

# PeeringDB Strategic Plan 2019-2020

## PeeringDB Mission Statement

PeeringDB, a nonprofit member-based organization, facilitates the exchange of user maintained interconnection related information, primarily for Peering Coordinators and Internet Exchange, Facility, and Network Operators.

## **PeeringDB Strategic Direction (2019 – 2020)**

*Based on the guidance provided by the Board, PeeringDB performs its mission in accordance with the following goals and principles:*

- A. Ensure reliability, performance, security and support of PeeringDB services
- B. Maintain, develop, and enhance functionality of PeeringDB services as sought by the users and supported by the membership and community
- C. Educate the community on effective use of PeeringDB
- D. Evangelize the use of PeeringDB
- E. Engage with underserved communities
- F. Encourage support of PeeringDB via sponsorship
- G. Build a reserve of 2 years of operational funds for the long-term stability of the organization
- H. Strengthen relationships with operator and peering forums, and other related databases, to work cooperatively on interconnection topics
- I. Maintain relationships with Regional Internet Registries (RIRs) with respect to access to authoritative data
- J. Legal review of liabilities, and insurance (D&O)
- K. Write corporate succession plan

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## 2019-2020 Organizational Objectives

- A. Maintain SLAs and contracts for all supporting service providers
- B. Support Committees to ensure user expectations are met
- C. Write Operational Service Level Policy (OSLP) for services provided to the community and regularly report compliance
- D. Ensure developer diversity for all product change bidding via RFP process
- E. Provide regularly updated product road map to community
- F. Identify and engage with five (5) underserved region
- G. Increase number of translations and increase quality of existing
- H. Evaluate the governance structure and decision-making process of the Product Committee
- I. Document operational infrastructure
- J. Hire Operations resource (sysadmin) to support infrastructure and services (Part time ~10-15 hours / mo)
- K. Ensure latency is acceptable to the communities being served / PDB VM deployment
- L. Regular infrastructure security audit by a third-party
- M. Ensure security for private user data
- N. Expand number of presenters for outreach
- O. Conduct redundancy and restoration test bi-annually
- P. Provide education material in the form of a how to guide, embedded online assistance, webinars, tutorials, etc. for all user facing services
- Q. Write and implement 2019 budget including committee budgeting process (vs ad-hoc and quarterly)
- R. Present at major conferences where possible
- S. Participate in peering discussions, globally, where possible
- T. Conduct one election in April each year
- U. Conduct one member meeting in April each year
- V. Be accountable to the community
- W. Write board and committee onboarding process and conduct annual reviews
- X. Create process for reviewing and accepting software contributions from community
- Y. Write travel policy
- Z. Write longer term contract for Product Manager to include product related objectives listed above
- AA. Create feedback loop from presenters to committees to board
- BB. Engage with closed forums to ensure PDB has guaranteed representation (MOU? / Helpdesk? / Presenter slot / outreach? ) selected by the outreach committee
- CC. Evaluation of data model / Appendix