

RIPE NCC

Survey 2019 Results

Introduction & Methodology

- The RIPE NCC Member survey was conducted from 24th May to 30 June 2019
- 4,161 eligible responses received, an increase of 36% from the 2016 Member survey
- Survey fielded in nine (9) languages:
 - Arabic
 - English
 - Farsi
 - French
 - Italian
 - Polish
 - Russian
 - Spanish
 - Turkish
- 44% of responses were completed in a language other than English
- Over half (52%) of the responses were from Western Europe, 17% from the ENOG region and 12% from the Middle East. Seven percent (7%) of responses were from each of Eastern Europe and South East Europe regions.

Key Performance Metrics

How members speak about the RIPE NCC to others



4% Critical or tend to be critical



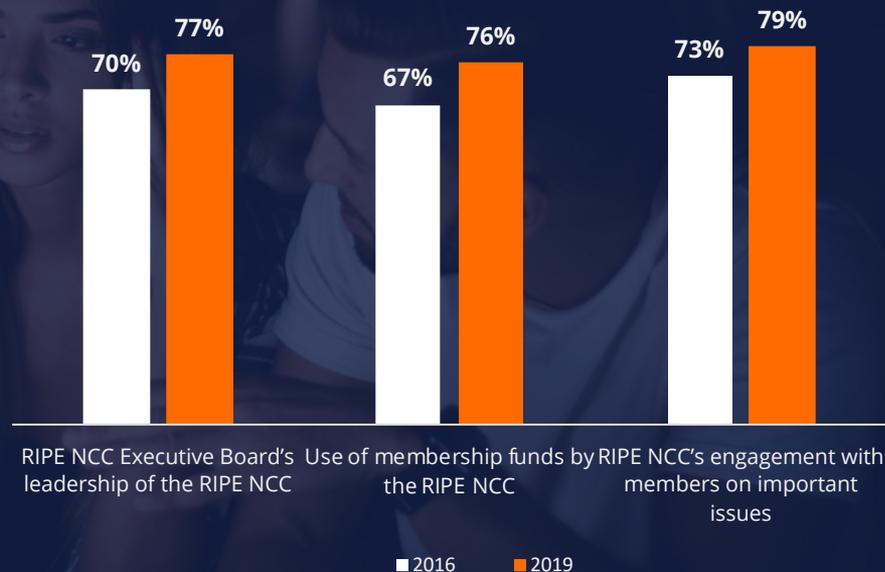
20% Neutral



76% Speak well or highly

Corporate Governance

Top 2 Rating - % Satisfied / Extremely satisfied



Key Performance Metrics

92% Rate quality of service delivery as good or excellent

76% Rate value for money as good or excellent

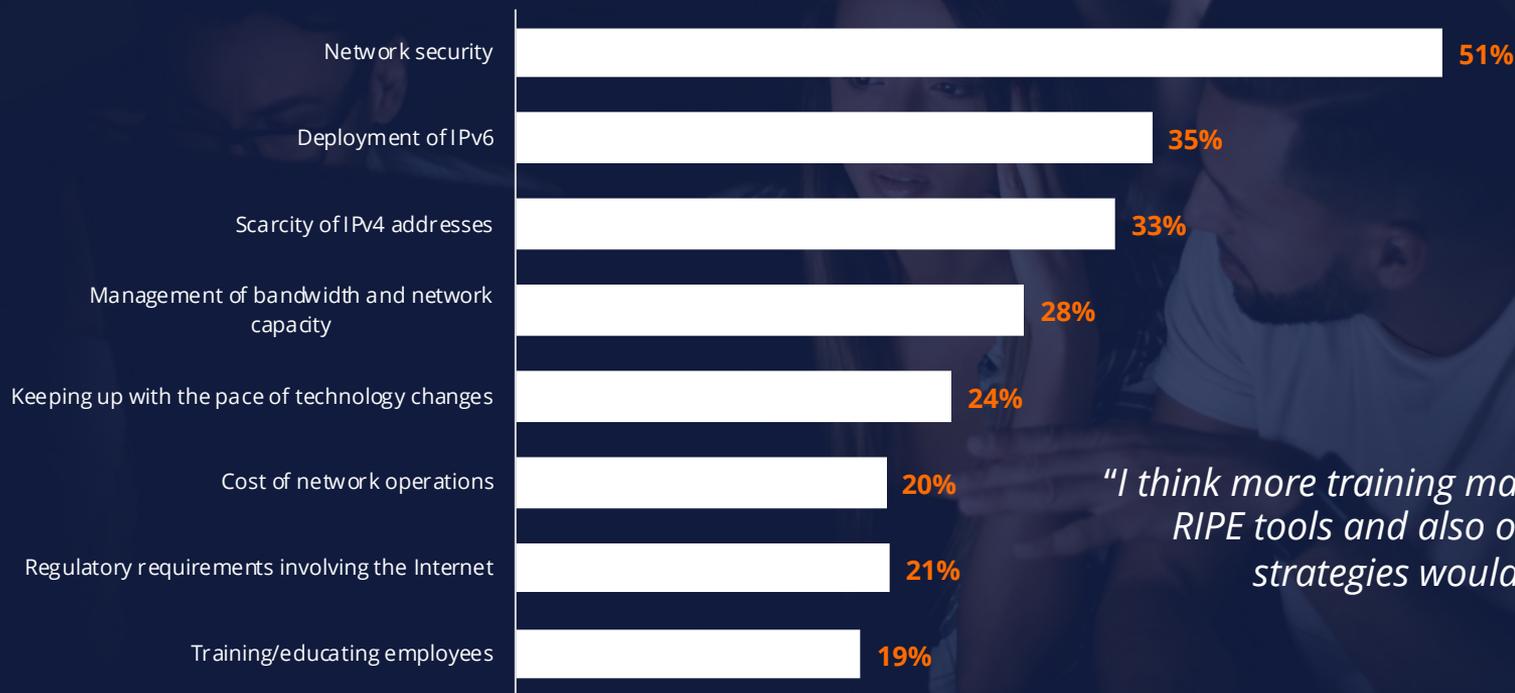
Satisfaction with resource registration, customer service & billing

Top 2 Rating - % Satisfied / Extremely satisfied



Internet-related services - Main Operational Challenges

Internet-related operational challenges

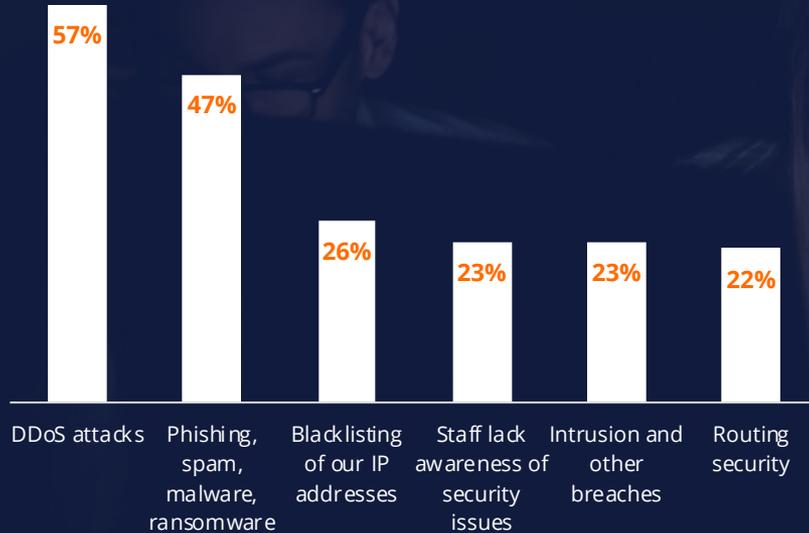


"I think more training materials regarding RIPE tools and also on IPv6 migration strategies would be a good help"

Turkey

Network Security Issues

Top Network Security Challenges



Best ways the RIPE NCC can assist with challenges

36%

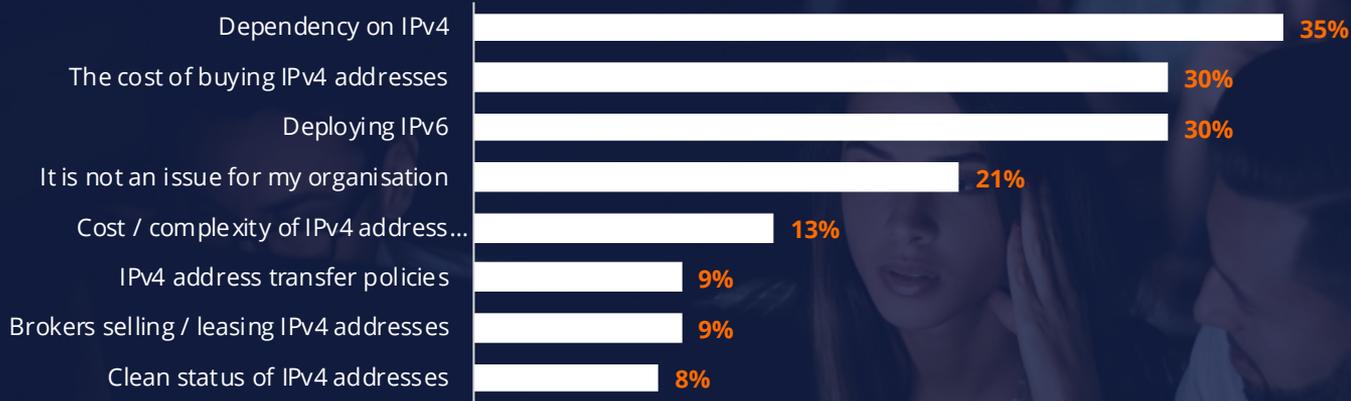
Security specific training programs

35%

Collaborate with other technical security organisations

IPv4 Scarcity

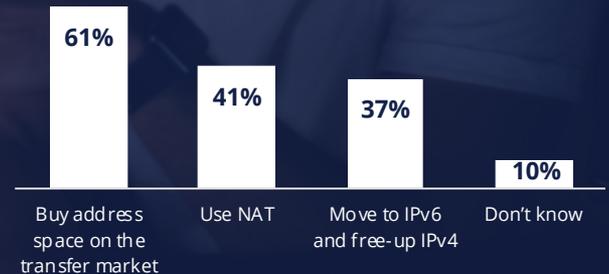
Challenges with scarcity of IPv4 addresses



Will you need more IPv4 in the next 2 - 3 years?

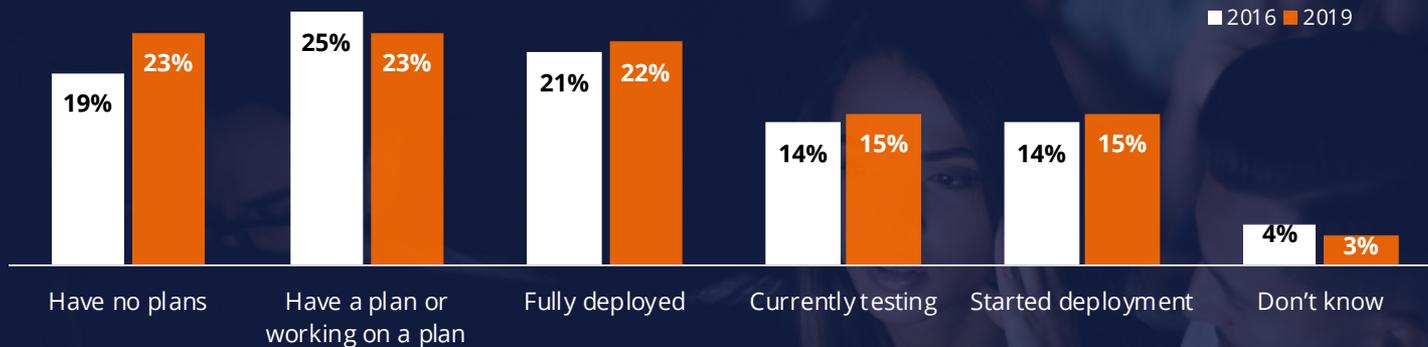


What will you do to obtain more IPv4?

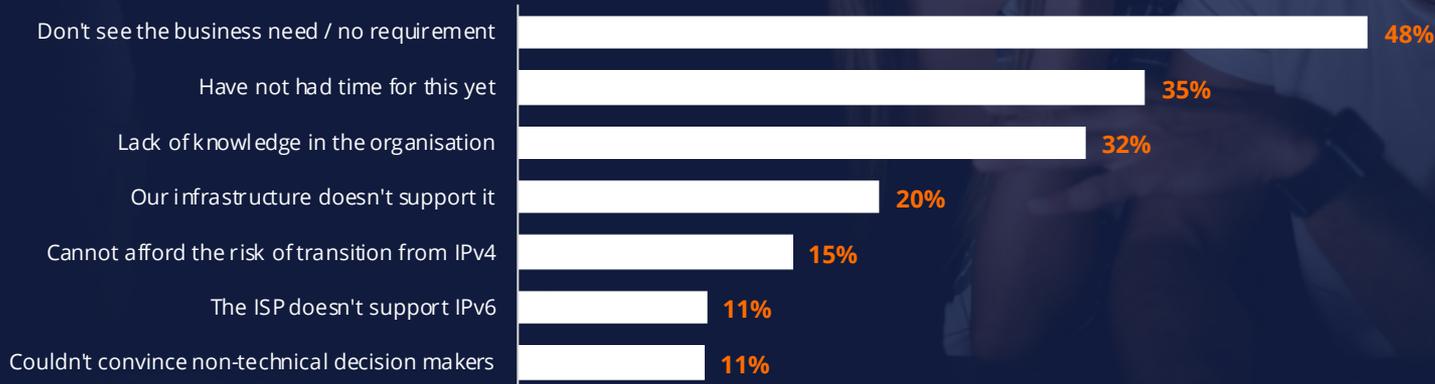


IPv6 Deployment

What is the status of your IPv6 Deployment plans?

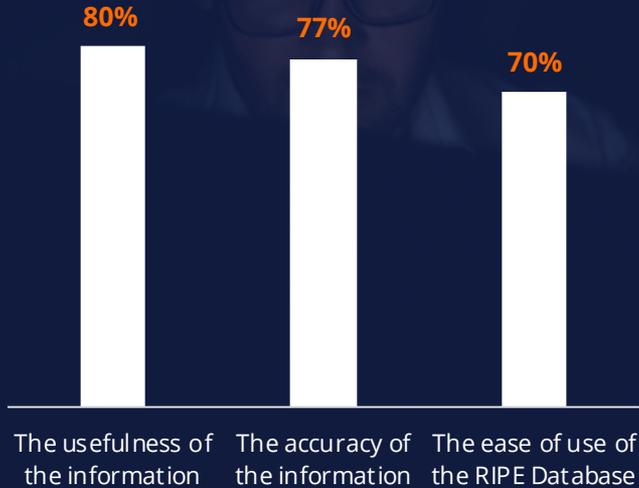


What are the main reasons not to deploy IPv6?



RIPE NCC Database

When you have used the RIPE Database, how would you rate the following:



Top 2 Box Score - % Good / Excellent

Are there ways the RIPE NCC could improve the accuracy, usefulness and ease of use of the RIPE Database?

"Visibly increase pressure on LIRs to keep their records up-to-date in the RIPE database as mandated by RIPE IP address policy" Netherlands

"Stricter policy on the database update frequency" France

"Increase 'ease of use': Online courses (self learning) for beginners." Italy

"The interface can be somewhat confusing at times." Sweden

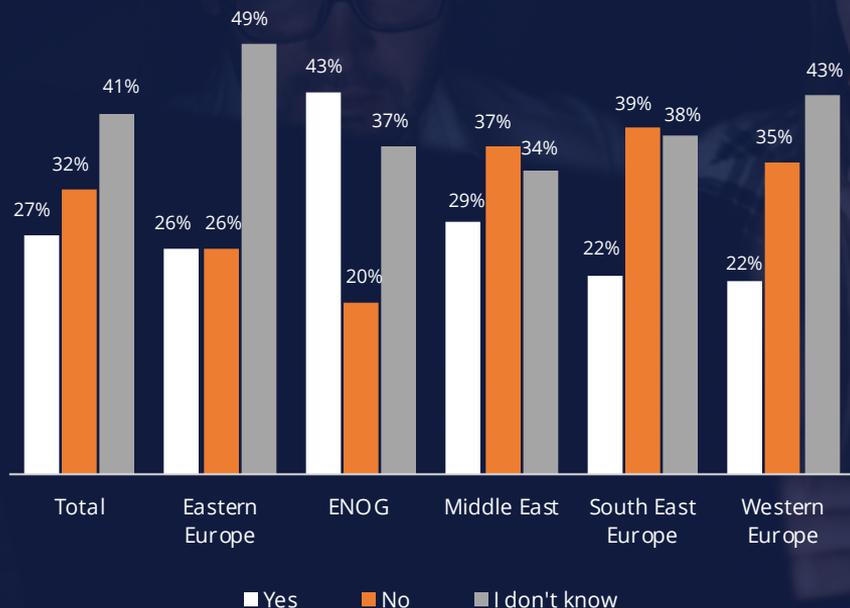
"It would be great to have some quick 'how to' docs available for the top task items" US

"Please extend the API for more query types" Germany

"We need to make a short description - best practices. In small organizations, there is often no time to get acquainted with all the capabilities and tools." Russian Federation

Regulatory Risks

Do you expect that changes in government regulations will directly affect your operations or the operations of the RIPE NCC over the next 2 - 3 years?



Please tell us how you think any changes will affect your organisation or the operations of the RIPE NCC?

"Adoption of a law on the sovereign Internet will necessarily affect its availability." Russian Federation

"Implementation of content control measures incompatible with our vision of the Internet" France

"Internet censorship would require strict knowledge about IP owner and user." Netherlands

"Industry regulation by the state may increase costs" Russian Federation

"Tightening control over traffic will entail huge costs." Estonia

"Compliance with multiple data protection frameworks." UK

"Legal requirements will increase non-operational costs" Poland

"As privacy is a big concern, we expect more regulations related to this and this will affect any operations of every company." Germany

Conclusion

- Very good response rate, with inclusion of additional languages contributing to more completions
- Satisfaction with the RIPE NCC services remains high, although Members in Eastern Europe and the Middle East regions report lower satisfaction than Members from other regions
- Like other RIR members, RIPE NCC Members are concerned about network security, deploying IPv6 and scarcity of IPv4 addresses
- Deployment of IPv6 appears to be slowed by a lack perceived need, not enough time to work on deployment and a lack of expertise within organisations
- Providing training and education is seen as an area where the RIPE NCC can help
- Finally, thank you all once again for taking part and your input is extremely valuable.

I am available to discuss these results in more detail with you over the next 2 days. Please come and see me, or ask someone from the RIPE NCC team to find me.

<https://www.ripe.net/survey2019>

Questions?