



## **APNIC Survey 2018 Online Focus Group - Discussion Guide**

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### **Invitation**

As part of the APNIC Survey 2018 you have been invited to take part in an **Online Focus Group**.

This document gives you information about the APNIC Survey, the purpose of Focus Groups and what to expect if you attend. Pages 2 & 3 outline the topics to be discussed.

Interviewers are independent of APNIC and respondents are assured of anonymity.

### **About APNIC Surveys**

APNIC Surveys are conducted every two years to gather views and opinions of APNIC Members and stakeholders to contribute to APNIC's planning processes.

As an open, membership-based organization, APNIC acts on the results of the APNIC surveys in order to continuously improve its services and activities. You can read about initiatives resulting from past APNIC surveys on [APNIC's Survey Response Activity Tracker](#) web pages.

The APNIC Survey has two parts: Focus Groups and an Online Quantitative Survey. More details about the Focus Groups are below.

### **What is a Focus Group?**

A Focus Group is a small confidential face-to-face or online group meeting. Names of who said what are NOT recorded. Participants are randomly selected.

Information gathered is in-depth, detailed and honest. There are no right or wrong answers. Your own opinion is important. There is no requirement for everyone in the group to agree.

### **Why does APNIC hold Focus Groups?**

Online and in person Focus Groups are held to gather opinions and feedback from APNIC Members on a range of APNIC and Internet industry related topics.

Key themes from all Focus Group discussions are summarized into a report, which is published. This report informs the design of the questions for the Quantitative Online Survey. Your name is not included in the report.

### **How does an Online Focus Group work?**

An independent facilitator conducts the Online Focus Group. No APNIC staff are involved.

Questions are typed online by the facilitator. You reply by typing your answers. You can read, reply or comment on answers from other attendees. They do not know your identity.

For accuracy, a transcript is made of the whole discussion. It is destroyed after the Survey. Information you provide is 100% confidential & anonymous.

## **GUIDE TO QUESTIONS**

**Please turn your mobile to pager or silent**

We want your feedback. It does not matter if your opinions are different from others in the group. Everyone is encouraged to speak.

Privacy and confidentiality are extremely important. Do not share any information with others when the online session ends.

### **Topic A - Challenges**

I would like start by understanding the challenges you face, as they relate to APNIC, in running your networks.

In the 2016 APNIC Survey results, key challenges were: IPv6 transition, lack of available IPv4 addresses and Security threats. APNIC introduced initiatives to help overcome these challenges, including more 'Best Practices' and Case Studies for IPv6, 'Best Practices' in Security and an 'Introduction to Cyber-Security' training course.

1. I would like to know your thoughts on the topics below:

How is this affecting you? What has changed in the last year (if anything)? How do you see the future? What can APNIC do to help?

- IPv6 transition
- IPv4 exhaustion & access to the IPv4 IP address market
- Network security

Are there other challenges or issues that concern you?

### **Topic B - APNIC's Services**

2. Thinking about APNIC services - for example:

- Internet resources services and Helpdesk
- Tools: MyAPNIC & others
- Billing, fees and administration
- WHOIS Registration services and Reverse DNS
- APNIC website, Blog & communications
- Information services (resource statistics, etc.)

What is your experience in using any of these services?

What (if anything) stops you using some services?

Can you make any suggestions for improvements or for new services?

### 3. APNIC Training

In response to the 2016 Survey results, APNIC expanded the number of community trainers and added training content. It also launched the [APNIC Academy](#), offering online self-paced learning.

What are your experiences with APNIC's training services, including the Academy?

What stops you (if anything) from using APNIC's training services?

Can you make any suggestions for improvements?

### Topic C - Support for Internet development

1. APNIC works in collaboration with other Internet organizations to support the development of a robust, stable and secure Internet. Examples of APNIC's work with the local community are below:

- Assisting in the development of Internet Exchange Points (IXPs)
- Supporting community forums like the "Network Operator Groups" (NOGs)
- Meetings and events with Members
- Outreach to government and regulators
- Fellowships
- APNIC Foundation
- Technical Assistance programme

Do you have any feedback for APNIC about its support for Internet development? How can APNIC help?

2. Member-based organisations often collect, summarise and publish data about the industry they represent. This helps members understand what is happening across the whole industry. Data collected is [anonymous](#) and can be technical, customers/users or business information.

If APNIC could collect, summarise and publish data to create a picture of the regional Internet

What type of information would you want?

Would you be willing to provide data that could be shared anonymously with the wider Internet community?

### Topic D - How is APNIC regarded?

1. If you had to describe APNIC to a friend or colleague, how would you describe it? How do you think APNIC is regarded in your economy? What are its 'good' points? What could be improved?

2. If you could change one thing about APNIC, what would it be?

### End of Session - Thank you!

Before we end the session, is there anything else you would like to say?