

## Progress in Q3 2016

Reporting against the Activity Plan

20 January 2017



# Summary of deliverables

Our Activity Plan for the year included this summary table of our deliverables for the year. We replicate this here to provide a status summary at the reporting date (31 Dec 2016).

More detail on these items is included in the body of this report.

KEY: **GREEN** is DONE; **RED** is DELAYED

	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
<b>Focus Areas</b>	<p>1-A: World Internet Project</p> <p>2-A: Copyright &amp; TPP</p> <p>2-B: Collaborations: Tech Economy</p> <p>3-B: Am I a Network Operator?</p> <p>2-B: Speaker Series</p>	<p>1-B: Independent Access Review (not released)</p> <p>2-B: Collaborations: Internet of Things</p> <p>2-B: Speaker Series</p> <p>3-A: Easy Transparency</p>	<p>1-B: Telco Act Review</p> <p>2-A: Digital Regulation</p> <p>2-B: Speaker Series</p> <p>3-A: Easy Encryption</p> <p>3-B: Information Security Makeover</p>	<p>1-A: Digital Inclusion Map</p> <p>1-A: Fostering Use of Inclusion Map</p>
<b>Issues Programme</b>	See new items listed in report			State of the Internet 2017
<b>Community Programme</b>	Grants Professionalisation Project	<p>NetHui Collaborations: ITX and Open Source, Open Society</p> <p>NZIRF online</p>	<p>NetHui 2016 Events</p> <p>IR/Conference Grants Round open</p>	<p>Grants Round assessment</p> <p>NZIRF events</p> <p>NZNOG support</p>
<b>International Programme</b>	ICANN		<p>ICANN</p> <p>IGF</p>	<p>Oceania School of Internet Governance</p> <p>ICANN</p>
<b>Communications &amp; Outreach</b>	Communications Pipeline		Website Phase 2	
<b>Governance &amp; Members</b>	Council Meeting	Council Meeting	Council Meeting	Council Meeting
<b>Operations</b>	See BAU activity listed in report.	IT Asset management	Internal Phone system replacement	System Interoperability

# Introduction

This third quarterly report against the 2016/17 Activity Plan accounts for our continued efforts to the end of the 3<sup>rd</sup> Quarter, 31 December 2016.

Highlights include the following.

- We've continued to make progress on delivering to our Focus Areas:
  - **Access to the Internet**
    - We've continued to participate throughout the Telecommunications Act Review process, providing submissions that have been well received by policy makers.
    - Excellent progress on building a revised Digital Inclusion Map with the 2020 Trust.
  - **Use of the Internet for Everyone's Benefit**
    - Delivering another successful Speaker Series Event; Things and the Internet.
    - Releasing the Discussion Starter on the Internet of Things in New Zealand, focussed on security and privacy and self-creation potential.
  - **Identity, Security and Privacy in the Internet Age**
    - Partnering with Waikato University to deliver four student-developed campaigns as part of our Information Security Makeover project.
    - Preparing for release in early 2017 our work on Easy Encryption – a user guide to how to use encrypted tools for everyday communications.
- The Issues team has continued to deliver several other pieces of work, notably on exploring the issues for competition and net neutrality on the proposed merger between Vodafone NZ and SkyTV; and highlighting Internet privacy concerns in the Intelligence and Security Bill process.
- Delivery of our NetHui on the Road events in Nelson, South Auckland and Rotorua, with hundreds of new people attending these events and participating in discussions and learning about the Internet in New Zealand.
- Celebrating the milestone of a successful transition of the IANA functions to the global multistakeholder community.
- Relaunching the much-improved InternetNZ website.
- Bidding a temporary farewell to some of our staff in Ellen Strickland and Maria Reyes for their parental leave.

As always, feel free to get in touch should you wish to learn more about what we are up to. We still have plenty to do in this financial year, and we appreciate your interest and support.

Jordan Carter  
**Chief Executive**

# Focus Areas

We have developed a proposed 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've 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
<b>World Internet Project</b> 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
<b>Digital Inclusion Map</b> Develop the Digital Inclusion Map with the 2020 Trust ( <a href="http://www.digitalinclusion.nz">www.digitalinclusion.nz</a> ) 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're now building this with our chosen technology partner.	UNDERWAY

<p><b>Fostering Use of Inclusion Map</b></p> <p>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.</p>	Q4	<p>This work is dependent on completion of the map, and then further sharing amongst our networks.</p>	NOT STARTED
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## 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
<p><b>Telco Act Review</b></p> <p>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.</p>	Q3	<p>We have responded to the further discussion document issued by MBIE, and outlined our proposal for how these industries should be regulated.</p> <p>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.</p>	UNDERWAY
<p><b>Independent Access Review</b></p> <p>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.</p>	Q2	<p>We've completed our analysis of this work utilising the Broadband Map.</p> <p>We await permissions on the use of this data to release it.</p>	<p><b>DONE</b> (SUBJECT TO RELEASE)</p>

## 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
<p><b>Copyright &amp; TPP</b></p> <p>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.</p>	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.	<b>DONE</b>
<p><b>Digital Regulation</b></p> <p>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.</p>	Q3	We've kicked off our work with the New Zealand Initiative.  Due to constraints on our Partner side, this work may be delayed into FY1718.	<b>DELAYED</b>

### 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
<p><b>Speaker Series</b></p> <p>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.</p>	<p>Q2</p> <p>Q3</p>	<p>We've now delivered our second Speaker Series event, Harassment and the Internet.</p> <p>Our work is well underway to design our next event, Things and the Internet, including a specific Discussion Document resource building off the earlier ITX insight as well.</p>	<p>UNDERWAY</p>
<p><b>Collaborations</b></p> <p>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.</p>	<p>Q4</p>	<p>Our first output in this work was a report with NZTech on the value of the New Zealand technology ecosystem</p>	<p>UNDERWAY</p>

## 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
<p><b>Easy Transparency</b></p> <p>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.</p>	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
<p><b>Easy Encryption</b></p> <p>Develop a series of resources that explain how New Zealanders can make use of readily available encryption tools to increase their privacy online</p>	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
<p><b>Am I a Network Operator?</b></p> <p>Develop a series of resources clarifying the law around network operators and how and when particular legal obligations around information security apply.</p>	Q1	We've pushed this out to a number of different agencies to test its utility and will await their feedback before going further.	DELAYED
<p><b>Information Security Makeover</b></p> <p>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</p>	Q3	We partnered with Waikato Uni, who developed four different campaigns as part of a PR course on a variety of different InfoSec topics.	DONE



## Internet Issues Programme

Baseline Activity	When	Report	Status
<p><b>Updating the State of the Internet Report (SOTI):</b></p> <p>Continue to develop this Report as an authoritative source for information about the Internet in New Zealand by publishing the 2017 edition.</p>	Q4	We are scoping the next edition of this report now.	UNDERWAY
<p><b>Response to emerging Internet Issues:</b></p> <p>We will retain capacity where possible, and otherwise reprioritise as required, to ensure that InternetNZ is able to respond to emerging Internet Issues during the year.</p>		These will be listed as new Activities below.	ONGOING
New Activity	When	Report	Status
<p><b>RCEP Negotiations</b></p> <p>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.</p>	Q1	We hosted a discussion alongside the Auckland negotiating round, with over 50 delegates from negotiating parties listening to New Zealand technology community perspectives on how the Internet relates to this agreement	DONE
<p><b>ISP Spotlight</b></p> <p>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</p>	Q1	We launched, and increased the traffic to the InternetNZ website by 1300%. We have half a dozen examples of positive ISP change, and have successfully started a number of conversations amongst users about what matters and why. We are now talking to external parties about how they can host this data too.	DONE
<p><b>EFF GamePlan</b></p> <p>We want to analyse and discuss the New Zealand response to the EFF Gameplan to end Internet Surveillance</p>	Q1	This is a hangover item from the previous year, and we launched our analysis in May.	DONE

<p><b>Vodafone &amp; Sky Merger</b></p> <p>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.</p> <p>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.</p>	<p>Q2- Q3</p>	<p>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.</p>	<p>UNDERWAY</p>
<p><b>Digital Economy Work Plan</b></p> <p>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.</p> <p>They have been clear that 2016/17 is a year of design and experimentation to inform and justify more work in 2017/18</p>	<p>Q2- Q4</p>	<p>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.</p>	<p>UNDERWAY</p>
<p><b>Intelligence and Security Bill</b></p> <p>The Independent Review of Intelligence and Security (IRIS) released its findings earlier this year. These are now progressing into legislation.</p> <p>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.</p>	<p>Q1- Q2</p>	<p>We have already produced and released our Briefing Paper on this review in Q1.</p> <p>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.</p>	<p>DONE</p>
<p><b>Backhaul Review</b></p> <p>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.</p>	<p>Q2</p>	<p>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.</p> <p>We intend to continue to watch this process from here.</p>	<p>DONE</p>

<p><b>S3OR Review</b></p> <p>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.</p>	<p>Q2</p>	<p>These non-price terms are vital in determining what service customers receive from Copper for the money they pay.</p> <p>We await the release of the Commission's findings.</p>	<p><b>DONE</b></p>
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## Community Programme

Baseline Activity	When	Report	Status
<p><b>Community Grants:</b></p> <p>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.</p>	<p>Q2</p> <p>Q3</p> <p>Q4</p>	<p>Q2-3: Community Projects and Conference attendance round launched in July and closed in August (aligned with NetHui collaborations events). Decisions announced in November/December.</p> <p>Q3-4: Internet Research and Conference attendance round launched in December and closed in January 2017 (aligned to NZIRF activities). Assessment decision processes continue during Jan to March 2017.</p>	<p>ONGOING</p>
<p><b>Strategic Partnerships:</b></p> <p>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.</p>	<p>Q1-4</p>	<p>Q1: Negotiations with potential partners, with delays around changes for organisations.</p> <p>Q2: Partnerships proposals to Council and agreements signed after Council decisions.</p> <p>Q3: Partnerships governance meeting held before Nov Council meeting.</p> <p>Q4: Revised set of partnerships for f2017/18 assessed and will go to the Feb Council meeting.</p>	<p>ONGOING</p>
<p><b>Community Sponsorship:</b></p> <p>Reach new communities and events through strategic sponsorship to support community events and awards.</p>	<p>Q1-4</p>	<p>14 sponsorships approved this year, including these in Q3:</p> <ul style="list-style-type: none"> <li>- National Digital Forum, Nov 2016</li> <li>- FLINT, Nov 2016</li> <li>- Net Squared Wellington Unconference, Feb 2017</li> <li>- MobileTECH 2017, March 2017</li> <li>- KiwiFoo, March 2017</li> </ul>	<p>ONGOING</p>

		Details at <a href="https://internetnz.nz/sponsorship">https://internetnz.nz/sponsorship</a>	
<b>Community Organisation Support:</b> 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 support for TUANZ, NZITF signed.  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.	<b>DONE</b>
<b>New Zealand Internet Research Forum:</b> 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 research conference and broadened Internet research events and groups will be explored and delivered.	Q4	Q3: Pizza nights to discuss online platform for researchers held in Auckland, Wellington, Christchurch. Fourth session to be held in Waikato in Q4.	ONGOING
<b>New Activity</b>	<b>When</b>	<b>Report</b>	<b>Status</b>
<b>NetHui 2016:</b> 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 to be announced and programme process and promotion.  Q3: NetHui Roadtrip complete in Nelson., South Auckland and Rotorua in October. NetHui 2017 venue and date confirmed internally.	ONGOING
<b>NetHui Collaborations:</b> collaborate with ITX and Open Source Open Society Collaborations in Wellington in July and August 2016 to	Q2	Planning and preparations for NetHui sessions and InternetNZ involvement in ITX and Open	ONGOING

<p>deliver 'NetHui Sessions' at these events as well as increase access and engagement from broader communities through supporting scholarships and livestreaming for the events.</p>		<p>Source, Open Society (OSOS) events completed in Q1.</p> <p>Q2 events to be held:</p> <p><u>ITX</u></p> <p>NetHui Session on Day 2 # of ITX</p> <p>INZ rep on ITX organising committee</p> <p>INZ rep acted as IT Awards judge</p> <p>InternetNZ sponsorship of Student Fellowships to ITX</p> <p>Sponsorship of event acknowledged for collaboration work</p> <p><u>OSOS</u></p> <p>NetHui Sessions barcamp to be held on final afternoon of OSOS.</p> <p>InternetNZ sponsor of livestreaming for the first time of OSOS, to enable greater participation.</p>	
<p><b>Māori Engagement Project:</b></p> <p>support the work of the Māori engagement committee of Council and engage tikanga and language expertise and training to support governance and operational practices.</p>	<p>Q1-4</p>	<p>Q1: Workshop held on development of a Māori Engagement Strategy.</p> <p>Q2: Marae visit and training for Council and staff planned for day before August Council meeting.</p> <p>Q3: Second internal training day and consultation plan in development for 2017.</p>	<p>ONGOING</p>
<p><b>Community Grants Professionalisation Project:</b></p> <p>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</p>	<p>Q1-4</p>	<p>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.</p> <p>Q2: New Community Funding Coordinator starting and implementing reporting changes, as well as finalise review and updating of policy framework</p>	<p>ONGOING</p>

framework will be developed for adoption.		with new Grants Committee and Council.  Q3 & 4: Impact Assessment framework development with Grants Committee for Council adoption planned. Reporting changes in development.	
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## International Programme

Baseline Activity	When	Report	Status
<p><b>International Internet governance organisations and forums:</b></p> <p>Internet Governance Forum, Australia IGF, Asia-Pacific regional IGF, Pacific Islands IGF, APRICOT, IETF etc.</p>	<p>Q1</p> <p>Q2</p> <p>Q3</p> <p>Q4</p>	<p>Staff attended and participated in the ICANN Meeting #57 in Hyderabad, India in November. Contributions to ICANN accountability, the ccNSO, the Customer Services Ctte and leading a high level session in the programme.</p>	<p>ONGOING</p>
<p><b>ICANN engagement:</b></p> <p>as ccTLD manager for .NZ and as a civil society organisation.</p>	<p>Q1</p> <p>Q3</p> <p>Q4</p>	<p>Delegated and managed in accordance with the International Strategy and Plan, across the INZ Group.</p>	<p>ONGOING</p>
<p><b>Support of NZ Internet Governance engagement:</b></p> <p>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</p>	<p>Q3</p>	<p>Ongoing engagement throughout.</p>	<p>ONGOING</p>
<p><b>International Group Strategy:</b></p> <p>Supporting growing professionalism and coordination in outreach across the InternetNZ Group by reinvigorating the Group International strategy.</p>		<p>Yet to commence.</p>	<p>NOT STARTED</p>
New Activity	When	Report	Status
<p><b>Oceania Summer School of Internet Governance:</b></p> <p>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. Confirmed organisations interested in participating include University of Queensland, APC, ISOC, PICISOC, ICANN</p>	<p>Q4</p>	<p>Last report noted that this event would be more likely to occur end 2017. We are still working with partners to assess its viability, or whether different approaches may achieve the goal more concretely e.g. supporting a Pacific IGF.</p>	<p>NOT STARTED</p>



and Internet Australia, with other key partnerships in the region likely.			
<b>Global Internet and Jurisdiction Project</b> Participation in discussions led by the Project to help establish norms for private sector Internet actors in dealing with law enforcement issues.	Q3	Watching brief, and participated in conference in November 2016.	ONGOING

## Communications and Outreach

Baseline Activity	When	Report	Status
<b>Core Communications:</b> Regular communication goes out to all internal and external stakeholders with work updates on Issues, Community and International Programmes.	Q1-4	Dot News now released to members and stakeholders on a monthly basis. Regular additional blogging and content from all teams.	ONGOING
<b>Stakeholder Planning:</b> 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
<b>Stakeholder Outreach:</b> Ongoing organisational wide improvements in managing stakeholder outreach.	Q1-4	Stakeholder management methodology now in implementation.	ONGOING
New Activity	When	Report	Status
<b>Communications pipeline:</b> 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
<b>Website Phase 2:</b> 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	Website phase 2 now complete. New look and feel is live along with re-written and refreshed content.	DONE

## Governance and Membership

Baseline Activity	When	Report	Status
<b>Membership Survey:</b> 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.	UNDERWAY
<b>Members Meetings:</b> done twice a year in planning and review	Q3 and Q4	Done in respect of Strategy in October, good participation.  Next due in Q4.	UNDERWAY
New Activity	When	Report	Status
<b>Membership Process Improvements:</b> 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 and Q4	Research completed in Q3 with findings due to be shared in Q4, and proposed changes implemented in the 2017/18 year.	UNDERWAY
<b>Organisational Review</b> Council established an Organisational Review in December, to take a look at how the group is organised. The logic was that no such overall consideration had been done since the 2007/08 Structural Review.	Q4 and 2017	First meeting of Review Group held, and will develop work plan in Q4.	UNDERWAY

## Operations

Baseline Activity	When	Report	Status
<p><b>Financial Management:</b></p> <p>Full responsibility for all aspects of financial management and administration for InternetNZ and for significant components of DNCL &amp; of supported partner organisations (NZITF, NZNOG, and IPv6).</p>	Q4	Reporting to the end of Q1 has been completed for INZ and DNCL. NZITF's new PBE reporting as been completed and is just to be review. Deloitte's are preparing new PBE templates for NZNOG and IPv6.	ONGOING
<p><b>Human Resource management:</b></p> <p>managing our obligations as an employer of 11 FTE staff.</p>	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
<p><b>Governance Support:</b></p> <p>organise and provide support for the AGM, Elections, Council meetings, Strategy Retreats, Subsidiary Board appointments, and Committee secretariat support.</p>	Q4	AGM and Council Elections completed on 29 July 2016.  Preparations for the Council and staff Marae training as well as for the August Council meeting are underway.	ONGOING
<p><b>Subsidiary services &amp; support:</b></p> <p>including reception, meeting coordination, financials and IT for DNCL, and facilities management.</p>	Q4	Continuously supporting the subsidiaries by providing meeting support, admin support, ICT maintenance and facilities management (including security access) when required	ONGOING
<p><b>Statutory compliance</b></p> <p>obligations, including all business legislation and in particular charities, health &amp; safety and human resources legislation.</p>	Q4	Charities annual returns are due in Q2 for INZ, DNCL, NZITF, NZNOG and IPv6. Health and Safety and HR legislation are a work in progress, and will be handed over to the new Organisational Development Advisor.	ONGOING

<p><b>Overall office support</b> including reception functions, facilities management and support, and administration support (as needed).</p>	Q4	Continuously supporting the whole team by providing meeting support, admin support, facilities management (including security access) when required	ONGOING
<p><b>IT management:</b> responsible for managing both internal IT assets and supplier relationships that provide them.</p>	Q4	Maintain good communication and liaise when required with the ICT Solution provider (Think Concepts)	ONGOING
<p><b>Travel management:</b> the centralised responsibility for managing all travel requests.</p>	Q4	Maintain good communication and liaise when required with the Travel Management provider (Orbit Travel)	ONGOING
<p><b>Internal Policy development:</b> ownership and responsibility for maintenance of both operational and governance policies.</p>	Q4	Proposal and timeframe adopted by Council.	UNDERWAY
<p><b>Event Delivery:</b> supporting the Programmes through full project management of standing external event commitments - budgeting, facilities, catering, programming, logistics</p>	Q3	<p><b>ANZIA</b> Is being held on Tuesday 30 August in Melbourne. Assisting auDA with event and NZ Finalists attending the gala dinner.</p> <p><b>NetHui 2016</b> Will be held in Nelson, South Auckland and Rotorua.</p> <p><b>NZNOG</b> Trinity Wharf has been booked from 23 - 27 January 2017</p>	ONGOING
<p><b>Membership support and administration:</b> managing the full operational support requirements of our ~400 members</p>		<p>Membership renewals between the period of April-June 2016 and preparations for the Council elections between during the same period went well.</p> <p>Maintenance and updating of the membership records and mailing lists are still ongoing.</p>	ONGOING

<b>Programme Support:</b> working with the Issues, Community and International Programmes to support their activities.	Q4	<b>Speaker Series</b> The next Speaker Series, Harassment and the Internet, will be held on 8 September.	ONGOING
<b>New Activity</b>	<b>When</b>	<b>Report</b>	<b>Status</b>
<b>Internal phone system replacement:</b> 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.	<b>ON HOLD</b>
<b>IT asset management:</b> develop an asset management process and policy detailing timeframes for replacement of office IT.	Q2		<b>DONE</b>
<b>System interoperability:</b> 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, predicted a start in Q3 but not started by end of quarter.	NOT STARTED