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## **Chief Executive's Report**

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**Author:** Jordan Carter, Chief Executive

**Purpose of paper:** Report for the two months to 30 November 2013

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### **Introduction**

This report conveys critical risks or other risks Council should be aware of, my priorities in the period since the October Council meeting, planned priorities for the period from now until the end of February 2014, staffing and contractor issues, premises matters, and other matters.

Separate papers follow with decisions required:

- A - Policies for development by 31 March 2014
- B - Planning Framework

Three other papers are "For Information" papers:

- Operations Update to 30 November 2013
- Travel Reports (Dean Pemberton, Ellen Strickland, and Susan Chalmers)
- The financial report for the six months to September 2013

As always, feedback from Councillors or members on the content of this report is very welcome.

### **1: Critical Risks / Other Risks**

There are no critical risks to advise the Council of at the reporting date.

InternetNZ continues its participation in the Coalition for Fair Internet Pricing. We are managing this carefully to avoid reputational or relationship risks, as identified to Council last time.

There are some financial risks arising to budget limits arising from this campaign, but these are being mitigated in a range of ways that will be discussed at the Council meeting.

Susan’s departure from the role of Policy Lead creates a risk of a lack of policy capacity while we recruit a replacement. This is being mitigated by retaining Susan on contract for specified areas of work, and the timing of her departure at Christmas also assists as this is traditionally a slower period in policy circles.

## 2: Recent Priorities

### ***Operating team***

The work that has been done by the operating team is summarised in the Operations Update, along with new “traffic light” style indicators. Of particular note have been the following matters:

- Ongoing work in the Coalition for Fair Internet Pricing
- Progressing the Community Funding Review
- Brand identity development and website scoping
- Progressing work on network neutrality matters
- INZ support for the production of the World Internet Project launch
- Discussions in Christchurch regarding NetHuiSouth
- Attendance and participation at the Australian IGF, the global IGF, and the most recent ICANN meeting
- Extensive work in making the Auckland premises workable

### ***Chief Executive***

Since the last meeting of the Council, and aside from general work, I have been focused on the following issues, generally in descending priority order:

- Leadership role in the Campaign for Fair Internet Pricing
- Following up on Strategic Retreat outcomes, incl Objects and Vision/Mission
- Participation in Internet Governance events (IGF and ICANN)
- Working with Mary to develop the 2014/15 draft Budget
- Preparing to recruit a replacement for Susan Chalmers
- Agreeing KPAs for the CE for the period to 31 March 2014
- Further progress on internal staff policies, including codes of conduct and HR policies

Planned priorities identified by me for focus in the previous report that have not progressed as expected are as follows:

<b>Area not progressed</b>	<b>Explanation</b>
Team alignment and culture workshop	Rescheduled to next March or April
Launch of Auckland premises	Handover delayed due to fitout
Governance policies	CEs availability and focus on more immediate issues has deferred this

### 3: Priorities for the next three months

For the period December 2013 to February 2014, the following main priorities are being pursued.

#### *Operating Team*

- Complete implementation of Community Funding review
- Preparing Goals and Business Plan 2014/15 initiatives
- Preparation for Member Engagement sessions next year
- Exploration of requirements for hosting of APRICOT 2016, through attendance at APRICOT 2014 in Bangkok
- Production of NZNOG in Nelson in January
- Go or no-go on NetHui South, following initial soundings (which were positive)
- Policy engagement and PDP refresh completed
- Participation in a range of other IG events (ICANN in particular)

#### *Chief Executive*

The following are my planned broad areas of focus in the December-February period.

- **Reflection:** an awful lot has happened this year. I intend to use the Christmas break and the start of next year to pull it all together, reflect on lessons learned, and so on.
- **Strategy development:** developing from the conversation at this meeting a more comprehensive Strategic Plan for consideration in February, including reflecting on all the lessons learned in 2013.
- **Governance and internal policies:** some of the less active “down time” after Christmas will be used to focus on clarifying this framework, writing up the PDP for governance policies, fleshing out the internal policies documented elsewhere in this report.
- **Staffing:** the recruitment and induction of a new Policy person is critical. It will be followed by assessment of any remaining gaps, if the Budget is approved at a high level there is resource for one further position.
- **Internet Governance:** I need to reflect on lessons learned this year and how to manage effective participation with the rest of my role.

Besides these priorities, a number of smaller projects will be advanced as time allows:

- Launching our new Auckland premises and associated partnerships, as a “welcome back” style event early in the new year
- Obtain media training and develop other training requirements for Council consideration next year
- Translate the outcomes of the Identity Review into InternetNZ practice
- Understanding and fully incorporating my KPAs into the workplan

I particularly welcome Council feedback on my priorities, and on any other matters that need to be picked up and advanced.

#### **4: Staffing and Contractor matters**

As already communicated to Council, **Susan Chalmers** is leaving her role as Policy Lead and returning to the United States to live in December. I am in the process of recruiting a new, different policy-focused role to replace her position. Susan will be working on specified policy projects from the U.S. as a contractor. We will wish her well at the Council-Staff Christmas function on Friday 6 December. Her departure is a real loss to InternetNZ.

**Aimee Watson** started in October as our new full-time receptionist and team support person. Her arrival and training to perform a range of associated functions means that Maria will be focused on administering the Community Funding programme, Council and team support and so on. Please make her feel welcome!

**Sarah Putt** is working on contract for a small amount of time each week, assisting David Cormack with communications projects and Dean Pemberton with a piece of work on Network Neutrality.

#### **5: Premises**

As earlier indicated to Councillors, decisions by Council (.nz registrations at the second level) and NZRS (insourcing of the SRS) create a demand for more space on the premises. After extensive review of options, the CEs have settled on proceeding with leasing the fourteenth floor at Grand Arcade Tower.

We would have preferred to stay on one floor, but the market has not allowed this to be done in a cost-effective fashion. We take the views expressed by Council in regard to cultural and coherence issues seriously, and will take steps to mitigate the risks moving to separated spaces creates.

The costs involved in changing the fitout on Level 9 are low compared with moving; I will seek Council approval for this as a capital matter once a budget is finalised. I expect the amount of InternetNZ's contribution will be under \$40,000.

Councillors should note that the in principle decision to leave these premises and re-establish one location in 2015 means that depreciation charges are sharply higher in the 2014/15 Budget: the fitout here needs to be fully depreciated over two years, instead of over normal periods.

#### **6: Other matters**

- No other matters to report at this time.

Jordan Carter  
**Chief Executive**  
28 November 2013