



**RIPE NCC**

RIPE NETWORK COORDINATION CENTRE

# Operational Update

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RIPE NCC



# A Constant Balancing Act





# What is Happening

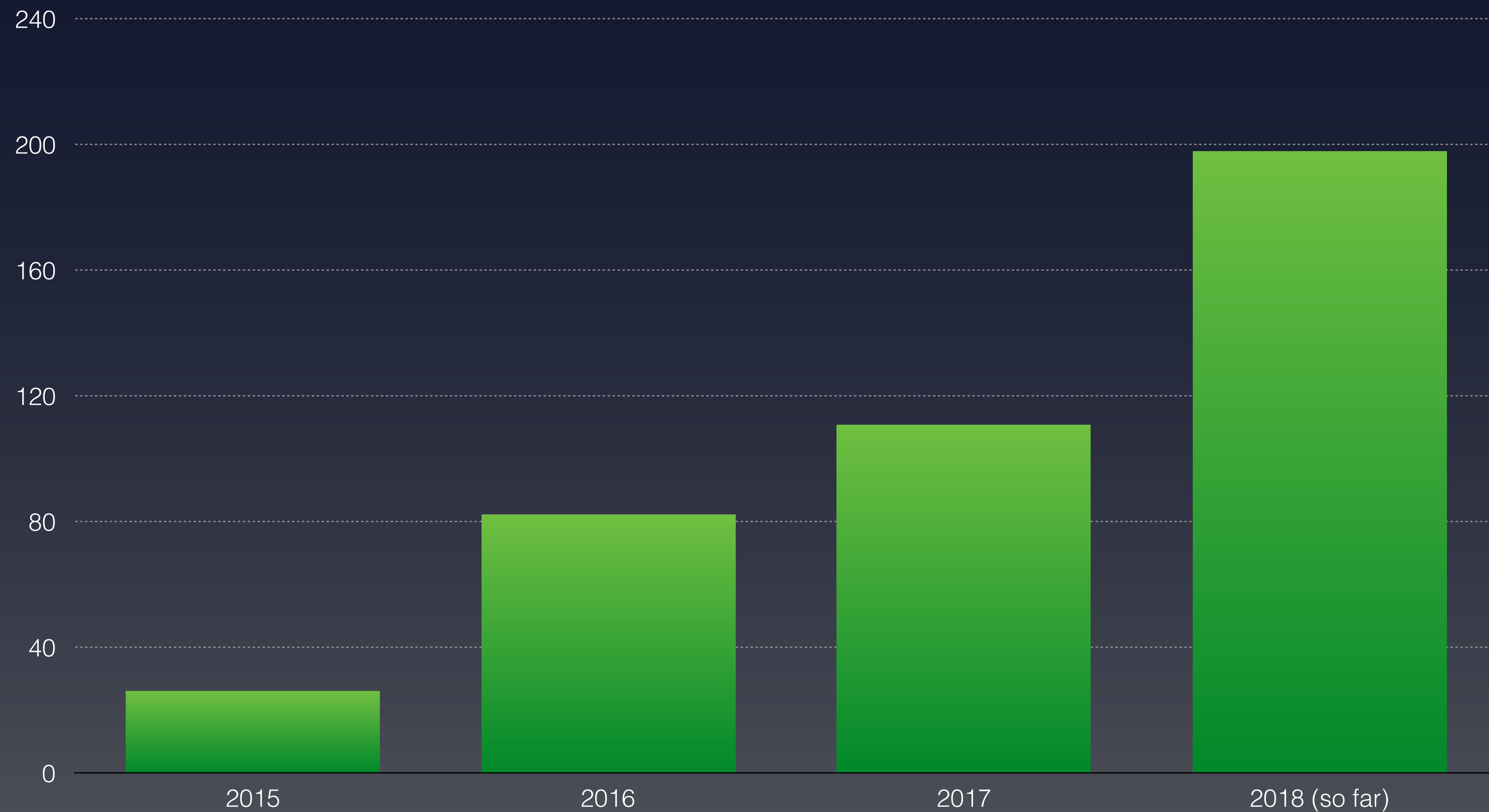
Challenges facing us





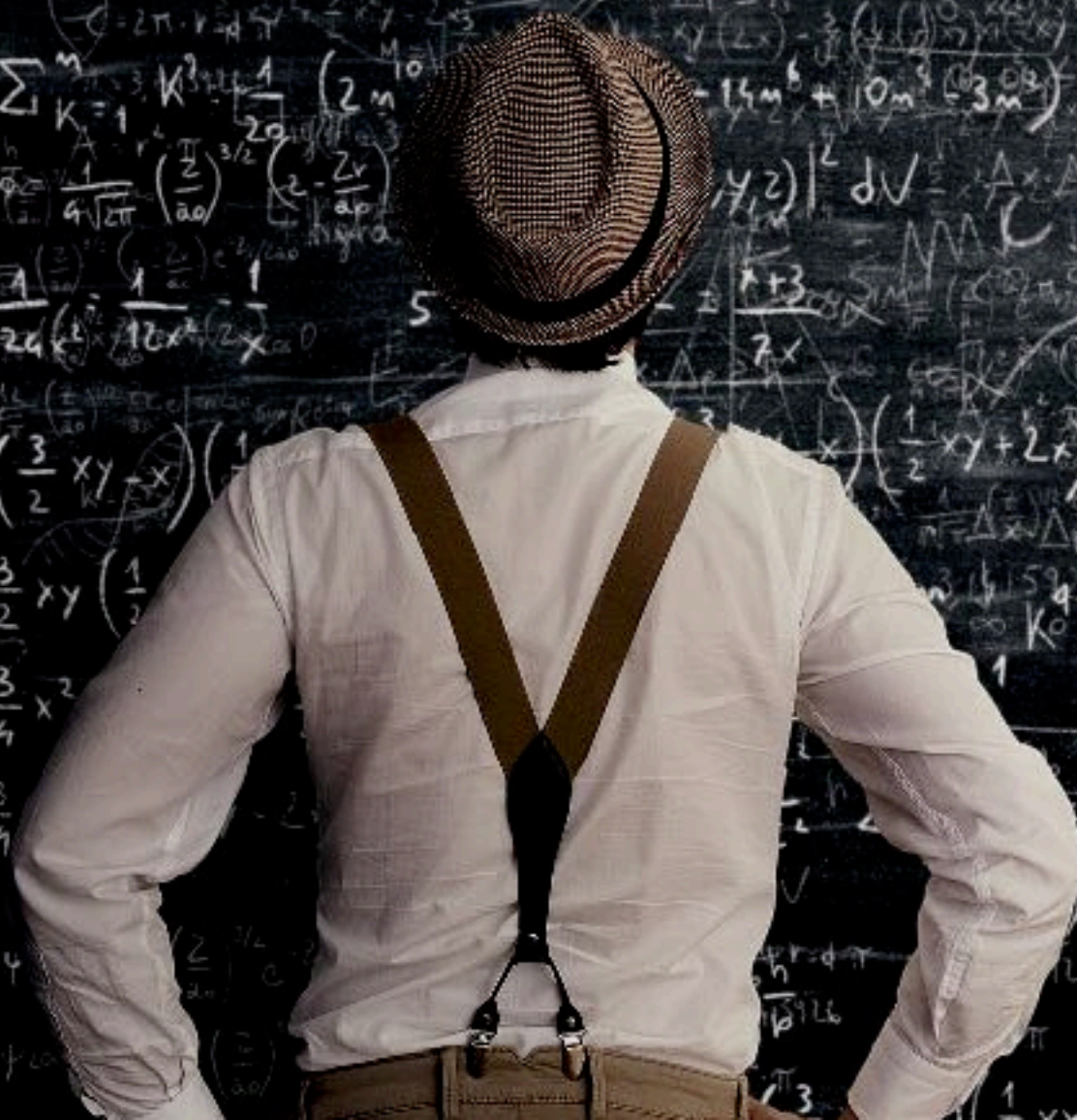


# Investigations due to Misleading Information



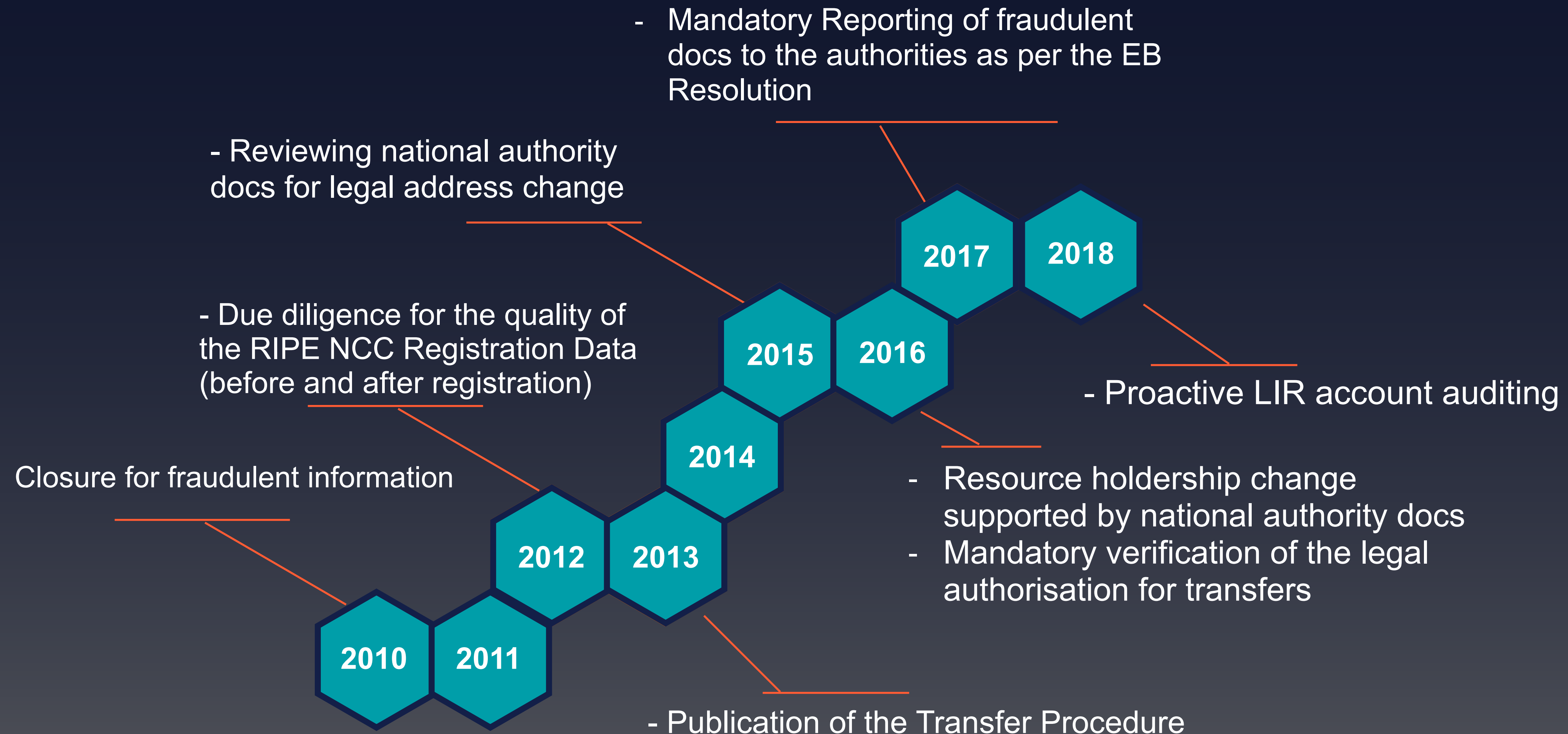


# Increased Work Complexity





# Increasingly Complex Workload



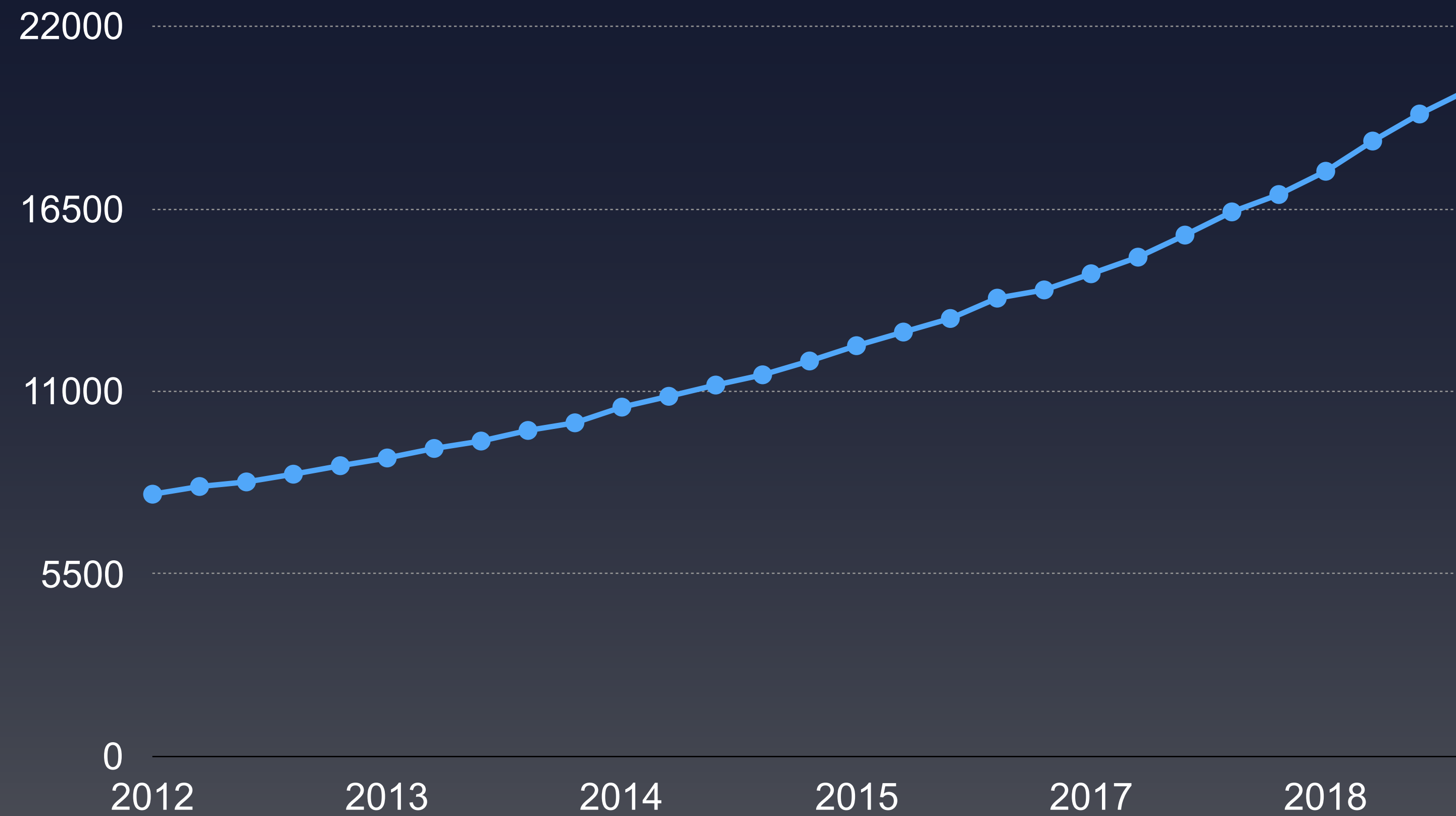


Strong Membership  
Growth





# Strong Growth in Number of LIR Accounts





# New LIR Applications

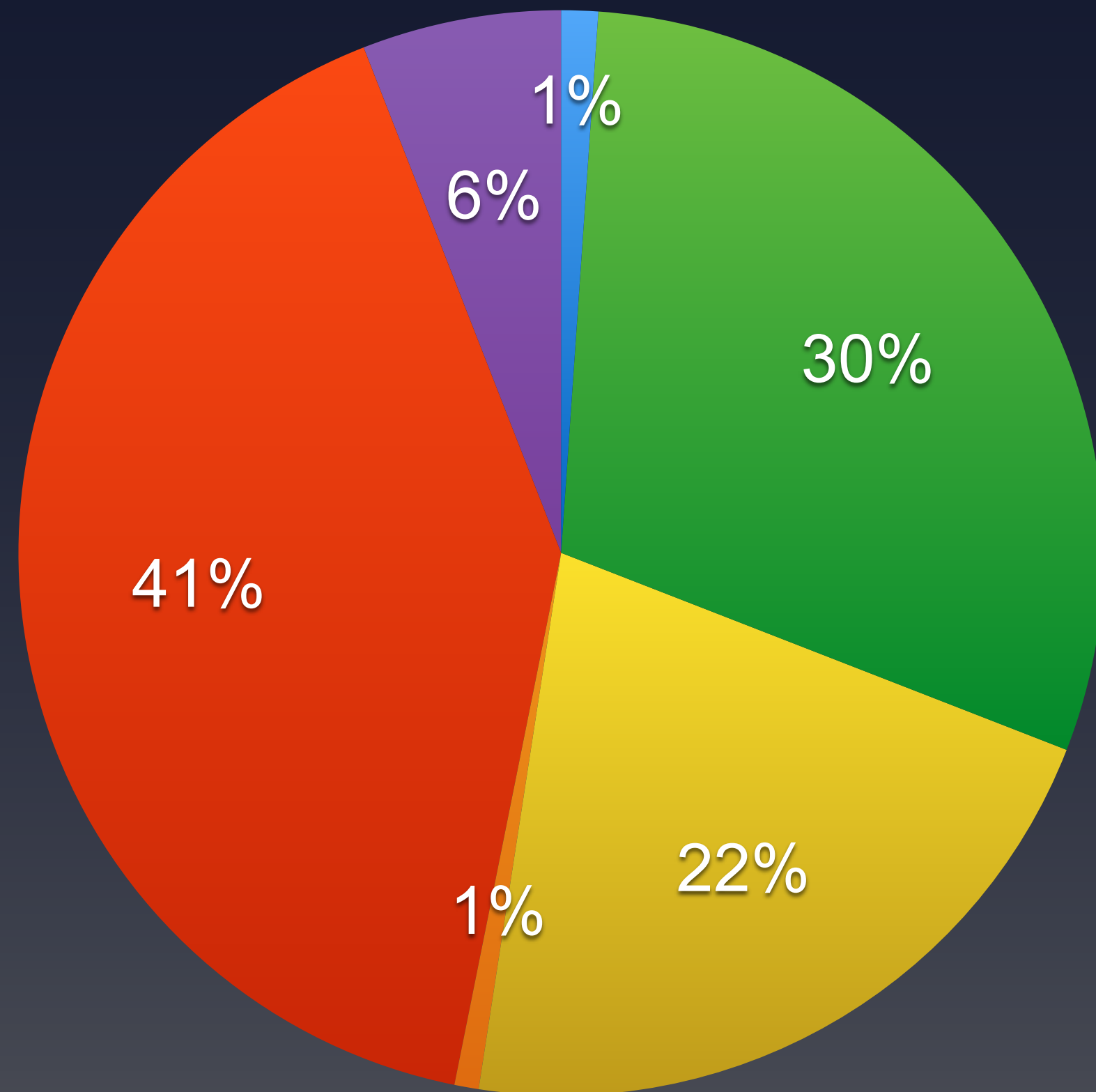




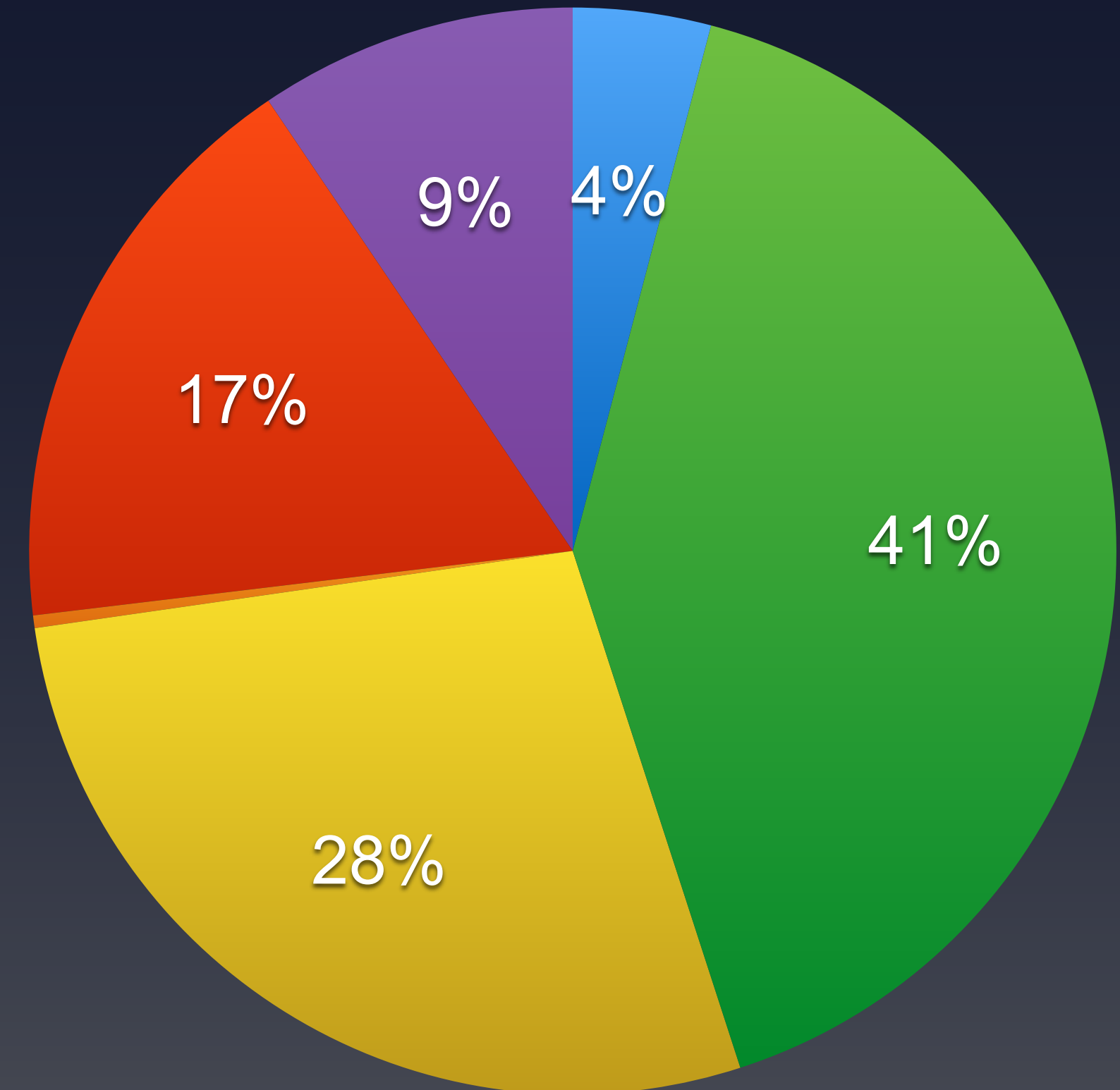
# Ticket categories



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



2011



2018





**How are we managing  
these challenges?**





Manage  
Risk



# Managing Risk

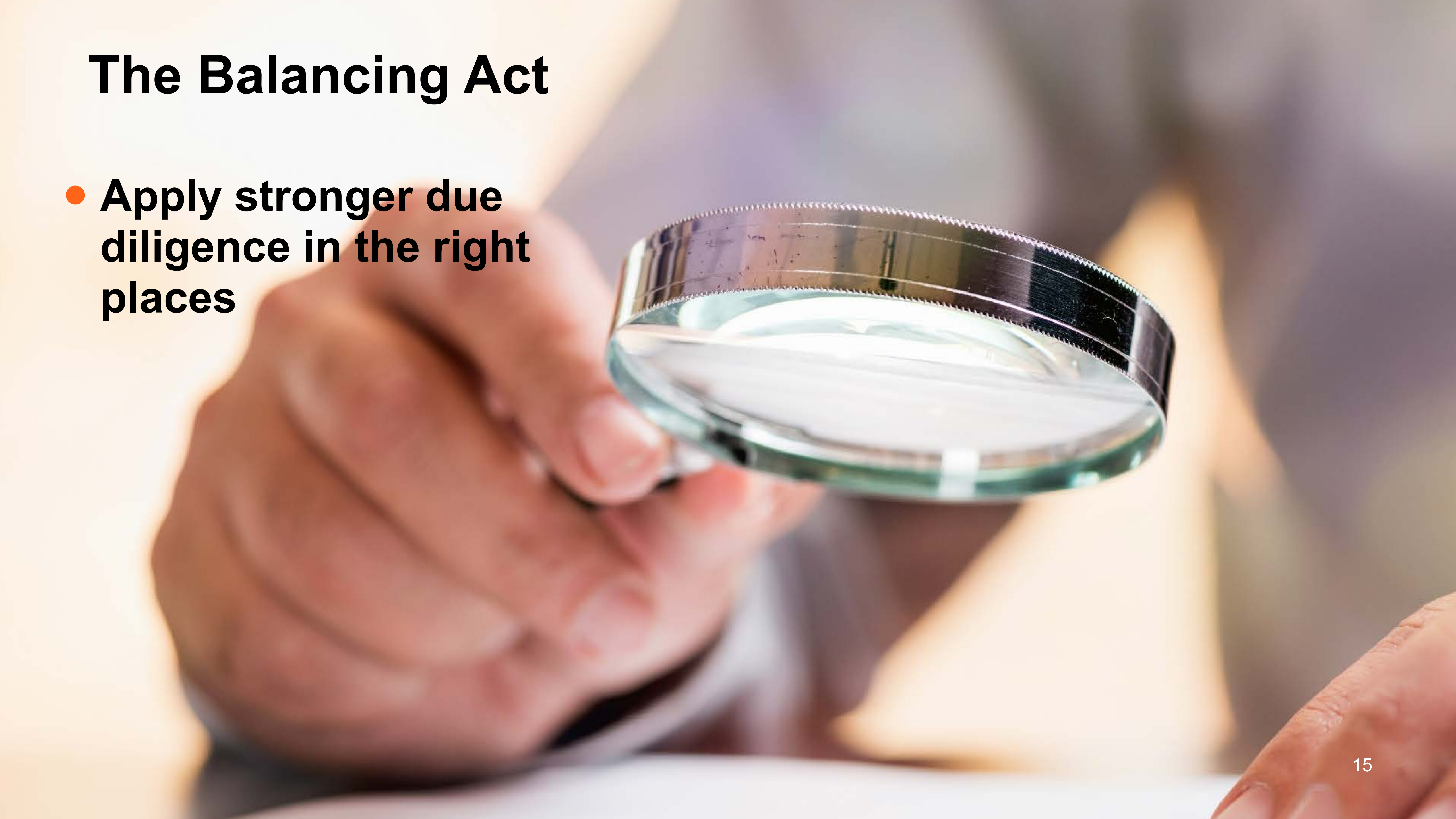


- **Considering a professional trust model to manage risk**
- **Assess risk based on defined risk indicators**



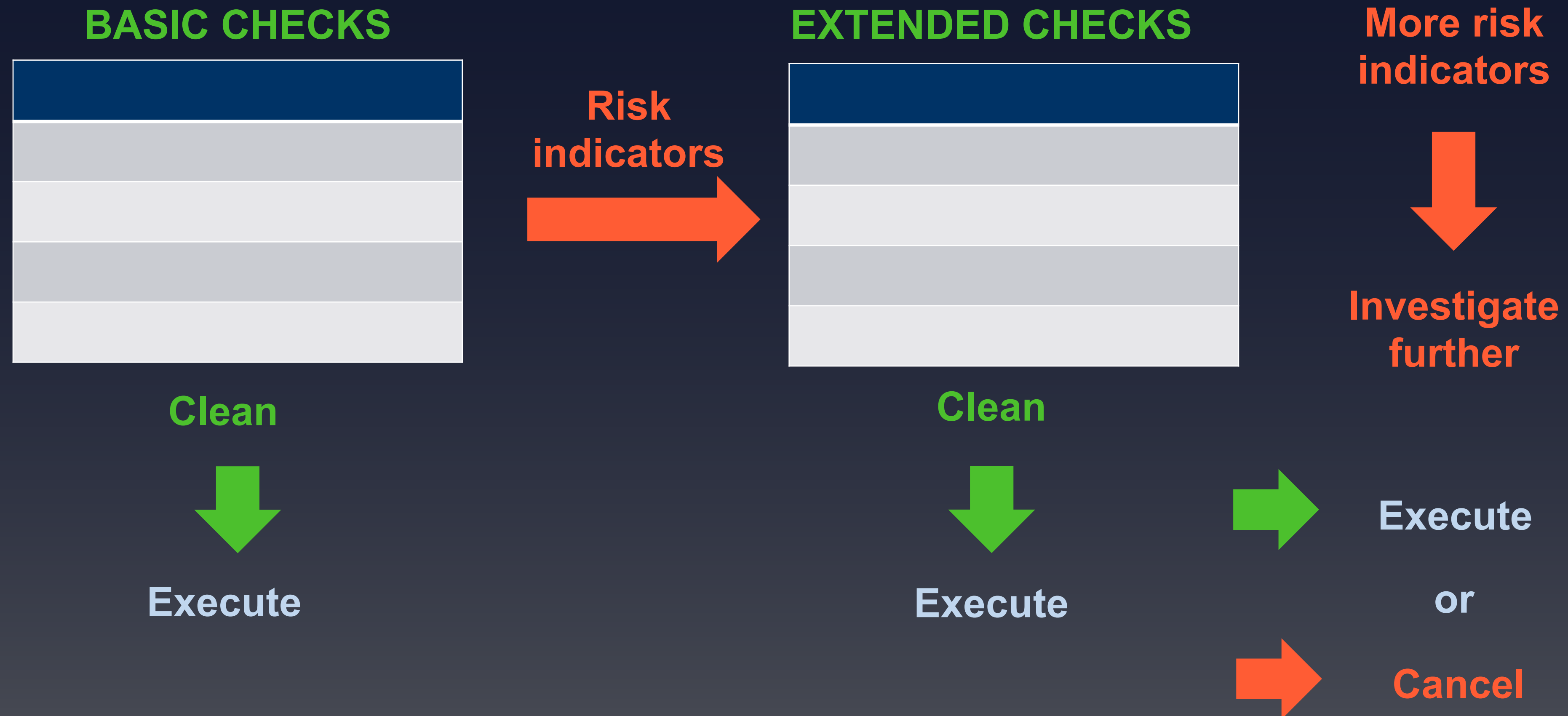
# The Balancing Act

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





# Balancing Risk Management



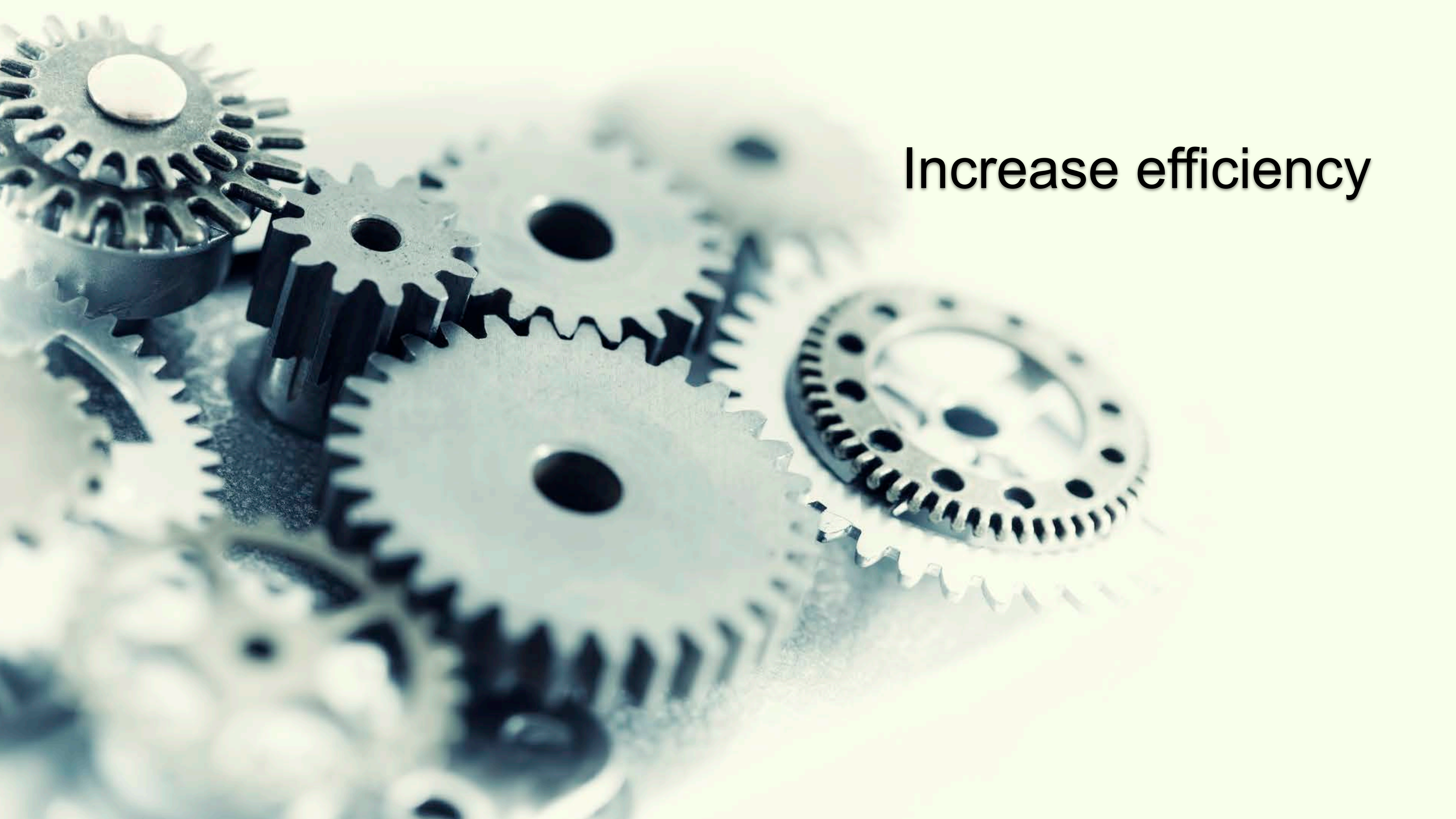


# Managing Risk



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





Increase efficiency



The image features several industrial robotic arms, primarily in shades of grey and white, with some joints highlighted in a translucent red. They are positioned in a way that suggests they are working on a production line. The background is a blurred industrial environment. A dark, textured surface, possibly a conveyor belt or a worktable, is visible in the lower foreground. The word "Automation" is written in a large, black, sans-serif font in the upper right quadrant 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	<a href="#">Remove</a>
2a0c:25c0::/29	IPv6 Allocation	<a href="#">Remove</a>

[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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