

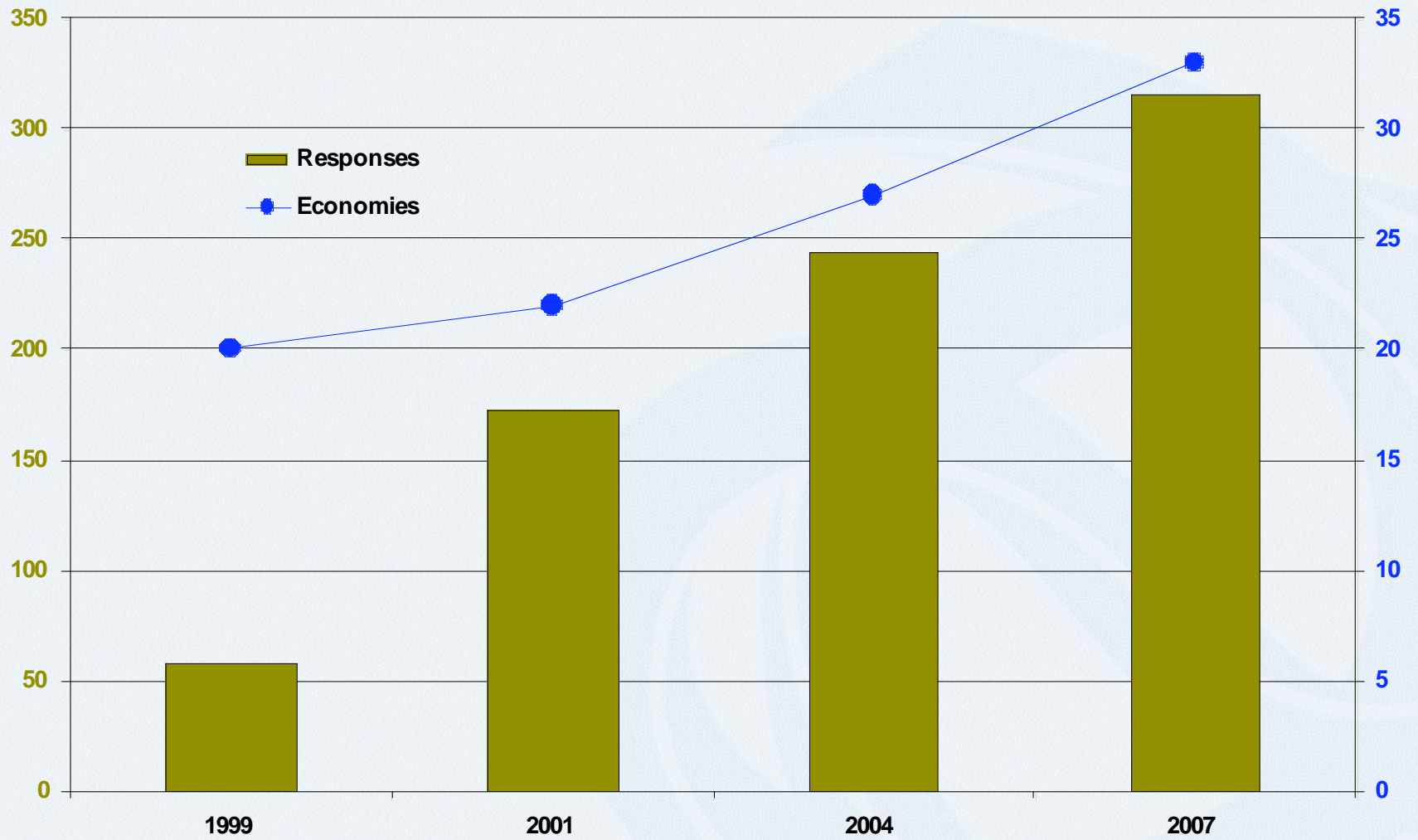
APNIC Survey 2007

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





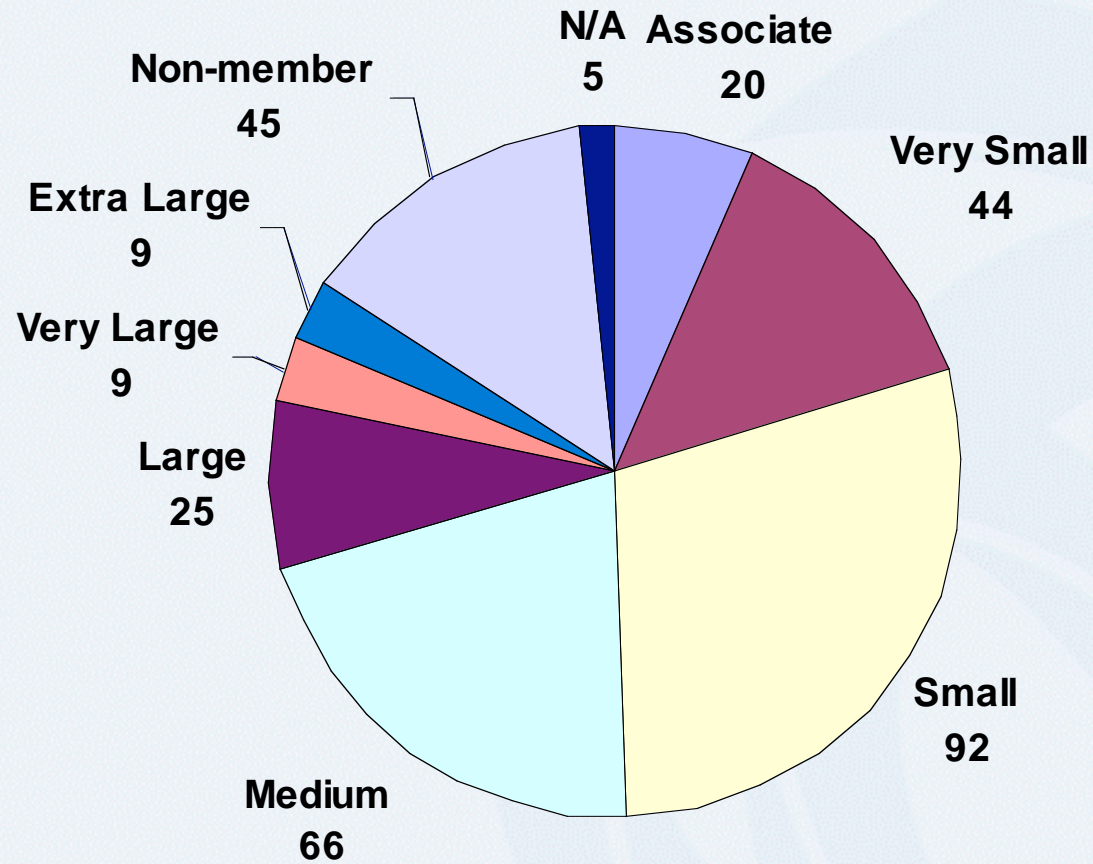
RISK ADVISORY SERVICES

APNIC

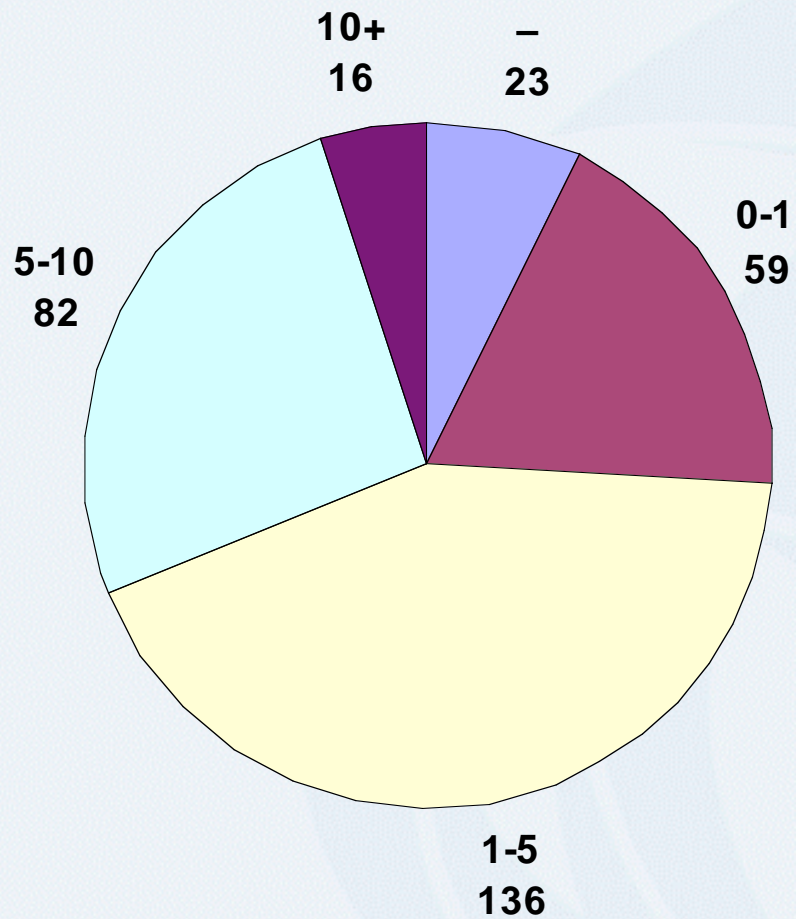
Members' Survey

2007

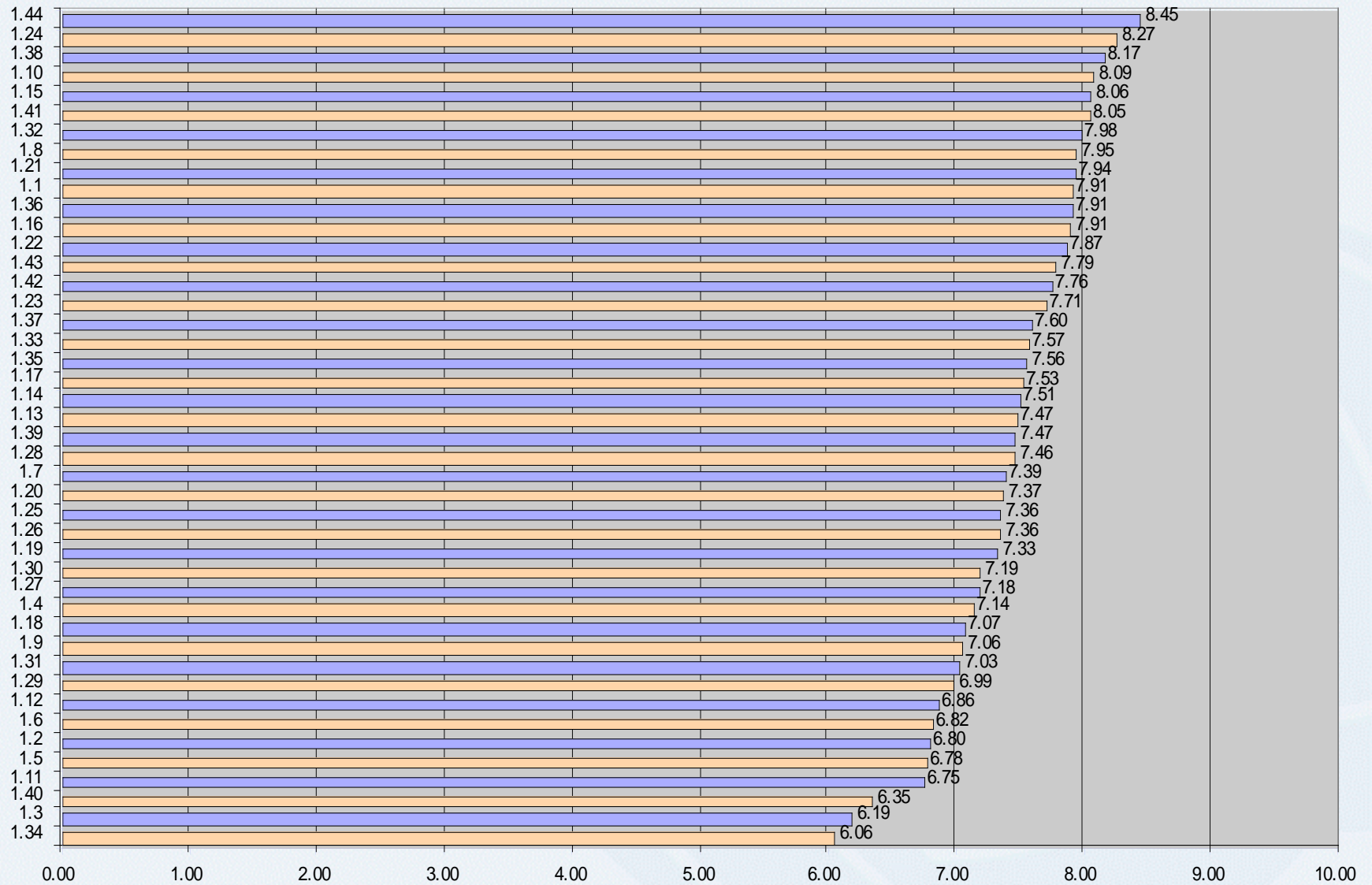
Survey 2007 – Membership category



Survey 2007 – Membership duration



Part 1 – Analysis of APNIC performance





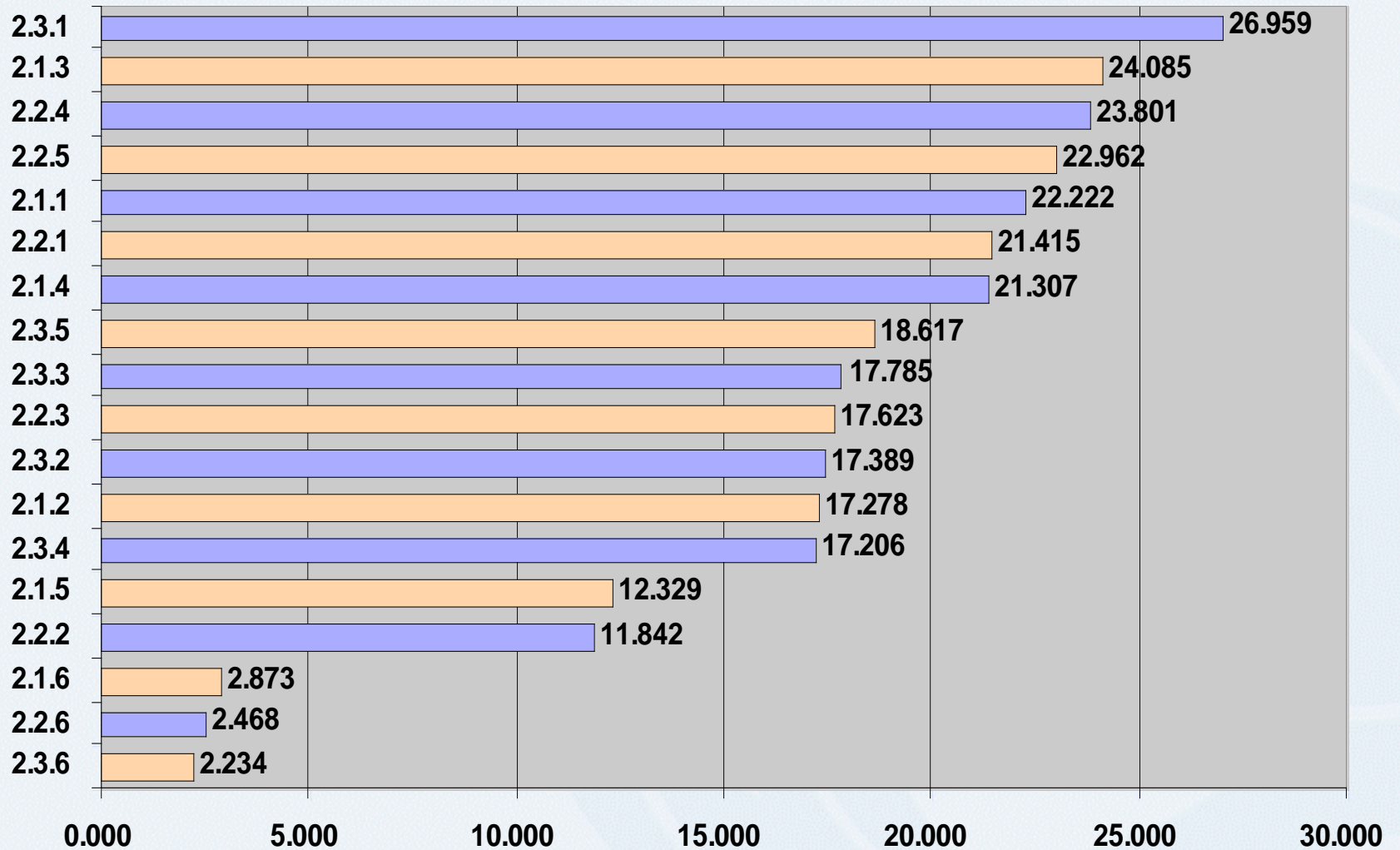
Part 1 – Top 10

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

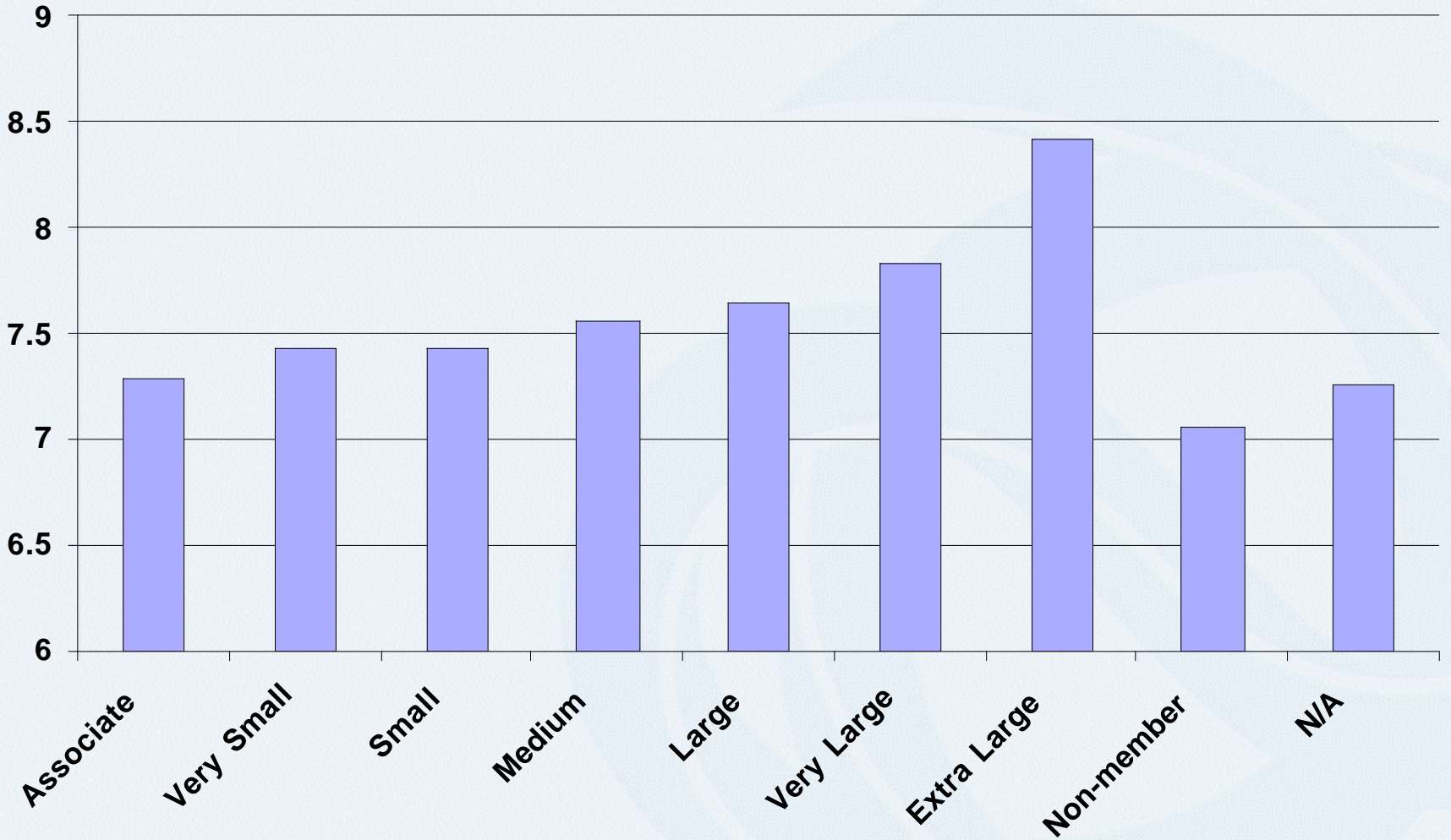
Part 2 – Allocation of resources



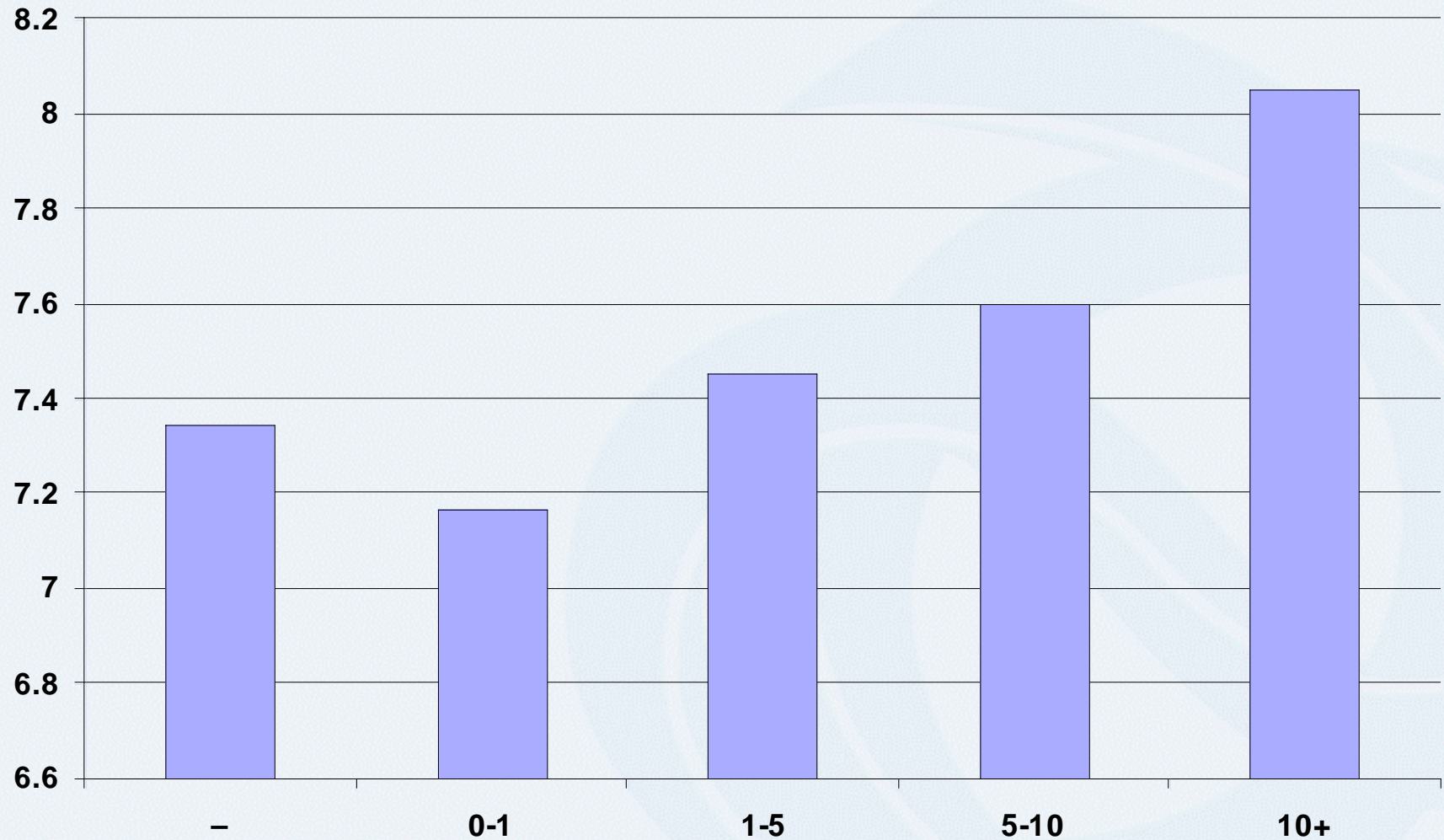
Part 2 – Top 10

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



Average Ratings by Member duration



APNIC surveys

- For more information

<http://www.apnic.net/survey>