

APNIC **34**
CONFERENCE

PHNOM PENH
CAMBODIA

21 - 31 August 2012

Corporate Support

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Overview

- Enterprise Resource Planning (ERP) implementation
- APNIC Survey 2012
- Risk management
- Human resources
- Technical infrastructure
- Technical facilities management

ERP Solution for APNIC

- Reduction of complexity
- Single data entry point
- Scalability
- Web based
- Timeliness
- Effective controls and monitoring
- Automation/Integration
- Cost effective

ERP Functionality Implemented 2012

- General ledger and Accounting
 - Prepayments and revenue recognition
 - Structured real-time reporting
 - Web services integration with membership renewal system
 - Project/activity costing
 - Audit trail
- Purchasing and Requisitions
 - Workflow based requisitions/purchases
 - Verification of receipts of goods/services
 - Automated approval process
 - End-to-end visibility of each transaction
 - Reminders/tasks for renewals

ERP Solution (cont.)

- Asset register and depreciation
 - Asset linked to PO
 - Online approvals
 - Online receipting
 - Automated depreciation scheduling
 - Searchable document storage
- Expenses management
 - Fully integrated with ERP
 - Automated approvals and audit trail
 - Web based – i-phone and Android applications
 - Automated credit card transactions

ERP Solution (cont.)

- Human Resources and payroll
 - Fully integrated with ERP
 - Large reduction in payroll processing time
 - Simpler payroll processing procedure
 - Dashboard enables visible HR indicators, eg, turnover, absence etc
 - Automated approvals and audit trails
 - Better support from supplier

APNIC Survey 2012

- Project commenced November 2011
- Focus group consultation from March to April 2012
 - Singapore, China, Australia, South Korea, Japan, Nepal, Bangladesh, India, Vietnam, Philippines, and Cambodia
- Survey conducted from 7 May to 8 June 2012
- Conducted by Professor Ang Peng Hwa, Singapore Internet Research Centre (SIRC) on behalf of the APNIC EC
- Received 1,333 valid responses; 67.9% higher than the previous Survey
- Survey now better aligned to support planning processes

Risk Management

- Review of travel insurance
- International SOS for travellers
- Continued BCP activities
- BCP plan for APNIC Conferences
- Introducing a new risk management framework

Human Resources

- Introduction of Organizational KPI methodology
 - To be cascaded down through the organization
- Improvement of recruitment processes
 - Interviews with regional candidates online, with the ability to record and playback
 - LinkedIn Recruiter license for improved global reach
- Rationalization and reorganization of resources to meet business needs
- Lengthy rehabilitation program for injured worker

Technical Infrastructure

- Virtual Machines
 - Better utilization of hardware and space
 - Lower power requirements
 - High availability
 - Faster disaster recovery process
- Office Technology Support
 - Full-disk laptop encryption
 - Trialing two-factor VPN authentication
 - Streamlining mail delivery and spam filtering

Technical Facilities Management

- Co-lo relocation to a modern, high-quality facility
 - Shifting one point of the “Triangle Architecture” as part of BCP maintenance
- Relocation mostly done via virtual machine migration

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Thanks!

