

KPMG 2002 SURVEY ON BEHALF OF THE RIPE NCC

From: The RIPE NCC and KPMG

To: RIPE NCC Members

MEMBER SURVEY - RESPONSE FORM

As a RIPE member, you are requested and encouraged to assist in this consultation and survey by answering the questions which follow and, if you wish, by meeting with KPMG for a discussion at one of the places in the meeting location schedule.

Please send your response document as an email attachment to

aearyl@kpmg.com.au

or if you wish to fax your response please do so to KPMG on **+61 7 3220 0074** for the attention of Ross McConachie

A. Respondent Details

1. Name of organisation represented in this response:
2. Country where the organisation is located:
3. Name and function of individual respondent(s):
4. Contact details (email and/or fax/phone) of respondents:

B. Survey Questions

This survey has been created as a text and word document so that you can download it and use as much space to answer each question as you feel to be necessary. Please feel free to attach additional pages if required. You are encouraged to give us as much information as you can and to add additional points or issues you wish to raise. All we ask is that you follow the sequence of our questions and add any new issues at the end – Thanks.

1. Please describe the services that you currently receive from RIPE NCC, in their order of importance to you.

2. Please comment on whether the current services you receive, meet your needs in terms of timeliness, quality or any other aspect.

3. Please list any other RIPE NCC services that you are aware of and do not use.

4. Why does your organisation not use them? Because they are not relevant to your needs?

5. Please describe, in priority order, any services that you need, which should be provided by the RIPE NCC in future. Please also indicate whether you would be prepared to pay increased fees in order to receive these services.

6. As a member, what do you consider to be the most appropriate ways for the RIPE NCC to encourage and receive input from the RIPE community?

7. For the RIPE NCC to more effectively carry out its responsibilities, what do you feel is your role as a member of the RIPE NCC?

8. RIPE, a collaborative forum open to all parties, forms decisions by consensus through an open and transparent process. What are your views on the manner in which the organisation should make (and be seen to make) decisions in appropriate ways – but at the same time quickly enough to stay relevant?

9. RIPE holds regular meetings in different parts of its region. Do you attend these meetings? Do they meet your needs?

10. If you do not attend, are there any particular reasons for your non-attendance? What could be done to encourage your attendance?

11. Are there any particular individuals or organisations that we should invite to participate in this survey?

C. Issues for consideration

Please read these questions and give us your views on any or all of the points we have raised.

After you have considered these issues, please add any issue that you as a member wish to raise for discussion – and give us your views. Issue A - Should the RIPE NCC be simply a registry or should it also provide other services?

Issue B – Should the RIPE NCC provide leadership in areas of emerging new technology related to the RIPE NCC members? If so, what areas should it specialise in?

Issue C – The RIPE NCC spends significant resources training LIRs. Are you aware of these programmes? Do you consider this effort to be worthwhile and effective?

Issue D -Should the RIPE NCC regularly seek members' views on new services and their views on the standards of existing services provided? If so what are the most effective means for seeking member input?

Issue E - In addition to views about services, what are the best ways for the RIPE NCC to regularly receive input and comments from its members ? Do you feel that your views and needs are adequately represented under the present structure?

Issue F -Compared to other essential services which you receive such as gas, electricity, telephone and car registration, how would you rate the RIPE NCC service standards?

Issue G - If you had to identify your top service provider of any type of service you receive, what is it that makes them stand out?

You will appreciate that the RIPE NCC resources are limited and must be expended on activities that meet the main needs of most members. So would you please rank any of the issues you have selected (including any which you have added) IN ORDER OF IMPORTANCE. Please do this on a separate sheet.

Finally, may we express our thanks for your participation, we realise that we have taken up a great deal of your time – but we are confident that this process will enable the RIPE NCC, to provide you with even better services in the future.