Activity Report: Q1 2019-2020

1. Introduction

Welcome to this Activity Report for the period from 1 April to 30 June 2019. This report gives readers a sense of what InternetNZ has been working on, and priorities for the second quarter of the new business year.

This report has a changed format to past reports. The next section is a few words from the Chief Executive. The third section deals with our five Strategic Goals and associated projects. The fourth section overs BAU activity across our functional areas. Both of these final sections look at what was done in the quarter, and priorities for Q2. Next quarter we will incorporate metrics.

2. Across the Organisation

It has been a busy quarter across the Group. I'd like to start this intro with a couple of people things. First, to thank Catherine Fenwick for her role as Acting Chief Executive from May to July while I was travelling. Second, to thank Ellen Strickland for all her work as Policy Director - she has moved into a new role as Chief Advisor, International, during the quarter. Welcome to Kim Connolly-Stone, who has joined as our new Policy Director.

One of the exciting projects that has been happening in the past few months is developing a new project management methodology for the organisation. This is giving us a better way of sizing and prioritising projects, and understanding the resources required to make them happen. My thanks to Kimberly and the team who have been doing this work - it will be a great platform to making us a more effective and well-functioning team.
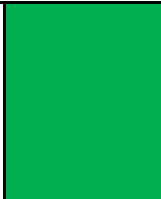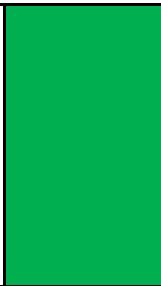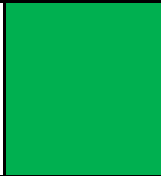
The early lesson is that we have too many projects on our plate for the size of our organisation and for the amount of business-as-usual work we have to do. In the next quarter's report we'll outline how we have responded to that in deferring or changing some projects, and making sure we are focused on the most important work.

I welcome your feedback on anything in this report, which sets out the wide array of goals related projects and BAU work we have under way. Thanks for reading.

Jordan Carter, Group CEO
18 July 2019

3. Strategic Goals - Q1 Progress, Q2 Plans

This section of the report gives readers an update on the projects related to our five Goals for the year. You can find the plan here.

Goal 1: To fund increased public good investment, drive higher sustainable growth in registrations of .nz domain names. Lead: David Morrison, Commercial Director	Overall Status:	
Q1 Progress		
.nz Marketing - This quarter we focused on shaping the requirements of our marketing initiatives for the .nz name space. This is structured as two key initiatives: ● a .nz public focused campaign driving leads for participating registrars and the other ● a marketing co-fund for registrars to encourage .nz campaigns from across our channel.		
Registry Frontend Replacement - Scheduled for quarter 2-3. Some initial discussions have taken place.		
.nz website - this work is paused whilst we firmed up our digital strategy for the InternetNZ website. A tactical approach decided upon is to create a .nz microsite to support .nz marketing activity. The build of this is planned for Q2.		
Domain Sophistication Index - Work has started with an initial set of existing and new elements to identify per domain based on data we collect.		
Q2 Planned		
.nz Marketing - ● The .nz marketing co-fund will be launched with our registrar channel with a view to establishing several registrar driven campaigns over the remainder of the calendar year. ● The .nz direct campaign will be prepared and planned to deliver when registrar campaigns are not running. *The results of these two approaches will be assessed to determine what approaches to marketing .nz are most effective and feed into our planning for the next financial year.* **Domain Sophistication Index** ● A first draft and analysis will be available during July 2019.		

.nz website
- Other than development of a microsite to support marketing activity, .nz website activity will be paused whilst the wider InternetNZ website strategy is firmed up.

Registry Frontend Replacement
- An assessment of the project scope, purpose, business impact, benefits and risks is starting in July 2019.

Goal 2: Modernise and improve the policy and security environment for .nz, consistent with our aim of being a globally excellent ccTLD. Lead: Jordan Cater, Group Chief Executive	Overall Status:	🟩
Q1 Progress		
.nz Policy Review - the Review is about to get underway. Sue Chetwin has been appointed as Chair of the review panel, and recruitment of the other panellists is nearly complete. An initial briefing for the panel is being prepared.		🟩
.nz Security Assessment - the concept was introduced to registrars at the .nz conference in May, and met a warm welcome. Dean Pemberton is leading this work while a CSO is recruited.		🟩
Risk Radar - representation from all teams have been working with Price Waterhouse Coopers (PWC) this quarter to review and update our Risk Radar based on our new Strategy. Once complete it will be shared with Audit & Risk Committee for discussion/feedback. Planned Q1 finish not achieved.		🟧
Domain Abuse Detection - Efforts during Q1 has been focused on Fake Web Shop Detection. The Research Team is now generating a weekly report of potential Fake Web Shop detected from the latest registrations for DNCL compliance and enforcement.		🟩
Security Review - No work started on this as the focus has been on the Ubuntu upgrade from the Technology Services team. Recruitment has started for a CSO that will play a key role is this work.		
Q2 Planned		
● **.nz Policy Review** - panel will be appointed and begin work on the issues phase of the review.		

- **.nz Security Assessment** - during the coming quarter, discussions with registrars will continue and feed into drafts of a system-wide threat assessment, risk analysis and minimum viable security practices.
- **Risk Radar** - develop mitigations and work through Risk Radar with Audit and Risk Committee.
- **Domain Abuse Detection** - The focus for Q2 will be detection of phishing attempts and deceitful registrations trying to match worldwide events or known brands.
- **Bastion Hosts** - Security enhancement to provide a single point of access that must be used for accessing production systems.
- **Registry Backup -** Existing hardware and technology is approaching end of life and this project will either extend the life of the existing system or replace it with a new solution.
- **Centralised logging for registry systems** - The aim of this project is to centralise all logs from the production registry systems. This would then enable future planned security, monitoring and reporting projects.

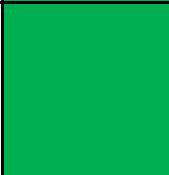|	
Goal 3: InternetNZ will have two new non-.nz services delivering annual recurring revenue and each on a path to profitability. Lead: David Morrison, Commercial Director	Overall Status: 🟩
Q1 Progress	
Innovation Pipeline - Our process for developing and testing ideas is now in an operational state. Whilst we seek to recruit a product manager our exploration and validation activity has slowed with our focus at present on launching the first product in relation to this goal. We published a blog post to provide some public insight to our approach.	🟩
New Product One - Our first product, a DNS Firewall had its business case approved. This quarter has focussed on initiating the project which will continue in Q2.	🟩
New Product Two - this product was paused this quarter whilst we focus on the DNS Firewall. There are a few candidates for Product Two to explore when we have a Product Manager on board.	🟩
ANZSIC Classification of the Register - No progress has been made on this work during Q1.	🟧
Q2 Planned	
Innovation Pipeline ● In Q2 we expect to fill the Product Manager role which will increase team capacity to focus on increased Explore and Validate activity.	

New Product One
- The DNS Firewall project will continue in Q2 with a view to launching as soon as practical. We are targeting sometime in September/October.

New Product Two
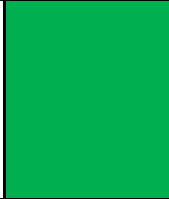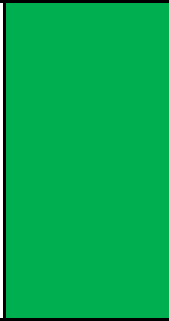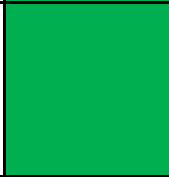- We will progress with exploring possible options for our next product.

ANZSIC Classification of the register
- No activities are planned for this project during Q2, likely to be scheduled during Q3 due to other pieces of work taking higher priority.

Goal 4: Support NZ's online community safety, inclusion and wellbeing while ensuring the essential openness of the Internet's governance, tech and architecture is taken into account. Lead: Andrew Cushen, Engagement Director	Overall Status:	

Q1 Progress

Christchurch terrorism response - InternetNZ has worked closely with the New Zealand Government in the Christchurch Call process. We hosted two gatherings of stakeholders from the New Zealand Internet community to support government engagement with diverse local voices in developing the Christchurch Call.

We have also worked to involve and engage international civil society voices with the Christchurch Call process, including through setting up an online space and meetings and liaising closely with the Ministry of Foreign Affairs and Trade.

A member of our Policy Team partnered with the Government Chief Digital Office (part of the Department of Internal Affairs) to share our expertise as the Government worked through its initial response.

Define/explain Internet openness - Work is well underway for a discussion document presenting a definition and explanation of Internet openness, its layers, importance and challenges. This document is scheduled to be released for further discussion in August 2019.

Q2 Planned

- **Define/explain Internet openness** - Finalisation and release of the Define/explain Internet openness report, as outlined above.

- **Christchurch Call domestic policy response** - Development of a document including analysis of domestic policy issues following the Christchurch Call. The InternetNZ Policy team will lead this development.
- **Convening domestic and international stakeholders on the Christchurch Call -** we will continue to work with and convene stakeholders to gather perspectives on the Christchurch Call, and on related international coordination and action as well as domestic responses.

The Christchurch Call is a Government initiative, which is taking an ambitious and novel approach to governments, companies and broader stakeholders collaboratively addressing Internet related issues. We are involved because of the Internet issues involved and because we support multistakeholder Internet governance and policy making. As such we are working to offer our expertise on the issues, as well as to help encourage participation or engagement between the government, companies and broader civil society, and advise government on how best to do this. To be clear, we have limited influence over the government's approach.
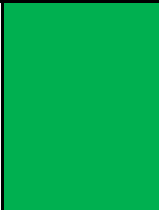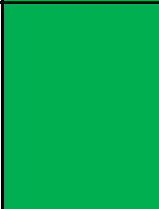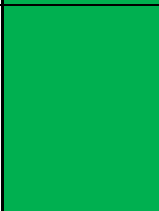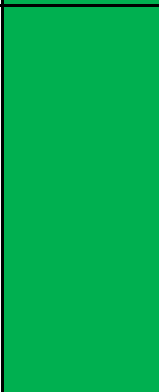
Goal 5: Collaborate with others to identify, agree and effect significant progress on four interventions to bridge different digital divides. Lead: Kim Connolly-Stone, Policy Director	Overall Status:	
Q1 Progress		
Government Engagement - we have: ● been talking to the Department of Internal Affairs about the possibility of a joint partnership fund (as part of the *Digital Inclusion Blueprint and Action plan*). ● contributed to the Commerce Commission's work to implement the Telecommunications Act. This has included its mobile market study, the fibre input methodology, and the copper withdrawal process.		
Outcomes and Evaluation Framework - we were consulted by the Department of Internal Affairs on the digital inclusion outcome framework and research agenda.		
Collaboration with Community Organisations - we have been engaging with others in the digital inclusion ecosystem to identify the barriers to, and opportunities for, greater collaboration. We will have more to say about this in Q2.		
Community Access Collaboration - we have been exploring a proposal for collaboration in the telecommunications sector, working with the Telecommunications Carriers Forum.		

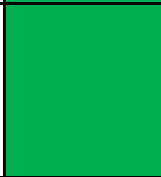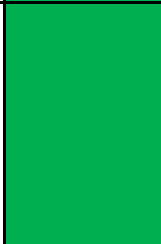| Q2 Planned |
| --- |
| **Government Engagement** - the focus for Q2 will be on government funding for digital inclusion initiatives. **Collaboration with Community Organisations** - the focus will be on how we can support greater awareness and collaboration in the digital inclusion ecosystem. |

4.   Ongoing Business - Q1 Progress, Q2 Plans

This section of the report covers ongoing business projects that form part of our work, as outlined in the annual Activity Plan.

Organisational Services Catherine Fenwick - Director	Overall Status:	
Q1 Achievements		
The approved **Consolidated Group Financials** were completed in record time this year - June 30th and the Management letter has no material issues/feedback. Well done to the team as this is a great indicator of the work the team have done all year to consolidate the Financials of both organisations and continued to support DNCL to a high level.		
We have completed **Phase 1 of our Project Framework** review - with the introduction with organisational wide Portfolio Pipeline approach. Phase 1 (Thinking) introduced new disciplines like First Pass proposal, AAA Priority and Thinking checklist. Phases 2 and 3 will look Planning, Doing and Reviewing.		
Security - there has been some good work also from the security team on areas across the business including Governance, Physical, Personnel, Travel and Technology over the last 3 months. We have also started the recruitment process for the CSO position and have a number of excellent candidates to consider.		
We have also been busy supporting the organisation with new areas such as .nz panel recruitment/selection and administration (100 plus applicants) - Redraft of H&S Policies with support of WorkSI - Training in staff in areas such as First Aid, Team and Leadership skills, Active feedback as examples. - Selection of Vendor to work with us on Office refit - final design and price is still a work in progress		
Q2 Planned		
- We will focus on **Phase 2 of our Project Framework** with implementation and looking at Planning, Doing and Reviewing. In Q1 we have developed a Priority list of Projects that will be used in Q2 to drive our work across the organisation. **Security** - Recruitment for the CSO position during Q2 will be key to drive forward the current work plan. The top priority projects include the .nz		

security assessment work and also key work internally on security levels and testing.

- **Office Refurbishment -** This project is to ensure we have an environment that is fit for purpose for our new organisation and will allow us to work and grow effectively over the coming years. Q2 work will focus on final design and budget

Technology Services Dave Baker - Director	Overall Status:	
Q1 Achievements		
New DNS Anycast Site - Addition of a second anycast site for NS4 located in Wellington to add to the redundancy and network diversity of the local .nz DNS anycast network.		
Ubuntu upgrade - Completed all updates to our production facing systems to the latest LTS version of Ubuntu. Remaining internal systems will be updated as part of ongoing BAU work.		
Registrar Portal - Two releases completed this quarter for security updates, bug fixes and new features. The new features that were added were registrar profile details and a Geo heat map of registration locations.		
SRS PGP Key rollover - Successfully completed the rollover of the PGP key used to sign SRS responses.		
SRS - One SRS release completed containing a number of improvements and fixes. Majority of the work for the next SRS release completed which has focussed on a major database software update.		
CA Replacement - Completed installation of a new internal certificate authority which will greatly improve the management and support of our certificate signing infrastructure and registrar certificate signing requests.		
Q2 Planned		
In addition to operational BAU, the technology services team are involved with a number of strategic goal projects this quarter, including: registry frontend replacement, registry backup, centralised logging, DNS firewall, .nz website, .nz marketing activity and the commercial broadband map update.		
Registrar Portal - Further updates are planned for the registrar portal but this would depend on resourcing that are currently being utilised for other projects.		

Engagement (was Outreach & Engagement) Andrew Cushen - Director	Overall Status:	

Finalising and deploying the new brand framework - the new finalised brand framework is completed and deployment has started. Soft launch involves application to the work of the organisation to show the new brands in that context.

Ongoing development of new funding approach - continuing implementation of the new approach to community funding, including the development of the approach to the Funding Panel, learning from the approach taken to the .nz Policy Review Panel.

NetHui 2019 - preparation for NetHui 2019 continued, including setting the theme of *Safety, inclusion and wellbeing on the open Internet.* Early bird pricing of $70 for NetHui tickets ends 30 July 2019. Over three dozen suggestions via the community engagement portion of programme development.

Sponsorship revamp - revamp of internal sponsorship processes to support the new brand and strategy. More focus on tactical opportunities to leverage InternetNZ visibility for brand and audience outcomes.

Website rebuild strategy phase complete - working with an external agency to complete the strategy/requirements/concept phase of a new combined web platform for all InternetNZ activity.

Christchurch Call media support - supporting the Chief Executive's role and presence during the Paris component of the Christchurch Call process, and executing the three phase messaging and media plan around this.

Q2 Planned

- **Brand architecture deployment** - finishing the rollout of the new brand framework; commissioning and deployment of new assets, and new content and brand governance processes.
- **Māori Engagement** - delayed work on this needs to be a priority in Q2, working with external support.
- **New Funding approach** - further work to develop the new funding approach.
- **NetHui 2019 -** programme finalisation, logistics and ticket sales - the event is on at the start of Q3, from 3-4 October. Over three dozen different sessions have been proposed from the Internet community during the expressions of internet phase.

Policy Kim Connolly-Stone - Director	Overall Status:	

Q1 Achievements

Copyright Review - we made a submission on the issues paper released by the Ministry of Business Innovation and Employment, which sought views on how well the copyright regime is functioning. Feedback on the issues paper will inform the Ministry's development of options for reform of the Copyright Act 1994.	
Classification - we made a submission on the review of the film, video and publication classification system.	
Disinformation and foreign interference - we presented to the Ministry of Business Innovation and Employment on disinformation and the Internet. We made a written and in person submission to the Justice Select Committee on the Inquiry into the 2017 General Election (focused on foreign interference)	
Future of work - we made a submission to the Productivity Commission inquiry into the future of work.	

Q2 Planned

All planned work is in the Goals section above.

Technical Research Sebastian Castro - Chief Scientist	Overall Status:	

Q1 Achievements

Datawork flows automation- As part of the work related to the Fake Web Shop detection, the team started organizing and implementing automated data collections and analysis using Apache Airflow. Airflow is a state-of-the-art tool to orchestrate data processes and it's used by big organizations that rely in data as well as some of the European ccTLDs.	
Registry Augmentation Platform - Development of the platform continues, the Chief Scientist presented about this work at the CENTR Jamboree 2019.	

Chief Scientist attending industry meetings in Asia and Europe - A long stint overseas saw the Chief Scientist attending ICANN Registry Operations Workshop, ICANN DNS Symposium and DNS-OARC Workshop in Bangkok, Thailand. Then moved to Iceland to attend the RIPE 78 meeting in Reykjavik and finally head to Amsterdam to attend and present at the CENTR Jamboree 2019.	🟩
Hadoop Hardware Replacement - Although scheduled for Q1, no progress was made on the design of a cloud solution to replace our aging Big Data cluster.	🟥

Q2 Planned

Hadoop Hardware Replacement - Work has started to document existing data collection and workflows where the Hadoop cluster plays a critical role and in proposing a new design with a cloud solution in the center.

Registry Augmentation Platform - Development will be completed and medium to large collection will be tested in a testing environment.

Farewell to Gerard and Hadis - During August both Gerard and Hadis fixed-term contracts will expire, the Research Team will be working to wrap up the work they have been doing.

Welcome back to Huayi and Jing - Also during August both Huayi and Jing will be returning from Maternity Leave, arrangements are being made to accommodate scheduling with the responsibilities of the mothers.

Commercial David Morrison - Director	Overall Status:	🟩

Q1 Achievements

Peak Domain Analytics - Due to range of factors (low update from beta being a key aspect) and a number of significant cross organisation dependencies to enable this to reach a production ready state, we have made the difficult decision to cease this product in its current form. In the coming quarter and once we have a Product Manager in place, we will review the elements of the value proposition to determine if and how we can pivot the use of DNS popularity data and Health Check data to meet a defined need in the market.

BBMap - As part of a wider roadmap of improvements the Broadband Map website rebuild has commenced. This rebuild will provide an improved user experience, greater control of performance, reduce operational costs and provide foundational improvements to allow future enhancements.

.nz activity - We successfully completed our annual .nz conference in Auckland.

Recruitment - During this quarter we made some structural changes to how the commercial team will operate. This has led to the creation of a business development manager role and a product manager role. These two roles were advertised late in the quarter with a view to finding suitable candidates in July.

Q2 Planned

- **Broadband Map** - this project will continue with a view to a relaunch in September/October
- **DNS Firewall** - The DNS Firewall project will continue with a view to launching as soon as practical.
- **.nz activity** - the key focus for .nz this quarter will be on getting channel and direct marketing initiatives underway.
- **Recruitment** - we hope to have new staff in place which will significantly increase capacity in the team.

Staffing Catherine Fenwick - Organisational Services Director	Overall Status:	

Q1 Update

New Starters included ● Kim Connolly-Stone as Policy Director ● Maria Skatova joining the Communications team as an Advisor. ● Aurelien Goffi joined the Technical Services team as a Systems Administrator. ● Kate Townsend as Policy advisor supporting the .nz policy review.	
The following staff left ● Tracy Johnson - left as the position of Channel manager was disestablished as part of the new Commercial Structure. ● Celestina Sumby completed her contract as Communications Advisor. ● Maria Ludgate left following her term as the Office Manager standing in for Maria Reyes.	
Other Changes ● Ellen Strickland moved to her new position as Chief Advisor, International. ● Marie Reyes - returned as Office Manager from Maternity leave.	

Q2 Planned

The following roles are new roles that are in the recruitment phase for Q2
    ● Chief Security Officer
    ● Business Development Manager
    ● Product Manager
    ● DNS Specialist
    ● Junior System Administrator

This is an InternetNZ report. Matters related to DNCL are covered in the report from the company to InternetNZ as shareholder, or in the joint .nz report.

Jordan Carter
Group Chief Executive

18 July 2019