Activity Report: Q3 2019-2020

1.   Introduction

Welcome to this Activity Report for the period from 1 October to 31 December 2019. This report gives readers a sense of what InternetNZ has been working on, and priorities for the fourth quarter of the business year.

2.   Across the Organisation

This report marks the end of the third quarter, and InternetNZ continuing its great work to drive through on our five Strategic Goals .

Some highlights:

- We made a major change to our **internal structure in the Technology area**. The Technology Services team was disestablished, and replaced with two new teams -
  - an IT Operations Team, which provides all internal IT, support to product development and operates the .nz registry and DNS systems, and
  - a Technology Strategy Team, providing tech strategy and architecture advice across the organisation, and leading the Registry Replacement Project.

  This change is designed to make sure we have dedicated operations resource focused on .nz, as well as meeting the wider organisation's IT needs, and also making sure we can do the registry replacement project.

- As noted last report, **NetHui 2019** was a great success, with good numbers and broad participation - and much positive feedback in post-event survey and contact from the community.

- Selling of the **Defenz DNS Firewall** continued to be a focus, with growing numbers of companies testing the offering and first invoices due next quarter.

- On Goal 4, **Christchurch Call** work continued to be a focus, with the CEO moderating a panel on the subject at the United Nations Internet Governance Forum, and with consultation starting in New Zealand on short term fixes to media law in response to the event.

Many other important pieces of work are shared in this report. Feedback is welcome. Thanks to the team for a great effort in a very challenging 2019!

Jordan Carter, Group CEO
30 January 2020

3.   Strategic Goals - Q3 Progress, Q4 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: Amber, due to flat growth.	Amber
Q3 Progress		
.nz Marketing ● .nz direct marketing campaign. This campaign is now operational at https://getyour.nz and is testing the efficacy and cost of generating .nz leads for registrars. Initial indications from data are that a domains-only focus is **not** effective when marketing .nz names. Data is being reviewed to consider what changes to make for testing in February and March. ● Cofund marketing has started with four varied campaigns operating during the quarter. A further two campaigns are planned in February and March. The results from this activity will flavour our approach to marketing in 2020/2021. Have set status to Amber as results from marketing are not delivering anticipated outcomes.		Amber
Registry Replacement Project - InternetNZ is considering options for a new replacement registry system. On October 23rd we requested expressions of interest from potential suppliers, so we can understand and evaluate what a suitable replacement for our existing registry system could look like. Submissions closed on Friday 29 November 2019. From the start of December, the project evaluation panel commenced working on evaluating the EOI responses. This work will continue through to 18 February and after that the next steps for the project will be announced.		Green
.nz website - .nz web content will be included in the new InternetNZ website project.		STOPPED
Domain Sophistication Index - The project is On Hold at this stage as some dependencies haven't been completed and other work from Research has taken priority.		ON HOLD

Q4 Planned
.nz Marketing - Complete planned marketing activity and use results to inform planned activity for the forthcoming financial year. **Domain Sophistication Index** - This will stay On Hold for the time being until we can put all the pieces together to regularly generate the score for analysis. Likely to carry on into Q1 2020. **Registry Replacement Project** - Complete the evaluation of the EOI responses. Decide what the next stage of the EOI process will be.

Goal 2: Modernise and improve the policy and security environment for .nz, consistent with our aim of being a globally excellent ccTLD. Lead: Jordan Carter, Group Chief Executive	Overall Status:	Green
Q3 Progress		
.nz Policy Review - the external Advisory Panel undertook a number of engagement activities to get views from New Zealanders on what they think the issues are with the .nz policies. This included: ● A survey ● A Nethui session ● Focus groups and interviews. The Advisory Panel started work drafting its Issues Report.		Green
.nz Security Assessment - This project was revised in Q3, with completion now planned for Q4.		Amber
Risk Radar - The areas of focus on the Risk Radar are spread over People, Strategy, Financial, Services, Legal and External & Reputation. Over Q3 we have focused on a number of major areas including - Strategy - Aligning and updating Framework/Goals/Business planning/Project Framework - People - Capacity Planning/Structure review/Wellness - Services - New Commercial Risks, Registry replacement		Amber
Domain Abuse Detection - Detection of fake web shops is a regular committed activity and cases still show up. A second project to detect potential registrations for phishing was designed, analyzed and tested with promising results, and presented to DNC and Commercial Director. One or more projects can come from this work as it has compliance and commercial potential.		Green

Security Audit - No work started on this as the focus has been on the Tech Services restructure and role filling.	Not begun

.nz Policy Review - The Advisory Panel will provide its first report, setting out the issues it sees with the .nz policies, in early February. It will then start work identifying options for addressing the issues it has identified. There will be a consultation process. The second report, identifying solutions, is due at the end of June.

.nz Security Assessment - this work has now resumed with the new CSO. Discussions with registrars will feed into an assessment of the security risks in the .nz ecosystem. Further registrar Interviews are being conducted early in 2020 before completing this work this financial year.

Security Governance – A new group has been established to steer and oversee security work inside the organisation. The Security Governance Group is made up of the Chief Security Officer (Chair), Group CEO, Organisational Services Director and IT Operations Director. The focus for Q4 will be ensuring that security risk registers are updated and planning for an Information Security Management System (ISMS) in 20/21.

Risk Radar - In Q4 we will continue the work to date and also focus on:
- Financial - Investment Strategy, Revenue and 2020/21 Budget
- Process to Audit and Risk Committee and Council abreast of key risk areas and strategies.

Domain Abuse Detection - No planned work for Q4 about this subject unless a project from a different unit comes forward to benefit from the work done and presented.

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:	Green

Innovation Pipeline - In addition to active products we have completed a rebuild of the Broadband Map which will operate as a more cost efficient platform to develop related services and a trusted narrative on Broadband in NZ. It is currently in a public beta.	Green

Our pipeline of new ideas to explore is shaping up in the areas of Digital Identity, DNS related security and Domain Name Monitoring	
New Product One Defenz-DNS Firewall is now operational with several active trials and two signed contracts. Focus is now on developing a pipeline of interest. Some early interest from the ISP market.	Green
New Product Two In December we conducted two co-design workshops to shape the scope for a registry lock product. The goal is a registry lock service that is operational in Q4 as an MVP to allow support to the NZ election.	Green
ANZSIC Classification of the Register - Similar to the Domain Sophistication Index project, this work depends on two components that are not ready, so it's on hold until the pieces are completed..	HOLD

Q4 Planned

Innovation Pipeline
- Move the new Broadband Map to a production state
- Continue to explore new opportunities in the areas of Digital Identity, DNS related security and Domain Name Monitoring

New Product One - Focus on pipeline development with marketing activity taking place in January and February.

New Product Two - Focus will be to have an operational MVP by the end of March that would enable a registry lock service to be offered.

ANZSIC Classification of the register - Continues to be on hold.

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:	Green

Q3 Progress

Christchurch Call & Related Matters - Q3 represented a lower cadence of activity from the public sphere on Christchurch Call matters. InternetNZ participated in a crisis response event led by YouTube in December with a range of public stakeholders, and participated in planning other such events for 2020. Jordan also moderated a panel on	Green

the issue of terrorist and violent extremist content at the United Nations Internet Governance Forum in Berlin in November. Q4 and the next financial year will feature more work as InternetNZ responds to the domestic policy processes that are anticipated on matters relating to the Call.	
Define/explain Internet openness - A fulsome discussion was held on the Internet Openness document (Link: PDF) at NetHui.	Green
NetHui 2019 - NetHui 2019 was successfully delivered, on the theme of *Safety, inclusion and Wellbeing on the Open Internet*. 400 people attended this event and feedback from attendees was positive. Further reporting on NetHui 2019 is available here: (Link: PDF)	Green
Public Opinion Research - Public opinion research was commissioned with Colmar Brunton. This includes information and perspectives on a range of long running topics tracked by InternetNZ, alongside some specific questions and measures relating to Christchurch Call issues. This will be released in Q4.	Green
Q4 Planned	
Planning of NetHui 2020 - This will start before the end of the current financial year. **Christchurch Call response & convening** - execution of further engagements with partners as scoped. **Public Opinion Research -** release of the research. **Define/explain Internet openness -** Further perspective sharing will be done on this document in Q4, whilst also acknowledging that this work is now a component of the proposed *Internet for Good* work.	

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:	Green
Q3 Progress		
Government Engagement - we: ● Developed a set of proposals for government investment in digital inclusion. We have provided these to Minister Faafoi and will shortly meet the Minister to discuss them. ● Provided advice on MBIE on radio spectrum and digital inclusion.		Green

Outcomes and Evaluation Framework - we provided feedback to the Department of Internal Affairs in an earlier quarter. This action is now complete.	Green
Collaboration with Community Organisations - we: ● Worked with the 20/20 Trust on the development of an online home to better connect the digital inclusion ecosystem. ● Established an expert evaluation group to develop an approach to evaluating digital inclusion initiatives which can be used by community organisations. ● Continued to work with the Citizens Advice Bureau and library stakeholders to develop a proposal for funding digital inclusion intermediaries. ● Hosted an event to introduce organisations in the digital inclusion ecosystem to the work of the GoodThings Foundation.	Green
Community Access Collaboration - we: ● Engaged with the Spark foundation to progress ideas for affordable connectivity in public housing. ● Sat on the Vodafone Foundation panel considering digital inclusion funding applications. ● Explored options for addressing device poverty with Good Shepherd.	Green

Q4 Planned

Government Engagement - we are meeting with Minister Faafoi in February to discuss our digital inclusion proposals.

Collaboration with Community Organisations - we will:
● Launch the online home to better connect the for digital inclusion ecosystem.
● Provide funding for community digital inclusion initiatives, and work with these organisations on evaluation.

Community Funding/strategic philanthropy - our next community funding round will have up to $200,000 available for digital inclusion initiatives.

4. Ongoing Business - Q3 Achievements, Q4 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:	Green
Q3 Achievements		
Council Skills and Diversity Review -In Q3 we completed a review of the skills and diversity of the Council. The outcome was a recommendation to recruit one to two Appointed Council Members to fill the identified gaps.		Green
Security - CSO has been working a number of policies and processes to help lift the security awareness with INZ - these include Information Assets register and Information Security Management system.		Green
We have also been busy supporting the organisation with areas such as ● Business planning and Budgeting for current year and next financial year. ● Continue training and roll out of the new Portfolio Framework. ● Recruitment of two independent DNCL Directors ● Review of the Governance Charter/Policies ● Development of a number of options for the office fitout ● Commenced Pilot project to support balancing workload - Project and BAU. ● Recruitment and induction of new staff based on structure changes and staff turnover.		Green
Q4 Planned		
Business planning and Budgeting 2020/21 This will be a major piece of work for the team over Q4 as move toward year end and also consolidate the workplan and budgets for the projects and work plan for next year. **Security** - Continuing to work on Security plan including defining the security resources required to maintain and develop our security maturity. Focus also on incident detection as we build up the Governance level. **Office Reshuffle and Refurbishment -** Currently reviewing costings for possible options and reviewing requirements in Auckland office as the number of staff located there has increased. With two new **DNCL directors** we will also be supporting the induction process.		

Work will continue on the **Auditor Tender process** with closing date for submission late January,

IT Operations Dane Foster - Director	Overall Status:	Amber
Q3 Achievements		
SRS backup Project - A set of services and hardware has been decided upon, and the hardware has been ordered. Implementation timeline to follow**.**		Green
JIRA/Confluence Cloud Move - A significant rescope has pushed this project to on-hold awaiting for new IT Operations staff (IT Co-ordinator)		Amber
Centralised Logging (.nz) - Project scoped, awaiting resource within the .nz Operations Team		Not begun
Staffing - The Product Operations Lead role has been successfully filled; start early March, .nz Sysadmin expected start end March, IT Coordinator expected start mid March		Green
Q4 Planned		
Handover from Technology Services to .nz Operations to begin in earnest. The formation of the Product Operations and IT handover plan to come as these roles start near the end of Q4. Registry augmentation platform deployment.		

Technology Strategy Dave Baker - Director	Overall Status:	Green
Q3 Achievements		
Establishment of the Technology Strategy team. The main focus or this quarter was the Registry Replacement Project. See Goal 1 above.		
Q4 Planned		

Aside from the Registry replacement project, the team plan to reach out to the business groups across the organisation and understand what the short term (next 12 months) and long term plans for their groups are.

We want to understand how technology can potentially help them achieve their goals and plans. We also want to know what are the potential pain points, problems and roadblocks that are on the horizon and how can we help. This means that this coming quarter is essentially an information gathering phase for the Technology Strategy team and this will drive the formulation of an overall technical strategy for the group.

Engagement Andrew Cushen - Director	Overall Status:	Green
Q3 Achievements		
Brand architecture deployment - The rollout of the new brand architecture is completed.		Green
Ongoing development of new funding approach - while the implementation of the new funding approach has taken longer than anticipated, significant progress was made during Q3 with the launch of a number of rounds, and the full utilisation of the new awards model for conference attendance.		Amber
Māori engagement - Significant progress made on the internal capability plan, with the first phase of pronunciation training undertaken with the majority of staff.		Amber
New web platform - concept phase completed, ready to move into design and commissioning in Q4.		Green
Partnerships - rollout and agreement finalisation with the first tranche of Partnerships for those aligned with the 18 month goals to September 2020.		Green
Q4 Planned		
Website development - Design and Commissioning phase. **Partnerships** - finishing agreement finalisation with the full set of Partnerships. **Māori Engagement** - continuing the internal capability development; external engagement. **New Funding approach** - Completion of two rounds in Q4 on the new framework; building of the new funding panel.		

Policy Kim Connolly-Stone - Director	Overall Status:	Green

Work programme for digital inclusion - we have: ● Completed the design work for an online home (website) to connect the digital inclusion ecosystem ● Started the work on the evaluation framework for our digital inclusion investments that will inform our future support for community initiatives and be made available to the ecosystem ● Submitted proposals to government on its investment in digital inclusion.	Green
Domestic policy - we engaged in the government policy process designed to address violent extremism online. This included: ● Participating in the DIA run workshops on countering violent extremism online ● Making a submission on the proposed changes to the Films Videos and Publications Classification Act 1993 ● Hosting a Nethui partners day event on Internet filtering and duty of care ● Releasing discussion documents on Internet openness and duty of care. We also: ● Hosted a Twitter event to encourage submissions on the Government's proposed Algorithm Charter ● Made a submission on the DIA online gambling proposals ● Met with a range of ministers and agencies to discuss Internet policy issues. This included Minister Faafoi, Minister Martin, the Chief Executive of DIA, the Chief Censor, MBIE, Privacy Commission, MFAT, Statistics NZ, NetSafe, DPMC and DIA.	Green
.nz Review - see update provided under Goal 2.	Green

Q4 Planned

● Planned work for digital inclusion is referred to in the Goals section above.
● Planned for the .nz Review is referred to in the Goals section above.
● Influencing the Government's domestic policy work in response to the Christchurch Mosque attacks:
  ○ Submitting on the exposure draft for proposed changes to the Films Videos and Publications Classification Act 1993, and participating in the Select Committee process
  ○ Updating our discussion document on a legal "duty of care" for platforms (based on comments from stakeholders in the Google doc we shared)

> - Analysis on the concept of "online service provider" (referred to but not defined in the Christchurch Call)
> - An international comparison of the regulation of social media
> - A submission on the Government's draft algorithm charter.

Technical Research Sebastian Castro - Chief Scientist	Overall Status:	Green
Q3 Achievements		
Data Scientist departure - Huayi Jing rejoined in August after maternity leave and resigned at the end of December 2019. Her departure is a big loss to the team, which will affect our ability to deliver new work.		Green
Domain abuse - The commitment to detect Fake Web Shops on a weekly basis continues and a second project to explore the detection of potential phishing registrations was completed.		Green
Registry Augmentation Platform - Changes to Technology Services has left this project with little support and the delays keep piling up. We are waiting for a role to be filled to get the support needed to move things forward again.		Amber
Hadoop Hardware Replacement - The migration of datasets and processes to use AWS as replacement platform for Hadoop is well underway, enabling the team to explore new ideas and techniques for processing data. The Business Case has been approved and the project is expected to finish during Q4.		Green
Q4 Planned		
Data Scientist recruitment - There will be a strong focus to recruit a replacement Data Scientist as soon as possible and have them onboarded with our projects and practices. **Hadoop Hardware Replacement** - Complete the migration of data and workflows while automating and improving existing processes. Shut down the physical cluster and recycle the hardware. **Registry Augmentation Platform** - Try to get a production environment to test for scalability of collections and unstuck the rest of the projects depending on this. **Domain abuse** - We'll continue committed to keep detecting Fake Web Shops and to work with other groups to implement an early warning system for phishing registrations.		

Commercial David Morrison - Director	Overall Status:	Green

Q3 Achievements

DNS Firewall Live
The DNS Firewall (https://internetnz.nz/defenz) is now live. This is our first major product to market since the Broadband Map.

BBMap Beta
The beta of the Broadband Map is live. It will run through into January to take on end user feedback before going live in hopefully February.

.nz activity
.nz marketing cofund and direct campaign initiatives were operational during Q3. Results to be reviewed and used to refine activity in February and March 2020

Q4 Planned

Broadband Map - launch the new map and deprecate the old version. This will have significant operational cost improvements.

.nz activity - the key focus for .nz this quarter will analysing results and improving campaign effectiveness

Recruitment - we have had two of our developers resign (both over 4 years service). Whilst this impacts capacity in the short term we have the appropriate knowledge across the team to maintain operations. We will be replacing one role as quickly as possible and are considering the needed skills for the team before seeking the second role.

Staffing Catherine Fenwick - Organisational Services Director	Overall Status:	Green

Q3 Update

New Starters included
- Ciara Arnot joined the Engagement team as a Community Advisor. She replaces Gertrud Kikajon.

- Sid Jones joined the IT Operations team as a Senior Systems Administrator to fill the vacancy created from the promotion of Josh Simpson to the role of .nz Operations Manager.

The following staff left
- Huayi Jing left the Technical Research team to focus on family.
- Heiko Wanning left the Commercial team to continue his Developer career with Red Shield.

Other Changes
- The Technology Services Team was disestablished
- Dave Baker moved into the new role of Chief Technology Strategist heading up the new Technology Strategy team
- Dane Foster moved into the new role of IT Operations Director heading up the new IT Operations Team
- Three Senior Developers moved into the Commercial Team, the SRS Developer moved into the IT Operations team
- Josh Simpson took up the role of .nz Operations Manager
- Maria Reyes moved into the new role of Portfolio Advisor
- Briar Watson took up the role of Office Manager reporting into the Portfolio Advisor

Q4 Planned

The following changes will take effect in Q4
- Megan Baker is going on parental leave in January
- Sarah George will be acting in the role of Communications Manager in Megan's absence.
- Dave McCreery will start in January to fill the vacancy left by parental leave in the Engagement team, as a fixed term Content Specialist.
- A new Principal Policy Advisor will join us in February as a replacement for Ben Creet who left us last year.
- The new role of Product Operations Lead has reached the offer stage of recruitment
- The System Administrator role to replace Aurelien Goffi has reached the offer stage of recruitment

The following roles are roles that are in the recruitment phase for Q4
- Community Advisor
- IT Systems Coordinator
- DNS Specialist
- Developers to replace Heiko and Kesara Rathnayake who has recently left
- Data Scientist to replace Huayi Jing.

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