



**RIPE NCC**

RIPE NETWORK COORDINATION CENTRE

# Operational Update

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RIPE NCC

# A Constant Balancing Act





# What is Happening

Challenges facing us



**fraud**

crime

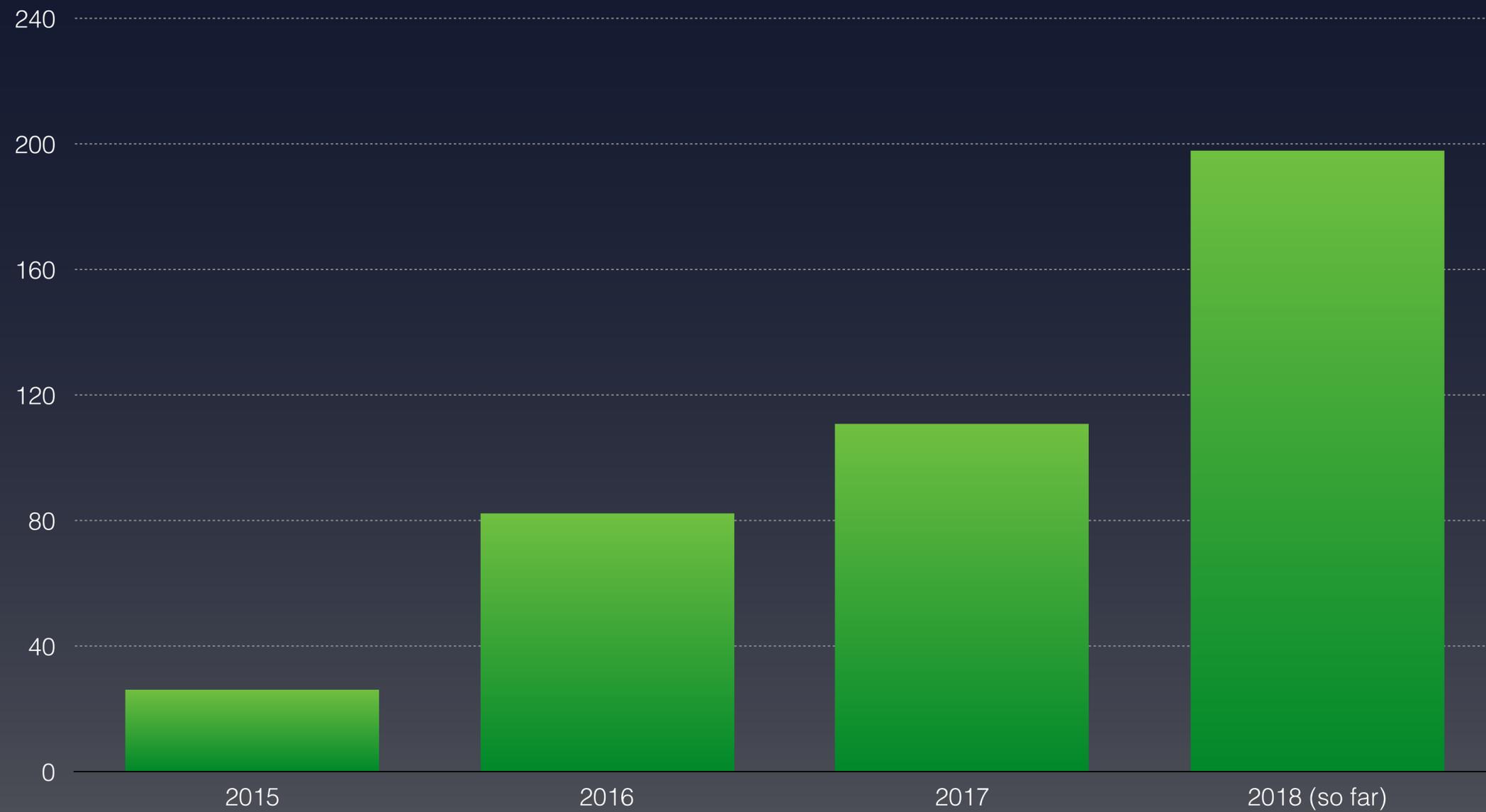
witnesses

liability

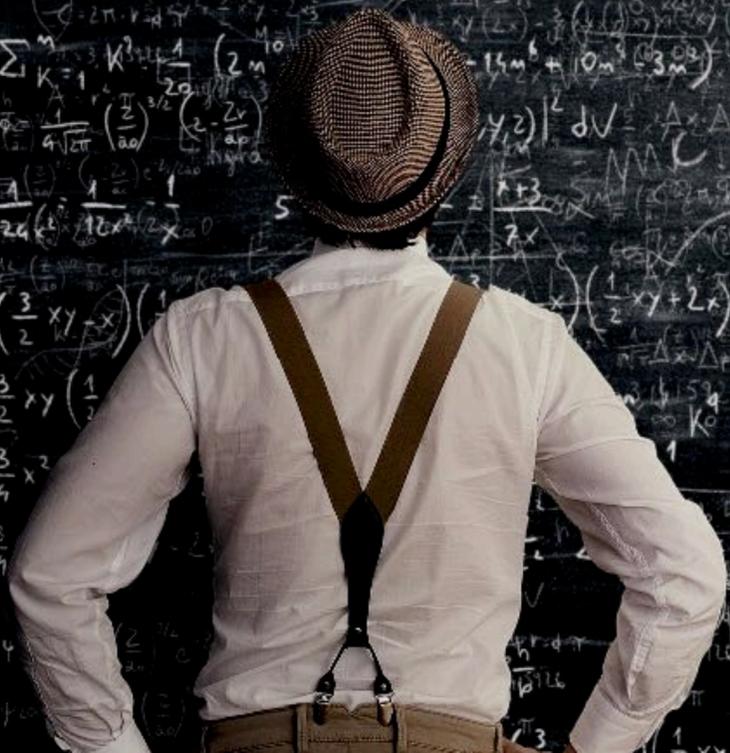
Con men

wed

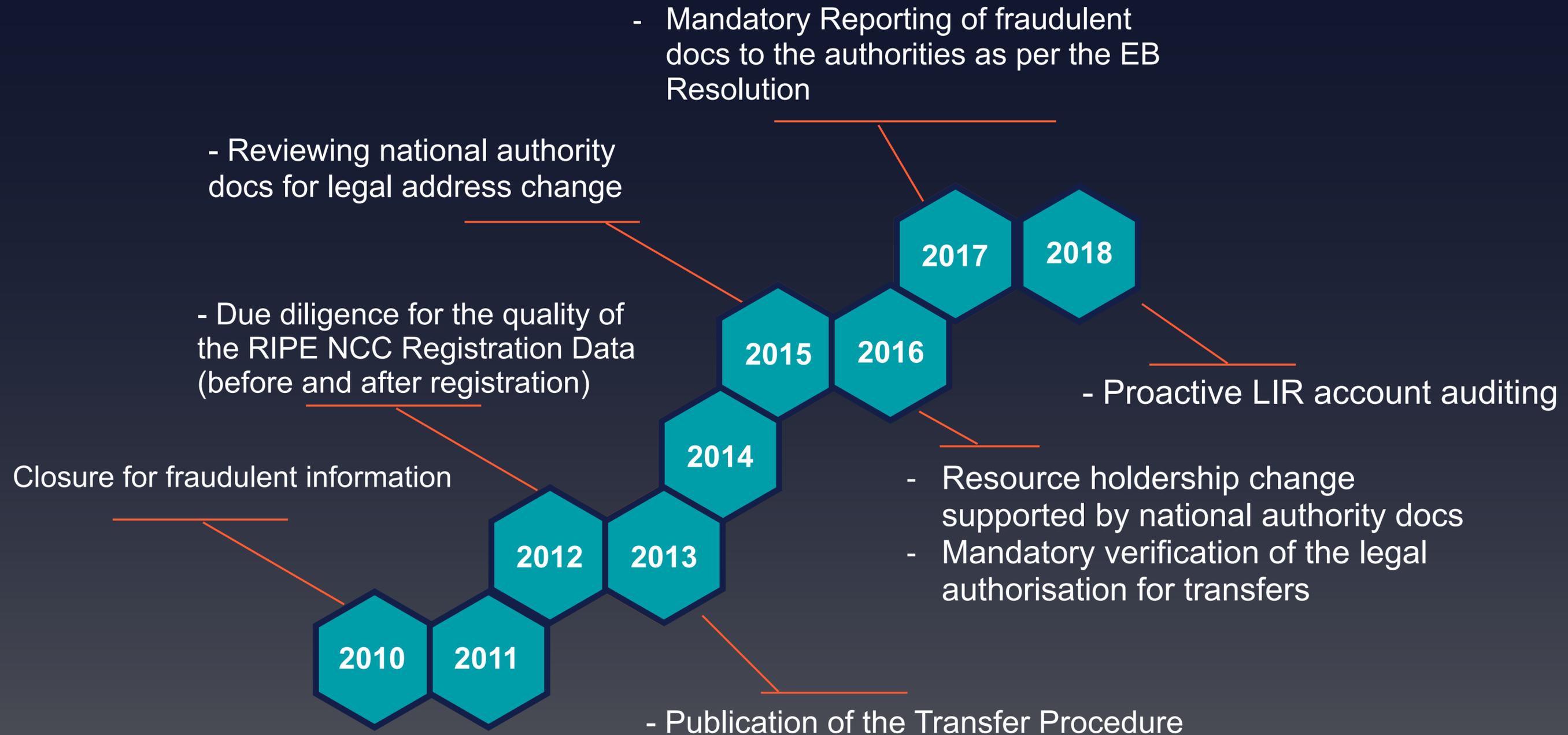
# Investigations due to Misleading Information



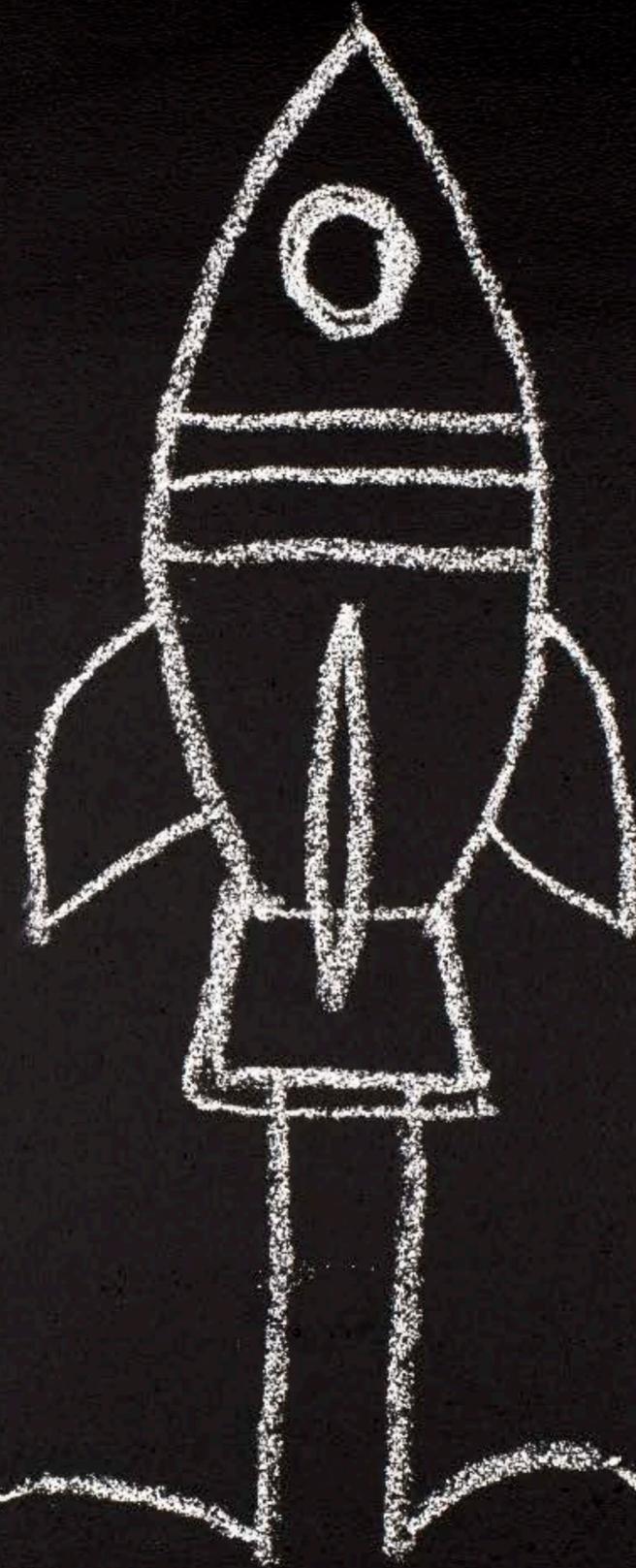
# Increased Work Complexity



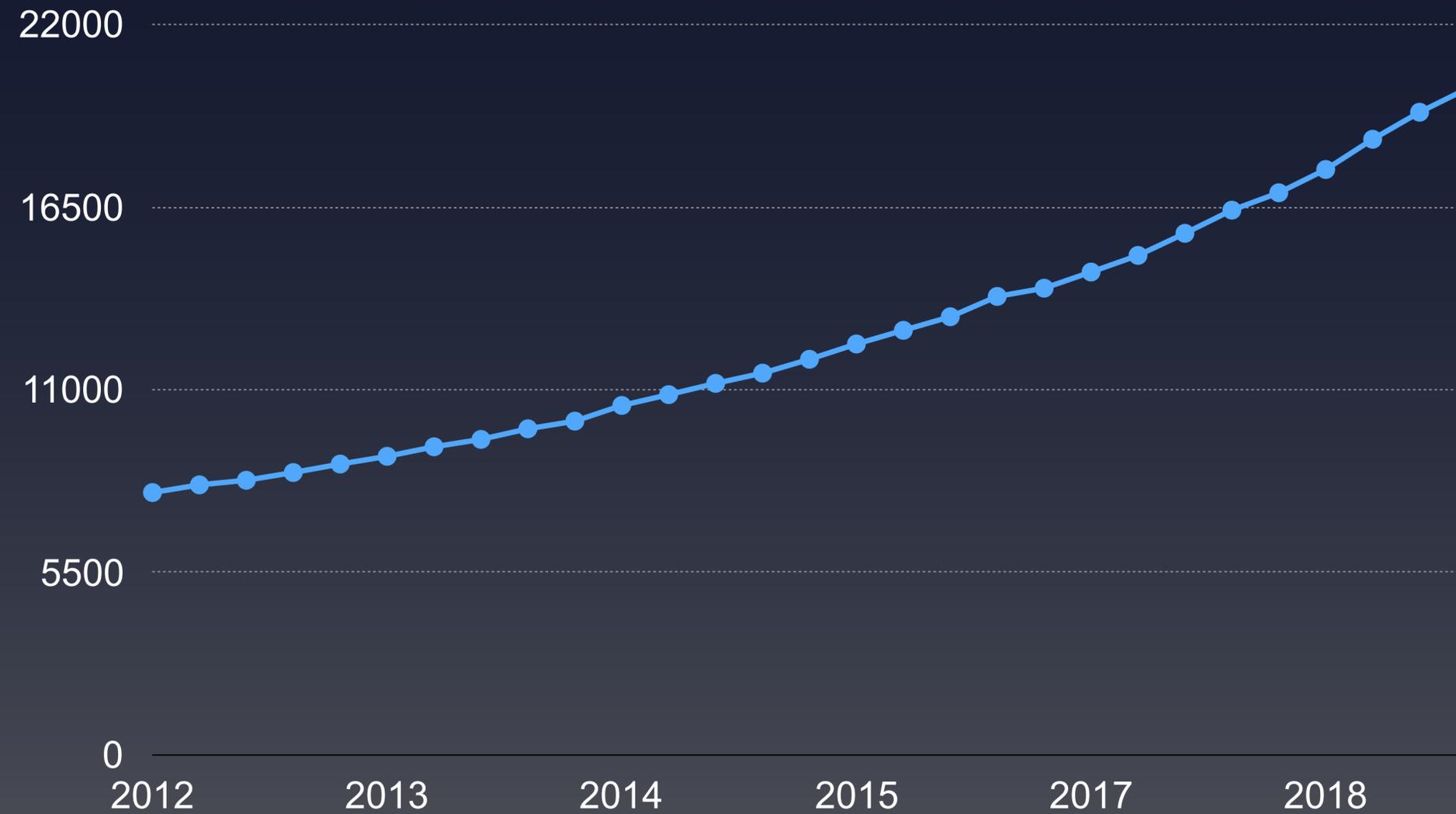
# Increasingly Complex Workload



Strong Membership  
Growth



# Strong Growth in Number of LIR Accounts



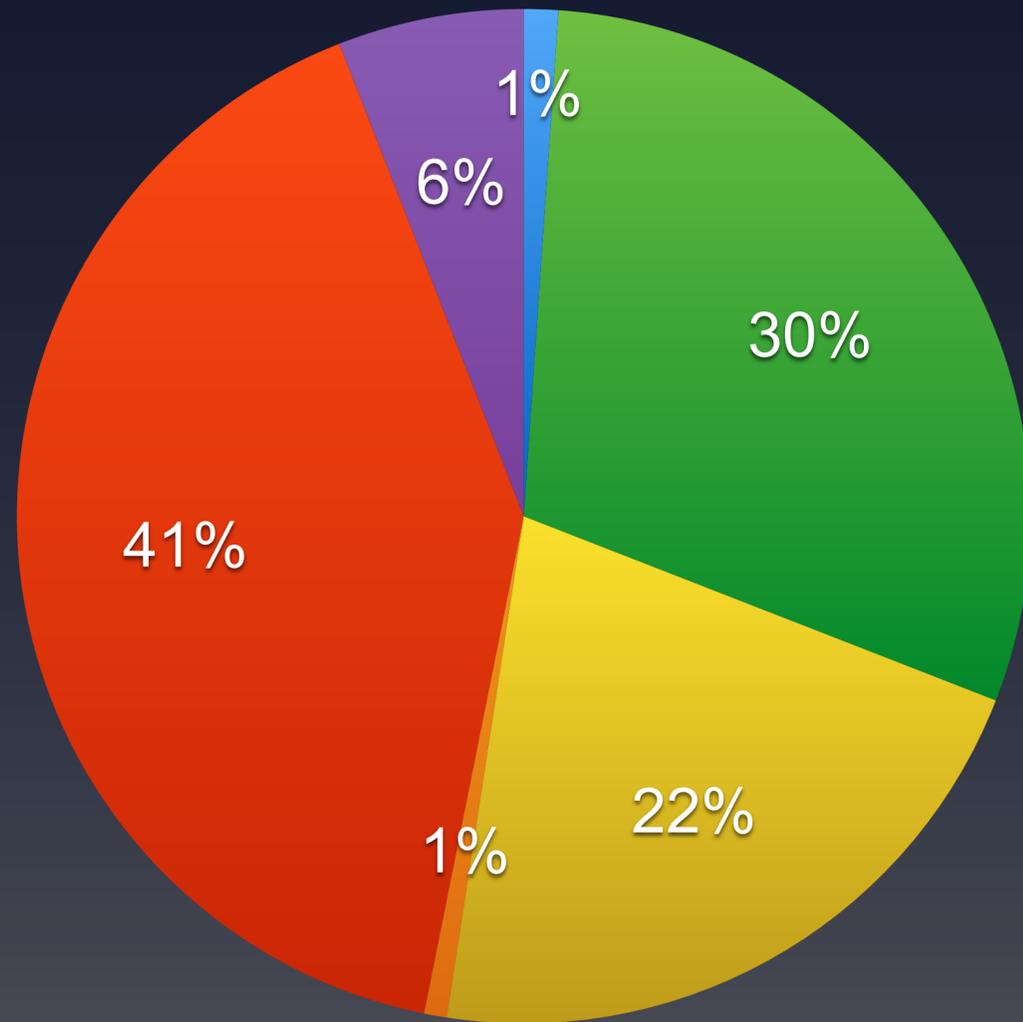
# New LIR Applications



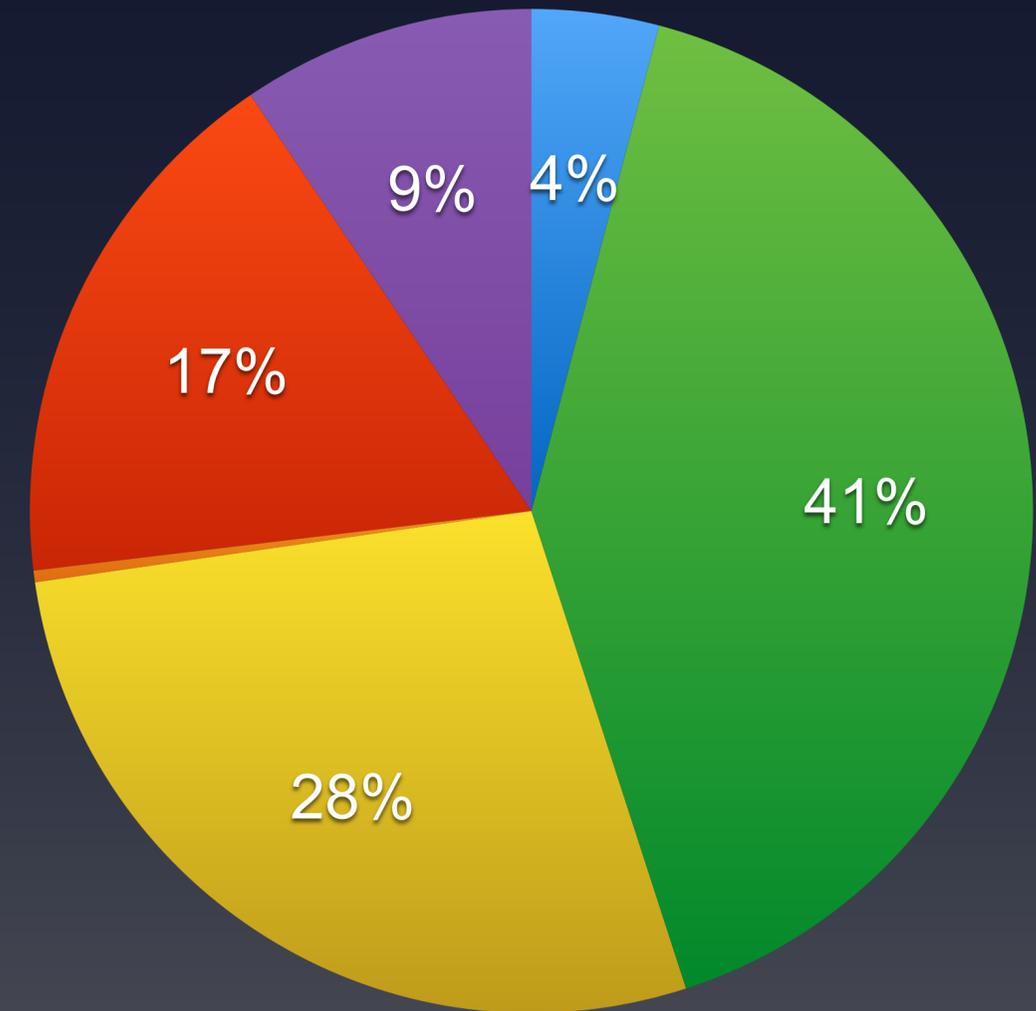
# Ticket categories



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



2011



2018



**How are we managing  
these challenges?**



Manage  
Risk

# Managing Risk



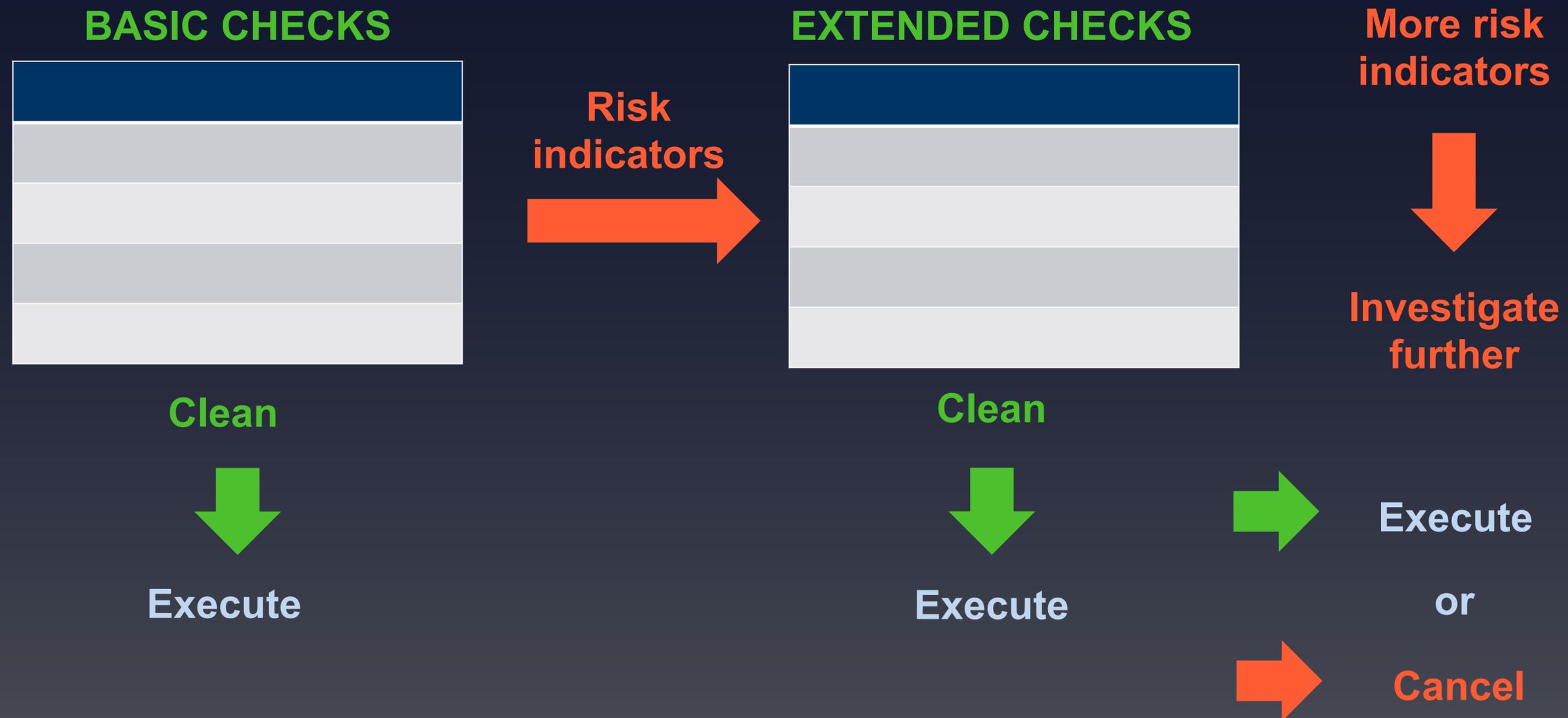
- **Considering a professional trust model to manage risk**
- **Assess risk based on defined risk indicators**

# The Balancing Act

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



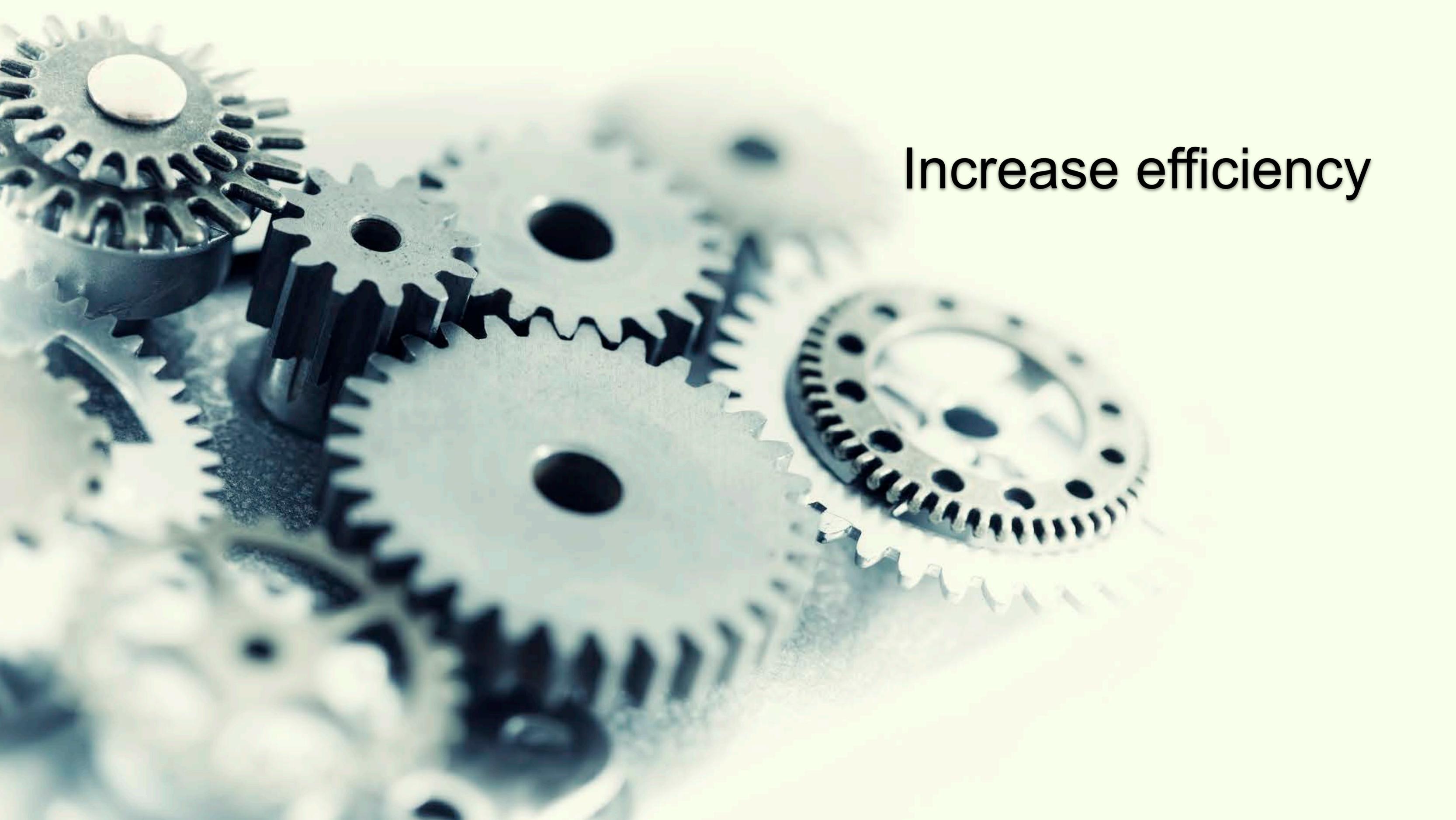
# Balancing Risk Management



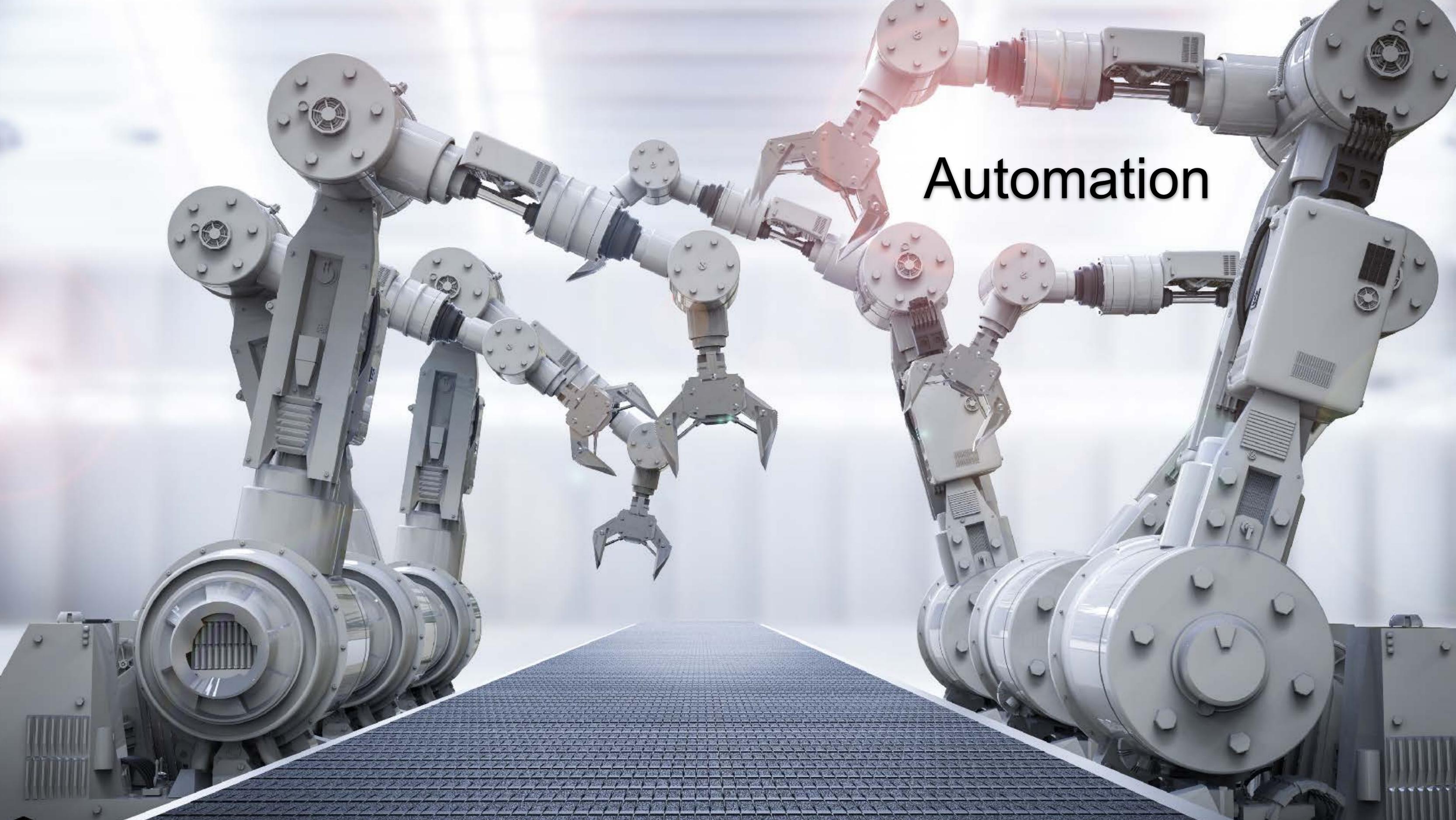
# Managing Risk



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



**Increase efficiency**

The image depicts a futuristic industrial environment. Several robotic arms, primarily in shades of grey and white, are positioned around a central area. One arm on the right is highlighted with a warm orange glow. The background is a bright, blurred factory floor. The word 'Automation' is written in a bold, black, sans-serif font in the upper right quadrant.

**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](#)

- 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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