

ARIN
45



VIRTUAL MEETING

ARIN Update

Richard Jimmerson, COO

Pandemic Operations



- **February**

- Staff provided with office use guidelines based on CDC and WHO guidance
- Flexibility on business travel cancellations due to pandemic concerns

- **March**

- Began preparations early for a 100% remote work environment
- Informed staff use of office was optional in early March
- Closed the office for general use on 19 March
- All business-related travel cancelled until further notice

- **April - Today**

- Fully functional registry operations continue without daily use of ARIN office
- Brief office visits by cleared staff throughout the week
- Limited reopening of ARIN office beginning in June as an optional consideration for staff

Leadership Updates



- Chief Customer Officer – John Sweeting
- Director of Registration Services – Lisa Liedel
- Senior Vice President, Government Affairs Department – Anne-Rachel Inné
- Director of Communications – Hollis Kara
- Software Engineering Manager – Garth Dubin
- Senior Operations Manager – Reggie Forster
- Chief Financial Officer – Brian Kirk

Organization Highlights



- 2020 work plan largely unchanged by pandemic work environment
- Addition of Service Issue Reporting
- Addition of customer chat to supplement already existing telephone help-desk
- Upcoming consultation on possible closure of redundant or seldom used services

2020 ARIN Elections - Milestones



- Nominations closed 13 June
- Optional 2nd Nomination period – 20 July to 27 July
- Voter Eligibility Deadline – 7 September
- Initial Slate/ Call for Petitions / Statements of Support – 14 September
- Final Slate – 12 October
- Elections Open – 22 October through 30 October
- Results announced – no later than 6 November

More information: <https://www.arin.net/elections>

2020 Customer Satisfaction Survey



- Survey will run 13-31 July
- Many questions will mirror those from 2014/2017 to allow for survey results benchmarking
- Survey objectives include:
 - Determine members' expectations and needs from ARIN
 - Assess current satisfaction with ARIN's services and operations
 - Determine any unmet needs members have
 - Identify and prioritize areas for improvement
 - Assess current perceptions of the organization within the Internet community
 - Identify opportunities to better engage the Internet community in terms of outreach, education and fostering participation
 - Understand how ARIN's current performance compares to that indicated by the previous surveys completed in 2014/17
- Final results will be published with full transparency to the ARIN website
- Feedback button always available as a way to provide input at any time

ARIN 46 (October 2020)



- Current Plan
 - 22-23 October
 - Seattle, Washington (together with NANOG)
- We are cautiously optimistic about holding an in-person ARIN 46 meeting as we monitor guidance from Washington State, Seattle, the CDC, and WHO
- We expect to make a decision about the meeting by early July with notification to the community shortly after

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Thank you.

Any Questions?