

ARIN Online 2.0

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ARIN Online 1.x

- **Released in October, 2008**
- **Major Features:**
 - “Wizards” to help create, maintain, and remove POCs and ORGs.
 - Web user accounts linked to authorized POCs and ORGs.
 - Fraud reporting.
 - Emailed hostmaster with “W” series tickets.

ARIN Online 2.0

- **Ticket tracking**

- Tracks the new “X” series tickets.
- Comments and file uploads possible via the web.

- **Ask ARIN**

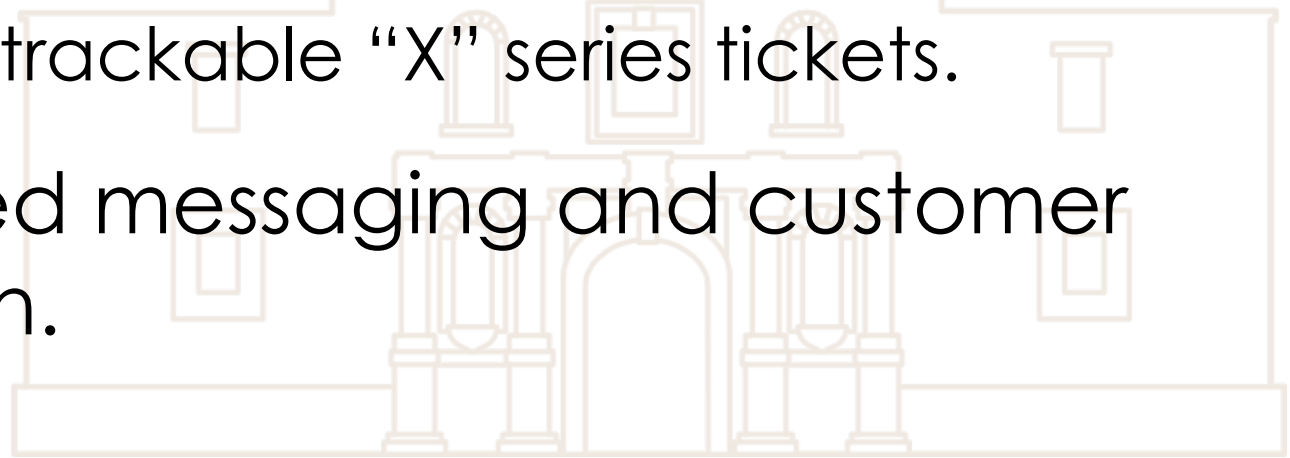
- Open a general ticket with ARIN in any of 9 separate categories.

- **Message Center**



The New ARIN Back Office

- A strategy to consolidate the various management tools.
- New web-enabled workflow to support our business process re-engineering.
 - The new trackable “X” series tickets.
- Web based messaging and customer interaction.



Tickets and Tracking

- **Legacy tickets**
 - “ARIN-20090201.1126”
 - Once created, they simply exist.
- **‘W’ and ‘F’ tickets**
 - “ARIN-20090201-F126” or “ARIN-20090201-W126”
 - Sent by web site to hostmaster@arin.net on your behalf.
 - Same characteristics as legacy tickets.
- **The new ‘X’ tickets**
 - “ARIN-20090201-X126”
 - Have status: “open”, “closed”, “in-progress”, etc...
 - Tied to back office workflow.
 - Can be tracked and linked to other tickets.

And Now The Demo



When?

- **RSN**
 - Mid-to-late May, 2009



The Future

- Transitioning of all ARIN ticket types to trackable “X” tickets.
 - POC, ORG, Net initials & renewals, etc...
- Payments and Billing.
- DNS Management.
- Resource reports.
- More...



The Engineering Behind The Engineering

- This is all fairly ambitious and complex.
 - So we've expanded our software engineering and development toolbox.
- Decentralization of development resources.
- Unit and Integration Testing from the web layer to the database layer.
- Adaptation of Agile methods such as scrums.
- Formalization of DDL and build processes.
- QA... You gotta have QA!