

Services Area Highlights and Priorities

APNIC 27, Manila, Philippines

Sanjaya

Presented by George Kuo

Overview

- 2008 Key Service Achievements
- Resource Services
- Member Services
- Project & Systems Services

2008 Key Service Achievements

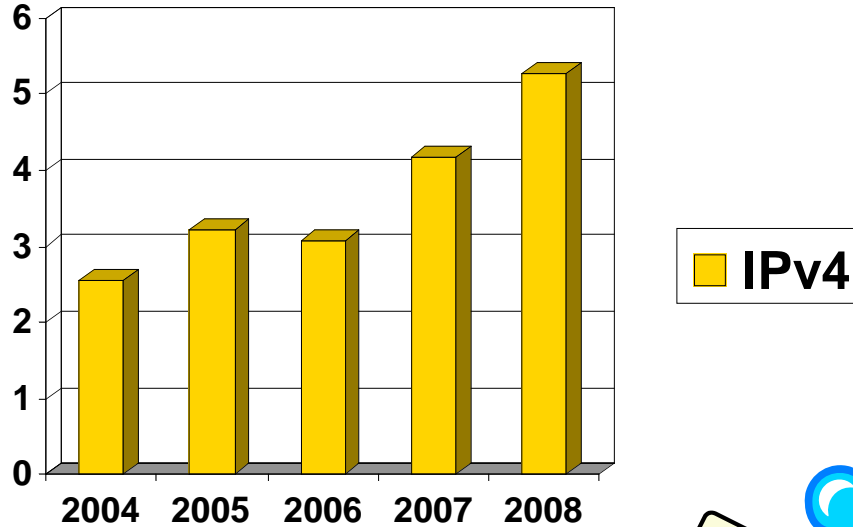
- IPv6 delegation process improvements
 - Automated sparse allocation -> maximised aggregation
 - Higher number of requests, fast turn-around
- Streamlined membership sign-up
 - 17% increase in membership
 - Integrated resource request process
- Self service portal enhancements
 - MyAPNIC version 2 launched
 - More functionality
 - Focus on ease of use



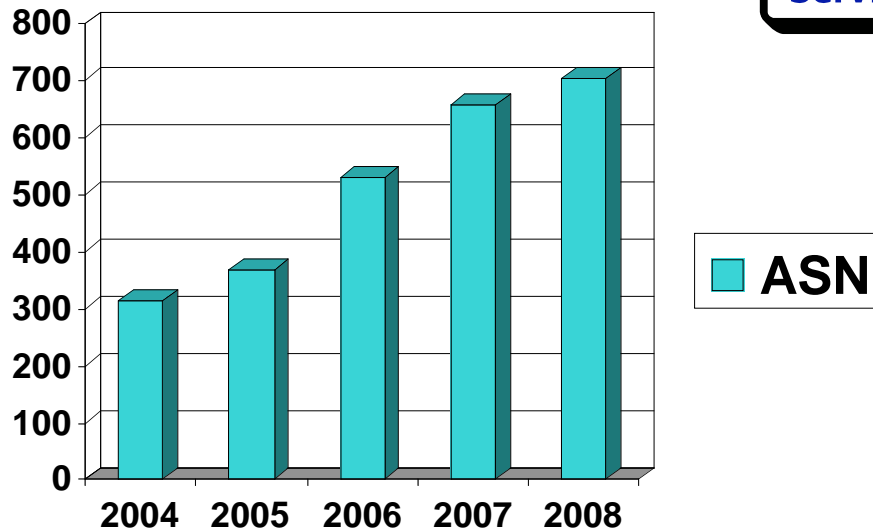
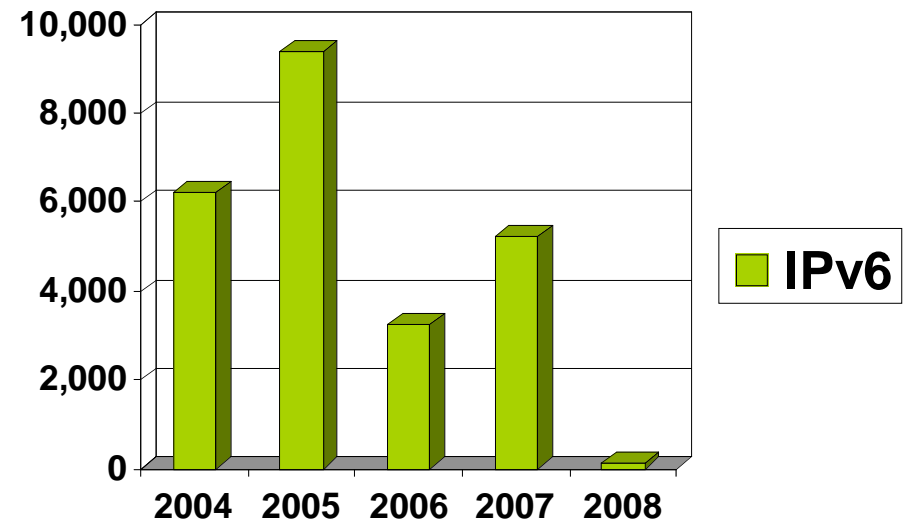
RESOURCE SERVICES

Resource Delegations (as of 31 Dec 08)

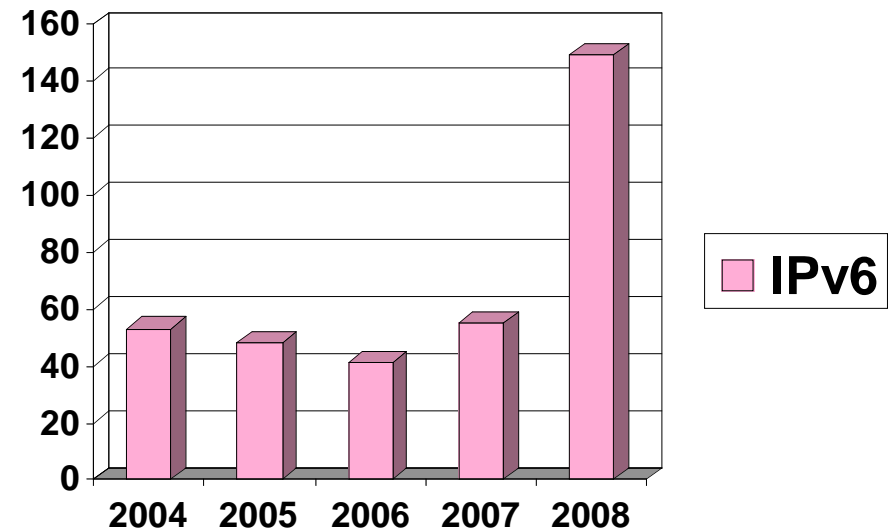
No of /8 delegated



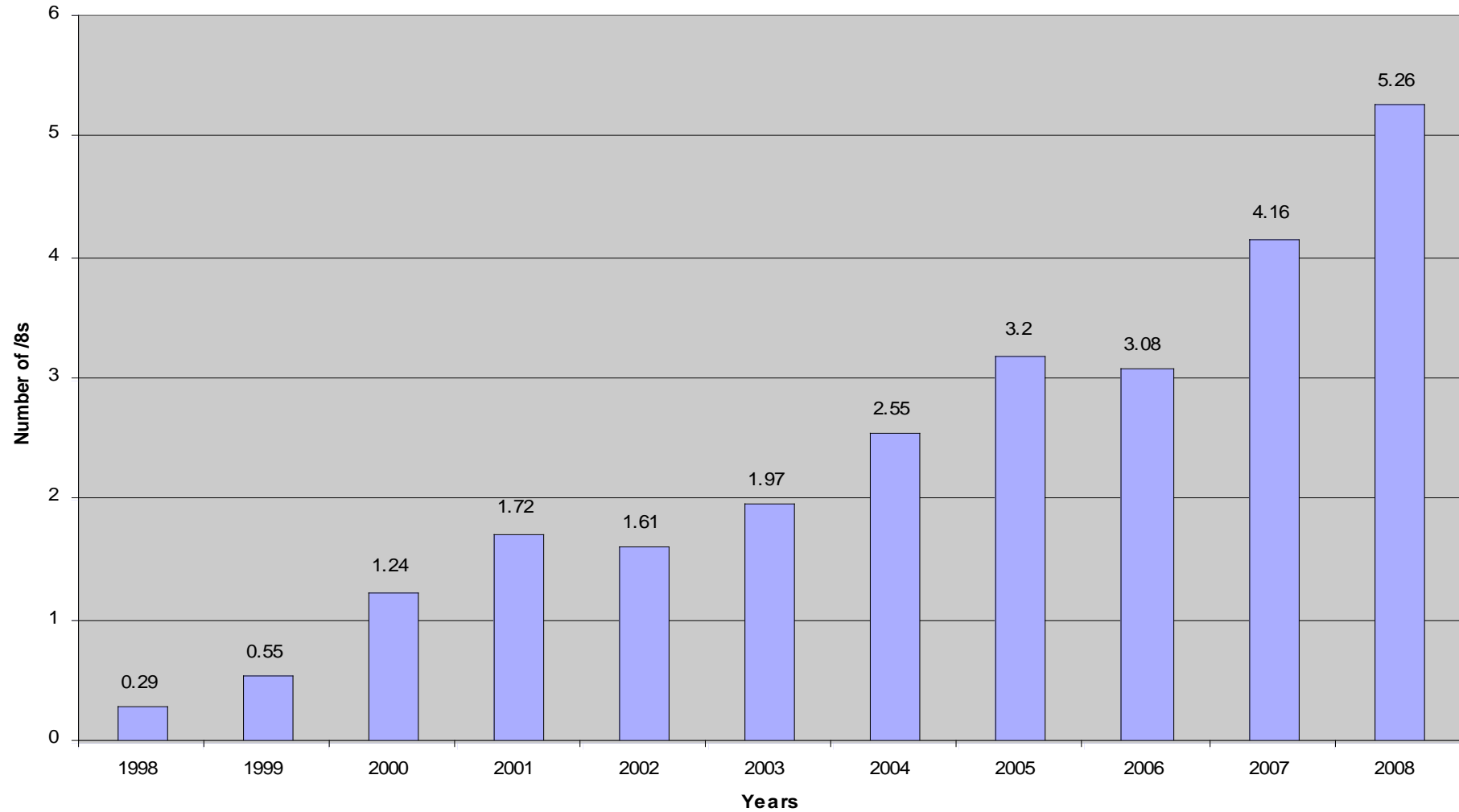
No of /32 delegated



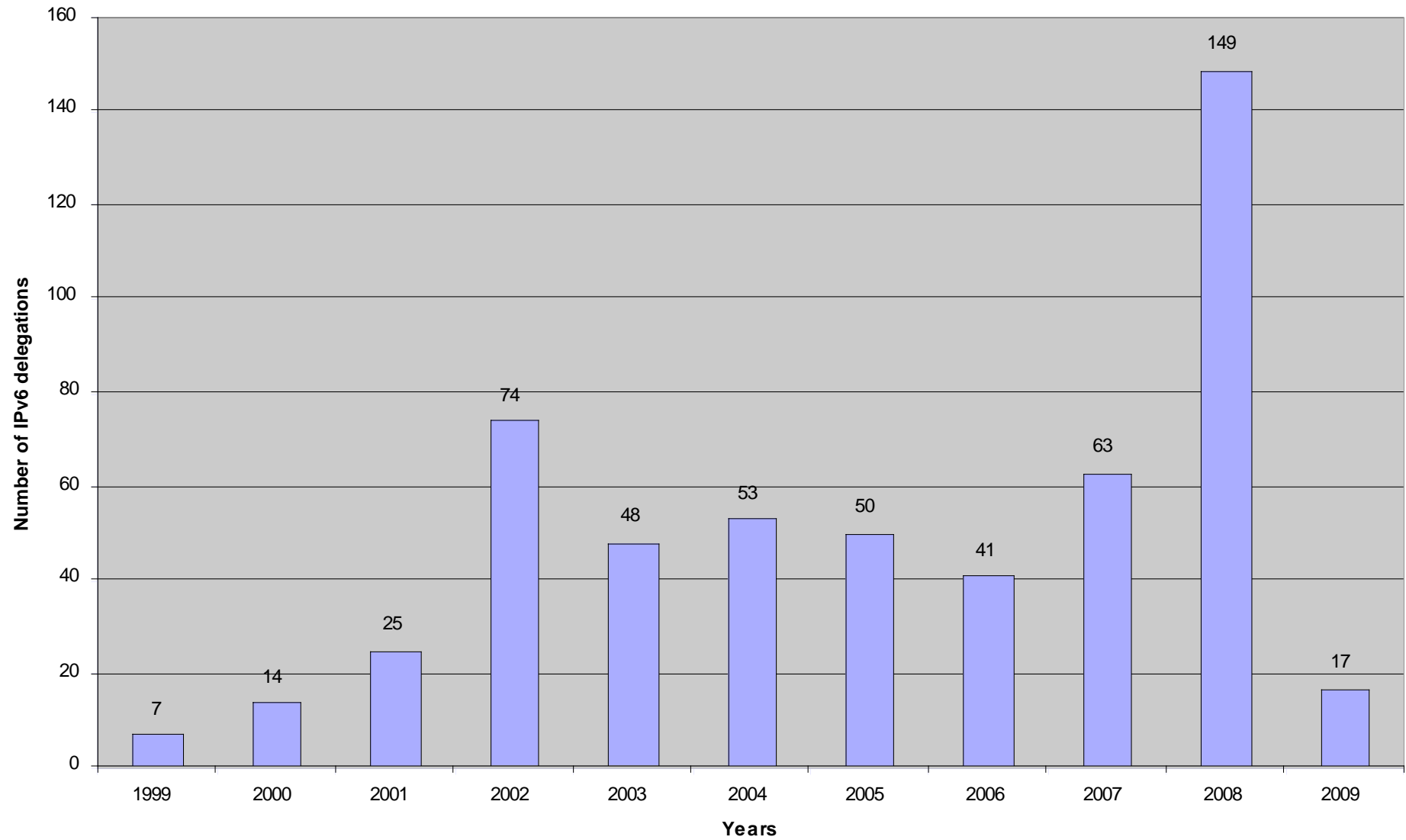
No of delegations



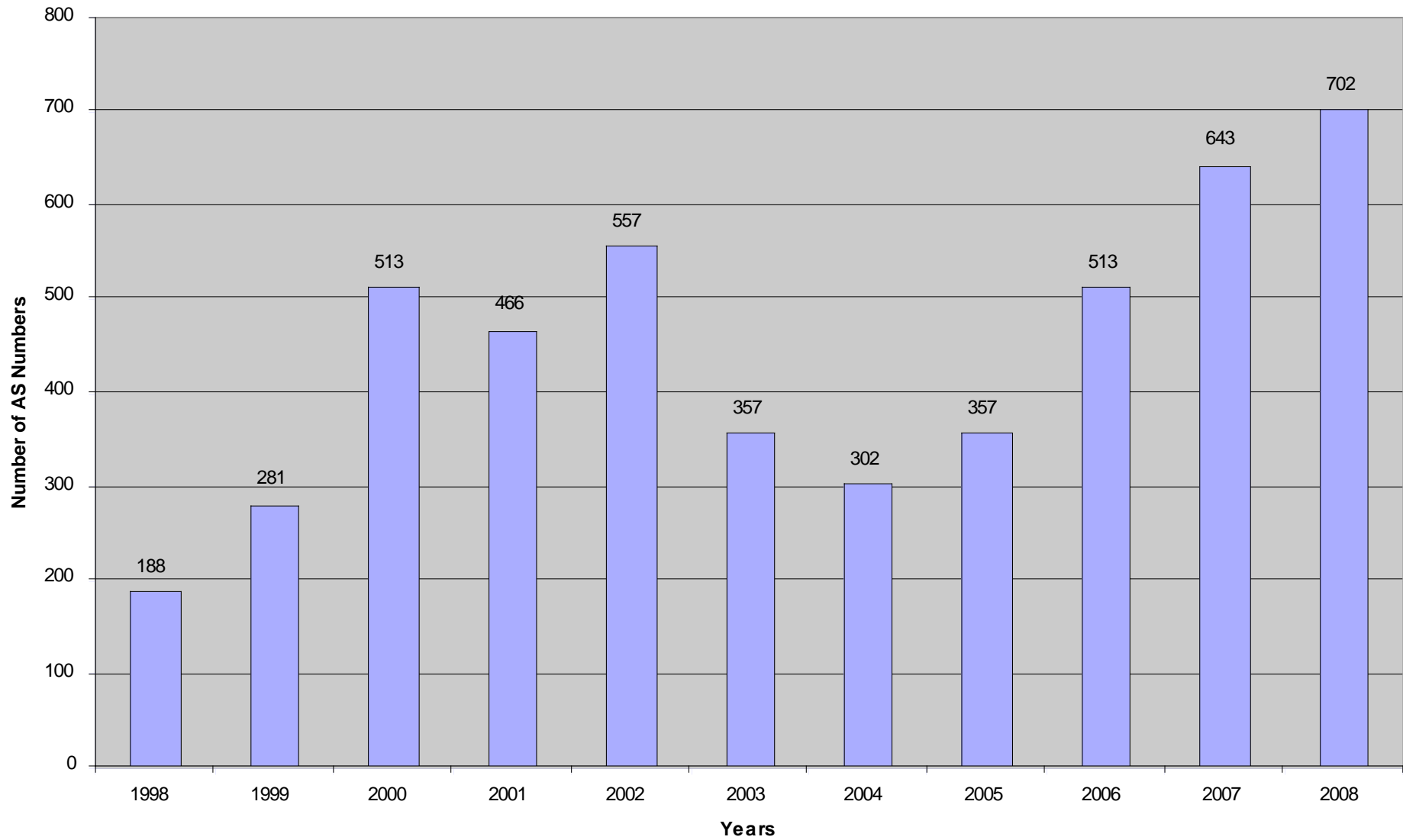
IPv4 Trend



IPv6 Trend



ASN Trend



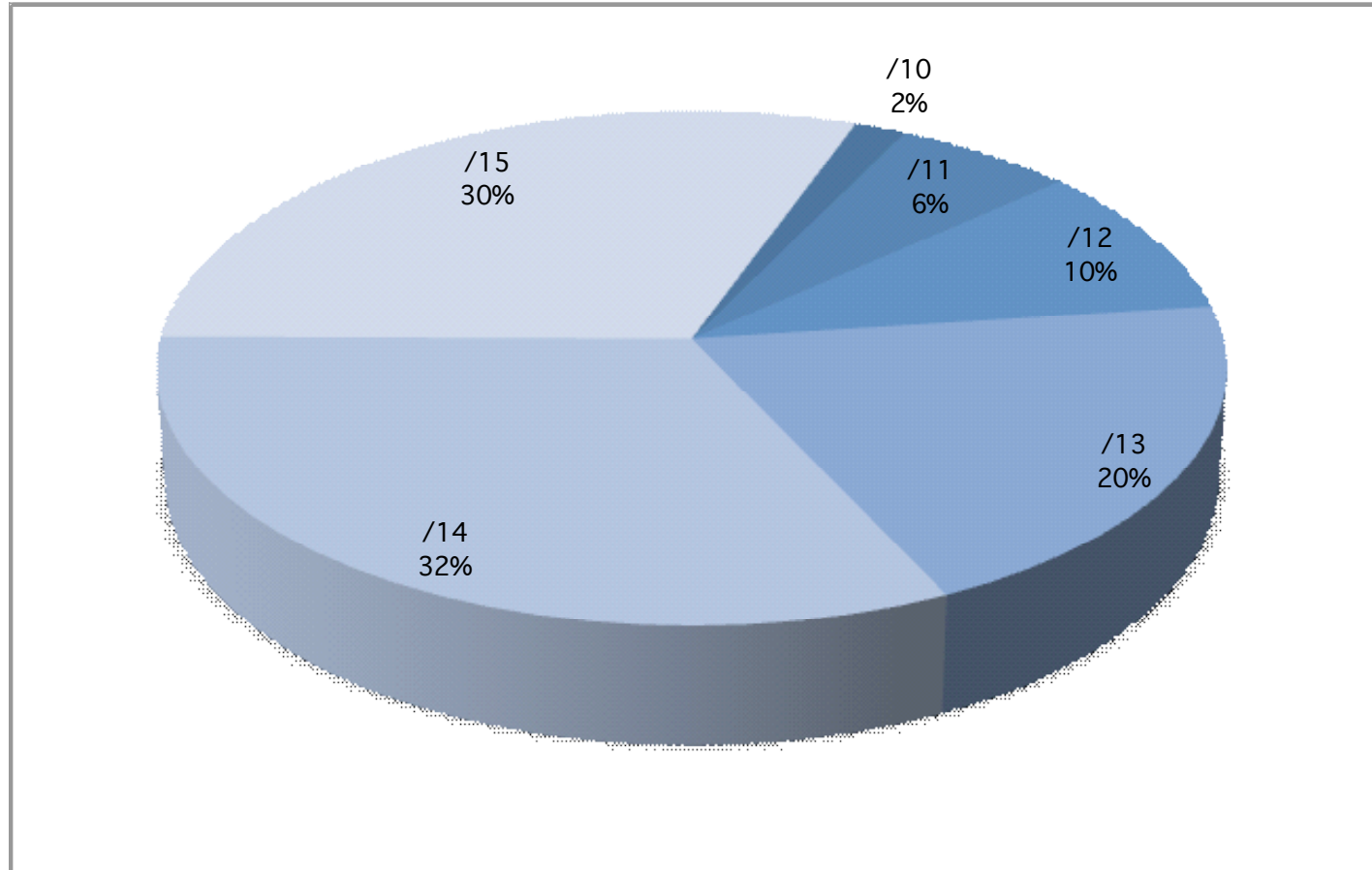
IPv4 Large Request Escalation

- Increasingly large IPv4 requests due to growth in:
 - Consumer broadband
 - Mobile Internet
 - Private to public IP conversion.
- The escalation procedure uses the following rules:

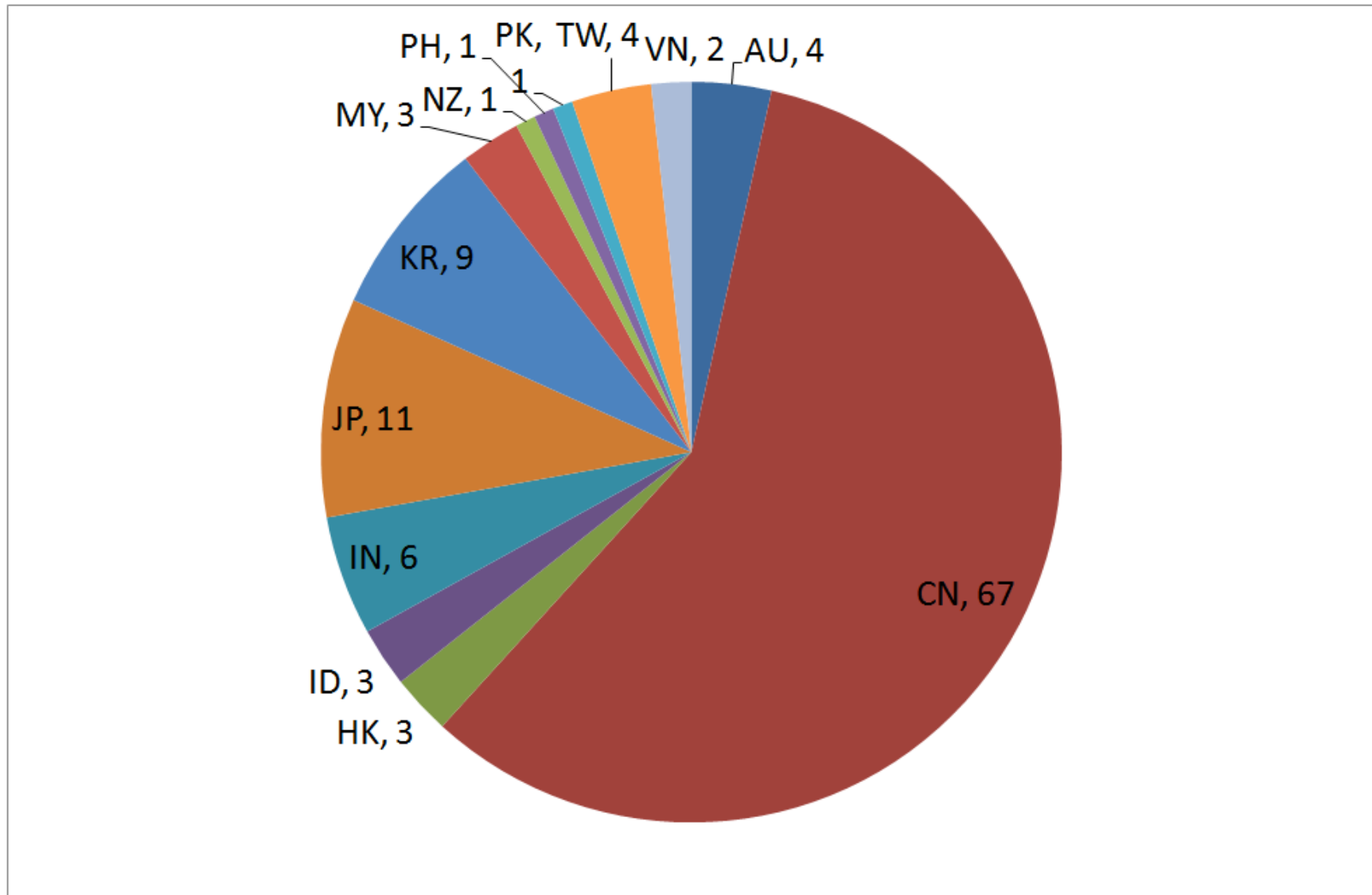
Size	Reviewed by:
$\geq /19$	Peer hostmasters
$\geq /17$	Resource Services Manager
$\geq /15$	Senior Review Team

- Response time from managers is one to three working days.
- Procedure is reviewed from time to time.

/15 and Larger Escalations (by size)



/15 and Larger Escalations (by economies)



Resource Services 2008 Summary

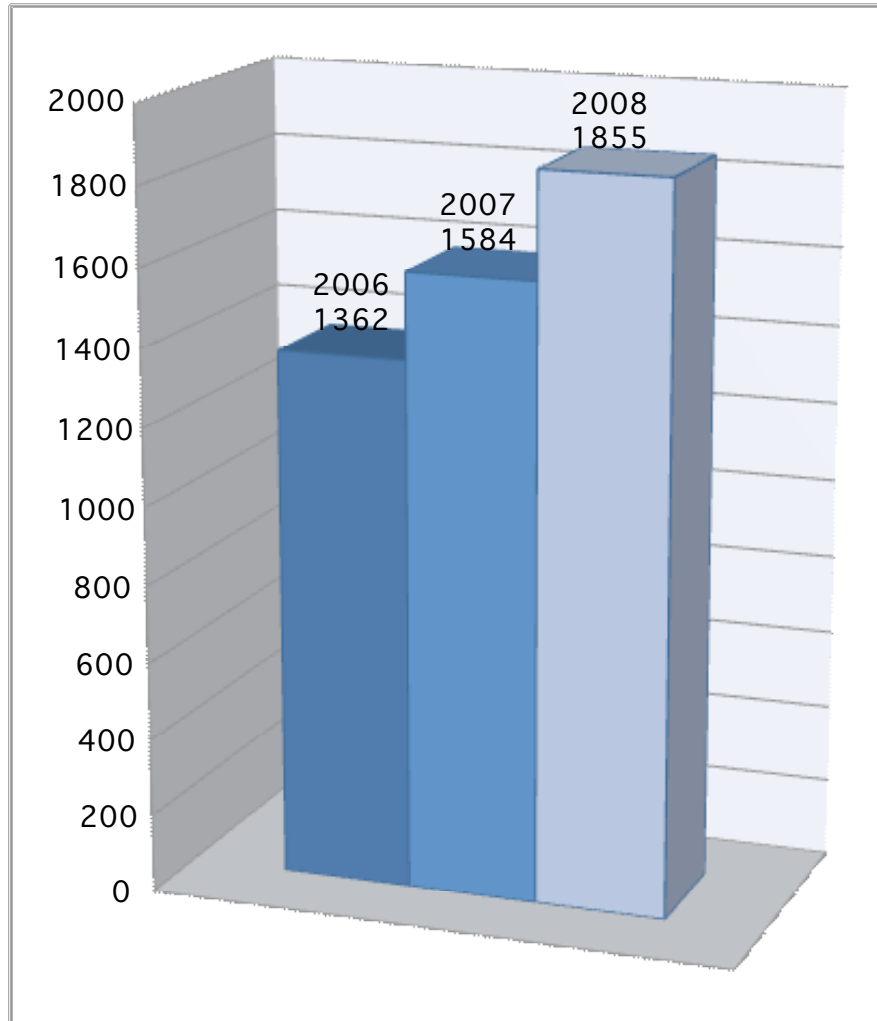
- Handled and resolved 3,876 Hostmaster (resource request) tickets
- 56 Hostmaster consultations during APNIC, APRICOT and SANOG meetings



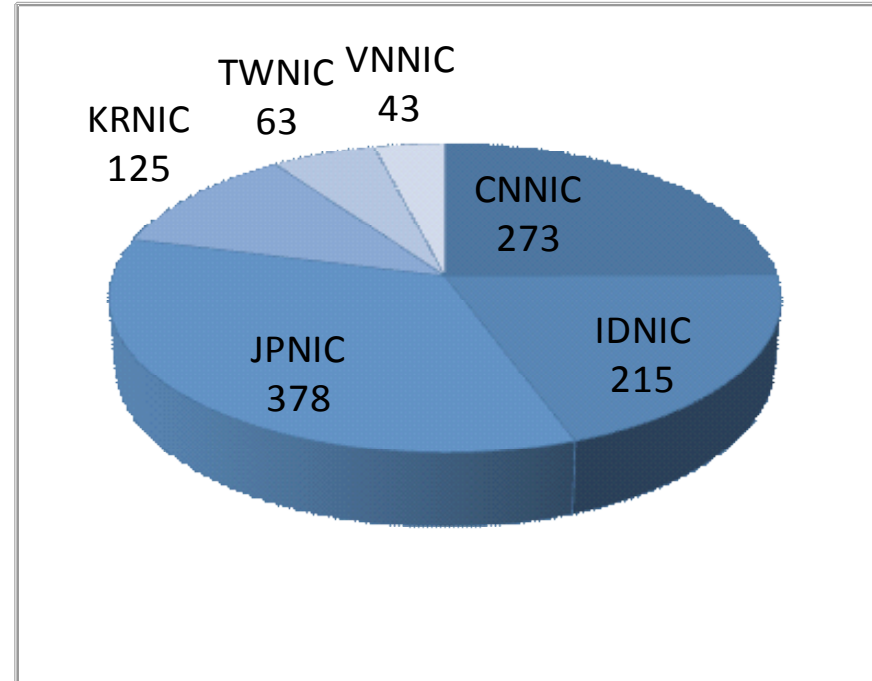
MEMBER SERVICES

Membership as of 31 Dec 2008

APNIC members: 1,855



NIR members: 1,097



MyAPNIC v2

- Main features
 - Allows a simpler user/password authentication in addition to the X.509 certificate
 - While maintaining secured access to high-privileged functions such as voting and Resource Certification
 - Resource Certification functions
 - Activate/deactivate service
 - Collection management (RFC3779 certificate issuing)
 - ROA (Route Origin Authorization) generation

MyAPNIC new look

- Better navigation and lay-out
- To be launched 2nd Q 2009

The screenshot displays the MyAPNIC user interface. At the top left is the MyAPNIC logo. The top right shows the user name 'Byron [APNIC-AP]' and links for 'Contacts and Users', 'My Profile', and 'Log out'. A blue navigation bar contains the following menu items: Home, Resources, Administration, Training, and Tools. Below the navigation bar, the main content area is divided into several sections:

- Hello Byron!**: Includes links for 'My Profile' and 'Contacts and Users'.
- Membership details**: Shows account information for 'APNIC-AP', an expiry date of '2020-07-31' with a 'Renew' link, and a tier of 'small'.
- Welcome to MyAPNIC**: A central heading.
- What can I do?**: A list of actions:
 - View and update your resource information for IPv4, IPv6, AS numbers, Whois updates and Resource certification
 - View and update your Member details and Contact details. You may also track your Billing history
 - Use the Training & Events section to view training and events history
 - Use the APNIC looking glass or generate a prefix report.
- News**: A list of recent news items:
 - [22-12-08] Second phase of four-byte AS number assignment policy begins 1 January 2009
 - [05-12-08] APNIC Member Survey now available
 - [04-12-08] Fate of final IPv4 space decided
 - 12 Sep APNIC signs two new MoUs
 - More news...
- Useful links**: Includes links for 'IP address calculator', 'Reverse DNS troubleshooting', 'Training', and 'FAQs'.

At the bottom of the page, there is a footer with the text '© APNIC | Feedback'.

Member Services 2008 Summary

- Chat support: 2,091
- Helpdesk tickets resolved: 8,811
- Admin tickets resolved: 2,581





PROJECT & SYSTEMS SERVICES



Projects Completed in 2008

- **Internal Systems**
 - Implementation of statistical software to improve financial planning and tracking
 - APNIC Resource Management System enhancements to support IPv6 delegations
- **External Systems**
 - APNIC Events Management System enhancements to support APRICOT 2008 and APNIC 26
 - MyAPNIC v2 release
 - APNIC email ticketing system upgrade to the latest release

