.au member update

20 February 2020
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Bruce Tonkin, Chief Operating Officer, .au Domain Administration Limited (auDA)
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• Registry Operator Update
• auDA Governance Review update
• auDA operations update
Registry Operator Update
## .au Registry Transformation project: 6 goals

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<th>.auDA goals</th>
<th>Afilias meets or exceeds all goals.</th>
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<td>Separation of policy &amp; operations</td>
<td>• Dedicated to operational excellence (.au, .org)</td>
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<td>• Operate with strict code of conduct that protects confidentiality of data</td>
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<td>Enhance trust</td>
<td>• Transparency and accountability for .au operations</td>
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<td>• Strong relationships with .au registrars</td>
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<td>Maintain operational stability/utility</td>
<td>• Dedicated registry platform in Australia supports .au</td>
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<td>• 100% availability, zero user disruption</td>
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<td>• Best practices and ISO certified operation supporting .au</td>
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<td>Leadership in the security, confidentiality, integrity &amp; availability of data</td>
<td>• All .au operations and data domiciled in Australia</td>
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<td>• Afilias personnel are specially vetted prior to accessing .au data</td>
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<td>Offer EBERO services in the region</td>
<td>• EBERO capacity built in Australia and ready now!</td>
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<td>• Afilias’ expert transition team ready to act when needed</td>
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<td>Data Science/Analytics</td>
<td>• Delivers complete, accurate, timely data</td>
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<td>• World class Data Analytics platform provides 360° view of .au KPIs</td>
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.au Transition completed in 6 months

Afilias meets or exceeds all goals.
DNS service available in 90 countries, every continent, every major IXP, EVERY Australian State Capital.
au Governance Review Update
Australian Government review

• Results of review published in April 2018
• The central finding of the review was that auDA’s current management framework was no longer fit-for-purpose and reform is necessary if the company is to perform effectively and meet the needs of Australia’s internet community.
• The review made 29 recommendations which focussed on:
  • reforming auDA’s management framework
  • supporting effective stakeholder engagement
  • outlining the role and expectations of the Government
  • fostering greater trust and confidence in the .au namespace.
Progress on review

• New auDA constitution approved in September 2018
• Nomination committee established to identify, scrutinise and recommend candidates for appointment, or election, as a Director of the Company
• Board appointed with nine all new directors as of November 2019:
  • Alan Cameron, Independent Chairperson
  • James Atkins, Independent Director
  • Kate Cornick, Independent Director
  • Peter Elford, Independent Director
  • Matthew Healy, Independent Director
  • Alice McCleary, Independent Director
  • Sandra Davey, Elected Director
  • Tania Fryer, Elected Director
  • Angelo Giuffrida, Elected Director
Progress on review (continued)

• 1,700 Associate Members
• Technical Advisory Standing Committee (TASC) – chair Peter Tonoli
• General Advisory Standing Committee (GASC) – chair Scott Wilkie
• Of auDA’s 38 actions, 25 are completed, 4 are satisfactorily on track (relating to membership, quarterly reporting and international engagement), and 9 simply have an ongoing reporting requirement in our annual report / AGM
CEO Changes

- Cameron Boardman resigned in July 2019
- Rosemary Sinclair appointed in January 2020, to commence in March 2020
Operations Update
IT Security

- External vulnerability scans run by a third party annually
- Red team penetration testing – annually started in 2019
- Updating Security taking into account:
  - Australian Government's Information Security Manual (ISM)
  - Australia Signal Directorates (ASD) Essential Eight
  - ISO 27001 Information Security Management Systems guidelines
- Targeting ISO 27001 certification in 2020
Business continuity planning

• Targeting ISO 22301 Business Continuity Management certification

• Planning business continuity exercises including:
  • Office unavailable or destroyed (e.g. building fire)
  • Registrar unexpectedly going out of business
  • Primary and Secondary registry system failure
  • Sustained DDoS attack on DNS infrastructure
Compliance

- Automation of manual tasks and introduction of new Customer Relationship Management system to handle all incoming emails, phone calls, and web based questions and complaints

- Planning further:
  - Documentation of standard operating procedures
  - Better protection for individual’s private information
  - Quality Assurance processes