

Progress in Q4 2016/17

Reporting against the Activity Plan

13 April 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 March 2017).

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

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th 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: Independent Access Review (not released) 2-B: Collaborations: Internet of Things 2-B: Speaker Series 3-A: Easy Transparency	1-B: Telco Act Review 2-A: Digital Regulation 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
Issues Programme	<i>See new items listed in report</i>			State of the Internet 2017
Community Programme	Grants Professionalisation Project	NetHui Collaborations: ITX and Open Source, Open Society NZIRF online	NetHui 2016 Events IR/Conference Grants Round open	Grants Round NZIRF events NZNOG support
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	<i>See BAU activity listed in report.</i>	IT Asset management	Internal Phone system replacement	System Interoperability

Introduction

This third quarterly report against the 2016/17 Activity Plan accounts for our work on the plan for the full year ending 31 March 2017.

Highlights from this quarter 1 January - 31 March include the following.

- We've made progress on delivering to our Focus Areas:
 - **Access to the Internet**
 - § We've been influential in the Telecommunications Act Review process, providing submissions that have been well received by policy makers.
 - § Excellent progress on building a new Digital Inclusion Map with the 2020 Trust, to be launched next year.
 - **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.
 - § Releasing our campaign as part of our work on Easy Encryption – a user guide to how to use encrypted messaging 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.
- Seeking applications for our latest Community Funding round for Research and Conference Attendance grants.
- Agreeing new Strategic Partnerships for the coming year, including with the NZ ICT Law Centre at The University of Auckland.

The 2016/17 Annual Report will provide a higher level summary of our work in this year which has now concluded, to be published at the end of June prior to the Annual General Meeting.

If you have any reflections to share about the year please feel welcome to get in touch with me.

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
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. Council has agreed to renew the partnership with AUT under the NZ Work and Research institute to support this research in 2017/18.	DONE
Digital Inclusion Map Develop the Digital Inclusion Map with the 2020 Trust	Q4	We have build and published a full production version of the Digital Divides map.	DONE

(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.		We have a data intern onboard to help us improve some of the datasets that drive the map, in preparation for the launch of the map (potentially in Techweek) which we are still planning with 20/20 Trust.	
Fostering Use of Inclusion Map Foster effective utilisation of that new Digital Inclusion Map by the Internet community, through 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. Fostering use of the Map will be incorporated into our 2017/18 project on digital divides. This work is referenced as part of the Digital Nation work programme being managed by MBIE.	WILL CONTINUE IN 2017/18

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.	Q3-4	We are pleased with the announcements made in February 2017 and how they correspond with our proposals. We submitted again in March in response to further consultation. We will continue to work on this process as it moves to legislation - likely during 2017/18.	UNDERWAY (WILL CONTINUE IN 2017/18)
Independent Access Review Create our own analysis of the state	Q2	We've completed our analysis of this work utilising the	DONE* (SUBJECT

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>Broadband Map.</p> <p>We await permissions on the use of this data to release it. However, we do not think this is likely to be forthcoming while the Telecommunications Act review is underway.</p>	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.	Q4	We have engaged throughout the legislative process on the TPP and other related legislation on Copyright, including oral submission to Select Committees. With the result of the U.S. Presidential election meaning that the TPP is either on hold or never to be implemented, attention has turned to the New Zealand situation and what opportunities there might be for improvements to copyright law outside the TPP process.	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	Q3	We've kicked off our work with the New Zealand Initiative. Due to constraints on our Partner side, this work has been delayed into FY1718.	DELAYED

regulation.			
-------------	--	--	--

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.	Q3 & Q4	We've now delivered our third and fourth Speaker Series events, Things and the Internet (including a specific Discussion Document resource building off the earlier ITX insight as well) and Emergencies and the Internet.	DONE
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	We've continued to collaborate with other organisations. Highlights in the past quarter include: <ul style="list-style-type: none"> - Collaborating with MBIE on the Digital Nation report. - Joining the IOT Alliance - An Innovation Partnership meeting focused on Internet-led innovations in education. 	DONE

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	Q3-4	We partnered with Waikato Uni, who developed four different campaigns as part of a PR course on a variety of different InfoSec topics. We also released our campaign resources on encouraging use of secure private messaging - including a video viewed nearly 80,000 times.	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.	Q1-3	This work is complete and is awaiting engagement from the agencies concerned about what they wish to do with these resources.	DONE
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 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
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 are scoping the next edition of this report now. We have also made a decision to align the State of the Internet report to be launched when InternetNZ has its AGM which means deferring SOTI 2017 to the 2017/18 financial year.	UNDERWAY
Response to emerging Internet Issues: 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.		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 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
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 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

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
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-Q4	We played a significant role in the final stages of the Commission process, partnering with Spark and 2Degrees to stop a quick merger through the High Court. We await the reasoning from the Commerce Commission before determining whether further action is required.	UNDERWAY
Digital Economy Work Plan MBIE has built a new Digital Economy workplan, designed to 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 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. This was released in March 2017 as the Digital Nation report, with InternetNZ marked as a collaborator.	DONE
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	Q4	We have produced and released our Briefing Paper on this review in Q1 and submitted on the legislation. As of Q4, the legislative process is complete. We have provided our analysis of how our submissions changed the legislation and the challenges	DONE

we manage the “chilling effect” on participation on the Internet.		that remain.	
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
S3OR 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. The Commission has concluded its process.	DONE
Internet of Things Internet of Things is an emerging set of access, use and trust challenges that we wish to lead on..	Q3-4	We are founding members of the IoT Alliance; a multistakeholder group designed to facilitate development of IoT in NZ, in March 2017. We also prepared and released InternetNZ’s own discussion starter on IoT, and in particular on the personal data management aspects.	DONE
Copyright Delegation	Q4	In February we hosted a visiting delegation of U.S. and Canadian experts on modernising copyright law.	DONE

Community Programme

Baseline 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.	Q4	Assessment decisions for Internet Research and Conference attendance complete by 31 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.	Q4	Revised set of partnerships agreed by Council, including renewal of two current partners and one new, with the Centre of ICT Law.	ONGOING
Community Sponsorship: Reach new communities and events through strategic sponsorship to support community events and awards.	Q4	Two approved this quarter: - Mixed Reality Hackathon, 17-19 March - TechHub by ITP, during 2017 Details at https://internetnz.nz/sponsorship Offered internal group-wide session on AR/VR by Prof Mark Billinghurst from the University of South Australia.	ONGOING
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	Q1-4	No specific update since Q3 report. Ongoing collaboration with community organisations.	DONE

for support.			
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 research conference and broadened Internet research events and groups will be explored and delivered.	Q4	Online platforms options paper drafted and ready for consultation in next quarter with NZIRF members, in lead up to NZIRF event on 8 Nov 2017.	ONGOING
New Activity	When	Report	Status
NetHui 2016/2017: 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.	Q4	2017 Nethui date announced and pre-EOI engagement survey complete, and ready for analysis.	DONE
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	As previously reported, these activities were in July and August 2016.	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.	Q4	Internal tikanga training ideas brainstormed, ready for confirmed marae training in May 2017.	ONGOING

<p>Community Grants Professionalisation Project:</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 framework will be developed for adoption.</p>	Q4	<p>Q3 & 4: Impact Assessment framework will go to development in 2017/18 with Grants Committee. Policy change recommendations discussed following the Internet Research round, and are to be approved by Council in next quarter. SmartyGrants improvements underway.</p>	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.	Q4	Attendance and involvement at ICANN 58 in Copenhagen.	ONGOING
ICANN engagement: As ccTLD manager for .NZ and as a civil society organisation.	Q4	Delegated and managed in accordance with the International Strategy and Plan, across the Group.	ONGOING
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
Group International Strategy: Supporting growing professionalism and coordination in outreach across the group by reinvigorating and reviewing the group International strategy.		Yet to commence. Will await overall Strategy Review due in September 2017.	DELAYED
New Activity	When	Report	Status
Oceania 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. Confirmed organisations interested in participating include University of	Q4	Last quarter's report noted that we were still working with partners to assess the viability of this event, or whether different approaches may achieve the goal more concretely e.g. supporting a Pacific IGF. There is greater support for a Pacific IGF approach so we will seek to support an event in 2017.	NOT STARTED

Queensland, APC, ISOC, PICISOC, ICANN and Internet Australia, with other key partnerships in the region likely.			
RightsCon 2017	Q4	We participated in RightsCon, a technology and human rights conference, to draw insight for NetHui and for issues work.	DONE

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	Dot News now released to members and stakeholders on a monthly basis. Regular additional blogging and content from all teams.	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 organisation-wide improvements in managing stakeholder outreach.	Q1-4	Stakeholder management methodology now in implementation.	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	Website phase 2 now complete. New look and feel is live along with re-written and refreshed content.	DONE
'Why' project: We are good at describing what we do, but our story about 'why' we do it is not agreed or consistent. We are	Q4	This work has started and will be ongoing through the 2017/18 year.	ONGOING

working on a project to confirm our purpose and the ways we can connect New Zealanders to InternetNZ and help to raise awareness of why we exist and why this is important.			
---	--	--	--

Governance and Membership

Baseline Activity	When	Report	Status
Membership Survey Done biennially rather than annually	Q2	As previously reported, new survey done for AGM aligned with Public Research.	DONE
Members Meetings Done twice a year in planning and review	Q4	Members meet up held in Auckland, Wellington and Christchurch this quarter.	DONE
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.	Q4	Report received from external researched (public summary to be released April 2017). Council agreed a new approach based on this work at its meeting in February. Improvements made to business process for renewals and new joins in March 2017.	DONE
Organisational Review A project to look at how the InternetNZ group is organised (last reviewed in 2007-08) and determine whether any changes could be made to improve the way we work.	Q3-4	The Working Group managing the review got under way and did an analysis on the current state to determine whether there is a reason to move to looking at alternative options.	UNDER WAY

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 Q4 has been completed for INZ and DNCL. 2017/18 Activity Planning and Budget process completed.	ONGOING
Human Resource management: managing Our obligations as an employer of 15 FTE staff.	Q3-Q4	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	The team managed preparations for the February and April 2017 Council meetings during the quarter.	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	A particular focus on ensuring that H&S processes are fit for purpose and functioning as necessary. Reporting established through Audit and Risk Committee, to Council.	ONGOING
Overall office support Including reception functions, facilities management and support,	Q4	Continuously supporting the whole team by providing meeting support, admin	ONGOING

and administration support (as needed).		support, facilities management (including security access) when required	
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	Proposal and timeframe adopted by Council.	DONE
Event Delivery: supporting the Programmes Through full project management of standing external event commitments – budgeting, facilities, catering, programming, logistics.	Q4	NZNOG This event was held 23 - 27 January 2017 in Tauranga, with positive reviews from attendees and the NZNOG Trust.	ONGOING
Membership support and administration: Managing the full operational support requirements of our ~400 members.	Q4	Membership renewals between the period of March - April 2017 complete. Updated the membership renewal online experience.	COMPLETE
Programme Support: working with the Issues, Community and International Programmes to support their activities.	Q4	Speaker Series Emergencies and the Internet was held in the Speaker Series in March 2017.	ONGOING
New Activity	When	Report	Status
Internal phone system replacement: Replacing the PABX based system used internally.	Q3	As reported in Q3, the Management Team has agreed to have the phone system review move to the next financial year. Budget has been approved.	ON HOLD

IT asset management: Develop an asset management process and policy detailing timeframes for replacement of office IT.	Q4	As reported in Q3, now built into the budget for 2017/18.	DONE
System interoperability: Develop integrations between various business and financial systems for efficiency (e.g. accounting and membership systems links).	Q4	This work has been pushed into 2017/18 due to staff time needed on other unplanned projects - particularly Organisational Review.	ON HOLD