

RIPE NCC Membership and Stakeholder Survey 2011

ENOG 2 – Moscow, Russia
30 November 2011

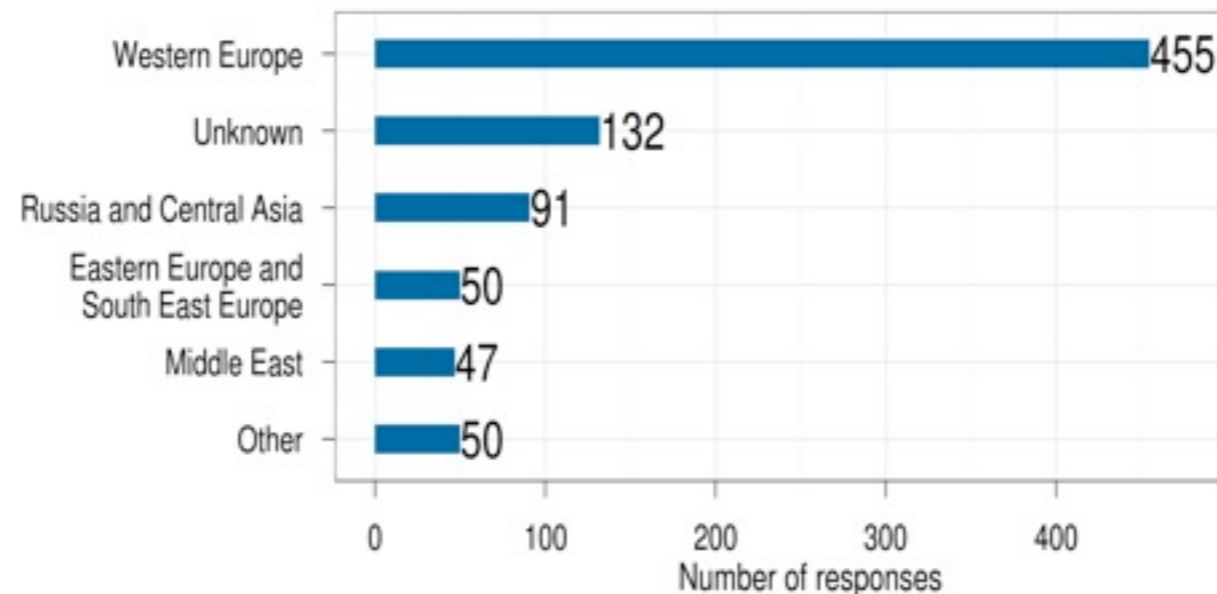


Background & Methodology

- The fourth large-scale RIPE NCC survey
 - The first to survey stakeholders in the Internet community as well as RIPE NCC members
- Carried out by the Oxford Internet Institute (OII) to insure independent analysis and anonymity for respondents
- Used discussion groups as basis for the survey
- Discussion groups provided valuable feedback before survey was launched

Responses

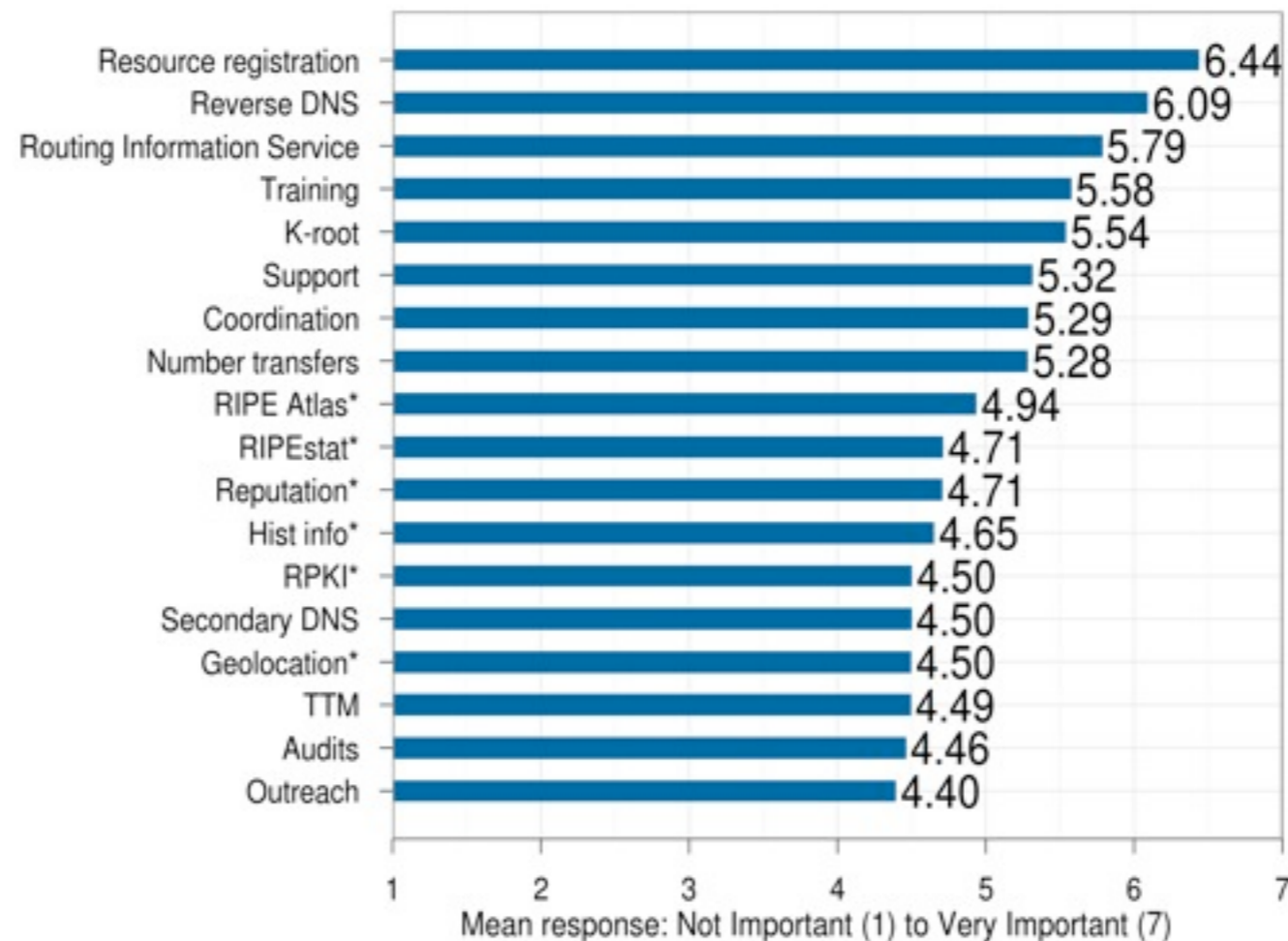
- Largest response ever to a RIPE NCC survey!!!
- 825 valid responses – 680 members, 145 stakeholders
- Responses by region – Western Europe highest



- Day of highest response – 30 May, 283

RIPE NCC Services

- Resource registration most important service to members



- Average over all services was very high – 5.96 out of 7

RIPE NCC Services

Most notable requests from RIPE NCC members & stakeholders:

- More multi-platform services, such as live chat and video conferencing
- More statistics, measurements and analysis
- Easier access to tools
- More help and information on IPv6

Key Findings

- RIPE Database
 - Very important service – stay on top of data quality!
- IPv4 / IPv6 administration
 - Facilitate transfers and monitor registrations
 - Work with all stakeholders to understand their role and responsibilities in IPv6 deployment
- Training and Education
 - More online and multilingual training requested
 - Provide more videos and practical guides
- Internet Governance and External Relations
 - Provide outreach to other sectors, regions and stakeholders
 - Liaise between governments and Internet community

Next Steps

- Incorporate findings into RIPE NCC Activity Plan and long-term strategy
- Improve awareness of services among all stakeholder groups
- Solicit feedback more regularly – results of surveys and other forms of feedback key to finding out what you want

The Survey

www.ripe.net/survey2011

Questions?

