Asia Pacific Network Information Centre

APNIC

Internet HRD & Training

APNIC CEOs' Meeting

APNIC 18, Nadi, Fiji
30 August 2004

Overview

- Some Market research findings
- Trends in Training delivery systems
- Impact of Training on Business
- Our Mission & our Challenge
- A Glimpse at APNIC Training
- Catch the next wave

Asia Pacific Network Information Centre
APNIC

The Human Capital Edge

by

Bruce N. Pfau and Ira T. Kay

(A report on people management practices your company must implement to maximise shareholder value)

"U.S. corporations are spending from $30 billion to $60 billion annually on staff training programme."

Asia Pacific Network Information Centre
APNIC

Asia Pacific Network Information Centre
APNIC

"A company's human resources are, potentially, its greatest asset. Training and development of a company's human resources are critically important to its economic growth because training and development provide the 'bridge' between potential and actual human resource assets."

American Society for Training & Development

Asia Pacific Network Information Centre
APNIC

Continuing education program for an Organisation is just as important as new-hire training.

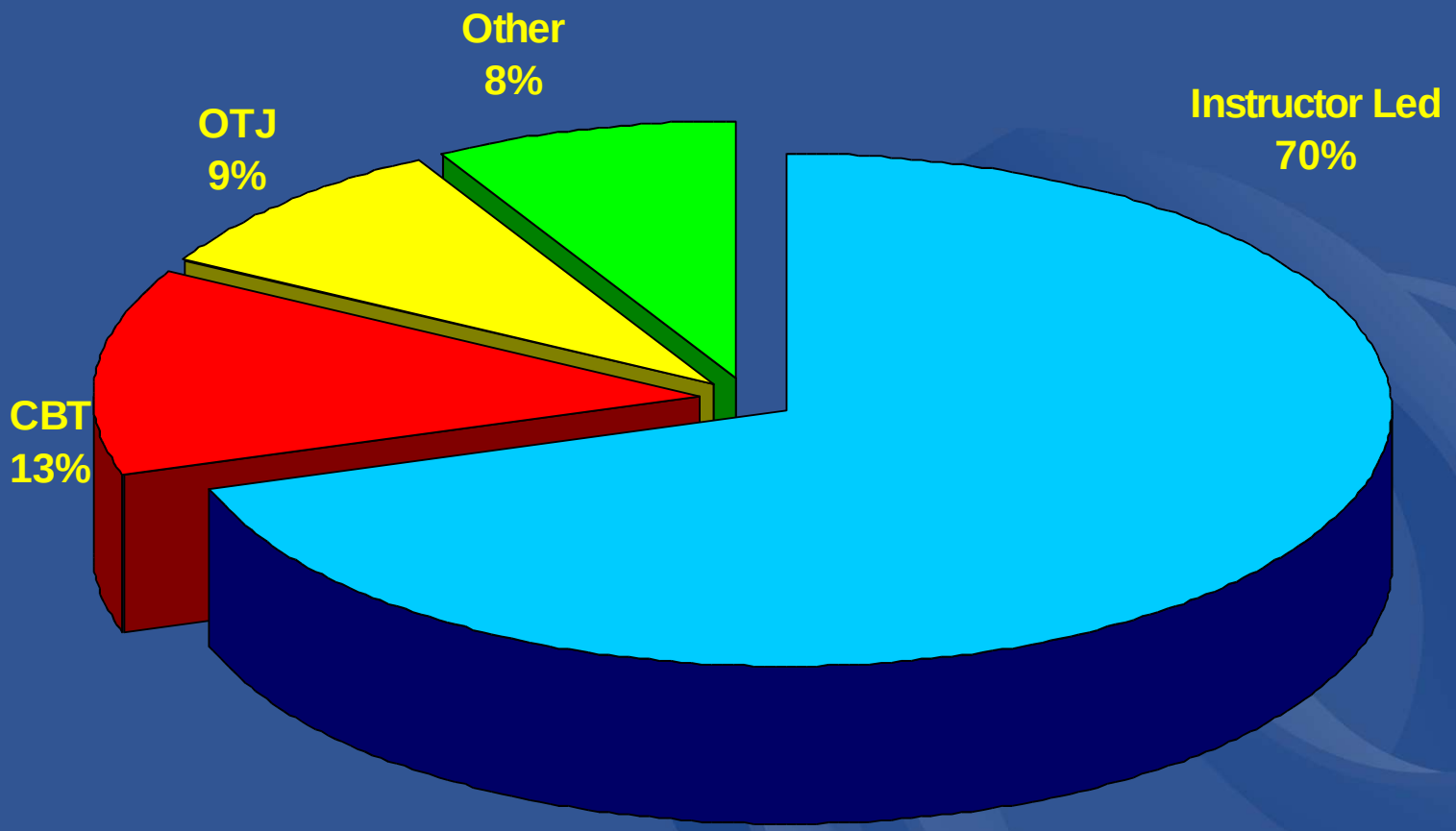
Retention is approximately 40% of the information learned in the initial new-hire training.

Research by Hays Recruitment

- 1,280 Australian workers surveyed – 41% of employees received no training
- 32% of employees would rather receive training over pay rise
- 84% of workers feel more committed to employers who had invested in their training
- 70% of employees would start looking for a new job because of lack of training opportunities

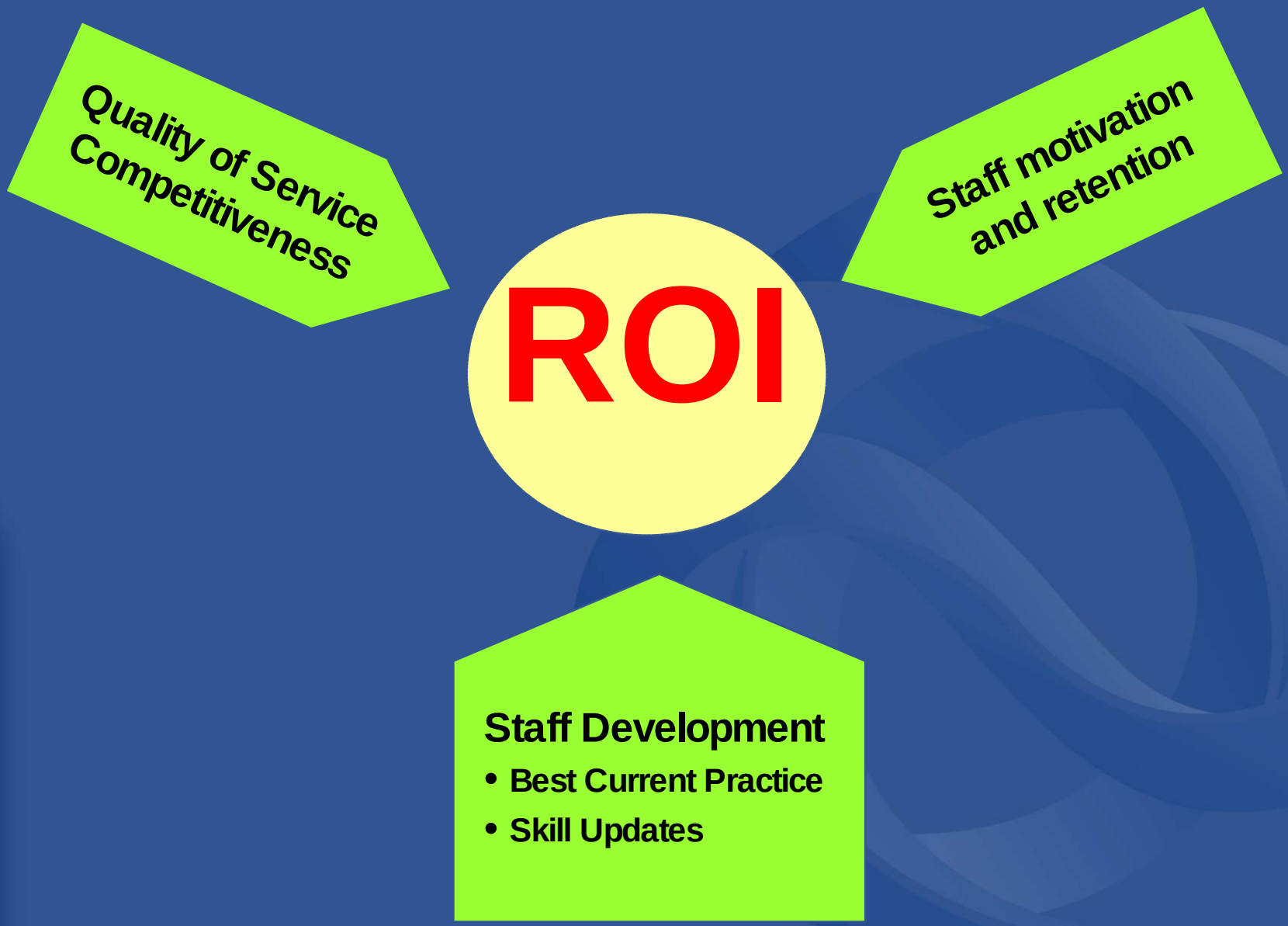
Asia Pacific Network Information Centre
APNIC

Trends in Training delivery systems



Asia Pacific Network Information Centre
APNIC

Impact of Training on ISP business



Asia Pacific Network Information Centre
APNIC

ISP technical Training in AP

- Infrastructure problems
  - Reliability and stability
  - Security, spam etc
  - Cost and efficiency
- Training needs
  - Address management
  - DNS
  - Security – best current practice
  - IPv6 transition
  - Routing
  - IXPs

Asia Pacific Network Information Centre
APNIC

Asia Pacific Network Information Centre

APNIC

APNIC

Survey 2004 REPORT

Researched and compiled by

KPMG

August 2004

APNIC Survey 2004

Is the training provided relevant ?

- **245 responses from 27 economies**
- **A mean of 7.2 on a scale of 1 to 10 for above question**
- **As in previous survey, training is viewed very positively**
- **Requests for more training (e.g. IPv6)**
- **Strong requests for on-line training**

Asia Pacific Network Information Centre
APNIC

APNIC Training – our mission

To educate the APNIC Internet Community, mainly its members and others on the effective management of Internet resources.

Asia Pacific Network Information Centre
APNIC

APNIC Training - our challenge

- To deliver APNIC core training to a wider targeted area within the APNIC community
- To deliver effective IP related training that is current, relevant and meets the needs of members and community at large

Asia Pacific Network Information Centre
APNIC

Core courses

- Internet Resource Management I
  - Fundamentals
  - Including APNIC policies & procedures
- Internet Resource Management II
  - Advanced follow-up for IRM-I
  - More technical modules
- Internet Resource Management Essentials
  - Modular structure
  - Designed for customization
  - Seminar or AP Outreach events offering

Asia Pacific Network Information Centre
APNIC

Technical courses

- DNS Workshop (2-day)
- Adv. DNS Workshop (4-day)
- IRR Tutorial
- IPv6 Technicals *
- Routing Workshop *

* (Under development)

Asia Pacific Network Information Centre
APNIC

APNIC Training events

- Scheduled Core Training Courses
  - 2 per month
  - AP region
- APNIC meetings (including APRICOT)
- AP Outreach Events/Seminars
  - NZNOG
  - NetSA
  - SANOG, etc.
- NIR open policy meetings
  - APJII
  - TWNIC
  - CNNIC

Asia Pacific Network Information Centre
APNIC

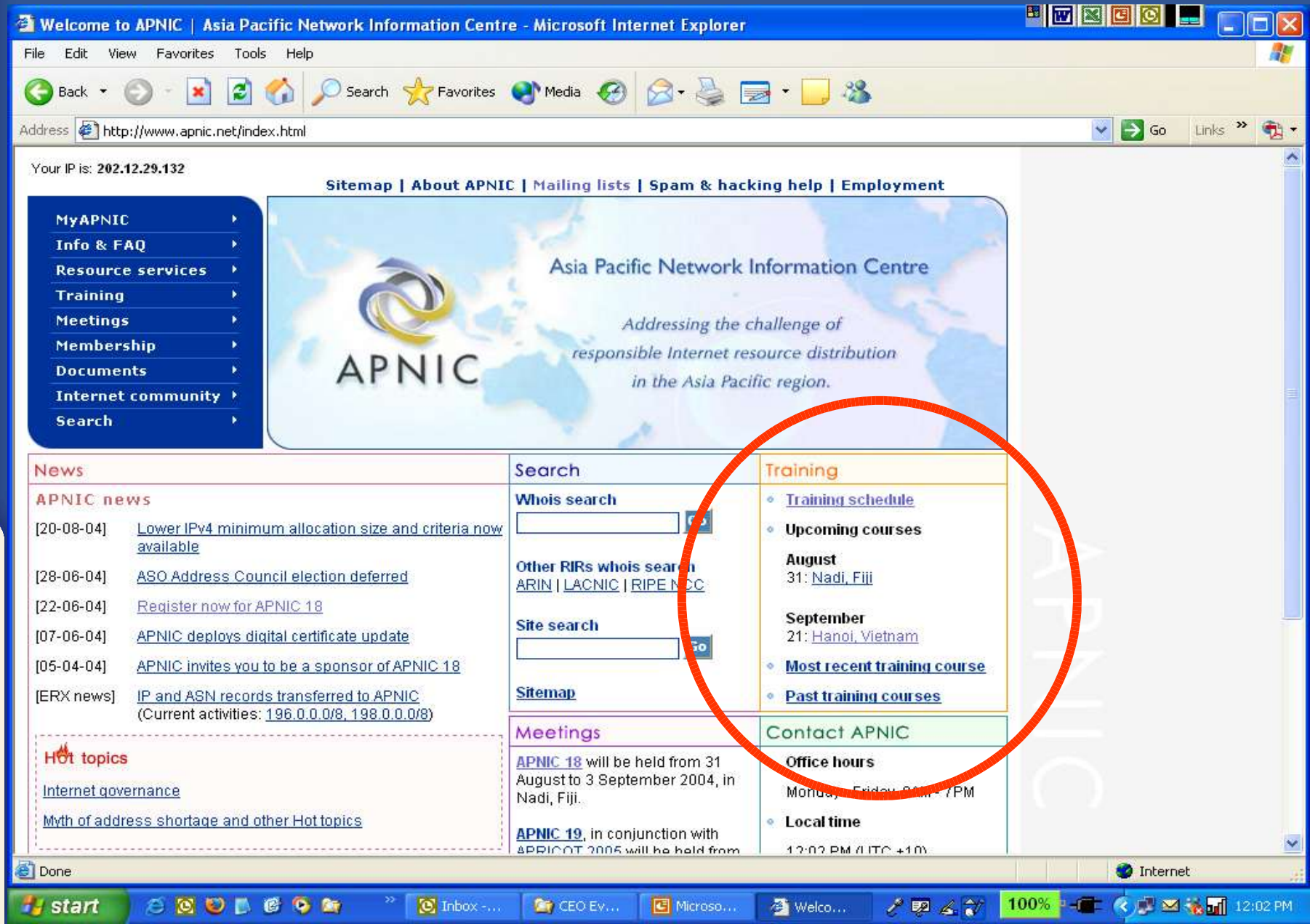
ISP/IXP Workshop - feedback

Pre APNIC18 ISP/IXP Workshop
Aug (26 – 30), 2004

“We are very appreciative of APNIC’s effort in bringing this hands-on workshop to us here in Fiji.”

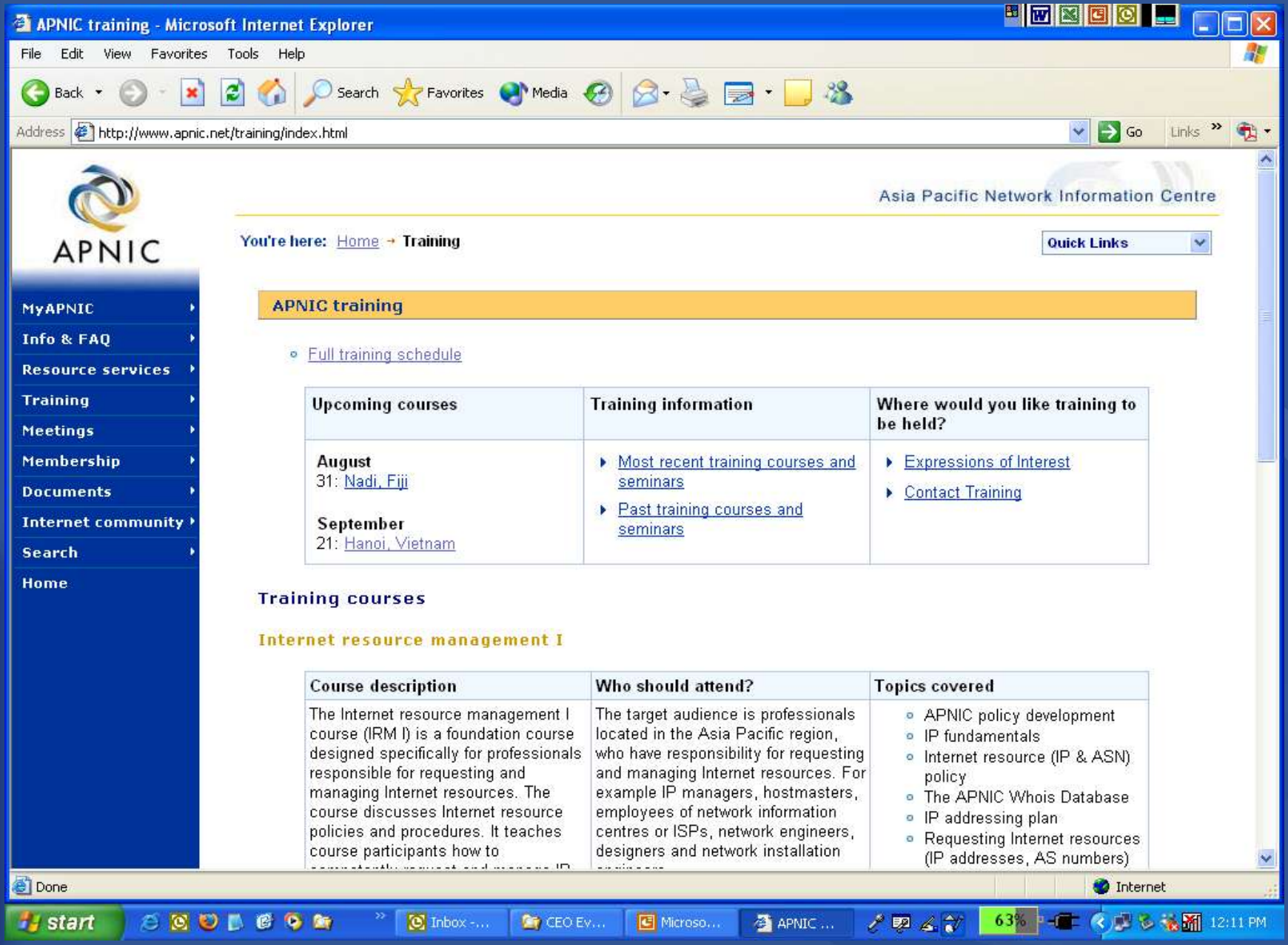
Asia Pacific Network Information Centre
APNIC

APNIC website – Training news



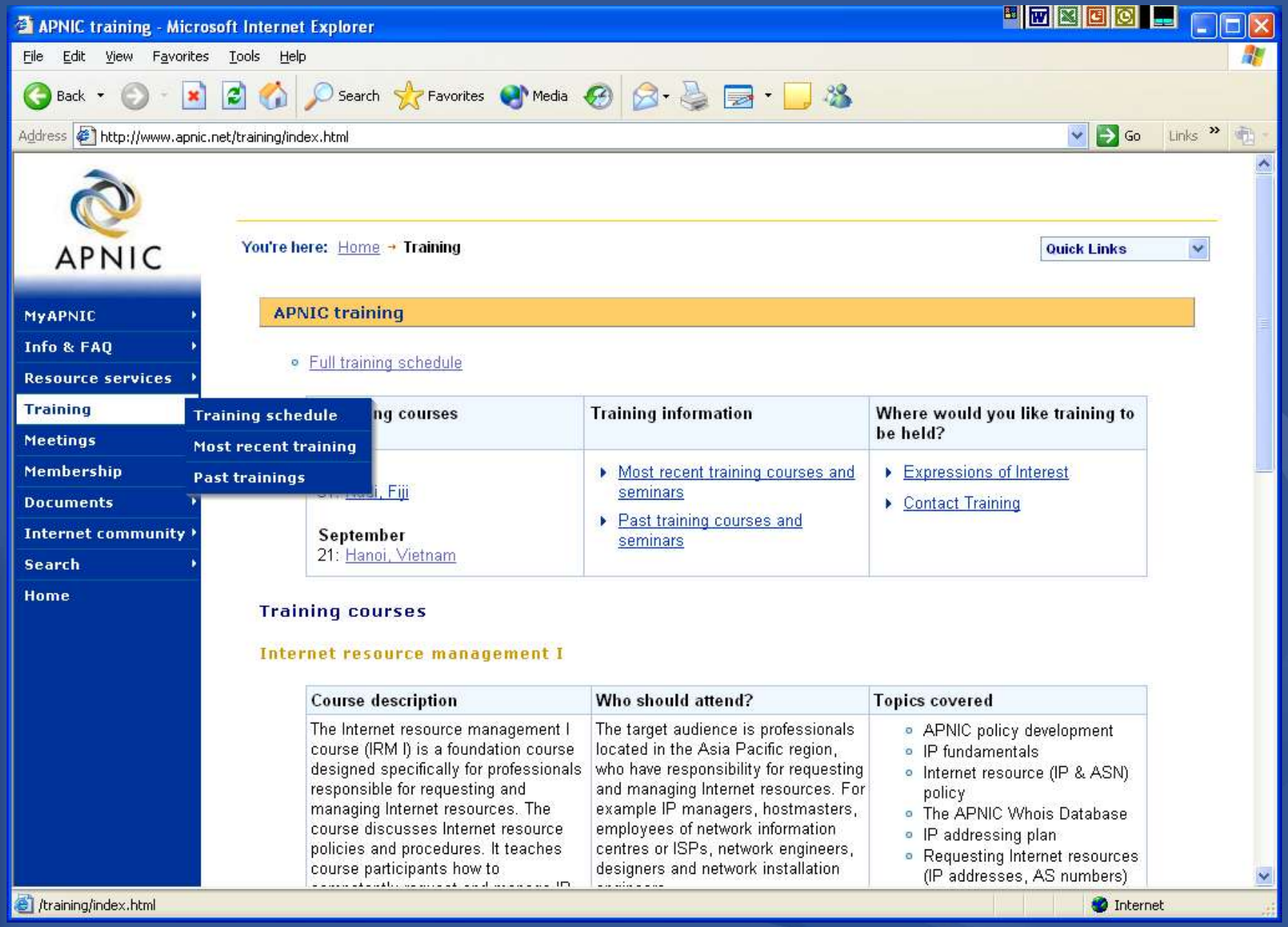
Asia Pacific Network Information Centre
APNIC

APNIC Training home page



Asia Pacific Network Information Centre
APNIC

APNIC Training home page



Asia Pacific Network Information Centre
APNIC

Training to date 2004

Asia Pacific Network Information Centre

APNIC

Training to date 2004

- 28 Training sessions so far

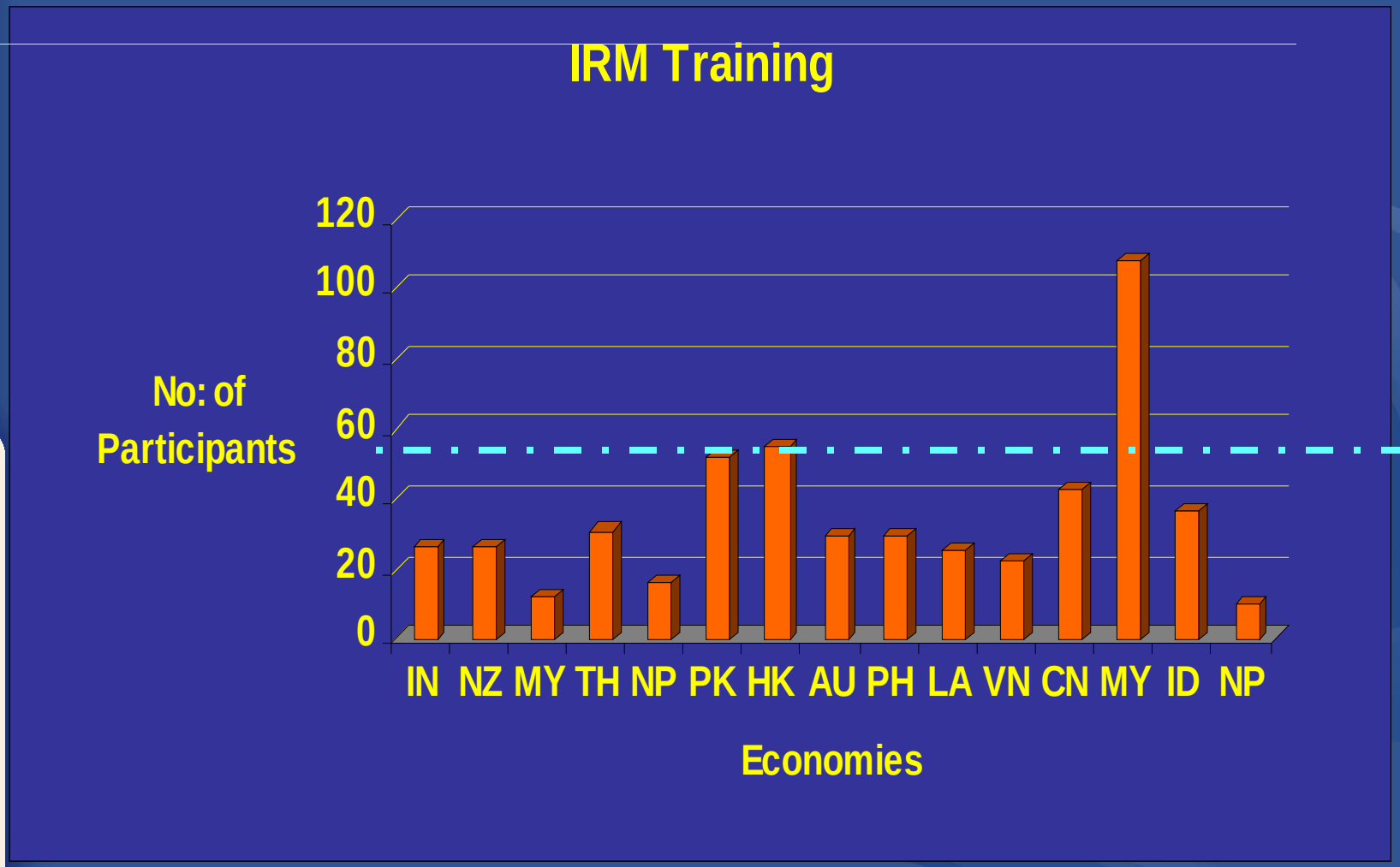
Date	City
15-18 January	Bangalore, India (*)
28 January	Hamilton, New Zealand
18 -24 February	Kuala Lumpur, Malaysia (*) (**)
16-17 March	Bangkok, Thailand (*)
21 March	Kathmandu, Nepal
26-27 March	Rawalpindi, Pakistan
12 April	Hong Kong
27-28 April	Melbourne, Australia
25-26 May	Manila, Philippines (**)
7 June	Vientiane, Laos
9 June	Nha Trang, Vietnam
8 July	Beijing, China
16-20 July	Kuala Lumpur, Malaysia (*)
23-28 July	Kathmandu, Nepal (*) (**)
26-28 July	Jakarta, Indonesia (**)

(*) with DNS workshop (**) with IRR tutorial

Asia Pacific Network Information Centre
APNIC

Training to date 2004

How well are IRM courses attended?



Asia Pacific Network Information Centre
APNIC

Training future

- Training emphasis to continue
  - All APNIC surveys support this
  - Increasing range of ISP training
  - Online training and support
- Training business model
  - Fee structures
  - Partial cost recovery
  - Formal collaboration
  - Funding options

Asia Pacific Network Information Centre
APNIC

Some of our collaboration partners

intERLab
Internet Education and Research Laboratory

Asian Institute of Technology

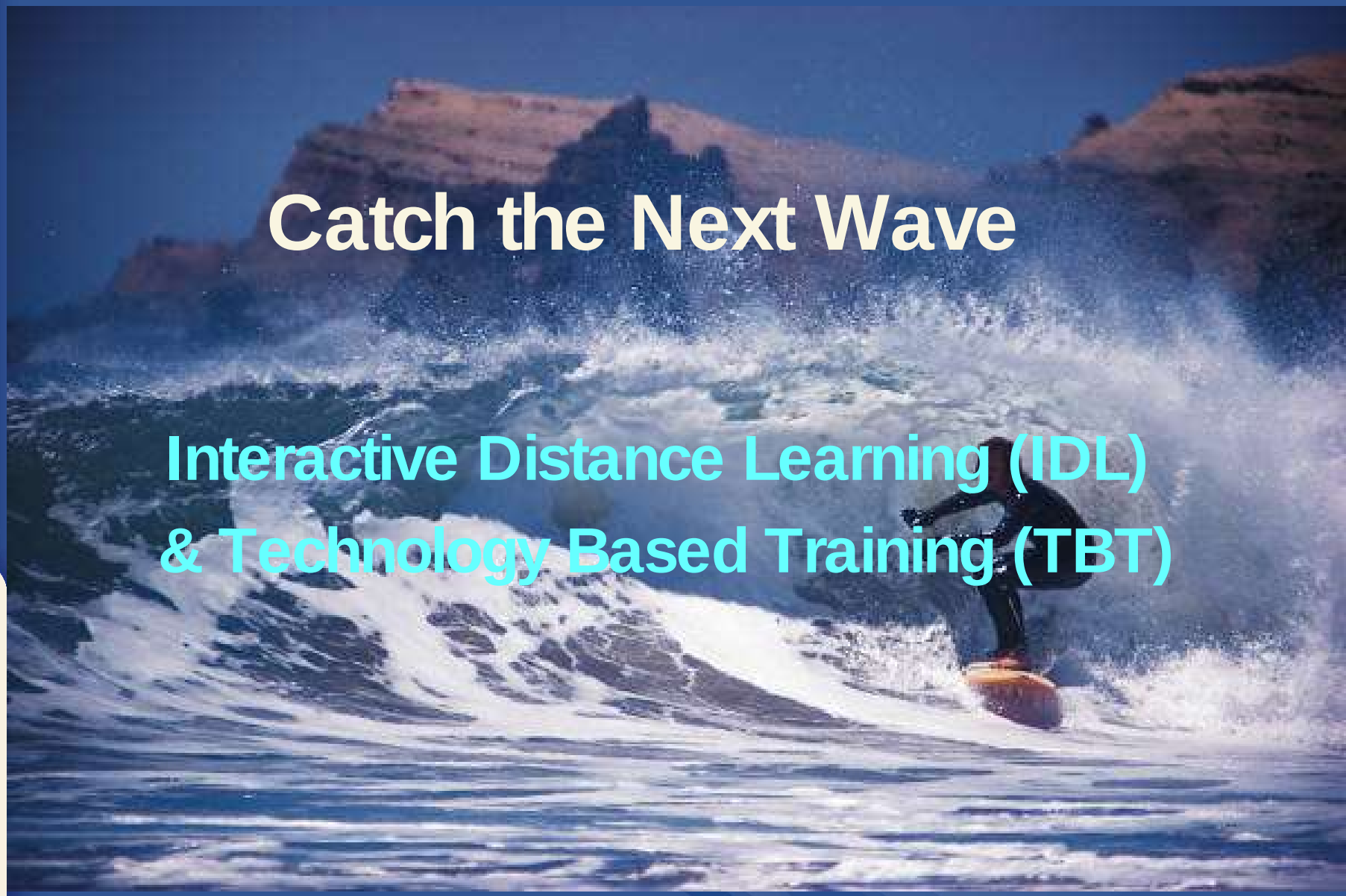
SOI-ASIA Project

NUST INSTITUTE OF INFORMATION TECHNOLOGY

NUST Inst of Information Tech in PK

University of Santo Tomas in PH

University Malaya in MY



Asia Pacific Network Information Centre

APNIC

Asia Pacific Network Information Centre
APNIC

Asia Pacific Network Information Centre
APNIC

Internet HRD & Training

Discussion

Asia Pacific Network Information Centre
APNIC

Internet HRD & Training

APNIC CEOs' Meeting

End