

# IETF Help Desk

Just Getting Started

# NANOG 63

- The first ever IETF Help Desk was successfully held at [NANOG 63](#) in San Antonio 2-4 February. The help desk provided a common, known point for operators attending the NANOG meeting to bring their questions about the IETF. As expected, we received many very basic questions, the most popular being, ‘How do I get started?’. The booth was set up for all three days of the NANOG meeting and was staffed by experienced IETF volunteers most of the time, including during all breaks. Based on this success we will continue with our plan to facilitate hosting of the IETF Help Desk at NOG/NOF meetings around the world.

# APRICOT 2015

- The second IETF Help Desk was successfully provided at [APRICOT 2015 in Fukuoka](#). While the effort reached many attendees, we did receive less traffic than at NANOG last month. This is likely due to a less condensed venue (the meeting was spread across 4 floors of a convention center), less optimal placement of the desk (partly due to the former, partly due to sponsor booths taking up the best locations), and the fact that there was no plenary talk about the help desk this time (the agenda was largely multi-track). We plan to continue work with APRICOT organizers to earn more support from the event in the future.
- There was also an ‘Operators and the IETF’ BoF, which generated a good discussion of the issues at hand and generated large interest in the IETF from those attending. Notes taken during the meeting will inform future versions of the Operators and the [IETF Internet-Draft](#).

# What's Next?

- MENOG 15 – Next week in Dubai, details TBD
- RIPE 70 – Refused, will continue conversations onsite in Amsterdam
- bdNOG 3 – 18 May in Dhaka, details TBD
- NANOG 64 – San Francisco, 1-3 June
- ENOG 9 (9-10 June), SINOG 2 (9-10 June)...

# What Else?

- IETF Updates at NOG (& other) meetings
- IETF remote-hubs
- IETF FAQ for Technical folk
- IETF website re-design (let's think about Ops)
- BCOP (how does it best play here)