Update from the RIPE NCC

# Customer Services

What can we do for you?

Customer Services

- **Member Services**

  - New LIR and DAU Setup

  - Billing

  - Administrative and LIR Portal Support to LIRs

- **Coordination Activities**

  - RIPE DB & DNS User Support

- **Information Services**

  - Administrative Support for TTM and DNSMON

- **Currently investigating alternative / improved means of communication**

Customer Services - Statistics

- 20.000+ tickets handled in 2009

- Strong increase in billing-related questions due to 2007-01
  This is levelling out in Q2

- Stable 1 day response time

Main Ticket Categories
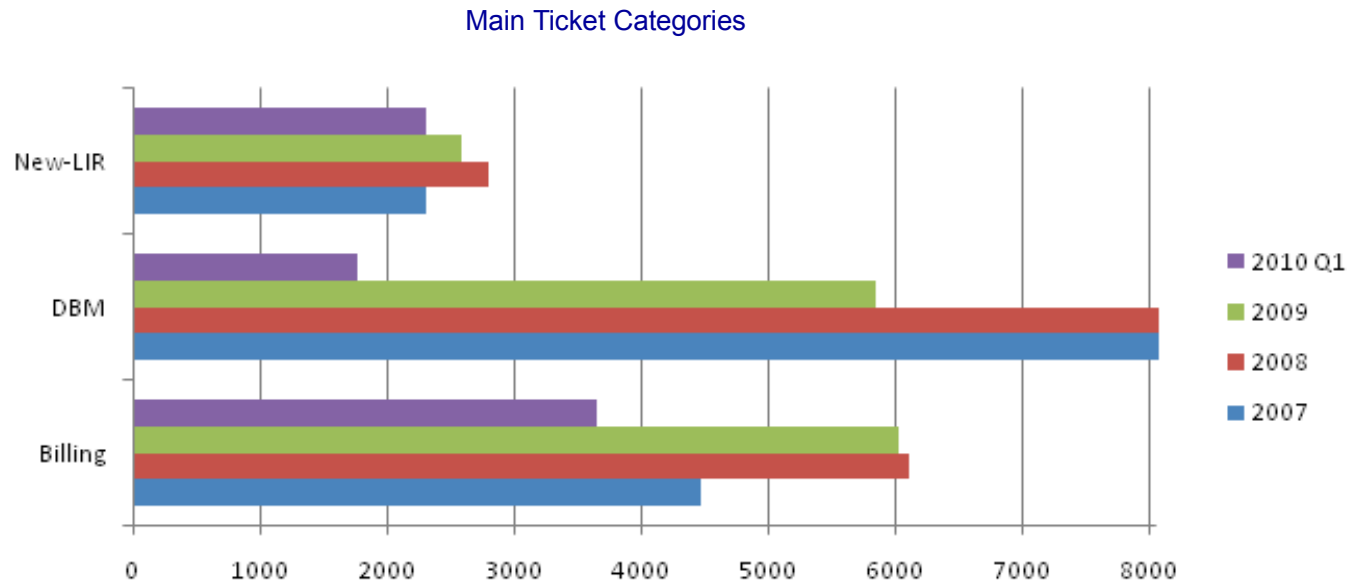
Registration Services

- Maintaining SLAs, with high ticket load

- Reclamation project:

  - Announced IP address space, "pending closure" LIRs

    - Since 2007, 788 non-paying LIRs contacted

      - 175 LIRs re-opened

      - 561 LIRs had Allocations returned to the RIPE NCC (5,658,624 IP addresses)

- Audit activity

  - From 1996 until 2008 - 343 Audits

  - 2009 - 301 Audits

  - 2010 - 188 Audits (to date)

Registration Services

- 2007-01 implementation - Processing incoming contracts and user queries

  - See later presentation

- Quality of Registration Data - RDQ Project (with Science Group)

  - See later presentation

- KPMG Audit on RS processes

  - RS procedures well documented and in line with policies

- Internal escalation process for large resource requests

Training Strategy and Goals

- External

  - Giving a "face" to the RIPE NCC

  - Promote NCC messages and services

  - Know what is going on in the community

  - Reduce workload by training members

- Internal

  - Valuable source of information

  - Gather and pass on feedback from the community

  - Training and mentoring (new) staff

Training

- Training courses and presentations

  - Launched IPv6 course, extremely well received

  - Trained 1500 members (80 courses in 40 countries)

  - Delivered 17 presentations at various conferences

  - Launched DNS Basics e-learning module

- Videos and other productions

  - IPv6 testimonials for IPv6 Act Now and IPv6 courses

  - e-voting videos

  - LIR Locator video

  - Certification

Our Courses

- LIR

- IPv6

- Routing Registry

- Workshops on request

Reduce workload of our members and of all departments inhouse

Legal update

- Closure

  - Finalising reasons/procedure for closure

  - Next step: Update ripe-301, set up mergers document

- Data Protection wrap-up

  - Participation in EU consultation on Data Protection Directive

  - End of Task Force - final report published

- RPKI

  - Analysis on possible legal implications

  - Next steps: legal framework (policies, license agreements etc)

Fortifying Arbitration

- Meeting with arbiters on 3 May

- Improve on the existing procedure

- Definition of areas of arbiter involvement

- Exchange of information on cases and issues

- Procedure for 2009-02 (self-assignment)

- Improving facilities for arbiters

Highlighted IT Achievements

- RIPE Meetings Tech Support

- Virtual Environment Farm

  - Replacing many hard metal servers with virtual servers.

- Calendaring

  - ctime replaced with Gcal

- Load Balancers

  - Proxy, Failover, Load balanced

- Internal Mail –

  - Upgraded to CentOS & Exim

- IPv6 – all external services

Software Support

- New Meeting registration & admin software

- Integrate meeting registration process with billing software

- Certification pilot release 2009, holding all main features, production release end of 2010

  - RIRs adopting our Certification SW

- New resource database, *reg* read-only in 2010

- LIR Portal technical migration to flexible Java environment and new Portal server, end 2010

- …

Software - General

- FTE on sw-bugs tickets decreased to less than 1

- Team maturity: velocity and accuracy increased

- Quality: started monitoring of code quality and applied clean coding framework

- Measure and report about LIR Portal uptime

Information Services Developments

- NetSense under active development

  - more features soon http://netsense.ripe.net

- DNSMON interface overhaul underway

  - prototype at RIPE60

- TTM refresh will follow during 2010

Science Group

- Main task is Research & Development

  - Envision and study future services

  - Analyse interesting or useful data, advise RIPE NCC and the RIPE community

- Produced a number of articles about prototypes, analyses, and other interesting stuff on RIPE Labs

  - See http://labs.ripe.net/

Science Group

- REX, the Resource EXplainer prototype ("all you ever wanted to know about number resources") is a recent example which is also available to the public:

  - See http://rex.ripe.net/

- Focus on data quality and future needs of the RIPE NCC

DNS Updates

- K-root DNSSEC readiness

  - Bandwidth upgrades

  - NSD upgrade (better TCP and fragmentation tuning)

- DNSSEC infrastructure improvement

  - Switch to new signers on 14 June 2010

  - Review all procedures and policies

- New anycast cluster for forward and reverse zones

  - ripe.net, etc

  - in-addr.arpa, ip6.arpa and e164.arpa

External Relations and Communications

- ER: Representing community interest towards new stakeholders

- Joint effort with NRO:
  ICANN, OECD , IGF, ITU, ITU Telecom World

  - Donated sizeable amount of Paul Rendek's time to NRO for PR & Comms efforts

- IPv6 Awareness

  - ActNow.org

  - Press briefings (seriously increasing media presence)

  - Workshops

- Joined ITU as sector member

RIPE area / RIPE NCC events

- "Our Own":
Roundtables, Regional Meetings

- Other events

  - E.g. various Internet Governance related events

  - LEA

  - …

- Inventing new events

  - Regional Roundtables

  - IPv6 Roadshows

Liaison with Law Enforcement

- Establish contact

- Increase understanding of the RIPE / RIPE NCC role

- Manage expectations

  - First responsibility to members & community!

  - Actions within our mandate from the RIPE Community

  - Tasks explicitly given to us by our members

- Participation in LEA meetings

- Very positive relationships being built

Communication Appreciated

- RIPE NCC exists to serve **you…**

  - Members

  - "Community"

  - Other stakeholders, to defend BUISR, for your benefit

- We document our plans

  - Activity Plan, see
    http://www.ripe.net/membership/gm/gm-october2009/documents/ap-2010.html

  - Presentations / Announcements

- Usually, barely any reaction to publication of AP

  - Is this good? Or bad?

Questions?