D. Overall Results

Overview

The survey questions were divided into fourteen sections:

1. General RIPE NCC Services
2. Membership Administration
3. Corporate Governance
4. Registry and Resource Distribution
5. Internet Governance and External Relations
6. Training and Education
7. RIPE NCC Outreach and External Relations
8. IPv6 Deployment
9. RIPE NCC Tools and Measurements
10. RIPE NCC Communications
11. RIPE Meetings
12. RIPE Policy Development Process (PDP)
13. RIPE Database
14. Network Security

Sections 1 to 6 focus on responses from RIPE NCC members only; Section 7 focuses on other interested party responses; and Sections 8 to 14 examine both member and other interested party responses. Section 8 also looks at responses by industry type and/or where it was interesting to highlight differences. Part D of the report provides a separate analysis of selected questions by region.

Note: All rating questions in the survey asked respondents to rate on a scale of 1 to 7, with 1 being Lowest and 7 being Highest. The option Not Applicable was also available in the rating questions.

RIPE NCC Member Responses
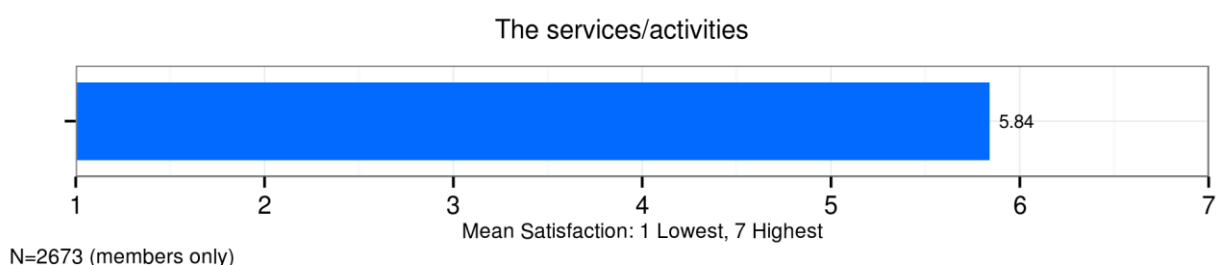
1. RIPE NCC General Services

RIPE NCC members were first asked some general questions regarding their satisfaction with RIPE NCC services and activities.

The majority of respondents were more than satisfied with the services and activities provided by the RIPE NCC. While in general respondents were very aware of the RIPE NCC core services, many respondents indicated that they were only moderately aware of services such as RIPE Atlas, IP Analyser, RIPEstat, DNS Monitoring, K-root operations and Resource Certification (RPKI).
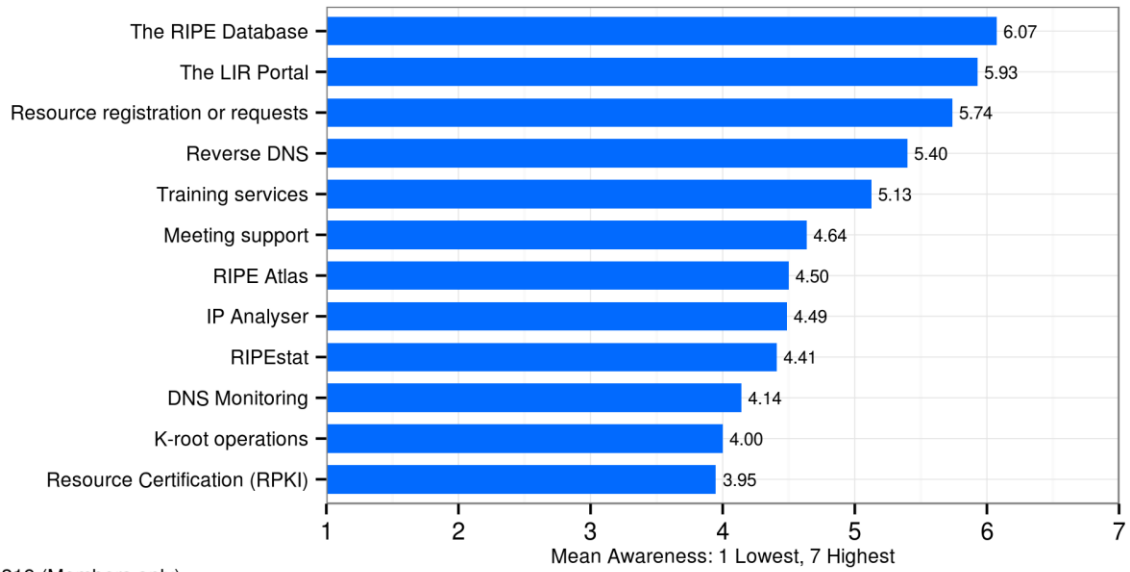
Satisfaction with the way the RIPE NCC offered these services was also high with an average of 5.76 out of 7.

When it came to the importance of the range of services that the RIPE NCC offered, the RIPE Database, resource registration and resource requests, the LIR Portal and reverse DNS were rated as extremely important with scores of more than 6 out of 7, and all other services were rated as being relatively important, with scores of more than 5 out of 7.

Additional comments pointed out that RIPE NCC was too bureaucratic and that procedures needed to be simplified with better descriptions of how to get through the paperwork, and that these should be written in simple English. Comments noted that the performance of the LIR Portal was too slow and that it could better integrate other services such as RIPE Database login and updates. They also had trouble navigating around the website and felt that the RIPE Database updates are too cumbersome.
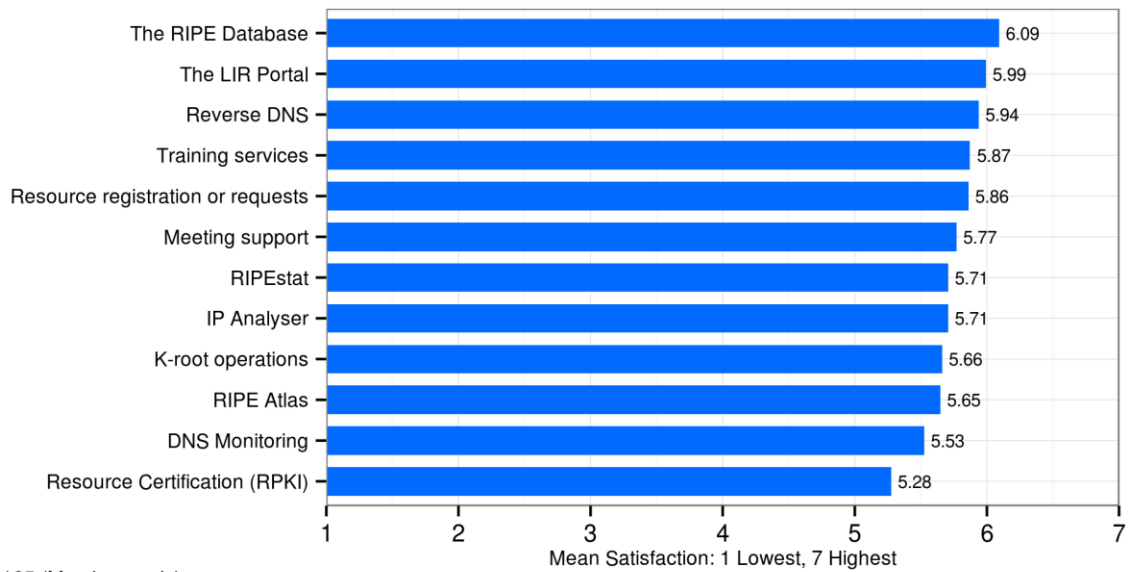
The services/activities

N=2673 (members only)

Please rate your awareness level for the following services from 1 to 7

Service	Mean Awareness
The RIPE Database	6.07
The LIR Portal	5.93
Resource registration or requests	5.74
Reverse DNS	5.40
Training services	5.13
Meeting support	4.64
RIPE Atlas	4.50
IP Analyser	4.49
RIPEstat	4.41
DNS Monitoring	4.14
K-root operations	4.00
Resource Certification (RPKI)	3.95

Mean Awareness: 1 Lowest, 7 Highest

N=2219 (Members only)

Please rate your satisfaction level with the following from 1 to 7

Service	Mean Satisfaction
The RIPE Database	6.09
The LIR Portal	5.99
Reverse DNS	5.94
Training services	5.87
Resource registration or requests	5.86
Meeting support	5.77
RIPEstat	5.71
IP Analyser	5.71
K-root operations	5.66
RIPE Atlas	5.65
DNS Monitoring	5.53
Resource Certification (RPKI)	5.28

Mean Satisfaction: 1 Lowest, 7 Highest

N=2165 (Members only)

Please rate the importance level of the following services and activities from 1 to 7

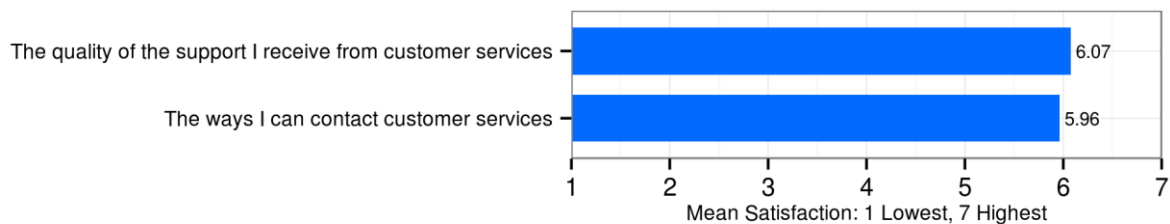| Service	Mean Importance
The RIPE Database	6.63
Resource registration or requests	6.50
The LIR Portal	6.41
Reverse DNS	6.20
Training services	5.67
K-root operations	5.58
IP Analyser	5.42
Meeting support	5.31
RIPEstat	5.27
DNS Monitoring	5.22
Resource Certification (RPKI)	5.09
RIPE Atlas	5.02

Mean Importance: 1 Lowest, 7 Highest
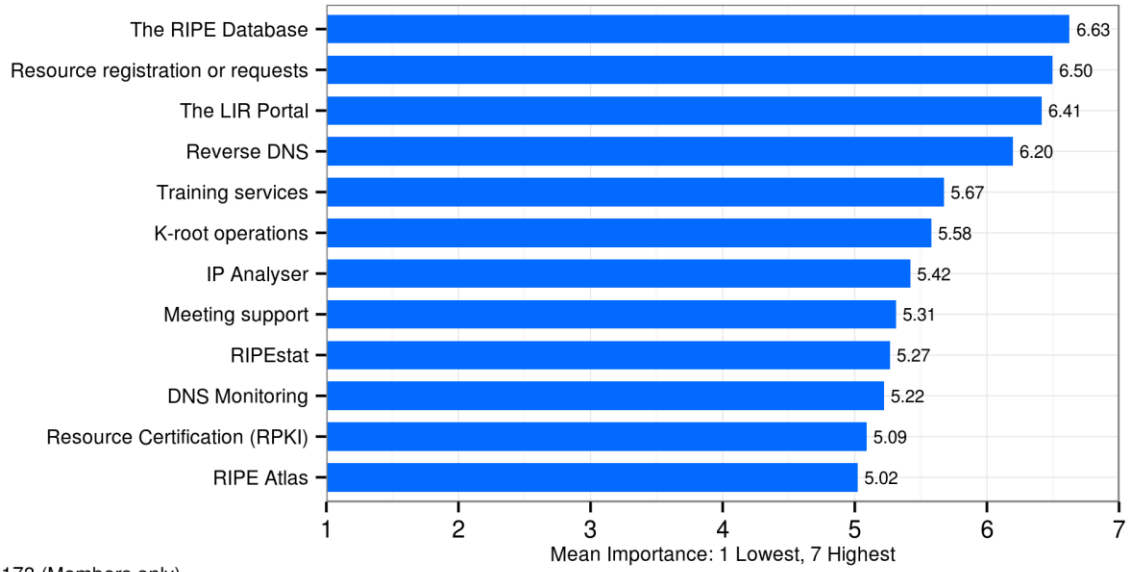
N=2173 (Members only)

2. Membership Administration

The vast majority of respondents found the ways in which they can contact the RIPE NCC Customer Services Department and the support that they received from them to be extremely satisfactory.

There were a number of respondents that indicated that the email responses were slow, and in some cases they felt that this was due to the time differences across the service region. They suggested that either 24-hour service or regional offices could help alleviate this issue. Several respondents indicated that they would prefer to contact Customer Services and have their problem dealt with via telephone, and that the Chat Service hours should be extended. A number of respondents suggested having customer service requests dealt with in several service region languages other than English.

It was also suggested by numerous respondents that the customer services ticket system should be incorporated into the LIR Portal so that members could see the content, history and current status of their tickets.

Please rate your satisfaction level with the following from 1 to 7

The quality of the support I receive from customer services — 6.07
The ways I can contact customer services — 5.96

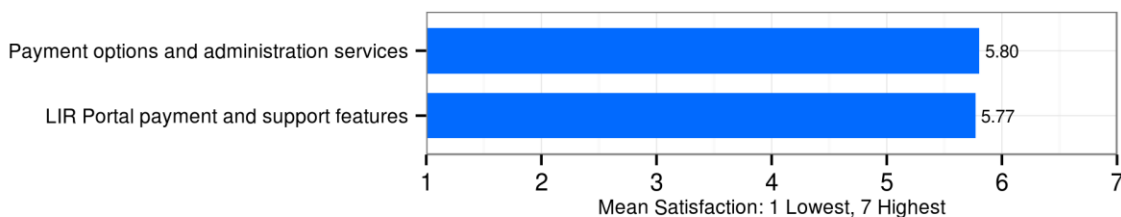Mean Satisfaction: 1 Lowest, 7 Highest

N=2041 (members only)

Respondents indicated that they were very satisfied with the RIPE NCC's payment and administration options as well as the LIR Portal features that supported these options.

Others indicated that electronic invoicing would be appreciated; the RIPE NCC should account for local regulations that may cause payments to be delayed; and showing the receipt of payment in the LIR Portal via a billing tracker would be appreciated.

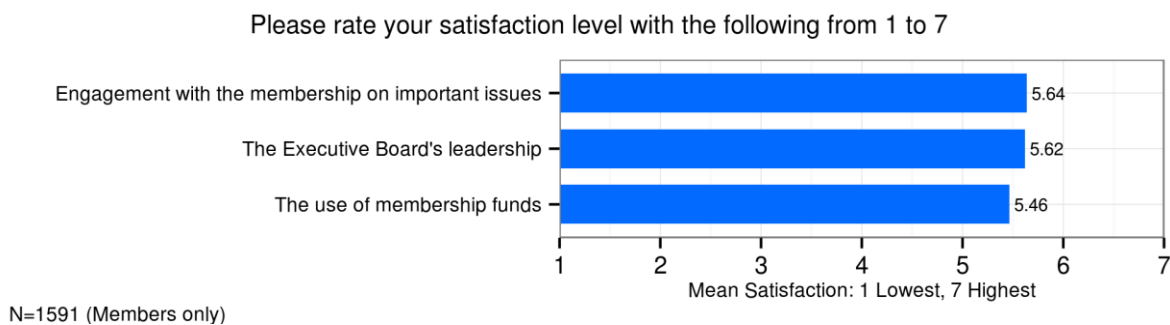Please rate your satisfaction level with the following from 1 to 7

Payment options and administration services — 5.80
LIR Portal payment and support features — 5.77

Mean Satisfaction: 1 Lowest, 7 Highest

N=1810 (Members only)

3. Corporate Governance

The RIPE NCC's corporate governance structure received an average satisfaction rating of 5.44 out of 7. Some respondents suggested increasing the total amount of members on the RIPE NCC Executive Board or the amount of candidates that put themselves forward for the Board; increasing operational transparency; and ensuring that the membership is engaged early in major decision-making processes.

RIPE NCC's corporate governance structure

Mean Satisfaction: 1 Lowest, 7 Highest

N=1354 (members only)
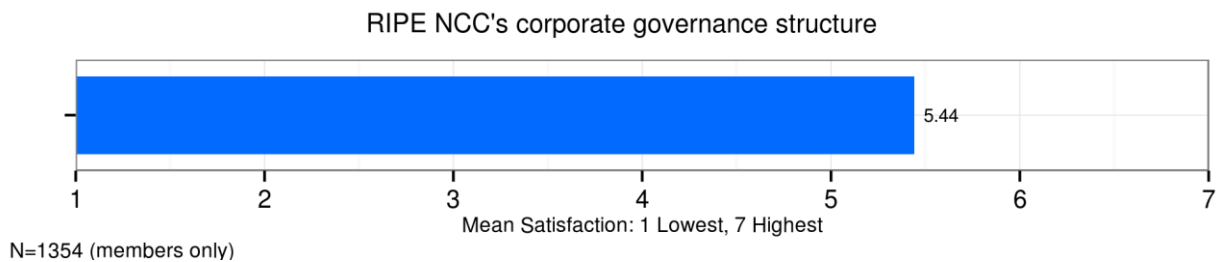
The RIPE NCC Executive Board's leadership of the RIPE NCC, the use of the membership's funds by the RIPE NCC and the RIPE NCC's engagement with the membership on important issues all scored over 5.4 out of 7.

Please rate your satisfaction level with the following from 1 to 7

Engagement with the membership on important issues	5.64
The Executive Board's leadership	5.62
The use of membership funds	5.46

Mean Satisfaction: 1 Lowest, 7 Highest
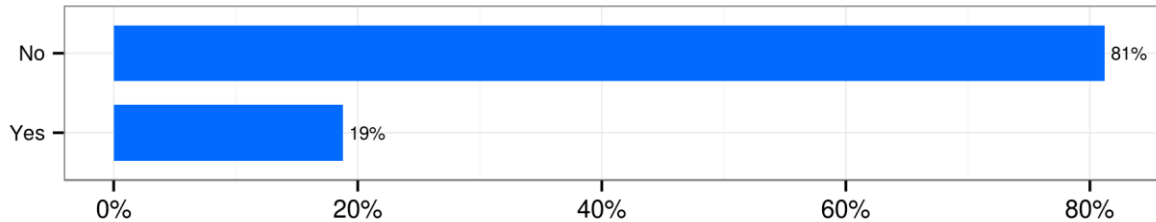
N=1591 (Members only)

Roughly four out of five respondents who said they voted gave a score of 5 or higher for their satisfaction level with the RIPE NCC's General Meeting voting procedures (mean=5.76, n=363).

Over 81% of respondents indicated that they do not vote at RIPE NCC General Meetings. This is mainly due to the fact that they trust other members to make the right decision; another person casts their votes; they do not care about the issues being voted on; they found the voting procedures too difficult; or they found that the voting procedures were not well communicated.

Many respondents indicated that they simply did not have the time to get involved. Quite a number indicated that they only recently became a member and felt that they were too new to the process to be involved. They felt they had a lack of information on topics or Executive Board candidates. Some indicated that language issues stood in the way of understanding the voting procedures.
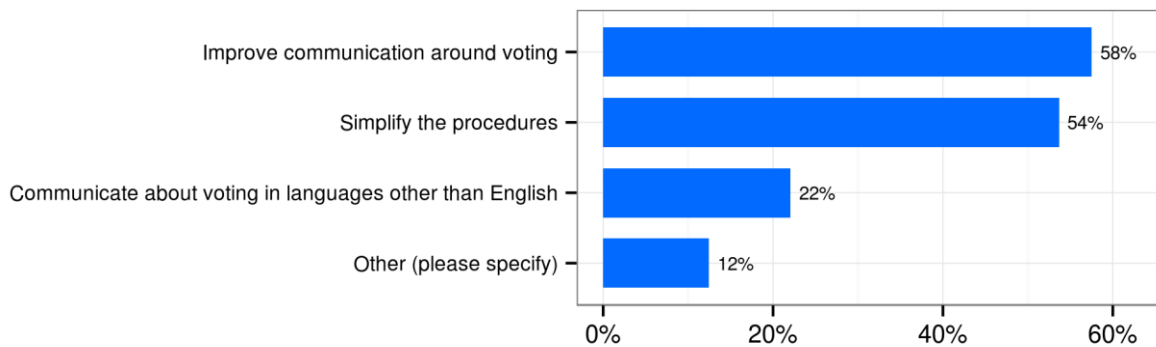
Others mentioned that they do not want to send a copy of their passport or identification via fax to the RIPE NCC.

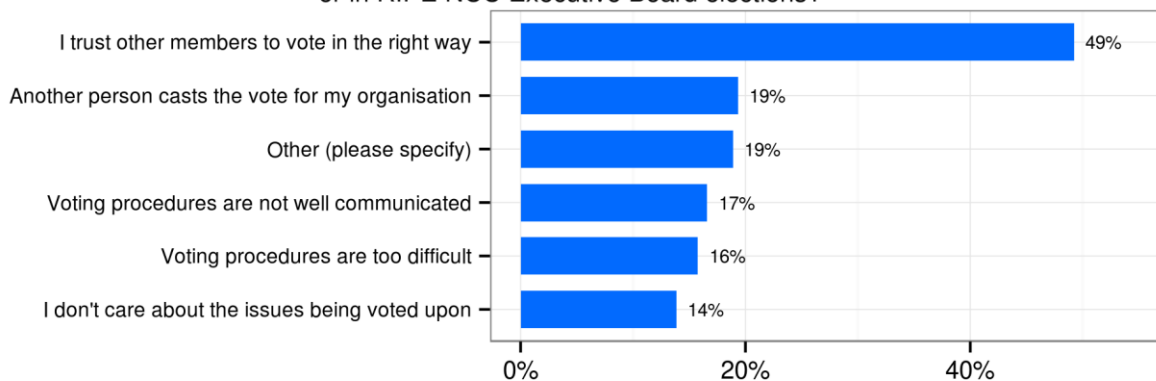Do you vote on General Meeting resolutions and/or in RIPE NCC Executive Board elections?

N=2113 (members only)

How would you improve the RIPE NCC General Meeting voting procedures?
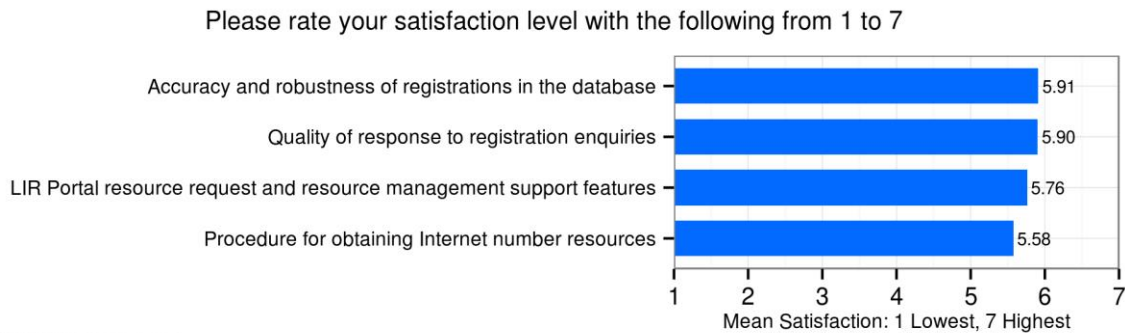
N=313 (members only)

Why do you not vote on RIPE NCC General Meeting resolutions or in RIPE NCC Executive Board elections?

N=1680 (members only)

4. Registry and Resource Distribution

Respondents indicated that they were very satisfied with the procedures for obtaining number resources; the quality of the responses to registration enquiries; the LIR Portal features that support registration enquiries; and the accuracy and robustness of the registrations in the RIPE Database.

Please rate your satisfaction level with the following from 1 to 7

Accuracy and robustness of registrations in the database	5.91
Quality of response to registration enquiries	5.90
LIR Portal resource request and resource management support features	5.76
Procedure for obtaining Internet number resources	5.58

Mean Satisfaction: 1 Lowest, 7 Highest

N=1995 (Members only)

A number of respondents indicated that they felt that the registration procedures needed to be simplified and that the process was too time consuming. Comments indicated that the explanations and terminology used in the information is too complex and needs to be explained in a simpler manner. It was also suggested that Registration Services might consider using an online chat facility.

Other respondents indicated that the registry and RIPE Database editing process was too complicated, cumbersome and difficult for first-time users to properly understand.

It was also suggested that the LIR Portal should provide more details about LIR assignments and a historical archive of email interaction between LIRs and the RIPE NCC.

Most respondents indicated that the RIPE NCC should play a medium-to-high role in IPv4 address transfers. However, what that role should be seemed to vary according to the comments collected.

What role or roles do you think the RIPE NCC should play in IPv4 address transfers?

High	48%
Medium	31%
Minimal	18%
None	3%
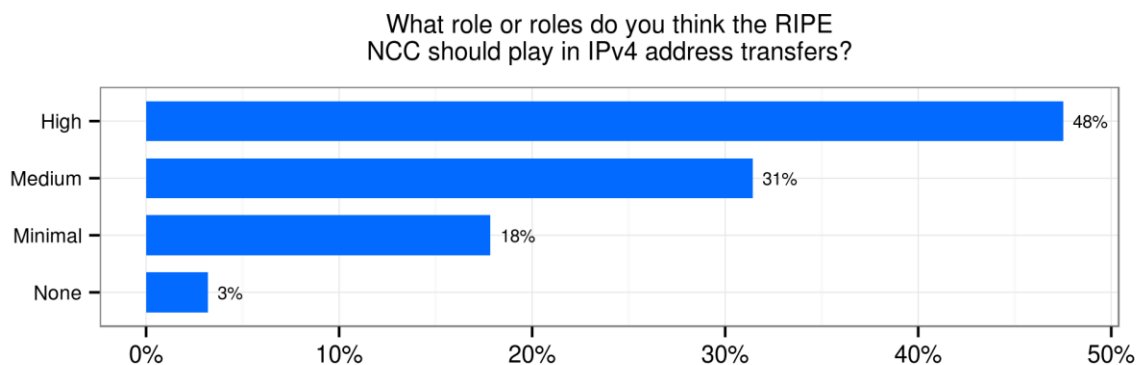
N=2023 (members only)

Many respondents indicated that the RIPE NCC should ensure the return of unused IPv4 address space and allocate it to those that need them.

Some felt that transfers should not be permitted because this would only slow IPv6 take-up.
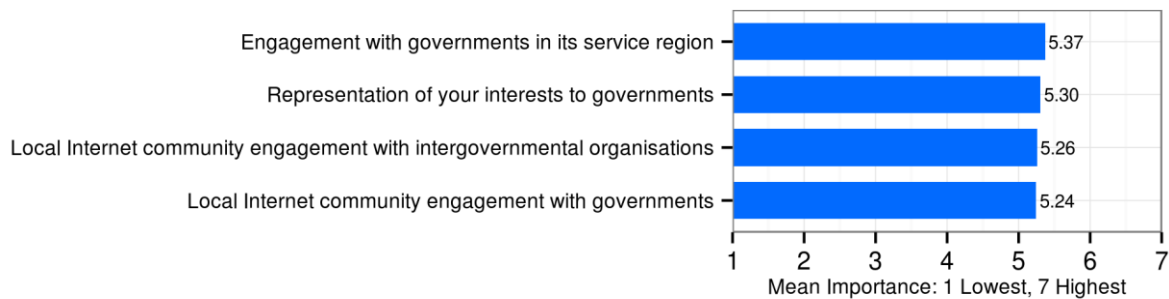
Others indicated that the RIPE NCC should assist and support the development of an inter-RIR policy as a soon as possible; the RIPE NCC should make intra-RIR transfers easier to help prevent a black market; and the quality of RIPE Database data should be ensured.

5. Internet Governance and External Relations

Respondents indicated that they were relatively satisfied with the visibility of the RIPE NCC's Internet governance and external relations work (mean=5.03, N=1448). Items related to Internet governance and external relations all seemed relatively important with mean scores above 5 on a scale of 7.

The RIPE NCC's work to help local Internet communities to engage with governments also rated highly, as did the RIPE NCC's work to help local Internet communities to engage with regulators, law enforcement agencies and other intergovernmental organisations.

Please rate the importance level of the following from 1 to 7

	Mean Importance
Engagement with governments in its service region	5.37
Representation of your interests to governments	5.30
Local Internet community engagement with intergovernmental organisations	5.26
Local Internet community engagement with governments	5.24

Mean Importance: 1 Lowest, 7 Highest

N=1517 (members only)

In regard to how the RIPE NCC should allocate resources to engage with governments, about two thirds indicated that the RIPE NCC should represent its members' interests to government and that resources should be allocated to training and knowledge sharing to promote better public policy. Around one third of the respondents suggested increasing public/private sector cooperation activities and allocating resources to the RIPE NCC Roundtable Meetings for governments and related bodies.

What should the RIPE NCC allocate resources to?

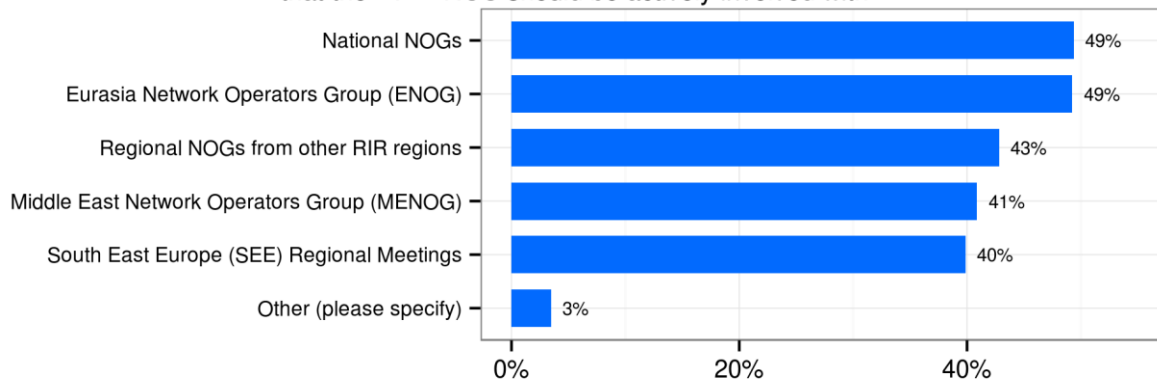|	Percentage
Training and knowledge sharing for public policy	65%
Representing our membership's interests to government	65%
Roundtable Meetings for governments and related bodies	39%
Increasing public/private sector cooperation activities	35%
Other (please specify)	2%
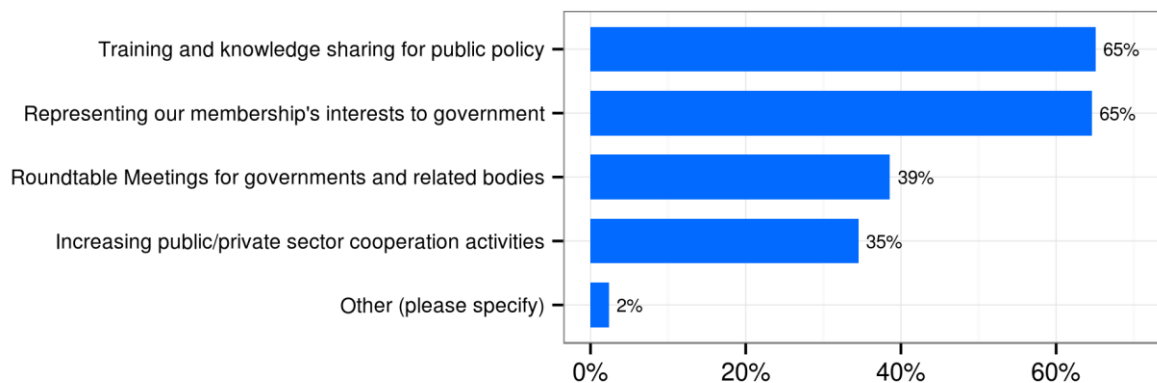
N=1802 (members only)

A few respondents indicated that the RIPE NCC should not get involved in politics at all, and others said the RIPE NCC should be wary of representing the members' interests. Other respondents indicated that the RIPE NCC should do its best to promote "net neutrality"; tell governments to keep their hands off the Internet; and spend more time convincing governments to aid the IPv6 rollout.

Members were asked in which regional outreach forums and groups the RIPE NCC should be actively involved. Those who responded to the question most frequently chose national network operating groups (NOGS) and the Eurasia Network Operators Group (ENOG). Almost 50 percent of these members indicated that the RIPE NCC should be involved in these regional outreach forums or groups. Forty percent or more who answered the question also thought that the RIPE NCC should be involved in others groups such as Regional NOGs from other RIR regions, the Middle East Network Operators Group (MENOG) and the South East Europe (SEE) Regional Meetings.

Please choose the regional outreach forums and groups
that the RIPE NCC should be actively involved with
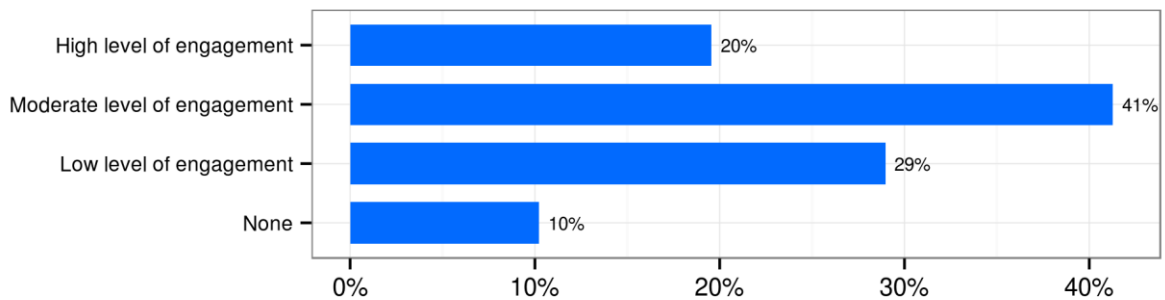

N=1590 (members only)

Most member respondents thought that the RIPE NCC should engage with government at a moderate level (51 percent). Most also thought that the extent of the RIPE NCC's work with law enforcement agencies (LEAs) should be moderate to low (70 percent). Twenty percent thought that the RIPE NCC's engagement should be high in this area while 10 percent didn't think the RIPE NCC should be engaging with LEAs at all.

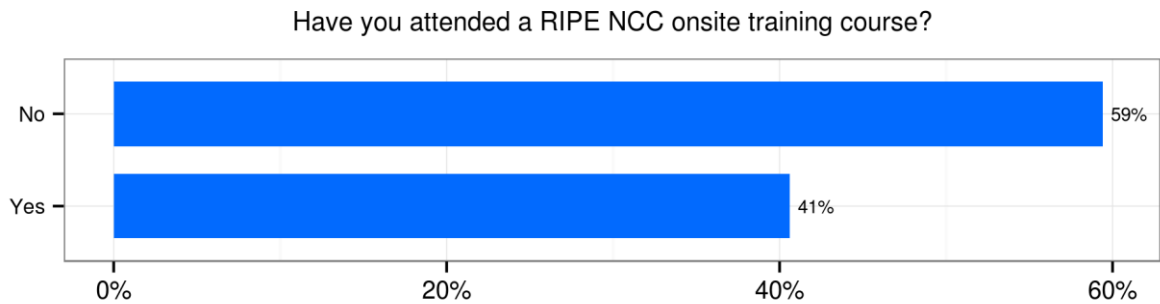What should be the extent of the RIPE NCC's work with government?
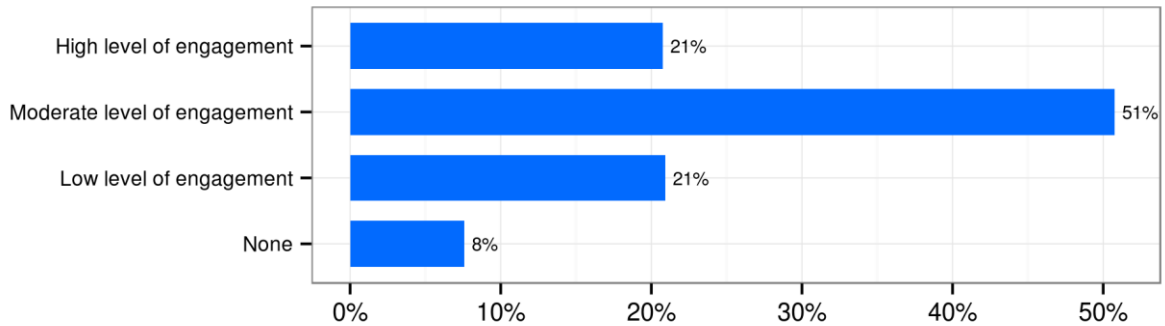
N=1860 (members only)

What should be the extent of the RIPE NCC's work with law enforcement agencies (LEAs)?

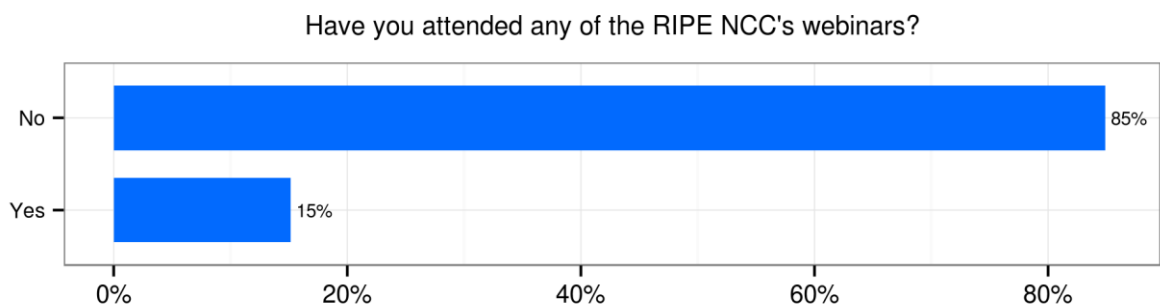

N=1868 (members only)

6. Training and Education

Forty-one percent of members who responded to the question (n=1916) indicated that they had attended a RIPE NCC onsite training course; only 24 percent of those who answered said they had used the RIPE NCC's E-Learning Centre; 15 percent said they had attended a RIPE NCC webinar.

Have you attended a RIPE NCC onsite training course?

N=1916 (members only)

Have you used the RIPE NCC's E-Learning Centre?

N=1912 (members only)

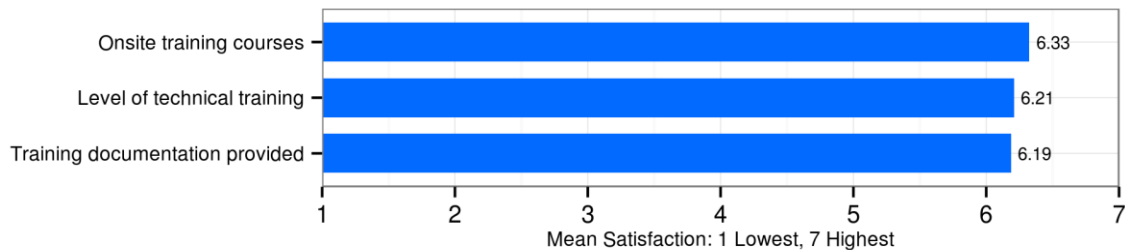Have you attended any of the RIPE NCC's webinars?
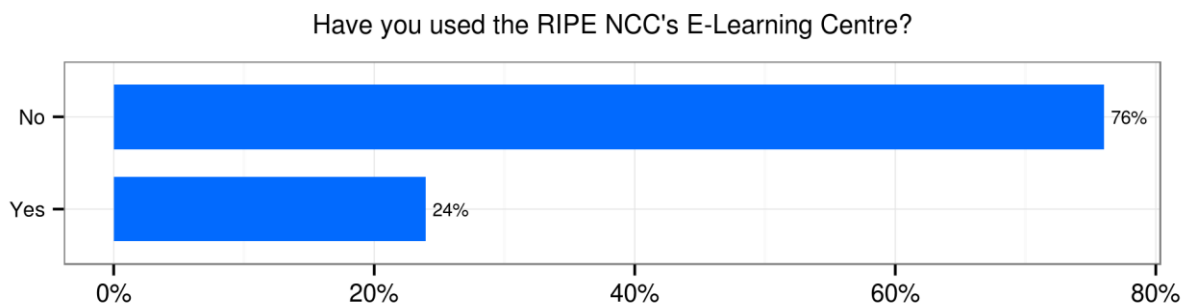
N=1910 (members only)

Those that had participated in onsite training courses were extremely satisfied with the course, the level of technical training provided by the RIPE NCC and the training documentation provided by the RIPE NCC.

The E-learning Centre and the RIPE NCC webinars received very high ratings. Around two thirds of the respondents indicated that the RIPE NCC should further develop its remote training options.

Please rate your satisfaction level with the following from 1 to 7

Onsite training courses	6.33
Level of technical training	6.21
Training documentation provided	6.19

Mean Satisfaction: 1 Lowest, 7 Highest

N=780 (Members only)

Please rate your satisfaction level with the following from 1 to 7

Please rate your satisfaction with the E-Learning Centre	5.84

Mean Satisfaction: 1 Lowest, 7 Highest

N=462 (Members only)

Please rate your satisfaction level with the following from 1 to 7

Please rate your satisfaction with RIPE NCC webinars	5.86

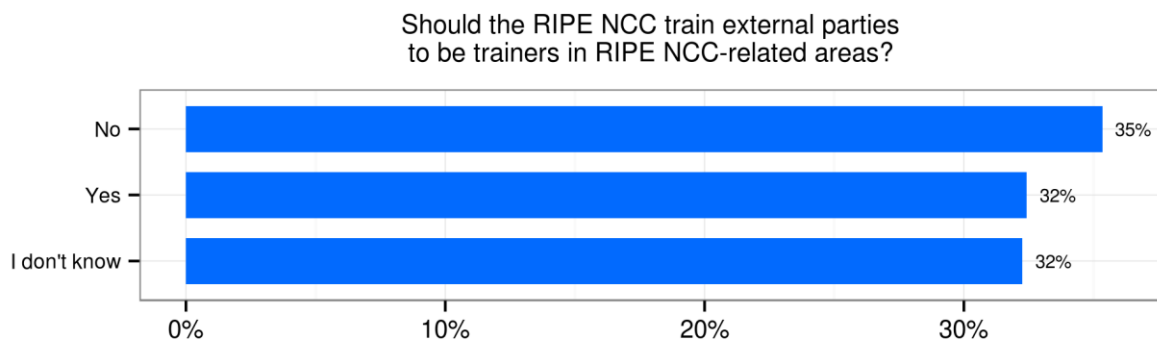Mean Satisfaction: 1 Lowest, 7 Highest
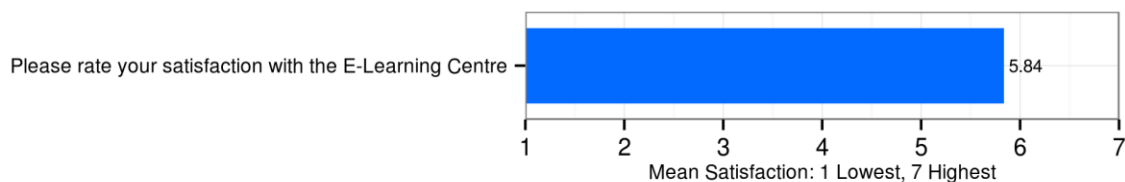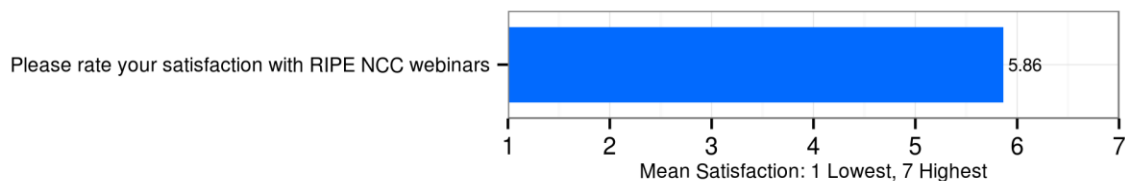
N=282 (Members only)

Many respondents suggested that the RIPE NCC could provide IPv6 training courses on deployment scenarios, implementation, transition techniques, ISP best common practice documents (BCPs) and IPv6 for decision makers. Many other respondents suggested providing training on routing and BGP best common practice documents (BCPs). Network security, IPv6 security, BCPs for routing security, DDoS, DNSSEC and RPKI were also suggested as options for training courses.

The survey respondents were quite evenly split about whether or not the RIPE NCC should train external parties to be trainers, with about one third supporting this, one third not and one third not knowing.

Quite a number of respondents indicated that this might be a good idea, especially if it meant that there would be more local training courses and they could be given in local languages. There were some concerns that the quality of the training might be sacrificed.

Some respondents indicated that they had concerns that these parties becoming trainers might be aiming to maximise profits or have other motives for doing this. It was put forward that the RIPE NCC should consider using local not-for-profit organisations to do this. Others suggested that only current RIPE NCC members should be allowed to take on this role.

A number of respondents did not like the idea and felt that the RIPE NCC should spend more resources on creating better videos of the trainers and make these available online.

Should the RIPE NCC train external parties
to be trainers in RIPE NCC-related areas?

No	35%
Yes	32%
I don't know	32%

N=1882 (members only)

Some 37 percent of the respondents indicated that the RIPE NCC should give more preference to training in developing countries than in developed countries while 32 percent indicated that the RIPE NCC should not do this; 31 percent did not know.

Some respondents indicated that training should be offered where it is demanded or needed and this should have nothing to do with whether the country is classified as "developing" or not. Others suggested that rather than doing this, the RIPE NCC should spend more resources on online training that would be equally available to everyone no matter which country they came from.

Should the RIPE NCC invest in developing its remote training options?

Yes	65%
I don't know	27%
No	9%
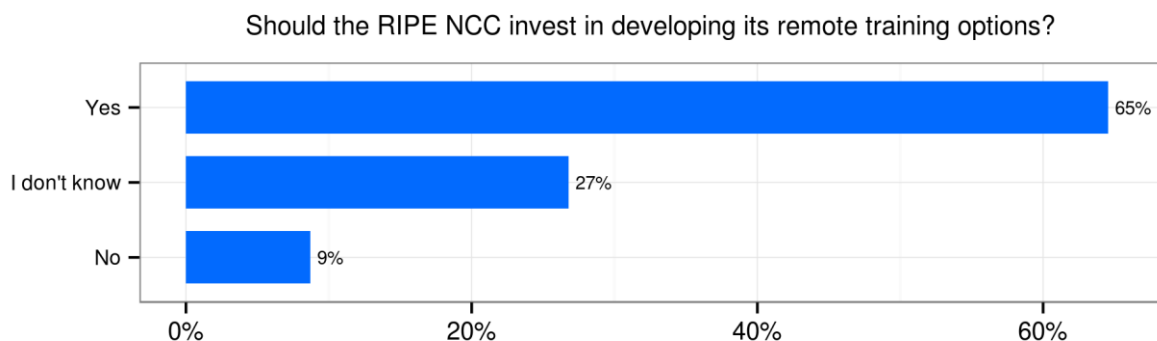
N=1887 (members only)

Around 41 percent of respondents indicated that the RIPE NCC should invest in providing training and documentation in languages other than English; 47% indicated that the RIPE NCC should not do this; 12 percent did not know.

A number of respondents indicated that English is the language of choice for both the Internet and the technical community. They suggested that a lot of the material could be simplified into much plainer English.
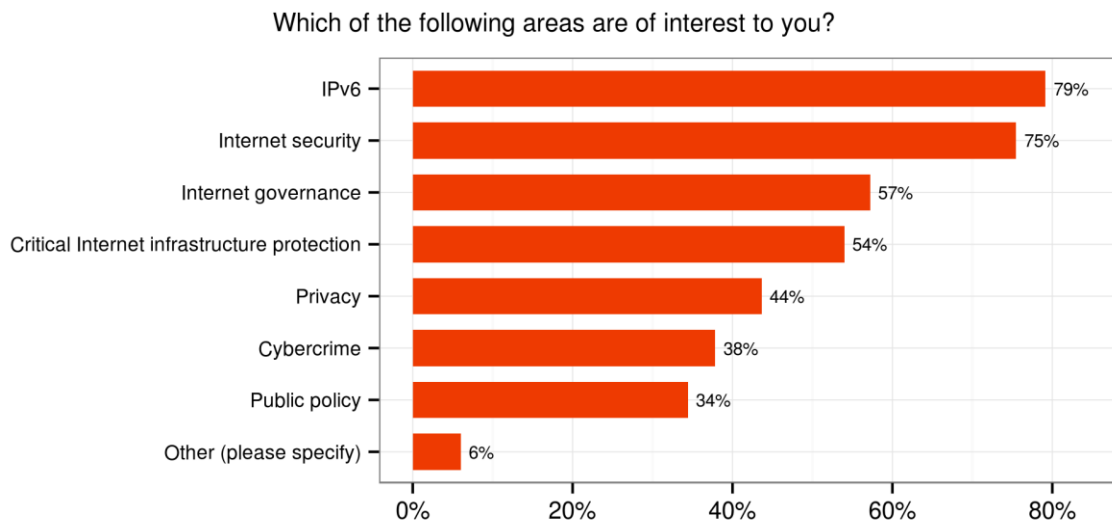

Should the RIPE NCC invest in converting training courses and documentation into languages other than English?
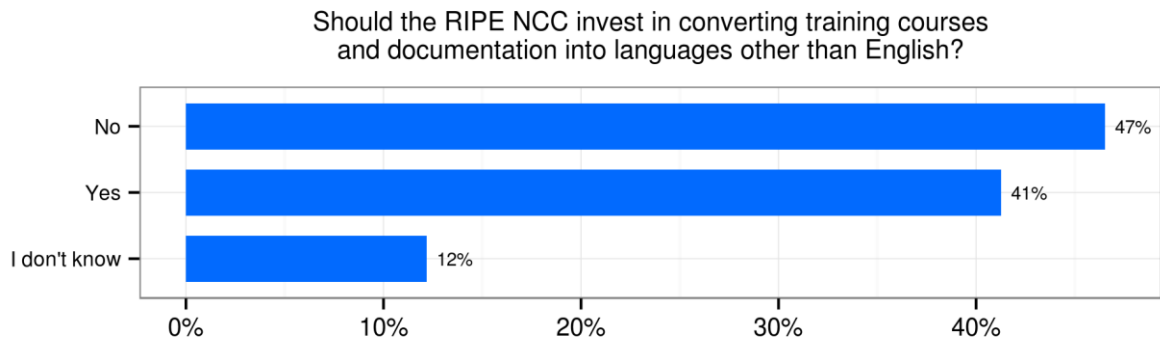
N=1880 (members only)

Other Interested Party Responses

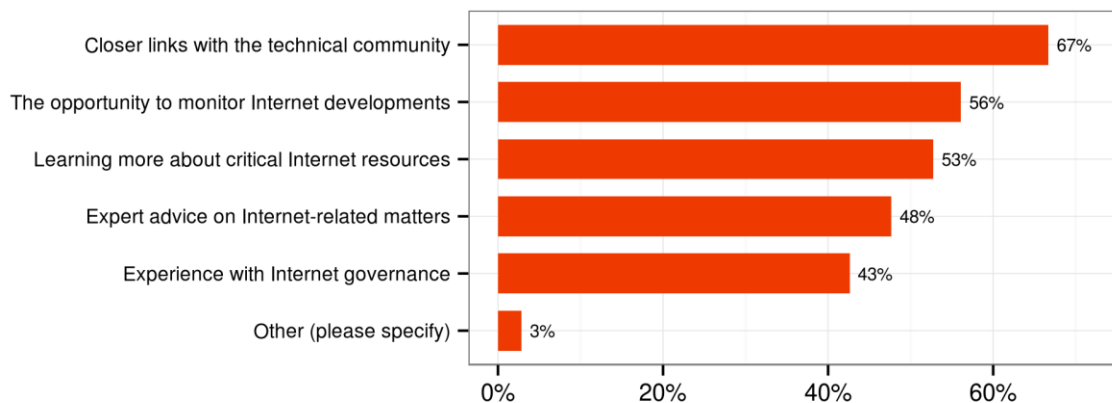*7. RIPE NCC Outreach and External Relations*

Other interested parties were asked about their areas of interest that were related to the RIPE NCC's outreach and external relations. IPv6 was of most interest to other interested parties (79 percent). Internet security (75 percent), Internet governance (57 percent) and critical Internet infrastructure protection also interested most other interested parties who responded to this question.

Which of the following areas are of interest to you?

Area	Percent
IPv6	79%
Internet security	75%
Internet governance	57%
Critical Internet infrastructure protection	54%
Privacy	44%
Cybercrime	38%
Public policy	34%
Other (please specify)	6%

N=465 (Other interested parties only)

Other interested parties were also asked what benefits they perceived from engaging with the RIPE NCC. Closer links with the technical community (67 percent), the opportunity to monitor Internet developments (56 percent) and learning more about critical Internet resources seemed the most beneficial. Other additional benefits mentioned were information and experience exchange as well as access to the RIPE NCC's community network (and international community).

What benefits do you see from engaging with the RIPE NCC?

Benefit	Percent
Closer links with the technical community	67%
The opportunity to monitor Internet developments	56%
Learning more about critical Internet resources	53%
Expert advice on Internet-related matters	48%
Experience with Internet governance	43%
Other (please specify)	3%

N=453 (Other interested parties only)

Levels of satisfaction for the consensus-based system of decision-making within the industry were reasonable (mean=5.30, n=434).

Please rate your satisfaction level with the following from 1 to 7

Consensus-based system of decision making within the industry — 5.30

Mean Satisfaction: 1 Lowest, 7 Highest
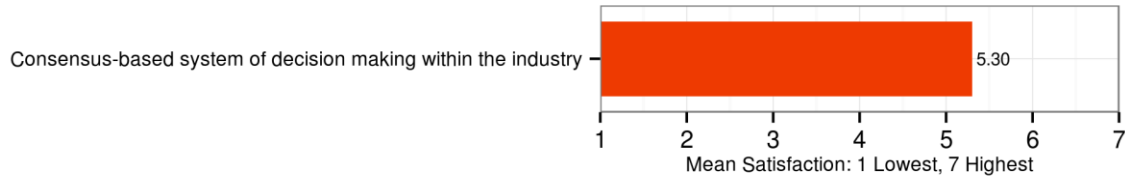
N=434 (Other interested parties only)

Other interested parties believed that the RIPE NCC should have a moderate to high level of engagement when working with governments as well as with law enforcement agencies (LEAs).

What should be the extent of the RIPE NCC's work with law enforcement agencies (LEAs)?

High level of engagement — 27%
Moderate level of engagement — 36%
Low level of engagement — 22%
None — 6%
I don't know — 8%
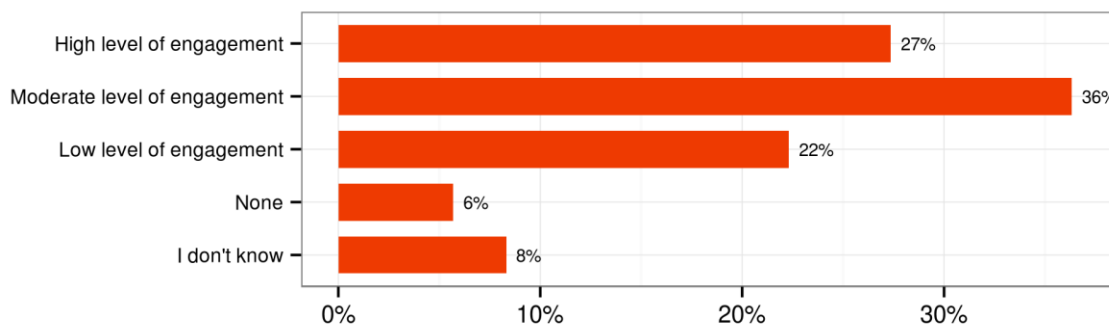
N=457 (Other interested parties only)

Respondents were asked what the RIPE NCC could do to improve their outreach to government and regulators in their country. Producing explanations for non-technical policymakers and providing consultation for technical issues being discussed in public policy forums were more frequently chosen. Fifty percent of other interested parties also thought that that the RIPE NCC should coordinate workshops and informational sessions at Internet governance events.

Others suggested that the RIPE NCC should communicate with governments in other languages; organise workshops for governments; organise joint meetings with governments and regulators; or send representatives to government workshops and seminars.
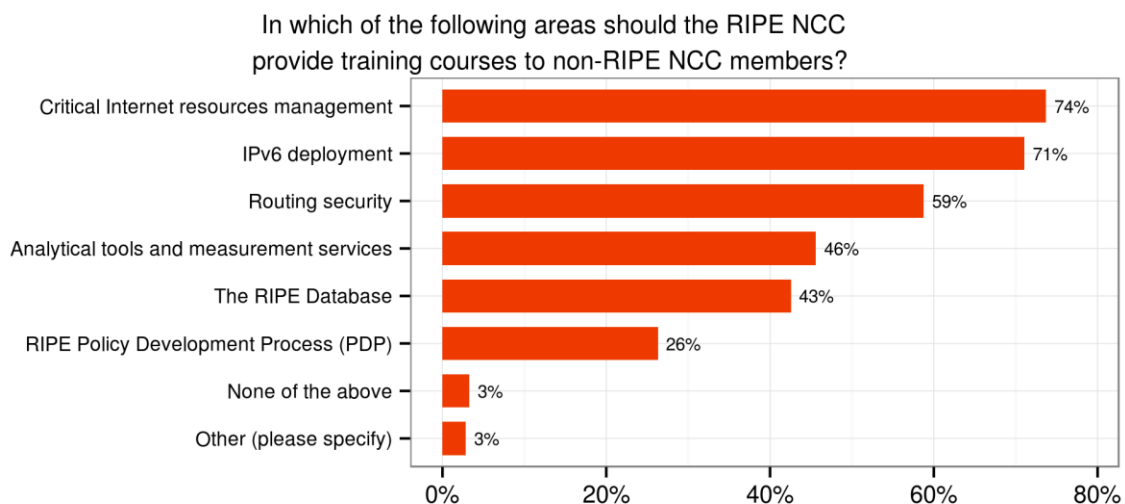
What can the RIPE NCC do to improve outreach to government and regulators in your country?

Produce explanations for non-technical policymakers	65%
Provide consultation for technical issues being discussed in public policy forums	58%
Coordinate workshops and informational sessions at Internet governance events	50%
Organise meetings targeted at governments	48%
Organise events in conjunction with governments	38%
Other (please specify)	5%
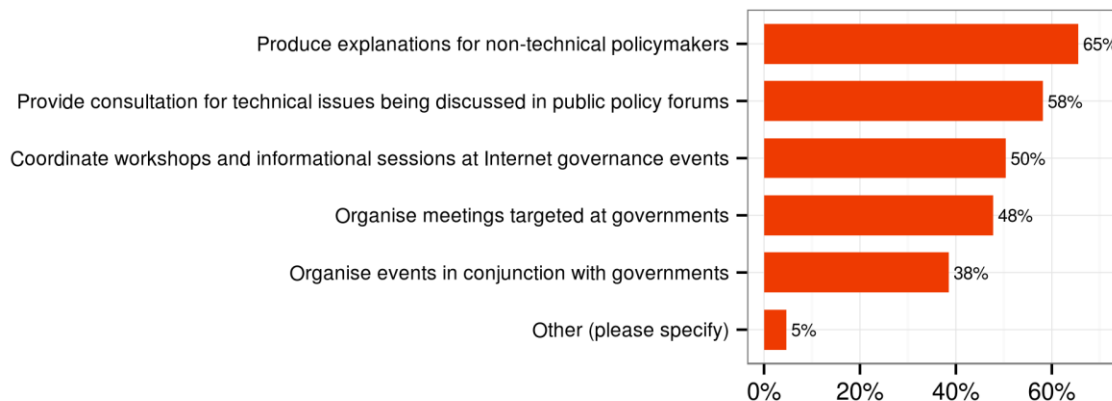
N=452 (Other interested parties only)

Other groups, forums or organisations that it was suggested the RIPE NCC should also actively collaborate with included ISOC, ICANN, the ITU, IEE/IETF, NGOs that promote Internet rights, universities, technical NGOs and national regulators. There were quite a few comments suggesting that the RIPE NCC should not have communications with government.

A majority of other interested parties indicated that the RIPE NCC should provide training in critical Internet resources management (74 percent), IPv6 deployment (71 percent) and routing security (59 percent).

In which of the following areas should the RIPE NCC provide training courses to non-RIPE NCC members?

Critical Internet resources management	74%
IPv6 deployment	71%
Routing security	59%
Analytical tools and measurement services	46%
The RIPE Database	43%
RIPE Policy Development Process (PDP)	26%
None of the above	3%
Other (please specify)	3%

N=456 (Other interested parties only)

Several respondents indicated that the RIPE NCC should provide more training on a more regular basis and should attempt to cover more new and different locations throughout the service region. It was said that training should also be conducted in the local language where possible, and otherwise trainers should speak in very simple
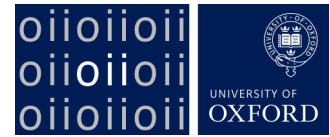
English. Other respondents suggested that the RIPE NCC should move more towards e-learning, webinars and produce more step-by-step videos for all to share.
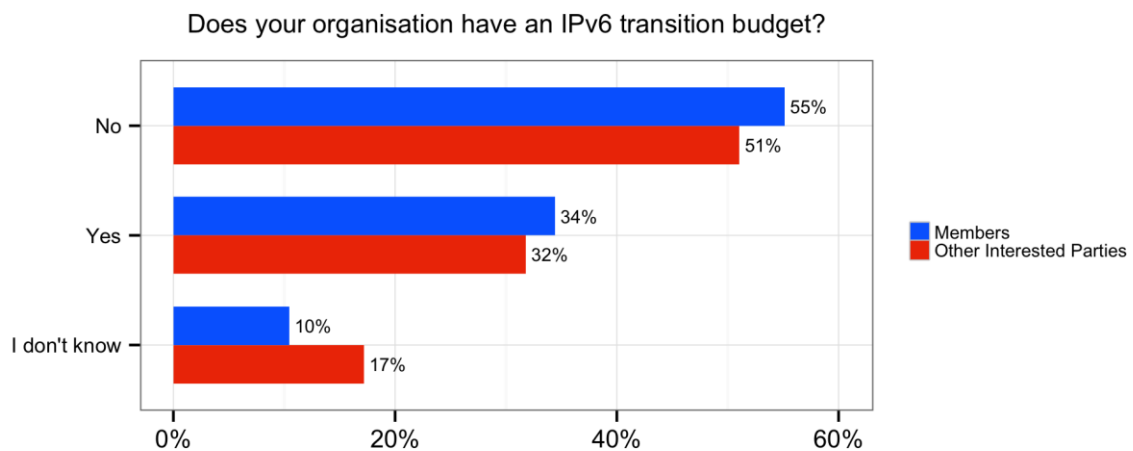
Member and Other Interested Party Responses

8. IPv6 Deployment

Similar to results found in the 2011 survey, the majority of respondents indicated that their organisation had a formal plan and trained staff for IPv6 deployment but did not have a transition budget.

Does your organisation have a formal plan for IPv6 deployment?
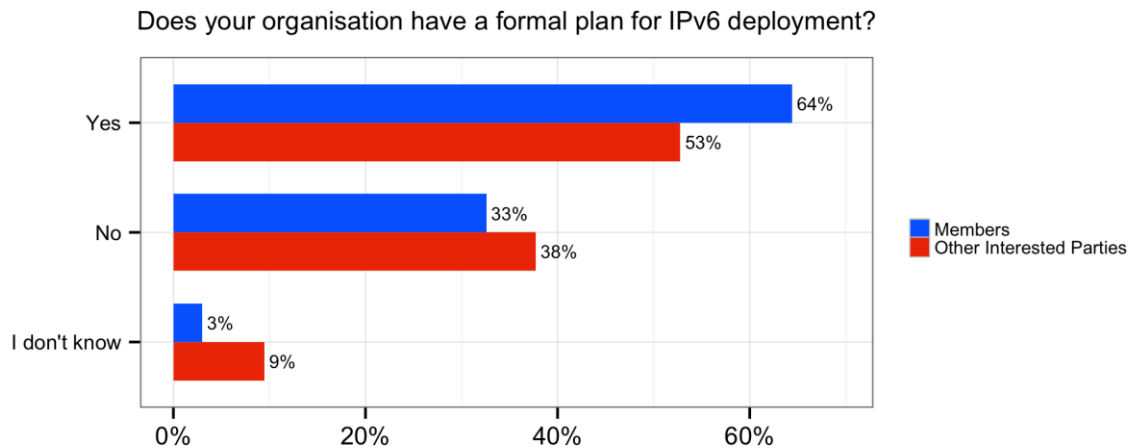
N=2264; Members=1832; Other interested parties=432

Does your organisation have an IPv6 transition budget?

N=2261; Members=1830; Other interested parties=431

Some two-thirds of the respondents felt that there was no market demand for IPv6 while about half indicated that there was a lack of technical knowledge. A little over a third of the respondents felt that organisations have difficulties convincing decision-makers and management, and many organisations simply have enough IPv4 addresses. About a quarter of the respondents felt that organisations' equipment does not support IPv6, suppliers do not support IPv6 and equipment is too costly.

A number of respondents suggested that the problem lies in the fact that their upstream providers do not provide IPv6 access, as well as other big companies and content

providers not supporting IPv6. Other respondents suggested that many end users' or customers' equipment does not support IPv6, or there is simply no demand for it from their customers. They also indicated that reliable IPv6-ready equipment is still too costly for them and that their management is not convinced it is necessary, especially for the expenses they would incur.

A number of respondents indicated that they simply had no time, or did not find it a high priority at the moment, while others indicated that they were afraid of the potential risks that may be due to a lack of understanding and knowledge of IPv6 deployment.

In your opinion what prevents organisations from deploying IPv6?
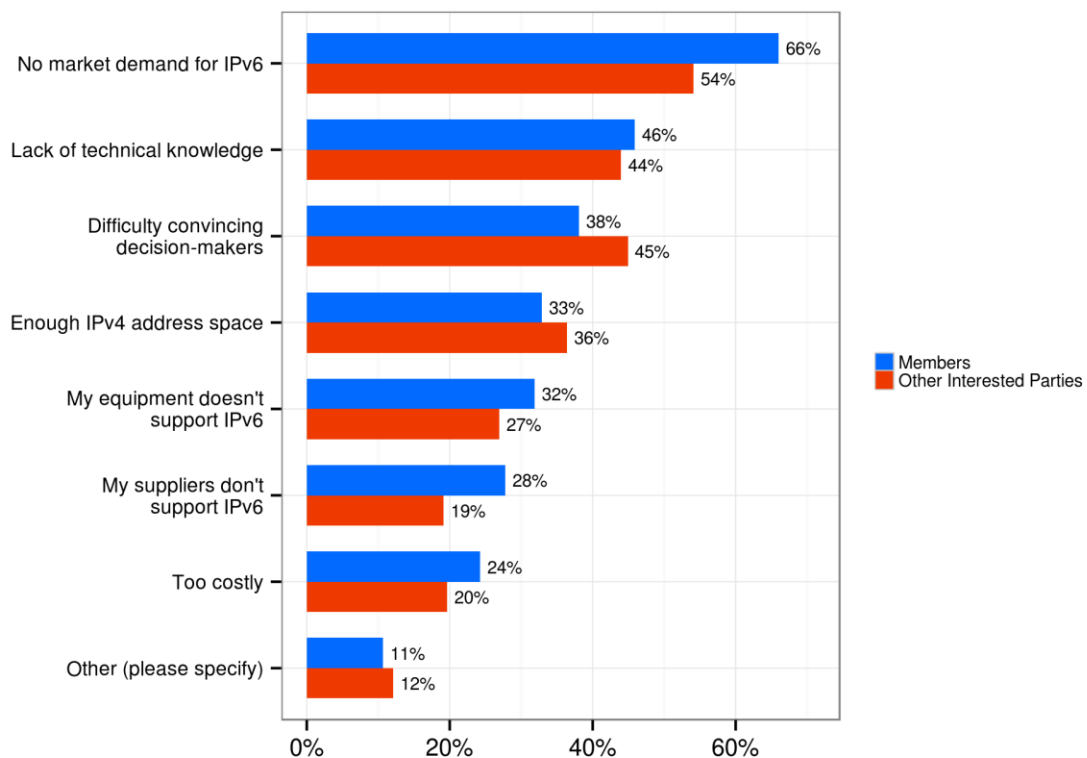
N=2231; Members=1808; Other interested parties=423

In your opinion what prevents organisations from deploying IPv6?
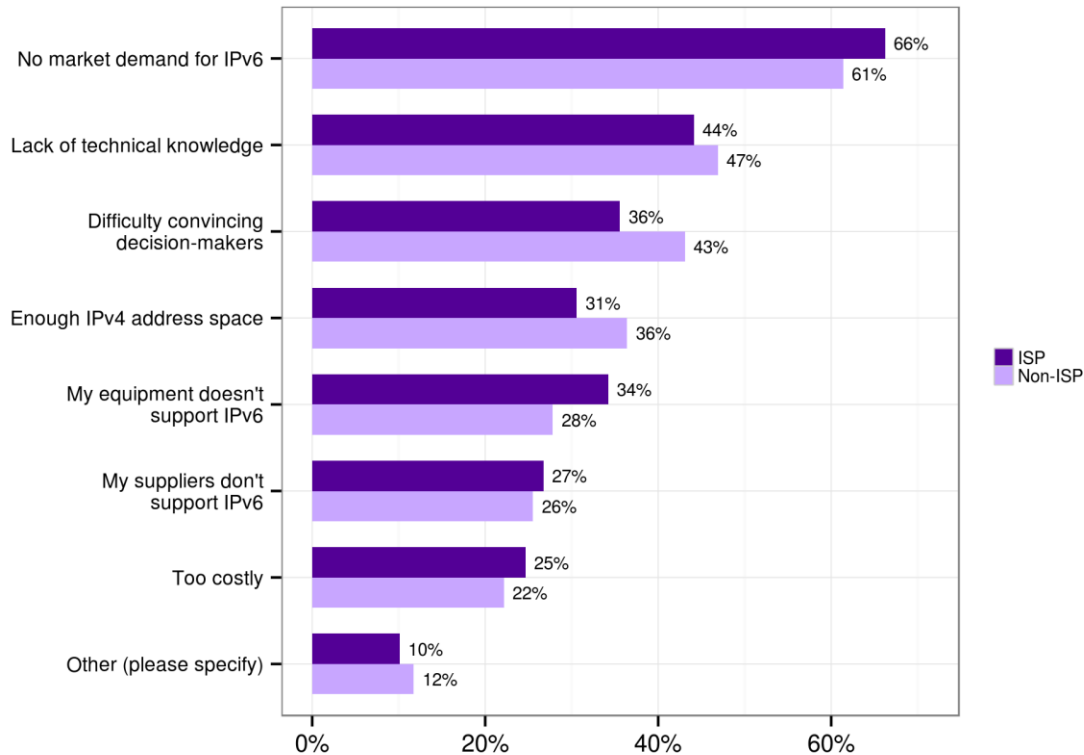
N=2231; ISPs=1099; Non-ISPs=1132

It is important to highlight that, although the survey omitted to ask the question, numerous respondents pointed out that they had already deployed IPv6 or were currently in the process of doing so.

While a number of respondents felt that IPv6 deployment efforts were not a task for the RIPE NCC, a high number of respondents suggest increasing awareness through education/training and e-learning/webinars, as well as producing and publishing full deployment and transition documentation and real world implementations or publishing success stories of ISPs that have deployed IPv6.

A number of respondents suggested that the RIPE NCC needed to assist in convincing decision-makers via business cases, as well as clearly highlighting the advantages of IPv6, making IPv6 address requests much easier, or possibly stopping the handing out IPv4 addresses and not allowing IPv4 transfers to take place.

Some respondents suggested convincing groups such as Internet service providers, content providers and vendors to support IPv6, while others suggested that governments should give incentives to industry to take up IPv6.

There were suggestions that the awareness needs to occur at the end user level, and there were requests for the RIPE NCC to provide more measurements and statistics about take-up that could be circulated to the media.

Please rate your agreement with the following from 1 to 7
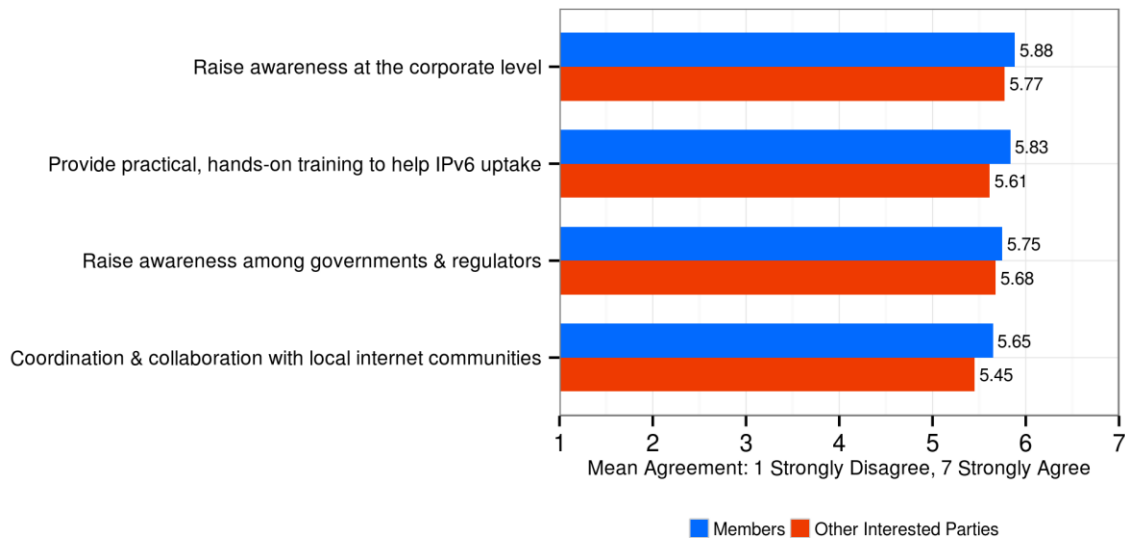
N=2192 (Members and other interested parties)

Please rate your agreement with the following from 1 to 7
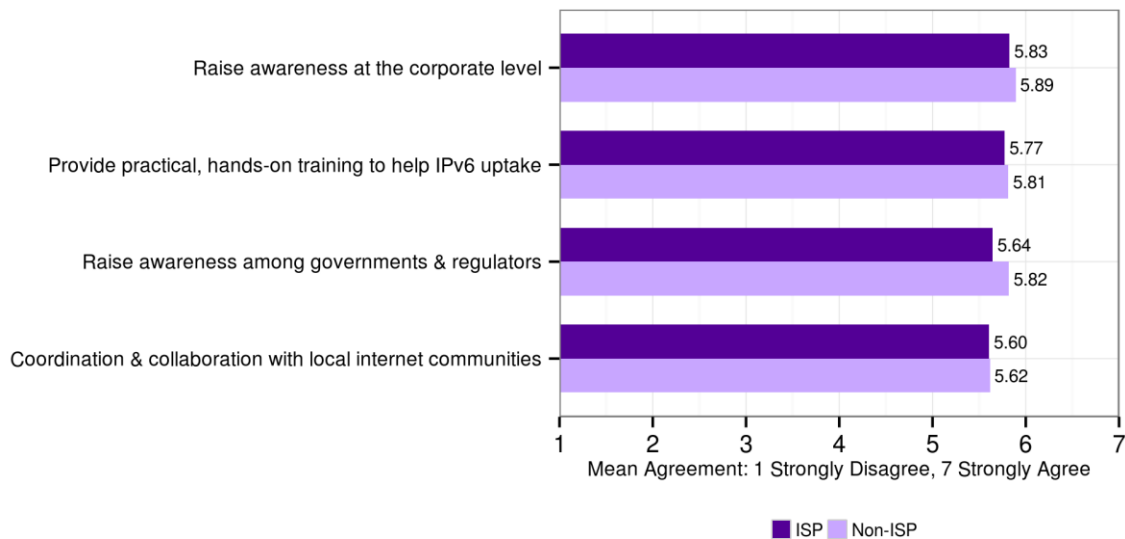

N=2192; ISPs=1074; Non-ISPs=1118

9. RIPE NCC Tools and Measurements

Respondents indicated that they had used a variety of RIPE NCC tools in the past. The three most frequently used tools were RIPEstat, Routing Information Service (RIS) and RIPE Atlas among both members and other interested parties.

Which of the following RIPE NCC analytical tools have you used?
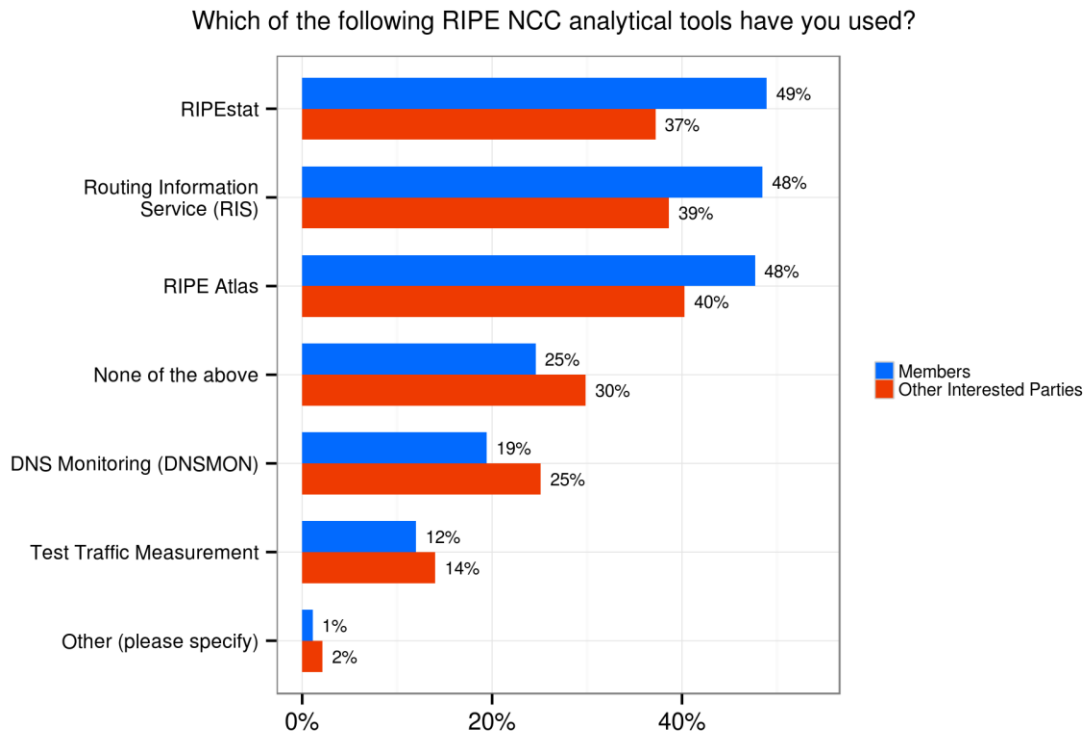
N=2257; Members=1835; Other interested parties=422

Satisfaction levels in regards to the tools were also fairly similar for both groups and in general were relatively good (mean ranged between 5.06 to 5.52, n=1863).

Please rate your satisfaction level with the following from 1 to 7
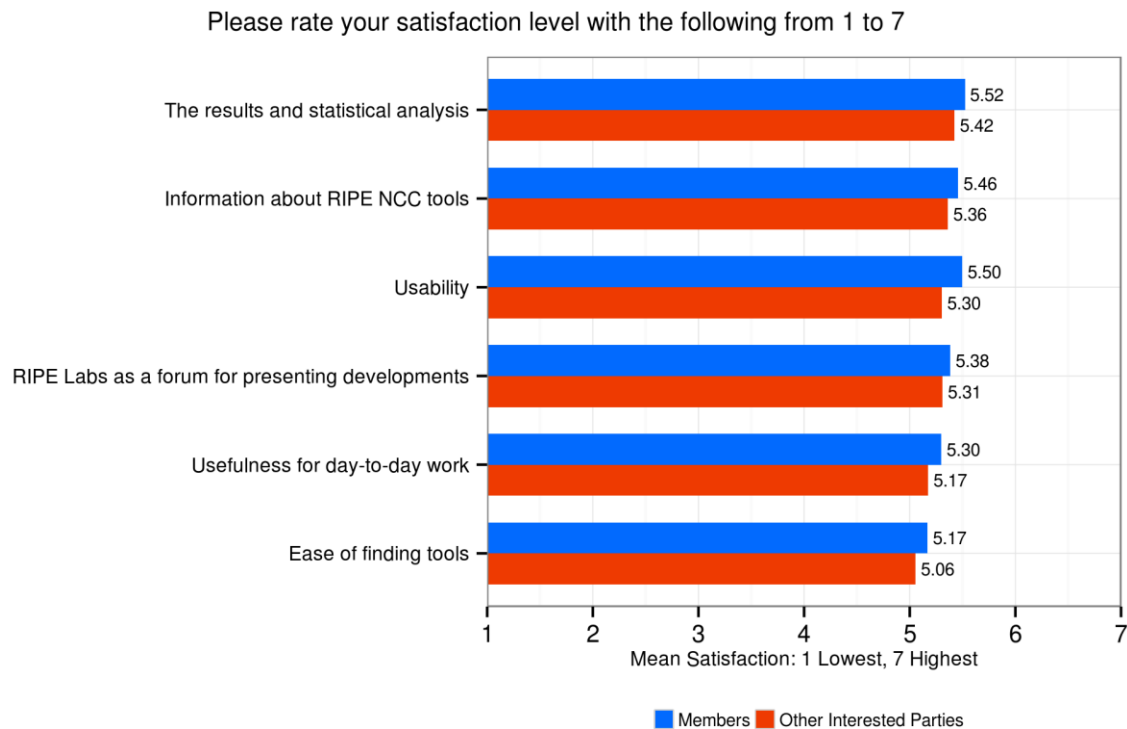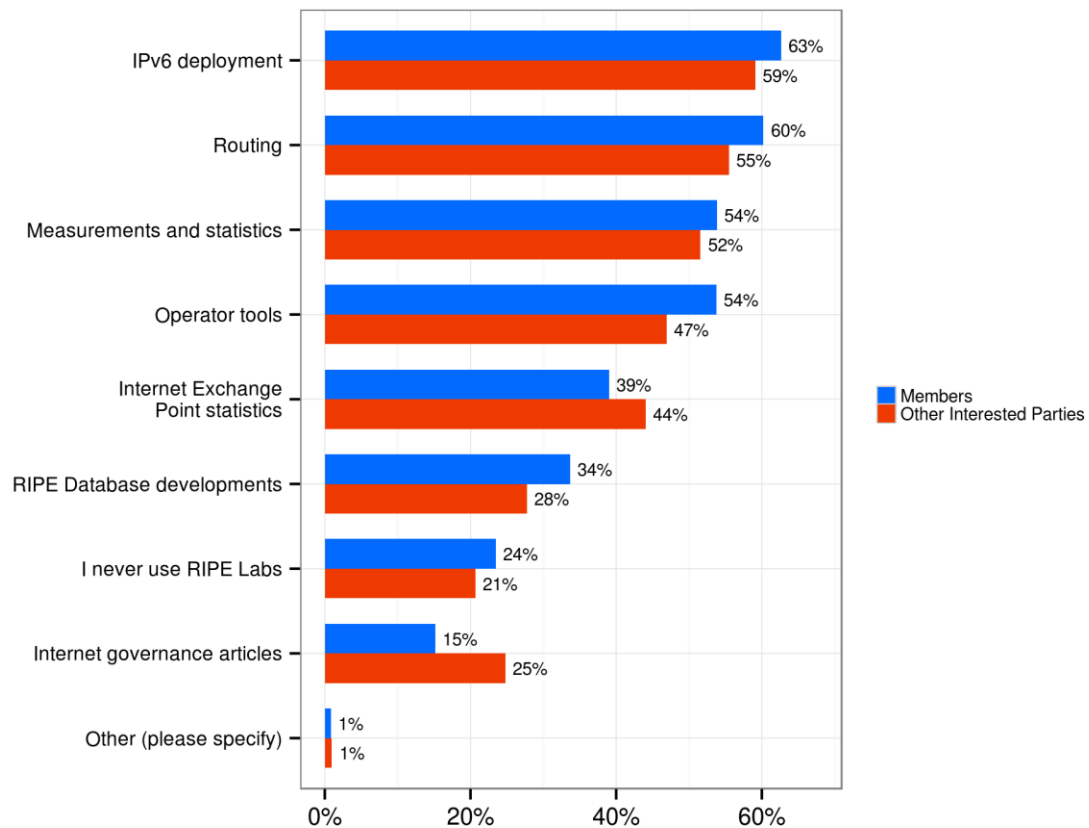

N=1863 (Members and other interested parties)

Many respondents indicated that the tools were not easy to find on the website; that they were not aware of most of these tools; and that they need to better understand what these tools are for and how to use them. Some suggested providing training for the use of these tools while others simply asked to make them more user-friendly. A number of respondents suggested publishing real world use cases of these tools and others indicated that these tools should be translated into local languages for wider usage. There were also requests to improve performance (speed); allow access to the raw data; create more APIs and make them open source; and integrate email alerts into tools where applicable.

Some respondents felt that these tools were not needed and that the RIPE NCC should stick to its core activity of registration services.

Respondents' areas of interests in RIPE Labs was very similar to areas identified in the 2011 survey. More than fifty percent of both members and other interested parties who responded indicated that IPv6 deployment, routing, measurements and statistics were of interest to them. More than 50 percent of member respondents also indicated that operator tools were also of interest to them. Others suggested more academic research projects should be published and asked for a multilingual interface.
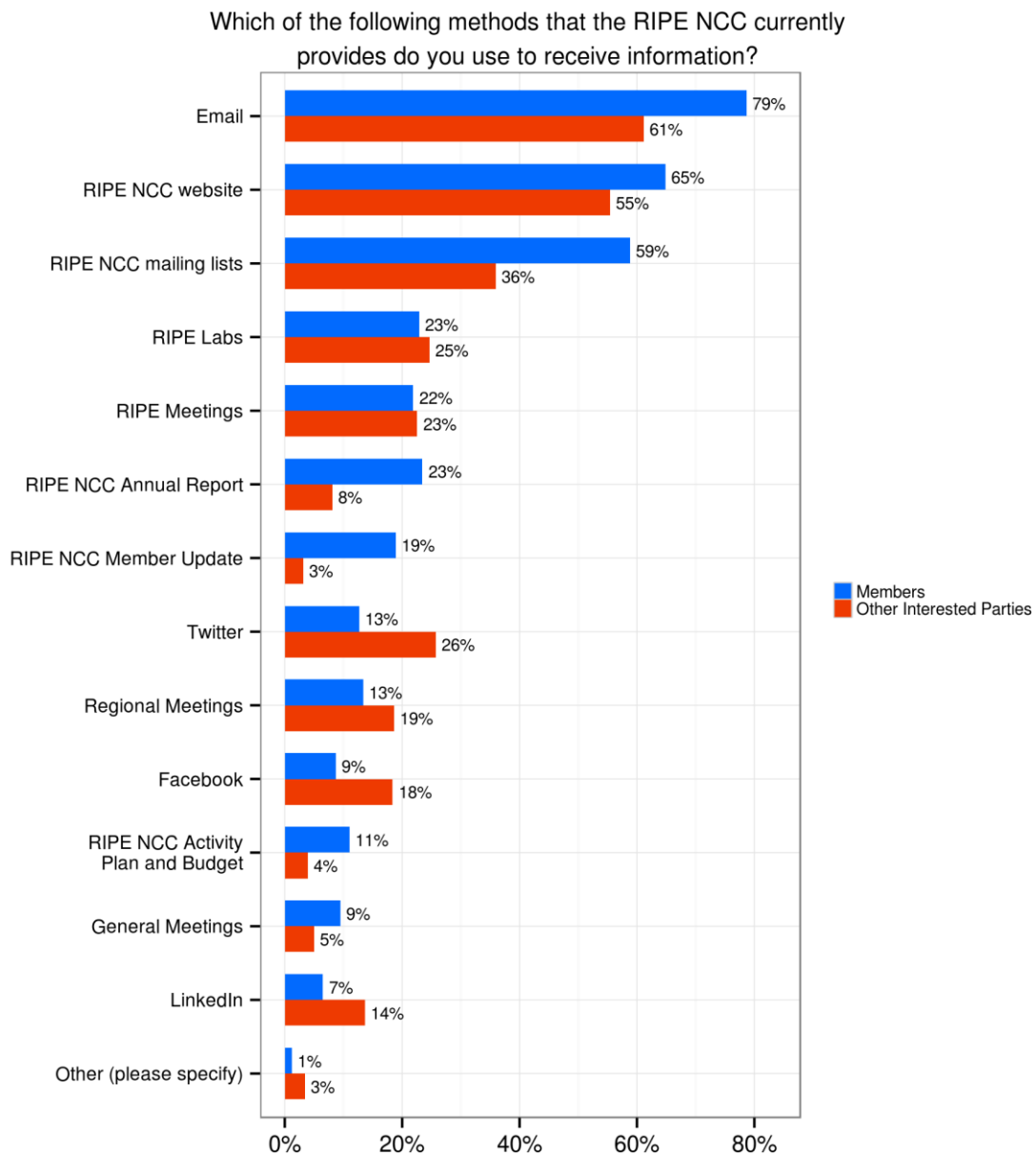
Which of the following subject areas on RIPE Labs are of interest to you?

N=2206; Members=1795; Other interested parties=411

10. RIPE NCC Communications

Respondents were generally satisfied with the RIPE NCC's communication (means ranged from 5.11 to 5.63, n=2148).

Which of the following methods that the RIPE NCC currently provides do you use to receive information?

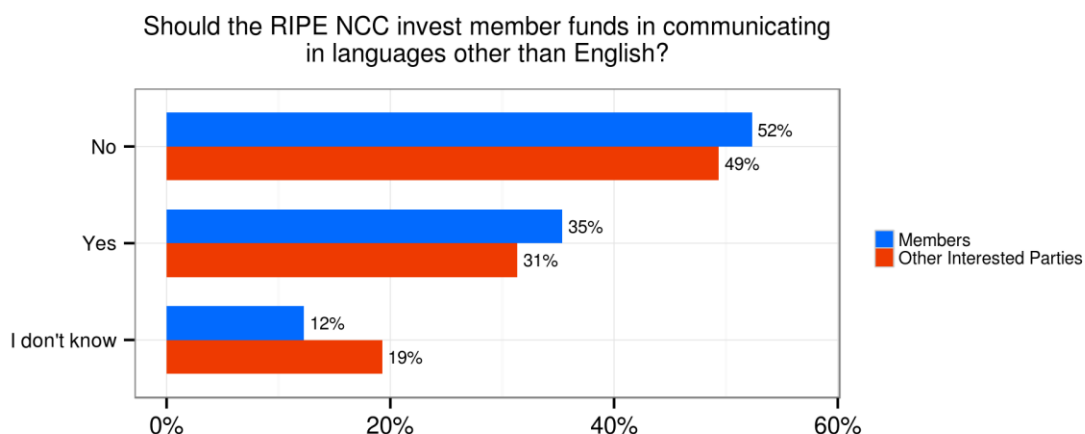N=2178; Members=1797; Other interested parties=381

While email and mailing lists were the most popular methods of receiving information from the RIPE NCC, the website was also a very popular. RIPE Labs, RIPE Meetings and the Annual Report all had more than 20% of the respondents indicating that these were sources of information about the RIPE NCC that they used. Of the social media options, Twitter was the most popular, followed by Facebook and LinkedIn. Other

respondents indicated that they gained information about the RIPE NCC via IRC chat channels and trainings/webinars.

Some suggested using such means as Skype, IRC, Google+ and making more use of the LIR Portal as the main communication tool with members. It was suggested that the RIPE NCC should introduce and explain all of the communication mechanisms that they employ, especially as there are many new members that are not aware of them all.

With regards to email communication, some felt there were too many emails about incidental issues. Other suggested that the emails could be kept very short with links to additional information on the website.

In an attempt to reach a wider audience, some respondents suggested increasing the amount of supported languages for all communications while others suggested using much simpler English. Additionally, there were suggestions to have offices in more countries around the region and to facilitate more regional meetings.

Should the RIPE NCC invest member funds in communicating in languages other than English?

	Members	Other Interested Parties
No	52%	49%
Yes	35%	31%
I don't know	12%	19%

N=2172; Members=1783; Other interested parties=389

Some respondents indicated that English is the de facto language of the Internet and it's too hard to choose which language(s) to add. Others felt that the costs would be too great and that one might lose the message in translation.

A number of respondents felt that it was a good idea but that the RIPE NCC should only translate a small amount of the web content (e.g., introductory FAQs, corporate governance pages). Others suggested that even if it's not official translations, a RIPE NCC staff member that can explain things (phone, email or in person) in a local language would be beneficial and appreciated.

Many of the respondents indicated that the navigation needed to be improved, as well as the website usability and structure. They felt it is too complicated and too cluttered;

there are too many links and sub-menus; and the search function needs to be improved, as does the sitemap.

Others suggested that all RIPE NCC tools should be found on one page. Several people commented that the website needs to be faster and it was suggested that slowness is possibly due to too many scripts running in the background.

A number of respondents suggested multi-lingual support on the website while others suggested using simpler English with fewer acronyms.

11. RIPE Meetings

The majority of respondents (members and other interested parties) indicated that they had not attended a RIPE Meeting in the past three years. However, respondents were generally satisfied with the remote participation options and the distribution of RIPE Meeting locations around the RIPE NCC service region (means ranged from 5.19 to 5.53, n=1753).

Please rate your satisfaction level with the following from 1 to 7
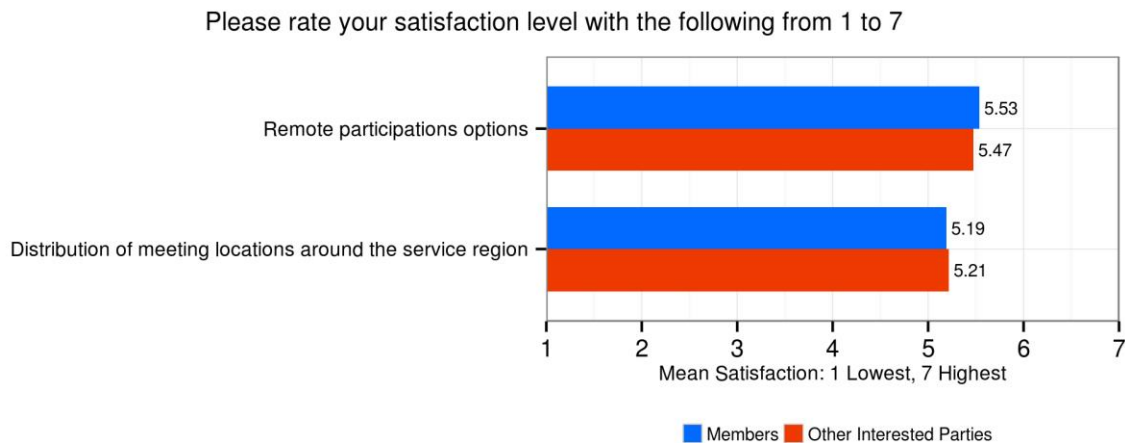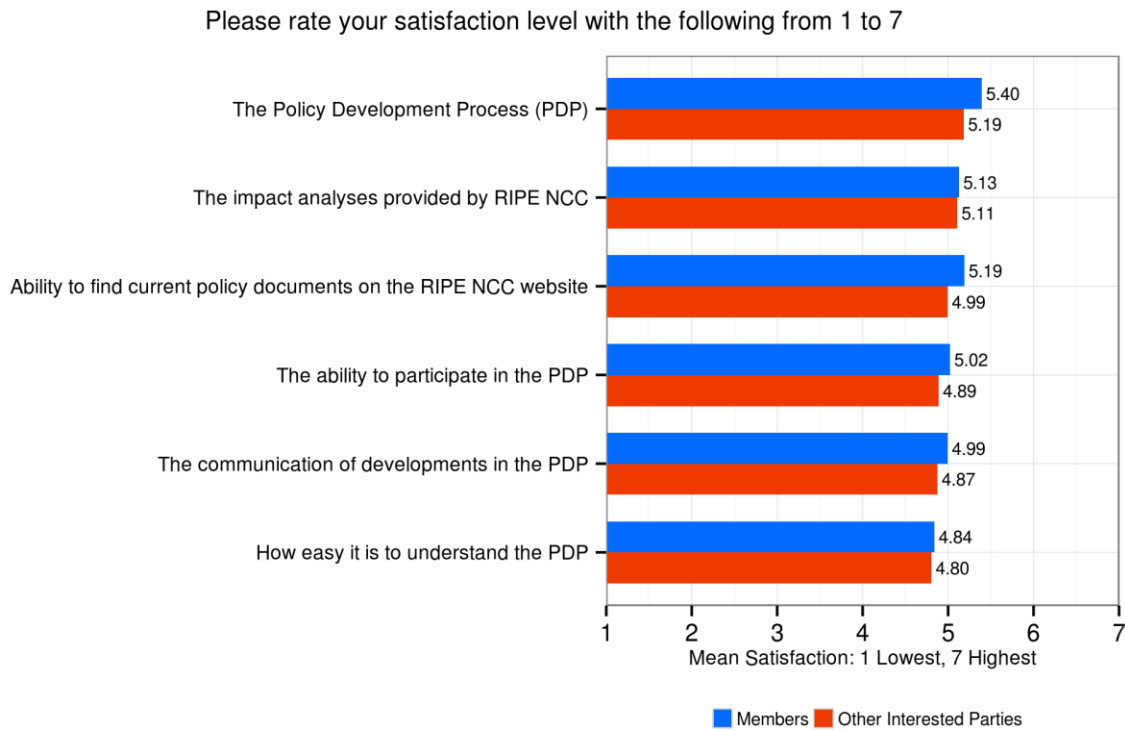

N=1753 (Members and other interested parties)

A number of respondents suggested that the RIPE NCC could further help facilitate networking opportunities between attendees. Some respondents suggested a more specialised programme, while others asked for more hands-on training sessions.

A number of respondents suggested that there should be three RIPE Meetings per year but that these meetings should be held over fewer days. Other suggestions included: the meeting fee should be lowered; provide translations/interpreters; and send more RIPE NCC staff to the meetings.

A high number of respondents requested that the RIPE NCC should publish information that could help explain the benefits and value of RIPE Meetings to their management. It was suggested that personal invitations that people could show to management would also help this effort. A number of respondents suggested introducing a fellowship program.

12. RIPE Policy Development Process (PDP)

Levels of satisfaction with the RIPE Policy Development Process (PDP) were generally satisfactory among RIPE NCC members but slightly inferior among other interested parties. Areas that were of less satisfaction among both groups were the communication of developments in the PDP, as well as the ease in in understanding the PDP.

Please rate your satisfaction level with the following from 1 to 7
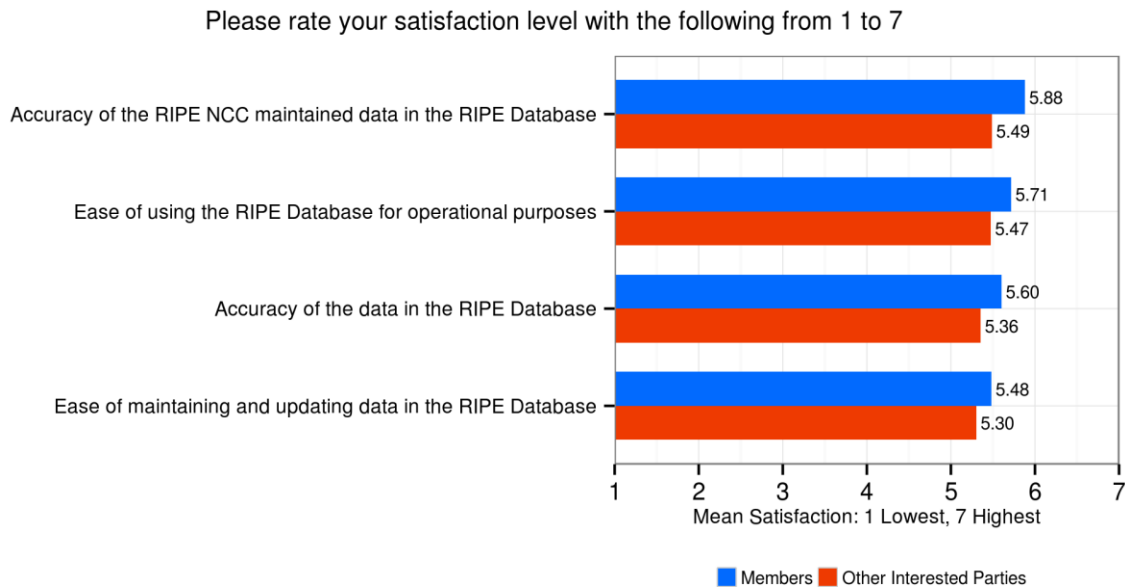

N=1523 (Members and other interested parties)

A number of respondents indicated that some sort of web-based tool could be used to help develop policy. Others suggested that both Twitter and Facebook could be used to entice discussion. Others suggested that online forums could be a good place to discuss policy proposals and that some sort of online voting/polling/survey tools could be utilised.

Some said that many newcomers need the process explained to them, as it is quite complicated to follow. Others stated that the PDP is dominated by a small group of people, and fewer and fewer people are getting involved.

13. RIPE Database

Members and other interested parties were both generally satisfied with elements of the RIPE Database (means range from 5.30 to 5.88, n=2063), members being slightly more satisfied.

Please rate your satisfaction level with the following from 1 to 7

N=2063 (Members and other interested parties)

A considerable number of respondents indicated that the RIPE Database was difficult for newcomers to understand and update. There were numerous suggestions to develop a more user-friendly interface; provide more tutorials, how-to documents, syntax error explanations and FAQs; have more in-depth error messages when submitting via mail; and provide more wizards and help tips on the form.

As far as feature requests were concerned, several respondents requested the ability to modify multiple objects at the same time and to allow for bulk updates and/or the ability to synchronise from their own servers.

Other suggestions included having one common format at all RIRs and possible collaboration with peeringdb.com; improving operational practice of software changes to the RIPE Database; providing an option to hide some information from the public; having better support for non-standard characters in the RIPE Database; and developing graphical search results and automated periodic update reminders.

14. Network Security

The main network or information security concerns for both members and other interested parties alike were DDoS (distributed denial of service) attacks, botnets and Internet cloud security. A higher percentage of members were concerned about DDoS attacks and botnets than other interested parties. Other interested parties were usually more concerned about network or information security items.

What are the main network or information security concerns in your region/industry?
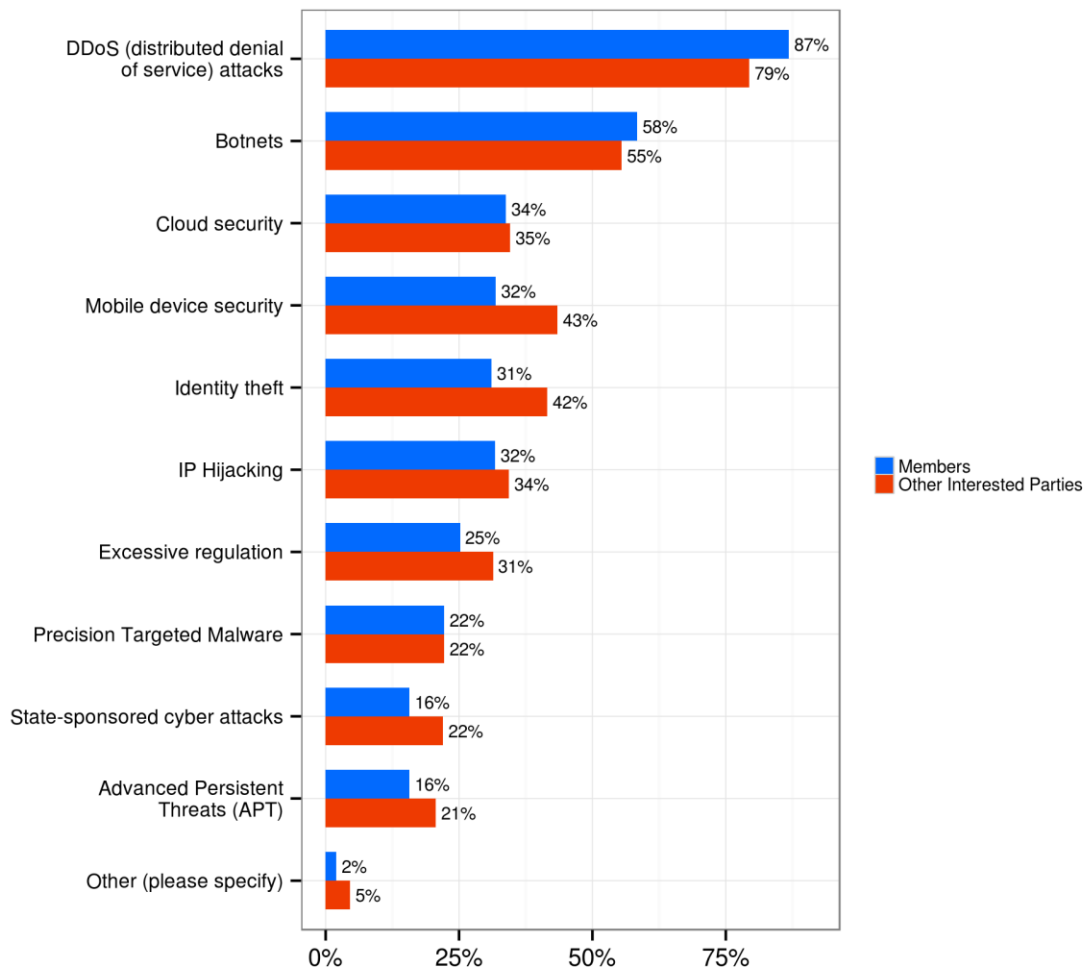
N=2124; Members=1751; Other interested parties=373

Many respondents indicated that the RIPE NCC should promote the use of their tools to the Internet security industry, as well as increasing engagement with the Internet security industry in general and playing a role in coordinating the case of a large-scale network security incident (CERT/CSIRT). About a third of the respondents suggested further development of Resource Certification (RPKI).

Which of the following actions should the RIPE NCC take to help with Internet security concerns?
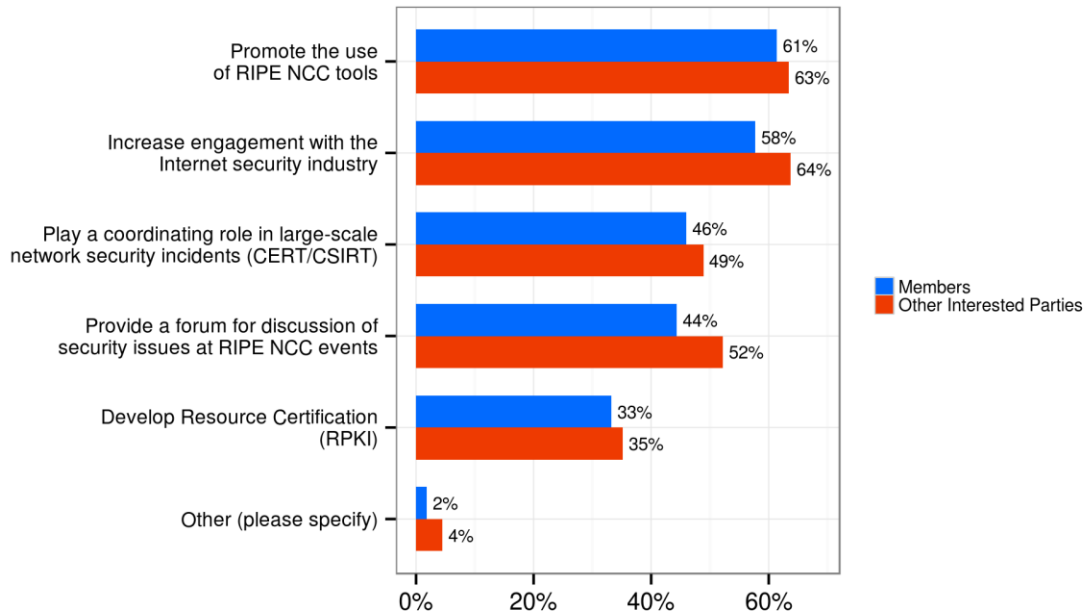
N=2005; Members=1647; Other interested parties=358