

RIPE NCC Survey 2013 – Key Findings and Proposed Actions

Introduction

The RIPE NCC Survey 2013 was conducted from 18 May to 24 June, with over 3,600 RIPE NCC members and other interested parties taking the time to participate and let us know their views on how the RIPE NCC is performing and the direction it should be taking in the years ahead. An independent third party, the Oxford Internet Institute (OII), analysed the survey data and published a detailed report with key findings in September 2013.

The RIPE NCC examined these key findings and has identified 48 areas for investigation relating to them. For each of these 48 findings, the RIPE NCC has proposed to carry out actions to address the issues that arose.

This report is a work in progress. It will be updated in 2014 with the outcomes of the work carried out in each area. It is aimed at increasing transparency around the actions undertaken by the RIPE NCC as a result of the survey. Many of the activities are ongoing in nature and they will be periodically reviewed and adjusted as necessary.

Feedback

All of these actions come from direct feedback from the RIPE membership and the wider Internet community. Comments on this document and the actions proposed are welcome at feedback@ripe.net.

Key Findings and Action Areas - RIPE NCC Survey 2013

Membership Administration

#	Topic	Survey Finding	Proposed action
1	LIR Portal	Increase response speed of LIR Portal	Work on improvements to the LIR Portal and its applications over 2014. Response times are and will be an integral part of the usability testing.
2	LIR Portal	Integrate RIPE Database and LIR Portal	The RIPE Database will be linked to SSO system and improvements made to further align LIR Portal and Database.
3	LIR Portal	Provide ticketing information and billing receipts in LIR Portal	Implementation of new ticketing system that will increase alignment with LIR Portal.
4	Billing	Provide electronic invoicing	Electronic invoicing will be standard from 1 January 2014, except for countries where a hard copy invoice is required.
5	Billing	Consider that local bureaucracy can cause late payments	Review current payment policies and improve awareness of these
6	Contacting the RIPE NCC	Provide phone support	Phone support procedures will be reviewed.
7	Contacting the RIPE NCC	Provide support in local languages	Further language support options will be investigated.
8	Contacting the RIPE NCC	Extend LiveChat hours and prominence	LiveChat will be extended to Registration Services in 2014
9	Executive Board	Have a larger Executive Board	Executive Board informed of survey suggestion and resolution presented to General Meeting.

Communications and Web Services			
#	Topic	Survey Finding	Proposed action
10	Service Descriptions	Provide a summary of services with a short description	Publish a full service portfolio
11	Voting	Provide more information about Executive Board candidates	Increase information about future Executive Board candidates including photos, biographies and motivation letters.
12	Voting	Simplify voting procedures and explain more clearly	Reduce voting bureaucracy and provide timely and simple explanations
13	New Members	Tailor communications for newer members	Consider newer members in relation to all communication efforts
14	Academic Engagement	Increase involvement with academic community	Further build on relationships with academic community and offer easier access to students to RIPE Meetings
15	Languages	Increase the amount of language support	Consider translating a number of core documents into other languages and simplify the English being used in all communication.
16	Website	Improve navigation, structure and usability	Give the RIPE NCC website an overhaul with the aim of improving navigation and usability
17	Website	Improve the search functionality	Enhance current search functionality

Registration Services and IPv4 Transfers			
#	Topic	Survey Finding	Proposed action
18	Registration Procedures	Simplify the descriptions and procedures for obtaining and assigning resources	Allocation process to be reviewed and ease of use to be noted as a key point.
19	IPv4 Transfers	Properly document transfers that have taken place	Information is available but improve awareness and make easier to find on the website.

Internet Governance and External Relations			
#	Topic	Survey Finding	Proposed action
20	Government Engagement	Engage with non-EU governments more closely	Local External Relations staff in Moscow and Dubai will engage with non-EU governments in those regions.
21	Law Enforcement	Build stronger relations with LEAs and educate them on relevant matters	Have a dedicated staff member that acts as a liaison for the LEA community.
22	Local Engagement	Organise more local meetings, trainings and workshops	Planning to hold more RIPE NCC Regional Meetings in the regions (mainly in Central Asia, Russia and Middle East).
23	Educating Governments	Provide expert opinion documentation for governments	Continue to provide information to Inter-governmental organisations and local government.
24	Local Presence	Have personnel in different countries	Planning to hire local, native speaking, staff in both Russia and the Middle East.
25	Governments and Regulators	Have joint meetings with governments and regulators	Continue to organise meetings with government and regulators in the RIPE NCC service region.

IPv6 Deployment			
#	Topic	Survey Finding	Proposed action
26	IPv6	Help convince decision-makers, Internet providers, vendors with business cases	Planning half-day training course targeted at the corporate level, as well as working closer with local regulators/government authorities to promote importance of IPv6 deployment to these entities.
27	IPv6	Provide more transition documentation, BCPs, real-world implementations	Provide this information on RIPE NCC website and raise awareness of information currently available.
28	IPv6	Provide more training for more people around IPv6	Assess current training plans and ways to increase awareness around current offerings (in-person and online).
29	IPv6	Highlight the success stories of IPv6	Add more interviews and case studies to the IPv6 section of the RIPE NCC website

Training Services			
#	Topic	Survey Finding	Proposed action
30	Languages	Increase the amount of language support	Assess options while considering resources available. Investigate subtitling for videos, webinar recordings and E-learning platform.
31	E-Learning	Move resources to E-Learning, webinars and videos	Plans to increase online training via upgraded E-Learning platform.
32	Certificates	Provide some sort of certification for those who take training	Currently offering for face-to-face training but assessing ways to do this for online training.

RIPE NCC Tools and Measurements			
#	Topic	Survey Finding	Proposed action
33	Tool Locations	Make tools easier to find in one place on the website	Improve navigation to all RIPE NCC tools and measurements
34	Awareness	Build awareness of the tools and how they can be used	Increase awareness campaign and provide more case studies.
35	Users	Make the tools more user-friendly	Simplifying the UI, integrating tools and streamlining multiple services under single representations.
36	Training	Provide training in how to use the tools properly	Plans to develop training in this area in 2014.
37	Performance	Improve the performance of the tools	Migrate data storage to a single backend to improve performance, consistency and reliability

RIPE Meetings			
#	Topic	Survey Finding	Proposed action
38	Networking	Provide networking tools for RIPE Meeting attendees or a peering BoF	Further enhance attendee network opportunities at RIPE Meetings.
39	Training	Provide more training sessions at the RIPE Meeting	Communications and Training departments to investigate options and decide best option for RIPE 69 and RIPE 70 in 2014
40	Communications	Explain benefits of attending for management	Publish the benefits of attending a RIPE Meeting for those that need the benefits better explained to their management.
41	Academics	Encourage academic attendance at RIPE Meetings	Investigate further possibilities of increasing the amount of students and academic representatives at RIPE Meetings.

RIPE Database			
#	Topic	Survey Finding	Proposed action
42	Updating the Database	Make it easier for people to update and have a more user-friendly interface	User-centric developments planned for 2014
43	Documentation	Have more tutorials, how-to documents, FAQs, error explanations, etc.	New documentation and updates to current documentation planned for 2014
44	Updates	Provide ability to update multiple objects at the same time	Work on bulk updates planned for 2014

Policy Development Process (PDP)			
#	Topic	Survey Finding	Proposed action
45	Education	Communicate the process better to make it easier for people to understand	Work on communicating process clearly to new members during early contact. Training and PDO departments to work on improving awareness and simplifying explanations.
46	The Process	The process is too long, slow and complicated	Will consult with RIPE Chair and working group chairs on survey finding and request advice
47	Tools	Use other tools (social media, web forums, online polling, etc.)	Will consult with RIPE Chair and working group chairs on survey finding and request advice
48	Involvement	Actively try to increase involvement	Will consult with RIPE Chair and working group chairs on survey finding and request advice