

RIPE NCC Survey 2019

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Background



- We have many feedback mechanisms, but this recurring survey has by far the widest reach and delivers the clearest input
- The goal of the surveys is to find out from members and community:
 - How can we better to meet your needs?
 - What direction should the RIPE NCC take in the coming years?
 - What are important issues in your industry/community that we need to be aware of?

RIPE NCC Survey 2016



- The 2016 survey was our biggest ever:
 - 4,344 respondents from 113 countries
- 40 key findings:
 - All were investigated and acted upon
 - The actions taken were all documented and published
- Many of the improvements made by the RIPE NCC since 2016 have come as a direct result of the survey findings

RIPE NCC Survey 2019



- In 2016, we had 13,500 members - we now have around 20,000
- In 2019, we want to hear from:
 - The 6,000 members who joined since the last survey
 - The 14,000 more established members
 - Those in the wider Internet community (from within our service region and without!)

RIPE NCC Survey 2019



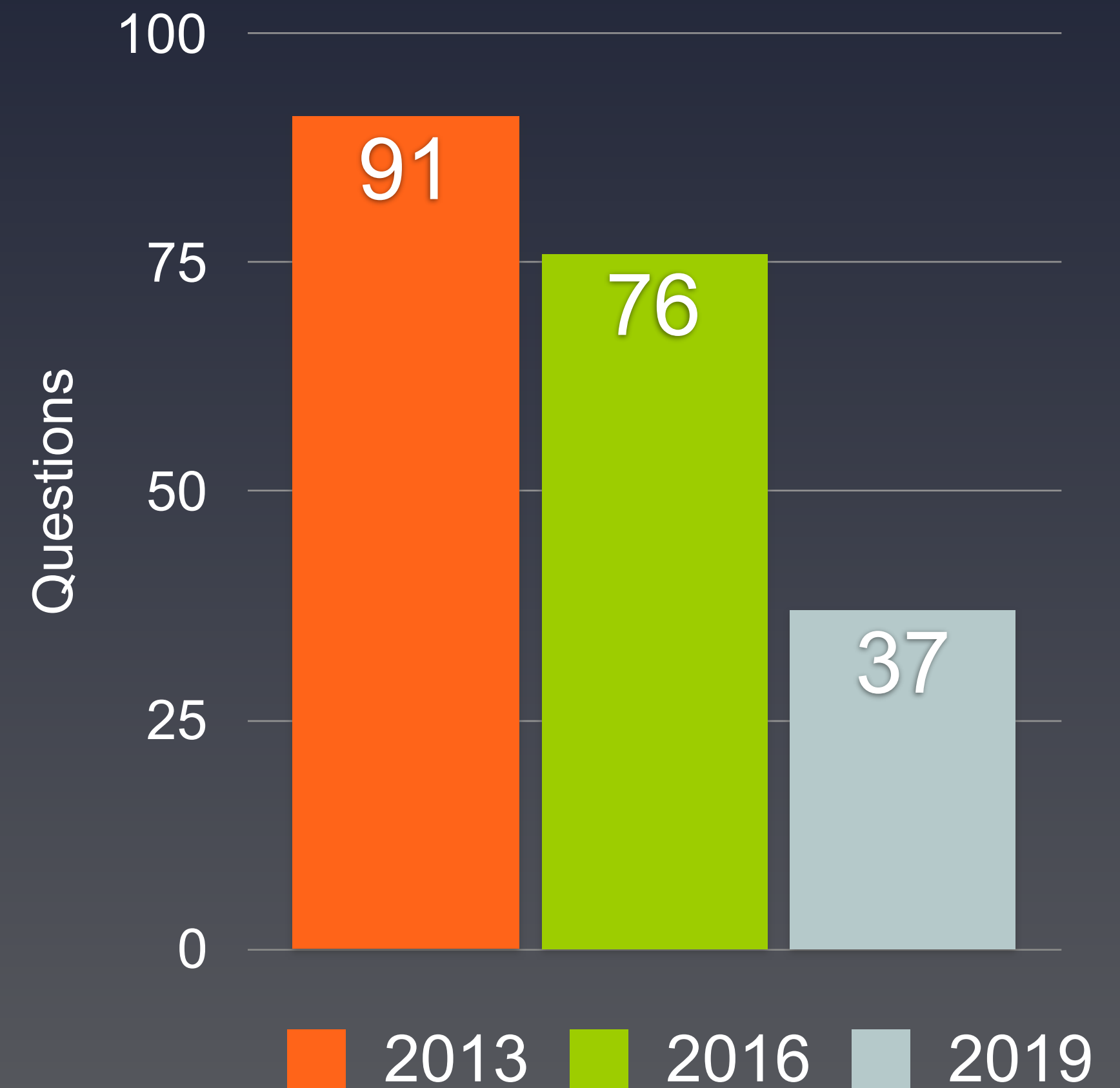
- The 2019 survey will be conducted by Survey Matters:
 - To ensure anonymity for respondents
 - To guarantee independent analysis of the results
- About Survey Matters:
 - They conducted APNIC's 2016 and 2018 surveys
 - They have industry knowledge and experience
 - They specialise in doing surveys for membership organisations
 - They worked to become GDPR compliant ahead of the survey



New in 2019 - Much Shorter Survey



- We made the survey much shorter in 2016 and we'll do that again this time
- You don't need to answer all questions
- Free-text questions if you want to elaborate
- Can take as little as 10 minutes

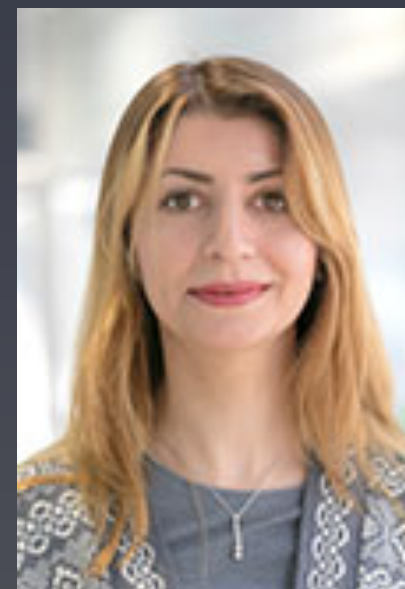
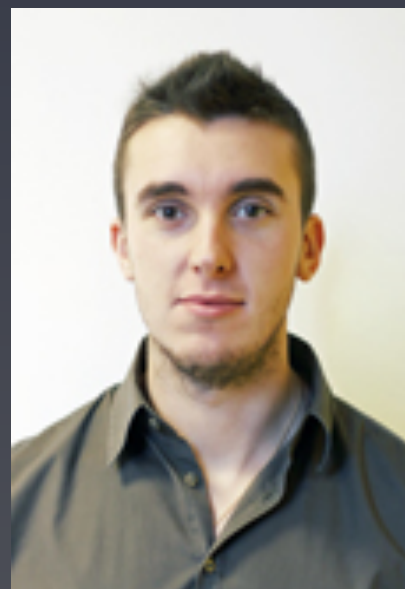


New in 2019 - Languages



- Survey Matters gave us the option to translate the survey, and we've chosen eight languages to help you to take part:
 - Arabic - French
 - Russian - Spanish
 - Farsi - Italian
 - Turkish - Polish

Gracias, شكرا جزيلًا, Спасибо, Grazie,
Merci, Dziękuję Ci, teşekkür ederim, متشكراً



Not So New But Still Important



- We will report back on the findings of the survey
- All results will be published in an anonymised fashion
- Survey Matters will analyse the results and deliver an independent, detailed report
- We will present on the findings at RIPE 79 in Rotterdam

Not So New But Still Important



- We will act on the findings of the survey
- A detailed findings document will be published on our website
- We will make sure that all findings are properly investigated and acted upon
- The results of our work here will be reported back to you

How You Can Help



- The survey is open to everyone
- More than one individual per organisation can complete the survey
- We want to encourage as wide a range of participants 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!



How to Take Part

- The survey will be launched this Friday, 24 May during the closing plenary
- It will stay open until the end of June
- We're sure you don't need extra incentive to take part, but...
- We're giving away an iPad every week during the survey
- The earlier you complete the survey, the more chances you have to win!

Please Take Part



www.ripe.net/survey

Available Friday at 11:00 UTC



Questions



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