

APNIC

33
CONFERENCE
27 February - 2 March 2012

NEW DELHI,
INDIA



Corporate Support

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Corporate Support

- Infrastructure
- Risk Management
- Resource Management
- Planning
- Process Improvement
- People and Culture

Infrastructure

- New office establishment
 - Contract finalization
 - Service and maintenance contracts in place
 - Decommissioning old premises
- Immediate benefits
 - On time and within budget
 - Secure facility
 - Collaborative environment
 - Adaptable to APNIC's future requirements

Infrastructure

- Technical Office Support
 - Three-site redundancy provides resilience for key Secretariat services
 - Improvement in monitoring of services
 - Continued 24/7 support for Secretariat technical issues

Risk Management

- Insurance
 - Risk exposure workshops
 - Risk register
 - Insurance coverage and gap identification
- Legal
 - Legal representation
 - Focus on corporate governance
 - Knowledge management for legal issues
 - Contract management

Risk Management

- Business Continuity Planning (BCP)
 - Tested during flood crisis – Jan 2011
 - Regular scenario testing
 - BCP approach to all activities
 - Planned collaboration with RIPE NCC

Resource Management

- New ERM (Enterprise Resource Management) System
 - Reduces complexity and automates manual processes
 - Replaces a range of standalone applications
 - Real-time, flexible reporting
 - Custom workflows, approvals, and audit trails
 - Single source of key organizational data

Resource Management

- New ERM functionality:
 - Financial and management accounting
 - Procurement and asset management
 - Role-based reporting and dashboards
 - Activity/project costing
 - Interface with APNIC's internal systems
 - More to come, including:
 - Travel and expense management
 - HR and Payroll
 - CRM

Planning

- Full operational planning process in 2011
 - Survey report and EC strategic vision
 - Internal organizational assessments
 - Review of environment
 - Analysis of strengths and weaknesses
 - Budget constraints
- Clear priorities for 2012
 - Defined at all levels and incorporated into individual and team KPI's
 - Regular review at strategic ELT meetings

Process Improvement

- Implemented best practice for:
 - Software development methodologies
 - Improved reporting capabilities, increased communication and information sharing
 - Greater software quality through test-driven development
 - Guided by continuous integration principles
 - More frequent opportunities to make minor course adjustments during a project
 - Business process modelling
 - Modelling and documenting processes
 - Identifying bottlenecks and opportunities for improved efficiency

Process Improvement

- Status Board
 - Visibility of current work/priorities
 - Maintaining focus on required outcomes



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People and Culture

- Diversity
 - 28 economies
 - 30 languages
- Training and development
 - English conversation group
 - Lunch 'n' Learn program
 - Job specific training for technical currency
 - Self-education support

People and Culture

- RIR staff exchange program
 - APNIC publications team member hosted by the RIPE NCC
 - APNIC hosted a RIPE NCC communications specialist

People and Culture – WH&S

- Preparation for Work Health & Safety Act 2012
 - Policy and procedure review
 - Staff training and information sessions; online compliance register
- Fire warden, CPR, and First aid training

People and Culture

- Performance Management
 - Change from anniversary-based to bi-annual performance reviews in 2011
 - Six-monthly reviews in May/June
 - Annual reviews in Nov/Dec
 - Ensures moderation of results
 - Certainty for budget planning
 - Enables alignment of performance to operational planning priorities

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Thank You

