



**RIPE
NCC**

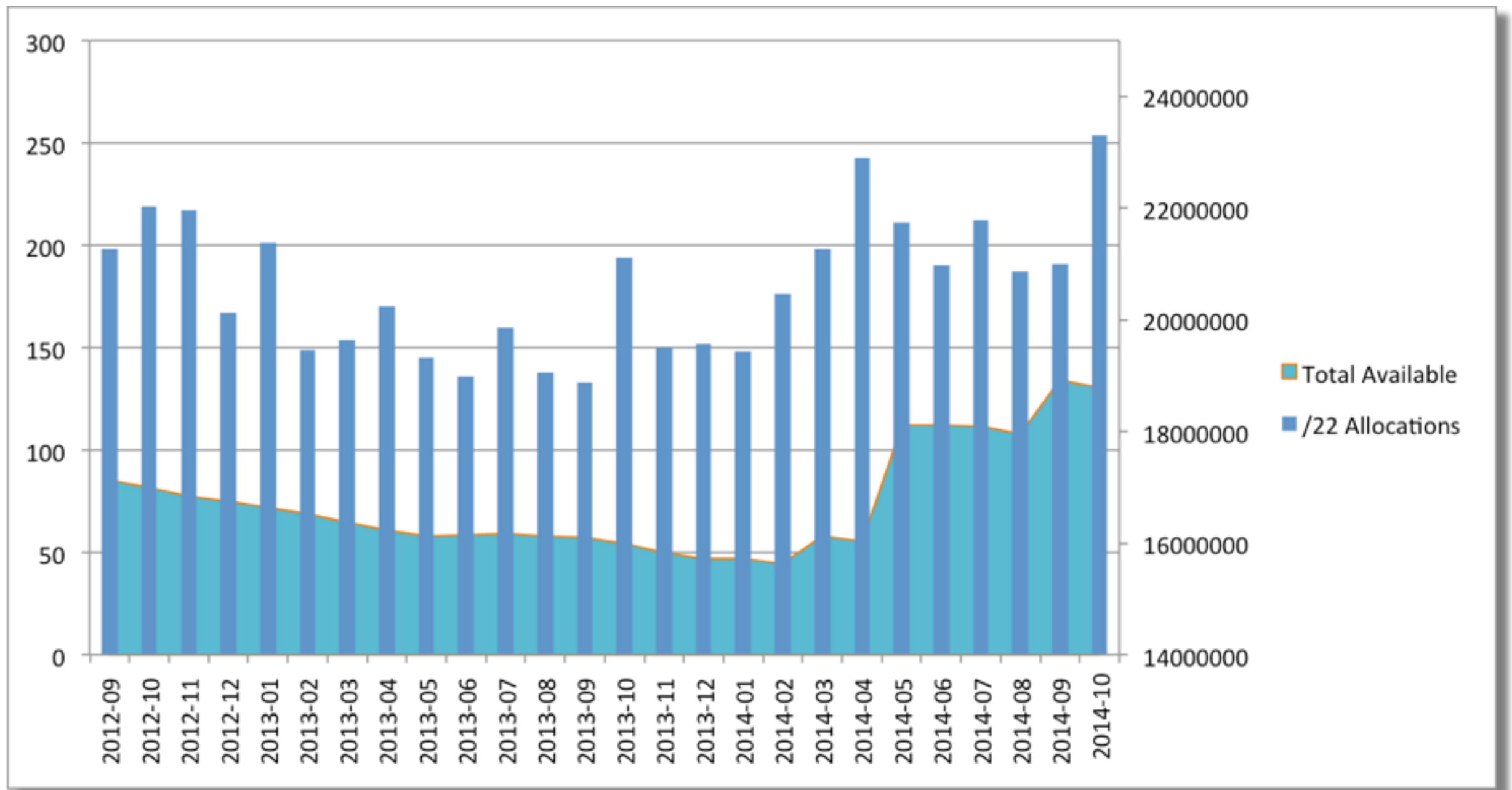
Operational Update

Andrew de la Haye
Chief Operations Officer

Operational Statistics

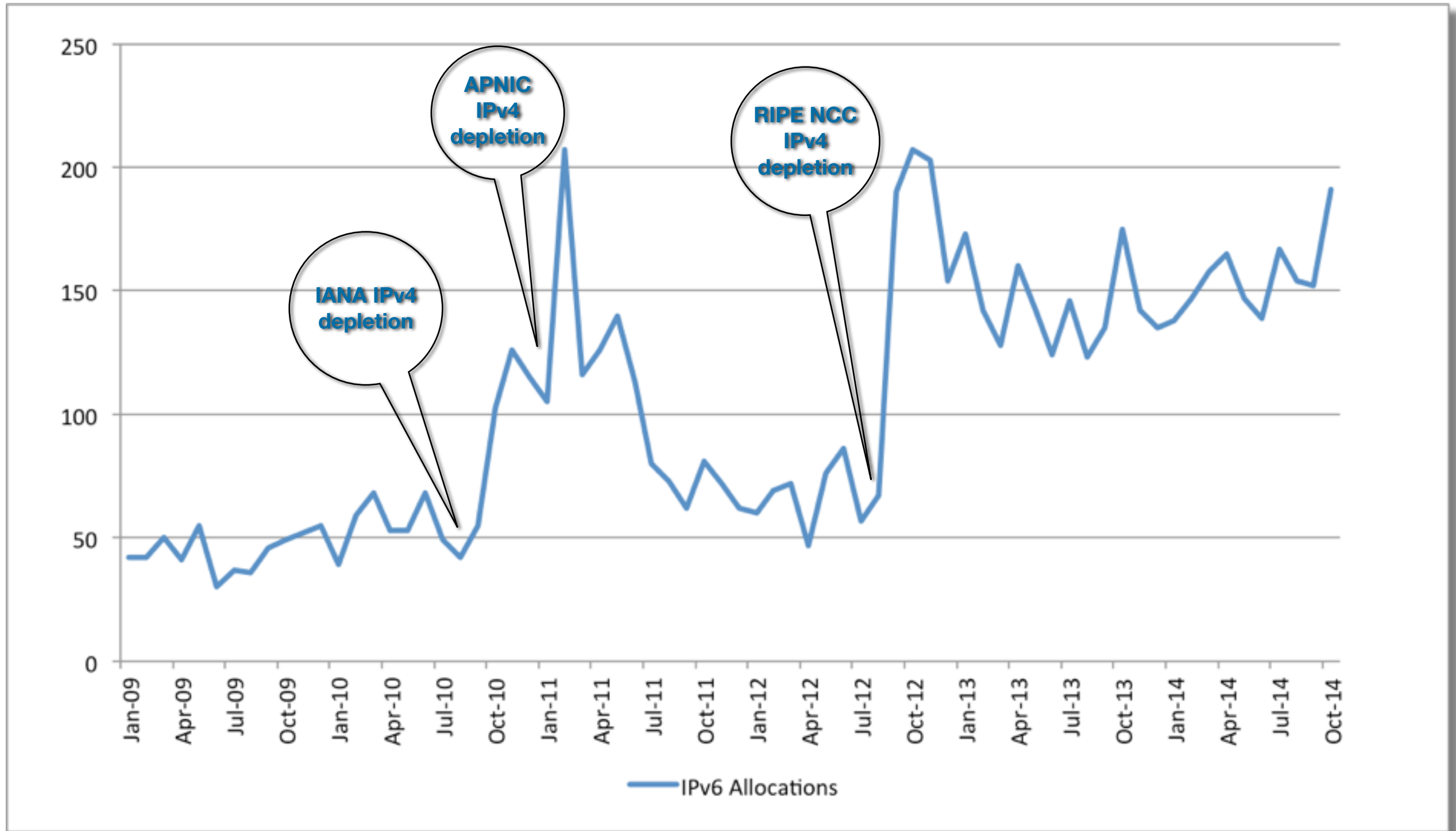
Allocations from the Last /8

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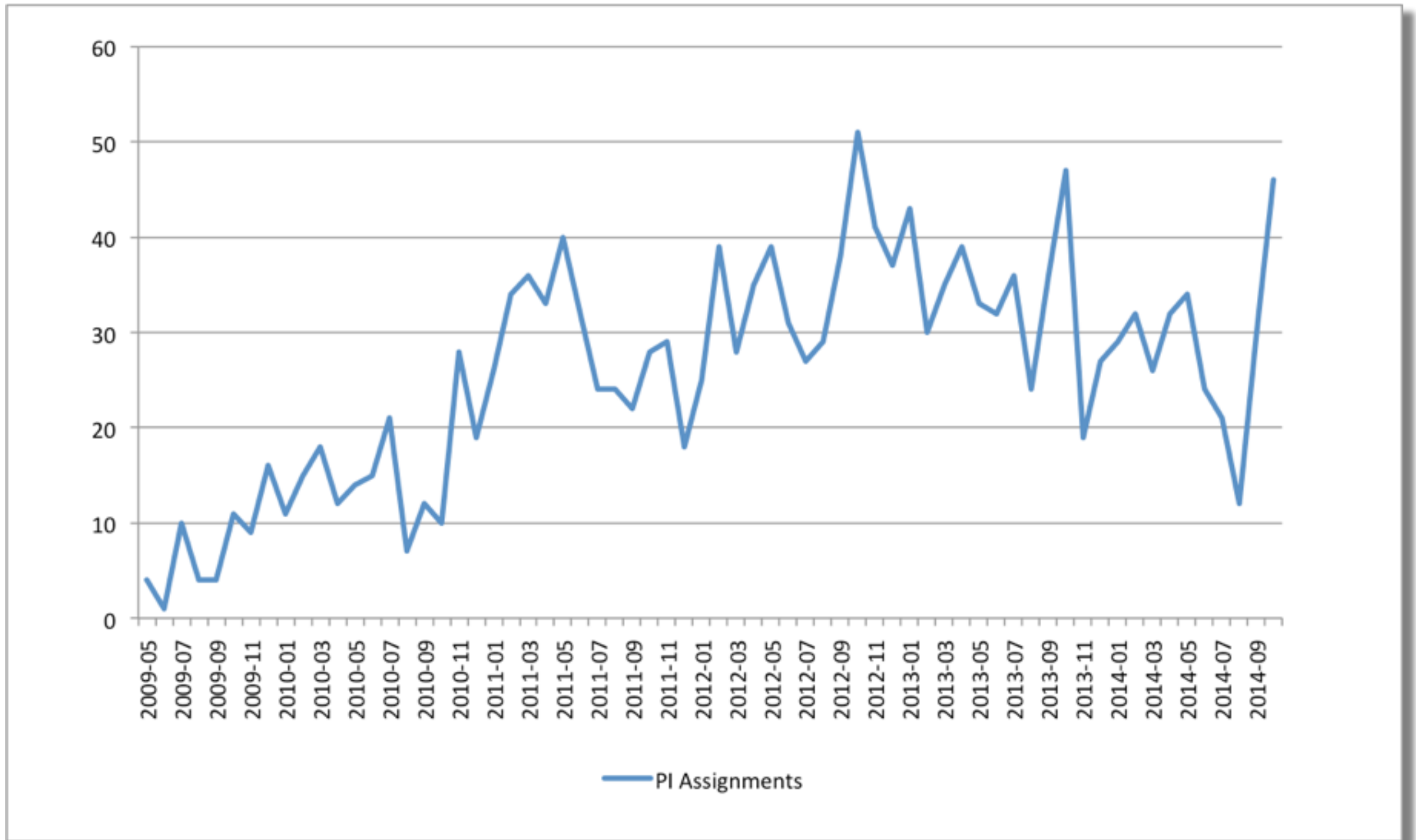
- Increase in /22s going to single organisations

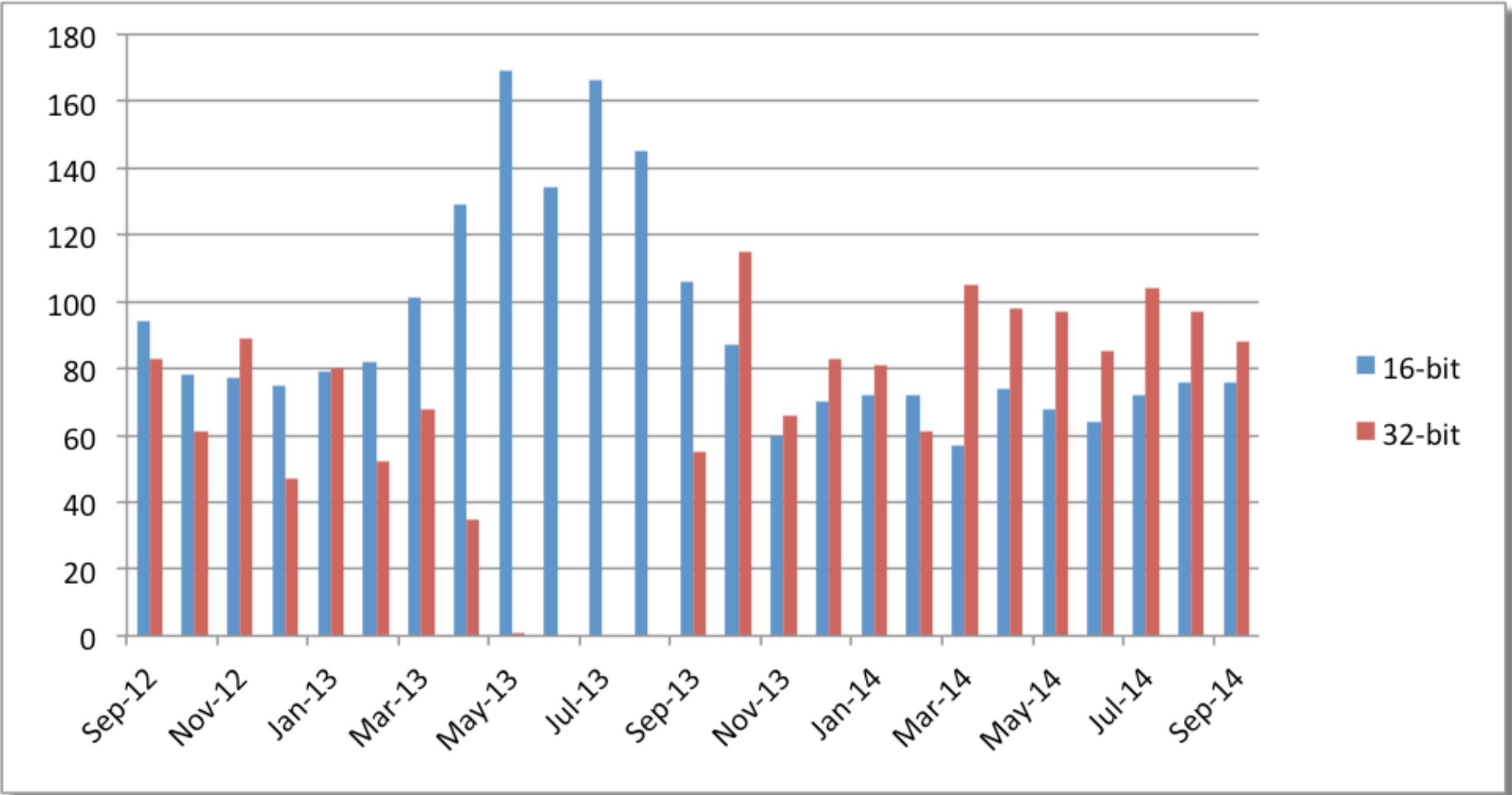
IPv6 Allocation Trend



IPv6 PI Assignments

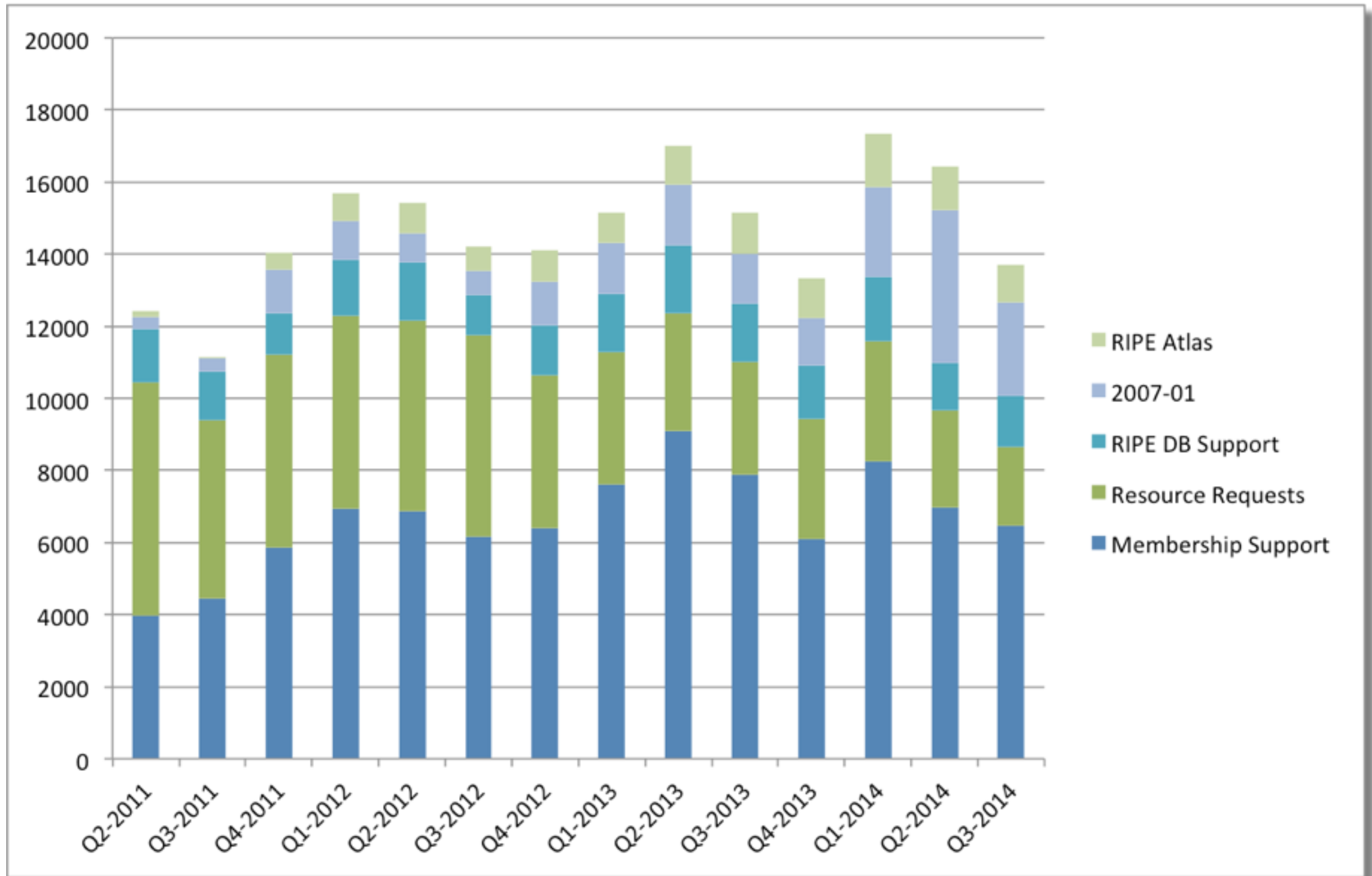
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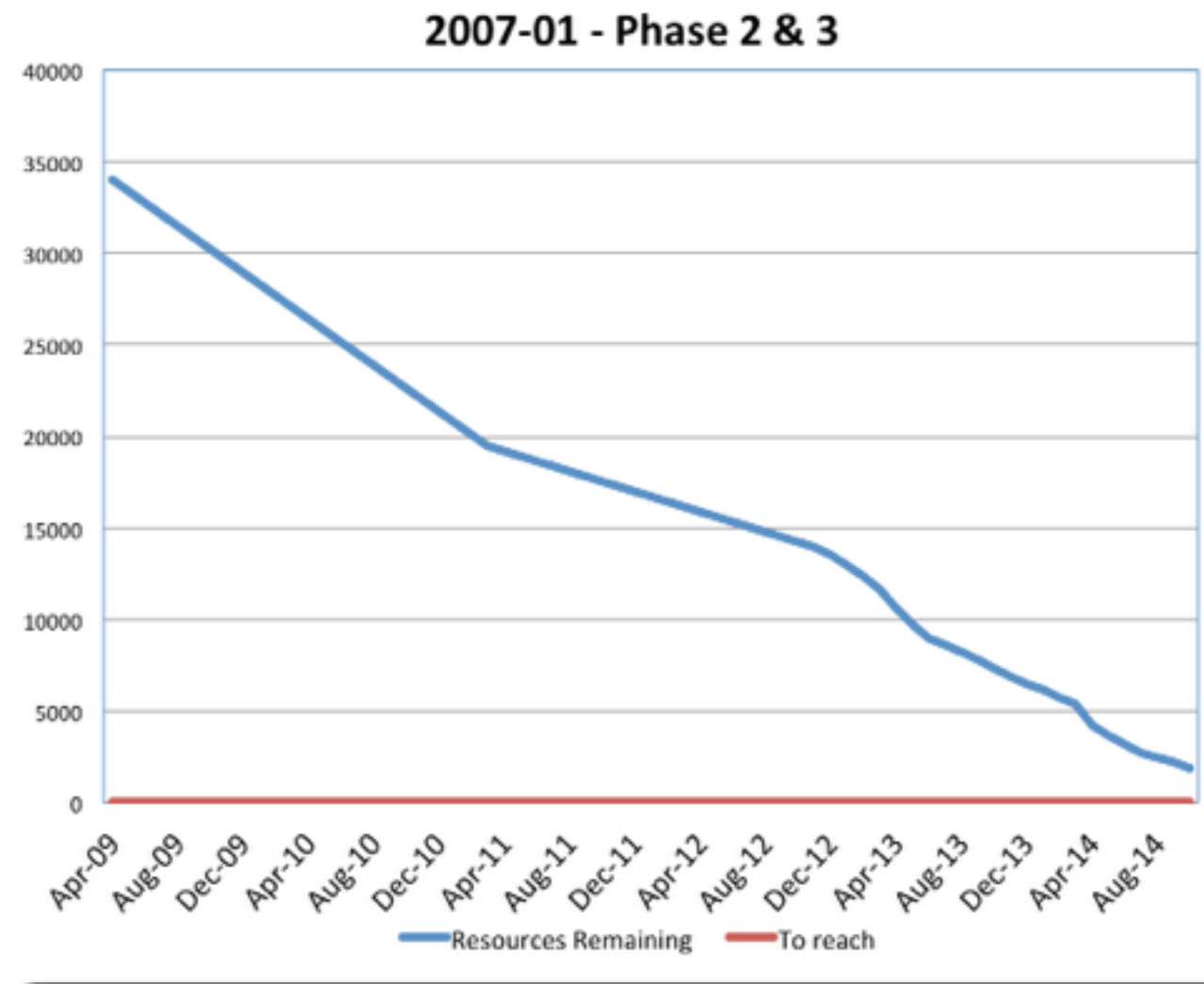


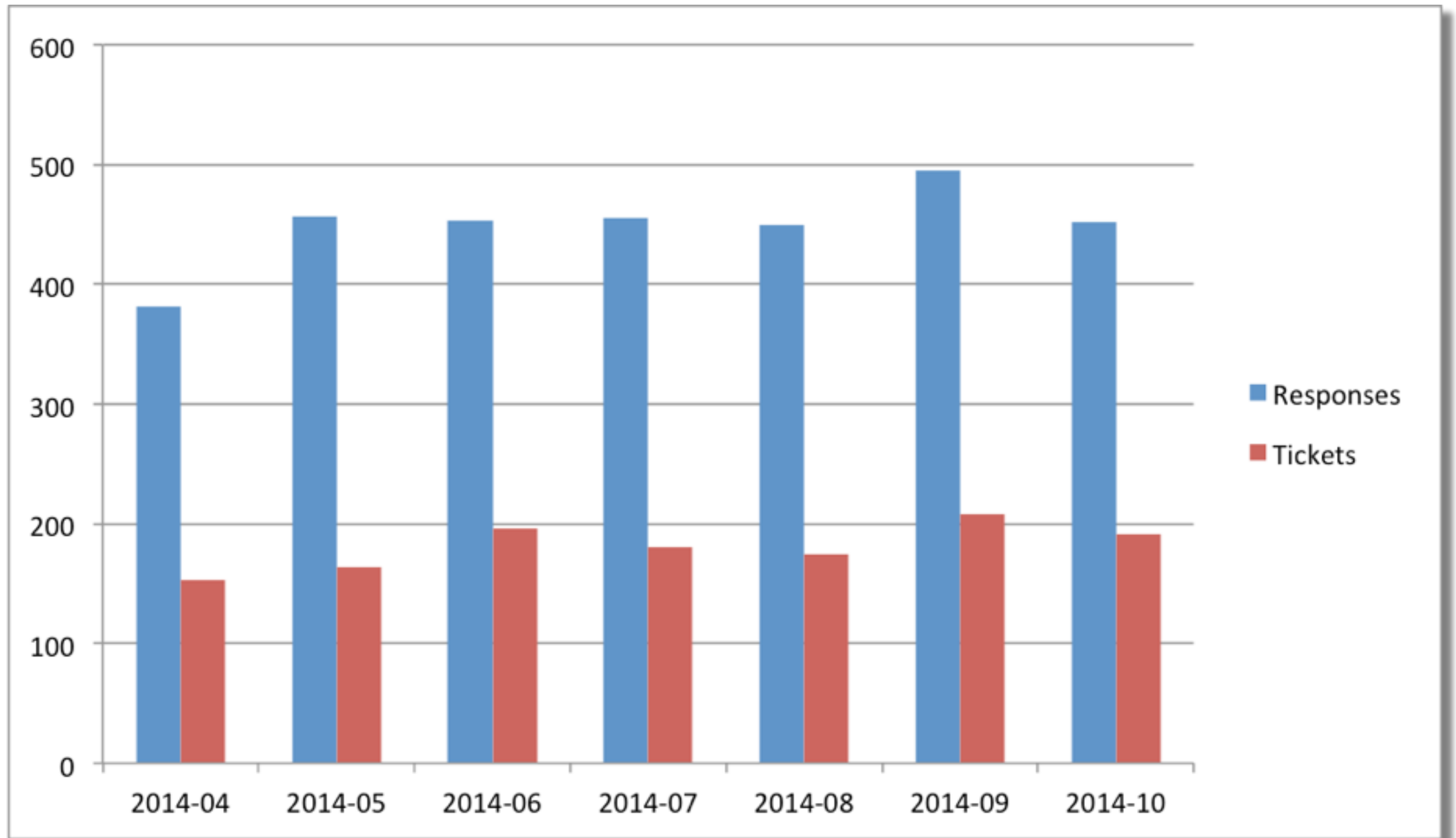
Operational Teams - Ticket Volumes

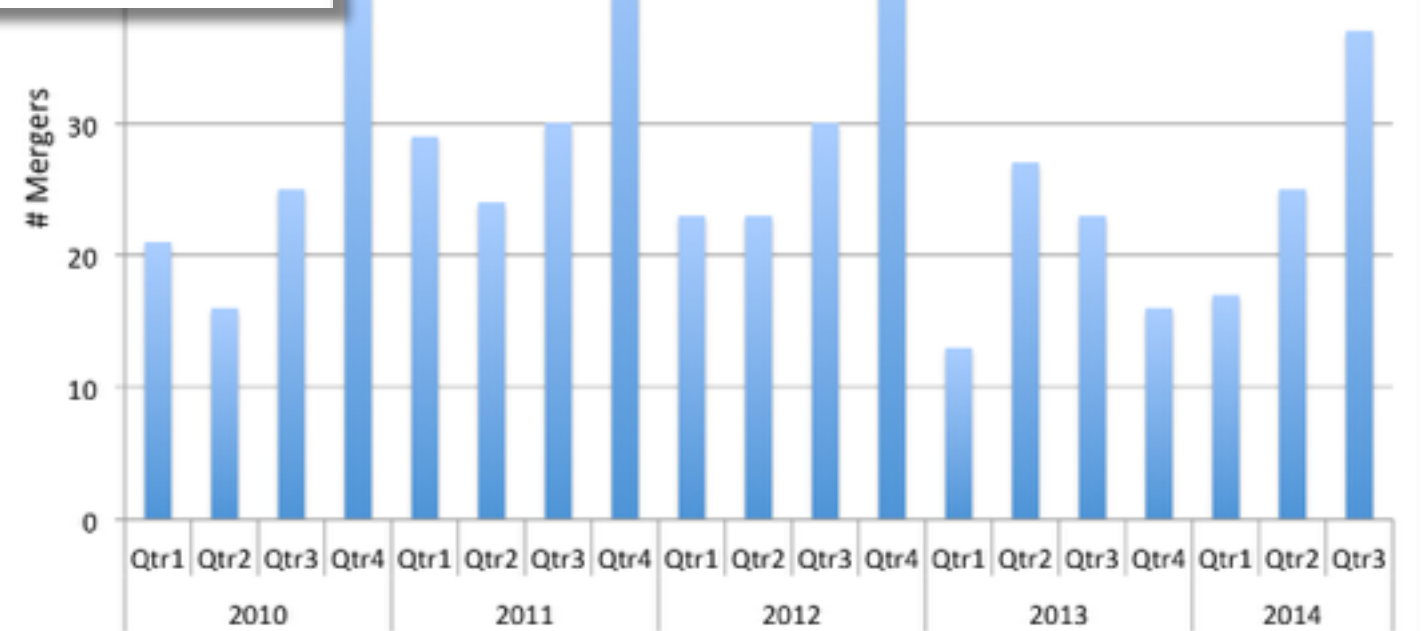
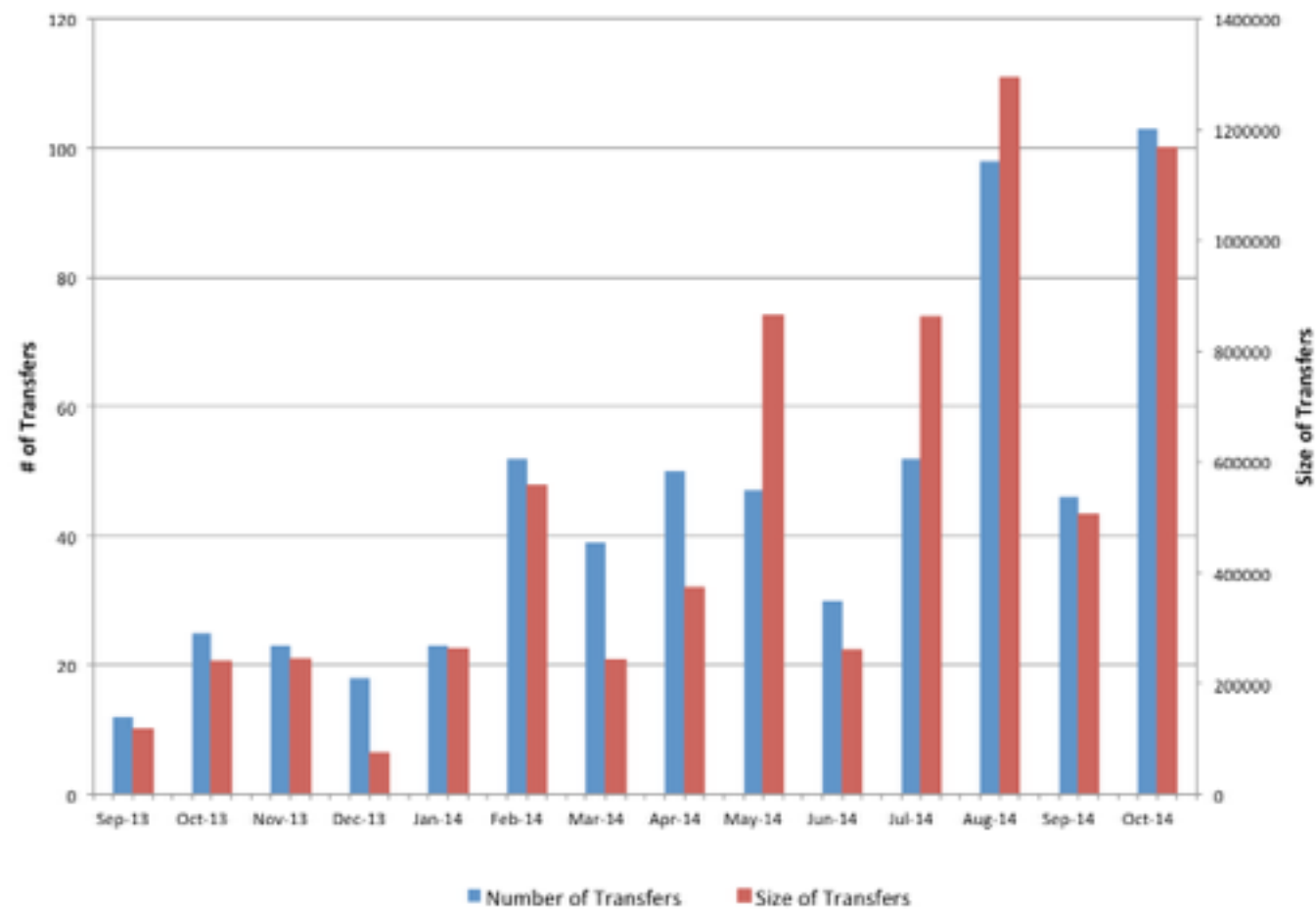
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- Final 1,800 resource holders being contacted
- Unannounced resources, without contact details
- Researched the Internet for information
- After reasonable attempt, de-registration follows.
- Last resources to be re-issued







- Increased effectiveness of RIPE NCC processes
 - Reviewed due diligence in processes
 - Improved maintainer reset process
 - Educating resource holders protecting their resources
- Total number of investigations
 - Ongoing 106 cases
 - Finalised 127 cases
 - 86 resulted in de-registrations
 - 41 reverted to correct registration or pre-empted hijacking attempt

Member Feedback and Actions

“One of the RIPE NCC’s key responsibilities is to maintain the accuracy and quality of the RIPE Registry”

- ARC is the new name for the RIPE NCC’s former audit activities that have been improved with feedback from members and the RIPE community
 - Maintain periodic contact
 - Reduce workload for LIRs
- ± 190 ARCs completed
 - LIR contact details updated (35%)
 - Prefix routing consistency (10%) and rDNS consistency (30%)
 - Etc.



“Membership process and receiving resources are too complex and time-consuming”

“Terminology used requires too much expertise”

“Simplify the descriptions and procedures for obtaining and assigning resources”

“There are too many confusing transfer options”

- New request forms in LIR Portal
 - IPv4 first / additional allocation; IPv6 first / additional allocation; IPv6 PI / anycast assignment; IPv4 and IPv6 IXP assignment; ASN assignment; IPv6 End User assignment; temporary resource assignment ...
- Pre-filled information (maintainer, contacts, etc.)
- Advanced options for experienced users
- API available
- Give us feedback! requestforms@ripe.net

- New membership application process coming soon
 - All relevant information requested upfront, shortening the process
 - RIPE Database objects will be created for the members
 - Upon activation, members will immediately be ready to request Internet number resources
 - Applicants will be able to track status of application

- Upcoming transfer, merger and acquisition process
 - Reduces the number of transfer types
 - Simplifies the process through a wizard
 - Reduces paperwork for LIRs
 - Makes it easier to maintain an accurate and current registry

- Enhanced maintainer password reset process
 - Maintainer password reset function was being handled manually
 - 25% of all RIPE Database support tickets
 - More security by using SSO authentication
 - Simplifies the process through a wizard
 - Reduces paperwork for users

- We are focusing on reducing legacy software and processes
 - Improve member experience
 - Increase efficiency
 - Allows us to focus on other member needs
- We need your feedback and support to make this work

“We want easier ways to contact the RIPE NCC”

- Efficiencies gained with new processes allow us to redirect focus towards other member requirements
 - Chat service deployed now for Customer Services and Registration Services
 - Call-back option in every resource request form

