Quarterly Report
APRIL – JUNE 2019

.au DOMAIN ADMINISTRATION LTD

CEO's introduction –

for the period April to June 2019

Since our first quarterly newsletter in **April this year**, we have been focussed on completing the most comprehensive policy reform process in the history of the .au namespace.

This has been a momentous achievement which has involved all of auDA's stakeholders. The quality of the consultation process culminating in the **shorternames.com.au** campaign was the cornerstone of the process and drove more awareness of auDA and its operations than at any time during our 18-year history.

It is important to note the efforts of John Swinson who chaired the Policy Review Process and all members of the 2017 Policy Review Panel who worked tirelessly to develop recommendations and initiatives which will provide a sustainable footing for the .au namespace in the future. I would also like to thank Dee Madigan and Ari Margossian who developed and implemented a campaign which not only achieved widespread awareness of the proposed changes, but achieved greater consideration of the .au namespace amongst Australian internet users.

Recently we published our **Operating Plan for the 2019-2020 year**. The Operating Plan outlines the projects and initiatives that will help us deliver on our 2019-2023 strategic plan and is driven by auDA's strategic principles of Build, Strengthen, Enhance and Future.

There are several projects listed in the Operating Plan and I encourage you to read the document if you're interested in how auDA will be working to shape .au in the next 12 months.

The biggest project on auDA's immediate horizon is the implementation of second level registrations as recommended by the Policy Review Panel. Key to its delivery is the development of a national marketing and public awareness campaign which will build upon the public awareness generated during the policy development process. This project will be the biggest marketing project in auDA's history and involves not just the uptake of second level .au names, but also building a comprehensive brand for the .au domain more widely.

Implementing our **stakeholder engagement strategy** is also a key project over the coming 12 months. This is important not only in terms of auDA meeting its strategic goals but it also forms part of our revised terms of endorsement from the Australian Government. We've also recently released our **Events and Community Activities Strategy** which is an important part of our overall stakeholder engagement strategy, and provides an opportunity for members of Australia's internet community to seek funding and support for essential community and engagement activities.

Developing our business analytics function is another focus area for the coming year. Better visibility of registry data, domain name registration trends and usage will enable us to deliver better services, inform future policy development and improve our compliance and security functions.

While other projects in the operating plan are more internally focused, all of them have a part to play in ensuring .au remains one of the most respected TLDs in the world.

2019-2020 will be an exciting time for .au and our ambition is that we will be front and centre of every Australian digital business, industry provider and user by the time the campaign is in full swing. We'd love your feedback on this and please feel free to drop us a line at any stage.

Cameron Boardman
CEO

Policy update

The auDA Board considered the **final report of the 2017 policy review panel**, the **report on consumer perceptions of domain name extensions** by Omnipoll, the report **Direct Registration in Australia : Cost-Benefit Analysis by ACIL Allens**, the **public comments received on the final report** and **analysis from auDA management**, and as a result has approved:

- **The .au Namespace Implementation Rules:** A policy to give existing registrants in the .au registry the opportunity to apply for a .au domain name for a 6-month period, with a priority process to determine how names are allocated in the event there is more than one valid application for the same name.

- **The .au Licensing Rules:** A new set of .au domain name licencing rules that apply to names within the .au ccTLD, and consolidate and update the existing rules. The new set of rules incorporate the Australian presence requirements for legal person to be eligible to register a .au domain name.

auDA is planning to implement the new .au policy in Q4 2019. Next steps include the finalisation of a new set of registrar policy rules that will go out for public comment in Q3 2019, and a new registrar agreement that reflect the new policies.

Operations update –
the state of the .au namespace

DNSSEC

New Hardware Security Modules (HSMs) have been operating without incident and a second Zone Signing Key (ZSK) rollover with a 2048 bit ZSK completed successfully in June.

Road to ISO 27001 certification

Work on the implementation phase of security enhancements began in May 2019. An enterprise security architect is working on site with the auDA team, 2 days a week.

Cyber Aware Security Awareness Training

auDA has continued security awareness training with the staff and Directors. Simulated phishing campaigns were delivered in April, May and June. April yielded a 0% fail rate across 26 users, May yielded a 7.7% fail rate (two users clicked on links) and June currently has an 0% fail rate (no users have clicked on the links).

Red Team Exercise

Official report is expected during the month of July. Initial feedback is that auDA has a mature security posture and the DNS infrastructure was not accessed. auDA has been given a few pointers to further harden the physical security as well as network improvements which have been fed into the ISO 27001 project. This includes areas such as Operating System hardening, improving network segregation, improved physical access controls and user education. auDA has already begun to implement some of the preliminary recommendations and will continue to implement recommendations provided in the official report.

Patching Of Servers and Workstations

All Windows and Linux servers are currently patched for all March errata. Workstations continue to be reviewed and patched daily.

Daily Backup Jobs Status Check

Backup jobs have been checked to ensure that they have completed successfully. No failures have occurred in the last quarter and auDA has performed a restore of 2 servers to validate the efficacy of the backup jobs.

Monthly Checkpoint Meeting With Host-based Intrusion Detection (HIDS/HIPS) Vendor

Ongoing meeting to detect possible gaps in detection/ prevention, and to address issues as they come up.
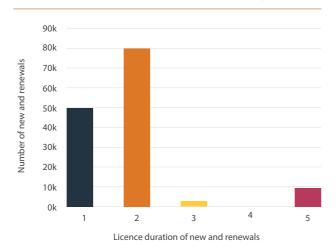
Registry Report

Registry statistics are also posted monthly **on the auDA website**.

Q2 2019 volumes

	Jun-19	May-19	Apr-19
Total new domains created	41,467	43,592	39,340
Total names under management	3,193,421	3,192,482	3,187,412

Distribution of domain name licence periods

Licence duration of new and renewals

Afilias service level performance

Service Level Name	Expected	Apr 19	May 19	Jun 19
Overall DNS Availability	100%	100%	100%	100%
DNS availability per Anycast node				
q.au	99.9%	99.99%	100%	100%
r.au	99.9%	100%	100%	100%
s.au	99.9%	100%	100%	100%
t.au	99.9%	100%	100%	100%
DNS update delay time - % of updates within 5 mins	96%	98.18%	99.98%	99.99%
Cross network name server round trip time	300ms	89ms	89ms	91ms
DNS Round Trip Time (RTT) % processed within 250 ms	95%	99.94%	99.95%	99.99%
WHOIS service availability	100%	100%	100%	100%
WHOIS update delay time - % of updates within 5 mins	96%	99.95%	100%	99.95%
WHOIS Round Trip Time (RTT) - % processed within 1 second	95%	99.97%	100%	100%
EPP service availability	100%	99.99%	100%	100%
EPP Round Trip Time% - of queries processed within 500ms	95%	99.98%	100%	100%
EPP Round Trip Time - % of changes processed within 1 sec	95%	100%	100%	100%

.au top-level DNS performance

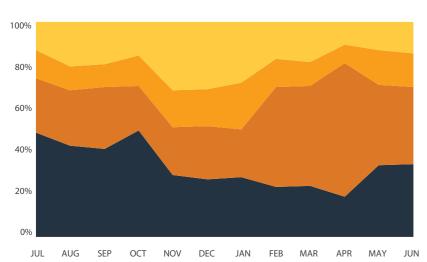| Measure Name	Apr 19	May 19	Jun 19
Overall DNS Availability	100%	100%	100%
DNS availability per Anycast node			
a.au (auDA)	99.98%	100%	100%
b.au (auDA)	99.97%	100%	100%
c.au (Cloudflare)	100%	100%	100%
d.au (Cloudflare)	100%	100%	100%
q.au (Afilias)	99.99%	100%	100%
r.au (Afilias)	100%	100%	100%
s.au (Afilias)	100%	100%	100%
t.au (Afilias)	100%	100%	100%
u.au (Optus)	99.86%	99.99%	100%
v.au (APNIC)	99.88%	100%	100%
DNS Round Trip Time (RTT) % processed within 250 ms	100%	99.99%	100%

Quarterly financial performance

As the content of this quarterly report demonstrates, responsibly administrating and regulating the .au ccTLD is a resource-intensive endeavour.
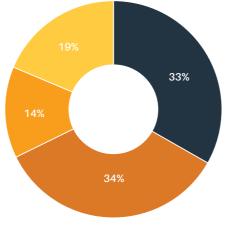
auDA requires significant outlays to cover its technical operations, compliance, policy development, and engagement — as well as its corporate overheads.

It is also auDA's mission to operate as efficiently as possible. Operating costs have been reduced over the past three quarters.
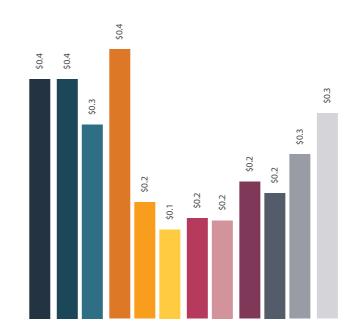
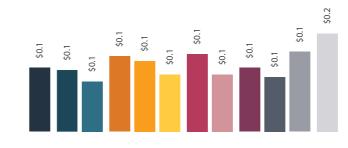## Operating cost monthly %

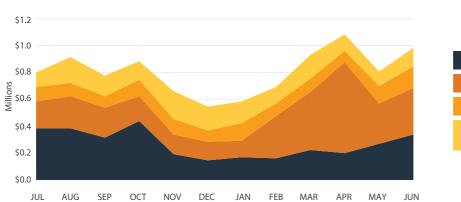## YTD operating cost breakdown

Operating cost monthly $'m

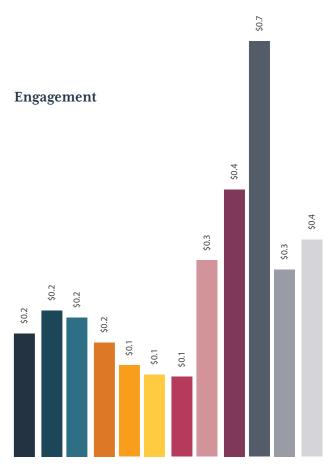- Corporate Overheads
- Engagement
- Technical Operations
- Compliance and Policy Development

Operating cost monthly $'m

Corporate Overheads

Engagement

Technical Operations

Compliance and Policy Development

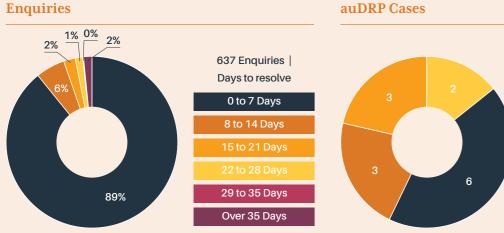| Jul | Oct | Jan | Apr |
| Aug | Nov | Feb | May |
| Sept | Nov | Nov | Jun |

Compliance dashboard

Compliance is a major part of auDA's role as the administrator of the .au ccTLD and is key to ensuring that .au remains a safe, secure and highly-trusted domain.
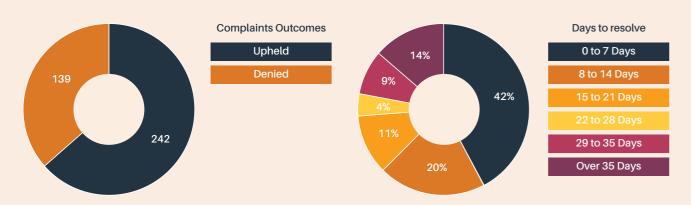
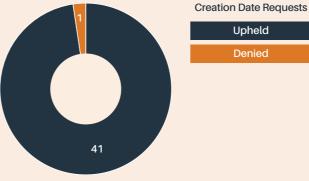This information includes the number, type and time to resolve domain-related complaints.

Creation Date
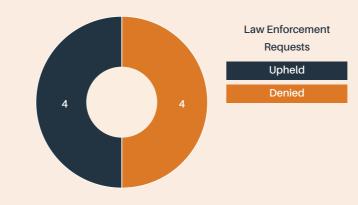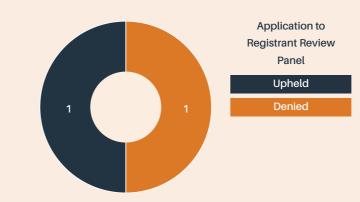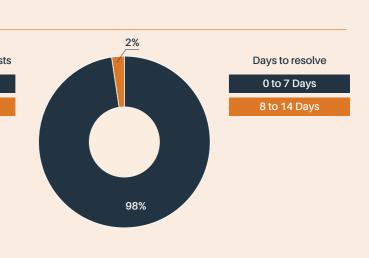

Creation Date Requests
- Upheld
- Denied

1 / 41

Days to resolve
- 0 to 7 Days
- 8 to 14 Days

2% / 98%

Enquiries

2% 1% 0% 2%
6%
89%

637 Enquiries | Days to resolve
- 0 to 7 Days
- 8 to 14 Days
- 15 to 21 Days
- 22 to 28 Days
- 29 to 35 Days
- Over 35 Days

auDRP Cases

2
3
3
6

Case Outcomes
- Terminated
- Upheld
- Denied
- In-progress

Enforcement

4 / 4

Law Enforcement Requests
- Upheld
- Denied

Days to resolve

13%
25%
25%
37%

- 0 to 7 Days
- 8 to 14 Days
- 15 to 21 Days
- 22 to 28 Days
- 29 to 35 Days
- Over 35 Days

Complaints

139
242

Complaints Outcomes
- Upheld
- Denied

14%
9%
4%
11%
20%
42%

Days to resolve
- 0 to 7 Days
- 8 to 14 Days
- 15 to 21 Days
- 22 to 28 Days
- 29 to 35 Days
- Over 35 Days

Registrant Panel

1 / 1

Application to Registrant Review Panel
- Upheld
- Denied

100%

Days to resolve
- 0 to 7 Days
- 8 to 14 Days
- 15 to 21 Days
- 22 to 28 Days
- 29 to 35 Days
- Over 35 Days

Membership update

Since the April launch of auDA's new and improved membership program, we have grown to over 500 Associate Members. The single class model allows any individual or organisation to become an auDA Associate Member giving free access to some exclusive benefits.

Our launch event featured a keynote presentation from Dee Madigan on Why Creativity Matters. Dee is a leading voice in Australian advertising, a panellist on ABC's Gruen and a veteran political commentator and campaigner.

The event was a great networking opportunity for like-minded people in the Australian digital landscape.

In May, Members were given the opportunity to attend ICANN65 which took place 24-27 June in Marrakech, Morocco. The General Advisory Standing Committee (GASC) reviewed all submitted entries and determined Kim Lowton and John Rundell as the two winners, based on their submissions.

We also recently rolled out the first round of free one-year LinkedIn Learning subscriptions. This is an exclusive Associate Member benefit, giving access to LinkedIn's on-demand learning solution designed to help gain new skills and advance careers. We'll be doing another intake soon, so Associate members who missed the first intake will get another chance to take advantage of this great benefit.
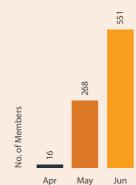
auDA hosts regular member events featuring industry leaders presenting on topics relevant to Australia's digital landscape. Our most recent event took place in Canberra on 16 July. Nigel Phair, auDA Director and Director of UNSW Canberra Cyber delivered a keynote presentation Cyber Security Threats to Australia and What We Can Do About It and attendees were also given an update on the latest .au policy developments.

Over the next few months, auDA aims to expand its reach by engaging with key audiences through an ongoing digital campaign and various event partnerships to grow its membership base reflective of the Australian internet community.
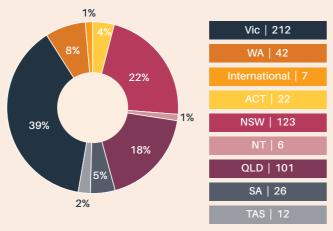
We are encouraging every eligible person yet to be an Associate Member to join and be part of shaping the future of .au for all Australian internet users. It only takes one minute to apply via joinauda.org.au
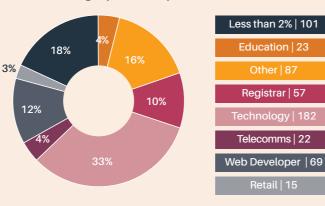
Membership statistics

Asssociate Membership Growth

No. of Members

Apr	May	Jun
16	268	551

Membership by State

1% · 4% · 8% · 22% · 1% · 39% · 18% · 5% · 2%

Vic	212
WA	42
International	7
ACT	22
NSW	123
NT	6
QLD	101
SA	26
TAS	12

Membership by industry

18% · 4% · 16% · 10% · 33% · 4% · 12% · 3%

Less than 2%	101
Education	23
Other	87
Registrar	57
Technology	182
Telecomms	22
Web Developer	69
Retail	15

Engagement update

Nomination Committee Appointed

auDA's Nomination Committee was established in June, as required by auDA's new constitution which was adopted on 27 September 2018.

The Nomination Committee consists of highly qualified and experienced members representing different sectors of Australia's internet community:

· Suzanne Ewart
· Richard Bean
· Keith Besgrove
· David Epstein
· Karen Hayes AM
· Jacqui Lefevre
· Nikki Scholes
· Neville Stevens AO

Appointment of additional members may be announced in the future.

Expressions of Interest were sought in October 2018 in national print media and online via organisations such as the Australian Institute of Company Directors and the Governance Institute of Australia.

All Nomination Committee members have been subject to rigorous probity checks.

The auDA Board has appointed the members of the committee with the approval of the Australian Government Department of Communications and the Arts, in accordance with auDA's constitution.

You can read more about the Nomination Committee here.

ICANN65 June 24 – 27 Marrakech, Morocco

ICANN 65 took place in Marrakech, Morocco on 24-27 June.

Attending from auDA were CEO Cameron Boardman, COO Bruce Tonkin, and Head of Government Affairs, Alister Paterson. They were joined by Chair, Suzie Ewart and Holly Raiche, who attended in her capacity as a member of ICANN's At-Large Advisory Committee.

We were also delighted that auDA's competition winners, Kim Lowton and John Rundell, experienced their first ICANN meeting and develop a better understanding of how the Internet's international multi-stakeholder body functions.

auDA is a member of ICANN's ccNSO (Country Code Names Supporting Organisation).

CEO Cameron Boardman and COO Bruce Tonkin gave a presentation to the ccNSO explaining our approach to the introduction of direct registration.

The presentation can be found here.

TelSoc Speaker Dinner – Telecommunications Association

The 2019 Henry Sutton Oration dinner was held on 20 June in Melbourne. The event included a presentation from Geoff Huston, Chief Scientist at Asia Pacific Network Information Centre (APNIC) and a pioneer of the Internet in Australia.

auDA offered the opportunity for Committee (GASC/TASC) and Associate Members to attend the event.

Department of Communications and Arts Review Update

auDA continues to engage proactively with the Department on significant issues relating to the management of Australia's domain space in the interest of the nation's Internet users.

We are now operating under the new Terms of Endorsement, it is important that auDA operates more transparently and reports performance against it core functions.

This newsletter is a key part of this and is consistent with the KPI Framework which is published on the auDA website.

All documents and reports as required by the Review have been published on auDA's website and remain open for comment.

This includes auDA's Stakeholder Engagement Strategy 2019-2023 which outlines the process, methodology and reporting on how we engage with the Internet community and other key stakeholders.