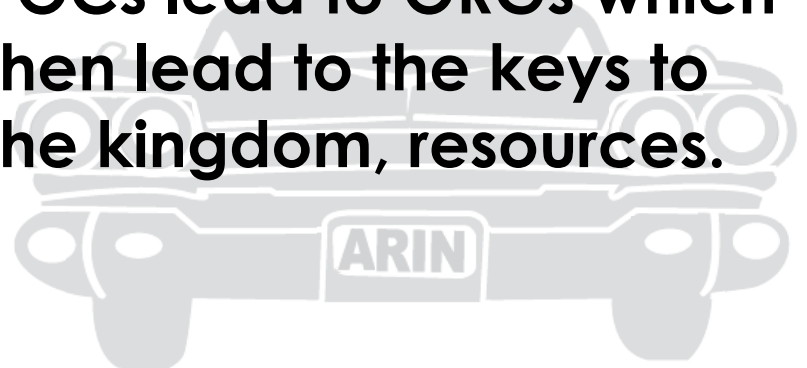
username: [new user?](#)

password: [assistance](#)

log in 

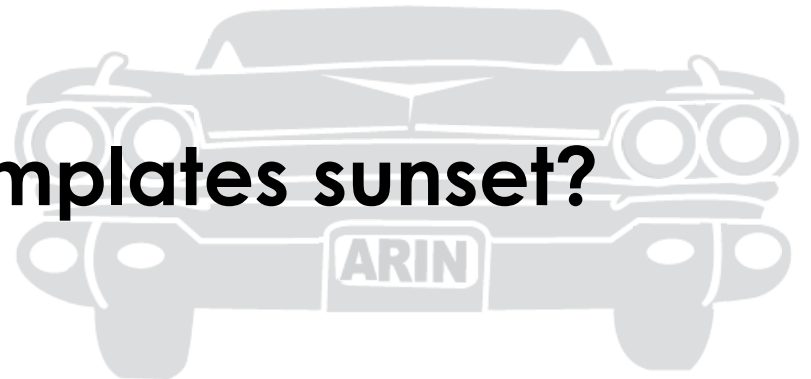
[Do I need an account?](#)

- 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

