

APNIC member survey 2007

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Director General

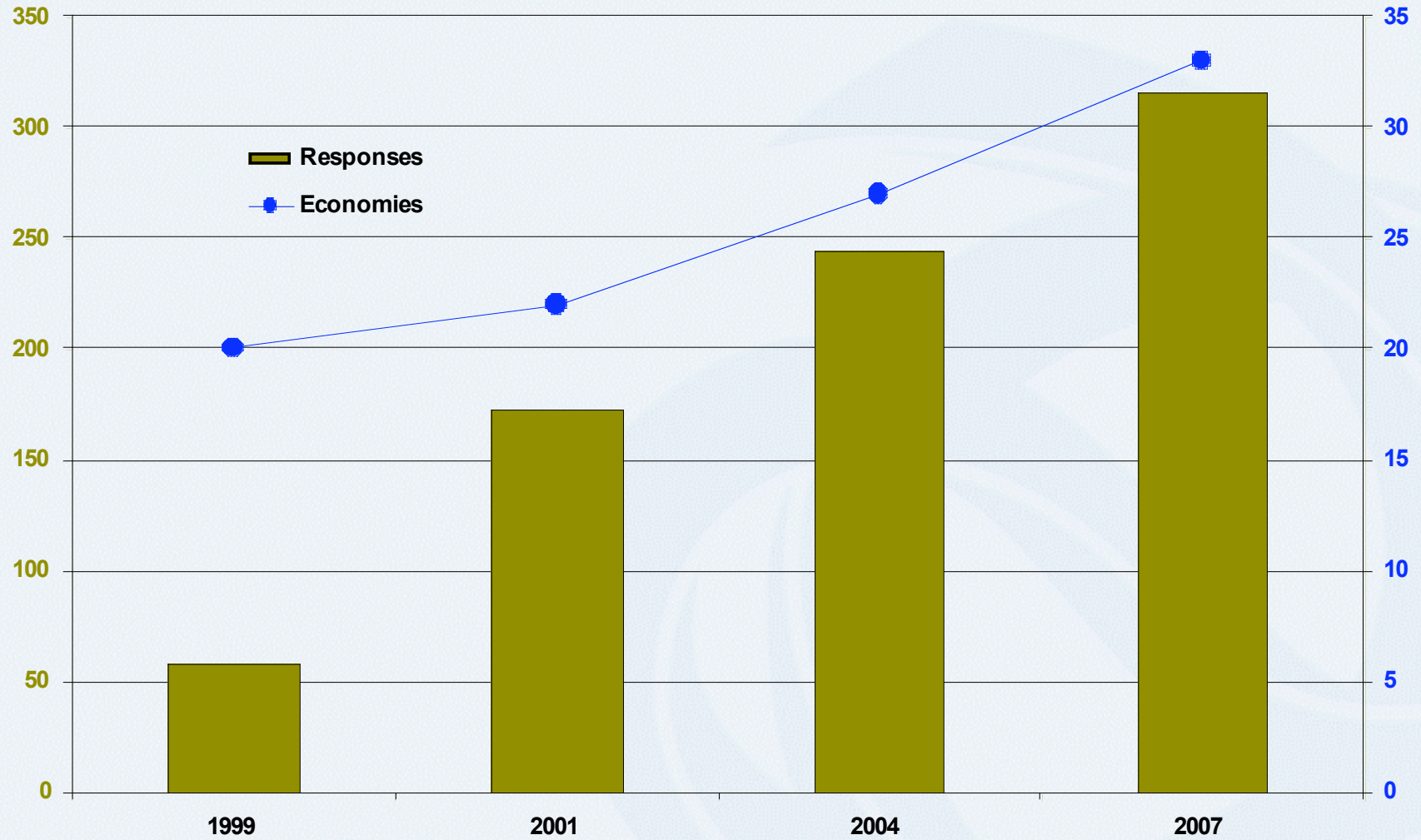
APNIC Member Survey 2007

- Three formal surveys previously
 - Commissioned by APNIC EC
 - 1999, 2001, 2004
 - Conducted by KPMG, independently from APNIC Secretariat
 - Written input and face-face consultations
 - Guaranteed confidentiality of respondents
 - KPMG consultant Dr John Earls
- Fourth survey of members and stakeholders
 - Launched November 2006
 - Published March 2007

Analysis of Past Surveys

- What has been the result of past surveys?
- John Earls report August 2006
 - Prior to Survey 2007
- Concluded that 90% of items actioned
 - Completed 39%
 - Ongoing 51%
- Content of report included within Survey 2007 report

APNIC surveys 1999-2007





RISK ADVISORY SERVICES

APNIC

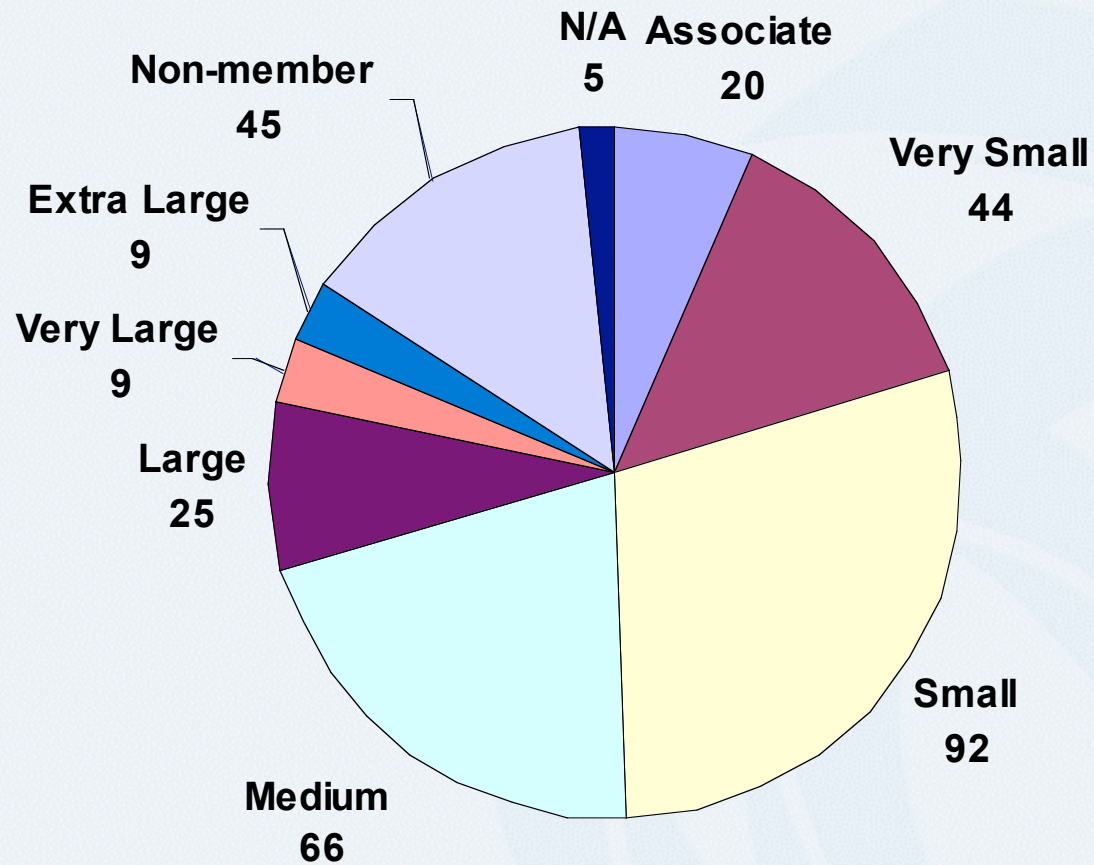
Members' Survey

2007

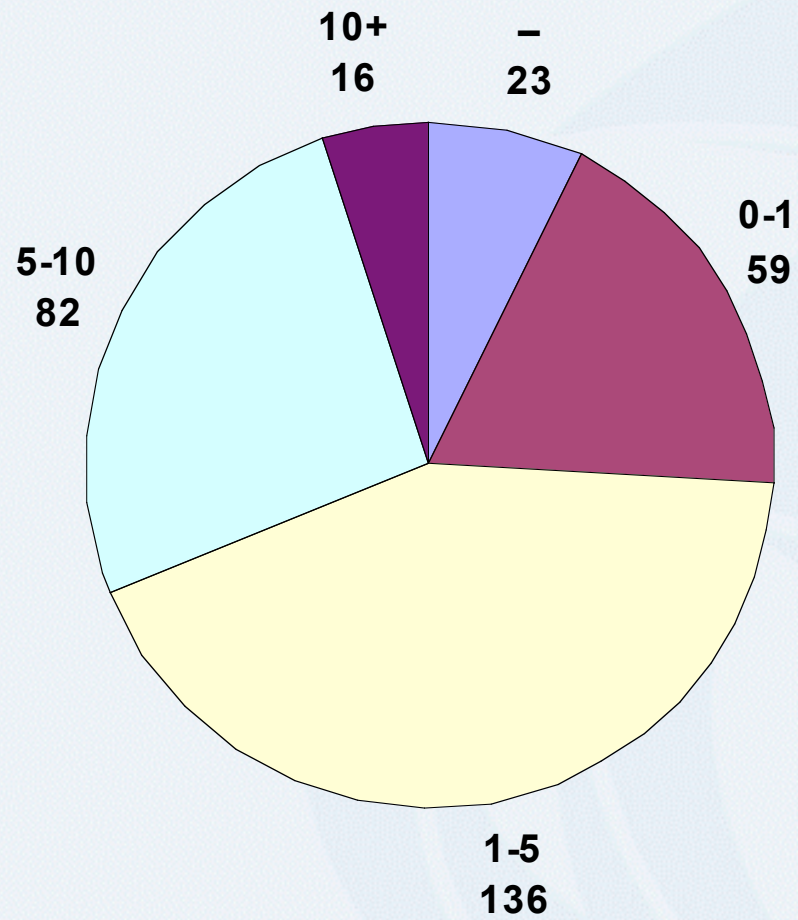
APNIC Survey 2007

- All stakeholders
 - Members, non-members, all interested
 - Confidentiality guaranteed
- Online format
 - Alternative options available
 - Fax (1), email (2) and non-English (0)
- Timeline
 - Survey validation process 2006 (50 members)
 - Launched November 2006
 - Deadline December 2006
 - Report February 2007

Membership category



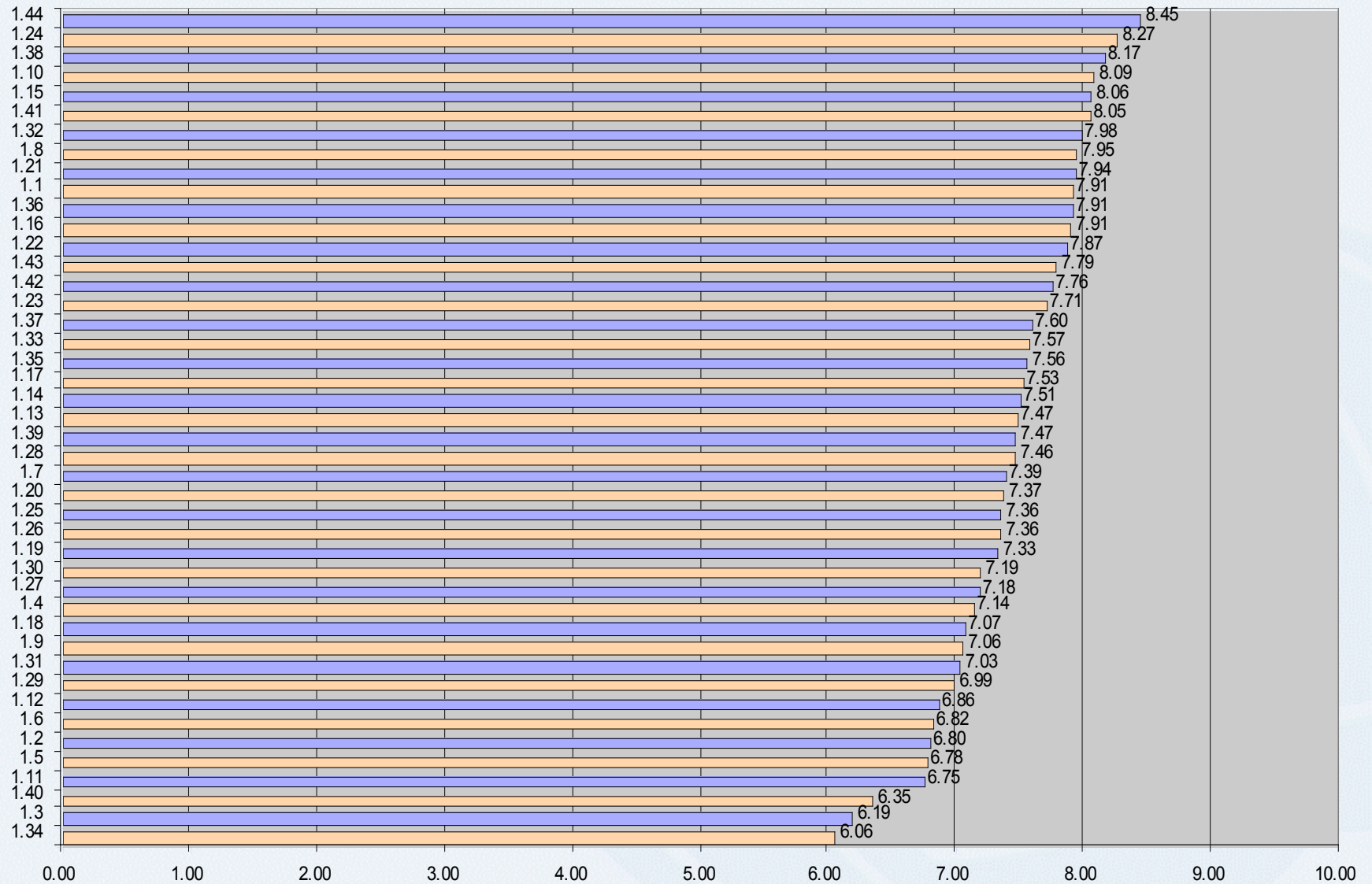
Membership duration



Survey 2007

- Part 1 – analysis of APNIC performance
 - 44 separate questions
 - Rating of 1 to 10
- Part 2 – allocation of resources
 - 3 questions, each with 6 options
 - Allocate 100 points to alternative options
- Part 3 – Comments
 - Free form input
- Part 4 – Future surveys
 - Willingness to participate in surveys on other matters (eg training services)

Part 1 – All results



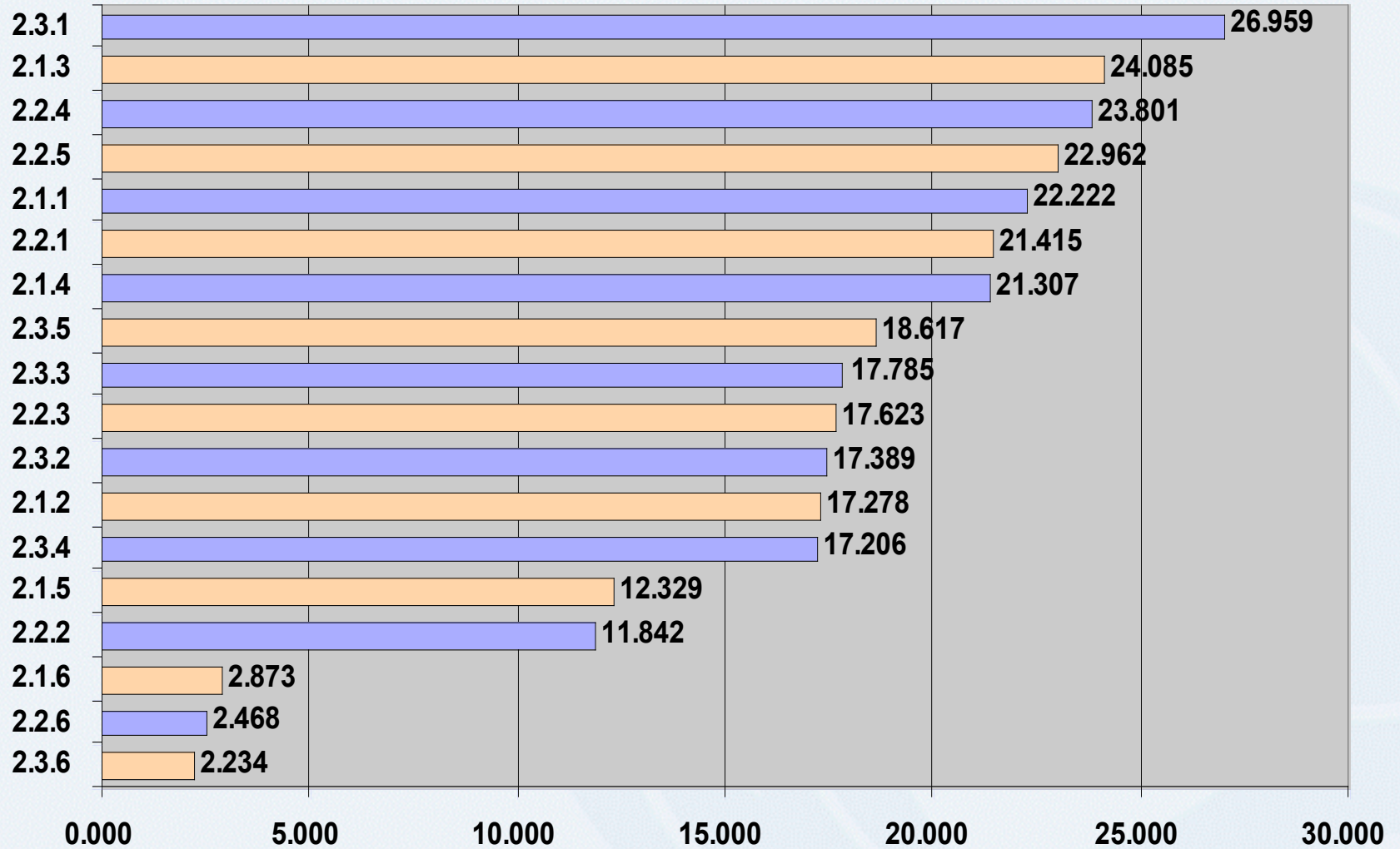
Part 1 – Top 10

- 1.44 - APNIC's involvement with **DNS root server operations** in the Asia Pacific region is important
- 1.24 - It is important for APNIC to publish **statistics and other reports** about Internet development and use
- 1.38 - APNIC **support for Internet development** throughout the AP region is important
- 1.10 - **Email is an effective and efficient** way to contact APNIC
- 1.15 - **APNIC whois database** operates at a high level of quality, usability and reliability
- 1.41 - **APNIC servers and services** are well maintained with high availability
- 1.32 - **Technical content** is an important part of APNIC Open Policy Meetings
- 1.8 - **The APNIC helpdesk** provides timely and appropriate responses to inquiries
- 1.21 - APNIC makes good use of **email and mailing lists** to communicate with members
- 1.1 - The **overall services provided by APNIC are satisfactory**

Part 1 – Low 10

- 1.31 - The APNIC **policy development process** is fair and easy to understand
- 1.29 - **APNIC policy documents** are easy to access and understand
- 1.12 - **Phone (VoIP)** is an effective and efficient way to contact APNIC
- 1.6 - The **process and requirement to obtain IPv4, IPv6 or ASN** are clear and straightforward
- 1.2 - The **value members get from APNIC justifies the cost**
- 1.5 - Information and access to **APNIC online eLearning** is readily available
- 1.11 - **Phone (PSTN)** is an effective and efficient way to contact APNIC
- 1.40 - The role of the **Number Resource Organization (NRO)** and the Address Supporting Organization (ASO) are well understood
- 1.3 - **APNIC training** is easy to attend
- 1.34 - APNIC **Open Policy Meetings** are **affordable and accessible** to attend in person

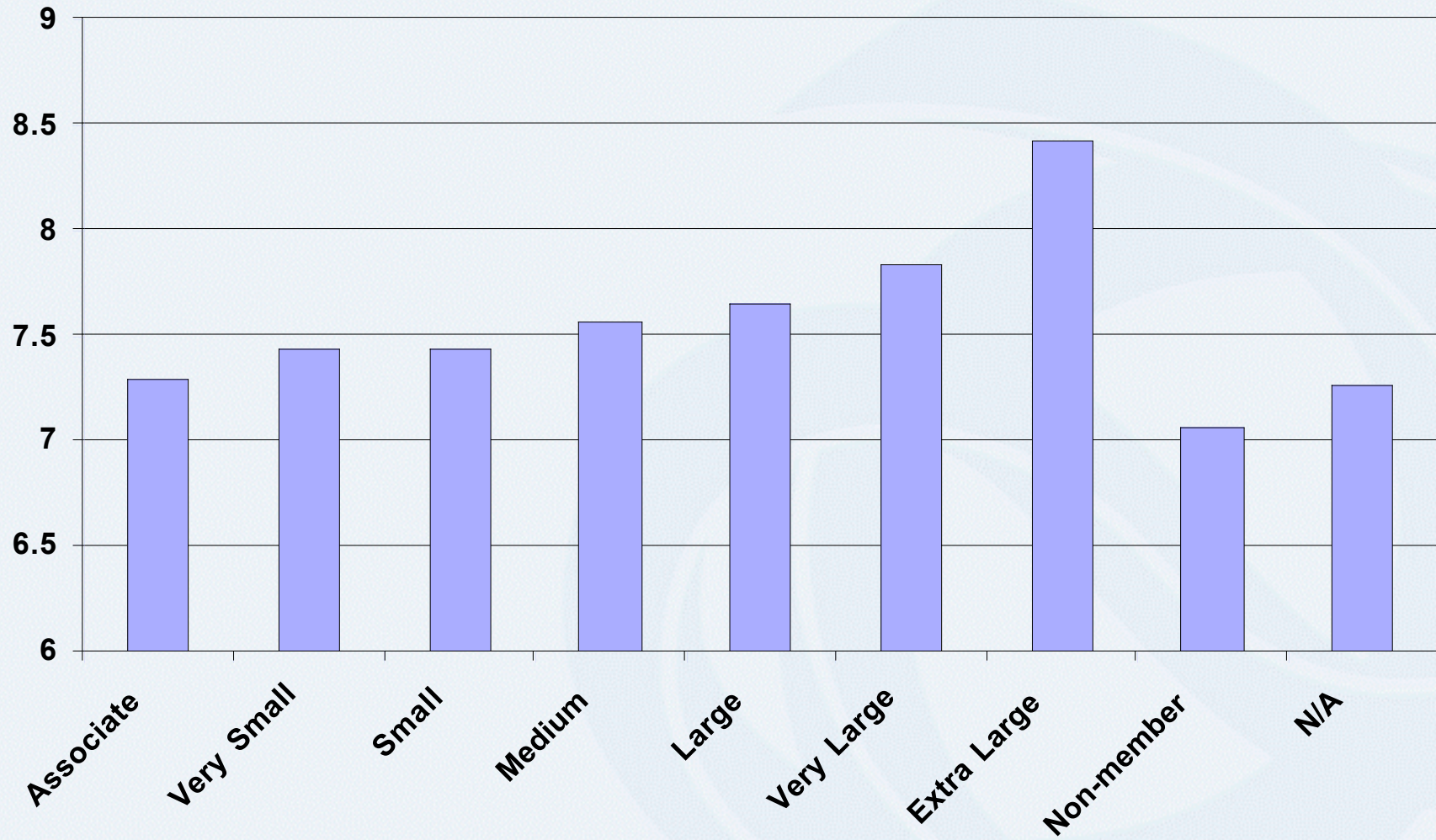
Part 2 – All results



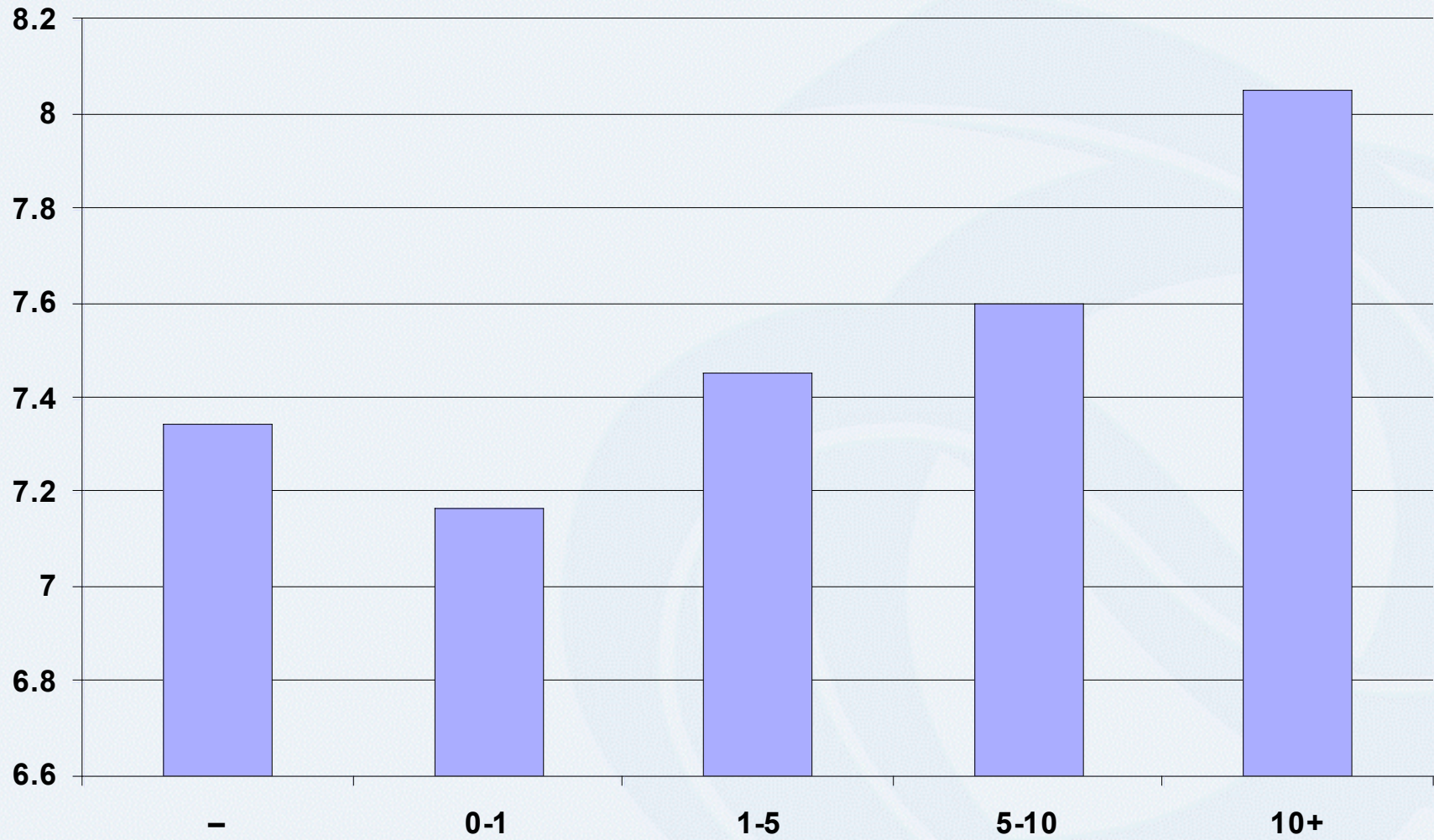
Part 2 – Top 10

- 2.3.1 - **Research and development activities** (e.g. DNS measurements, debogonizing, 4 byte ASN test etc.)
- 2.1.3 - **Streamline resource requests and allocation process**
- 2.2.4 - **Increase accessibility of APNIC meetings** and policy processes
- 2.2.5 - **Represent the needs of the ISP community** to governments and regulators
- 2.1.1 - **Expand training activities** in scope, geographical coverage and online options.
- 2.2.1 - **Improve the APNIC website**
- 2.1.4 - **Support ISP education** in the AP region
- 2.3.5 - **Deploy more DNS root servers** in the Asia Pacific region
- 2.3.3 - **Resource certification** to support better routing security
- 2.2.3 - **Expand external communication** and outreach activities

Average ratings – by Member category



Average Ratings by Member duration



Questions?

<http://www.apnic/net/survey/2007>