

# RIPE NCC Survey 2013

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# Background

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- The fifth large-scale RIPE NCC survey
- Carried out by the Oxford Internet Institute (OII)
  - Ensures anonymity and independent analysis
- We surveyed RIPE NCC members and other interested parties
- Survey open to everyone, inside and outside the RIPE NCC service region

# Focus Groups/Interviews

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- Focus Groups/Interviews Nov 2012-Feb 2013
- Carried out by John Earls and Desiree Miloshevic
- Held in 13 countries around the service region
- Participants a mix of all stakeholders and member types/sizes
- Let's us know about important issues when building the survey

# Survey Responses

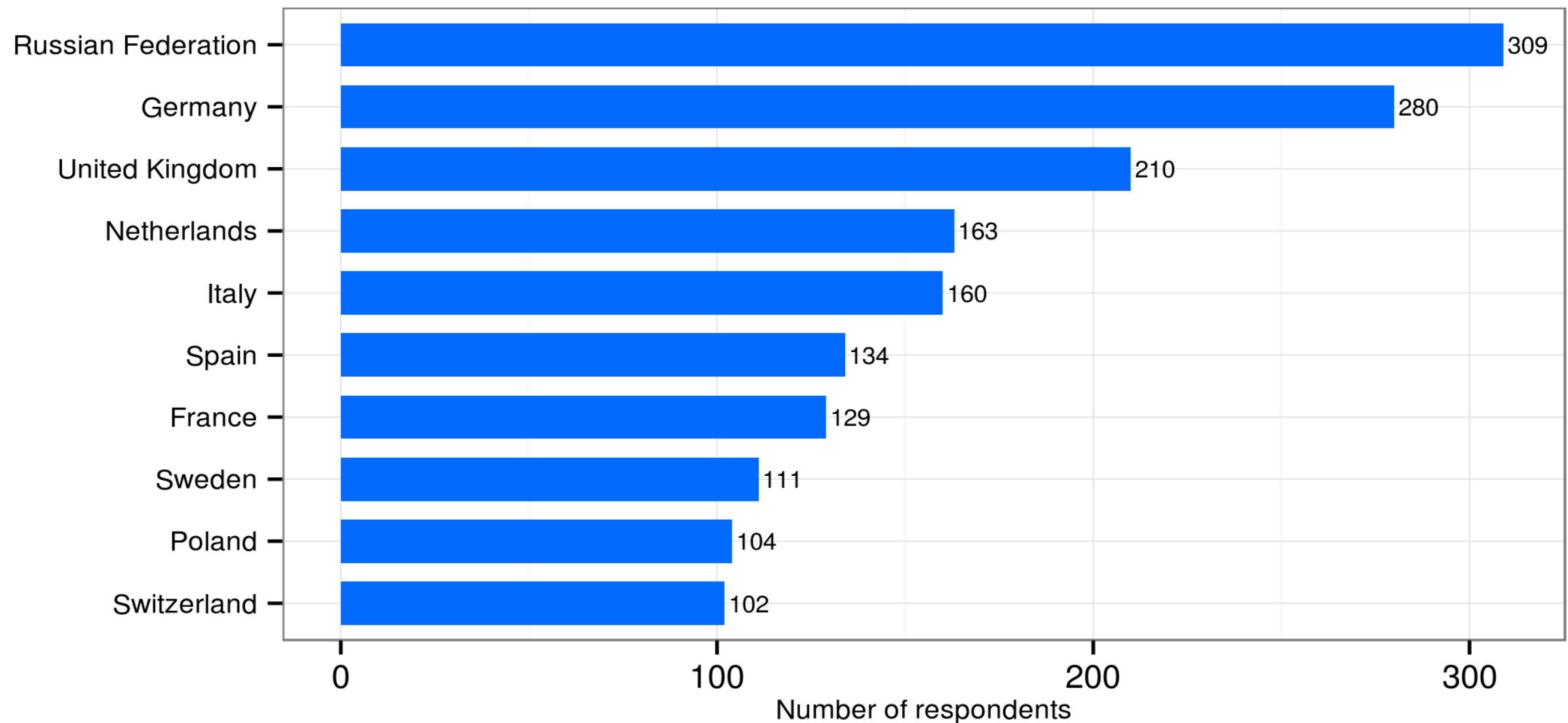
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- Best response rate ever to a RIPE NCC survey
- Over 3,600 participants  
(2,919 members, 712 other interested parties)
- Most questions received over 2,000 responses
- 75 of 76 countries in our service region represented, 39 countries from outside

# Survey Responses

- Country responses largely corresponded to membership figures

Respondents per country (top 10)

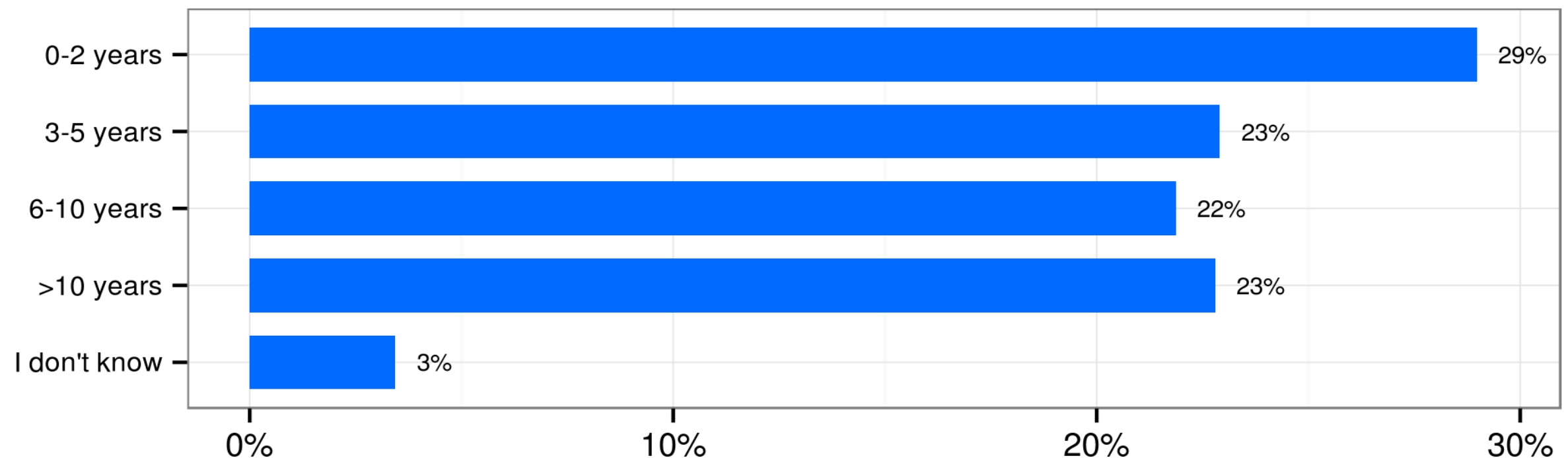


N=1702 (Members only)

# Survey Responses

- Just over half of respondents from ISPs
- Just over half were network operators/engineers
- Almost 30% of member responses from those who joined the RIPE NCC in the last two years

How long have you been a RIPE NCC member?



N=2881 (members only)

# RIPE NCC Survey 2013

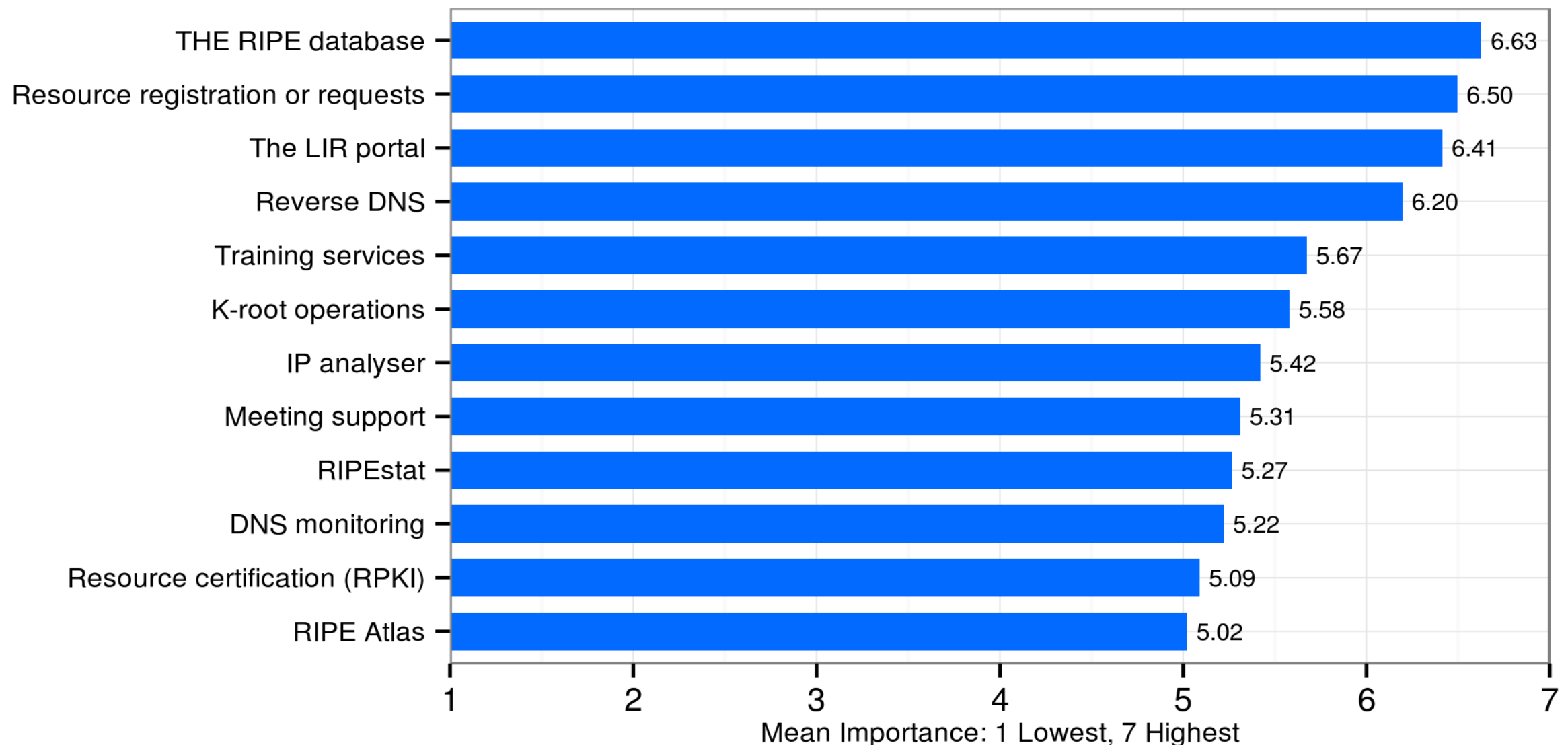
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## Findings from the OI

# Overview of Findings

- Good satisfaction overall and with individual services/activities (all rated over 5 out of 7 in terms of importance)

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

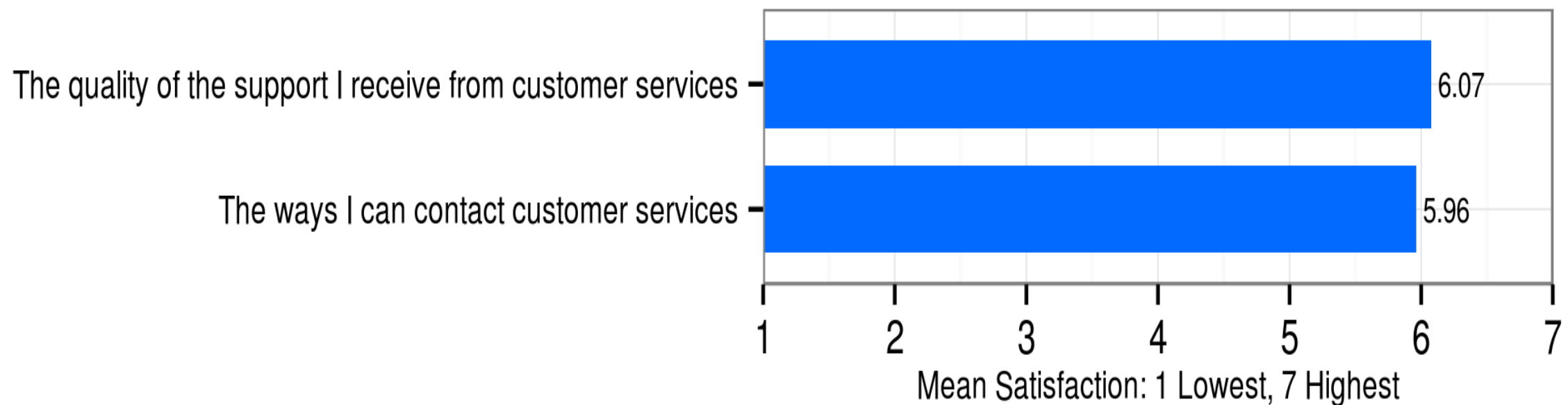




# Overview of Findings

- Customer Services:
  - Let us have phone contact and extend Livechat
  - Provide some support in local languages

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



N=2041 (members only)

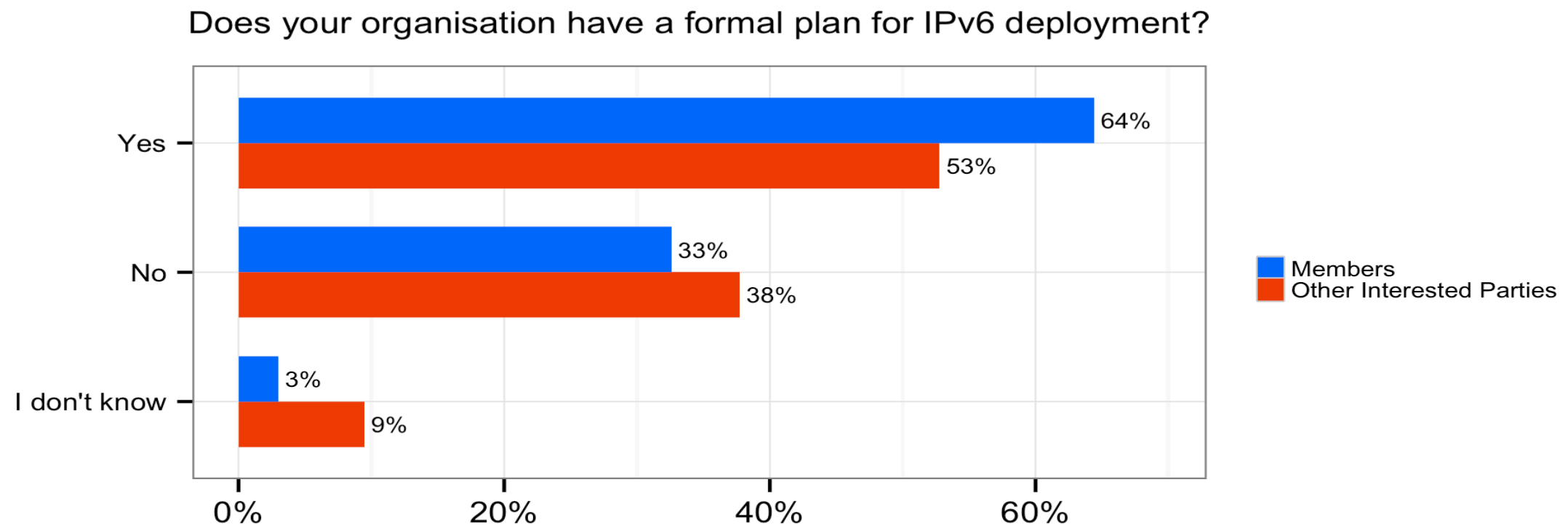
# Overview of Findings

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- Corporate Governance:
  - High rating for the corporate governance structure
  - Increase operational transparency
  - Involve the membership in decision-making
- External Relations and Internet Governance:
  - Lots of demands to increase regional/local presence
  - Requests to push corporate level and governments to support IPv6 deployment

# Overview of Findings

- IPv6 Deployment:
  - About two-thirds have a plan for deployment
  - About one-third have a budget for deployment
  - Requests to help convince decision-makers and govt.

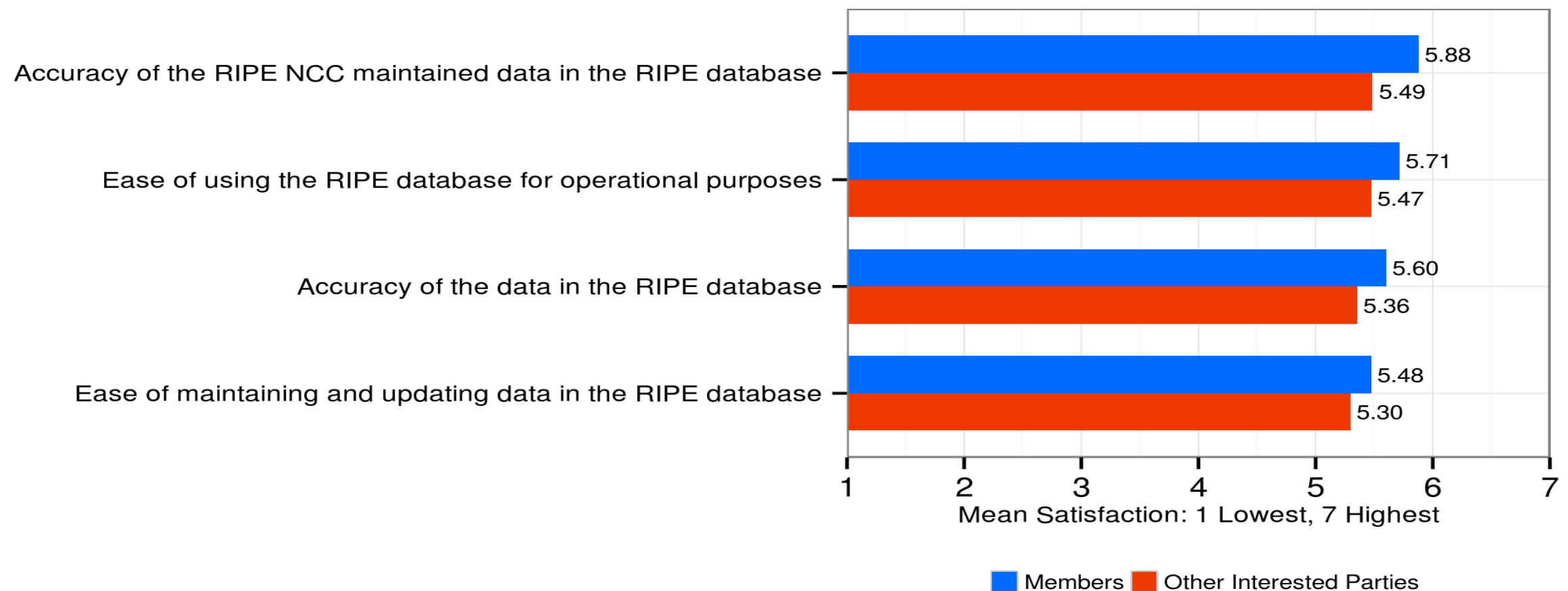


N=2264; Members=1832; Other interested parties=432

# Overview of Findings

- RIPE Database:
  - Newcomers suggested it was difficult to understand and update
  - Requests for more documentation, how-tos, FAQs, etc.

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



# Overview of Findings

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- Tools and Measurements:
  - Improvement in awareness/satisfaction from 2011
  - General comments that tools could be more user-friendly
- General suggestions:
  - More ways to contact the RIPE NCC
  - Think regionally and locally
  - Investigate language support

# In Summary

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- Generally very high ratings throughout
- A diverse region with diverse needs
- Many new members needing greater awareness
- Consistent requests for language support throughout the survey

## The Next Steps

# Next Steps

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- RIPE NCC will publish a list of areas for investigation
- We'll publish the results of all investigations in 2014
- Will consider whether a large-scale survey is needed every two or three years?
- Will make survey *much shorter* next time



# The RIPE NCC Survey 2013 Report

Ipad winners from Ireland, Germany,  
Sweden, Russia and Yemen



# The RIPE NCC Survey 2013 Report

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[www.ripe.net/survey2013](http://www.ripe.net/survey2013)

# Questions?

