Experience on training in APNIC

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17 APNIC OPM NIR SIG in KL

Technical Support Division

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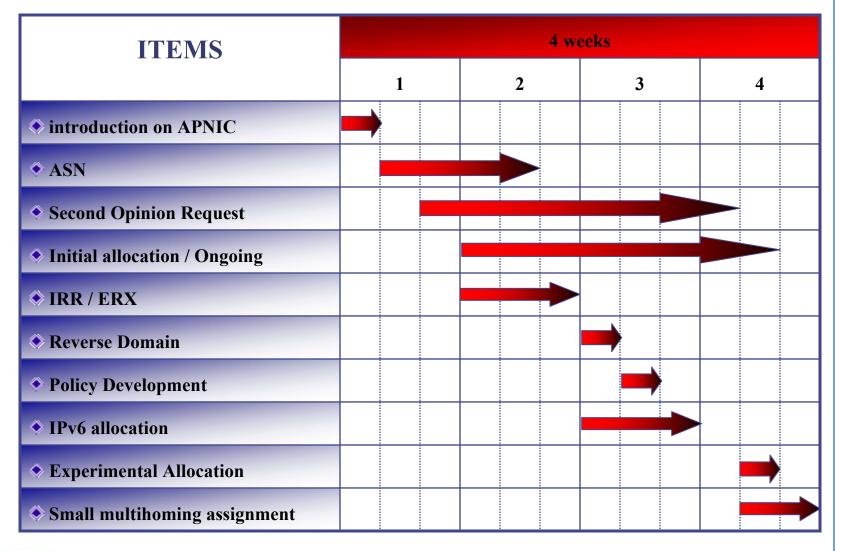
Technical Support Division

Overview

- ### Duration

  - **4 weeks (27 Jan 2004 ~ 20 Feb 2004)**

- ### Motivation

  - **Learn the skill and know-how for Internet Resource management**

  - **Have a more channel between APNIC and KRNIC**

- ### Trainee

  - **Dong-Wook (James), Shim working for about 1 year in KRNIC**

- ### Trainer

  - **mainly HM staffs**

Training Schedule

ITEMS	4 weeks			
	1	2	3	4
◈ introduction on APNIC	→			
◈ ASN	───────→			
◈ Second Opinion Request		──────────────→		
◈ Initial allocation / Ongoing		──────────────→		
◈ IRR / ERX		──────→		
◈ Reverse Domain			→	
◈ Policy Development			→	
◈ IPv6 allocation			──────→	
◈ Experimental Allocation				→
◈ Small multihoming assignment				→

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Training Flow

- **Explain the policy and criteria**

  - Q&A about the policy and criteria

- **Case study for the specific issue**

- **Practice with a ticket**

  - Compose the evaluation

  - Get some comments for HM staff

  - Reply or resolve for the ticket

- **Explain some projects**

  - Q&A about the projects

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Check Point

◆ **Common Check Point**

- **Member status and contact info with Allocation Manager**

- **Utilization : How the member have used and will use IP**

- **Registration : Register the old net in APNIC Whois DB?**

◆ **ASN**

- **For member/For customer**

- **Visibility of existing ASN**

- **Timeframe of Multihome**

- **Routing policy**

◆ **Second Opinion**

- **Sub-allocation/Assignment**

- **Assignment Window**

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Check Point cont'

◆ **Initial allocation**

① **Using /22, infra justify, net-plan**

② **no address, net-plan**

▪ **Renumber plan**

◆ **Ongoing allocation**

▪ **Previous request**

▪ **80% utilization?**

▪ **SOR**

▪ **Expecting next allocation**

◆ **IPv6 allocation (Draft)**

▪ **Net-plan, at lease 200 /48 assignment for 2 years**

▪ **Existing network and IPv4 customer**

▪ **Expecting the size of reservation**

Good Example

complementary comments

  - NIR's member info

  - member's business status

[Formal TEMPLATE]

[additional TEMPLATE]

  - net plan in detial

  - member's customer info

  - if need, the list of equipment and the network diagram

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What we need

- **Being aware of your member**

  - Useful to provide the complemetary information

- **Request in detail**

  - Helpful to get the result for your request

  - may make you get what you want within one day!

- **Management for the history of request**

  - Stock the ticket and refer to them

  - It could be useful to reduce the iterative work

- **Getting more information and Giving feedback**

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Good Impression

- **Well distributed work-load**

- **Cooperation between the different departments**
  - **APNIC staff meeting per month**

- **Well orgarnized and documented the HM manual**

- **Good internal web site**
  - **Including almost everything HM needs**

- **Many nationalities working together**

Recommendation

◆ **Schedule**

- Better avoiding the busy season

- Give a info about your knowledges as many as possible

- Have your own schedule

◆ **Preparation**

- Decide what you are focusing on

- Well known about your organizaiton is better to compare

◆ **Equipment**

- APNIC will support all official devices even personal PC

Recommendation cont'

◆ **Language**

  ▪ **One of most important thing**

◆ **Accomodation**

  ▪ **Better stay near by the office or the train station**

◆ **Food**

  ▪ **Many various restaurents and two take away shops**

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Recommendation cont'

◆ Items relative HM

- IPv4

- ASN

- IPv6

- Reverse domain

- IRR

- ERX

- Whois

- Technical issue with IR

- etc

◆ Items relative others

- policy

- system

- documentation

- billing

- other organizations

- etc

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