2020 APNIC Survey
Executive Council Response

Introduction

The APNIC Executive Council (EC) commissions the APNIC Survey every two years, as a way to regularly assess APNIC's performance, to understand the changing needs of Members, and to help set priorities for the coming period.

The latest Survey was held during July 2020, again by Survey Matters (Australia). The Survey Report was published in September, and presented to the community during APNIC 50 (online) on 10 September 2020. The EC is happy that this was the largest survey so far, with 1,624 valid responses, and over one-third in a non-English language.

The EC recognises the extraordinary circumstances of the COVID pandemic in 2020, and the adaptations needed by the Secretariat and the community. We also note that the coming years remain uncertain, and that APNIC needs to be prepared for some of today's circumstances to last longer, or to become part of a "new normal".

At the same time, the EC sees that the success of the APNIC Foundation, and the resources of the new Asia Pacific Internet Development Trust, are opening opportunities for new projects and activities which will benefit the regional Internet community, including APNIC Members.

APNIC's Performance

The results of the 2020 APNIC Survey are very positive regarding the performance of the APNIC Secretariat. Member satisfaction is higher than in 2018 and 2016, with 66% of Members willing to endorse APNIC, an increase from previous surveys in 2018(56%), and 2016(41%). Member satisfaction with APNIC's transparency remained high at 89%.

The EC congratulates and thanks the APNIC Staff for this consistently high performance, and asks to take careful note of the many comments with specific requests and suggestions for further improvement.

Member Challenges

Security was again a great concern for Members, as the highest operational challenge and third highest strategic challenge. While over 25% of Members have deployed RPKI in some way, an equal number had no knowledge of it.   Up to 50% of Members believe APNIC can assist them through security training and technical assistance, cooperation and information sharing. Above and beyond the training, we also see a clear need to increase routing security awareness in general.

As IPv4 address demand continues, most Members still ask APNIC to work on reclaiming unused IPv4 space, while the transition to IPv6 continues.

Around one third of Members see the transition to IPv6 as a challenge, while over a third have IPv6 plans in place. Members clearly identified the need for IPv6 support, including deployment training, sharing of case

studies and best practices, and other technical assistance as the three most important measures for APNIC to take.

APNIC Services

The high demand for training is an obvious theme throughout the survey, with strong support for online options including virtual labs, self-paced and live online training. The EC believes continued investment in the online APNIC Academy is important, while noting there is still significant demand for in-person training. We also note that full training certification is desired, and should be a priority for the Secretariat.

As in previous surveys, there is ongoing support for APNIC's role as a "network information centre" regarding network security threats, network infrastructure, and use of specific technologies such as IPv6 and RPKI.

With increased support for APNIC's Internet development activities via the APNIC Foundation, the Survey asked specifically about member priorities in this area. The results indicated strong support for DNS root server deployment, IXPs, Internet industry associations, CERTs, NOGs and CDN caches.

Recommendations

The 2020 Survey has provided clear guidance on APNIC priorities and activities, and this is being noted in planning for 2021. In this planning, the Secretariat has identified four themes for the year, which will feature in all activities and projects.

Building development capacity

- The demand for training and development support continues to grow, and substantial new resources have become available. APNIC will need to increase its capacity to deliver a growing number of projects and activities, under support from the APNIC Foundation.

Online engagement and participation

- The circumstances of 2020 have greatly accelerated the use of online tools for meetings, education and collaboration, not just for APNIC but for the entire community. This can provide a lasting benefit by allowing much wider participation and engagement, across the whole community in future.

Next generation registry

- The global IP address registries are under more demand these days to meet the new realities of Internet resource management, to serve increasing security and attribution demands, and to fully deploy new technologies such as RPKI and RDAP. APNIC needs to invest in meeting these demands and opportunities, and in "hardening" services which become more critical as the Internet grows.

Organizational agility

- With uncertainty over conditions and constraints in this coming period, but also over opportunities for APNIC to fulfill its mission for Internet development, organisational agility is more important than ever. APNIC must be agile enough to deliver what the membership needs in a changing environment, and have systems and talent in place to maintain high service satisfaction and quality.
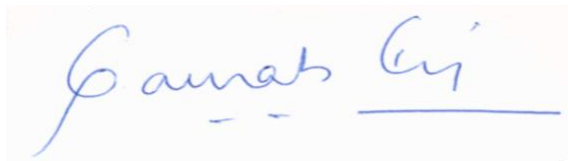
Next Steps

The APNIC EC thanks everyone in the community who invested time and effort in responding to the 2020 survey. The results are invaluable in helping APNIC to serve you better and have already contributed to the development of APNIC's 2021 Activity Plan and Budget.

Once adopted by the EC, the plan and budget will be published online, along with an online tracker of activities allowing Members to see the progress made against the priorities identified.

Feedback from the membership and community is always welcomed by the EC.

Thank you for your support.

Gaurab Raj Upadhaya

Chair

For and n behalf of the APNIC Executive Council