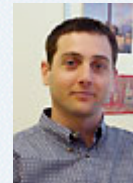


# Technical Services

- Develop



- Integrate



- Operate



APNIC technical infrastructure





# Highlight

- Development
  - Resource Certification
    - Specification finalised
    - Issuing, validation, repository tools
  - Internal resource management enhancements
    - Better inventory management for APNIC hostmasters
  - Reverse DNS web services
    - Updating reverse DNS records by sending XML document over https transaction
      - Immediate success or error reporting
      - Updated to APNIC's name servers within seconds
  - Various software tools to support other departments
    - Billing reminder
    - New IPv4 request form



# Highlight

- Integration
  - VoIP
    - Replaced our conventional PABX system to allow inexpensive internet call from/to members and other stakeholders
      - You can now call APNIC using free VoIP client software
      - Feel free to call our helpdesk@voip.apnic.net
  - O3
    - Data analysis and charting tool, to be demonstrated later today
- Operations
  - Co-location upgrades
    - Equipment upgrade in US and Japan nodes for better performance and service delivery
  - ip6.int deprecation
    - Completed a globally coordinated ip6.int deprecation



# Highlight

- Issues with reverse DNS service
  - Policy background
    - Adopted a shared zone management policy with the NIRs
    - Ended up with a complex system with too many sources of data and points of failure
  - Many problems in the past 1 year
    - Failures in monitoring critical problems
    - Data verification and validation issues
    - Human errors
  - APNIC technical team extends our sincerest apology to all affected parties
  - A much simpler, faster and robust reverse DNS management system is being introduced to avoid this from happening in the future



# Priorities

- Development
  - Deploy more web services functions
    - Assignment/utilisation reporting
    - Secondary DNS services
    - Resource certification tools
  - Simplify new membership and initial resource request form
    - More customer oriented services
  - Preparatory work to enable MyAPNIC multilingual support
    - Easier resource and account management in local language
- Integration
  - Evaluation of content management systems (CMS) for APNIC main website
    - Allowing for more dynamic and fresh content
  - Evaluation of customer relationship management (CRM) systems
    - Capture the needs and wants of APNIC members and other stakeholders better



# Priorities

- Operation
  - Audit our network and system security
    - Protecting information entrusted by our members
    - Ensuring more services to be delivered to the genuine users
  - Setup 2<sup>nd</sup> data centre in Brisbane
    - Move more systems from APNIC main office to the data center for
      - Redundancy and backup
      - Higher availability