



Update from the RIPE NCC





Customer Services

What can we do for you?





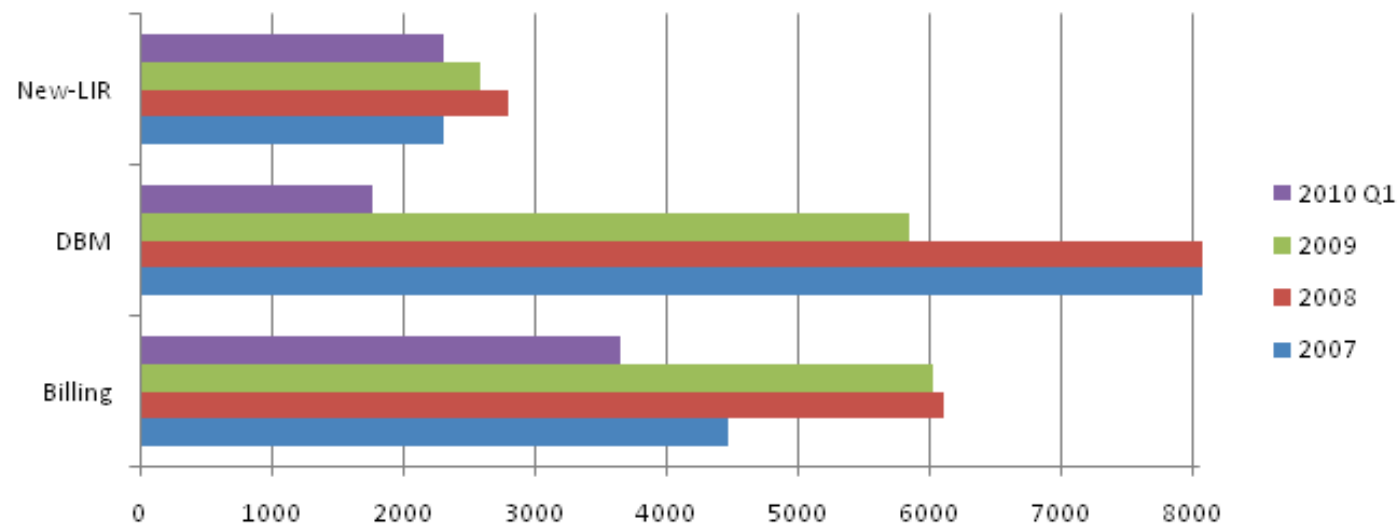
Customer Services

- **Member Services**
 - New LIR and DAU Setup
 - Billing
 - Administrative and LIR Portal Support to LIRs
- **Coordination Activities**
 - RIPE DB & DNS User Support
- **Information Services**
 - Administrative Support for TTM and DNSMON
- **Currently investigating alternative / improved means of communication**

Customer Services - Statistics

- 20.000+ tickets handled in 2009
- Strong increase in billing-related questions due to 2007-01
This is levelling out in Q2
- Stable 1 day response time

Main Ticket Categories





Registration Services

- Maintaining SLAs, with high ticket load
- Reclamation project:
 - Announced IP address space, “pending closure” LIRs
 - Since 2007, 788 non-paying LIRs contacted
 - 175 LIRs re-opened
 - 561 LIRs had Allocations returned to the RIPE NCC (5,658,624 IP addresses)
- Audit activity
 - From 1996 until 2008 - 343 Audits
 - 2009 - 301 Audits
 - 2010 - 188 Audits (to date)



Registration Services

- 2007-01 implementation - Processing incoming contracts and user queries
 - See later presentation
- Quality of Registration Data - RDQ Project (with Science Group)
 - See later presentation
- KPMG Audit on RS processes
 - RS procedures well documented and in line with policies
- Internal escalation process for large resource requests



Training Strategy and Goals

- External
 - Giving a “face” to the RIPE NCC
 - Promote NCC messages and services
 - Know what is going on in the community
 - Reduce workload by training members
- Internal
 - Valuable source of information
 - Gather and pass on feedback from the community
 - Training and mentoring (new) staff



Training

- Training courses and presentations
 - Launched IPv6 course, extremely well received
 - Trained 1500 members (80 courses in 40 countries)
 - Delivered 17 presentations at various conferences
 - Launched DNS Basics e-learning module
- Videos and other productions
 - IPv6 testimonials for IPv6 Act Now and IPv6 courses
 - e-voting videos
 - LIR Locator video
 - Certification

Our Courses

- LIR
- IPv6
- Routing Registry
- Workshops on request



Reduce workload of our members
and of all departments inhouse



Legal update

- Closure
 - Finalising reasons/procedure for closure
 - Next step: Update ripe-301, set up mergers document
- Data Protection wrap-up
 - Participation in EU consultation on Data Protection Directive
 - End of Task Force - final report published
- RPKI
 - Analysis on possible legal implications
 - Next steps: legal framework (policies, license agreements etc)



Fortifying Arbitration

- Meeting with arbiters on 3 May
- Improve on the existing procedure
- Definition of areas of arbiter involvement
- Exchange of information on cases and issues
- Procedure for 2009-02 (self-assignment)
- Improving facilities for arbiters



Highlighted IT Achievements

- RIPE Meetings Tech Support
- Virtual Environment Farm
 - Replacing many hard metal servers with virtual servers.
- Calendaring
 - ctime replaced with Gcal
- Load Balancers
 - Proxy, Failover, Load balanced
- Internal Mail –
 - Upgraded to CentOS & Exim
- IPv6 – all external services



Software Support

- New Meeting registration & admin software
- Integrate meeting registration process with billing software
- Certification pilot release 2009, holding all main features, production release end of 2010
 - RIRs adopting our Certification SW
- New resource database, *reg* read-only in 2010
- LIR Portal technical migration to flexible Java environment and new Portal server, end 2010
- ...



Software - General

- FTE on sw-bugs tickets decreased to less than 1
- Team maturity: velocity and accuracy increased
- Quality: started monitoring of code quality and applied clean coding framework
- Measure and report about LIR Portal uptime



Information Services Developments

- NetSense under active development
 - more features soon <http://netsense.ripe.net>
- DNSMON interface overhaul underway
 - prototype at RIPE60
- TTM refresh will follow during 2010



Science Group

- Main task is Research & Development
 - Envision and study future services
 - Analyse interesting or useful data, advise RIPE NCC and the RIPE community
- Produced a number of articles about prototypes, analyses, and other interesting stuff on RIPE Labs
 - See <http://labs.ripe.net/>



Science Group

- REX, the Resource EXplainer prototype (“all you ever wanted to know about number resources”) is a recent example which is also available to the public:
 - See <http://rex.ripe.net/>
- Focus on data quality and future needs of the RIPE NCC



DNS Updates

- K-root DNSSEC readiness
 - Bandwidth upgrades
 - NSD upgrade (better TCP and fragmentation tuning)
- DNSSEC infrastructure improvement
 - Switch to new signers on 14 June 2010
 - Review all procedures and policies
- New anycast cluster for forward and reverse zones
 - ripe.net, etc
 - in-addr.arpa, ip6.arpa and e164.arpa



External Relations and Communications

- ER: Representing community interest towards new stakeholders
- Joint effort with NRO:
ICANN, OECD , IGF, ITU, ITU Telecom World
 - Donated sizeable amount of Paul Rendek's time to NRO for PR & Comms efforts
- IPv6 Awareness
 - ActNow.org
 - Press briefings (seriously increasing media presence)
 - Workshops
- Joined ITU as sector member



RIPE area / RIPE NCC events

- “Our Own”:
Roundtables, Regional Meetings
- Other events
 - E.g. various Internet Governance related events
 - LEA
 - ...
- Inventing new events
 - Regional Roundtables
 - IPv6 Roadshows



Liaison with Law Enforcement

- Establish contact
- Increase understanding of the RIPE / RIPE NCC role
- Manage expectations
 - First responsibility to members & community!
 - Actions within our mandate from the RIPE Community
 - Tasks explicitly given to us by our members
- Participation in LEA meetings
- Very positive relationships being built



Communication Appreciated

- RIPE NCC exists to serve **you...**
 - Members
 - “Community”
 - Other stakeholders, to defend BUI SR, for your benefit
- We document our plans
 - Activity Plan, see <http://www.ripe.net/membership/gm/gm-october2009/documents/ap-2010.html>
 - Presentations / Announcements
- Usually, barely any reaction to publication of AP
 - Is this good? Or bad?

Questions?

