

RIPE NCC Survey 2013

September 9, 2013

Appendix 2: Survey Questionnaire

1. RIPE NCC Survey 2013 - Overview

| Thank you for taking the time to participate in the RIPE NCC Survey 2013. |
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| The survey is designed for RIPE NCC members as well as all other interested parties, whether they are in the RIPE NCC service region or not. |
| Members and non-members will only be presented with questions that are relevant to them. |
| Please answer all questions if possible, but if you feel you are unable to answer a question you should choose Not Applicable (N/A) or No Comment. |
| A <u>survey background page</u> is available that provides more information on the relevant services and activities being surveyed. |
| Throughout the survey, services and activities are linked to the relevant informational page on the RIPE NCC website. |
| The survey should take 15-25 minutes to complete. |
| We thank you again for your participation. |
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| RIPE NCC SURVEY 2013 |
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| 2. Opening Section |
| *1. Please choose your country 2. Did you participate in the RIPE NCC Survey 2011? |
| C Yes |
| O No |
| *3. Are you a RIPE NCC member? |
| C Yes |
| O No |
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3. Opening Section

| *4 | l. How long have you been a RIPE NCC member? |
|----|--|
| 0 | 0-2 years |
| 0 | 3-5 years |
| 0 | 6-10 years |
| 0 | Longer than 10 years |
| 0 | I don't know |
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4. Opening Section

| 5. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowes | it |
|---|----|
| and 7 being Highest. | |

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|--|---|---|---|---|---|---|---|-----|
| The process of becoming a RIPE NCC member | 0 | 0 | 0 | 0 | 0 | 0 | O | 0 |
| The support given by the RIPE NCC when going through the process of becoming a RIPE NCC member | 0 | 0 | O | 0 | O | 0 | O | O |

5. Opening Section

| 6. H | low would you rate your overall experience in dealing with the RIPE NCC in the past |
|------|---|
| two | years? |
| 0 | Better than two years ago |
| 0 | About the same as two years ago |
| 0 | Worse than two years ago |
| 0 | I don't know |
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| RIPE NCC SURV | VE 1 2U | 13 | | | | | | |
|--|------------|------------|-----------|------------|------------|-----------|------------|------|
| 6. RIPE NCC Servi | ices | | | | | | | |
| Background information of | on RIPE NC | C Services | | | | | | |
| 7. Please rate your o | | | n level w | ith the fo | llowing fr | om 1 to 7 | , with 1 k | eing |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
| The services/activities provided by the RIPE NCC | 0 | 0 | O | 0 | 0 | 0 | 0 | O |
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7. RIPE NCC Services

Background information on RIPE NCC Services

The following questions are designed to measure three aspects of specific RIPE NCC services and activities:

- Awareness, i.e. how aware you are of the service/activity.
- Satisfaction, i.e. your opinion of the RIPE NCC's delivery and support for the service/activity.
- Importance, i.e. how important you think it is that the RIPE NCC provide this service/activity.

8. Please rate your awareness level for the following services from 1 to 7, with 1 being Lowest and 7 being Highest.

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---|---|---------|---------|---|---------|---------|---|
| Resource Registration and Resource Requests | O | 0 | 0 | 0 | 0 | O | O |
| The LIR Portal | 0 | \circ | \circ | 0 | 0 | \circ | 0 |
| The RIPE Database | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Reverse DNS | 0 | 0 | \circ | 0 | \circ | 0 | 0 |
| DNS Monitoring | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| RIPE Atlas | 0 | 0 | \circ | 0 | \circ | 0 | 0 |
| RIPEstat | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| IP Analyser | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| K-root operations | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Resource Certification (RPKI) | 0 | 0 | 0 | 0 | 0 | O | O |
| Training Services | 0 | 0 | 0 | 0 | 0 | \odot | 0 |
| RIPE Meeting Support | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| nd 7 being Highes | | 2 | 2 | 4 | E | 6 | 7 | NI/A |
|--|-------------------------|----------------------------|---|-----------------|----------------------------|---|---|---|
| Resource Registration and | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
| Resource Requests | | | | | | | | |
| he LIR Portal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| he RIPE Database | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Reverse DNS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| NS Monitoring | 0 | 0 | O | 0 | 0 | 0 | 0 | 0 |
| RIPE Atlas | 0 | 0 | 0 | 0 | 0 | 0 | 0 | O |
| RIPEstat | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ² Analyser | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| C-root operations | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Resource Certification | O | 0 | O | 0 | 0 | O | 0 | 0 |
| <u>KFKI)</u> | | | | | 0 | _ | _ | 0 |
| | 0 | \circ | 0 | \odot | O | 0 | \odot | O |
| raining Services RIPE Meeting Support O. Please rate the i | o importa | o ince leve | o I of the fo | 0 | 0 | 0 | 0 | 0 |
| raining Services RIPE Meeting Support O. Please rate the indicate th | o importa t and 7 | o ince leve being Hi | o I of the fo | o ollowing s | o services a | o and activ | o ities from | o 1 1 to 7, |
| RPKI) Training Services RIPE Meeting Support O. Please rate the invith 1 being Lowes Resource Registration and Resource Requests | o importa t and 7 | once leve being Hi | of the forghest. | O Dilowing s | o services a 5 0 | o and activi | o ities from | 0 1 to 7, |
| Training Services RIPE Meeting Support O. Please rate the invith 1 being Lowes Resource Registration and | oimportate and 7 | once leve being Hi | ol of the forghest. | O Ollowing s | © Services a 5 0 | o and activi | o ities from | 0 1 to 7, N/A 0 |
| Craining Services RIPE Meeting Support O. Please rate the invital being Lowes Resource Registration and Resource Requests | importa t and 7 | once leve being Hi | o l of the forghest. | ODIIowing s | Services a | 6 O | ties from | 0 1 to 7, N/A 0 |
| raining Services RIPE Meeting Support O. Please rate the invith 1 being Lowes Resource Registration and Resource Requests The LIR Portal | importate and 7 | once leve | o l of the forghest. | Obliowing s | 5 C | 6 O | 7 C | 0 1 to 7, N/A 0 |
| Craining Services RIPE Meeting Support O. Please rate the invith 1 being Lowes Resource Registration and Resource Requests The LIR Portal The RIPE Database | importa t and 7 | once leve | o l of the forghest. | Obliowing s | 5 O | 6 O | 7 C | 0 1 to 7, N/A 0 0 |
| Praining Services RIPE Meeting Support O. Please rate the invital being Lowes Resource Registration and Resource Requests The LIR Portal The RIPE Database Reverse DNS DNS Monitoring | importa t and 7 | once leve | o l of the forghest. | Obliowing s | 5 O O O | 6 O | 7 C | 0 1 to 7, N/A 0 0 0 |
| Praining Services RIPE Meeting Support O. Please rate the incrith 1 being Lowes Resource Registration and Resource Requests The LIR Portal The RIPE Database Reverse DNS DNS Monitoring RIPE Atlas | importa t and 7 | once leve | o l of the forghest. | ODIIowing s | Services a | 6 C | o ties from | On 1 to 7, N/A O O O O |
| Prize Meeting Support O. Please rate the invith 1 being Lowes Resource Registration and Resource Requests The LIR Portal The RIPE Database Reverse DNS ONS Monitoring RIPE Atlas RIPEstat | importa t and 7 | once leve | o l of the forghest. | Obliowing s | 5 C C C C C | 6 O | o c c c c c c c c c c c c c c c c c c c | 0 1 to 7, N/A 0 0 0 |
| Principles RIPE Meeting Support O. Please rate the invith 1 being Lowes Resource Registration and Resource Requests The LIR Portal The RIPE Database Reverse DNS DNS Monitoring RIPE Atlas RIPEstat P Analyser | importa t and 7 | once leve | o l of the forghest. | ODIIowing s | 5 0 0 0 0 0 | 6 C C C C C C C C C C C C C C C C C C C | 7 C C C C C C C C C C C C C C C C C C C | On 1 to 7, N/A O O O O O |
| Praining Services RIPE Meeting Support O. Please rate the invith 1 being Lowes Resource Registration and Resource Requests The LIR Portal The RIPE Database Reverse DNS ONS Monitoring RIPE Atlas RIPEstat P Analyser Groot operations Resource Certification | importate and 7 | once level being Hi | o l of the forghest. | © Dillowing s | 5 C C C C C | 6 O | o c c c c c c c c c c c c c c c c c c c | 0 1 to 7, N/A 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 |
| Craining Services RIPE Meeting Support O. Please rate the invith 1 being Lowes Resource Registration and Resource Requests The LIR Portal The RIPE Database Reverse DNS | importa t and 7 | once level being Hi | O l of the forghest. 3 O O O O O O O O O O O O O O O O O O | © Dilowing s | 5 0 0 0 0 0 | 6 C C C C C C C C C C C C C C C C C C C | 7 C C C C C C C C C C C C C C C C C C C | 0 1 to 7, N/A 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 |

| RIPE NCC SURVEY 2013 |
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| 8. RIPE NCC Services |
| Background information on RIPE NCC Services |
| 11. Do you have any other comments about the RIPE NCC's services? |
| C No comment |
| C Yes (enter comment) |
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| Membership A | dminist | ration | | | | | | |
| | on Manah | | inintration | | | | | |
| ackground information | | | | | | | | |
| 2. Please rate you | | ction lev | el with t | he follow | ing from | 1 to 7, wi | th 1 being | g Lowes |
| nd 7 being Highes | 5 t. 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
| The ways in which I can contact RIPE NCC Customer Services | 0 | O | 0 | O | O | O | O | 0 |
| he quality of the support receive from RIPE NCC customer Services | O | O | O | О | O | O | C | O |
| 3. Do you have an | y other | commen | ıts about | custome | er service | es at the | RIPE NC | C? |
| No comment | | | | | | | | |
| C Yes (enter comment) | | | | | | | | |
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| nd 7 being Highes | 5 t. 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
| The RIPE NCC's payment options and administration services | 0 | O | О | О | O | O | О | О |
| The LIR Portal features hat support payment and administration | 0 | 0 | 0 | О | O | C | С | С |
| 5. Do you have an | y other | commer | nts about | the RIP | E NCC's r | nembers | hip | |
| dministration ser | vices? | | | | | | | |
| No comment | | | | | | | | |
| Yes (enter comment) | | | | | | | | |
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| atisfaction hest. | level witl | the follo | owing fro | m 1 to 7, | with 1 be | ing |
| 2 O | 3 © | 4 O | 5 | 6 | 7 | N/A |
| es you wou | ıld like to | see mad | le to the | RIPE NC | C's corpo | rate |
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| | | | | · | | g Lowest |
| O | 0 | O | 0 | O | O | O |
| O | O | 0 | O | O | O | 0 |
| 0 | С | О | С | С | О | 0 |
| eneral Meet | ing resol | utions ar | nd/or in R | IPE NCC | Executiv | e Board |
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| | es you wou | es you would like to sfaction level with the second secon | 2 3 4 C C C Ses you would like to see made Sfaction level with the follow 2 3 4 C C C C C | es you would like to see made to the sfaction level with the following from 2 3 4 5 0 0 0 0 | es you would like to see made to the RIPE NCC sfaction level with the following from 1 to 7, wi 2 3 4 5 6 0 0 0 0 0 0 0 0 0 | 2 3 4 5 6 7 Ses you would like to see made to the RIPE NCC's corpo Ses you would lik |

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| I. Corporate Go | vernan | ce | | | | | | |
| Background information (| on Corpora | ate Governa | ance_ | | | | | |
| 0. Please rate you | r satisfa | ction lev | el with tl | ne follow | ing from | 1 to 7, wi | ith 1 being | j Lowest |
| nd 7 being Highes | | 2 | | | _ | • | - | N/A |
| The RIPE NCC General Meeting voting procedures | 1 | 2 | 3 | 4 •• | 5 | 6 | 7 | N/A |
| 1. How would you | _ | | PE NCC G | ieneral N | leeting v | oting pro | cedures? | • |
| Choose as many a — | s appro | priate] | | | | | | |
| Simplify the procedures | | | | | | | | |
| Improve communication | | | | | | | | |
| Communicate about vot | ing in langua | ages other tha | an English | | | | | |
| Other (please specify) | | | | | | | | |
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12. Corporate Governance

Background information on Corporate Governance

| 22. Why do you not vote on R | IPE NCC General Meeting resolutions or in RIPE NCC |
|-----------------------------------|--|
| Executive Board elections? | Choose as many as appropriate] |

| Exe | ecutive Board elections? [Choose as many as appropriate] |
|-----|--|
| | The <u>voting procedures</u> are too difficult |
| | The voting procedures are not well communicated |
| | I trust other members to vote in the right way |
| | I don't care about the issues being voted upon |
| | Another person casts the vote for my organisation |
| | Other (please specify) |
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| RIP | E NCC SURVEY 2013 |
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| 13. | Corporate Governance |
| Bac | ckground information on Corporate Governance |
| 23. | Do you have any other comments about the RIPE NCC's corporate governance? |
| 0 | No comment |
| 0 | Yes (enter comment) |
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|--|-------------|---|---|------------------------|--------------------------------------|------------------|----------------|----------|
| 4. The Registry | and Re | source | Distribu | ıtion | | | | |
| Background information | on the Re | gistry and F | Resource D | istribution | | | | |
| 24. Please rate you | | | | | ina from | 1 to 7 wi | ith 1 hain | n I owes |
| and 7 being Highe | | iction iev | /CI WILII L | ii c ioiiow | ing iroin | 1 to 1, wi | itii i beili | y Luwes |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
| The procedure for obtaining Internet number resources (IPv4, IPv6 and ASNs) from the RIPE NCC | O | О | O | O | O | С | O | О |
| The quality of the RIPE NCC's responses to registration enquiries | O | O | O | O | O | C | O | O |
| The LIR Portal features that support resource requests and resource management | 0 | O | 0 | 0 | 0 | 0 | 0 | 0 |
| The accuracy and robustness of the | 0 | 0 | 0 | 0 | 0 | O | O | 0 |
| • | | | | | | | | |
| registrations in the RIPE Database 25. Do you have and distribution? | y other | commen | ts to mal | ke on reg | istration | services | and resc | ource |
| Database 25. Do you have an | ıy other | commen | ts to mal | ke on reg | istration | services | and resc | ource |
| Database 25. Do you have and distribution? | y other | commen | ts to mal | | istration | services | and resc | ource |
| Database 25. Do you have and distribution? No comment | y other | commen | ts to mal | ke on reg | istration | services | and reso | ource |
| Database 25. Do you have and distribution? C No comment | y other | commen | ts to mal | | istration | services | and reso | ource |
| Database 25. Do you have and distribution? No comment Yes (enter comment) | | | | <u> </u> | | | | ource |
| Database 25. Do you have and distribution? No comment Yes (enter comment) 26. What role or ro | | | | <u> </u> | | | | ource |
| Database 25. Do you have and distribution? No comment Yes (enter comment) 26. What role or ro | | | | <u> </u> | | | | ource |
| Database 25. Do you have and distribution? C No comment C Yes (enter comment) 26. What role or rotaransfers? | oles do y | ou think | the RIPE | NCC sho | | | | ource |
| Database 25. Do you have and distribution? C No comment C Yes (enter comment) 26. What role or rownstarts? None Minimal (e.g., inform on the comment) | oles do y | ou think | the RIPE | E NCC sho | ould play | | | ource |
| Database 25. Do you have and distribution? No comment Yes (enter comment) 26. What role or rotaransfers? None Minimal (e.g., inform on Medium (e.g., further decomposition) | ples do you | ou think check policies | the RIPE | E NCC she | ould play | in <u>IPv4 a</u> | <u>iddress</u> | ource |
| Database 25. Do you have and distribution? No comment Yes (enter comment) 26. What role or rocaransfers? None Minimal (e.g., inform on Medium (e.g., further decomposition) High (e.g., work closer with the decomposition) | ples do you | ou think check policies disting Services diers, monitor a | the RIPE s, update regis e, educate men | ENCC she | ould play nmunity) vity, ensure tran | in <u>IPv4</u> a | <u>iddress</u> | ource |
| Database 25. Do you have and distribution? Consider No comment Consider Yes (enter comment) 26. What role or rowards and the second of the | ples do you | ou think check policies disting Services diers, monitor a | the RIPE s, update regis e, educate men | ENCC she | ould play nmunity) vity, ensure tran | in <u>IPv4</u> a | <u>iddress</u> | ource |
| Database 25. Do you have and distribution? No comment Yes (enter comment) 26. What role or rocaransfers? None Minimal (e.g., inform on Medium (e.g., further decomposition) High (e.g., work closer with the decomposition) | ples do you | ou think check policies disting Services diers, monitor a | the RIPE s, update regis e, educate men | ENCC she | ould play nmunity) vity, ensure tran | in <u>IPv4</u> a | <u>iddress</u> | ource |

| 5. Internet Gove | rnance | e and Ex | ternal F | Relation | S | | | |
|--|--------------|------------------|-----------------|---------------|------------|-----------|-----------|---------|
| Background information | on Interne | et Governan | ce and Exte | ernal Relatio | <u>ons</u> | | | |
| [≭] 28. Please rate y | nur sati | sfaction | level wit | h the follo | owing fro | m 1 to 7 | with 1 he | ina |
| owest and 7 being | | | icvei witi | ii tiic ioii | Jwing no | , | with 1 bc | , iii g |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
| The visibility of the RIPE NCC's Internet governance and external relations work | O | O | 0 | O | 0 | 0 | 0 | O |
| 9. Please rate the | importa | ance leve | l of the fo | ollowing | from 1 to | 7, with 1 | being Lo | west |
| and 7 being Highes | st. | | | | | | | |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
| The RIPE NCC's engagement with governments in its service region | O | O | O | 0 | © | © | © | O |
| The RIPE NCC's representation of your interests to governments | O | 0 | 0 | O | O | O | O | O |
| The RIPE NCC's work to help local Internet communities to engage with governments | 0 | O | 0 | O | 0 | 0 | 0 | 0 |
| The RIPE NCC's work to help local Internet communities to engage with regulators, law enforcement agencies and other intergovernmental organisations | C | O | O | С | С | С | С | 0 |
| 30. The following a | • | | | | | | • • | |
| appropriate] | | | | | | | | |
| Representing RIPE NCC | members' i | nterests to gov | ernments | | | | | |
| ☐ Training and knowledge | sharing to | promote bette | r public policy | | | | | |
| Increasing public/private | e sector coo | peration activit | <u>ies</u> | | | | | |
| RIPE NCC Roundtable I | Meetings for | governments | and related bo | <u>odies</u> | | | | |
| Other (please specify) | | | | | | | | |
| Cure (please speelify) | | | | <u> </u> | | | | |

| | actively involved with [Choose as many as appropriate] |
|------------|--|
| | Middle East Network Operators Group (MENOG) |
| | Eurasia Network Operators Group (ENOG) |
| | South East Europe (SEE) Regional Meetings |
| | Regional NOGs from other RIR regions, e.g. NANOG, Apricot |
| | National NOGs |
| | Other (please specify) |
| | |
| 32. | What should be the extent of the RIPE NCC's work with government? [Choose One] |
| 0 | None |
| 0 | Low level of engagement (e.g., provide information and cooperate when necessary) |
| © men | Moderate level of engagement (e.g., arrange and attend government roundtable meetings, represent the views of the RIPE NCC nbership to government) |
| com | High level of engagement (e.g., train government staff in use of RIPE NCC tools, encourage government engagement with the RIPE munity and the RIPE NCC membership) |
| | What should be the extent of the RIPE NCC's work with law enforcement agencies [As)? [Choose One] |
| 0 | None |
| 0 | Low level of engagement (e.g., provide information and cooperate when necessary) |
| 0 | Moderate level of engagement (e.g., arrange and attend LEA meetings, represent the views of the RIPE NCC membership to LEAs) |
| C the I | High level of engagement (e.g., train LEAs in use of RIPE NCC tools, encourage LEA engagement with the RIPE community and RIPE NCC membership) |
| | Do you have any other comments about external relations and Internet |
| gov | vernance? |
| 0 | No comment |
| 0 | Yes (enter comment) |
| | |
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16. Training and Education

| Background information on Training and Education | | | | | | | |
|---|--|--|--|--|--|--|--|
| *35. Have you attended a <u>RIPE NCC onsite training course</u> ? | | | | | | | |
| C Yes | | | | | | | |
| O No | | | | | | | |
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17. Training and Education

Background information on Training and Education

36. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|--|---|---|---|---|---|---|---|-----|
| The RIPE NCC's onsite training courses | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| The level of technical training provided by the RIPE NCC | O | O | O | 0 | 0 | 0 | 0 | 0 |
| The training documentation provided by the RIPE NCC | O | 0 | O | 0 | 0 | 0 | 0 | O |

18. Training and Education

| Background information on Training and Education | | | | | | | | |
|--|--|--|--|--|--|--|--|--|
| *37. Have you used the RIPE NCC's E-Learning Centre? | | | | | | | | |
| C Yes | | | | | | | | |
| O No | | | | | | | | |
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| 19. Training and Education | | | | | | | | | |
|--------------------------------------|---------------|------------|------------|-----------|------------|------------|------------|----------|--|
| Background information | on on Trainin | g and Educ | cation | | | | | | |
| 88. Please rate yound 7 being High | | action le | vel with t | he follow | ing from ' | 1 to 7, wi | th 1 being | g Lowest | |
| | 1 | 2 | 3 | | | 6 | 7 | N/A | |
| The RIPE NCC's E- Learning Centre | 0 | О | O | O | O | O | O | O | |
| | | | | | | | | | |
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20. Training and Education

| Background information on Training and Education |
|--|
| *39. Have you attended any of the RIPE NCC's webinars? |
| ○ Yes |
| © No |
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| ackground information | on Training | and Educ | ation | | | | | |
|---|-------------|-----------|------------|-------------------|------------|------------|------------|--------|
| | | | | h a f alla | : 6 | 44.7 | 4h 4 hain | |
|). Please rate you nd 7 being Highes | | ction lev | ei with ti | ne tollow | ing from | 1 to 7, wi | tn 1 being | g Lowe |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
| e RIPE NCC's webinars | 0 | 0 | 0 | 0 | 0 | 0 | O | 0 |
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| RIPE | E NCC SURVEY 2013 |
|--------------|--|
| 22. 1 | Training and Education |
| Back | ground information on Training and Education |
| 41. | Are there other content areas the RIPE NCC should provide training in? |
| 0 | No |
| 0 | Yes (please specify) |
| | |
| | Should the RIPE NCC invest in developing its remote training options (E-learning tre, webinars, online tutorials, etc.)? |
| 0 | Yes |
| 0 | No |
| 0 | I don't know |
| Addit | ional comment |
| | |
| 43. | Should the RIPE NCC train external parties to be trainers in RIPE NCC-related |
| area | · |
| 0 | Yes |
| 0 | No |
| 0 | I don't know |
| Addit | ional comment |
| | |
| | Should the RIPE NCC give more preference to training in developing countries than eveloped countries? |
| 0 | Yes |
| 0 | No |
| 0 | I don't know |
| Addit | ional comment |
| | |
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| RIPE NCC SURVEY 2013 |
|--|
| 45. Should the RIPE NCC invest in converting training courses and documentation into |
| languages other than English? |
| O Yes |
| O No |
| C I don't know |
| Additional comment |
| 46. Do you have any other comments about Training Services? |
| O No comment |
| ○ Yes (enter comment) |
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| 3. | RIPE NCC Ou | treach | and Ext | ernal R | elations | 5 | | | |
|------|--|---------------|----------------|------------|--------------|------------|------------|-----------|--------|
| Bac | kground information | on RIPE | NCC Outrea | ch and Ext | ernal Relati | <u>ons</u> | | | |
| 7. | Which of the fo | llowina | areas ar | e of inte | rest to vo | u? [Choo | se as ma | nv as | |
| | ropriate] | J | | | , | | | , | |
| | Internet governance | | | | | | | | |
| | IPv6 | | | | | | | | |
| | Critical Internet infrastru | icture protec | etion | | | | | | |
| | Internet security | | | | | | | | |
| | Cybercrime | | | | | | | | |
| | Public policy | | | | | | | | |
| | Privacy | | | | | | | | |
| | Other (please specify) | | | | | | | | |
| | | | | | | | | | |
| Q | What benefits | do vou e | soo from | ongogina | n with th | o DIDE NA | -C2 | | |
| | | _ | | | y with the | e RIPE IN | JUI | | |
| | The opportunity to deve | | | velopments | | | | | |
| | Closer links with the ted | | | | | | | | |
| | Expert advice on Intern | | | | | | | | |
| | The RIPE NCC's experi | | - | nce | | | | | |
| | Learning more about cr | tical Interne | t resources | | | | | | |
| | Other (please specify) | | | | | | | | |
| | Please rate you I 7 being Highes | | action lev | el with t | he follow | ring from | 1 to 7, wi | th 1 bein | g Lowe |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
| yste | consensus-based em of decision-making exists in the Internet stry | O | 0 | O | 0 | 0 | 0 | O | O |
| 0. | What can the R | IPE NC | C do to in | nprove in | nteractio | n with vo | ur sector | ? | |
| 0 | No comment | 3 | - - | | | | | | |
| 0 | | | | | | | | | |
| | Please specify | | | | _ | | | | |
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| NI-N | |
|---------------|--|
| | E NCC SURVEY 2013 |
| *5 | 1. What should be the extent of the RIPE NCC's work with government? |
| 0 | None |
| 0 | Low level of engagement (e.g., provide information and cooperate when necessary) |
| | Moderate level of engagement (e.g., arrange and attend government roundtable meetings, represent the views of the RIPE NCC bership to government) |
| | High level of engagement (e.g., train government staff in use of RIPE NCC tools, encourage government engagement with the RIPE nunity and the RIPE NCC membership) |
| 0 | I don't know |
| 52 . ' | What should be the extent of the RIPE NCC's work with law enforcement agencies |
| | As)? |
| 0 | None |
| 0 | Low level of engagement (e.g., provide information and cooperate when necessary) |
| 0 | Moderate level of engagement (e.g., arrange and attend LEA meetings, represent the views of the RIPE NCC membership to LEAs) |
| | High level of engagement (e.g., train LEAs in use of RIPE NCC tools, encourage LEA engagement with the RIPE community and RIPE NCC membership) |
| | I don't know |
| E2 1 | What are the DIDE NCC do to improve outrooch to recomment and regulators in |
| | What can the RIPE NCC do to improve outreach to government and regulators in reconstry? [Choose as many as appropriate] |
| _ | Produce explanations for non-technical policymakers |
| _ | Provide consultation for technical issues being discussed in public policy forums |
| _ | Organise meetings targeted at governments |
| | Organise events in conjunction with governments |
| | Coordinate workshops and informational sessions at Internet governance events |
| | Other (please specify) |
| | |
| | What other groups, forums or organisations should the RIPE NCC be actively aborating with? |
| | No comment |

Please specify

| RIP | E NCC SUR' | VEY 2 | 2013 | | | | | | |
|------------|---------------------------------|--------------|-----------------|-------------|-------------------------|------------|------------|-----------|------------|
| 55. | In which of the | followi | ng areas | should t | he RIPE I | NCC provi | ide traini | ng cours | es to |
| nor | n-RIPE NCC mer | nbers? | [Choose | as many | as appr | opriate] | | | |
| | Critical Internet Resource | es Manager | ment (IPv4, IPv | 6, AS Numbe | rs) | | | | |
| | RIPE NCC analytical too | ls and meas | surement servi | ces | | | | | |
| | The RIPE Database | | | | | | | | |
| | IPv6 Deployment | | | | | | | | |
| | Routing Security | | | | | | | | |
| | The RIPE Policy Develop | pment Proce | ess (PDP) | | | | | | |
| | None of the above | | | | | | | | |
| | Other (please specify) | | | | | | | | |
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| | | | | | $\overline{\mathbf{v}}$ | | | | |
| EG | De veu beve em | a4ba | | uto on Bi | DE NCC : | Troining? | | | |
| | Do you have an | iy otner | Comme | its on Ki | PE NCC | ı ranınıy: | | | |
| 0 | No comment | | | | | | | | |
| 0 | Yes (enter comment) | | | | | | | | |
| | | | | | | | | | |
| | | | | | $\overline{\mathbf{v}}$ | | | | |
| 57. | Please rate you | r satisfa | action lev | el with t | he follow | ing from | 1 to 7, wi | th 1 bein | g Lowest |
| and | l 7 being Highes | st. | | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
| | content at <u>RIPE</u> tings | 0 | 0 | 0 | 0 | O | O | O | 0 |
| | content at RIPE NCC | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Reg NOG | ional Meetings and Ss | | | | | | | | |
| 58. | Please choose | the rea | ional out | reach fo | rums and | l aroups t | hat the F | RIPE NCC | should |
| | actively involve | _ | | | | • | | | , 01100110 |
| | Middle East Network Ope | erators Grou | ıp (MENOG) | _ | | | | | |
| | Eurasia Network Operato | ors Group (E | NOG) | | | | | | |
| | South East Europe (SEE | E) Regional | <u>Meetings</u> | | | | | | |
| | Regional NOGs from oth | er RIR regio | ons, e.g. NANO | OG, Apricot | | | | | |
| | National NOGs | | | | | | | | |
| | Other (please specify) | | | | | | | | |

| RIP | E NCC SURVEY 2013 |
|-----|--|
| | Do you have any other comments about the RIPE NCC or its outreach and external |
| | ations? |
| 0 | No comment |
| 0 | Yes (enter comment) |
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24. IPv6 Deployment

| _ | |
|-----|--|
| Bac | ekground information on IPv6 Deployment |
| 60. | Does your organisation have a formal plan for IPv6 deployment? |
| 0 | Yes |
| 0 | No |
| 0 | I don't know |
| 61. | Does your organisation have an IPv6 transition budget? |
| 0 | Yes |
| 0 | No |
| 0 | I don't know |
| 62. | Does your organisation have staff trained for IPv6 deployment? |
| | Yes |
| 0 | No |
| 0 | I don't know |
| 63. | In your opinion, what prevents organisations from deploying IPv6? [Choose as |
| | ny as appropriate] |
| | Too costly |
| | I have enough IPv4 address space |
| | No market demand for IPv6 |
| | Difficulty convincing decision-makers.management |
| | Lack of technical knowledge |
| | My equipment doesn't support IPv6 |
| | My suppliers don't support IPv6 |
| | Other (please specify) |
| | |
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| 5. Please rate the following from 1 to 7, 1 being Strongly disagree and 7 being Strongly gree. 1 2 3 4 5 6 7 N/A the RIPE NCC should C C C C C C C the RIPE NCC should C C C C C C C the RIPE NCC should C C C C C C C C the RIPE NCC should C C C C C C C C the RIPE NCC should C C C C C C C C the RIPE NCC should C C C C C C C C C the RIPE NCC should C C C C C C C C C the RIPE NCC should C C C C C C C C C the RIPE NCC should C C C C C C C C C the RIPE NCC should C C C C C C C C C the RIPE NCC should C C C C C C C C C the RIPE NCC should C C C C C C C C C C the RIPE NCC should C C C C C C C C C the RIPE NCC should C C C C C C C C C the RIPE NCC should C C C C C C C C C the RIPE NCC should C C C C C C C C C the RIPE NCC should C C C C C C C C C the RIPE NCC should C C C C C C C C C the RIPE NCC should C C C C C C C C C C the RIPE NCC should C C C C C C C C C C the RIPE NCC should C C C C C C C C C C C the RIPE NCC should C C C C C C C C C C C the RIPE NCC should C C C C C C C C C C C C C the RIPE NCC should C C C C C C C C C C C C C C C C C C C | 5. Please rate the following from 1 to 7, 1 being Strongly disagree and 7 being Strongly gree. 1 2 3 4 5 6 7 N/A The RIPE NCC should C C C C C C C C The RIPE NCC should C C C C C C C C C The RIPE NCC should C C C C C C C C C The RIPE NCC should C C C C C C C C C The RIPE NCC should C C C C C C C C C The RIPE NCC should C C C C C C C C C The RIPE NCC should C C C C C C C C C The RIPE NCC should C C C C C C C C C The RIPE NCC should C C C C C C C C C The RIPE NCC should C C C C C C C C C The RIPE NCC should C C C C C C C C The RIPE NCC should C C C C C C C C The RIPE NCC should C C C C C C C C The RIPE NCC should C C C C C C C C The RIPE NCC should C C C C C C C C C The RIPE NCC should C C C C C C C C C The RIPE NCC should C C C C C C C C C C The RIPE NCC should C C C C C C C C C C C The RIPE NCC should C C C C C C C C C C C C C C C C C C C | No comment | | | | | | | | |
|--|---|---|---------|-----------|-------------|----------|------------|-----------|-----------|------------|
| the RIPE NCC should C C C C C C C C C C C C C C C C C C C | the RIPE NCC should C C C C C C C C C C C C C C C C C C C | Yes (enter comment) | | | | | | | | |
| the RIPE NCC should C C C C C C C C C C C C C C C C C C C | the RIPE NCC should C C C C C C C C C C C C C C C C C C C | | | | | △ | | | | |
| the RIPE NCC should C C C C C C C C C C C C C C C C C C C | the RIPE NCC should C C C C C C C C C C C C C C C C C C C | 5. Please rate the | followi | ng from 1 | l to 7, 1 b | eing Str | ongly disa | agree and | d 7 being | Strongl |
| the RIPE NCC should C C C C C C C C C C C C C C C C C C C | the RIPE NCC should C C C C C C C C C C C C C C C C C C C | gree. | | | | | | | | |
| norease efforts to raise wareness among overnments and egulators about IPv6 the RIPE NCC should | norease efforts to raise invareness among povernments and egulators about IPv6 The RIPE NCC should | | | | | | | | | |
| rorease efforts to raise wareness at the corporate evel about IPv6 The RIPE NCC needs to CCCCCCCCC arry out more oordination and ollaboration with local internet communities to elep facilitate IPv6 uptake The RIPE NCC should CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC | Accesse efforts to raise wareness at the corporate evel about IPv6 The RIPE NCC needs to C C C C C C C C C C C C C C C C C C | ncrease efforts to raise wareness among overnments and | 0 | O | © | © | © | 0 | 0 | (© |
| arry out more coordination and collaboration with local internet communities to telp facilitate IPv6 uptake The RIPE NCC should The RIPE NCC should The representation of the position of t | cordination and collaboration with local internet communities to selp facilitate IPv6 uptake The RIPE NCC should | ncrease efforts to raise wareness at the corporate | C | О | O | O | О | O | С | C |
| on training to help with the uptake of IPv6 where needed 6. Do you have any other comments to make on IPv6 deployment? No comment Yes (please specify) | on training to help with the uptake of IPv6 where needed 6. Do you have any other comments to make on IPv6 deployment? No comment Yes (please specify) | arry out more oordination and ollaboration with local nternet communities to | C | O | O | O | О | С | O | 0 |
| No comment Yes (please specify) | No comment Yes (please specify) | rovide practical, hands- on training to help with ne uptake of IPv6 where | O | 0 | 0 | 0 | O | O | O | O |
| | | No comment | y other | commen | its to ma | | 6 deploy | ment? | | |
| | | | | | | | | | | |

25. RIPE NCC Tools and Measurements

| Background information o | n RIPE NCC | Tools and | Measureme | <u>ents</u> | | | | |
|---|------------|-----------|-----------|-------------|-------------|----------|-----------|-------|
| *67. Which of the f | ollowing | RIPE NC | C analyti | cal tools | have you | used? | | |
| RIPE Atlas | | | | | | | | |
| RIPEstat | | | | | | | | |
| DNS Monitoring (DNSMO | <u>N)</u> | | | | | | | |
| Routing Information Servi | ce (RIS) | | | | | | | |
| Test Traffic Measurement | | | | | | | | |
| ☐ None of the above | | | | | | | | |
| Other (please specify) | | | | | | | | |
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| 68. Please rate your | eatisfacti | ion level | with the | following | from 1 to | 7 with | l being L | owest |
| and 7 being Highest | | ion level | with the | ionowing | 110111 1 10 | , , with | i being L | JWESL |
| 3 3 3 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
| The information published by the RIPE NCC about its measurement tools and statistics services | C | О | 0 | 0 | 0 | O | 0 | С |
| How easy it is to find the RIPE NCC's measurement tools and statistics services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | O |
| The usability of the RIPE NCC's measurement tools and statistics services | 0 | O | 0 | 0 | 0 | O | 0 | O |
| The usefulness of the RIPE NCC's measurement tools and statistics services for my day-to-day work | О | О | O | O | O | О | O | О |
| The results and statistical analyses presented by the RIPE NCC | О | О | О | О | О | O | О | 0 |
| RIPE Labs as a forum for presenting developments regarding the RIPE NCC's measurement tools and statistics services | C | C | 0 | 0 | 0 | C | C | 0 |
| | | | | | | | | |

| | eful for your daily operations? | |
|-------|------------------------------------|---|
| 3 | No comment | |
| 0 | Please specify | |
| | | |
| | | |
| 0. | Which of the following subject a | reas on RIPE Labs are of interest to you? [Choos |
| S | many as appropriate] | |
| | Operator tools | |
| | Measurements and statistics | |
| | IPv6 deployment | |
| | RIPE Database developments | |
| | Routing | |
| | Internet Exchange Point statistics | |
| | Internet governance articles | |
| | I never use RIPE Labs | |
| | Other (please specify) | |
| | | |
| | | |
| 1. | . Do you have any other commen | ts or suggestions about RIPE Labs? |
| 5 | No comment | |
| _ | | |
| 0 | Yes (enter comment) | |
| | | |
| | | |

| # 72. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest. 1 | | E NCC SUR' | | | | | | | | |
|--|------|---------------------------------|------------|---------|-------------|-------------|-----------|------------|-----------|-----------|
| *72. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest. 1 | | | | | | | | | | |
| Lowest and 7 being Highest. 1 2 3 4 5 6 7 N/A The information I receive a C C C C C C C C C C activities and developments The Options I have to Communicate with the RIPE NCC Website C C C C C C C C C C C C C C C C C C C | Bac | kground information | on RIPE N | CC Comm | nunications | | | | | |
| The information I receive and developments The options I have to communicate with the RIPE NCC with t | *7 | ′2. Please rate y | our satis | faction | level witl | n the follo | owing fro | m 1 to 7, | with 1 be | ing |
| The information I receive about the RIPE NCC's activities and developments The options I have to C C C C C C C C C C C C C C C C C C | Lov | vest and 7 being | _ | | | | _ | | _ | |
| communicate with the RIPE NCC RIPE NCC Website C C C C C C C C C C C C C C C C C C | abou | ut the RIPE NCC's vities and | | | | | | | | |
| 73. Which of the following methods that the RIPE NCC currently provides do you use to receive information? [Choose as many as appropriate] Email RIPE NCC mailing lists RIPE NCC website RIPE NCC website Ripe Meetings Regional Meetings Regional Meetings RIPE NCC Annual Report RIPE NCC Annual Report RIPE NCC Member Update RIPE Labs Twitter Facebook LinkedIn | com | municate with the | O | 0 | 0 | 0 | 0 | 0 | 0 | O |
| receive information? [Choose as many as appropriate] Email RIPE NCC mailing lists RIPE NCC website RIPE Meetings Regional Meetings General Meetings RIPE NCC Annual Report RIPE NCC Activity Plan and Budget RIPE NCC Member Update RIPE Labs Twitter Eacebook LinkedIn | RIPI | E NCC Website | 0 | 0 | 0 | 0 | 0 | 0 | O | 0 |
| receive information? [Choose as many as appropriate] Email RIPE NCC mailing lists RIPE NCC website RIPE Meetings Regional Meetings General Meetings RIPE NCC Annual Report RIPE NCC Activity Plan and Budget RIPE NCC Member Update RIPE Labs Twitter Eacebook LinkedIn | 73. | Which of the fo | llowing ı | methods | s that the | RIPE NO | CC curren | itly provi | des do yo | ou use to |
| RIPE NCC website RIPE Meetings Regional Meetings General Meetings RIPE NCC Annual Report RIPE NCC Activity Plan and Budget RIPE NCC Member Update RIPE Labs Twitter Facebook LinkedIn | | | _ | | | | | | _ | |
| RIPE NCC website RIPE Meetings Regional Meetings General Meetings RIPE NCC Annual Report RIPE NCC Activity Plan and Budget RIPE NCC Member Update RIPE Labs Twitter Facebook LinkedIn | | Email | | | | | | | | |
| Regional Meetings General Meetings RIPE NCC Annual Report RIPE NCC Activity Plan and Budget RIPE NCC Member Update RIPE Labs Twitter Facebook LinkedIn | | RIPE NCC mailing lists | | | | | | | | |
| Regional Meetings General Meetings RIPE NCC Annual Report RIPE NCC Activity Plan and Budget RIPE NCC Member Update RIPE Labs Twitter Facebook LinkedIn | | RIPE NCC website | | | | | | | | |
| General Meetings RIPE NCC Annual Report RIPE NCC Activity Plan and Budget RIPE NCC Member Update RIPE Labs Twitter Facebook LinkedIn | | RIPE Meetings | | | | | | | | |
| RIPE NCC Activity Plan and Budget RIPE NCC Member Update RIPE Labs Twitter Facebook LinkedIn | | Regional Meetings | | | | | | | | |
| RIPE NCC Activity Plan and Budget RIPE NCC Member Update RIPE Labs Twitter Facebook LinkedIn | | General Meetings | | | | | | | | |
| RIPE NCC Member Update RIPE Labs Twitter Facebook LinkedIn | | RIPE NCC Annual Repo | <u>rt</u> | | | | | | | |
| RIPE Labs Twitter Facebook LinkedIn | | RIPE NCC Activity Plan | and Budget | | | | | | | |
| Twitter Facebook LinkedIn | | RIPE NCC Member Upd | <u>ate</u> | | | | | | | |
| Facebook LinkedIn | | RIPE Labs | | | | | | | | |
| □ LinkedIn | | Twitter | | | | | | | | |
| | | Facebook | | | | | | | | |
| Other (please specify) | | LinkedIn | | | | | | | | |
| ▲ | | Other (please specify) | | | | | | | | |
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| II other interested | RIPE NCC improve its communications with RIPI parties? | |
|---------------------|--|-----------------|
| ○ No comment | | |
| Please specify | | |
| | | |
| | ▼ | |
| 5. Should the RIPE | NCC invest member funds in communicating in | languages other |
| nan English? | | |
| ◯ Yes | | |
| ○ No | | |
| ◯ I don't know | | |
| dditional comment | | |
| | | |
| | \vee | |
| 6. Do you have sug | ggestions to improve the RIPE NCC website? | |
| ○ No comment | | |
| Yes (enter comment) | | |
| | | |
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| | y other comments about RIPE NCC communicat | ions? |
| ○ No comment | | |
| Yes (enter comment) | | |
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27. RIPE Meetings

| Background information on RIPE Meetings |
|--|
| *78. Have you physically attended a RIPE Meeting in the past three years? |
| C Yes |
| C No |
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| RIPE NCC SURVEY 2013 |
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| 28. RIPE Meetings |
| Background information on RIPE Meetings |
| 79. Do you have suggestions for how the RIPE NCC can improve the RIPE Meeting |
| experience? |
| C No comment |
| C Yes (enter comment) |
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| RIPE NCC SURVEY 2013 |
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| 29. RIPE Meetings |
| Background information on RIPE Meetings |
| 80. Is there anything that would encourage you to attend a RIPE Meeting? |
| O No comment |
| C Yes (enter comment) |
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30. RIPE Meetings

Background information on RIPE Meetings

81. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|--|---|---|---|---|---|---|---|-----|
| The distribution of RIPE Meeting locations around the RIPE NCC service region | 0 | 0 | O | 0 | O | O | 0 | C |
| The remote participation options (video and audio streams, live session transcripts, chat rooms and archived media) at RIPE Meetings | 0 | C | О | C | О | O | O | C |

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31. The RIPE Policy Development Process (PDP)

Background information on the RIPE Policy Development Process (PDP)

| 82. Please rate your satisfaction level with the following from 1 to 7, with 1 l | being Lowest |
|--|--------------|
| and 7 being Highest. | |

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|-----|
| The RIPE Policy Development Process (PDP) as a way of developing Internet number resource management policy | O | О | О | О | С | О | С | C |
| How easy it is to understand the PDP | O | O | 0 | 0 | 0 | 0 | 0 | 0 |
| The ability to participate in the PDP | 0 | О | 0 | О | 0 | 0 | 0 | 0 |
| The communication of developments at all stages of the PDP | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| The Impact Analyses provided by the RIPE NCC | 0 | О | 0 | 0 | 0 | 0 | 0 | 0 |
| The ability to find current policy documents on the RIPE NCC website | O | 0 | 0 | 0 | 0 | 0 | 0 | O |

83. Should the PDP use media forms other than mailing lists to develop policy?

| 0 | No | |
|---|----------------------|---------------|
| 0 | Yes (please specify) | |
| | | <u>_</u> |
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84. Do you have any other comments about the RIPE Policy Development Process?

| 0 | Yes (enter comment) | |
|---|---------------------|---|
| | | ^ |
| | | 7 |

O No comment

| RIPE NCC SUR | VEIZ | .013 | | | | | | |
|---|------|------|---|---|-----------|----------|---|-----|
| 32. The RIPE Database | | | | | | | | |
| Background information on the RIPE Database | | | | | n I owest | | | |
| 85. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowes and 7 being Highest. | | | | | | g Lowest | | |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
| How easy it is to use the RIPE Database for operational purposes | 0 | O | 0 | 0 | 0 | 0 | 0 | С |
| Accuracy of the public data stored in the RIPE Database | O | 0 | O | O | O | O | O | O |
| Accuracy of the RIPE NCC-maintained registry information stored in the RIPE Database | 0 | 0 | 0 | 0 | 6 | 0 | 6 | O |
| Ease of maintaining and keeping data up-to-date in the RIPE Database | O | O | O | O | 0 | O | O | O |
| C Please specify | | | | ~ | | | | |
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| | E NCC SURVEY 2013 | | | | | |
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| | Network Security | | | | | |
| Bac | ekground information on Network Security | | | | | |
| 7. | What are the main network or information security concerns in your | | | | | |
| eg | ion/industry? [Choose as many as appropriate] | | | | | |
| | Botnets | | | | | |
| | DDoS (distributed denial of service) attacks | | | | | |
| | Excessive regulation | | | | | |
| | State-sponsored cyber attacks | | | | | |
| | Advanced Persistent Threats (APT) | | | | | |
| | Precision Targeted Malware | | | | | |
| | IP Hijacking | | | | | |
| | Cloud security | | | | | |
| | Identity theft | | | | | |
| | Mobile device security | | | | | |
| | Other (please specify) | | | | | |
| | | | | | | |
| | Which of the following actions should the RIPE NCC take to help with Internet curity concerns? [Choose as many as appropriate] Increase engagement with the Internet security industry | | | | | |
| | Promote use of RIPE NCC tools (e.g. <u>RIPEstat</u>) to the Internet security industry | | | | | |
| | Provide a forum for discussion of Internet security issues at RIPE NCC events (e.g. <u>Regional Meetings</u>). | | | | | |
| | Further develop Resource Certification (RPKI) | | | | | |
| | | | | | | |
| | Play a coordinating role in the case of a large-scale network security incident (CERT/CSIRT) | | | | | |
| | Other (please specify) | | | | | |
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| RIPE NCC SURVEY 2013 | | | | | |
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| 34. General Question | | | | | |
| 89. Are there any areas or issues not covered by this survey that you would like to comment on? | | | | | |
| C No comment | | | | | |
| C Yes (please specify) | | | | | |
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RIPE NCC SURVEY 2013 35. Profile Information

| an | Organisation Type | |
|-------------|---------------------------------------|---|
| 9 0. | Internet Service Provider | |
| 0 | Hosting company | |
| 0 | Mobile operator | |
| 0 | Data centre | |
| 0 | Academic institution | |
| 0 | Government agency | |
| 0 | Regulatory body | |
| 0 | Law enforcement | |
| 0 | Internet Exchange Point | |
| 0 | DNS ccTLD/gTLD | |
| 0 | Regional Internet Registry | |
| 0 | Other not-for-profit Internet company | |
| 0 | Other (please specify) | |
| | | _ |
| | | 7 |
| • | | |
| | Position/Title | |
| 0 | Network operator/engineer | |
| 0 | Systems administrator | |
| 0 | Programmer | |
| 0 | Non-engineering staff | |
| 0 | Corporate manager | |
| 0 | Government staff | |
| 0 | Law enforcement officer | |
| 0 | Public policy maker | |
| 0 | Research | |
| 0 | Student | |
| 0 | Other (please specify) | |
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| XIII | L NCC 30r | (VE1 2010 | | |
|-------------|----------------------|------------------------------|----------------------------------|-----------|
| 92. | Size of Organi | isation | | |
| 0 | Up to 50 employees | | | |
| 0 | 51-250 employees | | | |
| 0 | 251-2,500 employees | 3 | | |
| 0 | More than 2,500 empl | loyees | | |
| 93. | If vou wish to | be entered in the prize draw | v, please enter your email addre | ess. This |
| | | ot be made known to the R | | |
| Emai | il Address: | | | |
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