



## 2009 Member and Stakeholder Survey

### Executive Council Response

#### Introduction

The latest APNIC Member and Stakeholder Survey was commissioned by the APNIC Executive Council (EC) in late 2008, and its results delivered in March 2009. The survey provided valuable input to APNIC from our stakeholders throughout the Asia Pacific region, which will help to ensure that we continue to satisfy the needs and expectations of the community.

Like past APNIC surveys, the 2009 survey was conducted independently by KPMG, with the anonymity of respondents assured. The survey report, and the reports from previous member and stakeholder surveys, are available on the APNIC website at:

<http://www.apnic.net/services/become-a-member/member-feedback>

The EC is pleased to note that the 2009 survey results indicated a high overall level of satisfaction with the current services delivered by APNIC, with member response averages ranging from 6.73 to 8.23 (out of 10). In addition, the survey provided clear indications regarding the allocation of APNIC resources to specific project and activity areas.

The EC has reviewed the survey findings and offers its response here. In particular, the EC has highlighted areas of potential development for APNIC services and for APNIC as an organization.

#### **Survey Participation**

APNIC Member and Stakeholder Surveys are conducted every two years. The 2009 survey received 601 responses from 44 Asia Pacific economies, representing an increase of almost 100 per cent over the 2007 response. Importantly, this result shows that APNIC activities are being driven by inputs from a substantial cross-section of the community, and that the levels of interest are being maintained and increased.

#### **Assessment of Activities**

##### **APNIC Service Quality**

Survey respondents indicated a generally high level of satisfaction with APNIC services. In particular they indicated that APNIC online services such as *reverse DNS* and *whois* operate at a high level of access, quality, usability and reliability. Similarly, there were positive findings on the quality of *helpdesk support*, *resource allocation services* and *overall communication*.

At the same time, the survey revealed potential service improvements needed in certain areas, particularly in accessibility of meetings, training and the policy development process. The EC is committed to supporting ongoing improvement in APNIC service quality as needed, in line with community needs and expectations.



### ***Liaison Activities***

Respondents indicated a strong positive opinion of APNIC's involvement with operator groups, ISP associations, governments, and educational or academic organisations. The EC has noted a clear indication from the survey that APNIC should have a higher level of representation when liaising with governments and industry.

In the EC's view, APNIC must maintain the knowledge and resources required to effectively canvass and represent the needs of members and stakeholders. The EC expects APNIC to continue to develop liaison mechanisms to reach the full range of stakeholders across the Asia Pacific region.

### ***Remote Participation***

The survey results clearly indicate a demand for better accessibility of APNIC *training* and *meeting* activities, as well as the *policy development process*.

To accommodate these needs, on the EC notes the success of existing tools for remote participation in APNIC meetings, including video and audio streaming, live session transcripts, chat rooms, and media archives; and supports further development of these facilities, for purposes of both meeting and training activities. These tools should serve the needs of participants with limited bandwidth, as well as those with broadband Internet access.

## **Resource Allocation**

The EC notes that in the 3 questions on APNIC resource allocations, in the areas of *Services*, *Communications* and *Technical*, responses from members and non-member stakeholders were generally well aligned. While a budget for 2009 is already in place at this time, the EC expects the Secretariat to consider these results in the preparation of operational plans for 2010.

### ***Services***

*Training* and *Education* activities together rated 36% of total resource allocations, followed by *IPv6 Deployment* with 18% and *Streamlining request processes* with 16% (of member responses). This provides a clear indication of member priorities in services development, and an indication of planning priorities in 2010.

### ***Communications***

Resource allocations in this area were spread fairly evenly, but with clear priority given to Community Support and Regional Operator Forums (with a total of 31%).

### ***Technical***

Respondents indicated that they expect ongoing investments in research activities by the Secretariat, with R&D and Network Monitoring scoring a total of 36% of resource allocations. Other priorities in this section reflect existing APNIC activities in development of internal infrastructure (services and data exchange) and in assisting broader infrastructure development (routing security and root servers).



## IPv6 Survey

In response to the community's request at the APNIC 26 meeting, the 2009 survey included a new section related to *IPv6 Readiness*. The results indicate the Asia Pacific community is not yet well prepared for widespread IPv6 deployment, in terms of planning, resources, budgeting and expertise. Respondents agreed that governments must support IPv6 deployment activities by various means, not least by requiring IPv6 compliance within their own infrastructures.

The EC recognises the priority that is being placed on IPv6 readiness by many sectors of the Asia Pacific Internet community, and directs the Secretariat to further develop APNIC's leadership role in relation to issues of IPv4 exhaustion and IPv6 deployment. The EC will support the APNIC Secretariat to continue to expand its promotion of IPv6-related activities.

## Implementation

The majority of these findings are consistent with the 2009 APNIC budget and activity plan, however the EC will, as a priority, ensure that activities continue to meet Member recommendations as expressed in this survey, while also meeting reasonable cost-benefit expectations.

Considered as a whole, the EC is pleased to note that the survey results were positive. The EC recognizes the achievements of the Secretariat in ensuring the continuous improvement of service to the APNIC community.

Moving forward, it will be the role of the EC to support the Secretariat to integrate these recommendations into current APNIC activity planning and ensure they are implemented in a timely and cost-effective manner.

The EC would like to sincerely thank all survey participants for their valuable input, as well as those who promoted the survey in their communities and helped to contribute to its success.

*Akinori MAEMURA*

Chair,

APNIC Executive Council.