Update from the RIPE NCC
Customer Services

What can we do for you?
Customer Services

• Member Services
  - New LIR and DAU Setup
  - Billing
  - Administrative and LIR Portal Support to LIRs

• Coordination Activities
  - RIPE DB & DNS User Support

• Information Services
  - Administrative Support for TTM and DNSMON

• Currently investigating alternative / improved means of communication
Customer Services - Statistics

- 20,000+ tickets handled in 2009
- Strong increase in billing-related questions due to 2007-01
  This is levelling out in Q2
- Stable 1 day response time
Registration Services

• Maintaining SLAs, with high ticket load

• Reclamation project:
  - Announced IP address space, “pending closure” LIRs
    • Since 2007, 788 non-paying LIRs contacted
      - 175 LIRs re-opened
      - 561 LIRs had Allocations returned to the RIPE NCC (5,658,624 IP addresses)

• Audit activity
  - From 1996 until 2008 - 343 Audits
  - 2009 - 301 Audits
  - 2010 - 188 Audits (to date)
Registration Services

• 2007-01 implementation - Processing incoming contracts and user queries
  - See later presentation

• Quality of Registration Data - RDQ Project (with Science Group)
  - See later presentation

• KPMG Audit on RS processes
  - RS procedures well documented and in line with policies

• Internal escalation process for large resource requests
Training Strategy and Goals

• External
  - Giving a “face” to the RIPE NCC
  - Promote NCC messages and services
  - Know what is going on in the community
  - Reduce workload by training members

• Internal
  - Valuable source of information
  - Gather and pass on feedback from the community
  - Training and mentoring (new) staff
Training

• Training courses and presentations
  - Launched IPv6 course, extremely well received
  - Trained 1500 members (80 courses in 40 countries)
  - Delivered 17 presentations at various conferences
  - Launched DNS Basics e-learning module

• Videos and other productions
  - IPv6 testimonials for IPv6 Act Now and IPv6 courses
  - e-voting videos
  - LIR Locator video
  - Certification
Our Courses

• LIR
• IPv6
• Routing
  Registry
• Workshops on request

Reduce workload of our members and of all departments inhouse
Legal update

• Closure
  - Finalising reasons/procedure for closure
  - Next step: Update ripe-301, set up mergers document

• Data Protection wrap-up
  - Participation in EU consultation on Data Protection Directive
  - End of Task Force - final report published

• RPKI
  - Analysis on possible legal implications
  - Next steps: legal framework (policies, license agreements etc)
Fortifying Arbitration

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

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

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

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

• NetSense under active development
  - more features soon http://netsense.ripe.net

• DNSMON interface overhaul underway
  - prototype at RIPE60

• TTM refresh will follow during 2010
Science Group

• Main task is Research & Development
  - Envision and study future services
  - Analyse interesting or useful data, advise RIPE NCC and the RIPE community

• Produced a number of articles about prototypes, analyses, and other interesting stuff on RIPE Labs
  - See http://labs.ripe.net/
Science Group

• REX, the Resource EXplainer prototype (“all you ever wanted to know about number resources”) is a recent example which is also available to the public:
  - See http://rex.ripe.net/

• Focus on data quality and future needs of the RIPE NCC
DNS Updates

• K-root DNSSEC readiness
  - Bandwidth upgrades
  - NSD upgrade (better TCP and fragmentation tuning)

• DNSSEC infrastructure improvement
  - Switch to new signers on 14 June 2010
  - Review all procedures and policies

• New anycast cluster for forward and reverse zones
  - ripe.net, etc
  - in-addr.arpa, ip6.arpa and e164.arpa
External Relations and Communications

• ER: Representing community interest towards new stakeholders

• Joint effort with NRO:
  ICANN, OECD, IGF, ITU, ITU Telecom World
  - Donated sizeable amount of Paul Rendek’s time to NRO for PR & Comms efforts

• IPv6 Awareness
  - ActNow.org
  - Press briefings (seriously increasing media presence)
  - Workshops

• Joined ITU as sector member
RIPE area / RIPE NCC events

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

• Establish contact

• Increase understanding of the RIPE / RIPE NCC role

• Manage expectations
  - First responsibility to members & community!
  - Actions within our mandate from the RIPE Community
  - Tasks explicitly given to us by our members

• Participation in LEA meetings

• Very positive relationships being built
Communication Appreciated

• RIPE NCC exists to serve you…
  - Members
  - “Community”
  - Other stakeholders, to defend BUISR, for your benefit

• We document our plans
  - Activity Plan, see
  - Presentations / Announcements

• Usually, barely any reaction to publication of AP
  - Is this good? Or bad?
Questions?