RIPE NCC
RIPE NETWORK COORDINATION CENTRE

Breaking Down Barriers to Engagement

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Introduction

What Do I Mean by “Engagement"?

- Everything we do:
  - to talk to people who have an interest in our activities and services
  - to allow people to talk to each other about relevant topics
- Our communication channels, our platforms, the content we put on those platforms
- In short, *dialogues* and mechanisms that enable those dialogues
- The focus here is on *people*
  - member and community distinctions can be important, but not so much today

Why is Engagement Important?

- We need dialogues with people so we know how to develop our services and carry out our activities
  - This is key to maintaining trust
  - It also helps us to deal with complex issues (of which there are quite a few)
- You need dialogues if there is to be a thriving membership and community (and we need to accommodate those dialogues)
  - Everything about RIPE and the RIPE NCC has emerged from this idea - collaboration, discussion, sharing ideas, arriving at consensus
  - These dialogues should to be open to everyone

What Are These Barriers to Engagement?

- Lack of understanding and awareness
- Different preferences on how to send/receive communications
- Accessibility issues
- Lack of interest in the topics that are out there
- Fear of criticism leading to reluctance to engage
- Confusion on where to engage and how
- Different experiences, cultures, backgrounds, languages, interests (and more) making dialogues difficult

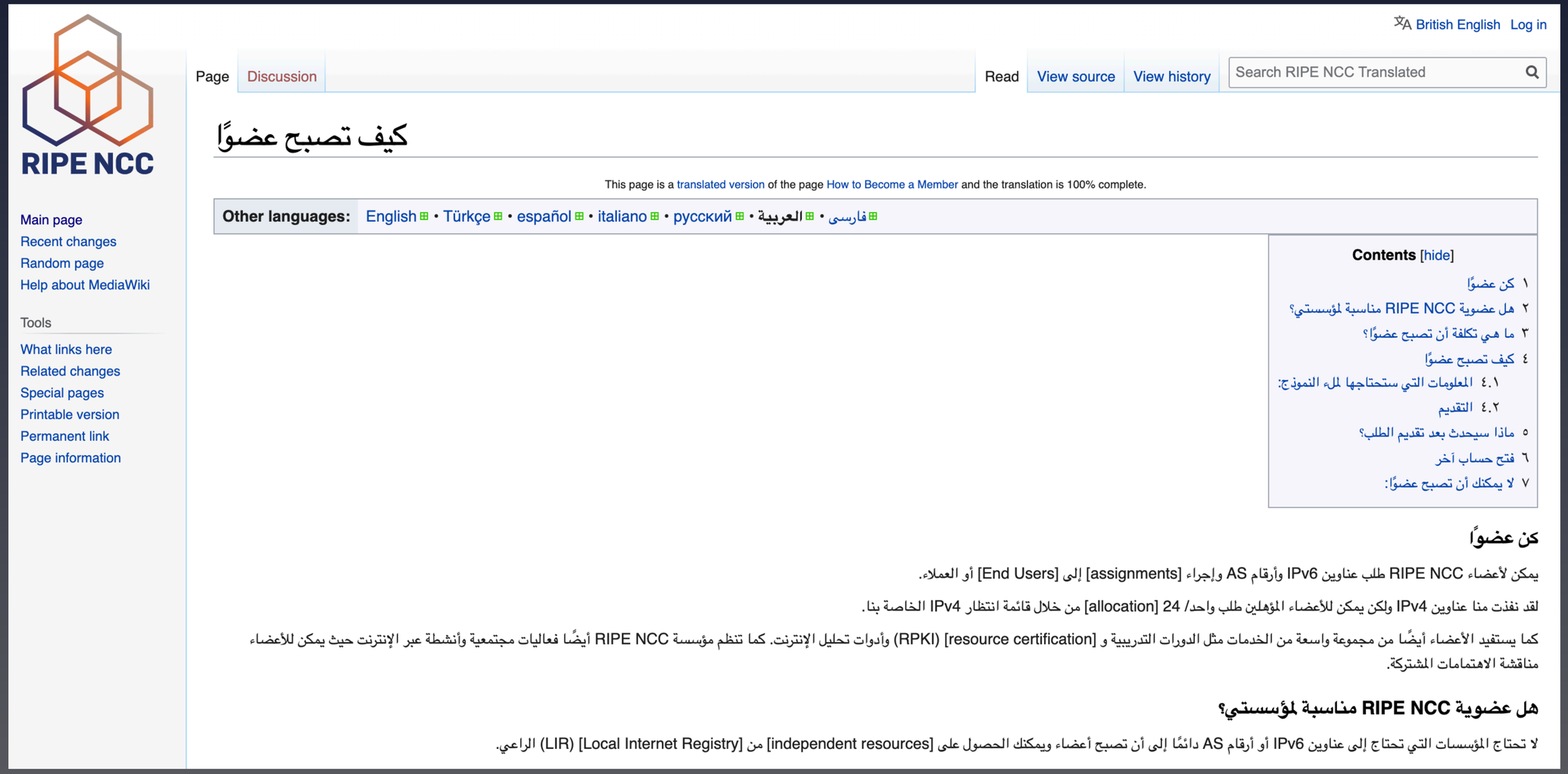
How we’re trying to break down barriers

Modernising Our Content Delivery

- During the pandemic, we built a media room in our Amsterdam office, and this is now used on a daily basis
- This has allowed us to provide content in more interesting ways
- Podcasts with staff and community on interesting topics
- Videos from people who develop our services
- Better webinars and new videos from our trainers
- Coincided with the launch of the new RIPE Labs
  - A more modern and interactive hub for our content

ALL
DATA
ARE
LOCAL

Languages



RIPE NCC

British English Log in

Page Discussion Read View source View history Search RIPE NCC Translated

Main page
Recent changes
Random page
Help about MediaWiki

Tools
What links here
Related changes
Special pages
Printable version
Permanent link
Page information

كيف تصبح عضوًا

This page is a translated version of the page How to Become a Member and the translation is 100% complete.

Other languages: English • Türkçe • español • italiano • русский • العربية • فارسی

Contents [hide]

١ كن عضوًا
٢ هل عضوية RIPE NCC مناسبة لمؤسستي؟
٣ ما هي تكلفة أن تصبح عضوًا؟
٤ كيف تصبح عضوًا
٤.١ المعلومات التي ستحتاجها لملء النموذج:
٤.٢ التقديم
٥ ماذا سيحدث بعد تقديم الطلب؟
٦ فتح حساب آخر
٧ لا يمكنك أن تصبح عضوًا:

كن عضوًا

يمكن لأعضاء RIPE NCC طلب عناوين IPv6 وأرقام AS وإجراء [assignments] إلى [End Users] أو العملاء.

لقد نفذت منا عناوين IPv4 ولكن يمكن للأعضاء المؤهلين طلب واحد/ 24 [allocation] من خلال قائمة انتظار IPv4 الخاصة بنا.

كما يستفيد الأعضاء أيضًا من مجموعة واسعة من الخدمات مثل الدورات التدريبية و [resource certification] (RPKI) وأدوات تحليل الإنترنت. كما تنظم مؤسسة RIPE NCC أيضًا فعاليات مجتمعية وأنشطة عبر الإنترنت حيث يمكن للأعضاء مناقشة الاهتمامات المشتركة.

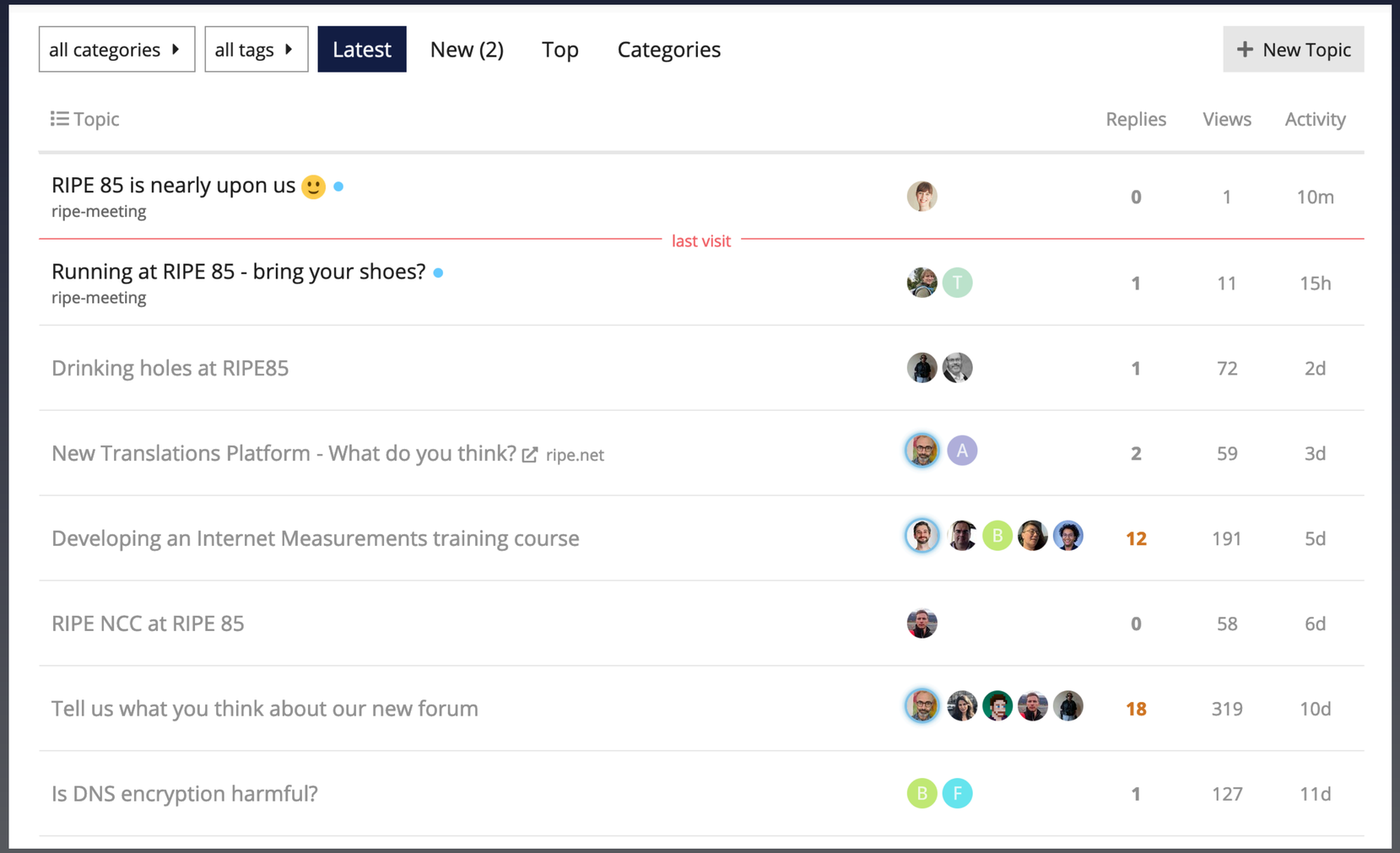
هل عضوية RIPE NCC مناسبة لمؤسستي؟

لا تحتاج المؤسسات التي تحتاج إلى عناوين IPv6 أو أرقام AS دائمًا إلى أن تصبح أعضاء ويمكنك الحصول على [independent resources] من [Local Internet Registry] (LIR) الراعي.

Languages

- We launched a RIPE NCC Translations Wiki on 18 October
  - This came from a presentation in this working group at RIPE 81
- RIPE NCC content covering topics our staff believe can help with understanding of processes and important topics
- Six languages (Arabic, Russian, Turkish, Farsi, Italian, Spanish)
- This is a really good basis for building knowledge and awareness - we'll assess and build on the work here

The RIPE NCC Forum



The RIPE NCC Forum

- We’re using Discourse - open source, works over IPv6
- The RIPE NCC moderates in line with RIPE Code of Conduct
- Trust-based system where users can help moderate
- Anyone with an email address can sign up and participate
- This is intended to add a new, inclusive way for people to talk to us and to each other
- Topics and conversations will drive direction the forum takes
- It’s not intended to replace existing communication channels

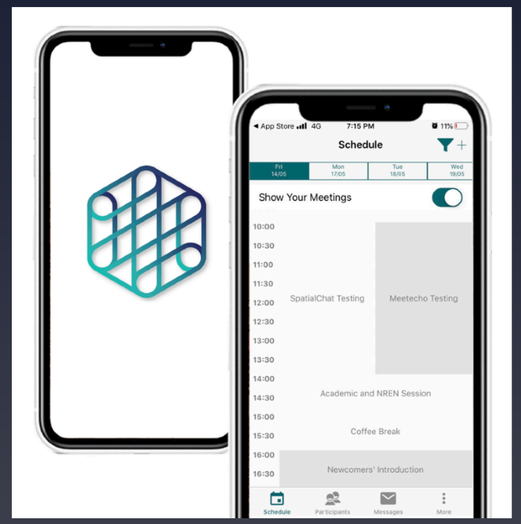
Mailman 3 - Improving Our Existing Channels

- In the coming months, we plan to upgrade to Mailman 3
  - Started this for internal lists and will discuss approach with community for public lists
- Faster, more secure and easier to use (for admins and moderators too)
- The interface is a big improvement and allows more viewing options (e.g. threaded views) as well as better archive search
- We currently have a “RIPE Forum” (not to be confused with the RIPE NCC Forum in previous slides) - a read-only interface to the archived messages
- We plan to remove the old RIPE Forum when our Mailman 3 upgrade is complete

Web Improvements

- We are working to completely overhaul www.ripe.net
- This renovation covers design and server infrastructure and will have a big impact on how we deliver content
- There will be a change of CMS from Plone to Wagtail, another Python-based, open-source framework that we use for RIPE Labs
- New design:
  - Better accessibility (conforming to WCAG guidelines from W3C)
  - Based on usability studies and design iteration
  - Multi-language support (great for regional meetings, and we can move over our languages wiki)
- RIPE community will have a larger presence and identity

Our Networking App



- This has seen reduced use since we started using Meetecho
- It is English-only, which doesn't help at regional events
- We want to look at better options

- Please talk to our Web Services Manager Oliver Payne about this and other web improvements you'd like to see

Oliver Payne
Web Services Manager

Providing Engaging Content

- Since Q3 2021 we have been providing quarterly plans that detail the upcoming work from our development teams
- We now publish plans for nine development teams
- Each plan is announced on relevant lists, and we really want to get your input on these
- We also regularly publish articles on RIPE Labs
- We want you to see these articles (as well as communications on mailing lists, the RIPE NCC Forum, etc.) as an invitation to start a dialogue

Quarterly Planning

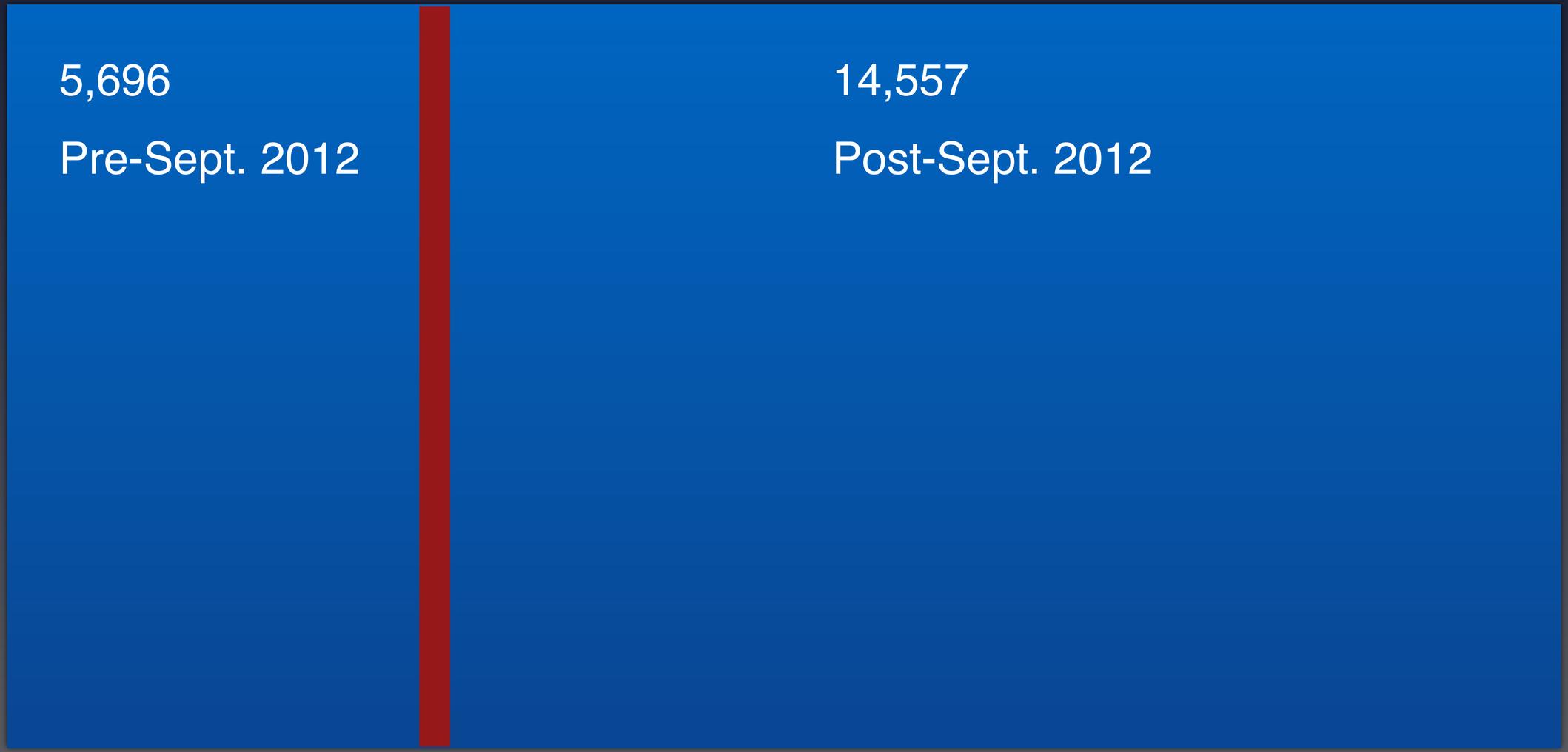
List of services
Business Applications
DNS and K-root
Learning and Development
IT and Information Security
RIPEstat
RIPE Atlas
RIPE Database
RIS
RPKI

Some final thoughts

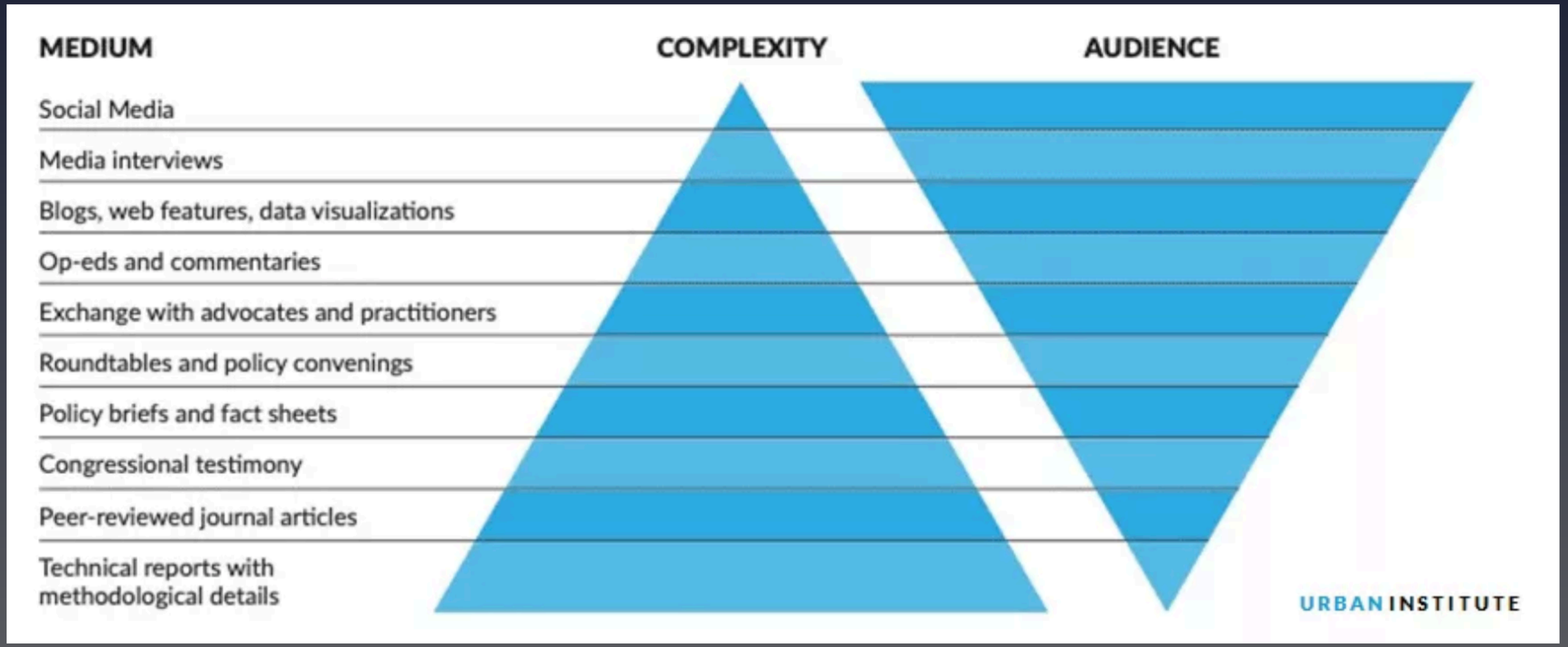
These Are People We Want to Engage With

20,369 RIPE NCC members

What Shared Experience Do They Have?



Different Media for Different Preferences



Considerations for Engagement that Works

- Not everything is for everyone
  - Different platforms suit different dialogues and different people
- This is about breaking down barriers, but also about creating a culture where dialogue is “normal” no matter where it happens
- Inclusion is a key concept - more people, more ideas, more vibrant discussions, more fun, better overview of what people want/need
- In the end, your engagement is what makes our efforts pay off

When Engagement Works

- 4,161 people engaged with the RIPE NCC Survey 2019 and let us know what they wanted to see from us
- 64 key findings were reported by independent consultants
- 115 concrete actions were taken to address those findings
  - https://www.ripe.net/participate/member-support/surveys/ripe-ncc-survey-2019/key-findings-and-proposed-actions

Questions for You

- What barriers do you see to engaging with each other?
- What stops you from engaging with the RIPE NCC?
- Are they the same ones I see?
- What do you want to see from our engagement efforts?
- Do we appear to be on the right track?

Questions

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Useful Links

- RIPE NCC Forum: https://forum.ripe.net/
- Languages Wiki: https://translated.ripe.net/
- RIPE Labs: https://labs.ripe.net/
- Quarterly Planning: https://www.ripe.net/support/documentation/quarterly-planning
- Community Mailing Lists: https://www.ripe.net/participate/mail/ripe-mailing-lists
- Membership Mailing Lists: https://www.ripe.net/participate/mail/ripe-ncc-mailing-lists