Registration Services

Richard Jimmerson

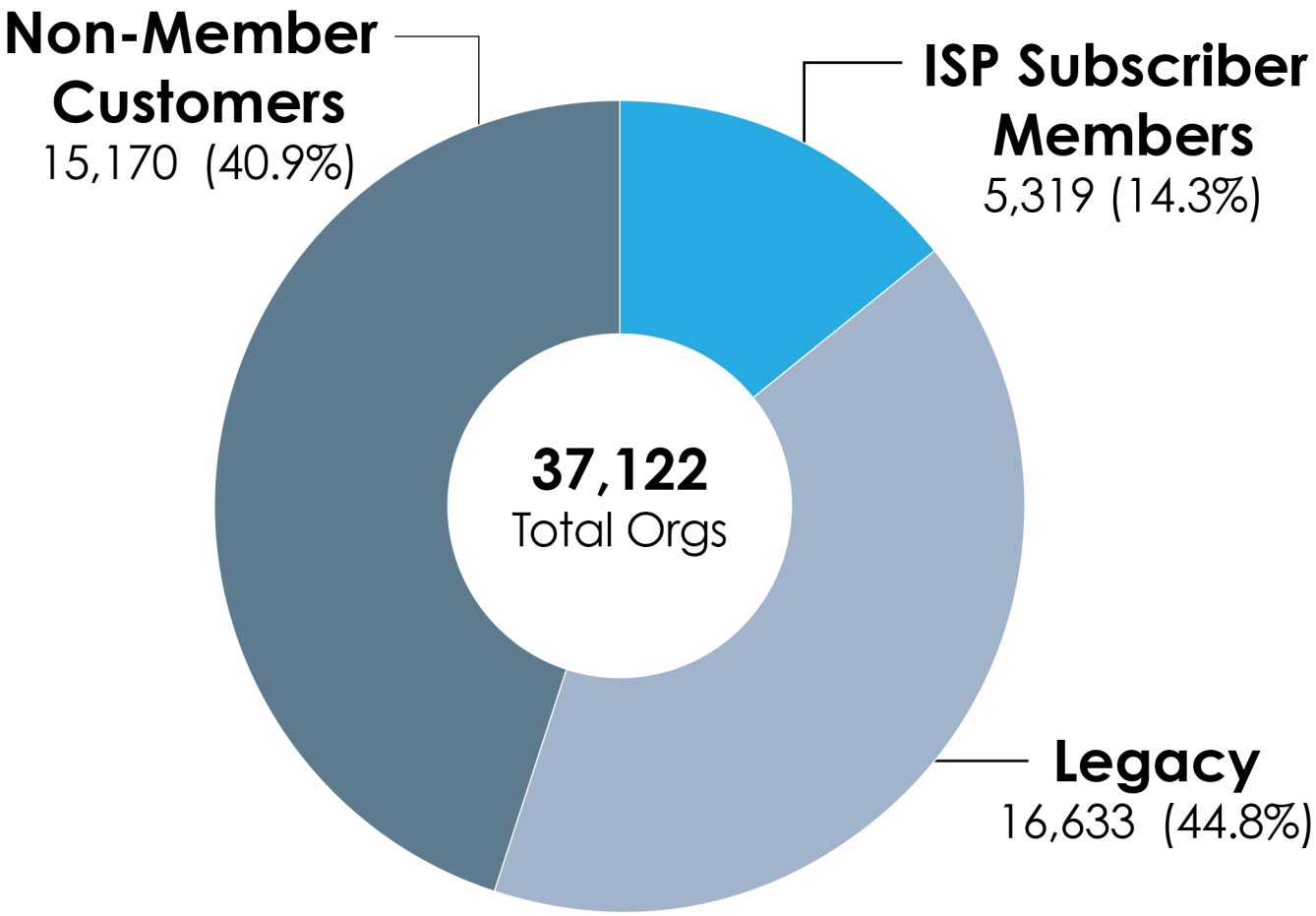
RSD Core Functions

- **IPv4**, **IPv6**, and **ASN** requests
- Change of Authority Services
  - ORG & POC recovery
  - Transfers & STLS
- Database Record Maintenance
  - POC validation, SWIP, etc.
- Customer support
  - Ask ARIN
  - Telephone helpdesk (60 hours per week)
  - hostmaster@arin.net email

RSD Support Functions

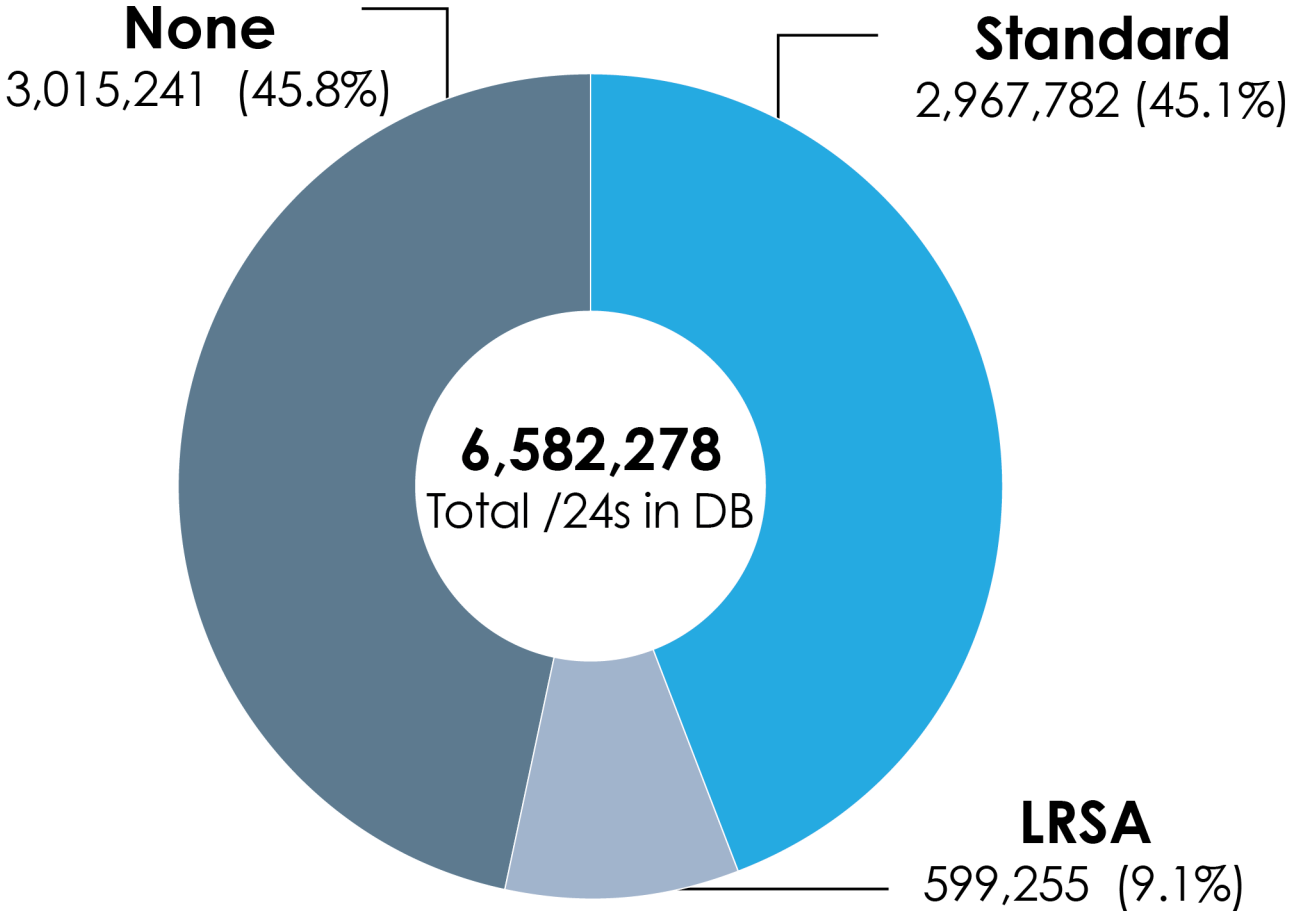
- Policy development & implementation
  - **Staff assessments, implementation plans, etc.**
- Software development support
  - **Requirements, testing**
- Communications
  - **Guidelines, documentation, announcements, ACSP implementation, etc.**
- Outreach
  - **ARIN On The Road, trade shows, presentations, etc.**
- Statistics and database analysis
  - **Monthly stats, community requests for data, research, etc.**

Organizations Served by ARIN



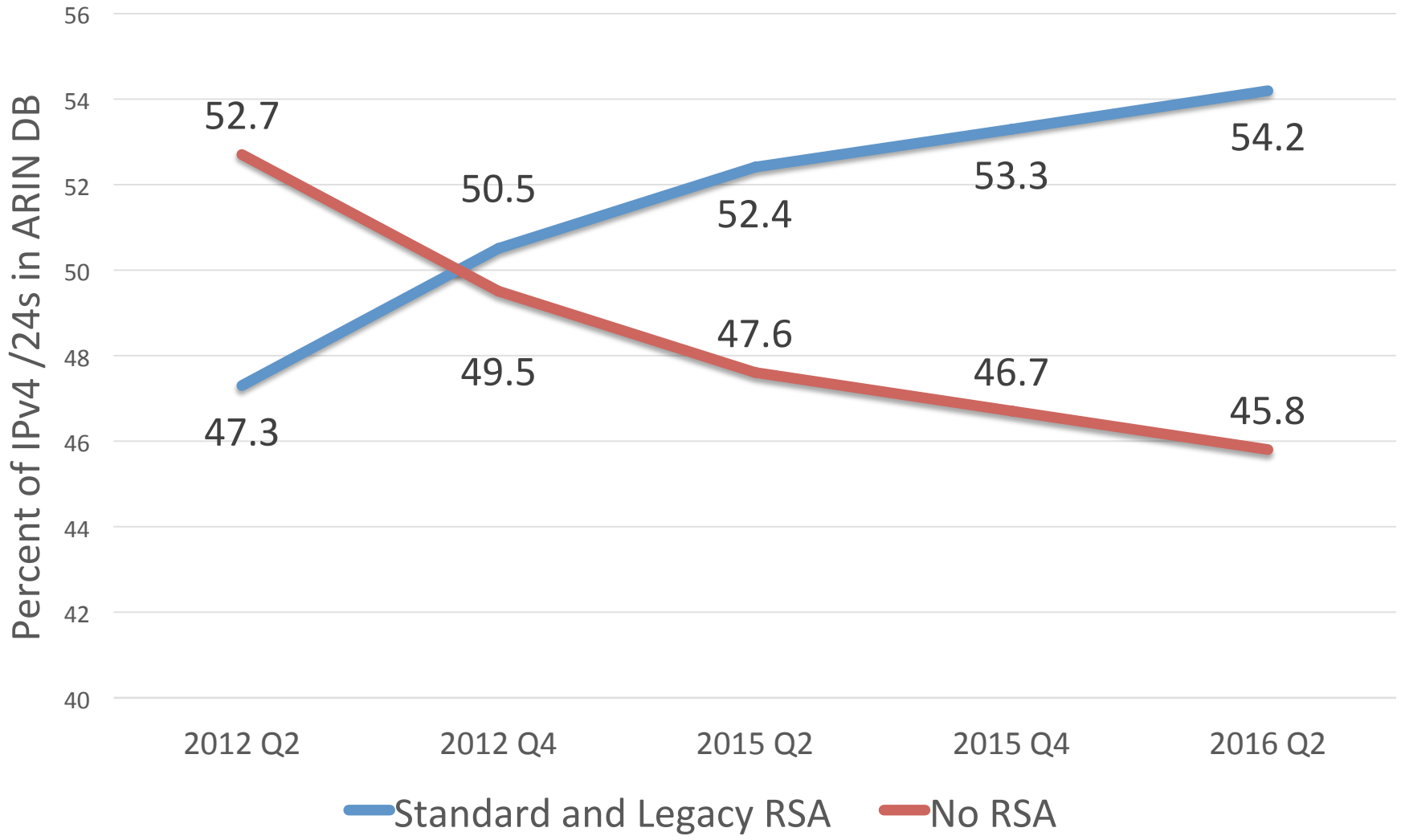
* as of 6 April 2016

IPv4 RSA Coverage (counted in /24s)

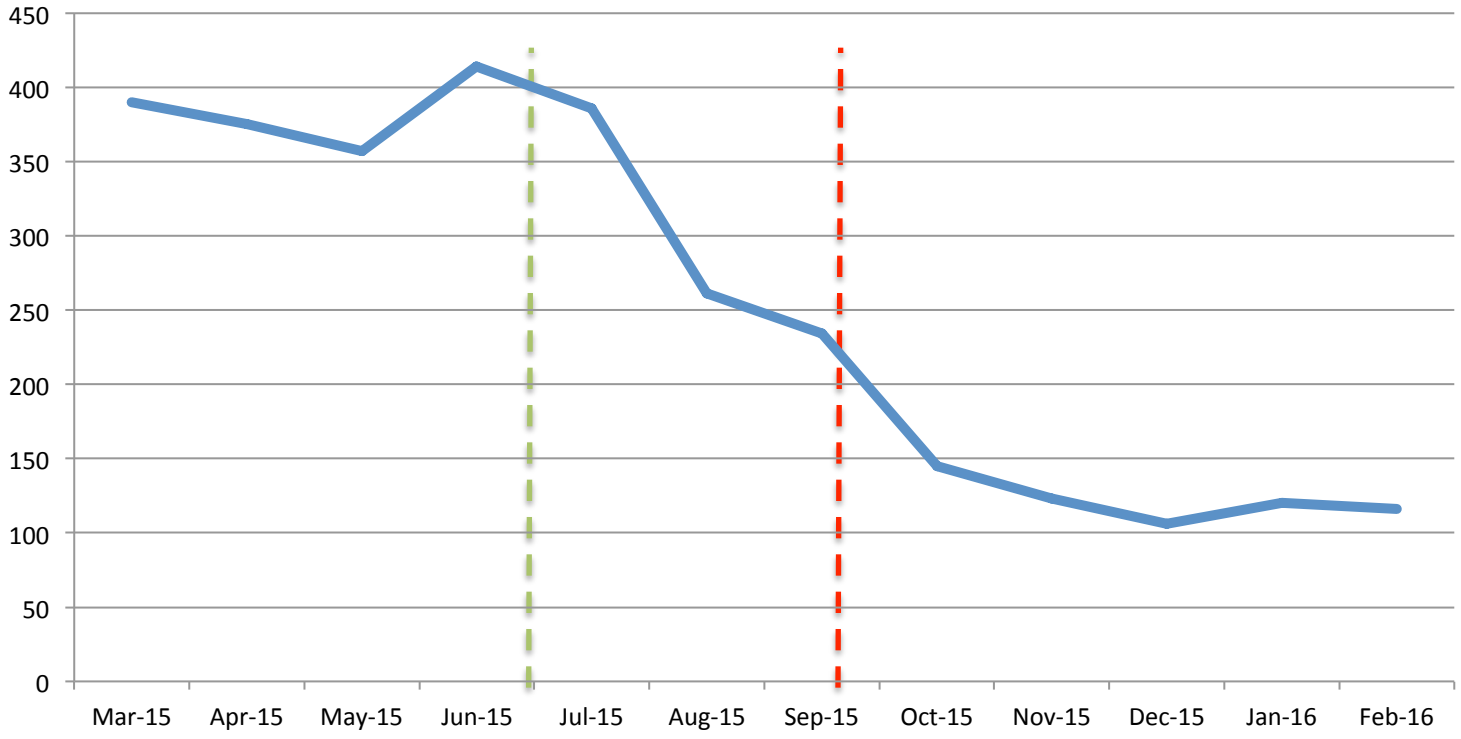


* as of 6 April 2016

IPv4 RSA Coverage Over Time



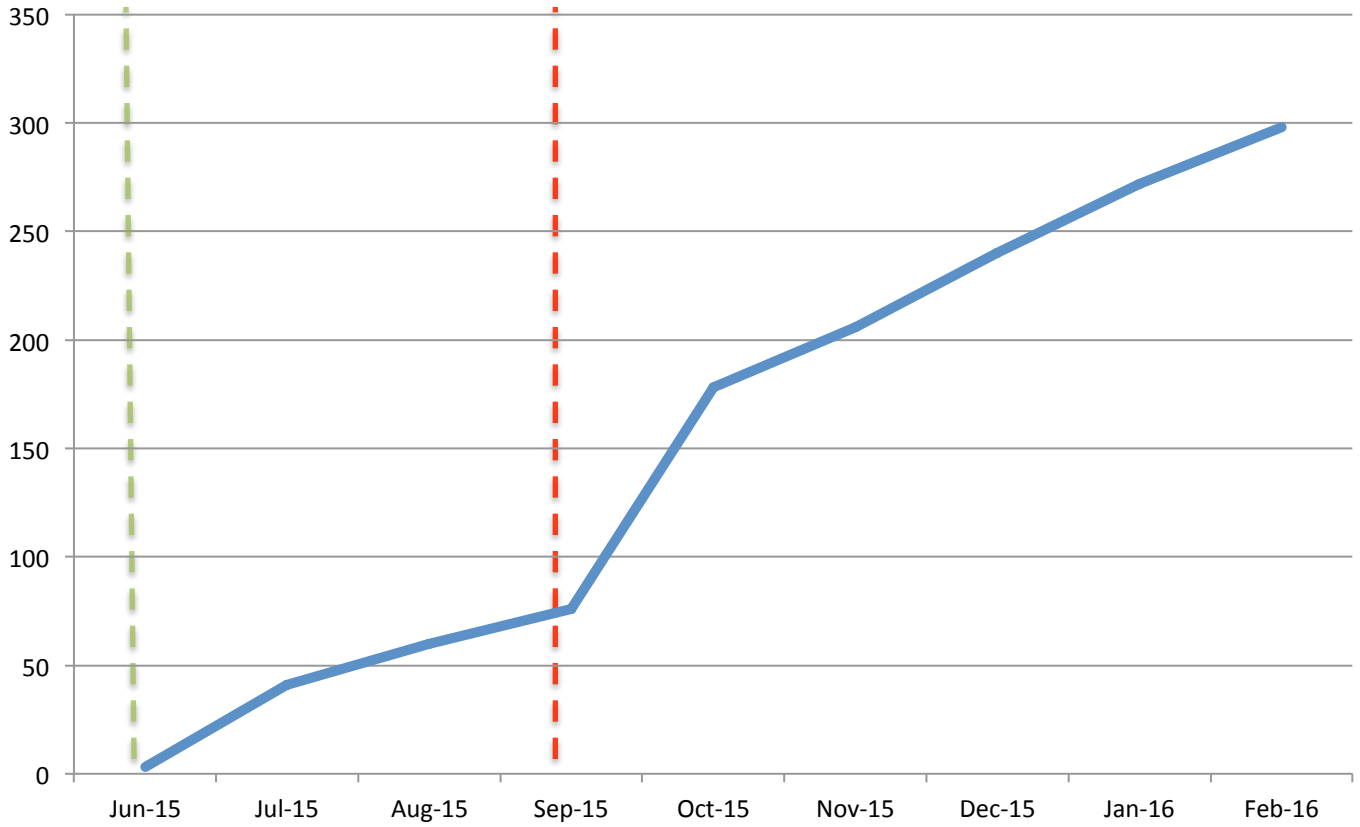
IPv4 Requests – Past Year



------- = waiting list initiated

------- = IPv4 depletion

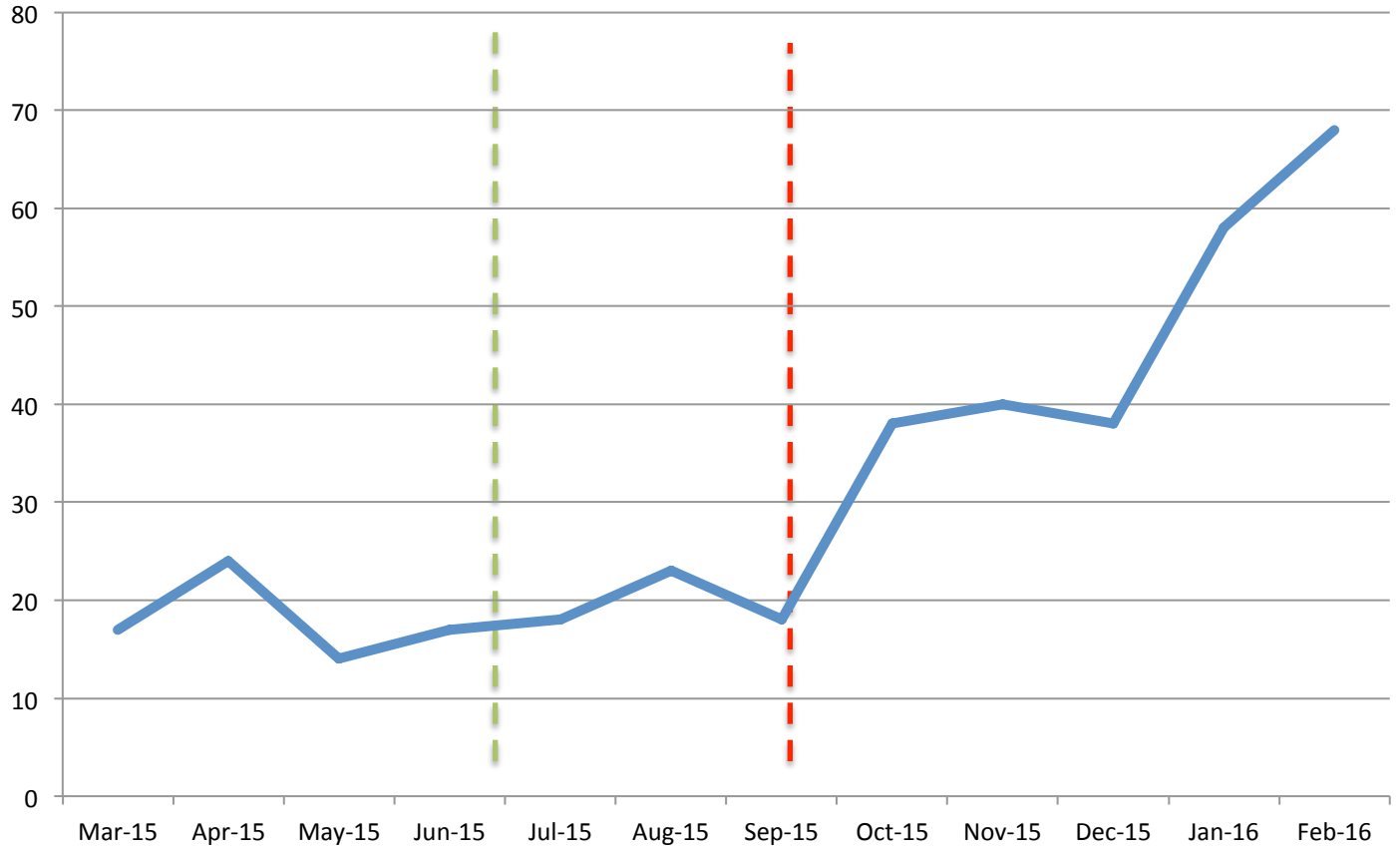
IPv4 Waiting List Growth



------- = waiting list initiated

------- = IPv4 depletion

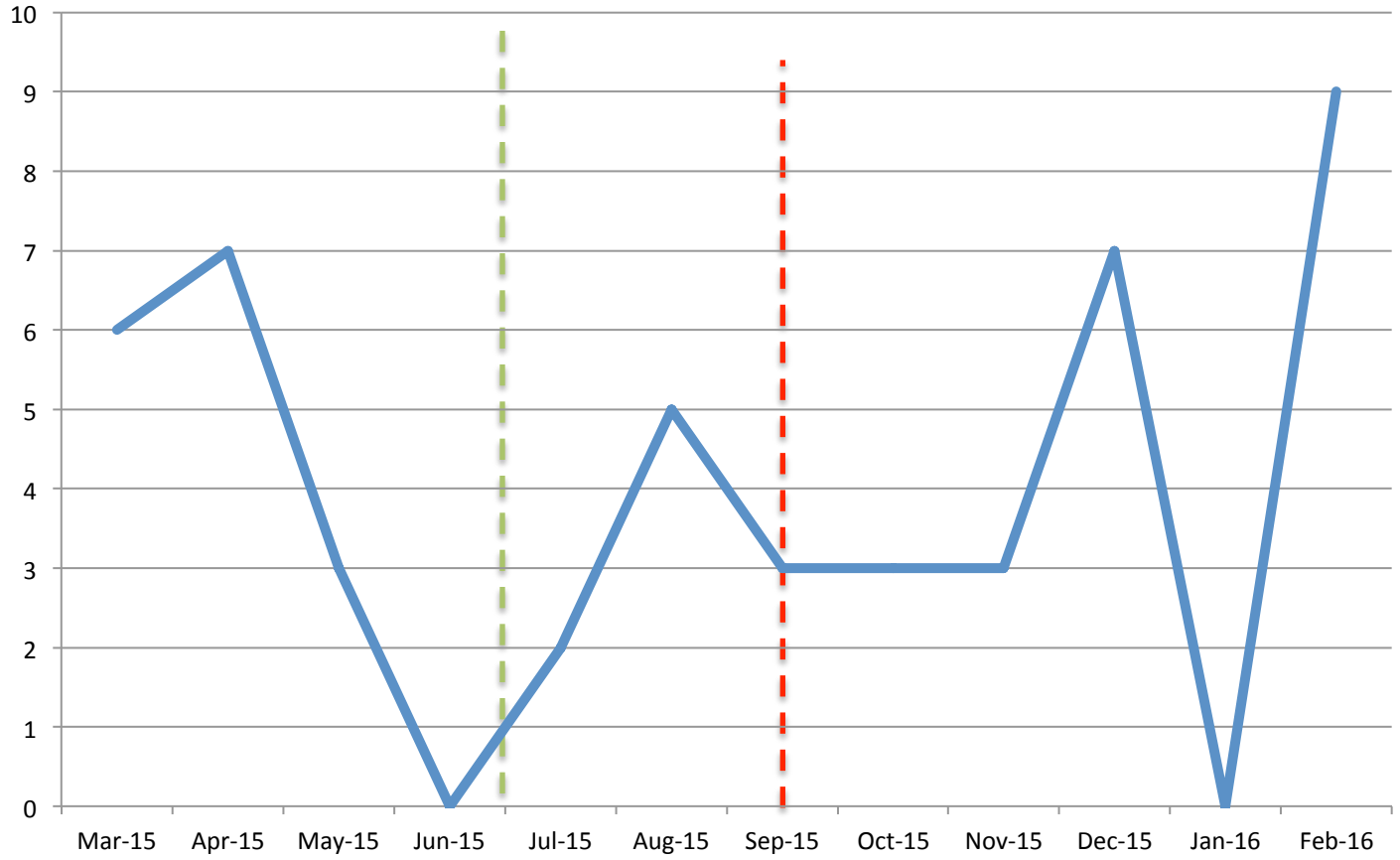
8.3 Transfers Completed



------- = waiting list initiated

------- = IPv4 depletion

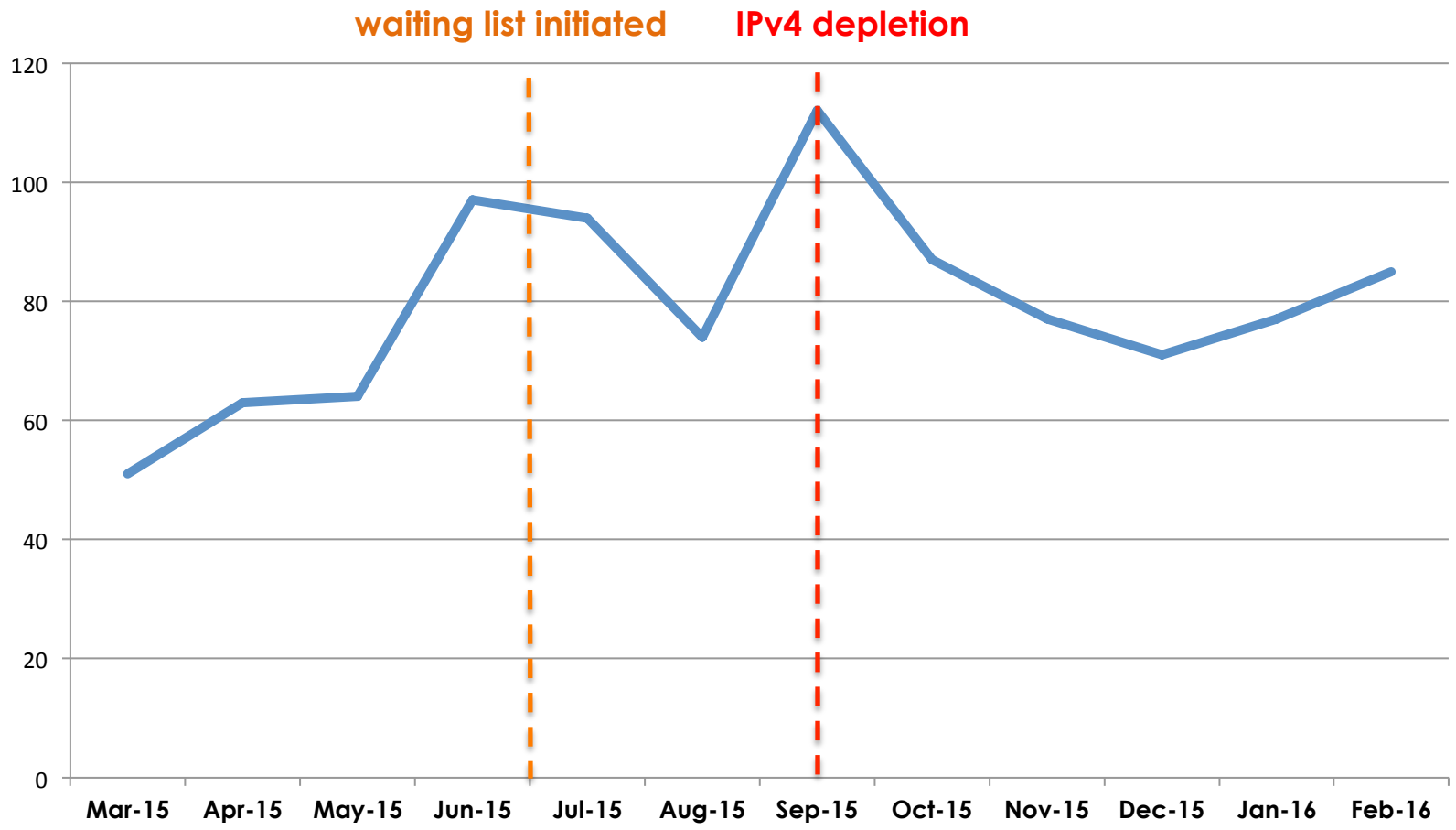
Inter-RIR Transfers Completed



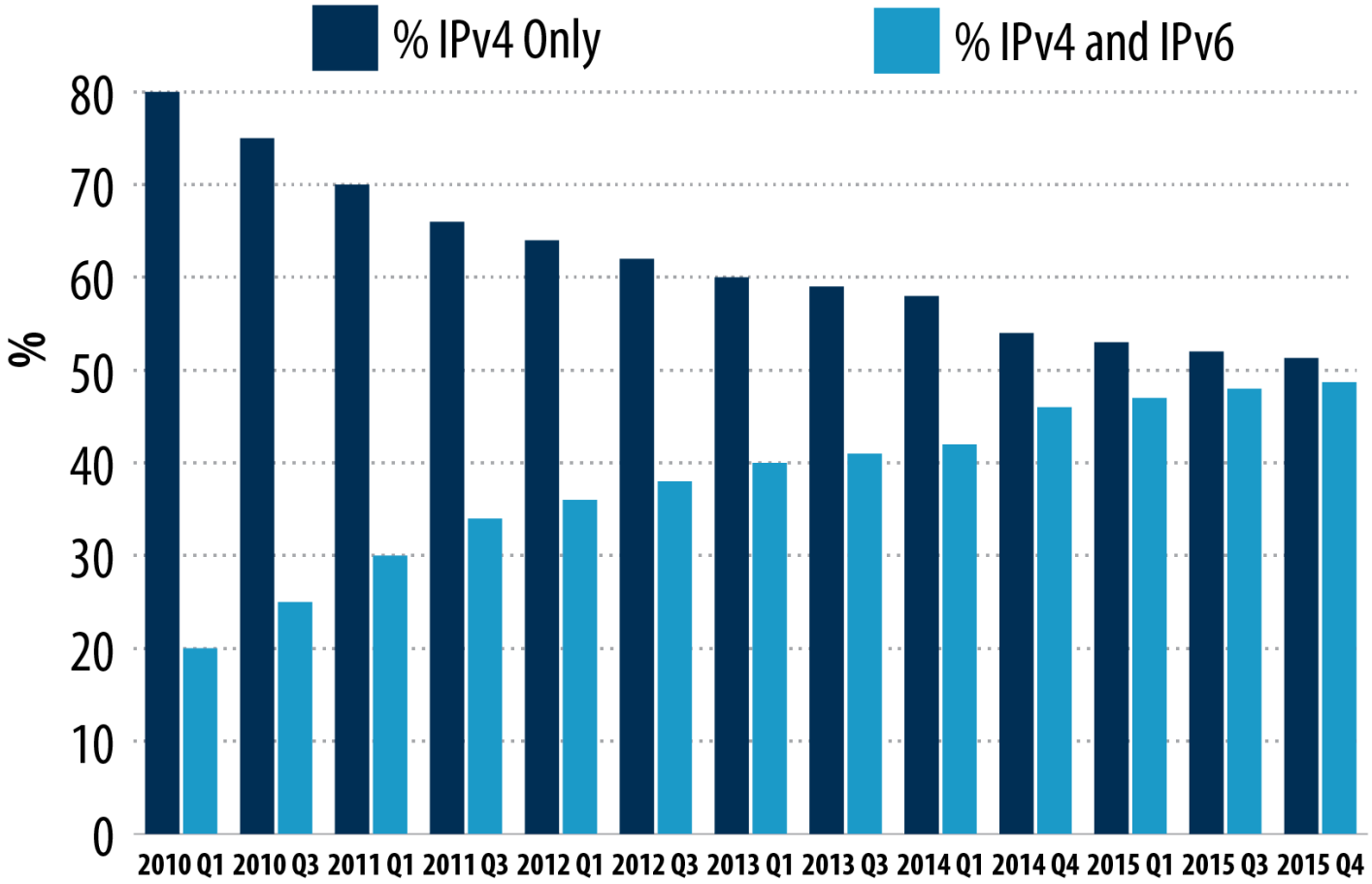
------- = waiting list initiated

------- = IPv4 depletion

IPv6 Requests – Past Year



ARIN ISP Members with IPv4 and IPv6



Request Activity

- IPv4 Requests
  - **Decreasing: IPv4 free pool (wait list) tickets**
  - **Increasing: Pre-approvals and 8.3 recipient tickets**
- IPv6 Requests
  - **Steady ticket traffic**
  - **Increase in help-desk inquiries**
- Change of Authority Requests
  - **Increasing**
    - NRPM 8.2 Merger, Acquisition, Reorganization
    - NRPM 8.3 Specified Recipient
    - ORG Recovery Requests
  - **Expected continued increase in volume**

Telephone Helpdesk

- Phones staffed: **7am to 7pm ET**
- Average # of calls per month: **700**
- Most Common Call Topics
  - **Point of contact validation**
  - **Ticket status**
  - **ARIN Online use**
  - **Transfer related questions**

RSD Team

Transfer Services Manager

Cathy Clements

Resource Services Manager

Lisa Liedel

Technical Services Manager

Jon Worley

Sr. Resource Analysts

Eddie Diego

Mike Pappano

Resource Analysts

Misuk Kwon

Doreen Marraffa

James Ricewick

Jonathan Roberts

Shawn Sullivan

Paralegal

Suzanne Rogers