.au Domain Administration
KPI Framework

Key Performance Indicator Framework

Consistent with auDA's transparency and accountability principles, auDA has developed the following framework of Key Performance Indicators.

The objectives of the framework are to:

- outline how auDA will publicly report against its core functions under its new terms of endorsement
- better meet stakeholder expectations.

Reporting against auDA's core functions in the new Terms of Endorsement

No.	Core Function - Terms of Endorsement	Reporting Measure	Target
1	**Ensure stable, secure, and reliable operation of the .au domain space**	Quarterly public operational reports	4
		Monthly DNS uptime/resolution metrics (on auDA website)	100%
2	**Respond quickly to matters that compromise DNS security**	Incident reports - with time to resolve	30 days
		3rd party review of incidents	Annual
3	**Promote principles of competition, fair trading and consumer protection**	Publication of consumer alerts periodically	Quarterly
		ACCC Review of major policy changes	100%
4	**Operate as a fully self-funding and not-for-profit organization**	Quarterly and annual financial reports	4
5	**Actively participate in national and international fora**	Trip reports (in quarterly reports)	4
6	**Establish appropriate dispute resolution mechanisms**	Quarterly auDRP metrics	4

No.	auDA Constitution	Reporting Measure	
7	**Develop the Policy framework for the .au ccTLD**	Quarterly policy updates	4
8	**Manage the operation of critical technical functions**	DNS uptime/resolution metrics (on auDA website)	100%
		EPP registration uptime/perf. Metrics (on auDA website)	100%
		WHOIS service update/perf. Metrics	100%
9	**Establish complaints handling processes**	Quarterly public operational reports (on auDA website)	4
		Survey of complainants and responders	1 p.a.

Reporting against requirements in new Terms Of Endorsement

No.	Requirement	Measure for Public Reporting
1	**Effective Governance Arrangements for the .au namespace**	Date Nomination Committee formed
		Number of Nomination Committee Meetings per annum
		Process for director recruitment undertaken
		Election by Associate Members for 4 directors
		Board Skills Matrix reviewed
		Board Charter reviewed
		Date New Board appointed
		Not-for-profit status confirmed
		Corporate Documents published after consultation
		Board performance reviewed annually
		Annual Compliance statement by chair
2	**Facilitate effective stakeholder engagement**	Annual Number of public consultations/focus groups
		Number of international fora attended
		Number of domestic fora attended
		Number of events for members
		Number of new members
		Date membership expansion plan published
		Date Stakeholder engagement plan published
		Annual Compliance statement by chair
		Annual stakeholder survey
		Number of ICANN processes involved in
		Timely payment of ICANN fees
3	**Support accountability and transparency**	Date Board minutes published
		Date Annual Report published
		Date Operating plan and budget published
		T&A Framework published and reviewed
		Date Strategic Plan published / reviewed
		Date T&A Framework published
		Annual Compliance statement by chair
		Board papers published in compliance with T&A
		Meeting Minutes published in compliance with T&A
		Public Comments published in compliance with T&A
		Conduct technical, T&A, Board effectiveness reviews
		Date Strategic Plan published
		Annual Compliance statement by chair
4	**Engagement with the Australian Government**	No. of satisfactory quarterly reports
		No. of Board meetings attended by senior officer
		Compliance with DOCA Review checkpoints
5	**Support trust and confidence in .au**	Number of security fora attended
		No. of satisfactory quarterly reports
		Achieve ISO 27001 certificate
		Achieve ISO 22301 certificate
		Date Enterprise Security Strategy published
		Deliver 2018-2019 Operating plan
		Deliver 2019-2020 Operating plan
		Independent review of security effectiveness