"Regular abuse-c Validation"

Implementation Update

Angela Dall'Ara | 18 October | RIPE 77

Overview

- 2017-02, "Regular abuse-c Validation" reached consensus in June 2018

- Asked us to regularly check "abuse-mailbox:" information and follow-up when this is invalid:

  - https://www.ripe.net/publications/docs/ripe-705

- We have published details on our process on RIPE Labs:

  - https://labs.ripe.net/Members/angela_dallara/how-we-will-be-validating-abuse-c

What Needs to be Validated?

- **Existing abuse contacts (~70,000 unique emails)**

  - LIR **organisation** objects (PA allocations, INFRA ASNs, INFRA PI assignments)

  - End User **organisation** objects (PI, ASNs)

  - Resources with specified abuse-c

- **New abuse contacts**

  - New members (new membership form)

  - Updates in the RIPE Database (newly created or modified)

- **Legacy resources are not in scope**
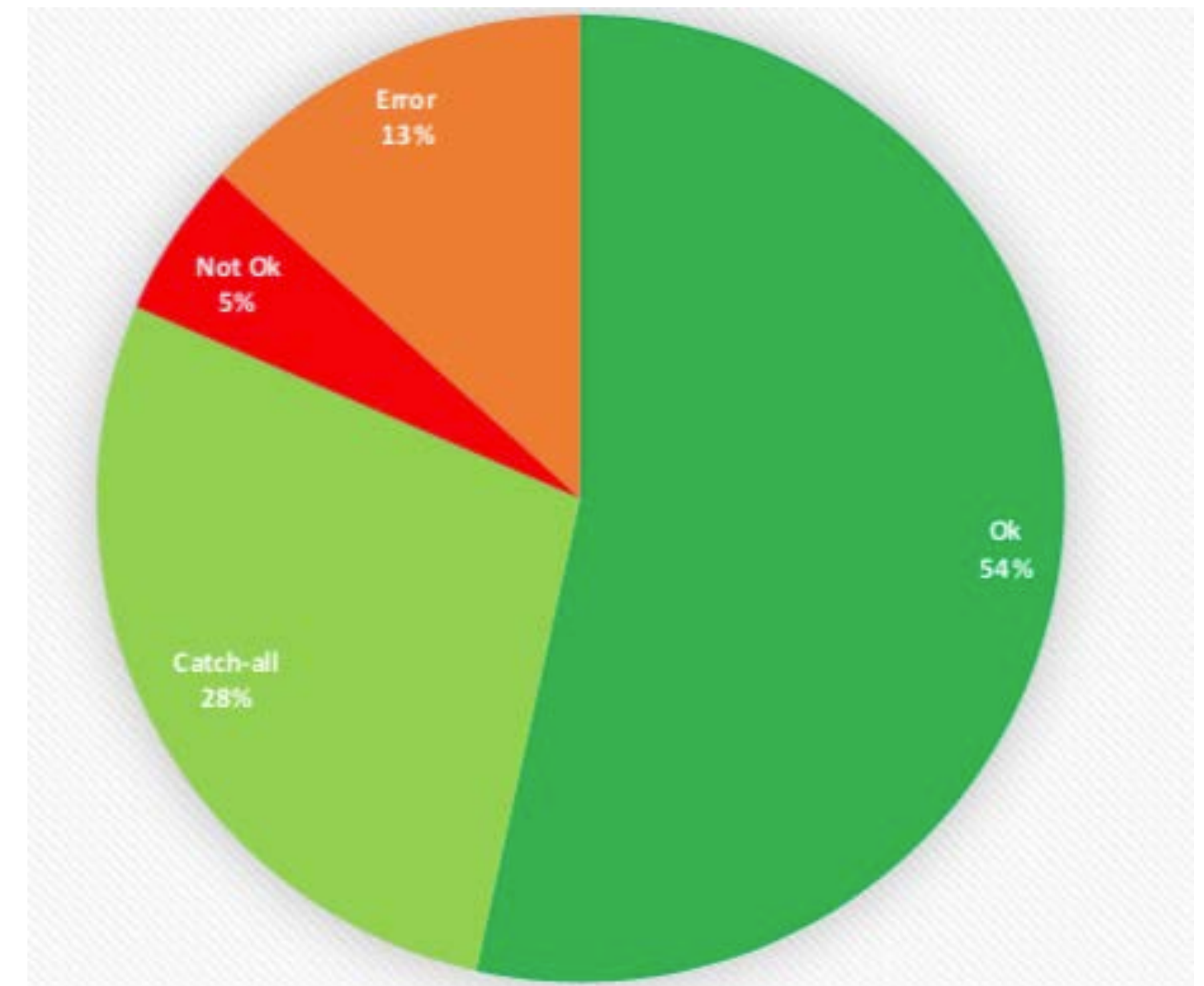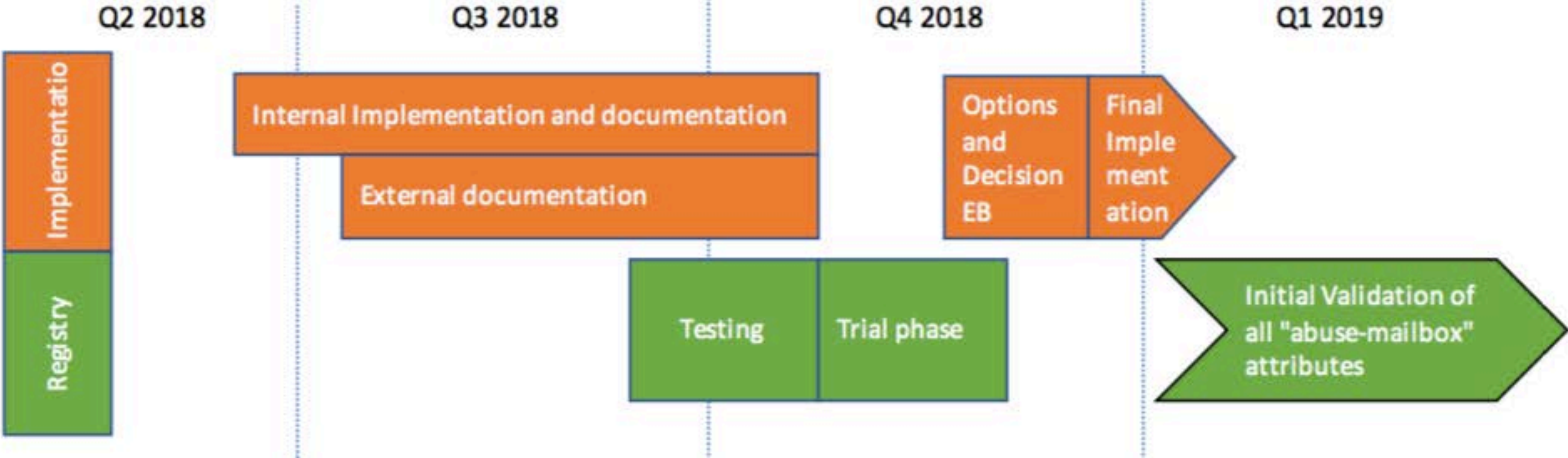
Steps in our Implementation

- Preparation

- Testing

- Trial run with 900 LIRs (Oct 2018)

  - We will publish the results on RIPE Labs

- Board decides on implementation approach (Dec 2018)

- Initial validation (Jan 2019)

- Periodic validation (every year from Jan 2020)

Roadmap

Implementation Roadmap "Regular abuse-c Validation" v.2.0 September 2018

Validation Process

- ## Highly automated

  - Process will handle ticket status changes, reminders, emails, etc.

- ## Minimal disturbance for LIRs

  - Tickets only opened for invalid abuse contacts

  - Clicking on validation link will close ticket

- ## Manual intervention only required if LIR has issues

  - Tickets only enter our SLA queue when the LIR is unresponsive or sends an email asking for help
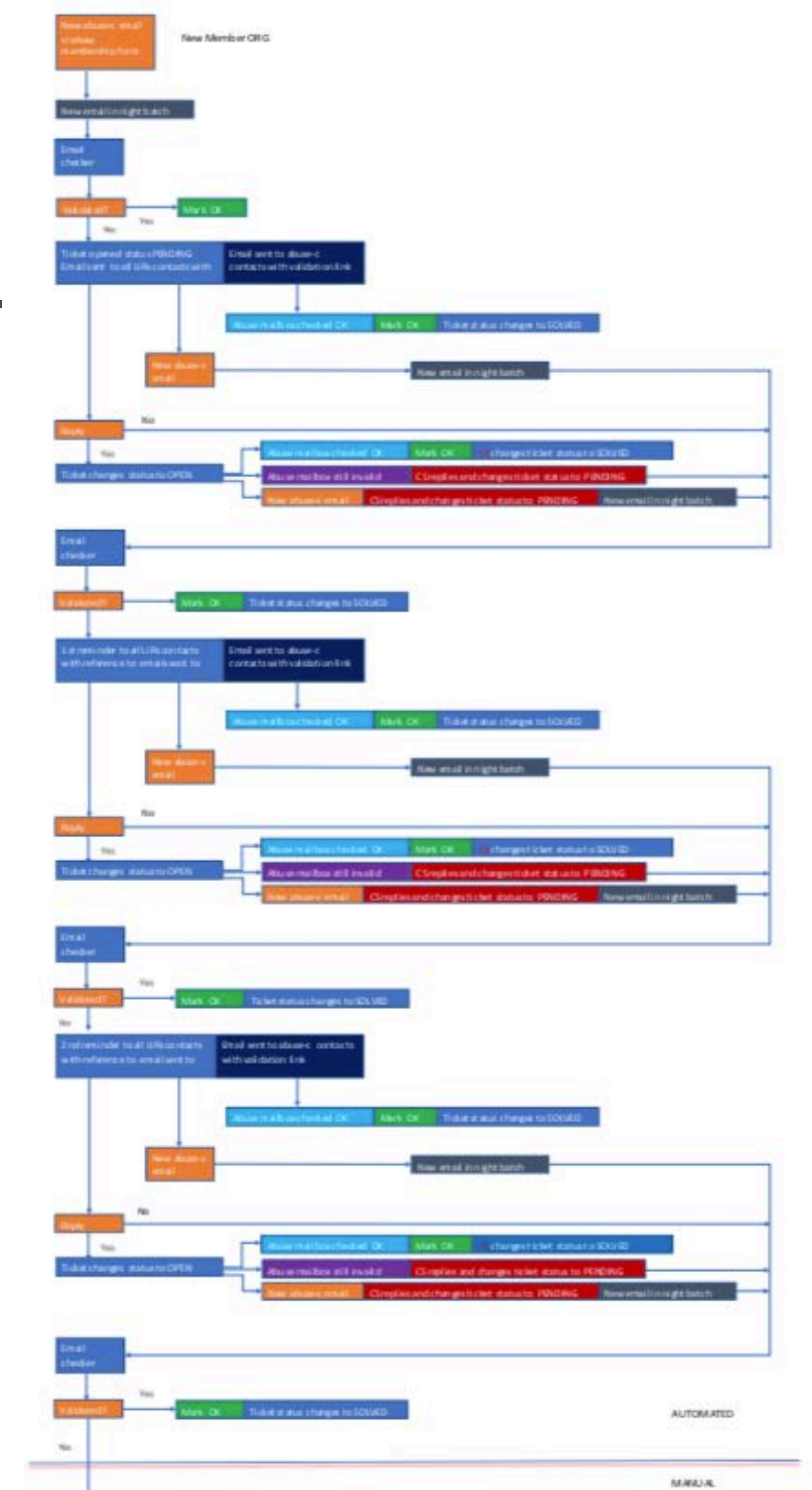
Manual Work Will Still Be Required

- We expect secondary issues that prevent ticket closure

  - Access to maintainer or LIR Portal

  - Outdated LIR contacts

  - Closed companies

  - Unresponsive resource holders

  - Other issues

- In all cases, we will open a ticket and existing procedures apply

Questions

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