# Services Area Report

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Services Area Manager

# APNIC Service Levels

- Membership growth

  - Increased to 2919 account holders

    (12% growth) as at 31 December 2009

- Helpdesk enquiries

  - Growth of over 12% in the last year

- Delegations

  - IPv4 – 1,118

  - IPv6 – 191

# Top 10 Priorities

1. Research and development activities (for example: network monitoring and measuring, routability testing)
2. Supporting network engineering education in the Asia Pacific region
3. Supporting IPv6 deployment
4. Expanding training activities in scope, geographical coverage, and online options
5. Increasing support of the community's efforts to adopt IPv6
6. **Streamlining resource requests and allocation processes**
7. **Further development of resource certification to support better routing security**
8. Expanding network monitoring and reporting
9. Developing web services for automated data exchange with external systems
10. **Deploying more DNS root servers in the Asia Pacific region**

# Resource Delegations

## 6. Streamlining resource requests and allocation processes

- New MyAPNIC features

- One single login to manage multiple accounts

- Automated certificate renewal and management tools in MyAPNIC

- Ability for Corporate Contacts to manage contacts without a digital certificate

# Kickstart IPv6

- Streamlining the IPv6 applications

- Total of 86 applications in first week

- Including 5 economies with IPv6 for the first time including developing economies, Bangladesh and Cambodia

Kickstart your IPv6 network!
Click here to find out how to get your IPv6 addresses

# Routing Security

## 7. Further development of resource certification to support better routing security

- APNIC Services have consulted with community members during APNIC 29. These findings will be reported in the RPKI BOF report later today.

# Root Servers

## 10. Deploying more DNS root servers in the Asia Pacific region

- APNIC has funded 12 Test Traffic Measurement (TTM) nodes across the region

  - Operational: AU, HK, PK, TW

  - Shipped: NZ, BD, IN

  - Being configured: KH (with root server), NP

  - Agreement preparation: ID, TH, PH, SG

# Operational Planning in 2010

- Preparations to extend our operational hours to improve service to all Members

- APNIC Resource Quality Assurance

- Consolidated all APNIC quality assurance activities in the one project

- Scope:

  - Conduct reachability testing on address blocks

  - Community building (network operators, bogon/blacklist maintainer)

  - APNIC education and awareness activities

# Thank You!

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