



RIPE NCC

RIPE NETWORK COORDINATION CENTRE

RIPE NCC Survey 2023

Fergal Cunningham
Head of Membership Engagement
RIPE NCC

RIPE NCC Services Working Group | 24 May 2023

RIPE NCC Survey 2023



- We have many feedback mechanisms, but this recurring survey has the widest reach, the biggest engagement and the clearest input that we can work with
- The goal of the survey is to find out from members and the community:
 - How can we best meet your needs?
 - What direction should the RIPE NCC take in the coming years?
 - What are the important issues you face that we need to be aware of?

RIPE NCC Survey History



- The 2019 Survey received 4,131 completed responses from over 100 countries
- 36 key findings were identified as a result of the survey
 - All findings were investigated and acted upon
 - The actions taken were all documented and published

<https://www.ripe.net/participate/member-support/surveys/ripe-ncc-survey-2019/key-findings-and-proposed-actions>

Independent Analysis

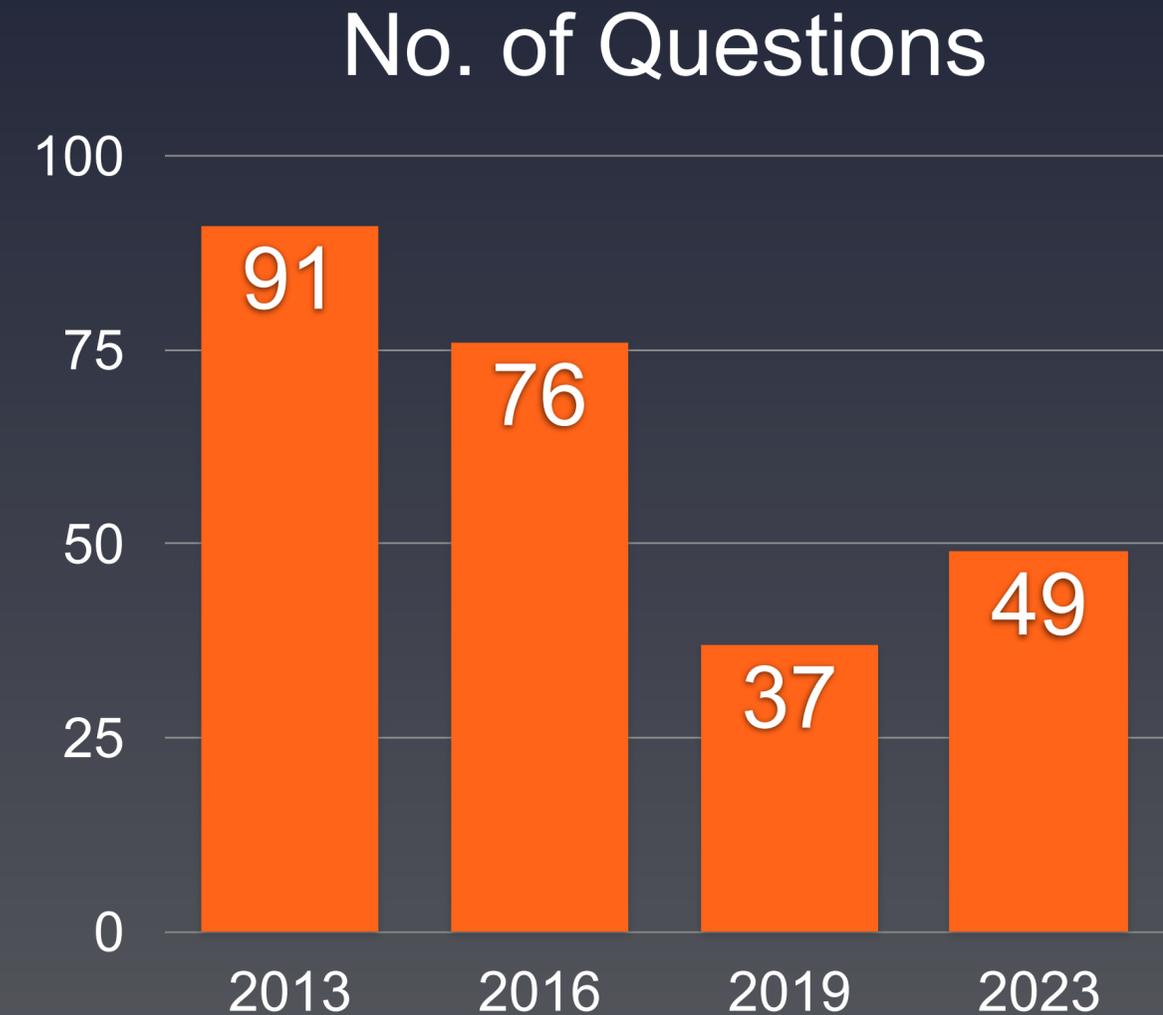


- The 2023 survey will be carried out by Survey Matters
 - To ensure anonymity for respondents
 - To guarantee independent analysis of results
- About Survey Matters
 - They conducted our 2019 survey and APNIC's last three surveys
 - They have industry knowledge and experience
 - They specialise in doing surveys for membership organisations
 - They are well-versed in the topics we are covering in 2023



The Questions

- The survey still has a reasonable number of questions
- You don't need to answer all questions
- Free-text questions are available throughout to elaborate and add information
- Can take as little as 15 minutes, more if you want to elaborate



The Questions



- The survey covers a wide range of topics:
 - RIPE NCC governance issues
 - Service delivery
 - Value for money
 - Our engagement efforts
 - The technologies we use
 - RPKI
 - IPv6
 - Security
 - The challenges you face

RIPE NCC Survey 2023 - Languages



- In 2019, roughly half of all responses were provided in languages other than English
- This year, we will also provide survey translation
 - English
 - French
 - Spanish
 - Arabic
 - Farsi
 - Turkish
 - Russian
 - Polish
 - Italian
 - Ukrainian

As Always...



- We will report back on the findings of the survey
- Results will be published in an anonymised fashion
- Survey Matters will deliver an independent, detailed report
- We will present the results at RIPE 87
- We will make sure all findings are investigated and acted upon
- Feedback will plug into our Activity Plan and Budget
- The results of our work will be reported back to you

We Need Your Help



- The survey is open to everyone
- More than one person per organisation can answer
- We want to encourage as wide a range of participation as possible
- Please share the link with your contacts and networks!
- Forward the mails, share the posts, retweet the tweets, tell your colleagues, inform your NOG communities - anything you can do will be a huge help!

Taking Part, Winning Prizes!



- The survey is already open!
- It will stay open until the end of June
- We're giving away prizes every week during the survey
 - Range of different prizes, including a trip to RIPE 87, or you can choose to donate to charity
- The earlier you complete the survey, the more chances you have to win!



In a Nutshell...



www.ripe.net/survey

Available now



Questions



survey@ripe.net