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## Activity Report: January-March 2019

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### Introduction

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

### This Report (January-March 2019)

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

In this final quarter of the 2019/20 business year, our internal focus was on doing the work to plan for 2019/20. With the new strategic framework in place and guiding our work, our team built our first ever work plan together, across the whole group.

This exciting work included establishing five key goals for 2019/20, which are shared in the Annual Plan. The version of this sent to Council for consideration in March is available [here](#). These are ambitious goals that will stretch us, and help us as an organisation focus on the things that matter most to helping New Zealanders harness the power of the Internet.

From next quarter, our reporting framework will change - rather than summarising activity within each function as this report does, we will be explaining how the work we do is contributing to our key goals. This should make the report more useful and helps make sure we put our effort into areas that will make the most difference.

In the final two weeks of the business year, we were shocked and horrified by the Christchurch mosques terrorist attacks. The livestreaming of video from the attacks was a new use of Internet technologies, and has left us and many others questioning how we balance the good of Internet services with the real harm that they can cause.

Work on this will be a feature of the year ahead. The answer cannot be, I don't think, "business as usual". Our vision of an Internet that is open, secure, and for *all* New Zealanders will be more important than ever as the debate unfolds.

I close this report with thanks to our staff team across the group for an excellent year's work - the forthcoming annual report will share highlights.

Jordan Carter

## Organisational Services

Catherine Fenwick - Director

Status:

The last quarter for the year was busy for the team with a number of major work activities including

- Business Planning - where we involved the organisation as a whole in the process of defining the Projects that will support the agreed goals. This process included a number of workshops with SLT and managers reviewing the priority of the work and agreeing measures for 2019/20. This process is ongoing as we review Q1 projects at present to ensure we can resource effectively and that the outcomes are clear and measurable.
- Also over this period we completed a bottom up Budget for 2019/20 with inputs from the agreed projects, capacity requirements and tools/environment to ensure we have a budget to support the new strategy. There was a key focus on revenue in order to protect investment in community good projects - we worked on a balance of what is achievable within these resources. The projects for 2019/20 are challenging but the whole team is confident we can achieve these within budget.
- As year approached the Finance team put in place a detailed plan to achieve the year end close timetable including internal reporting, external audit and preparation of the annual accounts.
- The Organisation Services team were also very active in supporting the organisation in areas such as:
  - Training - the focus during the quarter was supporting the staff and upskilling in areas such as Feedback skills, Manager Leadership skills, SLT Team building.
  - Health & Safety - focus on updating Policy and the review of gaps in training for staff e.g. Bullying and Harassment Training, EAP onsite update on services. Available.
  - Recruitment - supporting the organisation with new hires from job descriptions to interview support as required.
  - Planning and supporting of
    - Council meetings in February and March 2019.
    - DNCL Board meeting
    - Audit and Risk committee meetings
    - .nz Policy Committee meetings

<b>Technology Services</b>	Status:	
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Dave Baker - Director

For the last quarter of the year the main activity for the team has been working on the Ubuntu upgrade project. This project involves updating all our servers and all our applications to run on the latest long term support (LTS) version of Ubuntu. The LTS is an enterprise grade' release of Ubuntu and is released every 2 years. The majority of our production and test systems including the SRS have been updated. The key remaining systems that are currently being worked on are the DNS and Registrar Portal. It is expected that they will be completed over April and May.

Other activities that the team have been working on include:

- In progress - New DNS anycast site
- Completed - Technical Strategy Plan
- Completed - Business planning 2019/2020
- Completed - Threat assessment
- Completed - Testing new internal certificate authority
- In progress - Registrar portal new features - release due in the next quarter.
- Completed - .nz Dashboard (waiting resources to deploy)
- Completed SRS Backup review
- In progress - Registrar portal updates

<b>Outreach and Engagement</b>	Status:	
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Andrew Cushen - Director

Deliverables of note in the past quarter have included:

- Finalising brand work with DNA, and commissioning assets to support a rollout during Q1 2019. This is a comprehensive revamp of the look and feel of the organisation, encompassing the new strategy and the combining of focuses across .nz, InternetNZ and the Domain Name Commission.
- Implementing the changes made to the Community Funding programme, across all major funding instruments - Grant Making, Partnerships and Sponsorships. This is a comprehensive review and change of approach to align these with the new strategy and with the new annual plan of the organisation. These are now in the process of being finalised and rolled out during Q1 2019.
- We have started developing the approach to NetHui 2019, intended to be held in Wellington in early October 2019. The theme for the year is likely to be

related to Openness - openness of infrastructure, standards, governance and uses and how that contributes to and creates an Internet for everyone.

- Released and undertook engagement on the Colmar Brunton **public perceptions survey** results. The new approach combined 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. This resulted in a significant amount of media engagement across all major channels.
- 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:

- Commencing the process of developing a new web platform, common across the organisation.
- Review and consolidation of social media channels, aligned with and to leverage the new strategy.
- Execution of our support for the NZNOG conference in Napier, and preparation for the .nz conference in May.
- Managing a wide range of public responses to the terrible events in Christchurch and the implications for the Internet.
- Continued development of a new Māori engagement plan.

<b>Policy</b> Ellen Strickland - Director	Status:	
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Some of the key activity for the quarter for the Policy team included:

A key focus on these months was the **comprehensive .nz Policy review**, including the appointment of the Chair, Sue Chetwin, Chief Executive of Consumer New Zealand, as well as planning and preparation for recruiting the panel in the coming quarter. We also brought on a new team member, a Policy specialist, to lead this work, Kate Townsend.

A large focus for this quarter was work in response to the **Copyright Act Review Issues Paper** released by the government last year. Attending workshops, meeting with other stakeholders, analysis, member engagement and submission drafting were all undertaken in this busy quarter, for an early April submission deadline. The next step expected is an Options Paper from government, hopefully late in 2019.

The Policy Director attended **ICANN 64**, supporting Councillor attendance and engaging on issues related to .nz policy.

In March we had a planned some publications of work and events around issues related to Internet **Platforms**, including fake news, election influence, and privacy. However this work was merged into work responding to the role of the Internet in the the 15 March **Christchurch Mosque terrorist attacks**, which has raised broader questions of social media and potentially Internet regulation domestically and internationally. Work continues in this area for the next quarter, including stakeholder and member engagement.

Work related to **.nz policy and the aftermath of the Christchurch Mosque terrorist attacks** also took a sharp focus at the end of this quarter. The team worked closely with the Domain Name Commission Limited in issues analysis and policy review, and led Interim Policy options work with the .nz policy committee of Council and the broader team.

This quarter also included a good deal of work by the team on engaging in organisation-wide **planning and budget work for the 2019-20** year, as well as some financial year-end wrap up.

<b>Technical Research</b> Sebastian Castro - Chief Scientist	Status:	
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The fourth quarter brought more team changes, and a lot of progress to our work.

There was a strong focus on **DNS Flag day**, as the set date of February 1 2019 was quickly approaching. A hard push by the whole organization lead by our Chief Scientist produced that a high number of .nz domains affected were corrected. We presented our work at NZNOG and at that time, only 500 domains were still not fixed. A number of high profile domains were corrected thanks to our intervention.

A fair amount of effort went on **Domain Abuse Detection**, in collaboration with DNCL. The first problem we are tackling is detection of fake web shops, and the results are great. In two different rounds we produced highly accurate models detecting around a thousand different fake web shops. We are currently working on making this effort regular and automated, to inform better DNCL.

Our Summer of Tech Intern improving the framework we call RAP (Registry Augmentation Platform). Two of three scan modes are completed, code is compliant with Tech Services comments and specifications, and we are really close to a deployment for real life testing. We are creating a Data Engineer role to keep the talented Asher within InternetNZ.

We completed a round of show-and-tell presentations, showcasing InternetNZ staff some of the team's skills. The presentations have covered Good Data Visualization

Principles, How an Statistician could steal your wallet and Teaching the Computer to Read. We are planning more rounds of these and other topics for next year.

Our Internet Researcher gave birth to a healthy baby girl during February and we recruited a talented PhD in Physics to cover during her absence.

With DNCL we worked in providing some general facts about the school.nz namespace for a blog post and infographic.

As everyone else in the organization, the fourth quarter included strategy and business planning for the 2019/2020 financial year. Here we put the skills and vision of the Research team available towards the strategic goals of InternetNZ.

<b>Commercial</b> David Morrison - Director	Status:	
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Core focus areas for the fourth quarter have been focused on progressing activity on a number of fronts:

- **Product Development.**
  - DNS Firewall. Effort has focused on further validation of the potential service offering with key and some secondary target markets. What we have learnt has flowed through to draft business case development.
  - We have continued to progress thinking with a new Broadband Map service, a map service for GIS teams targeting territorial authorities. We are preparing to develop a prototype of the service next quarter in partnership with council.
- **Peak Domain Analytics:** In this quarter we analysed progress from the closed beta trials and are considering next steps for the product and associated systems. Decisions are due next quarter.
- **The broadband map** redesign has been progressing well. Effort this quarter has focused on finalising the design and testing it with a range of key stakeholders. Excellent support and feedback has been received. Plans for the rebuild are underway and commencement is expected in May 2019.
- **.nz activity** has focused on
  - Preparations continued for the 2019 .nz annual conference for registrars and their resellers. This will be held in Auckland on 2nd and 3rd May 2019.
  - our Channel Manager, Tracy Johnson, represented .nz at NamesCon in January
  - Early stage planning for marketing activity. Key dependencies are completion of the brand work and budget approval.

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

#### Organisational Services

- We recruited an Assistant accountant to the Finance team this quarter, Vikash Naidu joined the team in February.

#### Technology Services

- We are currently recruiting for a Systems Administrator to fill the vacancy left by Daniel Griggs departure and for a Junior Systems Administrator to increase the capacity of the team.

#### Technical Research

- We recruited our Summer of Tech Intern to work as a Data Engineer in a permanent role, to increase the capacity of the team.

#### Policy

- We farewelled Emma McDonald, who has been working as a contractor on the .nz policy review. A new team member, Kate Townsend, will take over this work from next quarter, in a fixed term contract with a focus on the review.

#### 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.
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## Key priorities for the next quarter (Q1)

Across the org'n	<ul style="list-style-type: none"> <li>● Implementing the first quarter's plan for 2019/20</li> <li>● Christchurch response</li> </ul>
Org Services	<ul style="list-style-type: none"> <li>● Completion of year end Financial activities including audit and accounts</li> <li>● Preparation for AGM in July</li> <li>● Recruitment support of new capacity hires across the organisations.</li> <li>● Office refit - scope definition and selection of designers/project managers</li> <li>● Staff Training - Health and Safety and Business processes.</li> <li>● Project support - Agreement framework and reporting</li> <li>● Completion of Performance development plans and support for new plans for 2019/20 including Team Charter.</li> <li>● Risk review and register update</li> </ul>
Tech Services	<ul style="list-style-type: none"> <li>● Risk Matrix</li> <li>● Ubuntu 18 upgrade completion</li> <li>● .nz Dashboard to go live</li> <li>● NZRS CA replacement - 3 month roll out to registrars.</li> <li>● SRS PGP KEy rollover - 3 month roll out to registrars.</li> <li>● New DNS anycast site completion</li> <li>● Registrar portal updates</li> <li>● Broadband Map redesign</li> <li>● Initial planning for EPP frontend replacement.</li> <li>● Centralised logging</li> </ul>
Outreach	<ul style="list-style-type: none"> <li>● Rollout of the new brand across InternetNZ, .nz, DNC</li> <li>● Development of the first phase of new web platform</li> <li>● Developing NetHui 2019</li> <li>● Approach and engagement of Internet Community to the implications for the Internet following the Christchurch attacks.</li> <li>● Ongoing implementation of the new funding instruments.</li> </ul>
Policy	<ul style="list-style-type: none"> <li>● .nz Policy review advisory panel being recruited and work started</li> <li>● Digital Divides planning work around expected release by Government of Digital Inclusion Blueprint</li> <li>● Submission on Copyright Act review issues paper</li> <li>● Work on 'Platforms and the Internet' continues including work on Openness Goal and submission to Justice Select Committee on Foreign Election Interference</li> <li>● Position work related to implications for the Internet following the Christchurch Mosque terrorist attacks.</li> </ul>



Tech Research	<ul style="list-style-type: none"><li>• Make the namespace scanner tool, which is now called Registry. Augmentation Platform (RAP for short) a fully production tool to feed with data other projects.</li><li>• Regularly test new registrations for potential Fake Web Shops based on existing predictive model. Define and implement a fully automated workflow to achieve the same.</li><li>• Define the desired future state of the Hadoop data platform to evaluate alternatives accordingly.</li><li>• Kick off the Domain Sophistication Index work.</li></ul>
Commercial	<ul style="list-style-type: none"><li>• Commence the build of a refreshed Broadband Map</li><li>• Seek Business Case approval, plan and start on the DNS Firewall build</li><li>• Develop a prototype for a new service from the Broadband Map</li><li>• Continue to develop ideas in the innovation pipeline</li></ul>

Jordan Carter  
**Group Chief Executive**

30 April 2019