RIPE NCC
Survey 2023 Results

Methodology & Sample

- The RIPE NCC Survey was conducted from 22nd May to 30 June 2023.

- A total of 4,043 responses were received. After data cleansing, 3,899 responses remained.

- Sample provides 95% confidence the actual results are with a +/- 2% margin of error.

- Sample comprised:
    - 32% telecommunications or mobile operators
    - 27% IT services or consultancies
    - 9% are from hosting companies
    - 36% network or technical operations, 33% company owners, or C-suite; 21% IT or ICT Management

- Survey fielded in ten (10) languages. 52% of responses completed in a language other than English

- 52% from Western Europe, 17% from Eurasia, 12% from the Middle East, 7% from each of Central Europe and South-East Europe
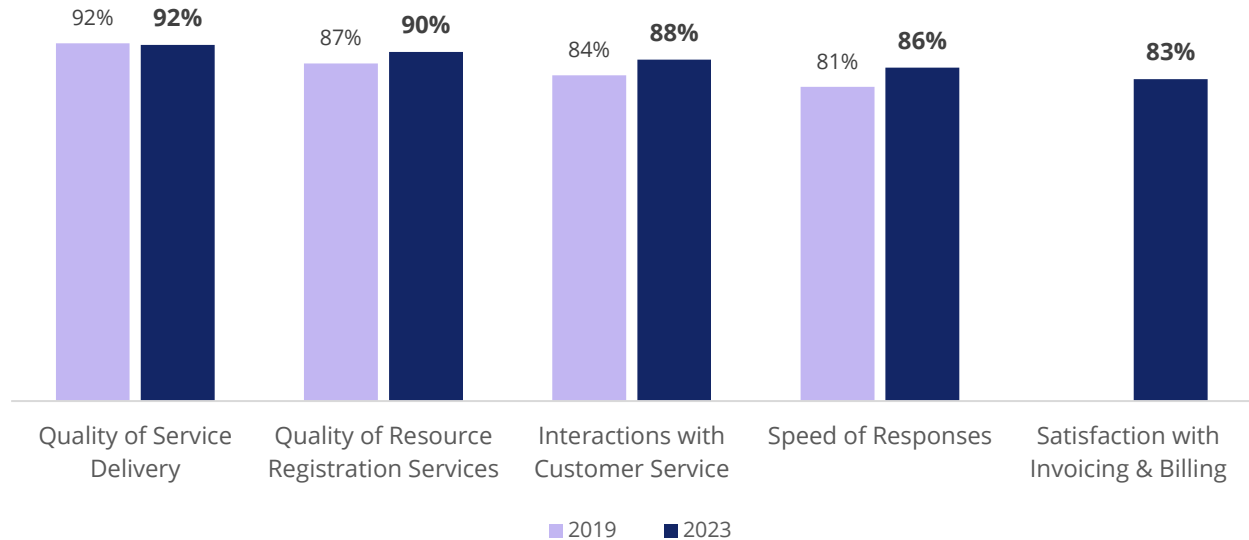
Performance Measures.

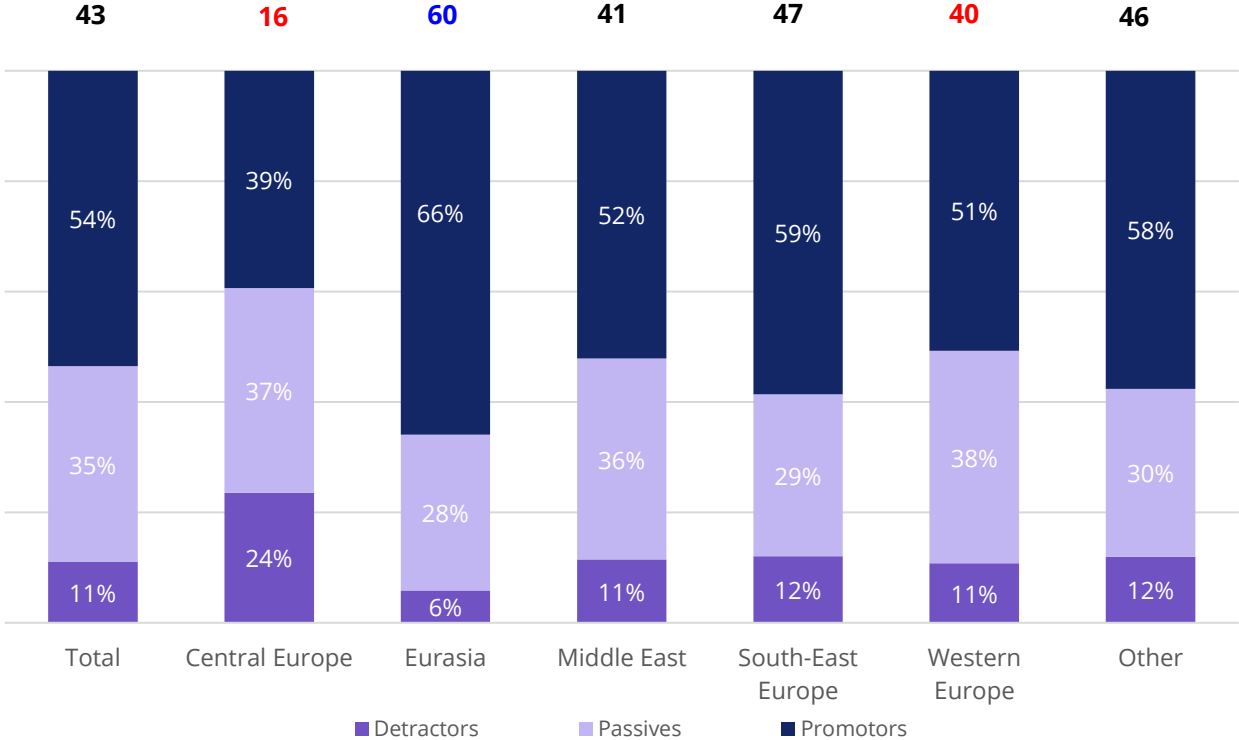# Satisfaction with the RIPE NCC's performance across a range of measures remains high.
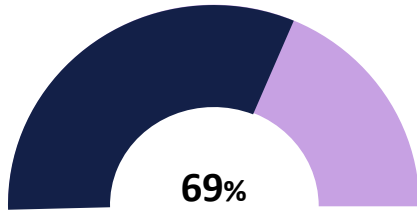
Top 2 Satisfaction

	Quality of Service Delivery	Quality of Resource Registration Services	Interactions with Customer Service	Speed of Responses	Satisfaction with Invoicing & Billing
2019	92%	87%	84%	81%	
2023	**92%**	**90%**	**88%**	**86%**	**83%**

■ 2019 ■ 2023

Q: Please rate your overall satisfaction with: n=3518.

# The RIPE NCC's Net Promoter Score (NPS) is strong

+43

RIPE NCC Overall NPS

	Total	Central Europe	Eurasia	Middle East	South-East Europe	Western Europe	Other
NPS	**43**	**16**	**60**	**41**	**47**	**40**	**46**
Promotors	54%	39%	66%	52%	59%	51%	58%
Passives	35%	37%	28%	36%	29%	38%	30%
Detractors	11%	24%	6%	11%	12%	11%	12%

■ Detractors ■ Passives ■ Promotors

Perceptions of value for money and satisfaction with the use of member funds have fallen.

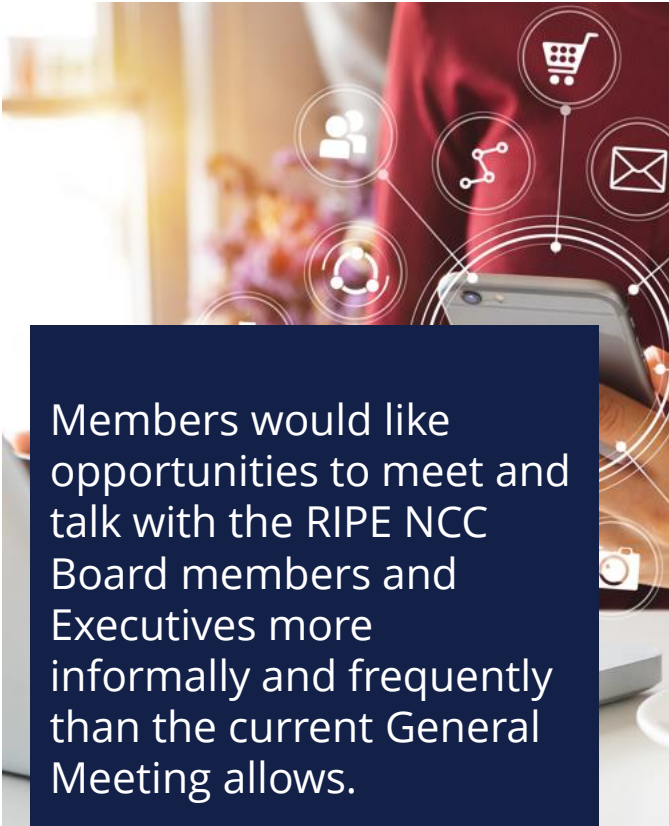**69%**

Value for Money

(Down from 75% in 2019)

66%
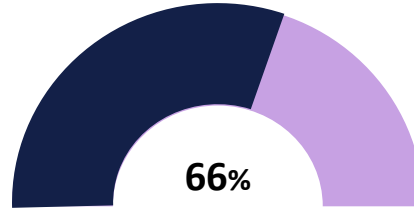
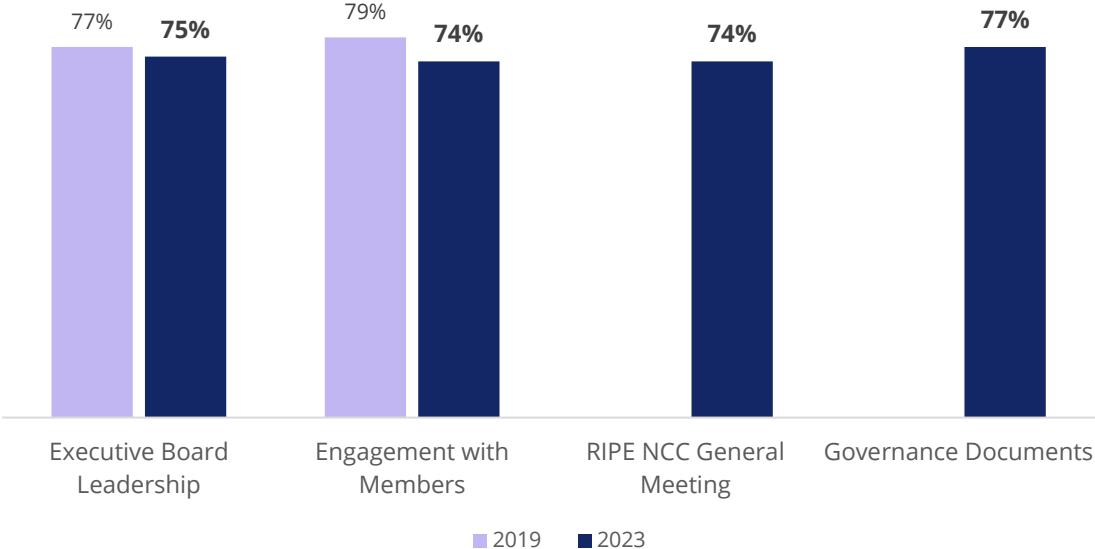**Satisfaction with Use of Members Funds**

(Down from 76% in 2019)

Ratings of governance are high, but satisfaction with the RIPE NCC engagement with members is slightly lower than in 2019.

Members would like opportunities to meet and talk with the RIPE NCC Board members and Executives more informally and frequently than the current General Meeting allows.

Top 2 Satisfaction

	2019	2023
Executive Board Leadership	77%	**75%**
Engagement with Members	79%	**74%**
RIPE NCC General Meeting		**74%**
Governance Documents		**77%**

■ 2019 ■ 2023

'Don't know' responses to the questions about governance were high at around 30%.

Strategic Findings

Registry services, provision of information and defending the global Internet registry system are most important to Members

45%

RIPE NCC learning and development services including webinars, the RIPE NCC Academy and Certified Professional exams are important activities.

Most Important RIPE NCC Activities Outside the Registry	%
Information services (RIPE Atlas, RIPEstat, RIS, RIPE IPmap)	60%
Working to defend the global Internet registry system	49%
K-root & DNS Services	28%
Webinars, workshops and training courses	24%

Q: Which of these activities carried out by the RIPE NCC are important for you? n=3899

surveymatters.

"Overall impression is undoubtedly positive. RIPE NCC has achieved significant results in managing the Registry and creating a stable and well-managed organization..."

Eurasia

Working to defend the global Internet registry system is an important RIPE NCC function.

"Cyberattacks pose a constant threat to the stability and security of the Internet… It is essential to promote international cooperation in cybersecurity and develop effective measures to address these threats."

South-East Europe

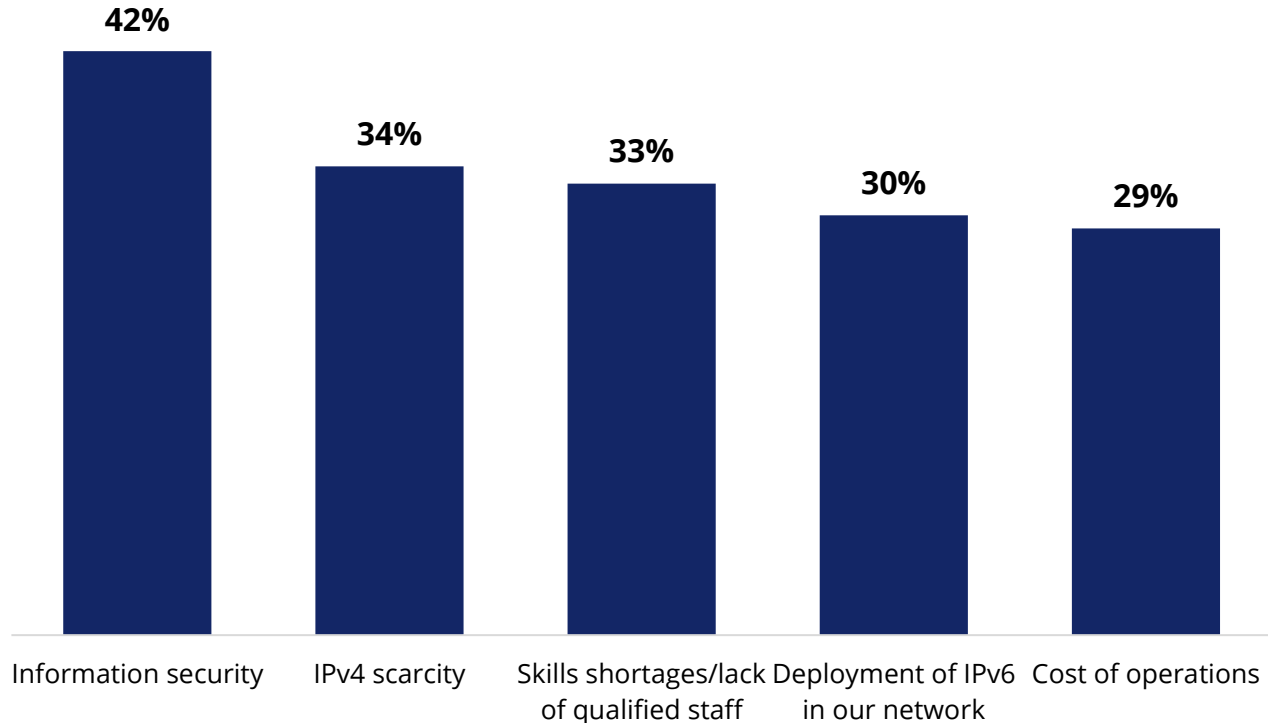| Main Challenges of Maintaining a Stable, Open and Secure Global Internet |
|---|
| Information and cyber security concerns |
| Government influence, geopolitical concerns and Internet neutrality |
| Corporate influence and economic interests |
| Accessibility and digital divide |

Q: Thinking about the wider Internet governance model, what do you believe are the main challenges to maintaining a stable, open and secure Internet? n=2,351 Verbatim comments

Information security, IPv4 scarcity and deployment of IPv6 continue to challenge the RIPE NCC member organisations.

- **Skills shortages & lack of qualified technical staff**

- **Increasing cost of operations**

  are new challenges confronting organisations in 2023.

42%	34%	33%	30%	29%
Information security	IPv4 scarcity	Skills shortages/lack of qualified staff	Deployment of IPv6 in our network	Cost of operations

Q: Thinking about your Internet-related services, products or activities, what are the MAIN challenges facing your organisation? n=3899

Encouraging IPv6 adoption and reclaiming unused IPv4 seen as main ways for the RIPE NCC to help with these challenges.

> "... provide use cases for IPv6 migration for SMEs, etc. How to evolve a network with minimal cost and provide ideas and plans for IPv6 migration."
>
> Western Europe

* Assist with IPv4 Scarcity
Suggestions for organisations holding large portions of unused IPv4 addresses to return or redistribute these

* Encourage Deployment of IPv6
More education on IPv6 deployment; strategies or ideas to make transition more straightforward.

* Education, training, and knowledge sharing
More training and education, case studies and knowledge sharing.

* Assistance with fees and fee structure
Requests for flexibility in the fee payment schedule; fee assistance for countries in difficult circumstances; and payments in different currencies.

Q: Thinking about the challenges facing your organisation, are there ways the RIPE NCC could help? n=1416 verbatim comments

Clear guidance on the transfer policies and procedures and streamlined processes to minimise delays and overheads.

How Should RIPE NCC Help with Transfers	%
Guidance on IPv4 transfer policies and procedures	**32%**
Streamline transfer process	**30%**
Facilitate connections between buyers and sellers	**29%**
Improve transfer policies between RIRs	**22%**
Statistics and information on transfers	**19%**
Engage with community to review / update policies	**18%**
No new activities needed	**23%**

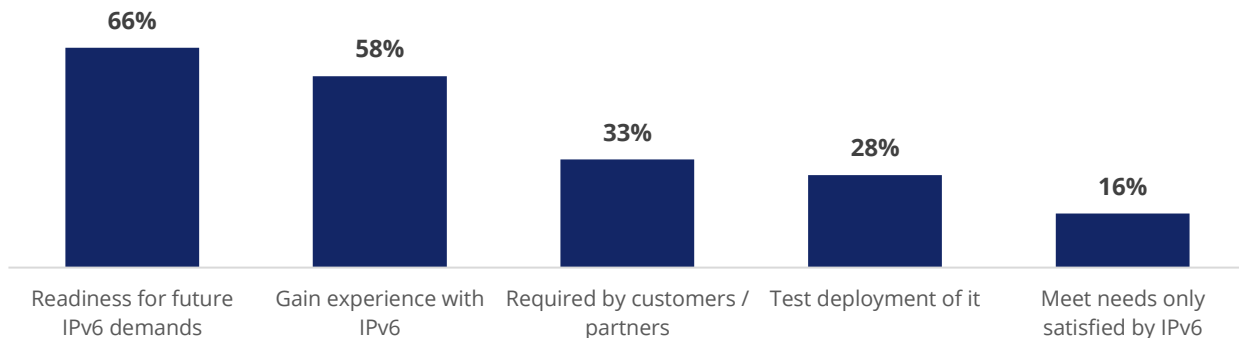Q: What, if anything, should the RIPE NCC do in relation to IPv4 transfers n=3518

Operational Findings

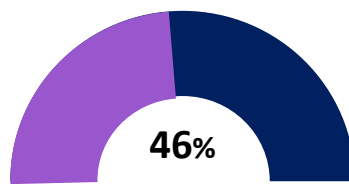# 49% have deployed IPv6 in their networks, with future readiness driving uptake.

Barriers to adoption

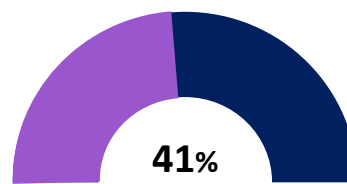- Lack of time (39%)
- Perceived lack of need (39%)
- Lack of organisational knowledge (36%)

Drivers of IPv6 Adoption

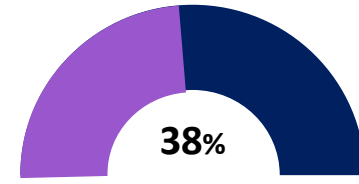|				
66%	58%	33%	28%	16%
Readiness for future IPv6 demands	Gain experience with IPv6	Required by customers / partners	Test deployment of it	Meet needs only satisfied by IPv6

Implementation Challenges

46%
Adding feature parity between IPv4 and IPv6

41%
Change the IPv4 mindset

38%
Gather knowledge on specific implementations

One-quarter of respondents have implemented RPKI. Lack of knowledge about how it works is common.
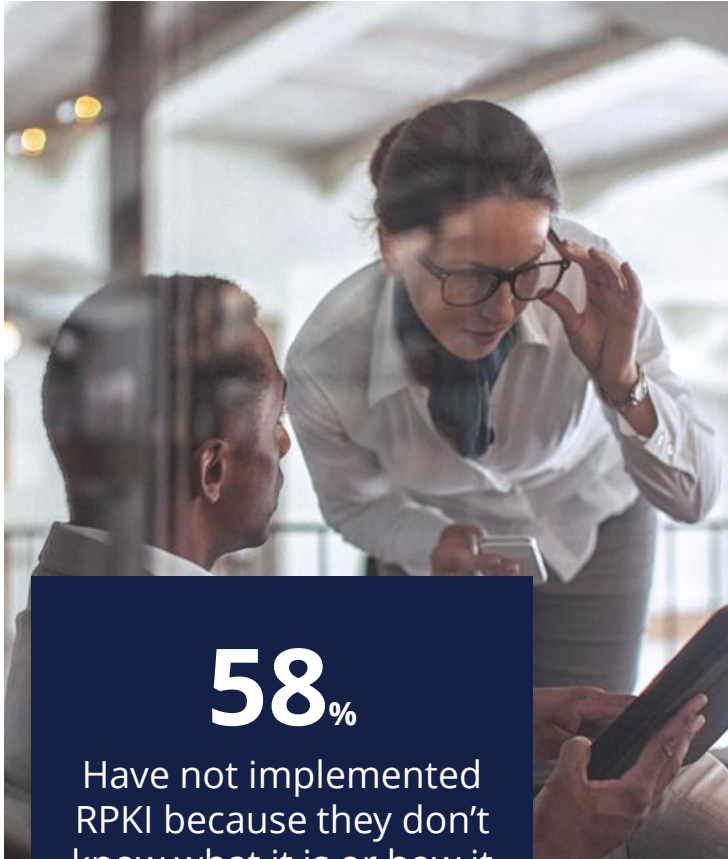
58%

Have not implemented RPKI because they don't know what it is or how it works.

24% Signed Route Origin Authorisations (ROAs) and deployed Route Origin Validation (ROV)

17% Signed ROAs, but not deployed ROV
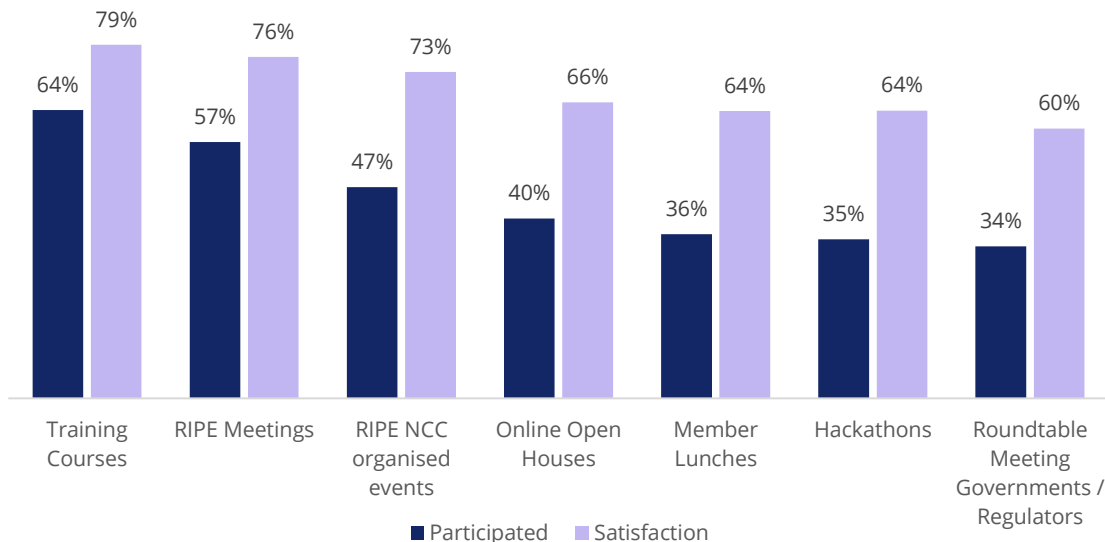
1% Deployed ROV, not signed ROA

Q: Has your organisation implemented RPKI? N=3518 / Q. Q: Can you please tell us the MAIN reason you have not implemented RPKI? N=1326

Engagement and satisfaction with training, events and meetings organised by the RIPE NCC is relatively high.

Suggestions for improving the RIPE NCC's engagement activities

- Conducting meetings and events in different countries and / or regions.
- Offer training and events in multiple languages
- Offer targeted training courses, not just general courses.
- Reduce reliance on email to increasing member connection

Chart data:

Activity	Participated	Satisfaction
Training Courses	64%	79%
RIPE Meetings	57%	76%
RIPE NCC organised events	47%	73%
Online Open Houses	40%	66%
Member Lunches	36%	64%
Hackathons	35%	64%
Roundtable Meeting Governments / Regulators	34%	60%

■ Participated ■ Satisfaction

Q. How would you rate your experience with the following activities? n=3899

Conclusion

- High response rate, with inclusion of additional languages contributing to more completions

- RIPE NCC's performance rating remain very high; either largely unchanged or increasing since 2019.

- Concerns about value, and suggestions the RIPE NCC should maintain focus on registry services.

- information services are seen as the most important RIPE NCC activity after Registry Services

- Concerns about cyber security, government influence and the stability of the internet

- Working to defend an open, stable and secure Internet for all one an important function

- Information security, IPv4 scarcity, transition to IPv6 and cost of operations key concerns

- Encouraging IPv6 adoption, reclaiming unused IPv4 main ways for RIPE to help with these challenges.

- Nearly half of members have deployed IPv6, with future readiness driving adoption.

Questions

The RIPE NCC has published its key findings here:

https://www.ripe.net/participate/member-support/surveys/ripe-ncc-survey-2023