Chief Executive's Report

Author:	Jordan Carter, Chief Executive
Purpose of paper:	To update Council on progress in the two months to 30 September 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 August Council meeting, planned priorities for the three months from now until the end of December 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 August meeting of the Council, I have been focused on the following issues, generally in descending priority order:

* Team building among what remains a fresh team
* Some work on stakeholder management systems
* Development of a draft Business Development Strategy
* Communications plan reboot
* Participating in ICANN accountability matters
* MC at the ANZIAs, held in Auckland at the end of August
* APRICOT 2016 project ownership/oversight

As such, all of the priorities identified in my August 2015 report have been advanced in the past two months, though less progress has been made on stakeholder & member engagement than I had hoped.

Operating team
The separate reports on the Internet Issues, Community and International programmes, along with Operations, set out the detail.

The Issues team has been busy responding to the Government's Convergence programme of work; released content explaining our position and challenges in

Digital Distribution; developing submissions on Online GST and continuing work on Copper pricing.

In the Community Programme it has been a busy period of change for Community Grants: implementing the new policy framework and new grants software in the Projects Grant round, and welcoming a new Chair and secretary to the Grants Committee. Stakeholder engagement and management planning has been progressed and implementation is now underway for new processes.

Operations team has been focused on a range of projects bedding in the new premises, and associated systems changes e.g. the new ICT and travel providers' induction, and roles for staff continuing to be clarified. New work plan with Audit and Risk is also working well, with development of an improved risk management framework a priority.

Special note should be made of the hosting of the ANZIAs in Auckland at the end of August. Yvonne led a hugely successful event where we had very positive feedback from all, including our partners at AUDA, and a record number of Kiwi entries and, I believe, winners.

3:   Priorities for the next three months

Chief Executive
Here are my key priorities for my work to the end of December. 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. In particular developing the Operations team based on the work our Temporary Office Manager has been doing.
2. **Stakeholder & Member Engagement, incl 20th Anniversary:** we are building a clearer plan for what to do in this area and will be implementing improvements as we go. The 20th Anniversary celebrations will be a focus.
3. **Internal Policies / Strategies etc:** consultation on the draft Business Development strategy as agreed at this meeting, and updates to Statements of Expectations as part of the annual cycle.
4. **Communications:** working with our new Comms Lead to complete the update of our communications strategy and plan, and completing the review of the 'core story'.
5. **International:** ICANN accountability remains on the agenda, with finalisation of the Accountability group's work delayed, and subject to extensive discussion at the ICANN meeting in Dublin in the second half of October.
6. **Subsidiary and .nz stewardship:** two areas of focus in the coming two months: completing development of the ".nz Framework policy" arising from the .nz Framework review; and, hopefully, finalisation for debate and approval of an MOU between MBIE and InternetNZ regarding .nz.

I particularly welcome Council feedback on this set of priorities.

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

- **Team wide:** team building to incorporate arriving members, following up on a session held in early October.
- **Community:** dealing with contracts for the Projects Grants Rounds and opening the Research Grants Round; progressing planning for the New Zealand Internet Research Forum to be held in February 2016.
- **Internet Issues**: the Telecommunications Act review and more broadly the Convergence Programme; working with NZITF on CSIRT; our research launch on ISP Scorecard and finally, a State of the Internet Report; and TPPA follow up if the agreement progresses.
- **International**: a range of commitments in October and November including participation in the Australian and global Internet Governance Forum events, and in the 54th ICANN meeting in Dublin.
- **Operations:** ongoing bedding in of the new premises and associated changes, and implementation of the Quality Plan developed by the Temporary Office Manager.
- **Communications and Events:** With website content largely upgraded, the focus in comms is on updating our overall communications plan, reviewing the current "core story", and working out whether we have the right level of resource in place. APRICOT 2016 is the main events focus.

4:   Longer Range Priorities

The big picture issues on my mind, in no particular priority order at this stage, are as follows:

- **Team and Group culture and dynamics:** getting the best bang-for-buck across the group is important, and restoring common premises will see more interaction between various parts of the group.

- **Planning for 2016/17:** ensuring the process of developing next year's Activity Plan and Budget is a success.

- **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

Since the last meeting, Georgia Mackfall has joined the team as Meetings Coordinator – a new role that takes over and re-focuses the previous Receptionist role. She is getting up to speed quickly and the team are enjoying her arrival.

Between now and the next meeting I will be making decisions with the management team about the future of the Office Manager role that Clare Denny has been filling on a fixed term basis. Council will be kept informed as appropriate.

With the extensive team changes, I reiterate my advice that there may be some elements of our operations that are affected by responsibilities moving or new people getting up to speed. I would welcome any feedback on any issues you notice that may arise from this (or from any other cause!).

6:   Other matters
- None to report.

Jordan Carter
Chief Executive

1 October 2015