



CEO's introduction – for the period January to March 2019

As part of our renewed accountability and transparency initiatives auDA will be publishing updates for stakeholders and the public on our agenda and progress.

Of particular note this quarter is a significant step toward policy reform in the .au namespace.

On Monday 15 April, a special meeting of the auDA Board was convened to consider the final report of the Policy Review Panel (PRP) into Reform of Existing Policies and Implementation Plan into Direct Registration.

While not every recommendation of the PRP was endorsed by the Board, the panel's work has been hugely instructive. On behalf of the auDA, I want to personally thank PRP Chair John Swinson, Professor Dan Hunter, Nicola Seaton, Brett Fenton, Ian Halson, Narelle Clark and Jeff Hole for their dedication and hard work.

I'm also pleased to report that this month auDA made an important stride in applying the international standard for information security management systems by completing phase 1 of its ISO27001 certification project. The project

is all about ensuring auDA adheres to the very highest international standards when it comes to security controls.

As part of auDA's ongoing improvement, earlier this year, auDA implemented a new CRM to more effectively manage our complaints, general enquiries and membership. This enhances our information management systems and allows us to respond to our stakeholders quickly and efficiently.

I am also pleased to let you know that over the next few weeks we will be rolling out a nationwide public awareness campaign on the proposed policy changes encompassing electronic and digital advertising. This combined with the Associate Membership promotional campaign will generate considerable public awareness of .au.

I look forward to highlighting future achievements and initiatives and I welcome your feedback on all of these activities.

Cameron Boardman
CEO

Policy update

The auDA Board has now agreed to a further round of public consultation on a range of reforms to existing policies and introducing direct registration. Today we have released for public comment our full response to the PRP's report along with auDA's proposed Licensing Rules for the open 2LDs and the .au Namespace Implementation Rules.

In terms of direct registration, the Board believes awareness of the proposed change should be raised as much as possible. To assist with this, auDA has commenced a nationwide public awareness and consultative campaign.

Please take a look here.

Other reforms recommended by the PRP include changes to monetisation, resale, warehousing, and misspelling policies.

A number of the PRPs recommendations have been rejected. When considering the PRP's report, auDA was not satisfied that there was sufficient evidence to justify such changes, considering that the changes would be difficult to enforce.

One of the great strengths of the .au namespace has been its resilience and utility. Principles ensuring auDA promotes the operational stability and utility of the .au namespace are enshrined in auDA's Constitution. Accordingly, without sufficient evidence that the changes as proposed would contribute to these principles, and result in a more secure and diverse namespace, the recommendations will not be implemented.

However, the auDA Board agreed to potentially introducing internationalised domain names (IDN) at the second level of the .au namespace. For the first time in Australia a person may be able to register an IDN using Chinese (Simplified), Korean, Japanese, Arabic, or Vietnamese script – subject to syntax rules in the applicable IDNs.

These matters are likely to be of interest to auDA's stakeholders and, in the interests of transparency and openness, the detailed management responses to each recommendation put by the PRP have been published. **auDA encourages all interested parties to make the time to have a read.**

auDA will be welcoming public submissions, as well as less formal feedback, on our responses to the PRP's recommendations. **The link to the submissions page is here** and public consultation will close on 10 May 2019.

The results of this consultation will be presented to the auDA Board at its meeting on 20 May 2019. At this meeting, the Board will decide whether to adopt the proposed policies and implementation model for direct registration.

auDA would like to acknowledge and thank all participants and respondents who have been involved in this process to date. The robust consultation you have made possible will result in a balanced, fair and responsive policy base that ensures the security and stability of the .au domain and confirms the importance of the .au ccTLD as part of Australia's digital economy.

Operations update – the state of the .au namespace

As at 31 March 2019 there were 3,188,566 total .au names under management.

A new initiative since the completion of the Registry Transformation Project is that auDA now publishes monthly reports in relation to the registry Service Level Agreements (SLAs). This information includes monthly and year-on-year registration data, and specific DNS performance and availability information. The reports can be found on the auDA website here: <https://www.auda.org.au/industry-information/registry/registry-reports/>

Other key technical achievements this quarter include:

- auDA upgraded the hardware security modules (HSMs) for signing the .au top level zone, and increased the size of the Zone Signing Key (ZSK) from 1280 bit to 2048 bit to provide higher levels of security.
- auDA completed phase 1 of its ISO27001 certification project. The project is applying the international standard for information security management systems (ISMS) - ISO27001, and has taken a risk based approach to determining additional security controls to apply to auDA information systems. The project is also using the Australian Government's Information Security Manual (ISM) as a guide to the security controls necessary to maintain a "protected" level of security for critical information assets. Key information assets that auDA manages includes the .au zonefile and distribution, back-up copies of the registry data and registry software, data analytics database, database of complaints and enquiries, and corporate documentation. Phase 1 of the project consisted of documenting all the information systems, identifying risks, and identifying additional security controls. Phase 2 will consist of implementing the security controls, and completing the documentation of the information security management systems for ISO27001 certification.
- auDA has been conducting ongoing cyber-awareness training for staff and Board members, with training materials and simulated attacks.
- auDA completed an external vulnerability assessment, and corrected minor issues identified in that assessment report.
- auDA has initiated a "red-team" penetration exercise, in which an external company of hackers will attempt to gain physical and electronic access to auDA's environment, including the use of social engineering techniques to break into the network.
- auDA has been participating in the local activities of the Australian Government's Joint Cyber Security Centre (JCSC) in Melbourne.
- auDA completed the DNSSEC signing of the .gov.au zone to bring it up to the same level of security available in the other second level names spaces such as .com.au, net.au, .org.au, and .edu.au. This allows computer software to check that a DNS answer has not been tampered with when a computer requests the conversion of a domain name to a physical Internet address.

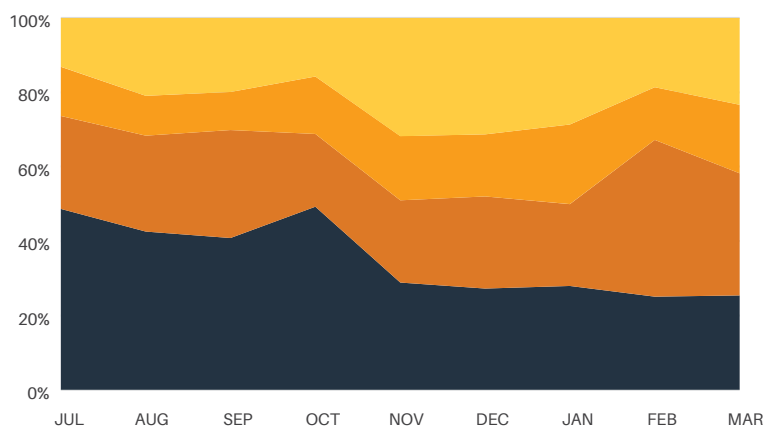
Quarterly financial performance

As the content of this quarterly report demonstrates, responsibly administering and regulating the .au ccTLD is a resource-intensive endeavour.

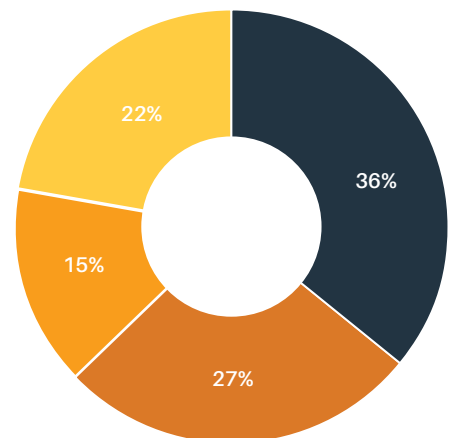
auDA requires significant outlays to cover its technical operations, compliance, policy development, and engagement — as well as its corporate overheads.

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

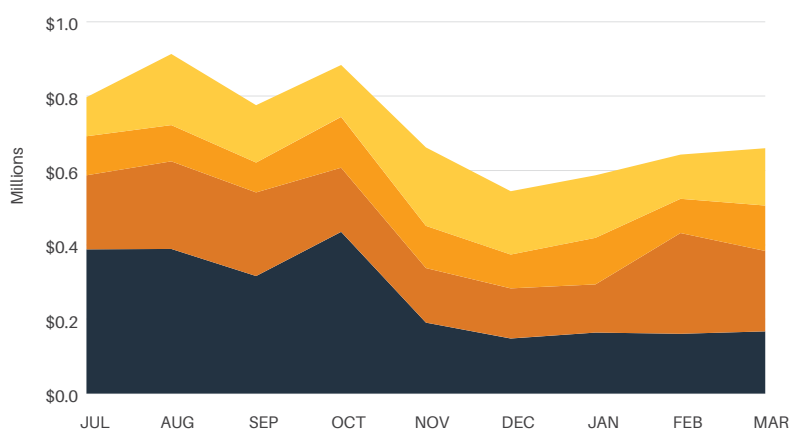
Operating cost monthly %



YTD operating cost breakdown

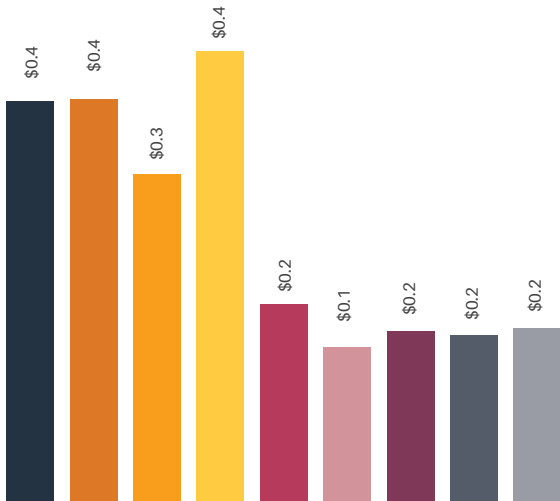


Operating cost monthly \$'m

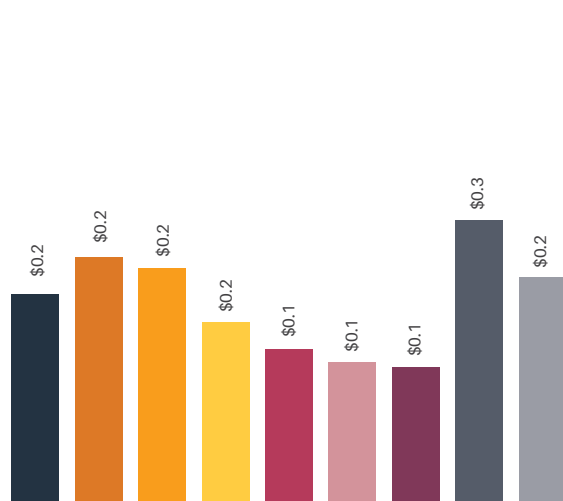


Operating cost monthly \$'m

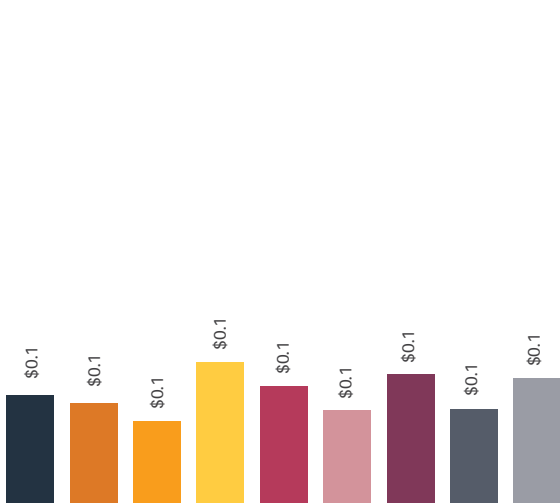
Corporate Overheads



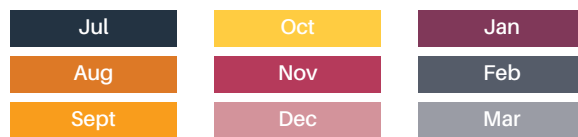
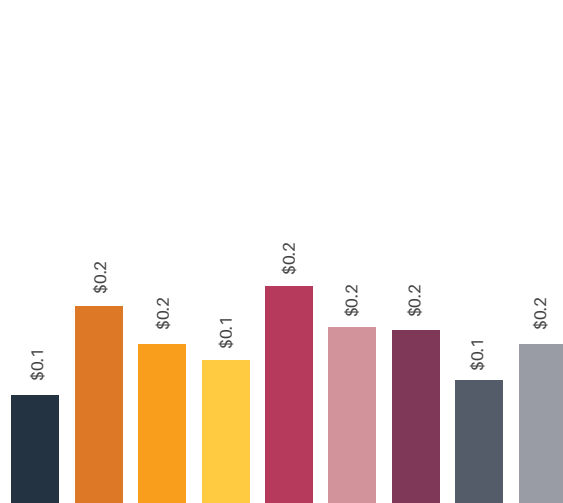
Engagement



Technical Operations



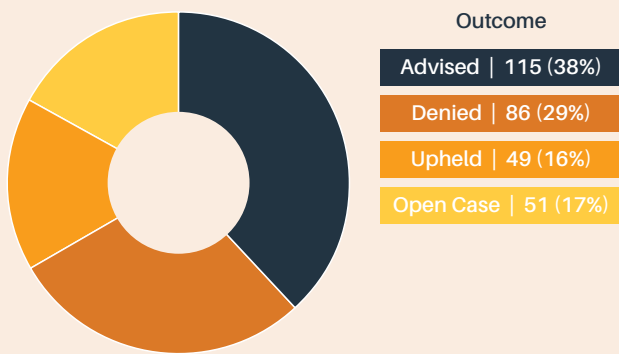
Compliance and Policy Development



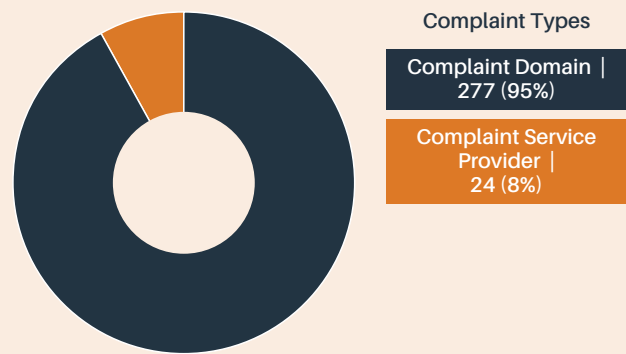
Compliance dashboard

We are pleased to publish our quarterly complaints and compliance data. This information includes the number of domain related complaints received, the time it takes to resolve the complaint and the type of complaint. We will be publishing this information every quarter as follows:

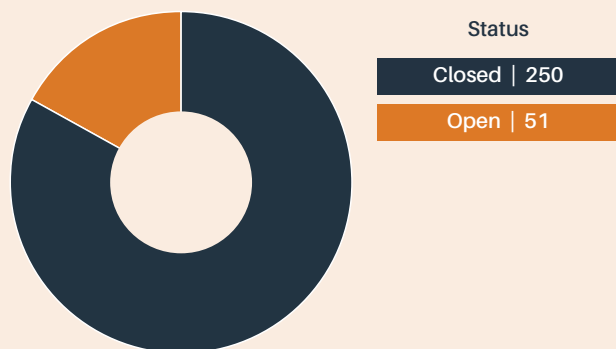
Complaint Outcomes



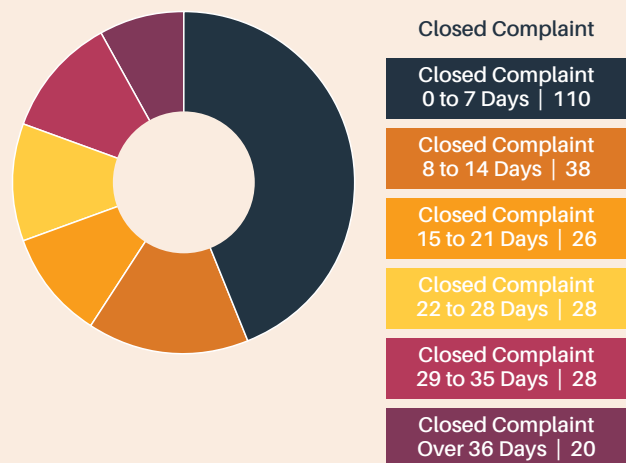
Complaint Types



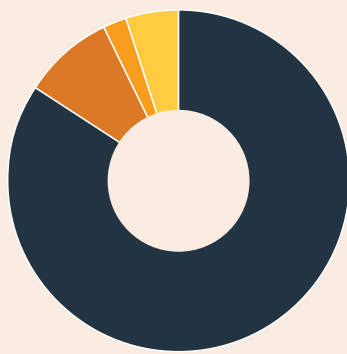
Complaint Status



Average Days to Resolve



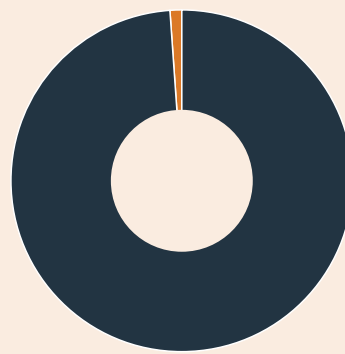
Complaint Outcomes



Enquiry Outcome

Advised	157 (84%)
Denied	16 (9%)
Upheld	4 (2%)
Open Case	9 (5%)

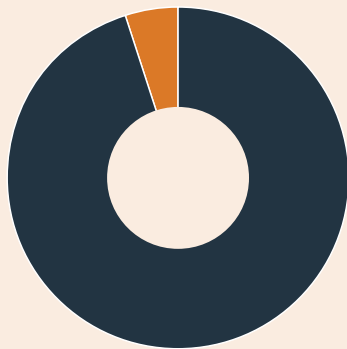
Complaint Types



Enquiry Types

Enquiry Domain	184 (99%)
Enquiry Service Provider	2 (1%)

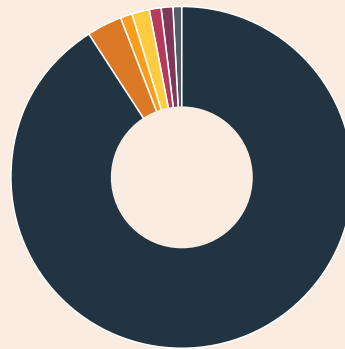
Complaint Status



Enquiry Status

Closed	177 (95%)
Open	9 (5%)

Average Days to Resolve



Closed Enquiry

Closed Enquiry 0 to 7 Days	161
Closed Enquiry 8 to 14 Days	6
Closed Enquiry 15 to 21 Days	2
Closed Enquiry 22 to 28 Days	3
Closed Enquiry 29 to 35 Days	2
Closed Enquiry Over 36 Days	2
Closed Enquiry 99	1

Membership update

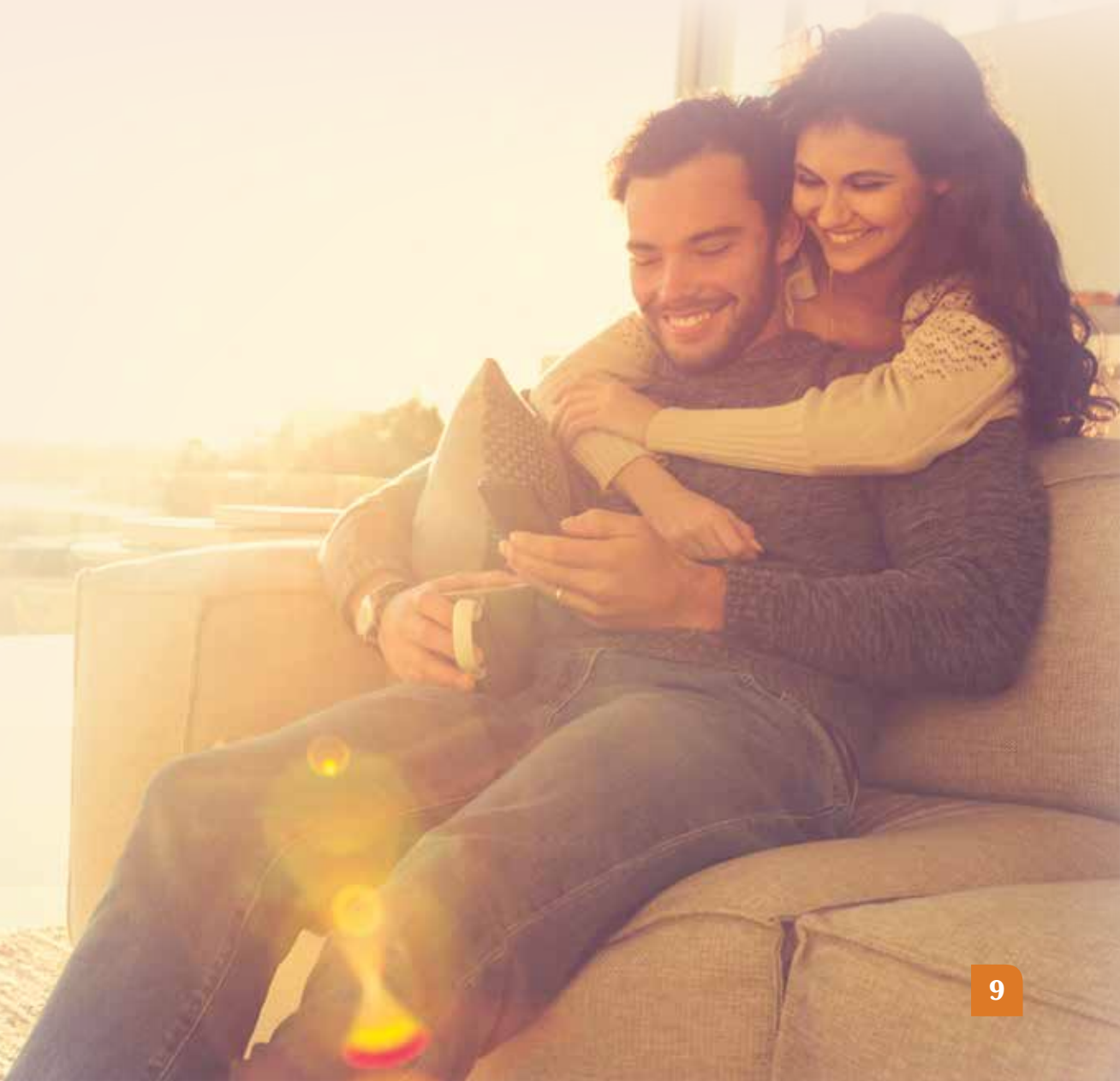
As part of governance reforms in response to the Government Review in 2018, auDA committed to develop its membership proposition.

Consultations on the new membership model were conducted during the development of the new auDA Constitution. The feedback assisted auDA to develop the new and improved membership program to engage and educate Associate Members interested in Australia's digital landscape.

Associate Membership is free and open to anyone who has an Australian presence. The single class model allows any individual or organisation to become an auDA Associate Member. The new streamlined **online application** process allows Associate Members to be approved within a few business days.

auDA Associate Members are entitled to many benefits including having a voice in the future of the .au namespace, business and industry networking opportunities, staying up-to-date on the latest industry news, opportunity to vote for Directors, access to educational materials, and the opportunity to stand for election as a Director.

We want the .au namespace to be a safe, fair, and secure digital landscape for all Australian internet users. We are encouraging every eligible person to join via joinauda.org.au



Engagement update

International Engagement

auDA is constantly engaging with relevant stakeholders and taking part in global fora. In this quarter some of our key engagement activities have included:

APTLD75 - Feb 20-21, 2019 - Dubai, UAE

Attending from auDA was Director Erhan Karabardak and Head of Government Affairs, Alister Paterson.

Erhan moderated a session titled *Policy/Legal: National Cyberlaw and TLDs: the Buoy or the Deadweight?*

Also, a high-level session discussing GDPR (General Data Protection Regulation) was held at the 6th Middle East DNS Forum held in co-operation and co-located with APTLD75. Alister moderated this session, which was titled *GDPR: Tales Not to Be Told by the Fireplace*.

ICANN64 - Mar 9-14, 2019 - Kobe, Japan

Attending from auDA were CEO Cameron Boardman, COO Bruce Tonkin, and Head of Government Affairs, Alister Paterson. They were joined by Directors Nigel Phair and Holly Raiche, who attended in her capacity as a member of ALAC – ICANN’s At-Large Advisory Committee.

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

Bruce Tonkin presented on the state of DNSSEC within .au.

Bruce’s presentation can be found here:

<https://64.schedule.icann.org/meetings/961937>

Cameron and Alister also visited the Dreamscape/Crazy Domain offices in Singapore on route to the ICANN meeting.

Nomination Committee

An extensive, independent process has been conducted to appoint auDA’s first Nomination Committee. The ‘NomCom’ will decide upon the process to select directors for the auDA Board in addition to examining the skills and experience expected of an auDA director.

The process is soon to be completed and we look forward to making an announcement on the members of the first NomCom in the near future.

Department of Communications and Arts Review Update

In January auDA had its 9-months checkpoint with the Department of Communications and the Arts. We are well on the way to implementing the 29 recommendations in the report.

As we are now operating under the new Terms of Endorsement, it is important that auDA operates more transparently and reports performance against its 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.

.aucteck

auDA’s website safety project with the Australian Strategic Policy Institute (ASPI), .aucteck is advancing. .aucteck will allow the public to check their website’s security and safety settings.

Several public consultative sessions have been held to refine the technical requirements and we look forward to talking more about this project in the forthcoming months.

Advisory standing committees

The establishment of two committees – the General Advisory Standing Committee (GASC) and the Technical Advisory Standing Committee (TASC) - is mandated by the new auDA constitution. These committees serve an important role as the mechanism by which the Australian Internet community can raise issues with the auDA Board.

The GASC met for the first time on March 27 to discuss its work and map out a future program. There will be further information regarding this to come.

The role of the GASC is to receive and consider submissions from members of the general public who are interested in the management, operations, decisions, or actions of auDA.

Peter Tonoli has been appointed interim Chair of the GASC.

The TASC has been established and is scheduled to meet in April. Further information about its activities will be in the next quarterly report.

We are all looking forward to the work that will be undertaken by both committees.



