

# Operators and the IETF – the survey

Standardizing the future, together

Jan Žorž and Chris Grundemann, ISOC

[mailto:<zorz@isoc.org>](mailto:zorz@isoc.org)

[mailto:<grundemann@isoc.org>](mailto:grundemann@isoc.org)

# Primal reason: The Dream

In a perfect world...

- **The IETF creates standard protocols with operator input and they work great**
- **Deployment and operationalization concerns are consistently addressed**
- **The level of operator engagement makes sense when compared to vendor and academic involvement**
- **Operators always know when their input is needed**
- **Operators always provide their input when it's needed**

# Primal reason: The Reality

**Operators aren't that much engaged enough...**

- The significant portion of operators (at least mid/small size) don't join IETF mailing lists nor do they show up to IETF meetings**
- Current IETF attendees, including many stakeholders, make vital decisions without this operator input**
- The operators expected to deploy these technologies often don't even know that they are being developed**
- Critical new technologies are being developed with little to no direct operator input**
- Standards deemed ready by recent IETF attendees sometimes turn out to be problematic in operational networks**

# Our role

- **This topic was discussed for many years now and we decided it's time to gather some real data from the operators**
- **ISOC's Chris Grundemann created a massive online survey with many questions**
- **Our team within ISOC is working to facilitate communications between operators and the IETF to help ensure operational realities help inform standards development. Part of that is to understand what the issues are from the operators' perspective so that we can address the concerns and ultimately help make better standards..**

# The survey

- **Survey started at the beginning of 2014 and ended on 1<sup>st</sup> of July 2014**
- **359 people answered the survey**
- **Many questions and also opportunity for people to describe with their own words “why” in different categories**
- **Opportunity for operators to openly express their frustrations, concerns and their various reasons**

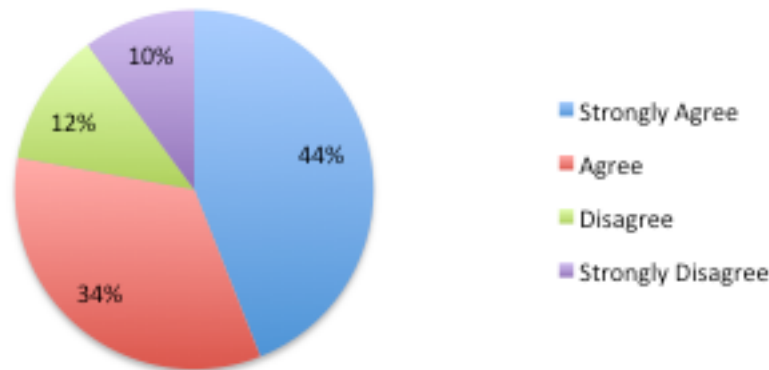
# The survey

## •Main categories:

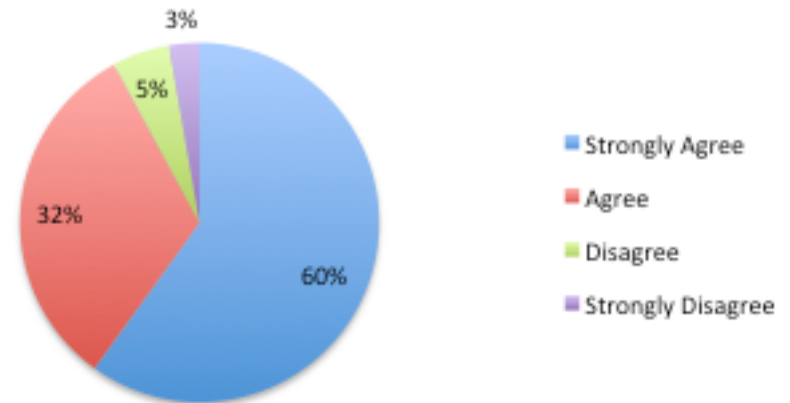
- Who are you (technical, management, operational, etc...)
- Level of IETF participation (not at all, just ML, meetings, participating in full, etc...)
  - If not participating – why not?
  - If participating – why do you think other ops are not participating that much?
- What would \*you\* do to increase operators participation in the IETF?

# Sample of results (just for those that indicated that they are not participating)...

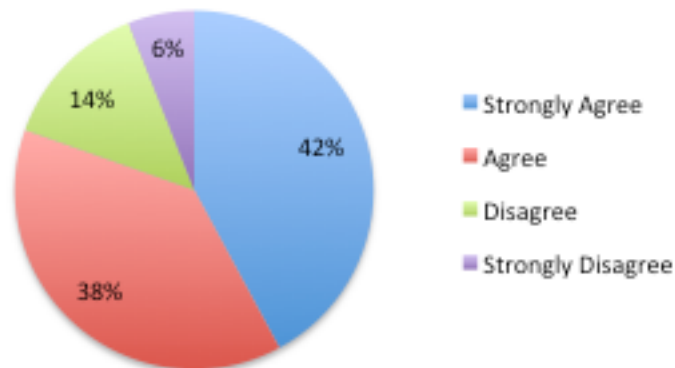
**Operator?**



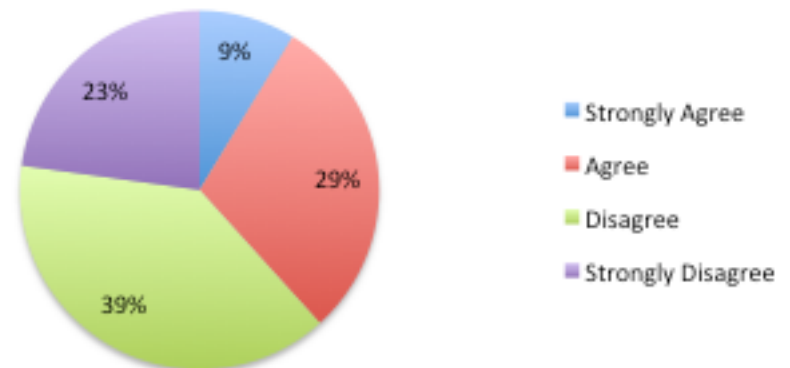
**Engineer?**



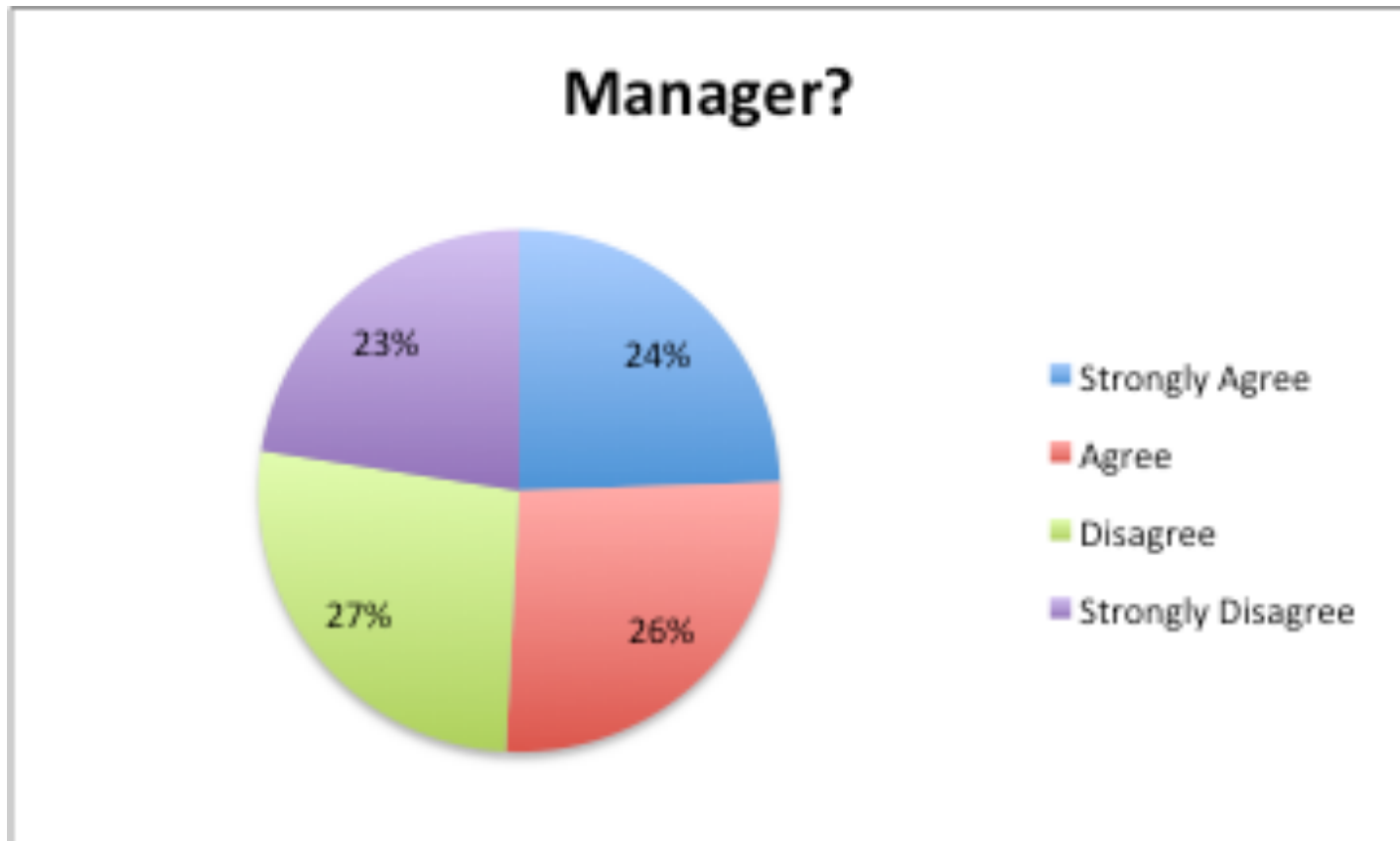
**Architect?**



**Developer?**

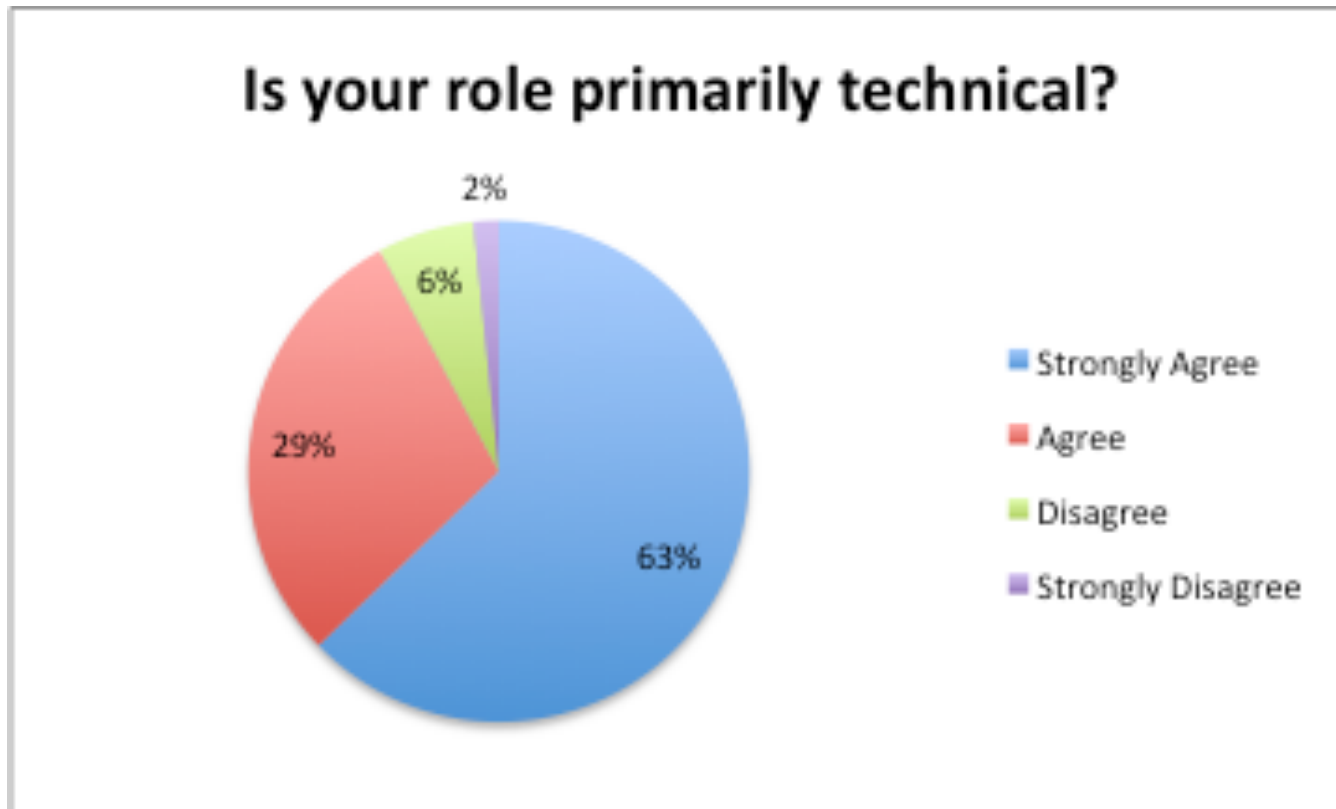


# Sample of results (just for those that indicated that they are not participating)...

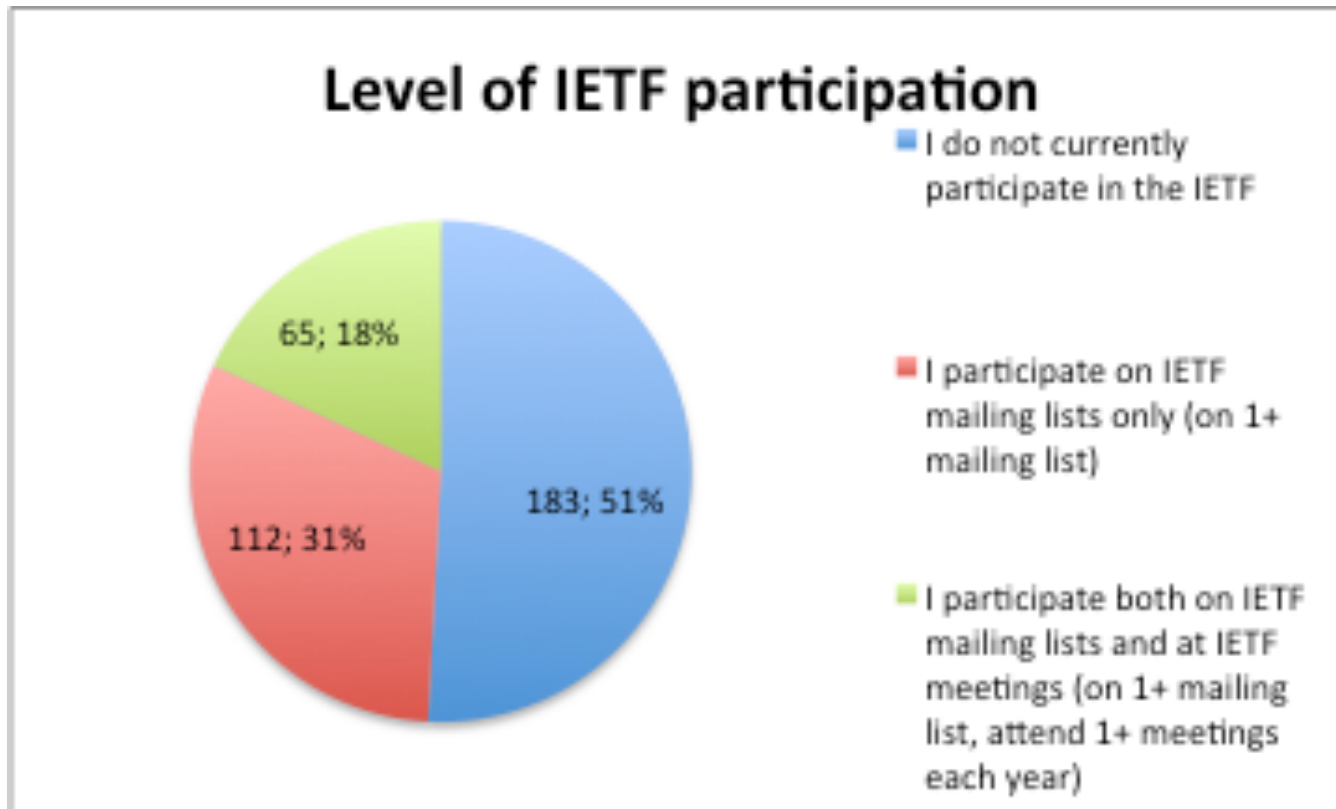




# Sample of results – are you tech?

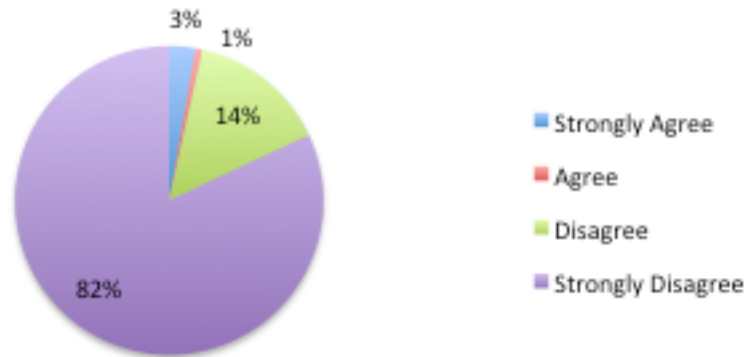


# Sample of results – are you participating?

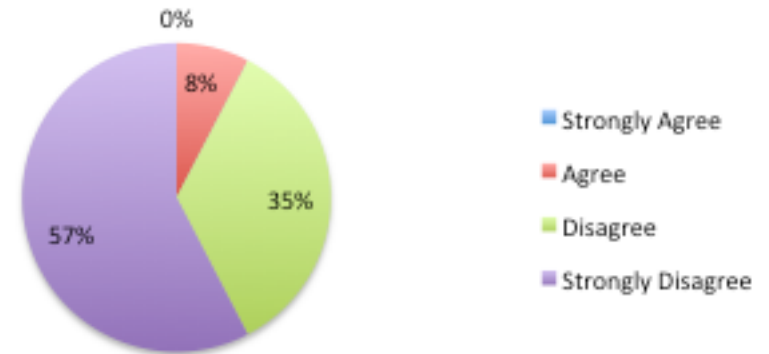


# Sample of results – do you know IETF?

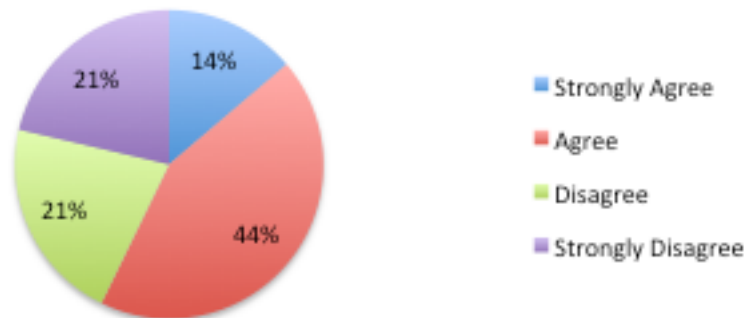
**From those who do not participate:  
I've never heard of IETF**



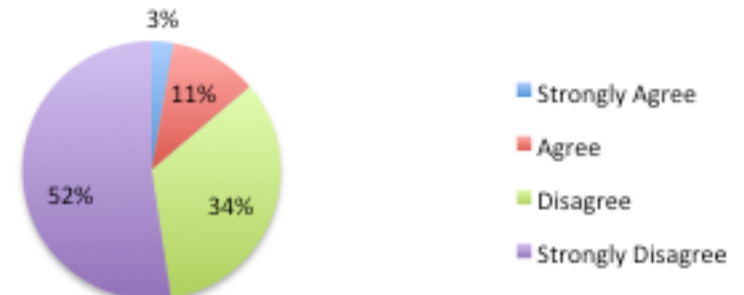
**From those who do not participate: I  
don't know what IETF does**



**From those who do not participate: I  
don't know how to participate**

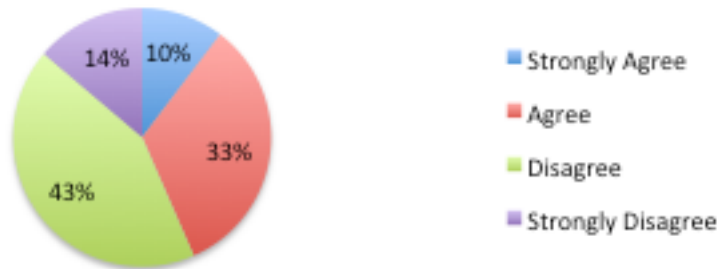


**From those who do not participate: I  
don't believe IETF documents are  
relevant to my job**

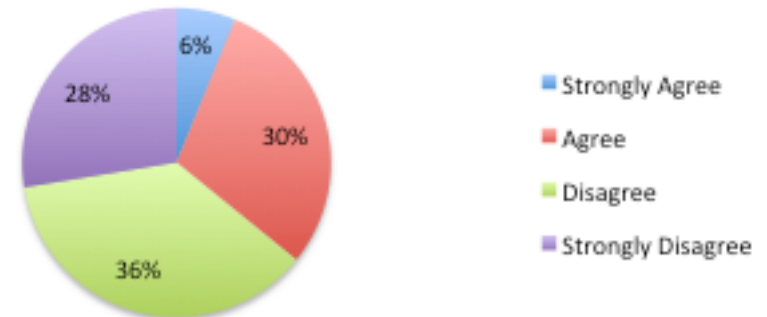


# Sample of results – why?

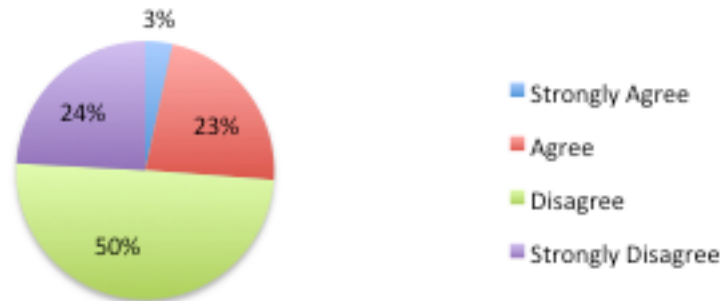
**From those who do not participate: I don't feel my operator input is welcomed**



**From those who do not participate: I rely on my vendors to represent me**

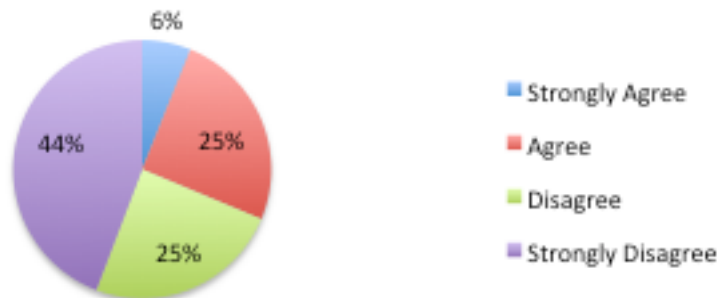


**From those who do not participate: I don't need to participate, I just need the output**



# Sample of results – Mailing lists?

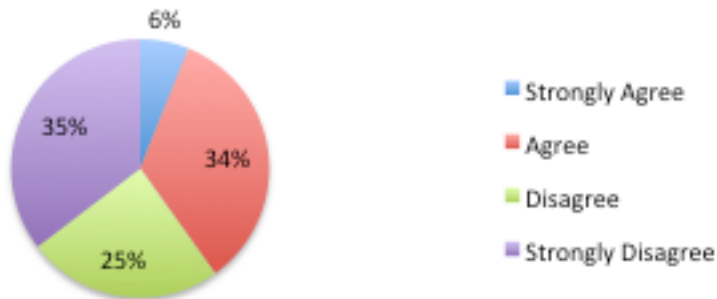
**From those who do not participate,  
ML section: I've never heard of IETF  
mailing lists**



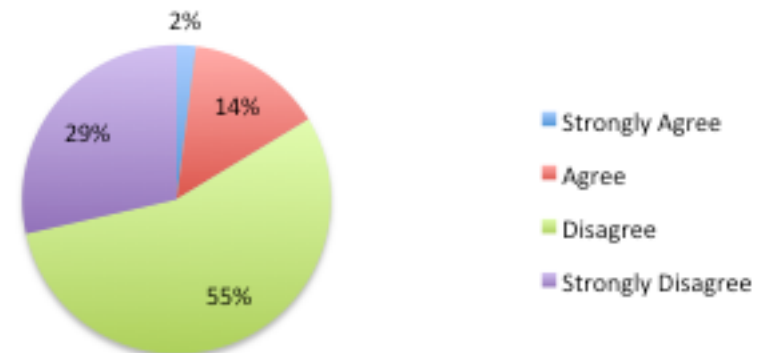
**From those who do not participate,  
ML section: I don't know what  
happens on IETF mailing lists**



**From those who do not participate,  
ML section: I don't know how to join  
an IETF mailing list**

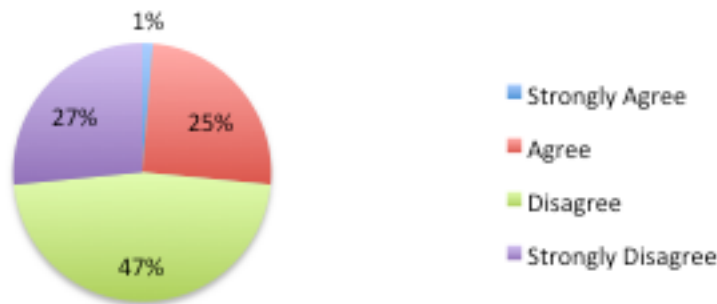


**From those who do not participate,  
ML section: I'm not interested**

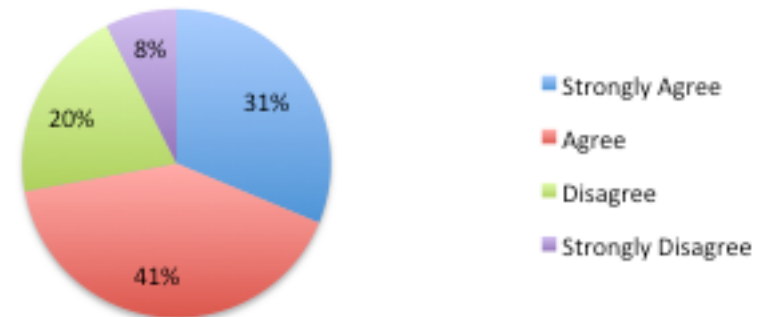


# Sample of results – Mailing lists?

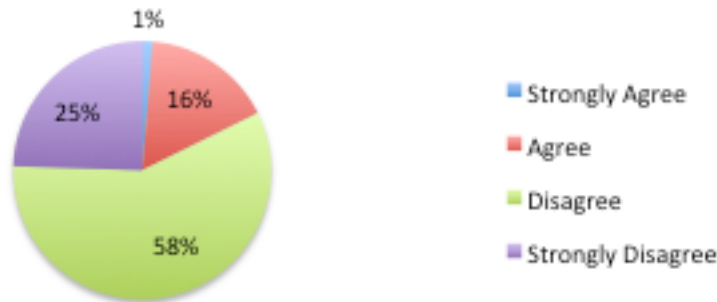
**From those who do not participate,  
ML section: I find the content too  
technical or abstract**



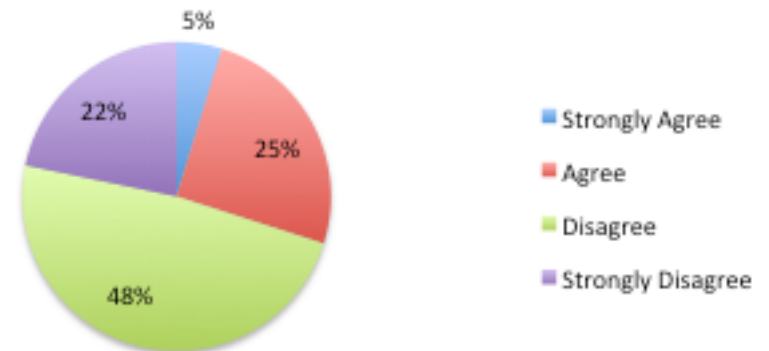
**From those who do not participate,  
ML section: I don't have enough time**



**From those who do not participate,  
ML section: I don't find the content  
relevant**

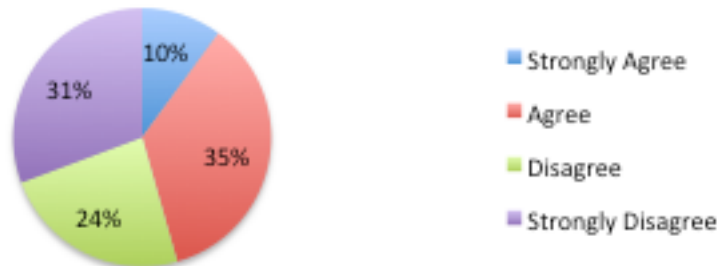


**From those who do not participate,  
ML section: It's not my job**

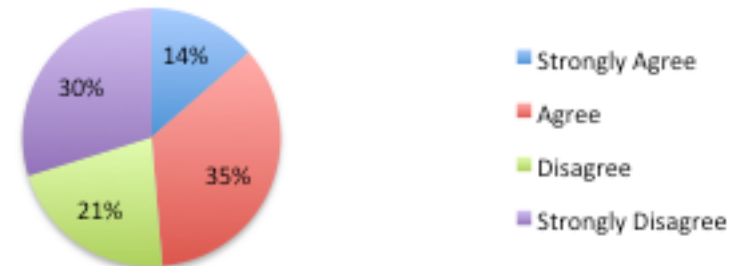


# Sample of results – IETF Meetings participation?

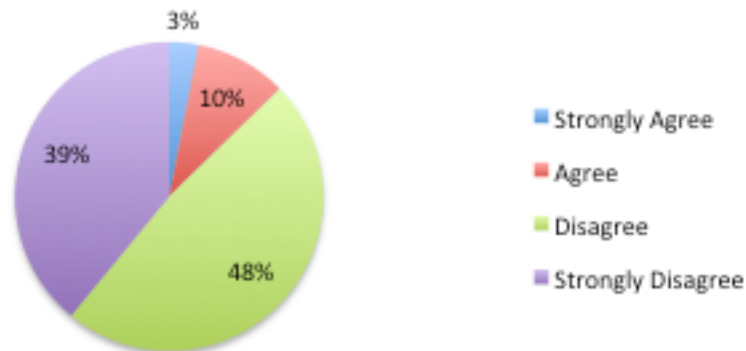
**From those who do not participate,  
meeting section: I don't know what  
happens at IETF meetings**



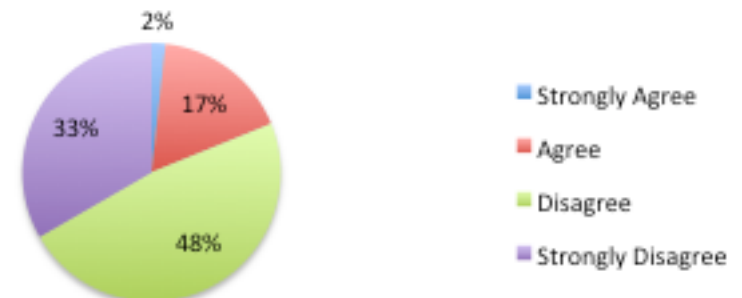
**From those who do not participate,  
meeting section: I don't know how to  
participate in an IETF meeting**



**From those who do not participate,  
meeting section: I'm not interested**

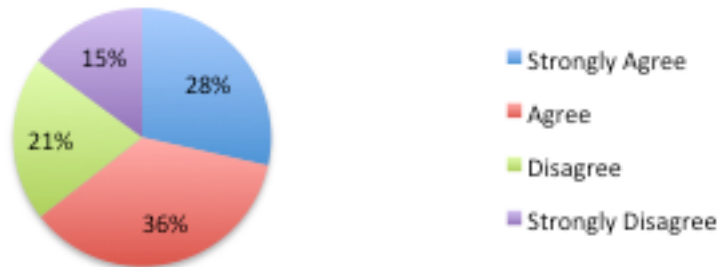


**From those who do not participate,  
meeting section: I find the content  
too technical or abstract**

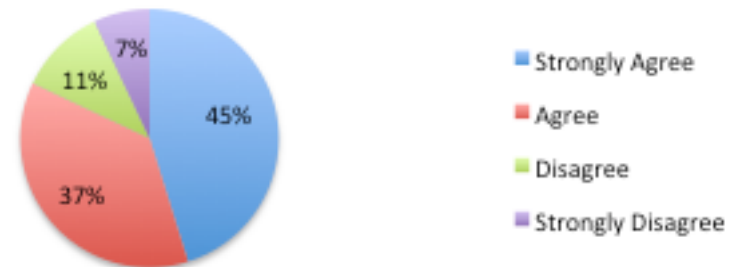


# Sample of results – IETF Meetings participation?

**From those who do not participate,  
meeting section: I don't have enough  
time**



**From those who do not participate,  
meeting section: I don't have the  
travel budget**





## **In short:**

- **Majority of survey participants were Operators/Engineers/Architects**
- **Not many developers**
- **Half of them claim to have a managerial role (remember this one)**
- **More than 90% were primarily technical**
- **About half of them do not participate in the IETF in any form**
- **~30% participate just on mailing lists**

## **In short:**

- **They heard of IETF, know what IETF does but still half of them don't know how to participate**
- **Majority of survey participants who do not participate believe that IETF documents ARE relevant to their job**
- **More than half think that their operator input is welcomed and disagree that they rely on vendors**
  - 64% say they do NOT rely on vendors to represent them
- **More than half had heard of IETF mailing lists but think that they don't know what happens on the lists**
- **Strong majority of survey participants claim that they are interested in IETF mailing lists, find the content relevant, thinks it's their job but don't have enough time for them**

## In short:

- **Half of the survey participants don't know what happens at IETF meetings nor how to participate, but at the same time they claim that they are interested and that the content seems appropriate.**
- **More than half of the survey participants that do not participate in IETF claim that time is an issue and 82% say that they don't have travel budget for IETF meetings, despite the fact that over 50% of them have a managerial role.**

# **There's lots of more data in the survey**

- **We got some suggestions, descriptions in their own words, frustrations and also indications where the issues might lie**
- **We'll write an I-D with our findings and also some potential suggestions to draw more operators towards the IETF**
- **Stay tuned for IETF91 in Hawaii ;)**

**Q&A?**

**Questions?**

**Suggestions?**

**[zorz@isoc.org](mailto:zorz@isoc.org)**

**[grundemann@isoc.org](mailto:grundemann@isoc.org)**