



RIPE NCC
RIPE NETWORK COORDINATION CENTER

Planning for the Registry 2025



Registration Services

- Responsible for maintaining the RIPE Registry and allocating and assigning IP addresses and AS Numbers.

Member Services

- Personalised support to members, applicants and others who use our services. This includes responding to general queries and processing membership applications, administrative and contractual changes.

Registry Monitoring

- Maintain the accuracy of the RIPE Registry by checking that the information provided complies with RIPE Policies and follows RIPE NCC procedures.

The Registry

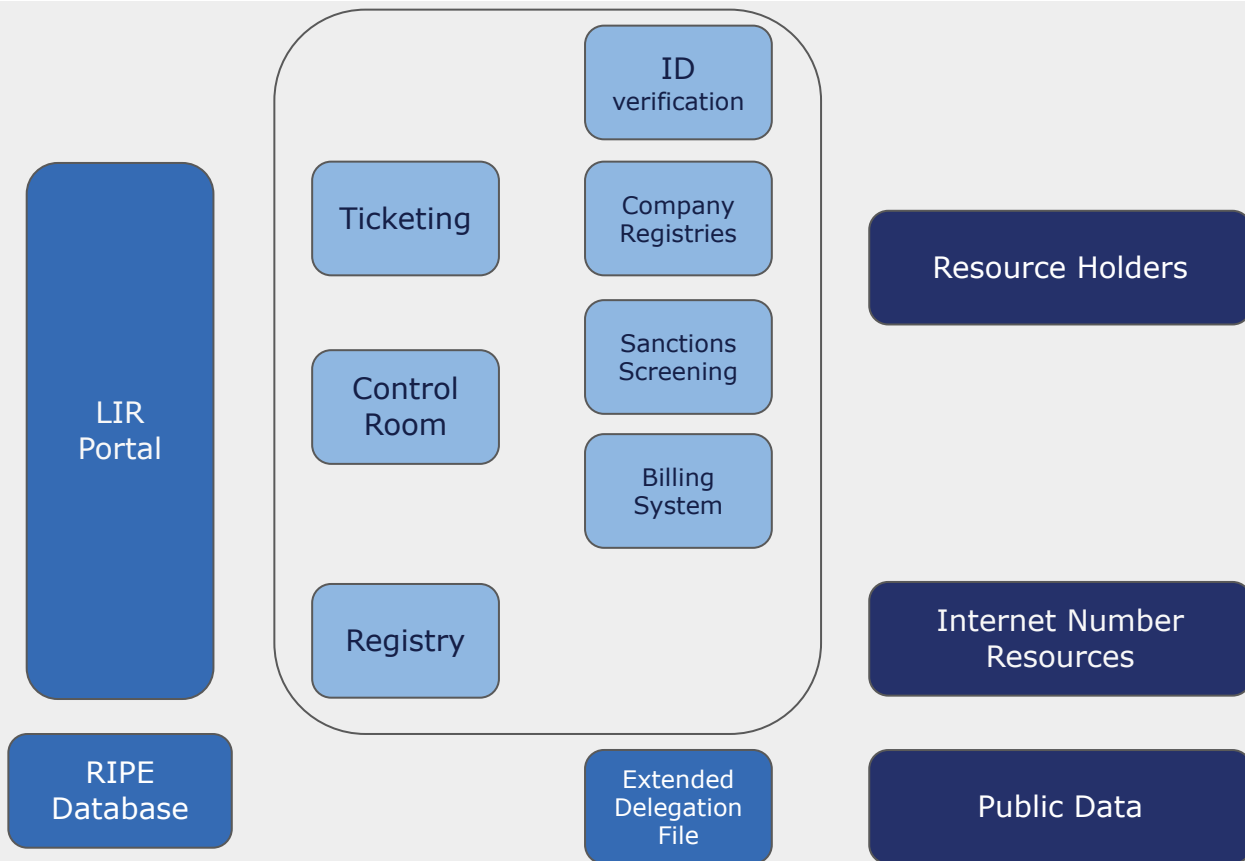


A look inside

Complexity in registry support system has increased

Sanctions required new systems for automated check in company registries and sanctions

Automated ID verification

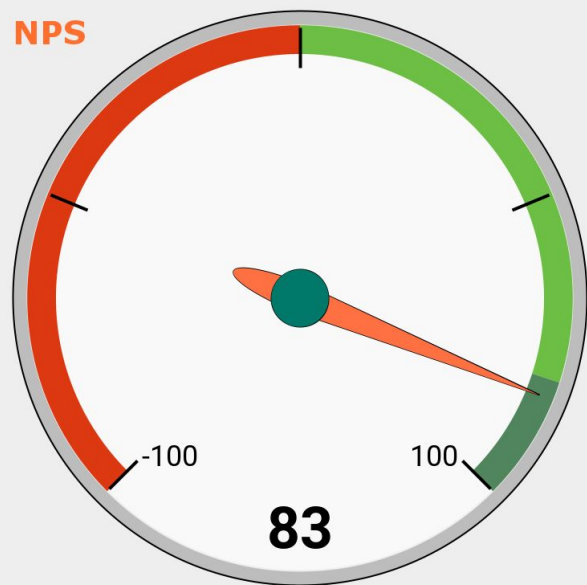




Service Quality

Net Promoter Score

NPS

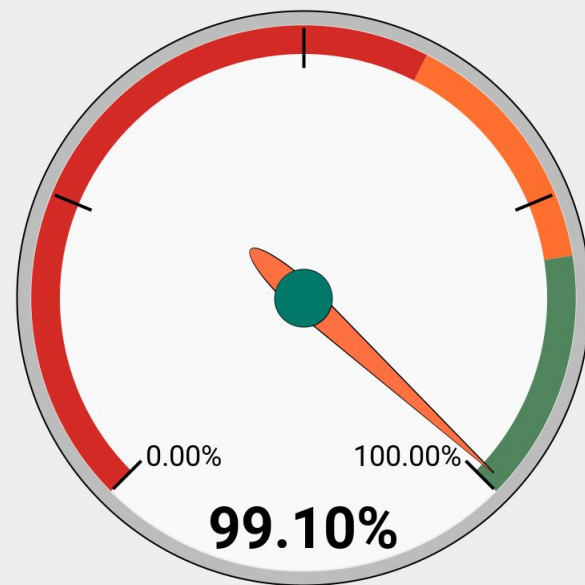


Customer Effort Score

CES



Same day response





Registration Services

- Automate the monitoring of company registration details for End Users and other procedures where possible.
- We expect lower costs once the automation processes are running.
- Work on improving the way we record registration data and updates by centralising our records in one authoritative system.
- Budgeting for a recurring external review of our procedures for resource holder changes.

FTEs: 21.1 (+1.3) **Cost:** 2,550 (+11%) **CAPEX:** -
% of budget for staff expenses: 98%

Registration Services Workload



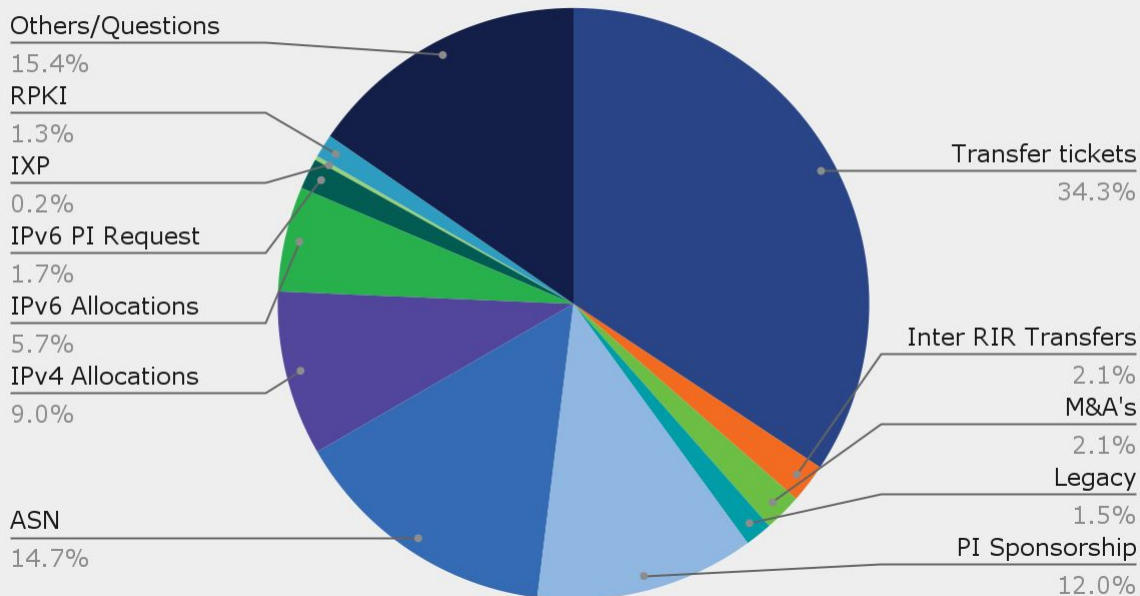
Main driver is transfers

- Mergers and acquisitions are more work than a policy transfer
- Legacy is like archeology
- ASNs have dropped to half
- 14 FTEs handling tickets

Common functions

- Business Analysts
- Policy Officer

Registration Services 2024 (Jan-Sep)





Member Services

- Continue to improve billing process.
- Carry out verification checks on members and update their account contact information when needed.
- Further enhance our online chat service, which has proved to be very popular.
- Broad review of our procedures to look for ways to optimise them.

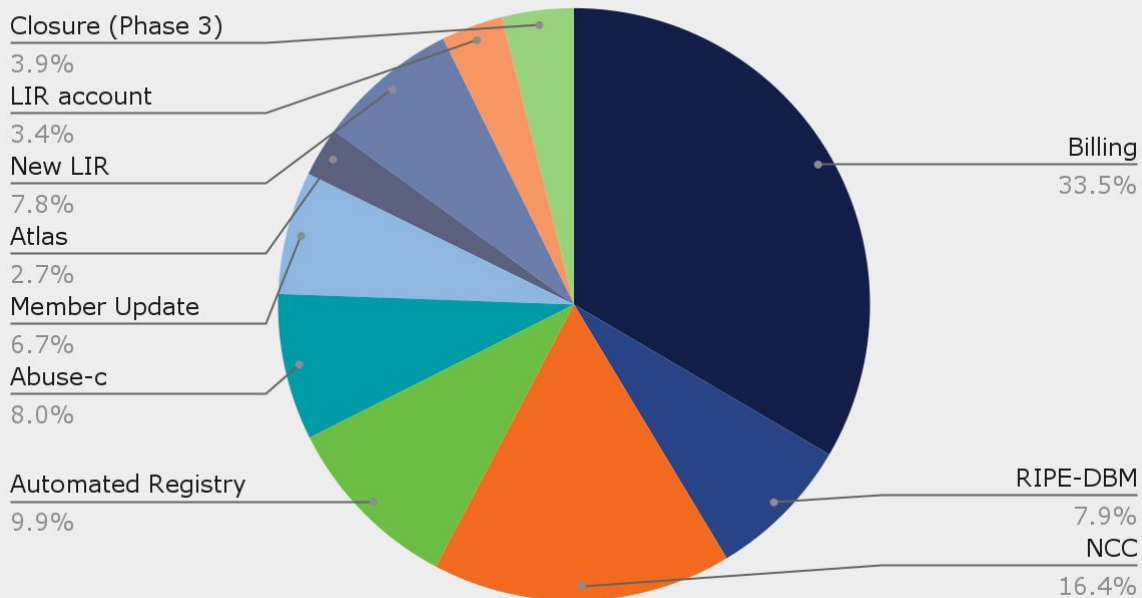
FTEs: 11.5 (+0.1) **Cost:** 1,550 (+15%) **CAPEX:** -
% of budget for staff expenses: 73%



Main driver is billing

- More than 8k are billing tickets over the last two years
- Around 2k are escalated to Finance
- General Support ncc@ripe.net has increased due to manual verification on 2FA

Member Services 2024 (Jan-Sep)



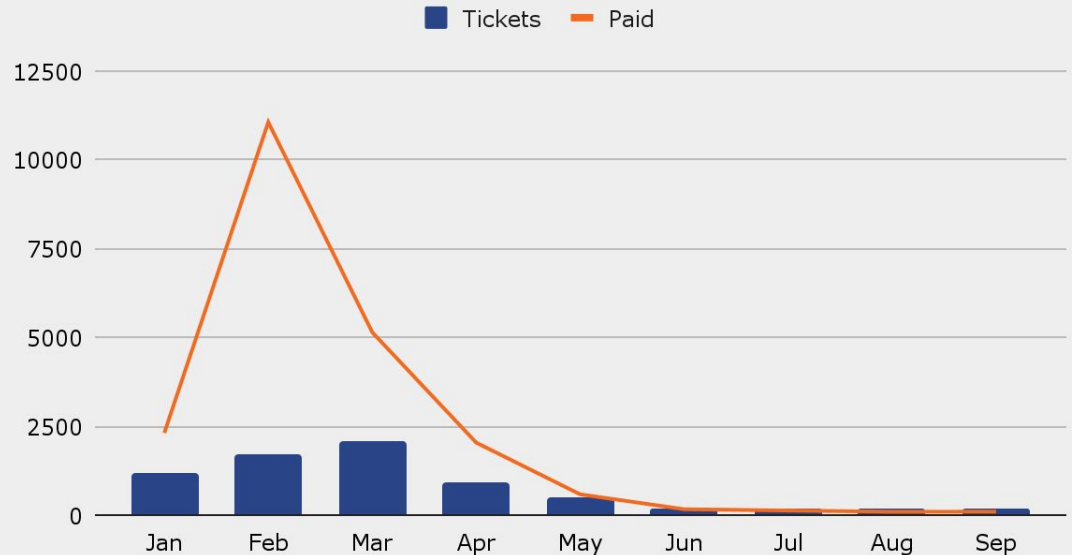
Member Services Billing and Payments



Payment timeline

- Invoice due in: 30 days
- 35 days: Reminder
- 55 days: Final Reminder
- 60 days: Portal banner appears and all contacts emailed
- 70 days: Notification of closure
- 90 days: Portal Blocked
- 105 days: Notification of immediate closure
- 120 days: Contract termination

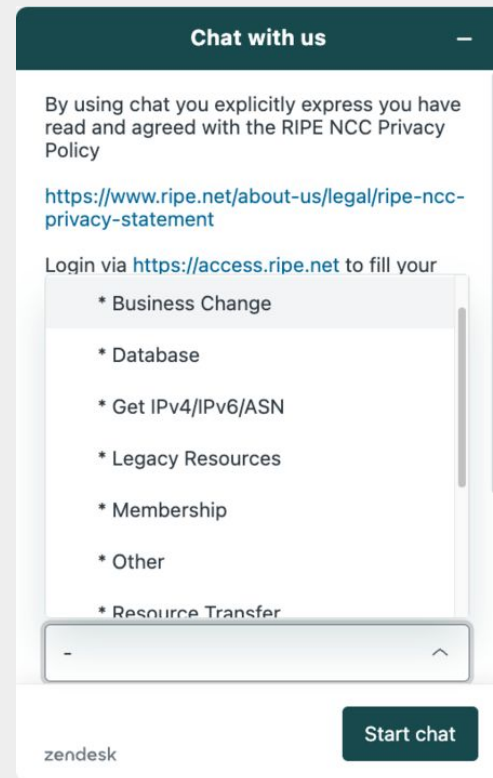
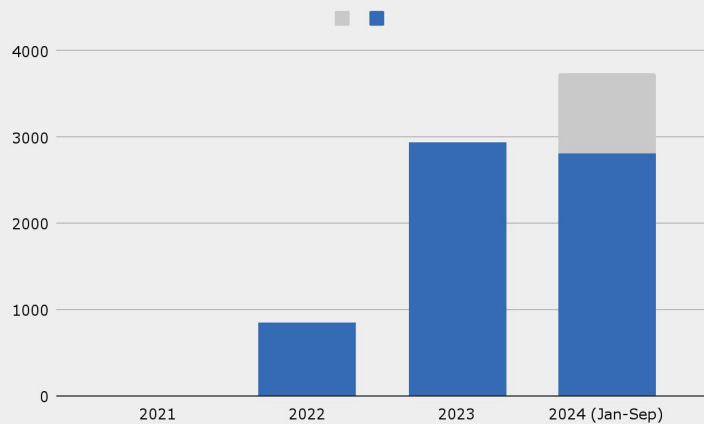
Tickets vs Payment





New Chat

- Select topic to direct the chat to the right team
- Huge success since re-launch in 2022!





Registry Monitoring

- Maintain the accuracy of the RIPE registry by checking that the information provided complies with RIPE policies and RIPE NCC procedures.
- Plan to increase number of Assisted Registry Checks (ARC).
- Implement more extensive sanctions screening: Continuous reviews of our procedural controls that help to identify any unauthorised actions and streamline the completion of legitimate requests.
- A part of the budget for this activity covers the software subscriptions needed to support our Registry compliance activities.
- Broad review of our procedures to look for ways to optimise them.

FTEs: 10.6 (+0.6) **Cost:** 1,550 (+11%) **CAPEX:** -
% of budget for staff expenses: 84%



Main Driver is Assisted Registry Checks and Investigations

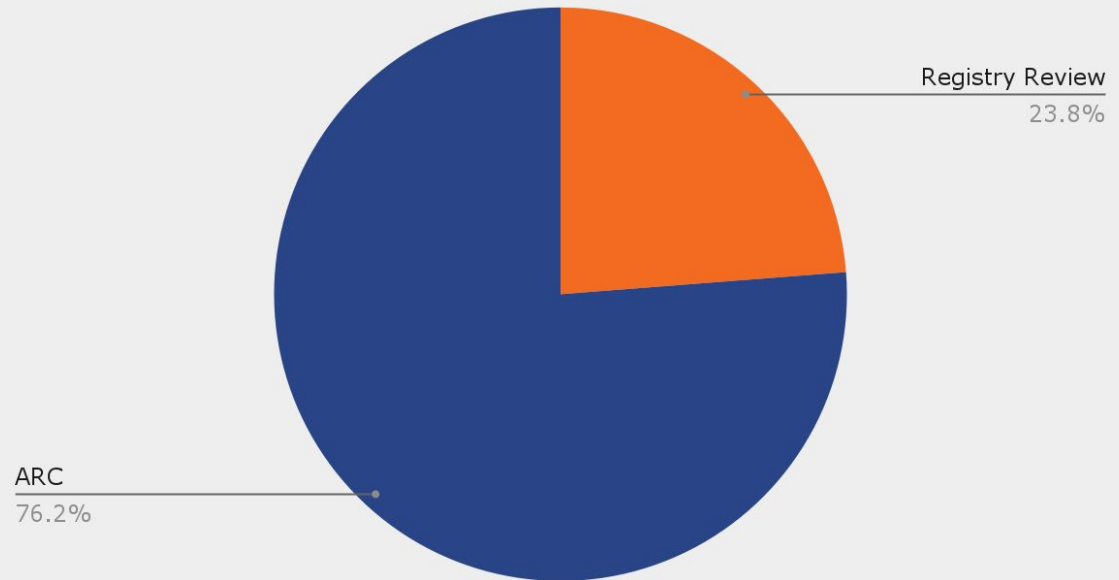
ARC Automation

- Internal automation launched
- Self service next up

Investigations

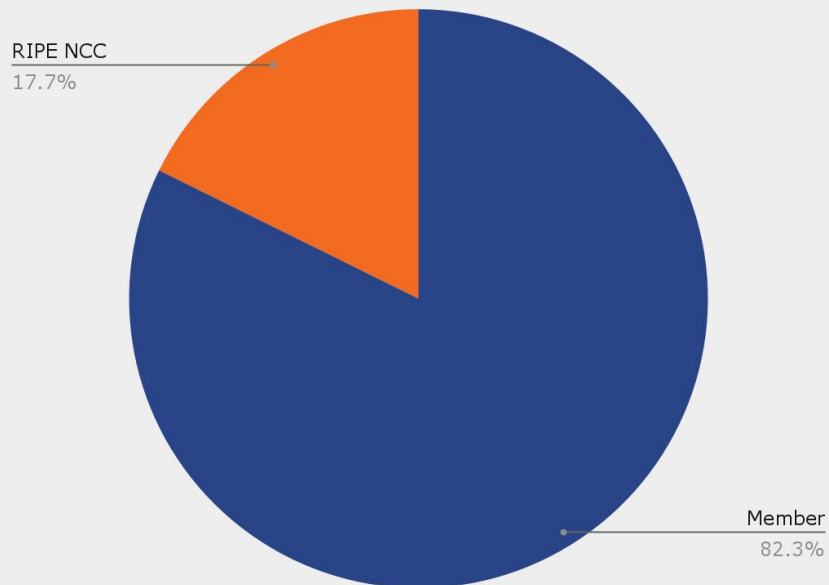
- Violations of RIPE Policies and Procedures
- Report Incorrect Contact Information in the RIPE Database (such as Abuse-c:)

Registry Monitoring 2024 (Jan-Sep)

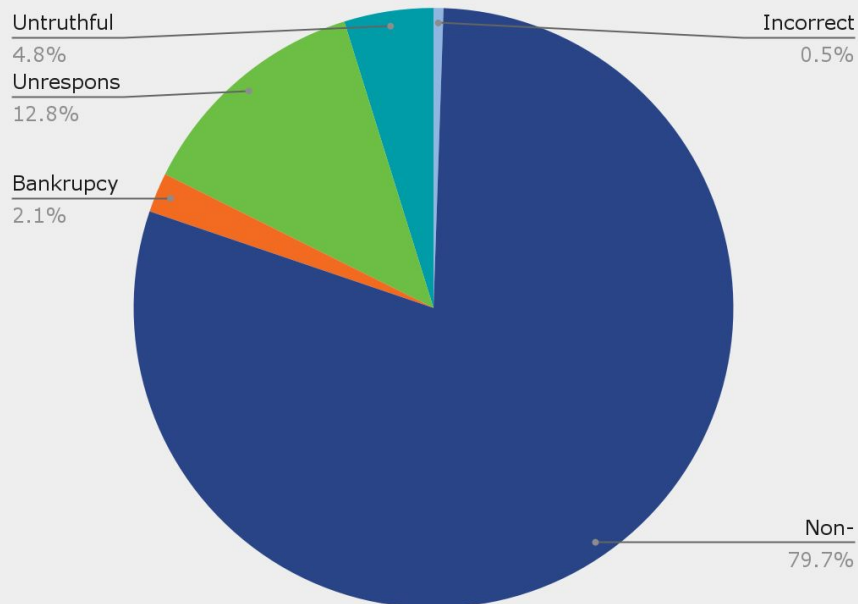




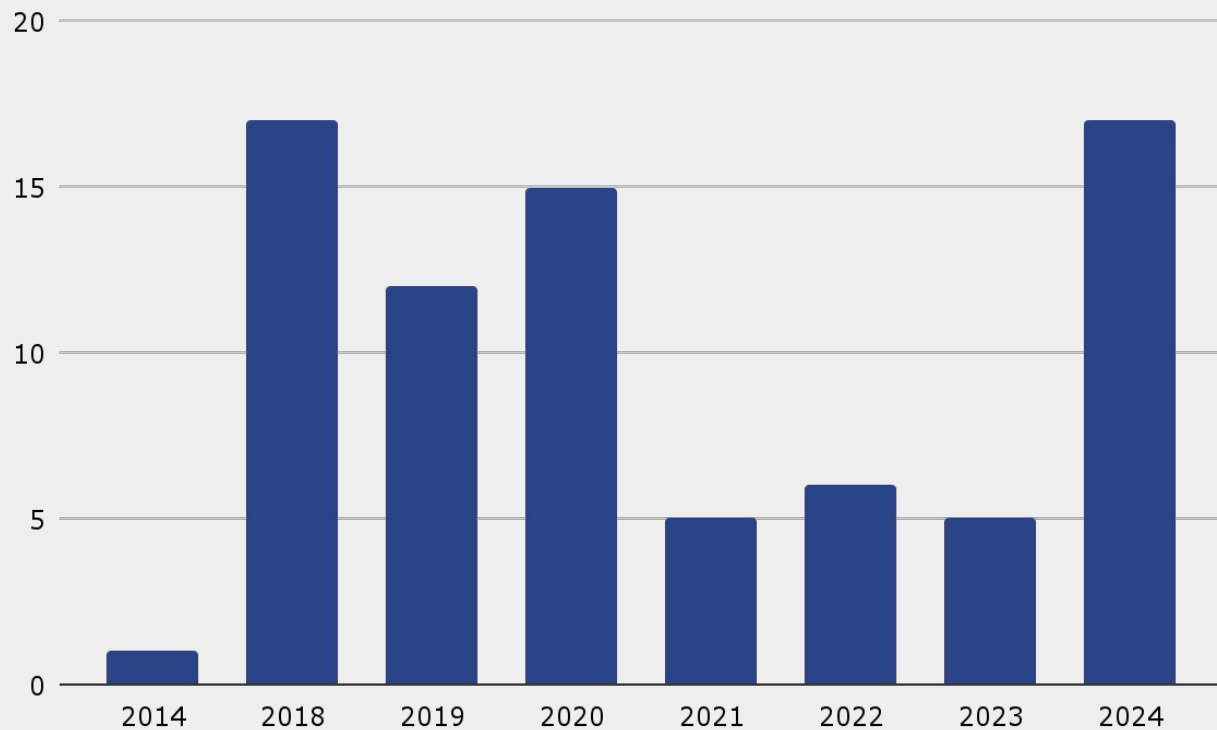
Closure initiated by



Reason RIPE NCC initiated closure



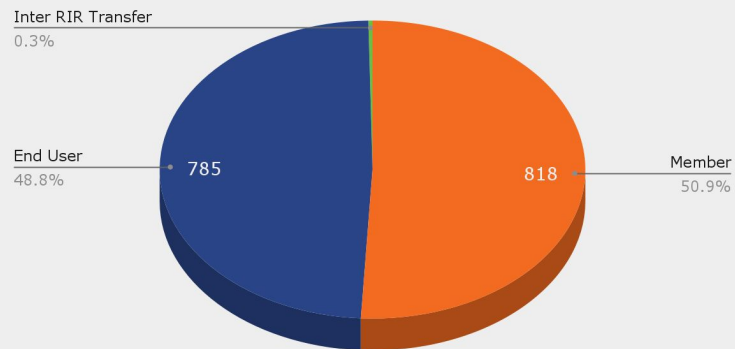
RIPE NCC initiated reports to police



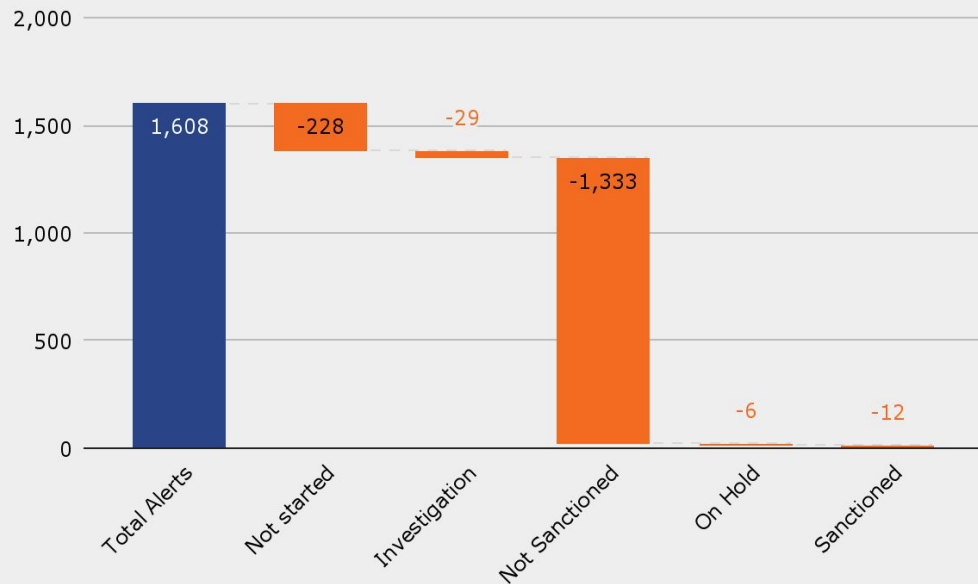
Status sanctions investigations: 1 October 2024



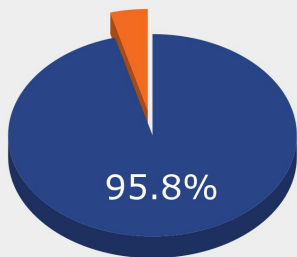
Type of Resource Holder



Status of Cases



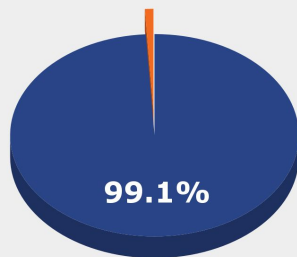
Accuracy of the registry



● Matched ● Not Matched

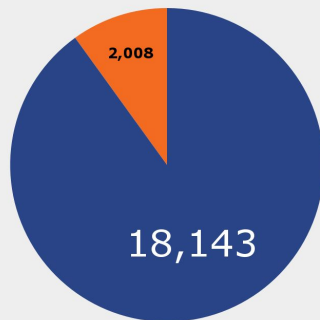
Matched with business registry

Third party provider with worldwide coverage. Automatic links to national business registers

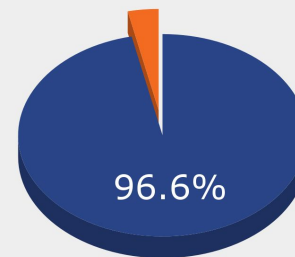


● Matched ● Not Matched

Organisational members



● Organisation Members ● Natural persons



● Unique Email Addresses ● Bounces

Email addresses bounces

We have actively verified Abuse-c emails over the last few years.

We also need to verify:

- Billing
- Organisation
- Registry Contacts



Key Draft Activity Plan commitments

- Shorten re-verification period to two years
- Automate procedures to speed up our processing time
- Maintain high levels of ticket resolutions and customer satisfaction
- Provide multi-language support
- Main costs: 543 kEUR for Business licences, plus staff training, travel, and external procedure reviews

The Registry





Questions & Comments

