



RIPE NCC
RIPE NETWORK COORDINATION CENTRE

RIPE NCC Survey 2016

RIPE NCC Services WG

Background



- We have a range of feedback mechanisms in place, however our surveys have the widest reach
- We conduct these large-scale surveys every three years
- The goal of these surveys is to find out from members and community:
 - How can the RIPE NCC improve to meet their needs
 - What direction the RIPE NCC should take in the coming years

RIPE NCC Survey 2013



- The 2013 survey was our biggest ever:
 - 3,600 respondents
 - 75 of 76 countries in RIPE NCC service region +39 more
- The survey resulted in 50 key findings
- We investigated these, acted on all of them and reported the actions to the community
- Many of the improvements the RIPE NCC has made in the last three years are as a direct result of the 2013 survey

RIPE NCC Survey 2016



- In May 2013, we had about 9,000 Members
- Today, we have over 13,500 Members
- We want to hear from our more established members
- And the 4,500 members who joined the RIPE NCC since the last survey
- We also want to hear from the wider Internet community

RIPE NCC Survey 2016



- The 2016 survey will be conducted by the Oxford Internet Institute (OII):
 - This ensures anonymity for respondents
 - It guarantees independent analysis of results
- Desiree Miloshevic is the representative for the OII
- For the 2016 survey, I will make three promises

Promise # 1



- *It will be a lot shorter than the last survey*
- Your opinion is valuable to us, but we realise that your time is valuable to you!
- We have reduced this survey by 40 questions
- It should take about 10-15 minutes to complete

Promise # 2



- *We will report back on the findings of the survey*
- All results will be published in an anonymised fashion
- The OII will analyse the results and deliver a detailed report
- The RIPE NCC will then present on the findings at the RIPE 73 Meeting

Promise #3



- *We will act on the findings of the survey*
- We will publish a detailed findings document
- We will ensure that all findings are properly investigated and acted upon
- We will report back on the actions that we take

RIPE NCC Survey 2016



- The survey is *open to everyone*
- More than one individual from any interested organisation is welcome to complete the survey
- We want to hear from as wide a range of respondents as possible

Please get involved



- Survey will be launched this Friday, 27 May 2016 during the closing plenary
- It will stay open until the end of June
- As an added incentive, we will give away five iPads during the course of the survey!
 - The earlier you complete the survey, the more chances you have to win!

Want to Know More?



Serge



Fergal



Desiree

Please Get Involved



www.ripe.net/survey2016



Questions



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