# CHIEF EXECUTIVE'S REPORT

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| **Author:** | Jordan Carter, Chief Executive |
| **Purpose of Paper:** | To update Council on progress in the three months since the last meeting on 25 May, and to set out goals and priorities for the next three months. |

This is the new format for the Chief Executive's Report first introduced to the May 2016 meeting. As a reminder, this report is now fully integrated with the other management reports that were previously presented separately.

The sections of this new Chief Executive Report are as follows:

1. Overview and priorities
    a. Critical and potential risks
    b. Recent Chief Executive priorities
    c. Chief Executive Priorities for the next three months
    d. Staffing Matters
2. Programmes:
    a. Community
    b. Issues
    c. International
3. Operations
4. Governance and members

This report functions as a summary and highlights report for Council in dealing with programmes and operations. For further detail, refer to the Activity Plan Programme Report for the first quarter on the website: https://internetnz.nz/reports

## 1. Overview and priorities

### A:    Critical & Potential Risks

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

### B:    Recent Chief Executive Priorities

Since the last meeting of Council in May 2016, Andrew was Acting CE for six weeks and Jordan returned on 6 July. Their priorities have been as follows, generally in descending priority order.

1. **Operational delivery and stability:** Our team has continued to make excellent progress on the 2016/17 Activity Plan, with by-and-large great quality outputs across the team and positive feedback from our stakeholders.

2. **Building and implementing improved workflows:** We've taken a positive step in integrating work across our teams; in particular between Issues and Communications, as demonstrated in the number of launches we have made thus far in 2016/17. The next step is furthering this integration to include the Community team through the Focus Area projects.

3. **Annual General Meeting & Elections:** Both functions delivered appropriately. Congratulations to our newly appointed Councillor, Keith Davidson!

4. **Recruiting new staff:** As further explained below under staffing matters.

5. **Performance and Development Planning:** Most of the staff now have Performance and Development Plans now in place for the forthcoming year.
6. **Next steps on our Culture:** Dan Randow engagement has continued as he works with the InternetNZ team, the InternetNZ Management Team, and with Jordan and Andrew on further development of the organisational culture.
7. **Strategy work in 2016:** Further information and proposals will be shared about this at the meeting.
8. **WHOIS policy:** The review by DNCL continues, and InternetNZ has helped with comms as appropriate.
9. **.NZ Framework Policy:** consultation was opened on a capstone policy setting out current roles and responsibilities in the operation of .NZ, following up the review that began in 2014. Subs are due on 5 September.
10. **Communications strategy:** Substantive progress toward refreshing the InternetNZ website for September, followed by a further phase of work to review and improve the performance and design of the site. Focus otherwise has been on hiring and demonstrating the workflow with Issues in delivering work.

## C:     Chief Executive priorities for the next three months:

These are generally ranked in descending order of priority:

1. **Strategy Day 2016:** providing high quality inputs on Council's chosen topics for discussion at the Strategy Day in September.
2. **Membership Renovation:** leading the project team dealing with improving our membership processes and engagement across the organisation.
3. **Focus Areas promotion:** lifting our visibility and engagement in the key areas of work we have called Focus Area projects this year will take some time and energy in the coming months. This sees me "out and about", more aware of media and conference opportunities, and doing more stakeholder catch ups.
4. **Team culture and programme "deep dives":** with newly settled teams in Operations and Community, and a year-established team in Issues, I am stepping in for some deep discussion and insight on how things are working at a detailed level, to make sure there is coherence across the organisation and between teams. We are also inducting new staff and continuing to strengthen our own team culture.
5. **Programme work:** I have a role in a number of projects (NetHui, the review of the Telco Act) at a project sponsor or operational level.
6. **Governance Policies:** a number of reviews have been on the back burner and need to be completed in the next few months, to bring the framework up to date and fill some gaps.
7. **IANA Stewardship / ICANN Accountability:** NTIA has announced it plans to let the IANA Functions Contract expire on 1 October. The run up to this and the immediate period after will bear close watching. I continue to be active in the Accountability WG, with a focus on staff accountability to the community which has implications for our work here in NZ.

I welcome Council's comments and feedback on these priorities.

## D:     Staffing Matters

We have successfully filled the three new roles that we have allocated in the 2016/17 Budget, and replaced Georgia who departed for her OE in late June. We have hired the following new staff members:

1. **Maryann Robertson** as Office Coordinator, who started with us on the 11th of July.
2. **Gertrud Kikajon** as Community Funding Administrator, who started with us on the 18th of July.
3. **Laura Turnbull** as Organisational Development Advisor, who will fully start with us from 29th August, following a period of partially working with us from her current role in the Domain Name Commission Ltd.
4. **Sarah George** as Communications Advisor, who will start with us on the 5th of September.

With the release of the Discussion Document on the Telecommunications Act, we have also extended Reg Hammond's work beyond the departure date reported to the Council at the last meeting.

Two staff will be taking periods of maternity leave coming up to the end of the year, and we are working through our approach to managing that.

# 2. Programmes

## *A:     Community Programme: Ellen Strickland*

The Community team has been focused on leading the NetHui Roadtrip 2016, as well as NetHui Collaborations (ITX and OSOS, which are almost complete) and the Speaker Series (which has planning and promotion well underway).  The first Community Grants round, for projects and conference attendance, opened for applications in July and applications close 28 August.

NetHui Roadtrip 2016 venues and dates were confirmed for Nelson, South Auckland and Rotorua, and community engagement building the programme is well underway, as well as promotional activities. All the details are found at https://2016.nethui.nz

NetHui Sessions, barcamp-like sessions hosted in the NetHui discussion style, were held successfully at ITX in late July, as well as InternetNZ sponsoring student fellowships to attend ITX. A similar collaboration hosting NetHui Sessions with Open Source Open Society (OSOS) in late August will see NetHui Sessions on the final day of the event, as well as InternetNZ sponsoring the livestreaming of the event.

Community Grants reporting improvements, which were approved by the Grants Committee in April, are now being implemented, with the arrival of Gertrud Kikajon, the new Community Funding Coordinator.

The Māori Engagement Committee met to review for Council discussion a draft Strategy document. We are looking forward to the Marae visit and training.

Lastly, we've been updating our sponsorship committee with Gertrud now running the committee. In the last three months we agreed sponsorship for:

- Gather 2016 in Auckland
- The New Zealand Cyber Security Challenge 2016 in Hamilton (both in July)
- Kiwi PyCon in September in Dunedin


### Points of Note:

The next Speaker Series event for 2016 will be held in the Wellington offices on 8 September, featuring Niels ten Oever, Head of Digital at Article 19 in an interactive panel discussion on Harassment and the Internet.

Proposed changes to the grants framework are being discussed by the Grants Committee, to lighten the Grants Committee's workload, which would see staff become involved in some applications assessment. This will be discussed with the incoming Grants Committee before a proposal put to Council for discussion and decision.

Highlights:

- NetHui Roadtrip 2016 launch - website up, dates confirmed, programme process underway and registrations open.
- Death and the Internet Speaker Series event was a huge success, for those attending as well as excellent social media uptake and engagement.
- Strategic Partnerships agreed and signed with 2020, NetSafe, CCANZ and Figure.NZ
- Gertrud Kikajon joining as the Community Funding Coordinator in late July, who now looks after Community Funding and sponsorship process and serves as Grants Committee secretary

Lowlights:

- Delay in Strategic Partnership finalisation and grants policy framework development (to reduce the workload of the Grants Committee)

Next Priorities:

- Promoting and planning for upcoming events (e.g. Speaker Series on 8 Sept, NetHui Road Trip 13-17 October)
- Assessment process for Community Grants Round and Conference Attendance 2016/17
- The new Grants Committee will continue to review and update grants policy framework
- Māori Engagement Committee progressing Māori engagement strategy towards engagement and consultation phase

## B: Issues Programme: Andrew Cushen

The Issues team has been focused on production. We're really proud of the amount of work and output we've done so far this year – professionally delivered, useful, insightful and well interlinked with our Communications function. We're delighted by the feedback that we are receiving as well, from our members and the wider community.

Points of Note:

Workload and budgets. We are approaching the limit currently of what our hands can currently handle, and what our budgets for the year can afford. The Issues team will be constrained in responding to other emerging issues during the balance of this financial year. We will respond to this by increasing our efficiency, but also by clearly prioritising our work to ensure delivery of this year's plan.

Highlights:

- *ISP Scorecard*. We drove media attention, users to our website and change amongst the ISP community. We've received really positive feedback too from our members and community about building a useful, tangible resource.
- Releasing our review of the Electronic Frontier Foundation's *Game Plan to End Global Surveillance*, and the response we had from the Attorney General in understanding our point of view, and seeking to engage with it further.
- Successfully receiving a matching grant from the Data Futures Forum making our work with 2020 on Digital Inclusion Mapping a *Catalyst Project* for demonstrating the potential in data use in New Zealand. This doubles the size

of the budget for this work, and will allow 2020 to engage in a specialist economic researcher to join us in delivering it.

- Releasing our collaboration with NZTech, on the *Economic Contribution of Technology to New Zealand*; a sector wide report on the size of the New Zealand technology industry, its role as an export contributor and employer of New Zealanders.

- Delivering a short-notice, specialist event for negotiators alongside the *Regional Comprehensive Economic Partnership (RCEP)* negotiations in Auckland, designed to highlight and explore the interests and concerns of the Internet Community in this process. Over 50 negotiators attended this event, which we are led to believe is notable in terms of attendance at such a side event.

- We commissioned a piece exploring the Network Neutrality implications of *Vodafone & Sky merger*, to keep these front of mind for the Commission as they evaluate the competitive impacts of this deal.

- We released our toolkit called *Easy Transparency*; our guide to how more New Zealand companies can follow TradeMe's example of giving more visibility of what they're asked to disclose about their customers, and therefore enhance the trust in the Internet in New Zealand.

### Lowlights:

- We've deliberately rephased our work and release of our guide to *Am I a Network Operator?*, which is a series of flow charts that help smaller organisations quickly discern whether they have responsibilities under various pieces of legislation, and how they may meet those responsibilities. This work will be released in the next month.

- Website configuration issues hampering the launch of the *ISP Scorecard*. Easily fixed, but embarrassing and frustrating.

### Next Priorities:

- *Telecommunications Act* – this process is now in full swing, with us taking the opportunity to upskill James as the project lead on this work. Our submission is due in early September.

- Releasing our follow up Discussion Document on the *Internet of Things*, following the sessions at ITX and in the lead up to the Speaker Series event on the same in December.

- Further work to refine our project with the *New Zealand Initiative on Digital Regulation in New Zealand.*

- Finalising the *State of the Internet Report* for this year, due by the end of August.

- Delivering our work on *Easy Encryption*, as a guide to using these technologies, potentially alongside ConnectSmart week in October.

## C:     *International Programme (Jordan Carter)*

### Points of Note:

- The United States has at the time of writing announced it will end the IANA Functions Contract on 1 October, bringing the two and a half year IANA Stewardship Transition to a major milestone. From now on, we as a part of the global Internet community assume full responsibility for making ICANN work.

- Jay Daley has been appointed as one of two ccTLD representatives on the new Customer Services Committee for the IANA Functions, a testament to the high regard in which he and his technical nous are held globally.

- Keith Davidson was awarded the prestigious Multistakeholder Ethos Award at ICANN (in absentia) in June, recognising the significant contribution he has made to ICANN and the global Internet community over many years.
- It looks likely the proposed Oceania School of Internet Governance will be deferred to the 2017/18 year, due to congestion in the global scheme of such events and the wishes of partner organisations.
- Nicola Treloar has moved on from primary responsibility for .nz matters at MBIE after a number of years in the role. Her replacement is Harry Chapman, with whom we are building new relationships. Nicola is involved with the building of the new CERT.

### Highlights:

- APrIGF attendance and participation (Ellen Strickland)
- ICANN attendance and participation (ES from InternetNZ, Debbie Monahan from DNCL, Richard Currey and Jay Daley from NZRS), and Jordan Carter remote attendance for ICANN Accountability work.

### Lowlights:

- Delay on Oceania School of IG as noted above

### Next Priorities (mid-August to mid-November)

- Monitoring IANA Stewardship transition
- Kicking off of new post-transition entities (e.g. Customer Services Ctte)
- ICANN 57 in Hyderabad, India
- Attendance at Global Internet and Jurisdiction Conference in mid November

The usual group-wide joint ICANN Trip report is at Appendix A, and a report on the APrIGF is at Appendix B.

## 3. Operations

Since the May Council meeting the Operations team have been working on finalising the venue and dates for NetHui, organising the AGM, preparations for the Speaker Series, phase two for the website improvements, received an unqualified audit report on the group financial reports for the year-end 2016 as presented in the Annual report, and the completion of Q1 reporting as presented in these Council papers. The Annual Report was also completed and published.

### Points to Note:

As of 1 July, out of the 214 expiring members, 35% have not renewed their membership. We didn't receive much feedback from those who decided not to renew, however for most of the ones who did, their main reasons were due to them moving overseas or they prefer to focus on their own specialist areas (which is not InternetNZ related).

### Highlights:

- Completion of the AGM and the Council elections held on 29th July at Amora Hotel Wellington.
- Completion of the recruitment for the additional resources for the Operations Team – i.e. Maryann Robertson (Office Coordinator) and Laura Turnbull (Organisational Development Advisor).

- Completion of the year-end accounts, and presentation of the Annual report at the AGM.
- The start of better media monitoring and reporting – see first outcomes of this at Appendix 3.

### Lowlights:

- Postponement of the Phone System Review and allocate the budget for other urgent and more important telecommunications upgrade and fixes instead (i.e. VC system upgrade, Network refresh, and solution to the Skype TV issue)
- Discovery that NZITF had to comply with the new Public Benefit Entity (PBE) reporting; as secretariat providers to NZITF this created demand of additional unplanned resources.

### Next Priorities:

- Membership Project Planning (working with Katherine Hall of Pie Comms)
- Preparations for upcoming events (i.e. Speaker Series on 8 Sept, NetHui Road Trip on 13, 15, & 17 October.
- Promotion of NetHui 2016
- NetHui sponsorship
- Working on INZ website improvements
- Working with TourismNZ to place a bid for ICANN 2020
- July Financial reports
- Annual Charities returns, INZ, DNCL, NZNOG, NZITF and IPv6
- Audit and Risk work plan 2016/17

## 4. Governance and Members

The Membership Report attached to this meeting's Council papers shows a noticeable decline in InternetNZ's membership. The AGM and elections process revealed ideas and energy, but the overall numbers subscribing is down.

We have some ideas of the causes of this, and the Membership Project is designed to tackle it. It is the main area of work in this area of the activity plan. If we are to increase, let alone avoid a decrease in member numbers, people's experience of InternetNZ has to be positive in the membership role. Today we aren't at that standard.

This area of work is important for a wide range of reasons: it affects material participation and contribution to our work; it affects our reputation as an organisation that is constructive and pleasant to belong to; it affects how the staff and Council can pitch and encourage new people to join. That won't solve a community lack of interest in joining, but it will mean that we can stand proud and say that we are doing our part in attracting and retaining membership.

The consequence of a long period of neglect of this area has been that the bump of earlier NetHui, which roughly doubled InternetNZ membership from 2010 to 2014, is fading. We should not accept that as inevitable or natural.

### Points of Note:

- Membership numbers and plans as noted above.
- With the signing of the .nz MOU with Government complete, we also conducted the first set of public opinion polling we committed to in that and in the Activity Plan. It will be released this month.

Highlights:
- Delivery of the UMR public research
- Member survey results to correspond to the UMR piece as a compare and contrast.
- Smooth delivery of the Council Election and AGM processes.

Lowlights:
- None to report

Next Priorities:
- Member proposition work
- Membership engagement events in October/November
- Council Strategy Day work and outputs

# 5. Other Matters

From the ITx collaboration in July, Paul Matthews has pulled together a sector-wide leadership group that plans its first meeting next month. This is a potentially exciting milestone: the whole IT sector, if it can found and use a common voice, will be able to make more of an impact on things that matter to us.

I really valued and appreciated the chance to take some leave and do some skills training in negotiations that the Council agreed to earlier this year. I am pleased with how Andrew did as Acting CE in my absence and feedback from you indicates Council is too.

The skills I learned are in use almost every day, and then chance to step back and reflect on how InternetNZ is going as I pass three years in this job was greatly appreciated.

Thank you, and thanks in advance for the hard work to come in tackling the big strategic issues we face.

Jordan Carter

**Chief Executive**

17 August 2016

ATTACHMENTS:

APPENDIX 1 – Joint ICANN Report (Jul 2016)

APPENDIX 2 – APrIGF Report (Aug 2016)

APPENDIX 3 – Media Monitoring Report (Apr-Jun)