

Services Area Highlights and priorities

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Services Area Manager

Overview

- Resource Services
- Member Services
- Training Services
- Online Services



Resource Services

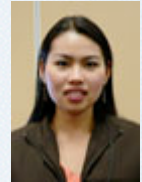
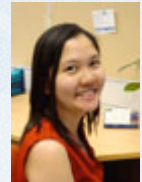


- 2006 Highlights
 - New IANA delegations to APNIC
 - IPv4 3 x /8
 - IPv6 1 x /12
 - ASN (4 byte) 2.0 – 2.1023
 - Allocations
 - 827 IPv4 allocations (a total of 3.09 x /8)
 - 41 IPv6 allocations (a total of 3,226 x /32)
 - 533 ASN assignments
 - 108 IPv4 assignments
 - 2 critical infrastructure
 - 7 IXP
 - 99 multihoming

Resource Services



- 2007 Priorities
 - Streamline procedures
 - Second opinion
 - Assignment window
 - IPv6 portable assignment policy implementation
 - Unrouted historical resource recovery
 - NIR process improvements
 - Resource certification service planning



Member Services



- 2006 Highlights
 - One stop shop for membership support
 - Helpdesk operations
 - 2,074 calls
 - 11,557 e-mail
 - 1,658 online chat
 - Dedicated customer service team



Member Services



- 2007 Priorities
 - Membership process streamlining
 - Knowledge base development
 - Clients First implementation
 - Fast and easy account opening
 - Automated processing
 - Integrated and simple resource request form
 - Enhanced membership support
 - New members: training and events attendance
 - Existing members: value added services

Training Services

- 2006 Highlights
 - Training events: 38
 - New material
 - IPv6 workshop
 - Security topics
 - eLearning
 - Intro to APNIC
 - Resource request
 - Training lab



Training Services



- 2007 Priorities
 - Increase training coverage
 - Partnership building (country/economies coverage)
 - Curriculum development
 - Needs analysis
 - Structure
 - Content
 - Blended deliveries
 - Face to face classroom
 - eLearning
 - Virtual interactive classroom

Online Services



- 2006 Highlights
 - MyAPNIC
 - Release 1.5
 - Response time improvements
 - Release 1.6
 - Resource management interface improvements
 - Whois updates
 - Voting enhancements
 - Prefix history
 - ICONS (ISP resource portal)
 - Content development

Online Services



- 2007 Priorities
 - MyAPNIC
 - Release 1.7
 - More service integration
 - Better navigation
 - New features
 - Release 1.8
 - Multi account support
 - ICONS community expansion
 - Partnerships with different communities (AfriNIC, SANOG, APRICOT, etc.)
 - Social networking features

Key projects

- APstats (completed)
- Clients First
 - Fast and easy account opening and resource request
- Stakeholder management system
 - SugarCRM implementation
- APNIC resource management system
 - IPv6 portable assignment
- APNIC events management system
 - Various enhancements based on feedback from APNIC, APRICOT, SANOG meetings



Services Area summary



- 2007
 - Simplified process and procedures
 - New services
 - IPv6 portable assignments
 - Resource certification (pilot)
 - More training coverage and facilities
 - More community support
 - ICONS enhancements
 - Events management system enhancements