APNIC Survey 2007

Summary Report
May 2007
APNIC Surveys

• Three surveys previously…
  – Members and other stakeholders
  – Conducted independently (KPMG)
  – Guaranteed confidentiality
  – Face-face, written and online response

• Analysis of past results (KPMG)
  – 90% of items actioned (39% completed)

• Fourth survey – 2007
  – Launched November 2006
  – Published March 2007
All surveys

Responses
Economies

1999 2001 2004 2007

350 300 250 200 150 100 50

0 5 10 15 20 25 30 35
Survey 2007 – Membership category

- Non-member: 45
- Extra Large: 9
- Very Large: 9
- Large: 25
- Medium: 66
- Small: 92
- Very Small: 44
- N/A: 5
- Associate: 20
- Non-member: 45
Survey 2007 – Membership duration

- 0-1: 59
- 1-5: 82
- 5-10: 136
- 10+: 16
- 10+: 23
Part 1 – Analysis of APNIC performance
Part 1 – Top 10

1. Support for DNS root server operations
2. Statistics and other reports
3. Support for Internet development
4. Email is an effective and efficient way to contact APNIC
5. APNIC whois database quality, usability and reliability
6. APNIC servers and services maintenance and availability
7. Technical content in APNIC Open Policy Meetings
8. The APNIC helpdesk service quality
9. APNIC use of email and mailing lists
10. Overall services provided are satisfactory
Part 1 – Low 10

35. Policy development process is fair and accessible
36. Policy documents are easy to access and understand
37. Phone (VoIP) is an effective way to contact APNIC
38. Obtaining IPv4, IPv6 or ASN is easy and straightforward
39. Value members get from APNIC justifies the cost
40. Online eLearning is readily available
41. Phone (PSTN) is an effective way to contact APNIC
42. The NRO and ASO are well understood
43. APNIC training is easy to attend
44. Open Policy Meetings are affordable and accessible to attend in person
Part 2 – Top 10

1. Technical research and development activities
2. Streamline resource requests and allocation process
3. Increase accessibility of APNIC meetings and policy processes
4. Represent the needs of the ISP community to governments and regulators
5. Expand training activities in scope, geographical coverage and online options.
6. Improve the APNIC website
7. Support ISP education in the AP region
8. Deploy more DNS root servers in the Asia Pacific region
9. Resource certification to support better routing security
10. Expand external communication and outreach activities
Average ratings by Member category

- Associate: 7.5
- Very Small: 7.0
- Small: 7.0
- Medium: 7.5
- Large: 8.0
- Very Large: 8.5
- Extra Large: 9.0
- Non-member: N/A
- N/A: 7.0
Average Ratings by Member duration

- 6.6
- 6.8
- 7
- 7.2
- 7.4
- 7.6
- 7.8
- 8
- 8.2

0-1
1-5
5-10
10+

- 0-1
- 1-5
- 5-10
- 10+
APNIC surveys

• For more information
  http://www.apnic.net/survey