ARIN Online Users Forum

Overview

- **Purpose and Players**
- **Brief overview of how ARIN sets priorities**
- **Usage statistics**
- **Review of the ARIN Online user survey**
- **Discussion of:**
  - ACSP suggestions on changes to ARIN Online
  - Other suggested changes
- **Q&A session for questions, comments and suggestions**

Purpose

- **We want your feedback**
  - What works well?
  - What would make it work better?
  - What new features would you like to see?

Players

- **Andy Newton**
  Chief Engineer, ARIN

- **Matthew McBride**
  Director, Information Technology, UK2 Group

- **David Huberman**
  Principal Technical Analyst, ARIN

Statistics and Suggestions for the ARIN Online Users Forum

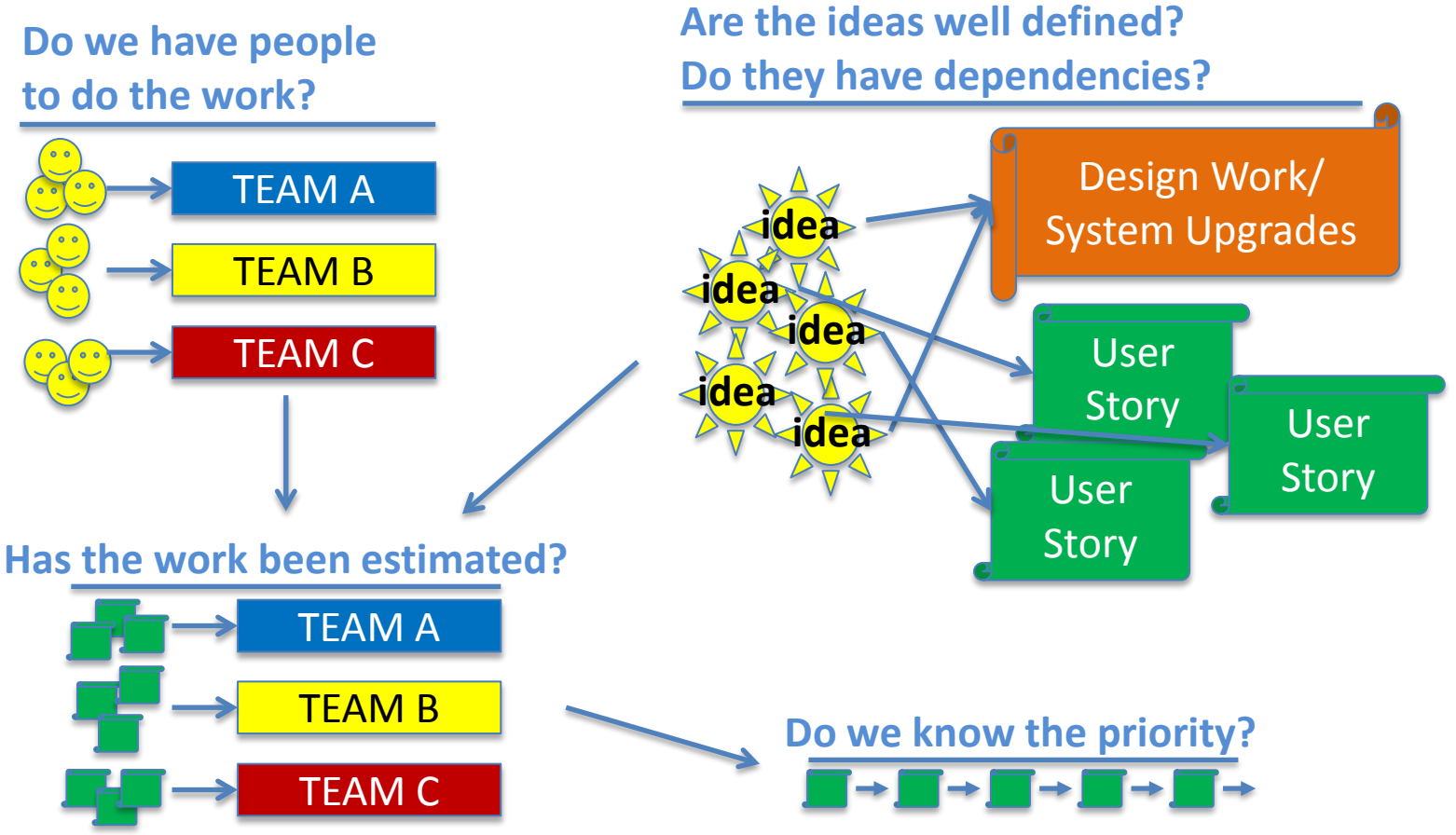
Andy Newton,
ARIN Chief Engineer

How? What? Why? Where?

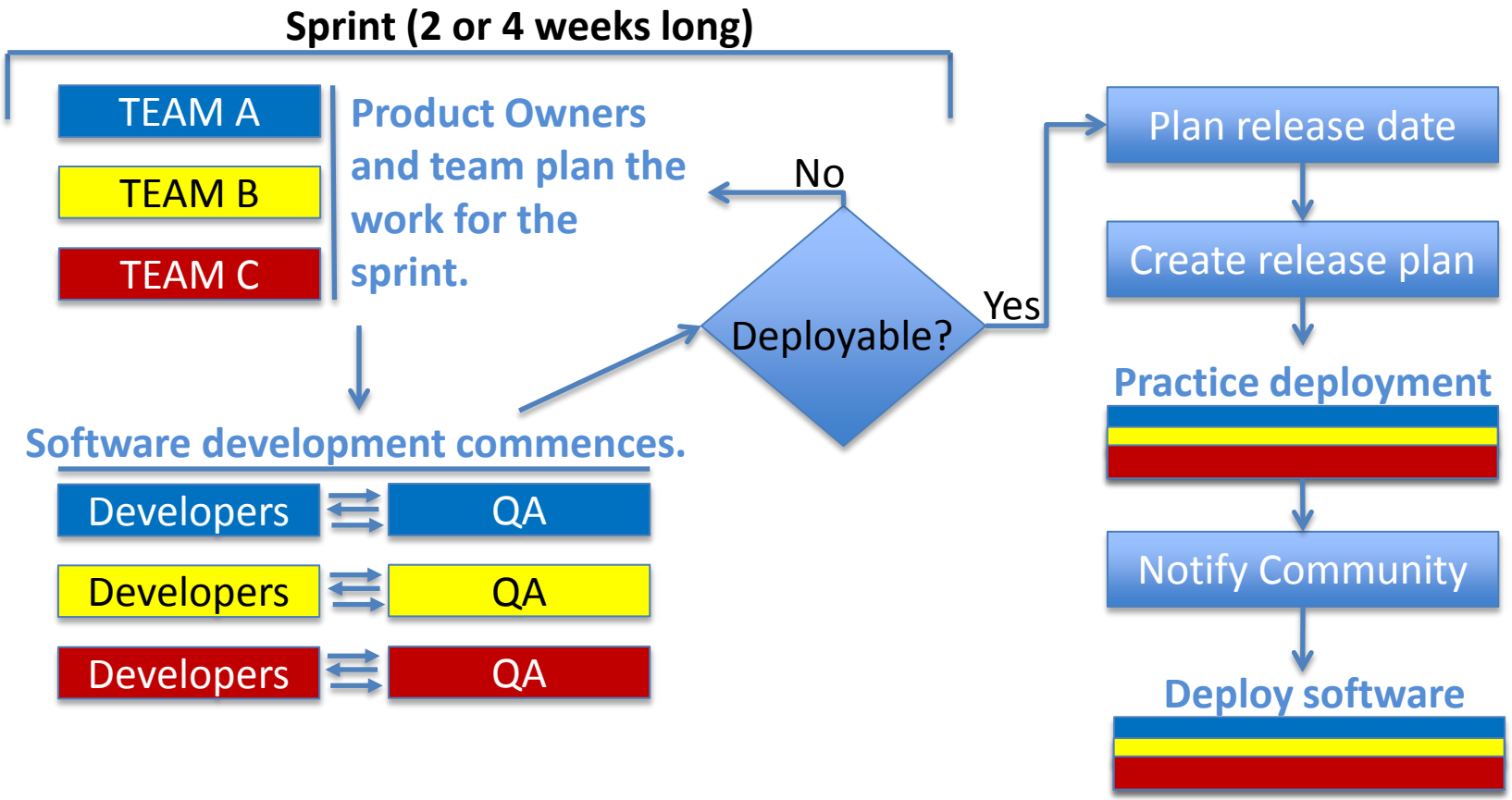
- **Why some software features developed instead of others**
  - The software development process
- **How do people use our services**
  - Usage statistics
- **What people say about our software and services**
  - Survey results
- **Where does the future lay**
  - ACSPs and suggestions

THE SOFTWARE DEVELOPMENT PROCESS

Which Software To Develop?



How Software Is Developed



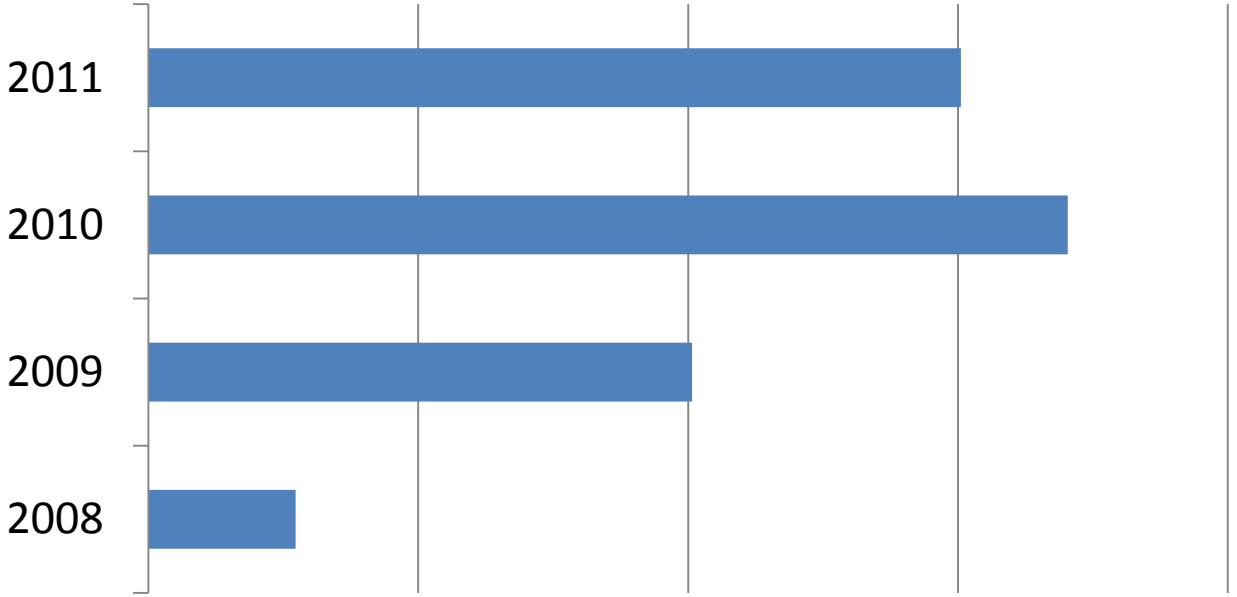
Expectations & Considerations

- Some ideas can be stated with broad simplicity, but are difficult/expensive to implement.
- There are multiple factors that determine priority.
- Work in one area or on one feature may exclude other work because resources are limited.
- Value is not a universal constant.

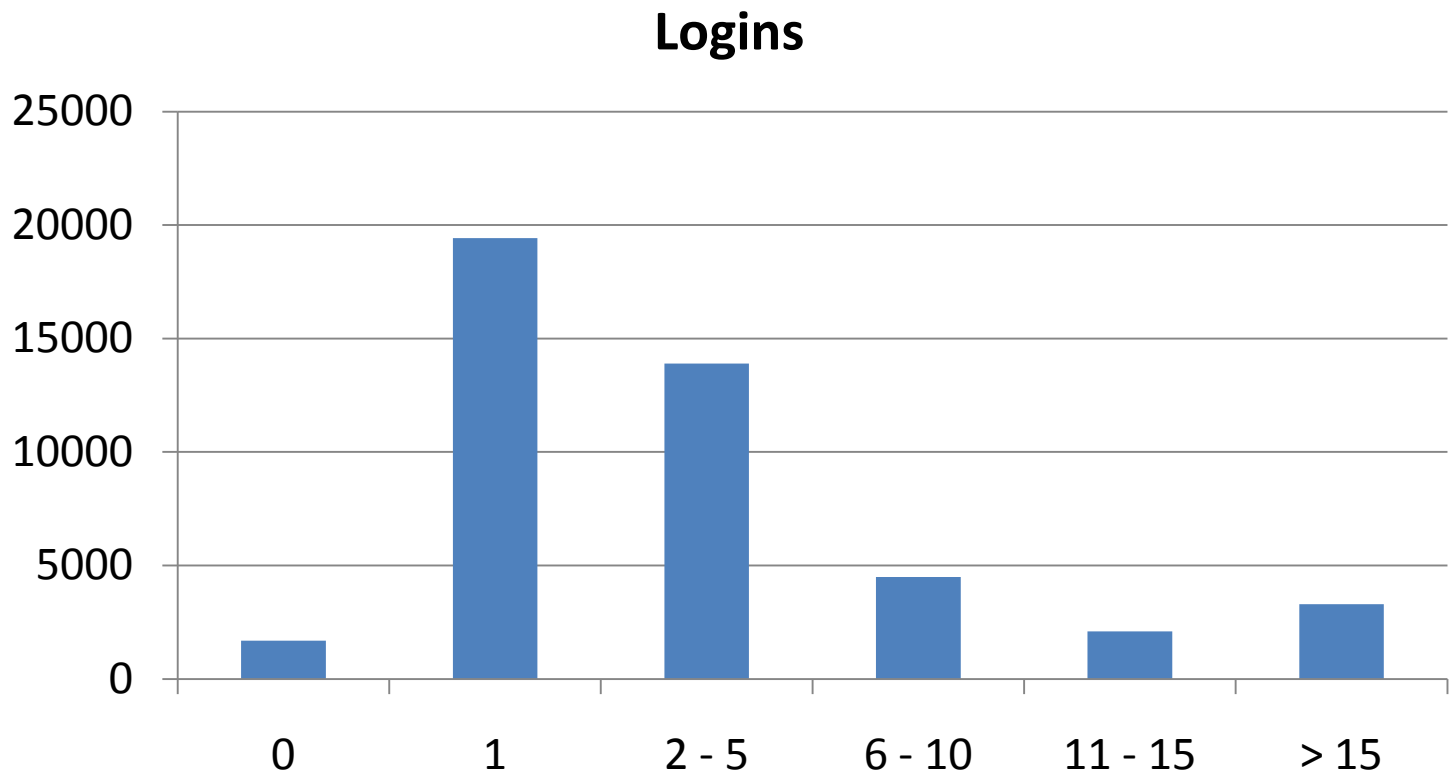
USAGE STATISTICS

How is ARIN Online Used?

- 44,882 accounts

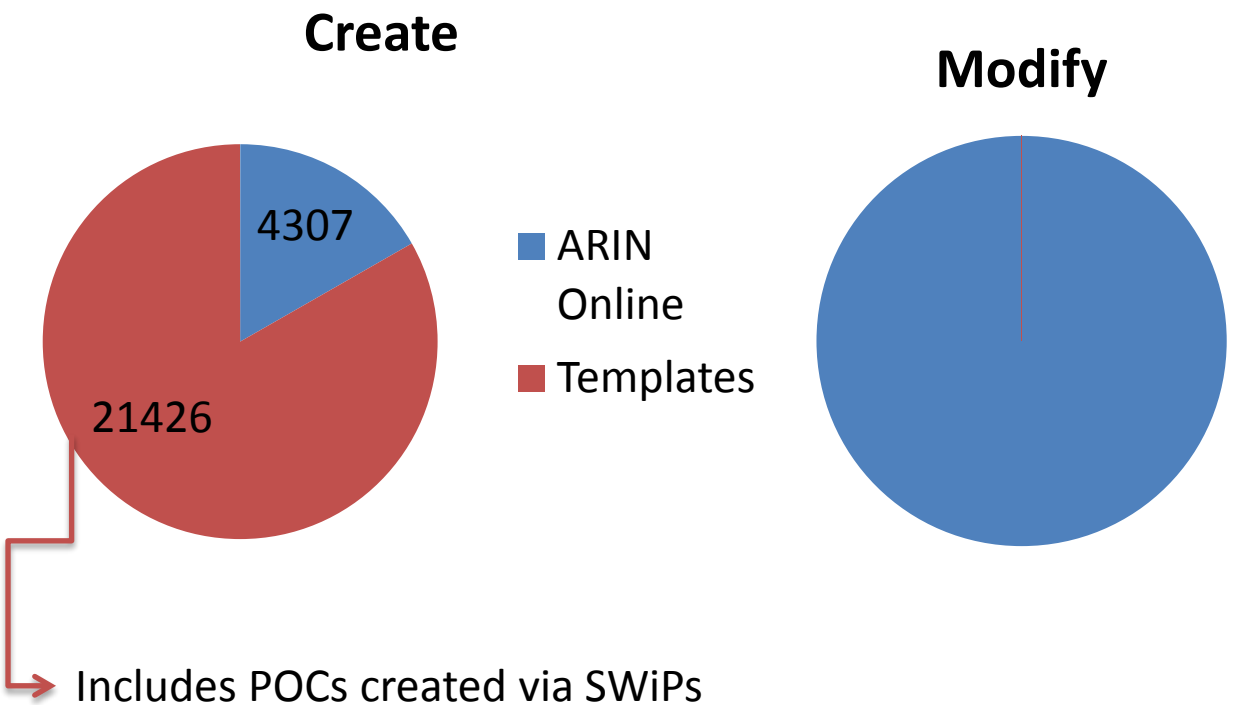


Active Usage of ARIN Online



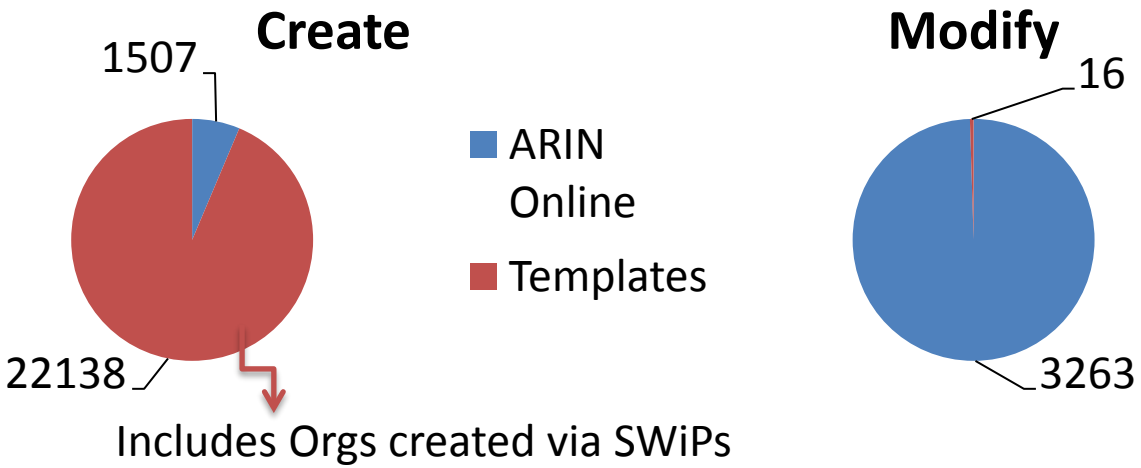
Management of POCs

Since April, 2011



Management of Orgs

Since April, 2011



Includes Orgs created via SWiPs

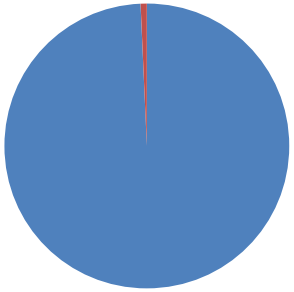
Nobody likes to delete their Org records.

ARIN Online	**87**
Templates	12

Net Record Management

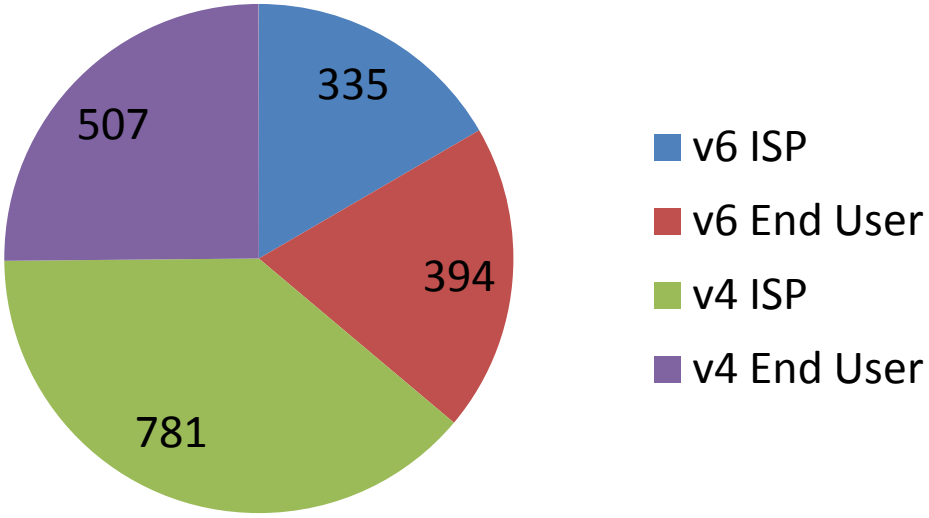
Since April, 2011

Modify



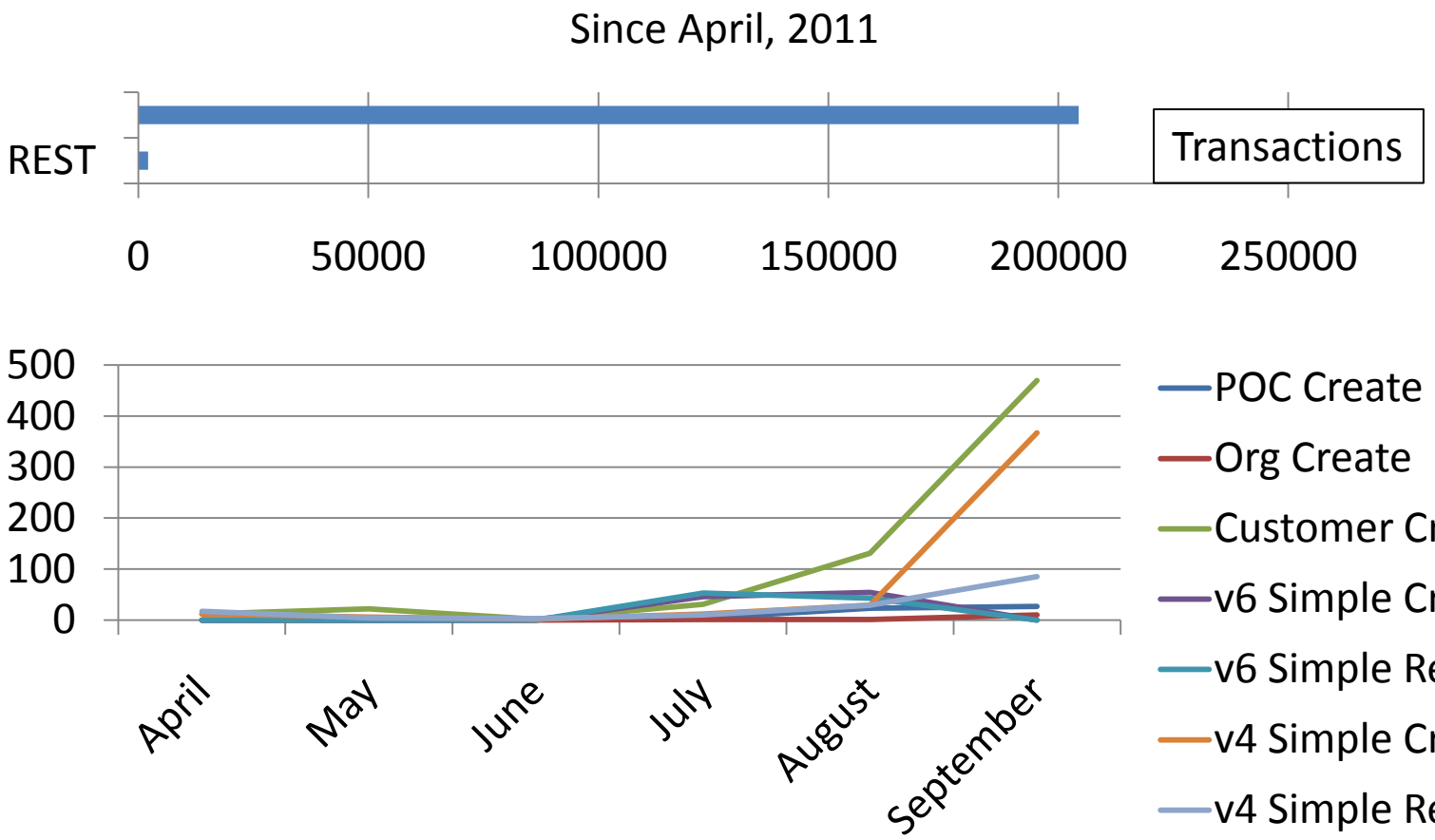
Similar to
Org Modify

Requests



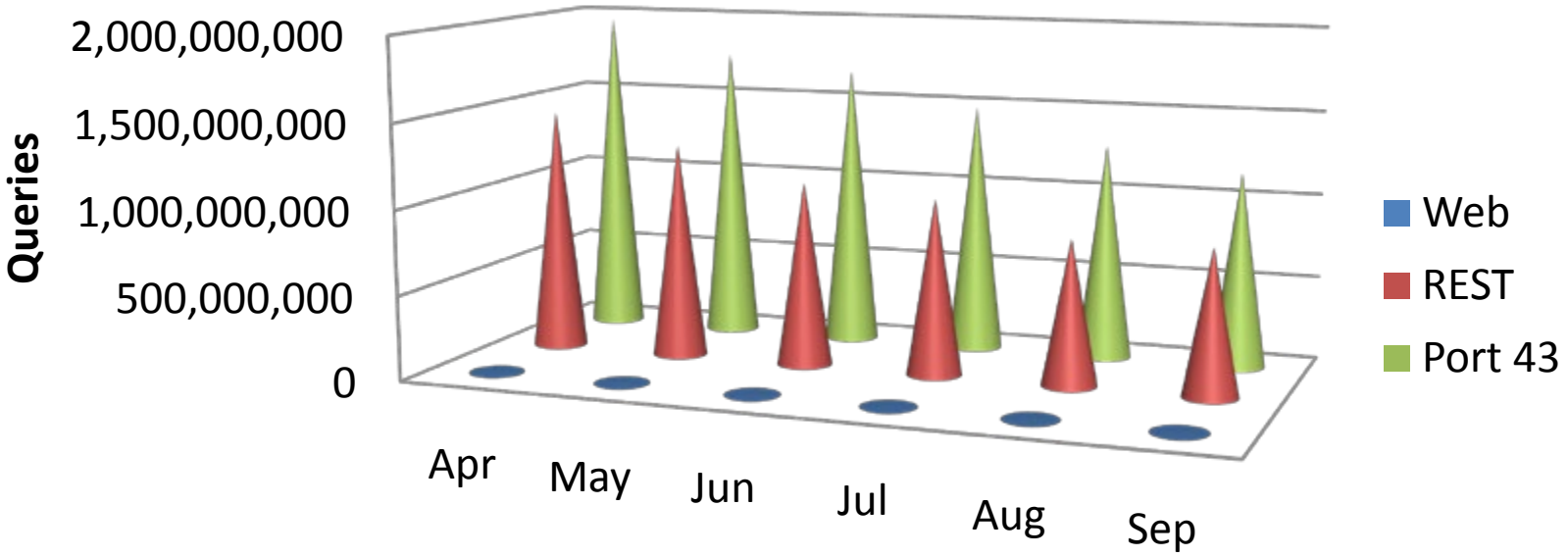
All requests made via ARIN Online

Reg-RWS (RESTful Provisioning)

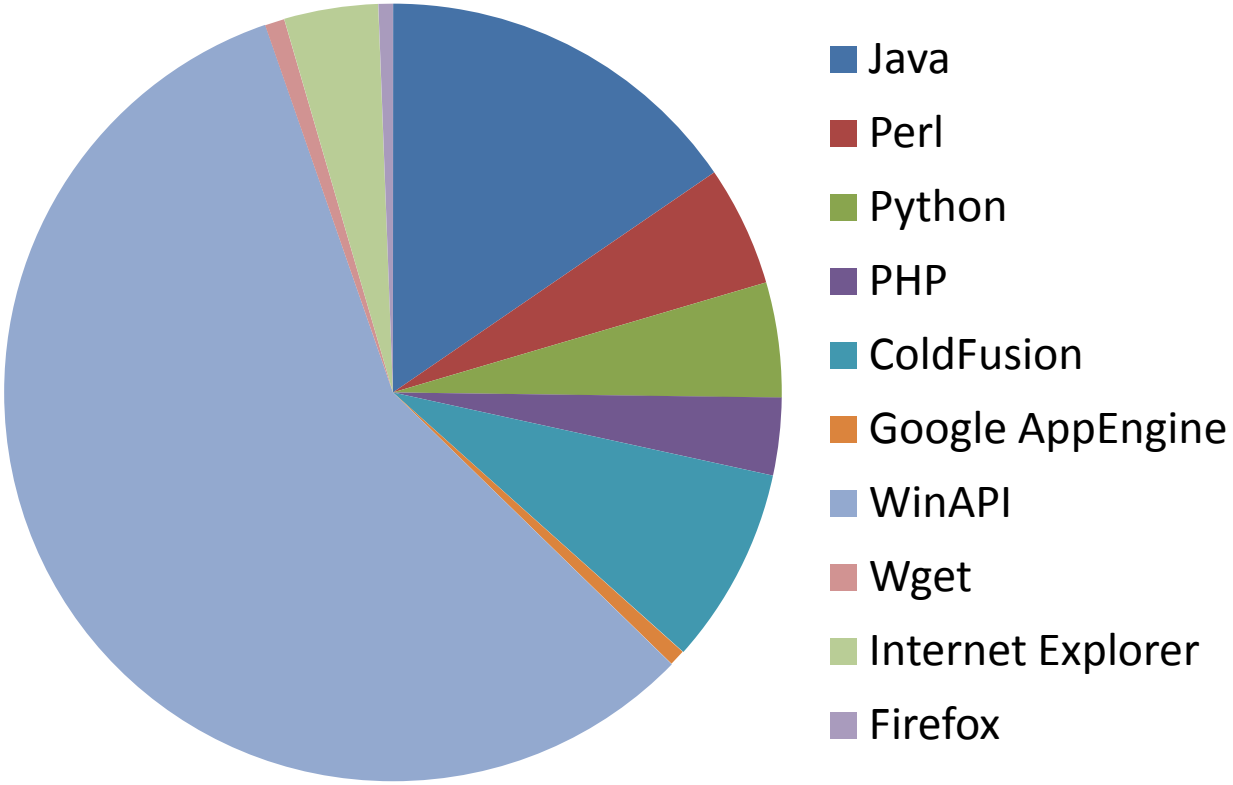


Whois-RWS

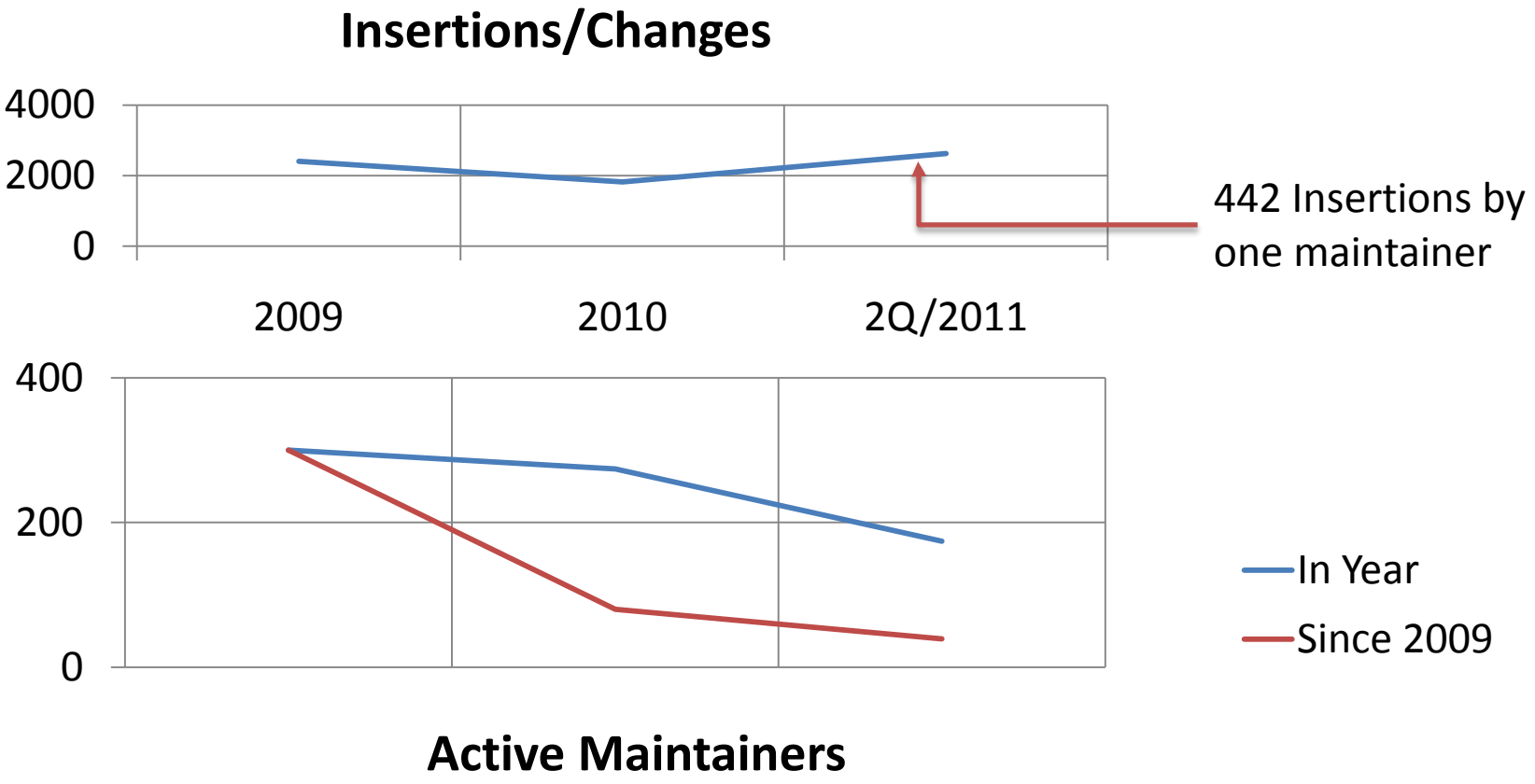
Since April, 2011



Whois-RWS Port 80 User Agents

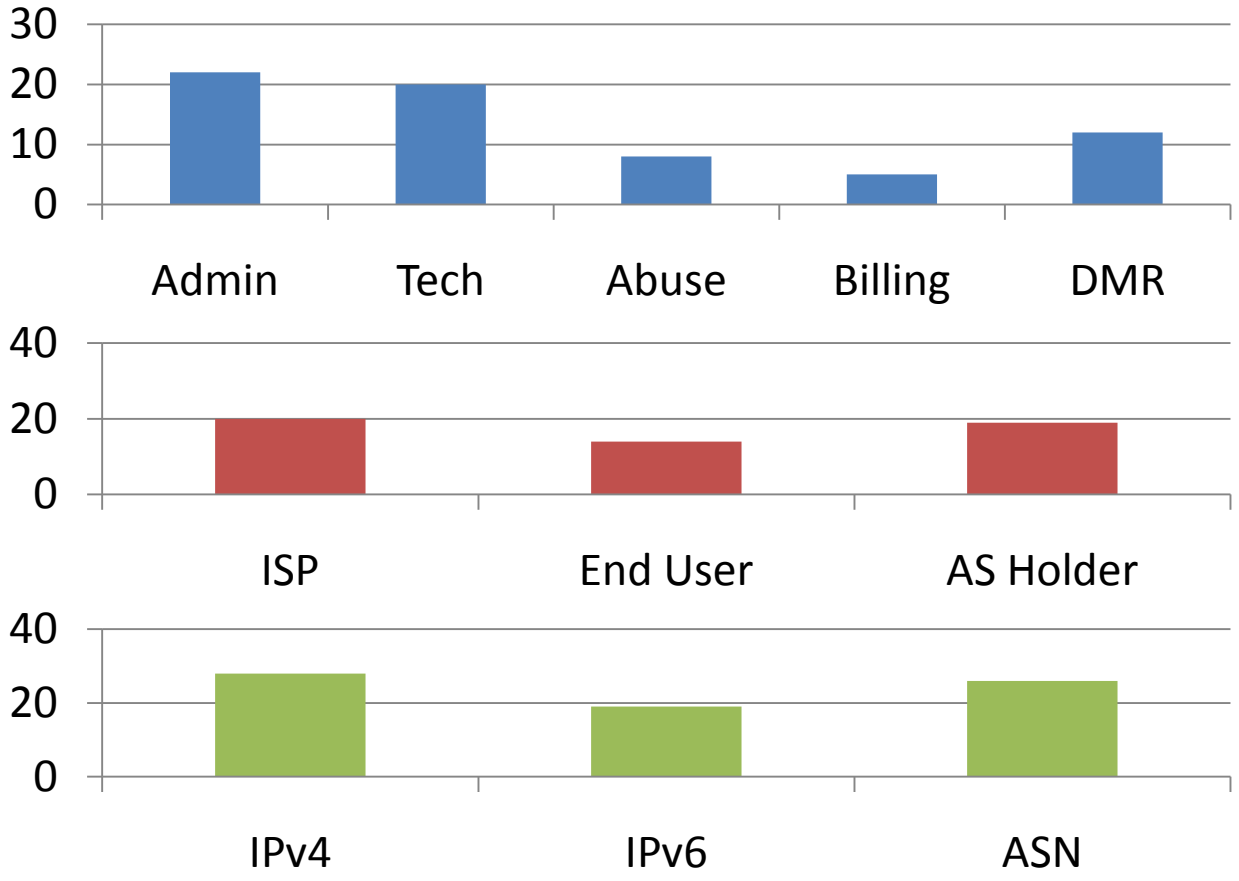


IRR Usage 2009-2Q/2011



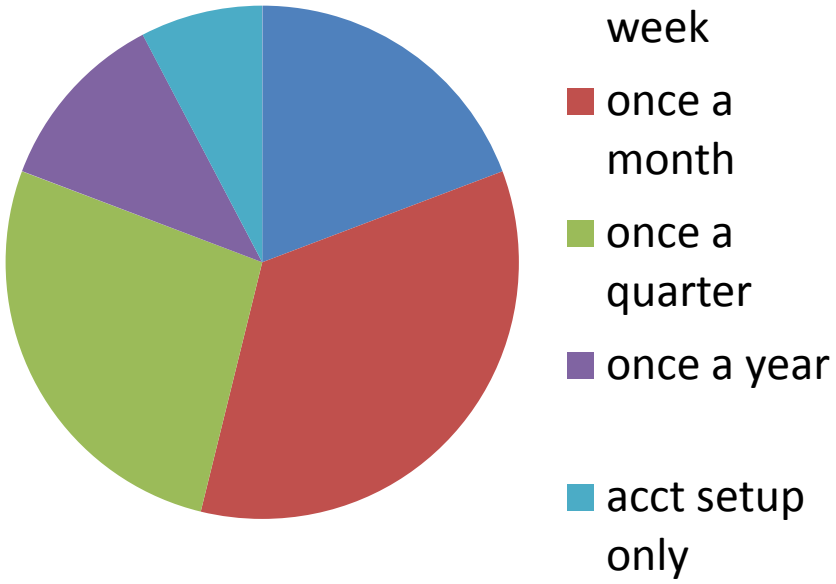
SURVEY RESULTS

Survey Respondents

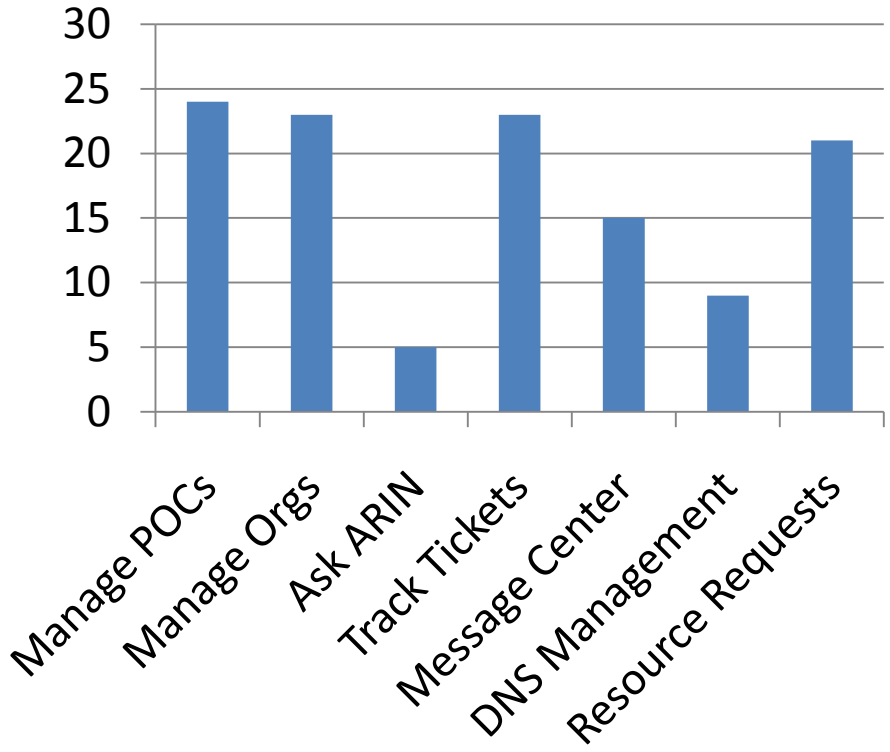


Respondent Usage

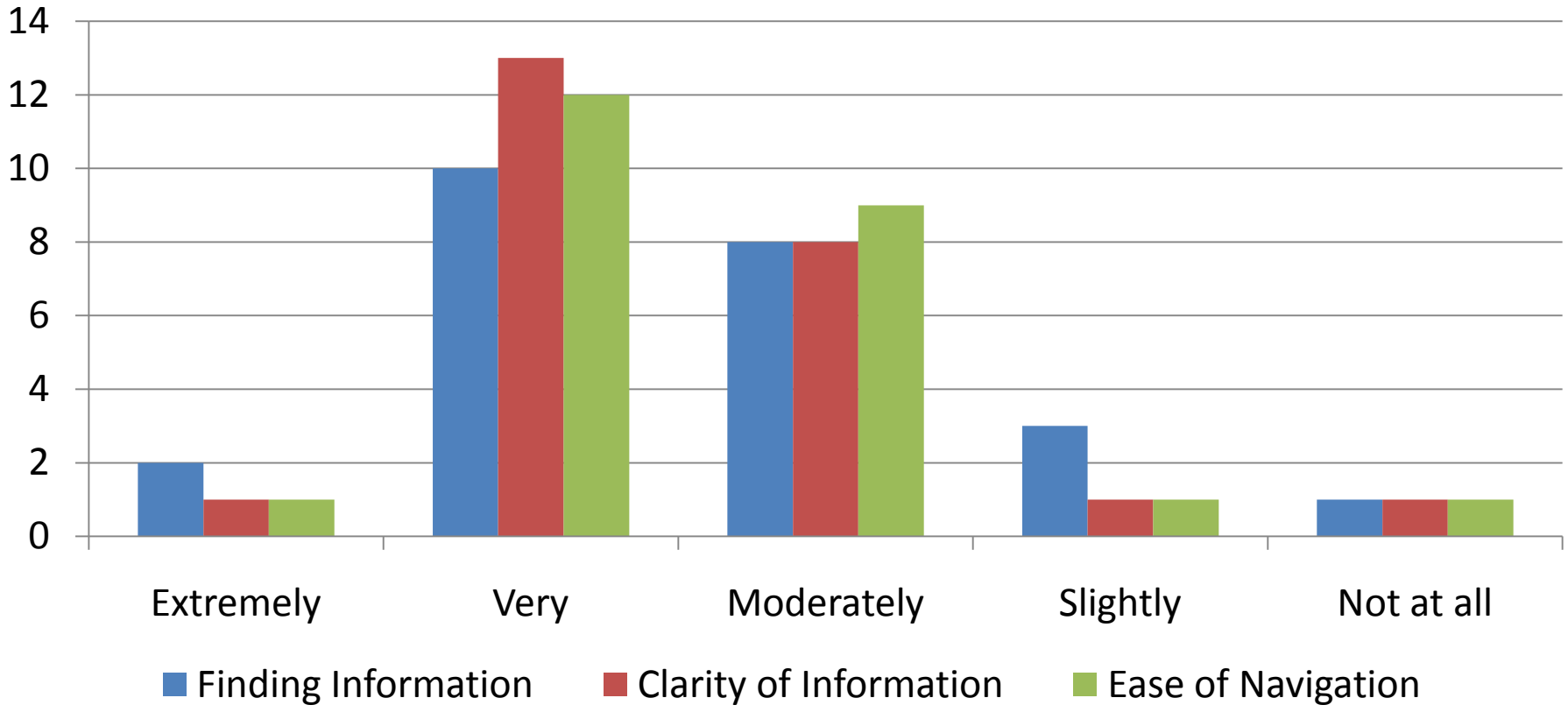
Frequency



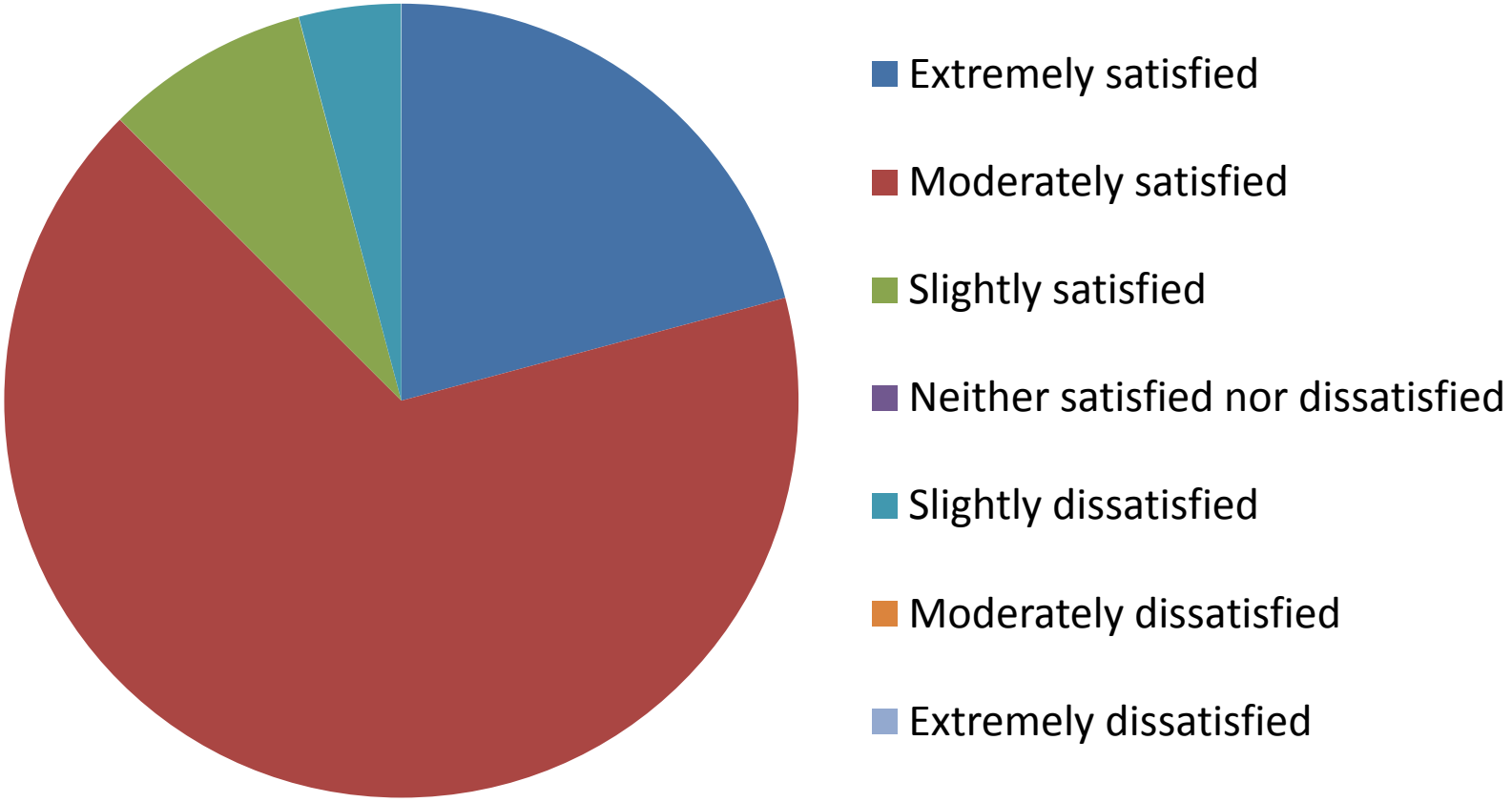
Used Features



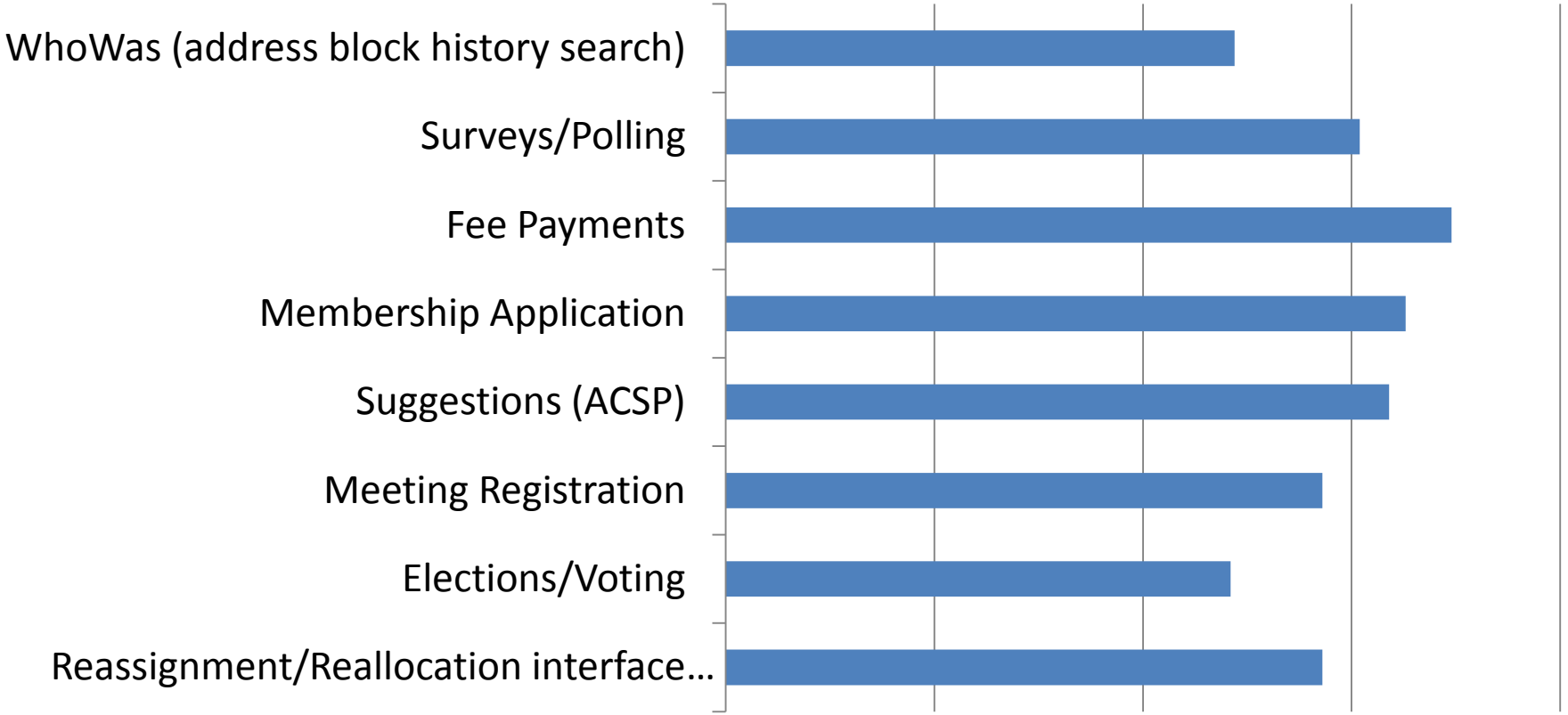
Perceived Ease of Use



Overall Satisfaction



New Features Likely To Use



Desired Features

- Health monitoring of local web sites
- Logging and record keeping of actions performed on an Organizations records
- Example RESTful code
- More reports and search capability for an Organization's resources
- Improve the UI

Features Driving Increased Use

- Batch operations
- A WhoWas service
- Easier SWiPing
- Differing roles for POCs and Web accounts against Organizations

Most Liked Attributes

- The people behind ARIN Online are professional
- One stop shop for everything
- Security and simplicity
- Efficient and easy-to-use
- Clean look
- The people behind ARIN Online are some really good-looking individuals

Least Liked Attributes

- The feeling that there is some information not yet present that could be
- Changes are slow in coming
- Removing a POC is difficult

ACSPs AND SUGGESTIONS

ACSP 2011.30

Allow the association of *Customers* (i.e. not in reference to *Organizations*) to multiple network registrations.

ACSP 2011.29

Add links to RIPE in Whois responses.

ACSP 2011.25

Improve the meeting registration system so that meeting registrants can re-use details of their last usage of the meeting registration system.

ACSP 2011.21

- Immediately bring back resource request templates for the convenience of those of us who understand and liked them.
- Fix the deficiencies in the ARIN on-line process.
  - **Responses to tickets**
  - **Viewing ticket history**
- Spend some time having a good UI designer go through ARIN on-line with a fine-tooth comb and generally improve the over all user experience.

ACSP 2011.18

While it is now possible to maintain reassignment and reallocation information using the new RESTful interface, that interface is not feasible for those LIRs which perform only occasional reassignment/reallocation of address space. It would be ideal to develop features in ARIN Online to create/modify/delete reassignments and reallocations. This would bring ARIN Online closer to parity with the legacy template system.

ACSP 2011.17

The introduction of the new RESTful interface and API keys are a welcome step to the automation of ARIN's database management. However, the current security model creates a particular complication. In order to use the RESTful API to automate something, it is now necessary to store that credential in a system that is most likely visible to more than just the person who the credential represents.

Role-based Access Control for API Keys

I therefore suggest that ARIN develop an ability to define access restrictions for each API generated. These restrictions should allow the registrant to specify exactly which RESTful (and therefore template) actions may be performed using the key (including separation of read and write access for each type of modification).

POC-based Access Control for API Keys

It should also be possible to limit the API key to performing actions on behalf of a specific POC, rather than all POCs to which the ARIN online account is linked. This would prevent the need for creating a number of "role" ARIN online accounts for the sole purpose of making a POC-specific API key.

ACSP 2010.7

Provide a service where the community can report stale or invalid contact data in Whois.

ACSP 2008.15

ARIN should offer a "WhoWas" service similar to the current whois offering, that would allow folks to query a historical assignment record for a given IP or ASN.

ACSP 2008.14

Develop validated IRR data infrastructure constructed from RPKI in coordination with other RIRs. Initial proposals have been submitted to APNIC, RIPE and ARIN PPML. I would very much like to see ARIN do this in order to facilitate IRR and RPSL extensions that enable inter-provider route filtering and advertisement authorization.

Fulfilled ACSPs

- **2011.14**
  - Lengthen of the ARIN Online session timeout
- **2011.11**
  - Search function in ARIN Online for networks and ASNS
- **2011.2**
  - Additional notification fields to IRR
- **2011.1**
  - Update IRR to support CRYPT-PW and PGP

Other Suggestions

- **Integrated payments**
  - Integrating ARIN's web based payments with ARIN Online.
- **Integrated membership voting**
  - Move membership voting to ARIN Online.
  - Many membership functions exist in ARIN Online, but voting is still a separate system.
- **Add Geolocation URIs to Whois**

Other Suggestions (cont.)

- **IRR in ARIN Online**
  - Modifications of IRR data via the Web.
  - Strict compliance with ARIN's registration system.
- **Lame delegation reporting**
  - Re-engineer and re-instate DNS lame delegation reporting and/or zone removal.
- **Cross-RIR inventory reporting**

DISCUSSION

Expectations & Considerations

- Some ideas can be stated with broad simplicity, but are difficult/expensive to implement.
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