RIPE NCC

RIPE Network Coordination Centre

RIPE NCC Registration Services Report

Mirjam Kühne

Overview

- Personnel Developments
- Workload
- Activities & Plans

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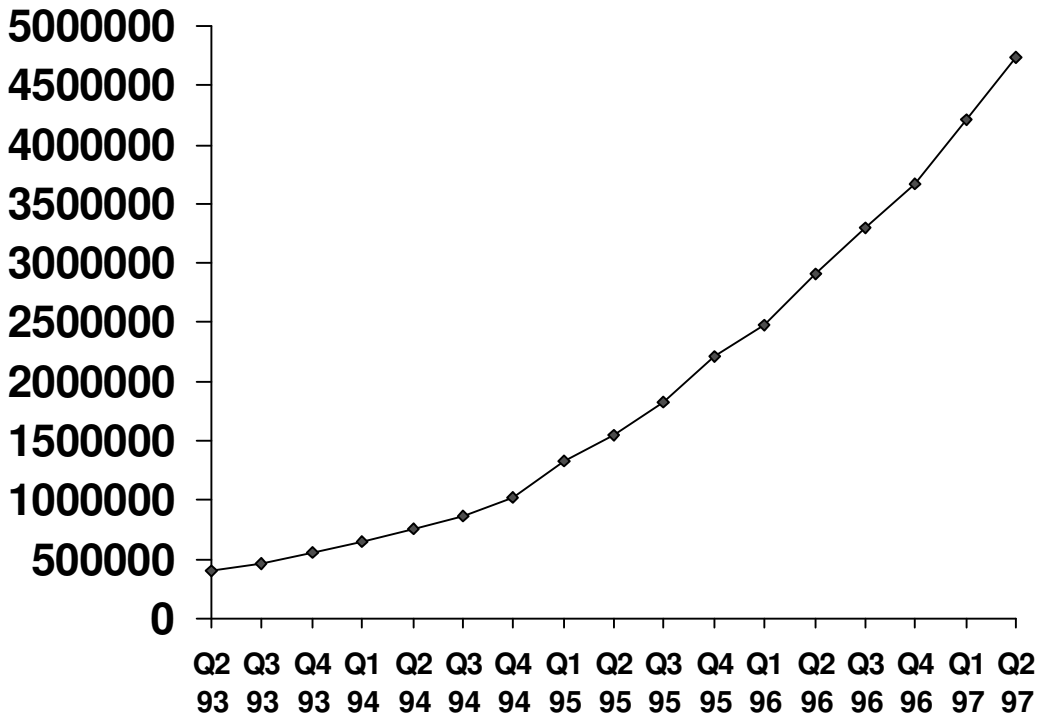
EU Internet Growth

RIPE DNS Hostcount per Quarter

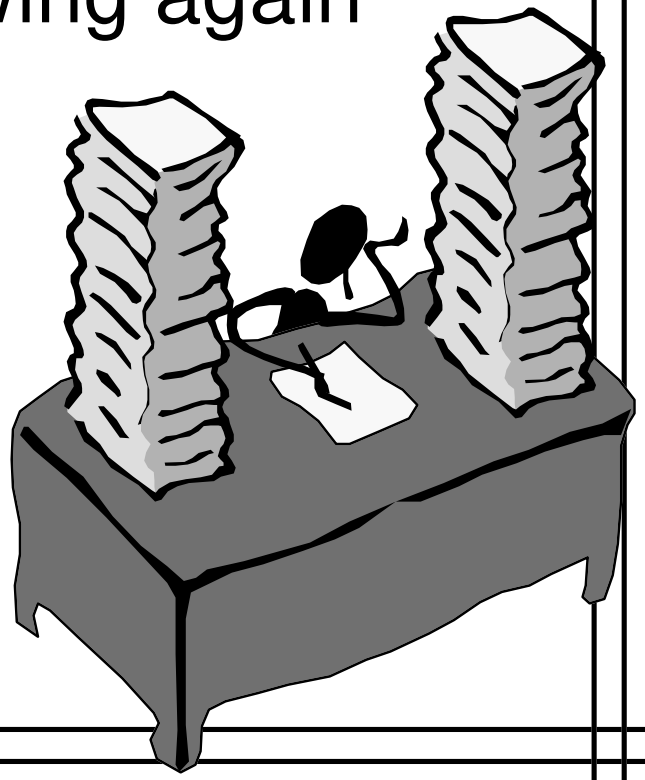


Staffing Developments

- Two more hostmasters started
  - Julia Edwards from the US
  - Sabrina Waschke from Germany
- Total staff now
  - 11 full time staff
  - 1 part time staff

Workload

- Response time usually 1 day
- But wait queue growing again



Automation

- Reverse Delegation fully automated
- Ticketing System improved
  - performance
  - functionality
- Web Interface for ticket status

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Auditing & Monitoring

- Monitoring in daily work
  - database accuracy
  - complete documentation available
  - compliant with policies
- Proactive Audits
  - LIRs we have little contact with
- Audits on request

Auditing & Monitoring

- Most LIRs follow guidelines
- Main problem:
  - DB accuracy & consistency
- DB consistency project
- RIPE document in preparation

Internal Quality Assurance

- Internal Procedures documented
- Structured staff training
- Monitoring internal databases

LIR Training Courses

- May: Dublin
- June: Birmingham
- July: Lyon
- August: Munich
- August: Copenhagen
- September: Amsterdam

'No-Show' Policy

- New LIRs get priority first year
- 'Local' LIR get priority
- 2 places per LIR
- After used no priority anymore
  - either attended or not shown up

Plans & Promises

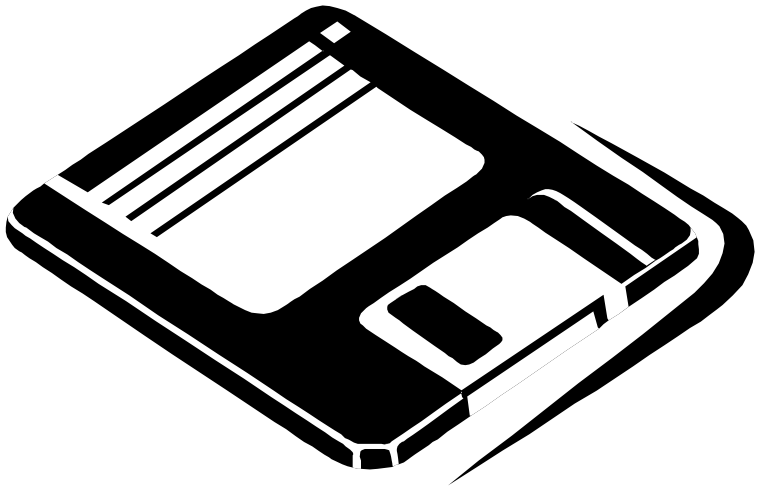
- Continue Quality Activities
  - more resources added
- Work Flow Management
- Further Automation of Internal Procedures

Next LIR Courses

- October: Paris
- October: London
- November: Berlin
- November: Prague
- December: Rome

Slides will be available

- ftp://ftp.ripe.net/ripe/presentations/ripe-m28-mir-RS-REPORT.ps
- http://www.ripe.net/meetings/ripe/ripe-28/pres/ncc-reg



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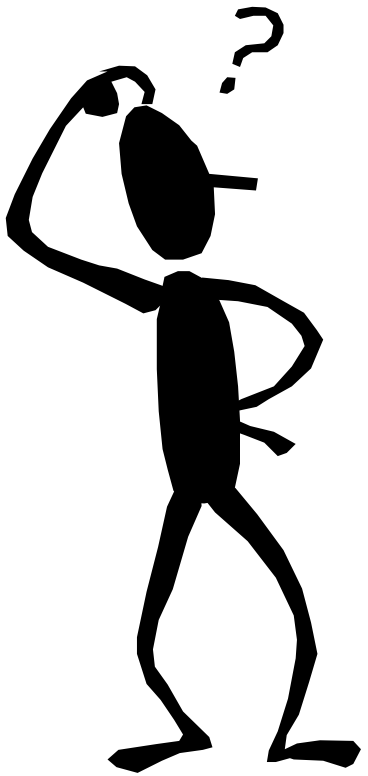
Questions?