Positioning AFRINIC for future growth

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The landscape & our future

- Servicing 3 billion people by 2050 in Africa region: exponential growth of networks … and regulations … even policies?

- IPv4 exhaustion: others coming to our region for v4 – deal with that with community (Gov and LEAs involvement?)

- Still difficult IPv6 take up: convince the decision makers along with the techies

- Sustainability of AFRINIC: operational performance, disaster recovery & business continuity, costing v6 …

Costs per Core functions 2013:

- Distribution per Activity Centre: US$ **%**
- Registration Service 1,693,576   47%
- Community Outreach 115,666   3%
- Policy Development 259,949   7%
- Training 411,848   12%
- IPV6 Outreach 285,273   8%
- Software Maintenance 406,319   11%
- Administration 401,172   11%
- **Total   3,573,803   100%**

The future @ Operations

- Position AFRINIC as the 'backbone' of everything on IP in the region

- Strengthen foundation for growth from start up to SME and even big *organisation(team to pursue our main goal together and not work in silos…)*

- Strive for operational excellence: **Translate resiliency, efficiency and reliability in everyday work**

- Shared values, integrity and transparent communication

TO DO List: Translate RER in AFRINIC
from operational performance to operational excellence

- Solid, stable and secure infrastructure with redundancy

- Strengthen the team (focus on AFRINIC's bright future, AFRINIC knowledge, member focus, culture, right processes (ISO certification helps), team work, on time delivery, etc.

- Review AFRINIC Strategic Plan with Board, Community and staff (last 2009-2011 contains good basis to build on)

TO DO List: Translate RER in AFRINIC
from operational performance to operational excellence

- Give AFRINIC more visibility – INRs are there to be used and by all

- Introduce new publications and websites geared to activities, members and community

- Work with Team on development projects (FIRE, trainings, distance learning…)

The Departments @ Work

Communications & PR

- Communications – internal (AFRINIC the organisation) and external (work with MS and on members, on partners…)

- PR and marketing: "sell" AFRINIC through various strategies and platforms, branding, social media…

- Events and sponsorship – organising and managing AIS, AFRINIC meetings, trainings…

- Technical communications – communiqués, reports, annual report, handouts, factsheets

Communications & PR

- Main websites development and maintenance

- Material production & designs

- Develop existing partnerships with regional bodies

- Seek more partnerships and develop new relationships and agreements

- Develop new publications and websites

Communications & PR

- Visual rebranding – new logo, new colours, new website, new philosophy built on IPv6 and future of Internet

- Launch of Africa Internet Summit

- Fire Programme grantees (11) and first award winner (1 in 2012)

Engineering & IT

- **RPKI**: certification services to start soon.

- **DNSSEC**: Sign all our zones and also now providing the service to our members (Successful live key rollover last month).

- **DNS Anycast service** for our infrastructure and extended to ccTLDs: More than 12 ccTLDs using the service now (few still waiting for update at IANA level)

- **Routing Registry** - phase 1 of deployment completed. Objects can be created and updated

- **Extension of MYAFRINIC** to New Membership process.

- *Transitioning to an all Virtualized Infrastructure with a regional reorganisation of our services.*

IT & Engineering

- Take infrastructure virtual, redundant
- Work on an R&D department
- Operational examples:
    - HRMS: completed and handed to HR
    - Collaborative Tool / SSO / LDAP – Completed
    - IPv6 Training labs: JNB and CPT commissioned - Total of 3 labs available. 4th one programmed for end of July
    - Office physical security, access Control system is fully functional

    On way to completion:
    - New member registration portal
    - Deployment of new datacentre in Cape Town
    - Virtualization of Mauritius datacentre
    - Email infrastructure / Mailing infrastructure

IT & Engineering

- eVoting platform: Based on new bylaw, few changes were applied to our election platform.

    - No more than 5 proxies could be given to one single person

    - Only Firefox browser currently supported for the renegotiation of BPKI certificate: Migration to a newer version of EJBCA to support more browsers- test in progress

    - A new organization category, Registered Member, was added to MyAFRINIC as required by the bylaw.

Activity plans: eg Member Services

Project name	Status	Delivery Date
Member Services		
Registration Services		
- MyAFRINIC 2.0 - New member registration portal	On progress	Jun-13
- Implementation of a BPM to enable automation of RS processes (Hostmaster po	Not yet started	Oct-13
- MyAFRINIC 2.0 - RT upgrade (Requirements)	On progress	Sep-13
- Data inconsistencies clean up	On progress	Oct-13
- RS website (content update)	Done	
Member Services Liaison		
- Member Portal (My.AFRINIC 2.0) (Requirements)		
- Member Contacts updating	On progress	Jul-13
- New member satisfaction experience survey	On progress	Jun-13
- New Member Registration Process follow up	Done	
Training		
- Training Website (Content update)	On progress	Jun-13
- Test-whois+MyAfrinic server	On progress	Jul-13
- IPv6 training lab in Cape Town	On progress	Jun-13
- IPv6 training lab in Johannesburg	Done	
IPv6 Program		
- 6Spot website (Content update)	On progress	Jul-13
- Af6tf website	Done	
- Corporate website (Contente Update)	Done	
Policies		
- Adoption of Resource Policy Manual	On progress	Jun-13
- Policy Website (content update)	Done	

MS: Registration Services

- Cumulative Resources Issued
    - IPv4

        72 IPv4 prefixes were allocated (amount to 570,368 / 32s) and 39 IPv4 prefixes (amount to 35,072 /32s) were assigned to our members as at 31 May 2013.

    - IPv6

        18 IPv6 allocations (/32 prefixes) and 10 IPv6 assignments (8 /48 , /42 and /46) prefixes were issued as at 31 May 2013.

    - 67ASNs were issued as at 31 May 2013.

MS: Trend in improvements

- Stalled tickets: identified, evaluated reasons and put remediation action in place in Q1
    - new members not being savvy in IP planning
    - Team trained internally to recognise problem and do more handholding
    - WHOIS database clean up

- Performing under the standard set by management
    - TTR for new IP resource: 15 working days
    - TTR for additional IP resource: 7 working days

Trend in Membership

Memberhip overview	Jan	Feb	Marc	Apr	May
2012	8	13	16	7	7
2013	8	20	19	13	11
Progression	0.00%	53.85%	18.75%	85.71%	57.14%

MS: Working on bottlenecks that persist at payment and RSA sending

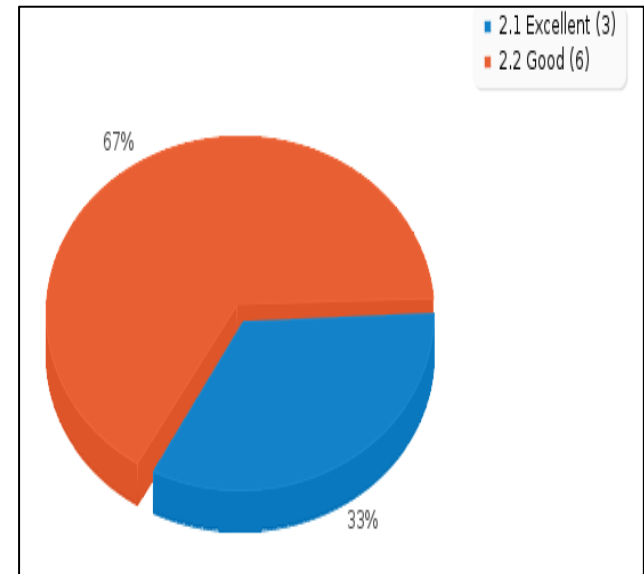|	Jan-13		Feb-13		Mar-13		Apr-13		May-13		Total
PF issued	16		28		27		10		21		102
Members registered	8		20		19		13		11		71
Pending members	0		3		3		9		17		
- Payment only	0	N/A	1	33%	1	33%	1	11%	1	6%	
- RSA only	0	N/A	1	33%	1	33%	1	11%	4	24%	
- RSA+Payment	0	N/A	1	33%	1	33%	7	78%	12	71%	

More on MS

- Intuitive new member portal

- Evaluation of a new member membership & resource request is done in 2 days

- New Member Guidebook – version 2013 should be in the members packs

- Members' Contact Update: please help us by word of mouth, in your organisations, etc.

MS: satisfaction survey highlights 1/2

Members 's feedback

- Satisfaction for AFRINIC's assistance along the registration process
- Request for exchanging electronic documents (i.e RSA) to reduce service delivery time
- AFRINIC should staff the Hostmaster team to kick off resources evaluation
- Request for having an online tool to monitor the progress of their registration process

Source : http://survey.afrinic.net/index.php?sid=42723&lang=en

Pie chart legend:
- 2.1 Excellent (3)
- 2.2 Good (6)

67%
33%

MS: satisfaction survey highlights

Actions taken

- Strive improve our member servicing by providing continuous assistance to any resource applicant

- Notification of Acceptance of electronic documents in Mauritius such as RSA electronic version dully filled in, signed and stamped (also working on PGP signing for security)

- Complete the new member registration portal (NMRP) to improve the registration process

Yearly Survey highlights

- First AFRINIC members and Stakeholders survey 2012 from 8th Oct to 19 Nov 2012 (2013 will be in Oct 2013)
  - Overall satisfaction index of 71%
  - Among interesting: AFRINIC to do DNSSEC trainings

- Bring the others on Board!
  - Neutral at 23%
  - Not satisfied 1%
  - Not satisfied at all 4%

- We need to hear from you all to improve
  - Send us feedback regularly
  - We are striving to help YOU

MS: Training workshops 2013

Country	City	Month	Date 2013	Stats	Participants
Tunisia	Tunis	April-13	22-Apr to 25-Apr	Done	34
South Africa	Cape Town	May-13	6-May to 9-May	Done	27
Ethiopia	Addis Ababa	May-13	28-May to 31-May	Done	50
Nigeria	Lagos	June-13	18-Jun to 21-Jun		
Nigeria	Abuja	June-13	25-Jun to 28-Jun		
Senegal	Dakar	June-13	17-Sep to 20-Sep		
Zambia	Lusaka	June-13	15-Jun to 17-Jun		
Cameroon	Yaoundé	July-13	16-Jul to 19-Jul		
Gabon	Libreville	July-13	23-Jul to 26-Jul		
South Africa	Johannesburg	August-13	13-Aug to 16-Aug		
Benin	Cotonou	August-13	13-Aug to 16-Aug		
Lesotho	Maseru	September-13	3-Sep to 6-Sep		
Central African Republic	BANGUI	October-13	22-Oct to 25-Oct		
Kenya	Nairobi	October-13	8-Oct to 11-Oct		
Malawi	Blantyre	October-13	15-Oct to 18-Oct		
Algeria	Alger	November-13	11-Nov to 14-Nov		
Morocco	Marrakech	November-13	18-Novt to 21-Nov		

MS: IPv6 Program

- IPv6 section on the corporate page http://afrinic.net/en/services/ipv6-programme

- Af6TF (African IPv6 Task force http://www.af6tf.net)

- 6Spots portal *to be finished soon after AFRINIC 18*

- 2nd 2013 IPv6 Webinar held on 6June 2013 (the first anniversary of the IPv6 World Launch: http://www.af6tf.net/index.php/webinars)

MS: Policy Liaison

- Resource Policy Manual was presented during 1 session here

- Support to Nomination Committee and PDWG at all levels.

- Support to AFRINIC community for proposals under discussion

Fellowship Programme, Development Project

- Fellows: 4 here that you may have seen (badges)
  - Please help us advertise the programme

- Development Project
  - FIRE programme fellows in Lusaka: out of 11, 9 followed induction to FIRE, project monitoring, evaluation this week.

The Team @ Operations

- Meet us all on our website:

http://www.afrinic.net/en/about-us/our-structure/our-team

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We are here for you, talk to us, we strive for the best for you and Africa

Thank you
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