



Member Services Update

By

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Registration Service



Registration Service team looks after the resource evaluation and delegation within the AFRINIC region in line with the member driven policies while....



Customer Service



....Customer service team looks after the membership administration and services support.



2015 Commitments

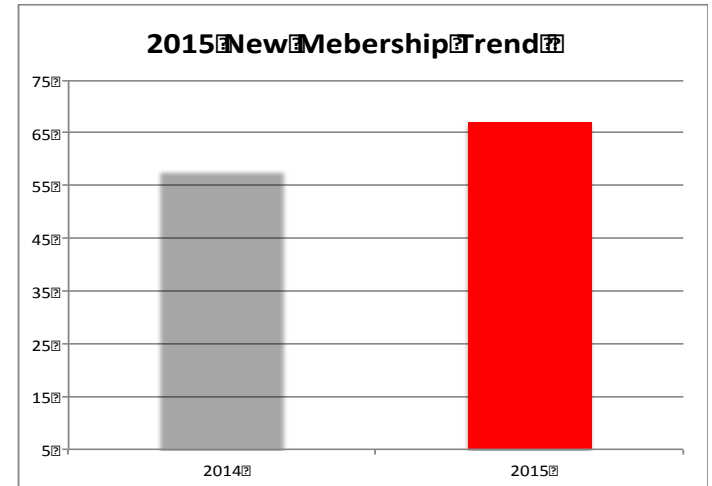
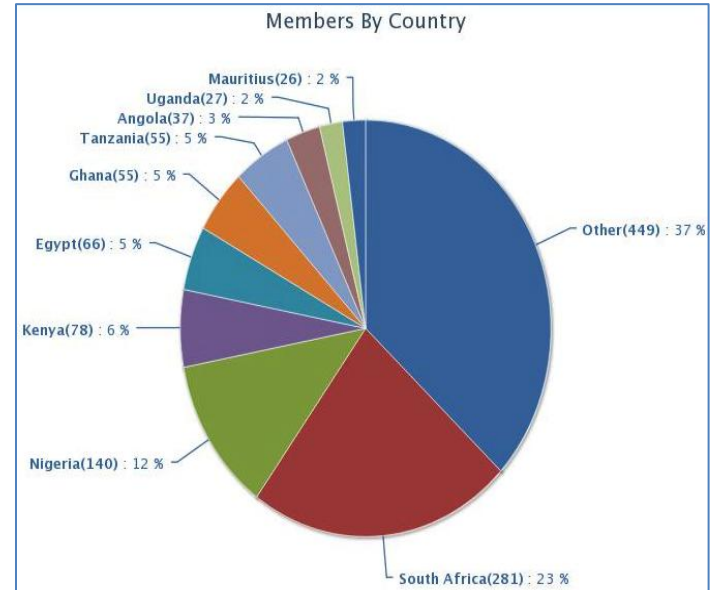
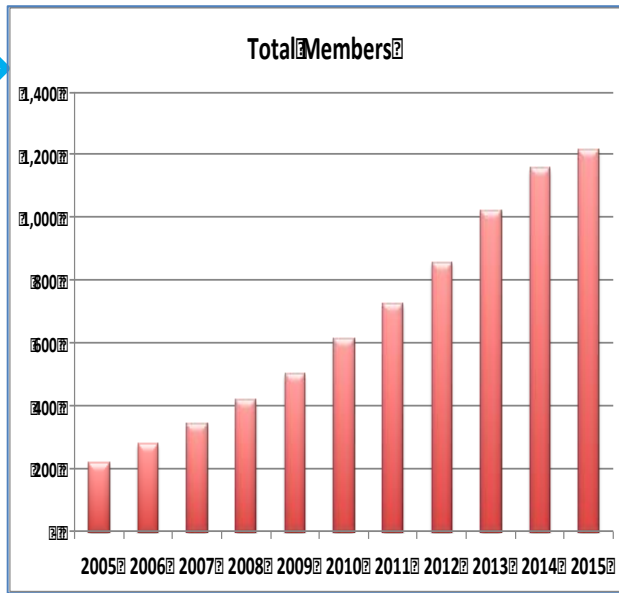
- 1. Increase membership base**
- 2. Provide service excellence**
- 3. Increase member's experience satisfaction**

Membership base increase



As of end of May 2015

- Serving 1216 organizations
- Registered 67 new members against 58 in 2014 (15% progression)
- Achieved so far 50 % of 133 forecast
- 15 ORGs under membership completion



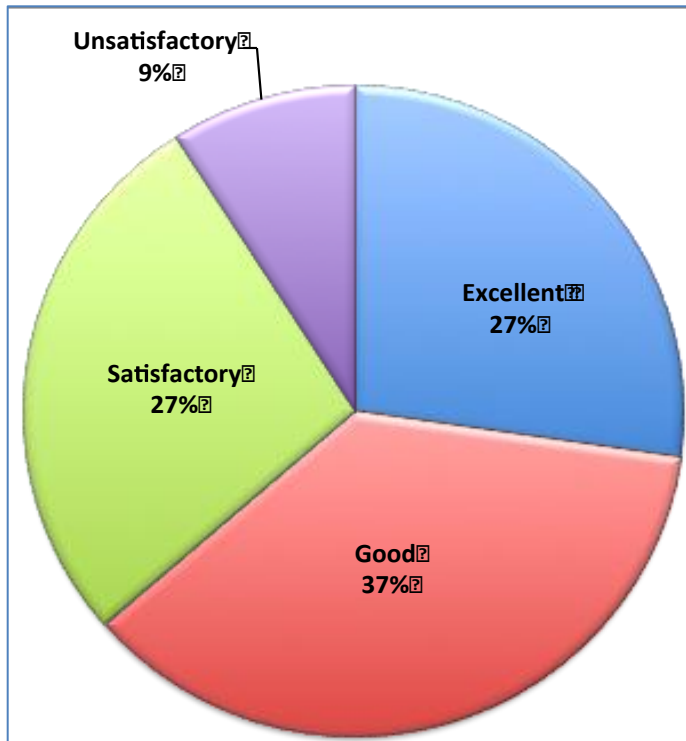


Service Excellence

1. MS procedures certified ISO 9001:2008
2. Creation of the Customer Service Unit in Feb 2015
3. New member registration process revised to increase membership
4. New member registration portal (self assessment) launched
5. IPv6 Category implemented in My.AFRINIC and Pastel
6. Registration Services process improved
7. AFRINIC Service Level Commitment under validation
8. AFRINIC-RIR Governance documents Updated
9. 2015 Member Guidebook released



Member's experience satisfaction



- **91%** (11) of new members questioned were satisfied with the overall service during their resource request
- **10%** (1) complained about delay taken to complete his/her registration

AFRINIC Global Service Survey will be conducted in 2016



Community contributions

We need
your
feedbacks
through
Services
survey



Meet us at
MS Booth to
discuss with
MS Team

Contribute
into
member-
discuss
mailing list



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