



RIPE NCC Membership Survey 2008

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Overview

- History of RIPE NCC Membership Surveys
- RIPE NCC Membership Survey 2008
 - Participation
 - Overall level of satisfaction with RIPE NCC services
 - Importance of services
 - Satisfaction levels for individual RIPE NCC services
- The Results
 - Improvements and Actions



History

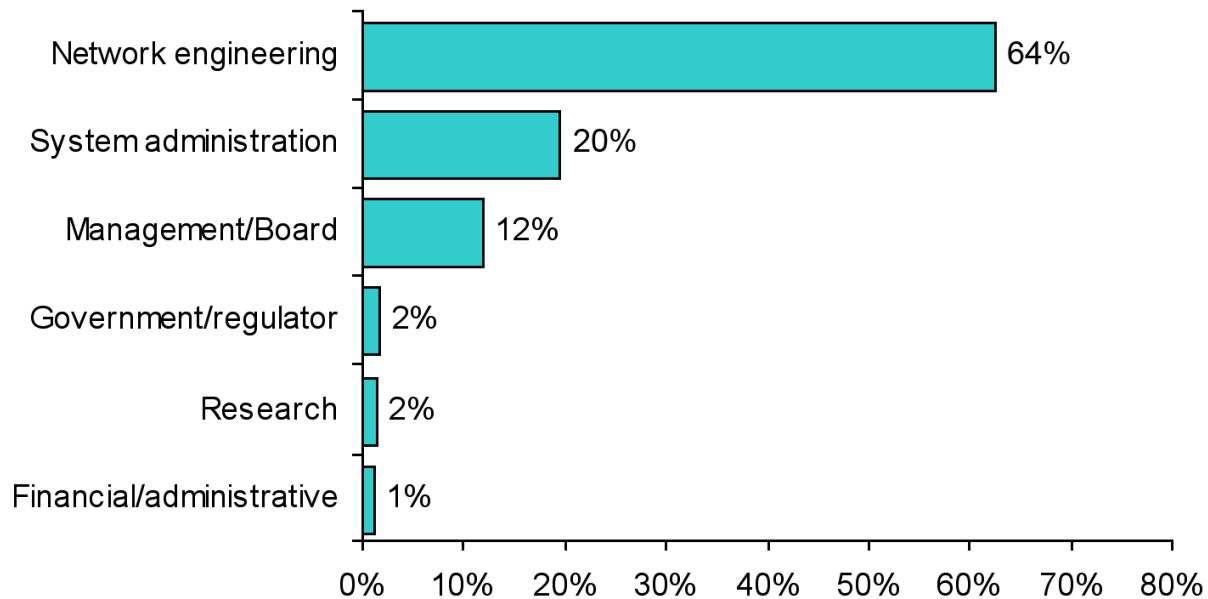
- 2008 survey was the fourth RIPE NCC Membership Survey
 - 1999 survey conducted in-house by the RIPE NCC
 - 2002 and 2005 surveys conducted by KPMG
 - 2008 survey conducted by independent market research company TNS NIPO
- Results of all surveys available at:
<http://www.ripe.net/membership/survey/>

2008 Survey

- Results were compared with the 2005 results where possible
- The average overall satisfaction score for RIPE NCC services was 5.7, compared with 5.6 in 2005
 - A 7 point scale was used to measure responses, where 1 was strongly disagree and 7 was strongly agree

Participation

- 771 members (13% of membership) completed the 2008 survey
- Network engineers were by far the largest group of participants followed by system administrators





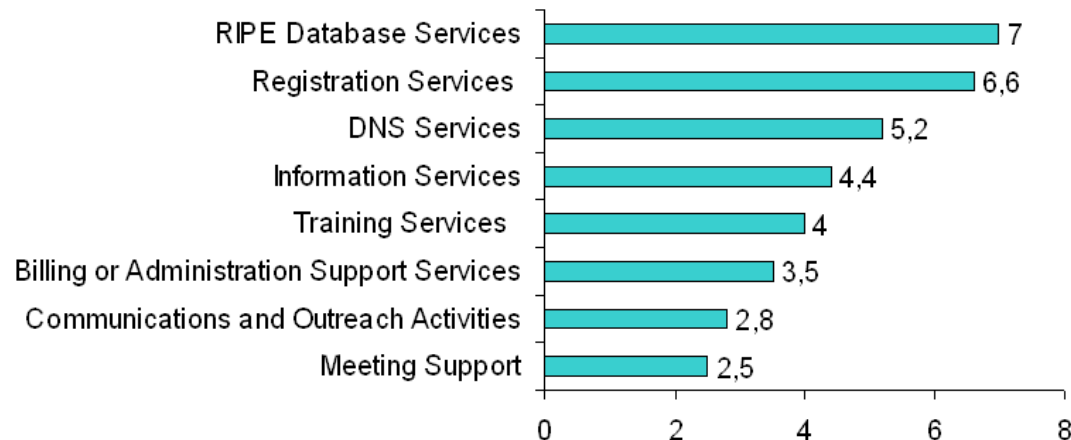
Participation

- 64 countries were represented in the 2008 Membership Survey
- The countries with the greatest number of respondents were:
 - Germany – 16%
 - Italy – 10%
 - Netherlands – 10%

Importance of Services

- The service used most often by respondents is **Registration Services** (77% of respondents)
- **Database Services** was used by 75% of respondents and was the top ranked RIPE NCC service in terms of importance

Please rank the following RIPE NCC services/activities from the most important to the least important.





Database Services

- Average scores for Database Services were high, ranging from 5.7 to 6.0
 - “The RIPE NCC answers RIPE Database questions to our satisfaction” achieved a highest rating of 6.0
 - “The RIPE NCC provides me with the right tools to easily update the RIPE Database” achieved a lowest rating of 5.7
- Most often requested improvement is for a more user-friendly interface with easy-to-access tools



Registration Services

- Average scores for Registration Services ranged from 5.1 to 5.7
 - “The RIPE NCC deals with our requests for resources quickly” achieved a highest rating of 5.7
 - “The request forms are easy to complete” achieved a lowest rating of 5.1
- Suggestions for improvement:
 - Improving the clarity of instructions, providing examples and making “how to” guides
 - Improving the interface, making more wizards

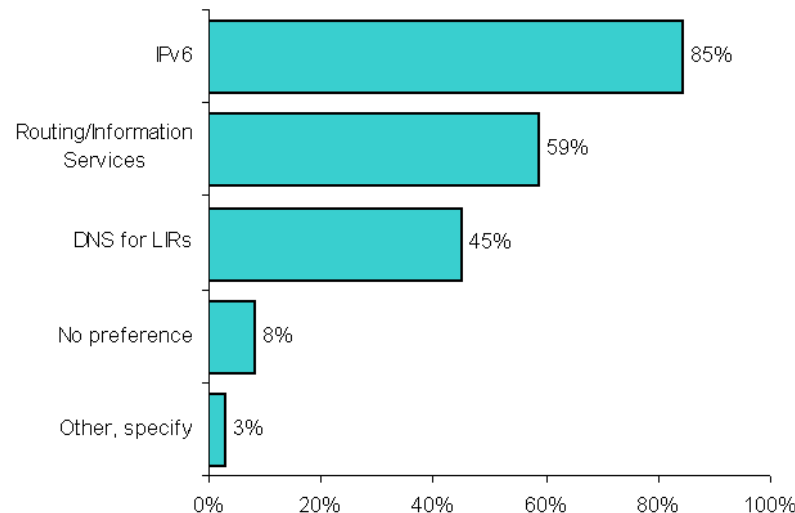


DNS Services

- Average scores for DNS Services ranged from 5.3 to 6.1
 - Satisfaction with availability and quality of Reverse DNS service achieved a highest rating of 6.1
 - Request for more anycast instances of the K-root server achieved a lowest rating of 5.3
- Main suggestion for improvement is to have better documentation on DNS

Training Services

- Training services showed a big increase in approval rating from 5.4 in 2005 to 5.9 in 2008
- More technology-specific training and online step-by-step guides requested by members
- IPv6 was most requested course





Billing/Administration Support

- Overall satisfaction levels are high
 - Members impressed with speed of service
- Lowest score (5.1) showed members want service fees to reflect the services they get
- Main requests are for members to be provided with:
 - Historical billing information via the LIR Portal
 - An automatic payment confirmation



Communications and Outreach

- Highest rating (5.9) was for keeping the membership informed about its events and activities
- Lowest rating (5.1) showed that many members still want to read information in printed format and not only online



Meeting Support

- The quality of support received at meetings? A survey high of 6.3!
- Lowest rating (5.2) showed non-attendees wanted to be kept better informed of what's going on at meetings



Conclusions

- Satisfaction ratings at a fairly high level

BUT...

- Member requested:
 - Easier ways to contact the RIPE NCC
 - Better stats, and more of them
 - Better interfaces to Registration Services and the RIPE Database
 - Simplified procedures in Registration Services
 - More E-learning modules

Questions?

