



ARIN Online User Survey Results

ARIN conducted a survey on ARIN Online usage this fall, and solicited direct feedback from the community at the ARIN Online User Forum at ARIN XXVIII in Philadelphia, PA. While the response rate was lower than desired, the majority of the feedback was favorable, and the comments are being taken into account in future planning.

An immediate result of this effort was the addition of details on ARIN projects that are pending prioritization for development. To view the complete list, visit: <https://www.arin.net/features/>

At the ARIN Online User forum, statistics on current ARIN Online usage were presented along with details about the ARIN software development process and outstanding community suggestions. With over 44,000 registered users and more than 200,000 transactions as of April, ARIN Online is quickly becoming the predominant method for interacting with ARIN. See the complete presentation at:

https://www.arin.net/participate/meetings/reports/ARIN_XXVIII/PDF/tuesday/arionline.pdf

As ARIN continues to develop new functionality, it will also continue to reach out to the community for additional input on future features and improvements. ARIN will also be adding a short customer satisfaction survey in 2012 at the conclusion of requests submitted via ARIN Online.

ARIN thanks everyone who participated in the survey and user forum, and looks forward to hearing more from the larger community in the future.






Regards,

Communications and Member Services
American Registry for Internet Numbers (ARIN)




Note: The results that follow show the summary of responses to each question as a group, followed by a listing of the written responses comments for each question.

ARIN Online User Survey

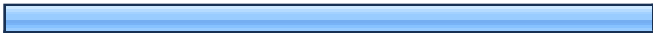


1. What is your role in your organization as relates to Internet number resources? (select all that apply)

		Response Percent	Response Count
Admin POC		81.0%	34
Tech POC		76.2%	32
Abuse POC		38.1%	16
Billing Contact		19.0%	8
Designated Member Representative (DMR)		42.9%	18
		answered question	42
		skipped question	3




2. Under which category does your Organization hold Internet Number Resources? (select all that apply)

		Response Percent	Response Count
ISP (Allocation)		70.5%	31
End user (Assignment)		40.9%	18
Autonomous System number		68.2%	30
		answered question	44
		skipped question	1



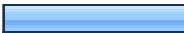


3. What type of resources does your Organization hold? Please select all that apply.

		Response Percent	Response Count
IPv4		97.7%	42
IPv6		60.5%	26
ASN		86.0%	37
answered question			43
skipped question			2








4. Where is your Organization located/headquartered?

		Response Percent	Response Count
Canada		14.0%	6
Caribbean		2.3%	1
United States		83.7%	36
Other (please specify)			1
answered question			43
skipped question			2

5. How often do you use ARIN Online?

		Response Percent	Response Count
at least once a week		19.5%	8
at least once a month		31.7%	13
at least once a quarter		26.8%	11
at least once a year		14.6%	6
only to set up my account		7.3%	3
		answered question	41
		skipped question	4

6. Which features in ARIN Online have you used?



		Response Percent	Response Count
Create/Manage POCs		95.1%	39
Create/Manage Organization Records		92.7%	38
Ask ARIN		22.0%	9
Track Tickets		90.2%	37
Message Center		56.1%	23
DNS Zone Management		34.1%	14
Internet Number resource requests		78.0%	32
		answered question	41
		skipped question	4

7. Please indicate your preferred submission method for each type of transaction listed.




*Note that all methods may not be available at present.

	ARIN Online	RESTful Provisioning	Templates	Response Count
POC Create/Modify	86.5% (32)	2.7% (1)	10.8% (4)	37
Org Create/Modify	86.1% (31)	2.8% (1)	11.1% (4)	36
IPv4 Requests	82.9% (29)	0.0% (0)	17.1% (6)	35
IPv6 Requests	82.1% (23)	0.0% (0)	17.9% (5)	28
ASN Requests	79.4% (27)	0.0% (0)	20.6% (7)	34
Transfer Requests	85.2% (23)	0.0% (0)	14.8% (4)	27
DNS Zone Management	85.2% (23)	3.7% (1)	11.1% (3)	27
Network Reallocations	65.4% (17)	7.7% (2)	26.9% (7)	26
Network Reassignments	57.1% (16)	10.7% (3)	32.1% (9)	28
answered question				38
skipped question				7



8. Which interaction method do you believe to be most secure?

		Response Percent	Response Count
ARIN Online		94.1%	32
Templates		0.0%	0
RESTful Provisioning		5.9%	2
answered question			34
skipped question			11






9. Which interaction method is most convenient?

		Response Percent	Response Count
ARIN Online		67.6%	25
Templates		24.3%	9
RESTful Provisioning		8.1%	3
answered question			37
skipped question			8






10. Which interaction method is most reliable?

		Response Percent	Response Count
ARIN Online		86.1%	31
Templates		13.9%	5
RESTful Provisioning		0.0%	0
answered question			36
skipped question			9






11. How easy is it to find the information you are looking for in ARIN Online?

		Response Percent	Response Count
Extremely easy		5.1%	2
Very easy		48.7%	19
Moderately easy		33.3%	13
Slightly easy		10.3%	4
Not at all easy		2.6%	1
	Comments		4
	answered question		39
	skipped question		6





12. How clear is the information available in ARIN Online?

		Response Percent	Response Count
Extremely clear		2.6%	1
Very clear		53.8%	21
Moderately clear		38.5%	15
Slightly clear		2.6%	1
Not at all clear		2.6%	1
	Comments		3
	answered question		39
	skipped question		6

13. How easy is it to navigate in ARIN Online?

		Response Percent	Response Count
Extremely easy		5.1%	2
Very easy		53.8%	21
Moderately easy		35.9%	14
Slightly easy		2.6%	1
Not at all easy		2.6%	1
	Comments		4
answered question			39
skipped question			6

14. How satisfied are you with your experience using ARIN Online?

		Response Percent	Response Count
Extremely satisfied		25.6%	10
Moderately satisfied		66.7%	26
Slightly satisfied		5.1%	2
Neither satisfied nor dissatisfied		0.0%	0
Slightly dissatisfied		2.6%	1
Moderately dissatisfied		0.0%	0
Extremely dissatisfied		0.0%	0
	Comments		6
answered question			39
skipped question			6

15. Please tell us which of the following planned enhancements to ARIN Online you are most likely to use.

	would use	might use	unlikely to use	would not use	Rating Average	Response Count
Reassignment/Reallocation interface (SWIP easy)	60.0% (21)	28.6% (10)	5.7% (2)	5.7% (2)	1.57	35
Elections/Voting	72.2% (26)	13.9% (5)	11.1% (4)	2.8% (1)	1.44	36
Meeting Registration	54.3% (19)	28.6% (10)	11.4% (4)	5.7% (2)	1.69	35
Suggestions (ACSP)	40.6% (13)	46.9% (15)	12.5% (4)	0.0% (0)	1.72	32
Membership Application	48.4% (15)	32.3% (10)	16.1% (5)	3.2% (1)	1.74	31
Fee Payments	55.9% (19)	23.5% (8)	17.6% (6)	2.9% (1)	1.68	34
Surveys/Polling	51.4% (18)	42.9% (15)	2.9% (1)	2.9% (1)	1.57	35
WhoWas (address block history search)	76.5% (26)	17.6% (6)	5.9% (2)	0.0% (0)	1.29	34
answered question						36
skipped question						9

16. Are there other features that you would like to see in ARIN Online?

	Response Count
	10
answered question	10
skipped question	35

17. What would make you more likely to use ARIN Online?

	Response Count
	7
answered question	7
skipped question	38




18. What do you like most about ARIN Online?

	Response Count
	12
answered question	12
skipped question	33

19. What do you like least about ARIN Online?

	Response Count
	8
answered question	8
skipped question	37

20. We appreciate your feedback! If you would be interested in participating in any follow-up surveys about ARIN Online, please provide contact information.

		Response Percent	Response Count
Name:		100.0%	18
Company:		100.0%	18
Email Address:		100.0%	18
	answered question		18
	skipped question		27

Page 1, Q4. Where is your Organization located/headquartered?

- | | | |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 1 | I filed for IPV6 but I did so on Chrome and I got through to the final process and it wouldn't let me finish. I have not gone back to attempt with IE or Mozilla. | Sep 7, 2011 3:37 PM |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|

Page 4, Q11. How easy is it to find the information you are looking for in ARIN Online?

- | | | |
|---|-----------------------------------------------------------------------------------------------------------------|----------------------|
| 1 | Everything appears to be in order online. Easy to find what you are looking for. | Oct 3, 2011 3:08 PM |
| 2 | I have never had an issue with finding information on the site. | Sep 30, 2011 5:48 PM |
| 3 | Some of the sections from the policy manual have been removed but links to the new location haven't been added. | Sep 26, 2011 4:19 PM |
| 4 | Finding a related ORG-ID through a linked POC is not obvious to the new users. | Sep 7, 2011 11:10 AM |

Page 4, Q12. How clear is the information available in ARIN Online?

- | | | |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| 1 | I have had no questions regarding the interpretation of any of the information on the site. | Sep 30, 2011 5:48 PM |
| 2 | Fee schedules could be explained better, such as if the \$500 for an AS number is reoccurring annually or if it's just the \$100 maintenance fee. | Sep 26, 2011 4:19 PM |
| 3 | Hmm. The questions are self-aggrandizing. Typically you go from greatness, to goodness, to mediocrity, to suckiness to abominatable. Graduated classes of easy are, well, not accurate. :-) Sorry, I have to pick not at all as a result. | Sep 7, 2011 11:09 AM |

Page 4, Q13. How easy is it to navigate in ARIN Online?

- | | | |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| 1 | Copy / Paste doesn't work often in both IE and Firefox. Shortcuts in ticket tracking are often not clickable, nor copy/pastable. One must type them in onto another browser window. | Oct 20, 2011 3:17 PM |
| 2 | Can currently assign contact via org/resource browse. Would be nice if we could assign resources from a POC centric view. (e.g. select Bob, and then grant him access to foo and bar resources). Just a suggestion, site is already great. | Oct 3, 2011 3:08 PM |
| 3 | Solid. | Sep 30, 2011 5:48 PM |
| 4 | Searching typically yields satisfactory results. | Sep 26, 2011 4:19 PM |

Page 4, Q14. How satisfied are you with your experience using ARIN Online?

1	I would like to be able to manage my reassignments directly via ARIN Online.	Oct 19, 2011 4:52 PM
2	Its just complicated enough to find your way around that when you are only using it to request a resource every 10 years or so it is difficult to know what to do at every step. Fortunately, your poeple on the phone are great.	Oct 10, 2011 3:27 PM
3	You need to enable a way for someone to copy and paste the coorespondances and notices. make attached text copies or something	Oct 4, 2011 1:06 PM
4	Thank you for not sucking.	Sep 30, 2011 5:48 PM
5	Aside from the policy manual the site is very clean.	Sep 26, 2011 4:19 PM
6	The source of my dissatisfaction is the lack of consistant functionality; specifically that I can not do IPv6 simple reassigns from within ARIN online NOR an email template, and have been forced to create software to do so within the RESTful interface. The fact that this is available for IPv4 but not IPv6 (email templates) shows a lack of comittment to IPv6 on ARINs part. Furthermore I found the documentation for the RESTful provisioning setup sketchy at best, making the process more difficult than it needed to be.	Sep 9, 2011 11:55 AM

Page 5, Q16. Are there other features that you would like to see in ARIN Online?

1	Reassignment management interface!	Oct 19, 2011 4:54 PM
2	Internet Registry	Oct 17, 2011 10:00 AM
3	I think a place where someone new can see the step by step list of what you need to do might be useful but in all honesty I have no problem just asking a person on the phone. So if thats not a problem on your end, its all ok to me.	Oct 10, 2011 3:29 PM
4	If you guys did any sort of health checking or monitoring of the local web that would be really neat.	Sep 26, 2011 4:21 PM
5	No	Sep 22, 2011 2:12 PM
6	More logging / record keeping of the functions performed on objects under the domain of our OrgIDs, available for review. So for example a record of all reassignments performed, and/or a record of all assignments performed by ARIN to our organization, etc. Although generally this would be presumed to be redundant to record keeping done within our organization, it would prove convinient to have a backup source of such data. I am somewhat presuming, in suggesthing this, that it would be relatively trival to implement for ARIN and thus would have a high value/effort ratio.	Sep 9, 2011 12:09 PM
7	There have been several suggestions posted that are good, especially the ones Owen has suggested.	Sep 7, 2011 5:27 PM
8	Example code for RESTful. I need to deploy this but I just have not had time to develop on it and it seems that many people have a lot of difficulty with it.	Sep 7, 2011 3:43 PM
9	More report generation. Search capabilities across ORG-IDs.	Sep 7, 2011 11:12 AM
10	Improve the UI. Perhaps hire someone that has a UI background, professionally trained even. Having on confirmation or veritication before submit function on many pages is a glaring hole IMHO.	Sep 7, 2011 11:11 AM

Page 5, Q17. What would make you more likely to use ARIN Online?

1	if all features are available to interact with ARIN.	Oct 17, 2011 10:00 AM
2	Unless I missed it somewhere, batch operations for a large number of transactions.	Sep 26, 2011 2:42 PM
3	a WhoWas feature. It would be a nice feature when you receive a new block and find out that some of the new IP addresses are blacklisted and this way we can find out more information about the history of the IP subnet	Sep 22, 2011 2:12 PM
4	A UI that was no less inconvenient than templates. Better (easier to navigate) ability to manage myself as a single POC for multiple organizations with differing roles in those various organizations. (single sign on with access to all of my roles).	Sep 22, 2011 2:11 PM
5	Keep it easy to use, especially with SWIPing so that i can re-use existing SWIPs without typing everything in again (i.e. copy an existing SWIP, change just the network or change just the organization)	Sep 7, 2011 5:27 PM
6	Maybe a redhead on my main account page?	Sep 7, 2011 3:43 PM
7	Do I have a choice?	Sep 7, 2011 11:11 AM

Page 5, Q18. What do you like most about ARIN Online?

1	Easy to navigate and use.	Oct 19, 2011 4:54 PM
2	Simple to use	Oct 17, 2011 10:00 AM
3	The people you have behind ARIN Online. Always professional.	Sep 30, 2011 6:10 PM
4	One stop shop for everything I need to do, don't need to call anyone.	Sep 26, 2011 4:21 PM
5	Security, simplicity, for most information.	Sep 26, 2011 2:42 PM
6	It is online	Sep 22, 2011 2:12 PM
7	1 login everything i manage can be manage	Sep 22, 2011 1:04 PM
8	The functionality which is implemented in ARIN online is generally efficient and easy to use.	Sep 9, 2011 12:09 PM
9	Clean look	Sep 7, 2011 5:27 PM
10	All my info on AS, IP,Orgs, and POC in one place	Sep 7, 2011 3:43 PM
11	Ease of use.	Sep 7, 2011 11:12 AM
12	The people behind it and their knowledge helping to make it easier for me to do this sort of work.	Sep 7, 2011 11:11 AM

Page 5, Q19. What do you like least about ARIN Online?

1	It's great, whats not to love? :)	Oct 19, 2011 4:54 PM
2	the wait before a request gets answered	Oct 12, 2011 5:40 AM
3	I cant make a copy of coorespondance for my own records or for sending to senior leadership. The highlight and copy and paste method doesnt work well at all if it works	Oct 4, 2011 1:08 PM
4	nothing	Sep 22, 2011 2:12 PM
5	Merely that there is some information not [yet] available that feels as though it should be.	Sep 9, 2011 12:09 PM
6	Getting things to change requires an act of Congress. =)	Sep 7, 2011 5:27 PM
7	Removing a POC seems difficult or does not reflect in the complete removal of a POC	Sep 7, 2011 3:43 PM
8	What do you like least about ARIN Online?	Sep 7, 2011 11:11 AM