RIPE NCC Survey 2016

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Survey Background

- Previous surveys have proved to be fantastic sources of feedback

- Our sixth large-scale RIPE NCC survey

- Carried out by the Oxford Internet Institute (OII) to ensure anonymity and independent analysis

- We surveyed RIPE NCC members and other interested parties

- Survey was open to everyone, inside and outside the RIPE NCC service region

Consultations/Interviews

- Held from Nov 2015 to Feb 2016

- Carried out by Dr. Rob Allen

- In-person group consultations held in five countries

- Interviews with individuals via Skype during the process and at RIPE 71 in Nov 2015

- Participants a mix of all types of stakeholders

- Informed us on important issues while building the survey

Survey Responses

- Highest ever response rate for a RIPE NCC survey

- 4,344 participants:

  - 3,841 were RIPE NCC members and 503 were other interested parties

  - Russia, Italy and Germany were countries with the most responses

  - 75 of the 76 countries in the RIPE NCC service region completed the survey; 110 countries represented in total

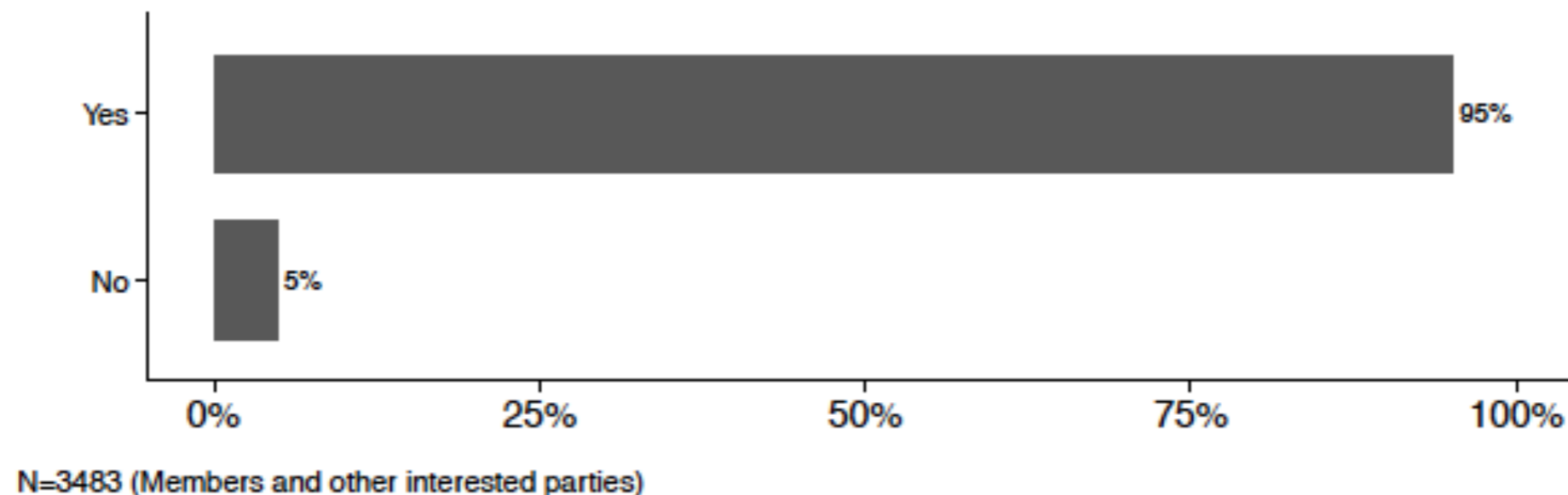- Full report and survey responses published: https://www.ripe.net/survey2016

Findings from the OII

RIPE NCC Services

- 95% said membership fee offered good value for money

- Issues of concern included awareness of services and time to make use of them

Figure 7: Good value for money?

N=3483 (Members and other interested parties)

Corporate Governance

- High satisfaction levels with:

  - Use of membership funds

  - Executive Board's leadership

  - Engagement with the membership

  - Activity Plan and Budget

- Some respondents said they do not have time to follow corporate governance matters closely

Registration Services

- High satisfaction with level of service - 80% rated 5 or higher out of 7

Figure 13: Aspects of the RIPE NCC's resource registration services that could be improved?
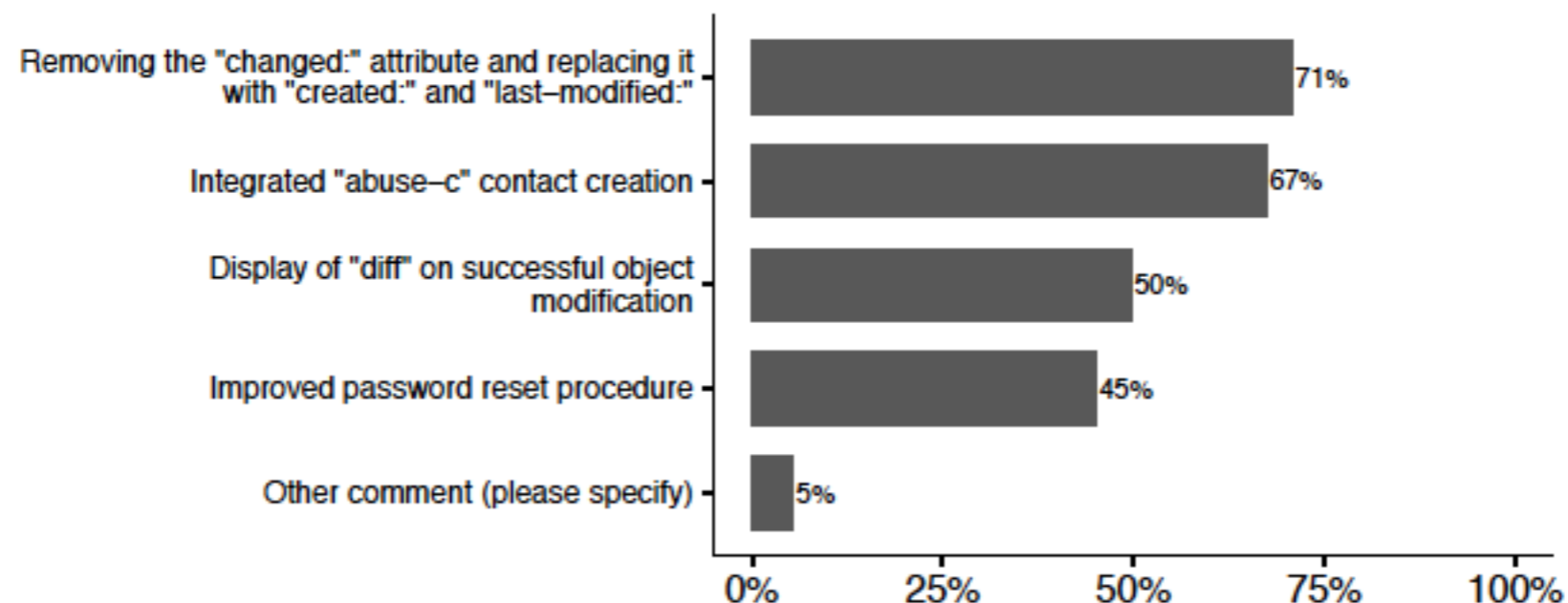
No – they're fine as they are	81%
Yes – show me options	19%
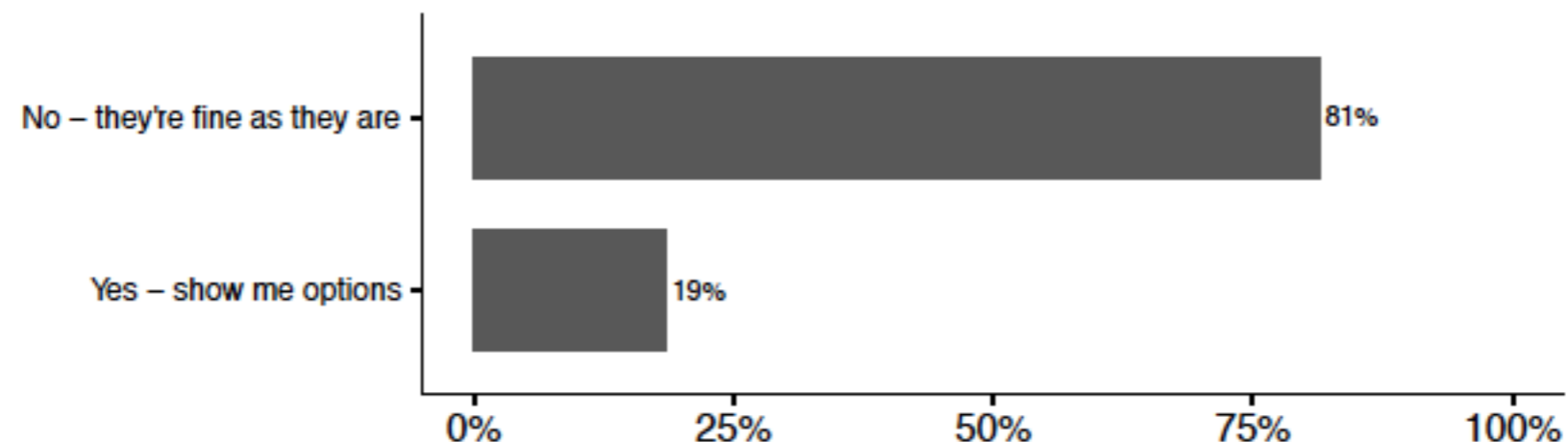
- There were requests for simpler processes, having tools in one place and support for data quality checks by the RIPE NCC

LIR Portal and RIPE Database

- Majority (92%) of respondents are happy with the LIR Portal as it is

- We received useful information on how often people use the RIPE Database and which changes have been noticed/appreciated

Figure 38: Which of the following changes to the RIPE Database over the past two years have been beneficial for database users? (Choose multiple)

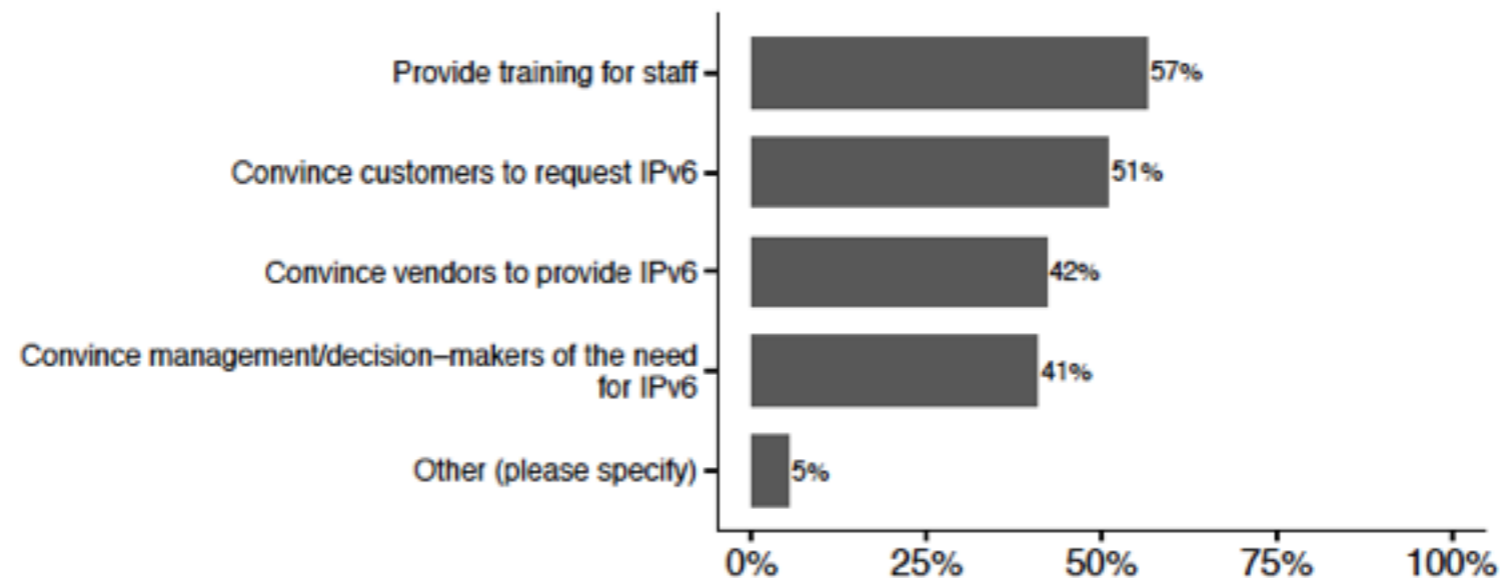|	
Removing the "changed:" attribute and replacing it with "created:" and "last-modified:"	71%
Integrated "abuse-c" contact creation	67%
Display of "diff" on successful object modification	50%
Improved password reset procedure	45%
Other comment (please specify)	5%

IPv6 Deployment

- 19% indicated no plans to deploy IPv6

- Lack of customer demand and technical knowledge are seen as main barriers

- Training is seen as something RIPE NCC could do to help

Figure 43: What could the RIPE NCC do to help you or other organisations with IPv6 deployment? (Choose multiple)

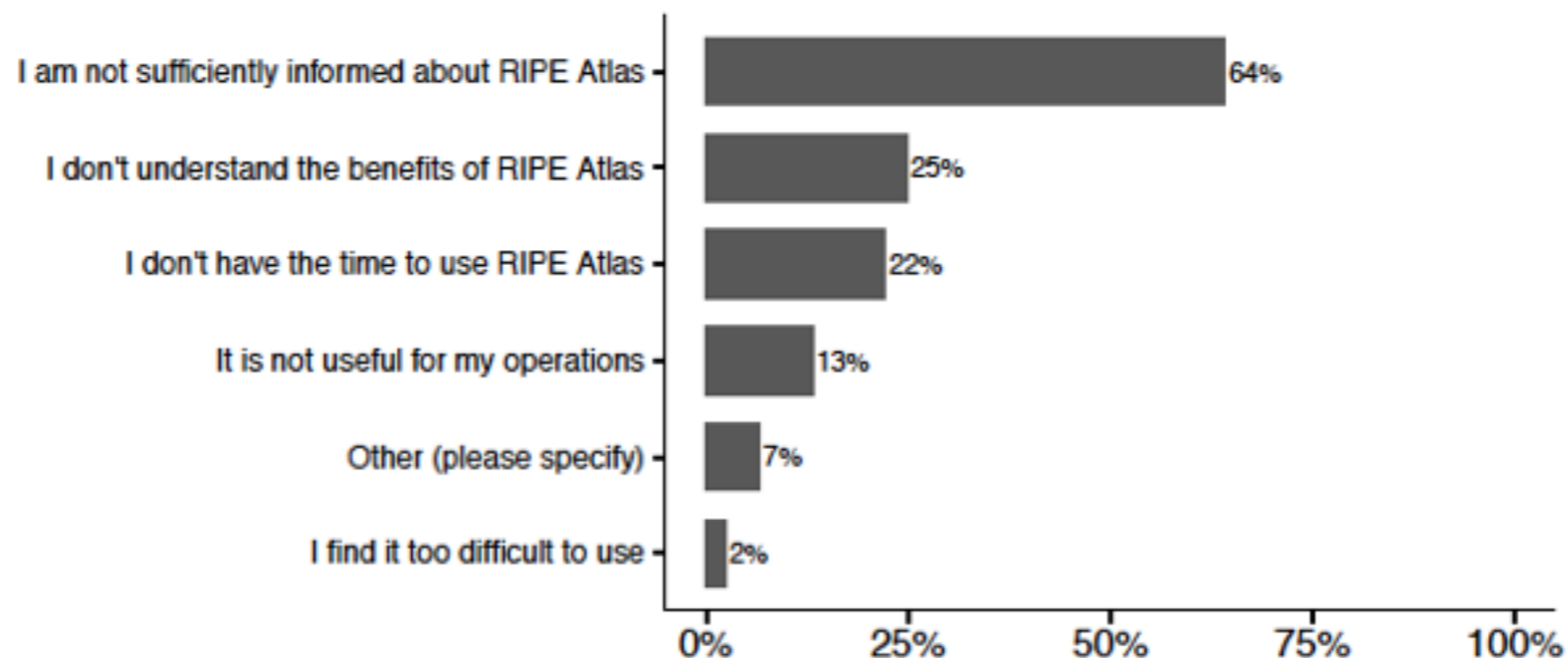| Option	Percentage
Provide training for staff	57%
Convince customers to request IPv6	51%
Convince vendors to provide IPv6	42%
Convince management/decision–makers of the need for IPv6	41%
Other (please specify)	5%

RIPE Atlas and RIPEstat

- 41% of respondents indicated they use Atlas and 45% RIPEstat

- Those who *do* use them are very satisfied

- Lack of awareness about service and benefits cited as the main reason they're not used

Figure 48: Why do you not use RIPE Atlas? (Choose multiple)

Reason	Percentage
I am not sufficiently informed about RIPE Atlas	64%
I don't understand the benefits of RIPE Atlas	25%
I don't have the time to use RIPE Atlas	22%
It is not useful for my operations	13%
Other (please specify)	7%
I find it too difficult to use	2%

Summary of Findings

- High satisfaction levels throughout - more positive reactions than in previous surveys

- Similar findings across regions and industries

- Simplified processes, better documentation and easy-to-use interfaces were all requested

- Increasing awareness and further engagement were seen as things the RIPE NCC could do to help

Next Steps

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- The RIPE NCC will publish a list of areas for investigation before the end of 2016

- We will carry out actions to address the issues identified as areas where we could improve

- The results of all investigations and actions taken will be published in 2017

www.ripe.net/survey2016

Questions

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