

# News from the RIPE NCC





# IT Infrastructure

- Moved hosted equipment due to heating / power issues
- AMS-IX connections upgraded (5x)
- Security audit by external party
  - No major holes, recommendations implemented
- Network Attached Storage end of life replacement / upgrade (3x)



# Registration Services

- Running stably, with high ticket load
- KMPG audited RS processes
  - Positive outcome, with recommendations
  - Starting improvement plan
- Update of IPv6 policy and related documents
  - Following 2005-08  
(amending IPv6 Assignment and Utilisation Requirement Policy)



# RIPE NCC Reclamation Project

- Registration Services is currently reclaiming, allocated **but unused** space from Local Internet Registries within the RIPE NCC region
- First phase: Contact 341 LIRs listed as “pending closure” of membership for various reasons
- 219 (up from 134) LIR’s have been contacted following a documented flowchart process including time lines for LIR’s to respond
- 1,974,272 IPs (/12,/13,/14,/15,/19) have been reclaimed from 159 LIRs (up from 798,720 IPs (/13, /14, /19, /20) from 41 LIR’s)
- Allocations from 41 LIR’s put on hold or frozen awaiting response (down from 90)
- 5 LIR’s have responded confirming that the allocated space is in use (up from 3)



# 2007-01 repercussions

- Contracts with PI holders through LIRs & direct
  - Future / current
  - Past
  - ERX
- Actions on RIPE NCC
  - **Raise issue at GM to elicit input**
    - Implementation with standard service contract
    - Special membership (“Associate Member” without voting rights?)
    - Fee levels
  - Provide LIRs with contract principles



# Customer Services

- First line support for:
  - Member Services (New LIR, Billing)
  - Coordination Services (RIPE Database, DNS User Support, IS Administrative Support from Q2 2008)
- Response times stable (one working day)
- Deployed new-LIR application wizard and management interface



# CS Statistics (May 2007 – April 2008)

- new-lir tickets: 2018 (these tickets contain questions about RIPE NCC membership)
- new-lir applications received: 956 (not all processed application end with the creation of an LIR)
- ripe-dbm tickets: 7993 (the main categories are requests for maintainer updates, update issues and notifications)
- billing tickets: 4738 (the main categories are questions about payments and requests for resending invoices)



# Training Services

- LIR course
  - How to get the resources you need
- Routing Registry course
  - How to use the RIPE database as a routing tool
- DNS for LIRs
  - DNSSEC and RIPE NCC DNS services
- Upcoming destinations
  - Croatia, United Kingdom, Finland, Greece, Oman, Azerbaijan, Belgium, France, Netherlands





# Training Services - Other activities

- Reaching out to non-traditional audiences
  - EC
  - Police
  - Universities
- Presenting at conferences
- For more information
  - <http://www.ripe.net/training/>
- To host a course
  - [training@ripe.net](mailto:training@ripe.net)



# RIPE NCC E-Learning Centre

- Revamping the E-Learning Centre
  - Easier access, improved lay-out, less clicks
  - Working with a Cross-Media Animation Studio in order to create highly professional content
  - <https://e-learning.ripe.net/>



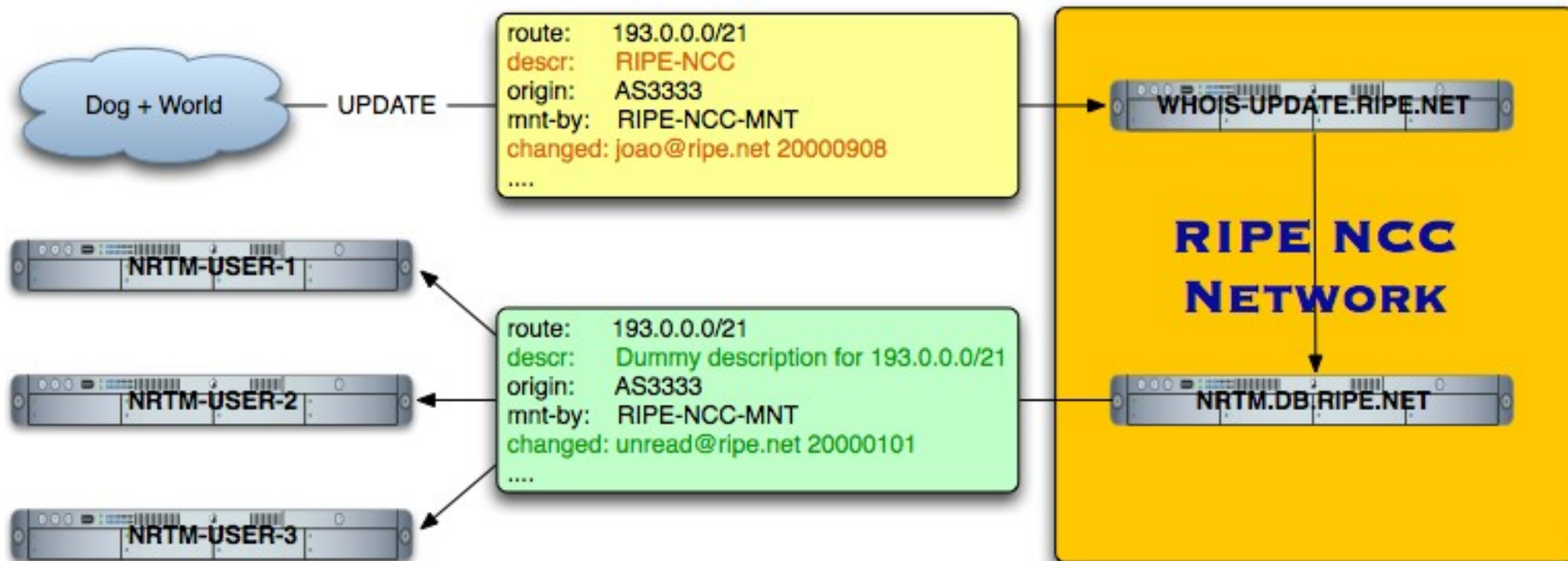


# RIPE Database

- DB Terms & Conditions
  - Full presentation at closing plenary
  - Thanks to Data Protection TF
- Main points of interest:
  - All users have to adhere to T&C
  - Only maintainers may update the RIPE DB
  - Purpose of RIPE DB defined
  - RIPE NCC can remove data



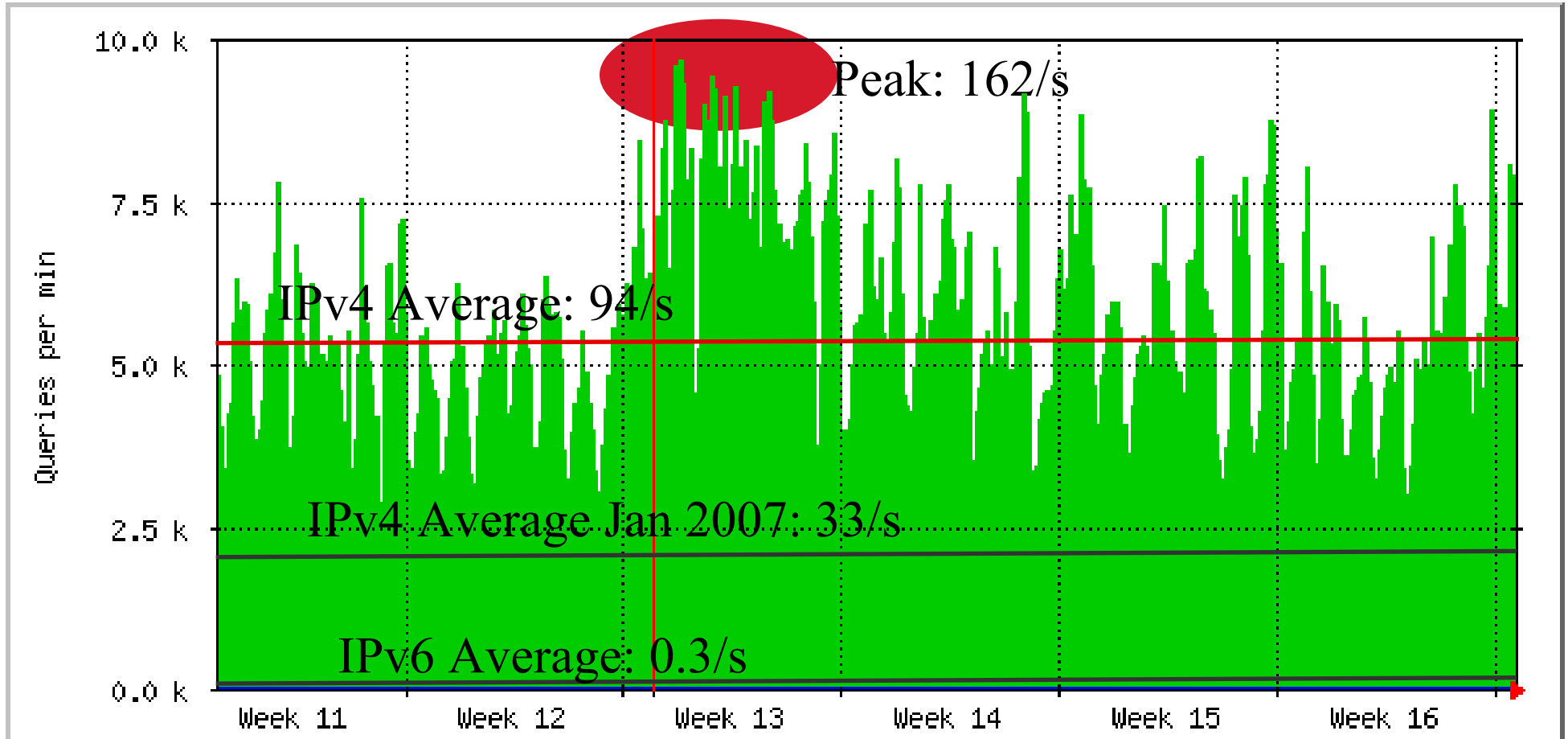
# Non-personal NRTM (Near Real Time Mirroring)



Now available for End Users:

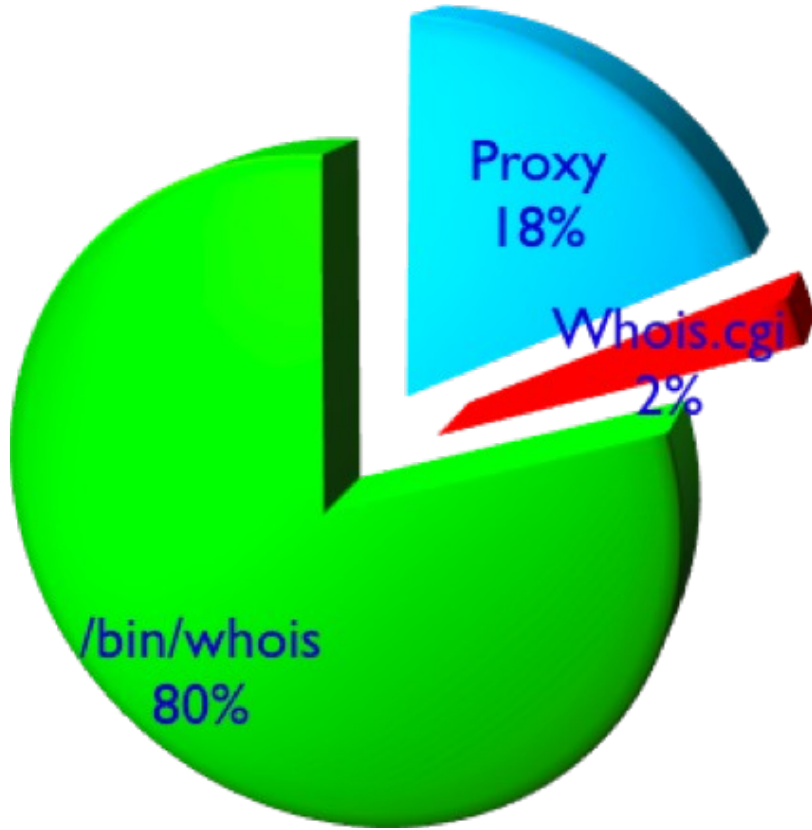
<http://www.ripe.net/db/support/mirroring-RIPE-database.pdf>

# Stats: Whois Queries

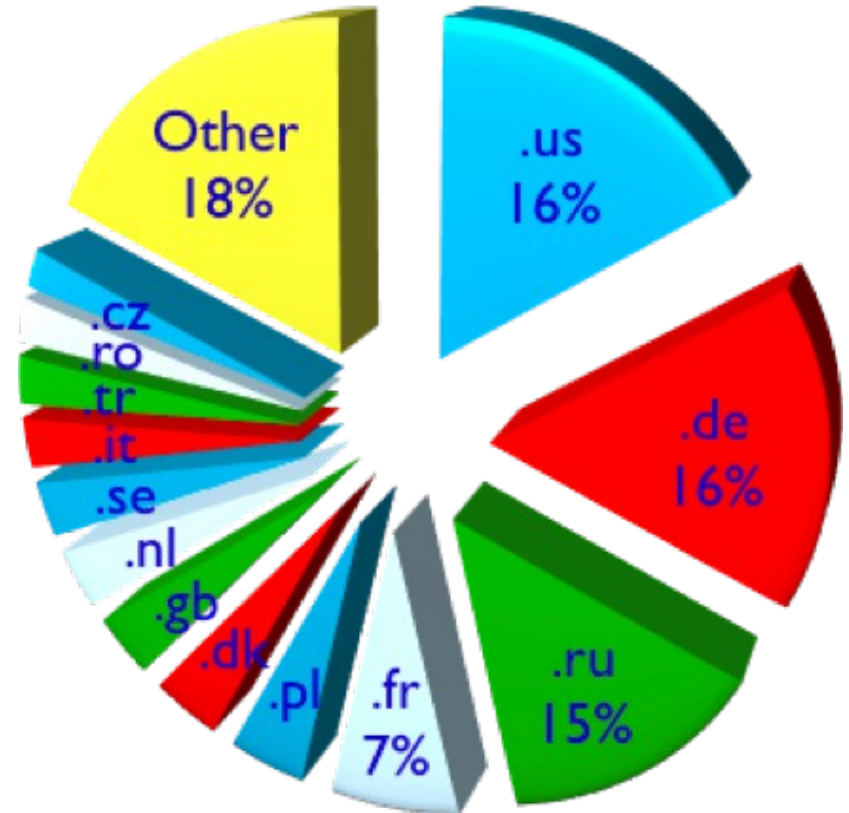


[www.ripe.net/projects/dbconstat](http://www.ripe.net/projects/dbconstat) for more

# Whois Queries - Distribution



Access Method



Usage by Country



# Certification: Focus on Business Value

- Investigated and documented the business value of certification for members of the RIPE NCC
  - Facilitates automated provisioning
  - Long term: could help secure routing in the future
  - Support resource transfers (IPv4, IPv6, ASN)
- Enable discussion with RIRs
- Joint effort of CA Task Force and RIPE NCC

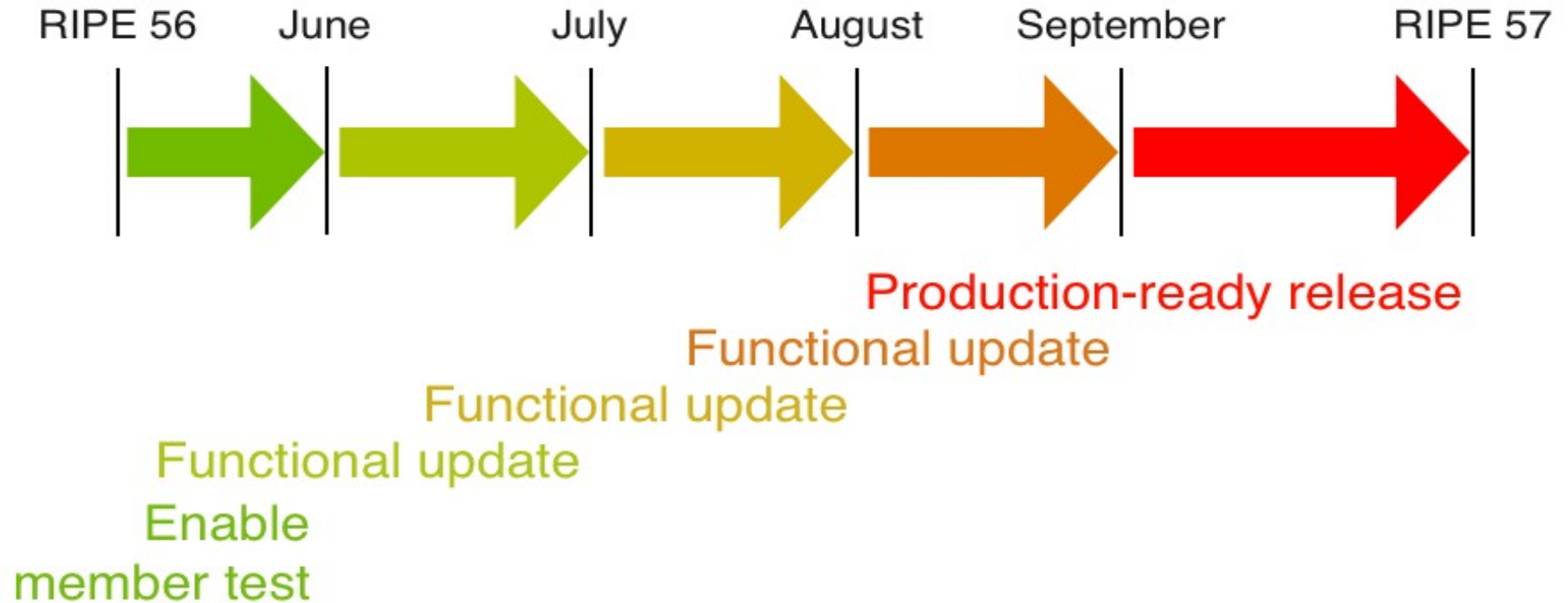


# Certification: Focus on Tangibility

- Started development of certification software, resulting in a pre-production version at RIPE 56
- Integrate certification with the RIPE NCC's internal business processes
- Enable test program for members, with functional updates and screen casts every month:
  - Certificates for your PA allocations
  - Certificate/key management (revocation, key rollover)
  - ROAs
  - Transfer support
  - Recursive model (hosted/not hosted)



# Certification: Timeline





# Business Applications

- Moving towards a more robust software landscape
  - Implemented a relational customer DB
  - Implemented rich graphical user interfaces
  - Introduced J2EE as software standard framework
- Implementing business process improvements
  - Assessed user processes extensively
  - Modeled and improved current business processes (iterative approach)
- Applications delivered
  - New-LIR application wizard and management interface
  - Training registration and administration SW
  - Billing software (in progress)
  - Certification pre-production version



# DNS

- K-root operations are stable
  - Answering queries over IPv6 from 5 instances
- DNSSEC for e164.arpa (ENUM) zone
  - Zone signed on 26 November 2007
  - Secure delegations accepted since 25 March 2008
- Phasing out secondary service for five more ccTLDs in consultation with the operators
  - IE, HK, RO, SK, LT
- Running periodic lameness checks for reverse delegations
  - Email notifications to follow



# Information Services (1)

- Test Traffic Measurements (TTM)
  - TT task force disbanded at RIPE 55
  - New ad-hoc testing framework
  - New flexible alarms infrastructure
  - Status update will be presented at the TT-WG (Thursday)
- Hostcount++
  - First DIY kit data contributors UK and IE
  - In dual running phase until RIPE 57 (Dubai)



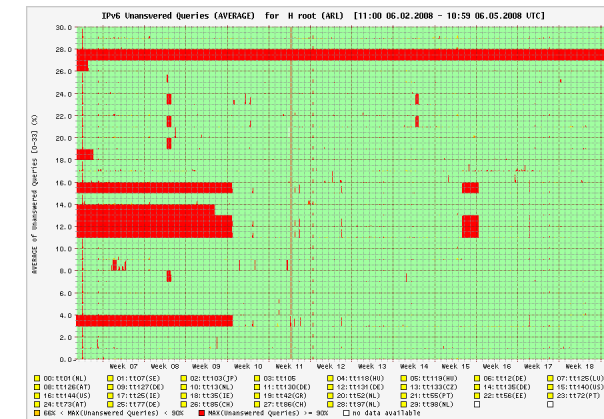
# Information Services (2)

- DNSMON

- Now with support for Tier 1 ENUM domains
- Planning anycast support

- Routing Information Service (RIS)

- Significant performance improvements (~25 x faster)
- Rebuilding MyASN (prefix hijack detection tool)
  - Presentation at routing-WG





# Communications

- RIPE NCC Annual Report 2007 published
- Member Update April 2007 published
- Membership survey in development
- Coordination with AfriNIC in ITU-Telecom Africa 2008
- Coordination with industry partners (RIRs, ISOC, etc) in OECD events



# Outreach / External Relations

- RIPE NCC Regional meetings
  - Kuwait / MENOG 3, April 08
  - Moscow, September 08
- RIPE NCC Roundtables and similar
  - Amsterdam, 29 September 08
- OECD Ministerial Meeting
  - “Future of the Internet”, Seoul, June 08
- ITU joint workshop
  - Early planning phase



# Public Relations

- Need to position RIPE NCC / RIPE as known and trusted source of neutral information
  - Developing messages for stakeholders & media
- Hired PR agency – Racepoint
  - RIPE NCC's IPv6 press release
  - AfriNIC's IPv6 press release
  - Subsequent by-line articles in development
- Creating analyst relations
  - Gartner Group
  - Datamonitor
  - Economist
  - BBC



# Questions & Answers

