

Membership Survey 2005

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Overview

- History of RIPE NCC Membership Surveys
- RIPE NCC Membership Survey 2005
 - Preparation
 - Stats
- The Results
 - Improvements & Actions / Support



History

- First Membership Survey held in 1999
 - Conducted ‘in-house’ by RIPE NCC
- Second Membership + Stakeholder Survey 2002
 - Conducted by KPMG (29 Aug.-31 Oct. 2002)
 - Goal:
 - View on current and future services
 - 259 respondents, 19 countries
 - Actions spread across 2003, 2004 & 2005
 - Changes in Services, Service Delivery and Related Operations

<http://www.ripe.net/membership/survey2005/results/>

2005: Preparations

- “Membership only” Survey conducted by KPMG
- Development of survey questions
 - View on current services
 - View on possible future services
 - View on priority of resource allocation
- Validation
 - 50 members selected, 31 completed replies received
 - Representative of region and size of members
 - Input carefully considered and survey modified to ‘final’ version

2005: Stats

- Survey conducted from 31 May-8 July 2005
- 279 respondents, 54 countries
- Average score for current services (Sect. I) was 5.6
 - Scoring 1 to 7 (7 = highly satisfactory, 0 = no view)
- RIPE NCC Membership Survey 2005 results
 - Summary document + report with all feedback comments
<http://www.ripe.net/membership/survey2005/results/>



2005: Improvements & Actions? (feedback received)

- Email requests not being answered in a timely manner / lost in ticketing system
- Email only contact a barrier to service
- Multi-language support + core documentation
- More Training Courses / introduce CBT / improve course material – more practical and hands-on
- RS online tools are: not known / not reliable / not user friendly
- Too much documentation – hard to follow
- Better promotion of current services portfolio
- Best practices with regards to Registration Services



2005: Statements of Support

- Training Services
- LIR Portal & various online tools - great start for self-service management
- High level of general customer support
- RIPE DB speed of handling updates and queries
- Outreach activities highly supported, members believe the RIPE NCC represents LIRs interests well
- Much support for RIPE NCC collecting operational information on the Internet
- *“Stay as you are and keep improving. After all I have the humble impression that RIPE NCC is the fairest and way coolest RIR this world has. ;-)”*



<http://www.ripe.net/presentations>