Regional Coordinators Meeting

2024-09-05

Notes compiled by: Adam Lewis, IT & DevOps Manager, KC7GDY
Notes reviewed by:
- Rosy Schechter, Executive Director, KJ7RYV
- Rebecca Key, Communications Manager, KO4KVG

Present

ARDC Staff, Contractors, & TAC Members
- ☑ ~~Rosy Schechter, KJ7RYV~~
- ☐ Chris Smith, G1FEF
- ☑ ~~Merideth Stroh, KK7BKI~~
- ☑ ~~Rebecca Key, KO4KVG~~
- ☐ Tim Pozar, KC6GNJ
- ☑ ~~Adam Lewis, KC7GDY~~
- ☑ ~~Zachary Sequin (VA3ZTS)~~
- ☐ Rich Gopstein, KD2CQ
- ☑ ~~Dave Gingrich, K9DC~~

Coordinators
- Boudewijn (Bob) Tenty VE3TOK
- Charles J. Hargrove N2NOV
- Ken Adlam (KD6OAT)
- Kris Kirby (KE4AHR)
- Mark Van Daele (K9MEV)
- Ronnie Montgomery (W0RDM)
- Elias Basse (KD5JFE)
- Bill Lewis (KG6BAJ)
- David Ranch (KI6ZHD)

Agenda:

- Agenda review / Housekeeping (:05)
- Introductions (Name / Callsign / Location) (:10)
- Review of last meeting (:05)
- Overview: Active Coordinators list (:10)
- Final discussion on DNS, EULA (:10)
- Main discussion: documenting and supporting the role of regional coordinators (:45)
  - Define role of regional coordinators
  - How do coordinators become a coordinator, how are they selected?
- Next steps / Next meeting (:05)

Links:
- Meeting recording: https://vimeo.com/1007040170

Next Actions:

- Portal Training Workshop
  - Develop training topics for coordinator workshops.
  - Put a Topic thread on Groups.io Mailing list.
  - Create training material for ticket handling.
    - Keep in mind that the training doesn't have to be overly polished; we can guide participants through the necessary steps.
  - Set up a Sandboxed Portal.
  - Schedule the first training get-together within a month.
- Produce easy start guides for users and coordinators.
- Coordinators should create communication plans, such as a RACI chart, for addressing potential issues.
- Coordinators to arrange for an inter-coordinator SLA (service level agreement) or RLA (response level agreement).
- ARDC to work on a template detailing minimum info needed in a CSV file for sending to the coordinator for bulk DNS and user info upload.
- Coordinators to reach out to their users to find out how much space is currently being used.

Collaboration Discussion:

- Reviewed last meeting's minutes.
- Looked at Coordinators list of active users
  - Paused video due to personally Identifiable information visible.
  - Showed portal IP list.
  - Video recording was resumed.

- Some coordinators see a low level of new prefix allocations
  - Louisiana had a handful of new Prefix allocations since taking over.
    - Is there a preferred subnetted region allocations?
    - Not a lot of Radio infrastructure
  - Elias will send emails to find out size of space folks are using in his region
  - (Rosy) Coordinators can reach out to their users to find out how much space is currently being used.

- Q: Can we allocate Sub allocations for /24's ?
  - This currently doesn't work with BGP, you need /24 or larger on the internet.
  - The PoP network was discussed as a way to solve this sub /24 question.
  - When rolled out it will be self-managed.

- The Level of Trust policy was removed, as it was no longer relevant. A RBAC (role based access control) is being used (e.g. Admin, Ticket Handlers, Users)

- EULA & DNS
  - Q: If someone does something wrong, how do we remove our liability?
    - Liability hasn't changed, there used to be no protection.
    - You now have the option to transfer liability to the end user if they set up a portal account themselves.
    - Regional Coordinators will maintain a database for 7.a (ii) of DNS draft.
  - Q: How do we Handle law enforcement?
    - Regional Coordinators could set up a communications plan (tree of notification) like a RACI chart.

  - Q: For users that don't sign up for a portal account, where the coordinator is the Point of Contact, how do we bulk upload DNS and user information?
    - We will be setting up the process.
    - It was recommended we could use CSV for bulk upload

- ● ARDC should provide minimum info needed for a CSV file to send to the coordinator

- ○ Q: Can we start training on the portal now?
  - ■ We are in the process of creating training material.

- ○ Q: Instead of using Portal directly for testing, can we test on a sandboxed learning machine?
  - ■ That's a great idea, let's plan on doing that.

- ○ Q: How do we deal with law enforcement?
  - ■ Need to setup a response team

- ○ Q: What do we need for communication between coordinators for law enforcement or when coordinator notices suspicious activity:
  - ■ Use email
  - ■ Q: Should all communications be public and go on the mailing list?
    - ● No, law enforcement or suspicious activity email should go directly to the user, along with a CC'd response team member.
    - ● Make sure ARDC is notified.
  - ■ Is there anything that shouldn't be on the mailing list?
    - ● You already give your email and callsign, but a cell phone and other personal information would be something to remove or communicate directly with a person.
    - ● Be mindful of processing of information, such as in reference to European privacy laws.
      - ○ Some regions have different public vs private rules.
  - ■ Would the ticketing system be a place to put sensitive information?
    - ● For Legal natures eg. law enforcement, we need a response team to communicate directly to the user and not on the mailing list or ticketing system.

- ○ Q: How often should we meet?
  - ■ Should we set up quarterly workshops for training?
    - ● Let's start within a month for our first get together.

Potential Future Topics
- ■ Outreach
    - ● What is being done to attract new users?
        - ● Explore strategies to increase involvement
    - ● Bring folks into the 44net network
    - ● Show how to effectively use the IP address space.
    - ● Provide easy start guides for non-technical users
- ○ ARDC is Updating our Wiki

Brainstorm Discussion of the Role of Regional Coordinator

Responsibilities:

- ● **Regional Assignment Management:** Able to oversee managed prefixes, specific to their region.
- ● **Mentoring of New Users:** Act as a mentor, often referred to as "Elmer", to guide new users. Provide support and guidance.
- ● **Representation:** Serve as the voice and representative for AMPRNet.
- ● **Ticket Handling:** Manage address space and DNS requests, ensuring they are valid and adhere to amateur and non-commercial purposes.

Required Skills and Capabilities:

- ● **Mentorship:** Learn from other Regional Coordinators (RCs) to enhance your skills.
- ● **Technical Knowledge:** Basic understanding of TCP/IP. Have knowledge of DNS, BGP, and subnetting.
- ● **Administrative Skills:** Strong organizational and administrative abilities.
- ● **Customer Service:** Excellent customer service skills, patience.
- ● **Responsiveness:** Be prompt in responding to inquiries.

Response Time:

- ● Aim for an initial response within 1-2 business days. Resolution within a week. Excluding time when the ticket is with the user.

Ideas and Suggestions:

- ● **Service Level Agreement (SLA):** There is no SLA, but a coordinator suggested creating an SLA among RCs to maintain accountability.
- ● **Scalability Considerations:** Discuss scalability with those managing the largest allocations.
- ● **Response Level Agreement:** Consider this as an alternative to a traditional SLA.

Communication Needs

- **Email:** Use email as the primary record of communications.
- **Ticketing System:** Utilize ticketing system for non-sensitive information.
- **Sensitive Information:** Handle legal issues and law enforcement matters with care. Don't put information on the mailing list. DM the user.
- **Response Team:** Consider forming a response team and defining a clear chain of command.