Chief Executive's Report

Author: Jordan Carter, Chief Executive

Purpose of paper: Report for the two months to 30 May 2015

Introduction

This report sets out critical risks or other risks Council should be aware of, my priorities in the period since the February Council meeting, planned priorities for the three months from now until the end of August 2015, longer range priorities, and a brief update on staffing and contractor issues.

Reporting changes

As flagged in my report to the April meeting, we have now implemented a new report format for the operational aspects of our work. These are as follows:

- Internet Issues Programme Report
- Community Programme Report
- International Report
- Operations Report

For this sequence of reports, for the two months to 30 May, there is no International Report as there is no activity to report. Most meetings all four reports will be present.

In my last report, I set out our plan for these reports as such: from the start of the 1 April year, we would only report on key issues in each of the above areas to Council, with more detailed maps of activity posted on the website where anyone can access them. This approach will help ensure that Council time and attention is focused on the most important issues, and mean that there is less reading to be done for each meeting. However, with staffing availability in communications, it has not proved possible to implement this for the June meeting. I expect to introduce this approach in the August meeting.

1:   Critical / Other / Potential Risks

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

A mix of planned staff additions and unplanned staff departures means we are in a situation of considerable staff change at present. The risk arising is to continuity of operations in some areas of work, which is being mitigated by careful debriefing of departing staff, induction of arriving staff, and appropriate use of temporary resources when required. See further in the last section of this report.

2: Recent Priorities

Chief Executive

Since the April meeting of the Council, I have been focused on the following issues, generally in descending priority order:

- Work planning for 2015/16, to implement the Activity Plan
- Staff reviews and performance plans for 15/16 (continuing)
- Common premises project
- A range of HR issues (see staffing section below)
- Participating in ICANN accountability matters
- Assisting as required with NetHui 2015
- APRICOT 2016 project
- Reasonable degree of stakeholder outreach

A number of the priorities identified in the April report have not been advanced, or have not proceeded as intended, for the reasons set out here:

Priority not advanced	Explanation
Membership – implementing findings (was 2nd in list)	Pressure of work has led to little progress here, for which I apologise to Council and members.
Business development strategy – for Council (was 3rd in list)	A verbal update will set out progress made – I anticipate we will be able to share a draft with Council for discussion online in the next couple of weeks.
Reintroduction campaign & stakeholders (was 4th in list)	This combined item is a little behind in development with more preparatory work still to do.
.nz stewardship (Framework policy, .nz MOU with government) (was 6th in list)	In my own work plan the drafting of this conflicted with unavailiabity of other CEs, and so initial discussions could not be held. We are also now subject to the PDP which specifies a process for developing this policy that I will follow. Discussions continue with MBIE officials and we have a further discussion over some remaining draft text due.

All these matters except the reintroduction campaign are picked up in my priorities for the coming quarter. The campaign / reintroduction is what I want to work with our new comms lead on once she starts in role in late July.

Operating team

The separate reports on the Internet Issues & Community programmes, Interational and Operations set out the detail. We will discuss those reports at the appropriate place on the agenda.

I will note here that it has been a very busy two months across all areas – on Internet issues (copper pricing, inducting new members of the Issues team); community (planning for NetHui, finalising new Strategic Partnerships); events (APRICOT 2016).

A more measured pace is, as noted last report, needed as we commence the 2015/16 Activity Plan in the coming quarter. This is starting to come through.

3:   Priorities for the next three months

Chief Executive
I have been in the past few reports setting out 8-9 priorities. This is not leading to success: an unacceptable number are not being progressed, and I am trying to bite off more than is sensible.

For this report then, I present a smaller than previous list of true key priorities for my work to the end of August.These are in my intended priority order:

1. **Staffing and HR:** As discussed below, there are a large number of staffing changes under way. Hiring good people for the open roles and building the new arrivals into a cohesive team with existing staff is my first priority for the next few months.
2. **NetHui 2015:** as usual the extraordinary work involved in this event will come up my prioirty list at this time of year.
3. **Business development:** working with NZRS to complete development of the Strategic Plan's requirement for a distinct strategy in this area.
4. **New Council:** with elections due and at least one Councillor departing, I'll be working with the team to help get induction organised, as well as playing my part in the AGM process.
5. **International:** ICANN accountability remains my focus, dealing with the development of our second draft proposal for comment later in the year – including through attendance at the 53rd ICANN meetings in Buenos Aires in late June.

I particularly welcome Council feedback on this, smaller and more focused, set of priorities.

Other matters that will be progressed include:
- **Members:** assisting with the work of the Membership working group and implementing the findings as they arise and are agreed among members to improve what our team does in this area.
- **Subsidiary and .nz stewardship:** two areas of focus here: developing the ".nz policy" arising from the .nz Framework review; ongoing discussions regarding an MOU between MBIE and InternetNZ regarding .nz.
- "Deep dives" into our core administrative processes in conjunction with staffing matters below, and into our community funding processes in conjunction with Ellen.

Operating Team
The following priorities are set out in the separate reports. I will highlight:

- **Team wide:** team building to farewell departing and incorporate arriving members, making sure we build a solid and successful team culture.
- **Community Engagement**: NetHui 2015 will be complete by the time of the next meeting, with a particular focus on the programming, sponsorship and

marketing aspects. Sponsorship is tracking below what was hoped for for reasons that will be discussed with Council.

- **Community Funding**: preparations for the Projects Round launching at NetHui, and implemetation of online grants management, as well as finalising Strategic Partnerships.
- **Internet Issues**: ongoing induction and orientation of Issues Advisors; continuing progress in delivery of 2015/16 Activity Plan. Net Neut, Copyright, Telco regulation are all in the mix.
- **Core operations**: with extensive staff changes, continuity of operations, delivery of the AGM, and planning for the move of premises are focus areas.

4: Longer Range Priorities

The big picture issues on my mind, in no particular priority order at this stage, remain similar to those set out in my previous reports to Council in 2015, and are:

- **Team and Group culture and dynamics:** getting the best bang-for-buck across the group is important, and restoring common premises will help with this. Now we face extensive changes in our own team which needs to be acknowledged and planned for in addition to the move.
- **Identity:** living up to the new brand identity and "spreading the word" on this, so that our public profile becomes clearer.
- **Role of and relationship with Members:** there is a good deal to do to better understand our members and develop a stronger culture of respect and inclusion among them.

5: Staffing and Contractor matters

As noted above, there have been and are ongoing extensive changes in the staff team.

Since the last meeting, two Issues Advisors have been hired by: Ben Creet and James Ting-Edwards. They join Andrew in focusing on the Internet Issues programme.

Applications are open for a Community Programme Liaison position which Ellen will hire, to be based in Wellington and expanding the work of that Programme. We expect an appointment in mid-June.

David Cormack has resigned as Communications Lead, and returned to the PR world. We have hired a new Comms Lead whose name I will discuss with Council at the meeting – she starts in late July. For temporary cover on comms as well as NetHui support, we have engaged Aimee Whitcroft on contract.

Marian Donaldson resigned as my EA in May, and Aimee Watson resigned as Receptionist today.

After considering the EA role and the needs of the operations team, we have decided an Office Manager is more appropriate to join the team, with a contractor in the role for a few months to review and assess all our adminstrative and support services, and work with the rest of the operations team to improve them.

At the end of this period we will have a new staffing structure agreed for core operations, and hires in place as required by our fresh understanding of our requirements.

A short term engagement of Johnny Tito to manage the premises move project has been done – he will be with us 2days/wk until the start of August.

I would like to thank all the staff who have left or resigned since the last report for their work. David, Marian and Aimee have contributed well to our team and to the InternetNZ group while they have been in their roles, and they will be missed. I'd also like to welcome the new arrivals, we are looking forward to working with them over the coming months and years.

As is clear, these changes represent a considerable turn-over in a small team. There will be moments as people change roles, as temporary cover is provided, and as non-urgent work is deferred to avoid locking incoming people into things they should lead... and these moments may cause frustration.

We will do our level best to minimise the impacts, and we will be most concerned in ensuring that critical matters are dealt with. I will be very open to discussing what is critical and what is not in this respect if any of you (or any other readers of this report) identify things you believe need to be dealt with.

6:   Other matters

- None to report.

I would like to thank the Council for their support, work, diligence, good humour, consideration and efforts over this term. It has been a pleasure to work with a group as diverse and thoughtful – where that diversity has led to great perspectives being teased out and real contributions being made to the governance of InternetNZ.

Best wishes to those leaving, and to those seeking re-election.

Jordan Carter
Chief Executive

29 May 2015