RIPE 64

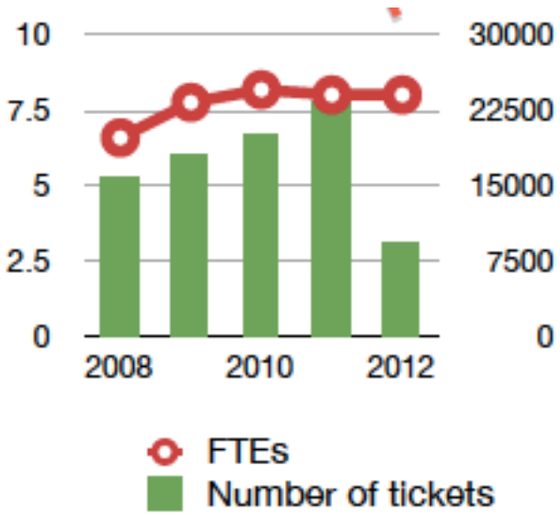
Member Services Update

Andrew de la Haye

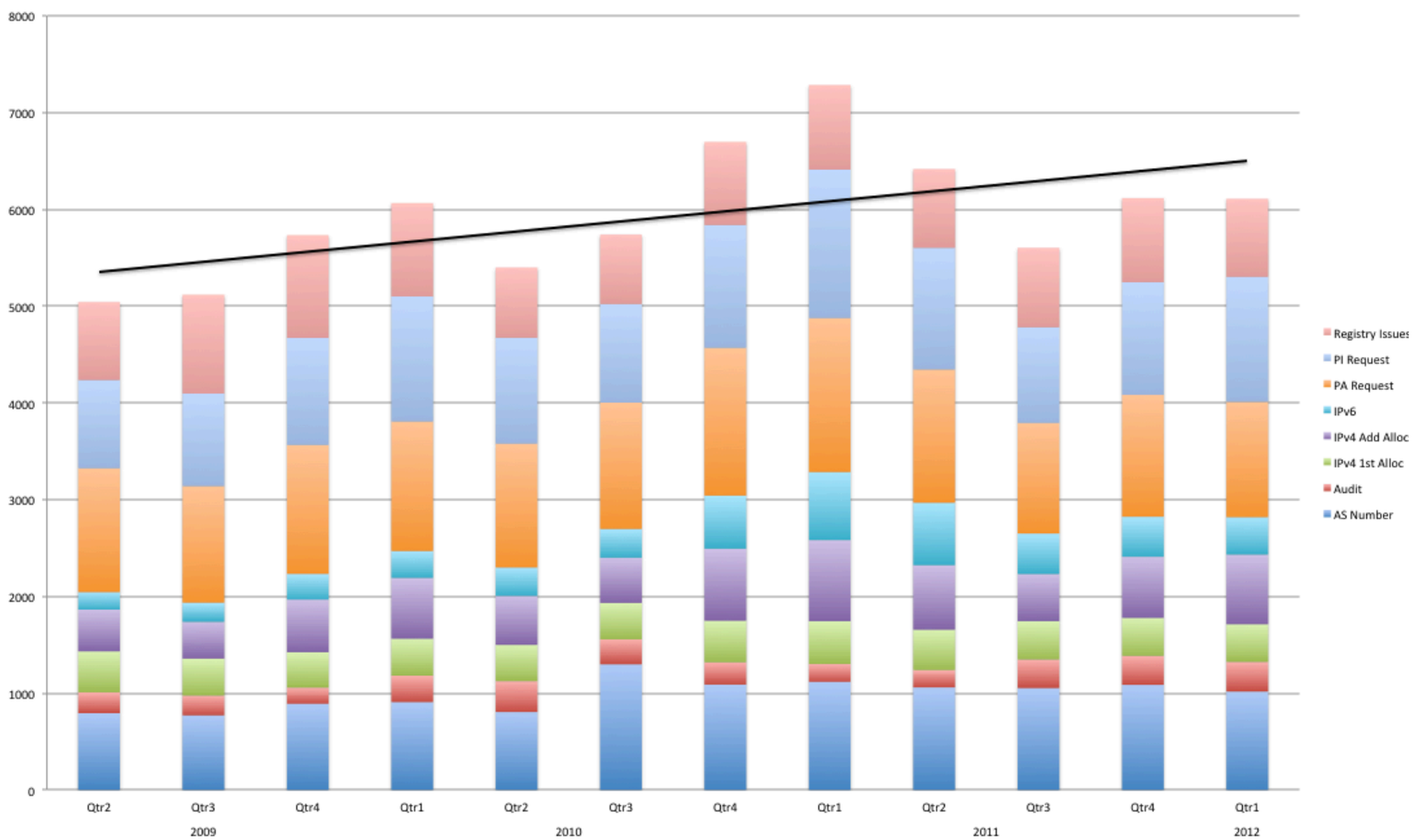
Operational statistics

- Increasing ticket-load Customer Services and Registration Services

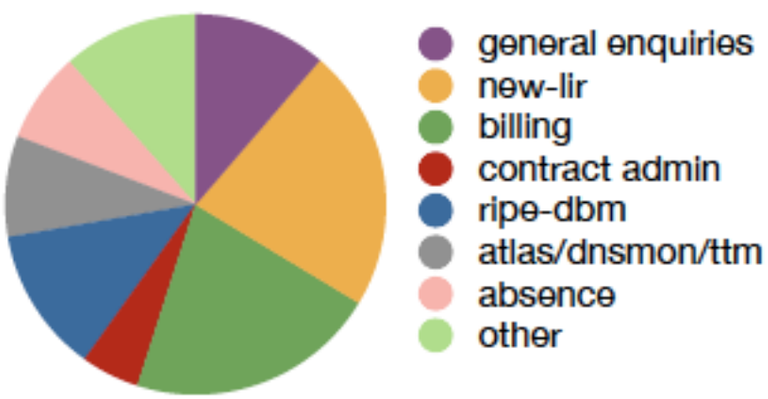
CS tickets



RS tickets



Division of time in 2012



Registry quality initiatives (1)

- Key objective is to keep the RIPE Registry complete, correct and current

- Audits performed
  - 2010: ± 400
  - 2011: ± 450
  - Increase number of audits and coordination services
- Implemented RIPE NCC Report Form
  - Improving the user experience with an easy to find, easy to use webform for reporting
  - Abnormalities within Internet number resource registrations

Registry quality initiatives (2)

- Registering Legacy Resources

Legacy holders and prefixes RIPE NCC Service Region		Registered since Feb 2012	
± 900 prefixes	130 LIRs	± 520 prefixes	33 LIRs
± 3400 prefixes	2370 non-LIRs	11 prefixes	5 non-LIRs

- Feedback from legacy holders
  - Positive feedback on the initiative
  - RIPE NCC is being pro-actively approached
  - Need for clarity on charging
  - Current RIPE policy compliance ‘showstopper’ for some

Registry quality initiatives (3)

- 2007-01 Contractual relationship for PI address holders
  - 15,000 new independent resources assigned under contract
  - 33,000 resources pre 2007-01 needed to be contacted
  - 16,000 resources pre 2007-01 currently covered by contracts
  - 1,000 resources voluntarily returned

- Resource Transfer Listing Service
  - Facilitate resource transfers for members in line with Policy
    - Allocation not smaller than minimum allocation size
    - Cannot contain customer assignment
    - Based on need
    - Received allocation cannot be re-transferred within 24 months

Focus on member requirements

- Enhanced coordination services
  - 128.0.0.0/16: configured as martian on Junos routers
  - De-bogonising 128.0.0.0/16 and outreach
  - 121 Operators contacted by phone and email
    - Positive response. Email preferred medium
    - Analysis and results will be published on RIPE Labs
- Calling LIRs during resource requests
  - If after 3 emails no resource approval
- Calling new LIRs during first allocation request
  - Introduce policy, processes and Registration Services' role

IP Analyser

- LIR Portal module: lirportal.ripe.net/ipanalyser/

- Offers complete overview of all resources you hold
- Basic feature set now, expanded incrementally:
  - IPv4 Provider Aggregated, IPv6 Allocated by RIR
  - Allocations, Assignments, INFRA-AW, Free space
- Roadmap for 2012:
  - All Address space types, show overlaps/invalids
  - Export data, create API for local use

IPv4 PA Allocations

Show IPv4 IPv6

Allocations (42)

62.142.0.0 - 62.142.255.255	85.6%
62.248.128.0 - 62.248.255.255	50.1%
80.81.160.0 - 80.81.191.255	**83.2%**
80.186.0.0 - 80.186.255.255	100%
81.197.0.0 - 81.197.255.255	90.6%
82.103.192.0 - 82.103.255.255	100%
82.118.192.0 - 82.118.223.255	93.4%
83.245.128.0 - 83.245.255.255	86.8%
84.230.0.0 - 84.231.255.255	50%
85.76.0.0 - 85.79.255.255	75%
85.156.0.0 - 85.156.255.255	100%
88.112.0.0 - 88.115.255.255	97.6%
91.152.0.0 - 91.159.255.255	62.5%
193.64.0.0 - 193.66.255.255	36.4%
193.94.0.0 - 193.94.255.255	19.7%
193.184.0.0 - 193.185.255.255	94.8%
193.199.0.0 - 193.199.255.255	84.8%
193.229.0.0 - 193.229.255.255	42.1%
194.86.0.0 - 194.86.255.255	72%
194.136.0.0 - 194.136.255.255	40.6%
194.157.0.0 - 194.157.255.255	61.5%
194.188.0.0 - 194.188.255.255	59.4%
194.211.0.0 - 194.211.255.255	75.1%
194.240.0.0 - 194.241.255.255	66.7%

Overview of 80.81.160.0 - 80.81.191.255 (80.81.160.0/19)

Assignments (71)

Range	Registration date	Netname	Status
80.81.190.0/23	04/02/2004	TIKKA3-FI-NET	ASSIGNED_PA
80.81.189.224/27	21/12/2004	FI-DYNAMOID-OY-NET	ASSIGNED_PA
80.81.189.192/27	08/12/2004	FI-NORDIC1-OY-NET	ASSIGNED_PA
80.81.189.128/26	16/08/2007	FI-SAKO-OY-NET	ASSIGNED_PA
80.81.189.0/26	12/09/2008	FI-MLOON-OY-LTD-NET	ASSIGNED_PA
80.81.188.0/24	16/01/2004	ENERMET-FI-NET	ASSIGNED_PA
80.81.184.0/22	12/05/2003	TIKKA2-FI-NET	ASSIGNED_PA
80.81.183.0/24	27/01/2003	MPOLI-FI-NET	ASSIGNED_PA
80.81.182.0/24	14/03/2008	FI-AMBIENTIA-OY-NET	ASSIGNED_PA

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Customer Satisfaction Measurement

- Customer Services tickets
  - Survey started in January (47 responses)
  - Average of 87% customers satisfied
  - Potential to roll out across all customer and member facing departments
- Live Chat sessions
  - Measured from August 2011 (225 sessions)
  - Average of 5 stars awarded
  - Plans to increase availability (currently 2 hours per day)

Training Services Department

- IPv6, LIR and RR Training courses
  - More technical and more hands-on

- On-line learning and movies
  - Webinars
  - RIPE Atlas movie
  - 5 new Database videos (May)
  - RPKI (June)
  - 5 IPv6 videos, transitioning techniques (September)

RIPE NCC Webinars

- Available now
  - Introduction to the RIPE Database
  - RIPE Database - Advanced topics
  - Resource Certification (RPKI)

- Available later this year
  - IPv6 in the Database
  - IPv6 - how to achieve 4 stars RIPEness
  - New-LIR Webinar

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Questions?