

COUNCIL MEETING - OCTOBER 2019

MANAGEMENT ITEMS FOR DISCUSSION

ITEM NO: 4.2
AUTHOR: Jordan Carter
PURPOSE: Key items for Council to know / offer guidance on.
DATE WRITTEN: 03/10/2019

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).

Note that due to the sequencing of Council meetings - this paper is before the general reports for the second quarter (1 Jul - 30 Sep) are done. Those reports should be read when available at <https://internetnz.nz/reports>. This means that there is less material in this paper as well, as the reporting for the quarter usually drives content here.

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 - Technology Services changes

Issue:	<p>In July and August I reviewed the structure of our technology team. Following consultation with staff, and very positive engagement and feedback from them, a new operating structure has been agreed and will come into effect on Monday 21 October.</p> <p>There are three teams involved:</p> <ul style="list-style-type: none">• a Technology Strategy team led by a Chief Technology Strategist will provide tech strategy, architecture and systems input across the organisation. This team will lead the .nz registry replacement project.• An IT Operations team will operate the Shared Registry System and DNS, provide internal IT coordination and support, and operations support to product, research and security teams.• Product developers and Support will join the Commercial team. <p>As a consequence, the current Technology Services team concludes its work.</p> <p>This structure is designed to help build our new culture as an organisation; deliver appropriate resources for the .nz registry replacement; reduce the context switching demands on our people; and bringing our product developer and support people into the team focused on new products and customers.</p> <p>I welcome any questions or comments.</p>
Our ask:	That you are aware and provide any comments on the approach.

A2 - Security team priorities

Issue:	<p>Sam Sargeant has started as Chief Security Officer. He has considered the main domains of security (Protect, Defend, Governance and Response).</p> <p>Based on our current situation, will be prioritising Governance and Defend in the next six months.</p> <p>The governance work will enable us to:</p> <ul style="list-style-type: none">- have a better understanding of roles and responsibilities;- engage our council members in strategic risk management decisions;- consider the value of our assets, the threats against them;- develop a management system so staff know how to incorporate security into their work; and- actively manage our security risks.
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	<p>The work to actively defend our systems will:</p> <ul style="list-style-type: none"> - Provide timely warnings of anomalous activity; - Support the investigation of security incidents; and - Provide insight into systems through instrumentation and monitoring. <p>Besides these priorities, Sam will be leading ongoing work in the .nz domain security project, providing advice across the organisation, and building his team.</p> <p>SLT has considered and agreed these priorities. They are shared for your information.</p>
Our ask:	That you note the planned priorities for the security team.

A3 - Post-Christchurch update (Goal 4)

Issue:	<p>International engagement has been a significant component since the last Council meeting, with Dr Ellen Strickland attending the meetings alongside the meeting of the United Nations General Assembly relating to the Christchurch Call. This involved a great deal of coordination with other international Civil Society voices and organisations, and engagement with platforms and Governments to insist that on Civil Society continuing to be meaningfully engaged, involved and consulted.</p> <p>NetHui 2019 was a focal point for much of the work this year on Christchurch-related matters, as well as an opportunity to update and engage stakeholders on wider Christchurch Call issues. The NetHui theme for this year - <i>safety, inclusion and wellbeing on the open Internet</i> - was set after Christchurch, and deliberately designed to provide a space for discussing these matters while still bringing them in to a wider context. Specific pieces of the NetHui, and adjacent, agenda included:</p> <ul style="list-style-type: none"> - Sessions led by the Policy team as part of Partners Day, on online duty of care; content blocking, and where to next for the Internet post-Christchurch. These sessions involved ~50 invited attendees, including significant engagement from the New Zealand Government. - Reconvening the stakeholder audience around the Christchurch Call for an update post the sessions at the UNGA. - The presence of the Prime Minister and the following Panel discussion at NetHui on <i>the Internet after Christchurch</i>. - Discussion about Internet Openness led by James Ting-Edwards, accompanying the draft Discussion Starter prepared on Internet openness as per the Plan. <p>More reflection and summary will be provided about NetHui to Council later in October.</p>
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	Domestic policy focused, the Policy team has 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> .
Our ask:	We would continue to appreciate Council's intelligence as to additional stakeholder perspectives.

A4 - Engagement Director's update

Issue:	<p>This update outlines the remaining key commitments from the Engagement team for the remainder of FY2019/20.</p> <p>While the majority of items in the Engagement team are on track as per the plan, there are a number of items that have missed the intended delivery windows. All of these items are intended to be delivered in the balance of this financial year.</p> <p>The change in delivery timeframes has been driven by:</p> <ul style="list-style-type: none"> - Underscoping of complexity - As Engagement Director, I have underscoped the complexity of some of the changes we are undertaking. This is exacerbated by my stacking so many changes simultaneously, and by the additional factors listed below. - Christchurch - as previously discussed with Council, the overall impact of Christchurch has pushed a number of items in the Engagement Team plan back by a quarter. - Staffing changes - the Community Funding Coordinator role became vacant in July, removing 50% of the current staffing capacity in Community. In addition, the recruitment for the additional role in Community, focused on membership, was budgeted to start in Q2. Both of these roles will be filled in Q3, which will provide more capacity to deliver to the items below, particularly those that are delayed. <p>To summarise significant deliverables and changes to the approved plan:</p> <ul style="list-style-type: none"> - All Communications components are on track, including the new web platform and annual perceptions research. - All Events components are on track, including delivering NetHui 2019. - Community components that are on track include the new sponsorship process; conference awards rollout and the second of the two funding rounds for 2019/20 (Q4). - Delayed Community components are the new partnership framework (for delivery in Q3); the first funding round (also in Q3) and the recruitment of the funding panel (Q3). - Other significant deliverables that are on track include the Openness Goal deliverables; Christchurch response; engagement support for the .nz Policy Review Panel and internal capability development for Te Ao Māori. - Other significant deliverables that are delayed are Māori Engagement research with stakeholders (Q3 possibly into Q4).
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	We will continue to update Council through the general activity plan reporting on progress on these items.
Our ask:	This is for information.

A5 - Senior Leadership Team retreat

Issue:	<p>The SLT spent some time away from the organisation in September to do some thinking away from the day to day rush.</p> <p>Key practical outcomes included developing the proposed goals for the .nz registry replacement project.</p> <p>Of note for Council, in a strategy discussion we began to kick around the idea of an “Internet for Good” being potentially an Area of work (alongside digital inclusion and security & trust) that could supersede our current “openness” Area. It would go beyond and incorporate openness, but be about us thinking how to build the Internet we need and want.</p> <p>Some of the thinking in the discussion influenced my speech at NetHui.</p> <p>I’d invite your reflection on this and to understand any thinking it spurs on your part.</p>
Our ask:	As above - reflection and perspective sharing.

B. Exceptions / Items to Note

None for this paper.

C. Late Changes

None for this paper.

D. Key Q3/Q4 External Commitments

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

13-24 October	RIPE, Internet Measurement Conference, CENTR TECH and R&D - The Netherlands	SC
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27 October-1 November	OARC, NANOG - Austin Texas	JS
28 October	Australian IGF initiative- Melbourne	JC
1-7 November	ICANN 66: Montréal, Canada	JC, ES, BC, DM + DB (Registry) + Councillors
11-13 November	Paris Peace Forum (Chch Call related)	ES
17-20 November	IETF Singapore ISOC Policymaker Fellowship	KCS (tbc)
25-28 November	UN Internet Governance Forum - Berlin, Germany	JC, ES
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 + Councillors

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4 October 2019