

AGENDA

Council Meeting

Friday 6 December 2019

InternetNZ, Level 11 Boulcott Street, Wellington

8:45am Refreshments on arrival
 9:00am Meeting start
 10:40am Morning tea
 12:30pm Meeting closed followed by lunch

Section 1 – Meeting Preliminaries

9:00am	11	Council only (in committee)
9:10am	1.2	Council and CE alone time (in committee)
9:20am	1.3	Karakia, apologies, interests register and agenda review
9:30am	1.4	Environment Scan

Section 2 – Strategic Priorities

9:35am	2.1	.nz Registry Replacement Project
9:45am	2.2	Financial Strategy
10:00am	2.3	Annual .nz Pricing Review (commercial in confidence)
10:15am	2.4	Updated Strategic Framework and Goals 2020-2022
10:30am	2.5	2020-21 Plan - initial briefing (verbal)
10:35am	2.6	InternetNZ's Response to the Pickens Review
10:40am	-	Morning tea - includes Defenz demo

Section 3 – Matters for Decision

10:55am	3.1	Council Skills and Diversity Matrix (Confidential)
11:05am	3.2	Policies Updates <ul style="list-style-type: none">• Managing Stress Policy
11:10am	3.3	Council Work Plan 2020
11:15am	3.4	Community Funding

Section 4 – Matters for Discussion

11:25am	4.1	President's Report
11:30am	4.2	Management Items for Discussion
11:45am	4.3	NetHui 2019 - how it went, what we learned

Section 5 – Consent Agenda

11:55am	5.1	Confirm Minutes – 11 October 2019
	5.2	Actions Register
	5.3	Membership Update
	5.4	E-vote Ratification (no E-vote since last Council Meeting)
	5.5	Health and Safety and Wellbeing Update
	5.6	Operational Reports <ul style="list-style-type: none">• 5.6.1 .nz Quarterly Reports• 5.6.2 DNCL Quarterly• 5.6.3 Group Financial Report• 5.6.4 InternetNZ Financial Report• 5.6.5 Measures of Strategic Goals 2019/20• 5.6.6 International Engagement Update
	5.7	Outreach and Engagement - Grants <ul style="list-style-type: none">• Community Grants Reporting Update

Section 6 – Other Matters

12:20pm	6.1	CONTINGENCY (for any overflow)
	6.2	Matters for communication – key messages
	6.3	General business

	6.4	Meeting review
	6.5	Meeting close (waiata), followed by lunch
12:30pm		Lunch

Council Register of Interest

Officers and Councillors are required to register any interests, commercial, political or organisational, which they believe may be relevant to the perception of their conduct as a Councillor or Officer. Officers and Councillors are, however, still required to declare a Conflict of Interest, or an Interest, and have that recorded in the Minutes.

Officers and Councillors receive the following annual honoraria:

President - \$35,470

Vice President - \$22,169

Councillor - \$17,735*

**Sub-Committee Chairs also receives additional 10% of their honoraria*

Name: Jamie Baddeley

Position: President, InternetNZ

Term: AGM 2014 - AGM 2021

Declaration Date: 27 May 2017

Interests:

- Officer's Honorarium for InternetNZ

Name: Joy Liddicoat

Position: Vice President, InternetNZ

Term: AGM 2014 - AGM 2021

Declaration Date: 4 October 2018

Interests:

- Holder of .nz domain name registrations
- Holder of .com domain name registrations
- Member of the New Zealand Law Society
- Member, Non-Commercial Users Constituency of ICANN
- Founding Director and Shareholder of Oceania Women's Satellite Network (OWNSAT) PTE Limited. OWNSAT is a shareholder in Kacific Broadband Satellite
- Member of Pacific Chapter, Internet Society (PICISOC)
- Started a new job at University of Otago, researching human rights and artificial intelligence for this project:
<https://www.cs.otago.ac.nz/research/ai/AI-Law/index.html> The project also links with the recently established [Centre for Artificial Intelligence and Public Policy](#)
- Officer's honorarium for InternetNZ

Name: Dave Moskovitz

Position: Councillor, InternetNZ

Term: AGM 2011 - AGM 2020

Declaration Date: 24 August 2018

Interests:

- Registrant of .nz, .com, .org, .pe domains
- Full list of register of interest (i.e. Board memberships, Shareholdings, and other memberships & non-profit activity) – see <http://dave.mosk.nz/coi>
- Councillor's Honorarium for InternetNZ

Name: Amber Craig

Position: Councillor, InternetNZ

Term: AGM 2013 - AGM 2019

Declaration Date: 25 Nov 2019

Interests:

- Holds .nz domain name registrations
- Trust Chair of Whare Hauora Charity
- Treasurer and Trustee of Rangitāne o Wairarapa Rurunga
- Director of Tahetoka Limited (Facilitation and Consulting)
- Research Assistant for Victoria University project Ngā Takahuringā o te ao
- Trustee of Te Rua o Mahara Wairarapa Trust
- Director and Shareholder of Te Rua o Mahara Tours Tapui Limited
- Receives additional honoraria for being Chair of the Audit and Risk Committee for InternetNZ.
- Councillor's Honorarium for InternetNZ

Name: Sarah Lee

Position: Councillor, InternetNZ

Term: AGM 2014 - AGM 2020

Declaration Date: 24 August 2018

Interests:

- Member of New Zealand Māori Internet Society
- Board member Injury Prevention Aotearoa
- Receives additional honoraria for being Chair of the Māori Engagement Committee
- Councillor's Honorarium for InternetNZ

Name: Richard Hulse

Position: Councillor, InternetNZ

Term: AGM 2015 – AGM 2021

Declaration Date: 11 September 2018

Interests:

- Employee of GS1 New Zealand
- Holder of .nz domain name registrations
- Councillor's honorarium for InternetNZ

Name: Don Stokes

Position: Councillor, InternetNZ

Term: AGM 2017 – AGM 2020

Declaration Date: 16 August 2017

Interests:

- Shareholder/Director, Knossos Networks Ltd, an authorised .nz registrar
- Shareholder/director of several inactive companies
- Registrant of .nz and .net domains
- Small holdings in publicly listed companies
- Councillor's Honorarium for InternetNZ

Name: Kate Pearce

Position: Councillor, InternetNZ

Term: AGM 2017 – AGM 2020

Declaration Date: 15 February 2019

Interests:

- Employee of TradeMe
- Member of the New Zealand Labour Party
- Holder of .nz, .com, .org, .net domain registrations
- Member of NZ Internet Task Force
- Board Member of New Zealand Internet Task Force (NZITF)
- Member and Co-leader of Aotearoa Tech Union
- Receives additional honoraria for being Chair of the .nz Policy Committee
- Councillor's Honorarium for Internet NZ

Name: aimee whitcroft

Position: Councillor, InternetNZ

Term: AGM 2019 – AGM 2022

Declaration Date: 25 Nov 2019

Interests:

- Holder of .nz domain names
- Open Data Charter Board Member
- Holdings in publicly-listed international tech stocks / companies
- Organiser for unconferences and related events
- Have previously been employed by InternetNZ on contractual basis
- Have previously been awarded an InternetNZ conference grant
- Wildlife.ai Board Member
- Councillor's Honorarium for InternetNZ

The register was last updated in November 2019.

COUNCIL MEETING - 6 DECEMBER 2019

.NZ REGISTRY REPLACEMENT PROJECT: REOI

AUTHOR: Dave Baker, Jordan Carter
ITEM: 2.1
FOR: Council
PURPOSE: To provide an update on the Request for Expressions of Interest (REOI) phase of the project and cost estimates to date
DATE WRITTEN: 21 November 2019

Introduction

At the October 2019 Council meeting the .nz Registry Replacement Project advised that the project will engage with the market to request Expressions of Interest (EOI). The intent of this is to gain a better understanding of the supplier market and the range of available solutions. Once identified, the Council will be provided with a shortlist of preferred providers for the next market engagement phase, the Request for Proposal (RFP) phase, along with an indicative multi-staged Business Case.

This paper updates the Council on the REOI phase of the project. It sets out the timeframe and the process for evaluating EOI responses.

Request for Expressions of Interest

The REOI was released to market on Wednesday 23 October 2019 and the closing date for responses is Friday 29 November 2019.

- The indicative timeframe for the REOI phase of the project is as follows:

Event	Date and time
Issuance of the request for expressions of interest	Wednesday 23 October 2019

Briefing opportunities at ICANN66, Montreal	2 to 7 November 2019
Briefing opportunities in New Zealand	11 to 15 November 2019
Closing date for clarification requests and questions from potential respondents	Friday 15 November 2019
Closing date for the submission of expressions of interest	Friday 29 November 2019 12pm (NZDT, UTC+13)
Evaluation panel consideration of expressions of interest responses Note: additional information and clarification may be sought by InternetNZ from respondents during this stage	2 December 2019 to 18 February 2020
InternetNZ announces next steps	19 February 2020

- There was a lot of interest in the project at the ICANN meeting in Montreal and briefings with potential respondents were held in both Canada and New Zealand.

Evaluation of EOI Responses

- EOI responses will be evaluated by the Evaluation Panel based on agreed criteria that links back to the project goals; and
- EOI responses will be objectively evaluated using an evaluation matrix that has been developed by the project.

Cost Estimates - Project Kick-off and EOI phase

Costs spent to date:

- AUDA research, project establishment, legal advice, EOI preparation, briefings and management: \$50,344

The remaining tasks for the EOI phase and preparation for the next stage are:

- Project Management, legal advice, support and reporting
- Evaluation and shortlisting of EOI

- Requirements gathering activities
- Preparation for and initial drafting of a Request for Proposal (RFP)

The estimated total cost for this phase of the project, including costs spent to date and the above remaining tasks, is between \$85,000 and \$100,000. This is in line with the estimate presented at the October Council meeting.

Recommendations

The purpose of these recommendations for Council is to acknowledge the project update and confirm the cost spent to date and cost estimates for the EOI market engagement phase.

THAT Council acknowledge and confirm the project update given the EOI market engagement phase.

THAT Council acknowledge the cost spent to date and the cost estimates for the EOI market engagement phase.

Jordan Carter

Group Chief Executive

Dave Baker

Chief Technology Strategist

Financial Strategy - agreeing our underlying assumptions

ITEM NO: 2.2
AUTHOR: Jordan Carter
PURPOSE: Seek Council views and shape the underlying assumptions that will guide the creation of a financial strategy for the group.
DATE WRITTEN: 29/11/2019

Introduction

For some time, there has been discussion at Council of the need to devise a clear financial strategy for the group. Management and I share this view. A clear, agreed financial strategy will make our budgeting, pricing and planning easier - and be an important transparency benefit for members and other stakeholders.

This paper is based on work that Adam Hunt has done, assisting the Audit and Risk Committee to begin considering the basis of a financial strategy. At the Committee's meeting in early November, I was tasked with preparing a paper for Council.

The key insight is that before a full financial strategy can be developed, we need to test and agree some key underlying assumptions.

This paper takes the areas that Adam has advised we need agreement about underlying assumptions, and sets out what I think InternetNZ's approach is currently. That is, it makes the implicit assumptions guiding our financial decisions explicit, for your review.

Council should consider and test these assumptions, and either confirm them as the basis on which we develop a full strategy, or agree changes to them on which a strategy can be built.

The key questions

These are the key questions, extracted from Adam Hunt's paper:

- 1. What longevity do we envisage for the society? Time frame is a critical investment objective.*
- 2. What is the risk appetite of the Society? This is a big question. I would suggest presenting examples as it is hard to conceptualise.*
- 3. What are the boundaries of investment? This isn't a hard decision in the sense of ethical investment (it generates higher returns – no brainer) but there may be specific areas out of bounds.*
- 4. Are areas out of bounds in terms of managing specific risks to the society? E.g. there is a good argument that INZ should not invest in NZ or marketing, as that is what drives its primary revenue stream. Conversely, if Facebook is seen as a threat to that revenue, then buy shares... does the society want to actively hedge?*
- 5. Does the Society want to act as an angel investor as part of its community programme? If so, who picks the winners?*

Today's answers

The table below sets out my view of the status quo assumptions responding to the questions above. If I feel that the future answer should be different to today's answer, I note both.

By "unrestricted reserves" I mean financial assets above and beyond prepaid domain name registration fees and working capital / operational reserves requirements.

Area/Question	Answer
Org Longevity	InternetNZ's role is long term. We should assume the organisation has a role at least for the next decade and possibly longer.
Risk appetite	Our risk appetite is varied - for prepaid domain name fees it is low/conservative, and for other assets it is medium/moderate. In practical terms prepaid fees would be in low interest term deposits. Other reserves are in a mix of term deposits and managed funds.
Boundaries	Today: We take a broadly open approach - there are no general boundaries around investment opportunities. Tomorrow: we should take an ethical investment approach.
Boundaries - specific risks	We will not invest in .nz connected entities or assets, to avoid a conflict of interest (e.g. buying a registrar or reseller). We prefer general investment strategies to sector specific ones, and we

	do not use investment of our reserves to mitigate business risks.
Angel investor	<p>Today: we do not engage in any angel investment.</p> <p>Tomorrow: we should consider angel investment if unrestricted reserves exceed \$5m, and/or if a new community strategy validates the idea as part of that mix. We should not do this as part of a purely financial strategy as the risk is above the suggested medium/moderate level.</p>

Next steps

In part, the next steps depend on Council's consideration.

It may be that before making decisions about the above, Council wishes staff to do more work to flesh out the practical implications. It may also be that the above provides enough for decisions to be made.

If the decision is to radically change any of the assumptions on which to base future financial strategy, then we should engage with members in an open process, perhaps attached to next year's plan, to elicit views and input.

Doing so would be on the basis of the assumptions and some work to show what the practical implications would be - the above are just high level and not necessarily meaningful enough to generate useful broader input.

If the decision is to stick with the status quo, my suggestion would be that staff go ahead to flesh this out into a draft financial strategy, for future Council consideration.

Recommendations

THAT Council agree [EITHER the assumptions set out in this paper OR the assumptions as agreed at the meeting] as the basis for developing a future financial strategy for the group.

THAT Council note that staff will follow up the decisions at this meeting with the next iteration, for Council or broader consideration, by February 2020.

Jordan Carter

Group Chief Executive

Strategic Framework and Goals: Proposed Updates

AUTHOR:	Jordan Carter
ITEM:	2.4
FOR:	Council
PURPOSE:	To test proposed changes to the “WHY” parts of our Strategic Framework, and updated Strategic Goals for 2020-2022 with Council, and to seek agreement to engage members on the proposed changes.

Introduction

In 2018, Council and staff worked together to establish a fresh Strategic Framework for the new InternetNZ. Following that up, Council agreed early in 2019 to some Strategic Goals to guide and prioritise our work.

Since both were agreed, a number of factors have changed in our external environment, and we have learned as a result of working within the existing framework. It is important that we keep the overall strategy under review and adjust it when necessary. Our view is that change is necessary now, resulting in proposed updates.

On the **strategic framework**, the impact of the Christchurch Mosques terrorist attacks in March, rising concerns about the harm of the Internet, and greater challenges to our traditional conception of the Open Internet have led to us proposing to change our “WHYs”.

On the **strategic goals**, the current set have proved slightly too low-level, and were only set for an 18 month period through to September 2020. We have suggested an evolved set that are only a little different to the current ones, but with a slightly broader focus and consistent with the proposed changes to the strategic framework.

Council is asked to consider these changes, and agree directions for further revision, or to agree that we engage members and other stakeholders in considering the proposed changes.

Our planning work for 2020/21 will continue over the next few months, guided by this discussion.

Strategic Framework

Our strategic framework sets out our vision and mission, the areas of focus for all our work (our WHYs), the WHATs that we do to achieve our goals, and the HOWs that explain the ways we work.

In the current framework, our WHYs are about Internet for All, Security and Trust, and Openness.

We are proposing reducing this to two WHYs. These would be an **Internet for All** and an **Internet for Good**.

This is the proposed language:

Internet for All

The Internet is for everyone. When this ideal is made a reality by the community working together, all the people of Aotearoa-NZ will be able to make the most of the Internet. An Internet for All has:

- an element of **access** - being able to readily use good quality Internet.
- an element of **skills** and **motivation** - being knowledgeable about what you can do and inspired to do new things.

We will work for full digital inclusion, to help New Zealanders harness the power of the Internet.

Internet for Good

Today's Internet no longer meets society's needs, given the vital importance of the online world. The world needs an updated Internet for the 2020s and beyond, designed with the public interest at its core. This Internet will boost the good things today's Internet offers while tackling the harms it allows.

An Internet for Good has:

- An element of **change** - reform and evolution of the Internet's technologies, architecture and governance so that they are working for our common good.
- An element of **security** - systems and processes to enhance the security of users and communities.
- An element of **trust** - openness, transparency and smart regulation sustain trustworthy infrastructure, technology and business models.

Our work, here and overseas, will aim to help bring this Internet for Good into being, so we can help New Zealanders harness the power of the Internet.

There are elements of openness, trust, security and inclusion in both of these Areas. The purpose of the change is to allow us to change the conversation. In particular, our current Openness area often gives rise to confusion among those not close to us, and feels like a conservative stance that isn't adequate on its own to convey what the Internet needs today.

By being able to simply say that InternetNZ is focused on an internet for everyone, and on an Internet that people can harness the power of for good, we think the proposed changes will better reflect the work that we need to do, and the Internet priorities New Zealand and InternetNZ should be focused on for 2020 and beyond.

Strategic Goals

As noted above, our Strategic Goals are time bound to 18 months. We propose an adjusted set that are, in summary, slightly higher level than the current set, and more broadly across all the work that InternetNZ should do. They are also suggested as slightly longer term - to apply for two years, to 31 March 2022.

This is the brief title for each of the goals:

1. Grow the use, value and revenue from .nz domain names.
2. New sources of revenue through investment in new products.
3. Work in Aotearoa and globally to help develop an Internet for good.
4. New investment and an action plan drive significantly better digital inclusion.
5. Develop InternetNZ as a high performing organisation and an excellent place to work.

These goals link to the revised Strategic Framework. The detail in **Appendix 1** shows:

- the full goal,
- a rationale statement,
- some draft measures, and
- some initial ideas about projects that could contribute to realising the goals (not validated by staff planning as yet)

We would aim to develop next year's Plan to start delivering on these goals. We would also expect to measure the outcomes of the 2019 goals (due at September 2020) to see how we went - this is not a case of changing the goal posts.

Next Steps

Rather than Council simply adopting these changes, we think the next step should involve some engagement with members and stakeholders.

The next steps we propose therefore involve public facing work and internal work.

Public facing: the focus will be on the Framework.

- we will introduce the suggested changes to the Strategic Framework to members and stakeholders at this year's Christmas Functions (as pending Council discussion), to test reaction and views.
- We would ask members for any written feedback and consider anything that comes in. This may lead to discussions on the member list and/or on our Discourse platform.

We'd intend in February or March to give members (and anyone else interested) a chance to comment on the plan for the year, which would imply feedback on the Goals as well.

Internal: we are underway with the task of planning for 2020/21, and Council's feedback on the substance of the proposed Framework and Goals will guide how we approach this.

We would do some more work on updated possible "ends statements" for the revised Areas in the framework, for Council review in February.

These changes to update the Strategic Framework and Goals will feed into the draft Plan for the 2020/21 year, which we will bring to Council in February, and a final version for decision in March.

Recommendations

THAT Council note the proposed changes to the Strategic Framework.

THAT Council note the proposed Strategic Goals for 2020-22.

THAT Council invite staff to engage members and other stakeholders to offer feedback, particularly on the Framework changes.

THAT Council note that final decisions on the Framework and Goals will be made at the next meeting of Council, in February 2020.

Jordan Carter
Group Chief Executive

28 November 2019

Appendix 1: Strategic Goals 2020-2022 in detail

This table shows the proposed Goals in full detail. Please note that the “Projects” brainstorm is intended only to give Council a sense of the sorts of work that we believe might achieve the goals. They are not yet planned, tested or prioritised, and have no standing per se.

We welcome feedback in particular focused on:

- Whether the goals are clear / measurable enough.
- Whether the measures are appropriate.
- Any suggestions for work you think would, or would not, help to achieve the goals.

Goal 1: To fund increased public good investment, grow the use, value and revenue from .nz domain names.	
<p>Rationale</p> <p>The .nz domain name space is our premier product. It offers huge value to New Zealand. This goal is about increasing the value it provides to the country through greater use and new features. We will reinforce its reliability and security through new systems and an up to date policy framework.</p> <p>We will capture some of that value through flexible pricing approaches that recognise the market stage .nz is in - a mature product in a low- to no-growth situation.</p> <p>Proposed focus:</p> <ul style="list-style-type: none"> • Pricing reform • New sustainable growth from marketing • New registry system • New policy framework <p>Possible project suggestions</p> <ul style="list-style-type: none"> • Marketing • Price changes - level, flex • New features - lock? • Price incentives for registrars • Mimosa • Policy review • Policy re-write • .nz threat assessment 	<p>Draft Measures</p> <ul style="list-style-type: none"> • increased revenue from domain name registrations. <ul style="list-style-type: none"> ◦ More than 15% in the two year period to 31/3/22. ◦ Flexible between numbers and price. • active use of domain names is increased improving retention and registration term. (Note: Protecting the iron base.) • New policy framework (incl improved security standards) agreed no later than 31 Dec 2020, to be implemented with new registry system. • New registry system in operation by 31 March 2021 (subject to validation through the registry implementation project).
Goal 2: Develop new sources of revenue through ongoing investment in new products.	
<p>Rationale</p> <p>InternetNZ’s vision is broader than the domain name system. By developing</p>	<p>Measures</p> <ul style="list-style-type: none"> • Defenz reaches net profit in the 2021-22 financial year.

<p>new products and services we can reduce our financial dependence on .nz, introduce products that help achieve our vision, and raise more funds to invest in public good work.</p> <p>In the current year we have begun to prove that new products can be done in a commercially successful way. By the time these goals are agreed, we'll have solid evidence.</p> <p>This is about growing the portfolio and ensuring they are making a business return, to help fund our public good investment.</p> <p>Proposed focus:</p> <ul style="list-style-type: none"> • “Fast follower” product collaborations. • Growing the customer network. <p>Possible project suggestions</p> <ul style="list-style-type: none"> • Defenz • Broadband Map v2 • Product 2 • Pipeline • Investment fund 	<ul style="list-style-type: none"> • Product 2 reaches \$z sales in the 2021-22 financial year. • The Broadband Map is covering its costs by 31 March 2021. • Two more new products are planned, built, launched and have earned first sale revenue in the 2021-2022 financial year. • New products aim to reach net profit within [24 / 36] months of first sale. <p>Note: transparency about the amount we are investing in product development is provided through financial reporting.</p>
<p>Goal 3: Work in Aotearoa and globally to help develop an Internet for Good.</p>	
<p>Rationale</p> <p>The Christchurch attacks in March 2019 opened up a debate about the gap between the Internet we have today and the Internet we need.</p> <p>The world needs an Internet for Good, built with the public interest at its core.</p> <p>This goal is about the tangible impact we can make in rallying NZ's Internet and policy community to act here and overseas to change and improve the Internet.</p> <p>Proposed focus:</p> <ul style="list-style-type: none"> • Getting clear about what needs to change at home and locally (thru Sep-20) • Driving new participation by new Kiwi voices. • Build the local Internet community's commitment to acting in line with the vision. • Using our international work to drive change, not just participate. 	<p>Measures</p> <ul style="list-style-type: none"> • Ongoing support of post-Christchurch work. • Establish a clear position on reform to the global Internet consistent with this vision. • Feedback from LIC stakeholders shows growing commitment to the vision and to act on it. • Agreed programmes to support NZ participation in this effort are in place. • Stakeholder feedback acknowledges our leadership in this area.

<p>Possible project suggestions</p> <ul style="list-style-type: none"> • Research centre • Explaining what an Internet for Good would be like, and how it would be different to what we have today (publications, events and research) <ul style="list-style-type: none"> ◦ Gov, tech, arch, reg'n, etc • Technical, policy, IG <u>participation programme</u> (supporting NZ participation globally) • Chch Domestic policy work • Our own, revised International Programme. • Surveillance capitalism and the alternatives - a research / discussion paper • Co-working space to catalyse a community in Wlg / Akl / Chch 	
<p>Goal 4: New investment and a real action plan drive significant improvements to digital inclusion across Aotearoa.</p>	
<p>Rationale Digital inclusion is essential if the Internet is going to be for everyone. No one sector or community can achieve it. Action is needed by a broad coalition of actors, and investment is needed by government and the private sector. So are changes in how we do things, so digital inclusion is built in from the ground up. Building on the foundations and understanding developed in 2019/20, we will continue to work on digital inclusion in collaboration with the broad community of actors interested in or influential about it.</p> <p>Proposed focus:</p> <ul style="list-style-type: none"> • Linking the communities. • Driving consensus on practical changes. • Getting government to invest. <p>Possible project suggestions</p> <ul style="list-style-type: none"> • Digital inclusion home • Digital inclusion funding <ul style="list-style-type: none"> ◦ Govt investment ◦ Our funding • A national coalition bringing the digital inclusion stakeholders together to act together. • A true action plan for the whole community is in place. • Unlocking private sector investment in this area. 	<p>Measures</p> <ul style="list-style-type: none"> • Digital inclusion investment by government and others reaches \$20m/year, and directly affects 50,000+ people <ul style="list-style-type: none"> ◦ Measure at 30/9/20 from previous goals. Note - may not be able to measure impact on people at that time. • There is an agreed Plan published, prior to the 2020 General Election, with wide community buy in, that sets out viable actions that will change the dial. • Regular measurement is <ul style="list-style-type: none"> ◦ Happening ◦ Shows broad improvement in digital inclusion indicators

Goal 5: Develop InternetNZ as a high performing organisation and an excellent place to work.

Rationale

We are eighteen months into building our new organisation. Much has been done and systems are developing to have a high quality org.

This goal is about recognising the importance of us being high performing and to be a great place to work. We can't keep going full speed BAU *and* building our capability.

Proposed focus:

- Measurement/feedback approaches and building in action based on what they show us.
- Get through systems implementation so that the tools we need are in place.
- Quality and Development systems formalised and in place.

Possible project suggestions

- Embed the Impact framework (2019/20)
- Resources planning and BAU management (by Q1 2020/21)
- Office refit
- Leadership skills academy (start 2021)
- Quality improvement network (start H1 2020/21)
- Build a creative and confident environment to support our people - based on diversity of capability and enhancing skills.

Measures

- Impact Framework is the primary way we plan and manage our work outside BAU.
- Great BAU and people management tools are in place and used.
- Staff baseline feedback from March 2020 is improved by March 2022
 - Perceptions on high perf and great to work
 - Objective performance measures
 - Objective workplace environment measures
 - Improvements in areas such as
 - Internal Communications
 - Staff development
 - Organisational Learning
- One quarter of staff participate in an in-house Development Academy.
- Quality improvement network established and drives demonstrable changes.
- Reward creativity and support of the organisation's values - better than we were yesterday.
- Staff development - aligned with the strategy and goals of the organisation.

Jamie Baddeley
President
Internet New Zealand Inc
Wellington

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internetcn

29 November 2019

Jordan Carter
Chair
Brent Carey
Domain Name Commissioner
Domain Name Commission Ltd
Wellington

By email: dnc@dnc.org.nz
jordan@internetcn.net.nz

Dear Jordan and Brent

RESPONSE TO THE PICKENS REVIEW

This letter is InternetNZ's formal response to the findings of the Pickens Review (the Review), published by DNCL (the Commission) earlier this year. It also notes the Commission's own response to the Review, published alongside the final review.

Thank you to you and to the reviewer, David Pickens, for a thoughtful analysis of the Commission's role and environment. New understandings have been teased out, and constructive suggestions for a meaningful programme of change and improvement for the Commission to take on board.

As with any review in limited time and with a reviewer new to the role, there are some aspects where the findings do not reflect a full understanding of the matters within the scope of the review. This does not detract from the overall review, but the purpose of this letter is to set out InternetNZ's view as shareholder and as the ccTLD manager for .nz on some of the matters raised, or to correct some matters.

By making this response public, we intend to contribute to the ongoing evolution of the Commission's role in a transparent and open way.

If you have any questions arising, please feel welcome to raise them with me.

Commission's overall role - a vital and successful part of .nz

The Review coincided with significant structural changes to the InternetNZ Group, driven by a desire to simplify and reduce the management and governance overhead of the Group and to make it more flexible, nimble and effective.

**Helping New Zealanders
harness the power
of the Internet.**

As part of these changes, the Commission's role was changed. Responsibility for the .nz policy framework now rests with InternetNZ, and the service level agreement framework between DNCL and NZRS/InternetNZ has been replaced by service level expectations committed to by InternetNZ.

A strong expectation was set, with the appointment of the Group CEO as Chair of the Commission's Board, that there would be very close collaboration on all key issues, and a seamless operational approach to making the group work effectively.

In this changed environment the Commission has a more focused role. That role consists of key elements of the management of the .nz marketplace:

- A fair and effective compliance framework applicable to participants in .nz
- Dispute resolution services
- Authorisation and deauthorisation of .nz registrars
- Oversight and monitoring of the market for .nz domain names

An important aspect of the Commission's work is in its independent exercise of its compliance and dispute resolution roles. Without fear or favour, and without regard to economic issues like registration numbers, the Commission acting through the independent judgement of the Commissioner assures InternetNZ, registrars, registrants, key stakeholders and the public at large that .nz is operating on a fair basis.

These functions and this particular aspect of independence are a significant contribution towards making .nz the preferred domain of choice for New Zealand domain name registrants.

Aside from the independence of decision noted above, the InternetNZ group intends to act "as one" - and so in the work to operate .nz in the public interest, InternetNZ and DNCL work hand in glove.

Our observation is that the Commission's strategy is consistent with this statement of its role, and that the Review's findings are, broadly, a welcome endorsement of how well the Commission is discharging these responsibilities. These findings are particularly heartening given our goals for the structural changes to InternetNZ and the new role for the Commission. There is much to be proud of here, alongside areas for improvement.

Congratulations to you and the team for the positive findings.

There are two areas where we have specific comments that qualify or disagree with the reviewer's findings (fees setting and the Commission's role in the public promotion of .nz). These are detailed in the following sections. A further section notes some other minor points, and a closing section notes forthcoming updates to the foundational documents of DNCL.

Setting of fees

The Reviewer's report deals at pages 70-75 (findings 13-17) with fee setting by the Commission. This section of the report mixes together two issues, in our view:

- the fees the Commission charges for authorisation of new .nz registrars and for dispute resolution, and
- the fees charged for registrations of .nz domain names

To the extent the findings are relevant to the Commission and the fees that it sets, the logic set out in the report is accurate.

Fee setting for .nz domain name registration rests with InternetNZ. Council adopted a framework for fee setting at its meeting in October 2019, and the Commission plays a role in that process through assessing the market impact of any possible fee changes.

InternetNZ is not contemplating any different role for the Commission in setting fees for .nz domain name registrations, and we are not contemplating any changes to the Commission's discretion to set fees at an appropriate level for the services it offers.

Promotion of the .nz domain name space

The review briefly considers promotion of .nz at page 45 (finding 9).

InternetNZ is responsible for the promotion and marketing of the namespace. DNCL has experience in the promotion role. InternetNZ is experimenting with marketing. Together the Group has the insight and creativity needed to market and promote .nz effectively, but separately neither part does.

As part of the changes made last year, agreement was reached to develop a new common brand framework. This has now been rolled out and it is great to see some common visual elements between the organisations and offerings of the group - DNCL and InternetNZ, .nz and the Broadband Map, NetHui and more.

As the framework rolls out, InternetNZ's view is that the vast majority of promotion of .nz will be done using the product brand, with the ideas and work done on that promotion done by InternetNZ and DNCL working together.

The reviewer suggests that there is no reason in principle for the Commission to be or not be doing promotion work. InternetNZ's view is somewhat different, based on placing the responsibility for this work being done effectively with the right organisation based on responsibilities within the .nz system.

InternetNZ's overall goals include the promotion and marketing of the namespace so the public can realise most value from it, and so as to maximise registrations and thus the income InternetNZ can devote to its public good work.

DNCL can support this work given its role, but it cannot lead it - and cannot in public use its brand to promote the namespace with these ends in mind. Promotion is not ever totally detached from a sales effort, unless separate brands are used - and we do not wish to see past efforts to use different brands for .nz being re-energised.

Where DNCL is promoting its role in the .nz system, for instance around compliance and dispute resolution, we anticipate it will be using its brand and that other parts of the brand family will amplify this work.

Getting promotion right should be a clear focus of management across InternetNZ and the Commission. Council's expectation is that collaboration is vital here for outcomes that best serve the public interest.

Other matters

- We welcome and support the Commission's decision to provide ongoing reporting on the implementation of the Review's recommendations. This is an important component of showing the public that the findings are being worked through and delivering meaningful change.
- We note that the Report provides useful constructive input to the ongoing .nz policy review, and also to future work about how to engage the public in .nz most effectively. The .nz policy review team panel had the Report in front of them already, at the time of writing.
- Exploring the concept of 'registrant voice' is something we support, both for the Commission and for InternetNZ in all aspects of the .nz domain name system. It would be useful to work out what can reasonably be expected from the public in taking an interest in how .nz operates, and developing effective 'voice' channels alongside traditional 'exit' ones where it makes sense to do so.
- We note that the balancing of commercial and public interest objectives in respect of the operation of the .nz domain name space (Rec 2) is largely the responsibility of InternetNZ - the Commission's role is generally exclusively public interest focused, given its role in the .nz system.
- We would like you to consider along with InternetNZ the broader impact - including on the ccTLD manager - of any proposed changes to the market concentration policies (Rec 6). For instance, what would be the impact if one registrar controlled 80%+ of the market, as an hypothetical edge case?
- We welcome a collaborative approach to implementing a number of the recommendations where they fit with a broader whole-of-dotNZ or InternetNZ-DNCL approach (e.g. performance of the domain, influencing ICANN re information disclosure re other TLDs, linkage to Te Ao Māori).

DNCL foundational documents update

InternetNZ is committed to updating the key foundational documents applying to DNCL - the company constitution, the operating agreement, terms of reference for the Board and other key documents.

This work has been deferred following the 2018 structural changes to allow for litigation to be dealt with without changing any aspect of the company's role.

As that process moves towards a conclusion, InternetNZ will pick this up and will look forward to bringing the governance framework for the Commission up to date, and into coherence with the rest of the revised operating model.

Conclusion

Thank you again to David Pickens, to the former Commissioner and DNCL Board members and current and directors, for the instigation and conclusion of this review.

I reiterate our view that it has been a worthwhile exercise, and provides a strong vote of confidence for the Commission overall, while also highlighting important and worthwhile areas of improvement.

I look forward to InternetNZ and the Commission working together to make the most of the opportunity the Review represents.

Yours sincerely

A handwritten signature in black ink, appearing to read 'JB', with a long horizontal flourish extending to the right.

Jamie Baddeley
President

MANAGING STRESS POLICY STATEMENT

POLICY: HR-Managing Stress Policy Statement
VERSION: 1.0
DATE IN FORCE: 1 October 2019
PLANNED REVIEW: 1 October 2020

InternetNZ Group is committed to maintaining a safe and healthy work environment for our workers and to promoting a positive work environment. We recognise that stress can be a health and safety issue and acknowledge the importance of identifying and managing stress within our workplace.

Workplace stress is not defined by law but for the purposes of this policy, is taken to mean but is not limited to the adverse reaction people have to excessive pressure or other types of demand placed on them.

This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

We recognise that stress can affect mental and physical health and is a health and safety hazard within the workplace which must be managed. We take responsibility to ensure the wellbeing of our workers by:

- Encouraging and maintaining a positive workplace culture where worker wellbeing is prioritised
- Setting achievable demands for workers in relation to agreed hours of work, workloads and pace of work.
- Ensuring workers have adequate opportunities for holidays, rest, meals and refreshments
- Ensuring effective two-way communication between all levels of the Group, particularly when major organisational changes are occurring.

- Ensuring that appropriate stress management training is provided to workers at all levels of the organisation to develop an increased awareness and understanding of stress issues (work related and otherwise) and to identify its symptoms
- Ensuring that workers experiencing stress have access to appropriate sources of advice and support
- Ensuring that bullying and harassment is not tolerated (also see our Bullying and Harassment Policy)
- Encouraging a culture where stress is not regarded as a weakness
- Ensuring that the Health, Safety and Wellbeing Committee discuss stress in the workplace as an agenda item at each meeting
- Supporting workers who have been off work due to stress and ensure that the workers and their manager have a modified, planned and agreed return to work programme to prevent recurrence
- Ensuring that early reporting of stress related issues (both work-related and otherwise) is encouraged, openly received and acted upon
- Ensuring that workers have access to seek confidential counselling through Internet NZ Group Employee Assistance Programme (EAP) which may provide strategies in managing or eliminating stress related issues.
- Ensuring that if there is a workplace incident, that the Incident process is followed to ensure that all affected workers are debriefed and follow up calls are made in relation to worker wellbeing.

Signed by _____ Council President,
InternetNZ

Date: _____ (To be reviewed annually)

Signed by _____ Board Chair
Domain Name Commission

Date: _____ (To be reviewed annually)

Council - 2020 Work Plan

MONTH	Main Meeting Dates	Main Items at Council	External/Int'l
January			NZNOG: 26-27 Jan
February	Friday 14th	<ul style="list-style-type: none"> 2020 Plan - key goals, projects and high level budget Registry Replacement Project - decide on approach following EoI Governance Policy framework 	APTLTD: 20-22nd
March	Friday 27th	<ul style="list-style-type: none"> 2020 Plan 2020 Budget 	ICANN 67: 7-12 March
April			
May	Friday 15th	<ul style="list-style-type: none"> Ongoing Registry Replacement Project Confirm Skills Matrix for Council Discuss September retreat & agree theme 	Tech Week: 18-24 May
June			ICANN 68: 22-25 June
July	AGM – Thu 30th		
August	Friday 15th	<ul style="list-style-type: none"> Induction of new council members 	
September	Retreat: Fri 18th – Sun 20th		
October	Friday 9th	<ul style="list-style-type: none"> 	ICANN 69: 17-22 October
November			IGF: TBC
December	Friday 4th Year-End Functions w/b 9 Dec	<ul style="list-style-type: none"> First pitch for 2021/2022 key projects 	

COUNCIL MEETING - 06 DECEMBER 2019

COMMUNITY FUNDING

AUTHORS: Andrew Cushen, Engagement Director &
Vanisa Dhiru, Community Manager

ITEM: 3.4

FOR: Council

PURPOSE: To approve the skills/diversity matrix of the new Funding Panel and appoint two council members to the Funding Panel.

DATE WRITTEN: 29 November 2019

Purpose

The purpose of this paper is to brief the Council on the progress of the new grants funding process; approve the skills/diversity matrix of the new Funding Panel; and appoint two council members to the Funding Panel.

Background

InternetNZ has a total of \$900,000 per annum to distribute in community funding, in these three areas:

- Community grants - contestable grants provided to organisations or individuals that apply to us
- Strategic partnerships - investment into organisations we see supporting our goals to be met
- Sponsorship - cash and in-kind support to events and initiatives we seek a commercial brand alignment with.

Council was updated in August 2019 with an overview of the changes to the grants programme:

- Increased efficiency - changes and clarifications to our processes; building clarity on responsibilities between governance and management
- Increased relevance - understanding our grants are a tool that InternetNZ uses to deliver to its overall strategic goals and plans
- Increased visibility and impact - through the first two mechanisms, demonstrate grant making as a method through which InternetNZ delivers to our plans and strategies, in partnership with the Internet community.

There is \$380,000 in grant funding to be distributed before 31 March 2019.

Increased efficiency

The Chief Executive approves all grant funds. The recommendation of what is approved is/will be made by:

- Two grant rounds, \$130k each - recommendation by Funding Panel
- Conference Attendance Awards, pool of \$50k - recommendation by Community Manager and Engagement Director
- On-Demand, pool of \$30k - recommendation by Community Manager and Engagement Director
- Follow Up Fund, pool of \$39k - recommendation by Community Manager and Engagement Director

Funding panel

Contestable grants will be assessed by a new Funding Panel. The panel appointment process will commence in December.

Decisions to fund applications will be recommended by the Funding Panel to the Chief Executive.

The panel seeks to include:

- up to TWO council members
- up to TWO staff members
- up to FOUR externally appointed people.

We now seek two Council members to be part of this new panel. For continuity, we recommend Council members that have served on the previous Grants Committee are appointed to the panel.

Skills matrix

The remaining staff and externally appointed panel members will be recruited based on the skill/diversity matrix at Appendix A, pending approval by Council.

Conference Attendance Awards

In the past, “Conference Attendance Grants” have been only available to apply for twice a year (aligning with the major grants rounds for research and community projects).

We have changed this support to be available all year round - allowing applications anytime from those seeking to attend or present at conferences about the Internet. The new “Conference Attendance Award” is for either \$500, \$1,500 or \$3,500. Decisions are made on recommendation by Engagement Team staff, and approved by the Chief Executive.

To date, the following awards have been granted:

Grantee name	Conference attended	Amount awarded
Simeon Miteff	FAUCETCon 2019	\$1,500
Dr Ulrich Speidel	IEEE Globecom	\$3,500
Holly Grover	National Digital Forum	\$500
Lorraine Williamson	ISTE Conference: International Society for Technology in Education	\$1,500
Andrew Croxson	30th Australasian Conference on Information Systems (ACIS)	\$1,500
	TOTAL DISTRIBUTED	\$8,500

From the awards funding pool, \$41,500 remains to distribute before 31 March 2020.

Increased relevance

We have agreed to place a priority on digital divides projects for contestable grants this year. This aligns with InternetNZ's fifth strategic goal of advancing the improvement of digital inclusion evaluation in New Zealand. This new investment strategy was noted in the August 2019 paper from the Policy Team.

There will be two grant rounds held before 31 March and should both open before the end of December. One grant round is proposed to be open to any type of application to support the Internet community (for either research or community projects). The other grant round will be closed, with applications by invitation only (for community projects only).

The "by invite only" grants round will be solely focused on InternetNZ's digital inclusion goal. This is where we will seek input from the Digital Inclusion Evaluation Advisory Group (EAG), currently managed by the Policy Team.

The open grant round will be advertised with a priority for digital inclusion initiatives. Any digital inclusion applications in this round will provide another opportunity for the EAG's review and analysis.

The EAG are reviewing the grant application form to support their review of digital inclusion initiatives that apply for funding under either grant round.

Increased visibility and impact

Building stronger relationships

Our relationship with grantees in the past has been very transactional - application to final report. Typically, we have not supported applicants during

their project, and have waited for their written mid-term and final reports before interacting with them.

We are in the midst of recruiting two Community Advisors who will have the time to help build relationships for InternetNZ with those people and initiatives we fund. Part of their work will be to better understand what we are funding, and see where the rest of InternetNZ may be able to help - through our Policy, Tech or Research teams.

New “Follow-up Fund”

Projects are often re-scoped after grant applications have been submitted or approved. We have always been open to approving changes to projects. We have wanted to help support these changes by providing actual help or advice, or further funding as appropriate. The Follow-Up fund, created by retaining 10% of all grant amounts in reserve, is available for any follow up activity that arises beyond the initial grant funding that has been distributed.

From the \$39,000 in this pool, approximately \$6k has been provided. The remaining funds will be allocated to evaluation work on projects we have funded in the past that are focused on digital inclusion.

Impact storytelling

All grantmakers aspire to be able to tell better stories of the impact their funds have made for community change. We have begun to support our grantees to tell their stories better - and in the past few months, worked with grantees to share the story of their project in the media.

We have focused our energy on working with one grantee at a time to help build their story. Our communications team have helped two grantees recently with media pitching, supported interviews and shared their stories through video content on social media channels.

There is a lot of opportunity in this space, and we will continue to work with grantees on media opportunities in this more focused and curated way.

Recommendation

THAT Council:

- Approve the Skills Matrix for the Funding Panel at Appendix A
- Advise Council members who will join the Funding Panel.

Appendix A: Funding Panel Skills Matrix

The matrix below sets out what is perceived as the full range of personal and skills/experience attributes required on the Funding Panel. No Panel member is expected to have all the identified elements, nor will the Panel always have the perfect mix. Certain attributes are considered to be essential for all Panel members, and others are accepted as somewhat specialist.

Personal attributes

Skill / Experience	Description	Weighting Certain areas are deemed central to the role
Ethics	Demonstrating high levels of integrity, ethical behaviour and honesty, Acting always in the interests of the organisation	
Independence	Maintaining an independence of thought. Ability to politely maintain and promote a position and to agreeably disagree as needed.	High
Team player	Understanding that board work is teamwork, ability to work with others and form productive relationships.	
Commitment	To commit the time to prepare, understand the business and make meeting attendance a non-negotiable priority	High
Focus on impact	Always focused on ends and less on the means to get there. Seeking evidence of impact	
Stewardship orientation	Understanding that the board operates as a subset of the owners and comprehending its role as fiduciaries (acting for the benefit of others)	High

Specialist areas

Skill / Experience	Description	Weighting Certain areas are deemed central to the role
The Internet *	An understanding of the key role that the internet plays in our world now and into the future	
Research	Understanding of research methodologies and current practice	
Evaluation	Understanding of evaluation methodologies and practice	High
Technical	Understanding of technical aspects of internet based research projects	
Te Ao Māori community connections	Connections and understanding of Te Ao Māori	High
Project delivery	Demonstrated track record in delivering impactful community projects and outcomes	
Philanthropy / Social Enterprise *	An understanding of granting process and the maximisation of philanthropic funds	High

COUNCIL MEETING - DECEMBER 2019

MANAGEMENT ITEMS FOR DISCUSSION

ITEM NO: 4.2
AUTHOR: Jordan Carter
PURPOSE: Key items for Council to know / offer guidance on.
DATE WRITTEN: 29/11/2019

Introduction

This paper is designed to raise key issues for Council to give advice, input and share understanding with management. It should be considered alongside the quarterly Activity, .nz and Financial reports (which provide broader context).

<https://internetnz.nz/reports>.

This meeting's version of this paper is quite short, because the full reporting set was only completed a few weeks ago.

Matters are broadly in order of priority, and there are four sections:

- **Key items** - the matters we'd like a conversation about - which may or may not be covered by other standard reporting.
- **Exceptions / items to note** - significant issues in the general reporting we want to be sure you have seen.
- **Late changes** - any material changes to conditions or issues otherwise covered in quarterly reporting (none in this paper).
- **Key future commitments** - a look forward to some key events over the next six months.

A. Key Items

A1 - Twenty Five Years of InternetNZ

Issue:	<p>2020 will be InternetNZ's 25th Anniversary year. This is an opportunity to celebrate the ongoing existence and to launch (or relaunch) significant activities aimed at public, community and member engagement.</p> <p>At this stage, staff are generating a list of ideas that we may use to feature the organisation and our role and purpose. As we move forward with a fully staffed community function, community engagement and driving higher membership is front of mind for these initiatives.</p>
Our ask:	<p>We invite Council to join this ideas generation phase and share your ideas and perspectives on how to mark the 25th Anniversary of the organisation.</p> <p>What would you love to see us do together to celebrate?</p>

A2 - Post-Christchurch update (Goal 4)

Issue:	<p>International engagement has continued since the last Council meeting around this work, with Ellen as Chief Advisor, International continuing to work with MFAT and a range of international Civil Society organisations, as well as domestic organisations working in the international sphere, platforms and Governments to insist that Civil Society be meaningfully engaged, involved and consulted. Jordan as Chief Executive wrote a letter to the Prime Minister's office with feedback and suggestions about next steps on the Call process, and with the intention to help support the best outcomes possible.</p> <p>Ellen and Jordan attended the Internet Governance Forum, which had New Zealand representatives from the Christchurch Call team and Department of Prime Minister and Cabinet, which was valuable both for Christchurch Call work specifically, with Advisory Network meetings and bilaterals held, but for the exposure of the government to the IGF and its processes and community. Jordan moderated the IGF main panel session on 'Addressing Terrorism and Violent Extremism Online', which Paul Ash from the New Zealand government spoke on, as well as featured a video intervention from the PM at InternetNZ's request.</p> <p>Jordan, Ellen and Kim will be engaging in the 3-4 December YouTube hosted meeting in Wellington on the GIFCT Crisis Response Protocol, which will bring the range of Christchurch Call actors to New Zealand. A further Christchurch Call follow-up event in April/May 2020 is expected, focusing on progress and next steps, likely to be held in New Zealand.</p> <p>Domestic policy focused, the Policy team has:</p>
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	<ul style="list-style-type: none"> • Led out its thinking on Internet filtering with the release of the paper <i>To block or not to block: Technical and Policy considerations of Internet Filtering</i>. The paper has been well received by policy advisors. • Continued the discussion on filtering at its Nethui Partners Day event, which also considered whether government should impose a “duty of care” on platforms. The perspectives shared are being fed into a position paper on the duty of care issue. • Participated in Department of Internal Affairs workshops on Countering Violent Extremist Content Online, and made a submission on its proposed changes to the Films, Videos and Publications Classification Act. Our submission urged government not to progress its proposal for a web filter, and recommended that its other proposals (re ISP liability, take down notices, live streaming and penalties) not be rushed through. • Released a discussion starter on Internet openness, which was also discussed at Nethui.
Our ask:	We would continue to appreciate Council’s intelligence as to additional stakeholder perspectives.

A3 - Governance Policy Framework Update

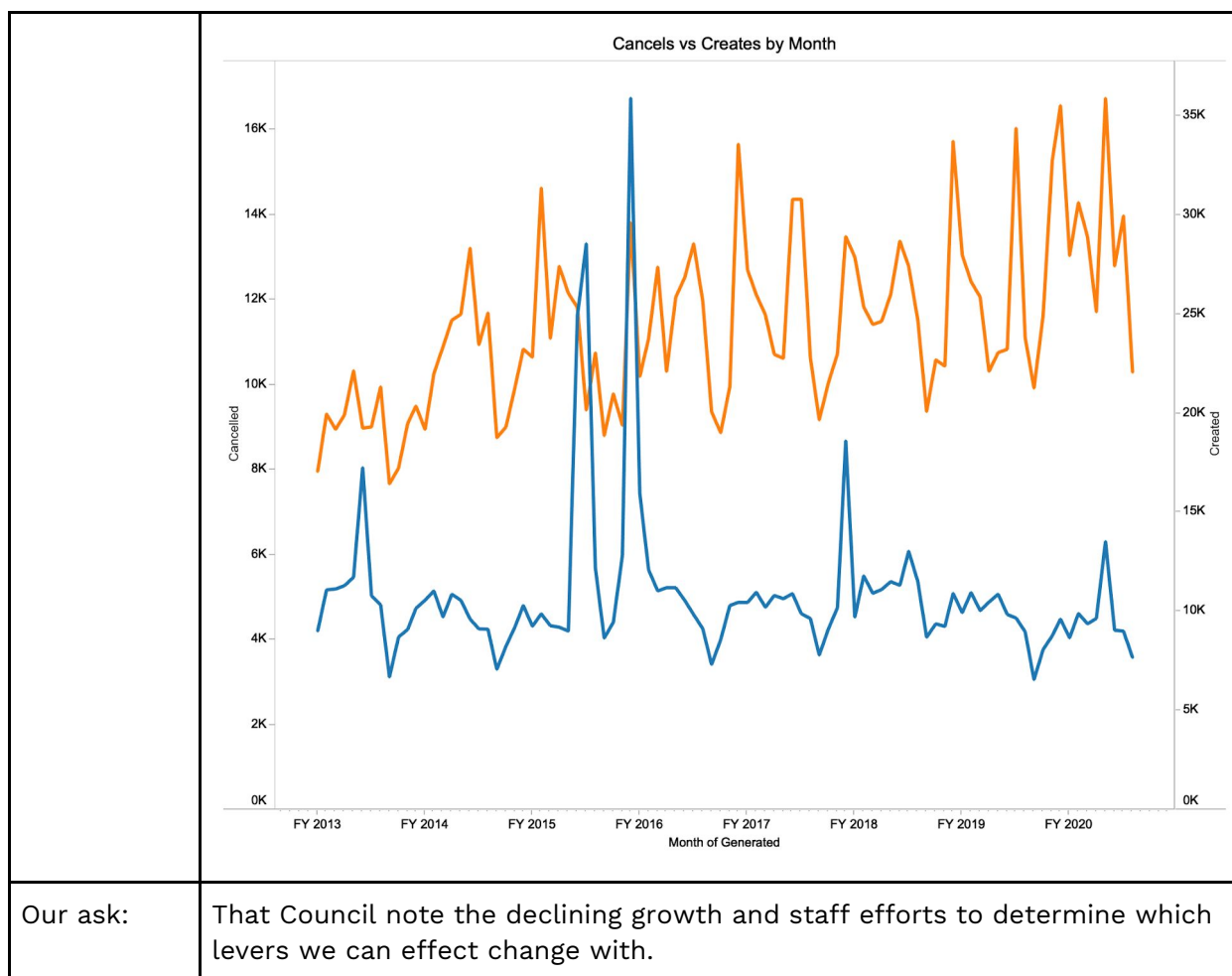
Issue:	<p>We have embarked on a project that will create a new Governance Policy Framework for the InternetNZ Group. This follows up the work that Council did with BoardWorks by way of governance training last year.</p> <p>By modernising the framework, we aim to have a contemporary policy-driven approach to support the Council on guiding management through its work and lead to more strategic thinking.’</p> <p>Our current governance policy framework has two key problems.</p> <ul style="list-style-type: none"> • First, it is no longer fit for purpose - it does not do as much as it could to help Council or Management do their jobs well. It does not adequately ‘frame’ the relationship between Council and the management team. • Second, it is incomplete and in some parts wrong or out of date - it doesn’t cover all the things it should and some of the docs still refer to our old structure. <p>The new framework will also be able to give our members and public confidence that we have a robust and modern governance approach. A good policy framework also makes clear the role of Council, how it intends to conduct its business and the standard to which it will hold itself accountable.</p> <p>We will present the updated Framework at the February Council meeting for discussion and hope to be able to share some information to muse over before the Christmas break.</p>
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	There will be training in 2020 - for Council and for management, and staff who support Council. It is essential that the principles that underlie the framework are understood and how they can be used to good effect and to deliver the potential benefits.
Our ask:	That you are aware of this project and provide any comments.

B. Exceptions / Items to Note

B1 - Ongoing reduction in names under management

Issue:	<p>We have now seen two consecutive quarters of just under 0% growth. This has been anticipated, and is as a result of significant consolidation activity in the market and the exit of some legacy registrars. During times of registrar change we typically see increased volumes of domain names cancelled. There is further consolidation activity anticipated in the coming year with unpredictable impacts. The chart below shows a trend of increasing cancellations and a divergence from creates which have also been slightly lower this year. The result of this divergence is a decline in the register size and year on year growth.</p> <p>Experiments have started in the form of marketing activity to test how we might stimulate new business. Early indications from our initial experiments which started in late October, with both direct campaign and cofund variants, do not appear to be returning tangible immediate impacts on new business. Campaign activities are being paused over the December/January period which is typically not an effective time to sell. During this time we will be assessing the data from these initial campaigns to determine what changes we might take for the remainder of the year and feed the lessons of this activity into 2020/2021 planning.</p>
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C. Late Changes

None for this paper.

D. Key Q4/Q1 External Commitments

The table below sets out key external commitments over the next two quarters.

25-28 November	UN Internet Governance Forum - Berlin, Germany	JC, ES
3 December	Auckland Members Events	
5 December	Wellington Members Event	
19-22 January	Pacific Telecommunications Council 2020: main session panel, talking about Christchurch Call	ES
26-27 January	NZ Network Operators Group (NZNOG), Tauranga	

20-21 February	APTLD 77: Melbourne. Note: location means we will take a few more staff and possibly governors	JC, BC + others
7-12 March 2020	ICANN 67: Cancún, Mexico	JC, BC, DM, ES
April to June	Likely International commitments include: CENTR Jamboree in May, APriGF in May, RIPE meeting in May, RightsCon in June, ICANN68 Kuala Lumpur in June: to be signed off by SLT in December.	TBC

Jordan Carter
Group Chief Executive

29 November 2019

COUNCIL MEETING - 6 DECEMBER 2019

NETHUI 2019 DEBRIEF

ITEM NO: 4.3
AUTHOR: Andrew Cushen, Engagement Director
FOR: Council
PURPOSE: To summarise how NetHui 2019 went and what we learned
DATE WRITTEN: 26/11/2019

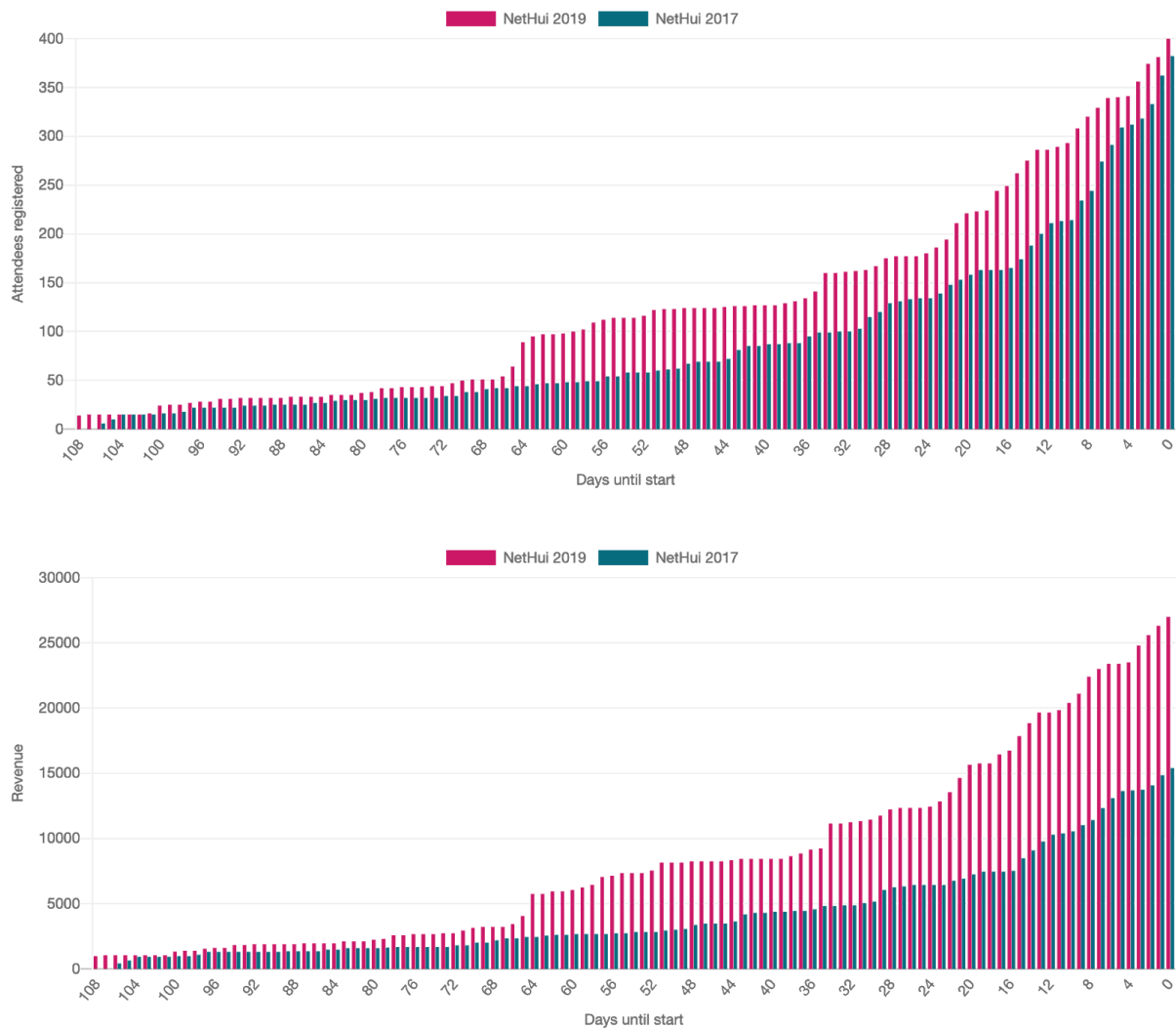
Summary

NetHui 2019 was held on the 3rd-4th October 2019 in Te Papa, Wellington. An additional Partners' Day was held on the 2nd of October.

NetHui 2019 was a success in terms of the number of attendees, the quality and calibre of discussions, presentations and keynotes, and the engagement of the New Zealand Internet Community.

Attendance

The charts below summarise ticket sales and ticket revenue for NetHui 2019 compared to the last national NetHui event (Auckland 2017).



The goal for NetHui 2019 was 400 tickets sold, which was *exactly* achieved. 400 represents an increase over the previous ticket sales count for a Wellington NetHui event; these historically have sold ~350 tickets. Ticket sales also compare favourably against NetHui 2017 in Auckland.

NetHui 2019 was also priced significantly higher than previous NetHui events, at \$100 compared to 2017's \$65. The driver for increasing prices was as follows:

- NetHui ticket price covers at least the marginal cost of catering per attendee.
- Allows greater funding of other inclusion initiatives.
- May increase the participation of attendees throughout the two days, and the value perceptions of the event.

As evidenced by the ticket sales outcome, the pricing change did not dampen attendance at NetHui 2019. The ticket sales and pricing approach also included an “early bird” option in order to move demand for tickets to earlier in the leadup to the event. This allowed attendees to still receive the lower, historic price, if they registered early in the sales period. This experiment worked in pulling forward ticket sales to earlier in the sales period, and reducing the “hockey stick” sales curve of previous years. This reduced some of the pressure on event logistics.

Future NetHui events will likely replicate both this higher ticket price, additional inclusion initiatives, and early bird pricing model.

Attendee feedback

128 attendees provided feedback through the NetHui 2019 feedback survey that was sent to all attendees after the event. Where possible, these results have been compared against the last national NetHui event.

	2019 Wellington	2017 Auckland
Attendee Satisfaction ranked “satisfied” or better	89.9%	89.5% (1)
First time attendees	64.8%	46.3%
How did you feel at NetHui:		
- safe	73.8%	82.1%
- Able to voice my thoughts and opinions	69.1%	82.1%
- included	64.3%	65.3%
- welcome	69.1%	75.8%
Internet Community participation		
- Business	23.4%	37.2%
- Academia	16.9%	21.3%
- Technology	40.3%	52.1%
- Civil Society	30.7%	34.0%
- Government	29.8%	(2)
- Un-affiliated	10.5%	(2)
- Other	12.9%	26.6% (2)

Notes:

- (1) The question differed between the two surveys, but used the same ranking scales. 2019: *Overall how satisfied were you with NetHui 2019?*, 2017: *Did NetHui 2017 provide you with what you expected?*
- (2) *Government* was not provided as an option in the 2017 survey. Most of the responses in the *Other* field indicated that these respondents were from Government or the public sector. Please note that respondents were able to select as many of these categories as was relevant to them.

Conclusions from the NetHui 2019 attendee feedback.

1. NetHui 2019 was **valuable to the vast majority of participants**, and most attendees were satisfied with their event experience. That said, the overall average satisfaction was lower than in 2017.
2. NetHui 2019 achieved a **significantly higher level of new participants** compared to NetHui 2017. This is likely because it has been four years since a national NetHui was held in Wellington, and the higher than normal level of ticket sales.
3. While all the scores remain high, **all of the “feeling” metrics declined** between 2017 and 2019. Anecdotal feedback and some of the free text field responses suggest that there was a higher expectation from a number of attendees of active participation, and that that may have resulted in disappointment at not being able to voice their opinions openly. This feedback is very useful for future facilitation training and session design.
4. NetHui 2019 was **broadly representative of the New Zealand Internet community**, with reasonably balanced participation across the key stakeholder groups. While it is difficult to compare 2019 with 2017 due to the difference in question design, many of the observable differences are likely explained by the difference between an Auckland and Wellington audience (e.g. higher Government participation in Wellington, higher business in Auckland).
5. Summary of themes from the free text responses:
 - a. **Jillian York and the Prime Minister were both very well received as keynotes.** Jordan Carter’s address as the Chief Executive, and the panel discussion on Christchurch issues from the Thursday afternoon, were also positively commented on by many attendees.
 - b. Attendees **praised the organising of the event, the facilities, the catering and the overall quality of the programme.** Many attendees expressed enthusiasm and appreciation that InternetNZ continues to host conversations like NetHui.
 - c. **Concerns were raised about safety and participation;** that while the Code of Conduct was a useful tool, that there were a number of instances where this was used to explicitly exclude people from participating due to their identities.
 - d. The **lack of particular sessions focused on Māori perspectives** was commented on by a number of people, and the lack of a specific Māori component of the programme. Many comments were also made about the lack of live transcription of Te Reo Māori (which is hampered by no live transcription services having yet been identified that offer this as a component of their service).

NetHui 2020

NetHui 2019 represented a small evolution of the NetHui event format. A number of different tweaks were applied to the event model for 2019, the majority of which were successful from the perspective of the feedback that was received.

NetHui 2020 is an opportunity for a larger evolution, which builds off the feedback that has been received from this 2019 event, and from the history of running NetHui for nearly a decade. These points have been generated as part of the NetHui debrief sessions that staff have held after the event:

- **NetHui 2020 in Auckland, in early September.** Building the event in main centres helps to build and keep a profile and an audience for the event. This is different from the cadence that Council was presented in 2017, which proposed a Roadtrip event for 2020. Roadtrip events are better positioned as events alongside a consistent national programme each year.
- **Investment in facilitator training and improving the quality of the sessions** is a big opportunity that would help NetHui continue to evolve, and respond to the feedback received. Staff are considering how to do this between now and the next event; potentially asking for programme interest earlier in the process to allow facilitators to test their sessions in other contexts before NetHui.
- **Clarity of theme, and high quality keynotes,** are vitally important for setting an expectation for the audience and for building an audience. Staff are aiming to have strong leads on both of these matters before the end of 2019.
- **The experiments with pricing worked,** and these will be continued into 2020.
- A focus for 2020 must be on **incorporating content for and with the Māori Internet community,** ideally through partnerships.
- The current model of **Partners' Day/Day 0 does not result in a strong flow through of attendance at NetHui itself.** It does involve a significant, and increasing, set of complexities and expenses running this day alongside NetHui. Staff are thinking of how to reconceive of this event; providing space for Partner organisations to engage with their communities, facilitated by InternetNZ, is important; that does not mean it needs to be alongside NetHui. Instead this day may either be better done separately, or incorporated into the two day event in a different manner.

Recommendations

THAT Council NOTES this paper.

MINUTES

COUNCIL MEETING

Status:

Draft

Date

11 October 2019, 8:45am to 12:30pm

Present:

Jamie Baddeley (President), Joy Liddicoat (Vice President), Don Stokes, Sarah Lee, David Moskovitz, Richard Hulse, Kate Pearce (video) and aimee whitcroft.

In attendance: Jordan Carter (Chief Executive), Catherine Fenwick, David Morrison, Dave Baker, Kim Connolly-Stone and Diane Robinson (minute taker)

Apologies :

Amber Craig, Andrew Cushen

Meeting opened:

9:51am

Section 1 - Meeting Preliminaries**1.1 Council only (in committee)****1.2 Council and CE alone time (in committee)****1.3 Karakia, apologies, interests register, and agenda review****1.4 Environment Scan**

- Online voting - going to get noisy over the next few months.
- Artificial Intelligence Strategy
- Christchurch Call engagement with government
- Dave attended the MBIE digital sector industry transformation plan, that was run by NZTech.

Section 2 - Strategic Priorities

2.1 .nz Registry Replacement Project

Dave gave an overview of this paper and talked through the Governance structure that has been established. The Expressions of Interest is proposed to be released to the market next week.

Noted that the evaluation panel membership includes Keith Davidson, who is a Director of PIR, the registry for .org.

Council commended Dave for an excellent paper.

RN75/19: THAT Council acknowledge and confirm the project goals.

RN76/19: THAT Council acknowledge and confirm the project governance.

RN77/19: THAT Council agree in principle the project approach for market engagement and multi-staged Business Case.

RN78/19: THAT Council acknowledge the cost spent to date and the cost estimates for the EOI market engagement phase.

Block Consent (Cr Hulse / Cr Stokes)

CARRIED U

2.2 .nz Registration Fees Framework Input

David introduced the paper which sets out, at a high level, the proposed approach to making decisions about the price of registration for .nz domain names, and to propose that the price be reviewed in December.

The aim is that this process is undertaken on an annual basis, although it does not mean a price change will take place annually.

Noted that on .nz pricing changes, Council makes the decision based on advice from staff.

RN79/19 THAT Council receive this draft pricing framework for .nz domain name registrations.

RN80/19: THAT staff further develop the framework in response to feedback at this meeting and present it back to Council for adoption inter-sessionally by mid-November.

Block Consent (Cr Lee / Cr whitcroft)

CARRIED U

2.3 .nz Policy: Interim post-Christchurch Policy Extension

The paper proposing an extension of the interim policy change introduced following the Christchurch mosques terrorist attack was taken as read.

RN81/19: THAT Council review the interim changes to .nz policy agreed on 18 April 2019 and extend these for a further six months (until 18 April 2020).

(President / Cr Pearce)

CARRIED U

2.4 Response to the Pickens Review

Jordan presented the draft response, and asked Council for any further input on the approach:

Council agreed the following points to be incorporated or noted:

- Agreed that it was good to respond in a constructive manner and the key points were well written.
- Regarding the section of the report dealing with fees (pages 70-75 and findings 13-17 in report) - InternetNZ should be firmer in its response to this section and state clearly the aspects that were misconceived or incorrect.
- Regarding the promotion of .nz, InternetNZ should be clearer about how it wishes to see this done in future.
- The metrics on competition assessment is flawed and needs further work.

RN82/19: THAT the points proposed, as amended, be formed into a response to the Commission, and that this be sent by staff to the Commission under the President's signature with a request that it be published on DNCL's website alongside the Review and the Commission's response.

(President / Cr Stokes)

CARRIED U

AP23/19 Response to DNCL on the Pickens Review to be sent.

Section 3 - Matters for Decision

3.1 Council Skills and Diversity Matrix

Council discussed the matrix, which sets out the full range of skills, experience, personal and diversity attributes needed for around the Council table. Certain attributes are considered essential for all Councillors, and others are accepted as somewhat specialist.

The matrix is to assist with an assessment of the current Council member skills and will precede any decision about whether to recruit appointed Council members.

Councillors agreed to complete a confidential self assessment online. This assessment will be reviewed at the next Council meeting for any gaps. The results from the online assessment survey will not be published, but a summary of the findings will be.

Council commented:

- The membership has done a good job making sure the Council as a whole is diverse.
- Team player(s) - the Council is working well in this area.
- Independence to include a weighting of Medium.
- Include under Diversity attributes 'religious communities'.

RN83/19: THAT Council approve the Council Skills and Diversity Matrix as updated.

Block (President / Cr Lee)

CARRIED U

AP24/19 Staff to develop an online assessment survey self assessmentSurvey and sent out to Council.

AP25/19 Assessment Results (confidential) - report back to Council in December.

3.2 Policies Updates

Two policies were presented to Council for approval. The policies were taken as read.

RN84/19: THAT Council approve the Reporting Cases of Misappropriation.

(Cr Stokes / Moskovitz)

CARRIED U

RN85/19: THAT Council approve the Health and Safety Policy, as amended.

(Cr whitcroft/ Cr Lee)

CARRIED U

The Vice President left the meeting.

Section 4 - Matters for Discussion

4.1 President's Report

The President provided a short update that he continues to meet with Jordan Carter on regular basis. David Moskovitz joined the last meeting.

4.2 Management Items for Discussion

Council discussed NetHui and provided some feedback:

- Overall the event was great!!
- Some after care to keep the momentum going on the conversations. This is not always best done on the email list.
- The vibe in rooms and in respect to InternetNZ was very strong and positive.
- The communications team are doing a great job.
- Make sure that the facilitators have been adequately trained and can support the principles and style of Nethui.
- Some sessions were a little bit slow to get underway.
- Fantastic diversity and openness.
- More formal content and learning in some sessions.
- Blockchain session - there were requests from attendees for a 101 session.
- The duration of the breaks were good, plenty of time for conversations and networking.

Council would like the new Chief Security Officer Sam Sargent to provide an update on Security Reporting at the December meeting. Jordan outlined that one of Sam's first priorities as part of the Governance strand of his work is to develop appropriate security reporting.

Staff changes and capacity of the engagement team were raised. Jordan advised that further work is underway on this, including as part of our planning process, to ensure there is enough capacity for all areas.

The President commended Jordan on the changes made to Technology Services.

RN86/19: THAT Management Items for discussion be received.

(Cr Lee / Cr Stokes)

CARRIED

AP26/19 Chief Security Officer to report on Security at the December meeting.

4.3 Financial and Budget Update

Catherine summarised her paper, which outlined a high level current year financial performance through to 30 August, and explained how staff have found and incorporated the \$300k of savings required in the Budget across the work of the organisation without impacting any priority projects.

RN87/19: THAT the Budget review and update be noted.

(Cr Hulse / President)

CARRIED

Section 5 - Consent Agenda

5.1 Confirm Minutes of 23 August 2019

5.2 Actions Register

5.3 Membership Update

5.4 E-votes Ratification - None

5.5 Health and Safety and Wellbeing Update

Catherine provided a brief summary:

- No incidents to report since the last Council meeting.
- Still working hard to resolve lift issues.
- Meeting monthly with new property managers.
- This month INZ are focusing on physical wellbeing e.g. walking groups.

5.6 Operational Reports for Quarter

5.6.1 .nz Quarterly Report

5.6.2 Product Pipeline Report

5.6.3 International Engagement Update

Council members noted that where a meeting is outside the quarterly cycle, they would like to see a summary Plan report (the one-page version) to have a sense of broader operational progress and/or issues. Jordan agreed this can be done for out-of-cycle meetings, including December 2019 and February 2020.

RN88/19 THAT Council approve the minutes of the 23 August meeting, as amended.

RN89/19 THAT Council noted the membership update.

RN90/19 THAT the Health and Safety and Wellbeing Update be received.

RN91/19 THAT the Operational Reports be received.

Block Consent (President / Cr Lee)

CARRIED

AP27/19 Demo of Defenz at the next Council Meeting.

Section 6 - Other Matters

6.1 CONTINGENCY (for any overflow)

6.2 Matters for communication – key messages

- Approved .nz registry replacement project
- Diversity Matrix

6.2.1 Communications in general

6.2.2 Upcoming events

6.3 General business

6.4 Meeting review

Next meeting:

The next scheduled Council meeting is Friday 6 December 2019.

Meeting closed: 11.58am

Item 5.2

Council Actions Register 2019

FROM OCTOBER 2019			
Action No#	Action	Owner	Status
AP23/19	2.4 Pickens Review : Response Letter to DNCL on the Pickens Review to be sent.	Jordan Carter	Completed
AP24/19	3.1 Council Skills and Diversity matrix :Online Assessment Survey in Google Form	Catherine Fenwick	Completed
AP25/19	3.1 Council skills and diversity (confidential) paper with results from survey for Dec meeting	Catherine Fenwick	Completed
AP26/19	Circulate the Organisational Chart to Council	Jordan Carter	Completed
AP27/19	Security Reporting at December meeting -Council would like the new Chief Security Officer Sam Sargent to provide an update on Security Reporting at the December meeting.	Catherine Fenwick	Deferred to Feb 2020
AP28/19	Demo of Defenz at Dec Council Meeting	David Morrison	Completed

InternetNZ Membership Report

Status: FINAL
Author: Ciara Arnot, Community Advisor

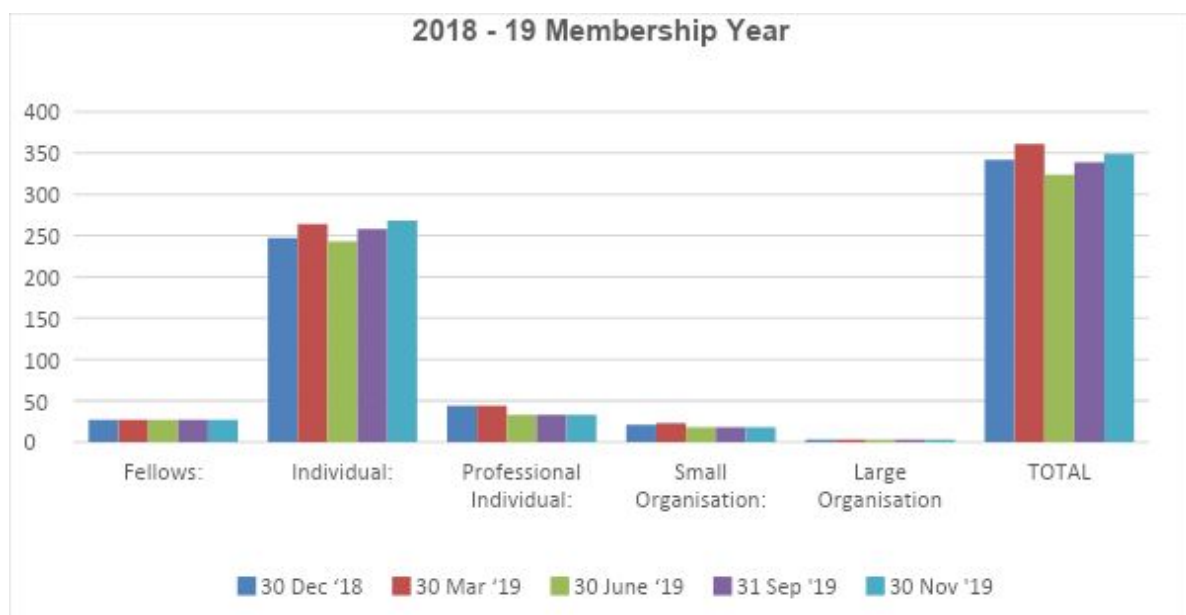
Current Membership *(as at 27 Nov 2019)*

Fellows	Individual	Individual Plus	Small Organisation	Large Organisation	TOTAL
27	268	33	18	3	349

2018 – 19 Membership Year

	30 Dec '18	30 Mar '19	30 June '19	31 Sep '19	30 Nov '19
Fellows:	27	27	27	27	27
Individual:	247	264	243	258	268
Individual Plus:	44	44	33	33	33
Small Organisation:	21	23	18	18	18
Large Organisation:	3	3	3	3	3
Total Membership:	342	361	324	339	*349

**Total number of memberships for November was only as at 27 November 2019, this is due to meeting the deadline for the submission of Council papers on 29 Nov.*



Recommendation:

THAT the new members be noted.

COUNCIL MEETING - December 2019

Health Safety and Wellness Report

Month	Number of Near Misses reported/or identified	Number of Incidents reported/or identified	First Aid Incidents reported/or identified
November 2018 – January 2019	0	3	0
February – March 2019	2	0	0
April – May 2019	0	2	1
June – August 2019	0	0	0
September – 4 October 2019	0	0	0
5 October – November 2019	5	0	0

Summary

- There were five incidents reported since the last Council meeting:
 - Staff member reported water spillage on the building staircase (via the Grand Arcade access) as the staff was leaving the workplace. Incident has been reported to the Property staff to be actioned. Water spillage has been cleared and no further incident has occurred.

- Fire incident at the SkyCity Convention Centre which was located near our Auckland office. Staff followed instructions from the building which was to leave the premises and stay away from the building until further notice. Auckland staff were in constant communication with the Wellington staff via Slack to provide update and to check-in as well.
- Internal security glass door on the east side of the office had a decent crack on the side and had also found a glass over the carpet. No injury reported, and glass pieces were safely removed from the floor and maintenance staff had been called in to fix the glass.
- Staff member had tripped over loose wires in the boardroom. There were no injuries reported, and the wires were straightened and placed under a cable cover.
- Staff member almost got caught when the lift door closed too quickly. It hit their shoulder and gave them a fright but no major injury reported. Building staff had been informed after the incident and maintenance person has also been in touch with the staff member to get further information to address the issue.
- The Hazard Register published in the internal Wiki page for staff's reference is updated regularly.
- Electrical tag and test had also been done in the Auckland office to ensure that devices and office equipment are safe to use.
- JLL has now been replaced by Colliers as the new property managers effective 16 November 2019. Org Services staff have met with the new property manager for introductions as well as to discuss other pending building issues that were initially raised and discussed with JLL. Going forward, a regular meeting with the new property manager will be arranged.
- The INZ Group Health, Safety & Wellbeing Committee met on 14 November 2019.

Health and Safety System

- H&S policy is still pending for approval, changes were made as per feedback from Council.
- The Stress Management Policy will be presented to Council at the November meeting.
- All staff will be trained on entitlements and responsibilities under the act. A focus will be on mental wellbeing to ensure InternetNZ and other staff

are supporting each other to address the potential hazard of stress within the organisation.

- Our member of staff who attended the H&S Representative Training, is now an accredited H&S representative.
- The organisation participated in the nationwide Shake Out drill in October. A similar drill will be repeated in six months.

Recommendation

THAT the Health Safety and Wellbeing update be received.

.nz quarterly report

July - September
2019

Domains

711,945
total
domains
at the end of
the quarter

- 508,148 .co.nz
- 141,667 .nz
- 62,130 all others

Activity this quarter

Creates	Q1 27,928
	Q2 32,210
Cancellations	Q1 29,218
	Q2 41,239
Renewals	Q1 262,558
	Q2 258,008

0.00% growth (decline of 483 domain names)

Quarter in review

This quarter was flat in terms of growth, recording a slight reduction of 483 names from last quarter. Consolidation in the registrar market continues to impact growth. Registrations at the second level (e.g. yourname.nz) now account for 19.9% of the register and 21.6% of new .nz registrations. Both creates and cancellations have increased.

Focus this quarter has been to engage with registrars on .nz marketing. Campaigns are scheduled to run over Q3 and Q4 of the financial year and will provide interesting insights into the impact of various campaign initiatives.

Infrastructure

DNS queries for the quarter

Q1 34.4 billion

Q2 32.2 billion

DNS service level

100%

SRS service level

100%

Incidents of note

The main change this quarter was the introduction of a new feature that prevents the creation of full name-server delegation loops. Whilst these delegation loops do not occur that often, they have the potential to have a major impact on DNS operators and in some cases lead to a DOS on their infrastructure.

Compliance

Names cancelled	Q1 32
	Q2 271
Disputes started	Q1 9
	Q2 12
Disputes closed	Q1 4
	Q2 10

domain name
commission nz

People

90 authorised registrars

Market
share

- top 4 registrars **45.35%** ↑
- next 4 registrars **20.50%** ↑
- everyone else **34.15%** ↓

310,201
unique
registrants

- 189,777 individuals ↑
- 120,424 organisations ↓

↑ **31,850**
unique registrants
using privacy
option



65,866 ↑
domain registrations
with privacy
option enabled

.nz

22 OCTOBER 2019

Jamie Baddeley
President
InternetNZ

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Email: info@dnc.org.nz
www.dnc.org.nz

**domain name
commissionnz**

Dear Jamie

Please find enclosed DNCL's end of second-quarter report for the 2019/2020 financial year.

Domain Name Commission Limited
Income Statement
For the Quarter Ending 30 September 2019

	Jul - Sep 2019				Year-to-Date			
	Q2 Act (\$)	Q2 Bud (\$)	Q2 Var (\$)	Q2 Var (%)	YTD Act (\$)	YTD Bud (\$)	YTD Var (\$)	FY Bud (\$)
INCOME								
5050 · Authorisation Fees	5,609	0	5,609	0%	8,609	3,000	5,609	6,000
5080 · DRS Complaint Fees	10,000	10,000	0		14,000	16,000	(2,000)	34,000
5100 · Management Fees	335,001	335,001	(0)	0%	670,002	670,002	(0)	1,340,000
7010 · Interest Income	5,053	2,250	2,803	125%	5,158	2,280	2,878	13,500
1540 · Sundry Income	0	0	0		0	0	0	0
Total Income	355,663	347,251	8,412	2%	697,769	691,282	6,487	1,393,500
EXPENDITURE								
DNCL Board	7,175	8,998	(1,823)	-20%	14,350	16,246	(1,896)	36,000
Communications	6,606	11,750	(5,144)	-44%	9,578	17,500	(7,922)	25,000
Compliance	0	27,000	(27,000)		0	33,000	(33,000)	69,000
Dispute Resolution Services	12,684	15,776	(3,093)	-20%	19,279	26,252	(6,973)	103,000
Registrars	2,545	8,349	(5,804)	-70%	8,622	16,698	(8,076)	24,000
International	7,965	8,000	(35)	0%	45,542	46,000	(458)	143,800
Office and Administration	71,090	70,744	346	0%	137,380	141,588	(4,208)	283,200
Personnel and Staff	112,765	151,504	(38,739)	-26%	219,663	292,668	(73,005)	604,114
Professional Services	107,708	8,502	99,206	1167%	148,985	17,004	131,981	45,000
Projects	26,849	8,700	18,149	209%	26,849	17,400	9,449	35,000
Total Expenditure	355,387	319,323	36,064	11%	630,249	624,356	5,893	1,368,114
Depreciation	3,761	6,000	(2,239)	-37%	7,593	10,800	(3,207)	30,000
Other Comprehensive Items	0	0	0		0	0	0	0
Net Profit/Loss	(\$3,485)	21,928	(\$25,413)	-116%	\$59,927	\$56,126	\$3,801	(\$4,614)

** Included

litigation costs: Q1 = \$30,392.77 Q2 = \$100,368.27 YTD = \$130,761.04

**Keeping .nz
fair for everyone.**

Expenditure Notes:

The result for the month is a small improvement on the budgeted surplus.

Communications: the reported overspend for the month was for branded staff polos + branded mirage Vacuum bottles: YTD this segment remains underspent by \$7.9K.

International: reported a variance due to budget phasing - Brent attended APTLD in Singapore while Dylan attended the eSafety conference in Sydney: YTD spend is almost on par with budget.

Professional Services: continues to show litigation costs not contained within the Annual Budget.

Projects: A number of engagement events with stakeholders to promote Dispute Resolution schematics saw overspend in this area for the month.

All other areas reported underspend for the month, with a reported surplus of \$14.3K, \$2.5K better than budgeted surplus for the month: YTD results reports a similar outcome.

Dispute Resolution

DNCL has completed its dispute resolution as a service public consultation. Staff are currently grouping findings into changes to the service that can be done now or changes that will require the .nz Policy panel to consider as part of the review of .nz policy.

DNCL is recruiting for additional Experts to join the Panel of Experts to hear disputes.

DNCL released four Expert decisions this quarter and completed the migration of historical cases to the New Zealand Legal Information database. This allows New Zealand Domain Name decisions to be more easily indexed and searched.

Compliance and Enforcement

DNCL is implementing its 2019/2020 compliance approach developed in conjunction with Registrars and Deloitte.

The DNCL has developed a number of varied compliance approaches designed to keep .nz data of high quality and to combat domain name registration, content and infrastructure abuse.

The fake webshop detection tool developed in conjunction with InternetNZ Research team is detecting between 5-40 domain names on average per week for DNCL intervention work.

The DNCL is actively working with the InternetNZ Research team on a phishing detection tool which is near ready to pilot.

Monitoring and detection work of security and public harms is also being supplemented with commercial threat feeds. A joint working group with InternetNZ's security and registry operations senior staff is identifying and piloting appropriate threat feeds for DNCL use.

Having internally developed and commercial threat feeds available for DNCL's use has advanced DNCL's monitoring role from where it was 12 months ago and will help keep .nz fair for everyone.

The DNCL has also been validating registration details in the .ac.nz domain name space and has had more than 60 domain name registrants validate their contact details to date.

Pickens Review implementation

This quarter DNCL received the final report from David Pickens, the Independent Reviewer. The Board agreed a company response to the review, and the two were published together on the website in August. We look forward to InternetNZ's response, and to working together to implement the key findings of the review.

DNCL Board recruitment

This quarter DNCL has been working with InternetNZ Organisational Services Director Catherine Fenwick on the recruitment processes for the renewal of two director positions on the DNCL Board.

Other Matters

DNCL is defending a motion to dismiss application brought by Domain Tools after it unsuccessfully appealed against DNCL being awarded a preliminary injunction in the Ninth Circuit.

DNCL has been actively supporting APTLD in the region this quarter. The DNC has been appointed as the Australasian member representative for the Working Group responsible for developing APTLD's Transparency and Accountability Framework. DNCL is also working with InternetNZ Outreach and Engagement on preparations for APTLD's September 2021 meeting in Fiji.

The DNCL also has welcomed two new staff members, Cameron Jones and Ann Ibrahim

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jordan Carter', with a stylized, cursive script.

Jordan Carter
Chair

Domain Name Commission

Group financial statements

For the quarter ended 30 September 2019

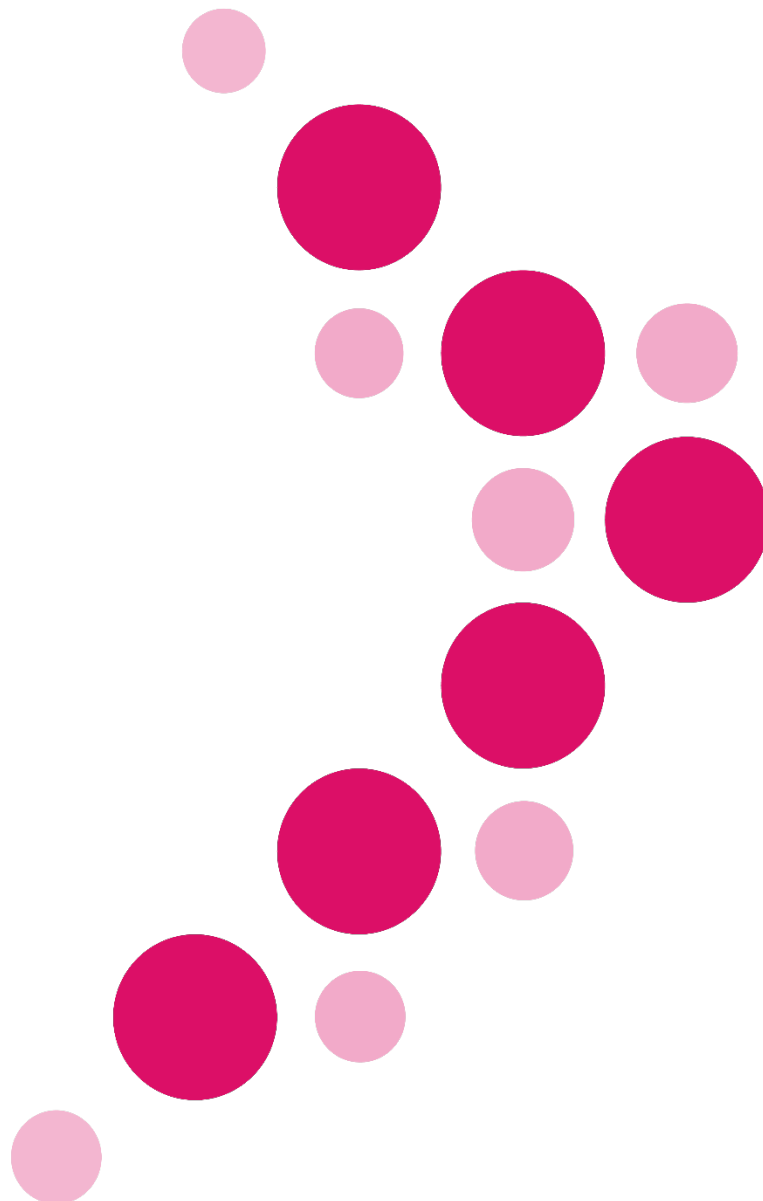


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Internet New Zealand Group
Consolidated Income Statement
For the Quarter Ended 30 September 2019

	Group		INZ		DNCL	
	Qtr	YTD	Qtr	YTD	Qtr	YTD
Income						
Registry Fees	2,668,646	5,380,143	2,668,646	5,380,143	-	-
Broadband Map	13,577	23,302	13,577	23,302	-	-
Management Fees	-	-	-	-	335,001	670,002
Interest Received	87,012	153,644	81,948	148,475	5,064	5,169
Managed Funds Income	101,029	223,492	101,029	223,492	-	-
Sundry Income	130,644	200,854	115,035	178,245	15,609	22,609
Total Income	3,000,908	5,981,435	2,980,236	5,953,658	355,673	697,779
Less Direct Expenses						
DNC Fee	-	-	335,001	670,002	-	-
.nz Costs	143,672	279,406	143,672	279,406	-	-
Other IT	53,280	108,587	53,280	108,587	-	-
Total Direct Expenses	196,952	387,992	531,953	1,057,994	-	-
Less Other Expenses						
Audit Costs	-	527	-	40	-	487
Governance Costs	85,924	112,938	78,749	98,588	7,175	14,350
International Travel	45,321	155,151	37,355	110,338	7,965	44,813
International Membership	-	4,011	-	3,282	-	729
Community Investment	282,027	426,013	255,178	399,164	26,849	26,849
Legal Fees	112,838	182,243	7,330	38,507	105,508	143,737
Office Costs	347,045	662,278	275,955	524,897	71,090	137,380
Employment Costs	1,374,522	2,624,880	1,261,757	2,405,217	112,765	219,663
Other Operating Expenses	207,205	436,884	178,991	386,633	28,214	50,252
Other Comprehensive Items	-	-	-	-	-	-
Total Expenses	2,454,882	4,604,925	2,095,315	3,966,665	359,566	638,260
Net Profit (Loss) Before Tax	\$349,074	\$988,518	\$352,967	\$928,998	(\$3,893)	\$59,519
Less Provision for Tax	-	-	-	-	-	-
Net Profit (Loss) After Tax	\$349,074	\$988,518	\$352,967	\$928,998	(\$3,893)	\$59,519

Notes:

The income and expenditure lines for the individual entities do not add to the Group totals due to the following intra-group entries being eliminated.

1. GSE paid by DNCL to INZ
2. The DNCL fee paid by INZ to DNCL
3. DNCL Legal fees, previously classified as **Other Comprehensive Items**, is now re-classified as **Legal Expenses**.

Internet New Zealand Group
Consolidated Income Statement - Activity Based
For the Quarter Ended 30 September 2019

	Group		INZ		DNCL	
	Qtr	YTD	Qtr	YTD	Qtr	YTD
Income						
Registry Fees	2,668,646	5,380,143	2,668,646	5,380,143	-	-
Broadband Map	13,577	23,302	13,577	23,302	-	-
Management Fees	-	-	-	-	335,001	670,002
Interest Received	87,012	153,644	81,948	148,476	5,064	5,169
Managed Funds Income	101,029	223,492	101,029	223,492	-	-
Sundry Income	73,836	144,046	115,035	178,245	15,609	22,609
Total Income	2,944,099	5,924,627	2,980,236	5,953,658	355,673	697,779
Less Activity Expenditure						
Policy	276,648	566,292	276,648	566,292	-	-
Outreach & Engagement						
Funding	147,566	244,687	147,566	244,687	-	-
Communications	150,533	285,857	150,533	285,857	-	-
Engagement	165,452	234,312	165,452	234,312	-	-
.nz Operations	434,624	819,081	510,221	1,018,262	316,212	527,629
Commercial	199,784	374,589	199,784	374,589	-	-
Broadband	21,732	39,732	21,732	39,732	-	-
Technology Services	451,820	912,194	451,820	912,194	-	-
Technical Research	151,477	284,235	151,477	284,235	-	-
International Engagement	96,766	285,085	88,801	239,543	7,965	45,542
Org. Services, Gov. & Sec.	329,219	647,755	322,044	632,918	7,175	14,837
Other Operating Expenses	169,406	242,290	141,192	192,038	28,214	50,252
Other Comprehensive Items	-	-	-	-	-	-
Total Expenses	2,595,025	4,936,109	2,627,268	5,024,659	359,566	638,260
Net Profit (Loss) Before Tax	\$349,074	\$988,518	\$352,967	\$928,998	(\$3,893)	\$59,519
Less Provision for Tax	-	-	-	-	-	-
Net Profit (Loss) After Tax	\$349,074	\$988,518	\$352,967	\$928,998	(\$3,893)	\$59,519

Notes:

The income and expenditure lines for the individual entities do not add to the Group totals due to the following intra-group entries being eliminated.

1. GSE paid by DNCL to INZ
2. The DNCL fee paid by INZ to DNCL
3. DNCL Legal fees, previously classified as **Other Comprehensive Items**, is now re-classified as **Legal Expenses**.

Internet New Zealand Group
Statement of Movements in Equity
For the Quarter Ended 30 September 2019

	Group		INZ		DNCL	
	Qtr	YTD	Qtr	YTD	Qtr	YTD
Equity at start of period						
Opening Retained Earnings	11,497,261	10,857,817	11,577,072	11,001,040	(79,811)	(143,223)
Shares Subscribed	-	-	-	-	580,000	580,000
	11,497,261	10,857,817	11,577,072	11,001,040	500,189	436,777
Net Profit (Loss) After Tax	349,074	988,518	352,967	928,999	(3,893)	59,519
Equity at end of period	\$11,846,335	\$11,846,335	\$11,930,039	\$11,930,039	\$496,296	\$496,296

Notes:

The components that make up the total opening equity at the beginning of the period have been removed to calculate Group Totals upon consolidation.

1. Share Subscribed: shares are wholly owned by InternetNZ.

Internet New Zealand Group
Balance Sheet
As at 30 September 2019

	Group	INZ	DNCL
Current Assets			
Cash and Cash Equivalents	16,096,013	15,550,241	545,771
Managed Funds	3,280,778	3,280,778	-
Other Current Assets	1,718,001	1,661,999	56,002
Total Current Assets	21,094,791	20,493,017	601,773
Property, Equipment & Software			
Fixed Assets at Cost	2,844,508	2,781,803	62,705
Less Accumulated Depreciation	(2,314,304)	(2,268,166)	(46,138)
Intangible Assets	233,637	233,637	-
Investments	-	-	-
Shares and Loans	-	580,000	-
Total Assets	21,858,632	21,820,291	618,341
Less Liabilities:			
Deferred Income	8,804,558	8,804,558	-
Trade and Other Payables	1,207,739	1,085,695	122,044
Total Liabilities	10,012,297	9,890,252	122,044
Net Assets	\$ 11,846,335	\$ 11,930,039	\$ 496,296
Represented By:			
Total Equity	\$ 11,846,335	\$ 11,930,039	\$ 496,296

Notes:

The following items have been removed upon consolidation:

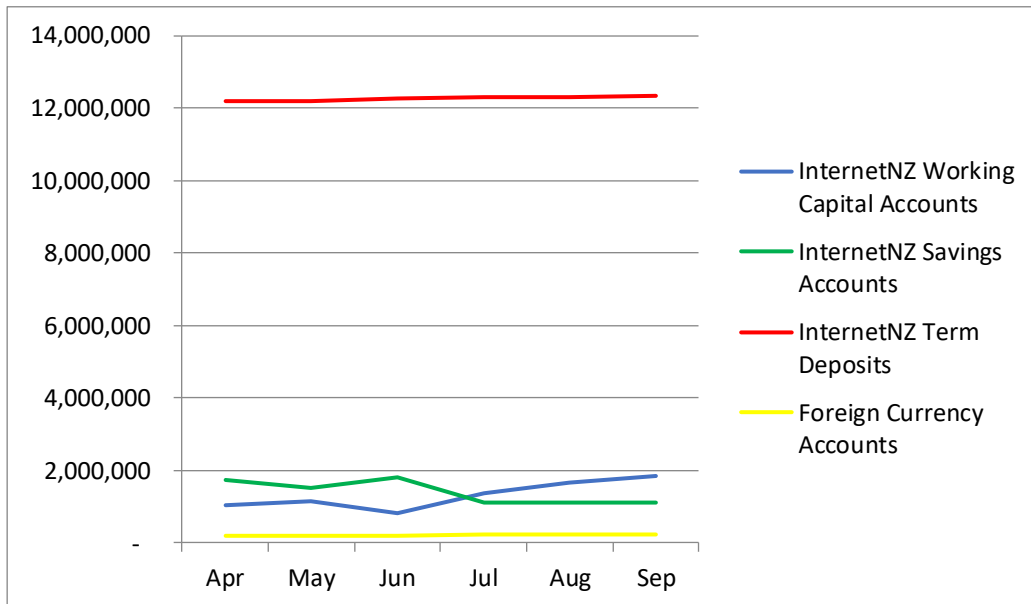
1. Shares in DNCL wholly owned by InternetNZ;
2. Share Subscription with respect to shares issued to InternetNZ by DNCL.

Internet New Zealand Group
Statements of Cashflows
For the 3 months ended 30 September 2019

	GROUP Jul-Sep 19	INZ Jul-Sep 19	DNCL Jul-Sep 19
Operating Activities			
Receipts from customers	3,532,973	3,128,159	404,815
Payments to suppliers and employees	(3,004,547)	(2,633,845)	(370,703)
Movement from other operating activities	209,380	240,237	(30,856)
Net Cash Flows from Operating Activities	737,806	734,551	3,255
Investing Activities			
Payment for property, plant and equipment	(165,226)	(161,026)	(4,200)
Other cash items from investing activities	(204,272)	(184,332)	(19,940)
Net Cash Flows from Investing Activities	(369,498)	(345,358)	(24,140)
Net Cash Flows	\$368,308	\$389,192	(\$20,884)
Cash and Cash Equivalents			
Cash and cash equivalents at beginning of period	15,727,704	15,161,049	566,656
Cash and cash equivalents at end of period	16,096,013	15,550,241	545,771
Net change in cash for period	\$368,308	\$389,192	(\$20,884)

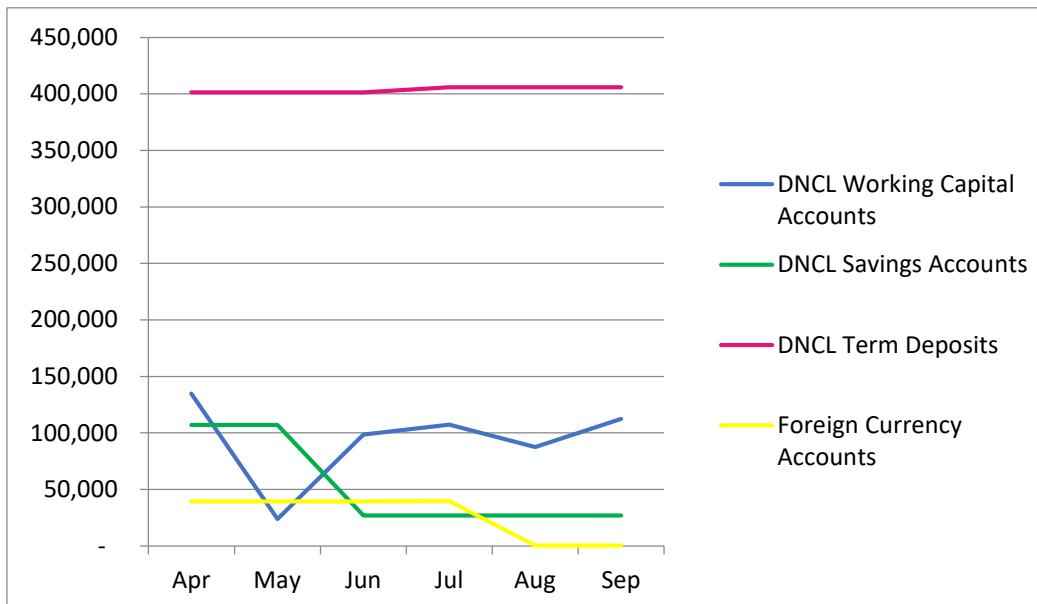
InternetNZ Inc

Bank Facility Balances per Month



Domain Name Commission

Bank Facility Balances per Month



Financial Summary

For the QE 30 Sept 2019

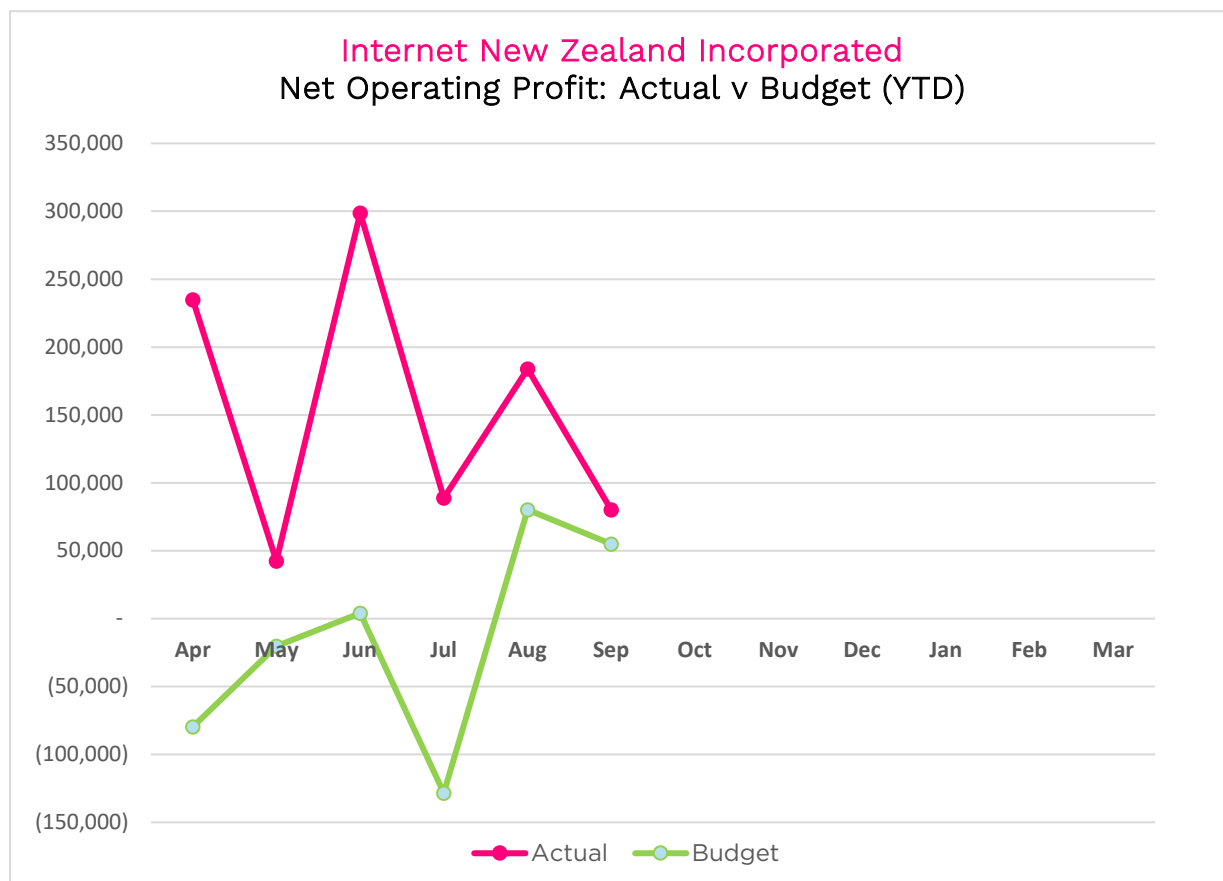


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Summary of the result for QE 30 September 2019

For the quarter ending 30 September 2019, the accounts reported a surplus result of \$352,967 against a budgeted surplus of \$6,851. This outcome reflects an increase in revenue of \$14,054 against budget, coupled with an underspend of \$346,116 against the expenses budget.



Revenue detail for the quarter

Operating Revenue was under compared to budget by \$19,480 (approx .7%). An increase was seen in Investment and Event activities, totalling \$32,191 (13.5%) over their associated budgets. Overall, the total revenue result was \$2,980,235 against a budgeted expectation of \$2,966,182.

Revenue	Actual	Budget	Variance	% Total Sales
Registry Fees	2,668,646	2,688,126	(19,480)	90%
BBM	13,577	10,800	2,777	0%
Events	56,242	44,500	11,742	2%
Membership	1,168	2,502	(1,334)	0%
Recharge	57,625	57,726	(101)	2%
Investment	182,977	162,528	20,449	6%
Total Revenue	2,980,235	2,966,182	14,053	100%

Expenditure detail for the quarter

Expenditure was under compared to budget across all areas of the organisation. Actual expenditure of \$2,095,315 was recorded against budgeted expenditure of \$2,421,511, resulting in an underspend of \$326,196 (16%) for the quarter. As reported in the Q1 report the continued two identified reasons for the underspend to date are a misalignment of spend phasing, actual versus budget, and tighter controls on expenditure, while maintaining a focus on spend to support the agreed goals and workplan for 2019/20.

The following areas have been impacted by the spend phasing misalignment, and will be re-forecast into future quarters:

1. Employment – delayed recruitment \$104k.
2. Stakeholder Audit, Te Reo Maori Translations, Maori Engagement - \$21k.
3. Marketing - \$44k.
4. Professional Fees – \$37k.
5. .nz Policy review & Engagement - \$35k

Expenditure breakdown by Function and Goal

Area	Actual	Budget	Variance	% of Expenditure
Commercial	199,784	241,067	(41,283)	10%
Engagement	165,452	206,600	(41,148)	8%
Funding	147,566	156,810	(9,244)	7%
International	88,801	88,997	(196)	4%
Policy	276,648	311,486	(34,838)	13%
Investment	2,804	11,746	(8,942)	0%
Technical Research	151,477	169,533	(18,056)	7%
Technology Services	451,820	541,402	(89,582)	22%
Communications	150,533	194,204	(43,671)	7%
Org. Services	404,255	441,664	(37,409)	19%
Security	56,178	58,002	(1,824)	3%
Total Expenditure	2,095,315	2,421,511	(326,196)	100%

Financial Expenditure by 2019/20 Goals

The table below is a high level report to track budgeted expenditure by Strategic Goals; it does not represent, from a financial perspective, the internal resources that has been invested in this space over the period, but we are aiming to develop activity based financials during the course of this year to enable tracking and reporting all expenditure by Strategic Goals, Projects and BAU.

For more details on what we have been working on please see the Q2 Activity report.

<https://internetnz.nz/sites/default/files/2019-Q2-Activity-Report.pdf>

https://internetnz.nz/sites/default/files/dotnz_Q2_2019.pdf

Goal	Actual	Budget	Variance	% of Expenditure
Improve .nz Policy/Security	26,849	61,207	(34,358)	26%
New non .nz Products	5,621	41,250	(35,629)	5%
Ensuring Openness	29,274	46,248	(16,974)	28%
Intervention to bridge the Digital Divide	43,399	18,400	24,999	41%
Total Expenditure for Q2	105,144	167,105	(61,961)	100%

Balance Sheet

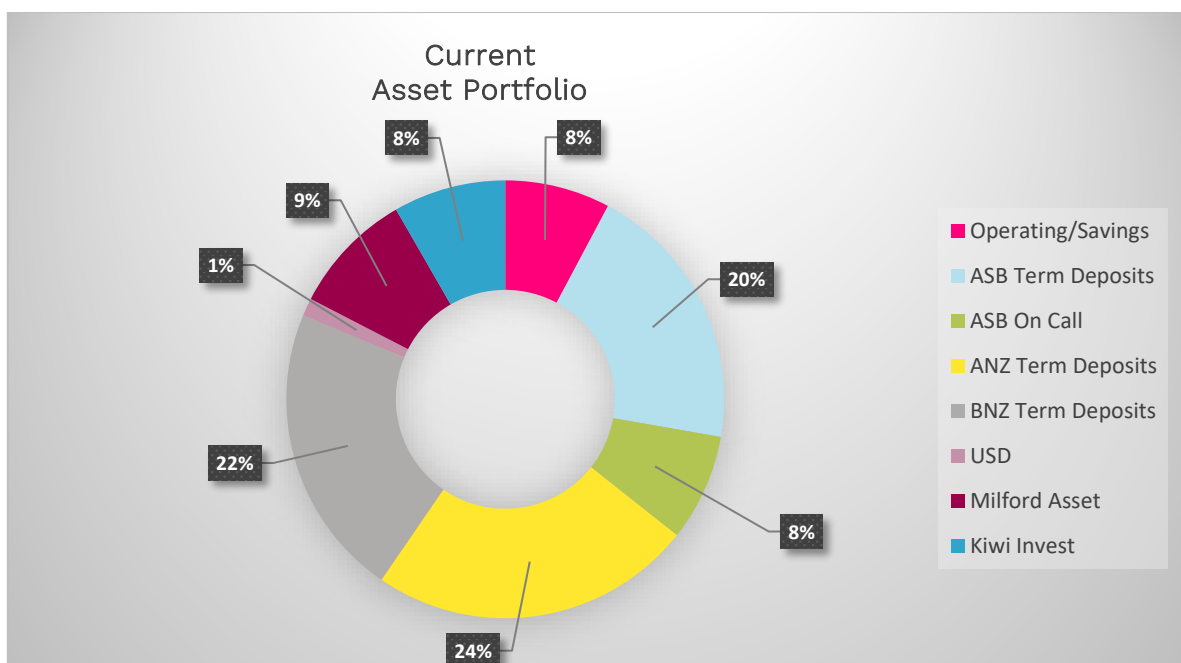
A detailed Balance sheet report for INZ Group is available for review (link below). We would like to provide detail on two specific areas of note in this report:

1. The current Investment Portfolio;
2. An update on Cash in excess of Reserves.

(Insert link to Q2 Group Report after Q1 report moved to accessible drive/website)

Investments

The graph below represents the percentage spread of our investments (\$18,831,028) across all institutes.

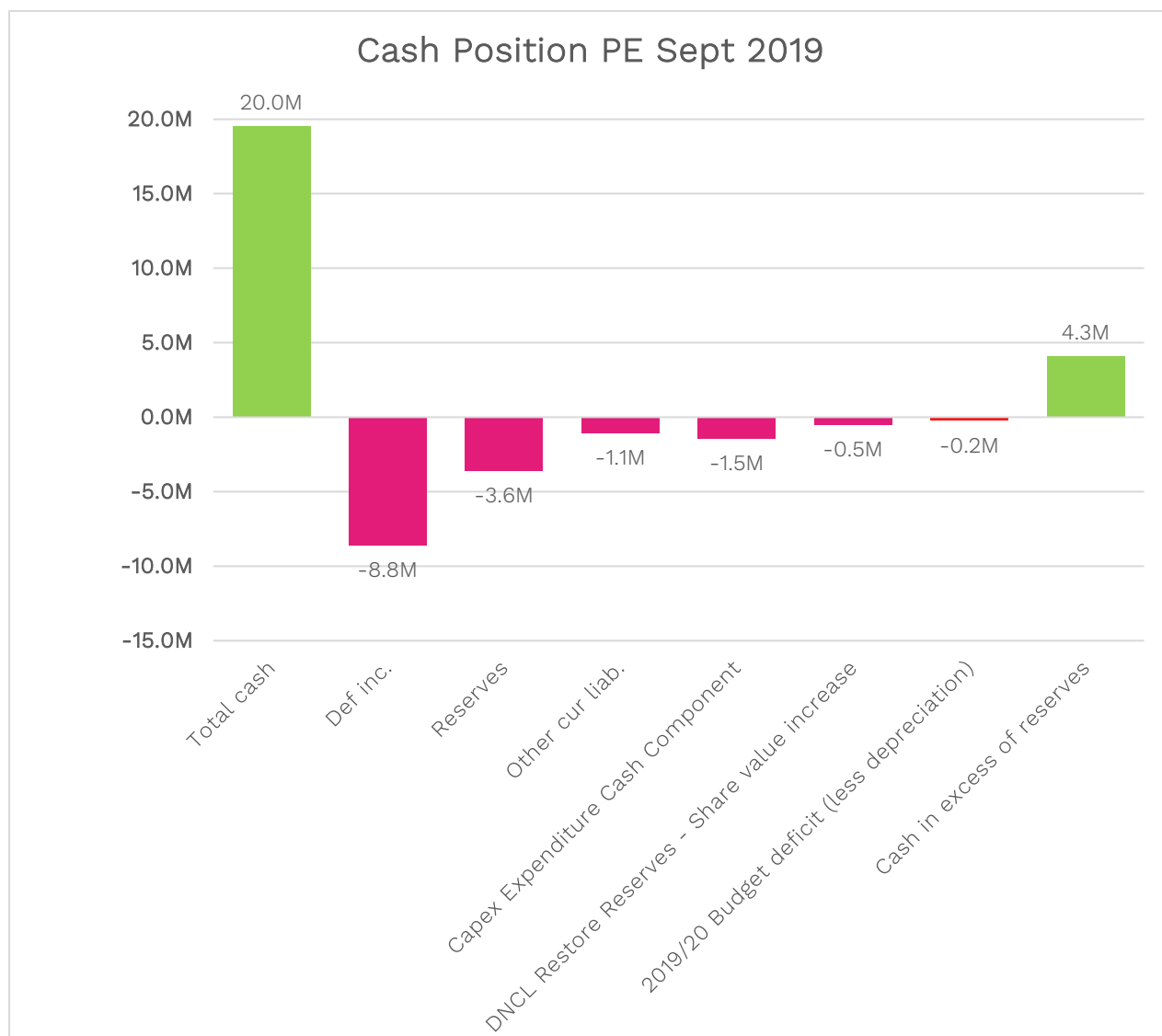


Cash in Excess of Reserves as at QE Sept 2019

At the end of Q1 (30 June 2019) cash in excess of reserves was \$4.1m. The following is an update as at the end of Q2, 30 Sept 2019:

As at the end of Q2 the Cash in Excess of Reserves were \$4.3m this is made up as follows: -

Total Cash & Current Assets	\$20,005,187
Less Deferred Income	(\$8,804,558)
Less Reserves as per the policy	(\$3,608,069)
Less Other Current Liabilities	(\$1,085,695)
Budget Capex 2019/20	(\$1,450,660)
DNCL reserves (restore)	(\$ 500,000)
Deficit budget 2019/20	(\$ 231,786)
 Cash in excess of reserves	 \$4,324,419



InternetNZ

report on strategic goals

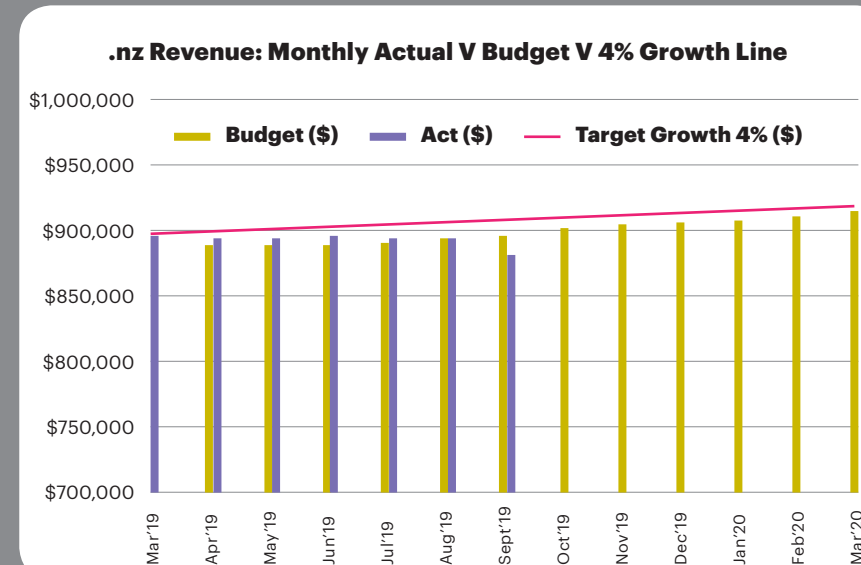
2019/20

April - September 2019

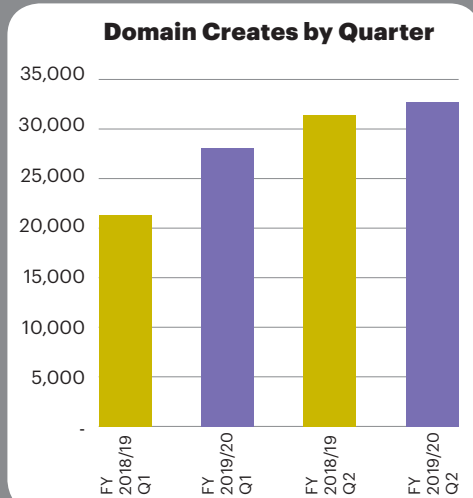
Overview

This report is an update on the measures we have put in place to monitor our progress on the five Strategic Goals of 2019/20. This is the first report for 2019 and will be done quarterly going forward.

Goal 1 To fund increased public good investment, drive higher sustainable growth in registrations of .nz domain names.



Year to date revenue has been flat with a downturn in September. A public marketing campaign went live in October with an aim to support the growth target.



Goal 4

Support community safety, inclusion and wellbeing in New Zealand while ensuring that the essential openness of the Internet's governance, technology and architecture is taken into account.

- We produced a paper to help and define '**Internet openness**.' This paper starts a discussion about openness; what it is, what it means and what we can do to protect and enhance it.
- We **convened discussions** to support safety, inclusion and wellbeing at our annual NetHui event.
 - Prime Minister's keynote on the theme and updating on the Christchurch Call.
 - Jillian York - international expert who examines the impact of technology on our societal and cultural values.
 - Panel discussion on the Internet after Christchurch.
- We participated alongside the NZ government in convening domestic stakeholders for engagement and input prior to the **Christchurch Call** meetings in Paris, and to report back - and have coordinated international civil society perspectives in participating in the Call process.



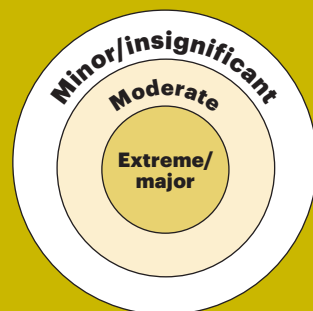
Goal 5

InternetNZ will collaborate with others to identify, agree and effect significant progress on four interventions to bridge different digital divides.



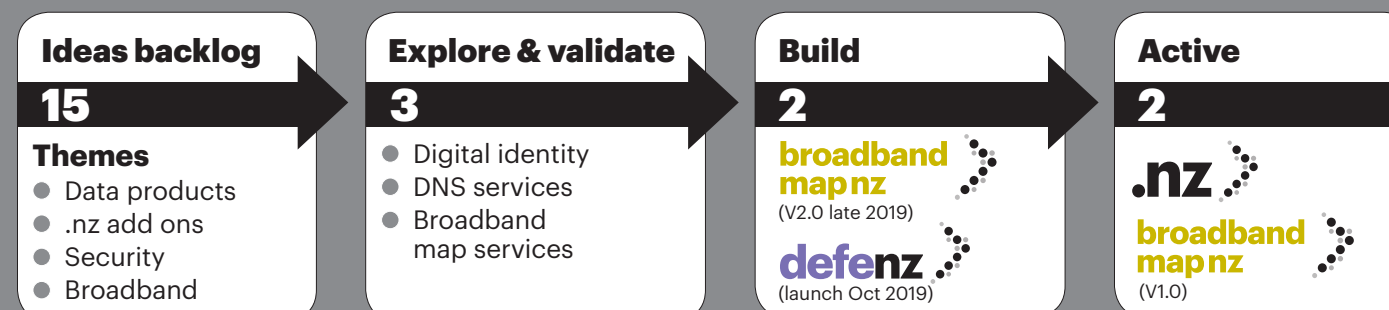
Goal 2 Modernise and improve the policy and security environment for .nz, consistent with our aim of being a globally excellent ccTLD.

- The comprehensive **review of .nz policy** is on target. The panel is in place and initial briefings completed.
- We have completed a review of the **risk environment** of InternetNZ and we are now focussing on mitigations. We have identified 10 risks in the 'extreme/major' category.
- With a focus on cyber security investment, we appointed a **Chief Security Officer** in August.



Goal 3 InternetNZ will have two new non-.nz services, validated through our new business processes, delivering annual recurring revenue and each on a path to profitability.

The following table shows product ideas and which ones are live. For more information see the product development quarterly report.



International Engagement Update

ITEM NO: 5.6.6
AUTHOR: Ellen Strickland
PURPOSE: Key items for Council to know
DATE WRITTEN: 28/11/2019

Introduction

This paper updates Council on International Engagement activities of InternetNZ, for their information and to enable them to give any advice, input and share understanding with management. Matters include:

- Items to note - any significant issues/commitments you should be aware of
- Key recent travel - a synopsis of travel and engagement activities in the past quarter, for your information
- Key future commitments - any key International commitments over the next six months (full travel calendar is in the Management Issues report)
- ICANN66 report

Items to Note

Internet Governance Forum

The hot topic of discussion at this major event this year was the sale of .org by ISOC, which you are aware of from the members discuss list as well. Christchurch Call was also a focus, both with much discussion in sessions but also in side meetings.

Christchurch Call

There are many of the Call supporters and some advisory network members in Wellington for Crisis Protocol exercises and meetings over 3 and 4 December. The relaunch of GIFCT is still in discussion and creation and ongoing work continues with the government and Advisory Network to engage on this.

Key Recent Travel

Internet Governance Forum

The future of Internet Governance and the Internet Governance Forum's evolution were key discussion items at this year's event. The creation and appointment of a United Nations Tech Envoy (which has been a key recommendation in evolution of the IGF discussion) was confirmed, with funding understood to come from Germany. The IGF 2020 will be in Poland and likely dates are 2-6 November (one working week after ICANN in Hamburg), 2021 is likely Ethiopia. The UN continues to be very interested in New Zealand as a host country, for which they are searching for 22/2023/2024/2025. The Internet Governance Forum was a useful staging point in the Christchurch Call work, with meetings of the Advisory Network as well as broader industry and government engagement. Paul Ash and Paula Oliver (MFAT) from the New Zealand government attended the IGF this year.

Technical and research related engagement included: **RIPE, Internet Measurement Conference, CENTR TECH and R&D** with the participation of by Sebastian Castro as Chief Scientist in The Netherlands from 13-24 October. InternetNZ also engaged in **OARC and North American Network Operators Group** from 27 October-1 November in Austin Texas with attendance by Josh Simpson from the Tech Services team.

The restart of the **Australian IGF initiative**, called NetThing, took place, which the CE attended in October.

Kim, as Policy Director, attended an **Internet Society Policymaker Fellowship programme** at the IETF in Singapore in November.

We also had **visits to CIRA**, the Canadian ccTLD from a range of our team around other events and travel.

Key Future Commitments

Key commitments over the coming months include:

- Pacific Telecommunications Council in Honolulu in January 2020 by Chief Advisor
- APTLD in Melbourne in February 2020 by cross-group delegation tbc
- ICANN in Cancun March 2020 by cross group delegation, with no Council members planned to attend this ICANN

ICANN 66 Montreal report

The .nz delegation at ICANN's 66th public meeting in Montreal, Canada comprised Jordan Carter, Brent Carey, Ellen Strickland and Dave Baker, as well as two Council members, Sarah Lee and Kate Pearce.

The meeting overall was in part focused on meetings related to the .nz registry project, for Jordan and Dave. This was the Annual General Meeting of ICANN, which included the retirement of the Board Chair Cherine Chalaby.

Summary of key themes and developments

Key themes and developments during the meeting included:

- DNS abuse was a focus of many meeting sessions, both cross-community and within the GAC and ccNSO.
- The Expedited Policy Development part 2 (related to GDPR implementation) continues with 'team Strawberry', an ICANN led team continuing a parallel track of work to the community work.
- There are elections in the ccNSO in our region, and for the ICANN Board to replace Chris Disspain whose term concludes at the 2020 AGM. Those standing had a session for questions from the ccNSO.
- ICANN's Board finally adopted the recommendations of the second phase of the ICANN accountability reforms associated with the transition, which Jordan was involved with co-chairing in 2016-18. This includes a human rights bylaw suggestion, which was initiated through the Cross-Community Working Group on Human Rights which Ellen was involved in the establishment of.
- There was extensive interest in our EoI for replacement .nz registry systems.
- Jordan and Brent convened a "Rainbow Drinks" for networking among various ICANN communities. This was a successful event with future repeats likely.
- Behind the scenes, ISOC and PIR were concluding negotiations of the sale of PIR to Ethos Capital, the biggest shake up in the gTLD market in many years.
- Montreal, .quebec, Canada and CIRA were excellent hosts, including an outstanding Canada Night function on the Tuesday evening.
- This meeting also hosted the third At-Large Summit (ATLAS III) which was a capacity building exercise for the At-Large Community
- The work on 'Evolving the ICANN multistakeholder model' being led by Brian Cate continues with a range of recommendations put forward in the cross-community session. The review process appears to not be following a

multi-stakeholder or normal ICANN process, which did not seem to be well understood.

- The Internet Governance Cross-community working group has been reformed into an 'Engagement group' and met with the Board working group on Internet Governance. There is broad agreement that the mandate of ICANN requires staying focused on ICANN matters, but that monitoring and understanding Internet Governance developments is important for the ICANN community.
- The ccNSO Internet Governance group met and plans to continue a survey to understand and communicate about ccTLD involvement in broader Internet Governance, as well as engage with ICANN on their work in this space.

Takeouts for further action

Matters raised that require urgent attention or action by InternetNZ include:

- The ongoing debate about DNS abuse is not going away - ccTLDs generally are ahead of the gTLD space, and we are through the .nz policy review considering many of the issues.
- DNS abuse discussions, discussion about .org and future of Internet Governance discussions will continue at the IGF being held two weeks after this ICANN meeting, which InternetNZ attendees will follow.
- We considered but decided not to sign onto a PIR-led anti-abuse initiative <https://thenew.org/pir-fighting-abuse-join-us/>, primarily because it contains a reference to a specific U.S. problem around opioids abuse. We did not want to set a precedent of including nationally-specific issues in broad based IG approaches.
- A useful exercise on business continuity matters organised by TLD-OPS provided some takeouts to apply in improving our own business continuity approach.

Individual focuses

- Jordan's attention was on three broad strands of work: the ccNSO Council's work, the registry replacement project and the broader need for reform of Internet governance as highlighted by Christchurch. The Council work included a workshop on prioritising ccNSO improvements suggested by the recent independent review, and by the WS2 accountability recommendations which the Board at last adopted. I also chaired the regular session at the ccNSO members meeting with ccTLD related ICANN directors (five at present). I was also able to support Dave with meetings with an initial tranche of prospective Eol respondents, and contribute to broader IG debates following up the arguments we have been making in the context of the Christchurch Call that the Internet governance system needs reform.

Finally, the first ever Rainbow Drinks function provided a friendly and interesting venue to meet people across the ICANN system and to highlight a dimension of inclusion that is often not visible in the Internet environment.

- Brent's attention was on business continuity and participation in a mock crisis event and how to recover from an event. The exercise will be made available to participants so they can run a simulated exercise in their own operations. Brent participated in the workshop on the refinements to the draft policy on the PDP on retirement of ccTLDs as a member of the Working Group. A draft of the policy has been completed. Brent also attended two sessions of the closed working group session on ending Child Sexual and Explicit Imagery which made progress on threat feeds and keyword lists. At this ICANN Brent and Jordan hosted and launched the inaugural Rainbow drinks with more than 50 people in attendance from across the different ICANN communities. The community supported the initiative and plans will be made for the second event at ICANN in Cancun. Brent also met with several registrars and had to deal remotely with a security breach at several .nz Registrars. High level Details of the security incident are here <https://dnc.org.nz/notices-and-alerts>
- Ellen's attention was focused on Internet Governance related topics, side meetings and sessions on Internet Governance including lead up work for the Paris Peace Forum and Internet Governance Forum in Europe in the weeks following, .nz policy review related discussions (including DNS abuse and chats to select ccTLDs and orgs), as well as following the ATLAS III proceedings and supporting Council members in attendance.
- Dave's attention was on providing briefings to suppliers that were interested in responding to the registry replacement projects Request for Expression of Interest. Dave conducted 15 briefing sessions of up to an hour duration. Jordan attended six of the briefings and Brent attended one of the briefings. The general consensus from the respondents was that the EOI document was very good, comprehensive and clear. Questions including gaining a understanding of why we were replacing our registry system, background on our current system and what our goals are for the new registry system. A FAQ section has now been created on the project page on the InternetNZ website. Dave also attended the business continuity session with Brent and participated in a mock crisis event and how to recover from an event.
- Council members attending were focused on gaining greater insight into what ICANN does, and what InternetNZ does at ICANN. As per policy on Council attendance, reports will be provided direct to Council from attending members.

Any questions about the report, please feel welcome to contact any of the attendees.



COMMUNITY GRANT REPORTING UPDATE

27 November 2019

Below is a brief update on the progress of our awarded grant projects and work by the Community Team relating to grants.

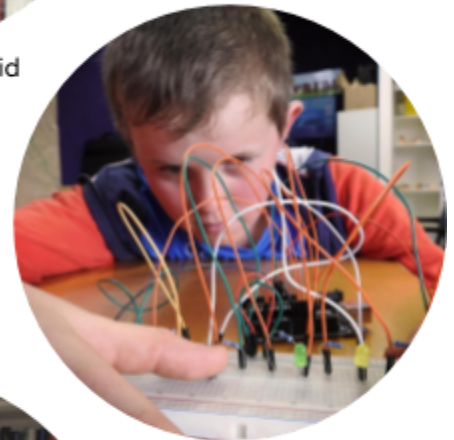
We are happy to announce the Conference Attendance Award opened in September, and we have made five awards to date.

We are working on establishing new processes for the 2019/20 grant rounds, with a view to focussing on supporting digital divide initiatives. This aligns with InternetNZ's fifth strategic goal of advancing the improvement of digital inclusion evaluation in Aotearoa.

At the time this report was collated, there were three more expected grantee reports to come in before 30 November. There are 11 reports expected in the next Council report.



Mitimiti on the Grid







MOA Kluster





Grantee Philippa Smith
with Vint Cerf

Legend

	Great project, staff see media and follow up potential.
	The project has progressed well without any problems and changes.
	There have been changes to the project plan and/or timeline.
	Either there have been big changes to the project scope or timeline. Also indicates missing reports.

Community Projects

Name	Amount awarded	Purpose	Report	Comments	Status
Blind Foundation	\$30,000	<i>Voice activated access to information - phase 1 implementation</i>	Mid-year report	Project is progressing well. The challenges of establishing volunteer infrastructure meant they adjusted the roll-out deliverable to a limited number of geographic areas rather than nationwide. Feedback has been positive, and observation confirms the voice-enabled technology and smart-speakers are a low-barrier entry point to technology and Internet use.	
Richard Nelson	\$20,000	<i>OpenLI - Open Source Lawful Interception</i>	Mid-year report	Project is progressing well. OpenLI has met all the initial aims for the project. They have released the software, with several updates to add functionality and fix bugs. The project has been fully documented and presented at NZNOG, RIPE and LCA.	

Lillian Pak from Hutt City Library	\$6,720	<i>Stepping Out to Grow Stepping UP</i>	Mid-year report	Project is progressing well, with 2 sites established in addition to the existing 5. They have been training 6 members of the team to teach Stepping UP classes, and will be looking at ways to improve facilitation skills because facilitating digital literacy classes is very complex.	
Laurence Zwimpfer from DIAA	\$21,000	<i>Building Digital Well-Being: A Community Pilot in Hutt City</i>	Mid-year report	Project commenced 2 months later than planned but is going well. While the planned project focussed on children, the Digital Licence is proving relevant for adults in improving their confidence in staying safe and keeping their children safe online. They have relaxed the requirement for parents and children to learn together, to fit with some parents preference for a learning environment where children are not present.	

Conference Attendance

Name	Amount awarded	Purpose	Report	Comments	Status
Dr Leon Salter from Massey University	\$1,549.52	<i>ANZCA (Australian & New Zealand Communication Association)</i>	Final report	Conference presentation went well, and the event was a good chance to connect with people doing work in similar areas. They chatted to Routledge about the possibility of writing a book as part of a special section they have coming up on digital democracy.	
Dr Farkhondeh Hassandoust	\$3,500	<i>Pacific Asia Conference on Information Systems</i>	Final report	Grantee met several researchers and discussed the possibility of joint projects in the near future; and has received productive feedback from the expert researchers of the domain on the research paper that will be beneficial for future works.	

Expected reports prior to next Grants reporting update to Council in February 2020

Round	Name	Amount awarded	Purpose	Report
Community Project	Digits	\$8,970	<i>Digital Inclusion Community Hub - through a drop-in-centre pilot</i> To develop a drop-in-centre pilot project in Palmerston North and to create a business study for the broad Digits Hub idea. The centre aims to be the backbone of the community hub which will focus on helping the community by solving a range of digital inclusion issues.	Mid project report Final report November 2019
Community Project	Te Aka Toitu Trust	\$30,000	<i>Help Underprivileged Students with Learning Online</i> To purchase a supply of Customer Premise Equipment dishes to connect homes with the schools Network 4 Learning network. Kawerau and Murupara decile 1 and 2 students will be able to login to a WiFi network and complete homework.	Mid project report Final report November 2019
Internet Research	Paua Interface	\$35,000	<i>Marae Connectivity - critical success factors to getting an innovation domino effect</i> To research and measure the impact of telecommunications and connectivity on micro-economies, along with lessons learned, technical approaches, the establishment and management of the remote tech team, network and wifi - and the potential to scale for multiple marae sites based on Mitimiti on the Grid.	Mid project report Final report November 2019
Community Project	Te Ora Hou Wellington East	\$10,000	<i>Digital Bridge</i> To connect some of the most disadvantaged groups to increase their digital literacy. This project will support local people to understand more about what computers and the Internet can do, and the positive impact this can have on their lives; achieved by using a community-led development approach and building the leadership within the community to help their own people.	Mid project report Final report December 2019
Internet Research	Kerry Gibson	\$28,000	<i>Improving Young New Zealanders' Mental Health: How the Internet Puts Young People in Touch with Psychological Support</i>	Mid project report December 2019

Internet Research	Dr Caroline Keen	\$22,920	<i>Children's rights to privacy in the era of Big Data</i>	Mid project report Final report December 2019
Internet Research	Dr Maggie Hartnett from Massey University	\$20,000	<i>The Library as a Space for Digital Inclusion: Connecting Communities Through Technology</i> To research the role of public libraries in promoting digital inclusion and overcoming the digital divide. The <i>Equity Through Education Centre</i> recognises the role of technology in bringing about equitable societies.	Mid project report Final report January 2020
Internet Research	Laurence Zwimpfer from DIAA	\$25,000	<i>Measuring Digital Divides in Disadvantaged Communities: A Pilot Study</i> This research will explore an innovative approach for measuring and monitoring the digital divide for identified digitally disadvantaged groups. A comprehensive measure of digital inclusion must address all four dimensions - motivation, access, skills and trust. This research progresses a recommendation for developing robust measures of digital capabilities and digital inclusion, from the " Pulse of our Nation " digital inclusion report.	Mid project report Final report January 2020
Internet Research	Dr Claire Henry from Massey University	\$25,130	<i>Preventing child sexual offending online through effective digital media</i> This research will investigate the potential for online advertisements to prevent potential offenders accessing Child Sexual Abuse Material (CSAM) via the Internet. First time or novice offenders often use search engines to look for CSAM, which presents an opportunity to use online advertisements to intervene before they view abuse material.	Mid project report Final report January 2020
Community Projects	Dr Gabrielle Wall	\$20,000	<i>ConnectED Aranui</i>	Mid project report January 2020
Community Projects	Belinda Hope	\$5,000	<i>Beginner Tech Workshops for Non-Tech Adults/Seniors</i>	Mid project report Final report January 2020