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APNIC Member and Stakeholder Survey 2011

Peng Hwa ANG

sIRc THE SINGAPORE iNTERNET RESEARCH CENTRE

What's It All About

- Sixth biennial survey commissioned by APNIC EC
- Survey of both Members ($ paying) and Stakeholders (interested parties but non-$ paying)
- Outcome used to help guide EC in prioritising strategies, direction, budget

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Overview

- Began with consultations in Singapore, Hong Kong, Beijing, Tokyo, Sydney, Dhaka, Chennai, Mumbai, Delhi
  – Aim was to solicit concerns for questions
- 794 valid responses, an increase of 32% in previous survey, from 47 economies
  – Some were going only for the iPad(?)
- Decreased participation from Members (7%)

Areas Asked—of Members

- Satisfaction with APNIC's services
- Resource Distribution
- Billing and Administrative Services
- Priorities

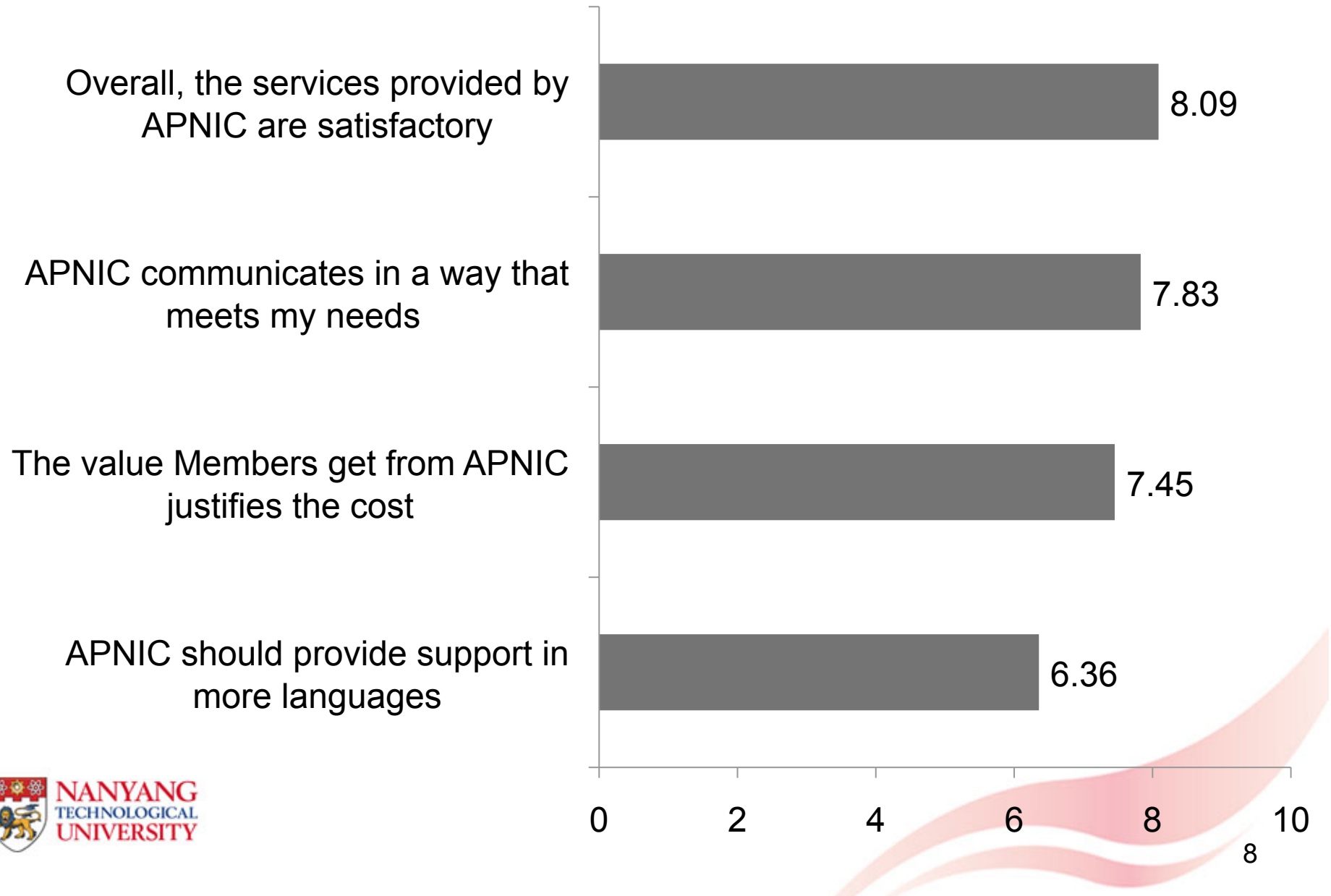**NANYANG TECHNOLOGICAL UNIVERSITY**

Areas Asked—of Stakeholders

- APNIC Public Services
- IPv4 Depletion
- IPv6 Deployment
- Training, Education and Certification
- Internet Governance
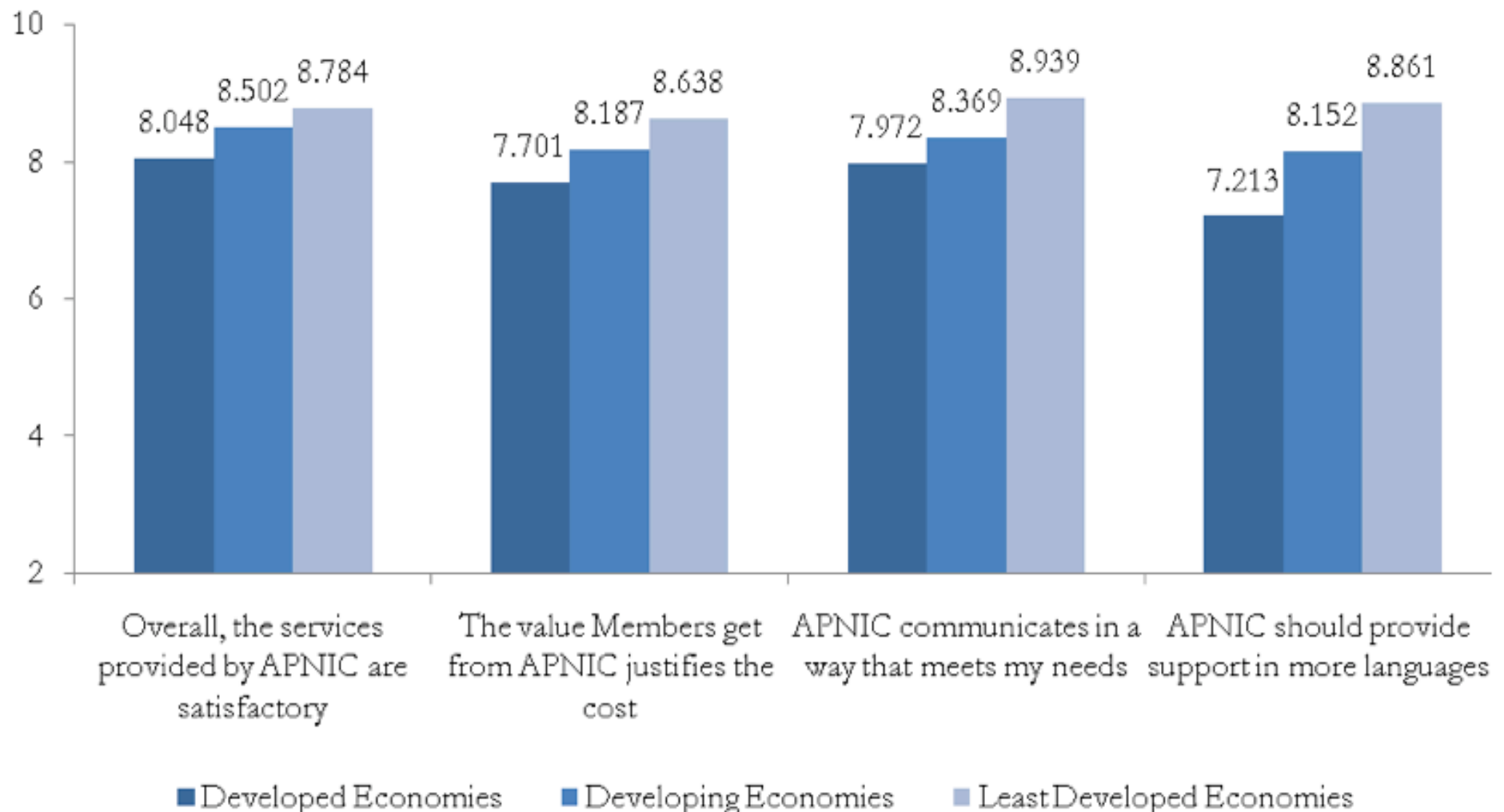- APNIC Representation

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Full Report Contains:
Analysis—Mean Responses

+

Questionnaire
Comments
Further Analysis by Economy

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Caveat: All statistics that you see should be taken with ~~a pinch~~ ~~a bag of salt~~caveat.

Section A1 – APNIC General Services

Overall, the services provided by APNIC are satisfactory — 8.09

APNIC communicates in a way that meets my needs — 7.83

The value Members get from APNIC justifies the cost — 7.45
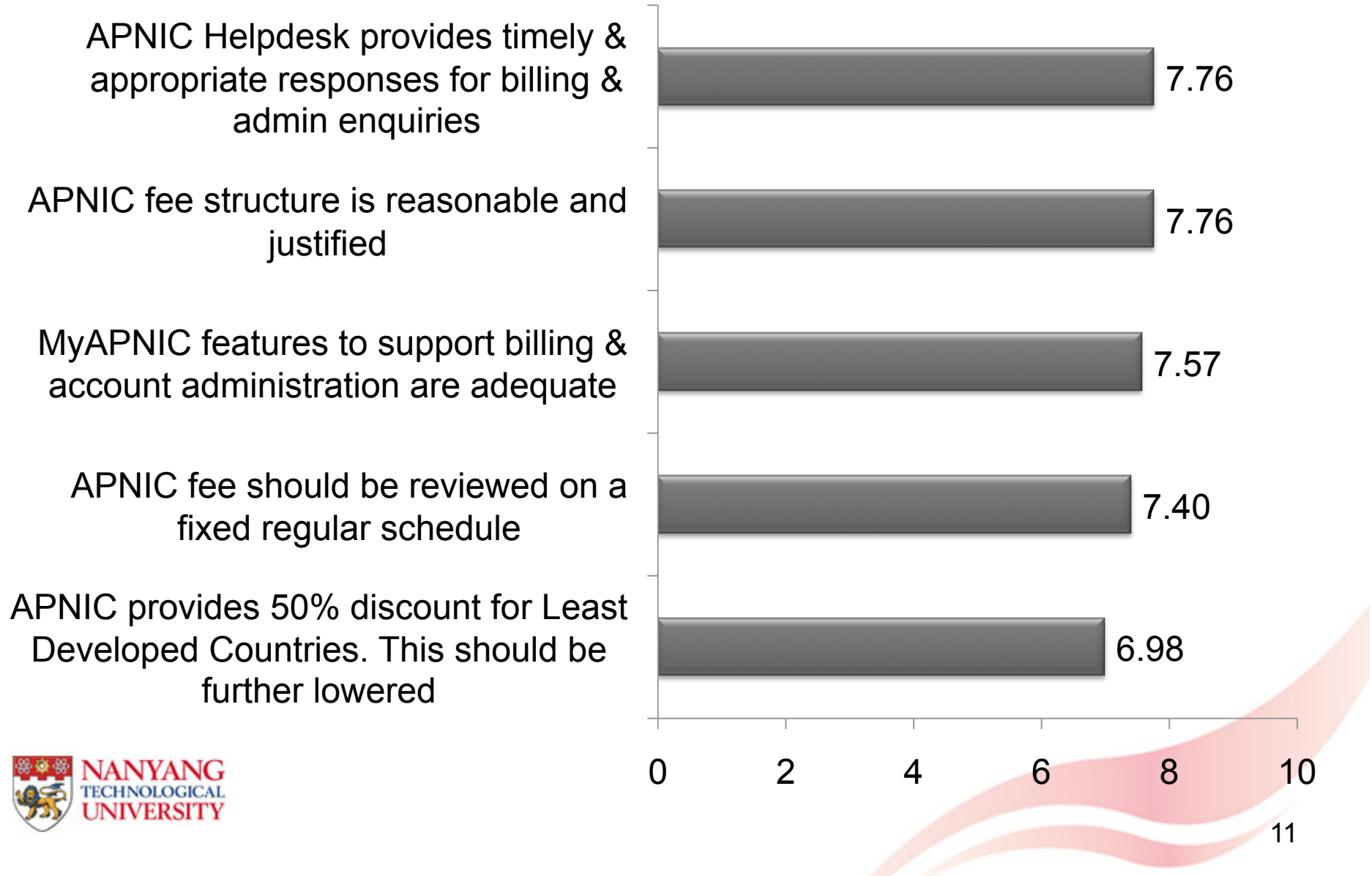
APNIC should provide support in more languages — 6.36

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Mean of Questions A.1 APNIC General Services

Section A2 – Resource Distribution and Technical Services

APNIC should provide 24/7 Helpdesk operation for critical services — 7.79

APNIC Helpdesk provides timely & appropriate responses — 7.74

APNIC should spend more effort informing network operator comm on — 7.67

APNIC resource allocation services are adequate — 7.63

APNIC should further extend Helpdesk hours beyond 12 hours — 7.47

Procedure to obtain IPv4, IPv6 & ASNs is clear & straightforward — 7.44

MyAPNIC features support resource request & mgmt are adequate — 7.42

APNIC should provide consultancy services specific to Member's needs — 6.83

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Section A3 – Billing and Administration

APNIC Helpdesk provides timely & appropriate responses for billing & admin enquiries — 7.76

APNIC fee structure is reasonable and justified — 7.76

MyAPNIC features to support billing & account administration are adequate — 7.57

APNIC fee should be reviewed on a fixed regular schedule — 7.40

APNIC provides 50% discount for Least Developed Countries. This should be further lowered — 6.98

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Section A4 – APNIC Priorities

Services

Support IPv6 deployment	1.85
Streamline resource requests and allocation processes	2.48
Enhance the reliability and availability of APNIC services	2.64
Provide more educational materials regarding APNIC services	2.82

Note: A low score means a high priority
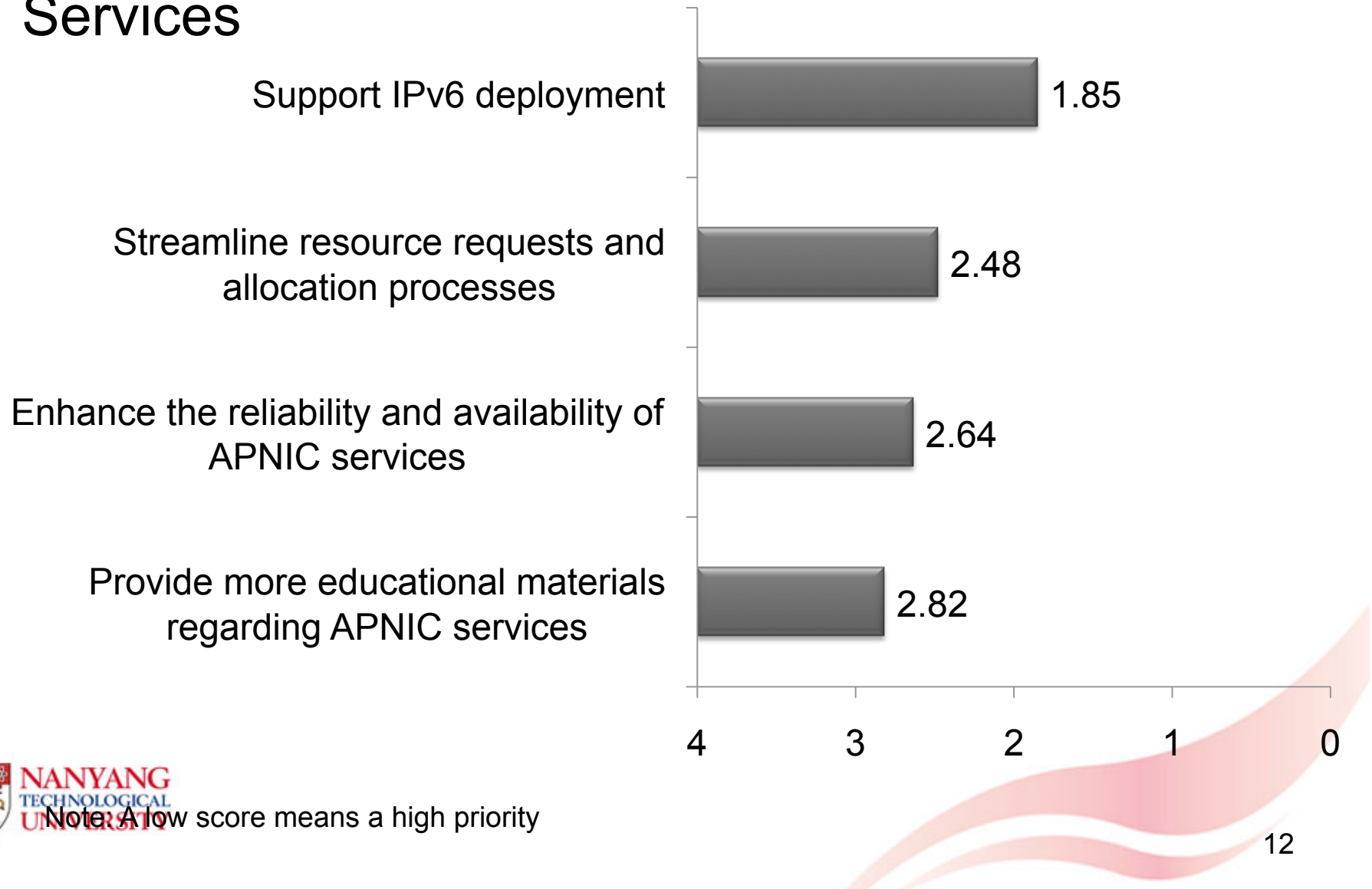
Section B1 – APNIC Public Services

Policy Deployment

The APNIC Policy Development Process is an effective way of developing resource management policy. — 7.17

APNIC needs a Policy Development Process that allows policies to change more frequently. — 6.49

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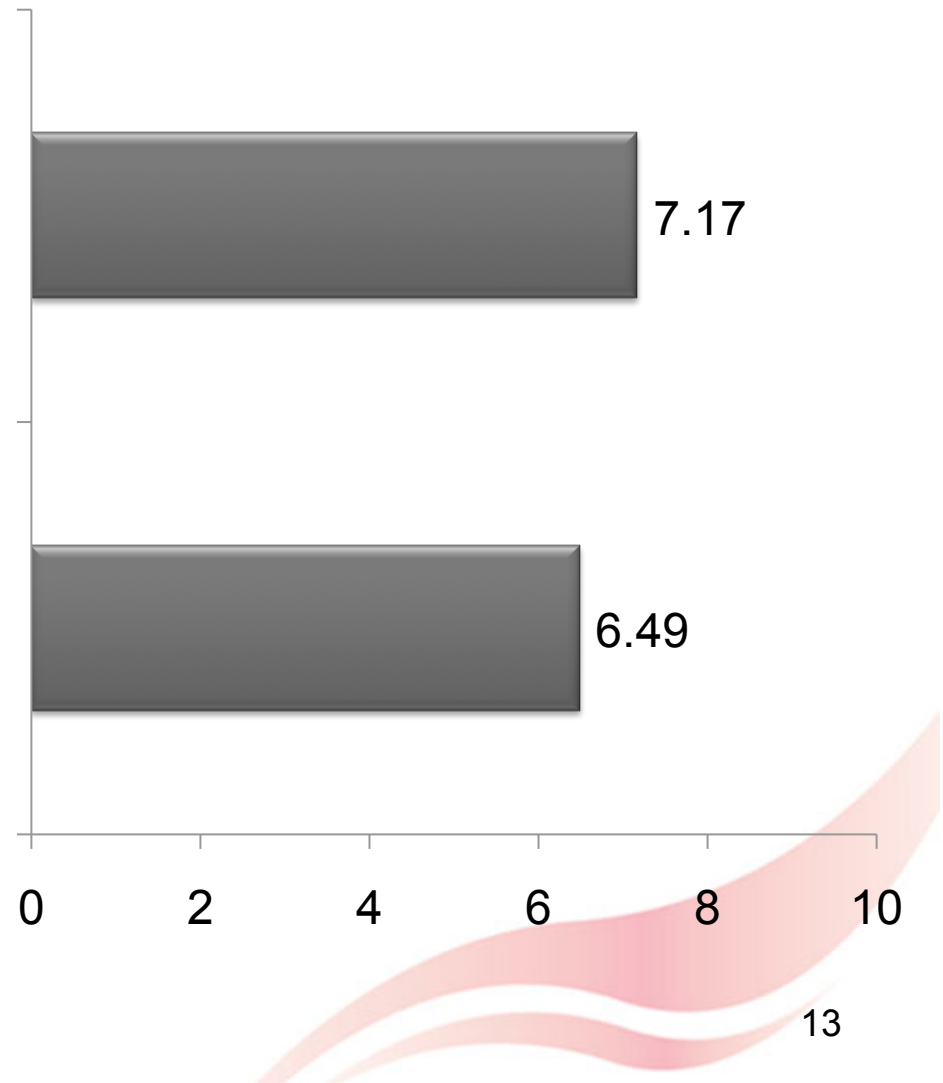
Section B2 – Possible Roles of APNIC in Facilitating IPv4 Address Transfer
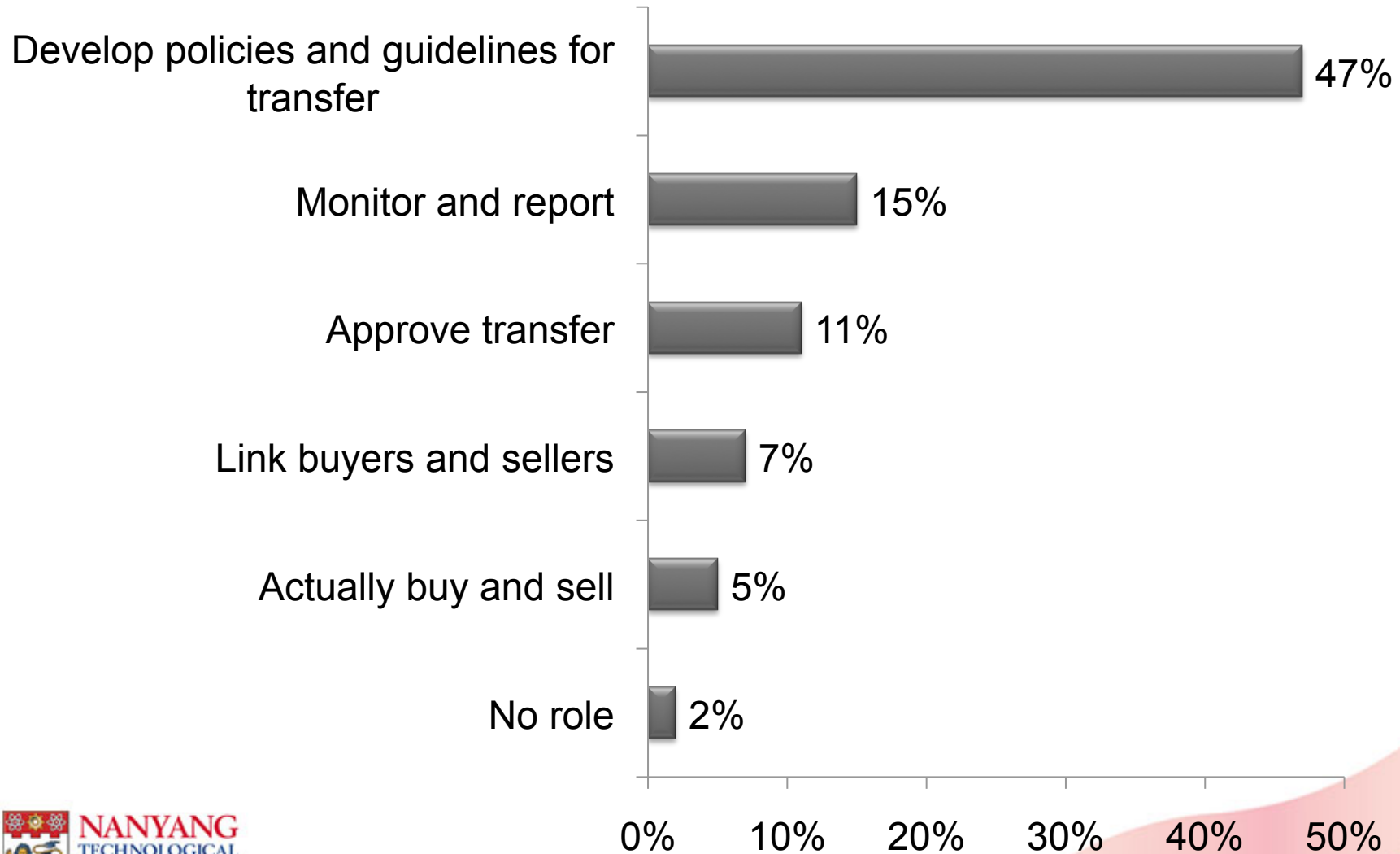
APNIC's Role in IPv4 Address Transfer by Type of Economy
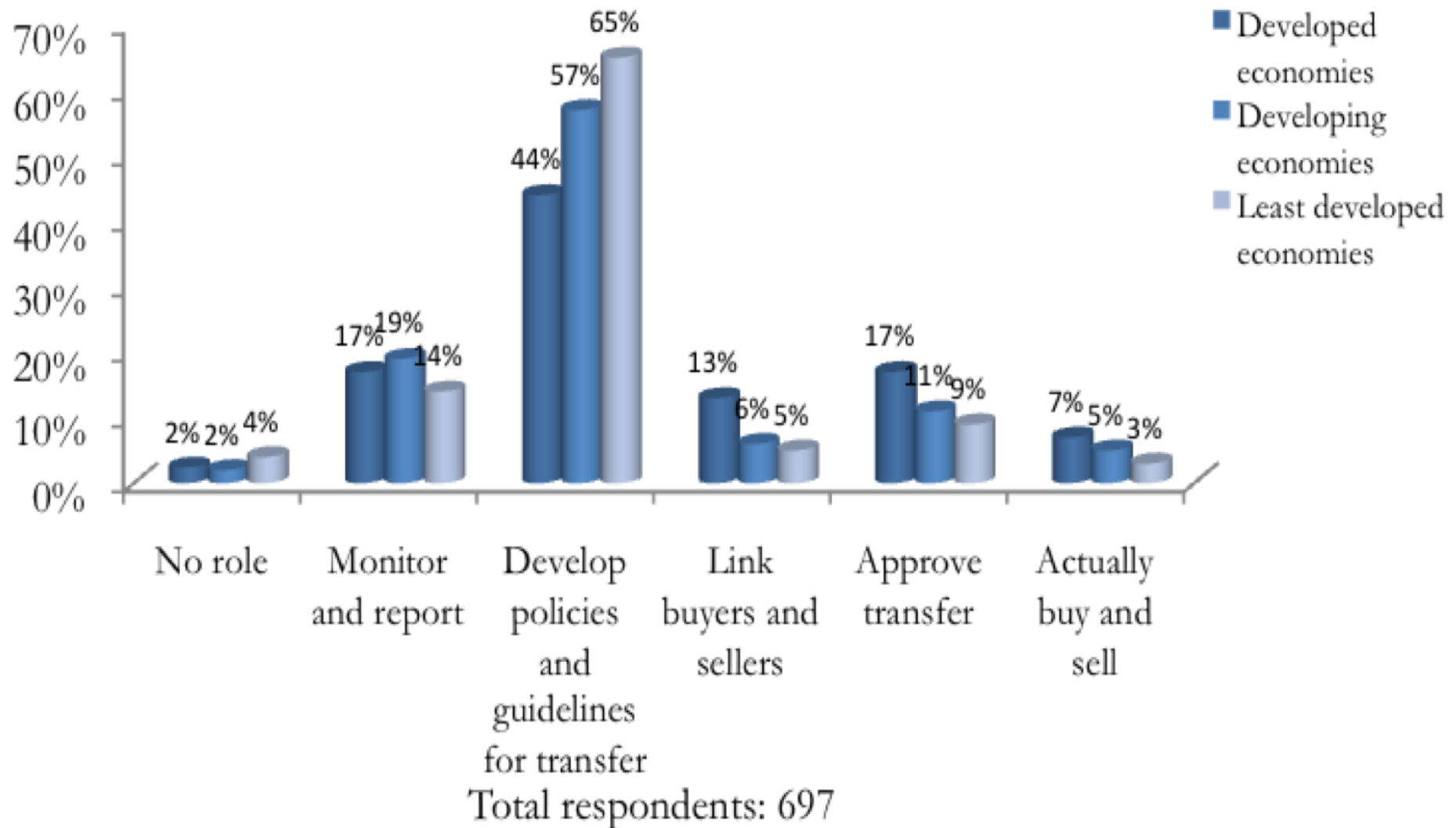
Section B3 – IPv6 Deployment

My organization has a formal plan for IPv6 deployment. — 39%

My organization has received an IPv6 allocation/assignment. — 36%

My organization has staff trained for IPv6 deployment. — 31%

My organization has an IPv6 transition budget. — 19%

0%   10%   20%   30%   40%

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16
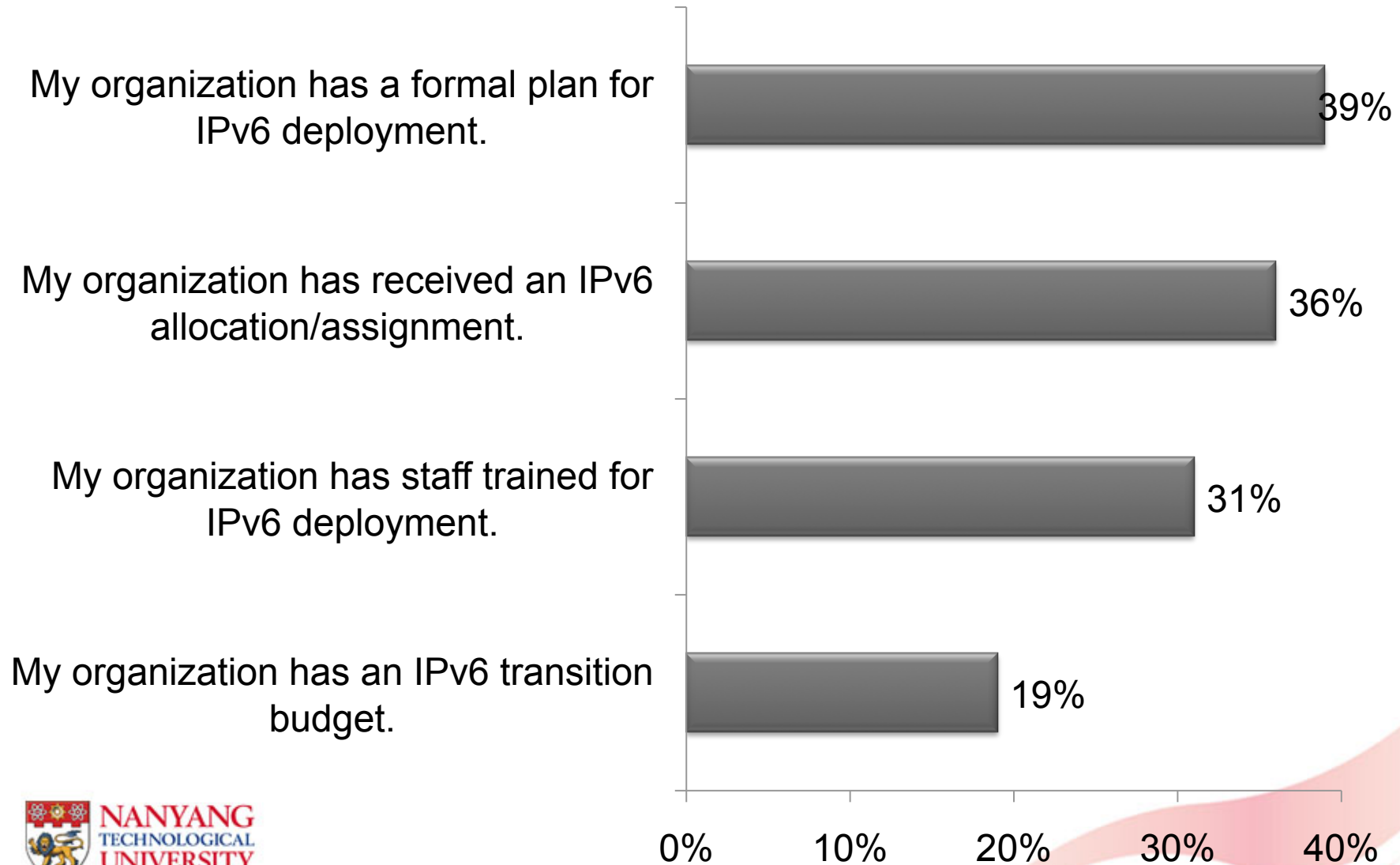
Section B4 – Training, Education and Certification

APNIC should establish more partnerships to support training and education for organizations in need. — 7.71

APNIC should offer courses that lead to an APNIC Certification. — 7.37

APNIC training and education services are helping our staff to enhance their technical capabilities. — 7.31

I am satisfied with the quality of APNIC training. — 7.18

I am satisfied with the cost of APNIC training. — 6.70

0   2   4   6   8   10

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17
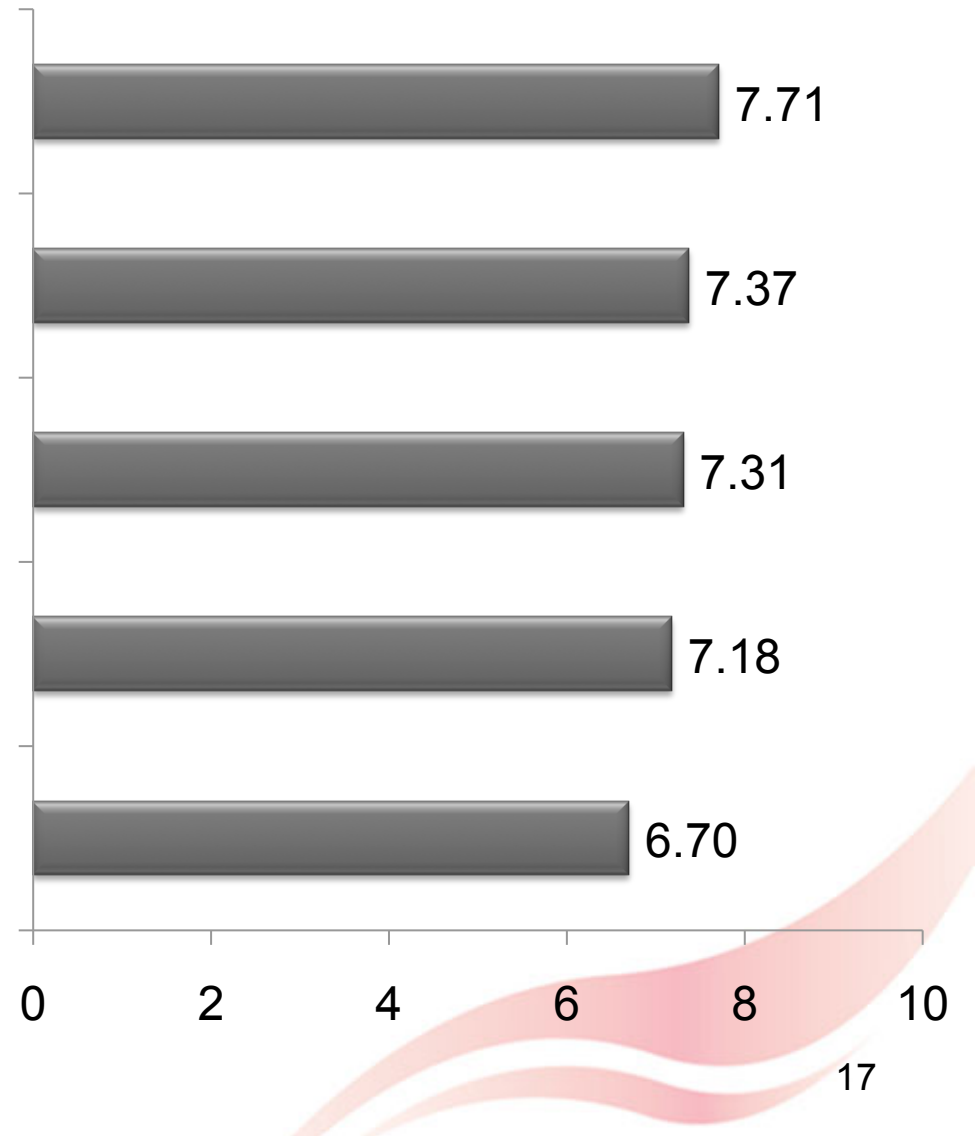
Section B4 – Training, Education and Certification

Have you accessed APNIC's online training?

57%

■ Yes   ■ No
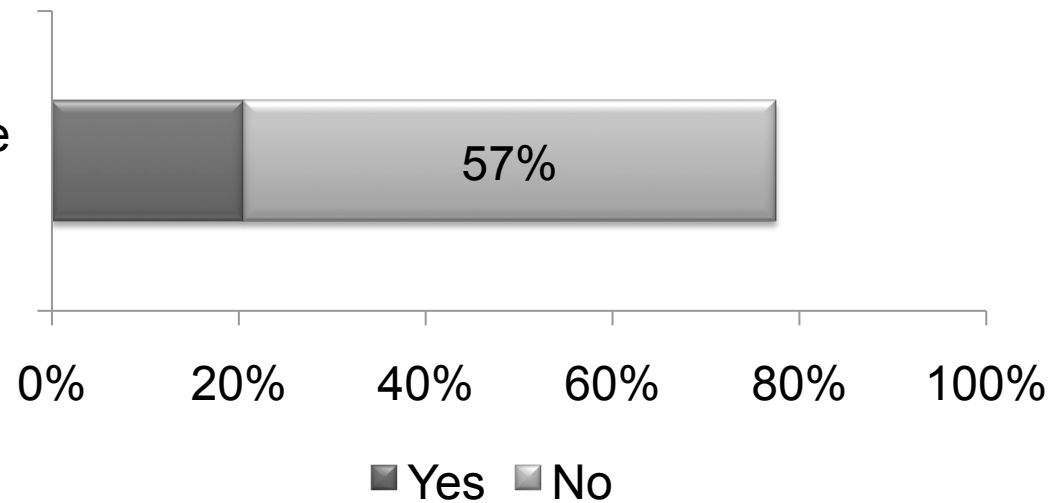
APNIC eLearning contents are relevant to my organization.

6.60
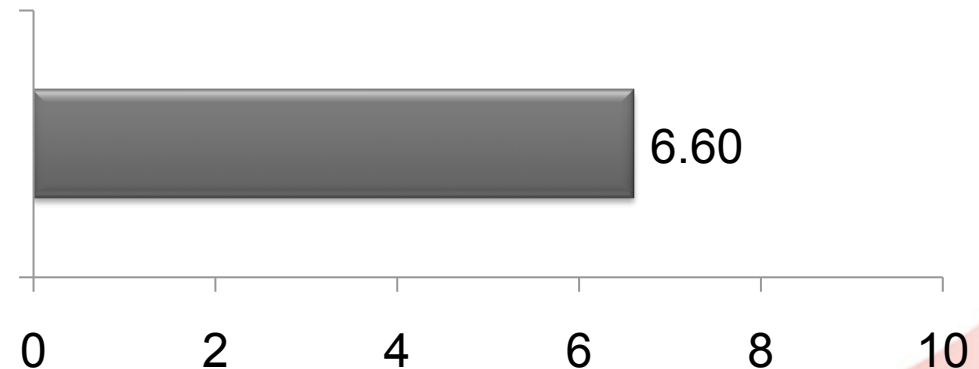
Section B4 – Preferred Training Location

*Section B5 – Internet Governance

Section B5 – How APNIC Should Engage Government
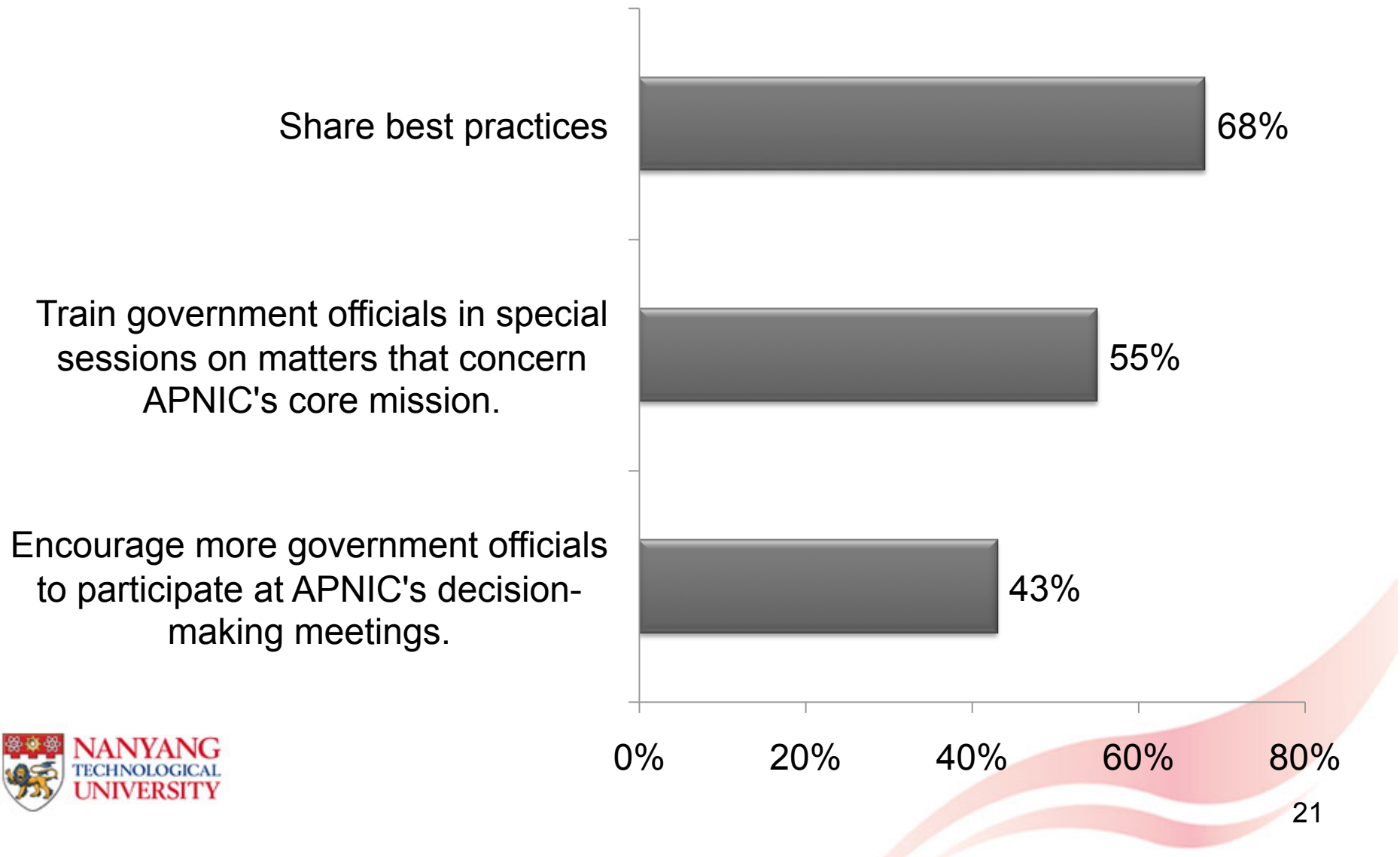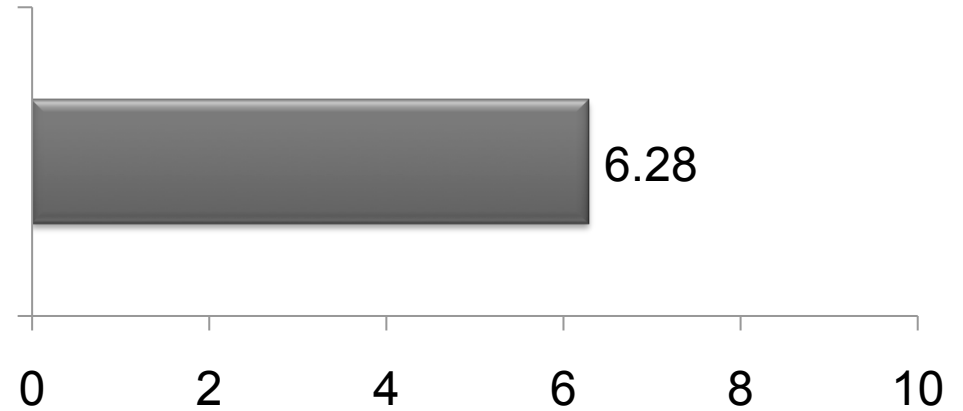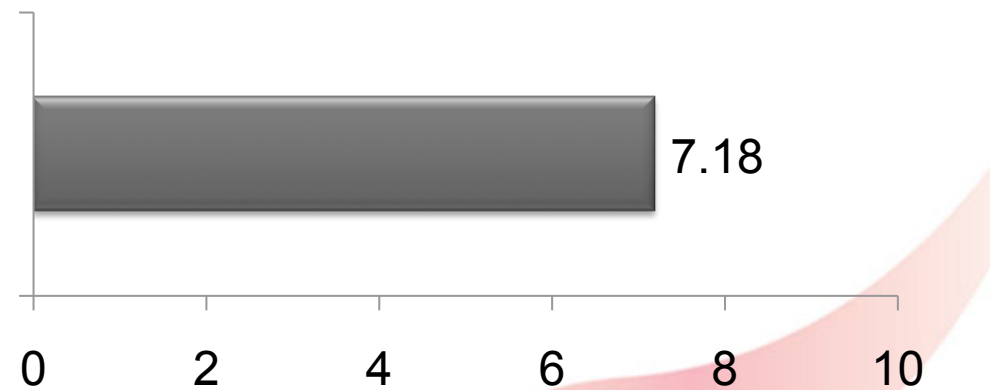
Section B5 – Internet Governance

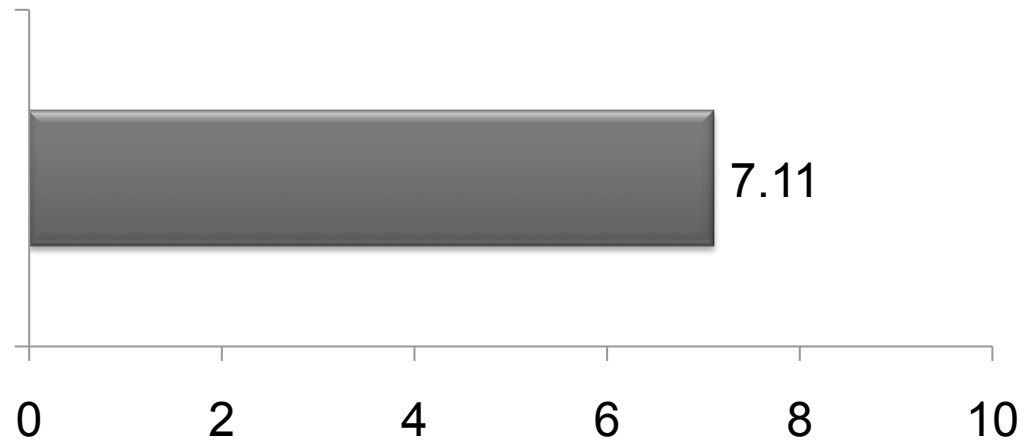There are suggestions that a Government-Advisory Committee, similar to ICANN's, be formed for APNIC. Do you agree?

6.28

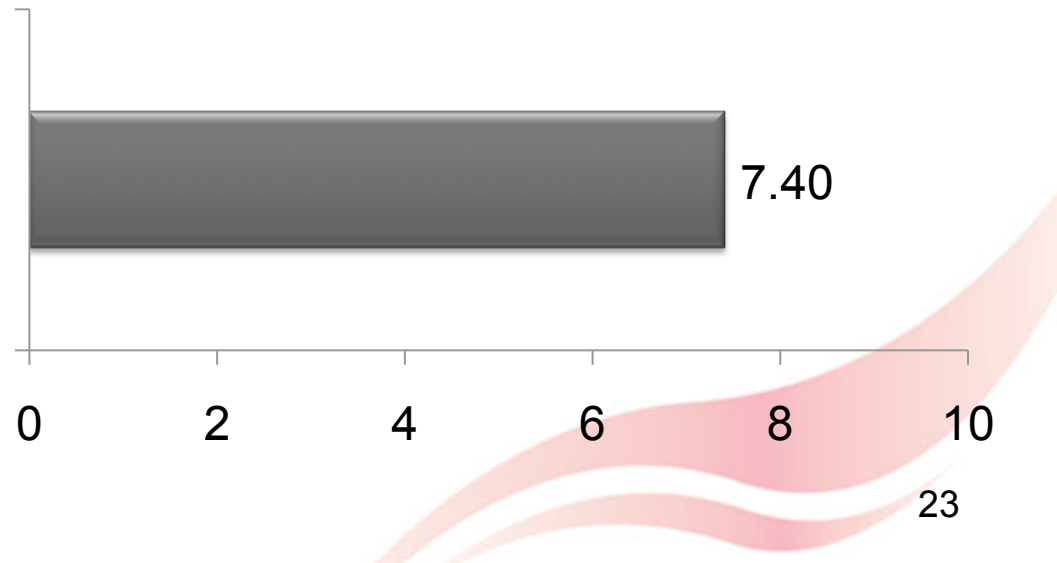If the Internet Governance Forum (IGF) continues, APNIC should play a more active role.

7.18

Section B6 – APNIC Representation

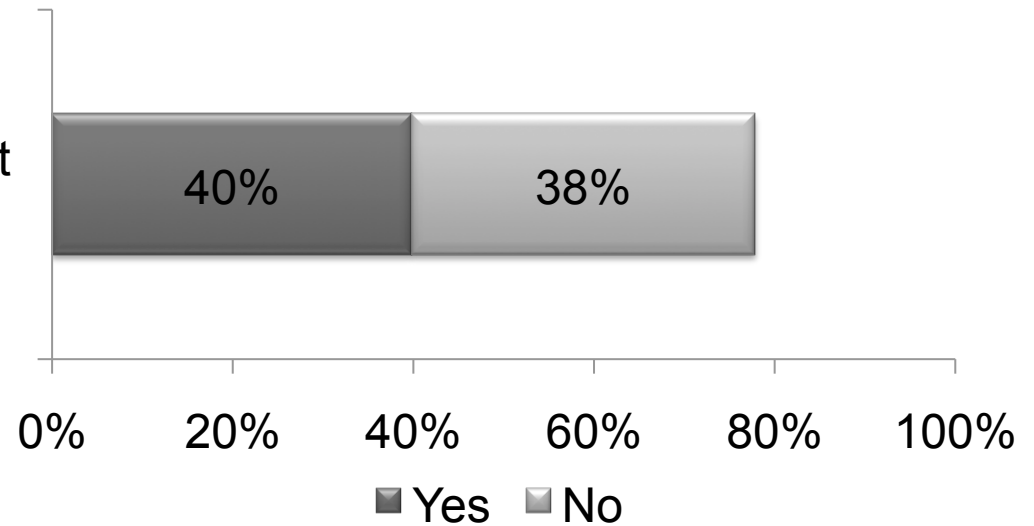The APNIC Executive Committee election process is clear and transparent.

7.11

| 0 | 2 | 4 | 6 | 8 | 10 |

The regional Internet community would benefit from more localized support.

7.40

| 0 | 2 | 4 | 6 | 8 | 10 |

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Section B6 – APNIC Representation

Where I am, we have a National Internet Registry already.

40%	38%

0% 20% 40% 60% 80% 100%

■ Yes ■ No

We don't have a National Internet Registry and we need one.

22%	43%

0% 20% 40% 60% 80% 100%

■ Yes
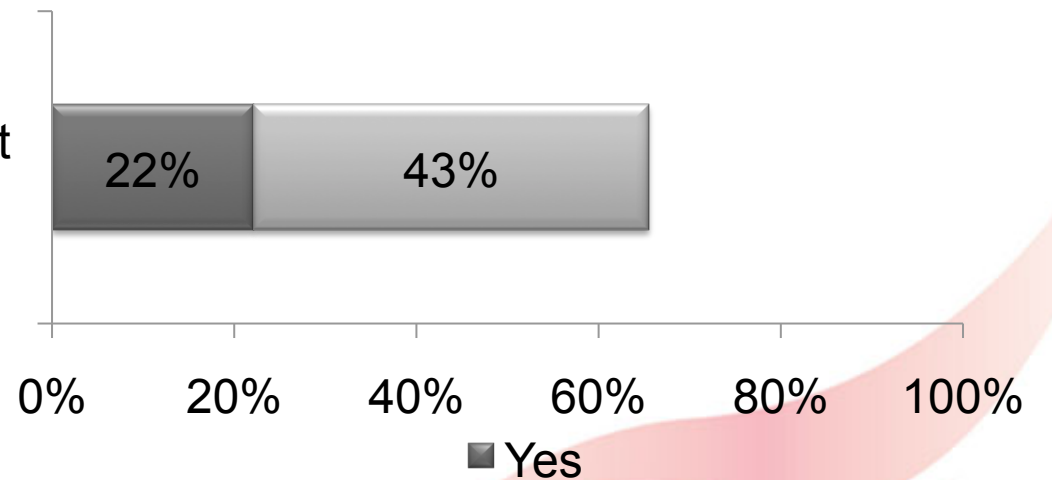
Findings That Probably Need Further Looking Into

- Members question need for more support in more languages and whether APNIC should enter consultancy services

- National Internet Registry
  - Confusion over whether they have an NIR
  - Confusion over what an NIR does

- Training

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Findings of Some Priority—IPv6

1. Priorities—support IPv6 deployment
   – Orgs have plans/ideas but no money
2. Policies and guidelines for IPv4 transfer

Role of Government

- Support regional Internet Governance activities

- Engage government more
  - Share best practices

- But not necessarily ask them to be more involved with us/APNIC

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Final Recommendation:

Go over Report and offer your feedback.