Chief Executive's Report

Author:	Jordan Carter, Chief Executive
Purpose of paper:	To update Council on progress in the two months to 31 July 2015, and to set out goals and priorities for the coming quarter.

Introduction

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

It should be read in conjunction with the management reports.

1:   Critical / Other / Potential Risks

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

2:   Recent Priorities

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

- Induction of new staff – Comms and Temporary Office Manager
- Participating in NetHui 2015
- Development of business development strategy
- Preparing for the 2015 AGM
- Participating in ICANN accountability matters
- Common premises project
- Some communications issues including website issues
- Various stakeholder outreach efforts
- APRICOT 2016 project

As such, all of the priorities identified in my June 2015 report have been advanced in the past two months.

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.

NetHui 2015 was, as it is each year, a huge commitment across the team – I pay special tribute to Ellen and Yvonne in leading the work for a very successful event – including bringing the event in under budget.

Other highlights include the grants rounds launched at NetHui, Internet issues (copper pricing, network neutrality, and more recently the TPPA), and Operations team issues (development of the Quality Plan setting out the plan for improvements in operations and administration).

A more measured pace to our work is now more apparent across the team. I noted the need for this in my last report – it flows from the more manageable scope of work set out in the 2015/16 Activity Plan.

3:   Priorities for the next three months

Chief Executive
Here are my key priorities for my work to the end of October. These are in my intended priority order:

1. **Team Building:** Half the staff team have worked for InternetNZ for less than a year. Building a high performing team is critical work in the next few months: it is the precondition for the "delivery" focus I committed to at the AGM.
2. **Stakeholder & Member Engagement:** we are building a clearer plan for what to do in this area and will be implementing improvements as we go.
3. **Business development strategy:** working to complete development of the Strategic Plan's requirement for a distinct strategy in this area.
4. **Communications:** working with our new Comms Lead to update our communications strategy and plan, and to make sure that we constantly keep a focus on "what are we getting across to members, stakeholders & the public about our work?"
5. **New premises:** making the most of the opportunity our move to new premises in August creates for stronger group-wide relationships.
6. **International:** ICANN accountability remains on the agenda, with finalisation of the Accountability group's work happening by October at the next ICANN meeting.

I particularly welcome Council feedback on this set of priorities.

Other matters that will be progressed include:
*   **Subsidiary and .nz stewardship:** two areas of focus here: completing development of the ".nz Framework policy" arising from the .nz Framework review; hopefully finalisation for debate and approval of an MOU between MBIE and InternetNZ regarding .nz.
*   "Deep dives" into our core administrative processes working with our Temporary Office Manager.

Operating Team

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

- **Team wide:** team building to incorporate arriving members, making sure we build a solid and successful team culture.
- **Community**: Dealing with the Grants Rounds that close in August and progressing stakeholder engagement planning are two priorities.
- **Internet Issues**: continuing progress in delivery of 2015/16 Activity Plan. Net Neutrality, TPPA/Copyright, and in this period likely Telco regulation (copper broadband pricing and post-2020 regulatory review) are all in the mix.
- **Operations**: the premises move, and implementing the improvements that arise from the work that Clare is doing with Maria and the wider team.
- **Events**: The ANZIAs are being hosted by InternetNZ in Auckland at the end of August, and APRICOT 2016 is steadily approaching.

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.

Across all of these, "delivery" is a key theme – being crisper, sometimes faster, to get our view out.

5:   Staffing and Contractor matters

I do thank all our staff, current and past, for the huge amount of work done since the last meeting. It has been a busy time.

Since the last meeting, two new permanent staff have joined the team. Nicole Skews-Poole is our new Community Programme Liaison, and Megan Bartrum is our new Communications Lead, both based in the Wellington office.

Clare Denny joined the team in early June as Temporary Office Manager – a fixed term contract for seven months following Marian's departure to help us review and improve our administrative and operations work.

Recruitment is nearly complete for a replacement on the front desk for Aimee Watson. The new position is Meetings Coordinator, as that has been in our experience the majority of what the receptionist does. An appointment is expected in the next few weeks.

Aimee Whitcroft provided invaluable assistance to the NetHui project and in some limited communications support in between David's departure and Megan's arrival.

The short term engagement of Johnny Tito to manage the premises move project has been completed, with his last day having been yesterday. Clare is managing the remaining aspects of the premises move project.

6:   Other matters

- None to report.

I close by congratulating Jamie, Joy and Brenda on their re-election, and welcoming Richard and Kelly to the Council. Along with the whole staff team, I am looking forward to working with you over the coming year.

Jordan Carter
Chief Executive

31 July 2015