RIPE NCC Update

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

RIPE
NCC

Communications, Web Services and RIPE Labs Update

RIPE 63, RIPE NCC Services WG
Serge Radovcic, CCO

Communication

- 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

- 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

- New www.ripe.net launched ± 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 - will be merged into www

  - www.menog.net - new back-end under development

  - www.enog.org - improved site architecture

  - ripexx.ripe.net - labs.ripe.net …

RIPE Labs - labs.ripe.net

- Showcase ideas and services, ± 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

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

RIPE NCC

2011 Focus on Interaction Improvements (1)

- 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)

- 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)

- **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)

- **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

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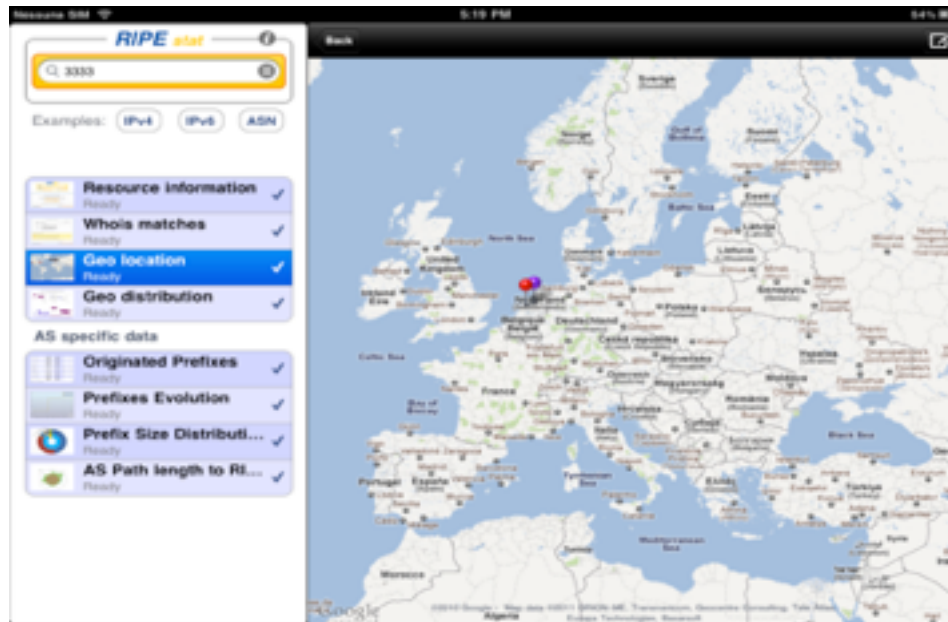Daniel Karrenberg, Chief Scientist

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

Status

- ## 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

- 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

- TTM evolution

  - Plans agreed with subscribers

  - Implementation started

- Steady progress on other activities

Strategic Outlook for 2011

- 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

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

RIPE NCC

Information Security

- ## 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

- 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

- 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

- 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

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

RIPE NCC

What is External Relations?

- 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?

- ## 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

- 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

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

Background

- 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

- 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
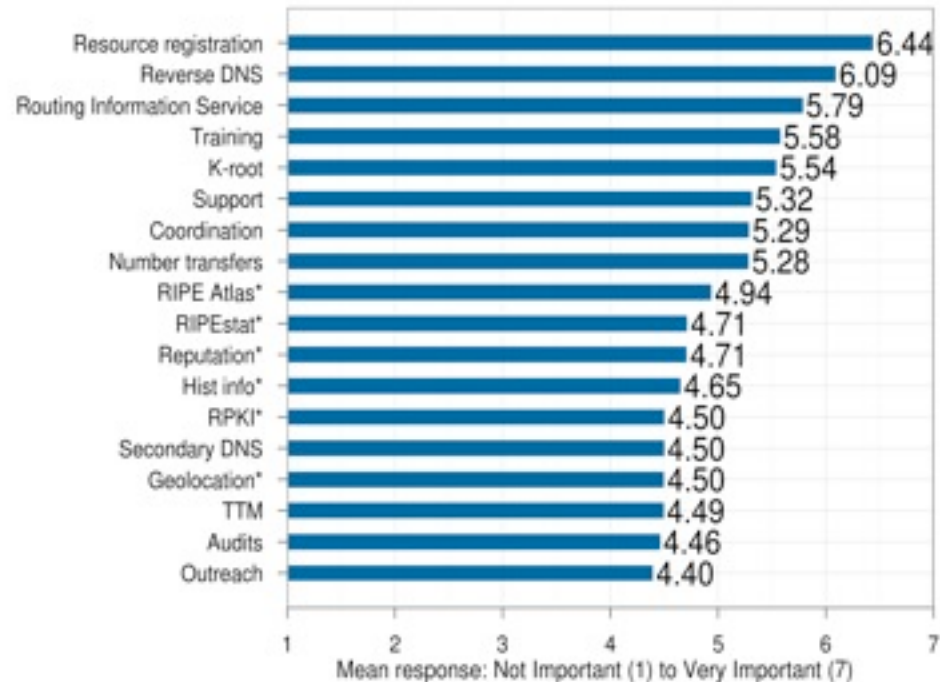
Responses

- 825 valid responses – 680 members, 145 stakeholders

- Responses by region – Western Europe highest
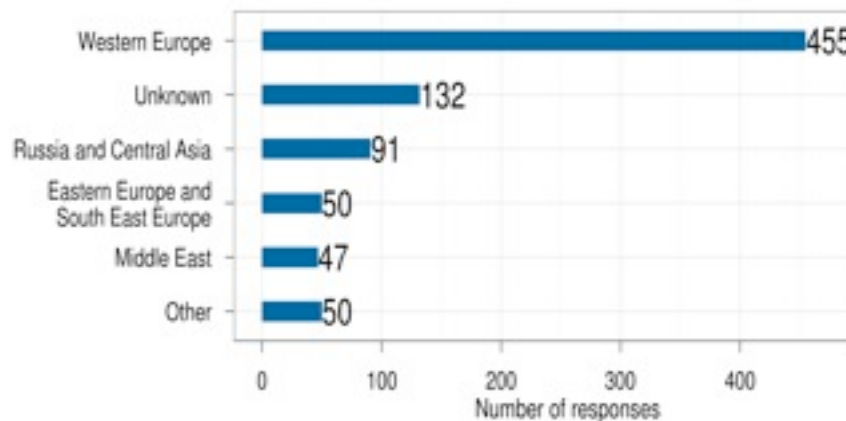
- Day of highest response – 30 May, 283 responses – announcement of first iPad winner

RIPE NCC Services

- Resource registration most important service to members

Service	Mean response
Resource registration	6.44
Reverse DNS	6.09
Routing Information Service	5.79
Training	5.58
K-root	5.54
Support	5.32
Coordination	5.29
Number transfers	5.28
RIPE Atlas*	4.94
RIPEstat*	4.71
Reputation*	4.71
Hist info*	4.65
RPKI*	4.50
Secondary DNS	4.50
Geolocation*	4.50
TTM	4.49
Audits	4.46
Outreach	4.40

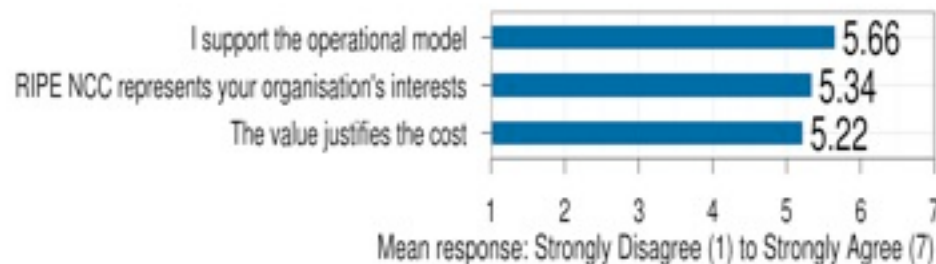Mean response: Not Important (1) to Very Important (7)

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

RIPE NCC Services

- 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

I support the operational model	5.66
RIPE NCC represents your organisation's interests	5.34
The value justifies the cost	5.22

Mean response: Strongly Disagree (1) to Strongly Agree (7)

Key Findings

- **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

- 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

- 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

www.ripe.net/survey2011

Questions?