

News from the RIPE NCC





IT Infrastructure

- Moved hosted equipment due to heating / power issues
- AMS-IX connections upgraded (5x)
- Security audit by external party
 - No major holes, recommendations implemented
- Network Attached Storage end of life replacement / upgrade (3x)



Registration Services

- Running stably, with high ticket load
- KMPG audited RS processes
 - Positive outcome, with recommendations
 - Starting improvement plan
- Update of IPv6 policy and related documents
 - Following 2005-08
(amending IPv6 Assignment and Utilisation Requirement Policy)



RIPE NCC Reclamation Project

- Registration Services is currently reclaiming, allocated **but unused** space from Local Internet Registries within the RIPE NCC region
- First phase: Contact 341 LIRs listed as “pending closure” of membership for various reasons
- 219 (up from 134) LIR’s have been contacted following a documented flowchart process including time lines for LIR’s to respond
- 1,974,272 IPs (/12,/13,/14,/15,/19) have been reclaimed from 159 LIRs (up from 798,720 IPs (/13, /14, /19, /20) from 41 LIR’s)
- Allocations from 41 LIR’s put on hold or frozen awaiting response (down from 90)
- 5 LIR’s have responded confirming that the allocated space is in use (up from 3)



2007-01 repercussions

- Contracts with PI holders through LIRs & direct
 - Future / current
 - Past
 - ERX
- Actions on RIPE NCC
 - **Raise issue at GM to elicit input**
 - Implementation with standard service contract
 - Special membership (“Associate Member” without voting rights?)
 - Fee levels
 - Provide LIRs with contract principles



Customer Services

- First line support for:
 - Member Services (New LIR, Billing)
 - Coordination Services (RIPE Database, DNS User Support, IS Administrative Support from Q2 2008)
- Response times stable (one working day)
- Deployed new-LIR application wizard and management interface



CS Statistics (May 2007 – April 2008)

- new-lir tickets: 2018 (these tickets contain questions about RIPE NCC membership)
- new-lir applications received: 956 (not all processed application end with the creation of an LIR)
- ripe-dbm tickets: 7993 (the main categories are requests for maintainer updates, update issues and notifications)
- billing tickets: 4738 (the main categories are questions about payments and requests for resending invoices)



Training Services

- LIR course
 - How to get the resources you need
- Routing Registry course
 - How to use the RIPE database as a routing tool
- DNS for LIRs
 - DNSSEC and RIPE NCC DNS services
- Upcoming destinations
 - Croatia, United Kingdom, Finland, Greece, Oman, Azerbaijan, Belgium, France, Netherlands



Training Services - Other activities

- Reaching out to non-traditional audiences
 - EC
 - Police
 - Universities
- Presenting at conferences
- For more information
 - <http://www.ripe.net/training/>
- To host a course
 - training@ripe.net



RIPE NCC E-Learning Centre

- Revamping the E-Learning Centre
 - Easier access, improved lay-out, less clicks
 - Working with a Cross-Media Animation Studio in order to create highly professional content
 - <https://e-learning.ripe.net/>



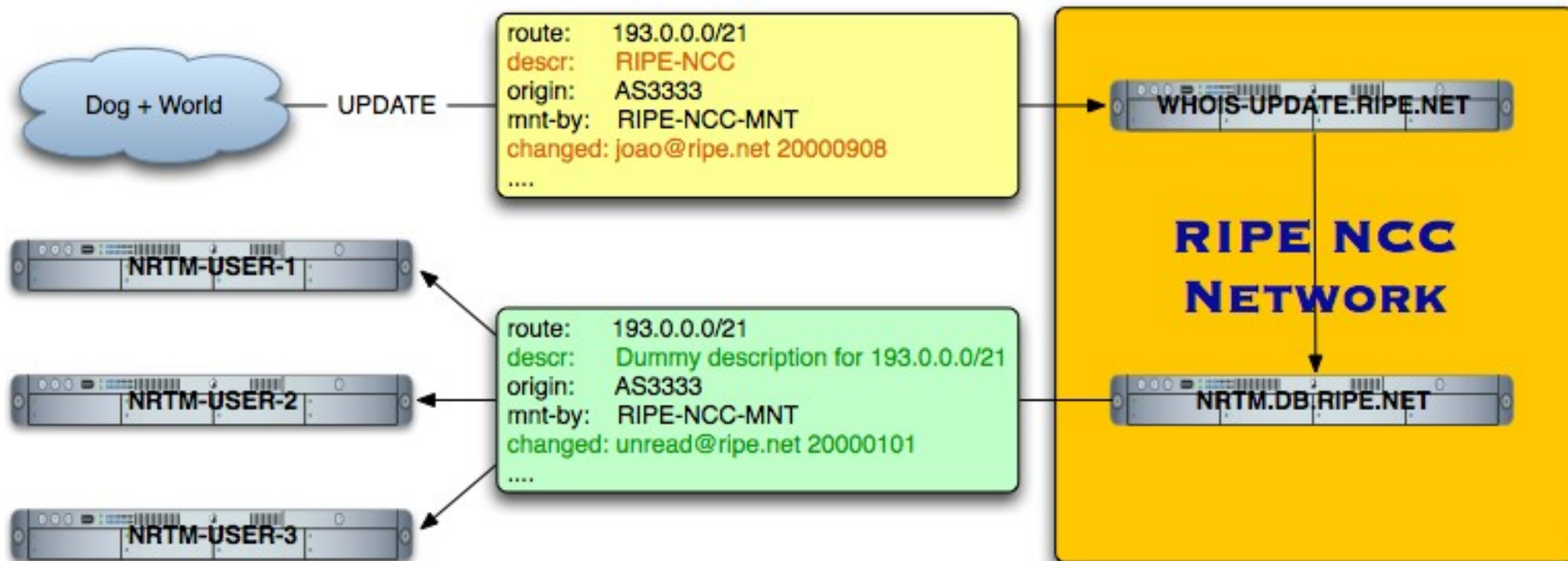


RIPE Database

- DB Terms & Conditions
 - Full presentation at closing plenary
 - Thanks to Data Protection TF
- Main points of interest:
 - All users have to adhere to T&C
 - Only maintainers may update the RIPE DB
 - Purpose of RIPE DB defined
 - RIPE NCC can remove data



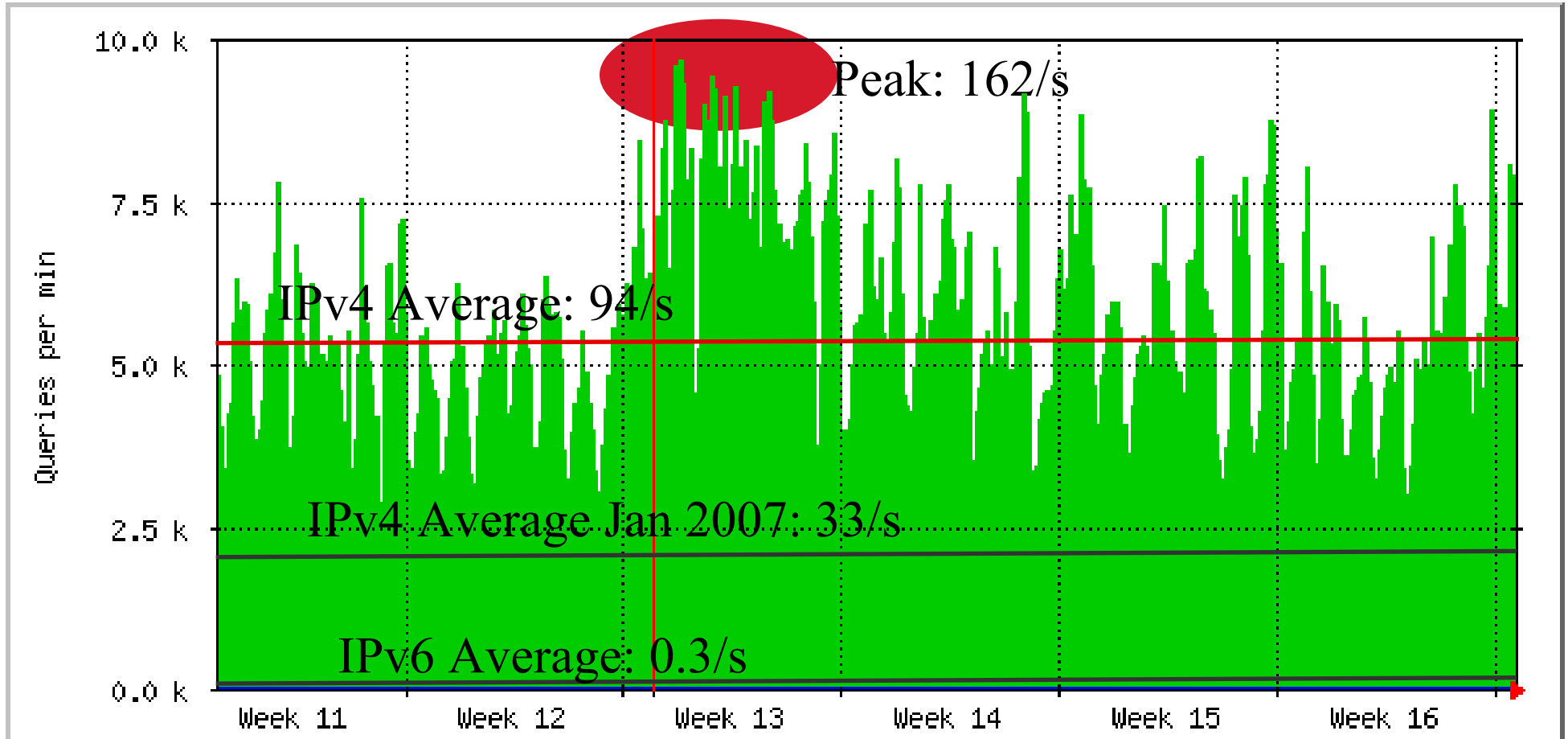
Non-personal NRTM (Near Real Time Mirroring)



Now available for End Users:

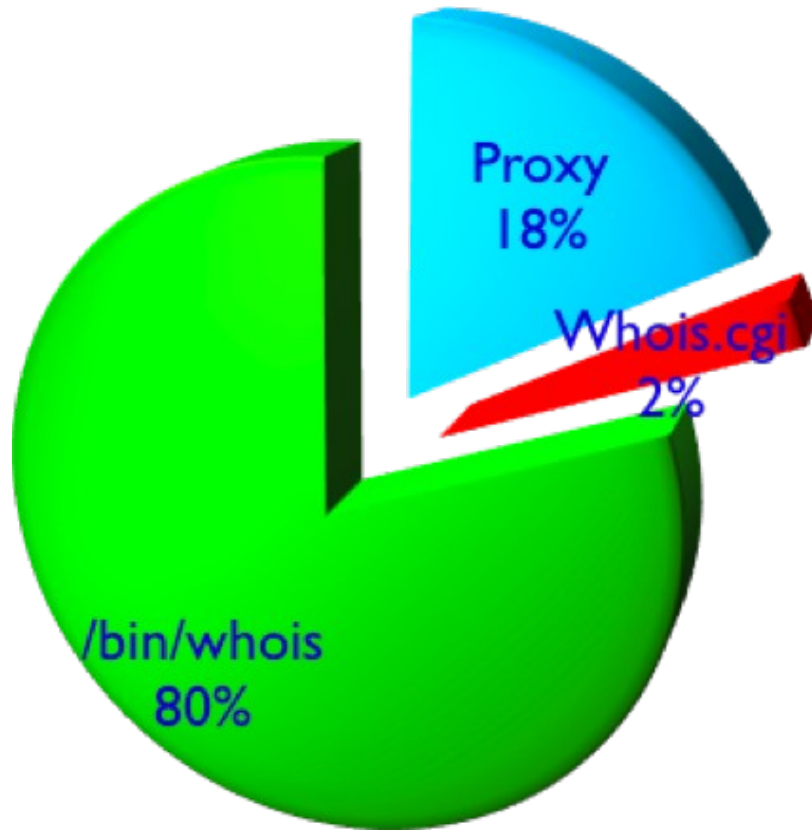
<http://www.ripe.net/db/support/mirroring-RIPE-database.pdf>

Stats: Whois Queries

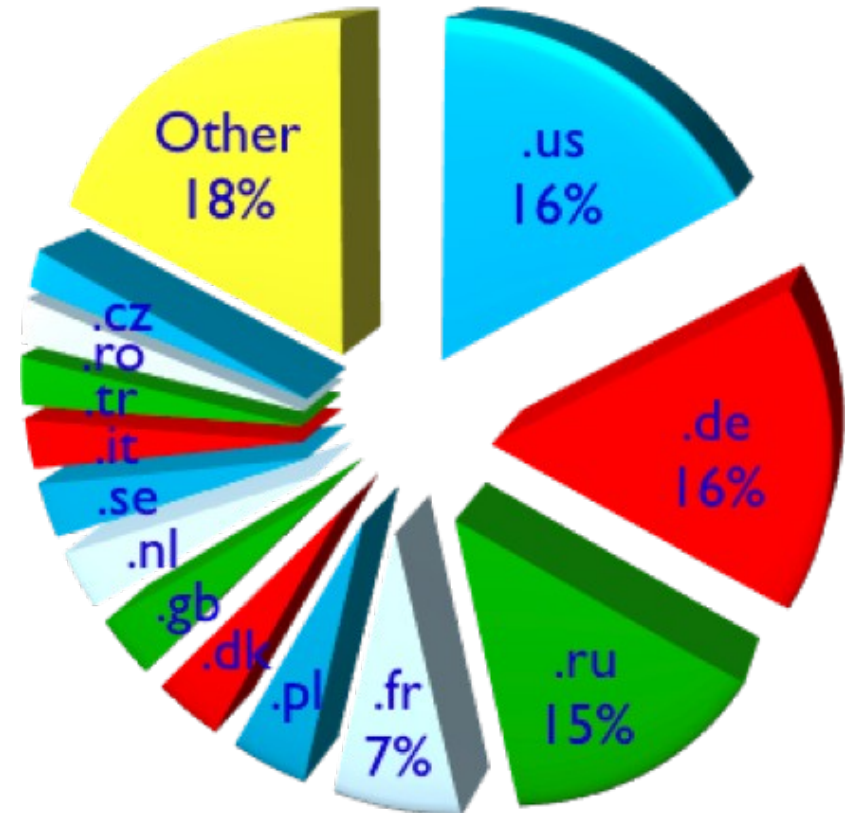


www.ripe.net/projects/dbconstat for more

Whois Queries - Distribution



Access Method



Usage by Country



Certification: Focus on Business Value

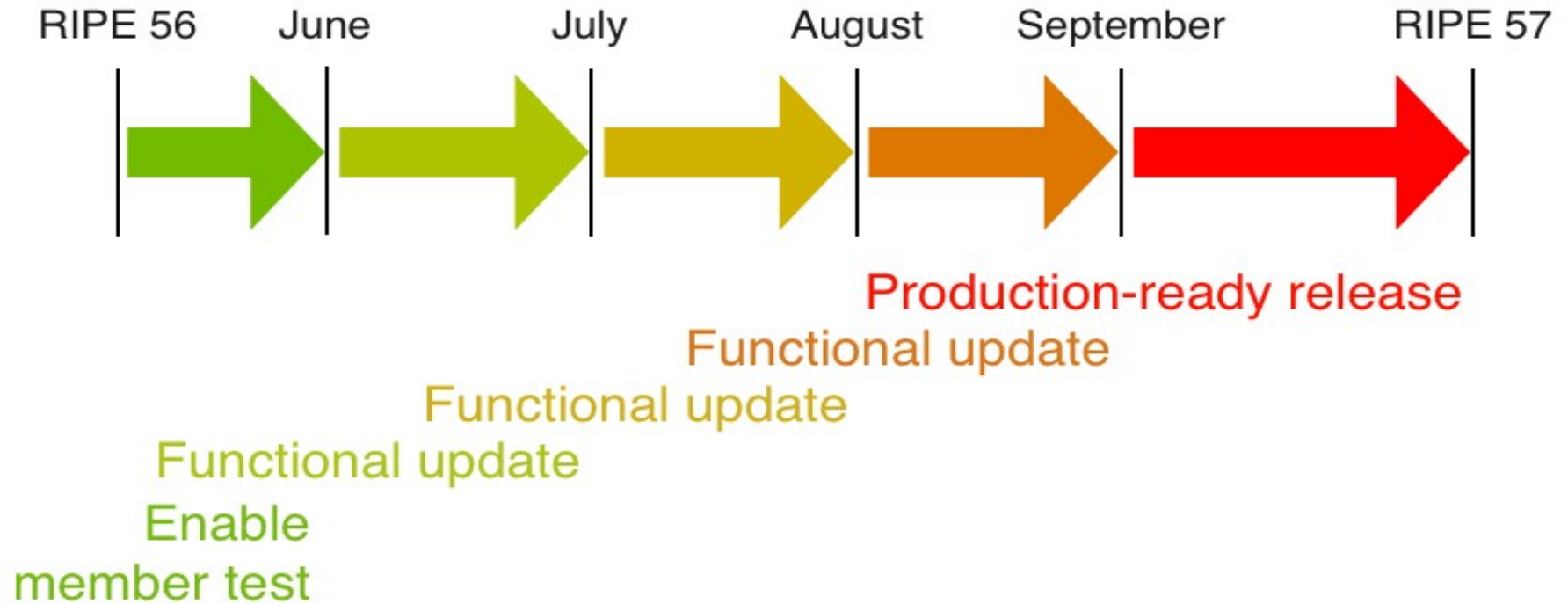
- Investigated and documented the business value of certification for members of the RIPE NCC
 - Facilitates automated provisioning
 - Long term: could help secure routing in the future
 - Support resource transfers (IPv4, IPv6, ASN)
- Enable discussion with RIRs
- Joint effort of CA Task Force and RIPE NCC



Certification: Focus on Tangibility

- Started development of certification software, resulting in a pre-production version at RIPE 56
- Integrate certification with the RIPE NCC's internal business processes
- Enable test program for members, with functional updates and screen casts every month:
 - Certificates for your PA allocations
 - Certificate/key management (revocation, key rollover)
 - ROAs
 - Transfer support
 - Recursive model (hosted/not hosted)

Certification: Timeline





Business Applications

- Moving towards a more robust software landscape
 - Implemented a relational customer DB
 - Implemented rich graphical user interfaces
 - Introduced J2EE as software standard framework
- Implementing business process improvements
 - Assessed user processes extensively
 - Modeled and improved current business processes (iterative approach)
- Applications delivered
 - New-LIR application wizard and management interface
 - Training registration and administration SW
 - Billing software (in progress)
 - Certification pre-production version



DNS

- K-root operations are stable
 - Answering queries over IPv6 from 5 instances
- DNSSEC for e164.arpa (ENUM) zone
 - Zone signed on 26 November 2007
 - Secure delegations accepted since 25 March 2008
- Phasing out secondary service for five more ccTLDs in consultation with the operators
 - IE, HK, RO, SK, LT
- Running periodic lameness checks for reverse delegations
 - Email notifications to follow



Information Services (1)

- Test Traffic Measurements (TTM)
 - TT task force disbanded at RIPE 55
 - New ad-hoc testing framework
 - New flexible alarms infrastructure
 - Status update will be presented at the TT-WG (Thursday)
- Hostcount++
 - First DIY kit data contributors UK and IE
 - In dual running phase until RIPE 57 (Dubai)



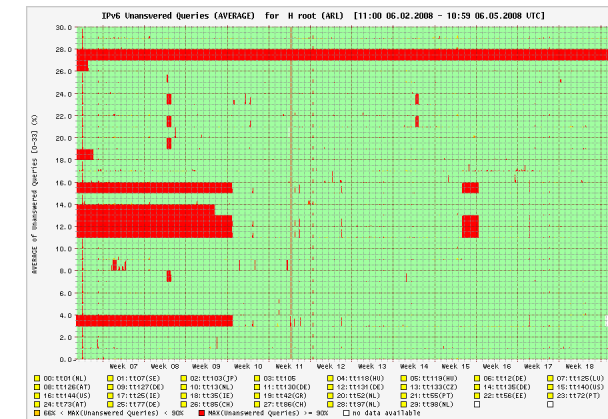
Information Services (2)

- DNSMON

- Now with support for Tier 1 ENUM domains
- Planning anycast support

- Routing Information Service (RIS)

- Significant performance improvements (~25 x faster)
- Rebuilding MyASN (prefix hijack detection tool)
 - Presentation at routing-WG





Communications

- RIPE NCC Annual Report 2007 published
- Member Update April 2007 published
- Membership survey in development
- Coordination with AfriNIC in ITU-Telecom Africa 2008
- Coordination with industry partners (RIRs, ISOC, etc) in OECD events



Outreach / External Relations

- RIPE NCC Regional meetings
 - Kuwait / MENOG 3, April 08
 - Moscow, September 08
- RIPE NCC Roundtables and similar
 - Amsterdam, 29 September 08
- OECD Ministerial Meeting
 - “Future of the Internet”, Seoul, June 08
- ITU joint workshop
 - Early planning phase



Public Relations

- Need to position RIPE NCC / RIPE as known and trusted source of neutral information
 - Developing messages for stakeholders & media
- Hired PR agency – Racepoint
 - RIPE NCC's IPv6 press release
 - AfriNIC's IPv6 press release
 - Subsequent by-line articles in development
- Creating analyst relations
 - Gartner Group
 - Datamonitor
 - Economist
 - BBC

Questions & Answers

