

RIPE NCC Membership and Stakeholder Survey 2011 – Key Findings and Actions

Introduction

A RIPE NCC Membership and Stakeholder survey was conducted during the summer of 2011. An independent third party, the Oxford Internet Institute (OII), analysed the survey data and published a detailed report with 52 key findings in November 2011. The RIPE NCC examined these key findings and took action on them over the past 18 months. This document outlines the 52 key findings and the actions that have been taken to date, and is aimed at increasing transparency around some of the additional activities undertaken by the RIPE NCC as a result of the survey. Many of these activities are of an ongoing nature and will be periodically reviewed and adjusted as required. While all of the key findings have been addressed to a certain degree and much progress has been made, the RIPE NCC acknowledges that there are still many areas that can be further enhanced and will continue to explore ways of improving its service to the membership and RIPE community.

Billing & Administration			
#	Topic	Survey Finding	Actions taken
1	Credit card payments	Accept payments from credit cards and allow members to use PayPal	Payments via all major credit cards, debit cards (in most countries) and PayPal are now possible. Looking to better communicate this to the entire membership.
2	Review fee structure	Fairness should be the most important factor in any fee structure	Charging Scheme (CS) Taskforce was established and reported recommendations to both the Executive Board and the RIPE NCC Membership at the GM in Ljubljana. The Executive Board then presented three CS options to the membership at the GM in Amsterdam (Sept. 2012). At the GM, members voted in favour of a "one-LIR one-fee" fee schedule for 2013.
3	Alternative payment methods	Facilitate alternative payment methods for members living in countries with complicated banking systems	The RIPE NCC thoroughly investigated the possibilities and found no viable solutions. Other possibilities will be investigated as they come to hand.

Communications			
#	Topic	Survey Finding	Actions taken
4	Live chat	Introduce a live chat interface	Customer Services launched a pilot chat service in May 2012. After a successful trial period, the service was extended to 4 hours per day during the working week. Current plans include extending the service to other departments within the RIPE NCC.
5	Video conferencing	Video conferencing	Training Services now offers training courses via web conferencing tools. Online training courses are now offered for RIPE Database, advanced RIPE Database and Certification (RPKI). These courses are quite popular with members.
6	Videos	Educational and informational videos	Videos were published on: Policy Development Process, Certification (RPKI), RIPEstat, RIPE Database and IPv6.
7	Social media	Development of social media (especially Twitter) to communicate	Social media is an integral tool used by several departments at the RIPE NCC. Twitter, LinkedIn and Facebook are the most popular social media tools and the user rates on all three platforms have increased by around 75% in the last 12 months.
8	RSS feeds	Provision of RSS feeds (News items, etc.)	RSS feeds were created for: News Announcements; RIPE Labs; Events Calendar; NRO News and RIPE Atlas.
9	Online newsletter	Creating an online newsletter that would be regularly updated	This existed as the "Member Update". The format was developed to make it more current and it is sent out electronically every quarter to all members.
10	Printed material	Ability to opt in or out of receiving printed material	As of 2012, the RIPE NCC no longer posts printed copies of the Annual Report to each and every member (one must request a printed copy); no longer posts a variety of "welcome" information to new members (they are now sent links to the online versions of the information); no longer hands out printed "welcome packs" at RIPE Meetings (the 450+ attendees are now given all the information that they need on their name badges). Training material is provided on a USB stick.
11	Emails	Ability to opt in and opt out of receiving certain types of emails	Created tags for the RIPE NCC announcement emails that are sent and added this to the subject line so that individuals are better able to "filter" the emails if so desired.
12	SMS service	Opt-in SMS service (for news, meetings, announcements, etc.)	Investigated the options and found that the benefits of an SMS service would be outweighed by: the costs and software development resources it would take to provide the service; inability to guarantee coverage and delivery; and the relatively small number of potential users. Twitter is a suitable alternative and is frequently used by the RIPE NCC for this purpose.

Internet Governance & External Relations			
#	Topic	Survey Finding	Actions taken
13	Ensure stability	Ensure stability of the Internet infrastructure, regardless of government interference	Involvement in the Arab IGF; invited to the EuroDIG; involvement in IGF; work with Council of Europe (CoE); involvement in OECD, CEPT and CoE activities; RIPE NCC-organised Roundtable meetings.
14	Interaction	Enable more direct, open and transparent interactions between governments and Internet communities	Increased scope of Roundtable meetings – attendees from more countries and further development of meeting programmes to address government/Internet community concerns; involvement in national and international IGFs; working with the CoE, OECD and maintaining relationships with various ministries; IPv6 Roadshows for government network operators across the Middle East; provision of technical advice and expertise to government-led national IPv6 initiatives, task forces and meetings in: Norway, Germany, Netherlands, United Kingdom, Sweden, Qatar, Moldova, Belgium, UAE, Lebanon and Saudi Arabia.
15	Collaboration	Collaborate with other organisations and stakeholders such as ICANN, academic institutes, and commercial and industrial associations	Initiation of an internal RIPE NCC Technical Focus Group, and continuously maintaining relations and cooperating on document production and joint initiatives related to RIPE NCC business with various organisations (RIRs, ISOC, ICANN, IANA, IETF); key staff on TERENA Compendium Advisory Group. Using ENOG, MENOG and South East European meetings to foster relations in all areas of the RIPE NCC service region.
16	Awareness	Develop further awareness around RIPE Meetings and activities among multi-stakeholders in all parts of the RIPE NCC service region	RIPE and RIPE NCC activities are featured in all external presentations and engagements with members, stakeholders and other parties; raised profile in the Middle East and Eurasia regions by participating in regional NOGs, IGFs and national ICT events; approached to be an industry partner by various governments and industry partners.
17	Define	RIPE NCC's role regarding Internet Governance & ER	Monitoring multi-stakeholder meetings; reporting at the RIPE Cooperation WG at RIPE Meetings; and the RIPE NCC Board is increasingly active in multi-stakeholder events
18	Outreach - other sectors	Provide outreach to other sectors	Roundtable meetings; involvement in national and international IGFs. Working with intergovernmental organisations and maintaining relationships with various ministries; successful IPv6 Roadshows in the Middle East region; development of Legal Roundtable meetings to cater for law enforcement agencies.
19	Outreach – regional	Provide more regional outreach	At least one employee is focused on developing both the Eurasia and Middle East regions as well as organising Regional Meetings in South East Europe.
20	Intergovernmental	Play an active role in intergovernmental organisations and discussions	Prepared workshops and participated in panels on various governmental and multi-stakeholder meetings; maintained positive working relations with relevant intergovernmental organisations including: CoE, OECD, CEPT, ITU, ENISA, ATICM, Europol and Interpol.
21	Accessibility	Make RIPE Meetings and other RIPE NCC activities more accessible to new members and stakeholders in all regions	Webcasting, enhanced remote participation, visa assistance, more Regional Meetings, varied location of meetings (e.g., Ljubljana, Odessa); extended promotional campaigns; enhanced promotion of two free tickets to RIPE Meetings for members; expanding and improving the on-line learning resources.

IPv4 & IPv6			
#	Topic	Survey Finding	Actions taken
22	Check usage	Check the usage of IP address blocks and expose LIRs who don't use them correctly	Checking needs basis is part of the standard RIPE NCC resource lifecycle management process. Registration Services (RS) discusses this on a case-by-case basis based on any applicable policies. There is no mandate to expose confidential information. The RIPE community is discussing this. Via the online report form, users can report policy violations and incorrect information in the RIPE DB. RS then investigates the claims.
23	Forceful action - IPv6	More forceful action in encouraging related stakeholders to make transition towards IPv6	In 2012, there was increased focus on: RIPE Labs articles about IPv6; press releases; contact with relevant stakeholders in the community; IPv6ActNow website revamp; ripe.net IPv6 web area updating; additional IPv6 video interviews produced and published; a dedicated IPv6 activity coordinator assigned in 2012; establishment of an internal IPv6 focus group acting as an internal body for coordinating and aligning all RIPE NCC activities related to IPv6; IPv6 for LIRs training course has been updated to include more hands-on and practical examples.
24	Case studies	Give examples and case studies of IPv6 deployment	In 2012, five additional case study videos were produced and added to the IPv6ActNow website. Case studies and examples of IPv6 deployment are covered during the IPv6 for LIRs training course.
25	Documentation	Step-by-step documentation on the procedures	Added a list of links on the ripe.net IPv6 web area and IPv6ActNow website to external documentation and other websites, as well as pointing to step-by-step transition mechanisms. Both Registration Services and Training Services are planning to increase efforts in these areas.
26	Statistics	Statistics on customer demand and deployment in their region	Achieved via the (4 star) IPv6 RIPPEness initiative, which indicates the percentage of LIRs that have been allocated IPv6 number resources and the level to which they have deployed it within their networks. A 5th star will be added to this initiative. The implementation of the IPv6 ASN graph which produces per country statistics on ASes that announce an IPv6 prefix.
27	HW & SW lists - IPv6	Lists of hardware and software that are IPv6 compatible	Initiated a new CPE survey in 2012 – major vendors participated in the survey and an online matrix of the results is published on the ripe.net IPv6 web area and IPv6ActNow website.
28	Support	Better technical support for deployment	Training Services developed and deployed a <i>virtual classroom</i> to enable more hands-on training during IPv6, and other, training courses; hired more IPv6-skilled training staff; Registration Services is currently increasing technical IPv6 expertise through hands-on training and technical lab practice to advise and assist our members when questions arise regarding IPv6 address space implementation and management
29	Information	Increase information, support and resources on IPv6 deployment and offer them in different languages	This information is on the IPv6ActNow website; currently investigating the possibility of website translations and case studies in other languages.

30	Liaison	Act as a liaison between different stakeholders so each party can understand their role and responsibility in IPv6 deployment	Achieved via IPv6ActNow website, IPv6 Task Force, our IPv6 coordinator and the IPv6 Roadshows. The IPv6 for LIRs training course was delivered on 44 occasions in 2012. Implementation of the <i>Resources Quality Assistance</i> service, facilitating contact between service providers.
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Policy Development			
#	Topic	Survey Finding	Actions taken
31	Involvement	Encourage RIPE NCC members and other stakeholders who never participate in policy development to become more involved in the process	Increased visibility at RIPE Meetings by making the Policy Development Officer available at the RIPE NCC Info Hub; dedicated presentation slots at RIPE NCC Regional Meetings (ENOG, MENOG and SEE) to allow for clear presentation of current policies (in local language where possible); increased use of social media tools to extend community reach; plans to reach out to more stakeholder groups and better inform the current ones.
32	Speed up process	Use the current consensus-driven approach but try to implement measures to speed up the process	The RIPE Working Group Chairs drafted a document that outlines some changes to the process to help speed it up and bring further clarity to the processes involved, especially in the Concluding Phase.
33	Impact analysis	The RIPE NCC should provide more impact analysis to help the community	Impact analysis by the RIPE NCC is already part of the policy development process; working to improve both the communication (via mailing lists and presentations at meetings - especially during appropriate WG sessions) and transparency of this (via the website).

Resource Distribution			
#	Topic	Survey Finding	Actions taken
34	Resource distribution	Make resource distribution straightforward and transparent	Improved explanations have been added to Registration Services-related web pages. Detailed IPv4 depletion document was published and communicated to the community. Further procedures and processes have been laid out in a more user-friendly way and the more information on number resources transfers has been added to the website.
35	LIR Portal	Make the LIR Portal more user-friendly	Implemented RIPE Access (Single Sign On function) for the LIR portal; IP Analyser was developed and deployed to assist members in managing their resources; improved and simplified resource request forms; further development and enhancement of certification (RPKI) management tools.
36	Helpdesk services	Improve response quality and speed for helpdesk services	The helpdesk response time is less than one day and the RIPE NCC believes that this is acceptable. The quality and speed of the responses are being continually monitored and improved where possible. Introduction of a manned 24/7 emergency contact phone number since November 2012.
37	New members	Provide more guidelines and support for new members	In 2012 Registration Services implemented "calling at first request" and "calling after three emails" service to assist and support new members. The feedback to the newly introduced service has been very positive.

RIPE Database			
#	Topic	Survey Finding	Actions taken
38	RIPE DB - quality	Improve the quality and usefulness of data in the RIPE Database	Developed and executed a Resource Data Quality project, resulting in a higher level of data quality. "Contractual Requirements for Provider Independent Resource Holders in the RIPE NCC Service Region" (2007-01): more than two thirds of the objects covered in 2012. Geolocation service implemented in Q1 2012. The RIPE NCC proposed that the community start a Data Clean Up campaign in 2013 to clean up all the data in the RIPE Database per object type.
39	RIPE DB - user friendliness	The RIPE Database should be easier to update	Improvements have been made to web query outputs; 'new organisation' start-up process; web update's password handling; with continued efforts to enhance usability for 'less technical' users. New 'database' tab in RIPEstat shows database content in user-friendly ways and allows browsing the database along address hierarchies and links between objects.
40	RIPE DB - modifications	Show the date of modifications to data in the RIPE Database	The RIPE NCC investigated the possibilities and this is currently planned for Q1 2013 as part of the "strong registry" project. RIPEstat pilot shows object history to logged-in members in object browser since RIPE 64 in Ljubljana.
41	Geolocation services	Develop geolocation services	The DB Geolocation Services were developed in late 2011 and were fully implemented in March 2012.
42	Sponsoring LIRs	Show sponsoring LIRs in the RIPE Database	This finding has been addressed on the RIPE Database Working Group mailing list and there is already a policy proposal on the subject being reviewed by the community on the ncc-services working group mailing list.

Tools and Measurements			
#	Topic	Survey Finding	Action taken
43	RIPE Atlas	More refinement, awareness, visibility and accessibility	User Defined Measurements (UDMs) deployed and available to all RIPE NCC members irrespective of whether they host a probe or not. More than 2000 active probes. More than 5000 registered users. "IPv6 Reachability" service released for members only. Five additional "maps" published to show global results. Constant stream of refinements and new features such as new measurement types. Awareness and visibility drive at RIPE meetings and other fora. New concept of RIPE Atlas Anchors discussed, pilot started.
44	Measurements and statistics	More measurements and statistics (and easier to find)	Published a RIPE Labs statistics page that displays and lists all RIPE NCC statistics. Numerous, measurement-based RIPE Labs articles have been published. Many of these statistics are now dynamically built and more are being added shortly. Index pages on RIPE Labs also means that measurements and statistics are much easier to find on the website.
45	Tools	Have easier access to tools and more user-friendly interfaces	Continuous stream of refinements and new features based on community feedback. Major overhaul of user interface. Awareness and visibility drive at RIPE Meetings and other fora. Pilot showing history of registration info to members only.
46	BGPlay	Improve tools such as BGPlay and more measurement points and probes	Started up development project with Roma Tre University, authors of the original BGPlay. The project is showing promising progress. First presentable results are planned for February and version 1.0 well before RIPE 66 in May 2013.
47	RIPE Labs Articles	More RIPE Labs articles: IPv6 deployment, routing, measurements and statistics, and operator tools	More than 120 RIPE Labs articles published in the last 12 months, with a particular emphasis on IPv6, measurements and RIPE NCC-developed tools such as RIPEstat and RIPE Atlas. Themed projects such IPv6 launch, European Football Championships and 2012 Summer Olympics were also very popular with readers.

Training & Education			
#	Topic	Survey Finding	Actions taken
48	Online training	Offer more online and multilingual training	Introduced online "webinars" covering DB, advanced DB and certification. Intensively discussed multilingual training, however the costs have proved to be a barrier at this point. Discussion and evaluation will be an ongoing process. Increased efforts in releasing more content to the e-learning pages in the form of DB videos and other informative and instructional videos.
49	Locations	Hold training session in more countries	Over 100 RIPE NCC training courses delivered in no less than 34 countries across the RIPE NCC service region where some 2,060 participants attended.
50	Training material	Make training materials available for members	Training materials (presentations, videos and documentation) are available in the LIR Portal under the training section.
51	Technical knowledge	Ensure trainers have the technical knowledge necessary to administer training	Hired and extended technical know-how by hiring staff members with applicable hands-on experience as well as providing further training to current staff.
52	Videos	Provide more instructional videos and practical guides	Produced and published instructional videos on: RIPE Database; Policy Development Process; IPv6; with plans to produce videos on IPv6 transition techniques, RPKI, RIPE Atlas and RIPEstat.

General Evaluation

Billing & Administration

Members can now pay their bills with all major credit cards, debit cards (in most countries), and PayPal. A Charging Scheme Taskforce was established and provided recommendations to the Executive Board and the RIPE NCC membership. This resulted in a “one-LIR one-fee” charging schedule being adopted by the membership at the GM in Amsterdam.

The RIPE NCC conducted a thorough investigation into finding alternative ways of facilitating payments from members in countries with complicated banking systems. Unfortunately, no viable options could be found. The RIPE NCC will continue to look into the matter and other possibilities will be considered as they become available.

Communications

New ways for members and the RIPE community to engage with the RIPE NCC have been introduced. Customer Services launched a pilot live chat service that was successful and is now being extended to include other departments. In addition, social media has become an integral tool across the RIPE NCC, with Twitter, Facebook and LinkedIn the main platforms being used. RSS feeds have been created for a number of different news categories. The ability to opt-in or out of printed materials is being implemented, and from 2012 a printed Annual Report will only be provided on request – members will instead be directed to access an online version.

The RIPE NCC will work to ensure that all future plans are presented to the membership, and the RIPE community where appropriate, in a timely fashion. Continued emphasis will be given to cultivating engagement from members and the RIPE community, and to inviting comment and contributions to the RIPE NCC’s plans and priorities.

Internet Governance & External Relations

In 2012, the RIPE NCC placed additional emphasis on representing the interests of its members relating to Internet governance. The RIPE NCC was involved in national, regional and international forums such as the IGF and Arab IGF, and increased the scope of its Roundtable meetings to educate and address government/Internet community concerns. The RIPE NCC also continued to maintain relations with other technical and industry organisations such as ICANN, ISOC, IANA, and the other RIRs, and prepared workshops and participated in panels at various governmental and multi-stakeholder meetings. In relation to the International Telecommunication Union (ITU) discussions leading up to the World Conference on International Telecommunications (WCIT), convened to revise the International Telecommunication Regulations (ITRs),

the RIPE NCC increased its level of engagement at the national, regional and global levels, ensuring that the interests and perspectives of the RIPE community in this area were effectively represented.

The RIPE NCC is continuing to work towards developing relations with European and Middle Eastern governments and intergovernmental organisations. This work is expected to progress steadily from participation in forums alongside government/law enforcement agency representatives. The RIPE NCC's presence in Russia, Central Asia and the Middle East will continue to require attention moving forward. The influence that has already been established together with industry partners was evident during the WTSA and WCIT conferences, but 2013-2014 will continue to hold events requiring involvement from the technical community (namely WTPF, WSIS +10, IGFs and the lead up to the ITU Plenipotentiary in 2014).

The RIPE NCC will continue to work towards effectively communicating the current Internet governance environment to members and the RIPE community, and will identify where these groups can inform and influence government. In addition, more resources will be put into relations and projects with the OECD.

IPv4 & IPv6

The RIPE NCC has given more focus to IPv4 exhaustion and IPv6 adoption issues in external publications. In addition, RIPE NCC operational teams are now in close contact with relevant stakeholders and thought leaders in the community. The skills of IP Resource Analysts were also further developed and they are now in a better position to offer technical support to members on these subjects.

Additional emphasis will be given to supporting resource transfers between members, and the RIPE NCC should seek feedback from the membership and the community on ways to improve this support. The technical knowledge in member-facing operational teams should continue to be developed.

Policy Development

The RIPE NCC has encouraged members and other stakeholders to become more involved in the RIPE Policy Development Process. Impact analysis has shown its value and is now often referred to in community discussions. In addition, there has been an increase in the number of new participants on the Address Policy WG mailing list.

The RIPE NCC will work with WG Chairs to improve the transparency surrounding the status of policies, along with their current content and change protocols. This will enable less-involved participants to properly understand the process and expected timeframes.

Resource Distribution

Work has been done to make resource distribution a straightforward and transparent function of the RIPE NCC. The RIPE NCC website has been updated with improved explanations relating to Registration Services and more information on Internet number resource transfers. The IPv4 run-out project went smoothly, with no questions or complaints from the membership. RIPE NCC access (Single Sign On function) was implemented in the LIR Portal. The IP Analyser was developed and deployed to help members manage their resources.

The RIPE NCC's Customer Services Help Desk response time is currently less than one day, and this is considered to be acceptable. The quality and speed of the responses are being monitored and improved wherever possible. In 2012, Registration Services implemented "calling at first request" and "calling after three emails" to assist and offer additional support to new members.

The IP Analyser requires IPv6 implementation so that members can easily manage their IPv6 address space. Further integration between the LIR Portal and the RIPE Database is needed to improve usability when managing resources. The RIPE NCC will further develop the knowledge of Registration Services staff so they are better prepared to deal with practical questions on address management.

RIPE Database

Improvements to the RIPE Database have enhanced its usability. Better delivery times have improved the speed at which changes can be made to the database. There was a major overhaul of the RIPE Database code to allow for quick response times for community-driven change requests and bug solving. Improvements were also made to web query outputs, the "new organisation" start-up process, and web update password handling.

The RIPE NCC will make continued efforts to improve the usability of the RIPE Database for less technical users. As well, modifications to data in the database should show the date they were made, as part of the "strong registry" project. The RIPE Database also needs to be integrated with the address management tools in the LIR Portal.

Tools and Measurements

More than 2,400 RIPE Atlas probes are currently sending data. In 2012, user-defined measurements were deployed, along with several other member-only features. Global measurement results were made available via RIPE Atlas maps and several unique analyses were conducted in response to world events, such as the Syrian Internet outage. A drive to improve awareness of RIPE Atlas has contributed to massive uptake, with more than 5,500 current registered users, including more than 1,500 RIPE NCC members.

RIPEstat underwent major improvements, including a more efficient user interface, query support for different resource types, integration with RIPE Atlas data as well as external data sources, and the development of a text-based interface. RIPEstat had more than 120,000 unique visitors in 2012.

Over 120 RIPE Labs articles were published in the past 12 months, and a new tool was launched that brings together all of the RIPE NCC's statistics in one place, and makes this data available to the community. Improvements to the website also made the statistics more easily available. The tools offered by the RIPE NCC underwent a continuous stream of refinements, and new features based on community feedback were added.

New functionality will continue to be added to the RIPE NCC information and measurement tools based on user feedback and guidance from the community. RIPE Atlas will offer better data visualisation, the ability to compare more regional data, and will continue to expand its scope with the aim of an additional 4,000 probes in 2013. RIPEstat will support a wider range of resource types, including country codes, and will allow for a more customised user experience.

Training & Education

In 2012, more than 100 training courses were delivered in 34 countries across the RIPE NCC service region. Some 2,060 people attended a RIPE NCC training course in 2012. In addition to training conducted in the field, online webinars were introduced. The webinars covered RIPE Database, Advanced RIPE Database, and Certification (RPKI). Additional content was added to the e-learning pages in the form of database videos and other instructional videos.

While there has been some discussion on whether the RIPE NCC can or should offer multilingual training, the associated costs have so far proven to be a barrier. Additional hands-on and practical components should be included in the training provided by the RIPE NCC, primarily in IPv6 training courses, which would also benefit from the creation of a lab environment.

The Next Steps

The RIPE NCC Survey 2013 will launch in May. A similar list of key findings will be published soon after the survey results have been analysed and presented to the membership and the RIPE community. The RIPE NCC will regularly update the actions taken on these key findings and check to see the relevance of the findings against current developments. This will be an ongoing process that aims to bring further clarity and transparency to RIPE NCC strategy and development process.

Your Feedback

We welcome any feedback you might have about how we can improve this document. Send an email to <feedback@ripe.net> and give us your thoughts. We also ask that you take part in the next Membership and Stakeholder Survey and let us know how we can provide a better service to our members and the RIPE community.