Oxford Internet Institute
University of Oxford

RIPE NCC Survey 2016

October 1, 2016

Appendix 3: Survey Questionnaire

RIPE NCC SURVEY 2016

1. RIPE NCC Survey 2016 - Overview

Thank you for taking the time to participate in the RIPE NCC Survey 2016.

The survey is designed for RIPE NCC members as well as all other interested parties, whether they are in the RIPE NCC service region or not.

Please answer all questions if possible, but if you feel you are unable to answer a question you should skip the question. Some questions are compulsory because they determine whether you will answer subsequent questions.

A webpage listing the RIPE NCC's services and activities is available if you need more information while doing the survey.

The survey should take 10-15 minutes to complete. Those who complete the survey can enter a draw to win one of five iPads (iPad Air 2 64GB).

We thank you again for your participation.

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2. Opening Section

* 1. Please choose your country of residence

* 2. Please choose your industry

* 3. Are you a RIPE NCC member?

- ◯ Yes
- ◯ No

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3. Opening Section

* 4. How long have you been a member of the RIPE NCC?

- ◯ 0-4 years
- ◯ 5 years or longer
- ◯ I don't know

* 5. Do the services provided by the RIPE NCC provide good value for the service fee you pay?

- ◯ Yes
- ◯ No

Comment

* 6. For what purposes did your organisation request address space from the RIPE NCC? [Choose as many as applicable]

- ☐ To provide services to customers
- ☐ For internal organisational networking purposes
- ☐ To become independent of my ISP
- ☐ To acquire IPv4 address space for resale purposes
- ☐ Other (please specify)

* 7. Please indicate whether you outsource the administration of your LIR account or do this yourself.

- ◯ We manage our own LIR account
- ◯ A third party/consultant manages our LIR account for us
- ◯ Other (please specify)

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4. General Section

8. Could the RIPE NCC improve its billing and payment processes in any way?

- ◯ No - they're fine as they are
- ◯ I don't know
- ◯ Yes (please specify)

* 9. Do you have comments or suggestions for improvement to the LIR Portal?

- ◯ No - it's fine as it is
- ◯ Yes (please specify)

* 10. How do you feel about the level and detail of information that you receive from the RIPE NCC?

- ◯ About right
- ◯ Too much information
- ◯ Not enough information

Other comment on RIPE NCC communications

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5. Corporate Governance

* 11. Please rate your satisfaction level with the following from 1 to 7, with 1 being lowest and 7 being highest.

	1	2	3	4	5	6	7	N/A
The RIPE NCC Executive Board's leadership of the RIPE NCC	◯	◯	◯	◯	◯	◯	◯	◯
The use of membership funds by the RIPE NCC	◯	◯	◯	◯	◯	◯	◯	◯
The RIPE NCC's engagement with the membership on important issues	◯	◯	◯	◯	◯	◯	◯	◯
The RIPE NCC Activity Plan and Budget	◯	◯	◯	◯	◯	◯	◯	◯

Other comments on corporate governance

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6. Resource Registration Services

* 12. Please rate your satisfaction level with the following from 1 to 7, with 1 being Lowest and 7 being Highest.

	1	2	3	4	5	6	7	N/A
The overall quality of the resource registration services provided by the RIPE NCC	◯	◯	◯	◯	◯	◯	◯	◯

* 13. Are there aspects of the RIPE NCC's resource registration services that you think could be improved?

- ◯ No - they're fine as they are
- ◯ Yes - show me options

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7. Resource Registration Services

14. Which aspects of the RIPE NCC's resource registration services do you think could be improved? [Choose as many as applicable]

- [ ] The RIPE Policy requirement
- [ ] The process for becoming an LIR
- [ ] The process for requesting resources
- [ ] The process for transferring resources
- [ ] The processes for mergers, takeovers or organisational name changes
- [ ] The support for RIPE Database queries
- [ ] Other (please specify)

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8. Resource Registration Services

* 15. Incorrect contact data can lead to problems for members. Could the RIPE NCC help you keep your contact data up to date?

- ( ) No - I can do this myself
- ( ) Yes - show me options

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9. Resource Registration Services

16. How could the RIPE NCC help you to keep your contact data up to date? [Choose as many as applicable]

- [ ] With automated reminders in the LIR Portal to check and update my contact data
- [ ] With reminders via email to check and update my contact data
- [ ] With annual requests for members to confirm that their contact data is correct
- [ ] By showing in the RIPE Database which contact data has been reviewed and confirmed by the LIR and the RIPE NCC in an Assisted Registry Check (ARC)
- [ ] Through more frequent telephone contact with the RIPE NCC (Assisted Registry Checks more than once every three years)
- [ ] Enforce confirmation of correct data at regular periods
- [ ] Other (please specify)

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10. Resource Registration Services

* 17. RIPE Policies require members' infrastructure and customer assignment to be registered in the RIPE Database for both IPv4 and IPv6. Could the RIPE NCC help you with this registration process?

- ◯ No - I can manage this process myself
- ◯ Yes - show me options

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11. Resource Registration Services

18. How could the RIPE NCC help with the registration process for members' infrastructure and customer assignments in the RIPE Database? [Choose as many as applicable]

- ☐ Make assignment registrations easier via the RIPE Database
- ☐ Create a single location in the LIR Portal where I can register an assignment, create a ROUTE object and register a reverse DNS delegation
- ☐ Allow me to register additional customer information in the LIR Portal for private use when registering an assignment
- ☐ Other (please specify)

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12. Resource Registration Services

19. If you have any other comments or suggestions for improvement to the RIPE NCC resource registration services, please enter them here.

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13. Certification (RPKI)

Background information on Certification (RPKI)

* 20. Is your IP address space certified using RPKI?

- ◯ Yes
- ◯ No
- ◯ I don't know

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14. Certification (RPKI)

* 21. What reasons do you have for not certifying your address space? [Choose as many as applicable]

- [ ] I don’t see the value of this service
- [ ] I don’t know enough about this service
- [ ] My hardware doesn’t support RPKI
- [ ] Other (please specify)

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15. Resource Certification (RPKI)

22. Are there improvements that the RIPE NCC could make to the RPKI system?

- ◯ No
- ◯ Yes (please specify)

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16. Resource Certification (RPKI)

* 23. Could the RIPE NCC make improvements to the RPKI Validator?

- ◯ No - it's fine as it is
- ◯ Yes - show me options

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17. Resource Certification (RPKI)

24. Which improvements would you like to see made to the RPKI Validator? [Choose as many as applicable]

- [ ] Packages for all major server operating systems
- [ ] Integrate IRR functionality (ROUTE objects)
- [ ] Multi-language support
- [ ] Integration with alerting tools
- [ ] External database support
- [ ] Other (please specify)

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18. Training Services

25. Rank the following in order of preference from 1 (most preferred) to 4 (least preferred) in order of how beneficial they would be for RIPE NCC training. [Drag and drop the choices in order of preference, with your top choice in the first position.]

- [ ] Offer onsite testing immediately after face-to-face courses
- [ ] Have RIPE NCC course completion certificates recognised by an official standards body (e.g. ISO accredited)
- [ ] Require course completion certificates to be renewed after a period of time (e.g. every three years)
- [ ] Provide more educational video content on the website

26. Which areas should the RIPE NCC prioritise when adding topics to its range of online training courses? [Choose as many as applicable]

- [ ] BGP training and security
- [ ] Internet governance courses
- [ ] Training for law enforcement agencies
- [ ] Advanced IPv6 training
- [ ] RIPE NCC tools and measurements training
- [ ] Other (please specify)

27. If you have other comments or suggestions for how the RIPE NCC might improve its face-to-face or online training services, please enter them here.

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19. The RIPE Policy Development Process (PDP)

Background information on the RIPE Policy Development Process (PDP)

* 28. Have you noticed changes aimed at increasing participation in the RIPE Policy Development Process in recent years?

- ◯ No
- ◯ Yes - Show me options to comment on

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20. The RIPE Policy Development Process (PDP)

29. Which of the following activities that the RIPE NCC has carried out to increase participation in the PDP have been beneficial? [Choose as many as applicable]

- ☐ A web-based interface to community mailing lists (RIPE Forum)
- ☐ Increased policy updates
- ☐ More discussions at regional events
- ☐ Regular updates in non-English languages
- ☐ Providing data on the countries that are participating in the PDP

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21. The RIPE Policy Development Process (PDP)

30. What type of methods should the RIPE NCC be using to further increase participation in the PDP? [Choose as many as applicable]

- ☐ More email updates
- ☐ Increased social media activity
- ☐ More PDP-related articles on RIPE Labs
- ☐ Improved information on the RIPE NCC website
- ☐ More PDP updates at Internet meetings and events
- ☐ Other (please specify)

31. If you have other comments or suggestions for improvement to the RIPE Policy Development Process, please enter them here.

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22. RIPE NCC Outreach and External Relations

* 32. Do you think it is a good idea for the RIPE NCC to engage with governments and regulators?

- ◯ Yes
- ◯ No

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23. RIPE NCC Outreach and External Relations

* 33. What benefits do you see from the RIPE NCC engaging with governments and regulators? [Choose as many as applicable]

- ☐ Creates better awareness and cooperation between governments and the technical community
- ☐ Expert advice for governments and regulators on Internet-related matters to make better public policy
- ☐ Helps to defend the open and inclusive processes of Internet administration
- ☐ Creates better relationships between the technical community and law enforcement agencies
- ☐ Other (please specify)

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24. RIPE NCC Outreach and External Relations

34. In which of the following areas could non-RIPE NCC members benefit from engagement with the RIPE NCC? [Choose as many as applicable]

- ☐ Internet resources management (IPv4, IPv6, AS Numbers)
- ☐ Data analysis, statistics and measurement services
- ☐ The RIPE Database
- ☐ IPv6 deployment
- ☐ Routing security
- ☐ The RIPE Policy Development Process (PDP)
- ☐ Next generation technologies
- ☐ Training and education
- ☐ Other (please specify)

35. If you have any other comments about the RIPE NCCs outreach and external relations, please enter them here.

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25. The RIPE Database

* 36. How often do you use the RIPE Database?

- ◯ Daily
- ◯ At least once a week
- ◯ At least once a month
- ◯ Less than once a month
- ◯ Not at all

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26. The RIPE Database

* 37. Have you noticed changes to how the RIPE Database works in the past two years?

- ◯ No
- ◯ Yes - show me options to comment on

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27. The RIPE Database

38. Which of the following changes to the RIPE Database over the past two years have been beneficial for database users? [Choose as many as applicable]

- ☐ Removing the “changed:” attribute and replacing it with “created:” and “last-modified:”
- ☐ Integrated “abuse-c” contact creation
- ☐ Display of “diff” on successful object modification
- ☐ Improved password reset procedure
- ☐ Other comment (please specify)

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28. The RIPE Database

39. If you have additional comments or suggestions for improvements to the RIPE Database, please enter them here.

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29. IPv6 Deployment

* 40. What is the status of your network's IPv6 deployment?

- ◯ We have no plans
- ◯ We have a plan or are working on a plan
- ◯ We are currently testing
- ◯ Just started deployment
- ◯ Fully deployed
- ◯ I don't know
- ◯ Other (please specify)

41. If applicable, what is stopping you from deploying IPv6? [Choose as many as applicable]

- ☐ Too expensive
- ☐ I have enough IPv4 space
- ☐ No demand for IPv6 services
- ☐ Difficulty convincing management/decision-makers
- ☐ Lack of technical knowledge
- ☐ My equipment doesn't support IPv6
- ☐ My suppliers don't support IPv6
- ☐ Other (please specify)

42. What could the RIPE NCC do to help you or other organisations with IPv6 deployment? [Choose as many as applicable]

- [ ] Provide training for staff
- [ ] Convince management/decision-makers of the need for IPv6
- [ ] Convince vendors to provide IPv6
- [ ] Convince customers to request IPv6
- [ ] Other (please specify)

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30. RIPE Atlas and RIPEstat

* 43. Do you use RIPE Atlas?

- ◯ Yes
- ◯ No

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31. RIPE Atlas and RIPEstat

* 44. How do you use or are involved with RIPE Atlas? [Choose as many as applicable]

- [ ] I host a probe
- [ ] I host an anchor
- [ ] I use built-in or other user measurements
- [ ] I use DNSMON
- [ ] I use DomainMON
- [ ] I use OpenIPMap
- [ ] I use the supporting tools (Cousteau, Sagan, Magellan/CLI)
- [ ] I make my own measurements
- [ ] I am a RIPE Atlas sponsor
- [ ] I am a RIPE Atlas ambassador

* 45. For what reasons do you use RIPE Atlas? [Choose as many as applicable]

- [ ] For the good of the Internet
- [ ] For a better understanding of my own operations
- [ ] To show network details to customers
- [ ] For troubleshooting
- [ ] For research purposes
- [ ] Other (please specify)

46. If you have any suggestions for improving RIPE Atlas in general or specific features of RIPE Atlas (e.g. website, documentation, API, command line client, libraries), please enter them here.

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32. RIPE Atlas and RIPEstat

* 47. Why do you not use RIPE Atlas? [Choose as many as applicable]

- [ ] I am not sufficiently informed about RIPE Atlas
- [ ] I don’t understand the benefits of RIPE Atlas
- [ ] I don’t have the time to use RIPE Atlas
- [ ] It is not useful for my operations
- [ ] I find it too difficult to use
- [ ] Other (please specify)

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33. RIPE Atlas and RIPEstat

* 48. Do you use RIPEstat?

- ( ) Yes
- ( ) No

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34. RIPE Atlas and RIPEstat

* 49. Why do you not use RIPEstat? [Choose as many as applicable]

- [ ] I am not sufficiently informed about RIPEstat
- [ ] I don’t understand the benefits of RIPEstat
- [ ] I don’t have the time to use RIPEstat
- [ ] It is not useful for my operations
- [ ] It is too difficult to use
- [ ] Other (please specify)

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35. RIPE Atlas and RIPEstat

50. If you have comments or suggestions for improving RIPEstat, please enter them here.

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36. Data and Statistics

51. For what reasons do you rely on data in your daily work or operations? [Choose as many as applicable]

- [ ] To help mitigate DDoS attacks
- [ ] For external network issues
- [ ] For market expansion reasons
- [ ] For collecting research data
- [ ] Other (please specify)

52. If applicable, what type of RIPE NCC data is useful for your work or operations? [Choose as many as applicable]

- [ ] Registry/whois data
- [ ] Routing data
- [ ] DNS Monitoring (DNSMON) data
- [ ] Data on network events, e.g. country outages
- [ ] Geolocation data
- [ ] IPv4 transfer data
- [ ] IPv6 uptake data
- [ ] Other (please specify)

53. Which of the following would you find it useful for the RIPE NCC to provide? [Choose as many as applicable]

- [ ] Historical comparative data
- [ ] Market analyses
- [ ] Country profiles
- [ ] Raw data
- [ ] New tools to help you to analyse and compare data
- [ ] Other (please specify)

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37. General Question

* 54. Are there any areas or issues not covered by this survey that you would like to comment on?

- ( ) No
- ( ) Yes (please specify)

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38. Prize Draw

55. If you wish to be entered in the prize draw, please enter your email address. This information will not be made known to the RIPE NCC.

Email Address: