RIPE NCC Services WG

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Membership Growth

11,750 (May 2015)

10,228 (May 2014)
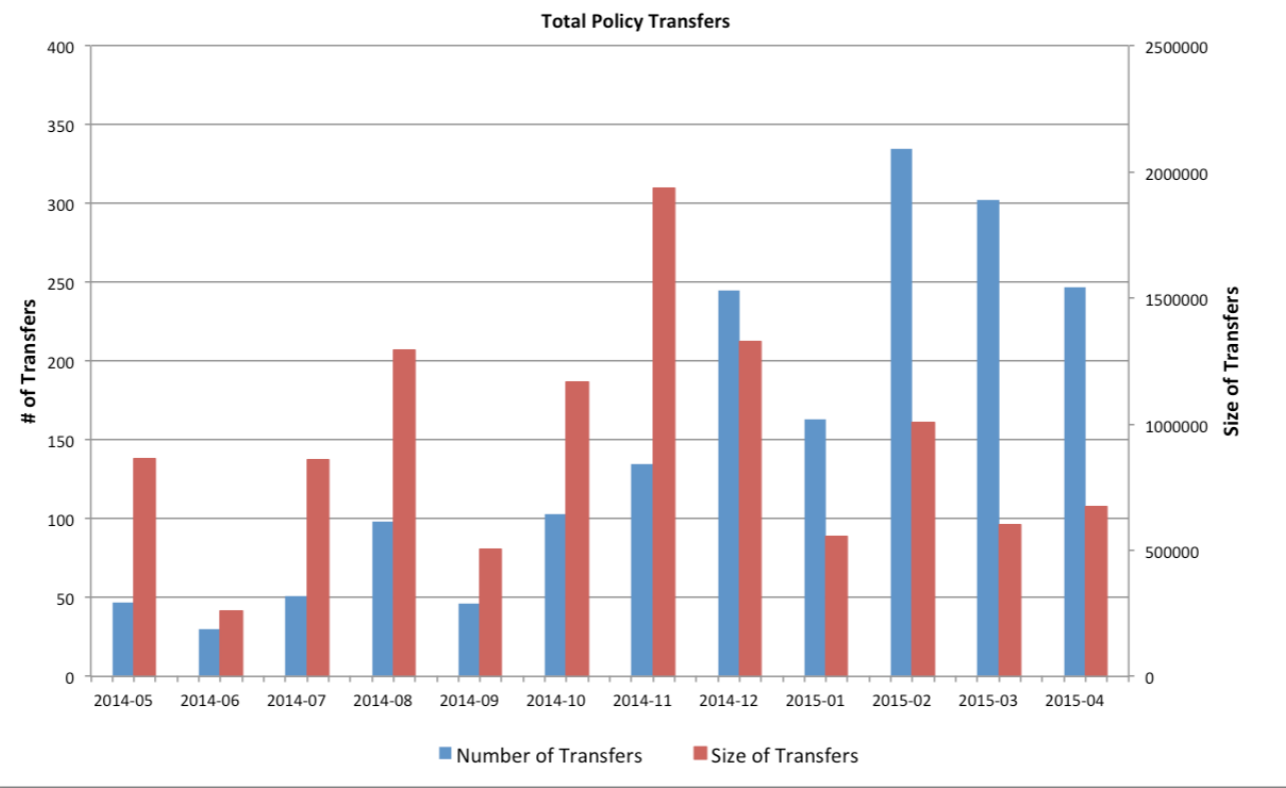
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From the Annual Report 2014
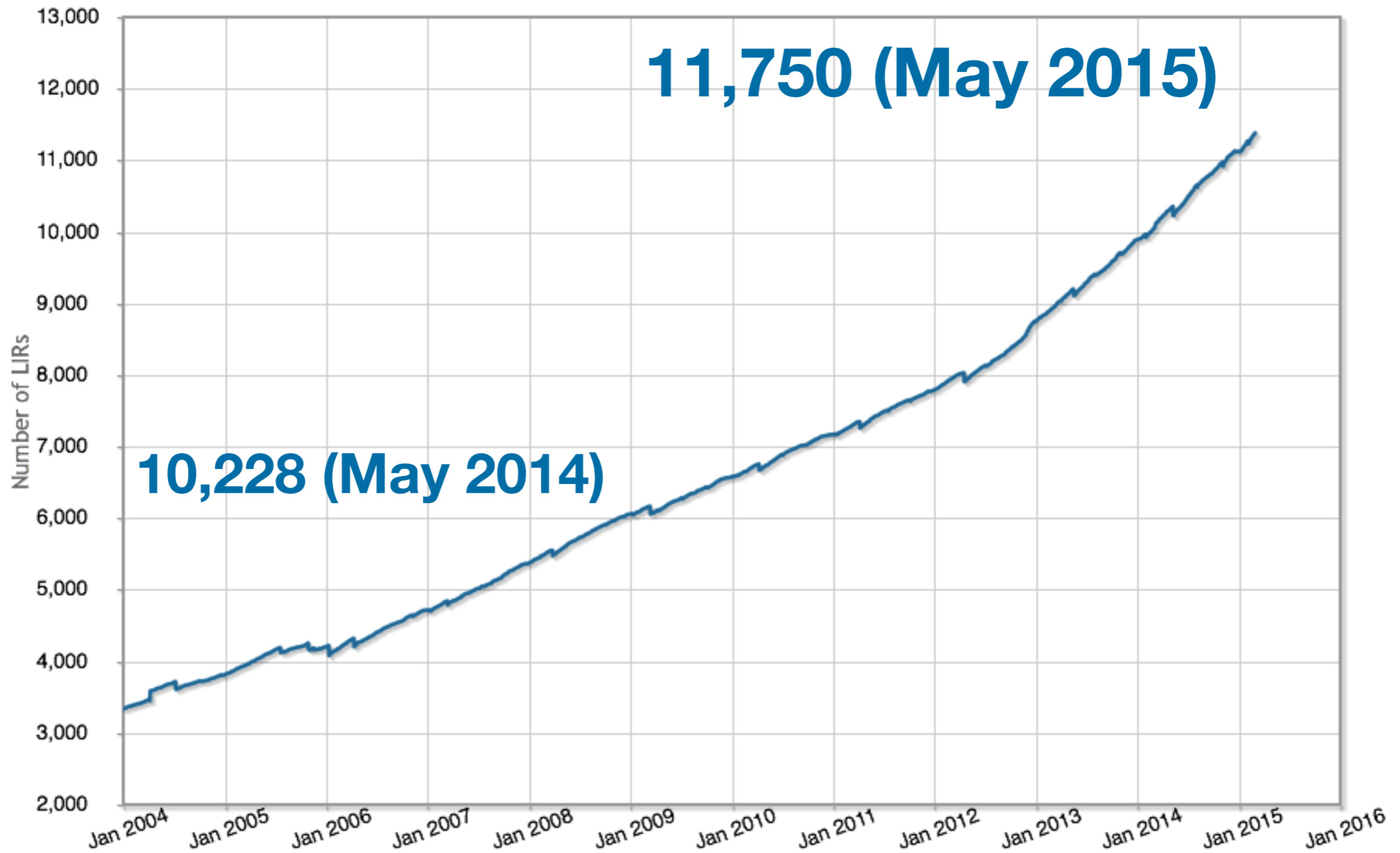
- Operational Highlights (end 2014):

  - Continued growth: 1,216 additional members in 2014

  - Member engagement: ~2,600 meeting attendees

  - 112 training courses to 2,290 members

  - 2,479 /22 IPv4 allocations & 1,874 IPv6 allocations

  - 23% of our members have their resources certified

  - More than 7,550 active RIPE Atlas probes

  - 2.6 million RIPEstat users (up from 1 million in 2013)

  - 32,000 Customer Service requests

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- Financial Overview:

  - Net result of EUR 3.4 Million

  - This will be placed into our reserves <u>tax free</u>

  - Reserves are 25.3 M (119% of total expenses)

  - Operational expenses were 3% lower than budgeted

  - Staff numbers are 137 FTE (1 FTE over budget)

  - Cost per member is still falling (2% lower than 2013)

- Maintaining a strong registry

- Conducting effective outreach and external relations throughout our service region

- Consolidating and improving our entire service offering

- Refining both our internal and external processes to provide further efficiency

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Further Focus in 2015

- With so much going on globally, it's important we remain focused on **our** region, and this is being stressed to our staff - Our region is our priority!

- A greater presence throughout the region: via member lunches, regional meetings, training, etc.

- With this increased presence, we get greater knowledge of our members' needs

- Working internally to ensure staff is aware of importance of membership follow-up!

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- IPv4 transfers under the policy - upwards trend

Total Policy Transfers

- Also see increase in mergers and acquisitions

- 2,500 holders of 4,700 legacy resources contacted
  - Around 700 have chosen one of the available options

- RIPE NCC service updates throughout the week with much more detail (all recorded and archived)

  - Still to come this week…

- DNS update - Thursday, 09:00

- IGF developments - Thursday, 14:00

- Routing Information Service (RIS) - Thursday, 14:00

- RIPE Database software functionality - Thursday, 14:00

- IPv6 updates - Thursday, 16:00

- RIPE Atlas advanced topics workshop - Thursday, 18:00

- NRO Update - Friday, 09:00

Based on Your Feedback

- We completed our 2013 Survey actions and published a report:

- Improved DB and integration with LIR portal

- Enhanced support via phone, LiveChat and language

- Simplified GM registration and voting procedures

- Restructured website and improved search functionality

- Increased involvement with academic community

- Strengthened our relationship with governments and LEAs

- Expanded our e-learning opportunities

- Translated (RU, Arabic) summaries of current proposals

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Based on Your Feedback

- The latest feedback shows we are on track but there is more hard work to be carried out:

  - Continue with accountability and transparency efforts

  - Ensure value for money for all members

  - Promote wider involvement for both GM and PDP

  - Further simplify procedures where possible

  - Ensure engagement <u>throughout</u> the service region

  - Translations valued but costs need to be contained

  - Maintain high training standards (new RIPE NCC Academy IPv6 Training Course in early June)

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Based on Your Feedback

- We are very pleased with this engagement and feedback approach and want to continue with this

- In mid-2016 we look forward to hearing more of your feedback via our large-scale online survey

- We appreciate feedback at all times and through all our channels:

  - RIPE NCC-organised meetings

  - Member Lunches and Training Courses

  - Assisted Registry Checks

  - Online, mailing lists, social media, etc.

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Direct Feedback Through Voting

- 550 GM vote registrations from 49 countries

Your Vote Counts
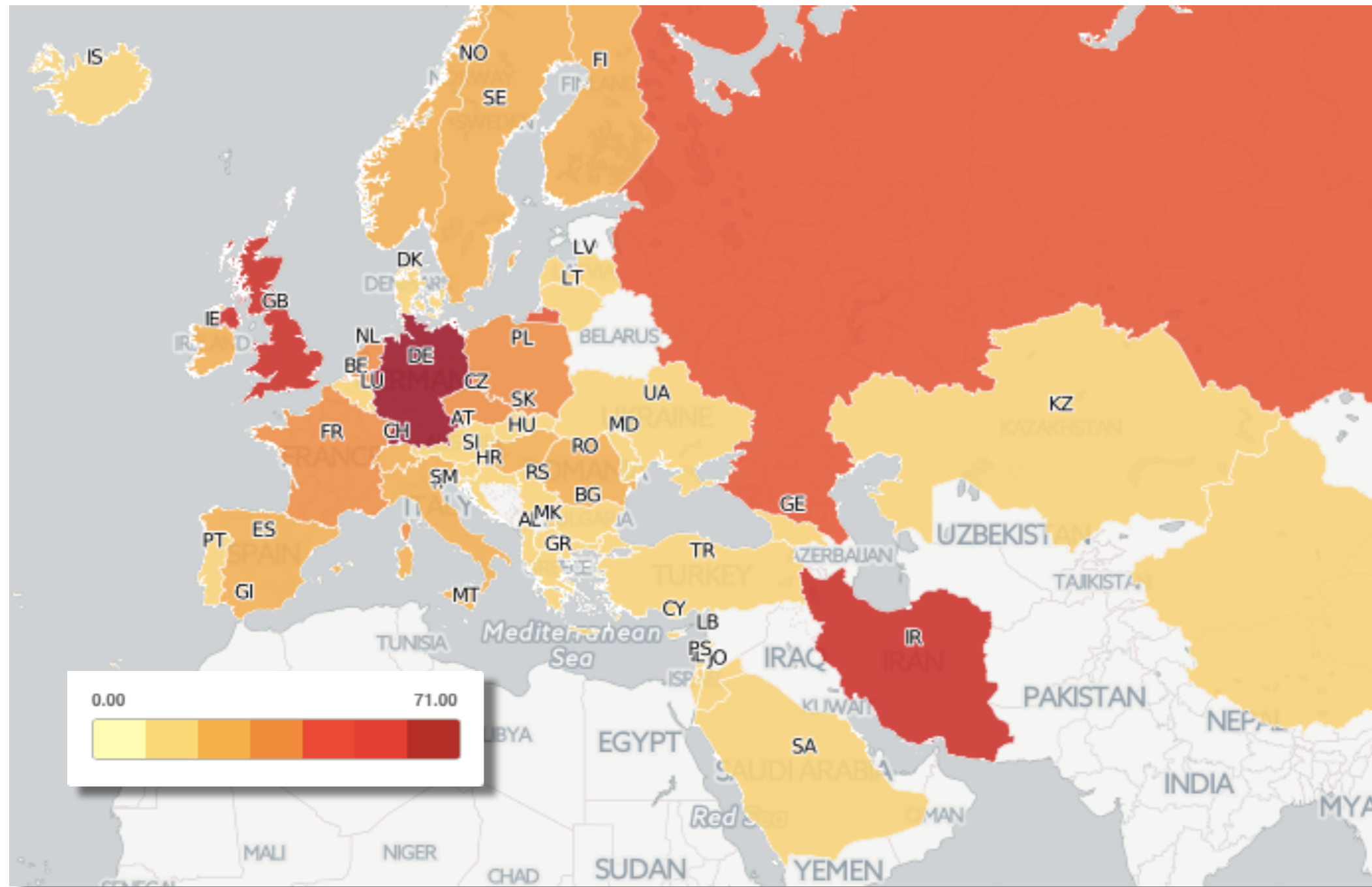
- Two new Executive Board members were elected in May 2014 (Salam Yamout and Maria Häll)

- Two EB seats are available today, including an extra seat, to give us seven board members elected by you

- Your elected Executive Board will guide the RIPE NCC moving forward

- Your direction is essential - please vote!

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