

# RIPE NCC

## Survey 2019 Results

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# Introduction & Methodology

- The RIPE NCC Member survey was conducted from 24<sup>th</sup> 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



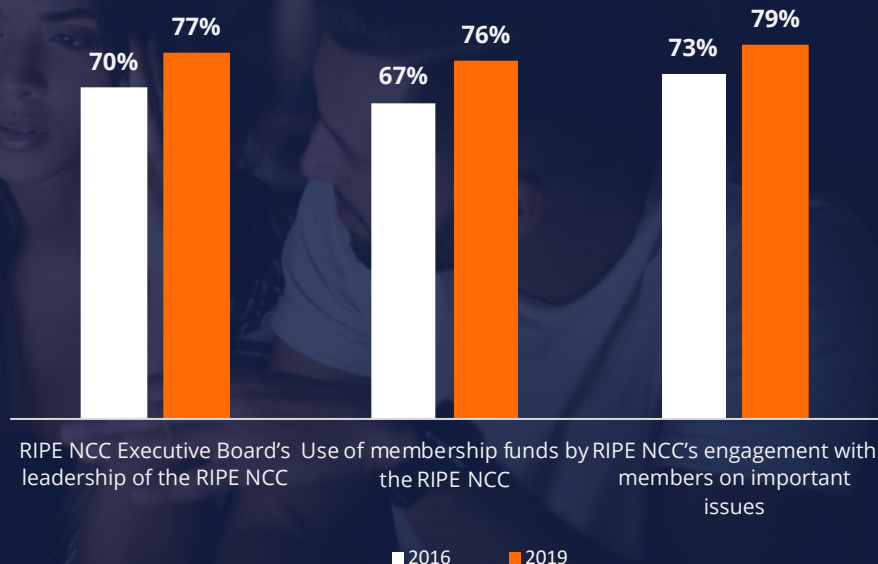
**20**% Neutral



**76**% Speak well or highly

## Corporate Governance

Top 2 Rating - % Satisfied / Extremely satisfied



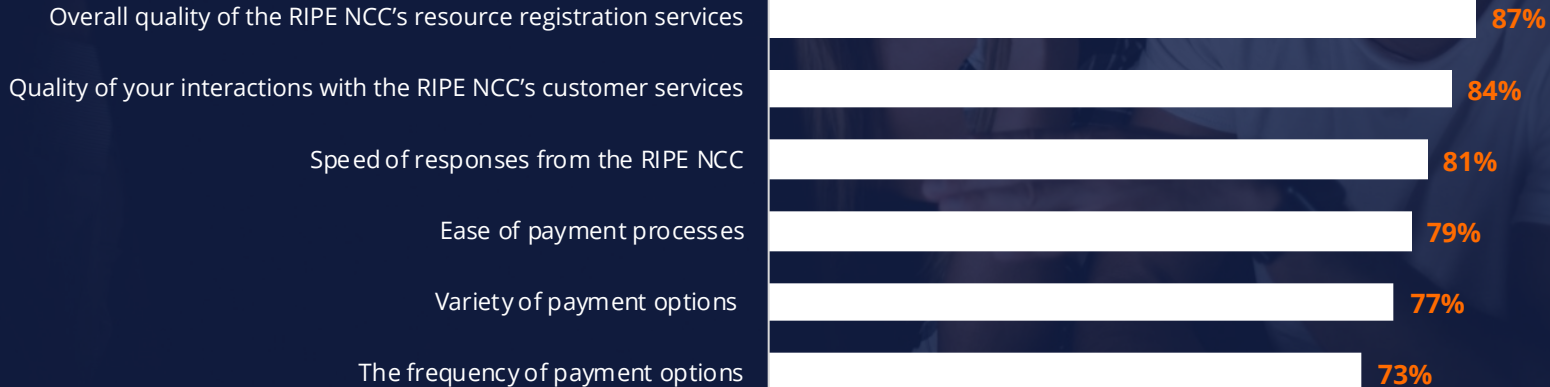
# Key Performance Metrics

**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

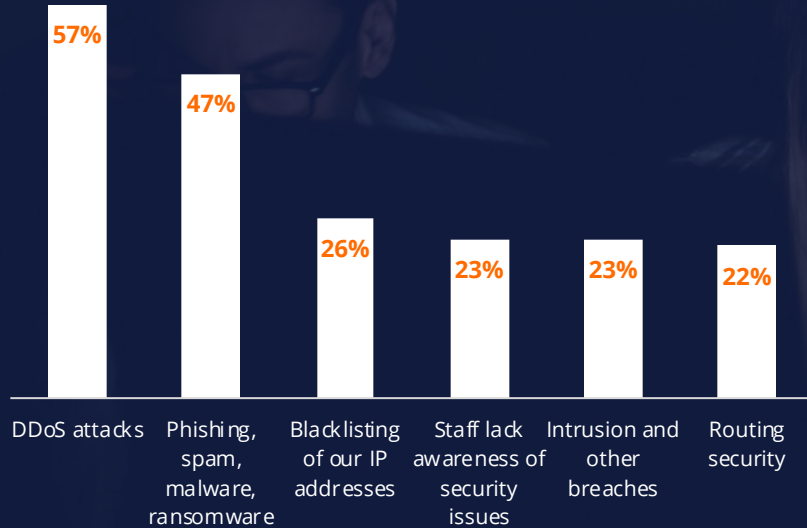


*"I think more training materials regarding RIPE tools and also on IPv6 migration strategies would be a good help"*

Turkey

# Network Security Issues

## Top Network Security Challenges



## Best ways the RIPE NCC can assist with challenges

**36%**

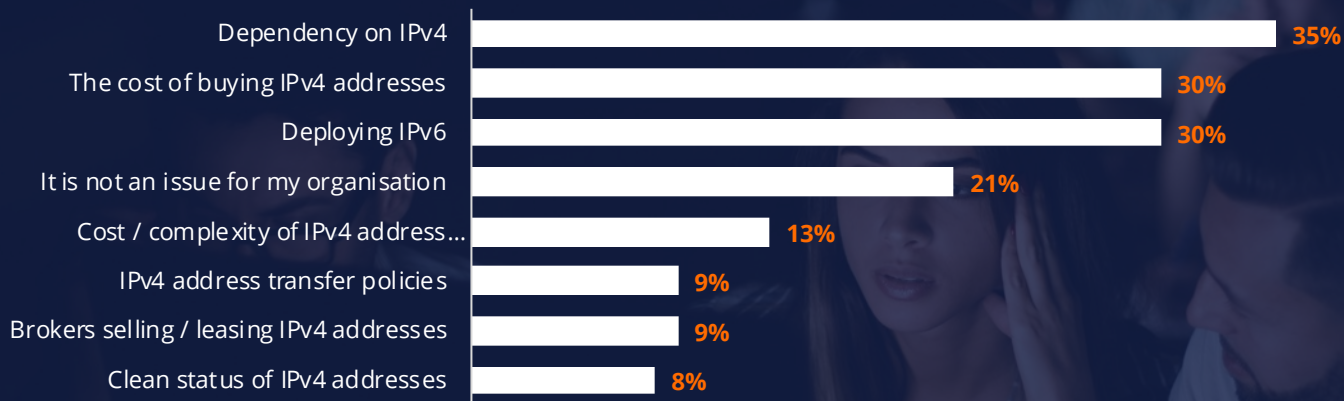
Security specific training programs

**35%**

Collaborate with other technical security organisations

# IPv4 Scarcity

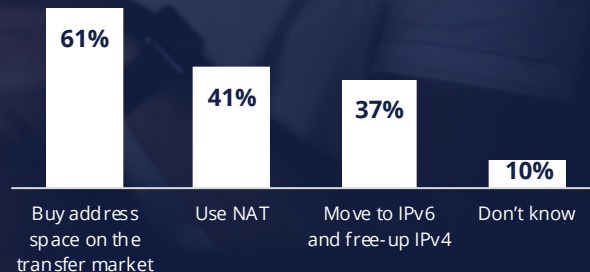
## Challenges with scarcity of IPv4 addresses



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

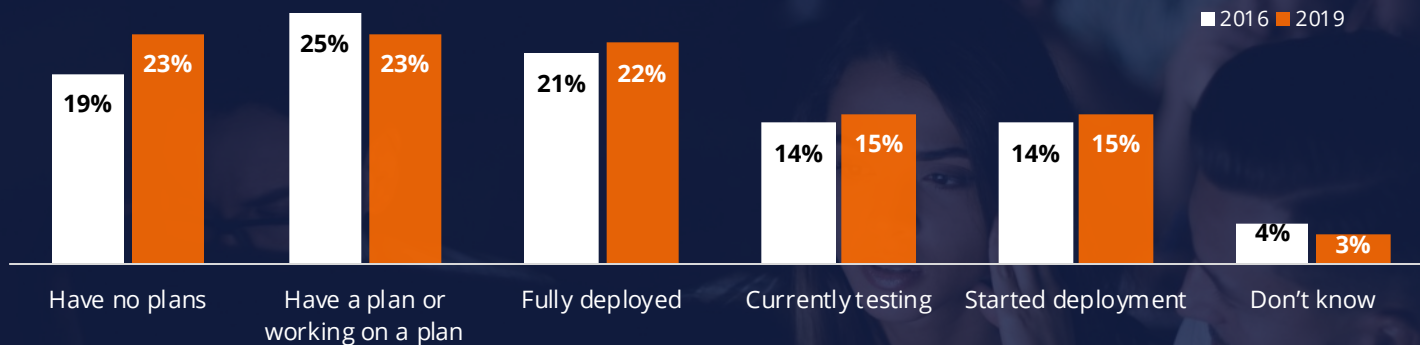


## What will you do to obtain more IPv4?

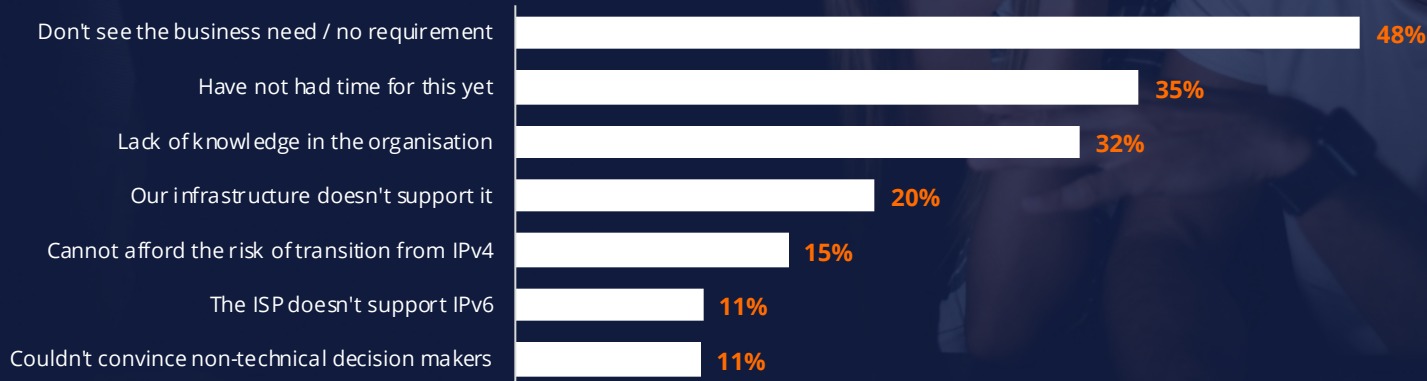


# IPv6 Deployment

## What is the status of your IPv6 Deployment plans?

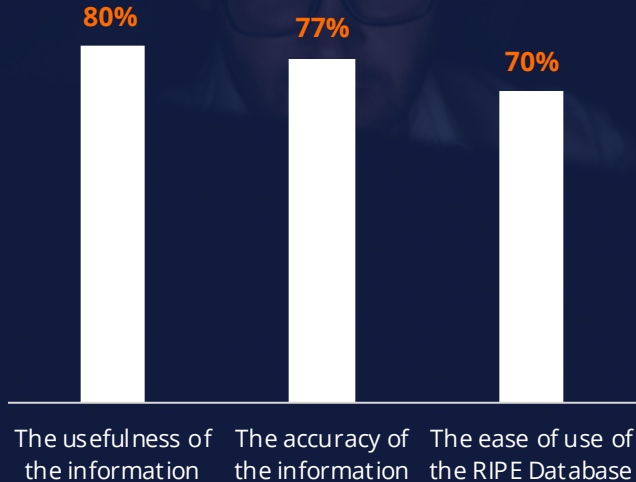


## What are the main reasons not to deploy IPv6?



# 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

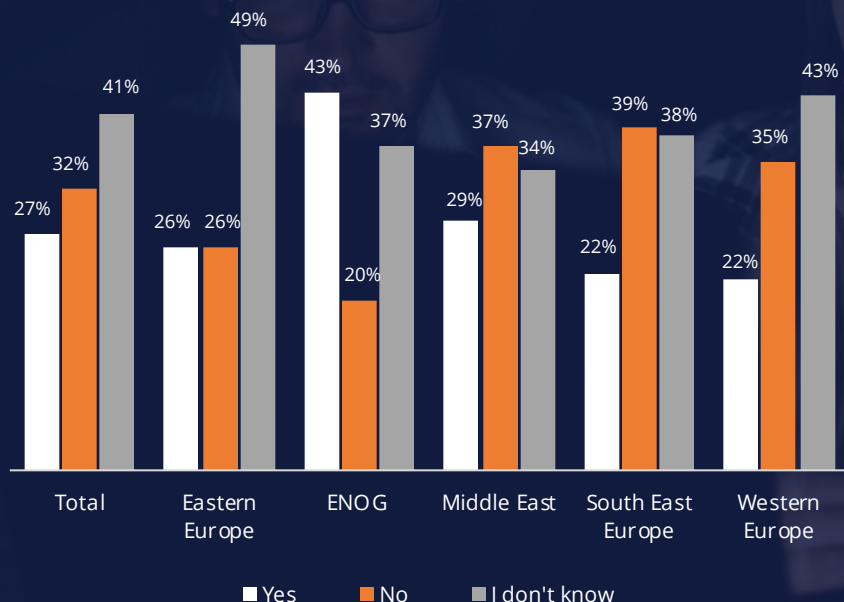
*"It would be great to have some quick 'how to' docs available for the top task items"* US

*"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?