

APNIC Member and Stakeholder Survey 2012 Peng Hwa ANG

SIRC THE SINGAPORE INTERNET RESEARCH CENTRE



Overview

- 7th Biennial survey commissioned by APNIC EC
- Survey of both Members and Stakeholders & Asia Pacific and Worldwide
- 1,333 valid responses, an increase of 67.9% over 794 responses in 2010



Overview (cont'd)

- Began with consultations in Sydney (Australia), Dhaka (Bangladesh), Phnom Penh (Cambodia), Hong Kong SAR, Guangzhou, and Beijing (China), Kolkata, Mumbai, and Delhi (India), Tokyo (Japan), Kathmandu (Nepal), Manila (the Philippines), Singapore, Seoul (South Korea) and Hanoi (Vietnam)
- Inputs used to help guide EC in prioritising strategies and budget

Survey of Members: Specific Areas

- Satisfaction with APNIC's general services
- Registry and Administration Services
- Corporate Governance



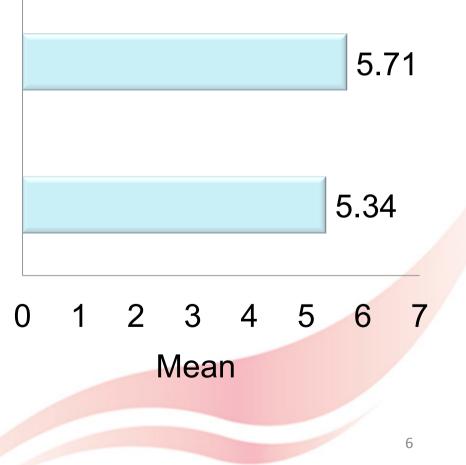
Survey Members & Stakeholders: Specific Areas

- Outreach
- Training
- Conferences
- IPv6 Support
- Public Information Services
- Internet Governance

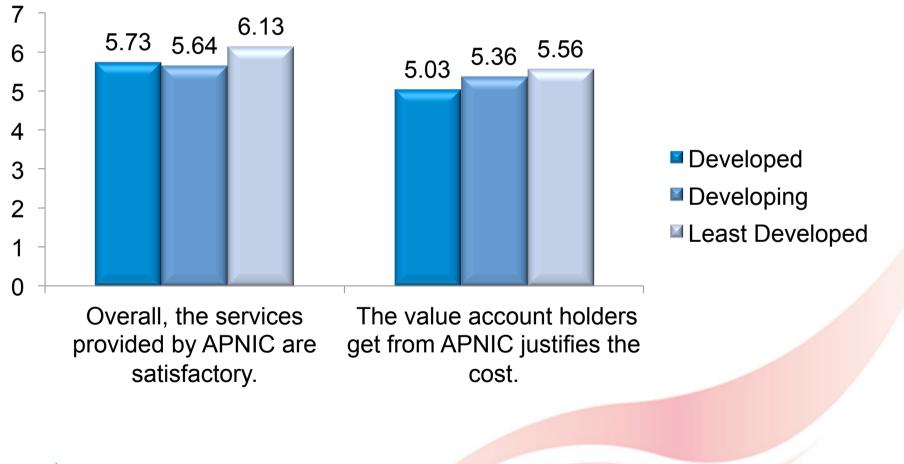
A1.1: Satisfaction with APNIC's General Services

Overall, the services provided by APNIC are satisfactory

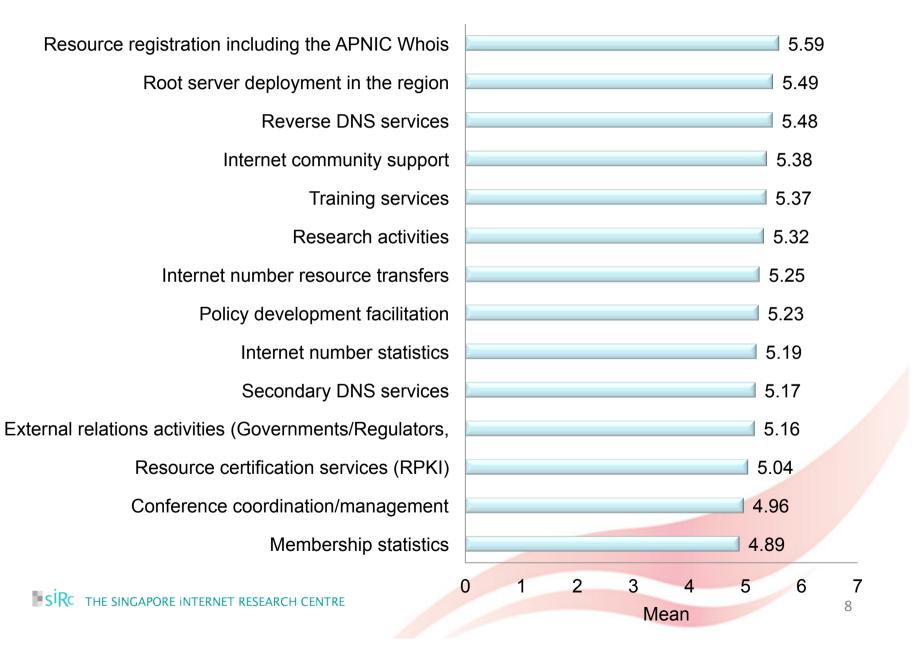
The value account holders get from APNIC justifies the cost

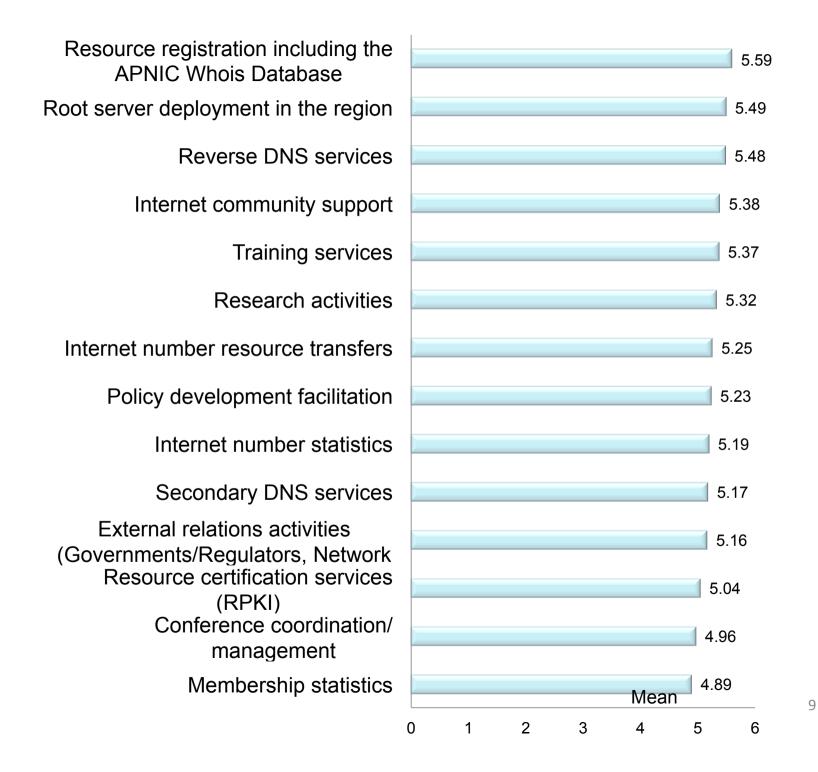


Satisfaction with APNIC's General Services by Economy Types



A1.2: APNIC Priority





A2.1: Registry and Administration

APNIC's Resource Registration Services are provided in a satisfactory and timely manner

The procedure for obtaining Internet number resources (IPv4, IPv6, and ASNs) from APNIC is clear and straightforward

APNIC's Helpdesk provides appropriate and timely responses to technical enquiries

APNIC provides timely and appropriate responses for billing and administration enquiries

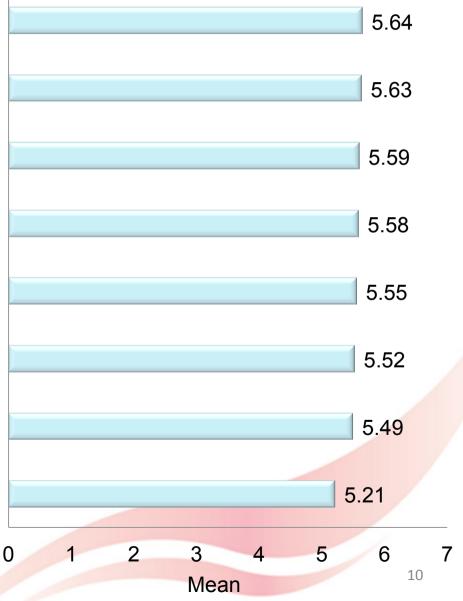
MyAPNIC features to support billing and administration meets my needs

MyAPNIC features to support resource requests and resource management are satisfactory

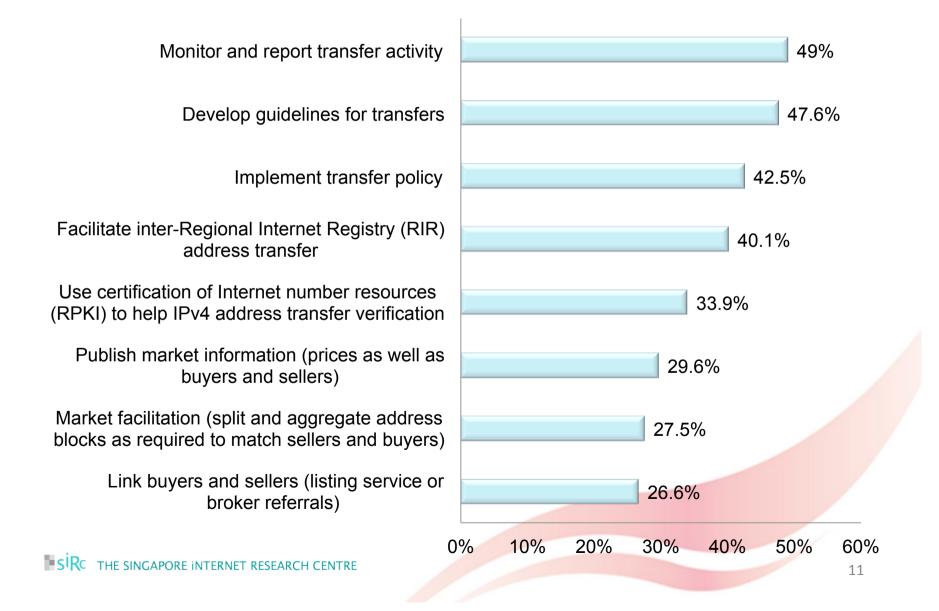
The APNIC Policy Development Process is an effective way of developing Internet number resource management policy

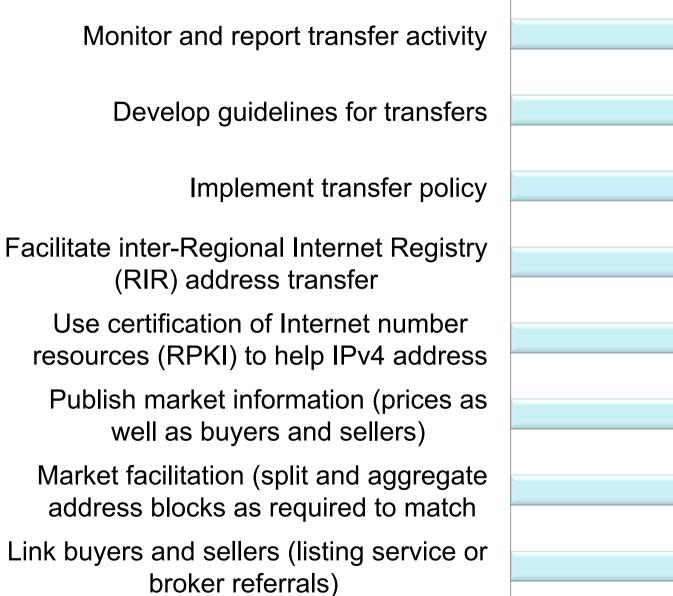
The APNIC fee structure is fair

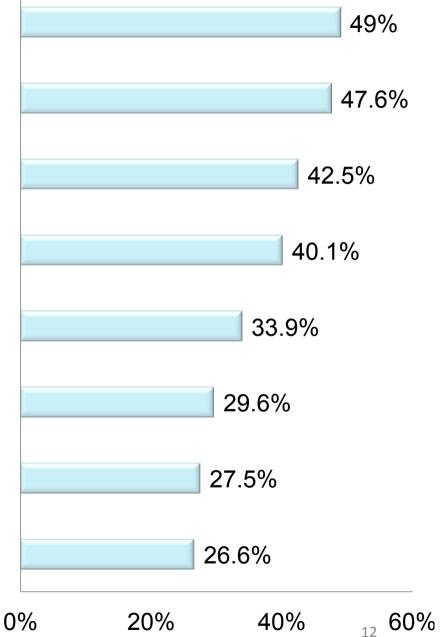




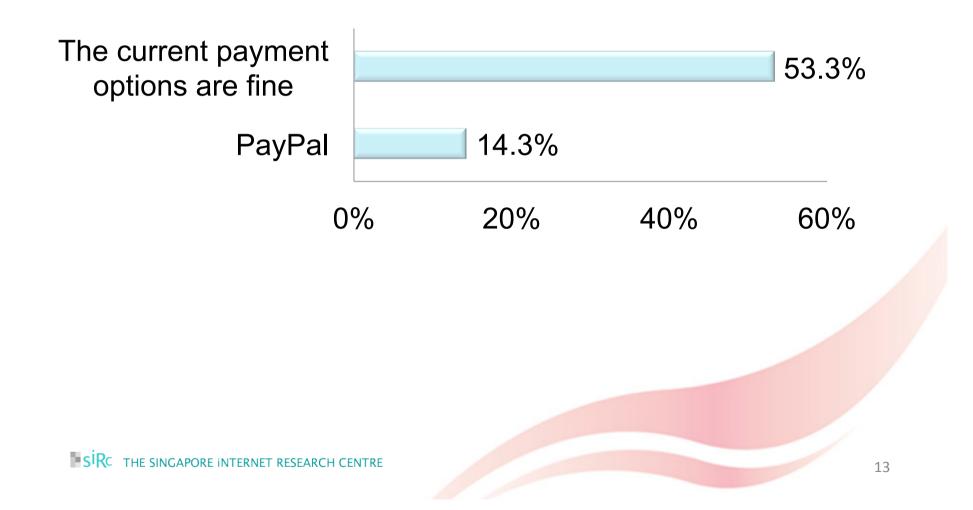
A2.2: Registry and Administration Roles of APNIC in Facilitating IP Transfers







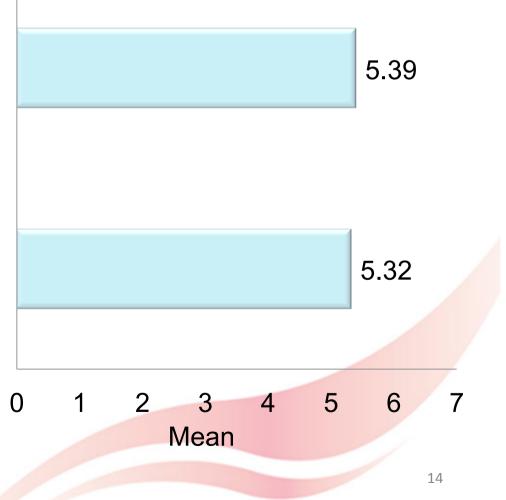
A2.3: Registry and Administration Bill Payment Methods



A3.1: Corporate Governance

I am satisfied with the current APNIC membership voting structure

APNIC and its Executive Council represent my organisation's interests to my satisfaction



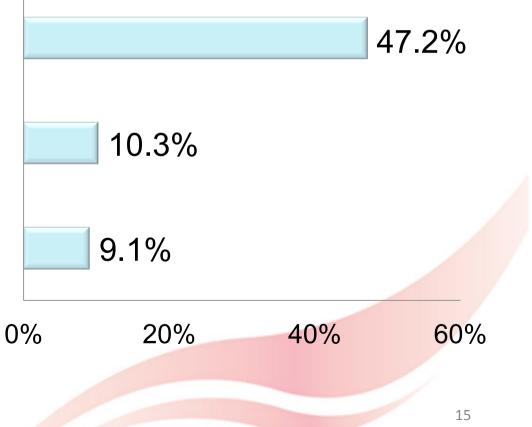
A3.2: Corporate Governance Membership Tiers

Should membership be tiered?

Keep it as it is (status quo)

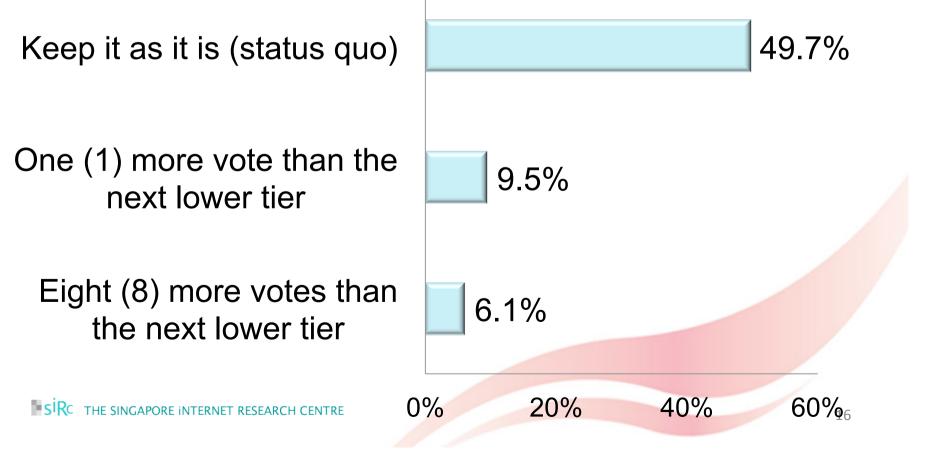
Two tiers, for example, member with no resources

One tier, that is, one member one vote

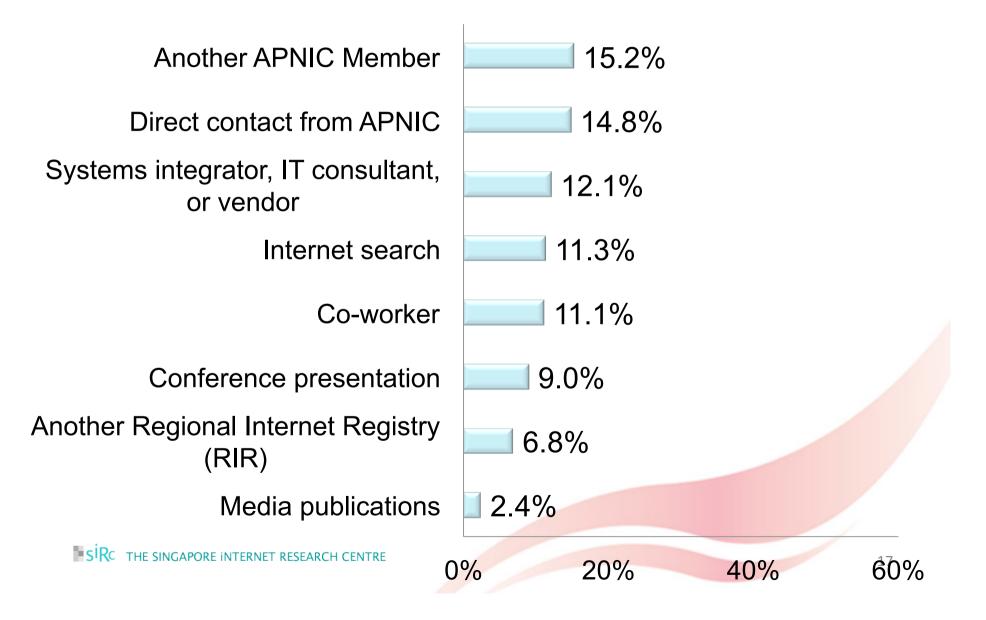


A3.3: Corporate Governance Membership Votes

Should there be a change in the way votes are allocated?

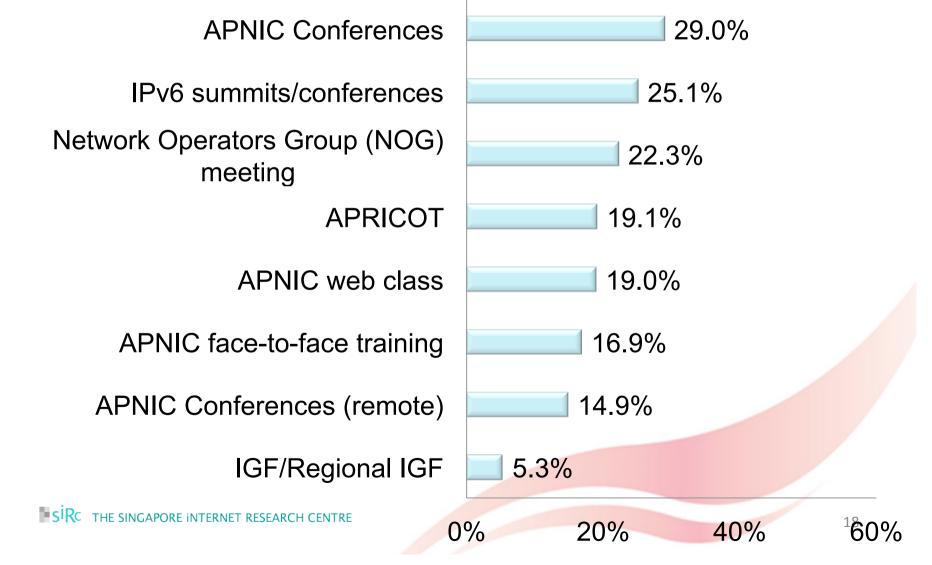


B1.1: APNIC Outreach Awareness of APNIC



B1.2: APNIC Outreach

Interactions with APNIC are most often at



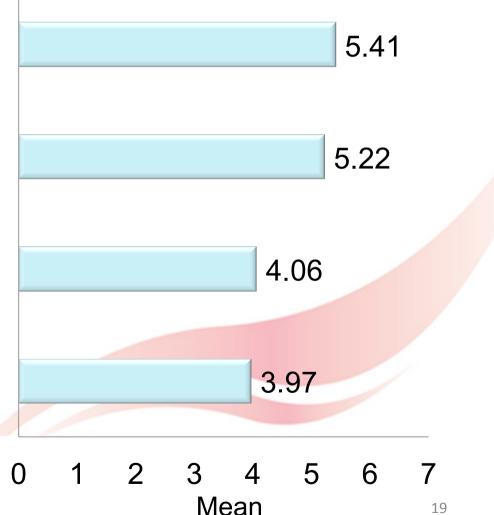
B1.4: APNIC Outreach Communication and Information from APNIC

The information distributed by APNIC is useful to me

I am adequately informed about APNIC's activities and developments

The frequency of APNIC communications is too high

The frequency of APNIC communications is too low



B1.5: APNIC Outreach

Social Media for Community Engagement

Facebook 51.2% Twitter 38.6% Google+ 38.1% LinkedIn 32.8% Sina Weibo 12.6% **MySpace** 7.7% Renren 6.8% FourSquare 4.3% 3.2% Orkut 2.9% Jiepang Cyworld 2.4% Wretch 1.9% Mixi 1.8% 40% SIRC THE SINGAPORE SITE OVER RESEARCH CENTRE 20% 60%

B2.1: APNIC Training Training Priorities

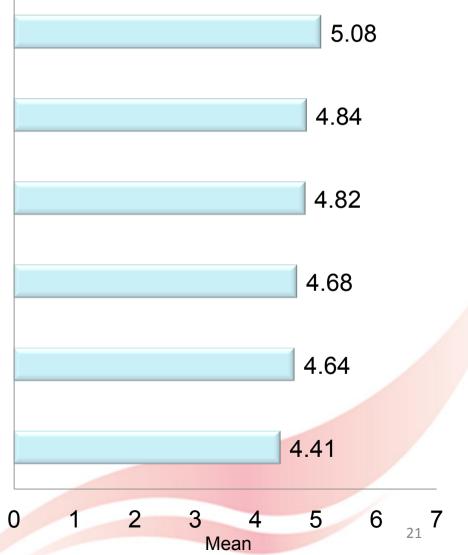
APNIC training content meets my organisation's needs APNIC provides unique training content that is not available in other training courses in my area APNIC's web class is effective for delivering training

classes

APNIC training costs are affordable and easily justified to my organisation's management

APNIC provides enough training in my area





B2.2: APNIC Training Priorities

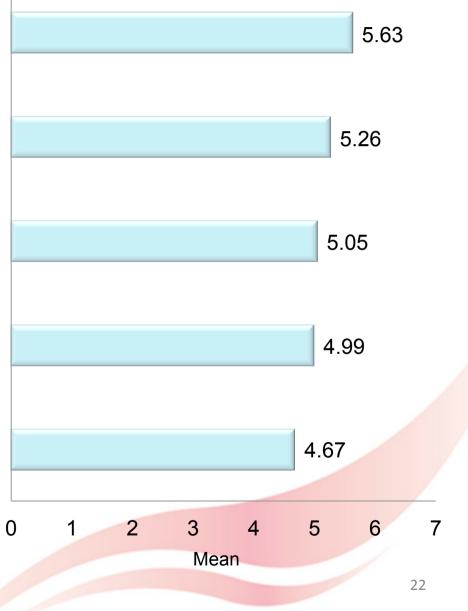
Continue to provide practical and technical training in response to an identified need

Share training materials with non-commercial training partners

Provide a certificate of competence that requires the student to pass a test similar to professional certification courses (it may cost more)

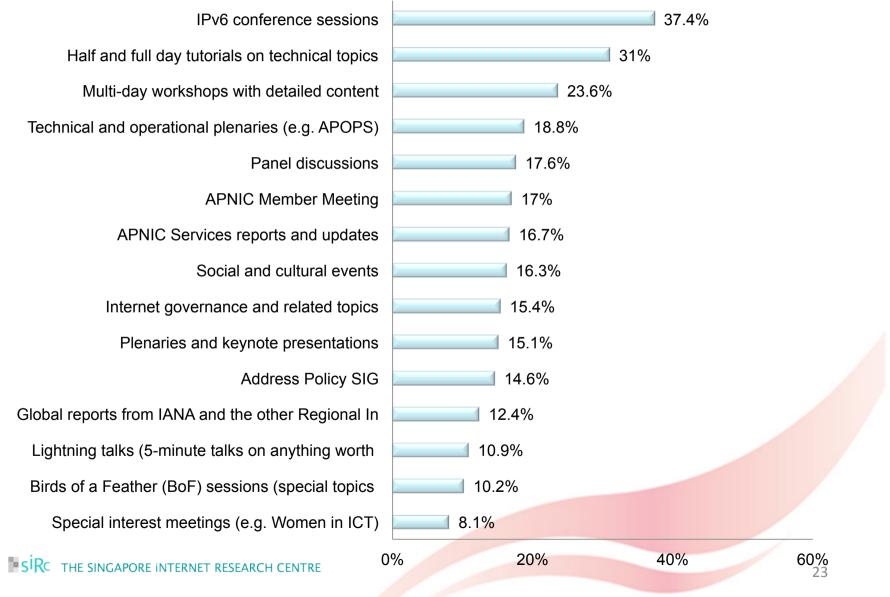
Train and certify other organisations to provide APNIC training

Make training materials available for commercial training organisations

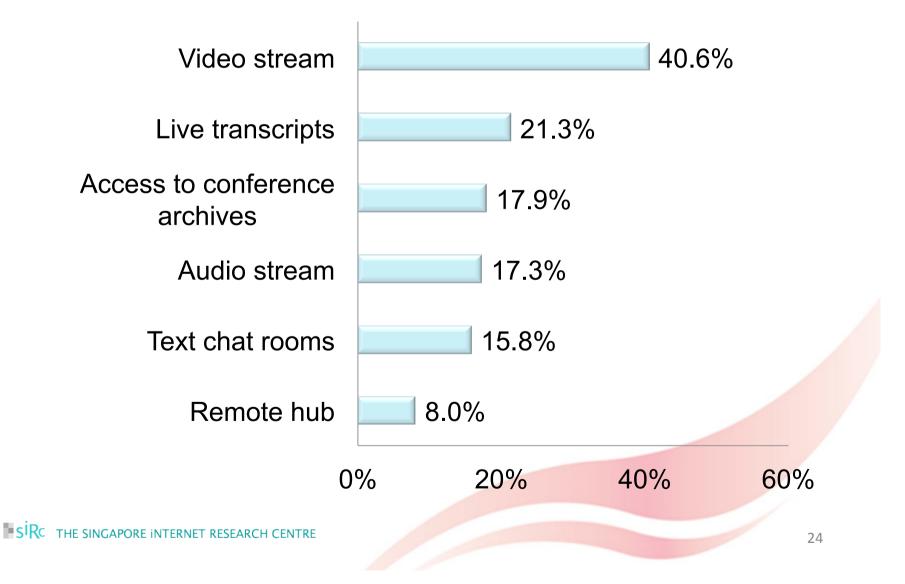


SIRC THE SINGAPORE INTERNET RESEARCH CENTRE

B3.1: APNIC Conference Interesting and Useful Sessions

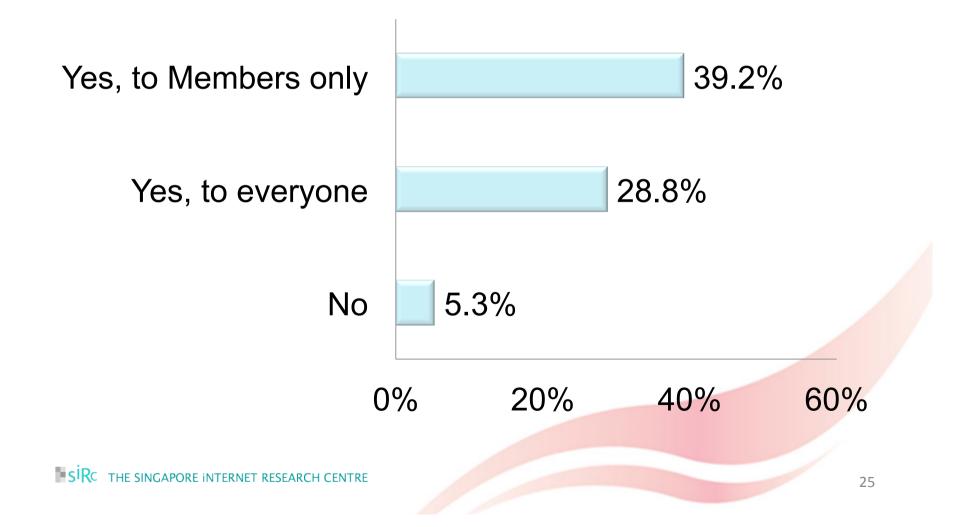


B3.2: APNIC Conference: Useful Remote Participation Facilities



B3.3: APNIC Conference

Should APNIC Conferences be free?



B4.1: IPv6 Support (APNIC's Involvement in IPv6 Deployment)

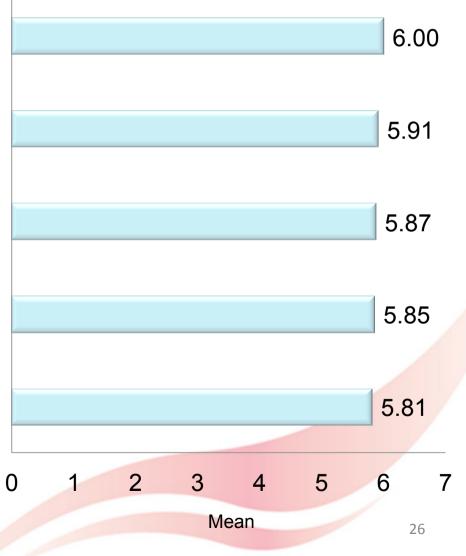
APNIC should share best practice information with stakeholders to help with IPv6 uptake

APNIC should provide IPv6 deployment advice/consultation to its Members

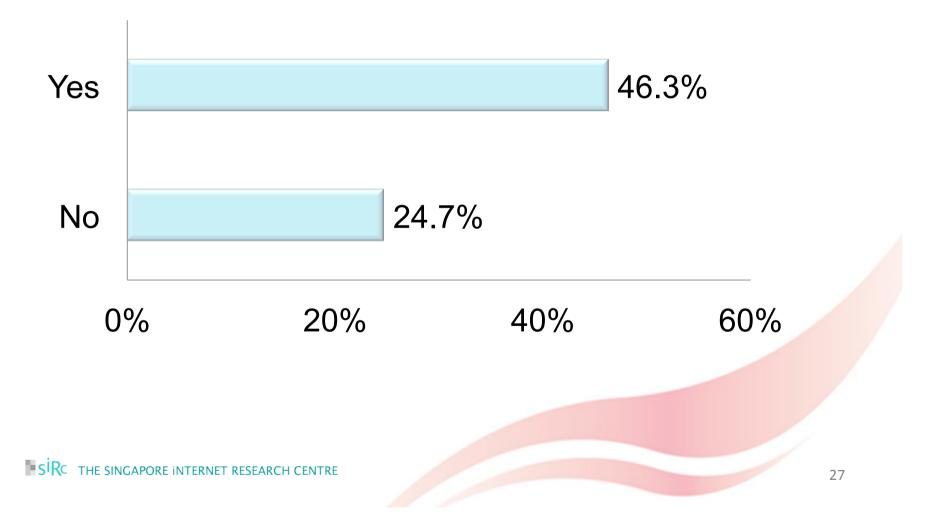
APNIC should provide practical hands-on training to help with the IPv6 uptake

APNIC should increase efforts to raise awareness among stakeholders about IPv6

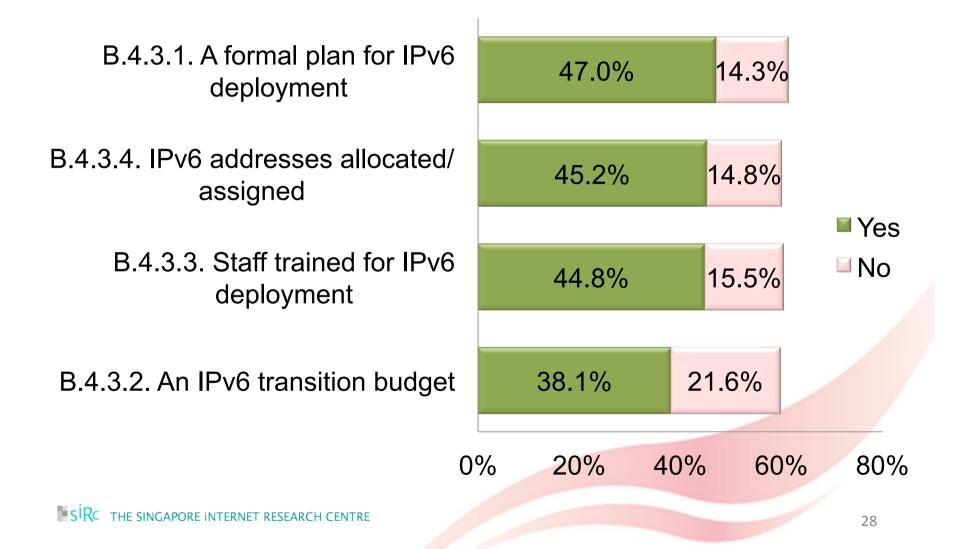
APNIC needs to increase coordination and collaboration with local Internet communities to help facilitate IPv6 uptake



B4.2: IPv6 Support CEO and Senior Management Awareness of the Risks in Not Adopting IPv6



B4.3: IPv6 Support IPv6 Plan within the Next Year



C1.1: APNIC Public Information Services

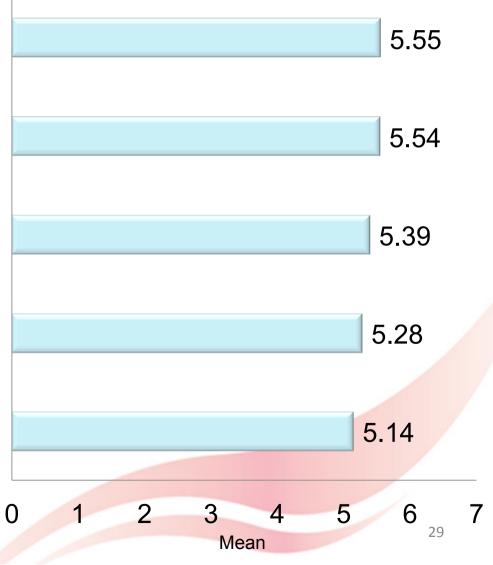
APNIC's reverse DNS service operates at a high level of quality, usability, and reliability The APNIC Whois Database service operates at a high level of quality, usability, and reliability

Statistical information on the APNIC website is useful to me

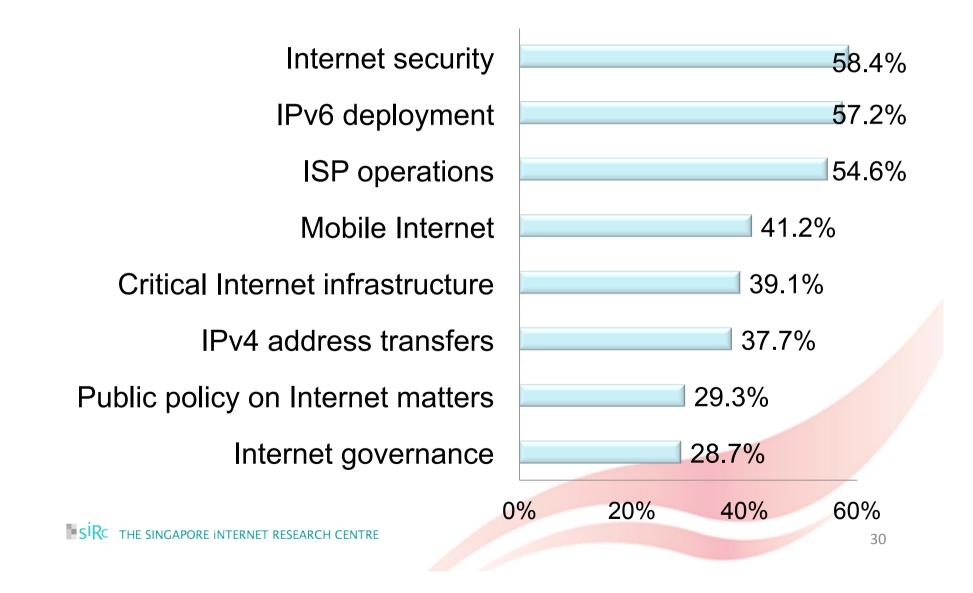
APNIC provides public information in ways that meet my needs

I can easily find information I need on the APNIC website





C1.2: APNIC Public Information Services Areas of Interest



C2.1: Internet Governance Views on Government's Involvement

Internet security Domestic infrastructure Healthy Internet competition International service access IP address management Domain name management Internet consumer rights Intellectual property protection



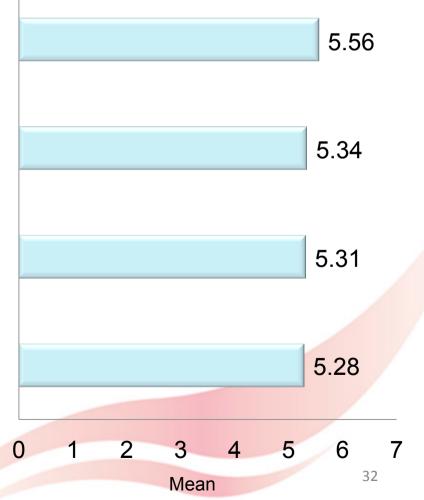
C2.3: APNIC Public Information Services Engagement with Government and Authorities

APNIC should communicate interests and positions from the Asia Pacific region at global Internet

APNIC should engage with governments in its service region

APNIC should work with other intergovernmental organisations

APNIC should work with regulators and law enforcement agencies

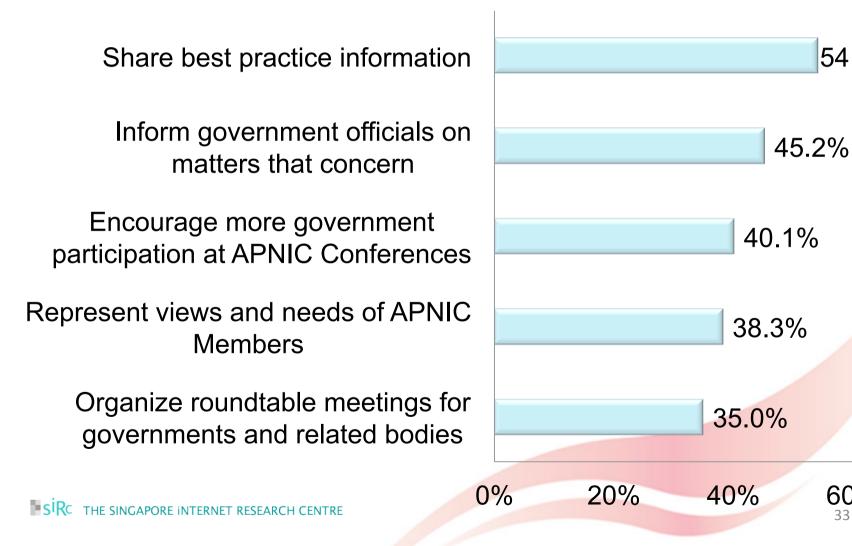


SⁱRC THE SINGAPORE INTERNET RESEARCH CENTRE

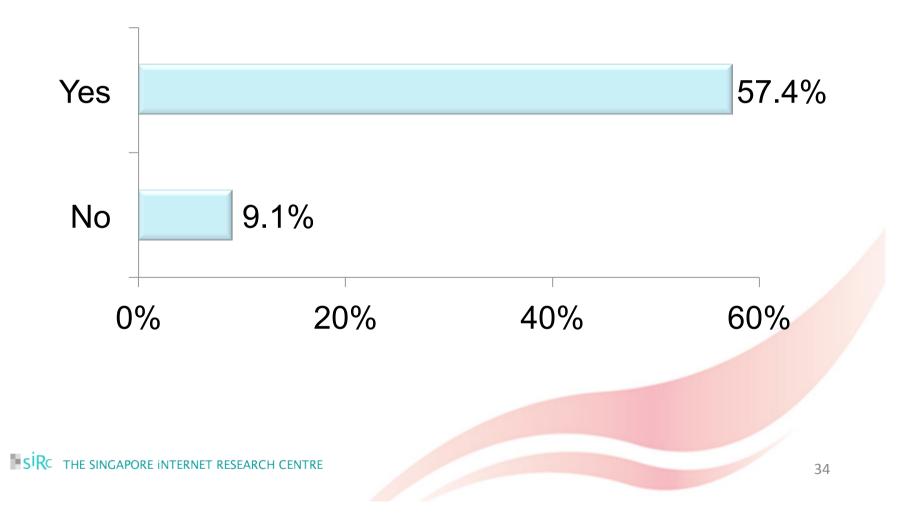
C2.4: APNIC Public Information Services How Should APNIC Engage with Governments

54.2%

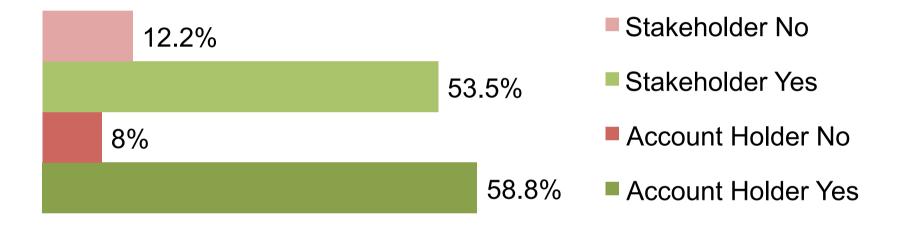
60%



C2.5: APNIC Public Information Services Public Policy Advisory Committee Formation



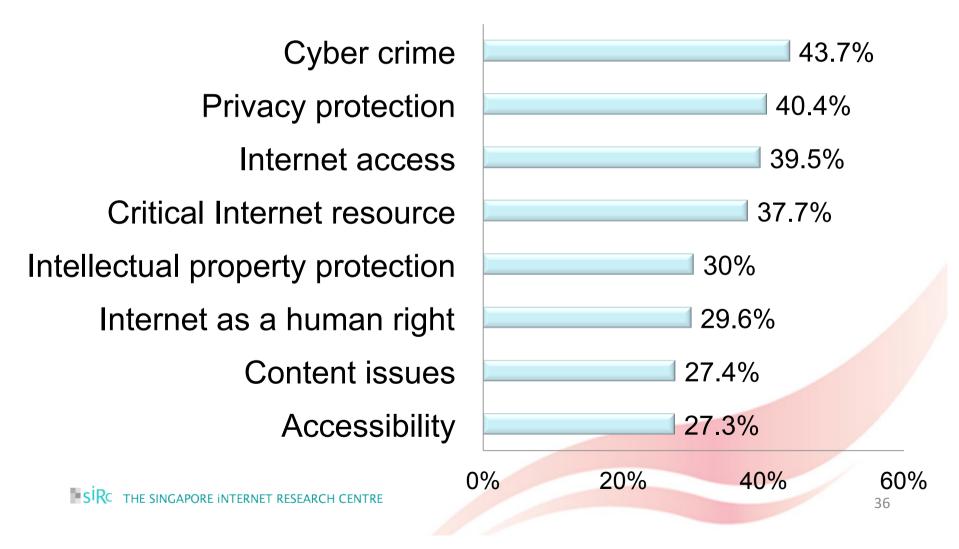
C2.5: APNIC Public Information Services Public Policy Advisory Committee Formation



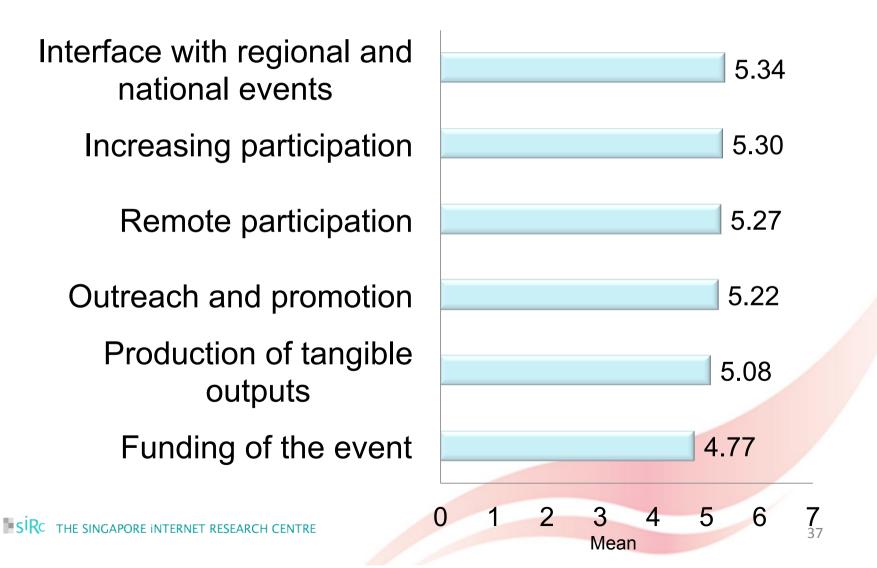
67.8% from (74%) Developing Economies, 21.5% (15.8%) Developed Economies, 10.7% (10.2%) Least Developed Economies

71.9% from Developing Economies, 16.1% Developed Economies, 12.0% Least Developed Economies

C2.7: APNIC Public Information Services Internet Issues that Should be Addressed at the IGF



C2.8: APNIC Public Information Services Priorities Regarding the Management of the IGF



Your feedback on the Report would be much appreciated.



SIRC THE SINGAPORE INTERNET RESEARCH CENTRE