

---

## CHIEF EXECUTIVE'S REPORT

---

**Author:** Jordan Carter, Chief Executive

**Purpose of Paper:** To update Council on progress in the three months since the last meeting on 26 August 2016, and to set out goals and priorities for the next three months.

---

This report functions as a summary and highlights report for Council in understanding InternetNZ's programmes and operations since the last meeting.

For further detail, refer to the Activity Plan Programme Report for the first quarter on the website: <https://internetnz.nz/reports>

Financial reporting is not repeated in this report – it is done separately and published quarterly at the same URL.

### 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 August 2016, my priorities have been as follows, generally in descending priority order.

1. **Strategy Day 2016:** Preparations for and reflections following the 2016 Strategy Day.
2. **Membership Renovation:** we have begun the research phase of the membership improvements we need to do. This work has been providing thought-provoking feedback from members.
3. **Recruiting new staff:** As further explained below under staffing matters.
4. **NetHui 2016:** we have successfully carried out the three regional events which were warmly received. I was MC for half of each day, with Ellen doing this for the other half.
5. **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. In addition, the InternetNZ team took an away-day at the end of October to keep developing our culture.
6. **dotNZ:** final adoption of the .nz Framework Policy, and preparation of the 2017/18 Statements of Expectations for NZRS and DNCL.
7. **Communications strategy:** Substantive progress toward refreshing the InternetNZ website has been stalled, but is continuing. A refreshed Communications Strategy has been developed as well.
8. **Product and Services Evaluation:** did some preparatory work for the evaluation as agreed at the August meeting, with conduct of the evaluation now deferred to February.

9. **International:** I attended the Australia NZ Internet Awards in Melbourne at the end of August, the Australian IGF in October, and the ICANN meeting and Internet & Jurisdiction Project conference in November. This included low key contributions to ICANN accountability.

There was less progress than hoped on profile for InternetNZ and our Focus Areas work (noted as a priority in my August report), though I did have the chance to address the Canterbury Tech Summit in September.

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

These are generally ranked in descending order of priority:

1. **Planning for 2017:** this is the time of year when we do our planning and budgeting for the coming financial year. Getting the Activity Plan right is important.
2. **Membership Renovation:** continued work with the project team dealing with improving our membership processes and engagement across the organisation.
3. **Stakeholder outreach:** we have our end of year stakeholder functions coming up in November, along with reaching out to various media to lift InternetNZ's profile. I've also been keeping in touch with strategic partners in the run-up to Ellen's departure.
4. **Review of InternetNZ structure:** anticipating Council decides to proceed with the review recommended at this meeting, I will be devoting considerable energy to this project.
5. **Staffing:** with Ellen and Maria departing on maternity leave in this period and new staff to bring on board, I will be focused on working with their temporary replacements to get them on board as quickly as possible.
6. **International:** ongoing participation in ICANN accountability work, and preparations for the next ICANN meeting (Mar-17).

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

### **D: Staffing Matters**

As noted in the last report, several new recruits are settling in well. As also noted, two staff are taking maternity leave starting just after this meeting. **Vanisa Dhiru** has been appointed to the Community Programme Director role on a fixed term basis to cover Ellen. **Kimberley Ford** has been appointed to the Office Manager role on a fixed term basis to cover Maria.

## **2. Programmes**

### **A: Community Programme: Ellen Strickland**

The Community Programme has had a very busy quarter, with both grants processes and NetHui Roadtrip at workload peaks, as well a range of other work underway.

#### **Points of Note:**

The Community Programme Director will on parental leave from early December to late May, with a temporary replacement as noted. She offered to work 'keeping in

touch' time as per parental leave legislation (working up to 4 hours per week) from February for Activity planning, any strategic work and other items as useful to the team.

#### Highlights:

- **NetHui Roadtrip 2016** successfully delivered – over 300 participants, very positive feedback and a valuable experience for InternetNZ in terms of outreach and discussion. As well as a great team effort! The final programmes, videos and published report are found at <https://2016.nethui.nz>
- A **Speaker Series** event was held in the Wellington offices on 8 September, featuring Niels ten Oever, Head of Digital at Article 19 in a discussion on **Harassment and the Internet**. It was a thought provoking sessions, with strong media uptake and engagement and an good round of meetings and side events with the international guest, Neil ten Oever.
- Assesment of the first 2016/17 **Community Grants** round, for projects and conference attendance has been completed, with Council decision made by evote for conference attendance and a paper going to this meeting with Community Project recommendations.
- Additional productive discussion was had around the **Grants Policy Framework** which concluded with agreement to put recommendations to Council at end of next round.
- In the last three months we agreed **sponsorship** for:
  - Great Southern Unconference, November 2016, Chch
  - Net Squared event, date TBC, Wellington
  - Confronting Online Harm Together Conference (Netsafe recognised us as sponsors as part of strategic partnership), November Auckland
  - Mobile Tech, March 2017, Rotorua

#### Lowlights:

- Due to sickness, which she is now recovering from, Nicole was not able to participate in the NetHui Roadtrip events, however we were fortunate to have good contractor support which was able to step in while she was sick.

#### Next Priorities:

- **NZ Internet Research Forum** pizza evenings will be held in Auckland and Wellington in late November/early Devember to engage that network and plan online NZIRF forum/presence as well as next year's event
- Final Speaker Series event of the year will be on 8 December: **Things and the Internet**
- **Māori Engagement Committee** to progress Māori engagement strategy towards engagement and consultation phase
- Internet Research and Conference Attendance **Community Grants Round** is now open with promotion , application support underway with recommendations to Council in January and then late March. Grants work will also be undertaken around building an impact assessment, as well as finalising recommendations to Council for the Policy Framework for 2017-18 .
- **NetHui 2017** community consultation to take place and planning and promotion work to begin.
- **Strategic Partnerships:** proposal development for 2017 onwards as well as ongoing work with existing partners.

## **B: Issues Programme: Andrew Cushen**

The Issues Programme has been pushed in the most recent quarter. Two large two large matters have come to the fore since the last report – one known in the Telecommunications Act, and the other unknown in the Vodafone Sky merger. Responding to these, the existing additional commitments and the Activity Plan has been challenging, but a challenge that the team has risen to.

### **Points of Note:**

The Issues Programme is well on track to deliver the full set of commitments made as part of the Focus Areas, as well as the eight additional items that have already arisen during the year. As noted in the previous report, this workload has strained our budgets; this is reflected in the Budget rescoping presented elsewhere to Council.

### **Highlights:**

- Work on the **Telecommunications Act** is a major deliverable under our Access Focus area. We are quite proud of the submission that we pulled together, in consultation with a wide range of stakeholders. The approach of maximising the benefits of copper; driving efficiencies and in improved service for rural NZ is resonating well as we continue to socialise our ideas. Next steps are currently unclear; awaiting decision from Government. A commendation here for James for stepping in as the lead author in this work.
- Discussion Starter on the **Internet of Things** is a new activity in this year's plan. It builds off our earlier engagements at ITx, and leads in to the Speaker Series event in December. The goal is to encourage a wider set of conversations and considerations, and to produce a further recommendations report in the new year.
- Ongoing development of the **Digital Inclusion Map**, which is now a Catalyst Project with the Data Futures Forum. We are well on track with this work, and are pretty excited about moving into the next build phase.
- Our focus on Network Neutrality as part of the **Vodafone Sky** merger application has had a meaningful impact on the Commissions considerations of the impact on competition if this merger was to proceed. We continue to follow this process through to announcement in December.
- A submission on the **Intelligence and Security Bill** to Parliament, where we received commendations from the Committee around the utility of our work. We have focused on improvements to the definition of National Security, and to the need for warrants – two measures that if introduced will help maintain the confidence in the Internet in New Zealand.
- **Am I a Network Operator** has been refocused, reflecting on how this resource can be of most use to the Internet Community. The work here has reflected how difficult the law in this area is to unpick; it will be released alongside an appropriate event in the balance of the financial year.
- Alongside many others, a focused piece of work encouraging changes to the **Land Access** provisions in the Telecommunications Act. This has the potential to dramatically change the economics of fibre rollout in rural New Zealand.

### **Lowlights:**

- The **Digital Regulation** work with the New Zealand Initiative has stalled due to changing priorities on the partner side. This work will more likely take place in 2017.

- We have completed the *Independent Access Review*. We are however unable to release this without permission from the data providers of the Broadband Map. We are still in negotiations with them.

#### Next Priorities:

- *Telecommunications Act* – continuing to focus on this process as it moves to legislation.
- Following the Speaker Series and Discussion starter on the *Internet of Things* with a further set of recommendations and analysis in the near year.
- *Planning* 2017/18.
- Delivering our work on *Easy Encryption*, as a guide to using these technologies,
- Delivery of the *Digital Inclusion Map* work.

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

##### Points of Note:

- As noted, the IANA Stewardship transition completed in early October.
- ICANN 57 was held in Hyderabad, India 3-9 November. It was a low key meeting without major issues of controversy, with considerable community attention focused on implementing the new accountability framework. The usual joint ICANN report will be circulated as soon as complete and included in the Feb 2017 Council papers for the record.
- I attended the AU IGF in Melbourne in mid-October. This was the first held under the new leadership that has been in place at AUDA since late August. It was an interesting event in that it provided an opportunity to understand more the changes in direction AUDA is doing, and was otherwise a good chance to catch up with contacts in the Australian Internet community. One outcome was a catch up w the chair of the Australian Digital Alliance about some joint work on copyright, which has since been followed up.
- Relatedly, AUDA has indicated they do not wish to continue with the ANZIAs concept next year, a decision that I am relaxed about. (I have always been ambivalent about high-cost awards functions, but enjoyed recent events in this series.)
- Australia will also no longer host the APriGF which had been expected to be in Melbourne next year. The organisers are looking for a new host.
- Further developments in the Oceania School of Internet Governance – I am no longer confident that this event will occur, but the underlying aim for supporting Pacific access to IG discussion and participation may be able to be realised in a different way e.g. through supporting involvement with the APriGF and with a possible Pacific IGF.
- The Global Internet and Jurisdiction Conference was held in Paris, France from 14-16 November. I attended and found it to be a useful gathering. The essence of the project is to help develop norms that deal with the problems of clashing jurisdictions. I focused on the Domains and Jurisdiction workstream, and will provide relevant feedback and lessons to Council and subsidiaries. Website: <http://conference.internetjurisdiction.net/>
- I will also attend some OECD Internet policy meetings for the balance of the week.
- The ITU remains an alternative venue for Internet policymaking in the eyes of some governments. The recently completed World Telecommunications Standardization Assembly (WTSA) showed further evidence of some efforts to arrogate Internet policymaking to that forum. These did not succeed, but

the Internet community needs to remain engaged and interested in ITU processes to ensure things don't change in a manner that weakens the multistakeholder approach.

#### **Next Priorities (mid-November to mid-February)**

- In the ICANN world, there is ongoing work in kicking off of new post-transition entities (e.g. Customer Services Ctte) and ICANN accountability framework
- Improved domestic discussion on international and Internet Governance work.
- Sorting out the Pacific / OSIG question
- Preparation for the APTLD meeting to be held in Viet Nam in early March
- Preparation for the ICANN meeting to be held in Denmark in mid March

### **3. Operations**

Since the August Council meeting the Operations team have been working on organising the logistics for the December Speaker Series, ongoing work on the website improvements, preparations for the NZNOG conference in January, audit review for Q2 done, report to follow, and the completion of Q2 reporting as presented in these Council papers.

#### **Points to Note:**

Work on Membership Project Planning is ongoing with the help of Katherine Hall of Pie Comms. An Email has been sent to current members notifying them that a Pie Comms representative will be in touch by phone to seek their feedback regarding their membership. Council will be notified with any updates regarding this work when it's available.

#### **Highlights:**

- Completion of the recruitment for the temporary Office Manager covering for Maria when she's away on maternity leave.
- Completion of the NetHui Roadtrip held on 13-17 October in Nelson, South Auckland and Rotorua.
- Ongoing trial for upgrading the VC system in the Wellington office which now enables Skype and other web conferencing tools (e.g. Adobe Connect) – so far trial has been good.
- ICANN 2020 proposal has been submitted and most likely going to get some response/update by early next year.
- Audit site visit for Q2 review completed, report will be available for next audit and risk meeting in December.

#### **Lowlights:**

- Chasing outstanding invoices for unpaid NetHui registrations
- Website project is taking longer than expected.

#### **Next Priorities:**

- NZNOG sponsorship and ongoing work on preparing for the conference.
- October financial reports

- Activity budget planning
- Financial strategy planning
- Handover of any outstanding tasks to the temporary Office Manager.
- Ongoing work on website project.

## 4. Governance and Members

The research phase of the membership project has taken longer than anticipated, so progress is slow here.

### Points of Note:

- Membership numbers are covered in a separate report for this meeting.
- The public opinion research has been released and generated some news. NZRS, DNCL and InternetNZ have informally agreed to collaborate in opinion research in future, given that all have an interest in knowing the thinking of the Internet community, and two (NZRS and InternetNZ) currently commission research.

### Highlights:

- Publication of the UMR public research
- Council committees established and under way.
- Good round of membership engagement events in October. Good feedback on these from those who attended, and moderate attendance.

### Lowlights:

- None to report.

### Next Priorities:

- Follow up post-Strategy Day
- Ongoing Membership Project work.

## 5. Other Matters

- In my last report I advised Council that following the ITx collaboration in July, Paul Matthews has pulled together a **sector-wide leadership group**. The group has met twice so far and will have a third meeting just prior to Council. It is proving to be a useful meeting ground. We will be considering what common issues we might advance in 2017 relating to the general election before wrapping up for Christmas.
- The **IANA Stewardship transition** completed in October, with a last minute lawsuit failing to derail the ending of the contract between the U.S. government and ICANN. This was celebrated in a low key fashion at the subsequent ICANN meeting in October.
- I have been working with NZRS and DNCL on progressing changes to **group financial reporting**, to make sure the quarterly group financial reports present more comprehensive and detailed information. We are making good progress with this, and anticipate Council being able to sign off a new approach at the February meeting.
- I am very pleased with how our team is functioning, including dealing with the impact of the **Kaikoura Earthquake** on 14 November. There is a

wonderful team spirit and vibe, with several recent recruits fitting in really well, and the team supporting each other and working together effectively.

- The change to **Andrew's role (becoming Deputy CE)**, with a more internal focus, and me taking a more outward focus, is being generally well received. Implementation has remained patchy on my part – I work on internal matters a little more than I expected. I will be changing my approach to managing my time to make more of a success of this.

Finally, since this is the last meeting of the Council before Christmas, I would like to wish all Councillors a very happy holiday season on behalf of all the staff and contractors on the InternetNZ team.

Jordan Carter

**Chief Executive**

16 November 2016

ATTACHMENTS:

APPENDIX 1 - Media Monitoring Report (Jul-Sep)