RIPE NCC

Members Survey
2005

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This report contains 35 pages

Document review and approval

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KPMG

Contents

1 Executive Summary

In 2002, KPMG conducted a survey of members on behalf of the RIPE NCC. Following that survey, KPMG understands that the RIPE NCC implemented a program of service improvement. KPMG have now been requested to conduct a follow-up survey of members, the purpose of which is to ascertain their current perception of the performance of the RIPE NCC.

The survey document was developed with considerable input from the RIPE NCC staff and validated by 50 RIPE members before general distribution. Responses were received from 279 members from a wide cross section of size and country.

In Section 1, members were invited to rate services on a scale from 1 to 7. The mean of all means were 5.641, which is very satisfactory. Comments were largely constructive and positive. Overall, members' attitudes had improved significantly when compared with 2002.

The following summary presents mean results for Section 1 of the survey.

SECTION 1 – About RIPE NCC Services

GENERAL

1	We are happy with the customer service offered by the RIPE NCC.	Av. Rating **5.896**
2	The RIPE NCC is easy to contact if we have a problem with their services.	Av Rating **5.612**
3	We think that the RIPE NCC services are good value for money.	Av Rating **5.367**

REGISTRATION SERVICES

4	The RIPE NCC deals with our requests for resources quickly.	Av. Rating **5.842**
5	It is easy to find information about how to request resources from the RIPE NCC.	Av. Rating **5.355**
6	The request forms are easy to complete.	Av. Rating **5.219**
7	The online tools are easy to use.	Av. Rating **5.764**
8	The RIPE NCC gets the right balance between quick service and needing justification for resources.	Av. Rating **5.545**

TRAINING SERVICES

9	The RIPE NCC Training Courses meet our needs.	Av. Rating **5.377**
10	In addition to the current portfolio, the RIPE NCC should develop new Training Courses.	Av. Rating **5.169**
11	We are satisfied with the LIR Training Course.	Av. Rating **5.756**
12	We are satisfied with the Routing Registry Training Course.	Av. Rating **5.143**
13	We are satisfied with the DNSSEC Training Course.	Av. Rating **5.474**

BILLING SERVICES

14	We are satisfied with the RIPE NCC billing system.	Av. Rating **5.383**
15	We receive invoices from the RIPE NCC in time to arrange payment.	Av. Rating **5.916**
16	The RIPE NCC gives us all the information we need to pay.	Av. Rating **6.084**
17	The RIPE NCC answers billing questions quickly.	Av. Rating **5.479**
18	The RIPE NCC fee structure is fair.	Av. Rating **5.328**

WHOIS SERVICES

19	It is easy to query the RIPE Database.	Av. Rating **6.083**
20	It is easy to update the RIPE Database.	Av. Rating **5.878**
21	We are satisfied with the general user support provided for the RIPE Database.	Av. Rating **5.863**
22	We are satisfied with the speed at which the RIPE Database processes updates and queries.	Av. Rating **6.128**

DNS SERVICES

23	We are satisfied with the availability and quality of the Reverse DNS service offered by the RIPE NCC.	Av. Rating **5.923**
24	We are satisfied with the performance of k.root-servers.net.	Av. Rating **6.143**
25	It is important to have more anycast instances of the K-root server.	Av. Rating **5.168**

RIPE MEETING SUPPORT

26	We are satisfied with the RIPE Meeting registration system.	Av Rating **5.890**
27	When we cannot go to a RIPE Meeting, the RIPE NCC keeps us well informed about what happened there.	Av Rating **5.468**
28	We are satisfied with the quality of the technical set up and support that the RIPE NCC offers at RIPE Meetings.	Av Rating **5.816**

OUTREACH

| 29	The RIPE NCC outreach activities are useful. (For example: WSIS, RIPE NCC Roundtable Meetings, Regional Meetings and information dissemination on the RIR system etc.)	Av Rating **5.377**
30	We are satisfied with the way the RIPE NCC represents its members' interests to national governments, the EU and the WSIS process.	Av Rating **5.472**

INFORMATION SERVICES

31	We believe that it is useful that the RIPE NCC collects operational information on the Internet for research purposes.	Av. Rating **5.922**
32	We are satisfied with the range and accuracy of statistical information that the RIPE NCC provides.	Av. Rating **5.675**

Section 2 invited members to give their views and priorities for new services and projects. This produced a range of information which will be of interest to members and of use to the RIPE NCC in future service planning.

The following charts reveal how survey participants, on average, would allocate a notional 100 points to new RIPE NCC services and activities.

SECTION 2 – Part 1

Figure 1: Distribution of Points in Section 2.1
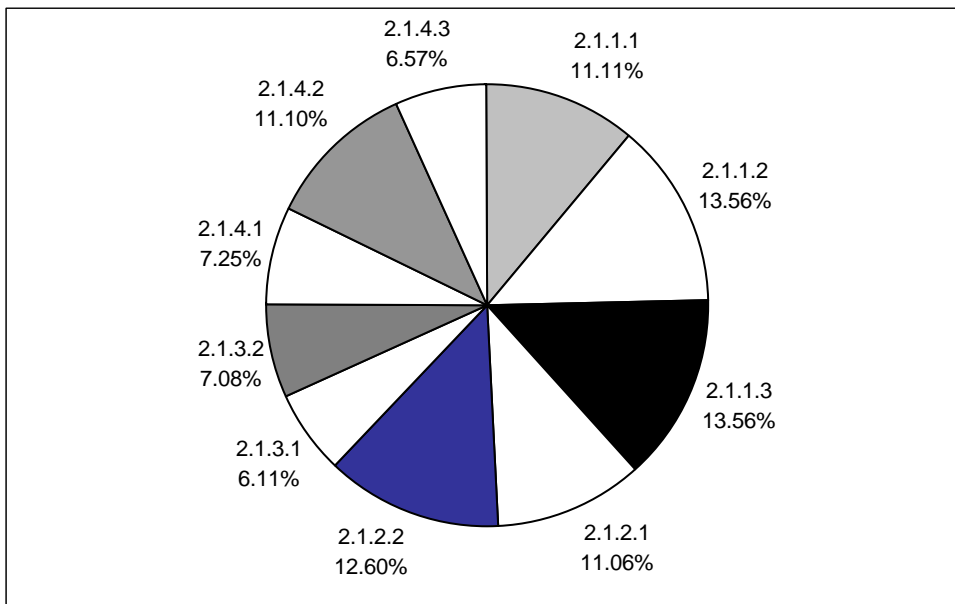
(Note: Only responses where totals equalled 100 ± 10 or were zero responses for all questions were used in the final data.)

Registration & Database Services

2.1.1.1 A better web page where members can request Internet resources (allocation assignments, AS Numbers and domains).
2.1.1.2 A web page where members can manage the resources they have registered in the whois database
2.1.1.3 A web page where members can get a visual overview of their Internet resources.

Training Services

2.1.2.1 Develop online and computer based training courses from the current training portfolio offered by the RIPE NCC.
2.1.2.2 Develop technical courses around services provided by the RIPE NCC (IPv6, DNS, etc.)
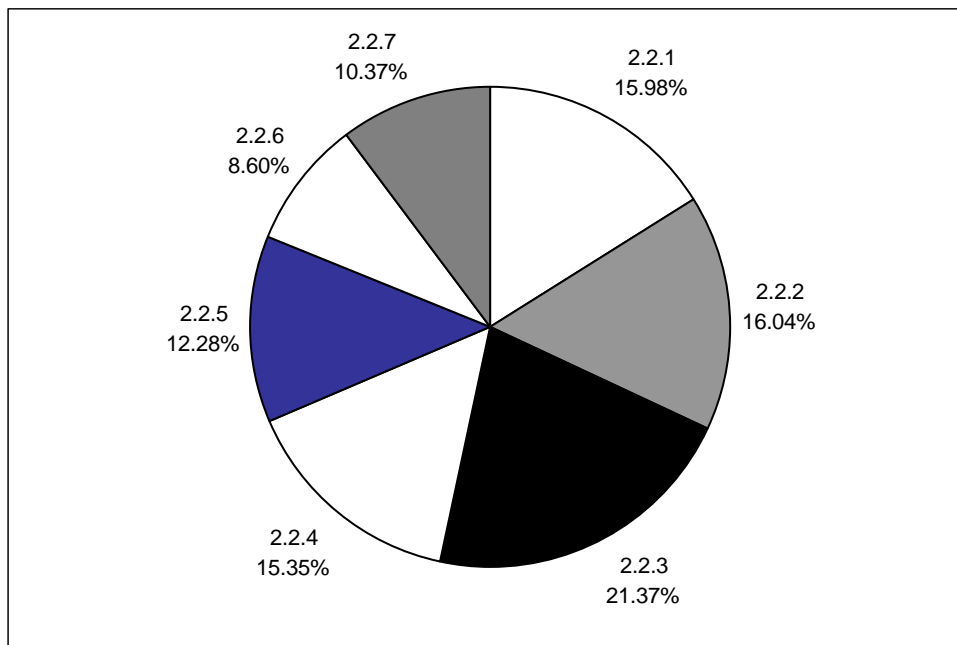
DNS Services

2.1.3.1 Improved user interfaces.
2.1.3.2 Improve quality of the DNS delegations (preventing lameness delegations).

Active Measurement Services

2.1.4.1 End-to-end performance (For example: measurements of delays, latency, bandwidth, etc. between sites.)

2.1.4.2 Routing data (For example: collection of BGP data or services based on BGP data).

2.1.4.3 Performance measurements of key services on the Internet. (For example: DNSMON to monitor root server behaviour).

Survey SECTION 2 – Part 2: Planning for the Future

Figure 2: Distribution of Points in Section 2.2

(Note: Only responses where totals equalled 100 ± 10 were zero responses for all questions were used in the final data.)

New Services and Activities

2.2.1 CRISP (Cross Registry Internet Service Protocol) – providing Internet Registry Information Service (IRIS) based on CRISP for the Internet number resource registry, promotion of this service and tools, coordination with RIRs and support.

2.2.2 DNSSEC – deployment for reverse DNS, promotion and training.

2.2.3 Routing Security – awareness, training, coordination of deployment and development of tools.

2.2.4 Data quality assurance for Internet related registration data

2.2.5 Statistics collection and presentation (e.g. Hostcount++, TTM)

2.2.6 Deploying more K-root instances

New services (not listed here) that would benefit RIPE NCC members

2 Introduction

2.1 Background

The RIPE NCC has been in existence since 1989. Initially, all work was undertaken by volunteers. However, the administrative tasks needing daily availability and continuity created the requirement for a more permanent structure. Voluntary contributions covered the initial costs of operation, but as demand continued to grow rapidly it was necessary for the organisation to change to a 'User Pays' model.

The RIPE NCC conducted an initial Member Survey in 1999, while KPMG were commissioned to conduct a Member and Stakeholder Survey in 2002[1,2]. Since then, the organisation has implemented a range of changes based on the information which members provided in the 2002 Survey. During the three years since 2002, the organisation has grown and the global and local Internet and commercial environment in which the RIPE NCC and its members operate has changed.

2.2 Scope of works

In completing this assignment the following activities have been undertaken:

- Established and verified the extent of the program of change carried out by the RIPE NCC since the previous survey; together with identifying major changes in the RIPE NCC's operating environment;

- Developed the survey instrument in close cooperation with the RIPE NCC staff over a period of several months;

- Obtained validation input from a sample of RIPE members who were representative in both size and location;

- Modified and updated the survey instrument having regard for members comments and suggestions for improvement;

- Arranged dissemination and announcement by the RIPE NCC of the survey to give maximum coverage and opportunity for responses;

- Received responses and addressed a range of issues, such as duplication and inadvertent errors;

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[1] The full report for the 2002 Survey is available on the RIPE NCC website.

[2] The KPMG consultant conducting the current Member Survey on behalf of RIPE NCC also undertook the previous Survey in 2002. In the intervening period, he has attended RIPE meetings including the Regional Meeting held in Dubai; maintained contact with RIPE members throughout the region; and kept himself well informed on the significant changes which RIPE NCC have introduced.

- Established a data base of responses, verifying input and dealing with omissions by respondents, eg absence of organisation size and/or country code;

- Carried out detailed data analysis, including an analysis of the implications of the responses; and

- Prepared a comprehensive report and supporting appendices.

2.3 Warranty and disclaimer

2.3.1 Inherent Limitations

This Report has been prepared as outlined in Section 2.2 of this report. The procedures outlined in Section 2.2 constitute neither an audit nor a comprehensive review of operations.

The findings in this Report are based on a survey of RIPE NCC members and the reported results reflect information gained via this process.

No warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided by, the stakeholders consulted as part of this process.

KPMG have indicated within this report the sources of the information provided. We have not sought to independently verify those sources unless otherwise noted within the report.

KPMG is under no obligation in any circumstance to update this report, in either oral or written form, for events occurring after the report has been issued in final form.

The findings in this Report have been formed on the above basis.

2.3.2 Third party reliance

This document is solely for the purpose set out in Section 2.2 of this Report and for the RIPE NCC.

This Report has been prepared at the request of the RIPE NCC in accordance with the terms of the engagement letter of 20 February 2005 Other than our responsibility to the RIPE NCC, neither KPMG nor any member or employee of KPMG undertakes responsibility arising in any way form reliance placed by a third party on this report. Any reliance placed is that party's sole responsibility.

3 Context

3.1 Introduction

RIPE NCC members are under constant pressure to keep themselves updated on the rapid pace of industry development and, at the same time, operate their organisations effectively. Such pressures are particularly difficult for very small and small LIRs. In such circumstances, most have only the time to inform themselves of changes which have a direct impact on their organisation.

Reviewing and reporting on the Survey responses presents an opportunity to summarise and put in the context, the key changes which have taken place since the 2002 Survey Report. These changes are not only within the RIPE NCC itself, but there are also major changes within the global Internet environment. The service improvement strategy has required major effort and motivation by the RIPE NCC staff.

This section looks at the changes which have taken place under the following sub-headings:

- Changes in Activity levels;

- Changes in Membership Numbers;

- Changes in Services, Service Delivery and Related Operations; and

- Changes in the Environment in which the RIPE NCC operates.

3.2 Changes in Activity levels

The business environment has changed significantly since the last membership survey in 2002. Industry competition is more intense, resulting in a demand on RIPE NCC customers to deliver improved services at lower cost. Consequently, the service quality they receive from the RIPE NCC is more important than ever.

Since 2002, it appears that the RIPE NCC has made significant improvements in the level of service it offers its customers. This apparent improved level of service currently offered by the RIPE NCC mirrors changes in the industry as a whole. At the same time as improving its overall level of service, the RIPE NCC has experienced a significant increase in membership and demand for its services.

It was not unusual for members to wait for a week or maybe more for an initial reply to a request for resources or a question in 2002. The situation has now improved greatly. Initial responses to requests for resources are usually made within one business day of a request being received, while replies to questions are also much faster.

Live reporting on the current response times has been available from the RIPE NCC web site for more than two years:

- Resource Requests

  http://www.ripe.net/info/stats/rs/rt-hostmaster.html

- General Questions

  http://www.ripe.net/info/stats/rs/rt-lir-help.html

This improvement in service delivery has occurred alongside a rise in demand for the RIPE NCC's services. This demand can be effectively measured by looking at the growth in demand for IPv4 allocations, PI assignments and AS Numbers.

Table 2.1 **RIPE NCC Services** **2002 - 2004**				
Service / Activity	2002	2003	2004	Growth[1]
PA Allocations	718	825	985	37%
PI Assignments	519	822	1,312	253%
ASN Assignments	607	1,268	1,487	245%
1. Growth between 2002 and 2004 Source: RIPE NCC				

The table above shows a 37% rise in the number of IPv4 allocations made over the three years to 2004. There was a 253% rise in the number of PI assignments made over the same period, while the number of AS Number assignments rose by almost as much (245%).

3.3   Changes in Membership Numbers

Initially the RIPE NCC, operating with a total of 6 employees, served 141 registries.

At the time of the previous survey, end of May 2002, the RIPE NCC recorded a membership of 3,257. At the time of the current survey, May 2005, the RIPE NCC had 4,015 members.

We note that the current membership levels have been impacted by the recent transfer of some members to AfriNIC early in 2005. That is, the reduction in the RIPE geographical area with the transfer to AfriNIC, on 21 February 2005, reduced country numbers by 24 countries who fall within the boundaries of that newly established region. This transfer covered 107 registries; 95 registries had the status 'Provider' and 12 registries had the status of 'Pending' (new LIRs).

3.4   Changes in Services, Service Delivery and Related Operations

KPMG understands a range of new internal changes/innovations have occurred at the RIPE NCC since the 2002 Membership Survey, including:

- Registration Services response times improved significantly (www.ripe.net/rs);

- The LIR Portal was established;

- Member updates were always published four weeks prior to each RIPE Meeting;

- Regional Meetings and Roundtable Meetings were established;

- New set of resource request forms were introduced;

- Resource request wizards were developed;

- Better online documentation were provided;

- Web updates are now possible for the database;

- Improved security was introduced for the database;

- The position of Membership Liaison Officer was created (MLO);

- New www.ripe.net website was introduced;

- The system for reverse DNS was simplified;

- Much better RIPE meeting support was provided eg -

  - ROSIE;

  - Meet and greet service for newcomers;

  - IRC & Jabber;

  - Webcasting;

  - Improved registration process;

  - Better online payment;

  - New LIR signup procedure - simplified and more robust;

- In the Finance and Administration area changes include:

  - New revised Standard Service Agreement and Terms & Conditions document;

  - Additional billing categories have been introduced (that better match the membership developments);

  - An improved online payment system has been introduced;

- Additional invoice documents are now provided for Russian registries (to simplify payment);

- Billing now uses a ticketing system to monitor progress; and

- An administration fee has been established and the invoice information is available in the LIR Portal.

3.5   Changes in the Environment in which the RIPE NCC operates

Further, KPMG also understands the key external changes impacting on the RIPE NCC since the 2002 Membership Survey include:

- The Number Resource Organisation (NRO) was set up with the RIPE NCC playing key roles in its operation (the RIPE NCC acted as secretariat for the NRO during its set up year);

- In 2004 the RIPE community decided on 2 meetings per year, which was implemented in 2005;

- AfriNIC became the fifth RIR, involving major RIPE NCC changes in countries and membership (refer Section 3.2 above);

- ICANN/IANA reforms were implemented;

- Essential involvement in the WSIS/WGIG process, to protect member interests, involved significant staff time – especially for the Managing Director;

- The Articles of Association were amended on 5 November 2003. The changes can be found at: http://www.ripe.net/ripe/draft-documents/gm2003/aoa-change-summary.html; and

- General Meetings now take place at RIPE Meetings as requested by members.

The RIPE changes highlighted above have been driven in an environment of open discussion and debate. This survey is part of that open process.

In undertaking any planning for the future which may arise from the results of this survey, we consider it is always important to recognise the starting point and the evolution of the many changes which have taken place since the RIPE NCC was initially established in 1989. In this regard we have attached as Appendix 1[3] the document "Activity Plan for the Proposed RIPE Network Co-ordination Centre" which was written by Rob Blokzijl in May 1991 (RIPE-35). New members to the organisation may also find it an insightful document to review.

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[3] Consistent with Appendix 1 of the KPMG 2002 Report

4 Methodology

4.1 Introduction

The methodology and the survey instrument were developed in close collaboration with the RIPE NCC staff over a period of several months. Over this period there was considerable discussion and debate to ensure question relevance and the most effective coverage of key issues.

The final survey instrument is attached as Appendix 2 to this report.

While the previous report sought the views of members and stakeholders, this survey targeted members only. It was divided into three sections:

- The first section invited members to give their views on 32 services provided currently by the RIPE NCC. Members were asked to rate each service on a scale of 1 to 7, with 7 being highly satisfactory. If a member had no view or no comment on any issue, they were invited to insert a 0.

- Section 2 was in two parts and invited members to consider possible future services which might be provided by the RIPE NCC as it was considered that all new services would be viewed as desirable, members were asked to make an assessment which reflected their priority for the allocation of resources. So, for each of Part 1 and Part 2 of the second section, members were asked to allocate 100 points to possible services or projects in a way which gave weight to their priority. Where members saw no value in any proposed service or project, there were invited to give that service a score of 0.

- Section 3 was an open section where members could suggest other new services which they considered would benefit their organisations and if they wished to provide an argument in support of their suggestion. Section 3 also provided the opportunity for members to suggest current services which they believed should be deleted.

4.2 Confidentiality

While individuals were asked to provide their names, the name of their organisation, their country code and their organisation size, this information has and will remain confidential to KPMG.

4.3 Survey Validation

As earlier indicated, the basic survey was developed over a lengthy period in conjunction with senior members of the RIPE NCC staff. Over twenty versions of the survey were developed exhaustively before KPMG and the RIPE NCC staff considered the data collection instrument was appropriate.

A validation process was then carried out where experienced members were encouraged to express their views on the relevance of the questions themselves – rather than to answer the questions. Fifty members were selected – over forty of these were members of long-standing who had participated in the previous surveys. They were selected to ensure representative coverage of the RIPE region and to ensure a range of different sizes of organisation.

KPMG sent out fifty emails requesting participation to those selected, of which thirty-one completed replies were received[4]. These came from seventeen countries covering all parts of the RIPE region. Individuals were asked to score each question on the basis of its relevance, giving twenty points if very relevant, ten points if relevant and zero points if not relevant. There was also the option to include some type of comment if the member so desired.

Only a limited number included some type of comment. Comments were in two categories. Firstly, comments on lack of question clarity or a suggestion that the question should be split into two etc. Secondly, some comments which answered the question as if it were the actual survey.

Interestingly, the validation respondent members were very positive in their emails in regard to the RIPE NCC carrying out the survey. Many of them had been fairly critical of the RIPE NCC in the past, however there was very little negative comment in their emails or the completed responses.

The overall mean of their responses gave a score of 14.64 with little difference between the sections and a high degree consistency across respondents.

The comments and scores were carefully considered by the RIPE NCC and KPMG and the survey further modified to a Final Version (refer to Appendix 2) to take account of the scores and comments.

4.4 Distribution and Efforts to Maximise Participation

The survey period commenced on 31 May 2005 and remained 'live' for the next six weeks. A range of announcements were made by the RIPE NCC to its members regarding the timing and delivery of the survey, as shown in the following table.

Table 4.1 Timing of Survey Announcements	
Announcement Title	**Date**
I – 2005 RIPE NCC Membership Survey	Tuesday, 31 May 2005
II – Call for Input: 2005 RIPE NCC Membership Survey	Wednesday, 8 June 2005
III – Deadline for Input: 2005 RIPE NCC Membership Survey	Monday, 20 June 2005
IV – Final Deadline: 2005 RIPE NCC Membership Survey	Thursday, 30 June 2005
V – Last Call for Input: 2005 RIPE NCC Membership Survey	Wednesday, 6 July 2005

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[4] Of the fifty emails sent we note that seven bounced, one person disqualified himself and four others replied saying they would prefer to wait and complete the actual survey when it became available.

These announcements were sent to:

- ncc-co@ripe.net (all);

- local-ir@ripe.net (all);

- ncc-services-wg@ripe.net (From Announcement II. These were sent out by either one of the Working Group Chairs.);

- ncc-moscow04@ripe.net (From Announcement II); and

- ncc-dubai03@ripe.net (From Announcement II).

In addition, the Registration Services department had a project running to contact as many personal contacts that they could. Each IP Resource Analyst (IPRA) developed a list of personal contacts, who were then emailed and followed up with a phone call – if there had been no response to their email. They also mentioned the Survey wherever possible in dealing with members on ordinary tickets. A signature was added to the emails that went out on standard tickets (stt's) to LIRs, with a link directing them to the membership survey.

Further, the Training Services Department took the opportunity to mention the Membership Survey at the training courses they gave, during the time the survey was running. They also added a slide with information on the membership survey. As with the IPRAs, the trainers also personally contacted their contacts.[5]

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[5] KPMG were extremely pleased with the high level of constructive input from RIPE NCC staff throughout the development of their survey and their active participation in encouraging members to respond.

5 Response Range and Sources

The following tables show the number and distribution of respondents by country for both the current survey outcomes as well as the 2002 member survey.

Table 5.1 Member Respondents ordered by ISO-3166 Country Code		
Code	**Countries of Member Respondents**	**Number**
ae	United Arab Emirates	2
ai	Anguilla	1
al	Albania	1
am	Armenia	2
at	Austria	5
az	Azerbaijan	1
ba	Bosnia and Herzegovina	2
be	Belgium	1
bg	Bulgaria	5
ch	Switzerland	11
cs	Serbia and Montenegro	2
cz	Czech Republic	5
de	Germany	31
dk	Denmark	6
es	Spain	8
eu	European Union	1
fi	Finland	7
fr	France	10
ge	Georgia	2
gr	Greece	5
hr	Croatia/Hrvatska	1
hu	Hungary	4
ie	Ireland	5
il	Israel	3
iq	Iraq	1
ir	Iran, Islamic Republic of	4
it	Italy	21
jo	Jordan	3
kw	Kuwait	2
kz	Kazakhstan	1
lb	Lebanon	1
li	Liechtenstein	1
lt	Lithuania	3
lu	Luxembourg	1
lv	Latvia	6
mt	Malta	1
ng	Nigeria	1

Code	Countries of Member Respondents	Number
nl	Netherlands	14
no	Norway	5
pl	Poland	9
pt	Portugal	3
qa	Qatar	1
ro	Romania	6
ru	Russian Federation	20
sa	Saudi Arabia	2
sc	Seychelles	1
se	Sweden	7
si	Slovenia	2
sk	Slovak Republic	5
sl	Sierra Leone	1
sy	Syrian Arab Republic	1
tr	Turkey	7
ua	Ukraine	6
uk	United Kingdom / Great Britain	22
TOTAL OF DIFFERENT COUNTRIES TO RESPOND = 54		TOTAL RESPONSES = 279

Table 5.2 Member Respondents to December 2002 Survey ordered by ISO-3166 Country Code		
Code	**Countries of Member Respondents**	**Number**
ae	United Arab Emirates	1
bh	Bahrain	1
ch	Switzerland	12
cz	Czech Republic	8
de	Germany	49
eg	Egypt	7
es	Spain	18
fr	France	23
gb / uk	United Kingdom	47
hu	Hungary	5
ie	Ireland	2
it	Italy	18
nl	Netherlands	26
pl	Poland	8

Code	Countries of Member Respondents	Number
pt	Portugal	3
ru	Russian Federation	8
se	Sweden	13
sk	Slovakia	2
ua	Ukraine	8
TOTAL OF DIFFERENT COUNTRIES TO RESPOND = 19		TOTAL RESPONSES = 259

As shown above, the 2004 Members Survey received an additional 20 responses over the 2002 survey. Importantly, the distribution of the responses increased from 19 member countries to 54 member countries (again, despite the loss of some RIPE NCC member countries due to the establishment of AfriNIC).

6 Survey responses

The following analysis presents a summary of the survey results, including some comments, by individual questions. This analysis also notes the topics under which the groups of questions were listed on the survey form.

It should be noted that the comment appraisal should be seen only as a very brief summary. All comments received for each are contained in the Appendices.

6.1 General

Question 1.1: We are happy with the customer service offered by the RIPE NCC.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.1	5.896	1.020	6	1

Comments summary: The majority of comments are positive. Praise for the web based interface for LIR management and a request for more languages among the RIPE NCC staff.

Question 1.2: The RIPE NCC is easy to contact if we have a problem with their services.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.2	5.612	1.254	6	11

Comments summary: Again mainly positive with some negatives stated. A request for a dynamic FAQ at the RIPE NCC web page and more requests for multi-language.

Question 1.3: We think that the RIPE NCC services are good value for money.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.3	5.367	1.214	6	20

Comments summary: Mostly positive but comments on the fact that members have no alternative to the RIPE NCC. Some see the fee as non-recoverable tax.

6.2 Registration Services

Question 1.4: The RIPE NCC deals with our requests for resources quickly.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.4	5.842	1.073	6	7

Comments summary: Largely supportive but some examples given of slow service.

Question 1.5: It is easy to find information about how to request resources from the RIPE NCC.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.5	5.355	1.238	6	3

Comments summary: The general view seems to be that once the learning curve is overcome, the site is reasonably easy to use. Suggestions are made for more examples, wizards and an extension of the web sitemap.

Question 1.6: The request forms are easy to complete.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.6	5.219	1.245	6	5

Comments summary: Forms are seen as still too complex, more examples and help are sought. Non-English speakers experience more difficulties.

Question 1.7: The online tools are easy to use.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.7	5.764	1.024	4	20

Comments summary: Positive support for online tools (when working) web updates could be more user friendly.

Question 1.8: The RIPE NCC gets the right balance between quick service and needing justification for resources.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.8	5.545	1.119	6	15

Comments summary: The general view appears to be that justification is too onerous – on the other hand, the view is expressed that it is too easy to get assignments.

6.3   Training Services

Question 1.9: The RIPE NCC Training Courses meet our needs.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.9	5.377	1.394	6	80

Comments summary: Training is viewed positively. Respondents would like more and on their own doorstep.

Question 1.10: In addition to the current portfolio, the RIPE NCC should develop new Training Courses.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.10	5.169	1.742	6	90

Comments summary: A number of suggestions are made including courses on IPv6; more advanced courses; interactive courses; IPv4 to IPv6 transition possibilities; a DNS training course; online courses.

Question 1.11: We are satisfied with the LIR Training Course.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.11	5.756	1.050	5	86

Comments summary: Again general satisfaction. Members would like courses in their own location, in their own language. The suggestion is made that a pre-course questionnaire to participants would allow advanced reading material to be provided and enable presenters to pitch the course at the optimum level.

Question 1.12: We are satisfied with the Routing Registry Training Course

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.12	5.143	1.457	6	195

Comments summary: Similar responses to Q11.

Question 1.13: We are satisfied with the DNSSEC Training Course.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.13	5.474	1.447	6	203

Comments summary: Again, similar responses to Q11. More group work practicals suggested – with the comment that it was more like attending a lecture.

6.4 Billing Services

Question 1.14: We are satisfied with the RIPE NCC billing system.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.14	5.383	1.299	6	31

Comments summary: The billing scheme is seen to be over-complicated with a range of specific comments.

Question 1.15: We receive invoices from the RIPE NCC in time to arrange payment.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.15	5.916	1.266	6	30

Comments summary: A mixed response. Large organisations have their own internal delays which can be increased by cross border payment restrictions.

Question 1.16: The RIPE NCC gives us all the information we need to pay.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.16	6.084	1.090	6	28

Comments summary: The actual information provided by the RIPE NCC is seen to be adequate.

Question 1.17: The RIPE NCC answers billing questions quickly.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.17	5.479	1.421	6	89

Comments summary: Delays are less than in the past – but billing responses are seen, in some cases, as slower than the RIPE NCC technical responses.

Question 1.18: The RIPE NCC fee structure is fair.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.18	5.328	1.425	6	47

Comments summary: Generally the fee structure is seen as fair but some possible anomalies are identified.

6.5 WHOIS Services

Question 1.19: It is easy to query the RIPE Database.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.19	6.083	1.099	6	2

Respondents seemed to think that it had been easier prior to recent changes. They also suggested wizards and other possible improvements.

Question 1.20: It is easy to update the RIPE Database.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.20	5.878	1.133	6	1

Comments summary: Seem to be relatively easy – new users once had gained experience. Sometimes a queue.

Question 1.21: We are satisfied with the general user support provided for the RIPE Database.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.21	5.863	0.965	4	17

Comments summary: Generally positive, but concerns that the RIPE NCC does not enforce its terms of use with spammers.

Question 1.22: We are satisfied with the speed at which the RIPE Database processes updates and queries.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.22	6.128	0.925	5	6

Comments summary: Speed seems to have improved – but would like more.

6.6   DNS Services

Question 1.23: We are satisfied with the availability and quality of the Reverse DNS service offered by the RIPE NCC.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.23	5.923	1.076	6	59

Comments summary: Seem to have improved recently – but a number of useful suggestions are offered.

Question 1.24: We are satisfied with the performance of k.root-servers.net

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.24	6.143	0.902	6	104

Comments summary: Viewed very positively but some question as to whether the RIPE NCC should pay since it benefits the community as a whole.

Question 1.25: It is important to have more anycast instances of the K-root server.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.25	5.168	1.353	7	142

Comments summary: A mixed response. Some say enough, others say increased traffic loading may justify increased servers.

6.7 RIPE Meeting Support

Question 1.26: We are satisfied with the RIPE Meeting registration system.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.26	5.890	1.164	6	125

Comments summary: Positively viewed but a number of useful suggestions including earlier online agenda, a live view of cancellations and issues on visa needs.

Question 1.27: When we cannot go to a RIPE Meeting, the RIPE NCC keeps us well informed about what happened there.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.27	5.468	1.273	6	59

Comments summary: An executive summary is sought together with downloadable slides and audio-video stream. Some respondents believe they receive too much information to be able to digest it all.

Question 1.28: We are satisfied with the quality of the technical set up and support that the RIPE NCC offers at RIPE Meetings.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.28	5.816	1.056	6	143

Comments summary: Criticism of webcast, a need for more bandwidth in wireless hotspots and a suggestion that fees should be lowered.

6.8 Outreach

Question 1.29: The RIPE NCC outreach activities are useful. (For example: WSIS, RIPE NCC Roundtable Meetings, Regional Meetings and information dissemination on the RIR system etc.)

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.29	5.377	1.314	6	141

Comments summary: Viewed very positively with requests for more, especially in smaller countries.

Question 1.30: We are satisfied with the way the RIPE NCC represents its members' interests to national governments, the EU and the WSIS process.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.30	5.472	1.189	6	137

Comments summary: Generally seen to be important, with requests for more information on what is happening.

6.9 Information Services

Question 1.31: We believe that it is useful that the RIPE NCC collects operational information on the Internet for research purposes.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.31	5.922	1.250	6	23

Comments summary: In the absence of this being done elsewhere, the work of the RIPE NCC is viewed very positively – especially as they do it without commercial interest.

Question 1.32: We are satisfied with the range and accuracy of statistical information that the RIPE NCC provides.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
1.32	5.675	1.047	6	45

Comments summary: General satisfaction, with suggestions for more types of information – provided it is accurate.

6.10 Registration and Database Services

Question 2.1.1.1: A better web page where members can request Internet resources (allocation assignments, AS Numbers and domains).

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.1.1.1	10.781	10.578	60	66

Question 2.1.1.2: A web page where members can manage the resources they have registered in the whois database.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.1.1.2	13.156	9.449	50	38

Question 2.1.1.3: A web page where members can get a visual overview of their Internet resources.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.1.1.3	13.160	10.361	60	37

Comments summary: A range of suggestions for the improvement of the LIR portal.

6.11   Training Services

Question 2.1.2.1: Develop online and computer based training courses from the current training portfolio offered by the RIPE NCC.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.1.2.1	10.734	9.544	55	59

Question 2.1.2.2: Develop technical courses around services provided by the RIPE NCC (IPv6, DNS, etc.)

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.1.2.2	12.228	10.677	60	43

Comments summary: While human contact is seen to be important, there were a number of requests for online courses.

6.12   DNS Services

Question 2.1.3.1: Improved user interfaces.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.1.3.1	5.932	6.642	50	88

Question 2.1.3.2: Improve quality of the DNS delegations (preventing lameness delegations).

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.1.3.2	6.869	6.702	50	72

Comments summary: A limited number of comments with requests for tools for DNSSEC operations.

6.13 Active Measurement Services

Question 2.1.4.1: End-to-end performance (For example: measurements of delays, latency, bandwidth, etc. between sites.)

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.1.4.1	7.034	8.089	70	82

Question 2.1.4.2: Routing data (For example: collection of BGP data or services based on BGP data).

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.1.4.2	10.776	11.189	100	40

Question 2.1.4.3: Performance measurements of key services of the Internet. (For example: DNSMON to monitor root server behaviour).

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.1.4.3	6.376	6.591	40	83

Comments summary: Some general comments with a request for a course on how such information could be beneficially used by members.

6.14 New Services And Activities

Question 2.2.1: CRISP (Cross Registry Internet Service Protocol) – providing Internet Registry Information Service (IRIS) based on CRISP for the Internet number resource registry, promotion of this service and tools, coordination with RIRs and support.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.2.1	14.916	14.121	95	60

Comments summary: Some respondents were unaware of what this is.

Question 2.2.2: DNSSEC – deployment for reverse DNS, promotion and training.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.2.2	14.972	11.345	60	45

Comments summary: limited comment.

Question 2.2.3: Routing Security – awareness, training, coordination and deployment and development of tools.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.2.3	19.938	12.186	50	30

Comments summary: limited comment.

Question 2.2.4: Data quality assurance for Internet related registration data.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.2.4	14.322	10.084	50	35

Comments summary: limited comment.

Question 2.2.5: Statistics collection and presentation (e.g. Hostcount++, TTM).

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.2.5	11.464	11.891	100	62

Comments summary: Statistics related to RIPE member AS availability were requested. Concern was expressed that the Hostcount RAW data had ceased in January 2005.

Question 2.2.6: Deploying more K-root instances.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.2.6	8.028	8.199	50	79

Comments summary: K-root is seen positively – but any expansion should be generated by load demand.

Question 2.2.7: New services (not listed in the survey) that would benefit RIPE NCC members.

QUESTION	MEAN	STD DEV	RANGE	NO. ZEROS
2.2.7	9.680	12.581	100	107

Comments summary: Requests included:

- "A free service from RIPE about the latency and availability etc., of my AS";

- Member voting for type and location of training courses so that scheduling is member driven;

- Bogon resolution by monitoring routability of allocations to Internet destinations;

- Statistics about AS numbers, IPv4 and IPv6 address space should be easier to get;

- More LIR portal services;

- Reliable abuse contact information for IP address space; and

- Technical clearing of abuse with IP address as the primary key, using automated procedures.

6.15   Comment Responses to Section 3

The Appendices include ten pages of items raised in Section 3. The list in the appendices also includes the country code and organisation size of each comment.

7 Analysis and implications

The survey results indicate that, on average, members of the RIPE NCC consider the organisation is consistently performing at a high standard. While this is the generally the case, there are some minor areas of concern. For example, in those instances where small member organisations (Size category 5) indicate a satisfaction level below the average, it is often substantially less than the average. This is specifically the case for:

- Satisfaction with DNSSEC Training Courses;

- RIPE NCC billing systems;

- Receipt of timely invoices from the RIPE NCC; and

- Timely responses to billing queries.

This suggests continued monitoring in the quality of service provided to members, particularly in the context of billing services, should be maintained.

In the context of developing new and existing services, the three clear services supported by members for additional effort include the development of:

- web page where members can manage the resources they have registered in the whois database.

- web page where members can get a visual overview of their Internet resources.

- technical courses around services provided by the RIPE NCC (IPv6, DNS, etc.)

Interestingly, Size Category 5 organisations markedly support the two web page development opportunities, but see as less important the technical course development (which is consistent with their view of training courses in general).

While there was limited comment surrounding the basis of their choice, the four 'new' services members were most interested in seeing the RIPE NCC develop were:

- CRISP (Cross Registry Internet Service Protocol);

- DNSSEC;

- Routing Security; and

- Data quality assurance for Internet related registration data.

Again, Size Category 5 provided very strong support for these new services (although less so for routing security in particular).

Finally, a range of specific comments were received that add greater context to the statistics presented in this report. It is difficult to generalise about the detailed comments, with the exception that the vast majority have either an explicit or underlying tone of positiveness towards the RIPE NCC. As with all businesses, it is a challenge to keep all stakeholders 'happy' all of the time, however it appears that the current performance of the RIPE NCC is coming close to this achievement.

8 Appendices

The Appendices have been supplied as a separate document due to the quantity of data and information contained within. The contents are as follows:

- APPENDIX 1 – RIPE NCC Activity Plan 1991

- APPENDIX 2 – The Survey Instrument i.e. a blank survey form

- APPENDIX 3 – Full List of Comments from Respondents to Survey 2005

- APPENDIX 4 – Analysis of Response Data based on Organisation Size

- APPENDIX 5 – Analysis of Response Data based on Country of Origin

- APPENDIX 6 – Anomalies and Problems