APNIC Survey 2007

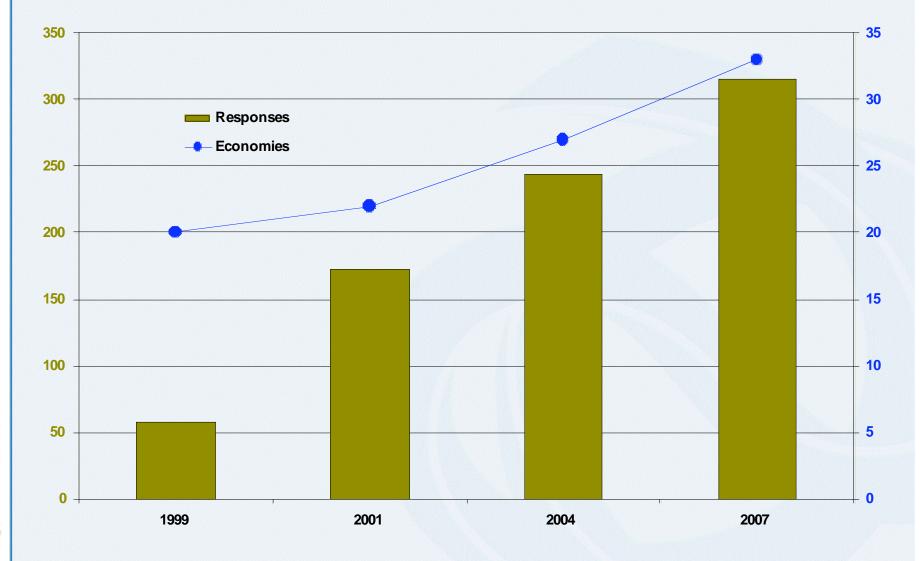
Summary Report May 2007



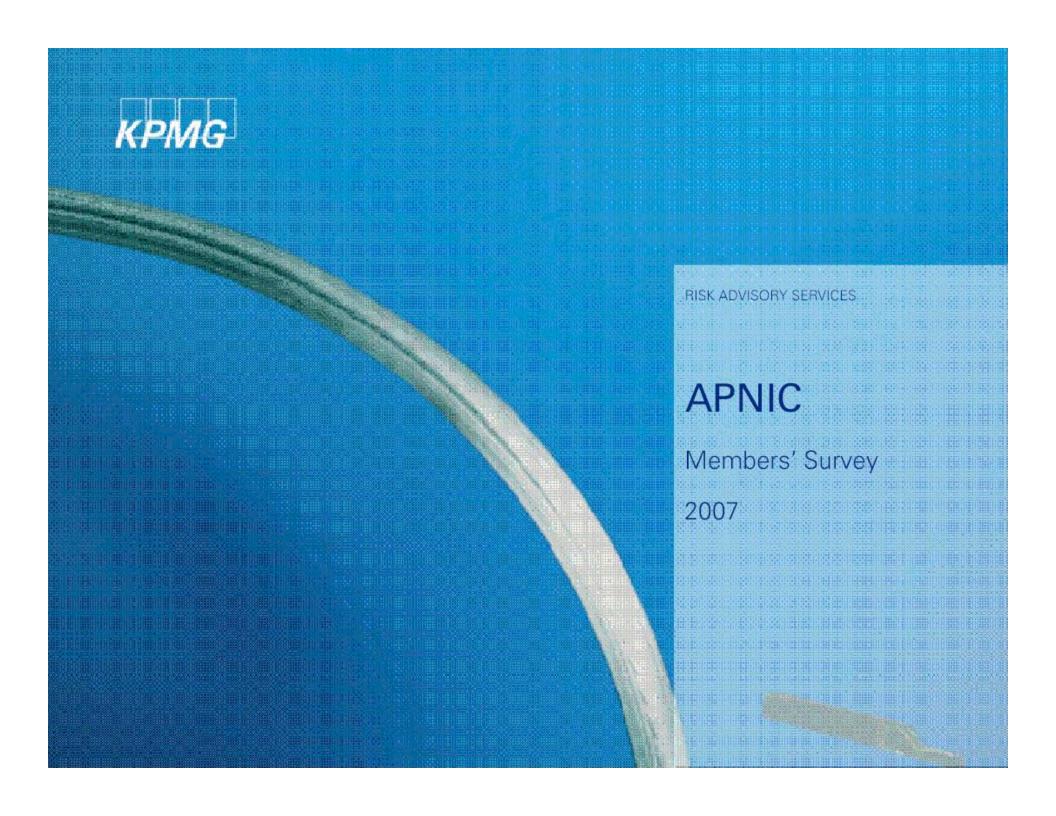
APNIC Surveys

- 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

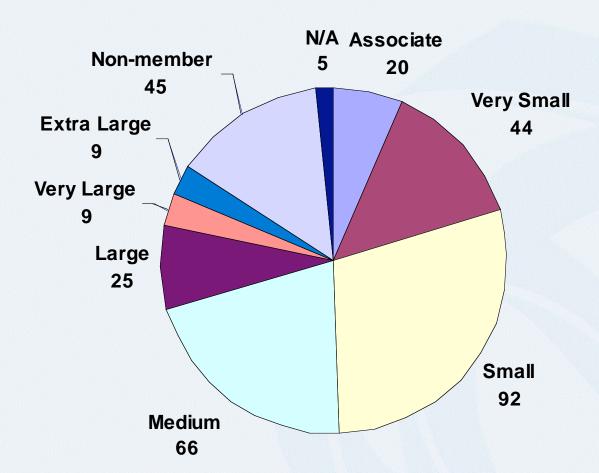
All surveys





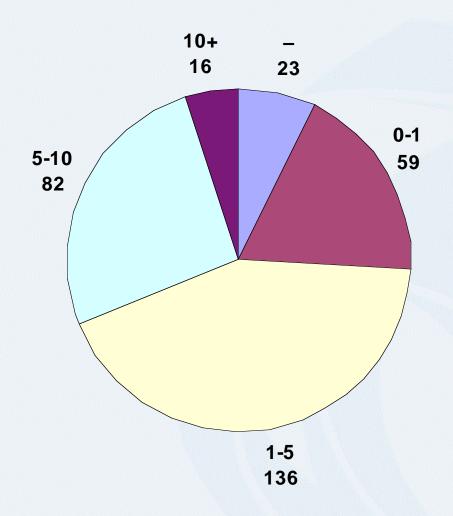


Survey 2007 – Membership category



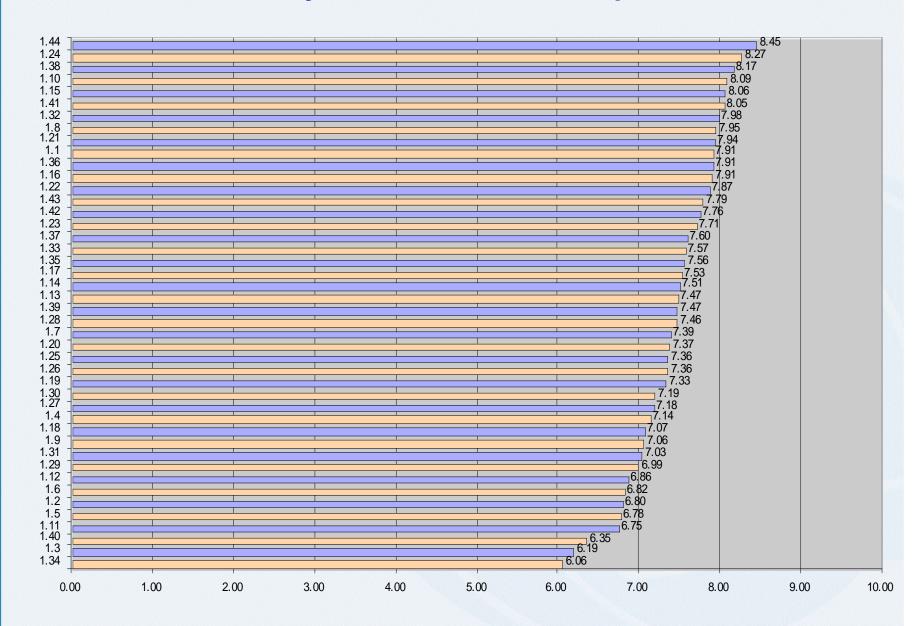


Survey 2007 - Membership duration





Part 1 – Analysis of APNIC performance



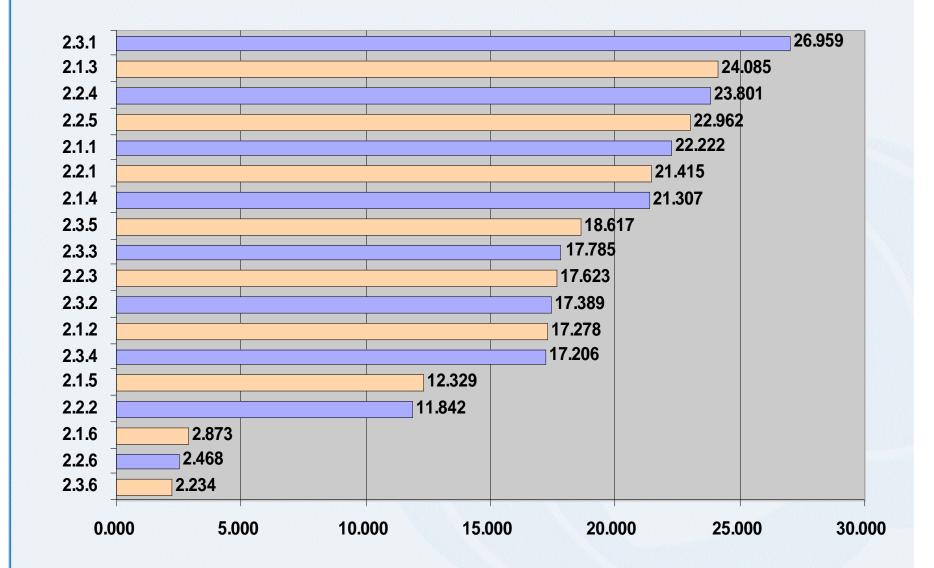
Part 1 – Top 10

- 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

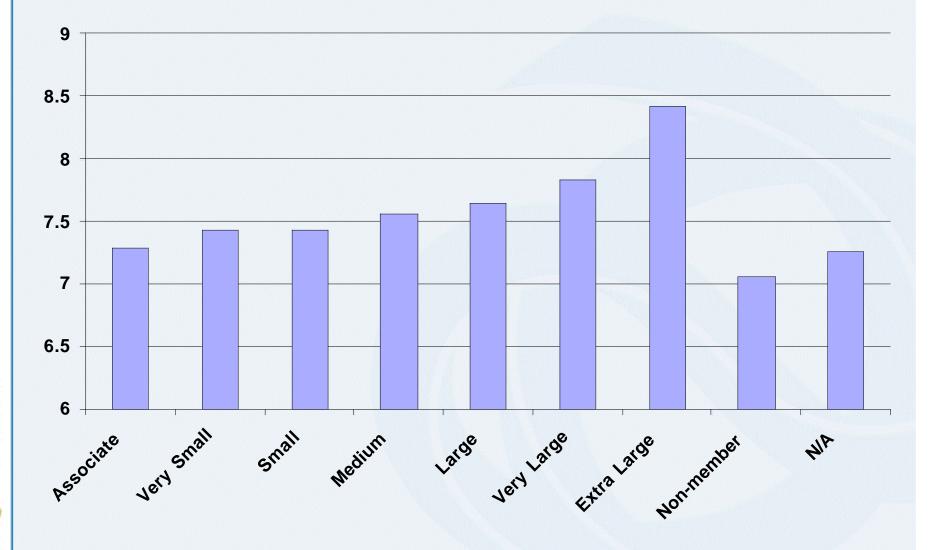


Part 2 – Top 10

- 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