



Services Area highlights and priorities

APNIC Member Meeting
29 February 2008
APNIC 25, Taipei
Guangliang Pan

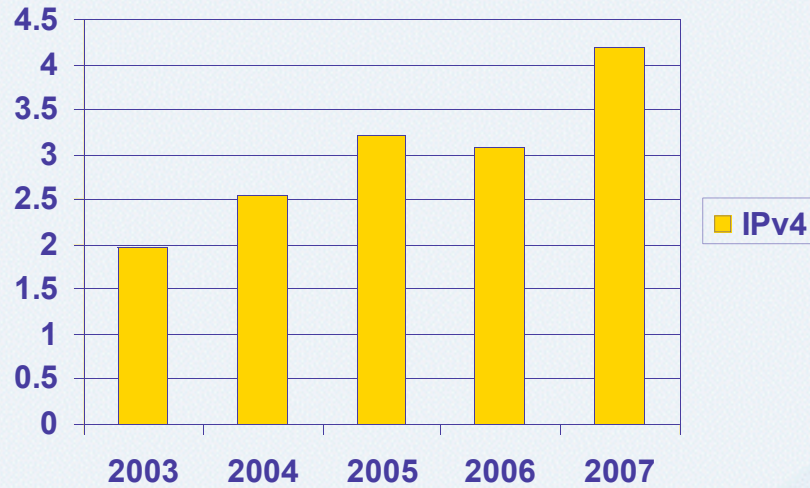


Overview

- Resource Services
- Member Services
- Training Services
- Key projects

Resource Services Unit

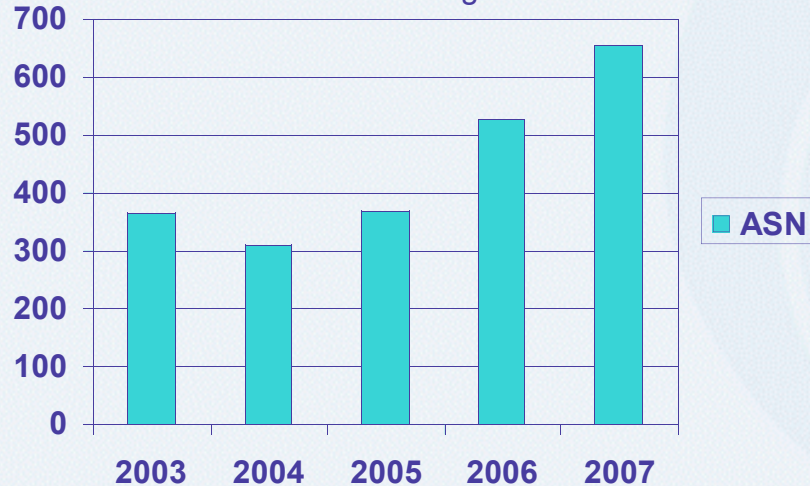
Number of /8s allocated



Number of prefixes allocated






Number of ASNs delegated

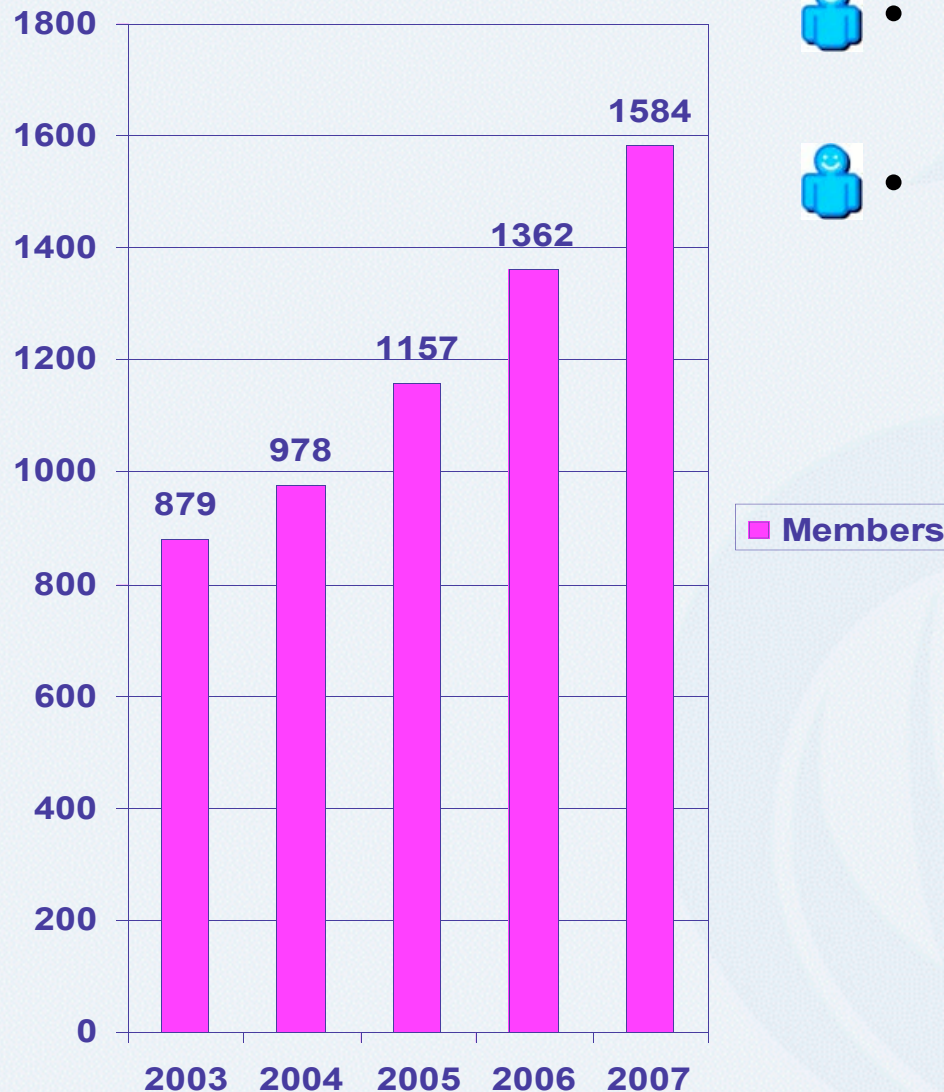




Resource Services Unit

- 2007 highlights
 - Simplified second opinion procedure
 -  – Simplified first resource request combined with membership application
- 2008 priorities
 -  – Improve resource request forms
 -  – Publish and commit to a new service level standard

Member Services Unit



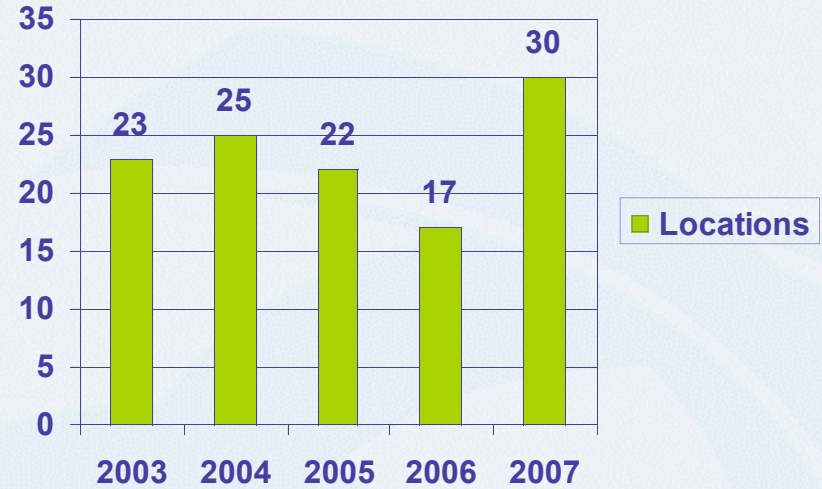
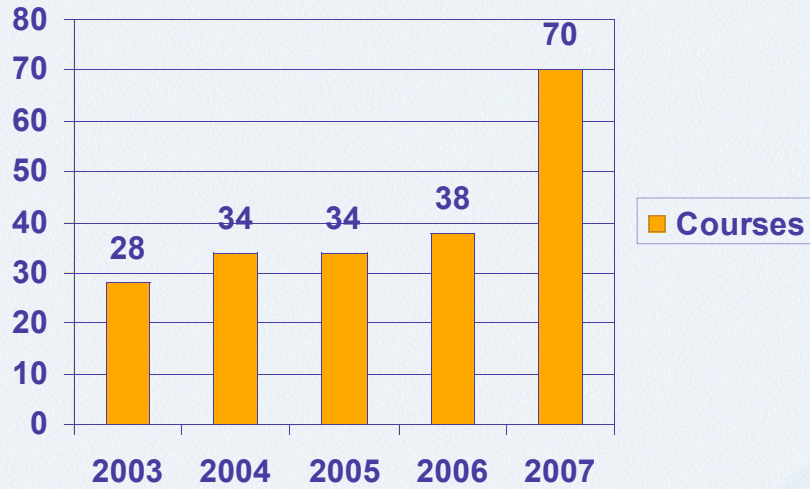
- Streamlined new members processing



- Same day turnaround for:
 - Reverse DNS support
 - Digital certificate approvals



Training Services



Training Services

- 2007 highlights



- ‘Train the trainers’ completed to increase training delivery capacity



- Develop the training lab to support workshops



- New courses: Security, IP Services

- 2008 priorities

- Training survey analysis and follow up actions



- More collaborations and community building



- New courses: Network forensics, ISP Operations, more eLearning modules



Training survey – some observations

- Most respondents indicated general satisfaction with APNIC training but want more course availability
- Members are interested in broader courses covering network management and network architecture
- Routing and security are topics of greatest interest
- Practical workshops are the preferred training format
- Training at APNIC meetings should be at least one - two days in duration and cover latest technologies and best practice
- Training objectives should also extend to Internet education at universities and other institutions, and APNIC should look into training accreditation



Key projects

- 2007 highlights
 - Feature releases of:
 - MyAPNIC
 - APNIC Resource Management System (internal)
 - Events Management System
- 2008 priorities
 - MyAPNIC version 2
 - Finance reporting systems integration
 - Ticketing and workflow system enhancements



Thanks!

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