Feedback @ARIN

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Importance of Feedback to ARIN

- Identifies Service Improvement Opportunities
  - **Highlights system items that may require immediate attention**
  - **Helps with determining project priority for future improvements**

- Assists Monitoring Of Service Quality
  - **Alerts management of customer service issues**
  - **Helps us better understand how well we are doing**

- Improves Performance
  - **Motivates staff**
  - **Helps us learn from you**

Feedback Sources

- Member Organizations
  - **5,000+ orgs**

- Fee-Paying, Non-Member Organizations
  - **15,000+ orgs**

- Legacy Organizations
  - **16,000+ orgs**

- ARIN Online Users
  - **123,000+ user accounts**

- General Whois User Population

- People referred to ARIN by their security software

Feedback Channels

- Feedback Button
  - **Allows you to provide instant feedback from anywhere on our site**
- Transaction Surveys
  - **Survey invitation sent everyone who requests Internet number resources**
- Documented Feedback From Telephone Calls And Tickets
  - **Registration staff documents notable feedback from calls/tickets in an internal feedback tracking system**
- ARIN Consultation And Suggestion Process (ACSP)
  - **Review and consideration process for formally submitted feedback to ARIN**
- Customer Satisfaction Survey
  - **As conducted in 2014, and planned again in Q3 2017**
- Direct Feedback At Meetings (PPM, ARIN On The Road, NANOG, and more)
- Mailing Lists & Social Media

How We Process Feedback

- Internal Review And Discussion
  - **Weekly management meetings**
  - **Team scrums/meetings throughout each work-week**
  - **Bi-weekly customer experience review meetings**
- Turning Feedback Into Change/Action
  - **Changes to documentation (web, printed, and presentations)**
  - **Updates to procedures**
  - **Improvements to our applications (ARIN Online features and UI)**
- Continued Review And Monitoring
- Community Consultations
- Services Working Group

Our Continued Commitment To You

- You Are Our #1 Priority
- We Value Your Feedback
  - **It is a key element of our decision making processes**
  - **We can't function properly as a registry without it**
- Excerpt From ARIN Staff Values Statements (created in 2014):

  "**Service to Our Members, Customers and the Global Community:** We recognize that service is an integral part of our core mission. We strive for consistent customer satisfaction by engaging with our members, customers, and the global community in order to fully understand and satisfy their service needs. We approach all of our efforts with a sense of responsibility and commit to delivering quality services, products, and solutions."

We display our staff created **Values Statements** on the wall of our lobby alongside our annual **Strategic Direction** and **Organizational Objectives**, as created and approved by the BoT each year.

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