



# Our plan 2020/2021

## Introduction and context

The global health emergency created by the COVID-19 pandemic has become an overwhelming factor with which the whole of Aotearoa and the whole of the world is coming to grips. It is creating significant social dislocation, economic disruption and reordering of our lives - and the impact will continue and will change through this year and beyond.

The practical impact on our organisation is far more profound than anything we have experienced since we were founded in 1995. Managing through this is going to be a challenge for all of us, but one I am confident that we can rise to.

We believe that the fundamental strategic framework of InternetNZ remains sound. Helping people harness the power of the Internet is essential when our usual physical connections with each other are curtailed. An Internet for All is more important than ever. An Internet for Good still remains necessary, but more in the longer run.

So within that framework, we will focus our work for the short and medium term around some operating goals that guide the start of the year for us, and within the strategic goals Council has agreed earlier in the planning process.

Our outstanding team of dedicated people are doing their best for the Internet and for the organisation. Regardless, the realities of this situation mean that our work will be disrupted, at least for the first few months, and we will not achieve as much as we would in normal times. In this, we are like every other organisation in the country - it cannot be avoided, and responding to the situation has to be top of our list.

Our team will focus on looking after each other, delivering .nz, and helping Kiwis use the promise of the Internet to make the next few months and years better than they would otherwise have been.

At this stage, we do not see significant revenue risks that would require a major re-assessment of our organisation, but uncertainty is high. Management and Council will keep assessing the plan quarter by quarter through the year.

I welcome any feedback on what we set out here.

Kia kaha,

**Jordan Carter**

Group CEO

16 April 2020

## Our goals in the next few months

The following four goals drive our work in the short term, as the organisation and the community respond to the initial impact of the COVID-19 pandemic.

Goal	
Looking after our people	We will take a conservative approach to protecting people's health and wellbeing, and manage our work and efforts aware of the stress of the current environment. We will support all of our people, whether they are well or sick.
Looking after .nz	We will keep .nz operating whatever happens, because it is vital for New Zealand. We will be vigilant in ensuring the rules are complied with, especially with the heightened risk of misinformation.
Sharing the stories	During this period of national and global disruption, we will do what we can to demonstrate and share (and inspire others to share) ways the Internet can help.
Investing to help	We will shape our work to invest in people's efforts to meet the challenges of this pandemic, using the Internet for good or to spread access to it, recognising that our scale and resources are small. Digital inclusion will be central to this work.

We will be providing ongoing reporting through Council to the community on progress against these goals, at each meeting (May, August, October and December 2020).

## Key projects 2020/21

Beyond the short term, we have planned projects to advance our [strategic goals](#). This section sets out the key initiatives.

With the COVID-19 pandemic, our capacity is limited. We have made a note on some projects where there might be a departure from planned work, especially where projects are carrying over from the last financial year.

<b>Goal 1: Develop an Internet for good</b>	
Sharing insights to help w COVID	How can the Internet help in the COVID-19 pandemic response? Share insights directly and through/with others.
What is an Internet for Good?	<b>Longer timeframe</b> - Collaborate and instigate community discussion to agree a vision of what an Internet for Good is.
Influencing government domestic policy	We will continue to contribute to government policy work addressing online harms, including the proposed changes to the Films Videos Publications Classification Act, and the upcoming review of media regulation. (Already underway in 2019/20.)
Regulation and Social Media	A piece of research analysing options and possibilities on this area of an Internet for Good. (Already underway in 2019/20.)
Election 2020	<b>Depends on capacity:</b> Participate as possible in debates and provide analysis and information about combating mis- mal- and dis-information in the context of General Election 2020.
Healthy technical practices	<b>Delayed - depends on capacity:</b> Working with ISPs and other network players to support healthy technical practices, such as MANRS or other domain security practices and services.
Internet for Good International Participation programme	<b>On hold due to COVID</b> - expanding the range of Kiwi voices in Internet governance, technical and policy forums, through scholarships and participation programmes.

<b>Goal 2: Improved digital inclusion</b>	
COVID-19 drive for digital inclusion	How do we work to see improved digital inclusion to help support the community during the COVID-19 pandemic and beyond? (Planning on this starting now.)
Investment to change the inclusion situation	Direct investment through grants and partnerships, and inspiring government and private sector investment in better digital inclusion outcomes. The focus will be across the different elements of digital inclusion: access, skills, motivation and trust.
Online home	<b>Delayed - depends on capacity:</b> launch a new online home for digital inclusion, to instigate better collaboration and shared investment in making a difference. (Already underway in 2019/20.)
Evaluation tool for providers of digital inclusion initiatives	<b>Delay possible:</b> A toolkit for InternetNZ and others to evaluate the impact of digital inclusion initiatives. The development of this toolkit will continue, but it may not be ready by December as first planned. (Already underway in 2019/20.)

<b>Goal 3: Grow .nz</b>	
How do we explain what domain names offer?	A project to do some deep thinking on the nature of .nz. How do we make domain names more relevant to coming generations, and how do we and the channel convince people of the value of .nz?
New website	<b>Longer timeframe</b> - launch a new website for InternetNZ with .nz at the core, better promoting the service to the public. (Already underway in 2019/20.)
.nz Policy Review	<b>Longer timeframe</b> - complete the independent review of the .nz policies, and develop the replacement policy framework. Will take longer due to competing commitments for Panel members and impossibility of effective public engagement during the current stages of the COVID-19 pandemic. (Already underway in 2019/20.)
.nz Registry replacement project	<b>Longer timeframe</b> - continue with the project to replace the systems for the .nz shared registry system. Will take longer due to competition for internal resources to develop RFP, and potential limits on capability of RFP respondents to respond. (Already underway in 2019/20.)

<b>Goal 4: Sell new products</b>	
Defenz	Sell the Defenz firewall service.
.nz Registry Lock	<b>Longer timeframe</b> - work with registrars and consult with the public on implementing a Registry Lock in .nz. (Already underway in 2019/20.)
Digital identity	<b>Longer timeframe</b> - Exploring how we can participate in the digital identity ecosystem developing in New Zealand, and connecting the domain name space into that work. (Nascent work begun in 2019/20.)

<b>Goal 5: Improving InternetNZ's performance</b>	
Note: this goal has become more challenging due to the impact of COVID-19 on work environment and capacity.	
People strategy	Develop with our team a People Strategy to support ongoing performance and development by all, and to support our ongoing evolution as an organisation.
Better tools	Improved ways to manage project and BAU work.

## Key other BAU work

Beyond our focus on our Strategic Goals and the immediate COVID-19 response, our normal organisational functions continue. We draw attention to a few specifics here where they are impacted in some unusual ways by the current situation.

Area	Information
NetHui 2020	Will move to an online-mainly experience, with the option of a physical event to manage the network-building parts of NetHui late in calendar 2020.
AGM	This may need to occur online in July, depending on public health conditions at the time.
International	With international events cancelled and international travel not available, participation in some events that become remote-only should be possible.
Funding	We reach our historic commitment of \$1m for community funding in 2020/21. The reforms already instituted in a process sense will continue to bed in, and we will also make sure to invest in the goals noted above.
Security and risk management	The arrival of our first CSO in 2019/20 will be joined once the pandemic situation eases by further staffing. We continue to evolve our incident management, enterprise and security risk management approaches.
Membership	With our community team now fully staffed, notwithstanding the pandemic situation, we will be exploring new ways to engage with members and new ways to recruit new members.

For all our planning work, go to <https://InternteNZ.nz/plans>