



RISK ADVISORY SERVICES

APNIC

Members' Survey

2007

Contents

1	Executive Summary	1
1.1	Summary and Analysis of results	1
1.1.1	Analysis	1
1.1.2	Conclusions	6
2	Introduction	7
2.1	Background	7
2.2	Warranty and disclaimer	9
2.2.1	Inherent Limitations	9
2.2.2	Third party reliance	9
3	Methodology	10
3.1	Introduction	10
3.2	Confidentiality	10
3.3	Survey Validation	10
3.4	Distribution and Efforts to Maximise Participation	11
4	Response Range and Sources	12
5	Survey responses	13
5.1	Services	13
5.2	Communication	17
5.3	Technical Services	20
5.4	Comparison of Section 1 Response Means	22
5.5	APNIC Future Resource Allocation	22
5.6	Comparison of Section 2 Response Means	24
5.7	Future mini surveys	25
5.8	Any other comments suggestions	25
6	Analysis and conclusions	28
6.1	Analysis	28
6.1.1	Section 1: Services	28
6.1.2	Section 2: APNIC Future Resource Allocation	28
6.1.3	Section 3: Future Mini-Surveys	31
6.1.4	Section 4: Any Other Comments/Suggestions	31
6.2	Conclusions	32
7	Appendices	33

1 Executive Summary

This survey has provided a wealth of detailed information on Members' views and priorities. Clearly members are very interested in the main outcomes – but probably less interested in the detail. Whereas the APNIC Secretariat are interested in the main outcomes AND in the detail. To best provide for this difference, the approach has been to provide the main aspects in the report and put the bulk of the information in the Appendices. In addition, the consultants have provided the Secretariat with the voluminous detailed files of raw data and information used in the analysis. However it must be stressed that before passing over these files ALL INFORMATION RELATING TO INDIVIDUAL RESPONDENTS HAS BEEN DELETED.

APNIC has always been committed to meeting the needs of its Members. To achieve this they have commissioned three previous Member Surveys over a period of several years. In mid 2006, an independent review clearly indicated that the APNIC Secretariat had implemented almost all the various findings of the last two surveys. Subsequently the Executive Council approved the carrying out of the APNIC Member Survey 2007.

This document reports on this survey which received 316 responses, easily more than any previous survey. The Executive Summary covers the main results, analysis and conclusions of the survey only. The main body of this report describes in detail the survey establishment, development, process, results, analysis and conclusions. Further detail is contained in the Report Appendices.

1.1 Summary and Analysis of results

1.1.1 Analysis

The detailed survey results and analysis of the differences by organisation size; by economy; and by length of time that organisations had been APNIC members are contained in the Appendices. Larger organisations appeared to have more positive views of APNIC. Similarly, organisations with longer membership periods had slightly more positive views. There was more variability by economy but no clear pattern.

1.1.1.1 Section 1: Assessment of Present Services

The means in this section ranged from 6.06 to 8.45 (out of 10), comfortably above an acceptable threshold of 5.00.

Question 1.34 (APNIC Open Policy Meetings are affordable and accessible to attend in person) received the lowest mean (6.06) of all questions in Section 1 with respondents indicating that improvement could be made in this area.

Question 1.44 (APNIC's involvement with DNS root server operations in the Asia Pacific region is important) received the highest mean of all questions in Section 1, with respondents indicating that this issue was crucial.

A broad trend noted from the survey is that average responses from members in the 0-1 year category were generally below the average for each question in Section 1 indicating that the views of these members are less favourable than those respondents who have been members for a longer period. Other trends noted throughout the survey are summarised below.

Services

In general, respondents agreed that the services provided by APNIC are above average and that the value received justified the cost of membership.

Training

A number of respondents found APNC training difficult to attend however those who did valued the training offered. Some members were unaware of eLearning offered by APNIC.

Resource Services

In general, respondents believe that these services are relevant and provided in a timely manner. However, there was some indication that the requirements and processes are required to obtain IPv4, IPV6 or ASN resources are confusing and complex.

Member Services

Respondents indicated that the APNIC helpdesk provides timely and appropriate responses to inquiries and believe that email and online chat are more effective and efficient ways than phone when contacting APNIC. Some respondents expressed concern in relation to the effect of time zone differences in gaining a response and indicated that they hoped this did not become worse.

Online Services

Most respondents felt that the online services provided by APNIC (MyAPNIC, APNIC whois and Reverse DNS services, Certification Authority, ICONS, APNIC email interface, online forms) operate at a high level of quality, usability and reliability. Some constructive suggestions for improvement were given (contained in Appendix 2).

Communication

General Communications

On average, APNIC's written and electronic communication and announcements are perceived positively. Members found it important that APNIC publish an annual report as well as other industry reports and statistics. It was emphasised that it was important to ensure confidentiality when issuing these latter documents.

Web Site

In general the APNIC web site is thought to be easy to use and navigate however there was some suggestion that the logical location of items could be improved. APNIC is seen as superior to ARIN; however RIPE NCC is seen to be the benchmark.

Policy

Respondents believe that APNIC policy documents are easy to access however they can be somewhat difficult understand for those for whom English is a second language. Respondents agreed that the APNIC policy development process is fair and is an effective way of developing IP addressing policies in this region.

Meeting and Community

In general, respondents indicated that APNIC Open Policy Meetings are useful and that the use of multimedia has made them more accessible for those who cannot attend. Respondents strongly agreed that technical content is an important part of these meetings.

Respondents indicated that APNIC support for internet development throughout the AP region is very important, as is their level of involvement with groups and associations throughout the region

Technical Services

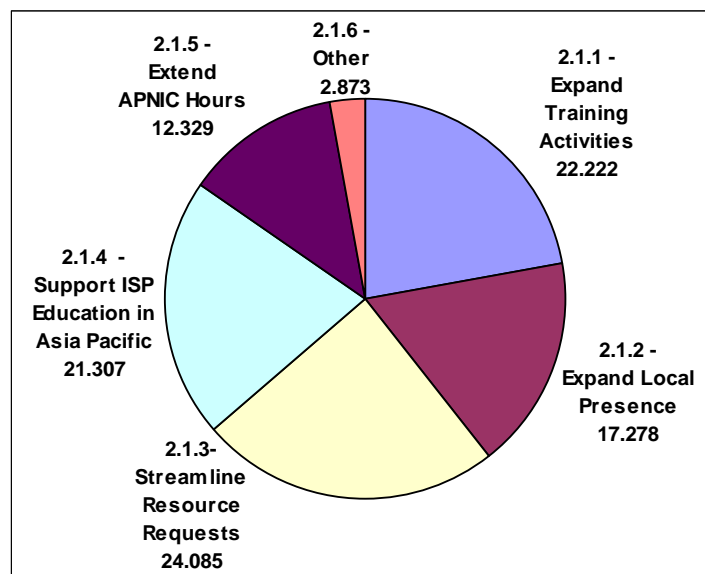
Respondents strongly believe that APNIC servers and services are well maintained with high availability and that Members are well informed and given appropriate error messages on maintenance. DNS root server coverage is largely satisfactory – with a few exceptions. However it was emphasised that APNIC’s involvement with DNS root server operations in the Asia Pacific region is seen to be crucial.

1.1.1.2 Section 2: APNIC Future Resource Allocation

In this section Members were asked to prioritise their future needs by allocating a maximum of 100 points in each of three subsections. There were five questions in each sub-section plus the option of a “write-in” other, which created a total of six. In these circumstances it could reasonably be considered that any question receiving greater than 20 points was seen as a priority for future action.

Services

The following chart reveals how Members, on average, allocated the 100 points to future services as per section 2.1.

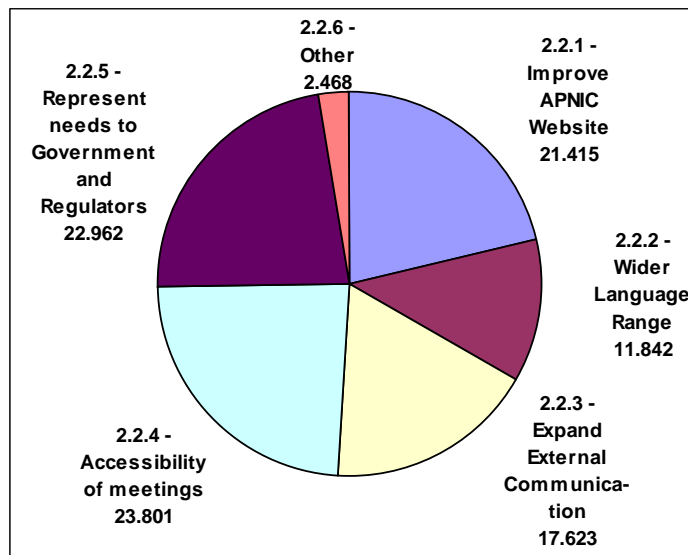


In section 2.1, the questions receiving more than 20 points were:

No.	Question	Mean (out of 100)
2.1.3	Streamline resource requests and allocation processes	24.09
2.1.1	Expand training activities in scope, geographical coverage and online options	22.22
2.1.4	Support ISP education in the Asia Pacific region	21.31

Communication

The following chart reveals how Members, on average, allocated the 100 points to future communication as per section 2.2.

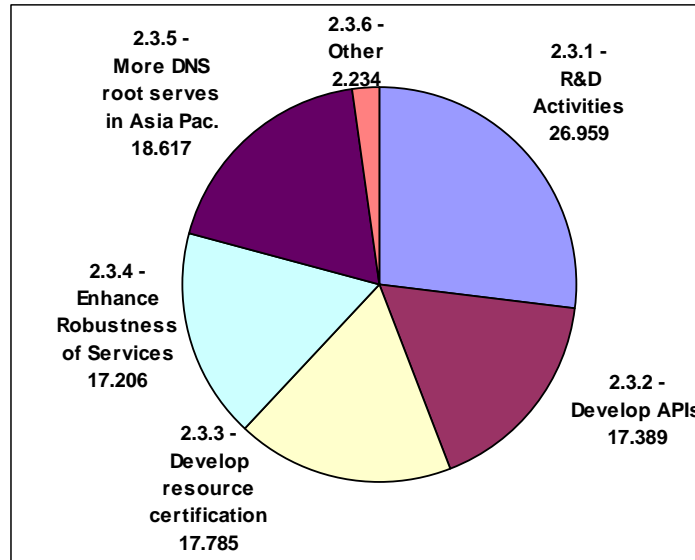


In Section 2.2, the questions receiving more than 20 points were:

No.	Question	Mean (out of 100)
2.2.4	Increase accessibility of APNIC meetings and policy processes	23.80
2.2.5	Represent the needs of the ISP community to governments and regulators	22.96
2.2.1	Improve the APNIC web site	21.41

Technical

The following chart reveals how Members, on average, allocated the 100 points to future technical as per section 2.3.



In Section 2.3, only one question received more than 20 points. The remainder averaged around 17 to 18 and therefore the top three responses have been listed below.

No.	Question	Mean (out of 100)
2.3.1	Research and development activities (for example, DNS measurements, routability testing, 4 byte ASN tests)	26.96
2.3.4	Deploy more DNS root servers in the Asia Pacific region	18.62
2.3.2	Develop resource certification to support better routing security	17.78

1.1.1.3 Section 3: Future Mini Surveys

There was an excellent response to the questions inviting participation in mini surveys with 157 of the 316 respondents indicating their willingness to participate in the Training Needs Analysis and 135 willing to participate in the mini survey dealing with the APNIC Website. This would demonstrate a positive view towards APNIC and a desire to collaborate in constructive service development.

1.1.1.4 Section 4: Any Other Comments or Suggestions

Members made 60 additional comments which are included in the Appendix 2. These were largely thanking APNIC Secretariat for their efforts or were of a constructive nature. For a list of all comments provided please see Appendix 2.

1.1.2 Conclusions

APNIC can consider this survey to be very satisfactory.

There was a higher degree of participation than in any of the previous surveys.

Section 1

There were no mean scores below 6.0 and the comments made by members were mostly either positive or constructive.

Section 2

Useful guidance has been provided in regard to members' preferences on areas for future action by the Secretariat.

Section 3

A significant number indicated their willingness to participate in further mini – surveys which could be viewed as a clear indication that members are keen to work collaboratively with the Secretariat in a program of continuous improvement.

Section 4

Members made a significant number of statements. These included thanking the Secretariat and individual members of staff for their help and support and constructive suggestions for improvements.

While having cause to be satisfied, the Secretariat should view this level of support and response as an ongoing challenge for further improvement. In many instances members of individual economies have provided a number of responses. This will allow the Secretariat to build needs profiles targeting such individual economies; especially when considering the comments in conjunction with the numeric response data.

2 Introduction

2.1 Background

APNIC is a not for profit organisation which has always sought to operate in a manner which aimed to meet the needs of its members. It has an extremely open and bottom up process for adopting changes in its policy. Members meetings are held twice yearly at different AP locations and every effort is made to encourage active discussion and input from members in a very wide range of topics.

As part of this effort APNIC has conducted three previous surveys to encourage members to provide their views on the services they received, to suggest improvements and to offer suggestions as to the future development and direction of the organisation.

In mid 2006 the APNIC Director General asked the consultant who had carried out the previous surveys to review the extent to which the APNIC Secretariat had implemented Members' wishes as embodied in the surveys findings. The letter setting out the results of this review follows –

10 August 2006

Paul Wilson
Director General
APNIC Pty Ltd
33 Park Road
MILTON QLD 4064

Dear Paul,

You asked me to make an assessment as to the extent to which APNIC Secretariat have implemented the issues which were raised by members in the last two APNIC Member Surveys. I have done this by reviewing the last two reports, the responses from members and my notes from a number of meetings held in the course of the surveys. I have also held a series of individual meetings with yourself and other members of APNIC staff who have had implementation responsibilities.

As far as I can ascertain, action has been taken on just over 90% of the issues. While there may appear to have been no action actually taken in regard to the remaining 9 percent, it is obvious that all are complex issues, most are under review or discussion eg fees, and some do not appear to have universal member support.

The 'actioned' issues divide into:

- Actioned and completed – 39%
- Actioned but ongoing – 51%

The 'ongoing' issues will require periodic review to ensure that action continues to meet member needs. There is also the assumption that, in all the 'actioned' items, the work undertaken by the Secretariat is a correct interpretation of members' wishes.

The items which do not appear to have been actioned are:

1. The training of local partners to undertake services on behalf of APNIC in the awareness area.

2. The provision of a 24/7 HelpDesk.
Qualification: While there is a no 24/7 Helpdesk for member queries, there is a 24/7 technical service and the operating hours for the Helpdesk have been extended.
3. Reduce membership fee for very small organisations.
Qualification: The fee structure is currently under review.
4. Obtain funding from National Governments of economies in the region.
5. Conduct APNIC sub-regional meetings.
Qualification: While not conducting sub-regional meetings, APNIC has adopted an approach of having a significant presence at other meetings of relevance which are held within the APNIC region e.g. SANOG, PACNOG and NIR meetings.
6. APNIC to obtain ISO QA accreditation.
7. APNIC to seek funding from other sources to support development activities and training.

As mentioned earlier, several of the above issues are complex and potentially costly. They would certainly justify further consultation and discussion by the EC and/or the APNIC members before implementation.

In case the listing of the non-actioned items gives undue emphasis, I would observe that the percentage of 'actioned' items is high when I compare it to action taken in similar circumstances by other organisations outside the internet area.

I would also observe that my discussions with staff indicated that they were committed to continuous improvement on ongoing issues. Points raised by staff included:

- Continuous efforts are needed for simplification of processes **and** simplification of presentation. APNIC must always remember that English is not the language of choice for the majority of its members.
- The benefits perceived from recent webcasts and the desirability of further expansion of this activity.
- The need for an overhaul of the APNIC website, which was perceived to be unduly complex, especially for initial users.
- The need for continuous work on 'member care'.
- More work needed in the area of translation.
- The need for another survey to determine member views on new and existing issues, which would provide strategic guidance to the APNIC Secretariat.

Of course, the ultimate test of implementation compliance is "Do the changes/improvements meet member needs in a way that helps their operations?"

APNIC operates in an increasingly difficult environment. The Internet continues to expand and to become more complex with the governance debate and other important issues requiring an increasing amount of Director General and Secretariat time. Cost pressures continue for both APNIC and members. In these circumstances the priorities for the investment of resources need to be continually debated and reviewed.

From my review it would appear that APNIC Secretariat have made concerted efforts to implement, cost effectively, the survey issues raised by members.

Regards,

John Earls

In the light of this successful implementation, the Director General proposed to the Executive Council that a further Survey be conducted and this was approved.

Although commenced in 2006, the report and implementation will take place in 2007 – so the work is entitled "Survey 2007".

2.2 Warranty and disclaimer

2.2.1 Inherent Limitations

The findings in this Report are based on a survey of APNIC members and the reported results reflect information gained via this process.

No warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided by, the stakeholders consulted as part of this process.

KPMG have indicated within this report the sources of the information provided. We have not sought to independently verify those sources unless otherwise noted within the report.

KPMG is under no obligation in any circumstance to update this report, in either oral or written form, for events occurring after the report has been issued in final form.

The findings in this Report have been formed on the above basis.

2.2.2 Third party reliance

This document is solely for the purpose set out in Section 2.2 of this Report and for APNIC.

This Report has been prepared at the request of the APNIC in accordance with the terms of the engagement letter of 6 September 2006. Other than our responsibility to the APNIC, neither KPMG nor any member or employee of KPMG undertakes responsibility arising in any way from reliance placed by a third party on this report. Any reliance placed is that party's sole responsibility.

3 Methodology

3.1 Introduction

The methodology used was a survey which contained four sections. A copy of the Survey and the accompanying instructions and invitation to Members and Stakeholders to participate is contained in Appendix 1.

The Survey was developed jointly by a working party made up of the consultants and a number of APNIC staff led by the Director General. The Group met weekly over a period to discuss and refine the list of possible survey questions.

Section 1 “Assessment of Present Services” contained 44 questions on which respondents were invited to give a rating on a Scale of 1-10, ranging from Strongly Disagree to Strongly Agree. There was the option to insert “x” where a respondent had not used the service or had no view.

Section 2 “APNIC Future Resource Allocation” contained three sub sections which were Services, Communication and Technical. Each subsection had five questions. Respondents were asked to allocate a total of 100 points in each sub section giving weight to their preferred option. They could also write in an option of their choice.

Section 3 “Future Mini-Surveys” - In the course of developing the survey it became apparent that there were too many questions. Unduly lengthy questions deter respondent participation. It was decided to ask participants if they would be willing to partake in two possible Mini-Surveys. These were one on Training Needs Analysis and one on the APNIC Web Site. The default was set to “No” so that positive action was necessary to give a “Yes” response.

Section 4 invited participants to put forward “Any Other Comments/Suggestions” when they had completed the survey.

It was decided that respondents should have the option of completing an online response or completing a Word document.

3.2 Confidentiality

While individuals were asked to provide their names, their email address and the name of their organisation. However respondents are assured that this information has and will remain confidential to KPMG.

3.3 Survey Validation

The draft survey was distributed to 50 Members selected to provide representative coverage of economy and organisational size. The majority of respondents approved the survey as distributed. A small number made very useful comments and suggestions which were carefully considered by the Working Group in producing the final draft. One participant disqualified himself from the validation process.

3.4 Distribution and Efforts to Maximise Participation

It was decided that an online form would provide the most convenient way for most stakeholders to respond to the survey. APNIC developed an appropriate form based on the draft provided by the KPMG consultant.

The form used defined rules to ensure that all mandatory sections had to be answered and to help eliminate errors in the more complicated parts of the form. This was especially useful in the sections where respondents were asked to apportion scores across a range of responses.

There was concern that the length of the survey may be a barrier to participation, so to minimise the apparent length, APNIC staff coded the form to "hide" the comments fields by default, but allowing respondents to easily show the field if they needed to provide additional comments.

Although the form was hosted on the APNIC website, it was programmed to send the results directly through to the consultant as individual text files that could be easily imported into a spreadsheet application. APNIC did not store or receive any of the response data.

APNIC staff made considerable efforts to ensure the widest possible distribution. APNIC has a long-established mailing called APNIC-ANNOUNCE, to which many members and other stakeholders are subscribed. APNIC made three separate announcements to that mailing list.

APNIC also has a bulk email distribution tool that links to its member contact database. APNIC used that tool to send each of the three announcements to all contacts. It should be noted that this tool has an automated opt-out function so that members can control how much mail they receive from APNIC.

APNIC placed items about the survey on the "news" section of its web site. The news section is also linked to an RSS feed service for more efficient distribution.

The APNIC service staff were also encouraged to spread word of the survey in their interactions with members during the survey period. There are also several APNIC staff members who have roles as liaison officers to specific parts of the service region. These officers forwarded mails about the survey to various contacts within their respective subregions, including posting to the mailing lists of several network operators' groups.

Finally, APNIC opted to use an incentive to help increase participation. This consisted of an offer to provide three APNIC meeting fellowship packages and US\$500, to be allocated by KPMG ballot, to the pool of valid responses.

4 Response Range and Sources

There were 316 valid responses received; 313 were completed online; 2 were Word documents and one respondent returned a fax. This is an excellent response level and easily exceeds the previous highest total number of responses to an APNIC survey. It is probable that at least three of the factors that promoted this high level of response were;

- 1) The ease of online responding,
- 2) The offer of the three Fellowships by ballot,
- 3) The genuine interest by Members and their very positive approach to APNIC evidenced in the survey responses, especially in the large number of comments contained in Section 4 where the survey was open to “Any Other Comments/Suggestions”.

The 316 responses were provided by 34 economies.

Member Respondents ordered by ISO-3166 Country Code		
ISO CODE	ECONOMY/COUNTRY	NO. RESPONSES
au	Australia	73
bd	Bangladesh	20
bt	Bhutan	1
cn	China	7
fj	Fiji	1
gb	United Kingdom	2
hk	Hong Kong	19
id	Indonesia	8
in	India	46
jp	Japan	11
kh	Cambodia	5
ki	Kiribati	2
kr	Republic of Korea	1
la	Lao People's Democratic Republic	2
lk	Sri Lanka	7
mn	Mongolia	3
mv	Maldives	2
my	Malaysia	16
nc	New Caledonia	2
np	Nepal	5
nz	New Zealand	15
pg	Papua New Guinea	1
ph	Philippines	16
pk	Pakistan	16
sb	Solomon Islands	1
sg	Singapore	10
th	Thailand	12
to	Tonga	1
tw	Taiwan	2
um	United States Minor Outlying Islands	1
us	United States	4
vn	Vietnam	2
ws	Samoa	2
TOTAL		316

5 Survey responses

The following analysis presents a summary of the survey results, including some comments, by individual questions. Survey results listed below are on a scale of 1 to 10 for Section 1 and 1 to 100 for Section 2. In the survey, where a respondent placed an “x” indicating that the service had not been used or they had no knowledge of the service this is recorded as a Zero in the analysis. This analysis also notes the topics under which the groups of questions were listed on the survey form.

It should be noted that the comment appraisal should be seen only as a very brief summary. All comments received for each issue/question are contained in the Appendices.

5.1 Services

Most questions received a maximum score of 10 and a minimum score of 1 meaning that the range of responses for the majority of questions was 9. Questions 1.22, 1.24, 1.28 and 1.32 had maximum scores of 10 and minimum scores of 2, resulting in a range of 8.

1.1 The overall services provided by APNIC are satisfactory		
Mean	Std Dev	No. Reponses
7.91	1.61	314

Comments summary:
Comments were generally positive. Individual respondents identified particular problems that they had experienced and constructively suggested solutions. The support from individual members of APNIC Secretariat was acknowledged.

1.2 The value members get from APNIC justifies the cost		
Mean	Std Dev	No. Reponses
6.80	2.03	301

Comments summary:
Cost was seen as a problem by smaller organisations and there were requests for more information on costs in relation to benefits.

TRAINING

1.3 APNIC training is easy to attend		
Mean	Std Dev	No. Reponses
6.19	2.35	217

Comments summary:
Those who had attended training valued it but there were a number who found attendance difficult and were deterred by the cost.

1.4 APNIC training meets my expectations as an APNIC member		
Mean	Std Dev	No. Reponses
7.14	2.03	203

Comments summary:
The quality of training was viewed positively; suggestions were made for additional sessions and more subjects.

1.5 Information and access to APNIC online eLearning is readily available

Mean	Std Dev	No. Reponses
6.78	2.10	218

Comments summary:

Some respondents seemed surprised to learn that APNIC offered eLearning.

RESOURCE SERVICES

1.6 The processes and requirements to obtain IPv4, IPv6 or ASN resources are clear and straightforward

Mean	Std Dev	No. Reponses
6.82	2.23	306

Comments summary:

Respondents expressed concerns about complexity and sought more help. One said “APNIC's website remains one of the most confusing websites I've ever used.”

1.7 APNIC resource allocation services (IPv4, IPv6 or ASN) are adequate in response time and relevance

Mean	Std Dev	No. Reponses
7.39	1.92	296

Comments summary:

This was viewed positively. One respondent said “Your team work fast and are very accommodating – a pleasure to deal with”. One person considered the process costly and identified problems for organisations that were expanding rapidly.

MEMBER SERVICES

1.8 The APNIC helpdesk provides timely and appropriate responses to inquiries

Mean	Std Dev	No. Reponses
7.95	1.77	296

Comments summary:

One person indicated that they believed APNIC service to be “world class”. Some had problems with the delay of one day in response compounded by time zone differences.

1.9 APNIC's current business hours allow easy contact by members

Mean	Std Dev	No. Reponses
7.06	1.96	295

Comments summary:

This was generally seen to be satisfactory, although those with the greatest time zone difference to APNIC saw that their window was very small and hoped that there would be no reduction.

1.10 Email is an effective and efficient way to contact APNIC

Mean	Std Dev	No. Reponses
8.09	1.74	311

Comments summary:

While many saw email as adequate, there were suggestions for chat support and skype; speedy response was seen to be important.

1.11 Phone (PSTN) is an effective and efficient way to contact APNIC

Mean	Std Dev	No. Reponses
6.75	2.24	231

Comments summary:

Member experience in this area appeared limited.

1.12 Phone (VoIP) is an effective and efficient way to contact APNIC

Mean	Std Dev	No. Reponses
6.86	1.91	177

Comments summary:

Again, experience of use in contacting APNIC was limited.

1.13 Online chat is an effective and efficient way to contact APNIC

Mean	Std Dev	No. Reponses
7.47	2.26	196

Comments summary:

Those who had used it were very positive but knowledge of its availability appeared limited.

ONLINE SERVICES

1.14 MyAPNIC operates at a high level of quality, usability and reliability

Mean	Std Dev	No. Reponses
7.51	1.89	284

Comments summary:

Seen to be slow and not very easy to use by some – others thought that it made life easier.

1.15 APNIC whois database operates at a high level of quality, usability and reliability

Mean	Std Dev	No. Reponses
8.06	1.66	308

Comments summary:

Very few comments. One person thought RIPE NCC to be the leader in this area with APNIC better than ARIN.

1.16 Reverse DNS services operate at a high level of quality, usability and reliability

Mean	Std Dev	No. Reponses
7.91	1.72	290

Comments summary:

Again few comments. One person expressed concern about delay and another sought improved APNIC announcements of service failure.

1.17 The Certification Authority operates at a high level of quality, usability and reliability

Mean	Std Dev	No. Reponses
7.53	1.80	256

Comments summary:

Few comments; one person considered that APNIC assumed members to have knowledge which they did not have; another sought information in this area.

1.18 ICONS (<http://icons.apnic.net>) operates at a high level of quality, usability and reliability

Mean	Std Dev	No. Reponses
7.07	1.76	177

Comments summary:

Few comments – again information was sought on how to use.

1.19 The APNIC email interface to update the whois database is reliable and easy to use

Mean	Std Dev	No. Reponses
7.33	2.02	268

Comments summary:

Seen to be initially difficult but useful once skill in use was acquired.

1.20 APNIC online forms are generally relevant and easy to use

Mean	Std Dev	No. Reponses
7.37	1.95	295

Comments summary:

Similar comments to 1.19 with some constructive suggestions for improvement.

5.2 Communication

GENERAL COMMUNICATIONS

1.21 APNIC makes good use of email and mailing lists to communicate with members

Mean	Std Dev	No. Responses
7.94	1.71	308

Comments summary:
Limited comment – but positive.

1.22 APNIC's written communications and announcements are easy to understand

Mean	Std Dev	No. Responses
7.87	1.65	308

Comments summary:
Seen to be well written.

1.23 It is important for APNIC to publish a detailed annual report

Mean	Std Dev	No. Responses
7.71	2.03	293

Comments summary:
Comments are supportive.

1.24 It is important for APNIC to publish statistics and other reports about Internet development and use

Mean	Std Dev	No. Responses
8.27	1.59	305

Comments summary:
Limited comment – the only concern expressed was that APNIC must ensure confidentiality. (NB there was no concern expressed of any APNIC breaches of confidentiality)

1.25 Apster is a good quality publication that contains useful articles and information

Mean	Std Dev	No. Responses
7.36	1.79	225

Comments summary:
The majority of those who commented had either never heard of Apster or said that they had never received it.

WEB SITE

1.26 The APNIC web site is easy to use and navigate

Mean	Std Dev	No. Reponses
7.36	1.92	312

Comments summary:

Seen by some to be wordy and slow; a comment that RIPE NCC was seen to be the benchmark – but APNIC superior to ARIN.

1.27 The APNIC web site makes it easy for me to understand APNIC policies and procedures

Mean	Std Dev	No. Reponses
7.18	2.00	311

Comments summary:

Few comments but seen by some to useful once one gained experience while others considered the logical location of items could be improved.

1.28 The content on the APNIC web site provides useful reference information on a range of Internet addressing topics

Mean	Std Dev	No. Reponses
7.46	1.81	306

Comments summary:

More information sought.

POLICY

1.29 APNIC policy documents are easy to access and understand

Mean	Std Dev	No. Reponses
6.99	1.83	299

Comments summary:

Seen as easy to access – but somewhat difficult to understand, especially for those for whom English was a second language.

1.30 The APNIC policy development process is an effective way of developing IP addressing policies in this region

Mean	Std Dev	No. Reponses
7.19	1.84	278

Comments summary:

Limited comments. One person sought improved “chairing” and another considered that small organisations had little influence.

1.31 The APNIC policy development process is fair and easy to understand

Mean	Std Dev	No. Reponses
7.03	1.83	277

Comments summary:

The only comment was positive.

MEETINGS AND COMMUNITY

1.32 Technical content is an important part of APNIC Open Policy Meetings

Mean	Std Dev	No. Reponses
7.98	1.63	234

Comments summary:

General agreement as to the importance of technical content but concern that the meetings can become administration dominated.

1.33 APNIC Open Policy Meetings are useful for the professional development of me or my staff

Mean	Std Dev	No. Reponses
7.57	2.03	211

Comments summary:

Viewed positively but a concern expressed that those who do not attend do not receive sufficient information on the content subsequently.

1.34 APNIC Open Policy Meetings are affordable and accessible to attend in person

Mean	Std Dev	No. Reponses
6.06	2.48	222

Comments summary:

Limited comment. One person saw them as costly and another had visa problems.

1.35 The remote participation options (video and audio streams, live session transcripts, chat rooms, and archived media) make APNIC Open Policy Meetings more accessible

Mean	Std Dev	No. Reponses
7.56	1.90	225

Comments summary:

Limited comment. This option was “news” to one person.

1.36 APNIC should be involved with activities and events of operator groups and ISP associations in the region

Mean	Std Dev	No. Reponses
7.91	2.01	266

Comments summary:

Support for “unbiased” participation and a query as to what “involved” meant in this context.

1.37 APNIC effectively represents the interests of Asia Pacific network operators in global forums

Mean	Std Dev	No. Reponses
7.60	1.72	253

Comments summary:

Limited comments. One person questioned whether APNIC, as a non ISP/operator was qualified to represent operators.

1.38 APNIC support for internet development throughout the AP region is important

Mean	Std Dev	No. Reponses
8.17	1.70	284

Comments summary:

No comments.

1.39 NIRs provide a valuable service to the internet community

Mean	Std Dev	No. Reponses
7.47	1.93	234

Comments summary:

One person proposed that NIRs should be scrapped and APNIC should run regional offices.

1.40 The role of the Number Resource Organization (NRO) and the Address Supporting Organization (ASO) are well understood

Mean	Std Dev	No. Reponses
6.35	2.25	240

Comments summary:

One person said that they were unclear as to what either the NRO or the ASO did to add value.

5.3 Technical Services

1.41 APNIC servers and services are well maintained with high availability

Mean	Std Dev	No. Reponses
8.05	1.62	301

Comments summary:

One person indicated that they had difficulty when doing a number of downloads and made a number of other detailed comments; another had concerns about the IPv6 connectivity to APNIC.

1.42 APNIC keeps members well informed on maintenance schedules and provides appropriate error messages during maintenance

Mean	Std Dev	No. Reponses
7.76	1.81	282

Comments summary:

Limited comments. One person commended the service quality another sought more informative error messages.

1.43 The DNS root server coverage in my area (<http://www.apnic.net/services/rootserver/>) is satisfactory

Mean	Std Dev	No. Reponses
7.79	1.99	287

Comments summary:

APNIC was commended for the work it has done but the point was made that, as a proportion of the global population, root server coverage was poorest in the Asia Pacific. Some particular instances of limited coverage were given. Information was sought on the procedure for the selection of root server sites.

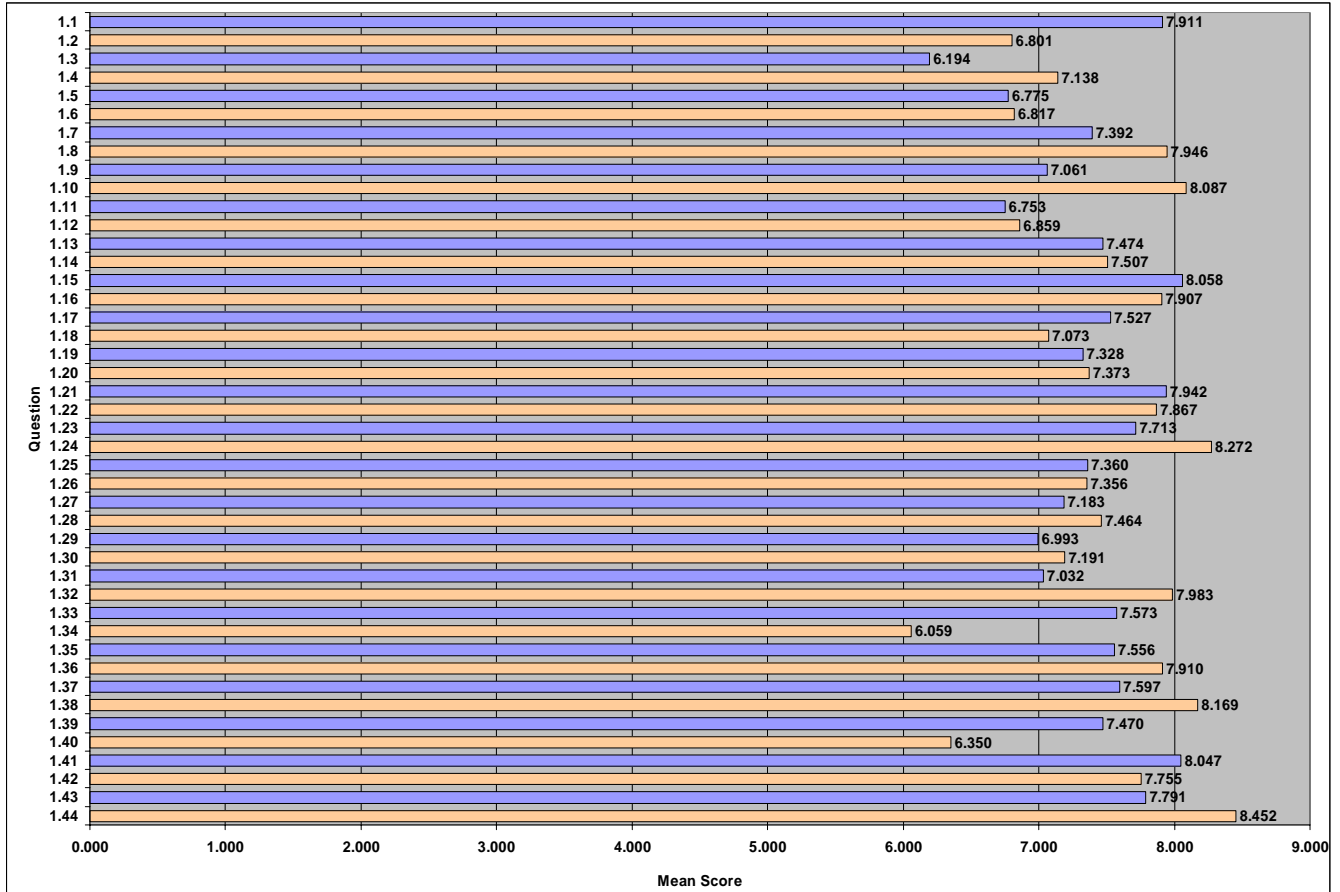
1.44 APNIC's involvement with DNS root server operations in the Asia Pacific region is important

Mean	Std Dev	No. Reponses
8.45	1.62	299

Comments summary:

Considerable support for APNIC involvement - seen to be "Crucial".

5.4 Comparison of Section 1 Response Means



5.5 APNIC Future Resource Allocation

Comments:

The comments in regard to APNIC Future Resource Allocation were minimal. Those which were made are of a very general nature and are in the Appendices. Sensibly, respondents appear to have concentrated on the allocation of points to support their views of future need priorities.

SERVICES

No trends were noted in this section. Whilst some respondents felt that an APNIC branch should be opened in South Asia others felt that the branch should remain in Australia.

2.1.1 Expand training activities in scope, geographical coverage and online options.

Mean	Std Dev	Max	Min	Range	No. Zeros
22.22	13.78	80	0	80	28

2.1.2 Expand local presence by opening APNIC branches

Mean	Std Dev	Max	Min	Range	No. Zeros
17.28	13.25	60	0	60	59

2.1.3 Streamline resource requests and allocation processes					
Mean	Std Dev	Max	Min	Range	No. Zeros
24.09	18.12	100	0	100	20
2.1.4 Support ISP education in the Asia Pacific region					
Mean	Std Dev	Max	Min	Range	No. Zeros
21.31	12.21	70	0	70	22
2.1.5 Extend APNIC hours of operation					
Mean	Std Dev	Max	Min	Range	No. Zeros
12.33	13.29	90	0	90	85
2.1.6 Other:					
Mean	Std Dev	Max	Min	Range	No. Zeros
2.87	14.10	100	0	100	278

COMMUNICATION

Some respondents felt strongly that service should only be provided in English as it is the language of international business whereas others felt that services should be provided in other languages. The general consensus throughout this and other comment sections of the survey is that the APNIC website is quite difficult to use for a newcomer and is becoming difficult to navigate around.

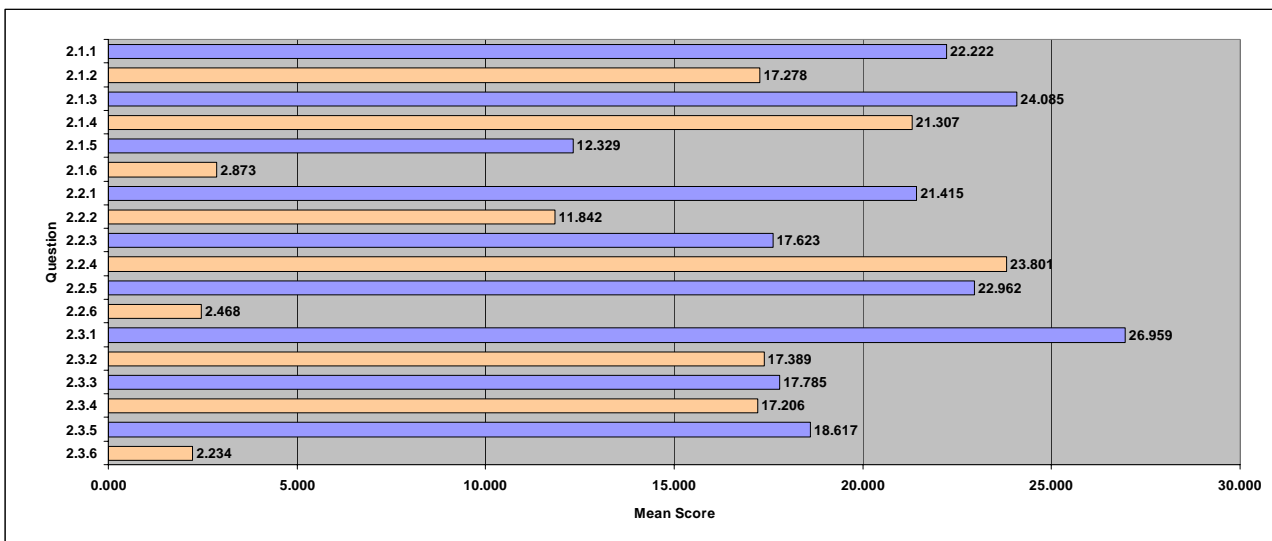
2.2.1 Improve the APNIC web site					
Mean	Std Dev	Max	Min	Range	No. Zeros
21.41	20.04	100	0	100	54
2.2.2 Provide APNIC materials in a wider range of languages					
Mean	Std Dev	Max	Min	Range	No. Zeros
11.84	12.82	100	0	100	99
2.2.3 Expand external communication and outreach activities					
Mean	Std Dev	Max	Min	Range	No. Zeros
17.62	11.50	50	0	50	48
2.2.4 Increase accessibility of APNIC meetings and policy processes					
Mean	Std Dev	Max	Min	Range	No. Zeros
23.80	16.00	100	0	100	28
2.2.5 Represent the needs of the ISP community to governments and regulators					
Mean	Std Dev	Max	Min	Range	No. Zeros
22.96	15.92	100	0	100	30
2.2.6 Other:					
Mean	Std Dev	Max	Min	Range	No. Zeros
2.47	14.00	100	0	100	289

TECHNICAL

The only comment made in this section expressed concern over the dangers of automating day-to-day processes too much.

2.3.1 Research and development activities (for example, DNS measurements, routability testing, 4 byte ASN tests)					
Mean	Std Dev	Max	Min	Range	No. Zeros
26.96	13.64	100	0	100	14
2.3.2 Develop APIs for automatic data exchange with customers' systems					
Mean	Std Dev	Max	Min	Range	No. Zeros
17.39	11.24	55	0	55	41
2.3.3 Develop resource certification to support better routing security					
Mean	Std Dev	Max	Min	Range	No. Zeros
17.78	10.58	50	0	50	33
2.3.4 Enhance robustness of APNIC services, through extra POPs and redundancy					
Mean	Std Dev	Max	Min	Range	No. Zeros
17.21	12.21	100	0	100	38
2.3.5 Deploy more DNS root servers in the Asia Pacific region					
Mean	Std Dev	Max	Min	Range	No. Zeros
18.62	13.00	100	0	100	39
2.3.6 Other:					
Mean	Std Dev	Max	Min	Range	No. Zeros
2.23	13.63	100	0	100	288

5.6 Comparison of Section 2 Response Means



5.7 Future mini surveys

There was an excellent response to the questions inviting participation in mini surveys with 157 people indicating their willingness to participate in the Training Needs Analysis and 135 willing to participate in the mini survey dealing with the APNIC Website. This would demonstrate a positive view towards APNIC and a desire to collaborate in constructive service development.

5.8 Any other comments suggestions

Respondents made a significant range of comments. There were many in praise of APNIC and of individual staff members. There was also support for the survey itself and positive comments in regard to its construction. A few are critical but still constructive. There was a suggestion that APNIC should do surveys in regional parts of the AP – possibly in collaboration with local organisations. A sample of comments are included here but it is a section of the appendices well worth reading in detail.

Thank you very much to apnic officer Anne and Anna always help me when I need / thank you for apnic team work always help to .

Membership Category: Associate

Economy: Cambodia

For larger category members (medium and above), yearly membership fee may reasonably be increased to facilitate fellowship to attend APNIC meetings.

Membership Category: Medium

Economy: Bangladesh

APNIC provides the only all Asian forum for us to discuss important policy related issues on the Internet where each country/ISP has access and can voice its say. This is extremely important for us, especially those of us in developing nations. I would like to thank the management and staff of APNIC for keeping our spirit alive and giving us a platform to voice our concerns. There are shortcomings of APNIC, but I feel that they are being addressed and it is changing for the better. I understand the frustration felt by some members of the community that the change is too slow. In this respect we hope that APNIC will be more dynamic in the future.

Membership Category: Small

Economy: Bangladesh

A very comprehensive and hopefully very effective survey.

Membership Category: Medium

Economy: Pakistan

Some more number of trainings & contents to be incorporated.

Membership Category: Large

Economy: India

Anything APNIC can do to make things easier for occasional users will be good. For myself, I'm not technically illiterate, but like most IT generalists, I only know what I need to know for as long as I need to know it. A once-off process to obtain a resource should not require me to have a detailed technical understanding of what I'm asking for, or at least should help me to quickly find only as much knowledge as I need for that task. For example, I should not need to know how to specify BGP Import and Export statements in order to secure an ASN for my employer ;-)

Membership Category: Non Member

Economy: New Zealand

about helpdesk online, could you add Chinese language for consultations?

Membership Category: Associate

Economy: China

APNIC should very open in communications with ISP communities/Association. There are ill practice being use in Bangladesh.

Membership Category: Medium

Economy: Bangladesh

i got to know about <http://icons.apnic.net> from the survey. thanks.

Membership Category: Small

Economy: Maldives

was surprised when we applied for our allocation that we have to choose between v4 and v6 or pay more for both. I would have thought that to encourage v6 uptake a v6 allocation of the same size would have been made alongside all v4 allocations.

Membership Category: Small

Economy: New Zealand

APNIC services are upto the mark and the Technical staff is very cooperative and knowledgeable.

Membership Category: Medium

Economy: India

Being quite new to APNIC, i did not even realise that training was offered from APNIC.

Membership Category: Non Member

Economy: Australia

Quality survey John, nice work on the final Technical questions particularly in section 2.

Membership Category: Non Member

Economy: United Kingdom

Widen training locations; create an online form for ipv6 requests; encourage the use of better english in the APNIC region

Membership Category: Medium

Economy: New Zealand

If an outcome of this survey is the immediate scrapping of NIRs, it will have done a great service to the AP region. Making the website easier to navigate, and have a functioning search engine would be a close second.

Membership Category: Non Member

Economy: Australia

Your online chat is very informative and helps to solve lots of issues

Membership Category: Medium

Economy: India

overall, apnic has done a good job in all aspects. I just hope membership fees would be lowered.

Membership Category: Large

Economy: Philippines

Please grant/recommend fellowship to attend Tranings & Meetings oversees for those who work for Government Organization as they rarely get chance to attend and explore full functionality of APNIC.

Membership Category: Medium

Economy: India

APNIC does a great job, makes my job easy.

Membership Category: Very Large

Economy: Australia

APNIC, Keep you job up...

Membership Category: Small

Economy: Bangladesh

I sincerely appreciate the efforts put in by APNIC to strengthen the Internet.

Membership Category: Small

Economy: India

I want to take this opportunity to wish you and your team all the very best for a healthy happy and successful 2007. Thanks for conducting this survey!

Membership Category: Small

Economy: Mongolia

a. Restructuring web site b. Opening regional office c. Reduction of service fees d. Two Trg per year in each country

Membership Category: Small

Economy: Bangladesh

I would like that APNIC do some survey of each region in Asia like in my case Pakistan and assist in developing low cost ways to extend the Internet connectivity to the rural areas of the community. It can be a joint venture with organistaions.

Membership Category: Medium

Economy: Pakistan

Thanks for great service , looking forward to doing more business with APNIC in 2007.

Membership Category: Non Member

Economy: United States

Overall I am very impressed with the working and friendly attitude of employees. They deserve all praise.

Membership Category: Very Small

Economy: India

The APNIC service is good. Just expensive for our requirements and there is no competitor to keep the prices competitive.

Membership Category: Medium

Economy: Australia

Just like to thank APNIC for all the support and assistance offered to Company X* for the last 7 years. Happy New Year to you all

Membership Category: Small

Economy: Kiribati

I sure hope APNIC will increase their presence in the Philippines. Similar trainings should be more accessible to people who can't afford to go outside the country.

Membership Category: Small

Economy: Philippines

APNIC should concentrate on its core business, IP resource allocation. Always keep in mind that all other activities are secondary. Previous surveys have given feedback that the APNIC website is pretty much unusable. Why are we at the stage of yet another survey and it still hasn't been improved? The process for a new member is still way too difficult to comprehend and complete. There is way too much RIR specific jargon that makes it difficult for prospective members to understand. There should be a section on the front page of the website that stands out like the proverbial. It would ask the user a series of simple, plain english, easy to understand, non-RIR jargon qsts about what exactly they want, and if they are a member or not already. Based on the responses it would then spit out a numbered list, 1 to n, that they could print out telling them the exact procedure and forms they need to follow for their requirements.

Membership Category: Medium

Economy: Australia

Excellent job , Keep it up !!

Membership Category: Medium

Economy: India

Please provide APNIC materials in a wider range of languages particularly Thai language.

Membership Category: Medium

Economy: Thailand

**Company name replaced to maintain anonymity of respondent*

6 Analysis and conclusions

6.1 Analysis

As indicated at the start of this report this survey has provided a wealth of detailed information on Members' views and priorities. Clearly members are very interested in the main outcomes – but probably less interested in the detail. Whereas the APNIC Secretariat are interested in the main outcomes AND in the detail. To best provide for this difference the approach has been to provide the main aspects in the report and put the bulk of the information in the Appendices. In addition the consultants have provided the secretariat with the voluminous detailed data files of raw data and those used in the analysis. However it must be stressed that before passing over these files ALL INFORMATION RELATING TO INDIVIDUAL RESPONDENTS HAS BEEN DELETED.

The detailed analyses of the differences by organisation size; by economy; and by length of time that organisations had been APNIC members is contained in the Appendices. Larger organisations appeared to have slightly greater positive views of APNIC. Similarly organisations which had been members for longer had slightly greater positive views. There was more variability by economy but no clear pattern.

6.1.1 Section 1: Services

The means in this section ranged from 6.06 to 8.45, comfortably above an acceptable threshold of 5.00. The questions which had the lowest and highest mean scores are as follows:

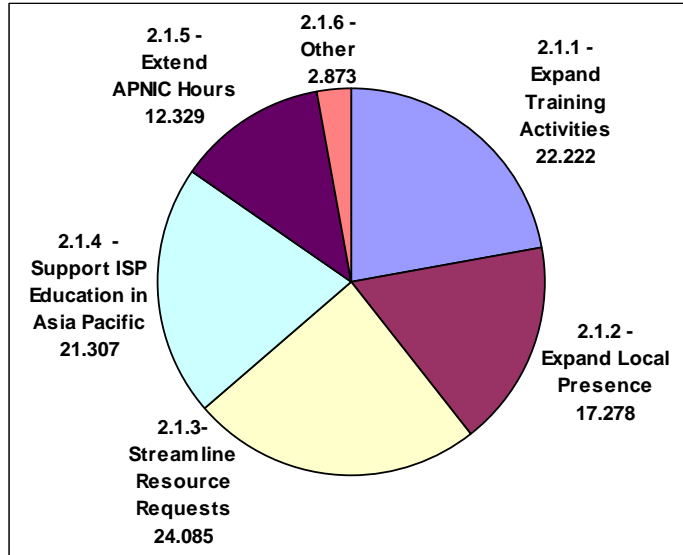
1.34 APNIC Open Policy Meetings are affordable and accessible to attend in person		
Mean	Std Dev	No. Zeros
6.06	2.48	286
1.44 APNIC's involvement with DNS root server operations in the Asia Pacific region is important		
Mean	Std Dev	No. Responses
8.45	1.62	254

6.1.2 Section 2: APNIC Future Resource Allocation

In this section Members were asked to prioritise their future needs by allocating a maximum of 100 points in each of three subsections. There were five questions in each sub-section plus the option of a "write-in" other, which created a total of six. In these circumstances it could reasonably be considered that any question receiving greater than 20 points was seen as a priority for future action.

Services

The following chart reveals how Members, on average, allocated the 100 points to future services as per section 2.1.

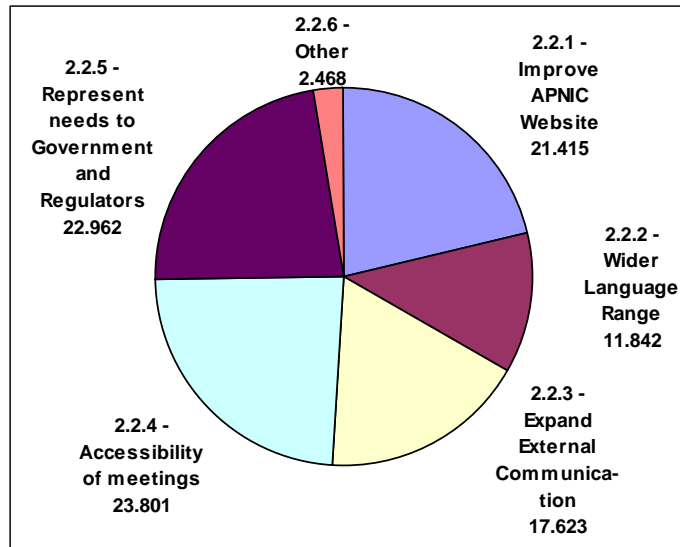


In section 2.1, the questions receiving more than 20 points were:

No.	Question	Mean (out of 100)
2.1.3	Streamline resource requests and allocation processes	24.09
2.1.1	Expand training activities in scope, geographical coverage and online options	22.22
2.1.4	Support ISP education in the Asia Pacific region	21.31

Communication

The following chart reveals how Members, on average, allocated the 100 points to future communication as per section 2.2.

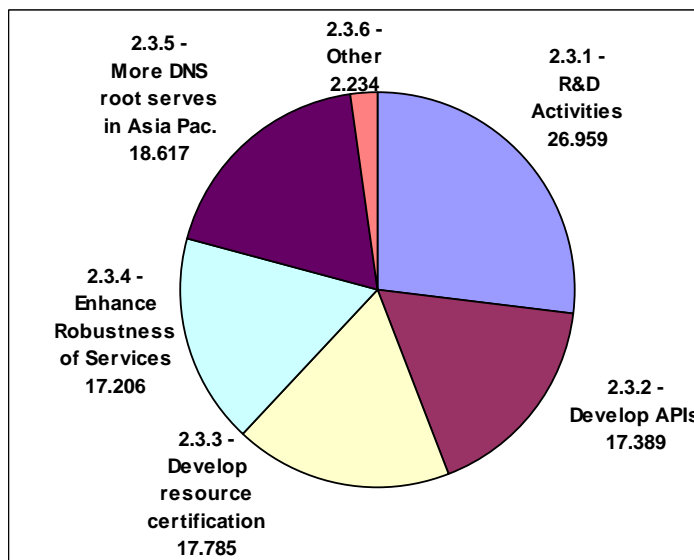


In Section 2.2, the questions receiving more than 20 points were:

No.	Question	Mean (out of 100)
2.2.4	Increase accessibility of APNIC meetings and policy processes	23.80
2.2.5	Represent the needs of the ISP community to governments and regulators	22..96
2.2.1	Improve the APNIC web site	21.41

Technical

The following chart reveals how Members, on average, allocated the 100 points to future technical as per section 2.3.



In Section 2.3, only one question received more than 20 points. The remainder averaged around 17 to 18 and therefore the top three responses have been listed below.

No.	Question	Mean (out of 100)
2.3.1	Research and development activities (for example, DNS measurements, routability testing, 4 byte ASN tests)	26.96
2.3.4	Deploy more DNS root servers in the Asia Pacific region	18.62
2.3.2	Develop resource certification to support better routing security	17.78

6.1.3 Section 3: Future Mini-Surveys

The number of respondents willing to participate in a mini survey on a Training Needs Analysis was 157. The number who were willing to participate in a mini survey in regard to the APNIC website was 135.

6.1.4 Section 4: Any Other Comments/Suggestions

In this section members made 60 additional comments. Which are included in the Appendices.

6.2 Conclusions

APNIC can consider this survey to be very satisfactory.

There was a higher degree of participation than in any of the previous surveys.

Section 1

There were no mean scores below 6.0 and the comments made by members were mostly either positive or constructive.

Section 2

Useful guidance has been provided in regard to members' preferences on areas for future action by the Secretariat.

Section 3

A significant number indicated their willingness to participate in further mini – surveys which could be viewed as a clear indication that members are keen to work collaboratively with the Secretariat in a program of continuous improvement.

Section 4

Members made a significant number of statements. These included thanking the Secretariat and individual members of staff for their help and support; and constructive suggestions for improvements.

While having cause to be satisfied, the Secretariat should view this level of support and response as an ongoing challenge for further improvement. In many instances members of individual economies have provided a number of responses. This will allow the Secretariat to build needs profiles targeting such individual economies; especially when considering the comments in conjunction with the numeric response data.

7 Appendices

The Appendices have been supplied as a separate document due to the quantity of data and information contained within. The contents are as follows:

- Appendix 1 – Survey Instrument
- Appendix 2 – All Comments From Respondents as Received
- Appendix 3 – Analysis of Response Data Based on Organisation Size
- Appendix 4 – Analysis of Response Data Based on Membership Duration
- Appendix 5 – Analysis of Response Data Based on Economy