

Introduction

The RIPE NCC carried out a survey of its members and stakeholders in the summer of 2013. An independent third party, the Oxford Internet Institute (OII), analysed the survey data and published a detailed report with 48 key findings in November 2013. The RIPE NCC examined these key findings and took action on them. This document outlines the 48 key findings and the actions that have been taken to date. It is aimed at increasing transparency around some of the activities undertaken by the RIPE NCC as a result of the survey. Many of these activities are ongoing in nature and will be reviewed and adjusted periodically as required. While all of the key findings have been addressed to a certain degree and much progress has been made, there are still many areas that can be further improved and the RIPE NCC will continue to explore ways of improving its service to the membership and RIPE community.

Membership Administration			
#	Topic	Survey Finding	Actions taken
1	LIR Portal	Increase response speed of LIR Portal	After initial improvements to the LIR Portal infrastructure, several internal applications have been improved and the system is now more resilient with better load balancing. A total overhaul of the LIR Portal's infrastructure, design, functionality and features is now underway that will significantly improve the response speed of the LIR Portal.
2	LIR Portal	Integrate RIPE Database and LIR Portal	The IP Analyser has now been integrated with the RIPE Database via RIPE NCC Access, which has created a seamless experience when creating IPv6 objects with the tool. Further improvements will focus on implementing a way for new LIRs to automatically set up their LIR Portal account and RIPE Database objects and offering the same IP Analyser functionality for IPv4.
3	LIR Portal	Provide ticketing information and billing receipts in LIR Portal	A number of new billing features have been implemented in the LIR Portal: the option to download historic invoices, pay invoices online, check whether payment has been received, adjust billing preferences, and update PO numbers or references. The inclusion of ticketing information will require replacement of the existing ticketing system and work on this is expected to start in 2015.
4	Billing	Provide electronic invoicing	Electronic invoicing became standard from 1 January 2014, except for countries where a hard copy invoice is required. However, all members can still request hard copies if they want.
5	Billing	Consider that local bureaucracy can cause late payments	A review of payment policies was completed, and the Finance and Customer Services Departments are now more closely aligned and aware of this issue.

6	Contacting the RIPE NCC	Provide phone support	<p>After a review of phone support procedures, several new options were implemented:</p> <ul style="list-style-type: none"> • Emergency call-back in high-priority cases • A call from Registration Services when a new member makes their first resource request • After three emails, or when it becomes clear that no progress is being made, the RIPE NCC proactively calls the member • The Assisted Registry Check (ARC) quality review ends with a call between the member and a Registration Services staff member • Customer Services staff are encouraged to begin any “contractual change” tickets with a call to the member, due to the complexity of the process.
7	Contacting the RIPE NCC	Provide support in local languages	When needed, and if qualified staff are available, the RIPE NCC can now take calls in the native language of the speaker. Written confirmations and emails must be in English, however.
8	Contacting the RIPE NCC	Extend LiveChat hours and prominence	A new and more robust LiveChat tool has been implemented for the Registration Services Department. This is in addition to the Customer Services Department’s use of LiveChat since 2011.
9	Executive Board	Have a larger Executive Board	At RIPE 67, the Executive Board introduced a resolution to expand its size from five to a maximum of seven members. The membership voted to approve this resolution. The Executive Board expanded to six members at RIPE 68 and will expand to seven at RIPE 70.

Communications and Web Services			
#	Topic	Survey Finding	Actions taken
10	Service Descriptions	Provide a summary of services with a short description	A summary of RIPE NCC member services has been produced and will be incorporated into a two-sided A4 flyer that will be printed and published online.
11	Voting	Provide more information about future Executive Board candidates including photos, biographies and motivation letters	An "Executive Board Functions and Expectations" web page was published that shows what is involved in being a board member. Board member profiles are now posted on the Executive Board page including their photos.
12	Voting	Simplify voting procedures and explain more clearly	The voting process has been greatly simplified by removing the requirement to send identification to register for voting. A video was created that explains the registration process and information was included in the Member Update. From the GM in November 2014, members will be able to register to attend the GM and register for voting with one simple form in the LIR Portal.
13	New Members	Tailor communications for newer members	The RIPE NCC's communications style has been reviewed to ensure it remains accessible for new members who may be less familiar with the registry system. New members also now receive an email when they move to full-member status after six months, which explains their voting rights and asks for feedback on the initial setup process.
14	Academic Engagement	Increase involvement with academic community	The RIPE Academic Cooperation Initiative (RACI) was very successful at RIPE 68. From 17 applicants, six RACI attendees were selected to attend the meeting. All attendees gave presentations during the meeting. The RIPE NCC is looking at ways to further grow RACI and a mailing list to foster engagement with the academic community has been created.
15	Languages	Increase the amount of language support	With community input, presentations on the RIPE NCC's toolsets have been developed in French and Russian. RIPE NCC staff presentations on its tools at regional meetings are in the local languages where possible. New External Relations staff are translating key information into Russian and Arabic.
16	Website	Improve navigation, structure and usability	The RIPE NCC is conducting an Information Architecture (IA) analysis of the website. Several focus groups have been conducted, an improved web analytics suite has been implemented to better understand user interaction and an online survey of website users has been implemented on the website. Once this feedback has been reviewed, a new navigation and layout will be developed for the website.
17	Website	Improve the search functionality	A number of search engine optimisation improvements, along with retroactive work to tag and archive existing web pages, has led to a dramatic increase in the effectiveness of the search functionality. The search bar has also been revamped, with the inclusion of tabs and categories, an advanced search option and the ability to make whois queries.

Registration Services and IPv4 Transfers

#	Topic	Survey Finding	Actions taken
18	Registration Procedures	Simplify the descriptions and procedures for obtaining and assigning resources	Three key processes have been reviewed: requesting allocations, creating new LIRs and IPv4 transfers. Improvements to these processes will be ready for implementation in Q3 2014, and additional member-facing processes will be reviewed and improved following this.
19	IPv4 Transfers	Properly document transfers that have taken place	As specified in section 5.5 of "IPv4 Address Allocation and Assignment Policies for the RIPE NCC Service Region", a list of transfers is published online at: http://www.ripe.net/lir-services/resource-management/ipv4-transfers/table-of-transfers .

Internet Governance and External Relations			
#	Topic	Survey Finding	Actions taken
20	Government Engagement	Engage with non-EU governments more closely	In 2014, there was participation from the Russian government at a RIPE NCC Roundtable Meeting for the first time. The RIPE NCC has provided input to the Russian government on the revision of OECD Security Guidelines and, as requested, is developing a background document on capacity building efforts as they relate to the Commonwealth of Independent States (CIS) region. The RIPE NCC has also obtained Observer status with APECTEL and Associate Member status with two regional ITU organisations.
21	Law Enforcement	Build stronger relations with LEAs and educate them on relevant matters	The RIPE NCC ran a meeting in 2014 that saw participation from over 30 Law Enforcement Agencies (LEAs), and has seen an increase in participation from the LEA community in RIPE NCC regional meetings. The RIPE NCC has also received several requests for information or follow-up briefings.
22	Local Engagement	Organise more local meetings, trainings and workshops	In 2014, the RIPE NCC held a regional meeting in Almaty, Kazakhstan, which was well attended and appreciated by RIPE community members in the area, as was the third South East Europe (SEE) meeting in Sofia, Bulgaria. The RIPE NCC is currently planning a regional meeting to be held in Iran in November 2014.
23	Educating Governments	Provide expert opinion documentation for governments	The RIPE NCC provided input to the Russian government on OECD Security Guidelines (and gave an update on this issue at the Russian IGF), capacity building and ITU Plenipotentiary issues. The RIPE NCC also hosted an informational lunch session for governments at the ITU World Telecommunications Development Conference (WTDC), which was part of a RIPE NCC-led collaborative project with ISOC and ICANN.
24	Local Presence	Have personnel in different countries	The RIPE NCC has hired two External Relations staff who are based in the RIPE NCC's new office in Dubai, and two who are based in Moscow. In both cases, these staff members come from the region and speak the local language.
25	Governments and Regulators	Have joint meetings with governments and regulators	The largest RIPE NCC Roundtable Meeting to date was held in February 2014, with 60 attendees from governments and regulators. The ITU WTDC meeting also provided a valuable opportunity to meet with government representatives. On 1 October 2014, the RIPE NCC and CENTR will host a joint event for governments and regulators in Brussels to discuss the IANA evolution and ITU Plenipotentiary 2014 concerns.

IPv6 Deployment			
#	Topic	Survey Finding	Actions taken
26	IPv6	Help convince decision makers, Internet providers, vendors with business cases	Investigations are continuing into what constitutes a successful IPv6 deployment, and this information will be included in IPv6 outreach and capacity building efforts. The RIPE NCC also supported the participation of industry experts in several high-level events including the Russian IPv6 day and IGF that targeted decision makers with IPv6 messages.
27	IPv6	Provide more transition documentation, BCPs, real-world implementations	The RIPE NCC is working to provide more technical guidance on the website and content is being developed internally by several departments. Additionally, a dedicated IPv6 Program Manager is now available to coordinate these kinds of activities.
28	IPv6	Provide more training for people around IPv6	The RIPE NCC began offering IPv6 Webinars in Q4 2013, in addition to the 43 face-to-face courses provided that year (a similar number will be held in 2014). The RIPE NCC is also now offering a three-day "Deploying IPv6" course that will be given in 2014 next to the regular IPv6 course.
29	IPv6	Highlight the success stories of IPv6	The RIPE NCC has already created a number of videos with IPv6 case studies and success stories. RIPE NCC website content is being reviewed and more success stories may be incorporated as a result.

Training Services			
#	Topic	Survey Finding	Action taken
30	Languages	Increase the amount of language support	The RIPE NCC is investigating a pilot project to subtitle training videos relating to the RIPE Database in other languages. The RIPE NCC's trainers also speak a total of ten different languages that they make use of when delivering training courses across the service region.
31	E-Learning	Move resources to E-Learning, webinars and videos	A new E-learning platform has been selected and will launch in early Q4 2014. This will allow for better management of the learning experience. 55 webinars are being provided in 2014, which is a 20% increase over the previous year. New webinar topics will also be launched: a webinar for new LIRs, IPv6 addressing plans and RIPE Atlas tools.
32	Certificates	Provide some sort of certification to those who take training	Currently, certificates of attendance are awarded after courses and IPv6 Roadshow events. The new E-learning platform will provide a more sophisticated system for awarding certificates when it launches.

RIPE NCC Tools and Measurements			
#	Topic	Survey Finding	Actions taken
33	Tool Locations	Make tools easier to find in one place on the website	Website changes have made the differences between the RIPE NCC's available tools and datasets clearer. Work is also underway to share information through a common API to provide a unified experience when using tools (e.g. providing routing information about a member's resources in the LIR Portal).
34	Awareness	Build awareness of the tools and how they can be used	The RIPE NCC has done more to promote its tools and services at regional meetings and with other communities. A new "RIPE Atlas User Experiences" section has been published on RIPE Labs to showcase what others have achieved using the toolset. A new section on the RIPEstat website includes analyses of real-world network events as seen by RIPEstat. RIPEstat now serves over one million queries each day.
35	Users	Make the tools more user-friendly	Parts of the RIPE Atlas user interface and graphing have been revamped to become much more user friendly. New services, such as the new DNSMON, have been designed in consultation with expert UI designers to make them much more intuitive and user friendly. The RIPEstat user interface is also being improved on a continual basis.
36	Training	Provide training in how to use the tools properly	RIPEstat has already been integrated into RIPE NCC training courses. A webinar focusing on RIPE Atlas and RIPEstat will be introduced. The RIPE Database course will include emphasis on RIPEstat as a means to query additional data.
37	Performance	Improve the performance of the tools	Work is being done to migrate data from multiple back-ends to a single one, with the number of back-ends having already been reduced from five to two. This will positively affect performance as well as significantly increasing the consistency of the data.

RIPE Meetings			
#	Topic	Survey Finding	Actions taken
38	Networking	Provide networking tools for RIPE Meeting attendees or a peering BoF	RIPE Meeting attendees are able to activate social networking options so that they can share their business email address and/or photo with other meeting attendees. At RIPE 68, the Interconnection BoF made its first appearance with a particular focus on IP interconnection and peering coordinator-orientated topics.
39	Training	Provide more training sessions at the RIPE Meeting	A lightning talk on the subject of providing more training sessions was held at RIPE 68 and asked attendees for input. It was decided after the RIPE Meeting that two or three trainings would be proposed for inclusion at RIPE 69.
40	Communications	Explain benefits of attending for management	The FAQs explaining the benefits of attending a RIPE Meeting have been updated. A personalisable letter that prospective meeting attendees can present to their employers to justify their attendance at a RIPE Meeting has been posted to the meeting website (under "Attend") and added to the FAQs.
41	Academics	Encourage academic participation at RIPE Meetings	Asking community members involved in academia to promote the RIPE Academic Cooperation Initiative (RACI) has been successful. There were 17 excellent RACI applicants for RIPE 68 (up from none at RIPE 67), which filled the quota of six RACI attendees for the meeting. In addition, students can now purchase a week-long RIPE Meetings ticket for 50 EUR.

RIPE Database			
#	Topic	Survey Finding	Actions taken
42	Updating the Database	Make it easier for people to update and have a more user-friendly interface	RIPE NCC Access has been implemented to allow users to have a seamless experience between the LIR Portal and the RIPE Database. The IP Analyser has introduced additional features for object creation in the RIPE Database. A new password reset process will be developed in Q3 2014. The web update functionality will also be improved, which will provide less technical/experienced users with an easy way of maintaining their data.
43	Documentation	Have more tutorials, how-to documents, FAQs, error explanations, etc	New and improved RIPE Database documentation will start to be released in Q3 2014. This new documentation will be published as a collection of smaller documents on www.ripe.net as web pages (as opposed to self-contained large documents). These pages will cover specific topics and will be indexed and cross-linked comprehensively so that information is easy to find. A glossary will explain commonly used terminology and acronyms.
44	Updates	Provide ability to update multiple objects at the same time	A number of different options are being investigated and the RIPE NCC will continue to look for ways to include this functionality.

Policy Development Process (PDP)			
#	Topic	Survey Finding	Actions taken
45	Education	Communicate the process better to make it easier for people to understand	RIPE NCC Local Internet Registry (LIR) training courses are being updated to include additional information about the PDP. The RIPE NCC Policy Development Officer (PDO) also regularly gives training courses, and so is able to highlight the relevance of RIPE policies to LIRs.
46	The Process	The process is too long, slow and complicated	At RIPE 68, an update to the PDP was accepted by the RIPE Working Group Chairs Collective. Chairs are now responsible for the final decision of consensus in their WGs (previously this had to be ratified by the collective). This greatly speeds up the PDP and helps the RIPE NCC to have more certainty around timeframes for more effective policy implementations.
47	Tools	Use other tools (social media, web forums, online polling, etc.)	The PDO regularly tweets updates about policy proposals in the PDP. The RIPE NCC has also investigated with the RIPE Chair and WG Chairs the possibility of a web forum in addition to the existing mailing lists. The web forum software has been selected and the next step is a pilot, after which an internal review and discussions with the WG Chairs will determine if this is the best way forward.
48	Involvement	Actively try to increase involvement	In Q3 2014, the PDO will begin compiling a monthly summary of ongoing policy discussions that will be translated into Russian and Arabic and published on the ENOG and MENOG mailing lists. In addition, the PDO is attending regional meetings to educate members about the PDP and increase regional engagement.

General Evaluation

Membership Administration

Improvements to the LIR Portal's infrastructure have made it more resilient and further improvements currently underway will dramatically improve its response speed. The IP Analyser has been integrated with the RIPE Database via RIPE NCC Access. Several new billing features have been incorporated into the LIR Portal to allow members to pay and track invoices, adjust preferences and update PO numbers or references. Electronic invoicing is now standard and the RIPE NCC has reviewed its payment policies to consider the impact that local bureaucracy can have on late payments. Future work on the LIR Portal will focus on improving its design and usability, furthering its integration with the RIPE Database, and expanding the new IP Analyser functionality to cover IPv4 as well.

The RIPE NCC's phone support procedures were reviewed and several new options were implemented to ensure that members continue to receive effective support from the RIPE NCC. The RIPE NCC can now take calls in the local language of the speaker (provided the appropriate staff are available). A more robust LiveChat tool has been deployed and is in use by the Registration Services Department. The RIPE NCC Executive Board was informed of the survey suggestion to have a larger board, and a resolution to increase the number of board members from five to a maximum of seven was adopted by the membership at RIPE 67.

Communications and Web Services

A summary of RIPE NCC member services has been produced and will be published online and printed as a flyer for regional meetings. Information explaining the roles and responsibilities of RIPE NCC Executive Board members was published online and the Executive Board web pages were improved. The voting process for the GM was greatly simplified by removing the requirement to send identification to register. From the November GM, members will be able to register to attend the GM and register to vote with one easy form in the LIR Portal, which will greatly simplify things for members.

The RIPE NCC reviewed its communications style to ensure it remains accessible for new members. The information new members receive was greatly simplified and a section for new members was published online. New members now receive an email explaining their voting rights and asking for feedback on the setup process after six months. A wizard is being developed to help new members.

The RIPE Academic Cooperation Initiative (RACI) was a success at RIPE 68. A mailing list has been launched to encourage interaction with the academic community. Presentations on the RIPE NCC's toolsets have been developed in French and Russian with community input. Staff presentations on RIPE NCC tools at regional meetings are now in the local language where possible. RIPE NCC staff are translating key website information into Russian and Arabic.

The RIPE NCC is performing an information architecture analysis of the website. Several focus groups have been conducted, an improved web analytics suite has been implemented and an online survey has been implemented on the website. This feedback will be used to develop a new navigation and layout. Search engine optimisation improvements, along with retroactive work to tag and archive existing web pages, have made the search functionality more effective.

Registration Services and IPv4 Transfers

The RIPE NCC has conducted reviews of the processes according to which resource allocations are requested, new LIRs are created, and IPv4 allocations are transferred. Following the reviews, these processes are now being improved. Statistics concerning IPv4 transfers are published on the RIPE NCC's website, according to a policy proposal that was accepted in early 2013.

Internet Governance & External Relations

The Russian government participated in a RIPE NCC Roundtable Meeting for the first time in 2014. The RIPE NCC also provided input to the Russian government on other issues and gave an update on OECD Security Guidelines at the Russian IGF. The RIPE NCC has obtained Observer status with APECTEL and Associate Member status with two regional ITU organisations – the RCC and the Arab Group. A Law Enforcement Agency (LEA) meeting was held in 2014 with over 30 LEAs, and the RIPE NCC provided information or follow-up briefings to LEAs on several other occasions. A RIPE NCC Roundtable Meeting was held in February 2014, with 60 attendees from governments and regulators. The RIPE NCC and CENTR will host a joint event for governments and regulators in Brussels to discuss the IANA evolution and the ITU Plenipotentiary 2014.

The RIPE NCC held regional meetings in Kazakhstan and Bulgaria that were well attended by RIPE community members from the host countries and surrounding countries. Another regional meeting is planned for Iran in November 2014. The RIPE NCC has also increased its local presence by hiring new external relations staff based in Moscow and Dubai – these new staff members come from the region and can engage with members in their local language.

IPv6 Deployment

The RIPE NCC is working to develop more technical material for the website. A dedicated IPv6 Program Manager has been hired to work on these kinds of activities. The RIPE NCC now offers IPv6 Webinars, in addition to around 44 face-to-face IPv6 courses per year. A three-day “Deploying IPv6” course will also be delivered in 2014 next to the regular IPv6 course. IPv6 Roadshow materials have been updated and improved. The RIPE NCC is investigating the viability of developing more IPv6 case studies and success stories to be incorporated into the website. The RIPE NCC is investigating what constitutes a successful IPv6 deployment and will incorporate this information into IPv6 outreach and capacity building efforts. The RIPE NCC is also continuing to support the participation of industry experts in high-level events that target decision makers with IPv6 messages.

Training Services

A new E-learning platform will launch in early Q4 2014 that will allow the RIPE NCC to provide a better learning experience. It will also offer the ability to award certificates to members who have completed a training course. The number of webinars offered in 2014 will increase to 55, which is 20% more than the previous year. Three new webinars will be offered: IPv6 Addressing Plans, RIPE Atlas Tools, and New LIRs.

RIPE NCC Tools and Measurements

Textual changes have made clearer the difference between the RIPE NCC's tools and datasets on the website. Parts of the RIPE Atlas user interface have been revamped to increase their usability. New services, such as the new DNSMON, have been developed with usability in mind to make them more user friendly. Work is being done to allow information to be shared through a common API, which will give end users a more unified experience when using RIPE NCC tools. The RIPEstat user interface is being improved on a continual basis. Data is being migrated to a single back end that will improve performance and the consistency of RIPE NCC data.

The RIPE NCC has put more focus on promoting its tools and services at regional meetings and with other communities. A collection of "RIPE Atlas User Experiences" has been published on RIPE Labs to demonstrate what community members have achieved with the toolset. A new section on the RIPEstat website now includes analyses of global network events as seen with the tool.

RIPE Meetings

The FAQs explaining the benefits of attending a RIPE Meeting have been updated, along with a personalisable letter for attendees to give to their employers to justify their attendance. The RIPE Academic Cooperation Initiative (RACI) was successful, receiving well over the quota of six applicants. Applicants who were turned down were invited to apply for the next RIPE Meeting and were asked to submit a RIPE Labs article based on their research. The cost for a week-long RIPE Meeting ticket for students has also been reduced to 50 EUR.

RIPE Database

RIPE NCC Access has been implemented to allow users to have a seamless experience between the LIR Portal and the RIPE Database. Additional features have been added to the IP Analyser to allow for object creation in the RIPE Database. A new password reset process will be developed and the web update functionality will be improved, which will provide less technical or experienced users with an easy way of maintaining their data. Starting in Q3 2014, new and improved RIPE Database documentation will start to be published as a series of cross-linked web pages.

Policy Development Process (PDP)

The Local Internet Registry (LIR) training courses are being updated to include additional information about the PDP. An update to the PDP was accepted by the RIPE Working Group Chairs Collective at RIPE 68, which will greatly speed up the process and ensure the RIPE NCC has more certainty regarding policy implementation timelines. Following consultation with the WG Chairs, the RIPE NCC will soon pilot software for a forum that would run in parallel to the mailing lists. In Q3 2014, the RIPE NCC Policy Development Officer (PDO) will also begin compiling monthly summaries of policy discussions that will be translated into Russian and Arabic and published on the ENOG and MENOG mailing lists. The PDO is also regularly attending regional meetings to educate members about the PDP and increase regional engagement.

The Next Steps

The RIPE NCC will regularly review the actions taken on these key findings and check to see the relevance of the findings against current developments. This will be an ongoing effort to bring further clarity and transparency to the RIPE NCC's strategy and development processes.

In November 2014, the RIPE NCC will also carry out a number of lightweight focus groups throughout the service region with an independent consultant. The goal of these focus groups will be to check on the RIPE NCC's progress and identify any areas for further action. The report on these focus groups from the independent consultant will be published for the membership.

The RIPE NCC aims to survey its members and stakeholders every three years. The next survey is currently planned for mid 2016.

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.