



Update from the RIPE NCC





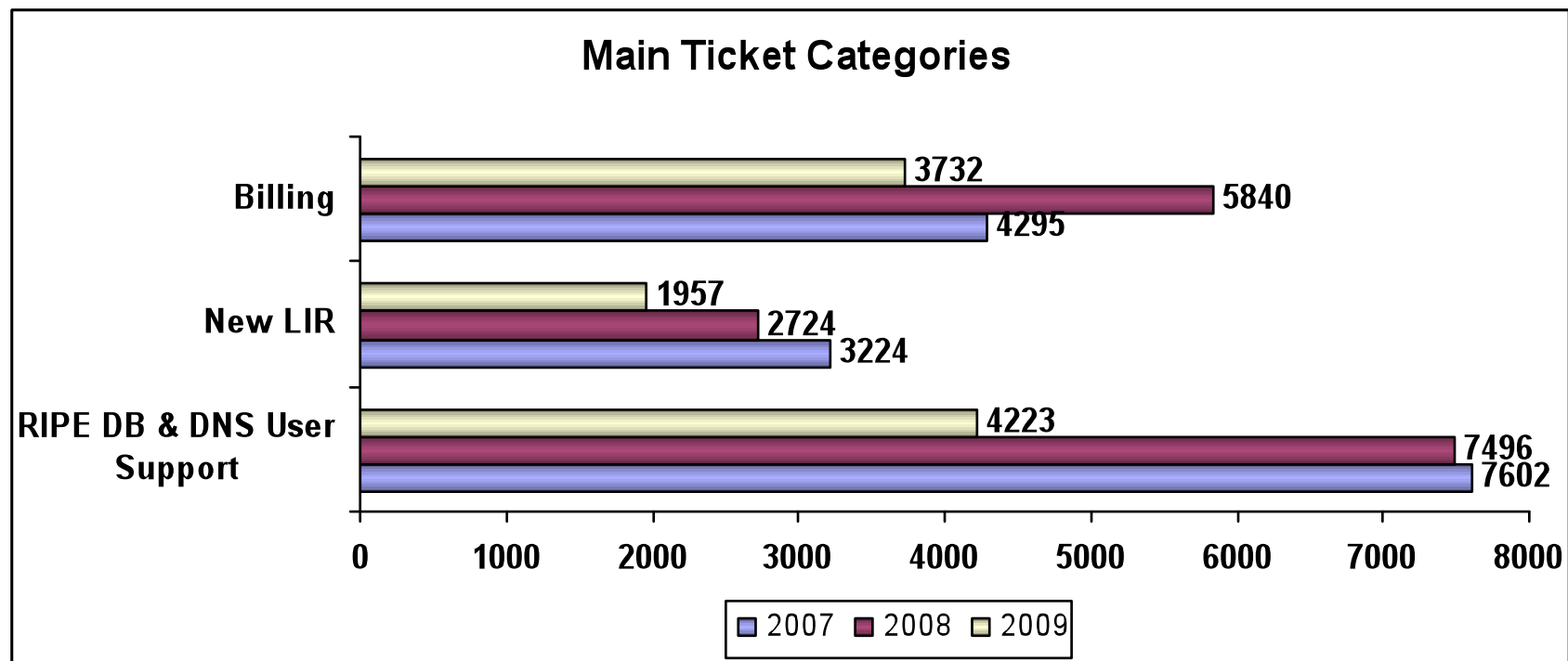
Customer Services

- **Member Services**
 - New LIR Setup
 - Billing
 - Administrative and LIR Portal Support to LIRs
 - Managing “Direct Internet Resource Assignments to End Users from the RIPE NCC” (2007-01) Policy implementation
- **Coordination Activities**
 - RIPE DB & DNS User Support
- **Information Services**
 - Administrative Support for TTM and DNSMON
- **Currently Investigating Alternative and Improved Means of Communication**



Customer Services - Statistics

- >21.000 tickets handled in 2008
- 14.000 tickets handled in 2009 so far
- Stable 1 day response time





Registration Services (1)

- Maintaining SLAs, with high ticket load
- Reclamation project:
 - Announced IP address space, “pending closure” LIRs
 - Since 2007, 703 non-paying LIRs contacted (phase 2)
 - 82 LIRs re-opened
 - 480 Allocations returned to the RIPE NCC so far (5,036,032 IP addresses)
- Audit activity - 40 new LIR Audits started each month



Registration Services (2)

- 2007-01 implementation - Processing incoming contracts and user queries
- Quality of Registration Data - RDQ Project (with Science Group)
- KPMG Audit on RS processes



Training

- 2009: 63 courses delivered in 36 countries - more than 1500 people trained!
 - Thank you to our hosts!
- E-Learning
 - DNS basics module released in May
 - working on DNS Vulnerabilities now, will be released in Q4
 - working on new DB modules, will include a module on the new start-up tool



Training & IPv6

- IPv6 full day training course
 - launched in July in Russia
 - big success, all courses fully booked until end 2009
- IPv6 testimonials
 - used during courses
 - published on IPv6ActNow.org
 - viewed on YouTube more than 12.000 times!
- Attending conferences to talk about IPv6
 - 11 by TS in 2009





Software Support, delivering...

- 2007-01 policy application support
- New meeting registration software
- Certification beta release including all core software features
- Established new architecture, business analysis & design of
 - RS software and GUI
 - Resource Database
 - INRDB production service
 - New Member Portal

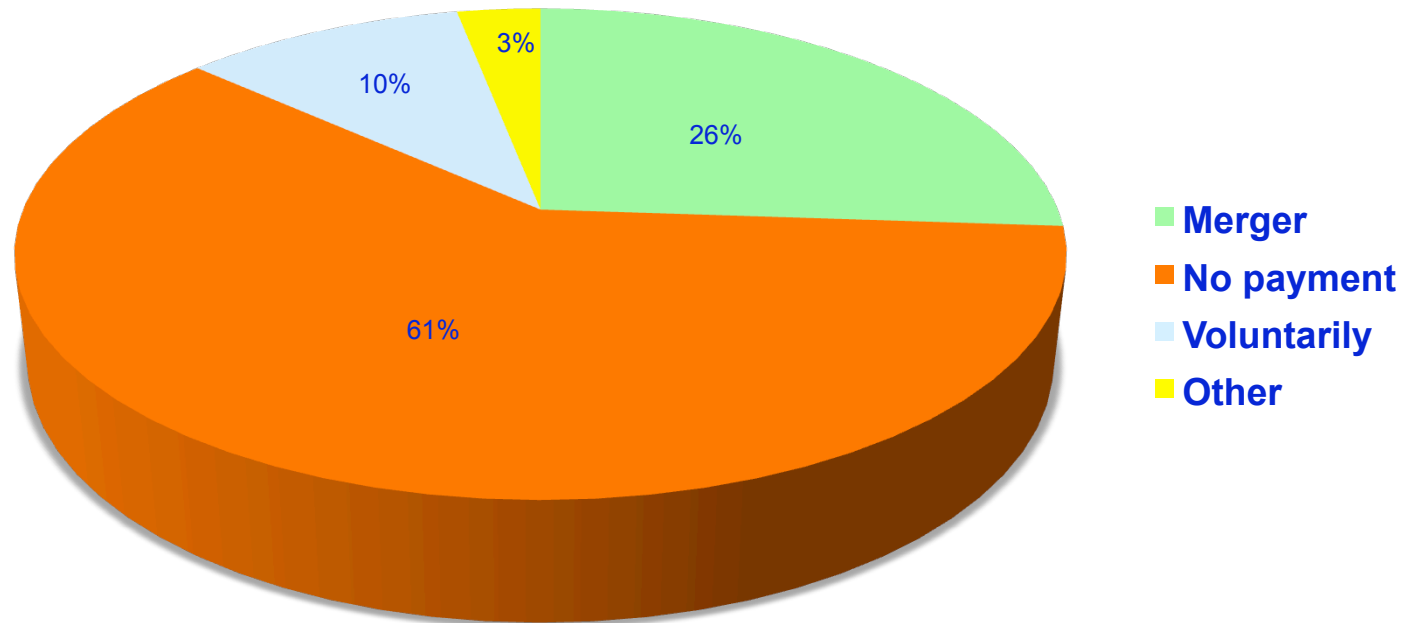


Member Closures

- Why talk about it now?
 - Policy clarification needed (ripe-471)
 - Outdated procedure documentation
 - ripe-301 from 2004, will be updated
 - Important for membership statistics / revenue
 - Sharing experience with closures and reclaiming addresses
 - Interest by Anti-Abuse WG



Closure reasons



- Non payment of membership fees
- Merger/takeover
- Voluntarily – upon members request
- Contract issues / New LIR issues / negative audit



“Positive” experience with closures

- Return of IPv4 addresses (Reclamation)
 - Contact registry for return of IPv4 resources
 - If no reply and unannounced - reclaim
 - If no reply and announced contact upstreams for contact information
 - If no contact information contact upstreams to stop routing the allocation
- Total IPs reclaimed 5 million (/10, /13, /14)
- Members “repatriated”, worth 200 kEUR



Future activities / projects

- Continue current reclamation efforts
- Rewrite ripe-301
 - Separate document for merger/takeover etc.
 - Separate document for closures
 - Clear definition of reasons for closure
- Integrate process of closure and reclamation



Perennial IT Renewal

- Back-Up and Archiving
 - Throwing out tapes in favour of redundant online storage
- Asset Management
- Two Factor Authentication
 - Part of renewed focus on security





Yet another k

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News & Announcements



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The RIPE NCC Deploys New K-root Node in Africa

Amsterdam, 20 August 2009

The RIPE NCC is pleased to announce that we have deployed a new K-root local node at the Tanzania Internet Exchange (TIX) in Dar es Salaam.

This node is sponsored by AfriNIC and the Tanzania Internet Service Providers Association (TISPA), with transit provided by Simbanet and Africa Online.

The RIPE NCC is participating in AfriNIC's Root Server Anycast Copy Program, which assists well established IXPs in the African region to deploy anycast instances of root name servers. The K-root local node in Dar es Salaam is the first such deployment.

For more information about this K-root node, and K-root in general, please visit [the K-root website](#).

For more information about AfriNIC's Root Server Anycast Copy Program, visit AfriNIC's [Anycast Root Server Project page](#).

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RIPE



RIPE Labs? Which RIPE Labs?

- Tuesday launch of new community "RIPE Labs"
 - Credit for idea to Róbert Kisteleki
- Forum for presenting new ideas and tools
 - Experimental, no service guarantees
 - Contemporary tools for community discussion
 - Part of "Communications" Activities
- Essential for future of RIPE NCC
- Have a look, comment, contribute...



Information Services Developments

- TTM Partnership with APNIC
 - New node in Pakistan, more to follow
- RIS backend architecture improvements
 - Most queries 10x faster, some up to 35x faster
- New BGP visualisation tool, BGPviz:
 - <http://www.ris.ripe.net/bgpviz/>
- Netsense
 - Hard at work on a new portal system
 - Combine most useful elements from RIS/TTM etc
 - More intuitive look and feel – soon to come



Science Group

- Making progress on quality and consistency of (mostly historical) registration data
 - Will need to make progress with the few inconsistencies that remain inter-RIR, need support of other RIRs
 - Big “Thank You” to Geoff!
 - See Róbert’s slides...



New Tool Taking Shape

- Working on a new toolset, working name "Rex":
(Internet Number) **R**esource **E**xplainer
 - presents information about specific Internet number resources from
 - registration data, DNS, BGP Routing (RIS)
 - presents all this as it develops over time
 - for any time in the past (have data for this decade or more)
 - version 0.1 covering IPv4 addresses launched in RIPE Labs



External Relations and Communications

- 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
- Secretariat support for ASO (heavy hit on resources)
- IPv6ActNow.org



RIPE area / RIPE NCC events

- “Our Own”:
Roundtables, LEAs, Regional Meetings
- Other regional events
 - E.g. various IGF related events
- Strong support for EU IPv6 survey
 - Received more than 600 responses! Thank you!
 - Similar to previous ARIN survey
 - APNIC survey just closed



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?

