

## RIPE Database Usage Survey: Open-ended responses overview

The RIPE Database Requirements Task Force, March 2020

In total, 206 respondents answered the RIPE Database usage survey from January 2020.

There were six questions in the survey. Question 5 and Question 6 were open-ended questions where respondents could mention two things they liked and two things they disliked about the RIPE Database.

We compiled all of the comments for both questions and categorised the answers. We also added a percentage rate per category to better understand what the most frequent comments were. We also added two annexes that are comparing results from closed Questions 1-4 with Question 5 (Annex I) and Question 6 (Annex II).

### Disclaimer

Due to rounding, percentages may not always appear to add up to 100%. For multiple-choice questions, the total number of answer choices selected for a question can be greater than the number of respondents that answered the question. This can cause the total response percentages to exceed 100%.

### **Question 5: What are the top two things that you value the most about using the RIPE Database?**



*Word Cloud generated by our survey tool from Question 5 results.*

#### 1) Information (26%)

“Completeness of information”

“Contact information for specific roles, like DNS or routing functions in an organisation”

“Routing info”

“Right information about provider or owner of domain”

#### 2) Ease of use (22%)

“Well thought-out design and useful for beginners”

“Good overview of our resources”

3) Others (16%)

“Documentation”

“Legal transparency”

4) Accuracy (15%)

“Mostly accurate data”

“Fast updates”

5) Speed (9%)

“Immediate, quick response”

“Speed of obtaining information”

6) Free Access (6%)

“Free/Open”

“Publicly available information”

7) Anti-Abuse (4%)

“It helps me every day to get info on abusive IPs”

8) Nothing (2%)

**Question 6: What are the top two things that you are missing or dislike about using the RIPE Database?**



*Word Cloud generated by our survey tool from Question 6 results.*

1) Nothing (23%)

2) Better Usability (17%)

“Very steep learning curve”

“Difficult to manage own objects without searching for them”

3) New Features (15%)

“Notifications (for changes in routing information)”

“Person objects should be removed”

“We would like an export tool with simple information for police/judicial use”

4) Others (13%)

“Only available in English”

“The thorny issue of cross-authorisation for route objects”

5) Lack of information (12%)

“IP/domain information could be more detailed”

“Poorly legible information”

6) Data accuracy (11%)

“Does not force to update information”

“It needs more encouragement to get people to periodically review their entries to keep them updated”

7) More Privacy (5%)

“Privacy options for personal information”

“Anonym domain for registrar”

8) Better Documentation (4%)

“Blog or website with “how-to’s” for specific operations”

“A whitepaper or step-by-step manual to admin a LIR”

**Annex I: Cross Analysis (Question 5 - What are the top two things that you value the most about using the RIPE Database)**

	Information	Ease of use	Others	Accuracy	Speed	Free Access	Anti-Abuse	Nothing
<b>What type of organisation are you affiliated with?</b>								
Academic/University	7.25%	3,45%	0,00%	9,30%	7,41%	17,65%	11,11%	0,00%
Telecoms/Connectivity/Hosting	43.48%	56,90%	60,00%	48,84%	59,26%	35,29%	44,44%	0,00%
Enterprise/Industry	5.80%	10,34%	12,00%	9,30%	11,11%	5,88%	0,00%	33,33%
Public Sector	21.74%	6,90%	24,00%	11,63%	18,52%	29,41%	22,22%	0,00%
Other (please specify)	21.74%	22,41%	4,00%	20,93%	3,70%	11,76%	22,22%	66,67%
<b>What is your role in the organisation?</b>								
Administrator	20.29%	36,21%	36,00%	25,58%	44,44%	29,41%	22,22%	33,33%
Operations	20.29%	8,62%	18,00%	11,63%	3,70%	17,65%	11,11%	0,00%
Engineering	26.09%	37,93%	28,00%	37,21%	29,63%	23,53%	33,33%	0,00%
Legal	8.70%	1,72%	8,00%	13,95%	11,11%	11,76%	11,11%	33,33%
Finance	1.45%	0,00%	2,00%	0,00%	0,00%	0,00%	0,00%	33,33%
Other (please specify)	23.19%	15,52%	8,00%	11,63%	11,11%	17,65%	22,22%	0,00%
<b>What do you use the RIPE Database for?</b>								
General number resource management	59.42%	65,52%	70,00%	58,14%	59,26%	52,94%	55,56%	66,67%
DNS	39.13%	48,28%	44,00%	39,53%	51,85%	52,94%	55,56%	66,67%

Policy Routing (RPKI/prefix lists)	42.03%	48,28%	54,00%	55,81%	44,44%	52,94%	33,33%	66,67%
Geolocation	24.64%	29,31%	38,00%	23,26%	25,93%	41,18%	22,22%	33,33%
Abuse incident handling, investigation	52.17%	48,28%	56,00%	67,44%	48,15%	64,71%	77,78%	66,67%
LEA investigation	24.64%	12,07%	16,00%	18,60%	7,41%	29,41%	33,33%	66,67%
Your own IP address management	47.83%	60,34%	68,00%	60,47%	59,26%	52,94%	22,22%	66,67%
Satisfying RIPE policy requirements	27.54%	20,69%	30,00%	18,60%	18,52%	29,41%	11,11%	33,33%
Research	36.23%	27,59%	36,00%	23,26%	22,22%	29,41%	0,00%	66,67%
Sale or purchase of address space	5.80%	6,90%	6,00%	2,33%	3,70%	5,88%	0,00%	33,33%
Other (please specify)	5.80%	3,45%	4,00%	4,65%	0,00%	0,00%	0,00%	0,00%
<b>How do you query the database?</b>								
Whois/port 43	62.32%	53,45%	58,00%	76,74%	55,56%	76,47%	88,89%	100,00%
REST/API	23.19%	18,97%	20,00%	23,26%	11,11%	11,76%	11,11%	33,33%
RDAP	1.45%	1,72%	0,00%	2,33%	0,00%	5,88%	0,00%	66,67%
Web page	81.16%	82,76%	80,00%	79,07%	85,19%	100,00%	88,89%	66,67%
NRTM mirror	0.00%	0,00%	4,00%	2,33%	0,00%	0,00%	0,00%	33,33%
FTP	5.80%	3,45%	16,00%	9,30%	3,70%	5,88%	11,11%	33,33%
Other (please specify)	1.45%	1,72%	0,00%	0,00%	0,00%	0,00%	11,11%	0,00%

**Annex II: Cross Analysis (Question 6 - What are the top two things that you are missing or dislike about using the RIPE Database)**

	Nothing	Better Usability	New Features	Others	Lack of Information	Data Accuracy	More Privacy	Better Documentation
<b>What type of organisation are you affiliated with?</b>								
Academic/University	7,14%	8,33%	8,82%	3,13%	3,57%	12,00%	9,09%	9,09%
Telecoms/Connectivity / Hosting	50,00%	52,78%	50,00%	59,38%	28,57%	24,00%	36,36%	54,55%
Enterprise/Industry	16,67%	8,33%	11,76%	3,13%	7,14%	8,00%	0,00%	0,00%
Public Sector	11,90%	19,44%	11,76%	15,63%	21,43%	24,00%	27,27%	27,27%
Other (please specify)	14 ,29%	11 ,11%	17 ,65%	18 ,75%	39 ,29%	32 ,00%	27 ,27%	9 ,09%
<b>What is your role in the organisation?</b>								
Administrator	47,62%	36,11%	23,53%	25,00%	14,29%	12,00%	0,00%	9,09%
Operations	14,29%	5,56%	23,53%	18,75%	17,86%	20,00%	27,27%	27,27%
Engineering	26,19%	27,78%	32,35%	28,13%	10,71%	24,00%	27,27%	54,55%
Legal	2,38%	11,11%	5,88%	12,50%	17,86%	16,00%	9,09%	0,00%
Finance	2,38%	0,00%	0,00%	3,13%	0,00%	0,00%	0,00%	0,00%
Other (please specify)	7 ,14%	19 ,44%	14 ,71%	12 ,50%	39 ,29%	28 ,00%	36 ,36%	9 ,09%
<b>What do you use the RIPE Database for?</b>								
General number resource management	57,14%	66,67%	76,47%	53,13%	32,14%	36,00%	45,45%	90,91%
DNS	50,00%	52,78%	47,06%	46,88%	28,57%	36,00%	18,18%	36,36%
Policy Routing (RPKI/prefix lists)	47,62%	50,00%	55,88%	50,00%	25,00%	36,00%	27,27%	63,64%
Geolocation	30,95%	13,89%	17,65%	18,75%	35,71%	28,00%	54,55%	9,09%
Abuse/incident handling, investigation	54,76%	52,78%	61,76%	53,13%	57,14%	76,00%	81,82%	45,45%

LEA investigation	14,29%	16,67%	11,76%	18,75%	39,29%	44,00%	27,27%	9,09%
Your own IP address management	59,52%	69,44%	64,71%	50,00%	35,71%	36,00%	45,45%	81,82%
Satisfying RIPE policy requirements	9,52%	36,11%	26,47%	31,25%	10,71%	20,00%	27,27%	54,55%
Research	28,57%	22,22%	26,47%	25,00%	35,71%	36,00%	36,36%	18,18%
Sale or purchase of address space	9,52%	2,78%	2,94%	6,25%	0,00%	4,00%	0,00%	9,09%
Other (please specify)	0,00%	5,56%	0,00%	9,38%	10,71%	0,00%	9,09%	0,00%
<b>How do you query the database?</b>								
Whois/port 43	50,00%	47,22%	76,47%	75,00%	64,29%	84,00%	90,91%	45,45%
RESTAPI	9,52%	13,89%	38,24%	28,13%	14,29%	20,00%	9,09%	45,45%
RDAP	9,52%	0,00%	2,94%	6,25%	0,00%	4,00%	9,09%	0,00%
Web page	90,48%	86,11%	85,29%	68,75%	82,14%	72,00%	54,55%	100,00%
NRTM mirror	2,38%	0,00%	2,94%	6,25%	3,57%	0,00%	9,09%	0,00%
FTP	7,14%	0,00%	14,71%	9,38%	17,86%	16,00%	18,18%	0,00%
Other (please specify)	0,00%	0,00%	2,94%	3,13%	3,57%	4,00%	9,09%	0,00%