

# APNIC Member and Stakeholder Survey 2009

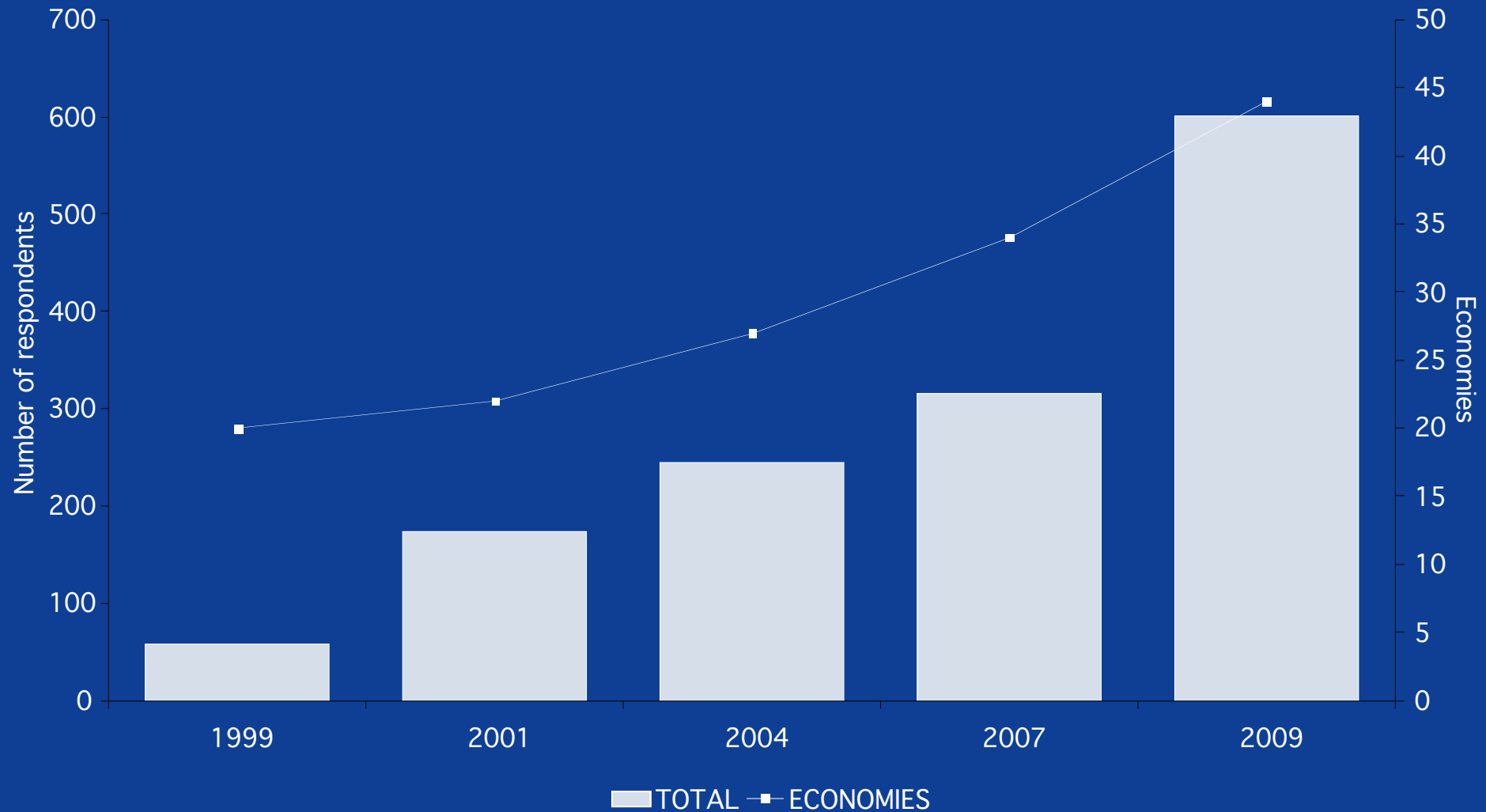
# APNIC Survey Overview

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- **Commission by APNIC EC**
- **Conducted by KPMG, independently from APNIC Secretariat**
  - Written input and face-face consultations with Dr John Earls
  - Confidentiality of respondents
- **Increased participation from wider Stakeholder group**
- **Fifth survey of Members and Stakeholders**
  - Launched December 2008
  - Published February 2009

# APNIC Surveys 1999 - 2009

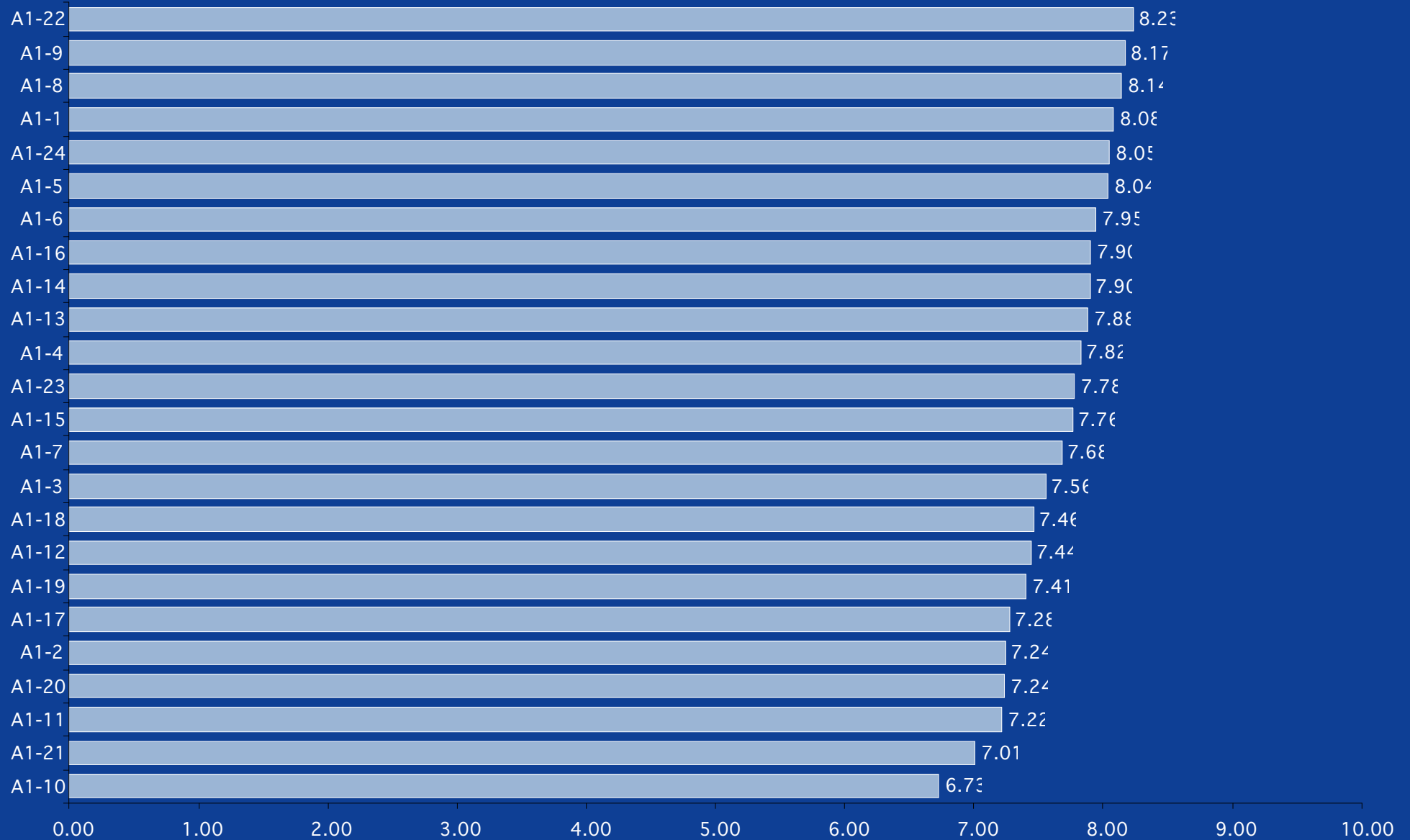
● 2009 - 601 respondents from 44 economies



# APNIC Member and Stakeholder Survey 2009

- **Section 1 – Assessment of APNIC Activities**
  - 24 separate questions (Rating of 1 to 10)
- **Section 2 – Allocation of Resources**
  - 21 questions covering 3 subsections - Services, Communication and Technical
  - Respondents asked to allocate 100 points to alternative options
- **Section 3 – IPv6 readiness**
  - 8 Factual questions (Yes or No response)
  - 7 Propositions questions (Rating of 1 to 10)
  - 5 IPv6 activities (allocating 100 points to alternative options)

# Section 1 – Member Results



# Section 1 – Members Top 5

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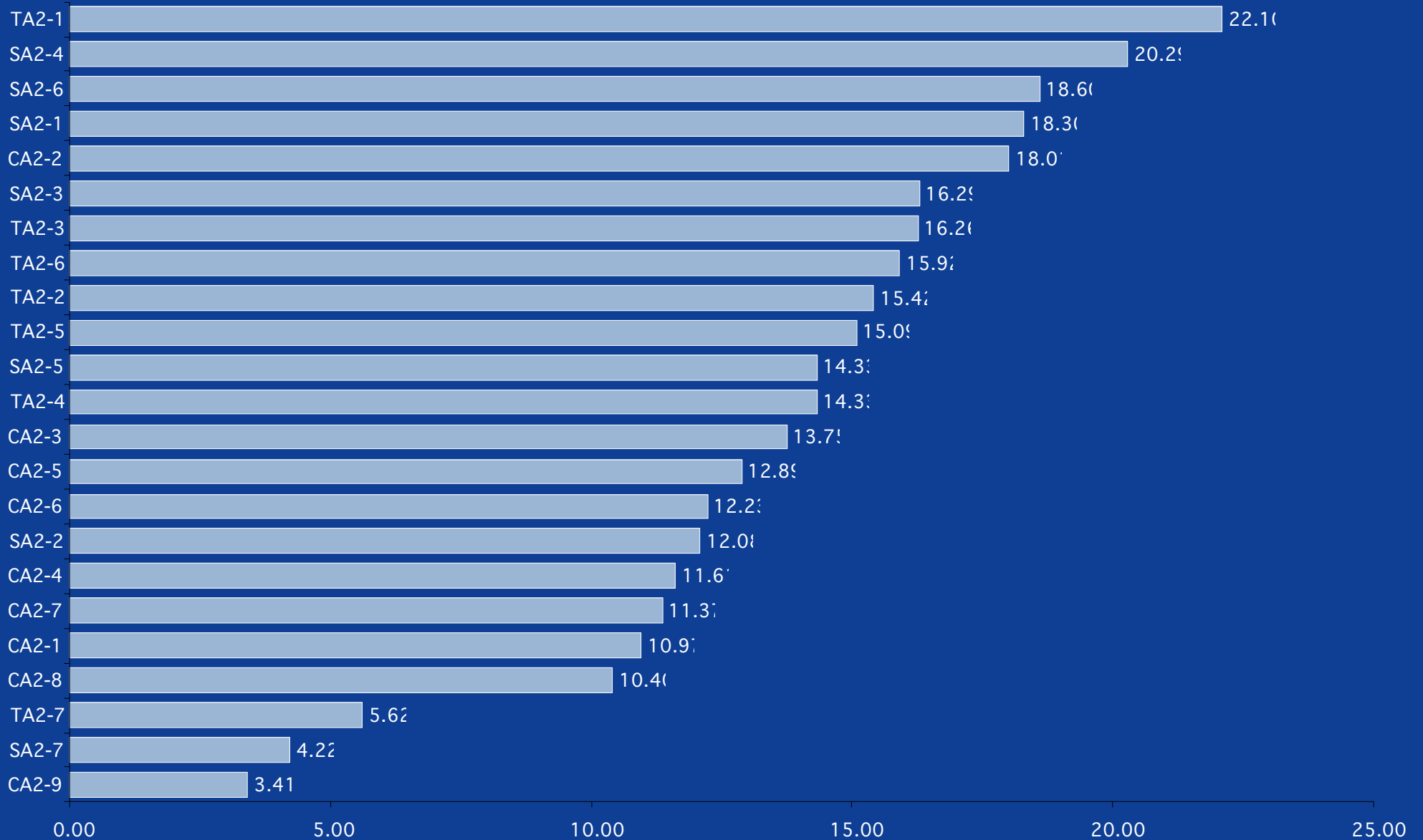
- **A1-22 APNIC should be involved with activities and events of operator groups, ISP associations, government and educational**
- **A1-9 Reverse DNS services operate at a high level of quality, usability and reliability**
- **A1-8 APNIC whois database operates at a high level of quality, usability and reliability**
- **A1-1 The overall services provided by APNIC are satisfactory**
- **A1-24 APNIC should have higher level representation to liaise with governments and industry across the region**

# Section 1 – Members Low 5

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- **A1-12 APNIC tutorials and workshops are set at the correct levels**
- **A1-18 The APNIC policy development process is an effective way of developing resource management policy**
- **A1-3 The processes and requirements to obtain IPv4, IPv6 or ASN resources are clear and s**
- **A1-7 MyAPNIC operates at a high level of quality, usability and reliability**
- **A1-15 APNIC communicates in a way that meets my needs**

# Section 2 – Member Results





## Section 2 – Members Top 5

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- **TA2-1. Research and development activities (for example: network monitoring and measuring, routability testing)**
- **SA2-4. Support network engineering education in the Asia Pacific region**
- **SA2-6. Support of IPv6 deployment**
- **SA2-1. Expand training activities in scope, geographical coverage and online options**
- **CA2-2. Increase the support of the community's efforts to adopt IPv6**

# Moving forward

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- **Complete survey findings published**
- **Review of survey findings by APNIC Executive Council and Executive team**
- **Plan of action for implementing necessary changes**
- **Regular reporting on activities through liaison and APNIC meeting reports**