



# RIPE NCC Update





# Overview

- Update
- 2005 Membership Survey
- Vision & Strategy 2006



# The Mission Statement

"The mission of the RIPE NCC is to perform activities for the benefit of the membership; primarily activities that the members need to organise as a group, although they may be competing with each other in other areas.

While an activity may result in services being provided to an individual member, performing the activity as a whole must benefit the RIPE NCC membership as a group."

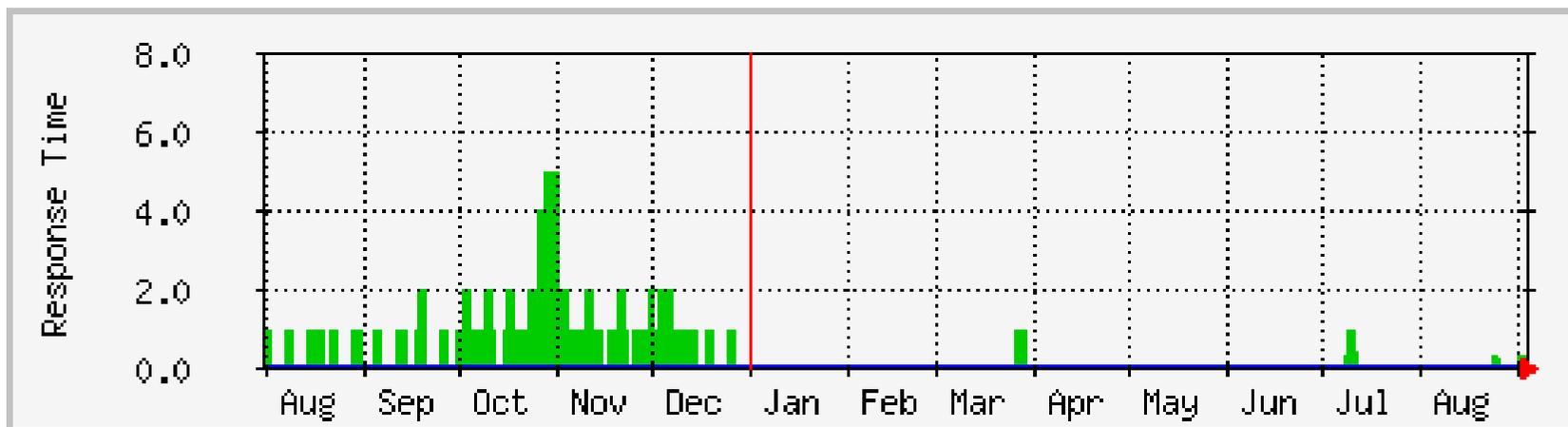


# Registration Services (1)

- Documentation update
  - Improving clarity of English in all request forms and supporting notes
  - First couple are released
- Data Integrity
  - Preparing for move to new internal registration Database
  - Requesting the return of unused address space
- LIR Portal
  - Encouraging activation (92% of members have account)

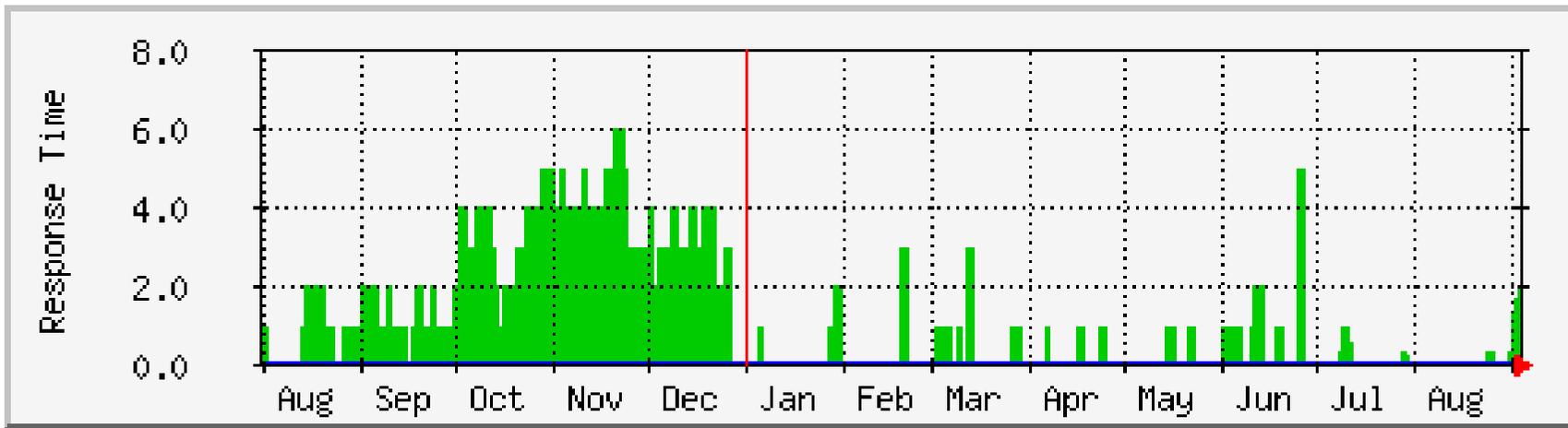
# Registration Services (2)

- Request Handling
  - Request numbers: steady
  - Faster response times in 2005
    - `hostmaster@ripe.net`



# LIR-help

## New Year Resolution successful...



# Training

- Training course material totally revised
  - Rewritten LIR and RR courses
  - New course: “DNS for LIRs”
- Outreach activities
  - Reaching out to other audiences
  - Piggy-backing onto third party events

## Courses in Manama, Bahrain

- LIR Course, 13 February
- Routing Registry Course, 14 February
- DNS for LIRs Course (new!), 15 February

<https://lirportal.ripe.net/lirportal/training/course-list.html>



# RIPE NCC E-Learning Centre

- Available now
  - Using the WhoisDatabase
- Under development
  - Policy Development Process (January 2006)
  - Billing/Charging scheme (Q2 2006)
  - Advanced Database (Q2 2006)

<http://e-learning.ripe.net>

# K rootserver

- K Root
  - 16 mirror instances deployed.
  - 4 globally visible, 12 locally visible
  - Lately...
    - APNIC Brisbane, NAP of the Americas Miami, NIXI Delhi, Novosibirsk
    - Initial goal (deploying several “local” instances) is achieved.
- Studies of the impact on anycast on root server performance
  - Collaboration with CAIDA, ISC and others
  - Aim to better understand the effects of deploying anycast nodes
  - Come up with recommendations where to install additional nodes.
- After analysis possibly another phase of deployment



# Test Traffic Measurements

- Established service, network still growing
- New work areas:
  - OWAMP towards Interoperability  
(One Way Active Measurement Protocol)
  - Better time-stamping
- Possible new work item:  
Measurements to end user sites
  - Discussion started at RIPE 50
  - Continued at RIPE 51



# DNSMON

- Service to monitor TLD and root servers
- Production service since March 2005
- 14 TLDs participate
- Costs shared between participating TLDs
- Improving the service based on user feedback



# DNS infrastructure evolution

- Ongoing improvement zone distribution and checks
- Ongoing functional split across servers for all zones
- Ongoing migration of zones onto appropriate nameservers
- In preparation for DNSSEC deployment, [www.ripe.net](http://www.ripe.net) is now signed

# DNSSEC

- DNSSEC specifications finished this spring
- RIPE NCC started deployment
  - Forward zones are now signed
  - Working on reverse zones
  - Working on secure delegations
- DNSSEC implemented on all RIPE NCC DNS services

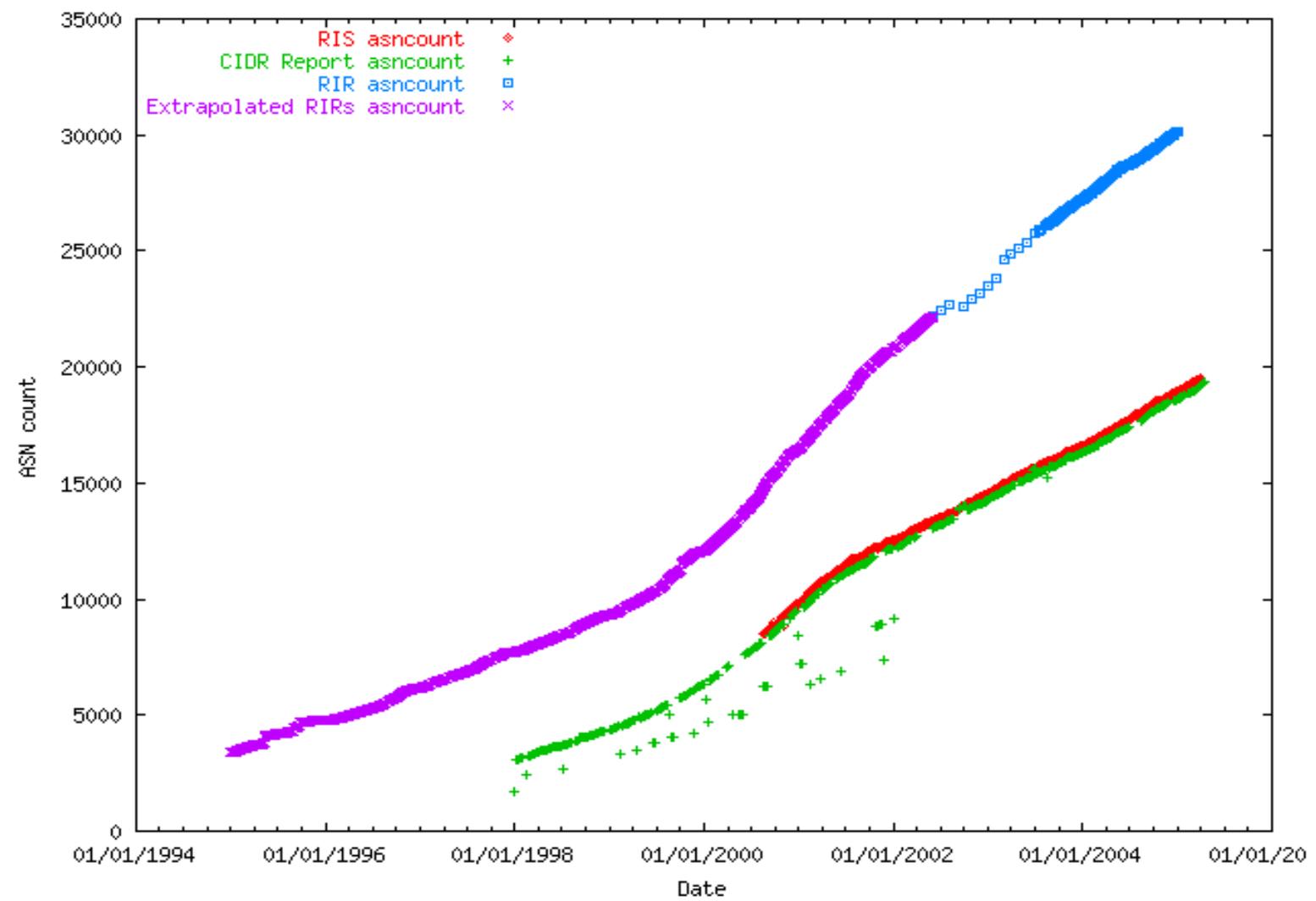
# RIS

- Performance
  - Change underway in RIS database to improve timeliness of routing data
- Staff available to discuss peerings and show what can be done with the output

# Statistics collection

- Collect statistical information on the Internet
- Target audience: policy makers, operators and many more
- Example: hostcount
- Example: ASN-MIA studies
  - Number of ASN seen on the Internet
  - We will run out of 16 bit ASN in 2013-2016
  - Community starting to think about deploying four byte AS

# ASN MIA





# New “New Projects”

- Talk to us about possible new activities and projects
- RIPE NCC is ready and able to react to suggestions from the community



# Replacement of Systems

- Pre-historic PABX replaced by VoIP solution
  - Switch happened last week
  - Yes, my phone still works...
- Network equipment replacement
  - Network of the RIPE NCC will be improved and be more secure
- Mail improvements
  - Mostly done
- Ticketing System
  - Uniform system for all aspects of RIPE NCC
  - Completion scheduled for Q1/2006

# Software Engineering

- Payment systems integrated with TripleDeal
  - More flexibility in payment method
  - Immediate resolution of payments
    - LIR invoicing
    - RIPE Meeting registrations
- Whois database
  - Abuse changes  
(improved ability to report and find abuse contacts)
  - RPSLng  
(IPv6 and multicast support for routing registry)
  - CRISP/IRIS prototype server being put into production

# RIR Coordination

- Working together in Number Resource Organisation (NRO)
  - ICANN issues
  - WSIS
  - Engineering & Communications Coordination
- Ongoing Hosting of computing facilities for NRO / ASO secretariat
- Training, Outreach, External Relations



# Membership Survey

- History of RIPE NCC Membership Surveys
- RIPE NCC Membership Survey 2005
  - Preparation
  - Stats
- The Results
  - Improvements & Actions / Support

# History

- First Membership Survey held in 1999
    - Conducted 'in-house' by RIPE NCC
  - Second Membership + Stakeholder Survey 2002
    - Conducted by KPMG (29 Aug.-31 Oct. 2002)
    - Goal:
      - View on current and future services
    - 259 respondents, 19 countries
    - Actions spread across 2003, 2004 & 2005
    - Changes in Services, Service Delivery and Related Operations
- <http://www.ripe.net/membership/survey2005/results/>

# 2005: Preparations

- “Membership only” Survey conducted by KPMG
- Development of survey questions
  - View on current services
  - View on possible future services
  - View on priority of resource allocation
- Validation
  - 50 members selected, 31 completed replies received
  - Representative of region and size of members
  - Input carefully considered and survey modified to ‘final’ version

# 2005: Statistics

- Survey conducted from 31 May-8 July 2005
- 279 respondents, 54 countries
- Average score for current services (Sect. I) was 5.6
  - Scoring 1 to 7 (7 = highly satisfactory, 0 = no view)
- RIPE NCC Membership Survey 2005 results
  - Summary document + report with all feedback comments  
<http://www.ripe.net/membership/survey2005/results/>



# 2005: Improvements & Actions? (feedback received)

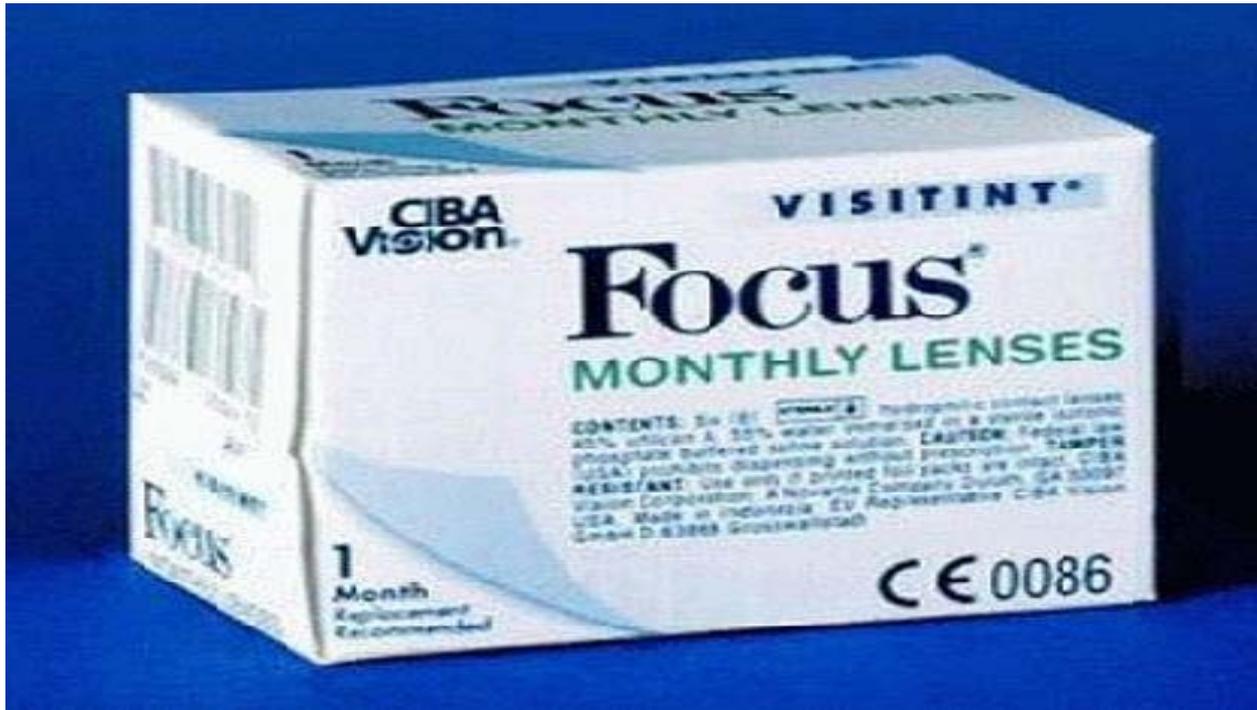
- Email requests not being answered in a timely manner / lost in ticketing system
- Email only contact a barrier to service
- Multi-language support + core documentation
- More Training Courses / introduce CBT / improve course material – more practical and hands-on
- RS online tools are: not known / not reliable / not user friendly
- Too much documentation – hard to follow
- Better promotion of current services portfolio
- Best practices with regards to Registration Services



# 2005: Statements of Support

- Training Services
- LIR Portal & various online tools - great start for self-service management
- High level of general customer support
- RIPE DB speed of handling updates and queries
- Outreach activities highly supported, members believe the RIPE NCC represents LIRs interests well
- Much support for RIPE NCC collecting operational information on the Internet
- *“Stay as you are and keep improving. After all I have the humble impression that RIPE NCC is the fairest and way coolest RIR this world has. ;-)”*

# Vision and Focus 2006



# Background Strategy

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- Activities based on Community Input
- Improvement of Registration Process Quality / Data
- Overall Service Quality Improvements
  - Resilience
  - User-Interfaces
  - Value to Operators and Community
- Security of Provision Processes
- Securing Ongoing Support for Self-Regulation

# Concrete Focal Points

- Better Registration
  - Improving Consistency / Robustness of Resource Distribution
  - Improve Accuracy, Consistency, Completeness of Public Registration Data
- High Quality Services
  - Continued Improvement of Back-Office
  - Careful Establishment of Member Service Desk
- Security of Internal IT Infrastructure / Services

# New Activities 2006



- Just one, this time, really...
- Support for Routing Security:
  - Registration Data Improvement
  - Support / Coordinate Introduction of New Technologies
  - Design / Plan Implementation of Certification
  - Supported by Community Dialogue
- Unforeseen Activities

# Outlook 2006

- Stability in current services
- Improvement of current services
- Focus on security
  - Prepare for Certification of Resources
  - Prepare for Routing Security
- Continued Outreach / External Relations
  - Information, Education, Cooperation
  - WSIS / IGF and beyond
  - To promote Bottom-Up Industry Self-Regulation



<http://www.ripe.net/presentations>