InternetNZ

Progress in Q2 2016

Reporting against the Activity Plan

26 October 2016

Summary of deliverables

The 2016/17 Activity Plan has been in effect since 1 April 2016. This is the second quarterly report on progress against the plan. More detail on these items is included in the body of this report.

KEY: GREEN is DONE; RED is DELAYED

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Focus Areas	1-A: World Internet Project 2-A: Copyright & TPP 2-B: Collaborations: Tech Economy 3-B: Am I a Network Operator? 2-B: Speaker Series	1-B: Telco Act Review 2-B: Collaborations: Internet of Things 2-B: Speaker Series 3-A: Easy Transparency	1-B: Telco Act Review 1-B: Independent Access Review 2-B: Speaker Series 3-A: Easy Encryption 3-B: Information Security Makeover	1-A: Digital Inclusion Map 1-A: Fostering Use of Inclusion Map 2-A: Digital Regulation
Issues Programme	*See new items listed in report*			State of the Internet 2017
Community Programme	Grants Professionalisation Project	NetHui Collaborations: ITX and Open Source, Open Society	NetHui 2016 Roadtrip Projects and Conference Grants Round NZIRF online	Research and Conference Grants Round NZIRF events NZNOG support Grants Prof Project cont.
International Programme	ICANN		ICANN IGF	Oceania School of Internet Governance ICANN
Communications & Outreach	Communications Pipeline		Website Phase 2	
Governance & Members	Council Meeting	Council Meeting	Council Meeting	Council Meeting
Operations	*See BAU activity listed in report.*	IT Asset management		System Interoperability

Introduction

This second quarterly report against the 2016/17 Activity Plan demonstrates how we are on track in delivering the ambitious agenda we outlined for InternetNZ in 2016. All content relates to the quarter ending 30 September 2016.

Highlights include the following.

- On track delivery of the Focus Areas, and the projects that contribute to them. Some specific achievements include:
    - **Access to the Internet**
        - We've been recognised as a Catalyst Project with the Data Futures Forum, for our work that's in development with 2020 on Mapping Digital Inclusion.
        - Participating in the Telecommunications Act process with our own independent view of how to provide better connectivity to more New Zealanders.
    - **Use of the Internet for everyone's benefit**
        - We've worked throughout the Trans-Pacific Partnership process to ensure that any ramifications of this treaty against the Open Internet are managed appropriately.
        - We've held two Speaker Series events on Death and the Internet and Harassment and the Internet, as well as co-hosted ITX with the rest of the tech industry in NZ.
    - **Identity, privacy and security in the Internet age**
        - We've released our work on Easy Transparency, increasing the understanding of how companies can better report on how often they give out private information.
        - We published a Briefing on the Independent Review of Intelligence and Security, and have followed that up with further work legislatively.
- We are in the final stages of assessment of the Community Grants round, with a record number of applications received to further community projects and ideas, as well as held a Conference Attendance round with four grants awarded.
- The NetHui Roadtrip to Nelson, South Auckland and Rotorua is happening early in October, with hundreds of attendees planned.
- Internationally, the IANA Transition work is about to come to a successful resolution of multistakeholder control with enhanced accountability for ICANN.
- We've boosted the size of our team in Communications and Operations and found some excellent people that will help us improve further on doing the basics right.
- We've commenced work on a large and fundamental look at our membership proposition at InternetNZ.

We're proud of what we've achieved so far this year and enthused about what we still have left to do. As per usual, we welcome your feedback, comments and questions about this work. Please do get in touch.

Jordan Carter
Chief Executive

Focus Areas

We have developed a new approach to our proactive outward-facing work this year. Through a process of discussion among members and stakeholders and analysis of the Internet and the broader environment, we identified three areas to focus our work on. These are:

- Access to the internet
- Use of the Internet for everyone's benefit
- Identity, privacy and security in the Internet Age

Focus Area 1: Access to the Internet

Being able to get online is a precondition to being able to gain from the Internet. Through fixed and wireless networks, more New Zealanders than ever before are online, and there are a growing set of choices about how to get online. Since the Internet is ever more important to being able to participate in society, the "digital divide" between those who are online and those who aren't is widening, even as the number of people without access is falling.

Project 1-A: Understanding digital divides

Our **goal** in 2016 is to become recognised as the authority on digital divides in New Zealand, enabled by our data-driven approach and analysis on the issues. This will help ensure that there is evidence to argue that addressable divides be solved.

Activity	When	Report	Status
World Internet Project Utilising and promote the World Internet Project 2015 survey and other relevant NZ research which supports understanding of digital divides in New Zealand.	Q1	We supported the launch of the World Internet Project with events in both Auckland and Wellington, and are following up this work with further engagement in utilising the data.	DONE
Digital Inclusion Map Develop the Digital Inclusion Map with the 2020 Trust (www.digitalinclusion.nz) into being the authoritative source of information about the digital divide in New Zealand, and about initiatives that seek to address those divides.	Q4	We launched our project with 2020 Trust, and have been successful in gaining support as a Data Futures Forum Catalyst Project. We are well underway in collating the available data and now are exploring technical options for presentation.	UNDERWAY

Activity	When	Report	Status
Fostering Use of Inclusion Map Foster effective utilisation of that new Digital Inclusion Map by the Internet community, though encouraging new community forums to collaborate on addressing divides and utilising the data available to target, measure and celebrate inclusion initiatives.	Q4	This work is dependent on completion of the map, and then further sharing amongst our networks.	NOT STARTED

Project 1-B: Improving Internet infrastructure

Our **goal** in 2016 is to ensure that the Review of the Telecommunications Act results in legislative changes that support the development of high quality connectivity to all New Zealanders, at reasonable prices, and in a manner that allows for Internet innovation.

Activity	When	Report	Status
Telco Act Review Lead discussion in the Telecommunications Act review to ensure a wider range of perspectives are taken into account, through collaborating with MBIE in creating broad discussion forums and in preparing submissions, ideas and contributions to this policy debate consistent with our principles.	Q2-3	We have responded to the further discussion document issued by MBIE, and outlined our proposal for how these industries should be regulated. We've also extensively engaged across the industry and wider internet community to test our proposals. We are now preparing for the next phase of work – this is highly likely to continue into 2017/18.	UNDERWAY
Independent Access Review Create our own analysis of the state of access networks in New Zealand to both "keep the industry honest" about the state of delivery and performance, but also focus attention where necessary on those New Zealanders that may still miss out from the Internet in New Zealand.	Q2	We've completed our analysis of this work utilising the Broadband Map. We await sufficient permissions on the use of this data to release it.	DONE (SUBJECT TO RELEASE)

Focus Area 2: Use of the Internet for everyone's benefit

The beneficial potential of the Internet is nowhere near fully realised. Its ability to foster communication, collaboration and creativity has much, much more to deliver New Zealand - both for economic and social ends. InternetNZ's role is to protect this potential and to promote these benefits and uses. Once connectivity is provided, this effective utilisation challenge is the next frontier.

Project 2-A: Protecting the Internet's creative and economic potential

Our **goal** in 2016 is to shape the discussion on intellectual property, copyright in particular, in recognition of this need for balance in the public interest. When the review does happen, the concept of the generative Internet should be seen as an important one, with a knowledgeable and mobilised community that can argue for the potential of the Internet at the heart of the balance that is required.

Activity	When	Report	Status
Copyright & TPP Respond to the ongoing legislative agenda in copyright and intellectual property rights, in response both to the Trans-Pacific Partnership and to the ongoing wider legislative reform agenda in copyright, with the goal of delivering flexible, adaptable, incentivising and realistic legislation in these areas.	Q1	We have engaged throughout the legislative process on the TPP and other related legislation on Copyright, including oral submission to Select Committees. We now await further information about implementation, which largely hangs on the outcome of the US Presidential election.	DONE
Digital Regulation Work with the New Zealand Initiative on a Digital Regulation project, and how the New Zealand Government, local government and our economic actors could better enable the economically beneficial use of the Internet through sensible digital regulation.	Q4	We've kicked off our work with the New Zealand Initiative. Due to constraints on our Partner side, this work will be delayed into Q4.	UNDERWAY

Project 2-B: Society and the Internet

Our **goal** for 2016 is to work together with the Internet community and a range of organisations including our Strategic Partners, to demonstrate and explore usages of the Internet that can unlock new potential and present both opportunities and challenges, and make these available to the general public.

Activity	When	Report	Status
Speaker Series An enhanced Speaker Series of events, where we will showcase perspectives of different parties involved in a particular issue relating to the Internet in New Zealand, augmented with specific community resources and discussion documents that perpetuate the learnings from these events and InternetNZ's own positions on key issues related to the topics.	Q2 Q3	We have delivered 2 events (Death and the Internet / Harassment and the Internet) with the final event – Things and the Internet - taking RSVPs and being publicised. It will take place on 8 December.	UNDERWAY
Collaborations Specific targeted collaborations with our Strategic Partners and other like-minded organisations, to explore issues in depth and strength together – like the Internet of Things with TUANZ, open data uses through the Internet with FigureNZ, effective Government use of the Internet with the Innovation Partnership.	Q4	Our first output in this work was a report with NZTech on the value of the New Zealand technology ecosystem	UNDERWAY

Focus Area 3: Identity, privacy and security in the Internet age

Security and privacy on the Internet is one of the primary challenges of our time. Our understanding of what it means to be private is changing in the online world, as more people willingly exchange personal information for enhanced, Internet enabled services. However, we also increasingly deal with the risks and challenges presented by this reality through making informed choices about our privacy online.

Project 3-A: Controlling your data online

Our **goal** in 2016 is to provide leadership, alongside others, about privacy and anonymity that help New Zealanders to decide what the issues are. From there, people will be able to make informed choices about the information they share, in exchange for a clear understanding of the benefits that such sharing will entail.

Activity	When	Report	Status
Easy Transparency Develop a series of resources that make it easy for New Zealand organisations to inform the public information about how many times government agencies ask them for information - aka Transparency reports.	Q2	We launched our Transparency Toolkit in August this year, as scheduled, and have had encouraging messages back from data holding organisations about its utility. We intend to keep this as a resource as we work to embed further from here.	DONE
Easy Encryption Develop a series of resources that explain how New Zealanders can make use of readily available encryption tools to increase their privacy online	Q3	We are working with Waikato University on designing a range of tools and initiatives to increase understanding around tools to better control privacy online, in a consumer friendly manner.	DONE

Project 3-B: Securing data online

Our **goal** in 2016 is to increase the understanding of responsibility that New Zealand organisations have in securing information about New Zealanders online.

Activity	When	Report	Status
Am I a Network Operator? Develop a series of resources clarifying the law around network operators and how and when particular legal obligations around information security apply.	Q1	We've deliberately delayed the launch of our Am I a Network Operator resource for the following reasons: - To correctly understand the legal issues and ensure that the advice we provide is sound. - To have a clearer part of our own launch and communications calendar. This resource will now be available in November.	DELAYED
Information Security Makeover A campaign around Information Security makeovers, where we will demonstrate how organisations can secure their data online through practical demonstrated actions in a competition like setting	Q3	We're yet to commence our work on this project, but we have successfully started engagement with a variety of Government and other potential partners about collaborations on this work.	NOT STARTED

Internet Issues Programme

Activity	When	Report	Status
Updating the State of the Internet Report (SOTI): Continue to develop this Report as an authoritative source for information about the Internet in New Zealand by publishing the 2017 edition.	Q4	We won't start work on the next edition of the SOTI until the fourth quarter, and will quite explicitly refine this project given the learnings from our previous edition.	NOT STARTED
Response to emerging Internet Issues: We will retain capacity where possible, and otherwise reprioritise as required, to ensure that we are able to respond to emerging Internet Issues during the year.		These will be listed as new Activities below.	ONGOING

New Activity	When	Report	Status
RCEP Negotiations We intend to repeat our same model of engagement as on the TPP, in terms of engaging early and alongside the rest of the tech industry on this trade agreement.	Q1	We hosted a discussion alongside the Auckland round, with over 50 delegates from negotiating parties listening to New Zealand technology community perspectives on how the Internet relates to this agreement.	DONE
ISP Spotlight We want to increase understanding amongst New Zealand Internet users about aspects of the service they buy from ISPs; increase the avenue for conscious consumerism, and lead positive change from ISPs	Q1	We launched, and increased the traffic to the website by 1300%. We have half a dozen examples of positive ISP change, and have sparked discussion among users about what matters and why. We are now talking to external parties about how they can host this data too.	DONE
EFF GamePlan We want to analyse and discuss the New Zealand response to the EFF Gameplan to end Internet Surveillance	Q1	This is a hangover item from the previous year, and we launched our analysis in May.	DONE

Activity	When	Report	Status
Vodafone & Sky Merger This has emerged as the most challenging Network Neutrality conversation that New Zealand has had to date, and it has important ramifications for the collision between content and carriage industries in New Zealand. Our role in this has been to be an independent voice in asking whether and how the neutrality of networks will be maintained against these challenges.	Q2-Q3	We have submitted to the Commerce Commission, and have furthered that work by continuing to support this process. This is both a large and unbudgeted piece of work for our plan.	UNDERWAY
Digital Economy Work Plan MBIE has built a wholly new Digital Economy workplan, designed to (finally) explore how the Government can help drive productive use of the Internet and best utilisation of improved connectivity. They have been clear that 2016/17 is a year of design and experimentation to inform and justify more work in 2017/18	Q2-Q4	We meet regularly with the MBIE team, both directly and through the Innovation Partnership, to both state our willingness to be involved and collaborative; to shape their programme of work around inclusion and social use as well as economic outcomes, and to otherwise encourage more from the Government here.	UNDERWAY
Intelligence and Security Bill The Independent Review of Intelligence and Security (IRIS) released its findings earlier this year. These are now progressing into legislation. The Bill touches on many of the issues we explored in our earlier work on the EFF Gameplan. We also want to ensure we manage the "chilling effect" on participation on the Internet.	Q1-Q2	We have already produced and released our Briefing Paper on this review in Q1. We are now following that up with a submission to Parliament that argues for tighter definitions, warrant-based approvals and appropriately scoped surveillance to maintain public confidence in the Internet.	DONE
Backhaul Review The Commerce Commission has commenced its early stage of inquiry around backhaul in New Zealand, and how that market operates, and whether there is a requirement for a further formal investigation into the appropriateness of current regulation.	Q2	We have submitted in support of more effective and specific regulation, to improve the utility of this regulation for alternative access seekers like wireless providers. We intend to continue to watch this process from here.	DONE

Activity	When	Report	Status
S30R Review The Commerce Commission has commenced a process of reviewing non-price terms for copper Internet services, following the conclusion of the FPP process last year.	Q2	These non-price terms are vital in determining what service customers receive from Copper for the money they pay. We await the release of the Commission's findings.	DONE

Community Programme

Activity	When	Report	Status
Community Grants: Two funding rounds (one focused on Internet research and one on community projects, with a conference attendance grant component of each round) coordinated with community engagement events. Additionally community grants work includes on-going engagement with existing and potential grant recipients.	Q2 Q3 Q4	Q2-3: Community Projects and Conference attendance round was launched in July and applications closed in August (aligned with NetHui collaborations events) assessment process are currently underway until November. Q3-4: Internet Research and Conference attendance round being launched in December and close in January 2017 (aligned to NZIRF activities) with assessment and decision processes in Jan to March 2017.	ONGOING
Strategic Partnerships: Community funding support of partners and collaborate on areas of focus, facilitating interaction between partners and the Internet community. Engaging with and reviewing potential future partnership opportunities.	Q1-4	Q1: Negotiations with potential partners, with delays around changes for organisations. Q2: Partnerships proposals to Council and agreements signed after Council decisions. Q3: Partnership governance meeting arranged around Nov Council meeting.	DONE
Community Sponsorship: Reach new communities and events through strategic sponsorship to support community events and awards.	Q1-4	We have sponsored x events so far this year including the National Digital Forum, Gather, Cyber Security Lab, University of Waikato and GovHack with the full list at https://internetnz.nz/sponsorship	ONGOING

Activity	When	Report	Status
Community Organisation Support: Providing ongoing support as committed and building and maintaining effective working relationships with TUANZ, NZITF, NZNOG, and Kiwicon, as well as managing ad hoc and other requests for support.	Q1-4	Q1: MoU supports for TUANZ and NZITF signed. Discussions with NZNOG and Kiwicon for support progressed. Q2: Signing agreement for support with NZNOG (for in-kind event organisations) and Kiwicon ($20k per annum for two years). Ongoing collaboration with community organisations.	DONE
New Zealand Internet Research Forum: This year the focus will be on supporting the New Zealand Internet Research Community by supporting an online NZIRF open research hub, as scoped at NZIRF 2016, as well as meet-ups and connections within the community, looking to hold the next NZIRF event in late 2017, Also collaboration with eresearch conference and broadened Internet research events and groups will be explored and delivered.	Q4	Work not yet started, planning and communications to commence in Q3.	NOT STARTED
New Activity	**When**	**Report**	**Status**
NetHui 2016: Deliver a series of three NetHui events across New Zealand as a new format, designed to increase the visibility and participation in the NetHui in new locations and communities.	Q1-3	Q1: NetHui Roadtrip idea tested and confirmed with community and discussions progressed from interest from potential host venues. Q2: NetHui 2016 Roadtrip dates and venues announced and programme process and promotion underway. Q3: Three NetHui events held – Nelson 13 October, South Auckland 15 October, Rotorua 17 October. Participant surveys sent out.	ONGOING

Activity	When	Report	Status
NetHui Collaborations: Collaborate with ITX and Open Source Open Society Collaborations in Wellington in July and August 2016 to deliver 'NetHui Sessions' at these events as well as increase access and engagement from broader communities through supporting scholarships and livestreaming for the events.	Q2	Planning and preparations for NetHui sessions and InternetNZ involvement in ITX and Open Source, Open Society (OSOS) events completed in Q1. Q2 events held: ITX NetHui Session on Day 2 # of ITX INZ rep on ITX organising committee INZ rep acted as IT Awards judge InternetNZ sponsorship of Student Fellowships to ITX Sponsorship of event acknowledged for collaboration work OSOS NetHui Sessions barcamp held on final afternoon of OSOS. InternetNZ sponsor of livestreaming for the first time of OSOS, to enable greater participation.	DONE
Māori Engagement Project: Support the work of the Māori engagement committee of Council and engage tikanga and language expertise and training to support governance and operational practices.	Q1-4	Q1: Workshop held on development of a Māori Engagement Strategy. Q2: Marae visit and training for Council and staff planned for day before August Council meeting. Q3: Staff and Māori Engagement committee currently developing a timeline for an engagement strategy commencing in 2017	ONGOING

Activity	When	Report	Status
Community Grants Professionalisation Project: New reporting and communications processes will be implemented to increase outreach with grants recipients and about grants into the broader community. Also the policy framework, including assessment process, reviewed to ensure scalability and appropriate resourcing. Additionally an Impact Assessment framework will be developed for adoption.	Q1-4	Q1: Review of reporting and communications undertaken internally and presented to Grants Committee. Also staff and Grants Committee review and discussion of policy framework and operations manual. Q2: New Community Funding Coordinator started and implementing reporting changes, as well as finalise review and updating of policy framework with new Grants Committee and Council. Q3 & 4: TBC Impact Assessment framework development with Grants Committee for Council adoption planned.	ONGOING

International Programme

Baseline Activity	When	Report	Status
International Internet governance organisations and forums: Internet Governance Forum, Australia IGF, Asia-Pacific regional IGF, Pacific Islands IGF, APRICOT, IETF etc.	Q1 Q2 Q3 Q4	Attendance and involvement at APrIGF. Q3: Australian IGF, ICANN 57 in India and Internet Governance Forum all due.	ONGOING
ICANN engagement: As ccTLD manager for .NZ and as a civil society organisation.	Q1 Q3 Q4 Q2	Delegated and managed in accordance with the International Strategy and Plan, across the Group. IANA Stewardship transition likely complete 30 September.	ONGOING DONE
Support of NZ Internet Governance engagement: We will continue to support the work of the New Zealand Government in Internet governance, with an ongoing focus on ITU, ICANN and World Summit on the Information Society (WSIS) follow-up processes	Q3	Ongoing engagement throughout.	ONGOING
International Group Strategy: Supporting growing professionalism and coordination in outreach across the InternetNZ Group by reinvigorating the Group International strategy.		Yet to commence.	NOT STARTED
New Activity	**When**	**Report**	**Status**
Oceania Summer School of Internet Governance: Having progressed discussions with a range of international partners on the concept of an Oceania School of Internet Governance (OSIG), we plan to convene a project committee of partners to develop and host an inaugural event for the region, including New Zealand Australia and the Pacific Islands.	Q4	At this reporting date, the likely date of this event is later than planned. Towards the end of 2017 is more likely.	NOT STARTED

Communications and Outreach

Baseline Activity	When	Report	Status
Core Communications: Regular communication goes out to all internal and external stakeholders with work updates on Issues, Community and International Programmes.	Q1-4	DotNews now released to members and stakeholders on a monthly basis. Regular additional blogging and news content from all work programmes.	ONGOING
Stakeholder Planning: A plan is developed to shape perceptions among key stakeholders to explain our mandate and encourage dialogue and two-way relationships.	Q1	Stakeholder planning methodology implemented and now in use.	DONE
Stakeholder Outreach: Ongoing organisational wide improvements in managing stakeholder outreach.	Q1-4	Stakeholder communication is considered in all projects and outputs. All stakeholder relationships and owners now recorded in CRM.	ONGOING
New Activity	**When**	**Report**	**Status**
Communications pipeline: Delivering a managed set of communications media and assets that supports an improved pipeline of delivery from the Programmes, and allows high quality content to be produced and delivered quickly.	Q1	Refined pipeline clarifying roles and responsibilities, and content types, designed and awaiting full implementation thanks to arrival of new Communications Staff in September 2016.	DONE
Website Phase 2: Delivery of the second phase of InternetNZ's website redevelopment, as launched at the end of 2014, by improving and enhancing core functionalities to make it operationally workable, user-friendly and professional.	Q3	Work underway to review and design approach. Design work underway with third party.	UNDERWAY

Governance and Membership

Baseline Activity	When	Report	Status
Membership Survey: Done biennially rather than annually	Q2 Q4	New survey being done for AGM aligned with Public Research. "Traditional" member survey to be done in Q3-Q4, though this may change depending on the research noted below.	UNDERWAY
Members Meetings: Done twice a year in planning and review		Planning for a membership engagement and stakeholder event in Q3.	NOT STARTED

New Activity	When	Report	Status
Membership Process Improvements: Working with Council and members to identify ways to improve the membership offer, implementing these during the year, and reflecting on successes and lessons learned next year.	Q3	Work underway with an external advisor to formally research and review the membership offering. At this reporting date individual conversations with members are under way, and the outcomes will be with us early in Q3.	UNDERWAY

Operations

Baseline Activity	When	Report	Status
Financial Management: Full responsibility for all aspects of financial management and administration for InternetNZ and for significant components of DNCL & of supported partner organisations (NZITF, NZNOG, and IPv6).	Q4	Reporting to the end of Q2 has been completed for INZ and DNCL. NZITF's new PBE reporting as been completed and is just to be review. new PBE templates for NZNOG and IPv6.	ONGOING
Human Resource management: managing Our obligations as an employer of 11 FTE staff.	Q3	Currently reviewing the HR policies to make sure it meets the standard requirement as well as review other policies relating to staff benefits (e.g. Travel Policy, Telecommunication or ICT policies)	ONGOING
Governance Support: Organise and provide support for the AGM, Elections, Council meetings, Strategy Retreats, Subsidiary Board appointments, and Committee secretariat support.	Q4	Council and staff Marae training and August Council meetings successfully completed on 26-27 August. Preparations for the November Council meeting is underway.	ONGOING
Subsidiary services & support: Including reception, meeting coordination, financials and IT for DNCL, and facilities management.	Q4	Continuously supporting the subsidiaries by providing meeting support, admin support, ICT maintenance and facilities management (including security access) when required	ONGOING
Statutory compliance Obligations, including all business legislation and in particular charities, health & safety and human resources legislation.	Q4	Charities annual returns for INZ and DNCL have been completed. However Charities annual returns for NZITF, NZNOG and IPv6 are still pending for completion. Health and Safety and HR legislation are a work in progress, and have been handed over to the new Organisational Development Advisor.	ONGOING

Overall office support Including reception functions, facilities management and support, and administration support (as needed).	Q4	Continuously supporting the whole team by providing meeting support, admin support, facilities management (including security access) when required	ONGOING
IT management: Responsible for managing both internal IT assets and supplier relationships that provide them.	Q4	Maintain good communication and liaise when required with the ICT Solution provider (Think Concepts)	ONGOING
Travel management: The centralised responsibility for managing all travel requests.	Q4	Maintain good communication and liaise when required with the Travel Management provider (Orbit Travel)	ONGOING
Internal Policy development: Ownership and responsibility for maintenance of both operational and governance policies.	Q4	Review of operational and governance policies are due to be done by Q2	NOT STARTED
Event Delivery: supporting the Programmes through full project management of standing external event commitments – budgeting, facilities, catering, programming, logistics	Q3	**NetHui 2016** held in Nelson, South Auckland and Rotorua went well and received good feedback from participants **Annual Stakeholder Function** Will be held on 24 Nov (Wellington) and 29 Nov (Auckland). Good numbers received for the RSVPs so far. **NZNOG** Trinity Wharf has been booked from 23 - 27 January 2017. Preparations are still ongoing.	ONGOING
Membership support and administration: Managing the full operational support requirements of our ~400 members		Maintenance and updating of the membership records and mailing lists are still ongoing.	ONGOING
Programme Support: working with the Issues, Community and International Programmes to support their activities.	Q4	**Speaker Series** The next Speaker Series, Harassment and the Internet, will be held on 8 September.	ONGOING

New Activity	When	Report	Status
Internal phone system replacement: Replacing the PABX based system used internally.	Q3	Due to unseen circumstances of needing to upgrade the VC for the main boardroom and other small meeting rooms, as well as the need to upgrade the network hardware to enable VPN access, the Management Team has agreed to have the phone system review move and considered for the next financial year and use the current budget to address the other urgent replacement/upgrade of the VC and network hardware.	ON HOLD
IT asset management: Develop an asset management process and policy detailing timeframes for replacement of office IT.	Q2	Currently drafting the IT Policies and Procedures as well as the IT Asset Management Register.	ONGOING
System interoperability: Develop integrations between various business and financial systems for efficiency (e.g. accounting and membership systems links).	Q4	This work is scheduled to commence when the Organisational Development Adviser is on board, predicting a start in Q3.	NOT STARTED