Registry Update

James Kennedy
Chief Registry Officer

New Chief Registry Officer

- Internet numbers management 15+ years

- Active RIPE community participant 10+ years

Commitment

Stability and accuracy

Service excellence

Compliance

2 **Operate a trusted, efficient, accurate and resilient Registry**

The Registry is our key function. As a Regional Internet Registry, we allocate and register Internet number resources to Internet service providers (ISPs) and other organisations in our geographical service region. These Internet number resources are mainly in the form of IPv4 and IPv6 address space and Autonomous System Numbers (ASNs).

Strategic Goals

2.1 Ensure that the Registry and RIPE Database have the appropriate levels of accuracy, compliance, resiliency, and security

2.2 Allow updates to the Registry to be done by automated processes with legally accepted digital means

2.3 Improve Registry processes, service delivery and interfaces that allow members to carry out their operations with us quickly and effectively
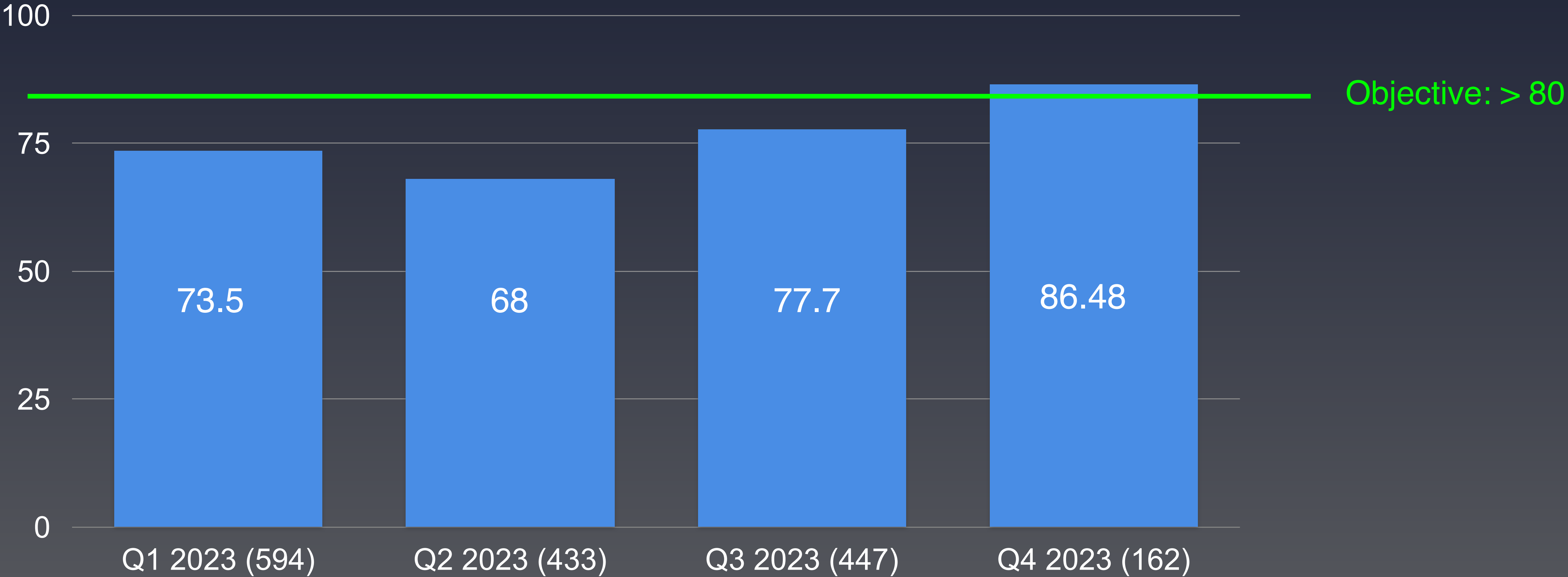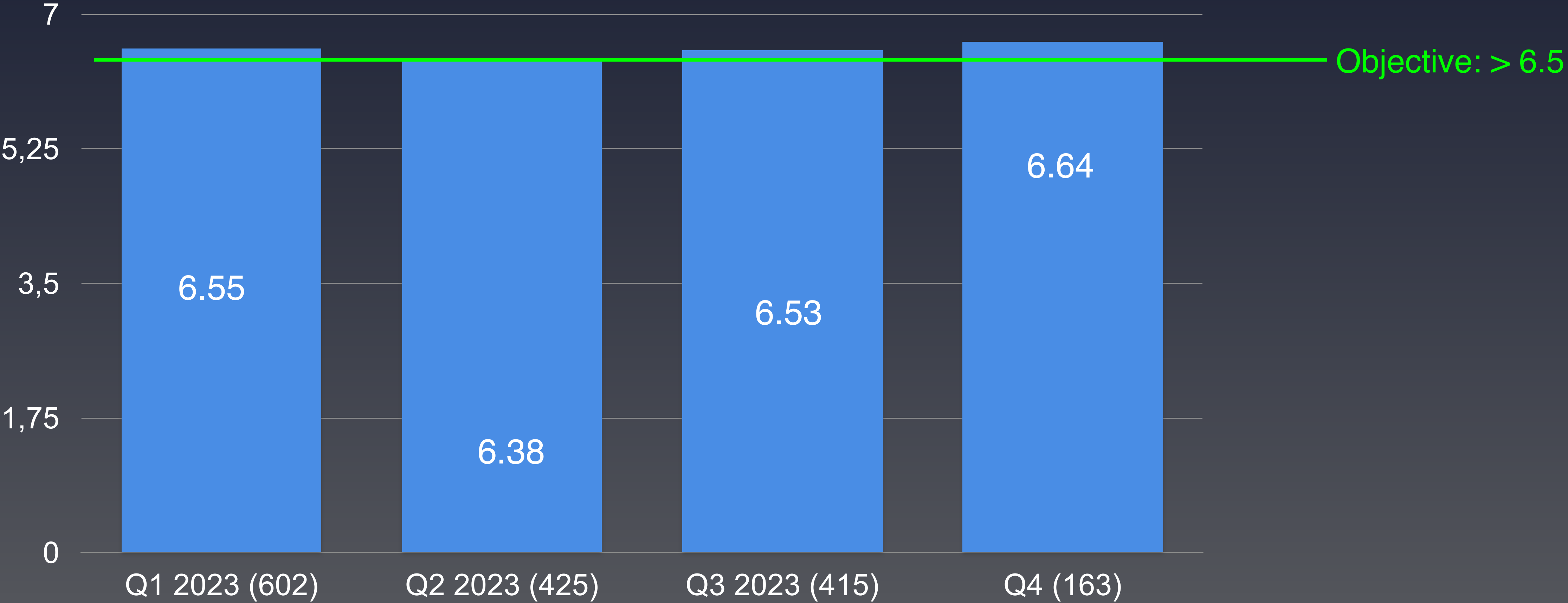
Service Levels

World Class

Net Promoter Score (NPS)

Customer Effort Score (CES)

Ticket Response Times

Net Promoter Score

Chart showing Net Promoter Score by quarter. Y-axis from 0 to 100 with gridlines at 25, 50, 75, 100. Green horizontal line labeled "Objective: > 80".

- Q1 2023 (594): 73.5
- Q2 2023 (433): 68
- Q3 2023 (447): 77.7
- Q4 2023 (162): 86.48

James Kennedy I RIPE 87 I 29 November 2023

Customer Effort Score

One Business Day Ticket Responses %

	2023
Average for the year	99.3%
Minimum	98 %
Maximum	100 %
Total Tickets	34,146

Registry Accuracy
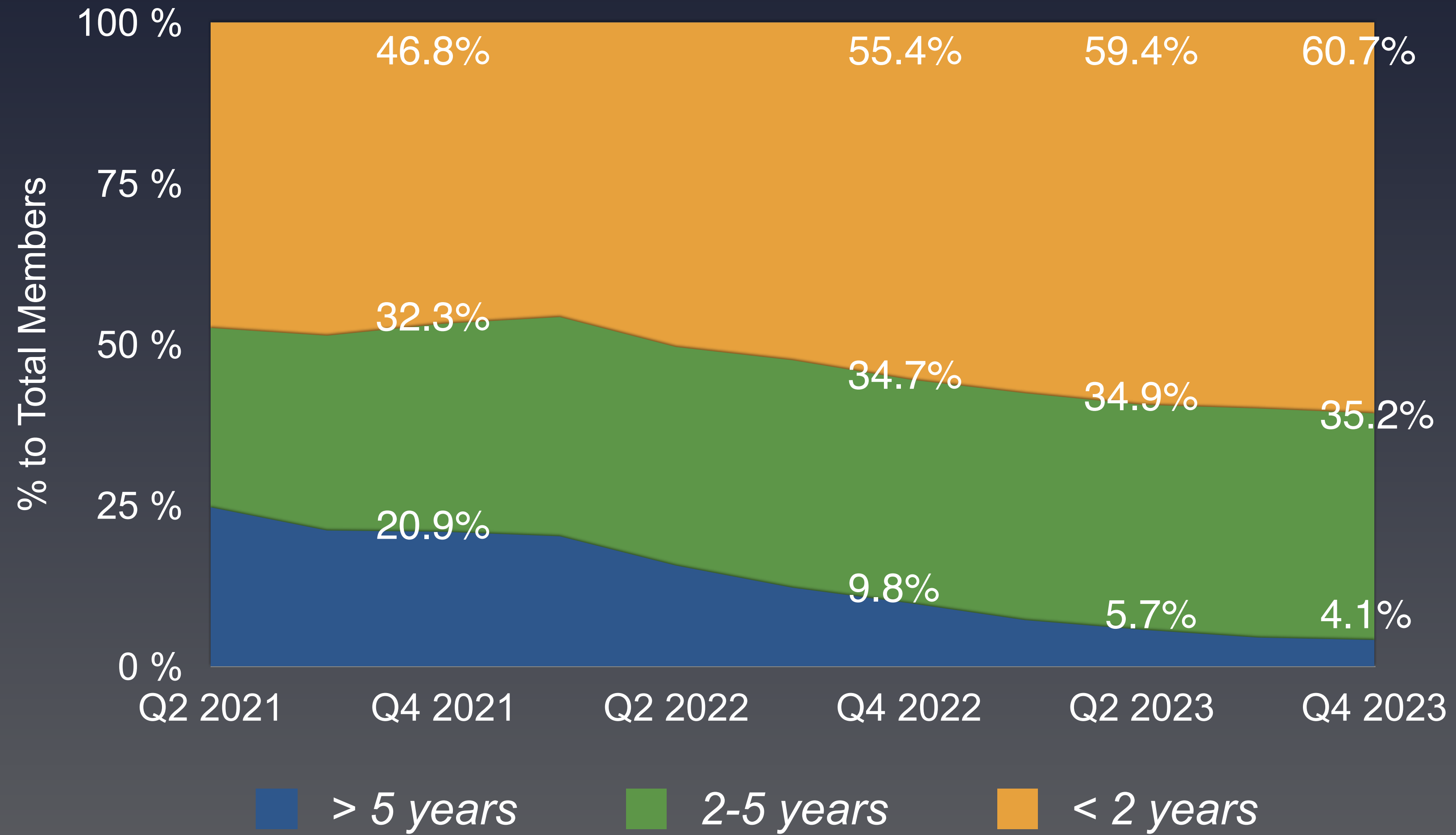
Registry Accuracy

Verify all members every five years

Verify all End Users every five years

Complete 2,400 ARCs annually
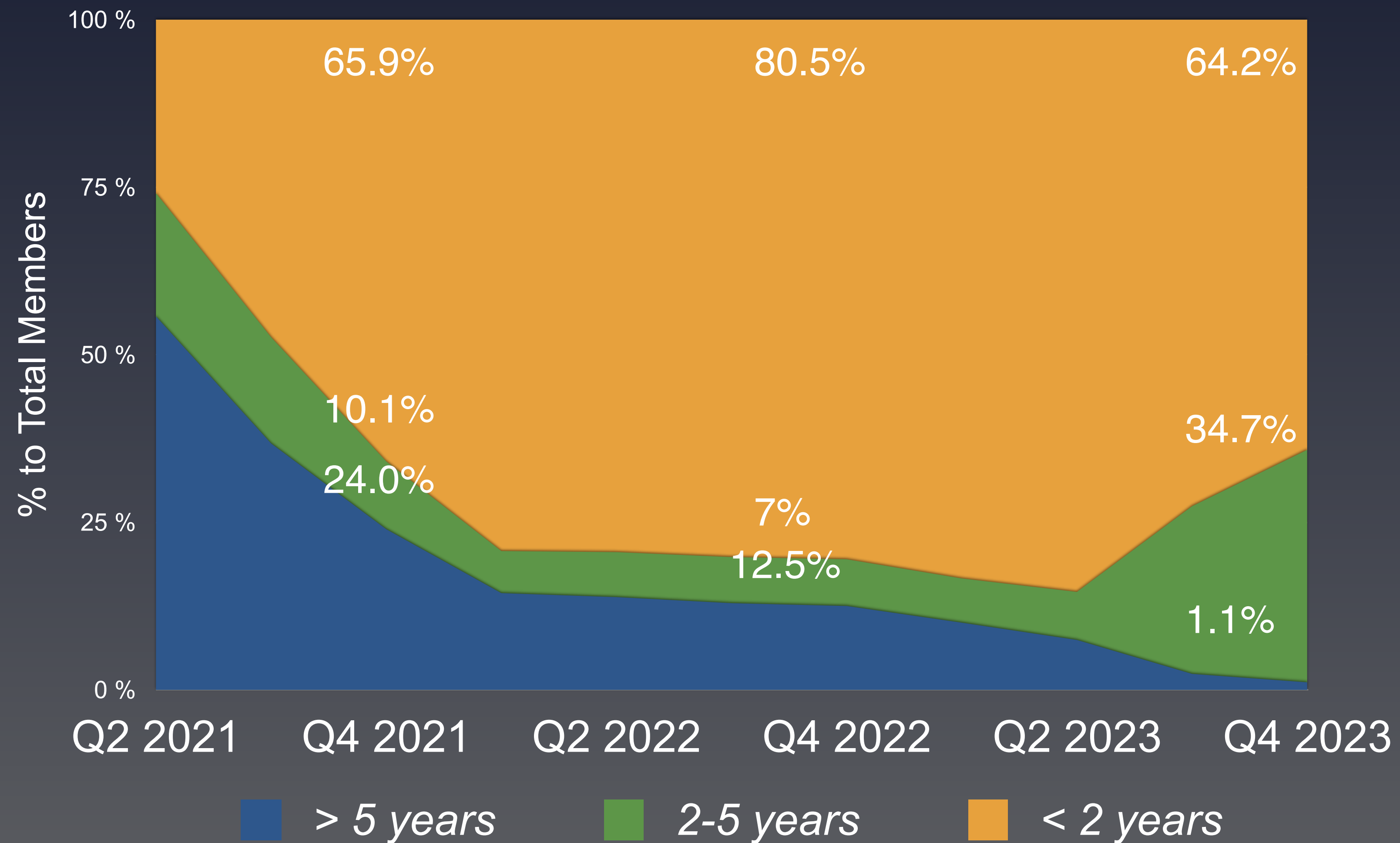
Verifying Registry Information

- Member and End User information verified against an official source

  - Legal company name and address, registration number and status

  - Member info monitored with Dun & Bradstreet

- Last verified date metric

  - Verifications timestamped

  - Results aggregated into three categories

    ‣ Verified < 2 years ago
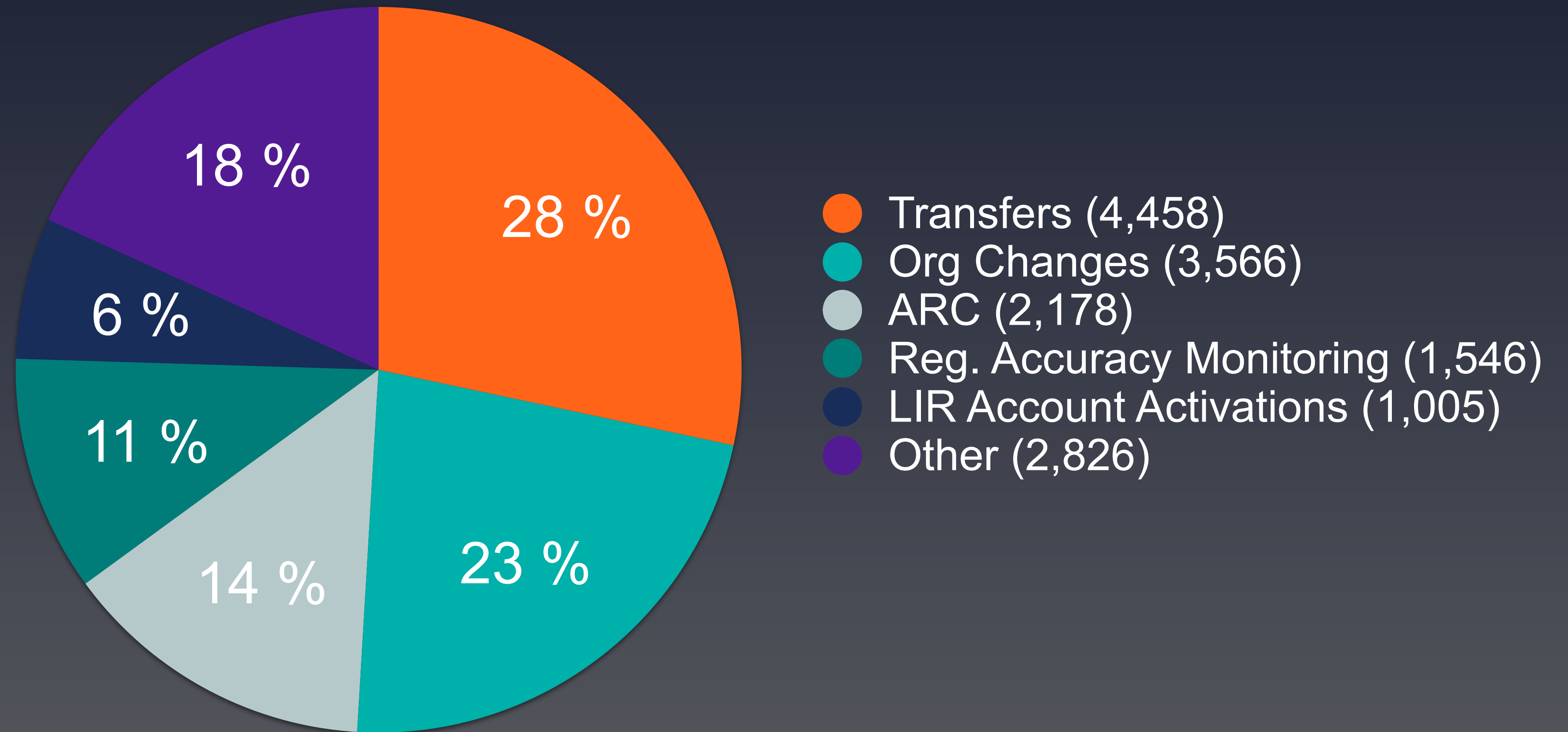
    ‣ Verified 2-5 years ago

    ‣ Verified > 5 years ago

Members Last Verification Date

End Users Last Verified Date

Members Verification Reasons

- Transfers (4,458)
- Org Changes (3,566)
- ARC (2,178)
- Reg. Accuracy Monitoring (1,546)
- LIR Account Activations (1,005)
- Other (2,826)

28 %
18 %
6 %
11 %
14 %
23 %

2023 total (to date) = 13,857

End Users Verification Reasons

Legend:
- PI Assignment (1,537)
- Org Changes (870)
- Sponsorship Change (720)
- Transfers (608)
- ARC (192)
- Other (3,090)

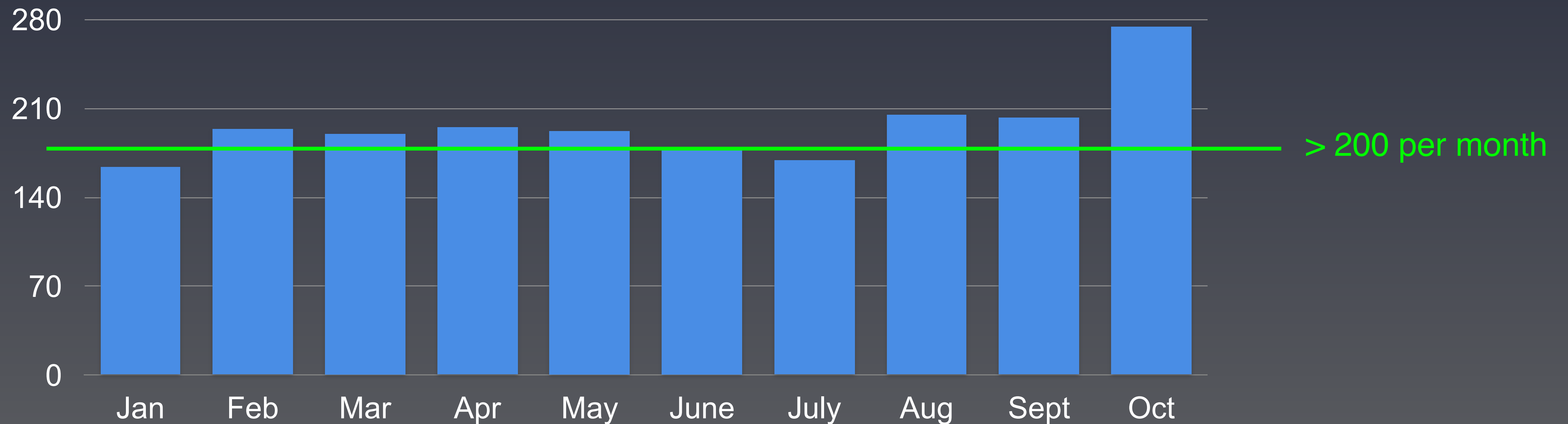Pie chart values: 22 %, 12 %, 10 %, 9 %, 3 %, 44 %
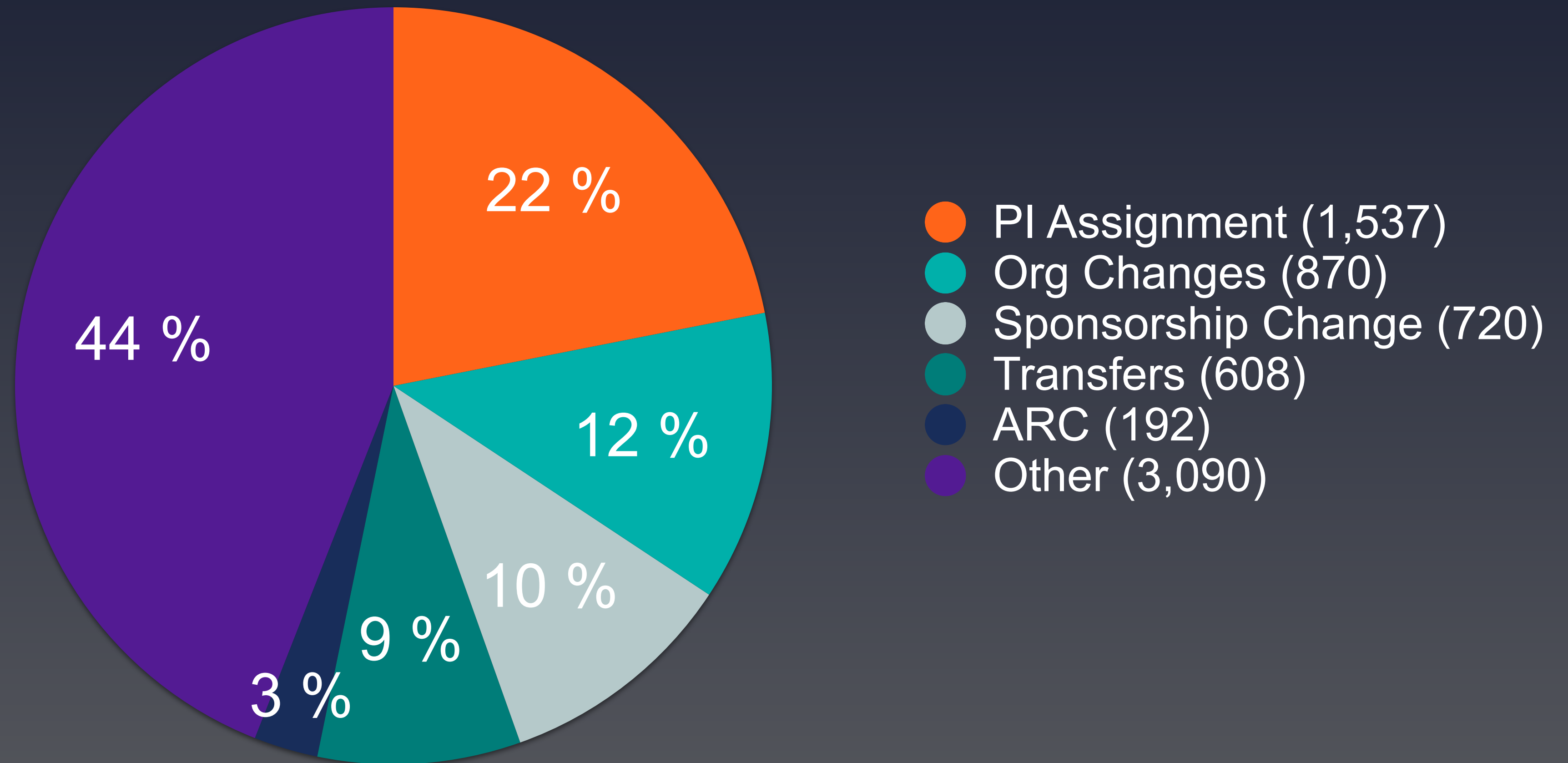
2023 total (to date) = 7,017

ARCs

- Help members keep Registry data accurate and correct

  - Target members with oldest verification dates

- Total completed (Jan-Oct) = 1,965

> 200 per month

Other Updates

Sanctions Compliance

- Screening for EU and OFAC sanctions

  - All current members and End Users screened and monitored

  - Alerted when members and End Users are sanctioned - resources are frozen until matter is clarified

  - Sanctioned entities prevented from registering new resources and existing resources are frozen

- Each case individually investigated

  - A lot of manual checks, especially for indirect sanctions

  - Considerable effort for the Registry and Legal teams

- Quarterly Sanctions Transparency Report

External Audit

- Independent external review of the Registry every two years

- Assess integrity Registry procedures and data

- Implementation plan to follow findings

Operational Efficiency

- Positive feedback in RIPE NCC Survey

- Improvement suggestions

  - Consistency, personalise responses

  - Continuous improvement

- €200k cost cut in 2024 budget

  - Software licences reduced

  - Compliance tooling optimised

  - Consultancy cutbacks

  - Less travel

Brokers List and IPv4 Transfer Listing Service

- RIPE NCC Executive Board <u>resolved</u> to decommission both services

- Brokers List

  - Not achieving what we set out to do and high resource cost to maintain

- IPv4 Transfer Listing Service

  - Intended to give members more control over transfers and provide more transparency

  - Software past its end of life and needed a full rewrite but no resources are available

- Community consultation planned early 2024 on RIPE NCC's role wrt IPv4 market

Summary

Registry Update Summary

- Service reaching world class levels

- Registry Accuracy increasingly closer to our targets

- Enhancing operational efficiency and sanctions compliance

- Brokers List and IPv4 Transfer Listing Service being retired

  - Community consultation planned early 2024

- Thank you to the Registry team for your tremendous work!

Questions