
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 25 November 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 Progress 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.

The Organisational Review needs to be managed skilfully – if the review process takes too long or is poorly communicated, this will create risks.

B: Recent Chief Executive Priorities

Since the last meeting of Council in November 2016, we have had a break with the Christmas season shut down, and ramped up following the office opening again on 4 January.

In this period my priorities have been as follows, generally in descending priority order.

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. Progress is in the papers for this meeting.
2. **Organisational Review:** I supported the establishment of the Review and assisted the WG in its formation and project planning stages. As this moved to **substance** it became clear it would be more appropriate for independent contractors to support the process – I fully support this decision.
3. **Membership Renovation:** we received the research from PieComms in writing in January, and the outcomes of staff thinking with that input are before this meeting in a separate paper. Membership and Engagement will be an ongoing focus.
4. **Stakeholder outreach:** we had successful stakeholder functions in

November, along with more proactive reaching out to various media to lift InternetNZ's profile – with some success. I've also been keeping in touch with strategic partners following Ellen's leave commencing.

5. **Staffing:** with Ellen and Maria having gone on maternity leave before Christmas, bringing Vanisa and Kim up to speed and learning to work with them in their roles has been important. Both have come up to speed very quickly and are covering the roles well.
6. **International:** This has mainly focused on some ongoing low-level accountability work in the ICANN environment, but preparations are under way for participation at the next meeting (in March).

These were the priorities I set out as my expected ones in the last report, which mapped well onto the work done. Setting fewer priorities and achieving them is something I plan to continue this year.

C: Chief Executive priorities for the next three months:

These are generally ranked in descending order of priority:

1. **Planning for 2017:** with Council sign off of the high level goals and feedback on implementation mechanisms, we will move to testing the ideas with stakeholders and the membership, and turning that input into a final Plan and Budget for 2017/18 for decision in April.
2. **Restating our "Why":** InternetNZ is good at explaining what it does and who it serves, but less good at explaining the reason for that – the vision and mission go some way to this but we could be crisper and more modern. With remaining Comms budget for this year we are doing some work on this. It will assist with the other priorities I have.
3. **Membership Renovation:** once we have Council feedback on the direction proposed at this meeting, there'll be ongoing implementation. I will be aiming to speak with more members than previously, and we will also be making changes to the membership renewal process – there is more we can do to improve retention of members.
4. **Stakeholder outreach:** this continues to be a significant focus. I am making this a structured priority for me, and making sure the relationships built are used to the organisation's advantage. We are also being more strategic about when "CEO time" can help make our work go more smoothly or help achieve our goals.
5. **Organisational Review:** I will continue to assist the Review by sharing my thinking and analysis with the Working Group as required.
6. **International:** with the changed political circumstances in the US following the Presidential election last year, I am considering how this affects our international programme (for reflection in the Activity Plan). I will maintain my participation in ICANN accountability work, participation in next ICANN meeting (Mar-17), and possible attendance at RightsCon. I am also speaking at a seminar in Wellington on 3 March on this topic.

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

D: Staffing Matters

Council may remember that **Reg Hammond** was to leave us, only for us to ask him to stay as we worked through the Telecommunications Act submission process. We have now bidden a fond farewell to him after nearly five years of supporting us with depth and insights on Telecommunications Policy matters.

Vanisa Dhiru and **Kim Ford** have settled in well in their Acting roles replacing Ellen and Maria who are into their maternity leave. Overall the team is working very well together.

2. Programmes

A: Community Programme: Vanisa Dhiru

The Community Programme had a very busy quarter despite the change of manager and holiday season.

Points of Note:

The Acting Community Programme Director covering Ellen Strickland on parental leave started in late November. Vanisa is managing the team and programme work, working four days a week. Ellen will begin her 'keeping in touch' time as per parental leave legislation (up to 4 hours per week) from February as previously noted.

Highlights:

- ***The NetHui 2017*** date and venue has been booked and announced this month: 9-10 November 2017 at the Aotea Centre, Auckland. An engagement survey is out collecting theme, speaker and other ideas; and stakeholder meetings are being arranged to build excitement and interest.
- **Speaker Series** event held in the Wellington offices on 8 December, featuring a panel focusing on ***Things and the Internet***. Panellists included John Edwards, Privacy Commissioner; Hiria Te Rangi, Whare Hauora; Dr Erika Pearson, Senior Lecturer at Massey University; and John Hart, FabLab.
- Stage 1 assessment of the 2016/17 ***Internet Research grants round*** has been completed, with Council decision pending evote for research applications coming in late March after stage 2. A paper to this meeting with Conference Attendance recommendations from this round will be discussed.
- Our ***Māori Engagement Committee*** have met to progress this work programme. The Committee also supported InternetNZ to host of a presentation and group korero run by MBIE about Māori in ICT education, attracting over 40 people in late January.
- In the last three months we have agreed ***sponsorship*** support for:
 - KiwiFoo, March 2017, Snells Beach

- o TechHub (formerly ICT-Connect) by IT Professionals New Zealand, 2017 nationwide
- o PROJECTR. March 2017, Auckland
- o GovHack, July 2017, 10 cities nationwide

Lowlights:

- None to report

Next Priorities:

- *NZ Internet Research Forum* is planned for the day before NetHui (8 November) and work on the online NZIRF forum/presence for this event will commence, following the pizza night consultation during December/January.
- Second Speaker Series event of the year will be on 9 March at lunchtime in the Wellington office: *Emergencies and the Internet*. We will also work through options for the annual series, specifically a session during TechWeek (6-14 May).
- *Māori Engagement Committee* will begin with sharing what InternetNZ currently does with iwi and community groups.
- Plans will progress leading up to the *internal marae training* as discussed by email with Councillors for 26-27 May, prior to the Council meeting.
- *NetHui 2017* community consultation, sponsorship pitches, and promotion work will continue.
- *New Strategic Partnerships* will be followed up following the paper to this meeting.

B: Issues Programme: Andrew Cushen

The Issues Programme remains on track to deliver to the Activity Plan as well as the large number of emerging issues that have come up during the year. An important lesson that we are taking into next year's Activity Plan is that our current 20% of reserved capacity for emerging issues is either too small, or the number of emerging issues we are taking up is too large. We would appreciate any thoughts on this.

Points of Note:

The outcomes of the Telecommunications Act process are something we should be very proud of – in independent ideas and delivery, and in our influence on the policy agenda.

The Digital Inclusion Map is going well, and will meet its deadline despite some late-arising data access issues.

Highlights

- Announcement of the next steps in the *Telecommunications Act* is a major achievement of InternetNZ. The positions finalised and proposed are nearly completely that which we have been advocating for. We will continue to follow this

process through into legislation.

- Launch of the video, infographic and advice on *Private Messaging*, to deliver to the Easy Encryption component of the Activity Plan.
- Ongoing development of the *Digital Inclusion Map*, which is tracking well to meet its delivery in March 2017 – and is looking fantastic.
- *Internet of Things* Discussion Starter document being released, and the link up with other initiatives around the Internet of Things for later this quarter.
- A timely restart of our *Digital Regulation* work with the New Zealand Initiative, following a false start due to capacity on the NZI side. We are planning this project out now with them.
- The opportunity to lead the visit of an impressive delegation of overseas *Copyright* experts to start conversations about the opportunities in Fair Use and wider copyright liberalisation.
- *Briefing the incoming Minister* following the surprising handover of portfolios in December. We were pleased that we beat his own Ministry in providing him with advice and perspectives on the key issues in Communications.

Lowlights:

- None to report.

Next Priorities:

- Delivery of the *Digital Inclusion Map* work.
- Following up on the recommendations of the *Telecommunications Act* review as it progresses into legislation.
- Developing the *State of the Internet Report* for 2017 (and changing our approach from last time).
- Following the Speaker Series and Discussion starter on the *Internet of Things* with a further set of recommendations and analysis.
- Executing the *Digital Regulation* project plan with the New Zealand Initiative.
- Release of a new paper on *Encryption in New Zealand* – a guide to what it is, how it is used and how important it is to protect.

C: International Programme (Jordan Carter)

Points of Note:

- James Ting-Edwards and I participated in the U.N.'s Internet Governance Forum in December, extending our network, introducing James to that environment, and drawing insight for our Focus Areas and our ongoing international programme.
 - There was a general view that the event was not of as high a quality as the previous year, and disappointment that the host for 2017 would be Geneva, in the week before Christmas.
 - Much discussion related to the TPP which has since gone off the agenda in some respects. Much other discussion related to the

U.S. election results and the impact this might have on the multistakeholder model of Internet governance.

- Digital Objects Architecture was mentioned a good deal in the course of the event, with that being a topic for us to research more fully.
- We have stayed in touch with NZG officials on ICANN work.
- The proposed Oceania School of Internet Governance is off the table, but we will continue to speak with others about supporting a Pacific IGF in 2017.

Next Priorities

- DNCL will represent the group at 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
- Building new links with MFAT on International issues – we have a good relationship with MBIE and need to expand that to MFAT given their participation in forums we are not present at. We can offer insight on forums they don't participate in, in turn.
- RightsCon will have InternetNZ representation, at the very end of March.

3. Operations

Since November Council meeting the Operations team have been working on the ongoing improvements to the Website, organising the logistics for the March Speaker Series event, various Health & Safety and HR updates, the organisational review, upcoming membership renewals, the Copyright event, upcoming marae training and the 2017/18 Activity Plan.

Points to Note:

We received the results from the membership research process. Staff have been informed of these and we are working together to look at ways to resolve the pain points in the administration of the membership process.

We continue to track and resolve the superficial damage done to the Wellington Office, as well as work with JLL on auditing 80 Boulcott Street as per Wellington City Council's request.

Highlights:

- NZNOG event held in Tauranga, received excellent feedback
- Completion of the interim Financial Audit
- Completion of the Grants round
- A great Maori ICT event held in our Wellington office
- New look Website implemented (content and nav refreshed)
- FLINT (Future Leaders In Technology) event hosted at InternetNZ
- December speaker series event

Lowlights:

- Fixing issues with Smarty Grants

Next Priorities:

- Earthquake damage repairs
- Membership renewal process
- Annual General Meeting preparations
- Speaker Series event in March
- Organisational Review
- 2017/18 Activity Plan

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.
- Presented separately at this meeting is the state of our wider membership project, and our proposed next steps.
- The organisational review work has kicked off, and is covered substantively elsewhere in this agenda.

Highlights:

- Receipt and revitalisation of work on the Membership project.
- The positive and insightful feedback we have received from stakeholders and staff as part of our Organisational Review work.

Lowlights:

- None to report.

Next Priorities:

- This Council meeting and associated logistics (Feb 2017)
- Membership meet-ups for the start of the year and seeking feedback on the Activity Plan for 2017/18.
- Implementation of the Membership project.
- Continuation of the Organisational Review work.

5. Other Matters

- As noted in previous reports, Paul Matthews from ITP pulled together a **sector-wide leadership group**. The group has met twice this year and is developing a draft statement of policy priorities, to show some leadership in this general election year. My intention is that InternetNZ should sign on to this, and I will share that thinking with members and Council as it comes together. A joint approach will be easier for parties to deal with and more influential. We can of course

add our own points, and other activity relating to the election will be covered in activity planning and discussed with you in April.

- Work with NZRS and DNCL on progressing changes to **group financial reporting** continues, to make sure the quarterly group financial reports present more comprehensive and detailed information. We have not yet settled on a proposed approach and will seek feedback from Council and Boards in between meetings for this, in time for the first quarterly reports in 2017/18 to reflect the new approach.
- The **Operating Agreements** between InternetNZ and DNCL / NZRS are due for review, and staff across the group are progressing this to see if we can get a more appropriate framework in place. (This was work following up the Framework Review and adoption of the new Framework Policy which happened late in 2016.)
- Following the **Kaikoura Earthquake** on 14 November 2016, our offices were identified as needing further inspection. No issues have come to light or been advised to us as of the date of this report.
- We made an error at the 2016 AGM regarding the **Appointment of Auditors** – staff lost track of this in the AGM agenda which we updated last year and as a result, we are technically in breach of our rules. Our legal advisors have told us we should seek retrospective approval of the Auditors at this year's AGM, and there is no intention to change auditors. There is little risk from this mistake, which cannot be undone in a direct sense. My apologies to the Council and membership for this.

Our team is happy and excited about a challenging and interesting 2017. I trust you are as well.

Jordan Carter

Chief Executive

16 February 2017