

Our Plan for 2017-18

Activity Plan & Budget Summary

13 April 2017



Summary

The key elements of our plan for 2017 are:

Focus on Access

- Complete our **Digital Inclusion Map** and draw insights from it
- Contribute to the review of the **Telecommunications Act**

Focus on Trust

- Encourage the public to use **multi-factor authentication** where available
- Build a credible **trust framework** that identifies how to improve trust

Focus on Creative Use

- Work towards **more modern, balanced copyright law**
- **Share stories** of innovative creative use of the Internet

We will:

- Host NetHui 2017 in Auckland (8-9 November)
- Host an Internet Research Forum
- Expand our Community Funding to \$700k
- Update and re-launch the State of the Internet report
- Publish quarterly position papers to shape the Internet debate
- Support a Pacific Internet Governance Forum
- Continue a wide range of partnerships and support of community organisations

This Plan contains the detail, including of other activities in our Issues and Communities areas of work, and a summary Budget for your information.

Information about the strategy underlying this Plan is available at <https://internetnz.nz/plans> - and we welcome any feedback.

Jamie Baddeley
President

Jordan Carter
Chief Executive

Table of Contents

Summary	2
Table of contents.....	3
Introduction and context	4
Contributions to the Focus Areas	6
Access to the Internet – Internet infrastructure.....	6
Access to the Internet – digital divide.....	7
Trust on the Internet - multi-factor authentication (MFA).....	7
Trust on the Internet - trust framework.....	8
Creative use of the Internet – modern, balanced copyright.....	9
Creative use of the Internet - showcasing creativity	9
Internet issues.....	11
Community.....	12
International.....	14
Communications and outreach	15
Operations.....	16
Governance and membership.....	18
Budget summary	20

Introduction and context

This Activity Plan and Summary Budget for 2017/18 is our plan for this year. It is the final plan to implement the three-year Strategic Plan adopted by Council at the start of 2015. The five main goals in that Strategic Plan are:

1. to be the authority on Internet issues
2. to support an Internet community that is well developed, connected, collaborating and contributing as much as it can to the development of the Internet for New Zealand (including lifting community funding to \$1m/yr)
3. to contribute effectively to global Internet debates to preserve the open Internet, and effectively share those debates and lessons at home
4. to deliver core operations at a high standard
5. to deliver clear roles and expectations for members.

As well as implementing the plan, we will be taking time this year to reflect on what we have achieved in those three years towards delivering to our vision of a better world through a better Internet – and refreshing our strategy for the coming years.

This vision is ever more important to interpreting this Activity Plan. We have focused on what changes we want to see in the world around us, and how a better Internet enables that. We have used that lens to guide the activities that we propose for this year in the three Focus Areas we have carried over, and refined, from the 2016/17 Activity Plan.

Those Focus Areas are:

1. **Access** to the Internet
2. **Trust** on the Internet
3. **Creative use** of the Internet.

In each of these areas, we have thought through the contributions we aim to make in terms of the changes we seek to effect in the stakeholder environment (a better Internet) that then support wider, more fundamental changes (a better world). Not all of the thinking is set out in this plan – check the Focus Areas Detail document for more.

We are taking another step this year in having these Focus Areas work across the organisation, supported by our issues, community and communications teams. We will continue to foster collaboration in these areas with the Internet community, in order to gain additional perspectives in our work and learn from others.

In all, our aim is to be doing work that has value for the New Zealand Internet community. In doing our work, we will be:

1. **Focused:** doing more effective work on fewer things
2. **Simple:** being easy to understand and to work with
3. **Reaching out:** using our growing engagement and collaboration with the community to do more work together and to learn & share better

We present this Activity Plan with Summary Budget information so that anyone interested in our work can clearly see what we intend to do, where our peoples' time is focused, and how much the work will cost.

As noted, there is a companion paper setting out Focus Areas Detail. There is also a more detailed budget paper giving details about the money we spend. Both are available at <https://internetnz.nz/plans>.

Reports on progress against this Plan are delivered to each meeting of the Council, and those reports are published at: <https://internetnz.nz/reports>.

Please feel welcome to contact me direct with any feedback or questions you have about our plan for 2017/18.

Thank you for reading!

Jordan Carter
Chief Executive

Contributions to the Focus Areas

This plan sets out two contributions that we will make towards each Focus Area (Access, Trust, Creative Use). The work that we do on the Focus Areas is led by the Chief Executive, and serviced by the Community, Communications and Issues teams.

For each contribution, this plan sets out what success looks like in 2017/18, and defines the current state and desired states for 2018 in respect of the projects we do, the effects of these on the Internet, and the difference we want this to make in the world¹.

Access to the Internet - Internet infrastructure

The networks that New Zealanders use to access the Internet are critical to modern life and business. We continue to focus on the markets and the relevant regulations that shape how people access the Internet - whether it is mobile or fixed line Internet markets, competition law, network neutrality issues or industry agreements - we will be there as a voice for New Zealand's Internet community, ensuring that the potential of the open Internet is heard, seen and protected.

This year, we will be continuing to work with the Government on its 2020 Telecommunications Act review and seeking changes that operate in everyone's best interests

Success in 2017-18: Parliament passes a Telco Act that supports competition and effectively controls monopoly behaviour.

Date - year ending	A better world (uses and benefits)	A better Internet (stakeholder projects and results)	InternetNZ projects and results
31 Mar 2017	Internet is available to nearly everyone. Low quality plans are unaffordable to some, exacerbating access issues. Many New Zealanders aren't choosing the best available connectivity, hampering innovation.	The current Telco Act fails to provide a suitable framework for the fibre broadband era. As result, competition could be harmed. Government stakeholders endorse many of InternetNZ's ideas for change.	InternetNZ continues to participate in the Telecommunications Act review to encourage a framework that supports competition and controls monopoly behaviour.
31 Mar 2018	No changes yet - prices are stable and quality continues to improve.	Parliament passes a Telco Act that supports competition and effectively controls monopoly behaviour.	InternetNZ participates in completing the legislative process by providing arguments and evidence that support a consensus for an improved Telco Act that supports competition and controls monopoly behaviour.

¹ The companion Focus Areas Detail paper (<https://internetnz.nz/plans>) sets out details & methodology.

Access to the Internet - digital divide

Last year we worked with 20/20 Trust to build a Digital Inclusion Map, showing the divides across New Zealand for Internet access, use, skill and social deprivation. There are digital divides in New Zealand in the types of Internet access that are available, the gap between those skilled enough to use the Internet, and those who don't know how, those who could get it, if only they could afford an Internet connection. We want to identify these divides, understand them, and help local, regional and national decision makers address the divides, and the unmet needs that stop some New Zealanders using the Internet to help them realise their full potential.

Success in 2017/18: the Digital Inclusion Map is being used, insights derived from it shared and at least two communities have used the map to address a digital divide they face.

Date - year ending	A better world (uses and benefits)	A better Internet (stakeholder projects and results)	InternetNZ projects and results
31 Mar 2017	Certain groups of New Zealanders make less use of the Internet due to usability and accessibility issues.	The digital divide is not understood in detail by stakeholders, making interventions difficult to plan and target.	InternetNZ made the revised and expanded Digital Inclusion Map focusing on illustrating the digital divide.
31 Mar 2018	More people, that were previously digitally excluded, are active online.	Stakeholders use this insight to design more targeted digital inclusion initiatives.	InternetNZ uses the new Digital Inclusion Map to highlight divides and the associated economic and social indicators that those divides are correlated with.

Trust on the Internet - multi-factor authentication (MFA)

Our background work last year showed us that authentication and access control is hard. Getting people to use, and remember, strong, unique passwords is a challenge, and relying on username and passwords alone is not good enough anymore. We will be promoting MFA both directly to New Zealanders (encouraging them to take it up) and by engaging with New Zealand's developer community to encourage them to implement MFA for their systems, helping New Zealanders be more secure.

Success in 2017/18: InternetNZ and stakeholders have promoted MFA resources to New Zealanders, and more New Zealanders tell us they use MFA to secure their accounts. We will measure the second part through public opinion polling.

Date - year ending	A better world (uses and benefits)	A better Internet (stakeholder projects and results)	InternetNZ projects and results
31 Mar 2017	New Zealanders do not make much use of MFA, leaving vulnerabilities in password use and increasing risk online.	MFA is increasingly available and used by a growing number of predominantly-global online service providers as a method for greater security.	InternetNZ has not focused on MFA.
31 Mar 2018	New Zealanders begin to use MFA more often.	InternetNZ and stakeholders promote MFA resources to New Zealanders.	InternetNZ develops/promotes resources about MFA and partners to increase the visibility of these solutions to the NZ public.

Trust on the Internet - trust framework

Trust is not an easy concept to understand or measure. Our starting point is Schneider's 1999 Trust in Networked Systems model, which breaks trust down into Correctness, Reliability, Security, Privacy, Safety and Survivability. We will work with others to develop (or adopt) a common understanding of what online trust means, and find some agreed metrics we can all use to measure and track trust online. This is a significantly difficult goal - something no-one else in New Zealand has managed to successfully do. We think that with the right partners and focus we can build a common, measured, understanding of trust online in New Zealand.

Success in 2017/18: we have developed a framework with partners, and there is broad agreement among security/trust stakeholders that the framework provides new and valuable insight about what can be done to improve trust online.

Date - year ending	A better world (uses and benefits)	A better Internet (stakeholder projects and results)	InternetNZ projects and results
31 Mar 2017	We think New Zealanders are losing trust online but we don't know - and we don't know how to change it.	Web service providers are not involved in a coherent conversation about trust online because the intervention model is unclear.	InternetNZ has no framework for measuring or developing trust on the Internet.
31 Mar 2018	No change.	Framework developed. Stakeholders find value in the framework and start applying insights from it.	In collaboration with domestic and/or international partners, InternetNZ develops a definition and intervention model for trust on the Internet.

Creative use of the Internet – modern, balanced copyright

New Zealand's copyright law needs changing. We want to see a modern, broad, principles-based approach to copyright, with exceptions that work in today's technology landscape. We want to highlight the creative and economic opportunities that a more contemporary copyright regime would bring and work with like-minded organisations to influence policy thinking before the long-awaited Copyright Act review starts.

Success in 2017/18: New Zealand's debate changes so that more modern, balanced copyright exceptions form part of the expected direction of change in policy.

Date - year ending	A better world (uses and benefits)	A better Internet (stakeholder projects and results)	InternetNZ projects and results
31 Mar 2017	New Zealanders experience barriers to being creative online due to a lack of appropriately modern, balanced exceptions in copyright law.	ICT industry and civil society are not mobilised. Litigation is common. Change to implement more modern, balanced exceptions in copyright law is contentious.	InternetNZ has a long history of working on copyright reform.
31 Mar 2018	New Zealanders experience barriers to being creative online due to a lack of fair use of copyright. Main political parties have committed to opening up copyright.	New Zealand's debate changes, so that modern, balanced copyright is the expected direction of changes in copyright policy.	InternetNZ enables and participates in a coalition of interested parties to change the debate in favour of modern, balanced exceptions in copyright law.

Creative use of the Internet - showcasing creativity

Our work with the Innovation Partnership has shown the benefits that creative, productive use of the Internet can bring us as a country. We want to get out into New Zealand's diverse communities to find and share stories about how New Zealanders are using the Internet in powerful and creative ways. Why? Doing so will help us and others learn more about creative uses of the Internet and, we think, steepen the adoption curve of the Internet.

Success in 2017/18: we have worked with partners to give young people a platform (as a first trial of this approach) to share powerful stories about creative uses of the Internet.

Date - year ending	A better world (uses and benefits)	A better Internet (stakeholder projects and results)	InternetNZ projects and results
31 Mar 2017	There are a number of under activated groups of users of the open Internet.	Stimulating creative use of the Internet is a focus of few stakeholders.	InternetNZ has not developed outreach activities designed to stimulate creative uses of the Internet in particular communities.
31 Mar 2018	Dozens of new uses developed by diverse sectors and communities, and there is increased visibility and celebration of these initiatives.	Stories about the creative use of the Internet are being shared by a wider network; more people know about them.	InternetNZ works with partners to support the sharing of stories of innovative, creative Internet use and to showcase the stories that are shared.

Internet issues

The primary strategic transformation for 2015-2018 for the issues team remains to be an **authority on Internet issues**.

This 2017-18 Activity Plan represents the third year of our delivery of that goal. Last year we showed what the issues team is capable of. We produced a mix of policy focussed documents and projects, projects targeting the general public and some more technical projects, building useful resources for the Internet community.

This year, we will continue to deliver high quality projects under the Focus Areas (sets out above). Beyond this, our goals in the 2017/18 Activity Plan represent the next step in fulfilling this strategy as well as reflect the operational themes mentioned earlier in this document. In 2017/18 the issues team will:

- **focus** on delivering high quality outcomes in the activity plan
- keep our core messages **simple** so that we can more easily reach the wider Internet community
- **reach out** to the wider Internet community, listening and providing a voice for the open Internet across New Zealand society.

Activities – new outputs

The Activities that the issues team will deliver are primarily covered in the Focus Areas part of this document. One part of being an authority on Internet issues is seeking to predict and shape policy debates about issues that matter to InternetNZ's work to promote the Internet's benefits and protect its potential.

Building off of our successful papers in 2016/17 (Towards a world without mass surveillance, Encryption: what it is and why it's important, Intelligence and Security in a Free Society review) a new output from the issues team will be quarterly position papers.

Activities – baseline

- **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.
- **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. We are moving the SOTI to a mid-year product, where we can launch it at an event attached to the InternetNZ AGM.
- **Maintaining the ISP Spotlight:** we will continue to monitor the ISP Spotlight, adding new ISPs and updating information as ISPs change relevant policies (routine review). Any new efforts to modify or improve the ISP Spotlight will be done as a part of the Access Focus Area project: Informing choices for Internet users.

Community

The Internet community is made up of all the New Zealanders who can shape the Internet's growth, development and use, including in business, government, academia, technical and community-based organisations and as individuals. We work to empower and develop that Internet community, as integral to the ongoing development of the Internet in the public interest.

The primary strategic transformation for the community area which this plan supports is that **the Internet community is well developed, connected, collaborating and contributing as much as it can to the development of the Internet for New Zealand**. We work to empower and develop the Internet community to take responsibility for and to shape the future of the Internet in New Zealand.

Highlights of community activities this year include broadening our engagement methods to support the business community and encouraging diverse attendees at NetHui. We will continue our community grants and funded strategic partnerships, continue development of the New Zealand Internet Research Forum (NZIRF); and support events and initiatives that align with our focus areas through sponsorships and on-demand grants.

These highlights reflect community goals in the 2017/18 Activity Plan which reflect the operational themes mentioned earlier in this document. 2017/18 is about:

- **Encouraging participation in our focus areas:** linking and encouraging the community and our partners to participate and use our existing projects and initiatives; as well as a focus on building relationships within the copyright and research communities
- **Building diversity:** developing our the internal team in order to support diverse New Zealand sectors and communities to attend our events, such as NetHui and Speaker Series
- **Acknowledging and encouraging achievement:** improving communications around community funding, and seeking new channels to reach out more broadly into New Zealand through awards, scholarships or leadership ambassador initiatives.

Activities – new outputs

- **Encourage use of the Digital Map by others:** We will invest in communities to encourage active use and conservation about our Digital Map, and promote at our engagement events, like Speaker Series and roundtable discussions.
- **Diversify NetHui 2017 attendees and building our membership:** We will inspire diverse people and communities to attendees at our national NetHui event in Auckland, and inspire communities to host regional NetHui in their own backyard in 2018. By broadening our approach to engagement, we aim to increase our membership base.
- **Build tikanga Māori across InternetNZ's work:** We will support the mahi (work) of the Māori Engagement Committee of Council, and continue our tikanga training in order to build networks with tangata whenua and other communities, to support governance and operational practices.
- **Develop a pilot youth champions programme:** We will develop and pilot a programme with current or new strategic partners for tomorrow's leaders who are interested in the Internet and inspire others through celebrating their creative thinking. This may include awards, scholarships or leadership ambassador initiatives.

Activities - baseline

- **Strategic partnerships:** Our community funding will support our partners and collaborate on areas of focus, facilitating interaction between partners and the Internet community. We will engage with and review potential future partnership opportunities with the issues team and the wider community.
- **Community grants:** Two funding rounds (one focused on Internet research and one on community projects, with a conference attendance grant component of each round) will be coordinated with community engagement events. We will also begin implementation of our impact assessment framework.
- **Community sponsorship:** We will reach new communities and events through strategic sponsorship to support community initiatives that align with our focus areas.
- **Community organisation support:** We will provide ongoing support and are committed to building and maintaining effective working relationships with organisations like TUANZ, NZITF and NZNOG as well as managing ad hoc and other requests for support.
- **New Zealand Internet Research Forum (NZIRF):** We will launch the NZIRF online research forum, as well host the NZIRF event at NetHui 2017; and build a fair use copyright coalition.

International

The Internet is a global resource, with many key decisions about how it works being made outside New Zealand. Our international work acknowledges that reality. We aim to connect local discussion about Internet issues and technology with what is happening globally. By doing so, we can help reflect New Zealand interests and views in shaping the Internet's growth and development, and we can help make sure that New Zealand has access to the leading thinking happening offshore.

Our focus in this year's Activity Plan is a little different. The focus of recent years on securing the ongoing community control of the global Domain Name System through ICANN reform is easing. We can move our focus to the broader challenges facing the Internet and its use, in particular how to derive maximum gain, and to mitigate the security and trust issues that have been receiving more attention than before.

Activities – new outputs

- **Pacific IGF:** We would like to support a Pacific Internet Governance Forum if one emerges, to help ensure that regional and Pacific voices and perspectives are heard in the shaping of the global Internet. The proposed Oceania School of Internet Governance (in last year's plan) did not come to fruition.
- **New Zealand collaboration:** We will strengthen our collaboration with agencies including the Ministry of Foreign Affairs and Trade and NCPO in the Department of Prime Minister and Cabinet, to respond to the ongoing developments in global and regional perspectives and activity on Internet issues.
- **ICANN 2020:** We will encourage ICANN to hold one of its global public meetings in New Zealand in 2020 or beyond. Today there is no convention center that can host meetings of that scale, but once the NZ International Convention Center is operating that will change. The last ICANN public meeting held in New Zealand was in 2006 and having another meeting here would help to enable strong national and regional participation in ICANN's work.

Activities – baseline

- **Participation in international Internet governance organisations and forums:** InternetNZ people will participate in the global Internet Governance Forum, the Asia-Pacific Regional IGF, and any nearby national initiatives (there will be no AU-IGF this year).
- **ICANN engagement:** As ccTLD manager for .nz, and as a civil society organisation, our main focus (distinct from our subsidiary companies) is in making sure the ICANN environment is accessible and accountable to the public and its customers.
- **Support of New Zealand Internet governance engagement:** We will continue to support the work of the New Zealand Government in Internet governance, with an ongoing focus on the ITU and ICANN.
- **Attendance at other events:** Where it will assist our work in our Focus Areas, we will participate or support participation in other events.

Communications and Outreach

The purpose of the communications function is to help position InternetNZ as the authoritative voice for any matters relating to the Internet in New Zealand. We work with InternetNZ staff to ensure all work outputs are engaging, easily understandable and visible to the right audiences.

The primary strategic transformation for 2015-2018 for the communications function is to deliver messages to our **membership and wider range of stakeholders that are effective and consistent**.

Since the introduction of the strategic transformation, we have increased both the quality and quantity of communications. It is our goal in 2017/18 to continue this trend. We will do this by focussing on our new baseline initiatives below and also introducing some new outputs to continue raising InternetNZ's profile.

Activities – new outputs

- **Why InternetNZ exists:** We are good at describing what we do, but our story about why we do it is not agreed or consistent. We will confirm the words that can connect New Zealanders to InternetNZ and help to raise awareness of why we exist and why this is important.
- **New community section on the website:** We will make ongoing improvements to the InternetNZ website with a key focus on a refreshed community section which helps to encourage the community and our partners to participate, and showcase our community work in an engaging way.
- **About us video:** We will produce a video that utilises our new vision statement. This video will showcase who we are, what we do, and more importantly - WHY we do it.

Activities – baseline

- **Supporting Focus Areas and other work:** communications and outreach is how people learn about our work. The communications function makes sure our Focus Areas work, and all that we do in Issues, Community and International, reaches the intended audiences in ways that are useful to them.
- **Core communications:** Regular communication will go out to members, stakeholders, media and the wider public. This showcases our work and positions InternetNZ as the authoritative voice for any matters relating to the Internet in New Zealand.
- **Creative and output:** We will work with staff to ensure all project content is easily digestible, engaging, aesthetically pleasing and is delivered to the right audience through the right channels.
- **Reporting and analysis:** We will produce regular reports that analyse and show trends of communications and engagement work output - including social media, media, website and advertising reporting.

Operations

The operations team provides the administrative and operational support that makes the organisation work. This is a significant area of baseline and business as usual work, in many cases performed in support of other parts of the group. The growing activities in the rest of the InternetNZ organisation also impact this team.

The primary strategic transformation for 2015-2018 for the operations team is to be recognised as capable, organised and trusted. In the third year of delivering that plan, and with reference to the operational themes for this Activity Plan year, the next phase of that development is centred around continually improving the professionalism of service delivery, through:

- **Focus:** Having a clear understanding, measurement and balancing of capacity to support the organisation.
- **Simple:** We will simplify and clarify processes - doing things once and properly in both systems and interactions, to support an excellent experience both internally and externally.

Activities – new outputs

- **Internal phone system replacement:** We will replace the PABX based system used internally. This was deferred from last year to allow for capital expenditure on other items.
- **Internal organisation:** We will review systems and support processes to support productivity across the organisation, and ensure that staff are trained to use these systems well.
- **Human resources:** We will build a full-service, internal HR function to more comprehensively support what is now a larger InternetNZ, including internal training.

Activities – baseline

The Operations team will continue to provide the wide variety of services both to InternetNZ and to subsidiary companies and partner organisations. A brief summary of the extent of this baseline activity is:

- **Financial management:** We will take full responsibility for all aspects of financial management and administration for InternetNZ and for significant components of DNCL and of supported partner organisations (NZITF, NZNOG, and IPv6).
- **Human resource management:** We will manage our obligations as an employer and professional development planning.
- **Governance support:** We will organise and provide support for the AGM, elections, Council meetings, strategy retreats, subsidiary board appointments, and committee secretariat support.
- **Subsidiary services and support:** We will manage reception, meeting coordination, financials and IT for DNCL, and facilities management.
- **Statutory compliance obligations:** This includes all business legislation and in particular charities, health and safety and human resources legislation.
- **Overall office support:** This includes reception functions, facilities management and support, travel management and administration support (as needed).
- **IT management:** We will be responsible for managing both internal IT assets and supplier relationships that provide them, and support development of systems where required.
- **Internal policy development:** We will have ownership and responsibility for maintenance of both operational and governance policies.

- **Event delivery:** We will support the organisation's work through full project management of standing external event commitments including budgeting, facilities, catering, logistics.
- **Membership support and administration:** We will support the full operational support requirements of our current members and expected growth.
- **Team support:** working with the issues, community and international teams to support their activities.

Governance and membership

With around 400 members, InternetNZ is the biggest “Internet” organisation in New Zealand. We are in the middle of renovating our membership offer and seeking to grow our community and our membership. Governance is connected with the membership system as members elect the Council, responsible for InternetNZ’s governance. Four Council members are elected at each AGM. This section of the Activity Plan deals with how the organisation supports members and Council.

Membership

This plan delivers the last year of work on our three-year strategic transformation: that **members are clear about their role in InternetNZ, and understand the value in joining.**

Last year we canvassed a research exercise that gave greater clarity about member expectations, and we added to that some thinking about how community development approaches to our organisation can expand our reach. This year’s plan will see that thinking piloted in an array of changes: to how members engage with our work, how we communicate, and how we can support members to share perspectives and learn from each other.

We are making a change this year in tasking the community team to be the unit that is functionally responsible for leading our work in engaging our members.

Activities – new outputs

Membership improvements: Learning from the outcomes of our research, we will pilot and test new ways to engage current and potential members, communicate with and between members and share perspectives/networking. Some examples of ideas to consider, which would align where possible with the Focus Areas:

- **a hackathon:** apply the Hackathon format to an open event for members to help shape InternetNZ stances on a wide range of issues
- **a Facebook group:** a more user-friendly forum for some members than email lists, and another way for people to share perspectives and ideas
- **more networking sessions:** besides those for stakeholders, doing an array of events that bring members together
- **policy seminars:** an in-depth look at an area of policy over the course of a couple of hours, for those interested in the area to learn more and share ideas.

More ideas are more than welcome!

Activities – baseline

- **Membership survey:** We will do three surveys this year, one with a focus on Internet issues (as input into the review of Strategy) and another to test how the piloting of new membership activity (in 2018). The third will be the AGM-timed baseline survey.
- **Members meetings:** Subject to the piloting process above, we will keep making these more informal and friendly gatherings, and less “work intensive.”

Governance

Council commissioned an organisational review at the end of 2016. That covers the structure and operations of the whole InternetNZ group. It is expected to reach conclusions for discussion with members and stakeholders in the first quarter of this plan. That may then lead to changes but there is no assumption about what such changes, if any, might be.

Besides that process, the Council will be working with the Chief Executive to conduct a review of InternetNZ strategy. The three-year strategic plan adopted in 2015 comes to an end next year and so re-considering our direction in the years ahead is a task for 2017.

As usual, Council will have its four quarterly meetings dealing with standard reporting and accountability matters, and a meeting to determine the annual plan and budget.

Our work in governance will continue to be led by the Chief Executive, supported by the operations team.

Budget summary

A summary of the Budget is presented below. For full detail, please consult the Budget Explanation Paper and the full 2017/18 Budget.

2017/18 Draft Budget	2016/17	2017/18	Change over Last Year	
Internet New Zealand Incorporated	Budget	Draft Budget	Amount	%
Income	4,287	4,887	600	14%
Expenses				
Internet Issues	654	654	00	0%
Community Funding	600	700	100	17%
Community Engagement	646	911	265	41%
** NetHui costs grossed **				
International Engagement	179	148	-31	-17%
Communications/Outreach	307	325	18	6%
Operations	1,157	1,297	140	12%
Overheads	471	478	7	1%
Governance & Membership	513	471	-42	-8%
International Events	54	0	-54	-100%
Total Expenses \$000s	4,581	4,985	404	9%
Net Ordinary Income \$000s	-294	-98	196	-67%
Operational Expenditure reconciliation				
Total Expenses \$000s	4,581	4,985		
Less subsidiaries reimbursement of shared services	-387	-387		
Total Expenses \$000s	4,194	4,598		

Activity	Expenses (\$000s)	
Issues	\$654	13%
Community Funding	\$700	14%
Community Engagement	\$911	18%
International Engagement	\$148	3%
Communications/Outreach	\$325	7%
Operations	\$911	18%
Overheads	\$478	10%
Group Services Recharged	\$387	8%
Governance & Membership	\$471	9%
Total	\$4,985	100%
Activity	People FTE	
Issues	2.9	18%
Community Funding	1.6	10%
Community Engagement	2.62	16%
International Engagement	0.25	2%
Communications/Outreach	2.3	14%
Operations	3.87	24%
Group Services Recharged	0.8	5%
Governance	1.29	8%
Membership	0.57	4%
Total	16.2	100%

