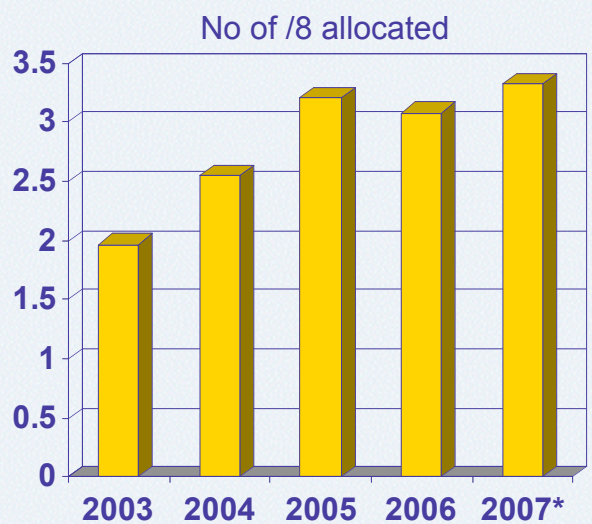# Services Area
Highlights and Priorities

APNIC 24, New Delhi

Sanjaya

Services Area Manager
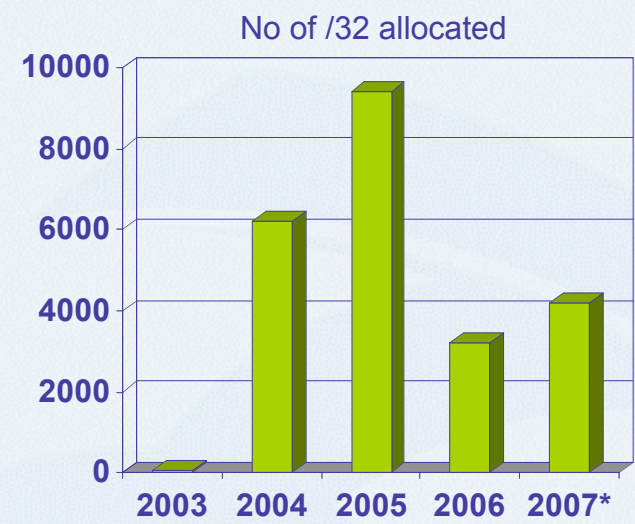
Overview

- Resource Services
- Member Services
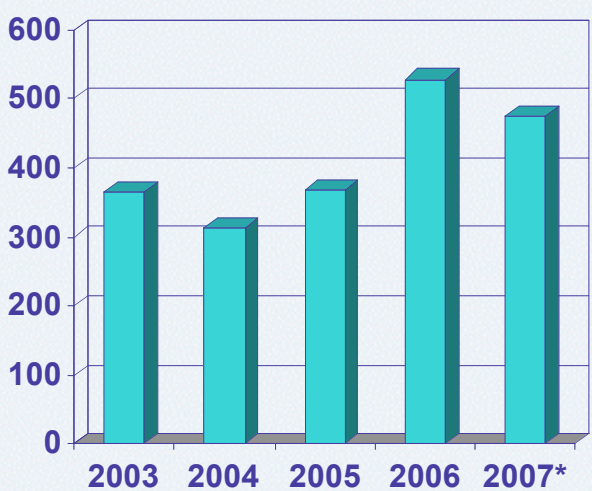- Training Services
- Key Projects

Resource Services

No of /8 allocated

	2003	2004	2005	2006	2007*

IPv4

No of /32 allocated

IPv6

*) as of end August 2007

ASN

Resource Services

Resource Services - Priorities

- Streamline procedures
- NIR process improvements
- Resource certification service planning
- Unrouted historical resource recovery

Member Services

Chart showing Members:
- 2005: 1157
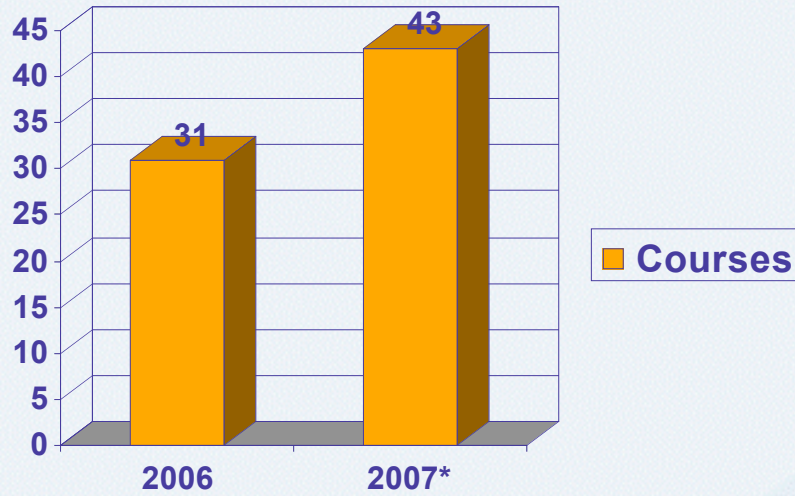- 2006: 1362
- 2007*: 1515

Legend: Members
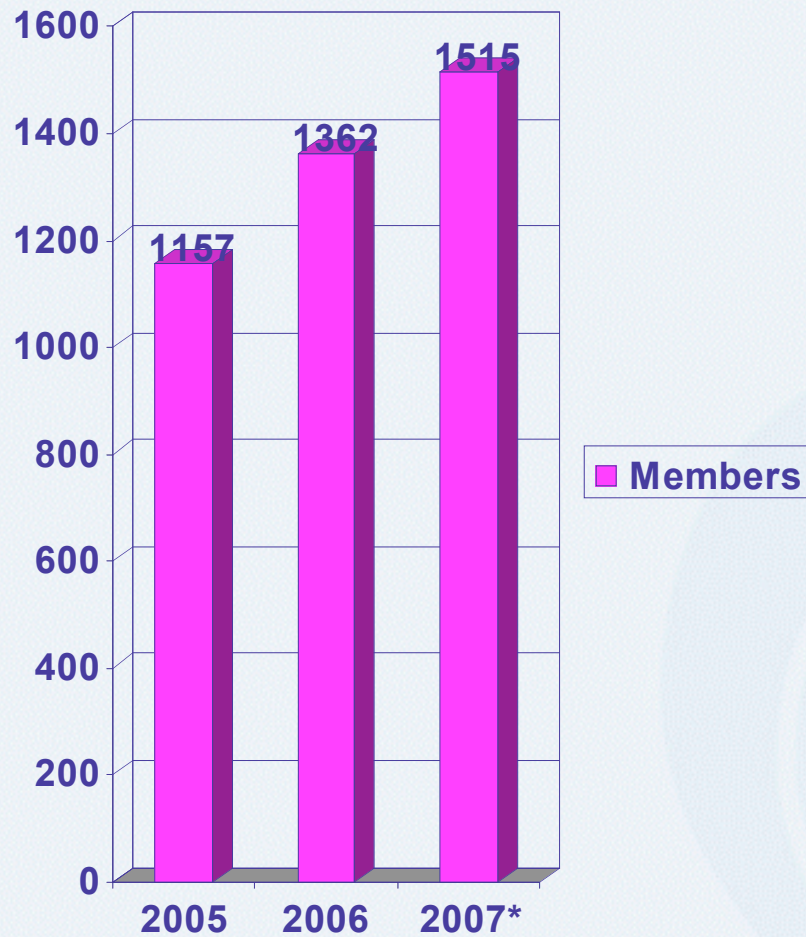
*) as of end August 2007

- Extended hours helpdesk to service different time zones
- Ability to resolve urgent issues on the spot
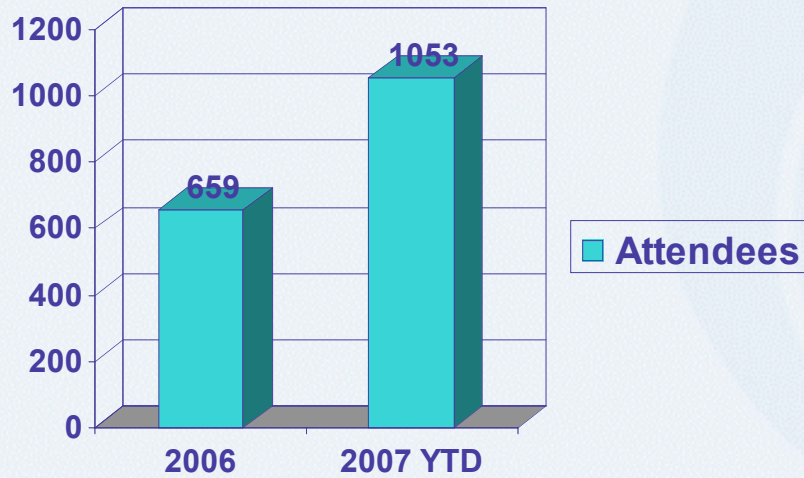 - Technical
  - Administrative

Helpdesk

Member Services - Priorities

- Enhanced membership support
  - New members: training and events attendance
  - MyAPNIC new features development
- Clients First implementation
  - Fast and easy account opening
  - Integrated and simple resource request form
  - Online membership agreement
- Knowledge base development
- ICONS community building

Training Services

Courses:
- 2006: 31
- 2007*: 43

Economies:
- 2006: 9
- 2007*: 17

*) as of end August 2007

Attendees:
- 2006: 659
- 2007 YTD: 1053

Training

Training Services - Priorities

- Increase training coverage
- Partnership building (country/economies coverage)
- Training survey
- Future
  - Curriculum development
  - Blended Learning

Key projects

- Resource management system development
  - Improved IPv6 support
- Certification Authority v2
  - Faster certificate issuance
  - Stronger authorisation checks
- Resource certification
  - Impact assessment
  - Service design and planning