

A. Introduction from the Managing Director of the RIPE NCC

It is with great pleasure I present to you the final report from the RIPE NCC Survey 2013, produced by the Oxford Internet Institute (OII). The OII played a most important role, providing objective, independent analysis of the data, having no connection with the RIPE NCC. Equally critically, they provided absolute anonymity to respondents, removing identifying information before providing any material to the RIPE NCC.

This project to gain feedback from the RIPE NCC membership and other interested parties began in November 2012 with focus groups and interviews to determine the issues that would be raised in the survey.

RIPE NCC members and other interested parties responded in numbers far in excess of that for any survey the RIPE NCC has conducted in its history. Over 3,000 people, including from 75 of the 76 countries in our service region, responded to our requests to participate, giving us not only a fantastic response in terms of numbers but also in terms of diversity and reach.

This diversity in response is also reflected in the statistics provided for industry type, position, size of organisation and length of time as a RIPE NCC member. A large proportion of those who responded joined the RIPE NCC since 2011, while 88% in total had not responded to our previous large-scale survey. So it is great to see that we are hearing from new members and from those we have not heard from in some time, as well as from those who are involved frequently.

The large number of responses and their geographic diversity determine how this report is presented. As we usually see in our surveys, many of the subject areas surveyed bring a common response from all regions and most respondent types. However, the wide range of issues means that opinion can vary greatly by region and even by country.

For this reason, the survey covers all areas by overall results. From the table of contents, we hope you will be able to easily find the results relating to your own region and industry, as well as those issues of most concern to you. The regional breakdowns are listed along the following lines: Western Europe, South East Europe, the Eurasia Network Operators Group (ENOG) region, the Middle East Network Operators Group (MENOG) region and responses from outside the RIPE NCC service region.

Similarly, the concerns and opinions of RIPE NCC members can often differ from those of non-RIPE NCC members, so statistics from each of these groups is presented separately where necessary.

The survey report includes appendices that provide every single piece of information received in the survey. All statistics from every question as well as every open response is included. We hope you will let us know if you have feedback.

We are aware that not everyone has time to read through hundreds of pages of statistics and comments, so with this in mind we provide an Executive Summary that outlines concisely the reasons the RIPE NCC carries out these surveys, how the survey was conducted, the key findings from each area surveyed and the plans to follow through on the feedback received.

The key findings from the survey that were identified by the OII are outlined in the Executive Summary and in the main report on each section. In general, we are delighted that the satisfaction rating for the RIPE NCC and its services and activities scored highly and that there were many constructive comments in all areas. Some notable points that arose throughout the survey were:

- Many new RIPE NCC members are not aware of our services and activities
- Language considerations came up in a number of areas, especially training, registration services and contacting the RIPE NCC
- Participants asked for a greater local presence from the RIPE NCC
- Improved web site navigation and functionality was requested
- The RIPE Database is difficult for newcomers to update
- There should be emphasis on remote training so all members have access to quality training

We will publish a further report on the actions taken by the RIPE NCC that will update you on the progress resulting from your survey feedback. The findings from this survey also feed into the RIPE NCC Activity Plan and Budget 2014, which we hope you will also read and comment on to the RIPE NCC Executive Board.

Finally, I wish to thank those who took the time to participate in this survey. The survey has provided the largest source of feedback from the RIPE NCC membership and other parties interested in the Internet since the formation of the RIPE NCC. This means the RIPE NCC has a huge repository of data that it can use to improve and develop in the coming years. For this we are truly grateful.

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RIPE NCC