

# RIPE NCC

## The Services

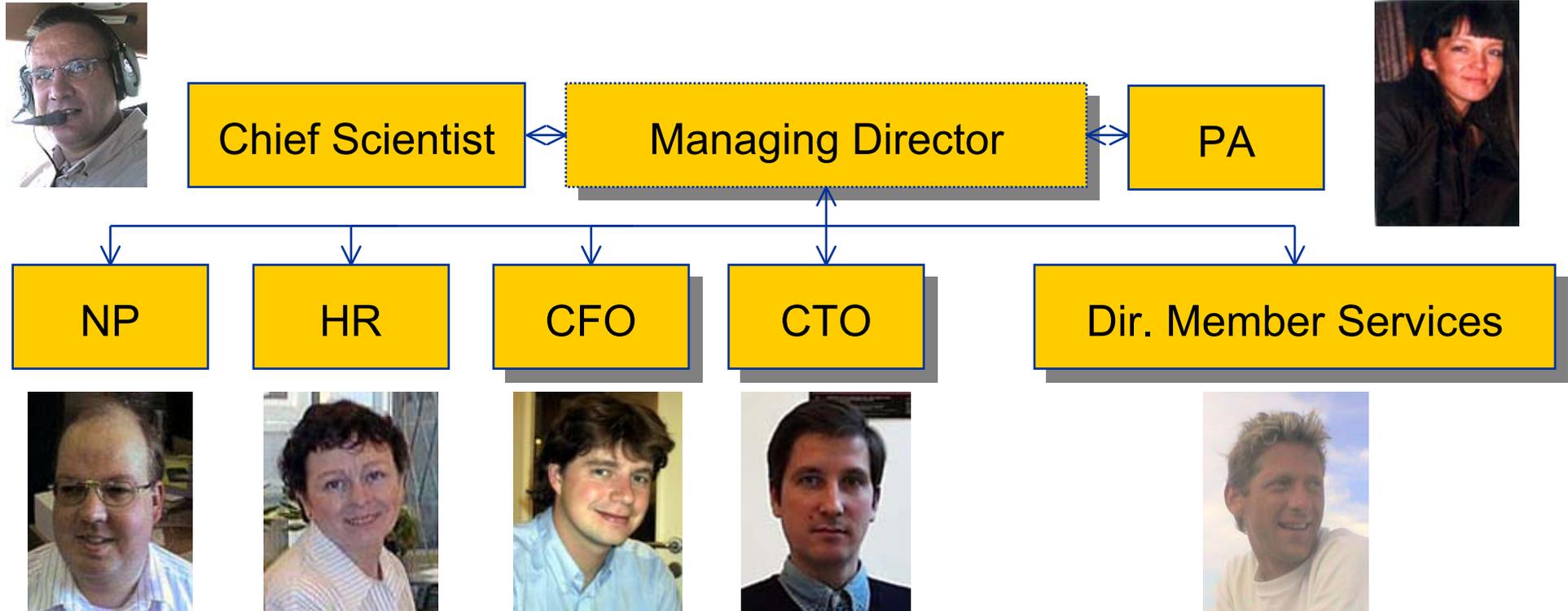


# From the Activity Plan...

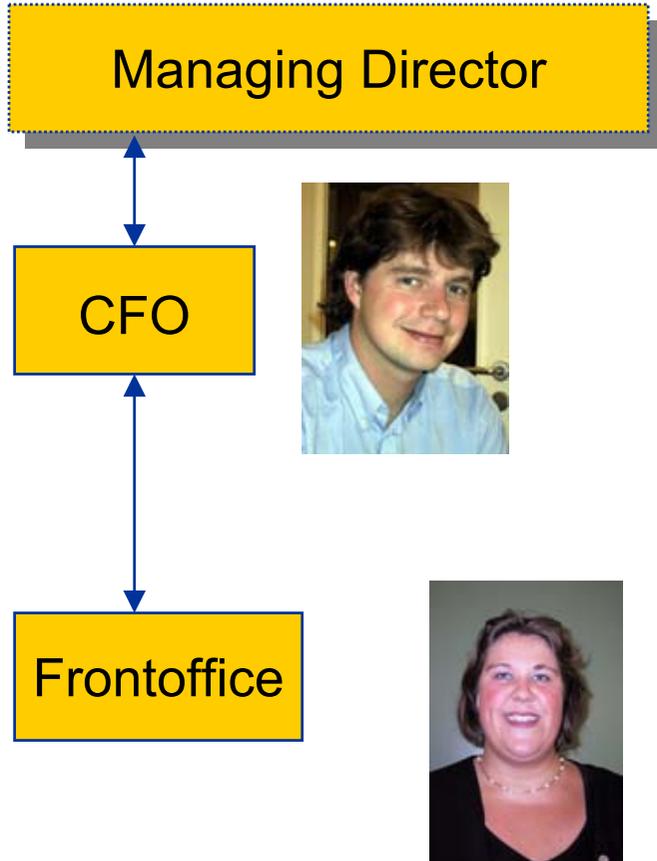


- **Membership Services**
  - “Activities included in membership services relate directly to services provided to the RIPE NCC membership. Services performed in this area are only accessible to established members of the RIPE NCC.”
- **Co-ordination Services**
  - “The activities performed in this area must be accessible to the users of the Internet and the general public to be effective. Their common purpose is to support the coherent operation of the Internet in the RIPE NCC service region.”
- **New Projects (2003) / Information Services (2004)**
  - “This area represents those activities that are either unforeseen or cannot be fully specified at the time of writing.”
  - “In 2004 the RIPE NCC will develop simpler and ready-to-use information services. The challenge will be to develop information services that are simple, meaningful and that also maintain scientific credibility.”

# Who Is Who



# Who is Who Financial / Admin



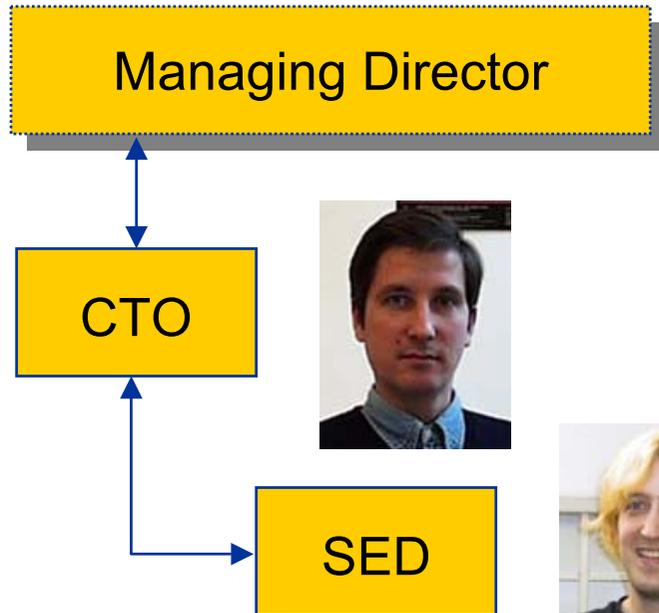


# Co-ordination Services (technical)



- RIPE Database
  - Improve database interface
    - Web based
    - Wizards
  - Improve data quality
  - Implement users' needs
    - Organisation object
    - Cross – RIR authorisation checks

# Software Engineering



- Smooth sailing operationally
  - average response time well below 1 second
  - load approximately doubled since last year
- No news is good news!
- Cleanup of unreferenced person objects
  - 35 % / 100 k objects gone
- 70 tickets / day to [ripe-dbm@ripe.net](mailto:ripe-dbm@ripe.net)
  - 20% done by hostmasters
- Server software 3.2.0 released
- Prototype RPSLNg Server

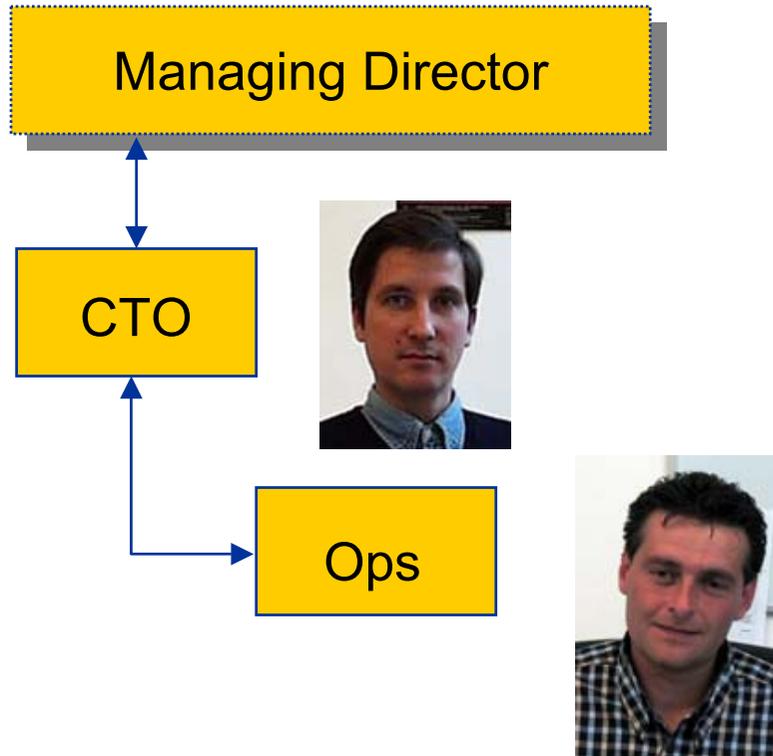


# Co-ordination Services (cont'd) (technical)



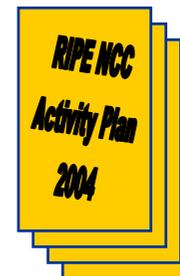
- Root nameserver k
  - Continue anycast deployment
  - Looking for host in Middle East
- DNS services modifications / improvements
- Support of RIPE Meetings

# Operations



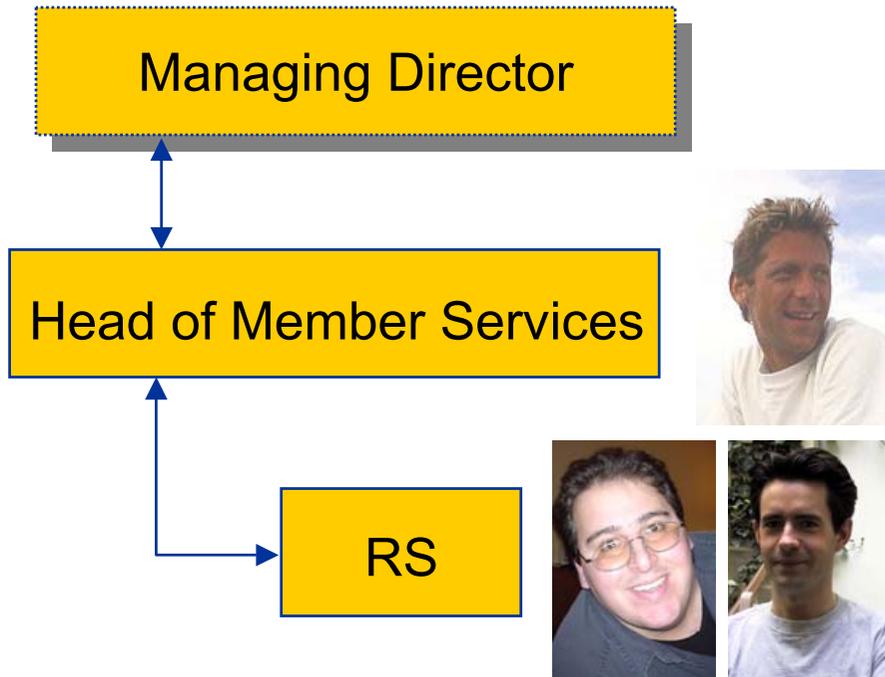
- k anycast cluster deployment done
  - AMS-IX
  - LINX
  - Assessing further locations
- RIPE 46 webcast live
  - Windows Media streams
  - Archived
  - Will be made easier accessible

# Membership Services



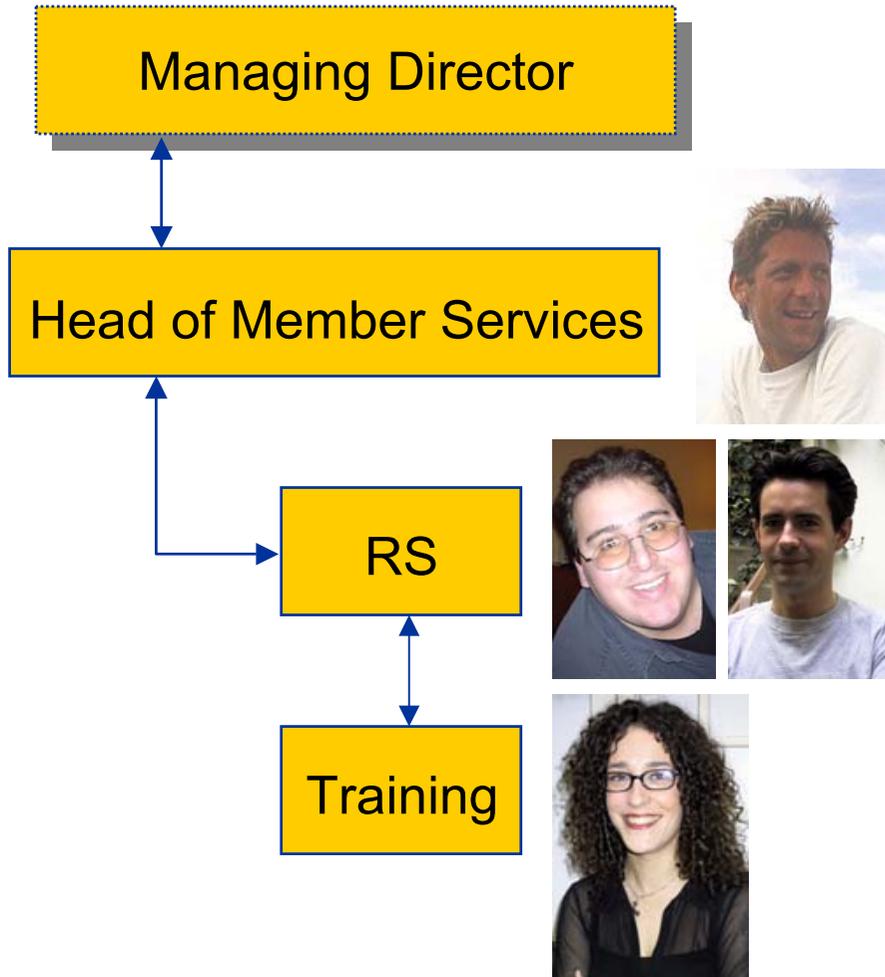
- Improving service & contact
  - Increase efficiency
  - Deploy secure communications system
  - Develop LIR Portal
  - Decrease fulfilment time
- Training
  - Investigate new training formats
- New Membership Procedure
  - Revising sign-up procedure
  - Developing membership pack

# Registration Services



- Response Times stable at one to two days for more than a year
- Documentation
  - IPv4 policy document draft
  - New Forms and Supporting Notes
- Continued LIR Portal and tool development
  - Web Forms
- Customer service projects continue
- Efficiency enhancements ongoing

# Training



- LIR Courses
  - How to get address space and AS Numbers
  - How to use basic Database features
  - LIR Course Reference Booklet rewritten
- Routing Registry Courses
  - Explain RPSL
  - Introduce IRR ToolSet
- DNSSec courses
  - Help explain the DNSSec protocol

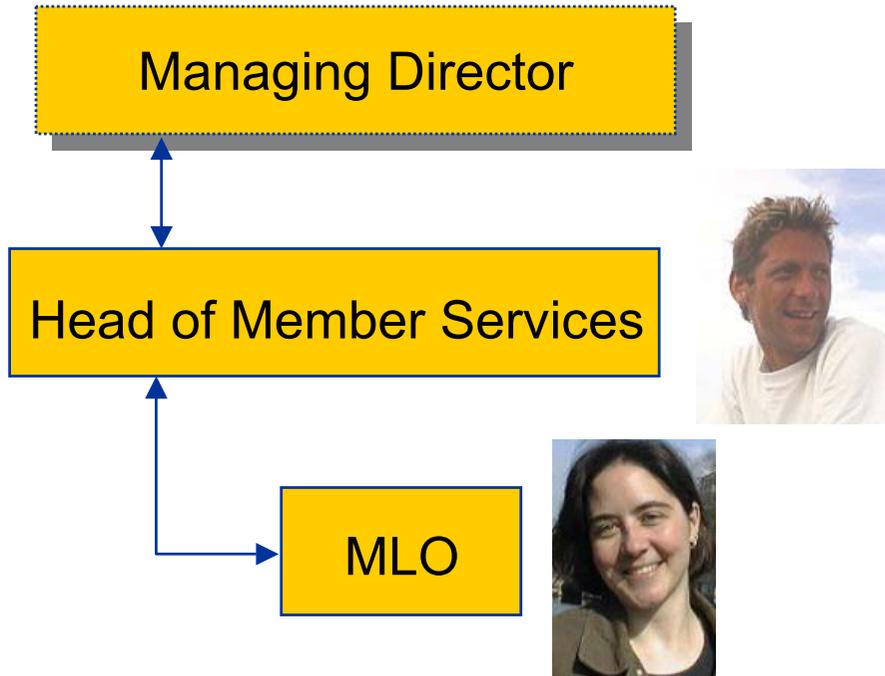


# Membership Services (cont'd)

- Create / develop feedback channels
  - Direct contact via telephone
  - Regional support activities
  - Membership Liaison Officer



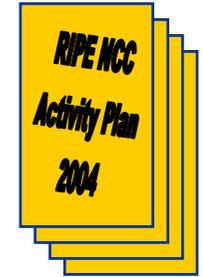
# Membership Liaison



- Responsibilities:
  - Liaison activities and regional support
  - Developing communication channels
  - Improving interaction between RIPE NCC and members
- RIPE NCC meeting in the Middle East
  - Dubai, UAE, 7-9 December 2003
  - Next meetings likely Russia, Kenya
- Support for RIPE NCC Services WG & RIPE Meetings
- Collaborate with RIRs on membership issues

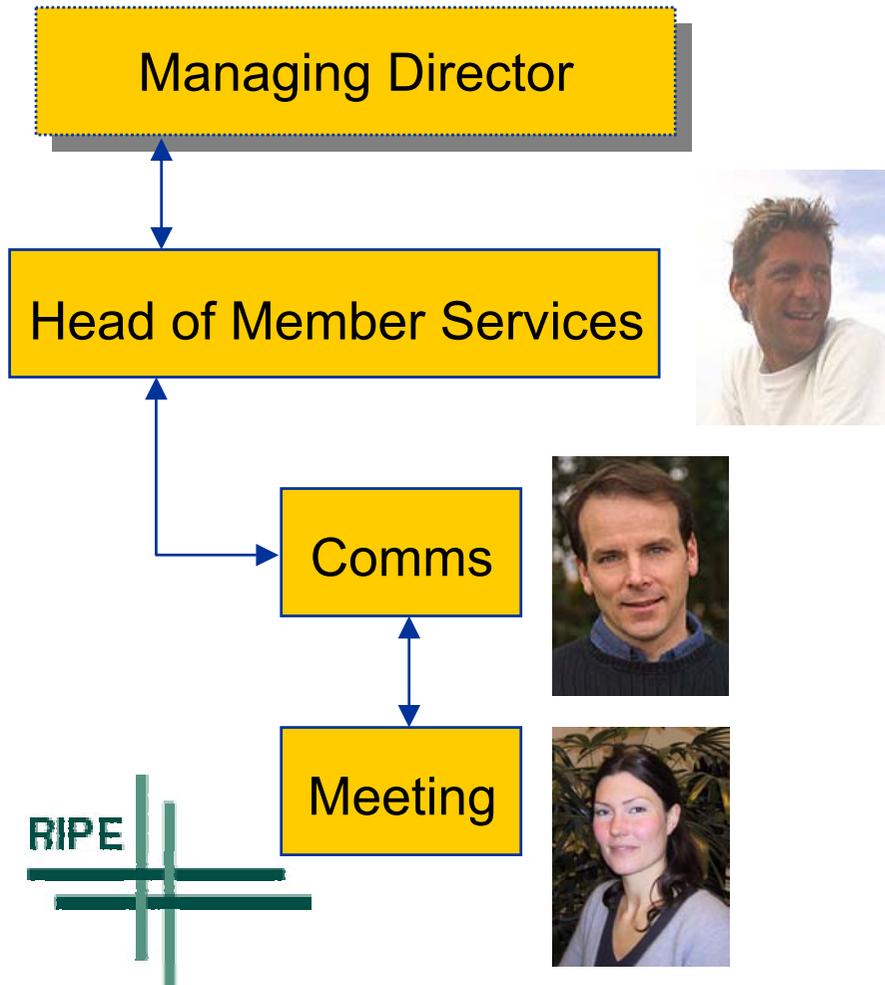


# Co-ordination Services (non-technical)



- RIPE Meetings
  - Work with chair / working group chairs
- Improve Communication
  - Member Update
    - General Information about RIPE / RIPE NCC
    - Policy updates
- Re-design Website
  - Improved navigation
  - Increased clarity of information

# Communications



- RIPE NCC Member Update
- Annual Report
- Midterm Reports
  - Between RIPE meetings
- RIPE and General meeting support
- Website(s) management
- Documentation help

# RIR Co-ordination

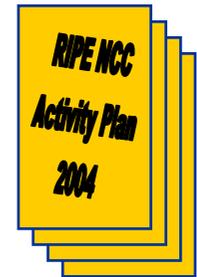
- Welcome to APNIC staff
- Early Registration Project
  - Progress continues
- AfriNIC
  - Montevideo workshop
  - 2 Hostmasters trained at RIPE NCC
  - Attended Johannesburg meeting in September
  - AfriNIC have selected 4 host countries (EG, GN, MU, ZA)
  - Working on transition plan
- RIR Statistics project
  - Consistent raw data available from all RIRs
  - Format updated
  - <http://aso.icann.org/rirs/stats/>
- RIR Staff Exchange
- Training Co-operation
- WSIS
- Joint presentations at industry events



# Number Resource Organisation

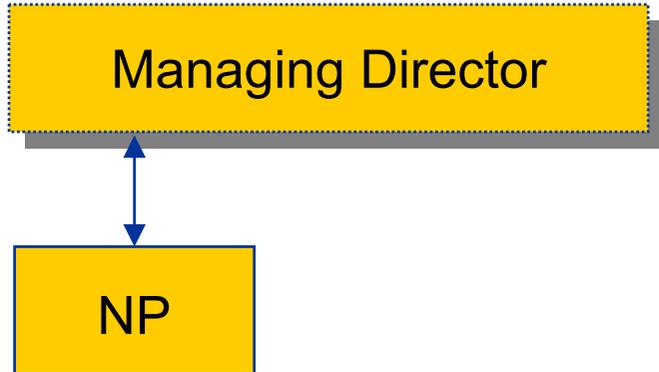
- Vehicle for even closer RIR co-ordination
- One point of entry into RIR system
- Protection of the “unallocated address pool”
- NRO established on 24 October 2003
- NRO Executive Council
  - CEOs of RIRs
- NRO Numbers Council
  - Providing advice to EC
- NRO Secretariat
- Intention: Offer NRO as body assuming the role of the Address Supporting Organisation of ICANN

# Information Services



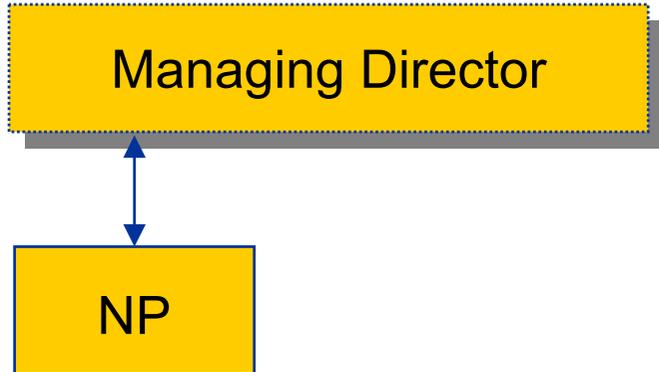
- ... are really “Co-ordination Services”
- Motivation: Protect open, bottom up industry self-regulation (aka the RIPE processes)
- Observations
  - Internet has become crucial infrastructure
  - Governments and regulators increasingly interested
    - Resource policy == public policy?
  - Myths and misinformation abound
- Provision of correct, targeted, easy to understand information by a neutral party.

# New Projects



- Test Traffic Measurements
  - Active measurements of the performance of your network:
    - Delay, packet loss, IP-level routing, jitter, ...
    - DNS monitoring
    - Bandwidth measurements to be added next
    - IPv4 and IPv6
  - Usage of the data
    - Debugging tool for your NOC
    - Trend analysis, plan upgrades
    - Monitor SLA's

# New Projects

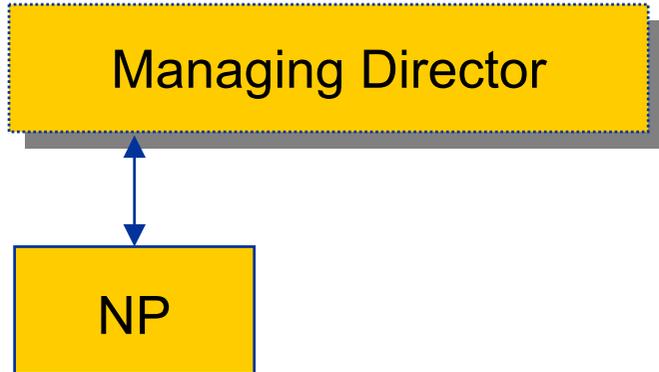


- DNSMON

- DNS is a critical part of the Internet Infrastructure
- gTLDs/ccTLDs servers have to be reachable at all times
- Lots of bad measurements out there:
  - One location only
    - Is the problem with the server or the user?
  - ICMP traffic
    - Can be blocked
    - Does not say anything about DNS
  - People (press, regulators) use them against you

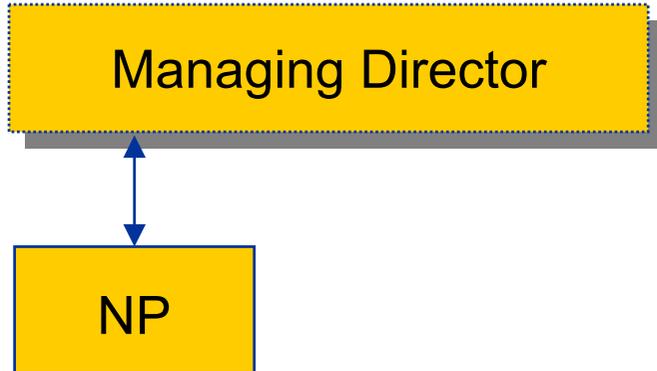


# New Projects



- Routing Information Service (RIS)
  - Collects BGP data from participants and stores it in a database
  - Looking glass style information but
    - Historical information available
    - Not bound to any particular AS
    - IPv4 and IPv6
  - The RIS collects information at 10 IX's around the world
  - User can do all kinds of queries on the database
- Looking for site in Middle East

# New Projects



- myASN
  - Monitors how your AS is visible around the world:
    - Site enters its expected BGP configuration
    - myASN tool looks at actual configuration
    - Warning is sent when there is a difference
  - New tool
    - Proof of concept
    - <http://www.ris.ripe.net/cgi-bin/myasn/index.cgi>
    - Need a separate account but...
    - ... will be integrated with the LIR portal in 2004

# RIPE NCC Information Services

*“You have all the data on IP address usage.  
You should make it public and become a  
trusted authority and consultant to  
governments and regulators.”*



# Motivation

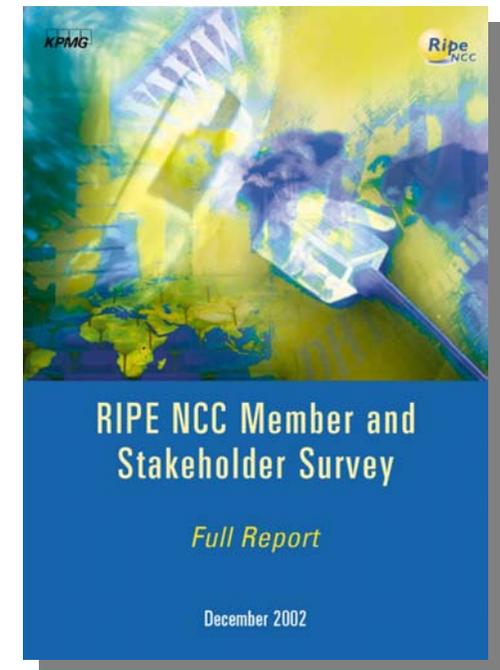
- ... to preserve the open, bottom up industry self-regulation
- Goal:
  - “To establish the RIPE NCC as a known and trusted source of high quality information about number resource distribution and related policy formation.”
- Rationale:
  - Misinformation leads to FUD
  - FUD leads to flawed action endangering self-regulation
  - Educate and gain stability
- Partner up, don't try to do it alone

# For Instance...

- WSIS
  - World Summit on the Information Society
- *“The coordination responsibility for root servers, domain names, and Internet Protocol (IP) address assignment should rest with a suitable international, **inter-governmental** organization.”*
- Need to correct wrong impressions
- Work with “enlightened” governments and others
  - ISOC, CENTR, ICANN, ICC, ...

# The Role of Membership Surveys

- Intention
  - Structured opportunity to voice opinion / suggestions
  - Anonymous
  - RIPE NCC: Better understanding of needs
- Surveyor
  - Neutral third party
- Style
  - No easy “tick yes or no”
  - Fostering considered responses
- Regularity
  - Every two to three years
  - Next: early 2005



# Identified Actions

## (Member/Community Involvement)

- Membership Bulletin (**ongoing**)
- Webcasting Core Events at RIPE Meetings (**ongoing**)
- Real Time Stenography of Core Events at RIPE Meetings (**investigating**)
- Document / Website Translations (**investigating**)



- New Training Formats (**investigating**)

# Questions and Answers

