

# RIPE NCC Update

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RIPE 63, RIPE NCC Services WG  
RIPE NCC Senior Management Team



# Communications, Web Services and RIPE Labs Update

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RIPE 63, RIPE NCC Services WG  
Serge Radovicic, CCO



# Communication

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- Reacting to member and community feedback:
  - New look Member Update - now *only* online!
  - Opt-in scheme for printed RIPE NCC Annual Report
  - Mailing list software upgraded, enabling new search functionality to be implemented
  - Increasing our social media interaction
- Websites, mailing lists, publications, face-to-face meetings, social media



# Meetings

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- RIPE Meetings
  - RIPE Meeting Task Force
  - Dedicated Plenary Programme Committee
  - Feedback: investigating ways to facilitate meetings between attendees
  - Improving remote participation
- Regional Outreach
  - First Regional Meeting in South East Europe region - Dubrovnik - more than 150 attendees
  - RIPE NCC Regional Meetings in Middle East and Russia

# Web Services

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- New [www.ripe.net](http://www.ripe.net) launched  $\pm$  10 months ago
  - Still evolving, improving and working on feedback
  - Improved search functionality (inc. mailing-list archives)
  - RIPE Labs now integrated with RIPE NCC Access
- Other websites:
  - [www.ipv6actnow.org](http://www.ipv6actnow.org) - will be merged into [www.ripe.net](http://www.ripe.net)
  - [www.menog.net](http://www.menog.net) - new back-end under development
  - [www.enog.org](http://www.enog.org) - improved site architecture
  - [ripexx.ripe.net](http://ripexx.ripe.net) - [labs.ripe.net](http://labs.ripe.net) ...

# RIPE Labs - [labs.ripe.net](https://labs.ripe.net)

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- Showcase ideas and services,  $\pm$  10,000 unique visitors per month
- CircleID publishes Labs article every two weeks
- Contributions by Internet community members
- Recent activities:
  - World IPv6 Day Measurements
  - Articles on RIPEstat, TTM, RIPE Atlas, RIPE Database
  - Using DNSMON to analyse route leak
  - Routing analysis

# Member Services Update

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RIPE 63, RIPE NCC Services WG  
Andrew de la Haye, COO



# 2011 Focus on Interaction Improvements (1)

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- RIPE NCC Access implementation
- Improvements in interaction model with Registration Services
  - Transfer process enhancements (listing service)
  - More proactive contacting
  - Transparency for RS related processes
  - Preparation of processes for IPv4 run out
- Successfully piloted online help for Customer Services

# 2011 Focus on Interaction Improvements (2)

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- Multiple user experience improvements in the RIPE Database (GRS implemented, geolocation prototype)
- Modular and more technical RIPE NCC Training Course content
- Training course content geared more to specific course needs

# 2012 Plans (1)

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- Streamlining processes
  - Further improve interaction with RIPE NCC:
    - Roll out online help
    - LIR Portal usability improvements (Asused)
  - Resource Quality Assistance (coordination)
  - Improve processes around inconsistent data reporting
  - Introduction of webinars
  - Develop a new online learning platform

# 2012 Plans (2)

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- Strong registry
  - Continue increasing the number of audits - 2011: 400 Audits
  - Continue with 2007-01, contacting Legacy Space holders with the aim to improve data quality
  - Resource certification/RPKI (pending RIPE NCC General Meeting discussion)
  - Migrate 10 year old Database software to new platform and improve user experience
  - Introduction of new tools such as:
    - Registration History
    - LIR data improvement tools

# Science Division Update

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RIPE 63, RIPE NCC Services WG  
Daniel Karrenberg, Chief Scientist



# Status

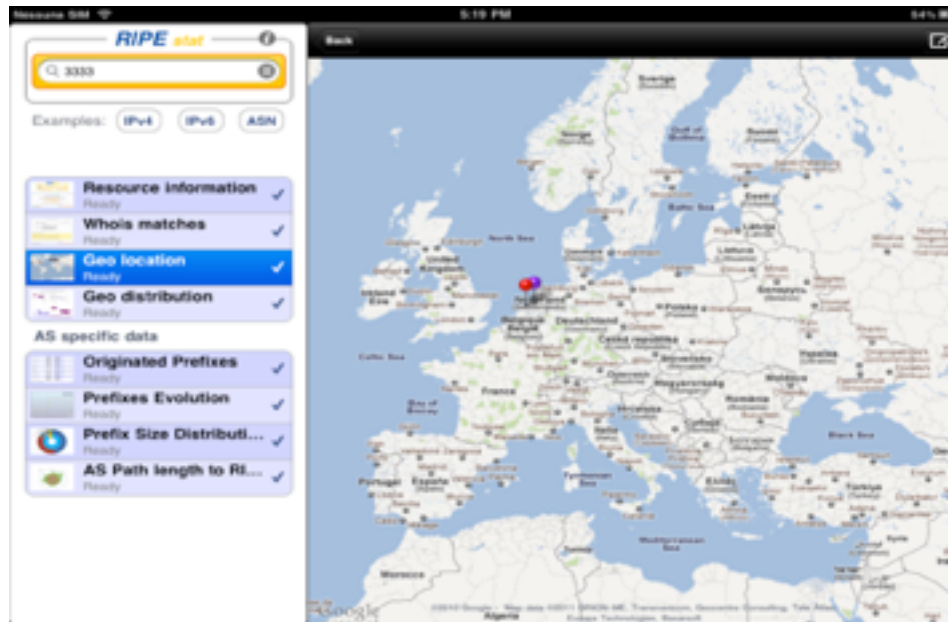
- DNS
  - K-root capacity improvements
  - Moving ccTLDs to resilient anycast platform
  - Improved monitoring analysis (code released)



# Status

- RIPEstat
  - Continuous development, monthly demos
  - Performance improvements
  - Mobile app for IOS available

*RIPEstat*



# Status

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- DNSMON
  - Time lag reduced from 1h to 5 minutes for subscribers
  - Performance enhanced for everyone
  - New GUI still not released
- TTM
  - Surveyed subscribers, planning evolution
- Back End
  - INRDB
  - Data Store

# Status

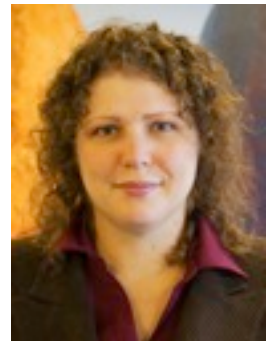
- RIPE Atlas
  - 850+ active probes
  - New firmware deployed
  - O(100) improvement in capacity
  - More measurement types
  - Ready for user defined measurements
  - Beta test of user defined measurements starting
  - In process of deploying more maps



# Outlook Until RIPE 64

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- Cashing in on RIPE Atlas development
  - More maps
  - User defined measurements
  - Better website
  - New host and sponsor documentation
- Improved communication and community building
  - Vesna Manojlovic and Ann Barcomb



# Outlook Until RIPE 64

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- TTM evolution
  - Plans agreed with subscribers
  - Implementation started
- Steady progress on other activities

# Strategic Outlook for 2011

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- Consolidating measurement services
  - "Active": TTM, DNSMON, RIPE ATLAS
  - "Routing": RIS
- Full benefits of RIPE Atlas
- Unified data storage and analysis

# Support Departments Update:

Finance, Admin, Facilities, Legal,  
Information Security and IT

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RIPE 63, RIPE NCC Services WG  
Jochem de Ruig, CFO



# Information Security

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- Security incident
  - Take seriously
  - Investigate
  - Communicate
- Continuous information security improvements
  - Access management
  - Enhancement of Intrusion Detection System
- Review of internal services/processes
  - Due diligence on member enrollment
  - Review of new and existing services

# IT Infrastructure

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- Enhancement and maintenance of infrastructure
  - Upgrade of storage and filers
  - Maintenance on virtual environment
  - Co-lo expansion to facilitate capacity growth
- Review of IT infrastructure and capacity planning
  - Different perspective, aim to simplify and increase efficiency
- Continuous support for RIPE NCC Services

# Finance and Admin 2011

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- Budget and Charging Scheme 2012
- Invoicing and payments 2011
  - Investigating additional payment tools
  - Set up of PayPal for RIPE Meetings
- New auditors 2011
- Continuous automation improvements
- RIPE NCC office improvements
  - Investigating improved office situation

# Legal Update 2011

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- Fortifying the legal framework
  - Review of AoA and SSA, proposed changes
  - Listing service Terms and Conditions
  - Adoption process for RIPE NCC procedural documents
- Continuous work on RIPE NCC governance docs
  - Abuse handling, transfer doc, due diligence, audits etc.
- Engagement with LEAs and regulators
  - EC, CoE etc.
- Ongoing legal support
  - Impact analysis on policies, legal requests

# External Relations

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RIPE 63, RIPE NCC Services WG

Paul Rendek, Director External Relations



# What is External Relations?

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- The Internet is a multi-stakeholder ecosystem
  - Political decisions affect how the Internet operates!
- The role of the RIPE NCC is primarily technical
  - One of the I\* organisations, a representative of the “technical community”
- We need to communicate what we do to other stakeholders in a politically smart way!
  - 2011 Membership and Stakeholder Survey shows strong community support for ER activity, particularly in intergovernmental forums

# What Do We Do?

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- Capacity building
  - IPv6 Roadshows
  - Presence at NOGs, regional technical events etc.
- Outreach and education
  - RIPE NCC Roundtable Meetings for Governments
  - Providing the RIPE NCC perspective in multi-stakeholder and inter-governmental forums
  - Talking with individual governments, law enforcement agencies, regulators

# What's Happening

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- 2011
  - IGF 2011
  - EuroDIG
  - OECD
  - Council of Europe
  - European Commission
  - ITU
- And in 2012
  - Lots more IPv6 Roadshows!
  - More regional IGFs (Middle East, Europe)
  - ITU
    - WCIT (World Conference on International Telecommunications)
    - WTSA (World Telecommunication Standardization Assembly)
    - Both in Dubai, Nov-Dec 2012

# Questions?



# RIPE NCC Membership and Stakeholder Survey 2011

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RIPE 63, RIPE NCC Services WG  
Paul Rendek, Director External Relations



# Background

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- The fourth large-scale RIPE NCC survey
  - The first to survey stakeholders in the Internet community as well as RIPE NCC members
- Carried out by the Oxford Internet Institute to insure independent analysis and anonymity for respondents
- Largest response to RIPE NCC survey

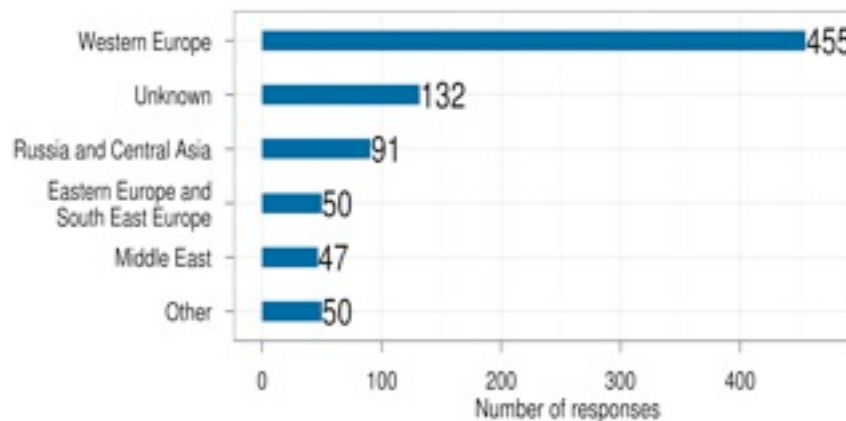
# Methodology

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- Independent consultants went to seven cities in RIPE NCC service region:
  - DE, AE, RU, SE, UK, IT, CZ
- Met with members from extra-small to extra-large, as well as non-member stakeholders
- Used discussion groups as basis for the survey
- Discussion groups provided valuable feedback before survey was launched

# Responses

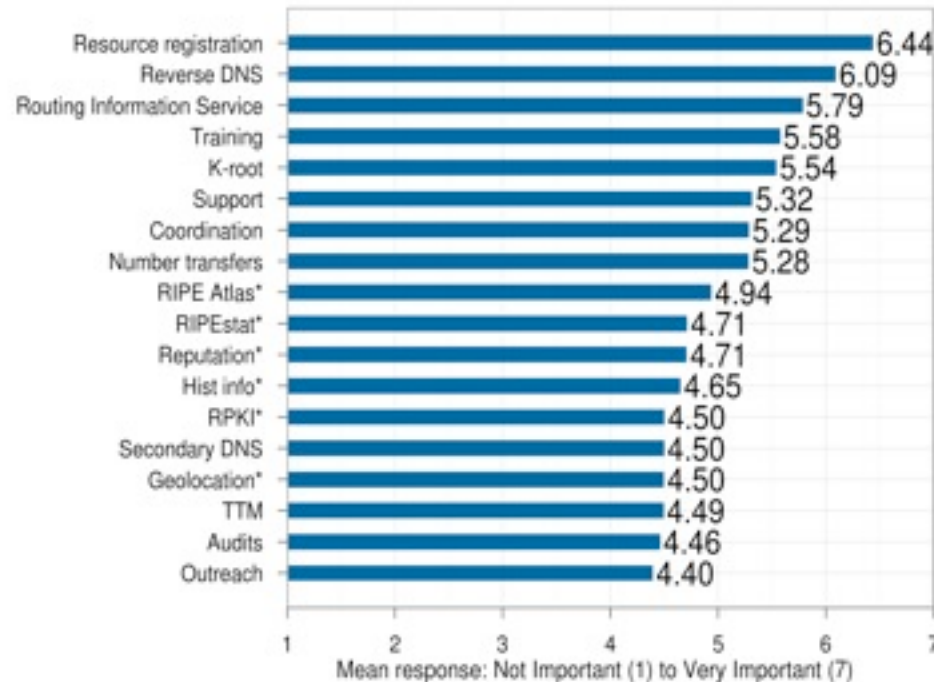
- 825 valid responses – 680 members, 145 stakeholders
- Responses by region – Western Europe highest



- Day of highest response – 30 May, 283 responses – announcement of first iPad winner

# RIPE NCC Services

- Resource registration most important service to members



- Average over all services was very high – 5.96 out of 7

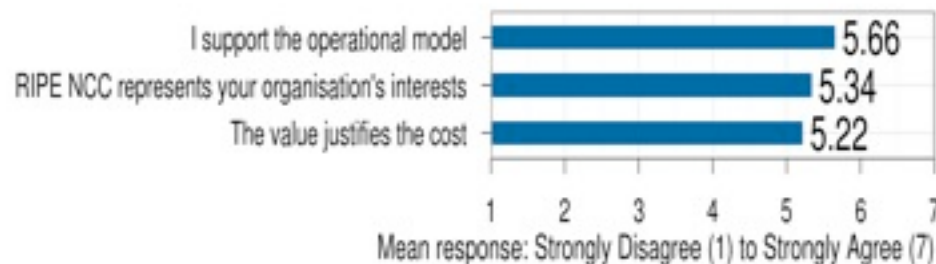
# RIPE NCC Services

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- Most notable requests from RIPE NCC members:
  - More multi-platform services, such as live chat and video conferencing
  - Make the RIPE Database easier to update
  - More statistics that are easier to find
  - More user-friendly interfaces for everything
- Most notable requests from stakeholders for improvements to services:
  - More statistics, measurements and analysis
  - Easier access to tools
  - More help and information on IPv6
  - Refine the RIPE Atlas service

# RIPE NCC Operations

- Support for the operational model of the RIPE NCC was very strong
- Members generally felt the RIPE NCC represented their interests
- The value of being a member largely felt to be justified by the costs



# Key Findings

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- Policy Development Process
  - Seen to be cumbersome but fair
- Communications
  - Support for reducing printed material and using email and social media
- RIPE Database
  - Very important service – stay on top of data quality!
- IPv4 administration
  - Develop guidelines for address transfers and monitor and report on them
  - Take a strong stance on IPv4 address administration

# Key Findings

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- IPv6 Deployment
  - Many people have a plan but no budget or customer requests
  - More information, support and resources requested
  - Help all stakeholders understand their role and responsibilities
- Training and Education
  - More online and multilingual training requested
  - Make sure trainers have technical knowledge
  - Provide more videos and practical guides
- Internet Governance and External Relations
  - Provide outreach to other sectors, regions and stakeholders
  - Liaise between governments and Internet community

# Next Steps

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- Incorporate findings into RIPE NCC Activity Plan and long-term strategy
- Improve awareness of services among all stakeholder groups
- Solicit feedback more regularly – results of surveys and other forms of feedback key to finding out what you want

# The Survey

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[www.ripe.net/survey2011](http://www.ripe.net/survey2011)

# Questions?

