



RIPE NCC Survey 2013

September 9, 2013

Appendix 2: Survey Questionnaire

RIPE NCC SURVEY 2013

1. RIPE NCC Survey 2013 - Overview

Thank you for taking the time to participate in the RIPE NCC Survey 2013.

The survey is designed for RIPE NCC members as well as all other interested parties, whether they are in the RIPE NCC service region or not.

Members and non-members will only be presented with questions that are relevant to them.

Please answer all questions if possible, but if you feel you are unable to answer a question you should choose Not Applicable (N/A) or No Comment.

A [survey background page](#) is available that provides more information on the relevant services and activities being surveyed.

Throughout the survey, services and activities are linked to the relevant informational page on the RIPE NCC website.

The survey should take 15-25 minutes to complete.

We thank you again for your participation.

2. Opening Section

***1. Please choose your country**

2. Did you participate in the RIPE NCC Survey 2011?

- Yes
- No

***3. Are you a RIPE NCC member?**

- Yes
- No

3. Opening Section

*4. How long have you been a RIPE NCC member?

- 0-2 years
- 3-5 years
- 6-10 years
- Longer than 10 years
- I don't know

4. Opening Section

5. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The process of becoming a RIPE NCC member	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The support given by the RIPE NCC when going through the process of becoming a RIPE NCC member	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Opening Section

6. How would you rate your overall experience in dealing with the RIPE NCC in the past two years?

- Better than two years ago
- About the same as two years ago
- Worse than two years ago
- I don't know

6. RIPE NCC Services

[Background information on RIPE NCC Services](#)

7. Please rate your overall satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The services/activities provided by the RIPE NCC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. RIPE NCC Services

[Background information on RIPE NCC Services](#)

The following questions are designed to measure three aspects of specific RIPE NCC services and activities:

- Awareness, i.e. how aware you are of the service/activity.
- Satisfaction, i.e. your opinion of the RIPE NCC's delivery and support for the service/activity.
- Importance, i.e. how important you think it is that the RIPE NCC provide this service/activity.

8. Please rate your awareness level for the following services from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7
Resource Registration and Resource Requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The LIR Portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE Database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reverse DNS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DNS Monitoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RIPE Atlas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RIPEstat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IP Analyser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K-root operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resource Certification (RPKI)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RIPE Meeting Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

RIPE NCC SURVEY 2013

9. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
Resource Registration and Resource Requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The LIR Portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE Database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reverse DNS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DNS Monitoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RIPE Atlas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RIPEstat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IP Analyser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K-root operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resource Certification (RPKI)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RIPE Meeting Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Please rate the importance level of the following services and activities from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
Resource Registration and Resource Requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The LIR Portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE Database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reverse DNS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DNS Monitoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RIPE Atlas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RIPEstat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IP Analyser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K-root operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resource Certification (RPKI)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RIPE Meeting Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. RIPE NCC Services

[Background information on RIPE NCC Services](#)

11. Do you have any other comments about the RIPE NCC's services?

- No comment
- Yes (enter comment)

9. Membership Administration

[Background information on Membership Administration](#)

12. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The ways in which I can contact RIPE NCC Customer Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the support I receive from RIPE NCC Customer Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Do you have any other comments about customer services at the RIPE NCC?

- No comment
- Yes (enter comment)

14. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The RIPE NCC's payment options and administration services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The LIR Portal features that support payment and administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Do you have any other comments about the RIPE NCC's membership administration services?

- No comment
- Yes (enter comment)

10. Corporate Governance

[Background information on Corporate Governance](#)

***16. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.**

	1	2	3	4	5	6	7	N/A
The RIPE NCC's corporate governance structure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Are there any changes you would like to see made to the RIPE NCC's corporate governance structure?

- No comment
- Yes (enter comment)

18. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The RIPE NCC Executive Board's leadership of the RIPE NCC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The use of membership funds by the RIPE NCC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC's engagement with the membership on important issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***19. Do you vote on [General Meeting](#) resolutions and/or in RIPE NCC Executive Board elections?**

- Yes
- No

11. Corporate Governance

[Background information on Corporate Governance](#)

20. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The RIPE NCC General Meeting voting procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**21. How would you improve the RIPE NCC General Meeting voting procedures?
[Choose as many as appropriate]**

- Simplify the procedures
- Improve communication around voting
- Communicate about voting in languages other than English
- Other (please specify)

12. Corporate Governance

[Background information on Corporate Governance](#)

22. Why do you not vote on RIPE NCC General Meeting resolutions or in RIPE NCC Executive Board elections? [Choose as many as appropriate]

- The [voting procedures](#) are too difficult
- The [voting procedures](#) are not well communicated
- I trust other members to vote in the right way
- I don't care about the issues being voted upon
- Another person casts the vote for my organisation
- Other (please specify)

13. Corporate Governance

[Background information on Corporate Governance](#)

23. Do you have any other comments about the RIPE NCC's corporate governance?

- No comment
- Yes (enter comment)

14. The Registry and Resource Distribution

[Background information on the Registry and Resource Distribution](#)

24. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The procedure for obtaining Internet number resources (IPv4, IPv6 and ASNs) from the RIPE NCC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the RIPE NCC's responses to registration enquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The LIR Portal features that support resource requests and resource management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The accuracy and robustness of the registrations in the RIPE Database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Do you have any other comments to make on registration services and resource distribution?

- No comment
- Yes (enter comment)

26. What role or roles do you think the RIPE NCC should play in [IPv4 address transfers](#)?

- None
- Minimal (e.g., inform on procedures, check policies, update registry)
- Medium (e.g., further develop IPv4 Listing Service, educate members and community)
- High (e.g., work closer with IPv4 brokers, monitor and report on all transfer activity, ensure transfers accurately registered)

27. Do you have any other comments about IPv4 address transfers?

- No comment
- Yes (enter comment)

15. Internet Governance and External Relations

[Background information on Internet Governance and External Relations](#)

***28. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.**

	1	2	3	4	5	6	7	N/A
The visibility of the RIPE NCC's Internet governance and external relations work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. Please rate the importance level of the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The RIPE NCC's engagement with governments in its service region	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC's representation of your interests to governments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC's work to help local Internet communities to engage with governments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC's work to help local Internet communities to engage with regulators, law enforcement agencies and other intergovernmental organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. The following are suggestions about how the RIPE NCC should engage with governments. What should the RIPE NCC allocate resources to? [Choose as many as appropriate]

- Representing RIPE NCC members' interests to governments
- Training and knowledge sharing to promote better public policy
- [Increasing public/private sector cooperation activities](#)
- [RIPE NCC Roundtable Meetings for governments and related bodies](#)

Other (please specify)

31. Please choose the regional outreach forums and groups that the RIPE NCC should be actively involved with [Choose as many as appropriate]

- [Middle East Network Operators Group \(MENOG\)](#)
- [Eurasia Network Operators Group \(ENOG\)](#)
- [South East Europe \(SEE\) Regional Meetings](#)
- Regional NOGs from other RIR regions, e.g. NANOG, Apricot
- National NOGs
- Other (please specify)

32. What should be the extent of the RIPE NCC's work with government? [Choose One]

- None
- Low level of engagement (e.g., provide information and cooperate when necessary)
- Moderate level of engagement (e.g., arrange and attend government roundtable meetings, represent the views of the RIPE NCC membership to government)
- High level of engagement (e.g., train government staff in use of RIPE NCC tools, encourage government engagement with the RIPE community and the RIPE NCC membership)

33. What should be the extent of the RIPE NCC's work with law enforcement agencies (LEAs)? [Choose One]

- None
- Low level of engagement (e.g., provide information and cooperate when necessary)
- Moderate level of engagement (e.g., arrange and attend LEA meetings, represent the views of the RIPE NCC membership to LEAs)
- High level of engagement (e.g., train LEAs in use of RIPE NCC tools, encourage LEA engagement with the RIPE community and the RIPE NCC membership)

34. Do you have any other comments about external relations and Internet governance?

- No comment
- Yes (enter comment)

16. Training and Education

[Background information on Training and Education](#)

***35. Have you attended a [RIPE NCC onsite training course](#)?**

- Yes
- No

17. Training and Education

[Background information on Training and Education](#)

36. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The RIPE NCC's onsite training courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The level of technical training provided by the RIPE NCC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The training documentation provided by the RIPE NCC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Training and Education

[Background information on Training and Education](#)

***37. Have you used the [RIPE NCC's E-Learning Centre](#)?**

- Yes
- No

19. Training and Education

[Background information on Training and Education](#)

38. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The RIPE NCC's E-Learning Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Training and Education

[Background information on Training and Education](#)

***39. Have you attended any of the RIPE NCC's [webinars](#)?**

- Yes
- No

21. Training and Education

[Background information on Training and Education](#)

40. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The RIPE NCC's webinars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Training and Education

[Background information on Training and Education](#)

41. Are there other content areas the RIPE NCC should provide training in?

- No
- Yes (please specify)

42. Should the RIPE NCC invest in developing its remote training options (E-learning Centre, webinars, online tutorials, etc.)?

- Yes
- No
- I don't know

Additional comment

43. Should the RIPE NCC train external parties to be trainers in RIPE NCC-related areas?

- Yes
- No
- I don't know

Additional comment

44. Should the RIPE NCC give more preference to training in developing countries than in developed countries?

- Yes
- No
- I don't know

Additional comment

45. Should the RIPE NCC invest in converting training courses and documentation into languages other than English?

- Yes
- No
- I don't know

Additional comment

46. Do you have any other comments about Training Services?

- No comment
- Yes (enter comment)

23. RIPE NCC Outreach and External Relations

[Background information on RIPE NCC Outreach and External Relations](#)

47. Which of the following areas are of interest to you? [Choose as many as appropriate]

- Internet governance
- IPv6
- Critical Internet infrastructure protection
- Internet security
- Cybercrime
- Public policy
- Privacy
- Other (please specify)

48. What benefits do you see from engaging with the RIPE NCC?

- The opportunity to develop to monitor Internet developments
- Closer links with the technical community
- Expert advice on Internet-related matters
- The RIPE NCC's experience with Internet governance
- Learning more about critical Internet resources
- Other (please specify)

49. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The consensus-based system of decision-making that exists in the Internet industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

50. What can the RIPE NCC do to improve interaction with your sector?

- No comment
- Please specify

*51. What should be the extent of the RIPE NCC's work with government?

- None
- Low level of engagement (e.g., provide information and cooperate when necessary)
- Moderate level of engagement (e.g., arrange and attend government roundtable meetings, represent the views of the RIPE NCC membership to government)
- High level of engagement (e.g., train government staff in use of RIPE NCC tools, encourage government engagement with the RIPE community and the RIPE NCC membership)
- I don't know

52. What should be the extent of the RIPE NCC's work with law enforcement agencies (LEAs)?

- None
- Low level of engagement (e.g., provide information and cooperate when necessary)
- Moderate level of engagement (e.g., arrange and attend LEA meetings, represent the views of the RIPE NCC membership to LEAs)
- High level of engagement (e.g., train LEAs in use of RIPE NCC tools, encourage LEA engagement with the RIPE community and the RIPE NCC membership)
- I don't know

53. What can the RIPE NCC do to improve outreach to government and regulators in your country? [Choose as many as appropriate]

- Produce explanations for non-technical policymakers
- Provide consultation for technical issues being discussed in public policy forums
- Organise meetings targeted at governments
- Organise events in conjunction with governments
- Coordinate workshops and informational sessions at Internet governance events
- Other (please specify)

54. What other groups, forums or organisations should the RIPE NCC be actively collaborating with?

- No comment
- Please specify

RIPE NCC SURVEY 2013

55. In which of the following areas should the RIPE NCC provide training courses to non-RIPE NCC members? [Choose as many as appropriate]

- Critical Internet Resources Management (IPv4, IPv6, AS Numbers)
- RIPE NCC analytical tools and measurement services
- The RIPE Database
- IPv6 Deployment
- Routing Security
- The RIPE Policy Development Process (PDP)
- None of the above
- Other (please specify)

56. Do you have any other comments on RIPE NCC Training?

- No comment
- Yes (enter comment)

57. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The content at RIPE Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The content at RIPE NCC Regional Meetings and NOGs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

58. Please choose the regional outreach forums and groups that the RIPE NCC should be actively involved with. [Choose as many as appropriate]

- [Middle East Network Operators Group \(MENOG\)](#)
- [Eurasia Network Operators Group \(ENOG\)](#)
- [South East Europe \(SEE\) Regional Meetings](#)
- Regional NOGs from other RIR regions, e.g. NANOG, Apricot
- National NOGs
- Other (please specify)

59. Do you have any other comments about the RIPE NCC or its outreach and external relations?

- No comment
- Yes (enter comment)

24. IPv6 Deployment

[Background information on IPv6 Deployment](#)

60. Does your organisation have a formal plan for IPv6 deployment?

- Yes
- No
- I don't know

61. Does your organisation have an IPv6 transition budget?

- Yes
- No
- I don't know

62. Does your organisation have staff trained for IPv6 deployment?

- Yes
- No
- I don't know

63. In your opinion, what prevents organisations from deploying IPv6? [Choose as many as appropriate]

- Too costly
- I have enough IPv4 address space
- No market demand for IPv6
- Difficulty convincing decision-makers.management
- Lack of technical knowledge
- My equipment doesn't support IPv6
- My suppliers don't support IPv6
- Other (please specify)

64. Can you suggest some ways the RIPE NCC can help you with the take-up of IPv6.

- No comment
- Yes (enter comment)

65. Please rate the following from 1 to 7, 1 being Strongly disagree and 7 being Strongly agree.

	1	2	3	4	5	6	7	N/A
The RIPE NCC should increase efforts to raise awareness among governments and regulators about IPv6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC should increase efforts to raise awareness at the corporate level about IPv6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC needs to carry out more coordination and collaboration with local Internet communities to help facilitate IPv6 uptake	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The RIPE NCC should provide practical, hands-on training to help with the uptake of IPv6 where needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

66. Do you have any other comments to make on IPv6 deployment?

- No comment
- Yes (please specify)

25. RIPE NCC Tools and Measurements

[Background information on RIPE NCC Tools and Measurements](#)

*67. Which of the following RIPE NCC analytical tools have you used?

- [RIPE Atlas](#)
- [RIPEstat](#)
- [DNS Monitoring \(DNSMON\)](#)
- [Routing Information Service \(RIS\)](#)
- [Test Traffic Measurement](#)
- None of the above
- Other (please specify)

68. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The information published by the RIPE NCC about its measurement tools and statistics services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy it is to find the RIPE NCC's measurement tools and statistics services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The usability of the RIPE NCC's measurement tools and statistics services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The usefulness of the RIPE NCC's measurement tools and statistics services for my day-to-day work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The results and statistical analyses presented by the RIPE NCC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RIPE Labs as a forum for presenting developments regarding the RIPE NCC's measurement tools and statistics services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

69. How could the RIPE NCC make its measurement tools and statistics services more useful for your daily operations?

- No comment
- Please specify

70. Which of the following subject areas on [RIPE Labs](#) are of interest to you? [Choose as many as appropriate]

- Operator tools
- Measurements and statistics
- IPv6 deployment
- RIPE Database developments
- Routing
- Internet Exchange Point statistics
- Internet governance articles
- I never use RIPE Labs
- Other (please specify)

71. Do you have any other comments or suggestions about RIPE Labs?

- No comment
- Yes (enter comment)

26. RIPE NCC Communications

[Background information on RIPE NCC Communications](#)

***72. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.**

	1	2	3	4	5	6	7	N/A
The information I receive about the RIPE NCC's activities and developments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The options I have to communicate with the RIPE NCC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RIPE NCC Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

73. Which of the following methods that the RIPE NCC currently provides do you use to receive information? [Choose as many as appropriate]

- Email
- [RIPE NCC mailing lists](#)
- [RIPE NCC website](#)
- [RIPE Meetings](#)
- [Regional Meetings](#)
- [General Meetings](#)
- [RIPE NCC Annual Report](#)
- [RIPE NCC Activity Plan and Budget](#)
- [RIPE NCC Member Update](#)
- [RIPE Labs](#)
- [Twitter](#)
- [Facebook](#)
- [LinkedIn](#)
- Other (please specify)

74. How could the RIPE NCC improve its communications with RIPE NCC members and all other interested parties?

- No comment
- Please specify

75. Should the RIPE NCC invest member funds in communicating in languages other than English?

- Yes
- No
- I don't know

Additional comment

76. Do you have suggestions to improve the [RIPE NCC website](#)?

- No comment
- Yes (enter comment)

77. Do you have any other comments about RIPE NCC communications?

- No comment
- Yes (enter comment)

27. RIPE Meetings

[Background information on RIPE Meetings](#)

***78. Have you physically attended a [RIPE Meeting](#) in the past three years?**

- Yes
- No

28. RIPE Meetings

[Background information on RIPE Meetings](#)

79. Do you have suggestions for how the RIPE NCC can improve the RIPE Meeting experience?

- No comment
- Yes (enter comment)

29. RIPE Meetings

[Background information on RIPE Meetings](#)

80. Is there anything that would encourage you to attend a RIPE Meeting?

- No comment
- Yes (enter comment)

30. RIPE Meetings

[Background information on RIPE Meetings](#)

81. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The distribution of RIPE Meeting locations around the RIPE NCC service region	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The remote participation options (video and audio streams, live session transcripts, chat rooms and archived media) at RIPE Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. The RIPE Policy Development Process (PDP)

[Background information on the RIPE Policy Development Process \(PDP\)](#)

82. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The RIPE Policy Development Process (PDP) as a way of developing Internet number resource management policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy it is to understand the PDP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability to participate in the PDP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The communication of developments at all stages of the PDP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Impact Analyses provided by the RIPE NCC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability to find current policy documents on the RIPE NCC website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

83. Should the PDP use media forms other than mailing lists to develop policy?

- No
- Yes (please specify)

84. Do you have any other comments about the RIPE Policy Development Process?

- No comment
- Yes (enter comment)

32. The RIPE Database

[Background information on the RIPE Database](#)

85. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
How easy it is to use the RIPE Database for operational purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of the public data stored in the RIPE Database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of the RIPE NCC-maintained registry information stored in the RIPE Database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of maintaining and keeping data up-to-date in the RIPE Database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

86. Are there additional developments you would like to see made to the RIPE Database?

- No comment
- Please specify

33. Network Security

[Background information on Network Security](#)

87. What are the main network or information security concerns in your region/industry? [Choose as many as appropriate]

- Botnets
- DDoS (distributed denial of service) attacks
- Excessive regulation
- State-sponsored cyber attacks
- Advanced Persistent Threats (APT)
- Precision Targeted Malware
- IP Hijacking
- Cloud security
- Identity theft
- Mobile device security
- Other (please specify)

88. Which of the following actions should the RIPE NCC take to help with Internet security concerns? [Choose as many as appropriate]

- Increase engagement with the Internet security industry
- Promote use of RIPE NCC tools (e.g. [RIPEstat](#)) to the Internet security industry
- Provide a forum for discussion of Internet security issues at RIPE NCC events (e.g. [Regional Meetings](#), [Roundtable Meetings](#))
- Further develop [Resource Certification \(RPKI\)](#)
- Play a coordinating role in the case of a large-scale network security incident (CERT/CSIRT)
- Other (please specify)

34. General Question

89. Are there any areas or issues not covered by this survey that you would like to comment on?

- No comment
- Yes (please specify)

35. Profile Information

90. Organisation Type

- Internet Service Provider
- Hosting company
- Mobile operator
- Data centre
- Academic institution
- Government agency
- Regulatory body
- Law enforcement
- Internet Exchange Point
- DNS ccTLD/gTLD
- Regional Internet Registry
- Other not-for-profit Internet company
- Other (please specify)

91. Position/Title

- Network operator/engineer
- Systems administrator
- Programmer
- Non-engineering staff
- Corporate manager
- Government staff
- Law enforcement officer
- Public policy maker
- Research
- Student
- Other (please specify)

92. Size of Organisation

- Up to 50 employees
- 51-250 employees
- 251-2,500 employees
- More than 2,500 employees

93. If you wish to be entered in the prize draw, please enter your email address. This information will not be made known to the RIPE NCC.

Email Address: