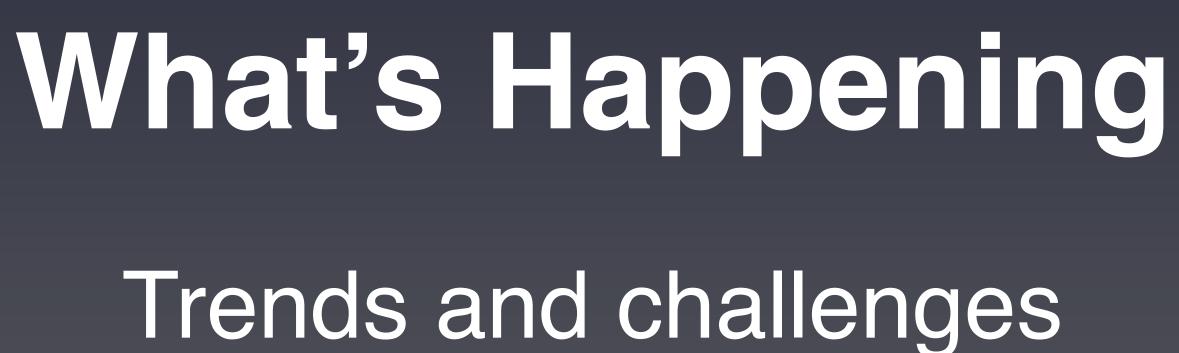




Operational Update

Felipe Victolla Silveira **Chief Operations Officer** RIPE NCC

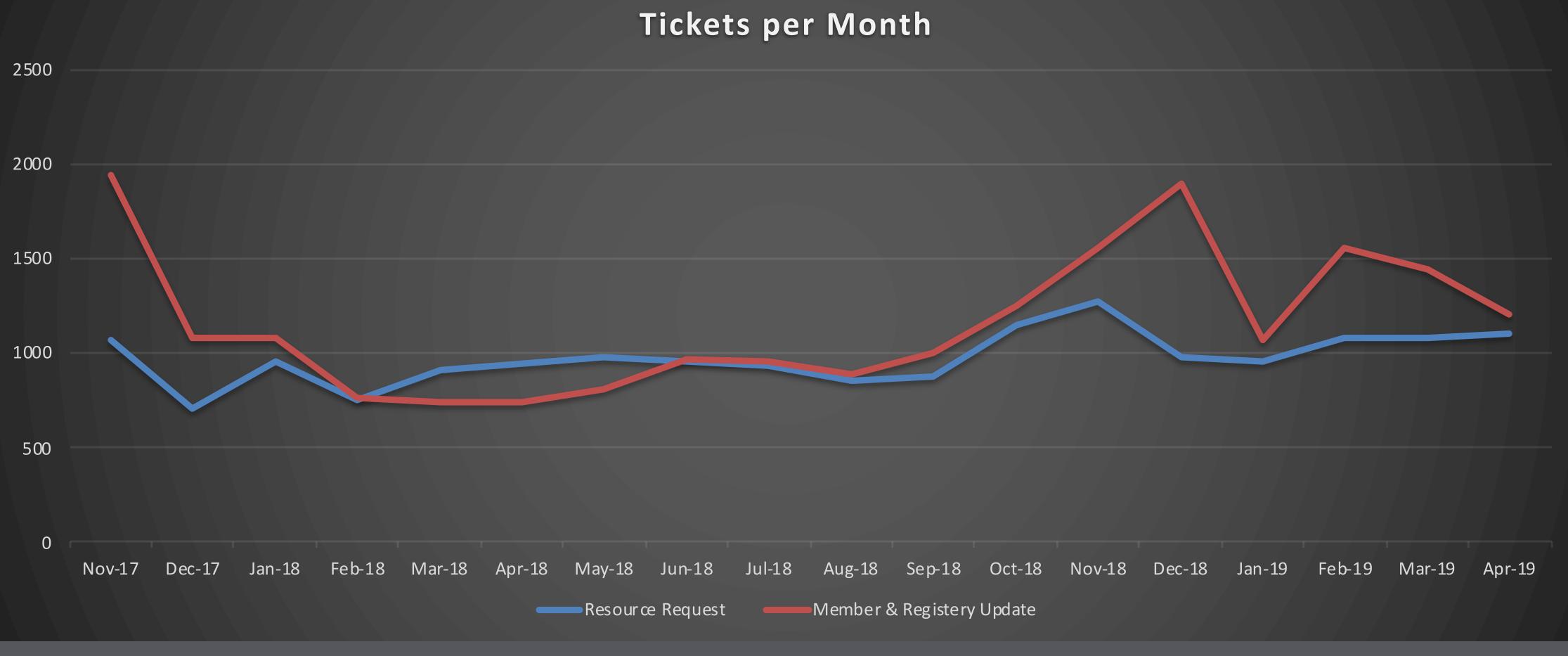
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Pv4 Exhaustion



Ticket Trends



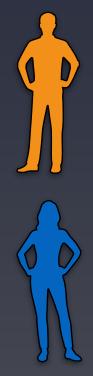
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Resource Holdership Changes

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38% Resource Holdership Change

62% Other





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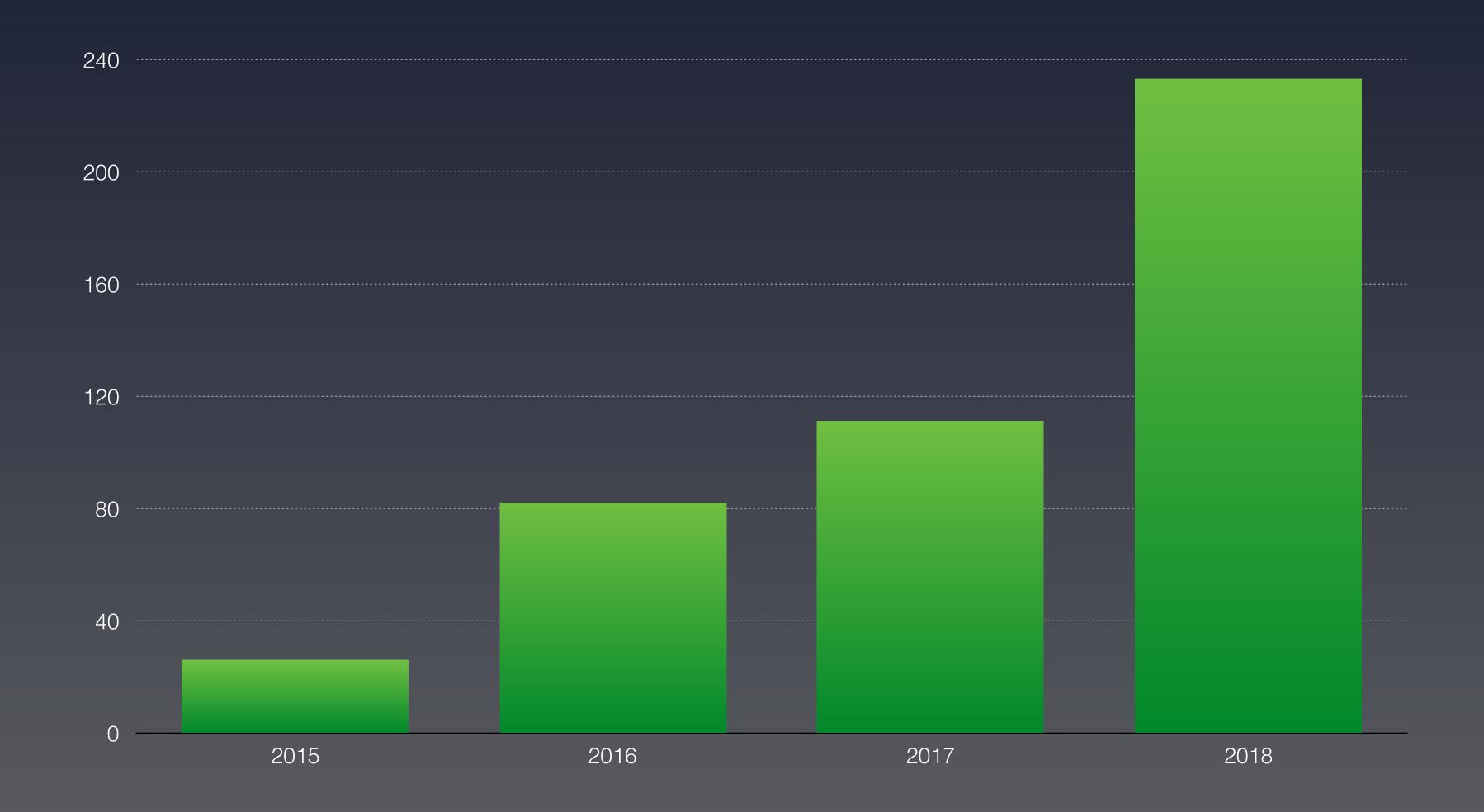
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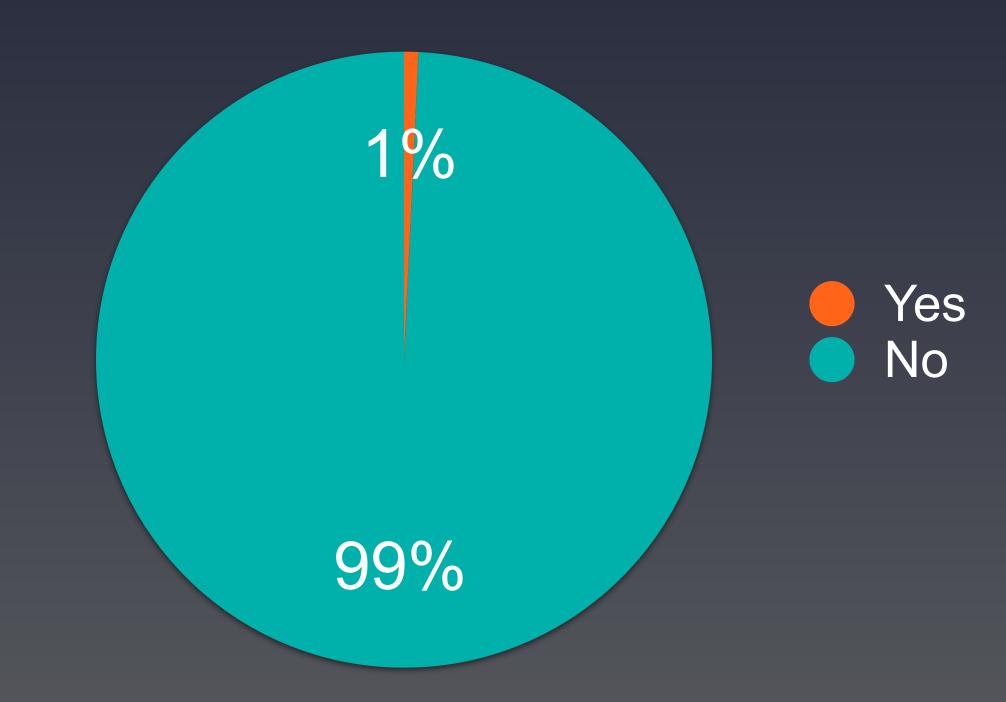
Investigations due to Misleading Information



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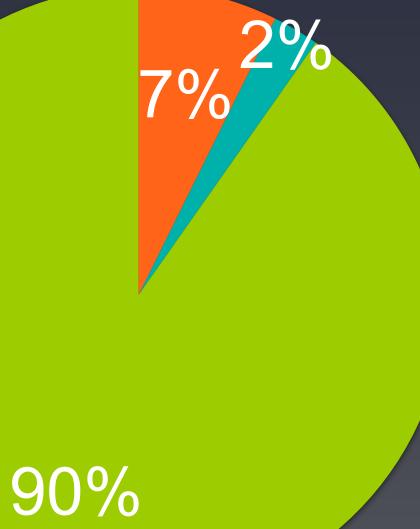
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Impact CS / RS Workload







Closures due to Misleading Information

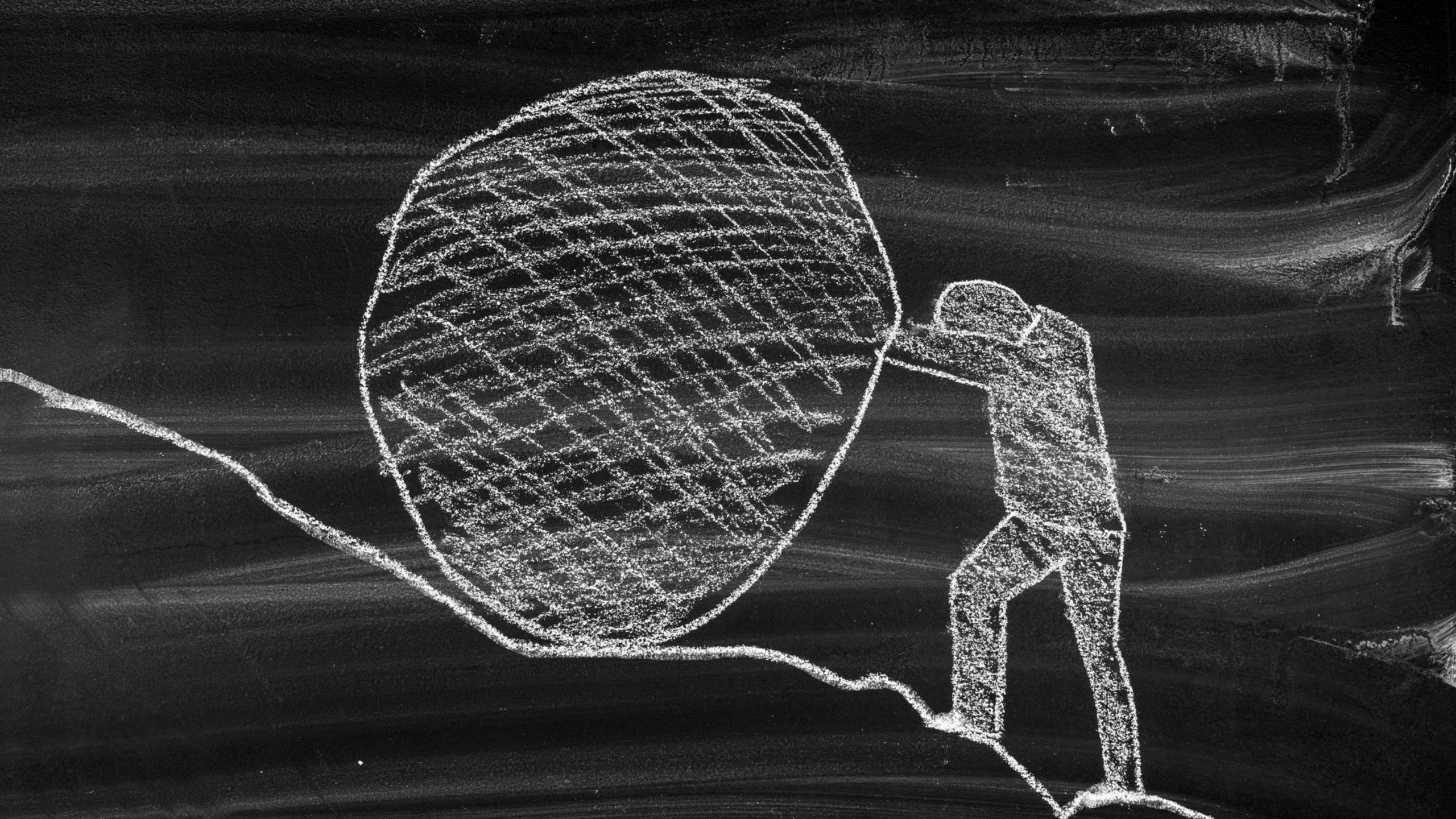
- 69 closures since 2014
- Geographically spread across the service region
- Closure of two Russian members early this year
- Concerns from the community that the RIPE NCC might close their accounts without warning due to an innocent mistake
 - Published RIPE Labs article in response: <u>https://www.ripe.net/s/Rdc7</u>
- Closing an account is a lengthy process with lots of checks and balances
- Both closed members requested arbitration against the RIPE NCC's decision, and in both cases the ruling was that we followed the procedures

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Balancing Act

Apply stronger due diligence in the right places



Trust Model Applied to Policy Transfers

- Very thorough work revising our internal procedures
- Two pilots in November 2018 and February 2019
- Adjusted model according to the findings
- New model currently in use
- Aim is to treat everyone in a consistent way

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Increasing Efficiency

Work smarter, not harder



Policy Transfers Automation

- Streamlining internal procedures
- Automating checks for transfer approvals
- Automating updates in the registry and RIPE Database
- Deployed October 2018
- Measured increase in efficiency

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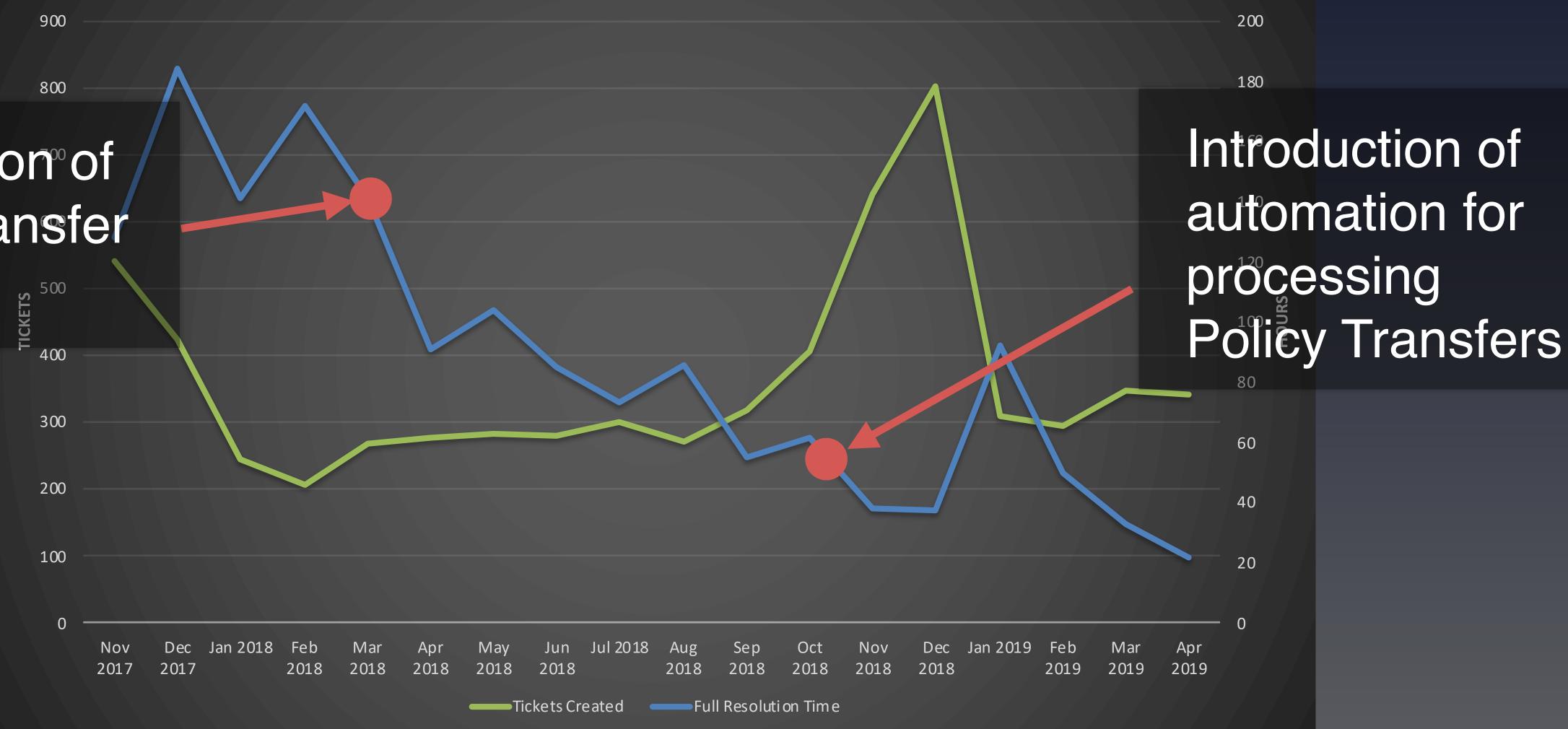






Policy Transfer Resolution Time

Introduction[®] of Policy Transfer Wizard



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licketing System

- 20 year old Ticketing System needed replacement Developing in-house vs. buying off-the-self
- Cost difference is huge
- Integration with non-hosted Document Management System to keep personal documents outside the cloud
- After extensive product selection, we settled for Zendesk

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Feedback from the Community

- Usability issues reported to our staff and discussed in the mailing lists
- Documents being shared if integration with Document Management System was not used
- Lack of functionality in the LIR Portal to see ticket history and attachments

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Ticketing System Improvements

- Manually remove the attachments to mitigate the issue
- Working on a permanent solution to automatically remove the attachments as soon as they are received
- Other usability improvements are planned for later this year

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Contribute to a secure Internet routing



RPK



RPKI Uptake



RIPE NCC Strategy on RPKI

- Maintain a focus on RPKI
- Provide a stable system that network operators can rely on
- Increase reliability in the core RPKI:
 - Expanding and replacing our Hardware Security Modules (HSMs)
 - Scaling and protecting our publication servers against potential attacks
 - Rearchitecting our application so it can run on multiple VMs in order to increase resilience

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RPKI Validator

- We commit to contributing to the ecosystem by providing Data Centre grade implementation
- Currently working on the stability issues in the RPKI Validator 3
- Look into requirements from network operators and discuss with the Board and the community what will be our next steps

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Together, let's shape the future of the Internet

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Questions ?

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