Registry Update

RIPE 88, Kraków

James Kennedy | RIPE NCC Services | 22 May 2024

Commitment

Registry Accuracy

World Class Service Delivery

Protecting Registry Resources

Registry Accuracy

Accuracy Goals

Verify all Members data every five years

Verify all *End Users data every five years
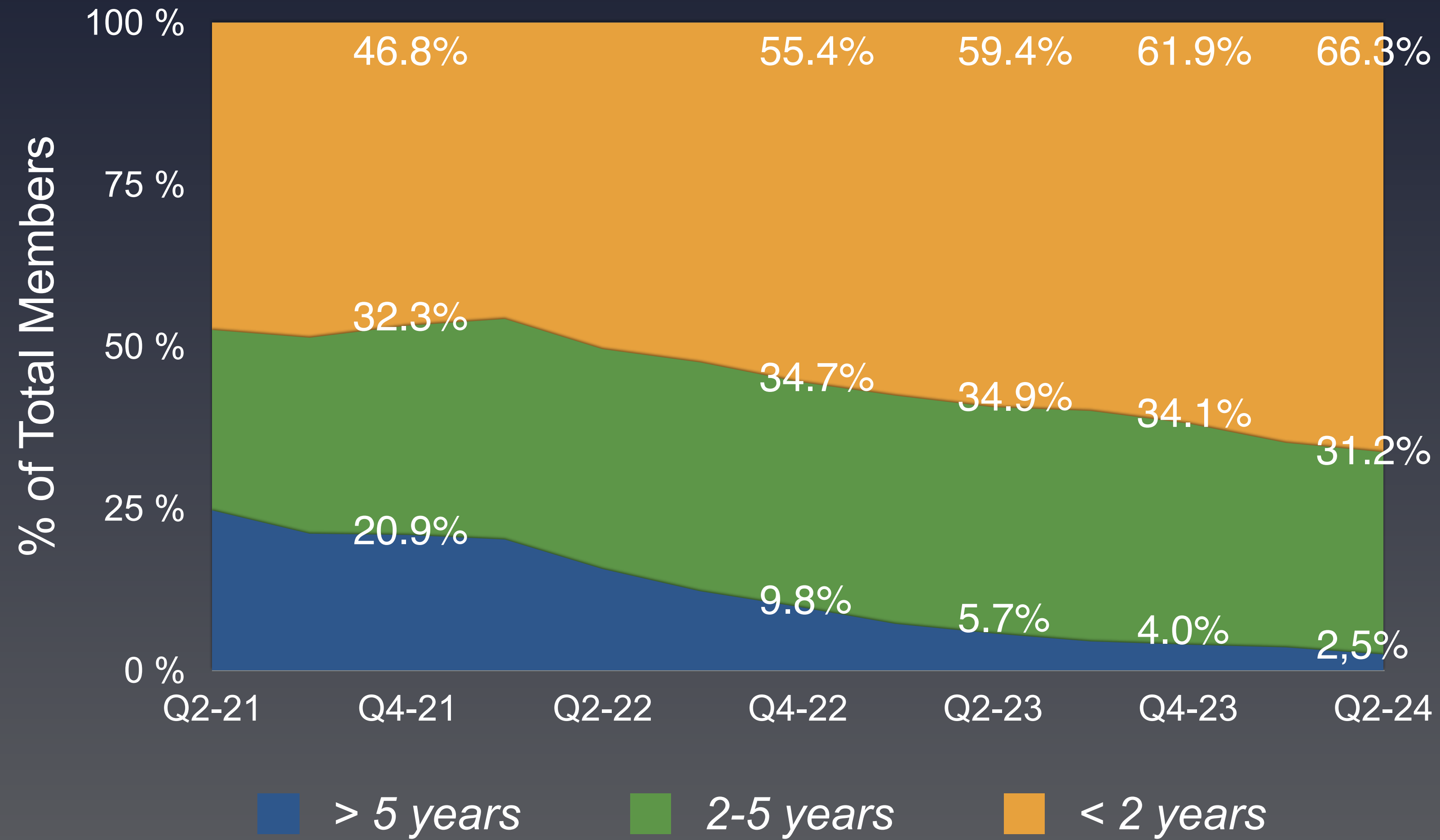
Complete 2,400 ARCs annually

* PI IPv4, IPv6 and ASN holders

Verifying Registry Information

- Member and End User data verified against official source

  - Legal name and address, registration/ID number and status

- Member data monitored with Dun & Bradstreet

  - End Users expected for 2024

- Last verified date timestamped and logged

  - Verifications aggregated into three categories

    ‣ Verified < 2 years ago

    ‣ Verified 2-5 years ago

    ‣ Verified > 5 years ago

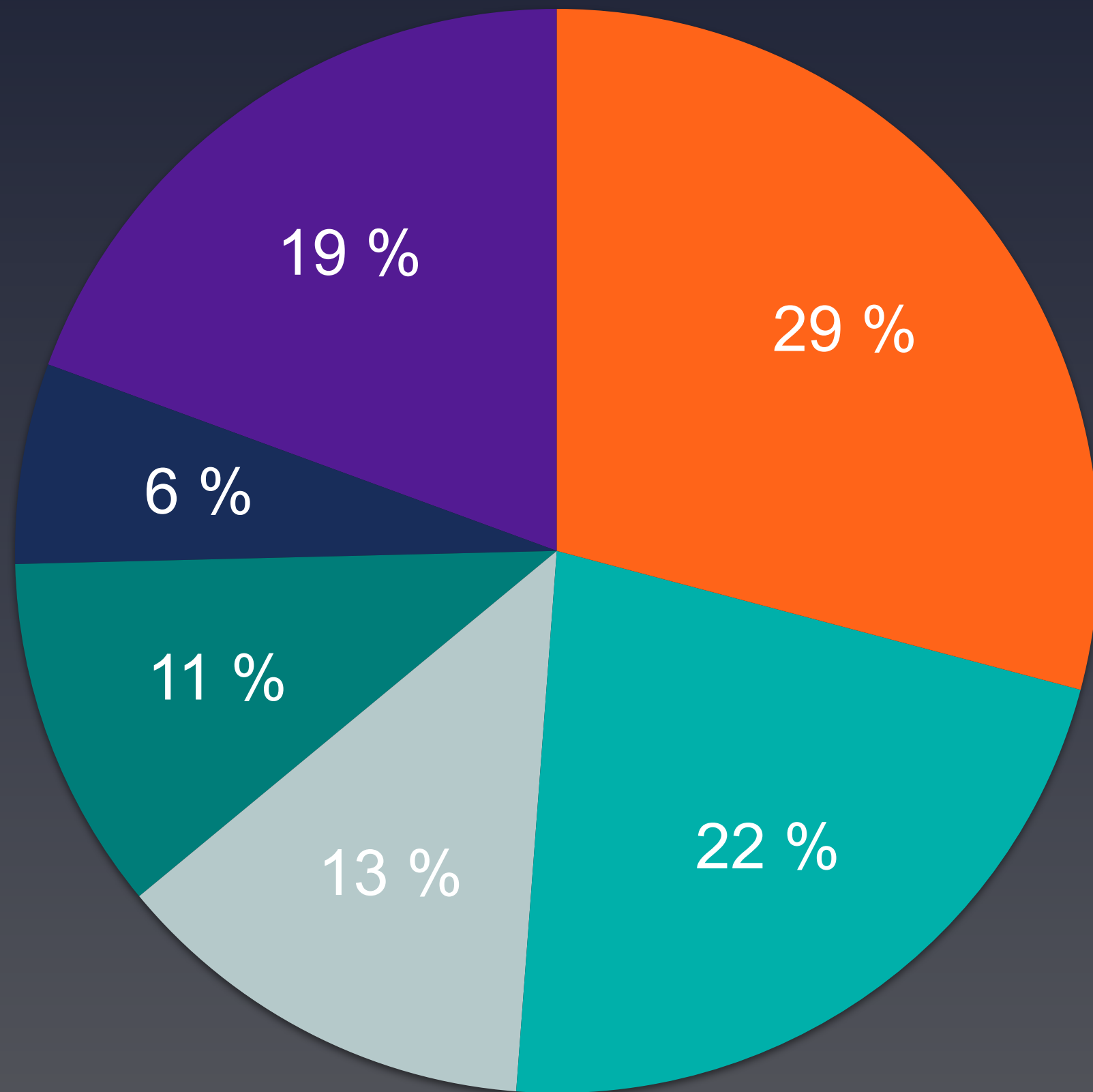# End Users Last Verified Date
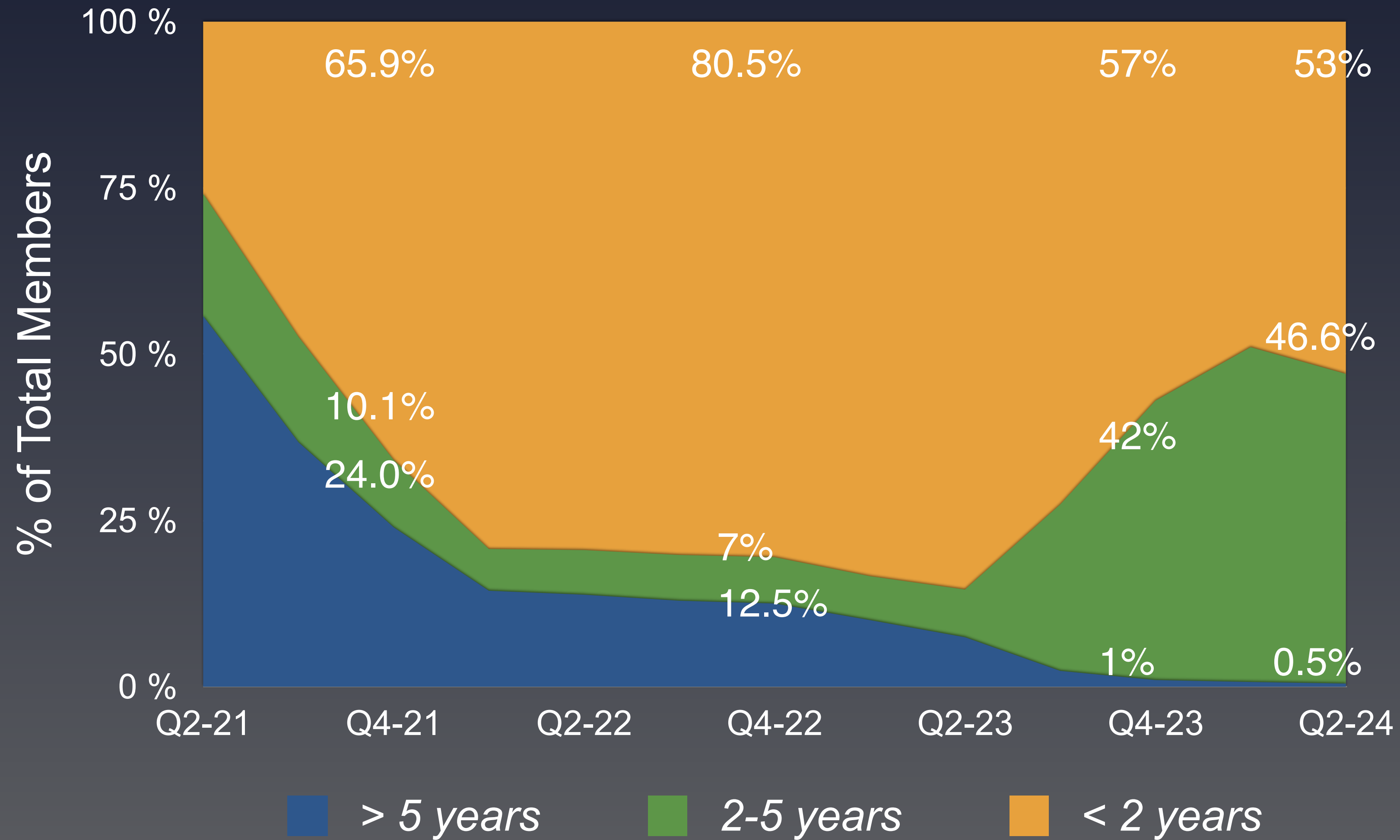
Verification Methods/Types

Members

- Transfers (4,770)
- Org Changes (3,615)
- ARC (2,098)
- Reg. Accuracy Monitoring (1,737)
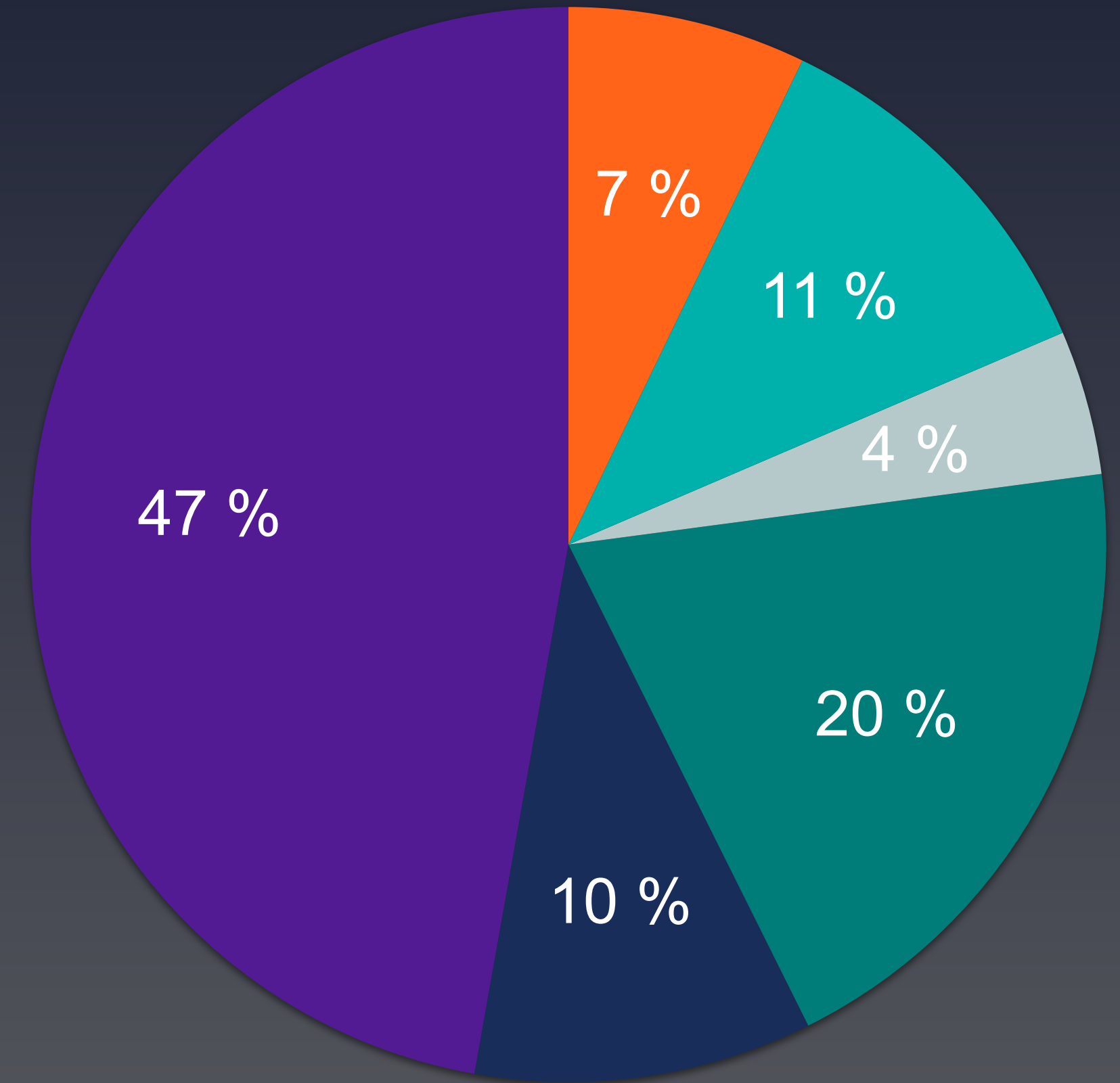- LIR Account Activations (979)
- Other (3,179)

End Users

- Transfers (603)
- Org Changes (959)
- ARC (366)
- PI Assignment (1,662)
- Sponsorship Change (855)
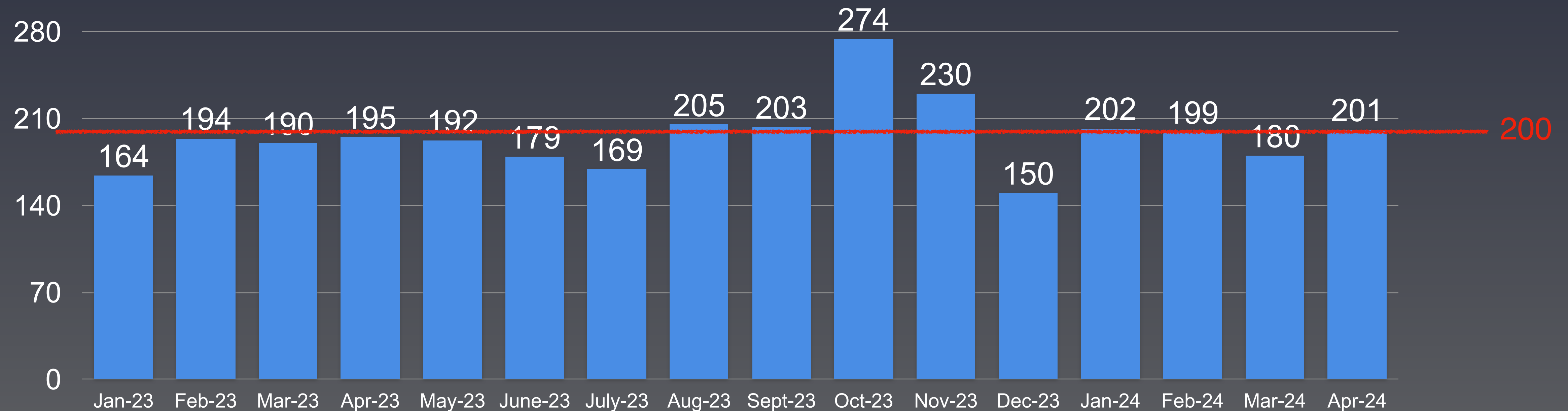- Other (3,974)

**Members
Last 12 months = 16,378**

**End Users
Last 12 months = 8,419**

2,400 ARCs per year

- Target members with +5 year last verified date
  - Help keep member's and sponsored End User registry data accurate and correct
  - Explain RIPE policy, our services (RPKI, Atlas, RIPEstat) and also 2FA

- Total completed 2023 = 2,345

Bar chart of ARCs completed by month:

Month	Value
Jan-23	164
Feb-23	194
Mar-23	190
Apr-23	195
May-23	192
June-23	179
July-23	169
Aug-23	205
Sept-23	203
Oct-23	274
Nov-23	230
Dec-23	150
Jan-24	202
Feb-24	199
Mar-24	180
Apr-24	201

Target line = 200

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Service Levels

World Class Metrics

Net Promoter Score > 80

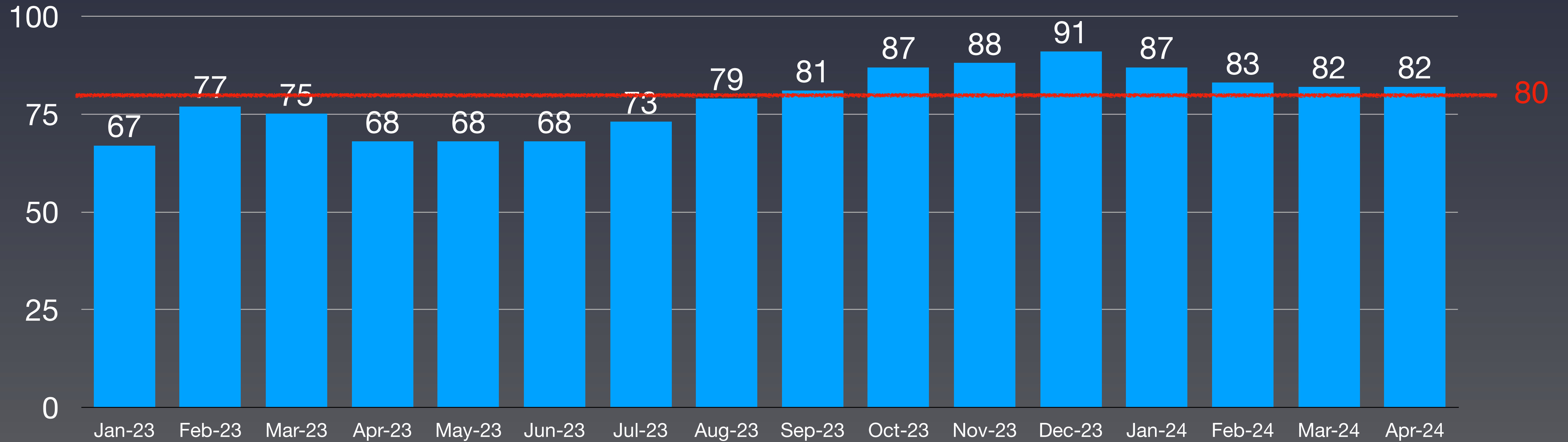Customer Effort Score > 6.5
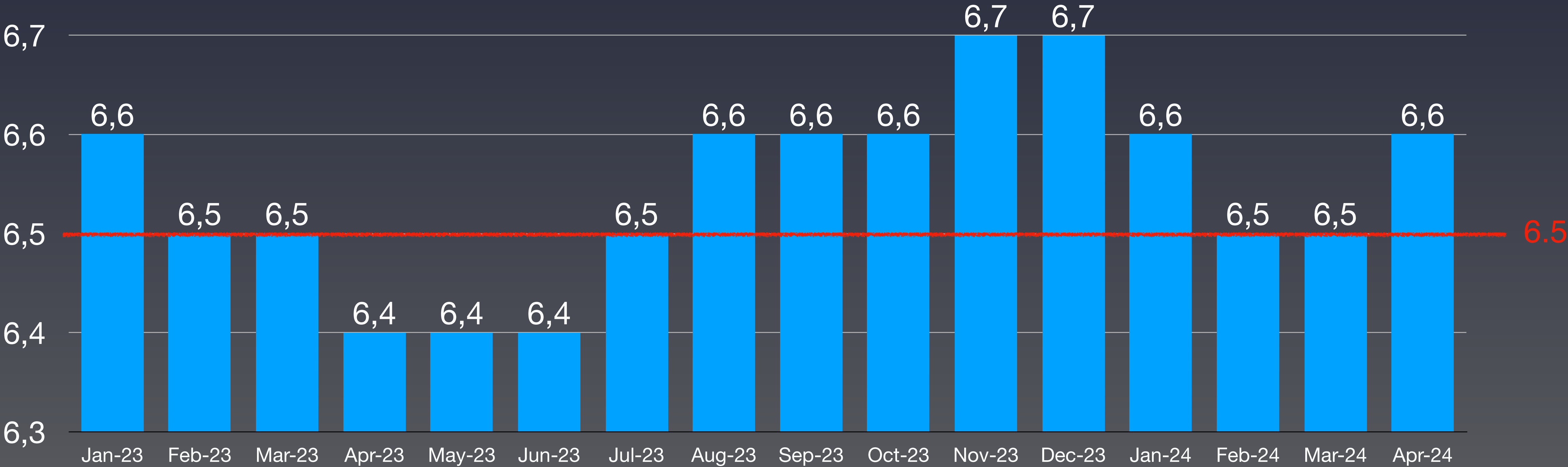
Ticket Response Times < 1 business day

Net Promoter Score > 80

- 8 months in-a-row!

Customer Effort Score > 6.5

- 10 months in-a-row!

One Business Day Ticket Responses %

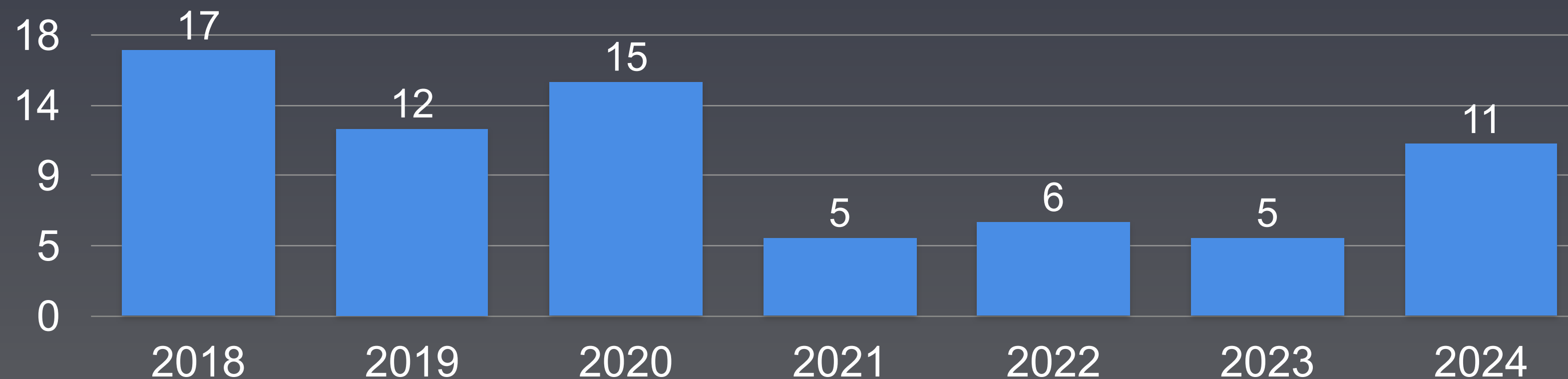| Since Jan 2023	
Average	97.7%
Minimum	87.5%
Maximum	100 %
Total Tickets	71,929

Protecting Registry Resources

Fraud Handling

- Falsified documents and misleading information are registry risks

- Consequences of confirmed manipulated docs include

  - Closure of membership, Resource deregistration, RIPE NCC blacklisting, reporting to police

- Police reports

Registry Investigations

- In recent months, unauthorised access of LIR accounts

    - Unusual trends detected by the registry, confirmed by members

    - Fraudulent documents submitted perform two transfers

- Actions taken

    - Due diligence checks uncovered a pattern of incidents

    - Audits conducted and rightful owners verified

    - Unauthorised changes reverted including transfers

    - Offender identified and membership duly closed in line with RIPE NCC procedures

Registry Investigations

- Best practices to protect your services

  - Ensure all contacts in your LIR account are valid and kept up to date

  - Be vigilant about validity of your email domains and email security

  - Store account credentials in a secure manner, and to stop using shared accounts

  - Report any suspicious activity to us immediately

- Registry Investigation Report

External Auteng

- Independent external review of the Registry conducted every two years

- In Feb 2024, concluded transfers integrity audit with Ernst & Young

- No major venerabilities identified

- Recommendations added to registry optimisation plans

Other Registry Insights

Sanctions Compliance

- Screening for EU and OFAC sanctions

  - All current members and End Users screened and monitored

  - Alerted when members and End Users are sanctioned - resources are frozen until matter is clarified

  - Confirmed sanctioned entities prevented from registering new resources and existing resources are frozen

- Alerts are individually investigated

  - ~1300 alerts per month. Most false positives

  - A lot of manual checks, especially for indirect sanctions

- Quarterly Sanctions Transparency Report

Registry Labs Articles

- Registry reflections and workload insights

  - Curious case of growing ASN work, fraud handling

  - https://labs.ripe.net/author/james-kennedy/reflections-on-six-months-as-chief-registry-officer/

- IPv6 stockpiling

  - Members accumulating multiple IPv6 allocations

  - Observations reported by Marco Schmidt: https://labs.ripe.net/author/marco_schmidt/ipv6-stockpiling-a-trojan-horse-in-our-midst/

  - Discussion taking place in Address Policy Working Group

- Other registry topics?

Summary

Summary

- Registry accuracy and integrity remain paramount

- World class service levels being maintained

- Proven robust and effective due diligence framework

- Thank you Registry team!

Questions