

KPMG 1999 SURVEY ON BEHALF OF APNIC



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KPMG CONFIDENTIAL SURVEY ON BEHALF OF APNIC

TO: APNIC MEMBERS

APNIC, the Asia Pacific Network Information Centre, wishes to obtain input from its members for use in future business and strategic planning activities by the organization.

Dr John Earls, Research Director of KPMG Consulting, is carrying out an independent and confidential consultancy on behalf of APNIC, to assist with this process. Dr Tan Tin Wee, Chair of APNG, is providing specialist support and advice to this project.

KPMG wants to know what you think about current APNIC services, whether changes are necessary and what you believe you will require in future.

The following pages contain an abbreviated version of the original message sent out by the APNIC Chair and Director General, together with the questions to which KPMG would be very pleased to receive your answers and comments.

The consultants believe this survey to be an important APNIC initiative and look forward with interest and enthusiasm to your response.

Please be assured that while KPMG will make use of the information provided you, as the source of the information, will remain confidential to us, the consultants.

Looking forward to your response,

JOHN EARLS
jearls@kpmg.com.au

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This is an abbreviated version of an announcement sent to all APNIC members on Tuesday 9 February.

Dear APNIC member

APNIC, as a membership organization, relies on the input of our members in planning our services, operations, and future developments. Given the current pace of change in our environment, APNIC now needs to undertake business and strategic planning, in order to provide members with a higher standard of services.

APNIC is especially interested in your views at this time, and we are conducting a member survey to gather your inputs. As its highest priority, APNIC is dedicated to serving the needs of our members, and your views will provide the crucial, primary input into our planning processes in the coming year.

During APRICOT'99, independent experts Dr John Earls of KPMG and Dr Tan Tin Wee of the APNG will be available in Singapore and wish to undertake direct consultations with APNIC members. These consultations will provide the opportunity for members to provide input into APNIC planning processes. After the consultations are complete, a report will be provided by the consultants to the APNIC Executive Council, which will then ensure that the conclusions are used effectively.

Please note that the source of individual responses and interviews will NOT be passed to APNIC, as we believe that confidentiality of the process will improve the quality of responses.

As an APNIC Member, you are encouraged to participate in this process. If you are not the appropriate person to respond within your organization would you please pass it on and ask that person to respond.

APNIC members not attending the Singapore meetings are still able to contribute to the survey by providing a written response. In this case, please ensure that you still provide contact details in case the consultants wish to follow up any issues that you raise.

APNIC is confident that with the expertise of Dr Earls and Dr Tan and with the particular methodology which has been chosen, we have a very valuable opportunity to improve the quality of our planning processes and improve our services to members.

We hope that you will assist us in this process.

Sincerely,

Toru Takahashi, Chairman and Paul Wilson, Director General

APNIC.

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APNIC MEMBER SURVEY - RESPONSE FORM

As an APNIC member, you are encouraged to assist us in this survey, by answering the questions which follow or by meeting with us at APRICOT.

While at APRICOT, please talk to Dr Earls personally, or hand in your response to the APNIC booth in the exhibition area. Otherwise,

- email your response to either DR EARLS jearls@kpmg.com.au or DR TAN tinwee@pobox.org.sg by 10 March 1999, or
- fax your response to KPMG on +61 7 3220 0107 (Attention: Dr John Earls).

A. Respondent Details

1. Name of organization represented in this response:
2. APNIC membership name:
3. Name and designation of individual respondent(s):
4. Contact details (email and phone) of respondents:
5. Contact details in Singapore, if known:

B. Survey Questions

(Please attach additional pages if required)

- 1a. Please describe the services that you currently receive as a member of APNIC, in order of importance to you.
- 1b. Please comment on whether they meet your needs in terms of timeliness, quality or any other aspect.
- 2a. Please describe, in priority order, any services which you need, which should be provided by APNIC in future.
- 2b. Please indicate whether you would be prepared to pay increased membership fees in order to receive these services.
3. For APNIC to more effectively carry out its responsibilities in the Asia-Pacific region, what do you feel is your role as a member of APNIC?
4. Please provide any other comments you would like to make, by way of contribution to APNIC's business planning processes.

While these questions are presented in English, please feel free to respond in any language you wish if this is easier or more comfortable for you.

If you wish to simply write and express some view or opinions on improving APNIC without following the structured questions, please feel free to do so.