

# RIPE NCC Services Now and 2004



# How to use a Services WG?



# How to...

- Three RIPE NCC Services WG per year
  - January, May, September
- January, September: Focus on Reporting
- May: Focus on Planning
  - Final Input for Activity Plan
- Flexibility
  - All aspects in all meetings
  - Mailing List for ongoing discussion  
[ncc-services-wg@ripe.net](mailto:ncc-services-wg@ripe.net)



# Today...

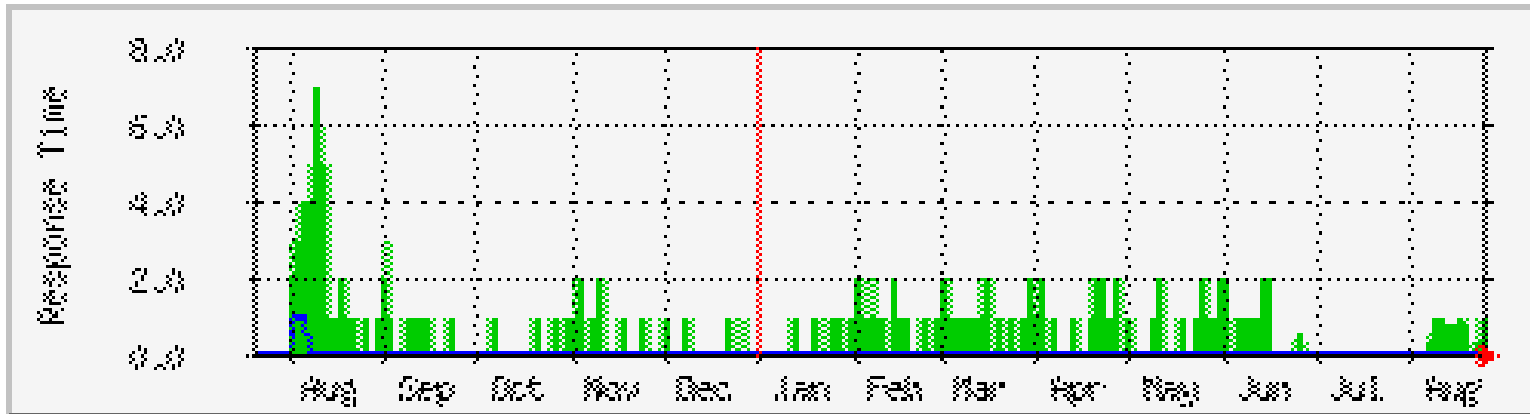
- Service Levels 2003
- Focus 2004
- Highlight activities as per Activity Plan 2004
- How 2002 Survey influenced planning



# Service Levels

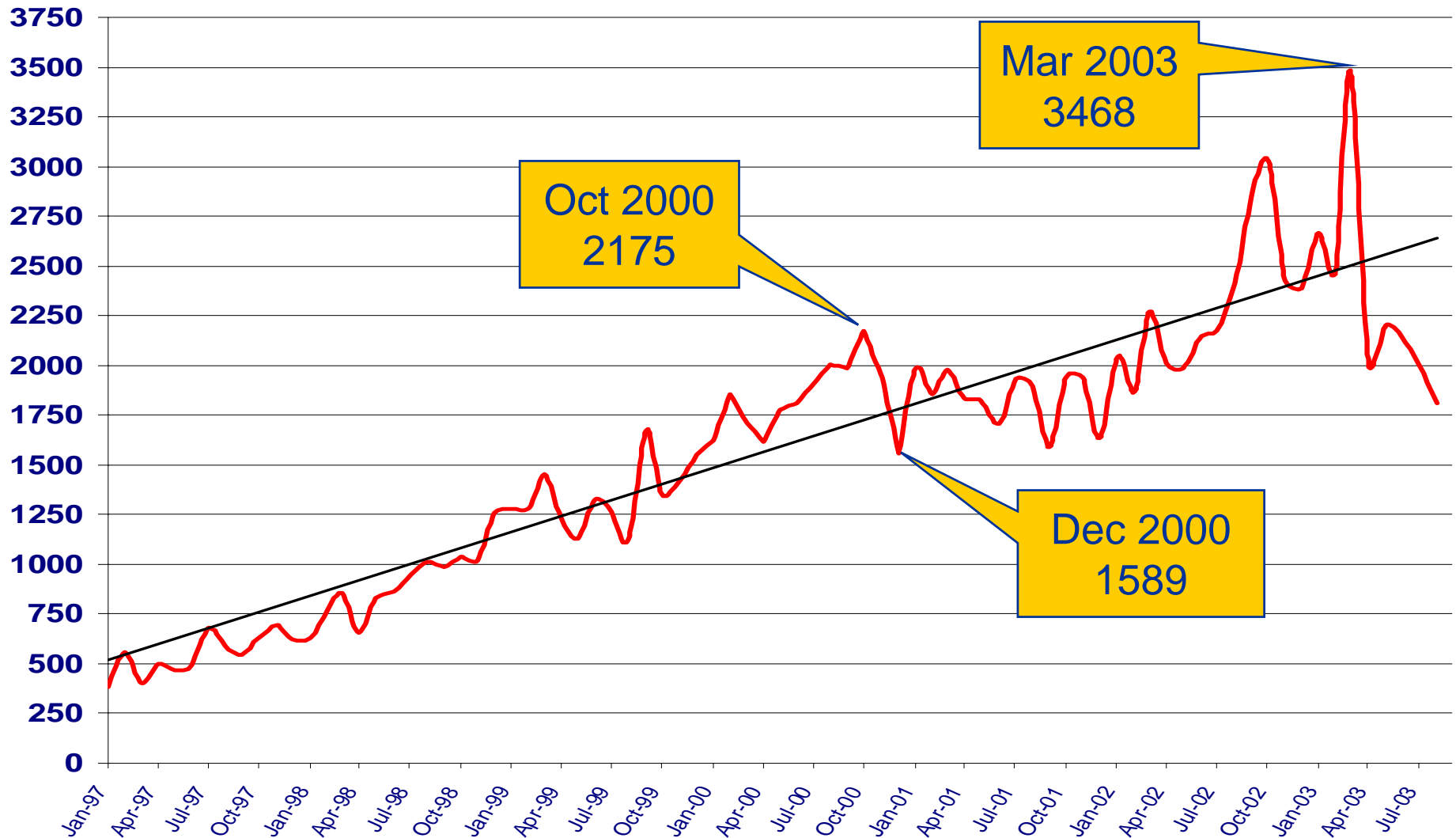
# Registration Services

- Consistently short response times
  - Average response time is one working day



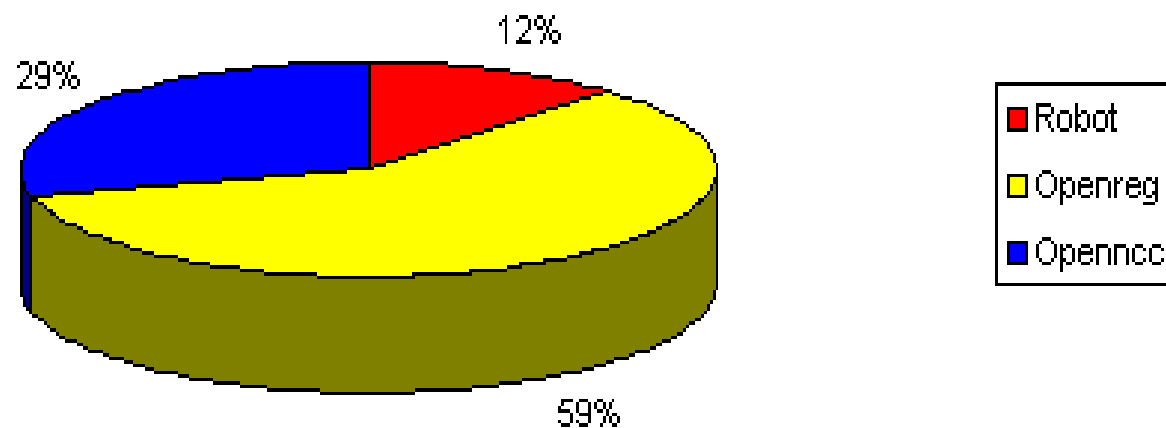
- Improving time to initial completion
  - <http://www.ripe.net/rs/response-times.html>

# Requests Received



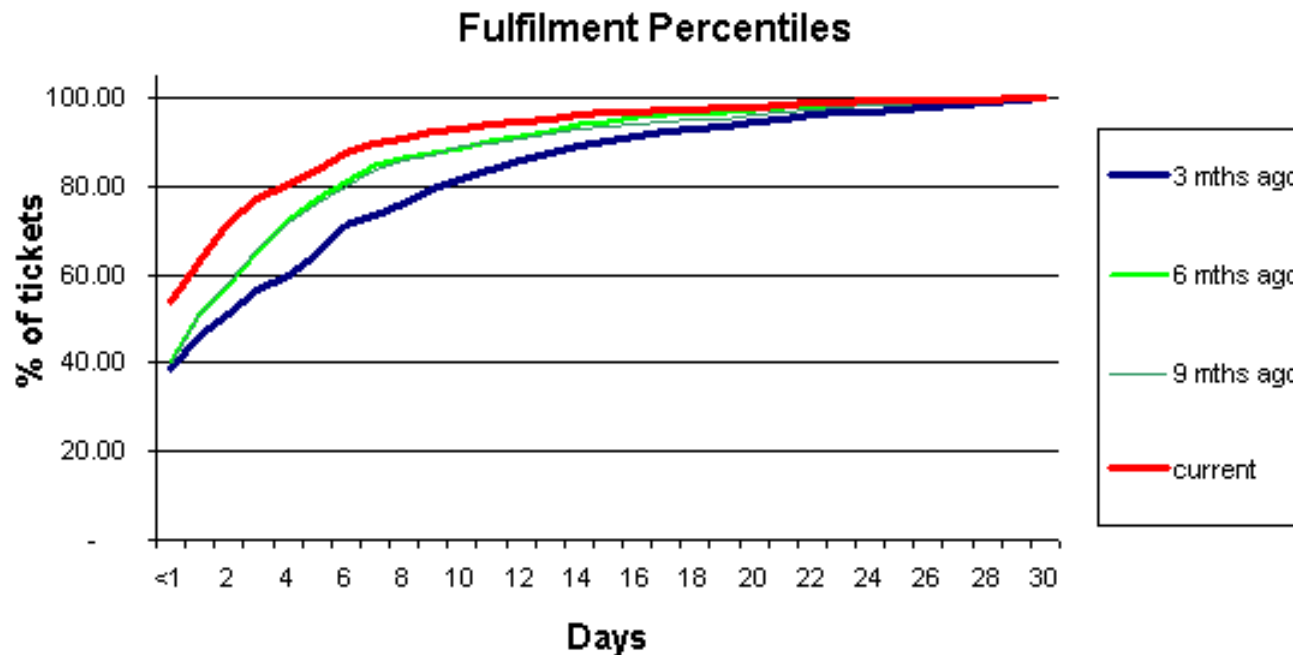
# Distribution Fulfilment Time

% Fulfilment June 2003





# Fulfilment Percentiles



# Shameless Plug...

- Hostmaster Consultation Centre – Volmer I
  - Opening times:
    - Monday 12.30pm – 7pm
    - Tuesday 10.30am – 7pm
    - Wednesday 12.30pm – 7pm
    - Thursday 10.30am – 5.30pm
    - Friday 10.30am – 1pm
- Separate meeting room available on request
- Meet & Greet desk
- Hostmasters identified by their **red** badges



# Database Facts and Figures

- 1.8 M objects, 48% inetnum, 42% person
- 29 queries/s on average, spikes of 180 queries/s
- 2.5 updates/min, 46% inetnum, 47% person

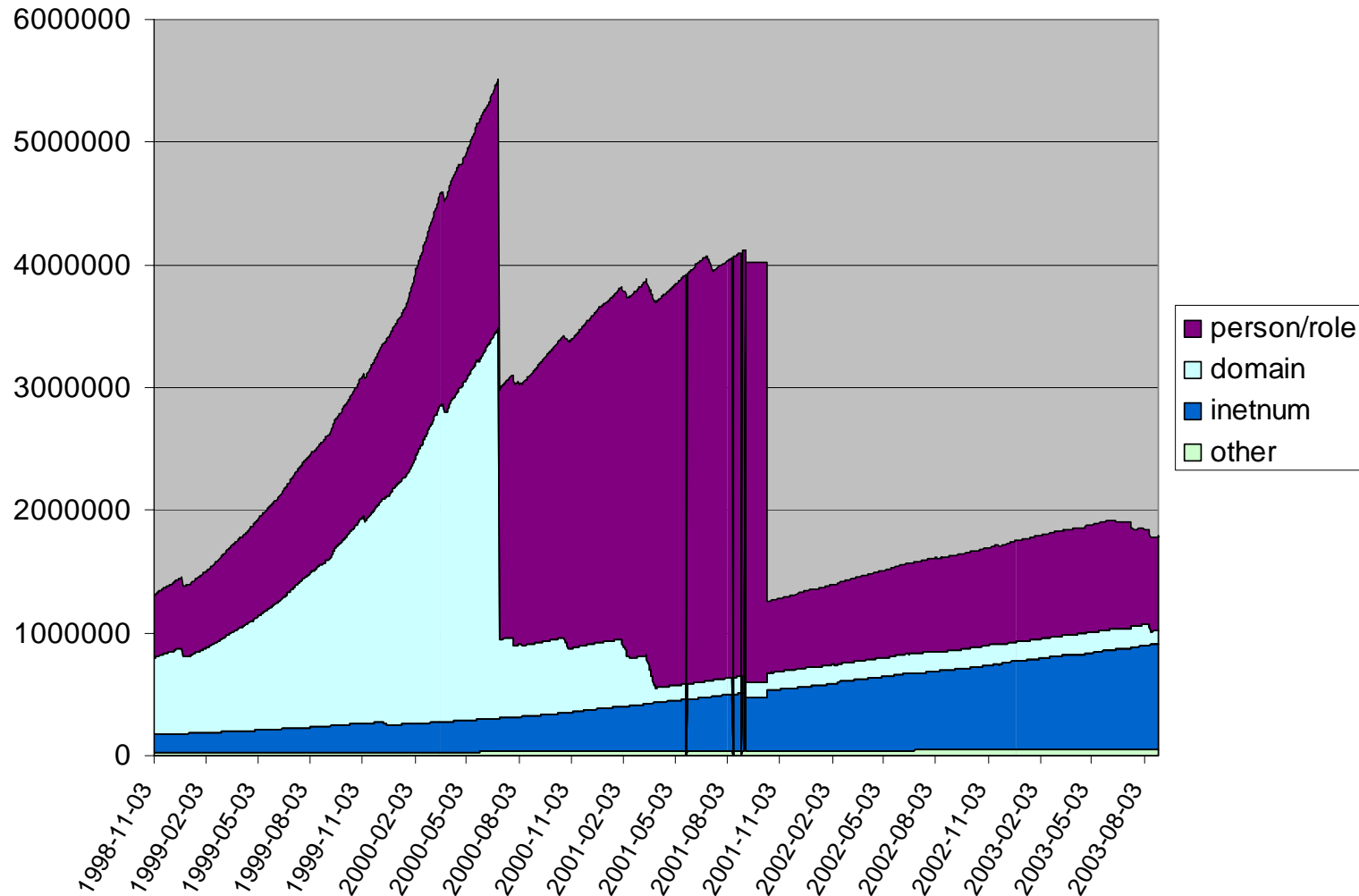
Object counts, query loads, etc. available on-line:

<http://www.ripe.net/db/dbconstat>

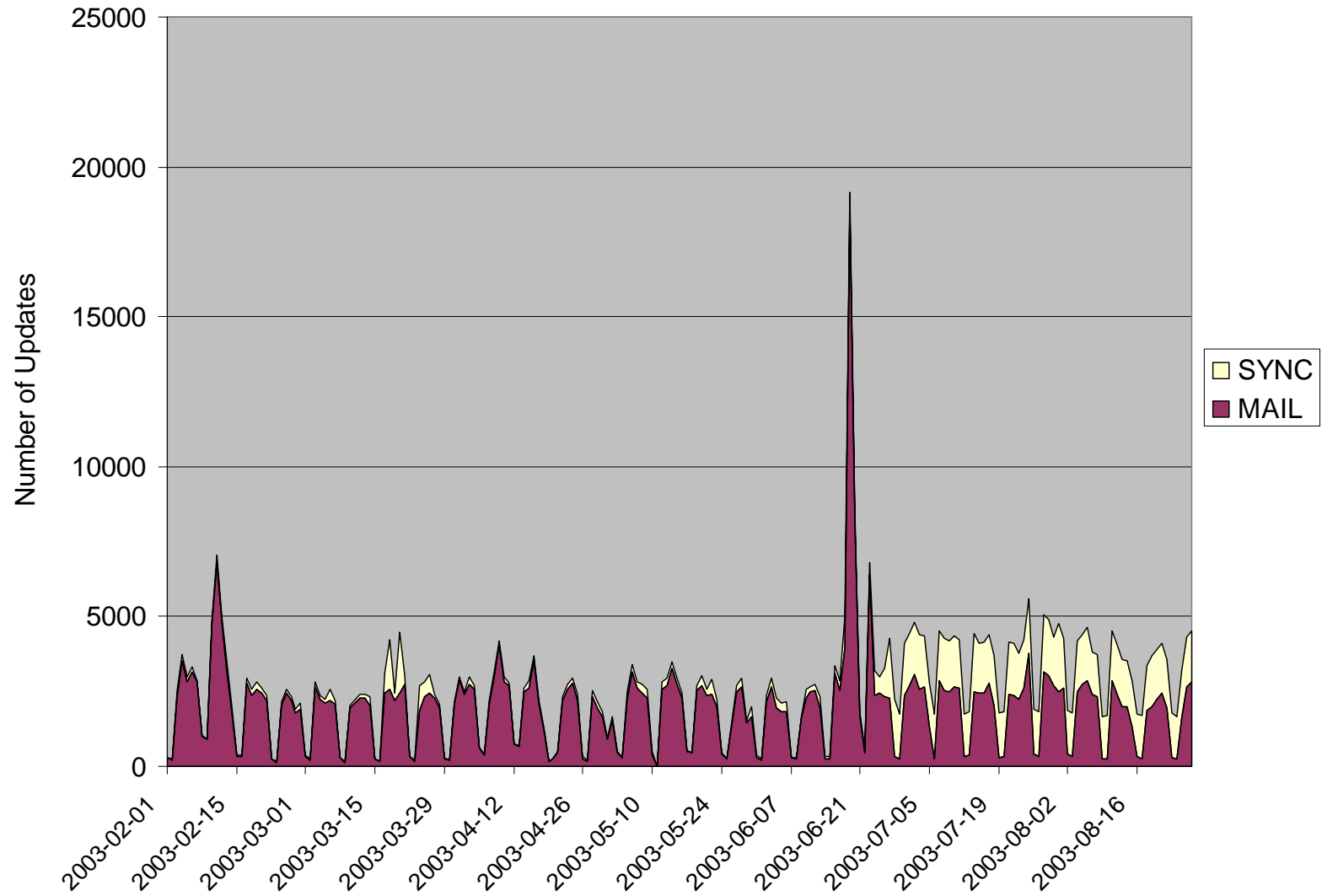
<http://www.ripe.net/db/mrtg/whois.html>

# Database Contents

## *Historical*



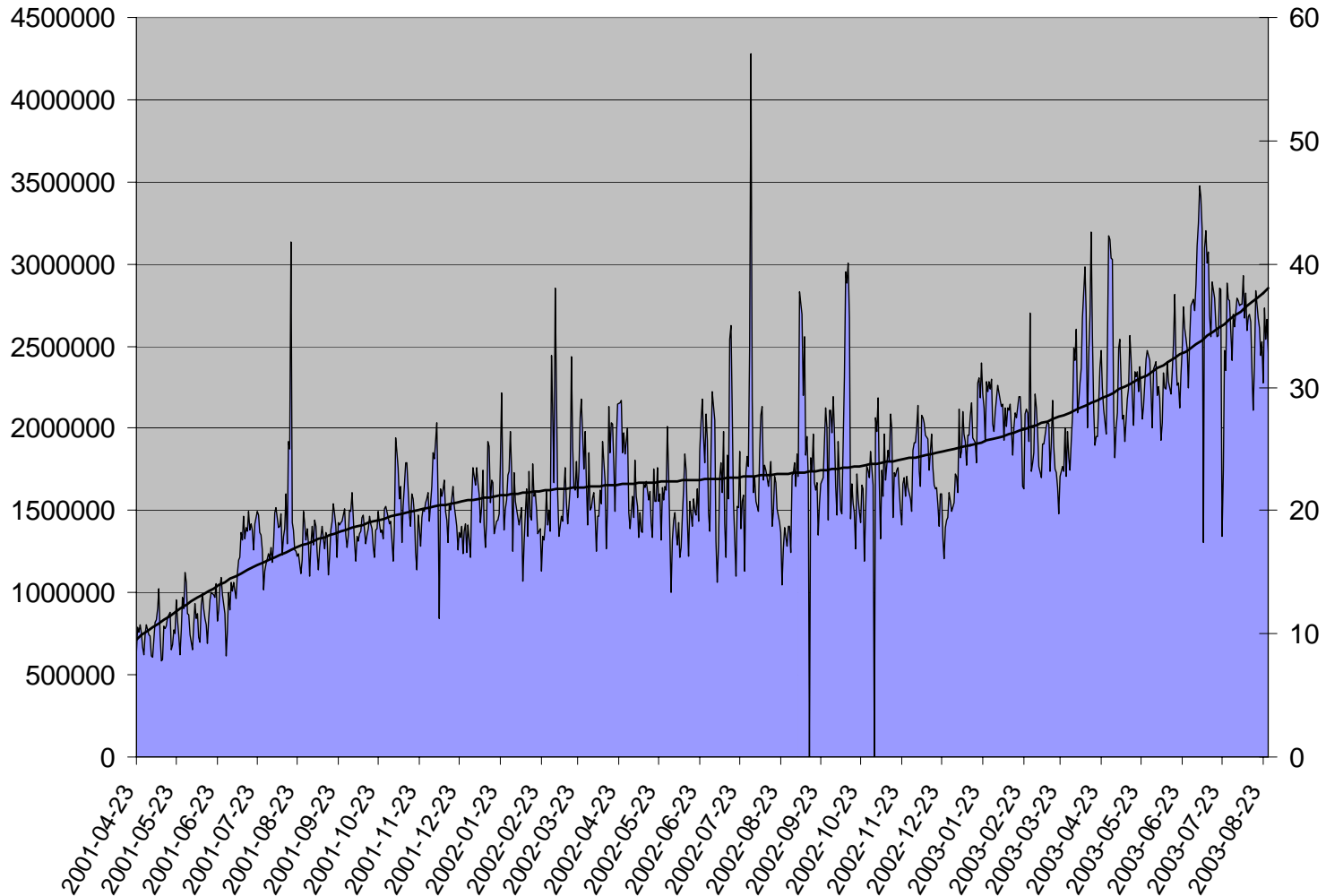
# Updates by Method



# How Many Queries are There?

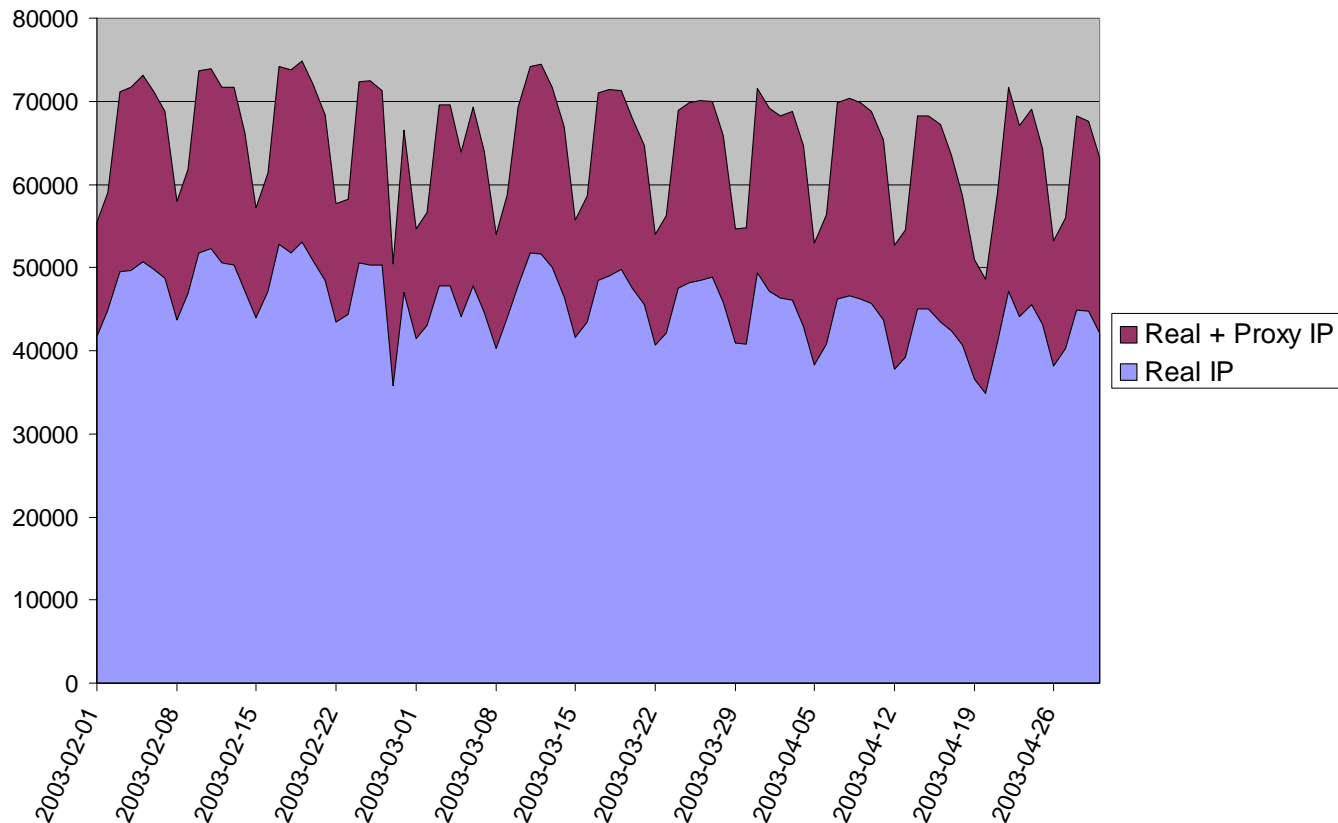
Number of Queries

Queries/Second



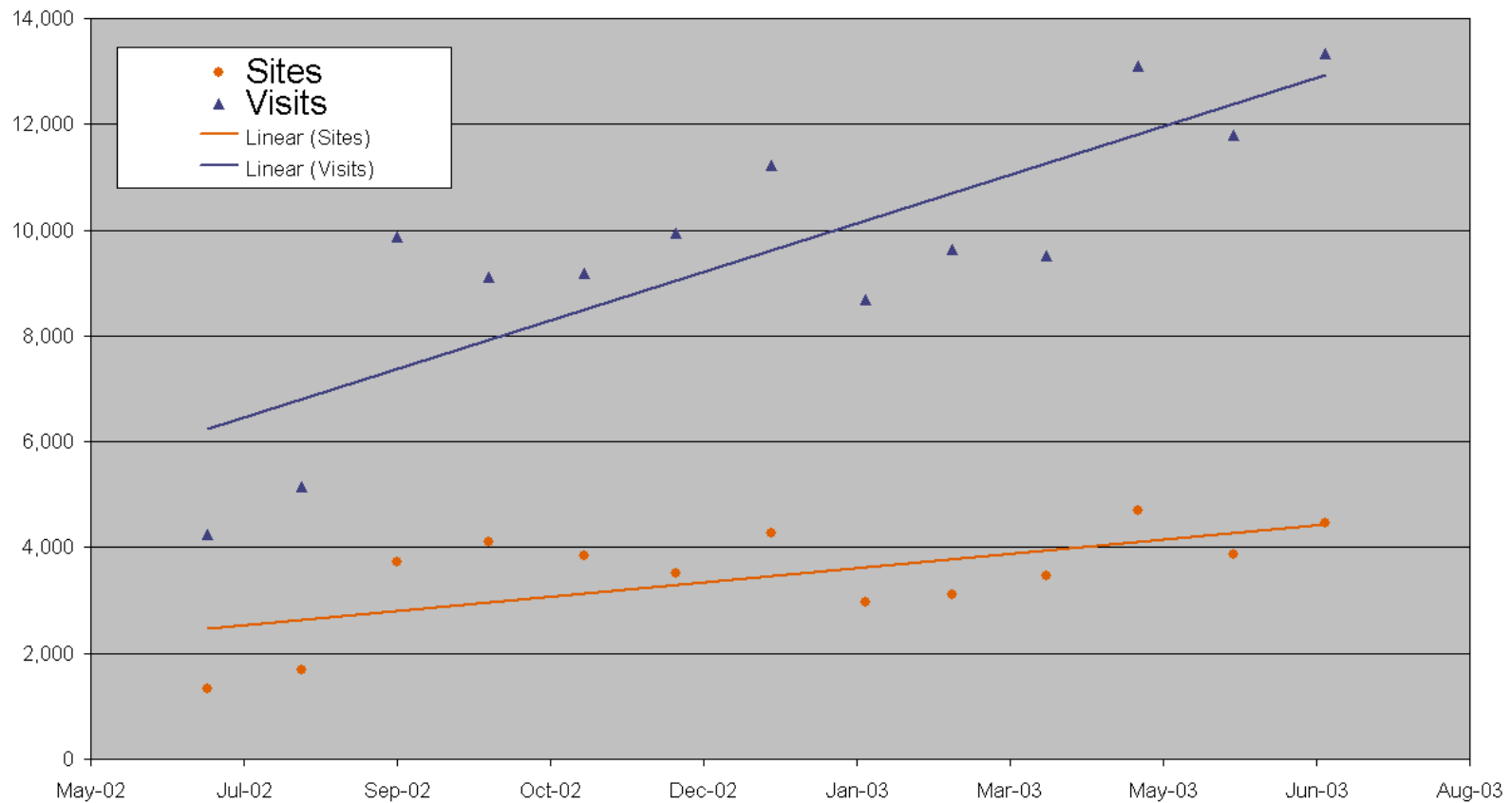
# Where are the Queries From?

Unique IP's for Whois Queries/Day



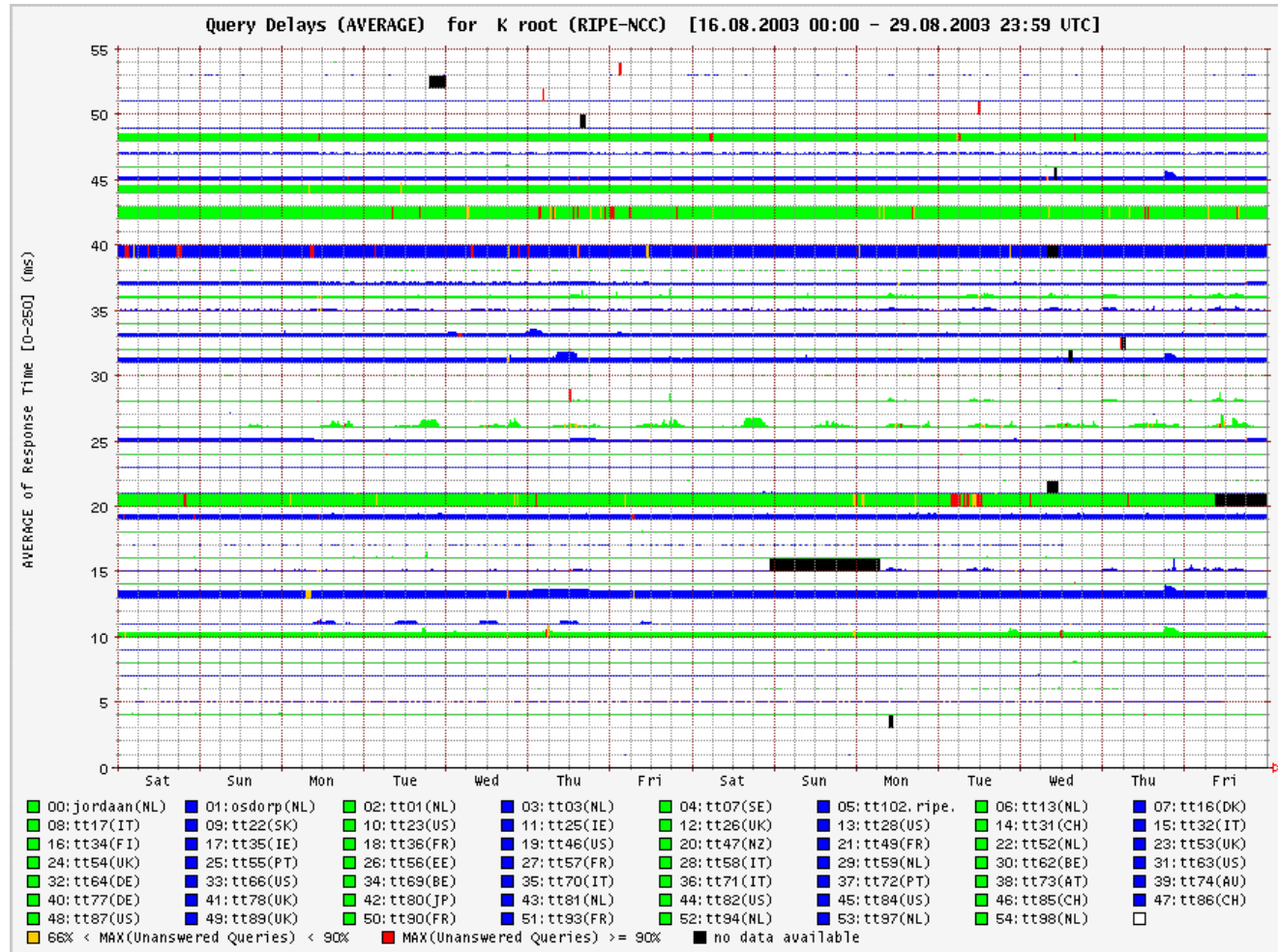
# RIS

**Sites and Visits per Month for RIS Web Sites (aggregate values)**





# k root

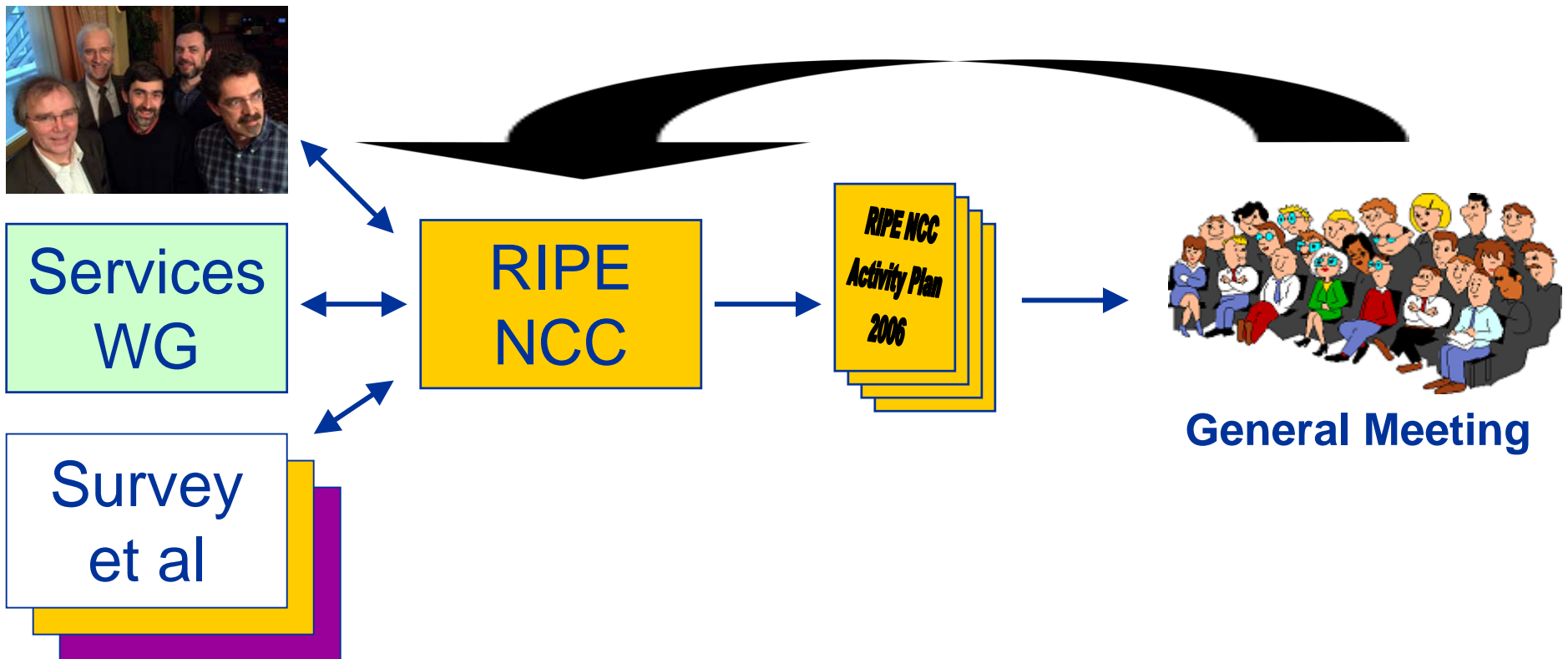




# Outlook 2004

- Processes to decide RIPE NCC activities
- Survey(s)
  - Planning with
  - Planning of
- Highlights of Activity Plan
  - Focus
  - Changes
  - Additions

# Setting RIPE NCC Activities





# Interlude: General Meeting 2003

- This Friday, 5 September
- If you want to attend...
  - Read the documents
  - Verify you are the authorised contact, or...
  - ... get a proxy form
  - \*\*\* Register in advance \*\*\*
  - Cut-off Wednesday, 3 Sept, 1800



# The Role of 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

# Speaking of Surveys...

- Where are we?
  - Plan of Action
    - Identify possible actions
    - Provide additional information to Members
    - Newsletter launch
    - Communicate to Mailing Lists
    - Feedback from Members & Community
    - Progress Report during RIPE 45
    - Integration of actions into 2004 Activity Plan draft (where appropriate)

→ **You are here!** ←

- Survey Action Plan completed
- Implementation of activities suggested by survey to be carried over to 2004
- (\*) annotates activities started as result of survey



# Focus of Activities 2004

- Improving Quality of Service
  - Shorter Fulfilment Time
  - Simpler Procedures \*
- Stronger Membership Support
  - Widening & improving communication channels
    - Telephone contact (receiving, originating) \*
    - Contact members in specific areas \*
    - Develop Member Update \*
    - Develop RIPE NCC Services WG \*
- Information Access and Quality
  - Registration Data \*
  - Operational statistics
  - Data / presentation to sustain industry self regulation \*



# Membership Services

- Improving service & contact
  - Increase efficiency
  - Deploy secure communications system
  - Develop LIR Portal
  - Decrease fulfilment time
- Training
  - Investigate new training formats
- Create / develop feedback channels
  - Direct contact via telephone \*
  - Regional support activities \*
  - Membership Liaison Officer \*
- New Membership Procedure
  - Revising sign-up procedure
  - Developing membership pack





# Co-ordination Services

- Database
  - Improve database interface \*
    - Web based
    - Wizards
  - Improve data quality
  - Implement users' needs
    - Organisation object
    - Cross – RIR authorisation checks
- RIPE Meetings
  - Work with chair / working group chairs
  - Webcasting / Remote participation \*



# Co-ordination Services (cont'd)

- Improve Communication
  - Member Update \*
    - General Information about RIPE / RIPE NCC
    - Policy updates \*
- Re-design Website \*
  - Improved navigation
  - Increased clarity of information
- Root nameserver k
  - Continue anycast deployment
- DNS services modifications / improvements

# 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. \*

# 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

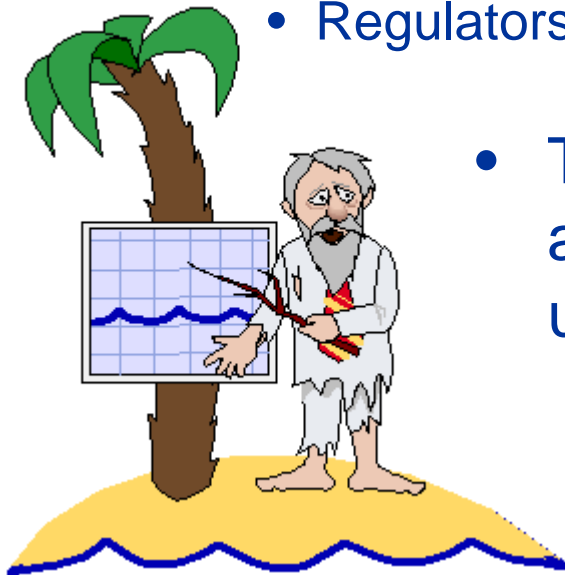
- ... to preserve the open, bottom up industry self-regulation
- Goal:
  - “To establish the RIPE NCC as a known and trusted source of high quality information about number resource distribution and related policy formation.”
- Rationale:
  - Misinformation leads to FUD
  - FUD leads to flawed action 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, ICANN, ICC, ...

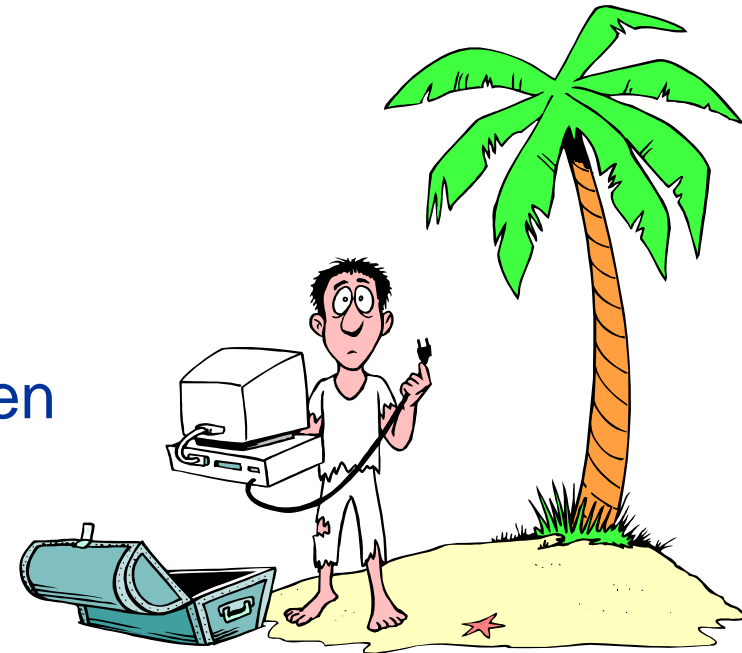
# Challenge

- The RIPE NCC has a lot of data available
  - Hostcount, DB, TTM based, RIS, RS statistics, ...
  - Possible users include
    - Members & community
    - Journalists
    - Regulators & Politicians



- The collected data is often academic and difficult to understand

- Lack of products relevant to daily operations



# Short Term Actions

- Assess data sources
  - Resource Statistics
  - Whois database, content & usage
  - Measurements
  - Hostcount consolidation
  - RIS data
- Build team
  - Strong involvement of Communications group
- Plan targeted document sets
- Assess results in Q3 2004





# Long Term Actions

- Gather feedback on documents
- Discuss improvements & new ideas
- Build relationships with audience
  - Press contacts
  - Operators
  - Regulators
  - Members' references

# Questions and Answers

