

# **APNIC SURVEY**

For information, please see <http://www.apnic.net/survey/2004>

Please email your completed survey form to John Earls of KPMG <[jearls@kpmg.com.au](mailto:jearls@kpmg.com.au)>.

## SECTION ONE – ASSESSMENT OF PRESENT SERVICES

<b>Name:</b>	<b>Email:</b>
<b>Organisation:</b>	

Ratings Scale: Very negative < 1...2...3...4...5...6...7...8...9...10 > Very positive

### **POLICY**

<b>1</b>	Are APNIC policy documents easy to understand?	Rating =
Comments:		
<b>2</b>	Is it easy to apply for resources under current policy?	Rating =
Comments:		
<b>3</b>	Is it easy to participate in the APNIC policy development process?	Rating =
Comments:		
<b>4</b>	Is the time taken to develop/deploy policy change in APNIC acceptable?	Rating =
Comments:		
<b>5</b>	Is the APNIC membership structure satisfactory?	Rating =
Comments:		
<b>6</b>	Is the APNIC participation in regional Infrastructure development adequate?	Rating =
Comments:		

### **SERVICES**

<b>7</b>	Does APNIC meet your general service expectations?	Rating =
Comments:		
<b>8</b>	Is APNIC successful in general problem solving for member issues?	Rating =
Comments:		
<b>9</b>	Is the APNIC Helpdesk quality of service meeting your needs?	Rating =
Comments:		
<b>10</b>	Are APNIC hostmaster services adequate in response speed and relevance?	Rating =
Comments:		
<b>11</b>	Is MYAPNIC useful and usable by members?	Rating =
Comments:		

<b>12</b>	Are APNIC online forms relevant and easy to use?	Rating =
<i>Comments:</i>		
<b>13</b>	Is APNIC telephone service response speed and helpfulness acceptable?	Rating =
<i>Comments:</i>		
<b>14</b>	Is the accuracy and usability of database whois services acceptable?	Rating =
<i>Comments:</i>		

### **TRAINING**

<b>15</b>	Is the material being provided relevant?	Rating =
<i>Comments:</i>		

### **TECHNOLOGY**

<b>16</b>	Is root DNS server coordination/support adequate?	Rating =
<i>Comments:</i>		

### **INFORMATION**

<b>17</b>	Is APNIC website information adequate and useable?	Rating =
<i>Comments:</i>		
<b>18</b>	Does APster meet your needs?	Rating =
<i>Comments:</i>		
<b>19</b>	Do you think communications via mailing lists is effective?	Rating =
<i>Comments:</i>		

### **COORDINATION**

<b>20</b>	Is the APNIC relationship with the IETF satisfactory?	Rating =
<i>Comments:</i>		
<b>21</b>	Is the collaboration with other RIRs of a satisfactory standard?	Rating =
<i>Comments:</i>		
<b>22</b>	Should APNIC have pro-active involvement with Root server installation in the region?	Rating =
<i>Comments:</i>		
<b>23</b>	Do you support APNIC participation in WSIS and UN processes?	Rating =
<i>Comments:</i>		
<b>24</b>	Is the NIR structure working well?	Rating =
<i>Comments:</i>		
<b>25</b>	Is APNIC's relationship with ICANN working?	Rating =
<i>Comments:</i>		

<b>26</b>	Is the ICANN/NRO relationship a positive step?	Rating =
<i>Comments:</i>		
<b>27</b>	Should APNIC participate in ITU/WSIS?	Rating =
<i>Comments:</i>		
<b>28</b>	Do you support APNIC's representation of your needs (to governments, regional and global bodies)?	Rating =
<i>Comments:</i>		
<b>29</b>	Is the present membership fee structure acceptable?	Rating =
<i>Comments:</i>		

### **OTHER ISSUES**

(Please add any additional issues not covered in the survey)

<b>30</b>	...?	Rating =
<i>Comments:</i>		
<b>31</b>	...?	Rating =
<i>Comments:</i>		
<b>32</b>	...?	Rating =
<i>Comments:</i>		

# **APNIC SURVEY**

## SECTION TWO – ASSESSMENT OF PRIORITY FOR APNIC TO ALLOCATE RESOURCES IN FUTURE (MAY BE CURRENT OR NEW SERVICES)

Ratings Scale: Very negative < 1...2...3...4...5...6...7...8...9...10 > Very positive

### **POLICY**

<b>1</b>	Should APNIC continuously work for policy simplification?	Rating =
<i>Comments:</i>		
<b>2</b>	Should APNIC do more in the ongoing development and improvement of stakeholder relationships?	Rating =
<i>Comments:</i>		

### **MEETINGS**

<b>3</b>	Should APNIC continue development of webcast and improve the standard?	Rating =
<i>Comments:</i>		
<b>4</b>	Should APNIC encourage and facilitate online participation?	Rating =
<i>Comments:</i>		
<b>5</b>	Should APNIC develop sub-regional APNIC meetings?	Rating =
<i>Comments:</i>		
<b>6</b>	Should APNIC meetings continue to be held in conjunction with APRICOT?	Rating =
<i>Comments:</i>		

### **SERVICES**

<b>7</b>	Should APNIC be acting as an information repository for ISPs?	Rating =
<i>Comments:</i>		
<b>8</b>	Should APNIC extend translation and multilingual support?	Rating =
<i>Comments:</i>		
<b>9</b>	Should APNIC obtain ISO QA accreditation?	Rating =
<i>Comments:</i>		
<b>10</b>	Should APNIC collect and maintain internet resource statistics?	Rating =
<i>Comments:</i>		
<b>11</b>	Should APNIC collect and maintain internet penetration statistics?	Rating =
<i>Comments:</i>		
<b>12</b>	Should APNIC be developing and setting standards for internet statistical activities?	Rating =
<i>Comments:</i>		
<b>13</b>	Should APNIC services be for members only?	Rating =

<i>Comments:</i>		
<b>14</b>	Should APNIC provide support for internet related R & D?	Rating =
<i>Comments:</i>		
<b>15</b>	Should APNIC become a root server operator?	Rating =
<i>Comments:</i>		
<b>16</b>	Should APNIC actively reclaim unused address space?	Rating =
<i>Comments:</i>		
<b>17</b>	Should APNIC provide proactive support for internet development in the AP region?	Rating =
<i>Comments:</i>		

## TRAINING

<b>18</b>	Should APNIC investigate and evaluate methods of CBT and online training delivery?	Rating =
<i>Comments:</i>		
<b>19</b>	Should APNIC evaluate feasible and practical tools for remote participation in training?	Rating =
<i>Comments:</i>		
<b>20</b>	Should APNIC evaluate member need and demand for additional courses (internet, IPv6, routing)?	Rating =
<i>Comments:</i>		
<b>21</b>	Should APNIC attempt to generate a surplus from training activities?	Rating =
<i>Comments:</i>		
<b>22</b>	Should APNIC provide Internet Resource management training?	Rating =
<i>Comments:</i>		
<b>23</b>	Should APNIC provide IX operational training?	Rating =
<i>Comments:</i>		
<b>24</b>	Should APNIC provide training on internet issues for policy makers?	Rating =
<i>Comments:</i>		
<b>25</b>	Should APNIC establish a trust structure to attract funding for training activities?	Rating =
<i>Comments:</i>		

## TECHNOLOGY

<b>26</b>	Should APNIC be maintaining security issues under continuous review?	Rating =
<i>Comments:</i>		
<b>27</b>	Should APNIC enable bulk data management direct to LIR/ISP internal systems?	Rating =
<i>Comments:</i>		
<b>28</b>	Should APNIC actively participate in joint Whois development?	Rating =

<i>Comments:</i>		
<b>29</b>	Should APNIC be providing root DNS Server and/or other regional infrastructure support?	Rating =
<i>Comments:</i>		
<b>30</b>	Should APNIC continue to offer an email interface for maintaining registry objects?	Rating =
<i>Comments:</i>		
<b>31</b>	Should APNIC participate in the development of tools and procedures for 'cleaning up' the DNS?	Rating =
<i>Comments:</i>		
<b>32</b>	Should APNIC provide increased IPv6 education and support?	Rating =
<i>Comments:</i>		

### **GOVERNANCE**

<b>33</b>	Should APNIC be proactively representing your needs to Government and other organizations regionally and globally?	Rating =
<i>Comments:</i>		

### **MEMBERSHIP**

<b>34</b>	Should APNIC introduce online payment and periodic payment mechanisms?	Rating =
<i>Comments:</i>		
<b>35</b>	Should APNIC be actively developing outreach and communication to members and the AP community?	Rating =
<i>Comments:</i>		

### **FUNDING**

<b>36</b>	Should APNIC increase fees to support new services?	Rating =
<i>Comments:</i>		
<b>37</b>	Should APNIC seek funding from other sources to support development activities?	Rating =
<i>Comments:</i>		

### **OTHER ISSUES**

<b>38</b>	...?	Rating =
<i>Comments:</i>		
<b>39</b>	...?	Rating =
<i>Comments:</i>		
<b>40</b>	...?	Rating =
<i>Comments:</i>		

*Thank you for taking the time to provide your feedback to APNIC. Please email your completed survey form to John Earls of KPMG <jearls@kpmg.com.au>.*