

## **LoTW Report—20 July 2017**

Ad Hoc Logbook Study Committee

Logbook of the World (LoTW) availability continues to achieve high levels. In fact, for the first time since monitoring began on 2015-05-02, LoTW has achieved 100% availability over 13 weeks (ending 17 June). As noted before, the number of issues reported by users and discussed on the Yahoo reflector ARRL-LoTW remains very low. LoTW continues to grow, with more than 844 million QSOs and more than 96K registered users. [See data following this report.]

### Heavy use of LoTW

We have previously reported about a few heavy users of LoTW for confirmations; some of these are for-profit services. We approached the two main heavy users about their use, feeling that perhaps they were not aware of these levels. Indeed, we found this to be true, and both services agreed to investigate their use and manage it. The first has reduced usage already to 10% of its former value. The second has just made changes, but it is too early to assess their impact. The first user has also expressed interest in participating in the Trusted Partner™ program, which we encourage.

### NPOTA on LoTW

As mentioned in earlier reports, we conducted a P&L analysis of NPOTA. While award income was less than expected, sales of collateral products like apparel exceeded forecast. If NPOTA is typical, this suggests that we cannot depend on issuing awards to support such events, but there may be additional products that could be sold to raise the overall return from on-air events.

### LoTW Second Instance

The “second instance” of the database and associated tools which run LoTW has been completed, and is in beta test at this time. The revision will permit the database engine to be updated, and will provide an offline test bed for new LoTW developments and regression testing. It will also permit capacity testing to be performed offline, as well as provide a live failover capability for the production system.

### LoTW Trusted Partner™ program

As noted previously, we continue to be concerned about third-party services that store users’ secure information to login to Logbook on their behalf. Club Log has implemented the Trusted Partner standards, and a second service has expressed interest in adding to the program.

### TQSL

The text in TQSL 2.3's windows, dialog boxes, and error messages can be presented in Chinese, English, French (via Google Translate), German, Italian, Japanese, Portuguese, Russian, Spanish and now Finnish. Requests for certificates now follow an interactive series of questions designed to ensure that users choose the right type of certificate without needing to be familiar with the underlying complexities of PKI.

### LoTW Help

The project to update LoTW Help continues to uncover outdated, incorrect or incomplete advice to users. Review of the Help files has also led to documentation of processes followed at HQ that have not been known to general users. Simplification of these processes is aided by their explicit description.

Work continues to make online LoTW Help available in additional languages. "Using LoTW" is available in English, and is now publicly available in Russian. It is also currently being translated into Finnish. Our continuing goal is to make LoTW easier to use to encourage participation outside the United States. All non-English localizations in TQSL and LoTW have been created by volunteer amateurs.

### LoTW & Awards vision

A 5-year vision for LoTW was developed in September 2016. The ability to pursue this vision has been limited due to the other IT initiatives now being pursued at ARRL. The LSC is actively pursuing alternative ways in which we can get on the track to the vision for 2021.

### Additional award support in LoTW

After some informal communication with another IARU society, who indicated their interest, LoTW is now ready for beta testing for awards based on contacting entities in their country. The specific structure of this support is still being worked out. We also continue to discuss these possibilities with other award sponsors.

True cost of LoTW

During our meetings in 2016, the LoTW group developed a pro forma P&L for the Logbook operation. The Board of Directors had authorized the hire of two full-time programmers on the request of the LoTW committee. Logbook currently consumes somewhere around one FTE, rather than the 2.0 originally authorized by the Board. Adjusting this cost made a considerable positive difference to LoTW's pro forma P&L. Current levels of resourcing limit LoTW's ability to add new features and awards.

Submitted by,

Greg Widin, KØGW, Chair LSC 2017  
for the Logbook Study Committee

Members: K3DGB, K7GM, KØGW, W3IZ, K1MK, K1MU/4, N1VXY, AA6YQ, N2ZZ, Doug Haney

As of 26 December 2016:

**805,619,601** QSO records have been entered into the system.

**139,918,203** QSL records have resulted.

**92,021** Users are registered in the system

**136,334** Certificates are active

**11,207,704** User files have been processed

As of 20 June 2017:

**844,246,088** QSO records have been entered into the system.

**148,732,623** QSL records have resulted.

**96,345** Users are registered in the system

**142,733** Certificates are active

**12,375,120** User files have been processed

**27904 LoTW Availability** Jun 17 7:17 PM

Target Availability: 99%

Actual availability:

- for the UTC week ending 2017-06-17 was 100%
- for the 4 UTC weeks ending 2017-06-17 was 100%
- for the 13 UTC weeks ending 2017-06-17 was 100%
- for the 26 UTC weeks ending 2017-06-17 was 99.93%
- for the 52 UTC weeks ending 2017-06-17 was 99.95%

Outages during the week ending 2017-06-17: none

Notes:

1. this is the first time since monitoring began on 2015-05-02 that LoTW has achieved 100% availability over the past 13 weeks
2. 99.95% is the highest 52-week availability reported so far
3. at some point, planned maintenance will likely lower these availability numbers

73,  
Dave, AA6YQ