APNIC Training - 2007 Mini Survey

Summary Report

by

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Introduction

The following analysis summarises the results of the APNIC training survey conducted during the period November – December 2007.

APNIC has always considered the provision of training to members to be an intrinsic part of the services it provides to support the operation of the Internet and its development. The object of the survey was to assess if this goal was being achieved and to gain input and feedback from members to help the APNIC staff to further improve their training services.

It is understood that the APNIC staff will study and review these results; then look at ways in which these can be converted into achievable outcomes within APNIC's operational scope, and with the resources and capabilities currently available.

It is recommended that the APNIC staff's response be posted on the website for the information of members within two months; i.e., by mid April 2008.

Responses to the survey were submitted by 92 members from 24 economies. The number of submissions from individual economies was generally too small to be of statistical significance in any analysis. Some economies were not represented at all. As a consequence, the results provided in this report are based on the respondent population as a whole.

The time and effort put in by those who responded is greatly appreciated and will be very valuable in APNIC's future service planning.

Section 1 – Assessment of current training:

The results show the means for the responses given.

	Mean %
APNIC places sufficient emphasis on training	73.00%
APNIC training is relevant	77.00%
APNIC training is accessible	61.00%
The frequency of APNIC training is appropriate	61.40%
APNIC tutorials and workshops are set at the correct level	70.20%
APNIC training targets areas and members with most need	67.00%
APNIC training fees are reasonable value	64.00%
APNIC training provides relevant practical experience	70.60%

Section 2 – Future training and education priorities

In the following, the ranking, in terms of the value (importance) assigned by the respondents, is given as a value from 1-5, with 1 being rated as the most important and 5 the least. These rankings are based on the mean score for each response. It should be noted that in most of the responses, the standard deviation (spread) was small, indicating that the difference between the rankings is not large.

OBJECTIVES OF APNIC TRAINING	
2.1 To provide knowledge and understanding …	Ranking from 1-5
of Internet resource management and Internet operational best practices	1
of advanced Internet technologies	2
of Internet policy, governance, management and infrastructure issues for decision makers	3
of Internet fundamentals	4
Other:	5
TYPES OF TRAINING	
2.2 APNIC training should be in the form of …	Ranking from 1-5
Practical workshops (hands-on training)	1
Distance learning (eLearning, web classes, webcasts)	2
Face to Face training (classroom, presentation, tutorial seminar)	3
Continuing/structured training (i.e. preliminary/fundamental courses, follow up courses, advanced courses, upgrade training, refresher courses)	4
Other:	5

TRAINING CONTENT	
2.3 Technical areas of importance to me and my organisation that APNIC should address are …	Ranking from 1-10
Routing	1
Internet security	2
Network monitoring and performance analysis	3
DNS	4
Network traffic analysis, intrusion detection and forensics	5
IPv6	6
Spam prevention	7
Mobile and wireless technologies	8
VoIP	9
Other:	10
2.4 Core training topics that are important to me and my organisation are …	Ranking from 1-5
Network management and services	1
Network architecture and design	2
Internet Fundamentals	3
Understanding TCP/IP and network protocols	4
Other:	5
2.5 Training topics related to interacting with APNIC that are important to me and my organisation are …	Ranking from 1-5
Internet resource management	1
Internet policy, governance, management and infrastructure issues	2
Internet infrastructure	3
Whois database and MyAPNIC	4
Other:	5
TRAINING ASSESSMENT	
2.6 The effectiveness of APNIC training should be assessed in the form of …	Ranking from 1-5
A ratings checklist to be completed by participants immediately following training	1
An online feedback form available a week after completion of training for optional completion by participants	2
Participants providing feedback via email if they choose	3
Periodical assessment occurring over six months	4
Other:	5

SCHEDULING TRAINING	
2.7 Training should be scheduled …	Ranking from 1-5
When requested by members	1
When sponsorship and a local host are available	2
According to a system of rotation seeking to deliver training in all areas where feasible (irrespective of sponsorship or local assistance)	3
Whenever there is a perceived need	4
Other:	5
TRAINING AT APNIC MEETINGS	
2.8 At an APNIC Open Policy Meeting, how much time ideally should be allocated to training?	Ranking from 1-5
1 –- 2 days	1
$^1/_2$ – 1 day	2
2+ days	3
A single 3 hour evening session	4
Other:	5
2.9 At an APNIC Open Policy Meeting, training content should relate to …	Ranking from 1-5
Current Internet technologies and best practice	1
Internet resource management	2
Policy issues, procedures and discussion	3
Fundamental technologies and operational topics	4
Other:	5
BROADER AIMS & DEVELOPMENT OF APNIC TRAINING	
2.10 **APNIC training objectives should extend to …**	Ranking from 1-5
Formal accreditation/certification for APNIC training courses	1
APNIC collaboration with local universities/other institutions to ensure Internet education is current and appropriate	2
APNIC support for development of locally based tutors and trainers	3
Provision of Internet training material /courses with a fee for non APNIC members	4
Other	5