

Internet HRD & Training

APNIC CEOs' Meeting

APNIC 18, Nadi, Fiji
30 August 2004

Overview

- Some Market research findings
- Trends in Training delivery systems
- Impact of Training on Business
- Our Mission & our Challenge
- A Glimpse at APNIC Training
- Catch the next wave

The Human Capital Edge

by

Bruce N. Pfau and Ira T. Kay

(A report on people management practices your company must implement to maximise shareholder value)

“U.S. corporations are spending from \$30 billion to \$60 billion annually on staff training programme.”

“A company’s human resources are, potentially, its greatest asset. Training and development of a company’s human resources are critically important to its economic growth because training and development provide the ‘bridge’ between potential and actual human resource assets.”

American Society for Training & Development

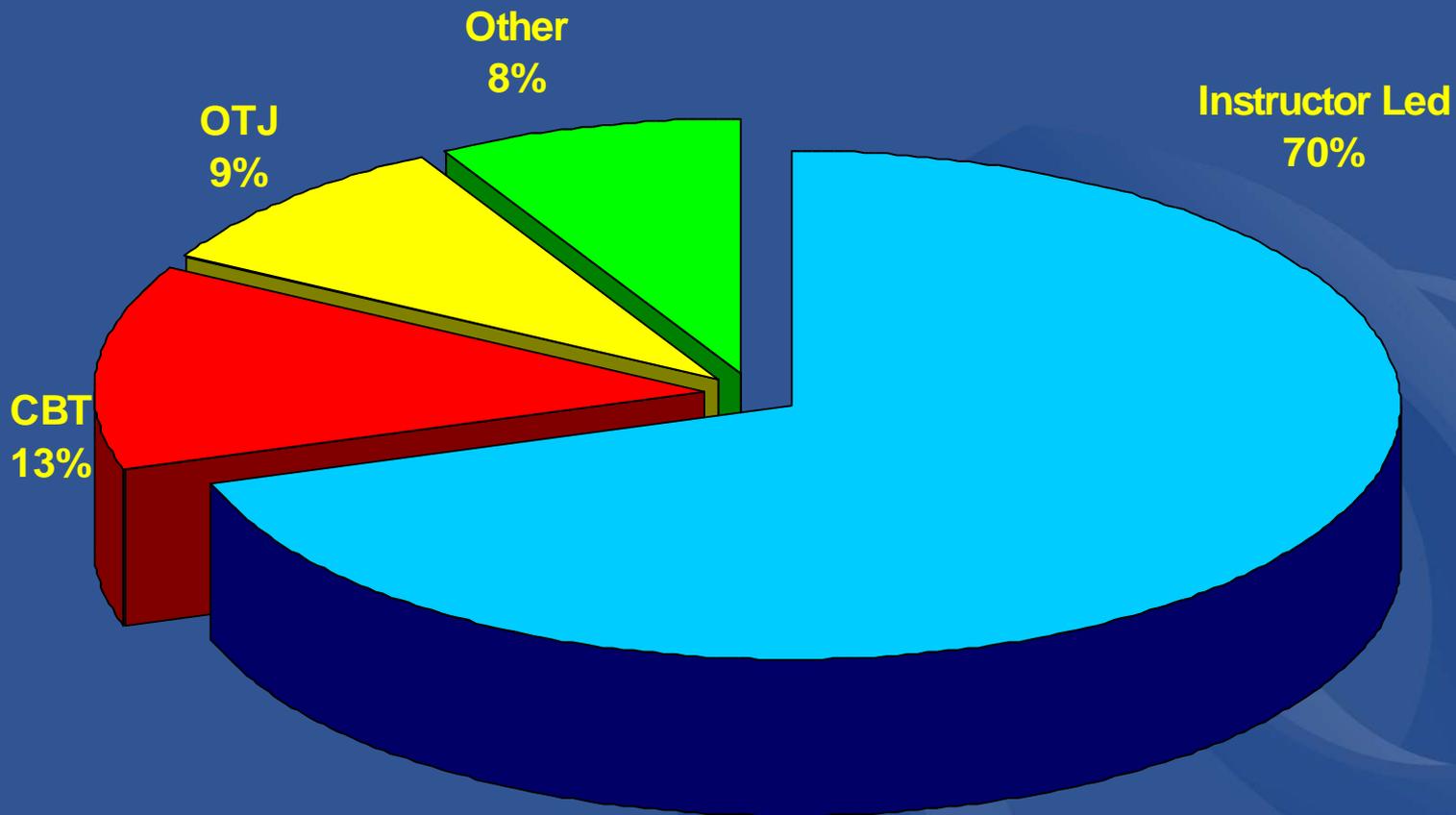
Continuing education program for an Organisation is just as important as new-hire training.

Retention is approximately 40% of the information learned in the initial new-hire training.

Research by Hays Recruitment

- 1,280 Australian workers surveyed – 41% of employees received no training
- 32% of employees would rather receive training over pay rise
- 84% of workers feel more committed to employers who had invested in their training
- 70% of employees would start looking for a new job because of lack of training opportunities

Trends in Training delivery systems



Impact of Training on ISP business

**Quality of Service
Competitiveness**

**Staff motivation
and retention**

ROI

Staff Development

- Best Current Practice
- Skill Updates



ISP technical Training in AP

- Infrastructure problems
 - Reliability and stability
 - Security, spam etc
 - Cost and efficiency
- Training needs
 - Address management
 - DNS
 - Security – best current practice
 - IPv6 transition
 - Routing
 - IXPs



APNIC

Survey 2004 REPORT

Researched and compiled by



August 2004

APNIC Survey 2004

Is the training provided relevant ?

- **245 responses from 27 economies**
- **A mean of 7.2 on a scale of 1 to 10 for above question**
- **As in previous survey, training is viewed very positively**
- **Requests for more training (e.g. IPv6)**
- **Strong requests for on-line training**



APNIC Training – our mission

To educate the APNIC Internet Community, mainly its members and others on the effective management of Internet resources.

APNIC Training - our challenge

- To deliver APNIC core training to a wider targeted area within the APNIC community
- To deliver effective IP related training that is current, relevant and meets the needs of members and community at large

Core courses

- Internet Resource Management I
 - Fundamentals
 - Including APNIC policies & procedures
- Internet Resource Management II
 - Advanced follow-up for IRM-I
 - More technical modules
- Internet Resource Management Essentials
 - Modular structure
 - Designed for customization
 - Seminar or AP Outreach events offering

Technical courses

- DNS Workshop (2-day)
- Adv. DNS Workshop (4-day)
- IRR Tutorial
- IPv6 Technicals *
- Routing Workshop *

* (Under development)

APNIC Training events

- Scheduled Core Training Courses
 - 2 per month
 - AP region
- APNIC meetings (including APRICOT)
- AP Outreach Events/Seminars
 - NZNOG
 - NetSA
 - SANOG, etc.
- NIR open policy meetings
 - APJII
 - TWNIC
 - CNNIC

ISP/IXP Workshop - feedback

Pre APNIC18 ISP/IXP Workshop
Aug (26 – 30), 2004

“We are very appreciative of APNIC’s effort in bringing this hands-on workshop to us here in Fiji.”

APNIC website – Training news



Welcome to APNIC | Asia Pacific Network Information Centre - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address http://www.apnic.net/index.html

Your IP is: 202.12.29.132

Sitemap | About APNIC | Mailing lists | Spam & hacking help | Employment

MyAPNIC

Info & FAQ

Resource services

Training

Meetings

Membership

Documents

Internet community

Search

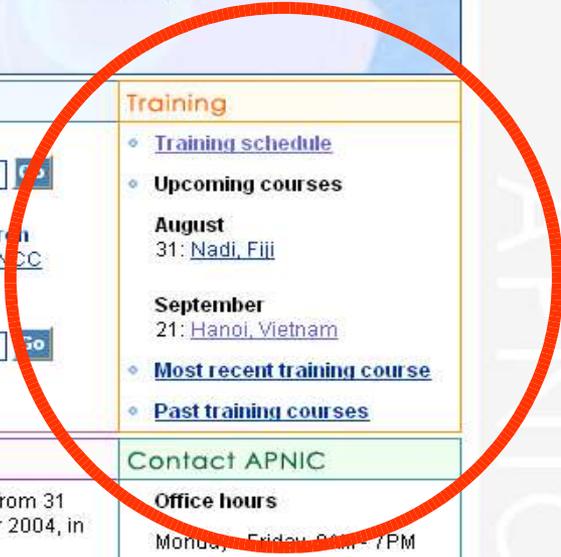
Asia Pacific Network Information Centre

Addressing the challenge of responsible Internet resource distribution in the Asia Pacific region.

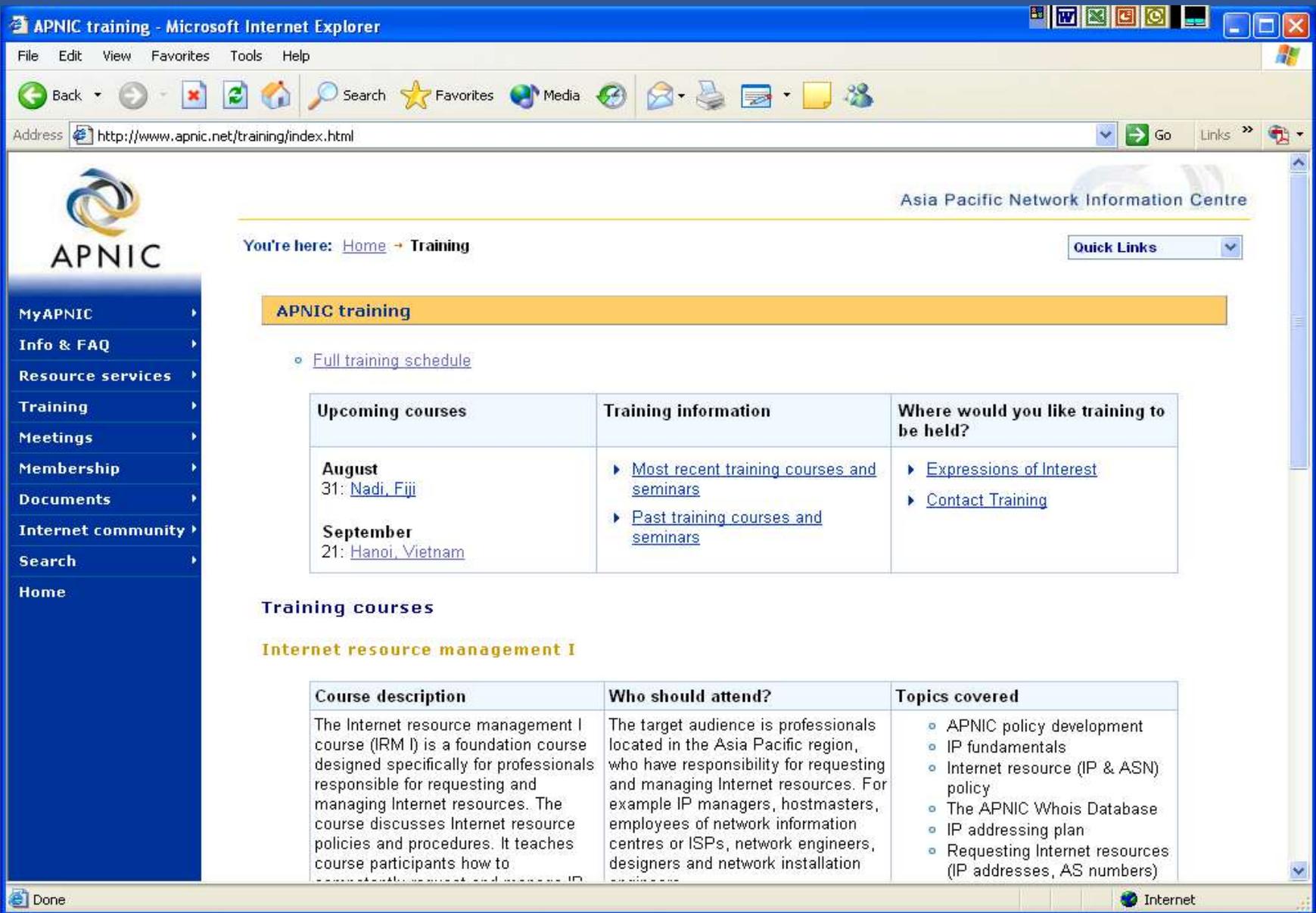
<h3>News</h3> <h4>APNIC news</h4> <p>[20-08-04] Lower IPv4 minimum allocation size and criteria now available</p> <p>[28-06-04] ASO Address Council election deferred</p> <p>[22-06-04] Register now for APNIC 18</p> <p>[07-06-04] APNIC deploys digital certificate update</p> <p>[05-04-04] APNIC invites you to be a sponsor of APNIC 18</p> <p>[ERX news] IP and ASN records transferred to APNIC (Current activities: 196.0.0.0/8, 198.0.0.0/8)</p>	<h3>Search</h3> <p>Whois search</p> <input type="text"/> <input type="button" value="Go"/> <p>Other RIRs whois search</p> <p>ARIN LACNIC RIPE NCC</p> <p>Site search</p> <input type="text"/> <input type="button" value="Go"/> <p>Sitemap</p>	<h3>Training</h3> <ul style="list-style-type: none">Training scheduleUpcoming courses <p>August 31: Nadi, Fiji</p> <p>September 21: Hanoi, Vietnam</p> <ul style="list-style-type: none">Most recent training coursePast training courses
<h3>Hot topics</h3> <p>Internet governance</p> <p>Myth of address shortage and other Hot topics</p>	<h3>Meetings</h3> <p>APNIC 18 will be held from 31 August to 3 September 2004, in Nadi, Fiji.</p> <p>APNIC 19, in conjunction with APRICOT 2005 will be held from</p>	<h3>Contact APNIC</h3> <p>Office hours</p> <p>Monday - Friday 9AM - 7PM</p> <ul style="list-style-type: none">Local time <p>12:02 PM (UTC +10)</p>

Done

Internet



APNIC Training home page



The screenshot shows a Microsoft Internet Explorer browser window displaying the APNIC training home page. The address bar shows the URL <http://www.apnic.net/training/index.html>. The page features the APNIC logo and navigation menu on the left, and a main content area with a breadcrumb trail 'You're here: Home -> Training' and a 'Quick Links' dropdown. The main content area is titled 'APNIC training' and includes a link to 'Full training schedule'. Below this is a table with three columns: 'Upcoming courses', 'Training information', and 'Where would you like training to be held?'. The 'Upcoming courses' column lists two courses: one in August (31st) in Nadi, Fiji, and one in September (21st) in Hanoi, Vietnam. The 'Training information' column contains links for 'Most recent training courses and seminars' and 'Past training courses and seminars'. The 'Where would you like training to be held?' column contains links for 'Expressions of Interest' and 'Contact Training'. Below the table, there are sections for 'Training courses' and 'Internet resource management I', which includes a table with columns for 'Course description', 'Who should attend?', and 'Topics covered'. The 'Course description' for 'Internet resource management I' states it is a foundation course for professionals responsible for requesting and managing Internet resources. The 'Who should attend?' column lists the target audience as professionals in the Asia Pacific region, such as IP managers, hostmasters, and network engineers. The 'Topics covered' column lists several topics, including APNIC policy development, IP fundamentals, Internet resource (IP & ASN) policy, The APNIC Whois Database, IP addressing plan, and Requesting Internet resources (IP addresses, AS numbers).

APNIC Training home page

APNIC training - Microsoft Internet Explorer

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Address <http://www.apnic.net/training/index.html> Go Links



You're here: [Home](#) → [Training](#) Quick Links ▾

APNIC training

- Full training schedule

Training schedule	Training courses	Training information	Where would you like training to be held?
<ul style="list-style-type: none"> Most recent training Past trainings 	<ul style="list-style-type: none"> September 21: Hanoi, Vietnam 	<ul style="list-style-type: none"> Most recent training courses and seminars Past training courses and seminars 	<ul style="list-style-type: none"> Expressions of Interest Contact Training

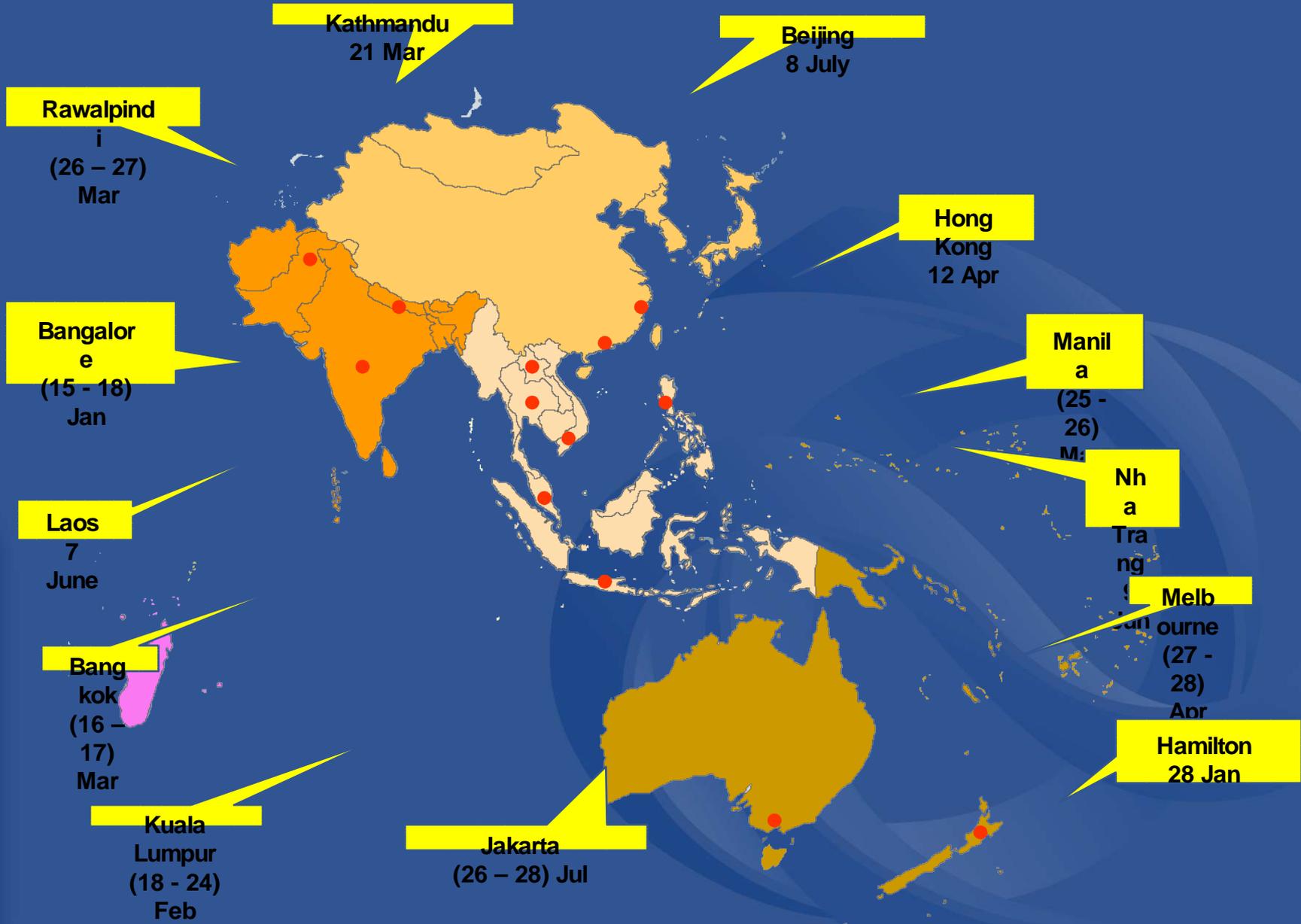
Training courses

Internet resource management I

Course description	Who should attend?	Topics covered
The Internet resource management I course (IRM I) is a foundation course designed specifically for professionals responsible for requesting and managing Internet resources. The course discusses Internet resource policies and procedures. It teaches course participants how to	The target audience is professionals located in the Asia Pacific region, who have responsibility for requesting and managing Internet resources. For example IP managers, hostmasters, employees of network information centres or ISPs, network engineers, designers and network installation	<ul style="list-style-type: none"> APNIC policy development IP fundamentals Internet resource (IP & ASN) policy The APNIC Whois Database IP addressing plan Requesting Internet resources (IP addresses, AS numbers)

/training/index.html Internet

Training to date 2004



Training to date 2004

- 28 Training sessions so far

Date	City
15-18 January	Bangalore, India (*)
28 January	Hamilton, New Zealand
18 -24 February	Kuala Lumpur, Malaysia (*) (**)
16-17 March	Bangkok, Thailand (*)
21 March	Kathmandu, Nepal
26-27 March	Rawalpindi, Pakistan
12 April	Hong Kong
27-28 April	Melbourne, Australia
25-26 May	Manila, Philippines (**)
7 June	Vientiane, Laos
9 June	Nha Trang, Vietnam
8 July	Beijing, China
16-20 July	Kuala Lumpur, Malaysia (*)
23-28 July	Kathmandu, Nepal (*) (**)
26-28 July	Jakarta, Indonesia (**)

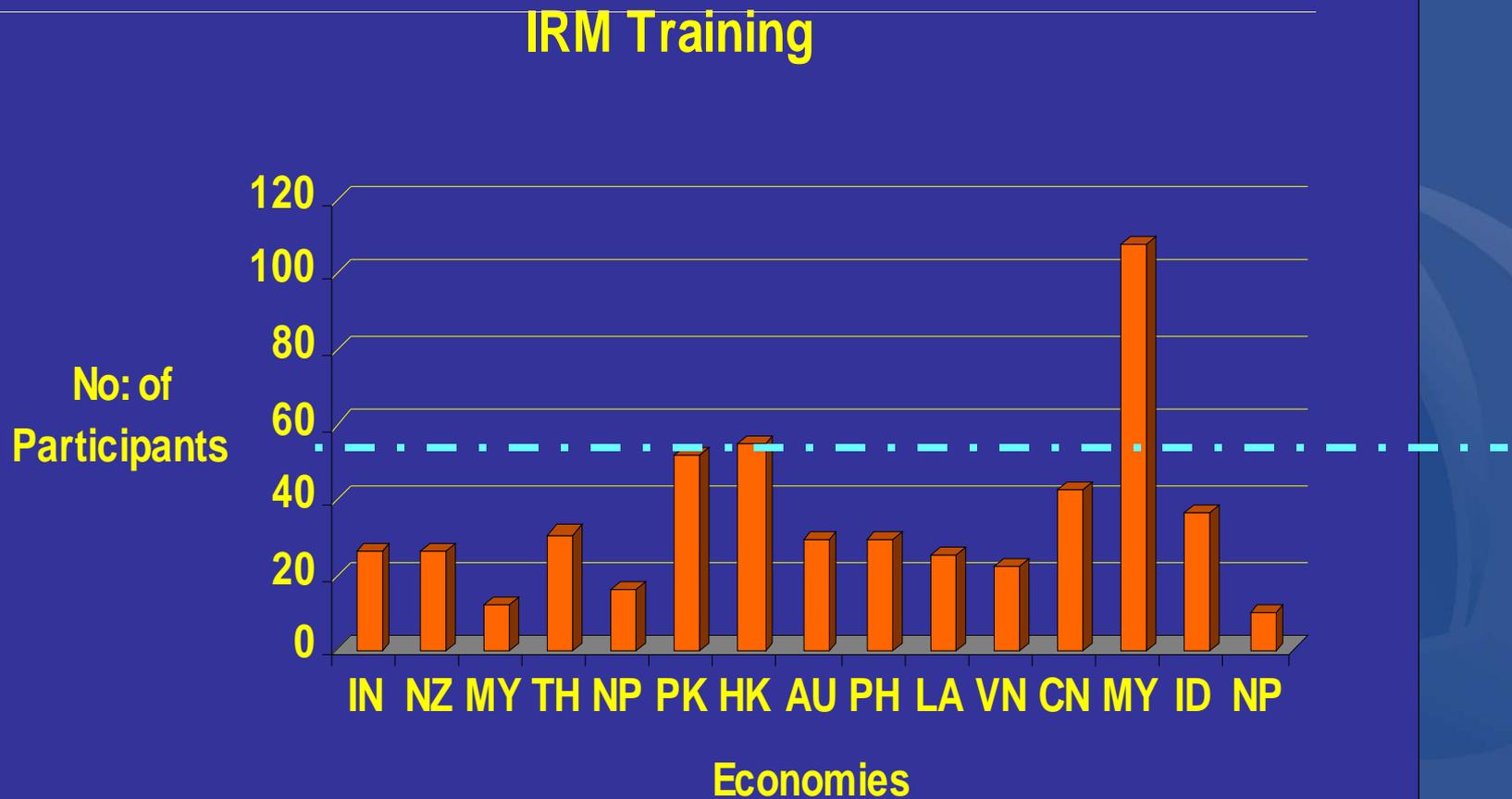
(*) with DNS workshop

(**) with IRR tutorial



Training to date 2004

How well are IRM courses attended?



Training future

- Training emphasis to continue
 - All APNIC surveys support this
 - Increasing range of ISP training
 - Online training and support
- Training business model
 - Fee structures
 - Partial cost recovery
 - Formal collaboration
 - Funding options

Some of our collaboration partners



SOI-ASIA Project



NUST Inst of Information Tech in PK



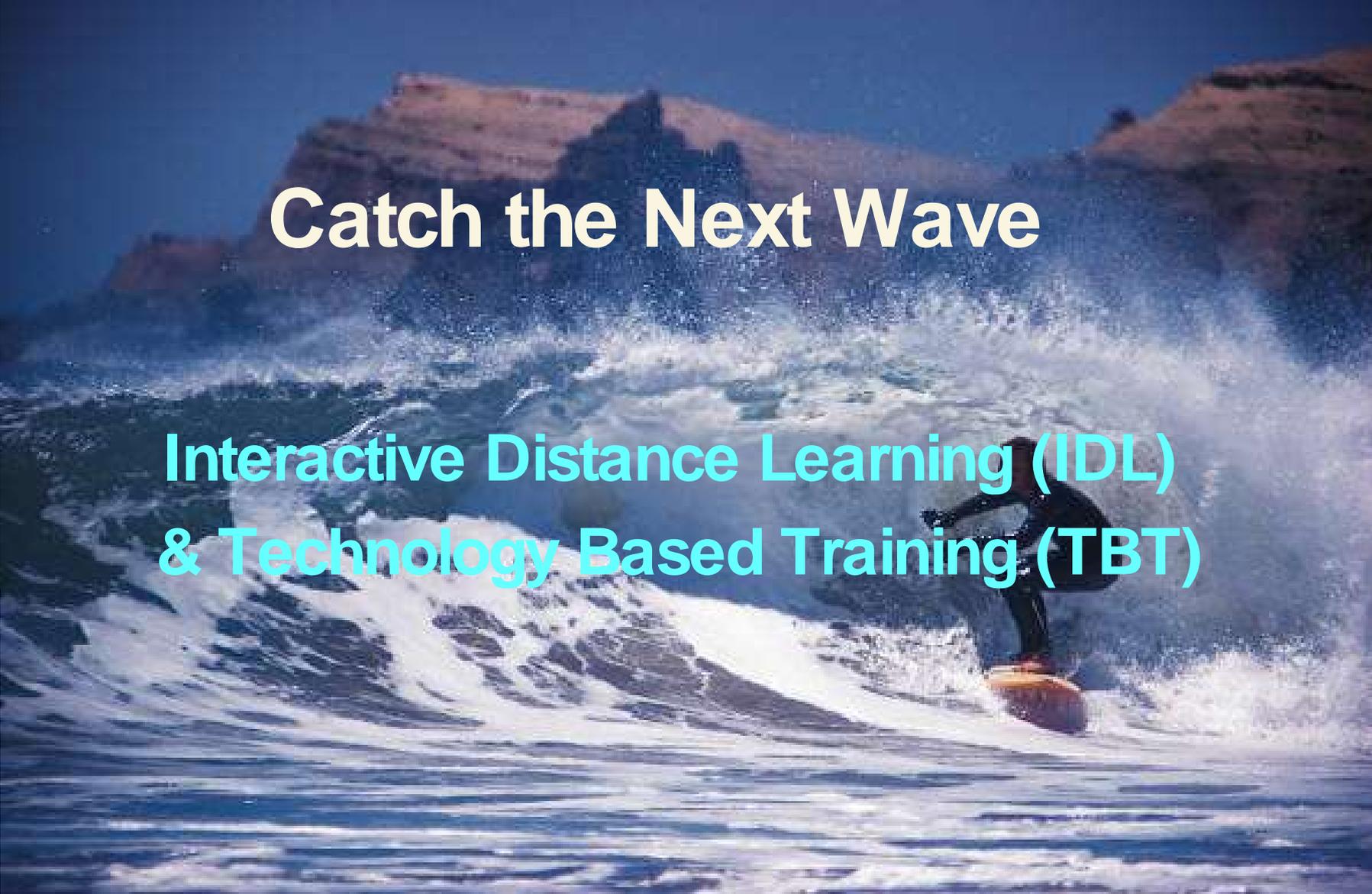
University of Santo Tomas in PH



University Malaya in MY

Catch the Next Wave

Interactive Distance Learning (IDL)
& Technology Based Training (TBT)

A photograph of a surfer in a black wetsuit riding a wave. The surfer is positioned in the lower right quadrant of the frame, leaning forward on their surfboard. The wave is breaking, creating white foam and spray. The background shows a rocky coastline under a clear blue sky.

Internet HRD & Training

Internet HRD & Training

Discussion

Internet HRD & Training

APNIC CEOs' Meeting

End