

KPMG 2001 SURVEY ON BEHALF OF APNIC



Welcome to the Second Independent KPMG Survey commissioned by APNIC.

The aim of this survey is to gather information from APNIC members and others, to help APNIC plan and improve its services to the membership. Although this Survey is commissioned by APNIC, it is conducted completely independently by KPMG as was the previous Survey, in 1999.

This survey will be conducted over the coming months, using both written response and direct consultations with respondents. APNIC is interested in input from a wide range of its members and stakeholders, and all parties with an interest in APNIC's activities are encouraged to participate.

If you are interesting in participating, please refer to the following information:

- [Introductory information](#) about the survey
- [Guidelines](#) for respondents
- Response form for [APNIC Members](#)
- Response form for other [Stakeholders](#)
- [Location schedule](#) for consultations

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To: APNIC Members & Other Stakeholders

From: John Earls, KPMG

Subject: KPMG Consultation and Survey on behalf of APNIC

Dear Friends,

Two and a half years ago KPMG conducted a member survey on behalf of APNIC. The Chair of the APNIC Executive Council and the Director General have appointed KPMG to carry out another survey. The survey team will include:

- Dr John Earls, KPMG
- Dr Tan Tin Wee, National University of Singapore
- Ms Stef Bradley, KPMG
- Mr Bert Wu, KPMG

I have attached a number of documents starting with one entitled Guidelines for Respondents which will tell you how we plan to seek your help and the ways in which you can be part of this valuable process to provide members of APNIC with the best possible future services. Before I go into the background it may be helpful to touch on three particularly important points.

1. Target Audience

This message is addressed to members and other stakeholders. What do we mean by this term?

In our last survey we invited members to respond by email to a number of questions, which they did very constructively. However, in addition we attended the Apricot meeting in Singapore and found that not only was this a useful opportunity to talk to members but also that there were considerable and very constructive discussions with other individuals and groups who were part of the wider community in which APNIC operates.

So while members are again our target we also want to receive input from others who already interact with APNIC such as ICANN, ISOC, ARIN, RIPE NCC; APNIC sponsors; other organizations and individuals.

Just as importantly we want to receive comment from the Government departments in members countries who are concerned with important policy decisions in Information and Communication technology which may impact APNIC and its members; and also departments which are responsible for educating and training the technical staff who are critical to the service operations of APNIC members.

2. Confidentiality

In conducting our last survey we assured participants that, while we would pass on to APNIC all the response information, we would keep confidential within KPMG the name or identity of any respondent. Almost 90 percent of respondents said they didn't mind who knew what they had said but being anonymous was important to some people so KPMG are happy to give you again the assurance that no participants names or identities will be passed to APNIC.

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3. Multi-Lingual Input

While we are communicating with you in English and asking the questions in English, we are happy for you to give us your responses to the questions in either English or the AP language of your choice. In addition in Beijing, Tokyo, Seoul and Taipei we will have Dr Tan Tin Wee, Bert Wu or a member of KPMG local staff to undertake translation for those who would find this helpful.

Please help us with your participation in this important process.

John Earls

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Guidelines for Respondents

This document provides guidelines for respondents, which we hope will help people to participate in and send written responses to the consultations we are carrying out.

1. Background

This is the Second Independent KPMG Survey commissioned by APNIC to gather information from APNIC members and others, to help APNIC plan and improve its services to the membership. Although this Survey is commissioned by APNIC, it is conducted completely independently by KPMG as was the previous Survey.

KPMG is a financial advisory and consulting firm of international standing. More information about KPMG can be obtained from our website www.kpmg.com or www.kpmg.com.au.

While members will be familiar with the operation and functions of APNIC, some newer stakeholders or potential stakeholders may find it helpful at the beginning to visit the website www.apnic.net

This site contains more information about APNIC and its activities but also contains information on the previous survey, the KPMG report and the APNIC response to issues raised in the report.

2. Questions for Respondents

We have prepared a set of questions for APNIC members, and another set of questions for other stakeholders. These are available from the survey website, in HTML format or MS-Word for download.

No matter which category you are in, please free feel to look at both if you wish this is a totally open process.

Although the questions are in English, respondents are free to use the AP language of their choice in their responses.

Please feel free to add any new questions to our Survey and provide your views on these issues.

After you have sent in a response, you can continue to send us more of your views and thoughts throughout this period of the Survey.

Please feel assured that all responses are confidential to KPMG because we are an independent survey organization, and that no information in regard to your identify will be conveyed to APNIC.

3. Face-to-Face Consultation Opportunities

Over the next few months, the KPMG Survey team will be traveling throughout the region to meet up with Members and other stakeholders at various locations for gathering direct feedback. You are invited to come and meet us at the most convenient location.

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The principal opportunity for discussions will be at the APNIC Members Meeting in Taipei at the end of August. This has been given the main focus because we hope it will minimise the time and travel for those who wish to participate. Finally, we hope to visit other important stakeholders in Europe and North America to talk to them and receive their views.

4. Meeting Size

To increase participation, we have limited the size of the meetings to small groups where people can feel freer to talk to us and to each other. So you can email the contact person for your location, tell them that you would like to talk to us and we can ensure that groups do not get too big. So we ask you to look at the schedule and send an email saying which time you prefer and it will be confirmed back to you.

5. Input from other organizations

As I said earlier we would like input from anyone who feels that a relationship with APNIC would be helpful to them or APNIC. I believe that members will best understand who are the appropriate departments, organizations or individuals in their own countries. So we would be grateful if you could forward this request on to any whom you think appropriate and draw their attention to the wealth of background information on APNIC's website.

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From: KPMG

To: APNIC Members

APNIC MEMBER SURVEY - RESPONSE FORM

As an APNIC member, you are requested and encouraged to assist us in this consultation and survey, by answering the questions which follow, and by meeting with us at one of the places in the meeting location schedule.

If you wish to respond in **English** please send the document as an email attachment to stefaniebradley@kpmg.com.au

or if in **any other AP language** send it to bwu@kpmg.com.au

or if you wish to fax your response please do so to KPMG on +61 7 3220 0107 for the attention of either Stefanie Bradley or Bert Wu

A. Respondent Details

1. Name of organization represented in this response:
2. APNIC membership name:
3. Name and designation of individual respondent(s):
4. Contact details (email and/or fax/phone) of respondents:

B. Survey Questions

Please feel free to attach additional pages if required. You are welcome to respond in any AP language, including English. You are encouraged to give us as much information as you can and to add additional points or issues you wish to raise. All we ask is that you follow the sequence of our questions and add any new issues at the end - Thanks.

1. Please describe the services that you currently receive as a member of APNIC, in their order of importance to you.
2. Please comment on whether the current services you receive, meet your needs in terms of timeliness, quality or any other aspect.
3. Please describe, in priority order, any services which you need, which should be provided by APNIC in future. Please also indicate whether you would be prepared to pay increased membership fees in order to receive these services.
4. As a member, what do you consider to be the most appropriate ways to for APNIC to encourage and receive inputs from the APNIC community.

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5. APNIC is a body of members which makes its decisions on the basis of consensus, with open and transparent consultation. What are your views on the manner in which the organization should make (and be seen to make) decisions in appropriate ways but at the same time quickly enough to stay relevant?
6. For APNIC to more effectively carry out its responsibilities in the Asia-Pacific region, what do you feel is your role as a member of APNIC?

C. Issues for consideration

As we explained in our background briefing document, KPMG believe that APNIC will need to play an increasing role in Internet strategy and policy issues to protect and enhance its Services to Members. Please read these questions and give us your views on any or all of the points we have raised.

After you have considered these issues, please add any issue that you as a member wish to raise for discussion and give us your views. Without revealing the source we will endeavour to include such issues for discussion in the consultation meetings we hold in different locations.

- Issue A - Should APNIC seek ISO quality certification for any of the services which it provides? If so, for which ones?
- Issue B - Has APNIC a role to play in proactively supporting geographic diversity? If so, in what effective ways can it play this role?
- Issue C - How widely, and in what ways, should APNIC support Internet Development in the AP region, including the provision of specific technical and other services?
- Issue D - It appears to KPMG that the successful training programs provided by APNIC are in part, at least, occasioned by the fact that ISP members often have no option but to recruit staff from training and educational programs which are not up to date. Eg still teaching classful addressing or not including IPv6. How should APNIC address this issue so that its resources can be channelled more effectively? By discussion with governments? By discussion with tertiary institutions?
- Issue E - Many organizations start for technical reasons and these will continue to be important. However there is increasing interest by Governments in all aspects of Internet policy and operation. To protect the long term interest of its members KPMG would believe that APNIC should adopt a pro-active and constructive role with government and other bodies in policy development. Do you agree with this view? If so, can you suggest which departments and organizations APNIC should liaise with? What policy issues do you believe to be important?

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You will appreciate that APNIC's resources are limited and must be expended on activities that meet the main needs of most members. So would you rank any of the issues you have selected (including any which you have added) IN ORDER OF IMPORTANCE. Please do this on a separate sheet.

Finally, may we express our thanks for your participation. Dr Tan Tin Wee, myself and my colleagues Stef and Bert realise that we have taken up a great deal of your time but we are confident that this process will enable APNIC, your organization, to provide you with even better services in the future.

Dr John Earls

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From: KPMG

To: Organizations & Individuals who are or who may wish to be considered as "Other Stakeholders" with an interest in the successful operation of APNIC

APNIC CONSULTATION & SURVEY - RESPONSE FORM FOR OTHER STAKEHOLDERS

We ask for your help and encourage you to assist us in this consultation and survey, by answering the questions which follow, and by meeting with us at one of the places in the meeting location schedule or by special arrangement.

If you wish to respond in **English** please send the document as an email attachment to stefaniebradley@kpmg.com.au

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or if you wish to fax your response please do so to KPMG on +61 7 3220 0107 for the attention of either Stefanie Bradley or Bert Wu.

A. Respondent Details

1. Name of individual, government department, company or organization represented in this response:
2. Name and designation of individual respondent(s):
3. Brief description of your organization or individual interest and how it relates to APNIC and its mission.
4. Contact details (email and/or fax/phone/address) of respondents:

B. Survey Questions

Please feel free to attach additional pages if required. You are welcome to respond in any AP language, including English. You are encouraged to give us as much information as you can and to add additional points or issues you wish to raise. All we ask is that you follow the sequence of our questions and add any new issues at the end.

It may help you frame your responses if you have a look at www.apnic.net

There you will find a wealth of information on APNIC; details of the previous smaller survey by KPMG; information on this survey, including the questions to Members, which you are encouraged to read.

1. Please describe the relationship or involvement or interest, which you currently have with or in APNIC and its operation.
2. Please comment on whether the relationship, involvement or interest meets the needs of your organization or yourself.
3. If you do not have a relationship with APNIC do you feel that one could be of value? Of so on what issues? What would be the best way for the relationship to function?

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4. What do you consider the most effective way for APNIC to play its role?
Within the Asia Pacific Internet community? Within the global Internet community?
With government or other regulatory bodies?
5. Are there any areas of activity where you or your organization, company or department and APNIC might collaborate in service provision with a view to improving quality, providing new services or reducing service costs?

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After you have considered these issues, please add any issue that you as a member wish to raise for discussion and give us your views. Without revealing the source we will endeavour to include such issues for discussion in the consultation meetings we hold in different locations.

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Finally, may we express our thanks for your participation. Dr Tan Tin Wee, myself and my colleagues Stef and Bert realise that we have taken up a great deal of your time - but we are confident that this process will enable APNIC, your organization, to provide you with even better services in the future.

Dr John Earls

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LOCATION SCHEDULE FOR CONSULTATION

China

July 9: Beijing

- Contact: Ms Luo Yan, CNNIC; luoyan@pier.cnnic.net.cn

July 10: Beijing

- Contact: Ms Shuang Zhu, Tsinghua University; szhu@cernet.edu.cn

Australia

July 17: Melbourne

July 18: Sydney

- Contact: [Stefanie Bradley](#), KPMG; phone +61 7 3233 9706; fax +61 7 3220 0107

India

July 23: Mumbai

July 24: New Delhi

Singapore

August 27: Singapore

- Contact: [Dr. Tan Tin Wee](#), National University of Singapore; Mobile phone +65 9664-0347

Taiwan

August 29: Grand Hotel, Taipei

August 30: Grand Hotel, Taipei

September 1: Grand Hotel, Taipei

- Meeting times: 9:00-10:00; 10:30-11:30; 12:00-13:00
- Contact: Mr Bert Wu, KPMG; bwukpmg@hotmail.com

Japan

September 3: Tokyo

September 4: Tokyo

- Contact: Mr Akinori Maemura, IP Engineering, Global One Japan; maem@gip.ad.jp

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Hong Kong

September 6: Hong Kong

September 7: Hong Kong

- Contact: Mr Che-Hoo Cheng, Level 3, Hong Kong; Che-Hoo.Cheng@Level3.com

Philippines

September 10: Manila

- Contact: Loren de Dios, Manila; dediosl@team.ph.inter.net

Korea

September 12: Seoul

September 13: Seoul

- Contact: Dr Byung-Kyu Kim, KRNIC; bkkim@nic.or.kr