



RIPE NCC

RIPE NETWORK COORDINATION CENTRE

Operational Update

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Chief Operations Officer
RIPE NCC

A Constant Balancing Act



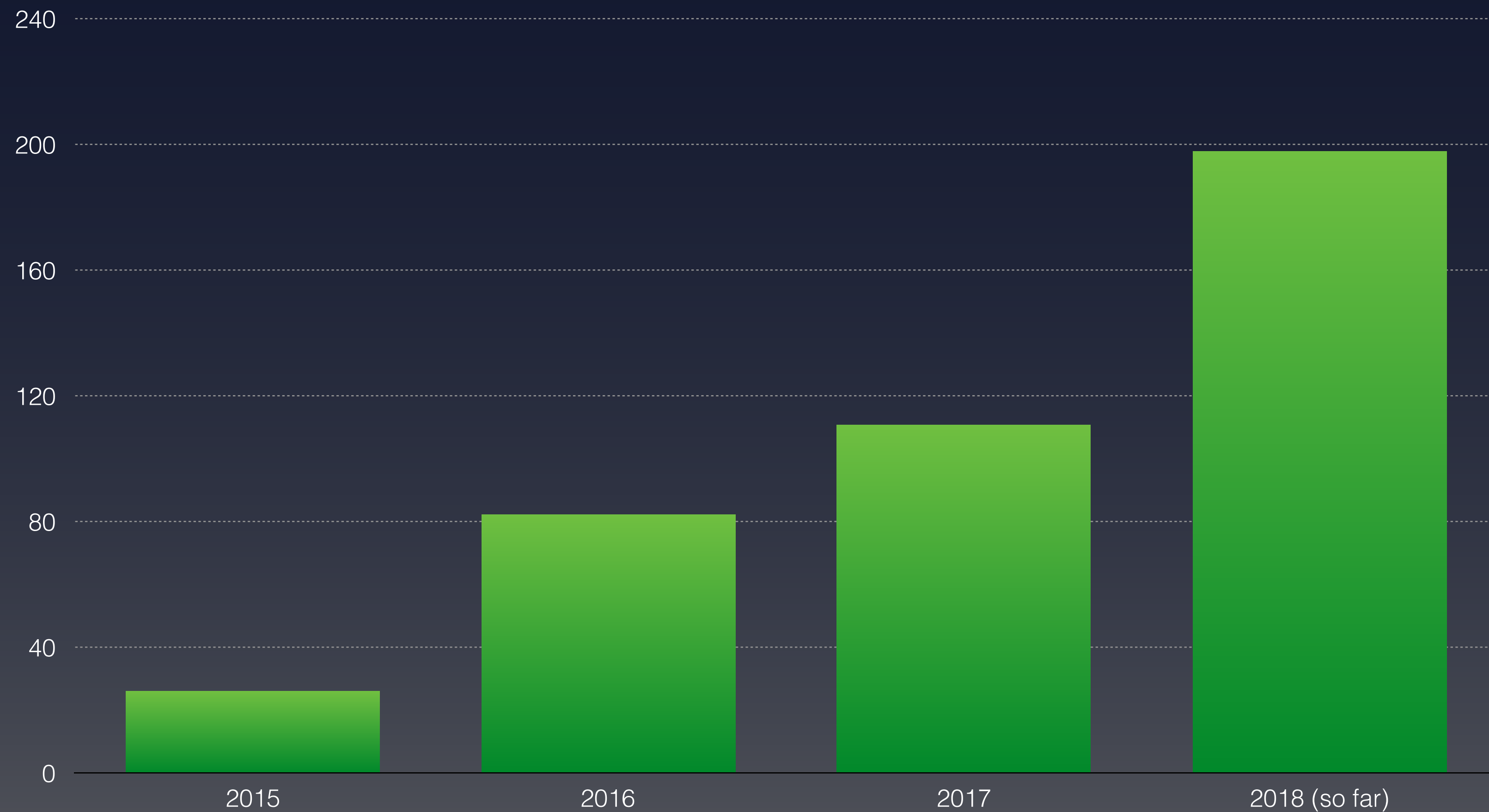


What is Happening

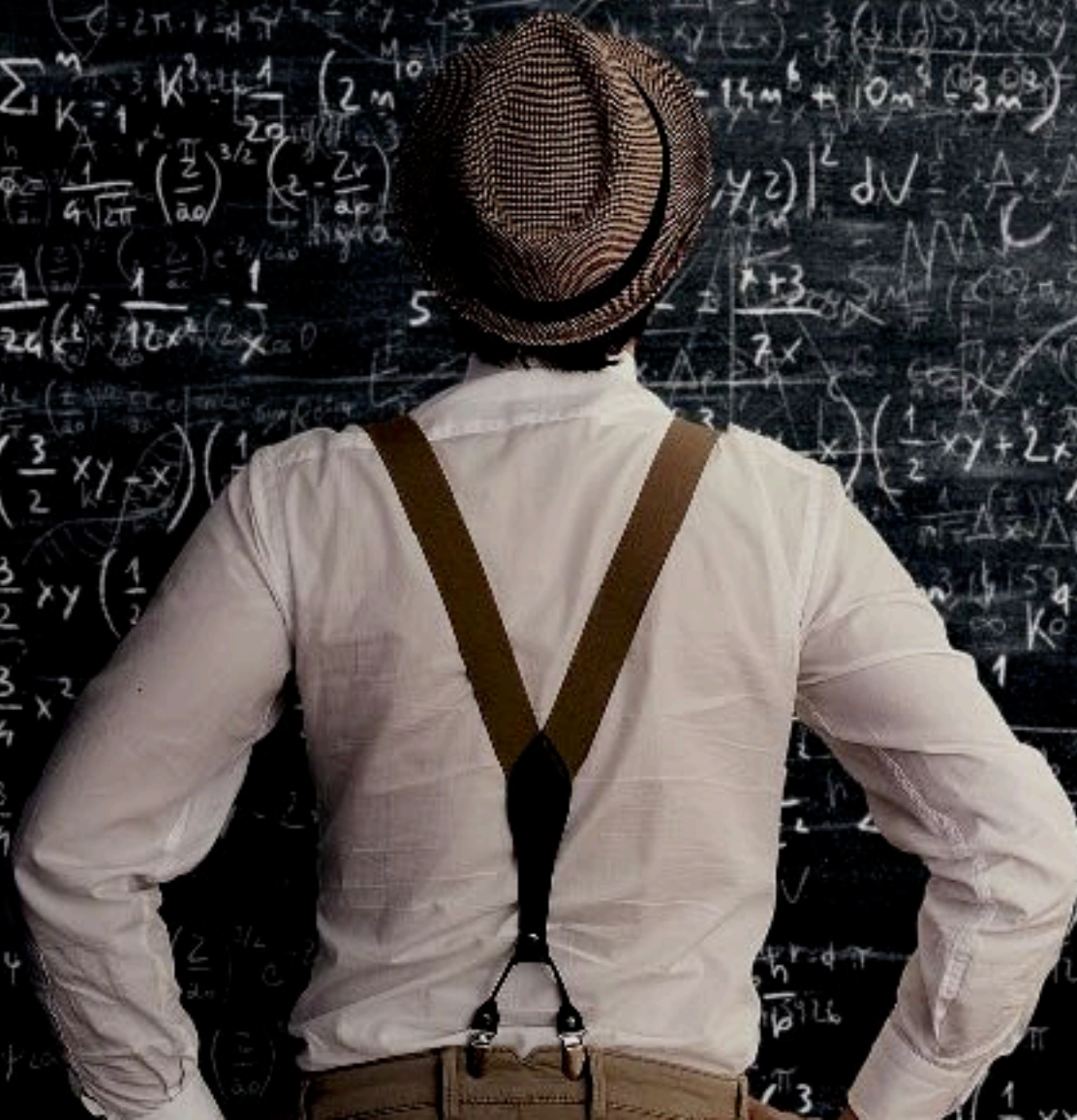
Challenges facing us



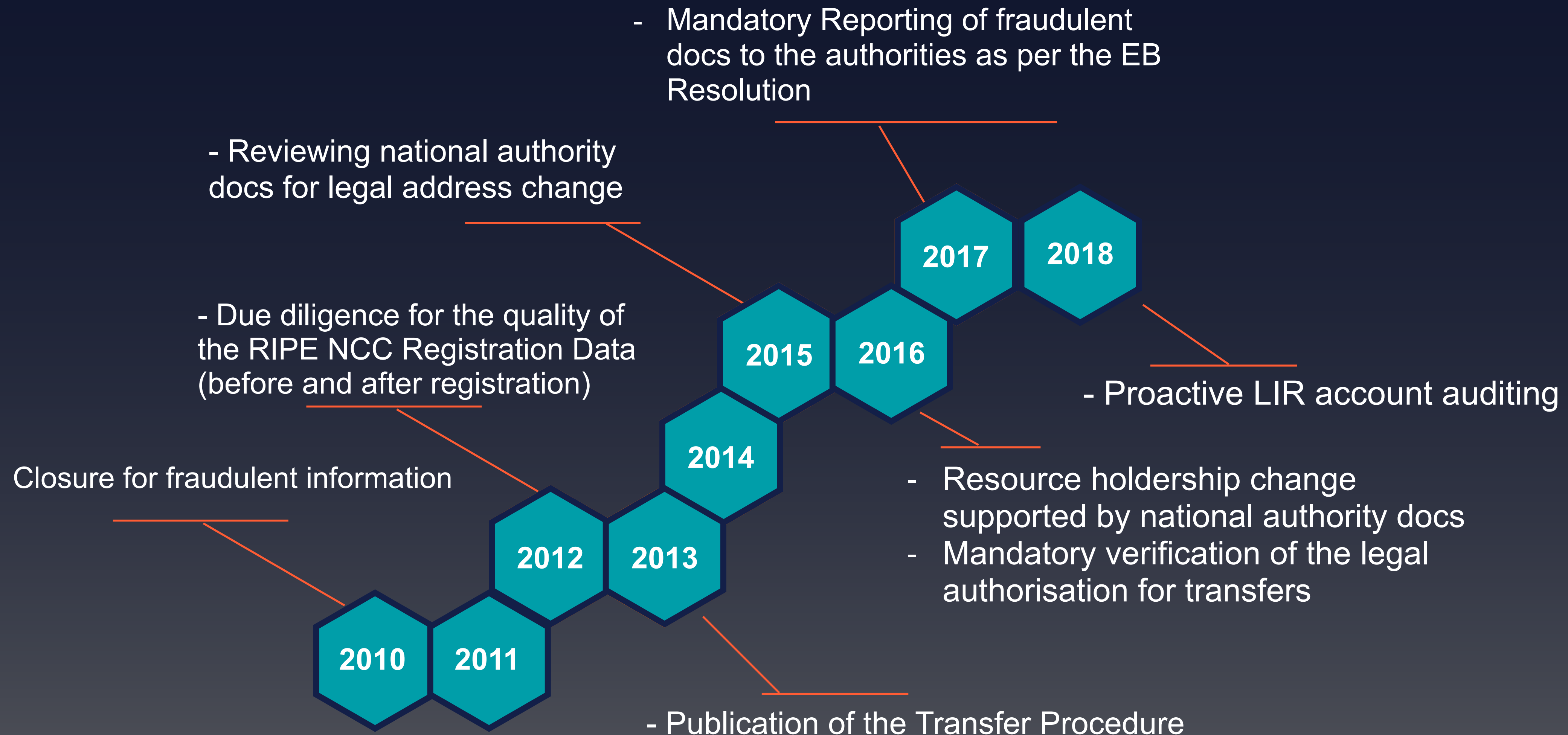
Investigations due to Misleading Information



Increased Work Complexity



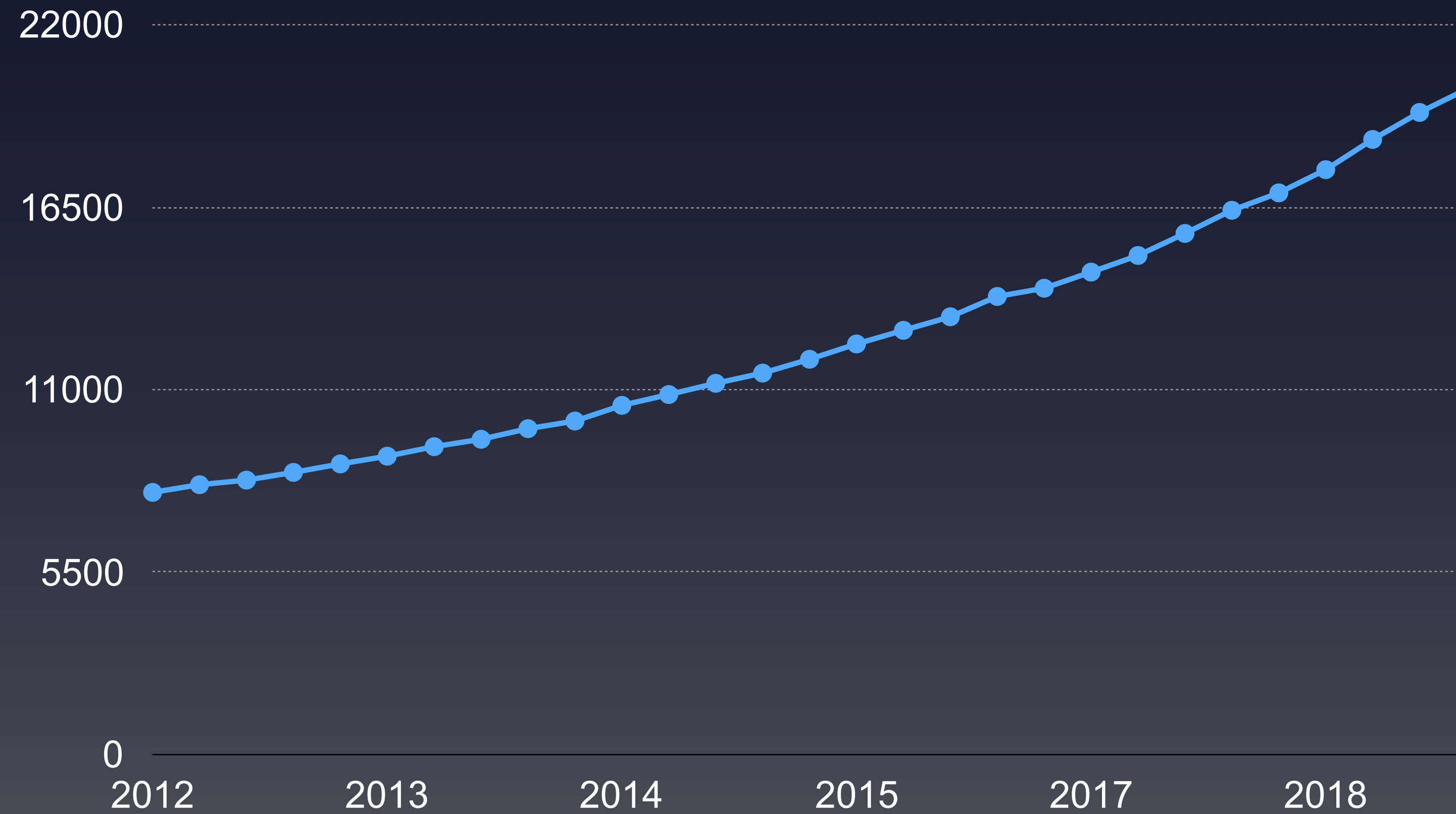
Increasingly Complex Workload



Strong Membership
Growth



Strong Growth in Number of LIR Accounts



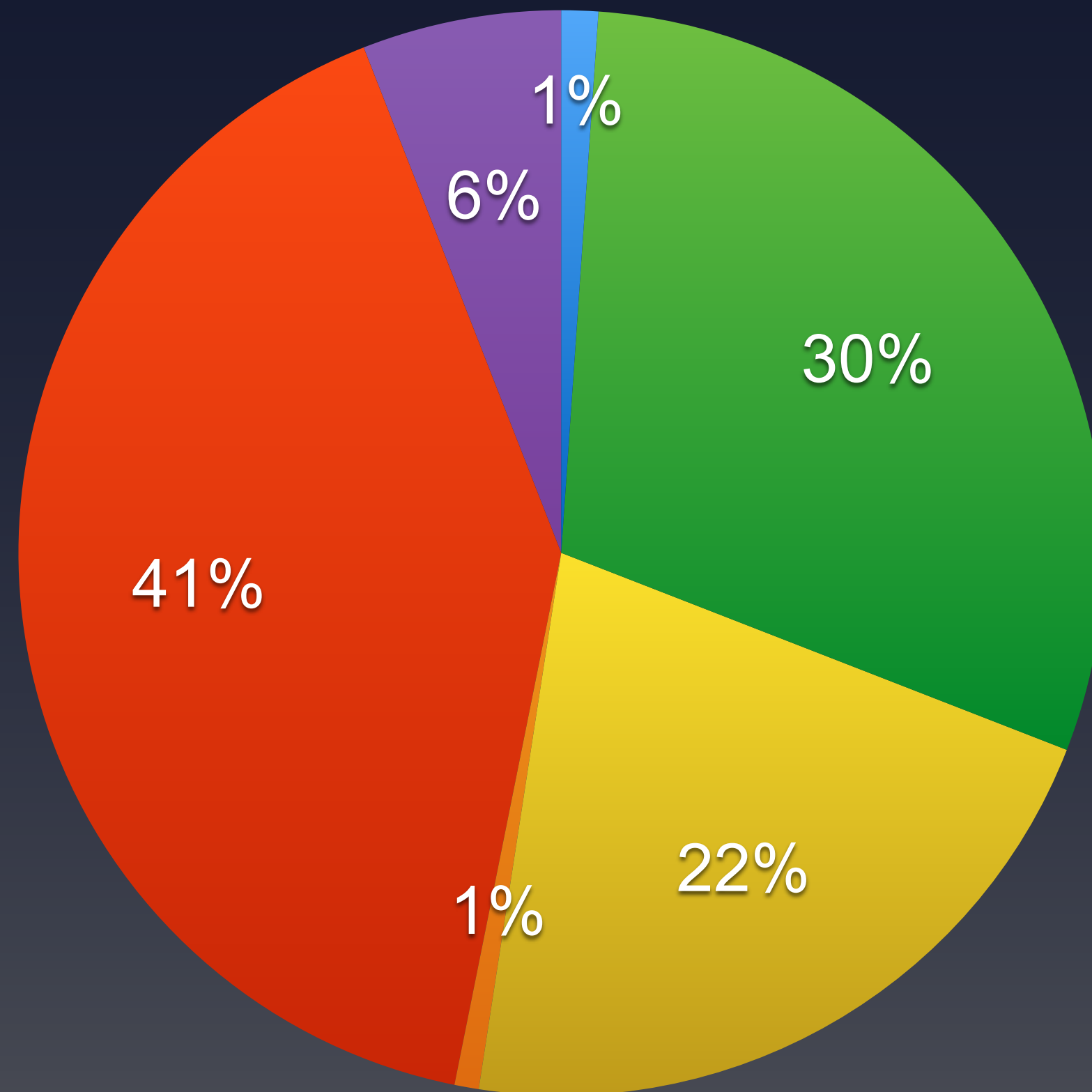
New LIR Applications



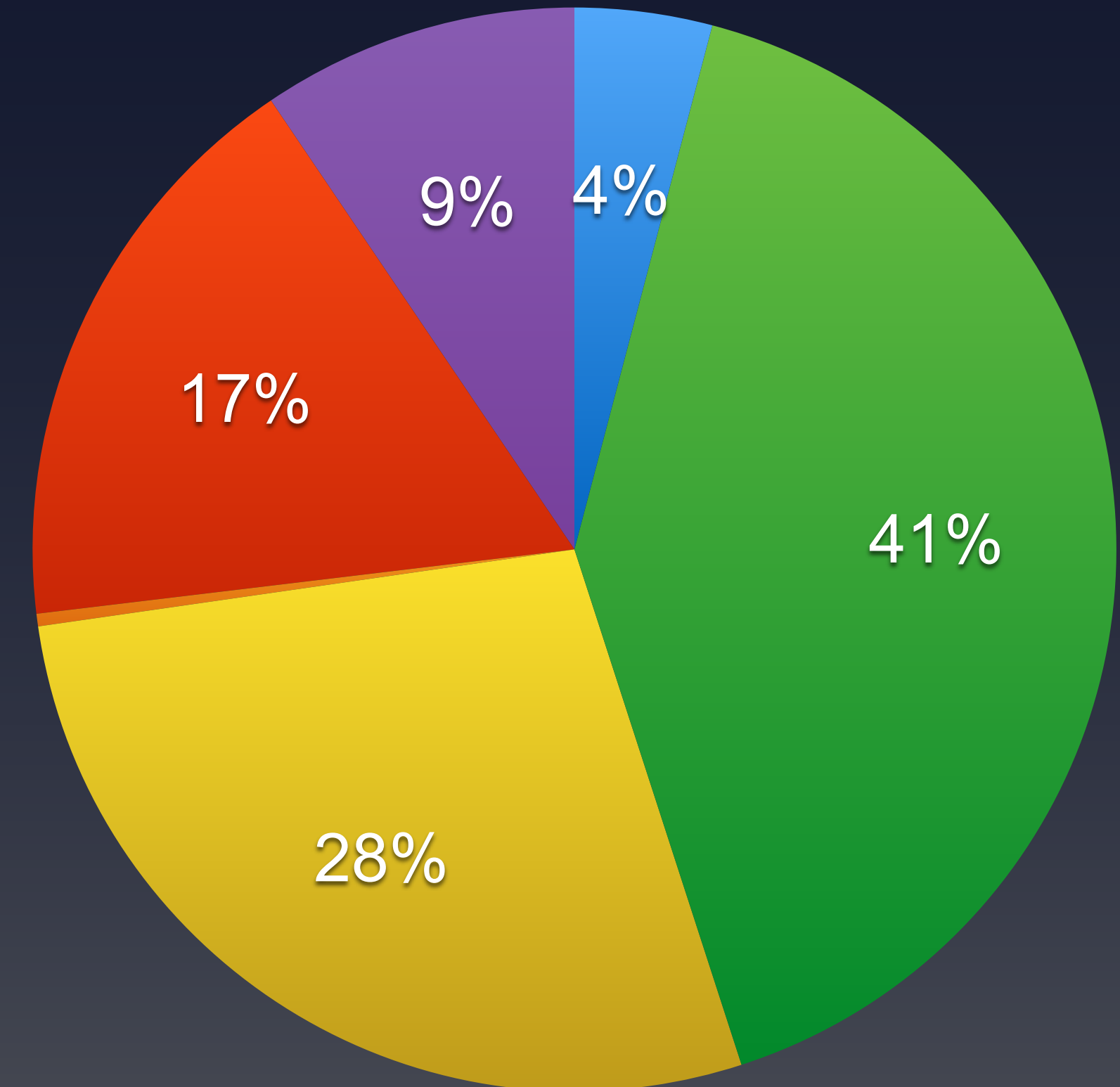
Ticket categories



- Auditing
- Support
- Resource Holdership Change
- Legacy
- Resource Requests
- New LIR



2011



2018



**How are we managing
these challenges?**



Manage
Risk

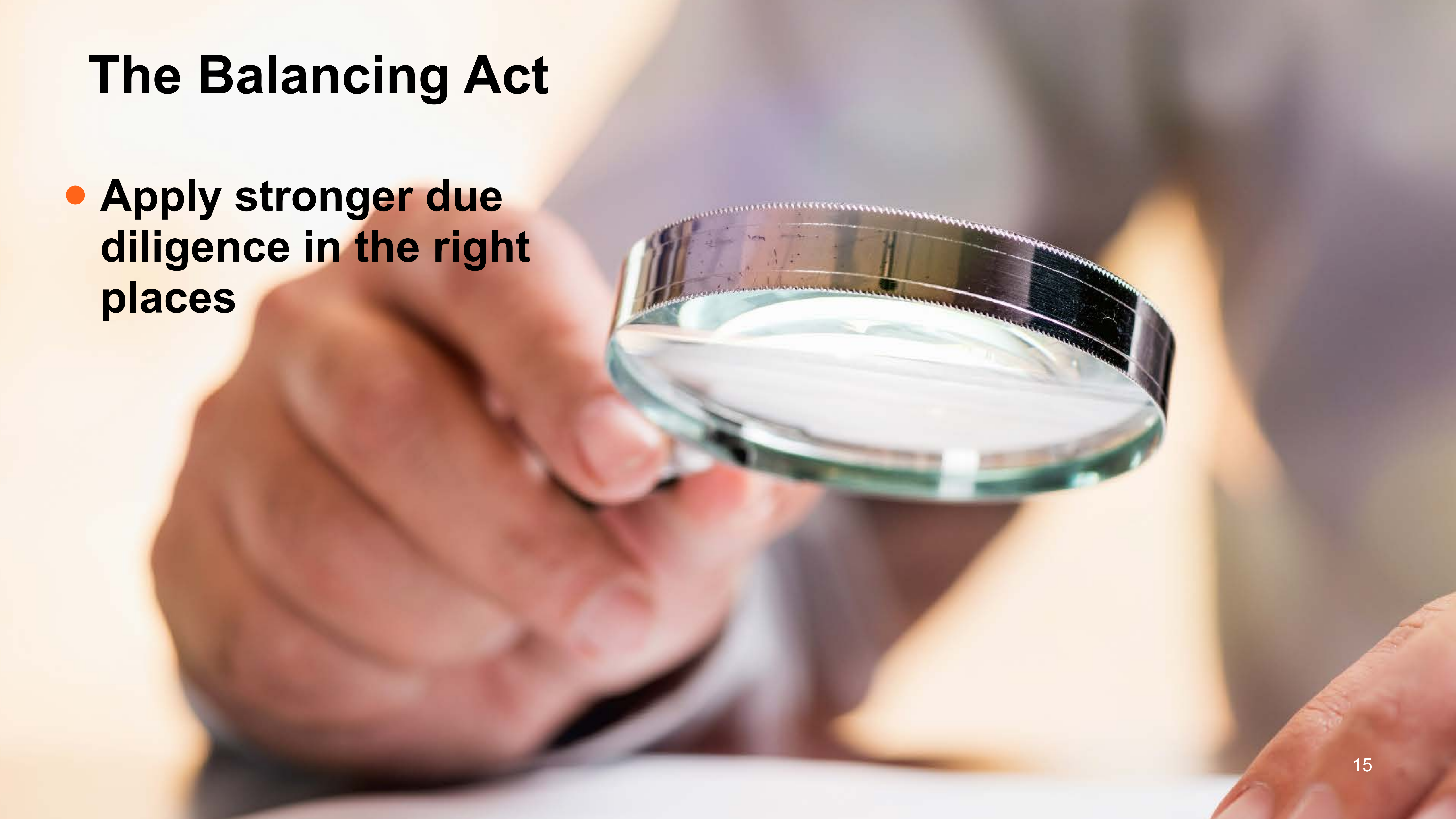
Managing Risk



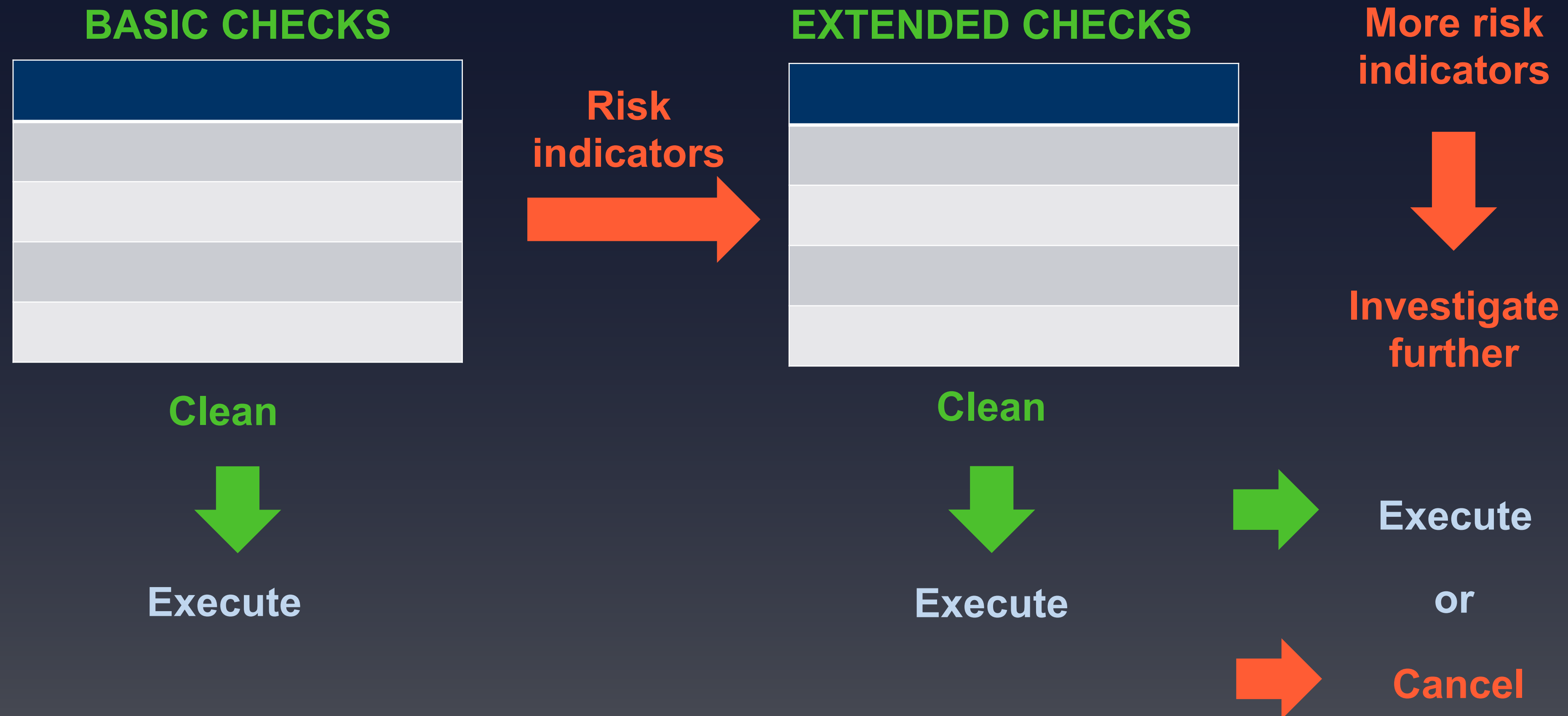
- **Considering a professional trust model to manage risk**
- **Assess risk based on defined risk indicators**

The Balancing Act

- **Apply stronger due diligence in the right places**



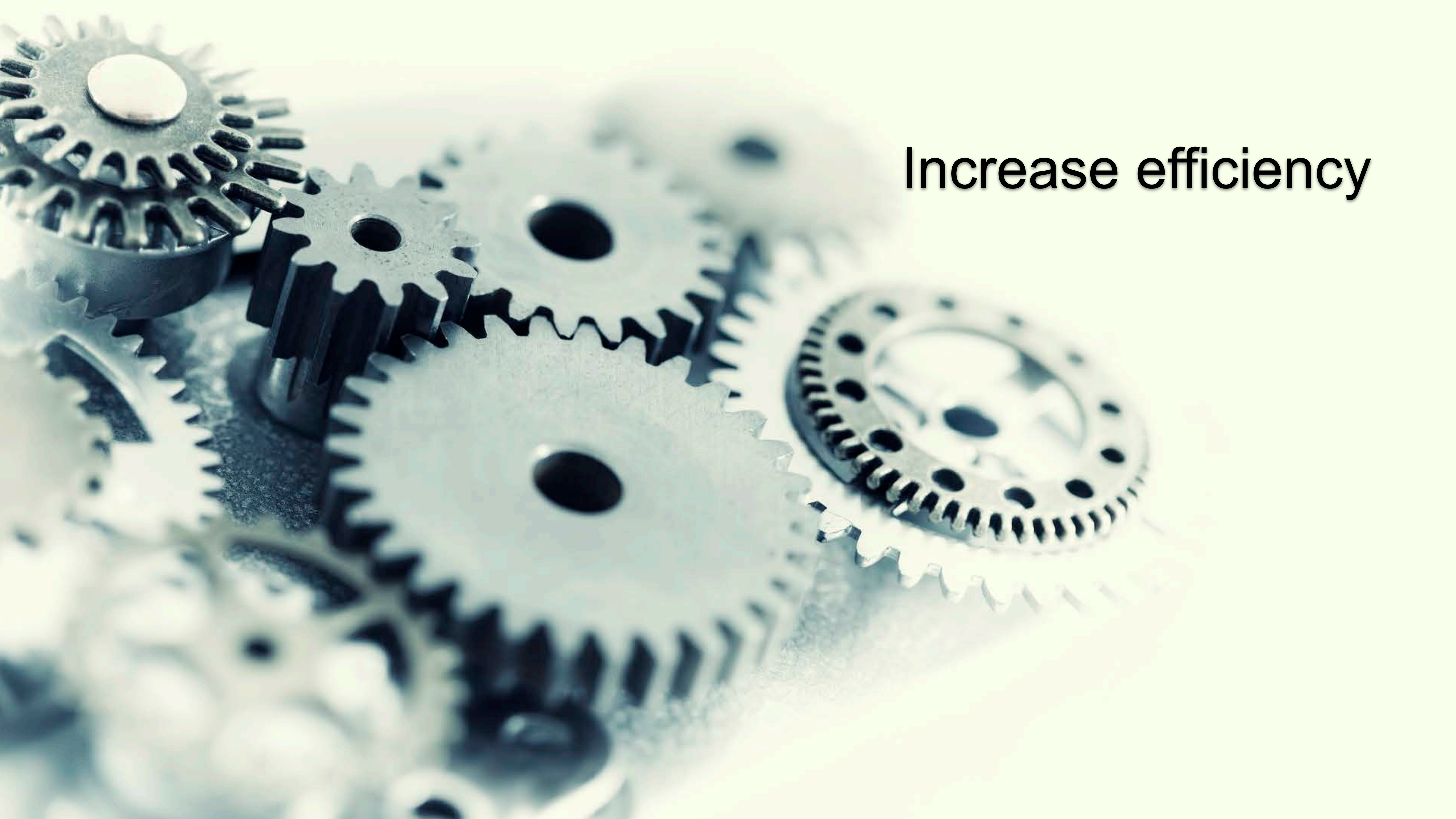
Balancing Risk Management



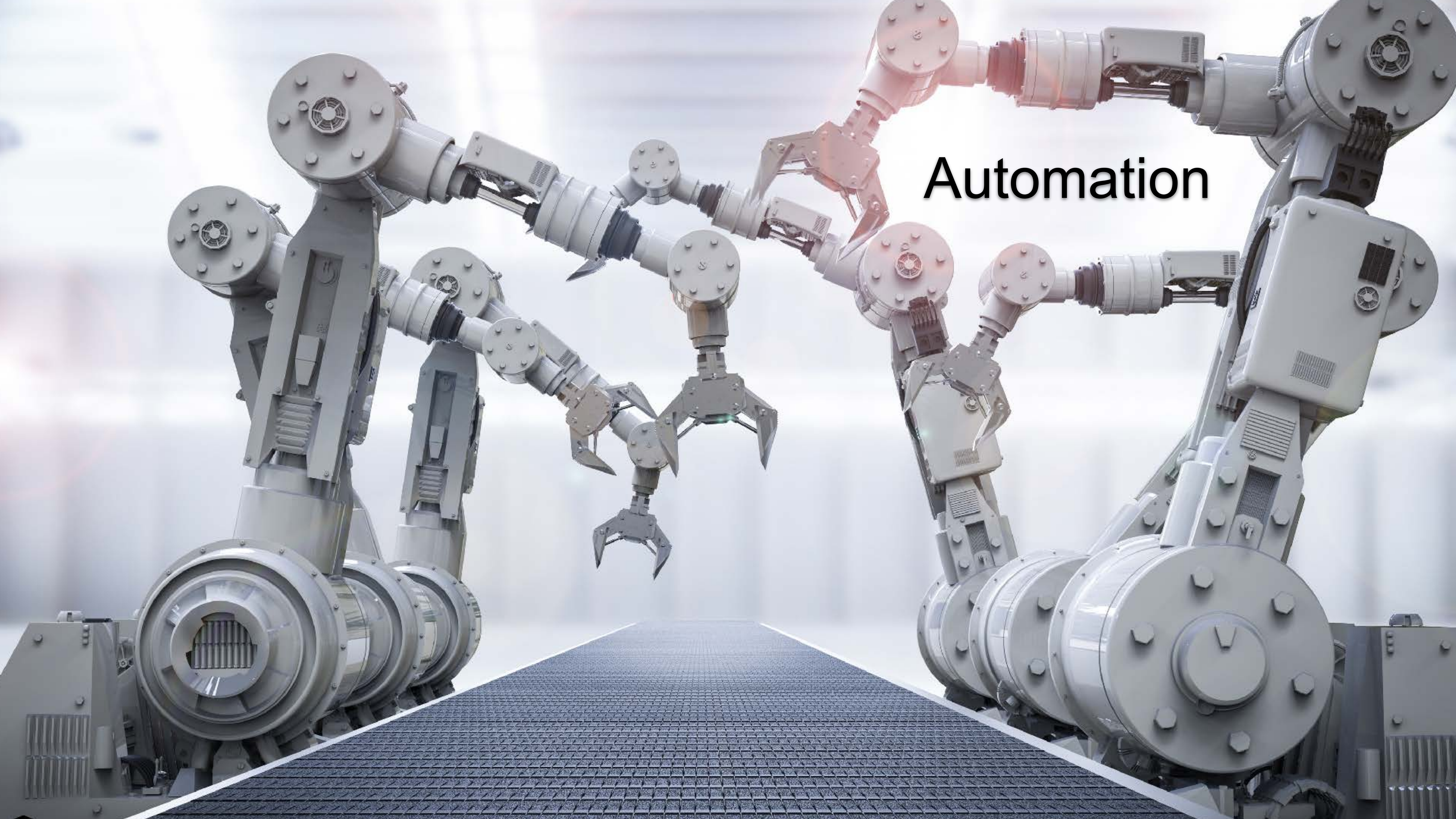
Managing Risk



- **Run a pilot in Registration Services**
- **Start implementation in early 2019**



Increase efficiency

A photograph of several industrial robotic arms in a factory setting. The arms are primarily grey and white, with some featuring red accents. They are positioned in a way that suggests they are working on a production line. The background is a bright, slightly blurred industrial environment. The word "Automation" is overlaid in a large, black, sans-serif font on the right side of the image.

Automation



Main Projects

Policy Transfers
Mergers and Acquisitions

Improved User Interfaces



- **Provide members with all required information in one go**
- **Less back and forth needed to complete a request**
- **Aiming for efficiency gains and a better customer experience**

New Transfers and Mergers & Acquisitions Wizard



You are here: [Home](#) > [Manage IPs and ASNs](#) > LIR Portal

You are editing: Eurocable LTD

My LIR >

Resources >

RIPE Database >

Transfer Internet number resources

Internet number resources	Type	
AS204367	ASN Assignment	Remove
2a0c:25c0::/29	IPv6 Allocation	Remove

[Add resources](#)

Duration of transfer

☒ Permanent

☐ Temporary

[<](#) [Next](#)

1 **User identification**
Offering and receiving party information

2 **Resource Selection**
Transfer duration and resources

3 **Document upload**
Documents and description to clarify your requests

4 **Additional information**
Contact and RIPE Database information

5 **Confirm**
Summary of all the information provided.

Back-office for Transfers, Mergers and Acquisitions



- Automate checks needed to support authorisation of these operations
- Automate Document Management
- Automate Registry and RIPE Database updates

Our goal is to increase efficiency and focus manual efforts in the right places

Key Points



- **Increased work complexity due to higher number of cases involving fraud**
- **Heavier workload due to membership growth**
- **A professional trust model can help manage risk**
- **Automation and process streamlining in two heavily used requests**



Questions



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