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## Activity Report: November-December 2018

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### Introduction

Welcome to this Activity Report for the period from 1 November to 31 December 2018. This narrative report gives readers a sense of what InternetNZ has been working on, and priorities for the final quarter of the business year.

This short period report for two month is a once off and we will resume a quarterly pattern in April.

### This Report (November- December 2018)

#### Across the Organisation – Jordan Carter, Group CEO

November and December saw a great deal of work done by our team and a flying finish to 2018. A theme that brought this work together from my point of view is the global connectedness of the work we do.

On domain name abuse, our forum held in November is connected with our support of the Internet and Jurisdiction programme's global effort to tackle this problem. The release of the government's issues paper for copyright reform is part of a global debate about how to protect IP online. Our participation in the ITU and ICANN meetings towards the end of the year, and the debate about the future of Internet Governance at the Internet Governance Forum, all relate in different ways to telco policy and how we operate .nz here in New Zealand.

In our last report I mentioned our strategy and brand work under way. I had hoped we would be able to share this with members in 2018, but the new year has started. Look out for news on these fronts in February and March.

You can check out our operational priorities for January-March in the section at the end of this report. I welcome any questions or comments about any of the work we are doing.

Let me close with my hopes that you had a decent summer break, and with all best wishes for a happy, successful and satisfying 2019.

Jordan Carter  
Group Chief Executive

## Organisational Services

Catherine Fenwick - Director

Status:

The two months prior to the Christmas break the team was focused on a number of activities to support the following

- Council retreat and meeting in late November.
- Committee meetings, minutes and actions - Audit & Risk, .nz policy
- Business planning 2019/2020
  - focus on brainstorming projects to support six agreed goals
  - bottom in budget based on current expenditures and know changes.
- Recruitment and Training of new staff.
- Review and changes to staff benefits - Life & Income Insurance and Kiwisaver.
- Policy review with focus on Health & Safety, Delegations.
- Team Charter - first steps to embed the agreed behaviours across the team.
- Financial and commercial support on new product design sprint.
- Review and initial planning for new Information management framework in Google Team Drives and the Wiki.

## Technology Services

Dave Baker - Director

Status:

The key activities that the team have been working on over the last two months:

- Business planning 2019/2020
  - focus on brainstorming projects to support six agreed goals
  - budget review.
- Training and on-boarding of a new developer.
- Review and initial planning for new Information management framework in Google Team Drives and the Wiki.
- Implementation and roll out of a new SRS software repository structure and deployment processes to both of our production SRS sites. This has been a major piece of work and was implemented without any issues or downtime.
- Setting up 2 newly authorised registrars in the SRS test environment.
- Preparation and undertaking of a Security Threat assessment workshop and workshop writeup.
- Peak Domain Analytics beta release for registrars.
- Migrating our infrastructure management software to the latest version of Ubuntu.
- Starting the planning for a new internal certificate authority.
- Broadband Map - estimating and planning for proposed frontend rewrite.
- Release of the Registrar portal with information for registrars on domains affected by the DNS Flag day.
- .nz Registry dashboard prototypes completed and feedback on them is being used to build a production dashboard.
- Training day for two technicians from our backup IT support supplier.

## Outreach and Engagement

Andrew Cushen - Director

Status:

Deliverables of note in the past quarter have included:

- Supporting a major event in the **Domain Name Abuse** Forum function in Wellington. From Outreach & Engagement, this involved:
  - Event logistics, including working with a new venue at the James Cook.
  - Programme and speaker coordination, and marketing the event.
  - Andrew as Master of Ceremonies during the day.
- Delivering the Speaker Series event **Truth, Justice and the Internet**. A great panel of speakers and a sold-out audience, and a great conversation about challenges with fake news, information and fairness. A good test of the new “partnership” model for Speaker events, in that this was delivered alongside the International Internet Preservation Consortium event, and with the National Library. Lessons include that while the venue sold out, we need to do more to incentivise showups as the room was only 70% full.
- Delivering the annual **stakeholder events** in Auckland and Wellington. Attendance:
  - Auckland: 70
  - Wellington: 98
- Commissioned and finalised the Colmar Brunton **public perceptions survey** results for release in early 2019. This new approach combines the previous Commercial-focused research of consumer and business perceptions of .nz with the previous old-InternetNZ research into public attitudes and perceptions on Internet issues. Media briefings will be done late in January, and commercial implications included in those plans for the year.
- Revamping **community funding** has been a major deliverable in the last quarter, and is ongoing. The Community team are preparing a suite of papers summarising research, advice and future directions to increase the efficiency and strategic linkages of grant making to the rest of InternetNZ’s work. These are on track for rollout in 2019/20.

Other relevant highlights:

- Media relations is working well, with invitations for InternetNZ to appear coming regularly.
- NZNOG support being delivered in Napier in late January, pursuant to the MOU with the Network Operators Group.

<b>Policy</b> Ellen Strickland - Director	Status:	
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The Policy team had a focus at the end of year of completing some key work and progressing work towards items for delivery in early 2019.

A key focus on these months was work on planning a **comprehensive .nz Policy review**, to commence in the next quarter, as well as attending and helping run the Domain Name Abuse Forum.

At the Speaker Series event in early November with Outreach and Engagement, the Policy team launched public engagement materials about ‘fake news’ with a cartoon and related content, on how fake news can spread <https://internetnz.nz/end-fake-news>. Work on **Platforms issues and ‘fake news’** will continue in the next quarter to come.

The team attended meetings, public engagement sessions and submitted to the Commerce Commission on **Fibre Input Methodologies**, which the Commission intend to develop for fibre fixed line access services by June 2020. The team put a focus on supporting quality and fair price for fibre Internet. The team also engaged with submitted on DIA’s draft **Online Voting** regulations. We offered constructive improvements to security assurance, but flagged process and democratic concerns with the time-pressure to implement a trial.

International work included attendance at the **International Telecommunications Union Plenipotentiary** in Dubai in November, as part of the New Zealand delegation, and the **Internet Governance Forum** in Paris in November with the Chief Executive.

Some key items progressed for first quarter of 2019 including plans for engagement and submission on the new Copyright legislation, as the issues paper on the **Copyright Act** was released at long last. Analysis and planning engagement for an early April submission deadline are now underway.

The **State of the Internet** project is now finalising a series of publications planned to come out online in January and February recapping 2018’s hot issues.

Between travel for international work, staff training commitments and personal leave, the team was down staff for most of this period, which was challenging, although a lot was accomplished. I’d like to acknowledge Ben Creet our Policy Manager, who also finished his Masters Degree in this period.

## Technical Research

Sebastian Castro - Chief Scientist

Status:

The third quarter was a period of great output and a bigger team.

The **DNS Source Address Classification** project was tested against the Domain Popularity Ranking and the results are encouraging. A list of detected resolvers was published as part of a blog post and shared with other researchers for their own use. Deployment to production will happen during 2019.

The **Domain Retention Prediction** was tested against real data and although highly accurate to predict domains staying in the register, behaved poorly to predict domains leaving the register. A fair amount of effort was dedicated to improve the situation with no success. This work has been put on hold at the moment until other data is available to improve the predictive capability. The lessons from this work are being used for Malicious Domain Detection.

Driven by DNCL and the outcomes of the Domain Name Abuse Forum, work around detecting **Malicious Domains** in the register has continued. The focus is around registrations used for phishing and fake shops. A few hundred cases have been detected so far from a sample that came from DNS Flag day, and more is needed to define a process for detection.

A lot of effort has been dedicated to **DNS Flag day** in collaboration with Tech Services, the Channel Manager, DNCL, and the Outreach and Engagement team. Testing across .nz is happening every two weeks, the process to share the results as part of the Registrar Portal is streamlined, and DNS Operators, Registrars, Registrants and other relevant parties including DIA have been notified. Back in October the number of domains affected was around 8,000 and now it's around 5,600, which is a great reduction as most of the remaining cases are domains hosted overseas, with an important fraction hosted in China. The Chief Scientist will present about DNS Flag day at the annual NZNOG Conference in early 2019.

The team provided evidence and facts about the state of the **ac.nz** namespace for a report prepared by the Policy Team.

Our Research Team Intern has been making great progress on their work, a running prototype is available using all the best practices defined by the Tech Services team, and one of the data collections is being migrated and tested using the prototype.

At the end of December started the process to recruit the Maternity Leave Cover role for the Internet Researcher. The result of the process will be communicated in the next report.

## Commercial

David Morrison - Director

Status:

Core focus areas for the third quarter have been focused on progressing activity on a number of fronts:

- **Product Development:**
  - DNS Firewall. In December we ran a Design Sprint facilitated by Creative HQ to test the sale of a DNS Firewall service in NZ. This was an intense process that resulted in greater clarity on target markets, pricing and solution fit. Further market testing is continuing in January with a Business Case to follow soon after.
  - Several more ideas are in the explore and validation stages - an additional Broadband Map service, a registry service (not domain related), DNS services and Peak Domain Analytics.
- **Peak Domain Analytics:** The beta for registrants to test was available late in November and with Christmas close uptake was low with our first push to registrants. As result of low uptake, progression on beta testing was parked until late January when engagement with registrars will restart to gain sufficient beta testers to provide feedback.
- **The broadband map** redesign has been progressing well. We now have sufficient information to estimate the build effort and plan starting this in late March 2019. We are in dialogue with the Commerce Commission to include the SamKnows broadband performance measurement data. Next steps are to test the design with key stakeholders before commencing the build in late March.

Work will continue in the next quarter to progress the following

- Explore and plan the feasibility of new BbMap layers, specifically mobile BB, Satellite BB, and IOT networks.
- develop and validate a new map subscription service targeted at GIS teams in NZ.
- **.nz activity** has focussed on
  - preparations for the 2019 .nz annual conference for registrars and their resellers. This will be held in Auckland in 2019.
  - Early stage development of the requirements for a new online home for .nz following the completion of the InternetNZ branding work.

<b>Staffing</b> Catherine Fenwick - Organisational Services Director	Status:	
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Organisational Services

- Vicki Wright converted from contract to part time permanent basis in HR Advisor role.
- Maria Ludgate has joined us on a Fixed term contract to cover for Maria Reyes while she is on parental leave to July 2019.
- We are currently in the recruitment process for an Assistant Accountant to fill a vacancy we have to replace the job share position we had trailed over last six months.

Technical Research Team

- We are currently recruiting to cover parental leave for Jing Qiao who will be leaving early February.

Outreach & Engagement

- We welcome Vanisa Dhiru who has accepted a permanent role as Community Manager.

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.

**Key priorities for the next quarter (Q4)**

Across the org'n	<ul style="list-style-type: none"> <li>• Planning for 2019</li> <li>• Renovating our approach to Security</li> </ul>
Org Services	<ul style="list-style-type: none"> <li>• Business Planning for 2019/20</li> <li>• Recruitment to ensure correct capacity across organisation</li> <li>• Staff Training- areas such as feedback and trust to support Team Charter and PDP</li> <li>• Financial Policy work on Delegation</li> <li>• Risk review - work with PWC on process review</li> </ul>
Tech Services	<ul style="list-style-type: none"> <li>• Security - Threat Assessment and Risk Matrix</li> <li>• Ubuntu 18 upgrade <ul style="list-style-type: none"> <li>○ All servers</li> <li>○ SRS software</li> </ul> </li> <li>• .nz Dashboard</li> <li>• NZRS CA replacement</li> <li>• SRS DB software upgrades</li> <li>• SRS Backup review</li> <li>• New DNS anycast site</li> <li>• Registrar portal updates</li> </ul>

Outreach	<ul style="list-style-type: none"> <li>● Finalising brand work with DNA, commissioning assets and rollout</li> <li>● Māori Engagement - implementation of the BRG plan</li> <li>● Communications strategy, linked to the new brand and new org strategy</li> <li>● Implementation of the changes to Funding</li> <li>● Commissioning NetHui 2019</li> </ul>
Policy	<ul style="list-style-type: none"> <li>● Comprehensive .nz Policy review commenced</li> <li>● State of the Internet series of articles published on hot topics of 2018</li> <li>● Engagement with other stakeholder and submission on Copyright Act review</li> <li>● Next stage 'Platforms and the Internet' being released</li> <li>● Digitals Divides Goal leadership and planning</li> </ul>
Tech Research	<ul style="list-style-type: none"> <li>● DNS Flag day continuing data collection, analysis, and communication campaign in cooperation with Tech Services and Outreach</li> <li>● Progress the namespace scanner tool (Summer of Tech project) to enable the productionalization of data collections to feed other initiatives.</li> <li>● Schedule the first round of show-and-tell presentations</li> <li>● Produce a working model for abuse detection</li> <li>● Complete Maternity Cover recruitment</li> <li>● Complete Business and Budget planning in collaboration with SLT</li> </ul>
Commercial	<ul style="list-style-type: none"> <li>● Start the build of a refreshed Broadband Map</li> <li>● Complete Business Case, plan and start on the DNS Firewall build (assuming approval to proceed)</li> <li>● Explore and validate possible registry service</li> <li>● Explore and validate a new DNS service</li> <li>● Validate Peak Analytics with Registrants and plan next steps</li> <li>● Develop the innovation pipeline further by establishing processes into the commercial operations</li> <li>● Participation in NamesCon 2019</li> </ul>

Jordan Carter  
**Group Chief Executive**

28 January 2019