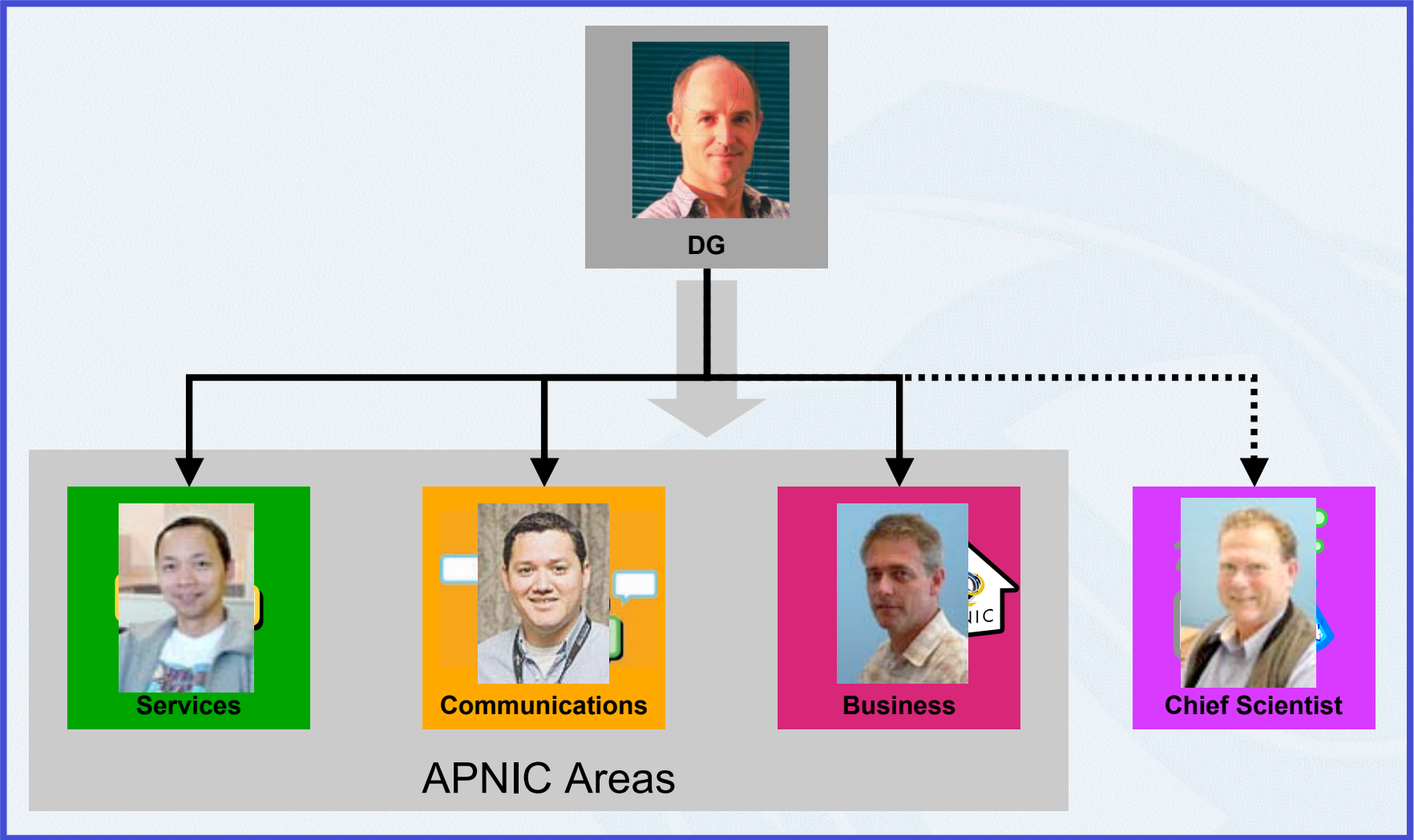# APNIC Secretariat reports
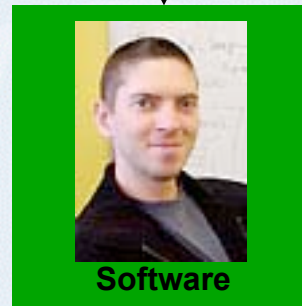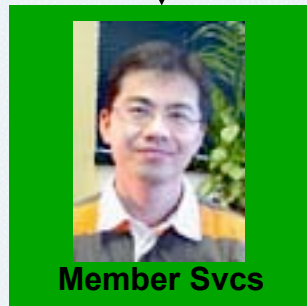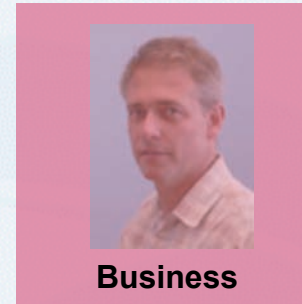
APNIC structure

APNIC Areas

APNIC "Executive Team"

APNIC Services Area

Services

Communications

Business

Member Svcs

Resource Svcs

Software

Netops
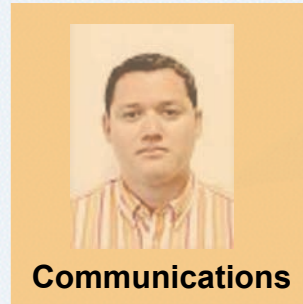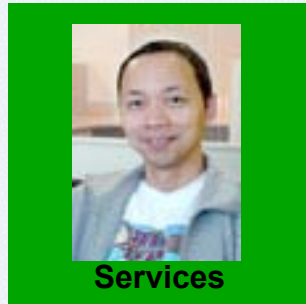
APNIC Communications Area

Services

Communications

Business

Documentation

Ext Relations

Policy

Training

Asia Pacific Network Information Centre

APNIC

APNIC Business Area

Services

Communications

Business

Finance

Office

HR
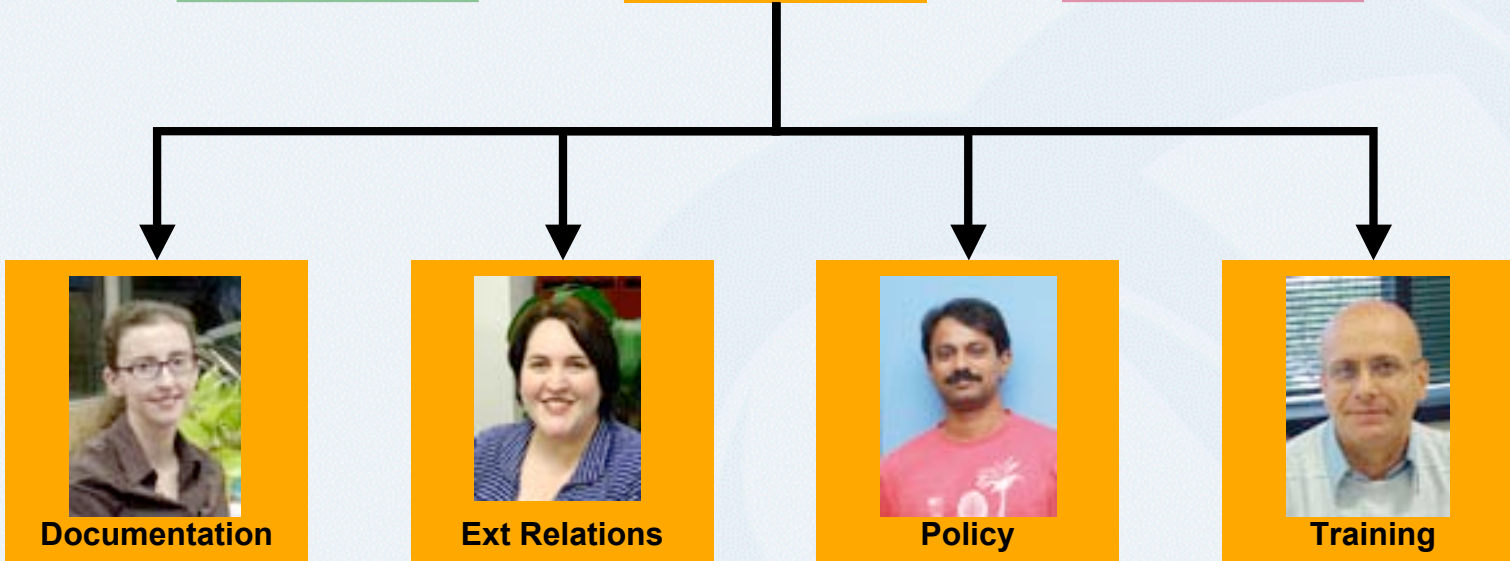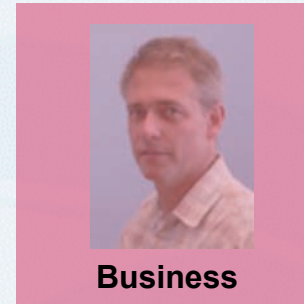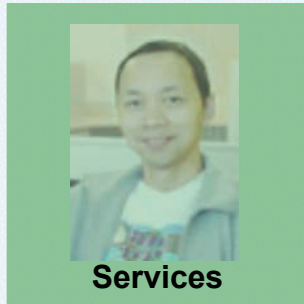
Secretariat staffing
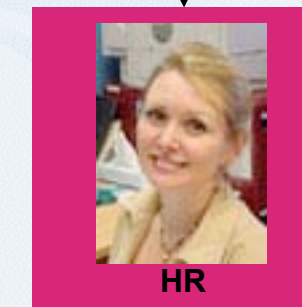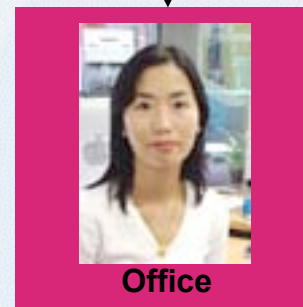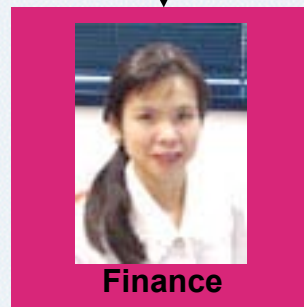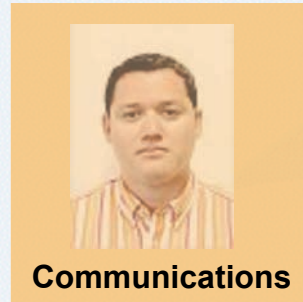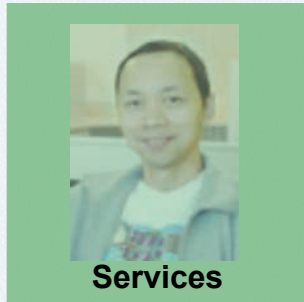
Secretariat staffing - with turnover
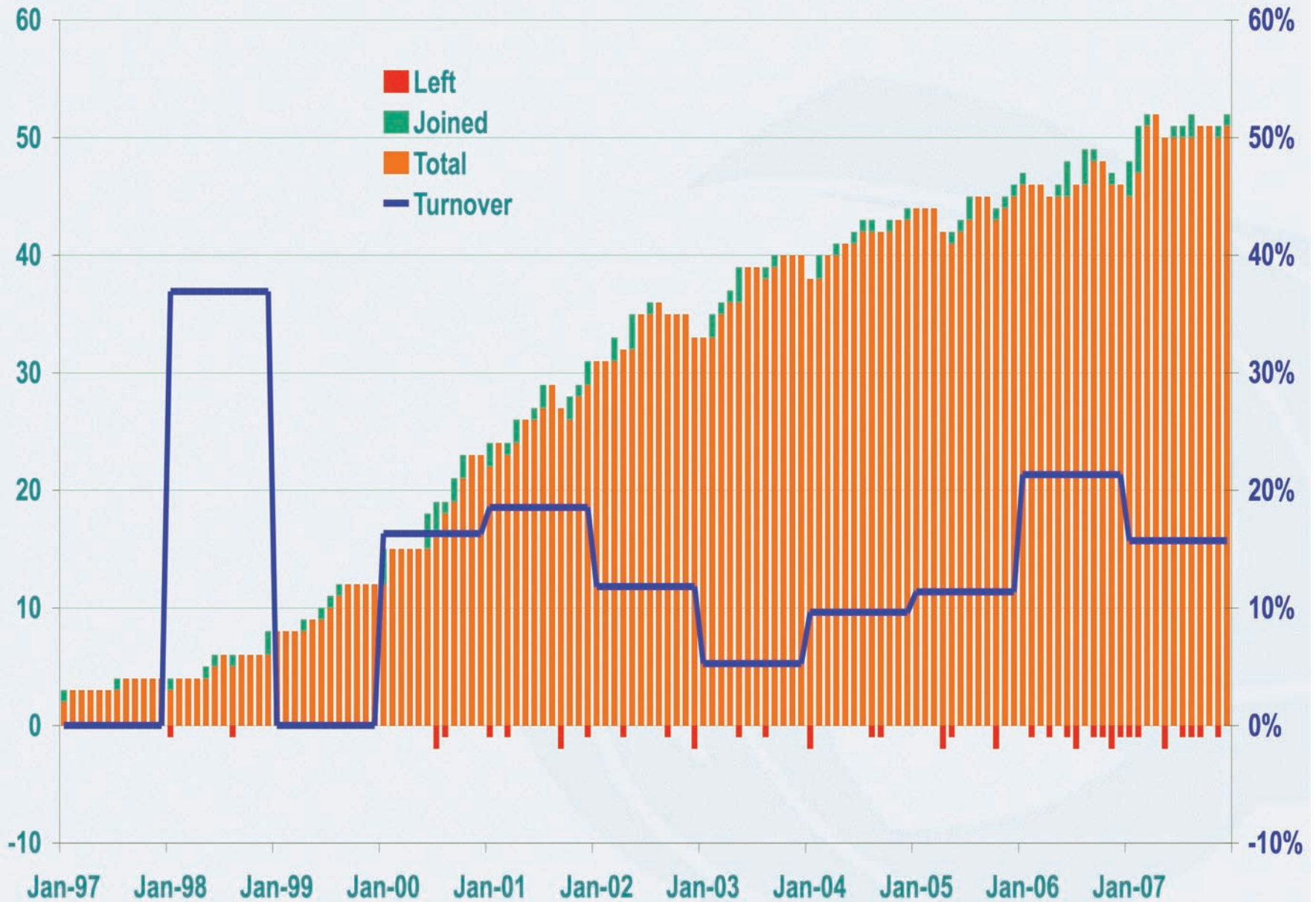
APNIC planning process

- Member Survey 2007
  - Conducted by KPMG
  - Commissioned and reviewed by EC
  - Next survey to be launched Q3 2008
- Activity Planning
  - Based on results of Member Survey and Open Policy Meetings (Policy implementations and SIG inputs)
  - Internal secretariat process, reviewed by DG
- Annual Budget
  - Based on activity plan
  - Reviewed and approved by EC
  - Monitored throughout year by DG and EC

Member survey 2007 - top 10

- 1.1 Support for DNS root server operations
- 1.2 Statistics and other reports
- 1.3 Support for Internet development
- 1.4 Email is an effective and efficient way to contact APNIC
- 1.5 APNIC whois database quality, usability and reliability
- 1.6 APNIC servers and services maintenance and availability
- 1.7 Technical content in APNIC Open Policy Meetings
- 1.8 The APNIC helpdesk service quality
- 1.9 APNIC use of email and mailing lists
- 1.10 Overall services provided are satisfactory

Member survey 2007 - bottom 10

- 1.35 Policy development process is fair and accessible
- 1.36 Policy documents are easy to access and understand
- 1.37 Phone (VoIP?) is an effective way to contact APNIC
- 1.38 Obtaining IPv4, IPv6 or ASN is easy and straightforward
- 1.39 Value members get from APNIC justifies the cost
- 1.40 Online eLearning is readily available
- 1.41 Phone (PSTN) is an effective way to contact APNIC
- 1.42 The NRO and ASO are well understood
- 1.43 APNIC training is easy to attend
- 1.44 Open Policy Meetings are affordable and accessible to attend in person

Member survey 2007 - resources

- 2.1 Technical research and development activities
- 2.2 Streamline resource requests and allocation process
- 2.3 Increase accessibility of APNIC meetings and policy processes
- 2.4 Represent the needs of the ISP community
- 2.5 Expand training activities in scope, coverage and options.
- 2.6 Improve the APNIC website
- 2.7 Support ISP education in the AP region
- 2.8 Deploy more DNS root servers
- 2.9 Resource certification to support better routing security
- 2.10 Expand external and outreach activities

APNIC Secretariat reports