Regional Coordinator Meeting Notes

July 27, 2024

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Notes reviewed by:
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- Rebecca Key, Communications Manager, KO4KVG

Contents

Relevant Documents

Draft DNS Policy: https://www.ardc.net/wp-content/uploads/DNS-subdomain-policy-v1.pdf
Draft Level of Trust (LoT) policy: https://www.ardc.net/wp-content/uploads/level-of-trust-LoT.pdf
Video recording: https://vimeo.com/992384749

Agenda

Agenda review / Housekeeping (:05)
Introductions (Name / Callsign / Location) (:10)
Review of last meeting (:05)
- Meeting notes:
  https://www.ardc.net/wp-content/uploads/2024-05-23-regional-coordinators-meeting.pdf

Overview: Active Coordinators (:10)
Policy review, feedback, discussion (:50)
- DNS
- Level of Trust (LoT)

Next steps / Next meeting (:10)

Suggestion for next meeting (if group is satisfied with above discussion):
- Define role of regional coordinators
- How do coordinators become a coordinator, how are they selected?

Present

ARDC Staff, Contractors, & TAC Members
- ☑ Rosy Schechter, KJ7RYV
- ☐ Chris Smith, G1FEF
- ☐ Merideth Stroh, KK7BKI
- ☑ Rebecca Key, KO4KVG
- ☑ Tim Pozar, KC6GNJ
- ☑ Adam Lewis, KC7GDY
- ☑ Dave Gingrich, K9DC

Coordinators
- Boudewijn (Bob) Tenty VE3TOK (Canada)
- Bill Lewis KG6BAJ (California, 44.2.0.0/16)
- Charles J. Hargrove N2NOV (MA, NH, VT, PA, MD, NJ, DE, NY, CT, RI, ME)
- Ronnie Montgomery W0RDM (Missouri, 44.46.0/16)
- John Ronan EI7IG (Ireland)
- Mark Van Daele K9MEV (Illinois)
- Don Jacob WB5EKU (Was La Coordinator)
- Pedro Converso (LU7ABF) (Buenos Aires, Puragua)

Summary

Primary focus of discussion was on DNS and LoT policies. RC's gave feedback for ARDC staff to discuss, and we discussed edge cases and potential compromise for handing legacy nonstandard DNS entries as well. Staff will update these policies based on feedback and share with the group for further discussion.

Additional ideas came up around the role of the coordinator, with questions about how to create backup coordinators and how to support one another. This will likely be the subject of the next meeting, which will be in about a month, in August. ARDC staff to send out potential times on Groups.io.

Action Items

Completed since last meeting [05/23/24]
- Draft & share Level of Trust policy
- Draft & share DNS policy

New:
- Set up the next meeting. Set meetings alternating Weekend and Weekdays. Send out time suggestions for Weekday evening meetings.
- Revise & share Level of Trust policy based on feedback
- Revise & share DNS policy based on feedback
- Reach out to all RCs listed in Portal database to determine who is active and who is not; use that info to ID regions w/o any active / available coordinator
- Follow up with Mark K9MEV about automatic Reverse IP
- Look into Add Level 3 for coordinators allocations
- Document: How could we integrate backup for coordinators in each region.

Portal Feature Requests:
- Ability to pass ticket on to secondary coordinator (Vacation Check mark) so requests get sent to backup coordinator without having to wait for admin escalation timeout
- Batch/Bulk processing for DNS. Can we use a spreadsheet to dump DNS records with a bulk method like an API call?
- Allow users to add a flag to the ticket if needing to request escalation away from the current ticket handler.
- Coordinators need the ability to be ticket handlers and to be able to escalate.
- To help with escalation, in addition to the internal communications of tickets, can we also have external notes that can be seen only by other ticket handlers?

Remaining from prior meeting(s):
- Determine address verification process (in progress - still working out workflow for international addresses)
- Create Portal Management Manual (in progress)
- Define role of Regional Coordinators (ideal subject for next meeting)
  - How do they become a coordinator? How are they selected?
  - How do we identify and train new and backup coordinators?

Possible Topics of discussion for next meeting:
- Coordinators want more agency setting up DNS in their region.
- How do coordinators support each other if we are on vacation or need another coordinator to step in?
- How can coordinators further their roles as mentors of the 44Net?
- Define role of regional coordinators
- How do coordinators become a coordinator, how are they selected?

Discussion Notes

DNS

Review of DNS Policy:
- Some Coordinators were concerned about how the new DNS policy and Portal is taking away responsibilities of the Coordinator. They note GW operators need to be responsible for the DNS entries for the IP addresses they manage.

DNS subdomain naming scheme:
- callsign.ampr.org is accepted as a good naming syntax.
  - With the ability to have non-conforming exceptions reviewed.

Who will the coordinator be for review of exceptions?
- A coordinator will be selected to the naming exception committee.

Can this reviewer be from the region of the user?
- This might be a possibility, to be further discussed.
- For domains fitting the callsign.ampr.org syntax, no review is needed.

Some users don't have enough technical knowhow to setup the DNS domain entries, shouldn't coordinators be the ones that do this? It was this way before the portal changed.
- It's a great idea that coordinators continue being the mentors to help users.
- (note: to be discussed further)

How can we put in more than one DNS entry at a time, is there a Bulk upload?
- We will look into if that has been done already in code. We may need to open a new feature request that provides an API to allow bulk dumps.

To help with coordinators that go away for a vacation, what should be done?
- We could add a vacation feature, but for now, it might make sense to send an email to another coordinator to be aware of their schedule and claim the "away" coordinators tickets.

Coordinator & Ticket Escalation: How do aging tickets get escalated?
- We have auto notification emails sent out for aging tickets.
- Ticket grace period for escalation:
  - Tickets waiting for user: notices are sent to User 7, 14, 21 days, then at 28th day ticket closure warning notice
  - Tickets waiting for Admin: notices are sent to Admin 5,10,15 days, then escalated back to ticket queue for another ticket handler to pickup

How do we become or vet new coordinators?
- Wasn't covered, to be discuss at another meeting

In the DNS Policy, how long should the Portal keep an unclaimed DNS record before deactivation or deletion?
- Suggestion was for members to have a total of 12 months to claim then deactivate for 6 months. This would give users time to claim legacy records, and by deactivating at 6 months users would be made aware that they may have unclaimed records. Then after that time, delete rest.
- Another suggestion was to deactivate earlier (say start deactivation at 45 days) and leave deactivated for 18 months to allow re-claiming.
- Time TBD.

LoT (Levels of Trust)

There are currently 3 Levels of Trust:
- 0- new account (no abilities)
- 1- Call sign has been verified: able to get DNS and up to a /25 worth of prefixes
- 2- Additionally, address has been verified, prefix request ability increases to /24+

Why do we have these levels of trust?
- Level 0 - A designation given to a new account without any abilities.
- Level 1- Getting /25 isn't much risk, so we only request minimal info.
  - Offering small prefixes and requesting minimal info reduces administration time, and there is no large impact for having these IP's
- Level 2- If you're requesting /24 or larger, this prefix can be announced / used on the internet, so we are requesting more info in case there are announcement problems with your allocated prefix.

Should we have a Level 3 specific to Coordinators?
- We want to keep as few barriers to entry as possible for users, but it might make sense to have another level that applies to those that administer a large prefix like a /16.
  - Will look into, TBD

I'm a Coordinator of a /16, why am I only seeing that I have the ability to get up to a /25 worth of IP's?
- The /25 is your personal allotment amount. If you're seeing only a /25 in your profile, open an address verification ticket to increase your personal allotment ability to /24+.
- A limit like a /25 doesn't impact your ability to administer your /16.

If someone already has (2) /24 in separate regions and just wants another /28 in another region, why are they not able to get the /28 when they already have been approved for the (2) /24's?
- This question related to a specific issue faced by a user, which we looked into after the meeting.
  - After the meeting, it was discovered that the person had been given the (2) /24's before the new portal changed over, and their address wasn't yet verified in the new portal. When the request for the new /28 came in, the system only allowed a total of /25 due to only having a call sign verified [even though he already had (2) /24's allocated]. To fix this issue, the user would have to get their address verified, and the regional coordinator would be able to give the /28 as usual.

Backup Coordinator

I'm the only Coordinator in an area, can we assign at least 2 coordinators to a region, so we can escalate our tickets to the 2nd Coordinator?
- That is a great SOP idea.
- We don't have anything in place for backup coordinators, thus we will need to look into further.
- (note: This might be something the coordinators can help create, to help outline backup coordination)

Future Meetings

Will scheduling these meetings once a month work?
- Once a month will work.
- Coordinators would like to alternate between a weekend and weekday meeting, with the weekday meeting in the evenings to accommodate work schedules.
- We'll be sending out evening time suggestions.