Reporting to the RIPE NCC

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Improving the process

- Single entry point - web form

- User categorises the report

- Collect relevant information up front

- Facilitate communication with maintainers

Resulting process

- Single entry point - web form

  – simple and transparent

- User categorises the report

  – effective

- Collect relevant information up front

  – consistent

- Facilitate communication with maintainers

  – helpful

Two types of report

Incorrect contact information in the RIPE Database

Violation of RIPE Policies or RIPE NCC procedures, provision of untruthful information, bankruptcy, liquidation or insolvency, damage to the name, trademarks or intellectual property of the RIPE NCC, abnormalities within the RIPE NCC network…

Two types of report

Incorrect contact information in the RIPE Database

Everything else…

Everything else…

- What else can be reported?
  - Violation of RIPE Policies and RIPE NCC procedures
  - Provision of untruthful information
  - Bankruptcy, liquidation or insolvency
  - Damage to the name, trademarks or intellectual property of the RIPE NCC
  - Abnormalities within the RIPE NCC network

Everything else…

| user | report | | RIPE NCC | | member |

- RIPE NCC manages communication

  1. User reports to RIPE NCC, including supporting info, and learns whether RIPE NCC can investigate

  2. RIPE NCC investigates claim and communicates with member (or 3rd party)

- Outcome and user identity remain confidential

Everything else…

[user]   [RIPE NCC | check]   [member]

- ## RIPE NCC manages communication

  1. User reports to RIPE NCC, including supporting info, and learns whether RIPE NCC can investigate.

  2. RIPE NCC investigates claim and communicates with member (or 3rd party)

- ## Outcome and user identity remain confidential

Two types of report

Incorrect contact information in the RIPE Database

Everything else…

RIPE NCC

Incorrect contact information

- Reasons
  - Forgetfulness
    - Updates are overlooked after a change (e.g., name/location/contact information)
  - Lack of knowledge
    - Employee with DB know-how leaves the organisation or replacement isn't up to speed
  - Maliciousness
    - False information is deliberately entered

Incorrect contact information

user report   maintainer

- RIPE NCC facilitates communication

  1. User reports directly to maintainer

  2. User provides supporting info to RIPE NCC and RIPE NCC forwards user report to member

  3. RIPE NCC follows up with member

- Outcome is public (see RIPE Database)

Incorrect contact information

user report   RIPE NCC   member

- RIPE NCC facilitates communication

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Incorrect contact information

| user | | RIPE NCC | check | | member |

- **RIPE NCC facilitates communication**

  1. User reports directly to maintainer

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  3. RIPE NCC follows up with member

- **Outcome is public (see RIPE Database)**

Summary

- Part of a bigger process improvement drive

- Combined effort
  - User plays role in gathering and reporting information
  - RIPE NCC follows up inaccuracies and investigates claims

- Feedback at RIPE 64

Questions?