



From the Executive Chair

for the period July – September 2019

Millions of Australians hold .au domain name licences or visit .au websites every day to communicate and transact business. As the designated administrator of the nation’s namespace, auDA has a special responsibility to ensure they do so using a Domain Name System that is reliable, stable and secure.

In 2018/19 auDA embarked on an ambitious program of transformation that included

- introducing a new constitution, governance model and reporting framework
- transferring 3.1 million domain names to a new registry operator
- implementing a new IT platform to improve complaint handling
- launching a new membership program that has already attracted nearly 1500 members
- improving transparency with Tier 1 financial reporting standards
- overhauling systems, processes and policies to give effect to new, stricter ISO standards

The sum of these reforms has made auDA more stable, efficient, responsive, representative, accountable and transparent.

In October auDA published its 2018/19 Annual Report together with a special companion performance report which transparently measures our fulfilment of recommendations made by the Department of Communications in 2018 following a review of the

organisation by the Australian Government. These recommendations spanned strategy, security, stakeholder management, transparency, accountability and board operations. All are either complete or on-track to be finished well ahead of the April 2020 deadline.

I would like to sincerely thank employees and my fellow board directors for their hard work, diligence and collegiality over the past year to transform auDA into the successful organisation that it is today.

As we review the past year, my fellow directors and I look back with great satisfaction at just how much has been achieved, notwithstanding a challenging environment which has seen changing models of governance and membership, ever-present advances in technology, the development of new policies, and transitions at both board and executive level.

They join me in thanking you for the opportunity to support the critical work of this important Australian institution.

Suzanne Ewart
Chair

Policy update

In August 2019 auDA announced it would stage further consultation to obtain the community’s feedback on proposed changes to Licensing Rules and .au Namespace Implementation Rules..

Along with accepting written submissions, the consultation activities have included public workshops in Canberra, Sydney, Melbourne and Brisbane, a workshop with registrars and an online survey at aufeedback.org.au.

The consultation is backed by a multi-channel national awareness campaign aiming to raise awareness of the issues and drive feedback.

To support the public consultation, auDA has also released a **prototype Priority Search tool** which allows .au registrants to determine if they’re eligible to participate in the Priority

Allocation Process for second level names, and what other matching names currently exist in the .au domain.

auDA has worked with IP Australia and Australian Government agencies on refining the definition of an Australian Trade Mark and the Public Interest test, respectively.

Submissions on the Licensing Rules are open until 30 November 2019. You can find details on the auDA website.

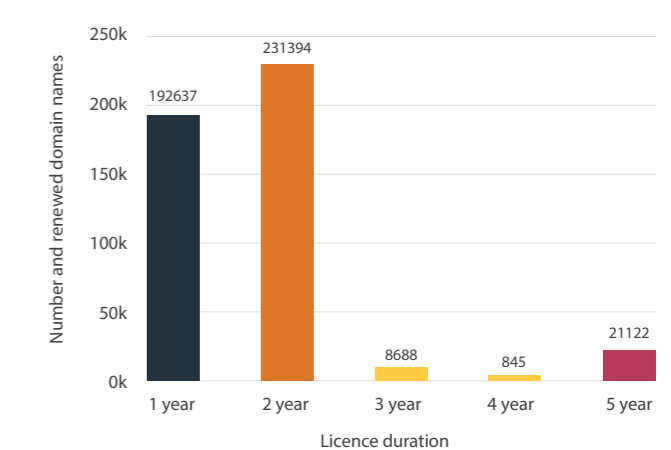
auda.org.au/public-comment/.

Operations update

Q2 2019 volumes

	Jul-2019	Aug-2019	Sep-2019
Total new domains created	45,978	46,255	42,196
Total names under management	3,197,515	3,196,870	3,196,279

Distribution of domain name licence periods



Security update

DNSSEC

On 30 September 2019 auDA successfully completed a Zone Signing Key (ZSK) rollover. This is the third successful ZSK rollover for 2019 and is in line with standard practices.

Split Key Management and Testing

auDA began discussions with Afilias regarding split key management relating to the .AU zone. As part of direct registration (.AU) Afilias will manage the .au zone file and integrate the zone file into the Afilias registry platform. To retain a level of control over the DNSSEC keys and signing of the ZSKs auDA has opted to use a split key process. This process allows auDA to retain the private component of the Key Signing Key (KSK), thus maintaining sovereignty over the .AU zone. Split key is not common in production and Afilias and auDA will be breaking new ground in many aspects of this process. During Q3 of 2019 auDA and Afilias have carefully designed the policies and process for key transfer, signing and distribution.

Road to ISO 27001 Certification

In the last quarter auDA has developed new security baselines for Windows servers, Linux servers, windows desktops and mobile devices (iPhones). Baselines are built using automated tools to provide a consistent and compliant system every time. Baselines and standard operating procedures have been re-written and updated to comply with ISO 27001 standards. All policy and procedure documentation has been consolidated into a central storage location and a Governance, Risk and Compliance (GRC) solution has been deployed to manage the ongoing requirements of ISO certification.

SharePoint Rollout

auDA has been working towards a centralised “online” storage solution. SharePoint was the chosen platform and during the last quarter auDA has created SharePoint sites for each of the organisation’s departments and migrated the “on-prem” data to the respective SharePoint department site. Additionally, auDA is moving all data storage and sharing services to SharePoint – the Nominations Committee is one such example.

Edge Router Rollout

As part of the ISO 27001 project auDA has upgraded its edge routers in the head office. The new edge routers are certified under the ASD Security Evaluation Program and are in use in the auDA physical and cloud environments.

Mobile Hardware Deployment

auDA reviewed its BYOD policy and decided to revoke permission to use BYOD for auDA data. As part of this change auDA deployed all new mobile phone hardware to applicable staff. The new hardware and its software are managed through vendor deployment and Mobile Device Management programs.

Remediation of Red Team Findings

auDA received the vendor’s final report in July. auDA reviewed all findings and discussed the report with the vendor. The mitigation suggestions were reviewed and implemented during the quarter. Many of the findings were already “known” to auDA and are being addressed/resolved as part of the ISO 27001 project.

Cyber Aware Security Awareness Training

Security awareness training with staff and Directors is ongoing. Simulated phishing campaigns were delivered in July, August and September. All campaigns yielded a 0% fail rate across 26 users. Staff have also been vigilant in reporting phishing campaigns that are not part of the awareness training.

Patching of Servers and Workstations

All applicable Windows and Linux servers are currently patched for September errata. Workstations are configured to check for updates daily and apply within the day.

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

Ongoing review of the prevention policies identify possible gaps in detection/prevention, and to address issues as they come up.

Afilias service level performance

Service Level Name	Expected	Jul 19	Aug 19	Sep 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%	99.99%	100%	99.98%
Cross network name server round trip time	300ms	89ms	91ms	92ms
DNS Round Trip Time (RTT) % processed within 250 ms	95%	99.99%	99.95%	99.98%
WHOIS service availability	100%	100%	100%	100%
WHOIS update delay time - % of updates within 5 mins	96%	100%	100%	100%
WHOIS Round Trip Time (RTT) - % processed within 1 second	95%	100%	100%	100%
EPP service availability	100%	100%	100%	99.99%
EPP Round Trip Time% - of queries processed within 500ms	95%	100%	100%	99.99%
EPP Round Trip Time - % of changes processed within 1 sec	95%	100%	100%	100%

.au top-level DNS performance

Measure Name	Jul 19	Aug 19	Sep 19
Overall DNS Availability	100%	100%	100%
DNS availability per Anycast node			
a.au (auDA)	100%	99.93%	99.97%
b.au (auDA)	100%	99.92%	99.97%
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)	100%	100%	100%
v.au (APNIC)	100%	99.96%	100%
DNS Round Trip Time (RTT) % processed within 250 ms	99.92%	99.81%	99.84%

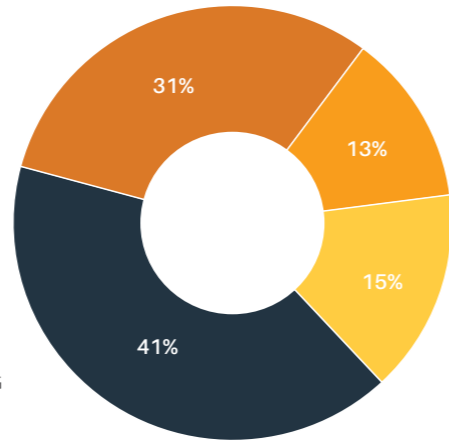
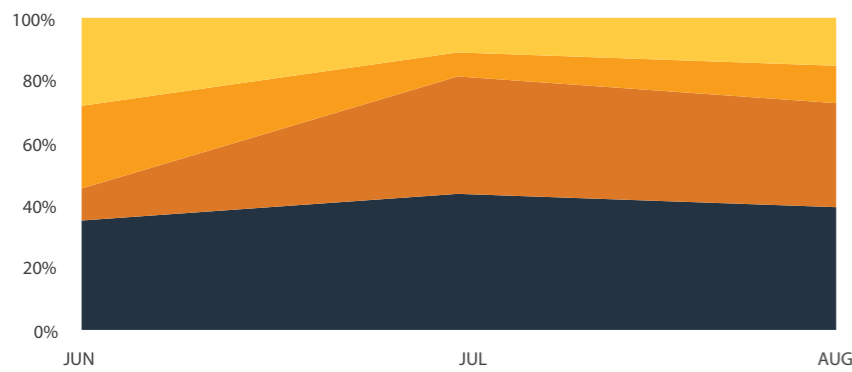
Quarterly financial performance

The administration of the .au ccTLD is resource-intensive. Outlays include technical operations, compliance, policy development, stakeholder engagement and membership activities.

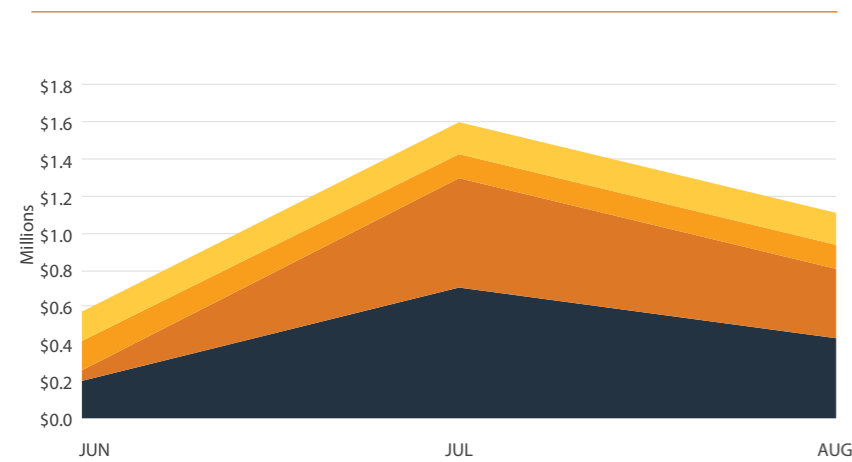
auDA aims to run as efficiently as possible and be transparent about the costs of administering the .au ccTLD.

Operating cost monthly %

YTD operating cost breakdown

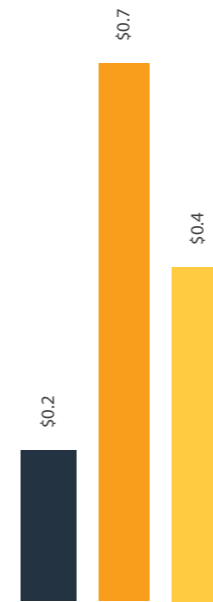


Operating cost monthly \$'m

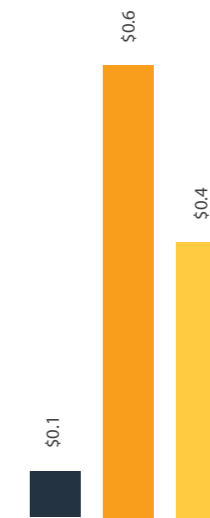


Operating cost monthly \$'m

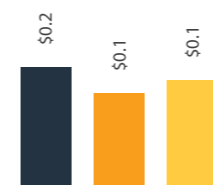
Corporate Overheads



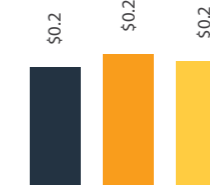
Engagement



Technical Operations



Compliance and Policy Development

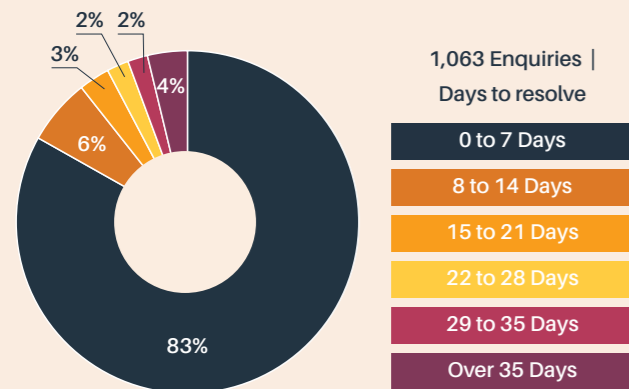


Compliance dashboard

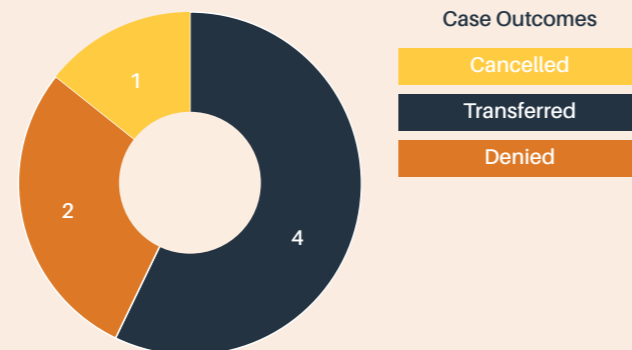
Compliance is a major part of auDA's role as the administrator of the .au ccTLD and is key to ensuring that .au remains a safe, secure and highly-trusted domain.

This information includes the number, type and time to resolve domain-related complaints.

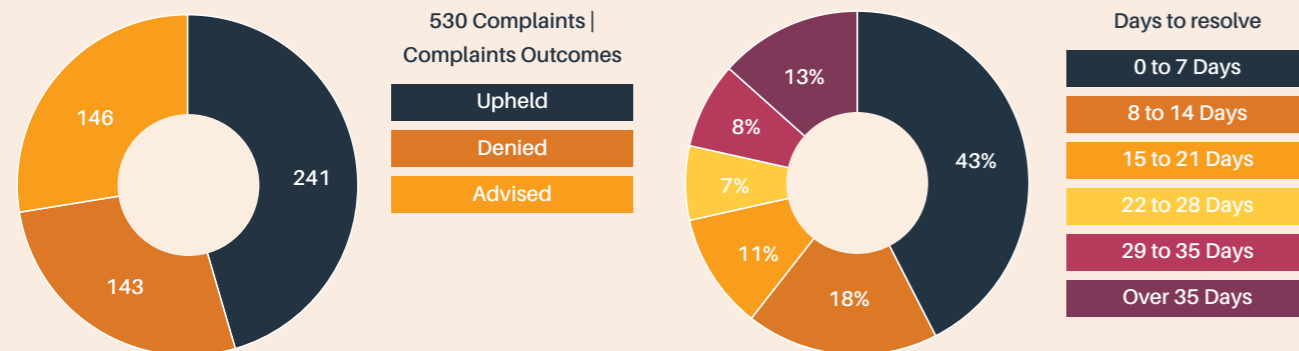
Enquiries



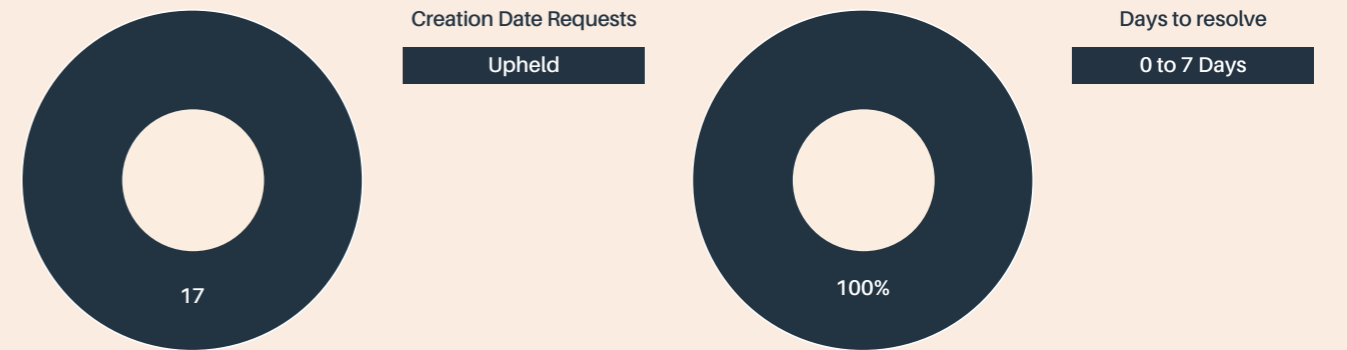
auDRP Cases



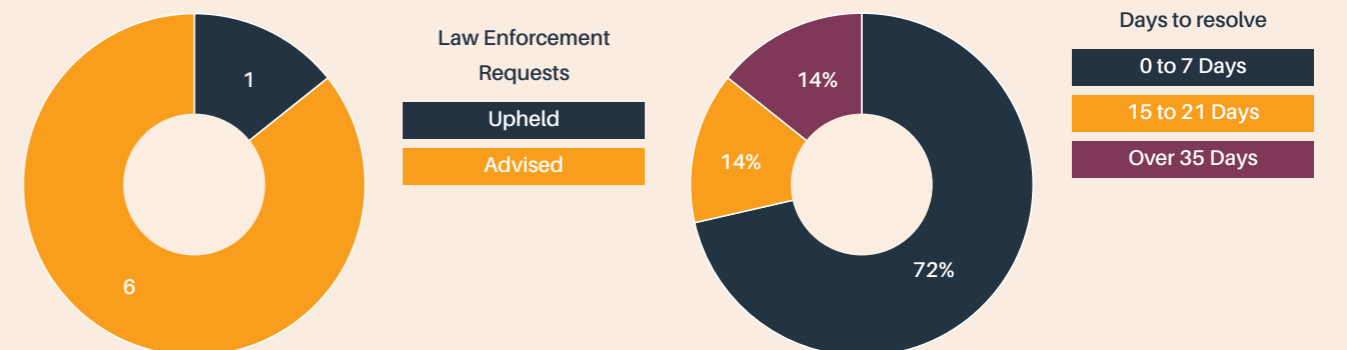
Complaints



Creation Date



Enforcement



Membership update

auDA's membership was 1,323 at the end of Q3 and is now approaching 1,500.

Key to this growth is a targeted digital campaign which is allowing auDA to reach potential members in a range of key audience sectors including small-medium business owners and IT professionals.

auDA hosted a member networking event on Tuesday, 16 July 2019 in Canberra. Nigel Phair, Director from UNSW Canberra Cyber delivered a keynote presentation Cyber Security Threats to Australia and What We Can Do About It and auDA's COO Bruce Tonkin gave an update on changes to .au policy. Survey respondents were 56% satisfied and 46% very satisfied with the member event.

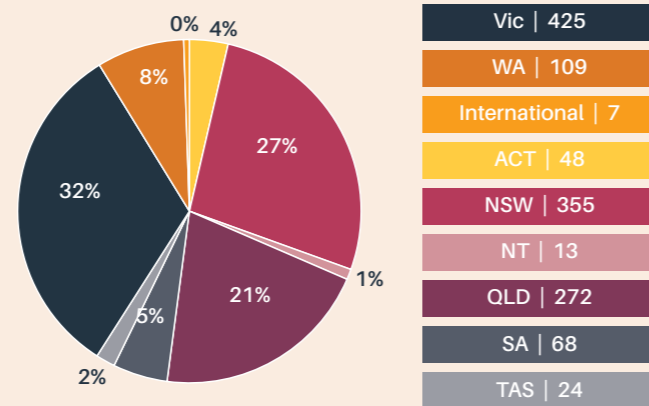
In August, auDA conducted its first member satisfaction survey and the results were encouraging. 87% were happy with their membership experience. Respondents' motivations for joining were primarily to be informed about news and developments (33%), to support the independent administration of domain names (30%) or to influence policy (29%). We'll be using these results to improve the membership program over the coming months.

Associate Members were recently given the opportunity to submit an entry to attend ICANN66 scheduled 2-7 November 2019 in Montreal, Canada. 35 entries were received and assessed by the General Advisory Standing Committee at their meeting in October. auDA would like to congratulate Associate Members Colin Taggart and Antony Norris on being selected to attend ICANN 66.

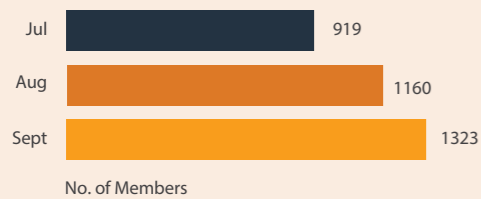
Our second intake for LinkedIn Learning proved to be popular again with hundreds of members taking up the offer.

We are encouraging every eligible person yet to be an Associate Member to join and be part of ensuring the .au name space to be a safe, fair, and secure digital landscape for all Australian internet users. The new streamlined online application process allows Associate Members to be approved within a few business days. It only takes one minute to apply via joinauda.org.au.

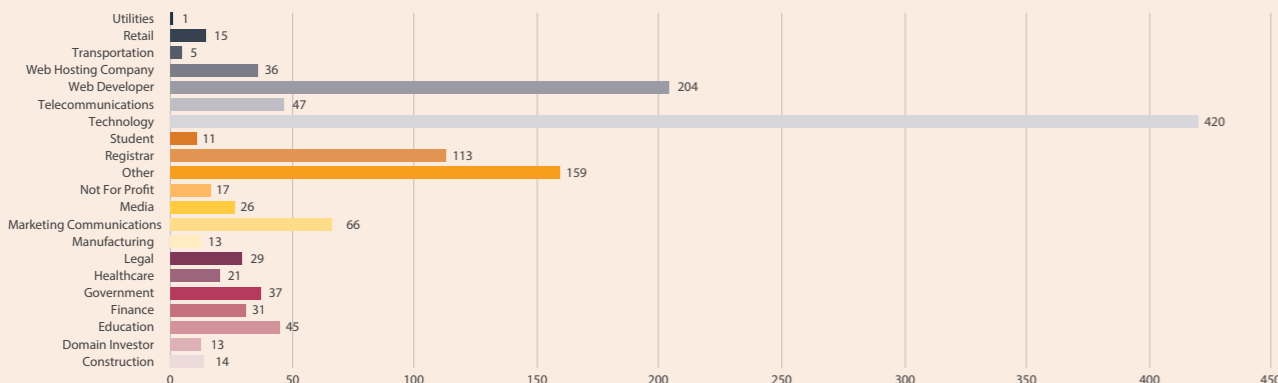
Membership by State



Associate Membership Growth



Membership by industry



Engagement update

APTLD76, Malaysia

APTLD76 was held in Iskandar Puteri, Malaysia on the 5 and 6 September.

Attending from auDA were Director Nigel Phair, Head of Government Affairs Alister Paterson and Office Manager Sue Brennan.

The APTLD forum is an excellent example of the multi-stakeholder, bottom up, consensus driven principles of the international Internet community of which we are a part.

More than 100 delegates attended from across the Asia-Pacific region.

Nigel Phair participated in the panel discussion regarding domain abuse and good practice.

Alister Paterson regularly moderates APTLD sessions with this year's topic being the new gTLDs and their effect on ccTLDs.

Nigel Phair had participated in APTLD's StratPlan Working Group and was able to discuss the outcomes. APTLD publicly thanked Nigel for his work.

auDA was also thanked for its assistance in regional capacity building, for example, facilitating Afghanistan's participation in capacity building sessions in Uzbekistan.

Other areas of discussion included briefings from partner organisations, security – DNSSEC, illegal use of domains and dispute resolution.

APTLD77 will be held in Melbourne on 18 to 21 February 2020.

2019 iAwards

auDA is a National Program Sponsor of the 2019 iAwards and was proud to attend the National Awards gala in Melbourne on 27 August.

The iAwards is a national program recognising the achievements of home-grown Australian innovators.

At the event auDA CFO James Shady presented the iAward for Consumer markets to Weyo & Two Bulls for their mobile app *The Wiggles: Fun Time With Faces*.

Government consultation - Licensing Rules

auDA has engaged with a range of Government agencies and departments regarding our licensing rules.

In October representatives from auDA met with the Department of Communications and the Arts, Australian Signals Directorate/Australian Cyber Security Centre, the Australian Federal Police, the Department of Home Affairs, the Attorney General's Department, the Digital Transformation Agency, IP Australia, the Department of Employment, Skills, Small and Family Business, and the Australian Small Business and Family Enterprise Ombudsman.

Feedback from the discussion will be incorporated in advice to auDA's board.

Department of Communications and Arts Review Update

In October auDA published its 2018/19 Annual Report which included a detailed section setting out how auDA has satisfied recommendations made by the Department of Communications following the Government's review of auDA.

The report shows that every recommendation has now either been implemented or is on track to being implemented.

ACOMM Awards

auDA was represented at and was a Telco Together Foundation charity partner prize sponsor for the ACOMM Awards night.

It was held in Sydney on the 15th of August 2019 in the presence of the Minister Communications and the Arts, the Hon Paul Fletcher MP.

The ACOMMS, the annual Communications Alliance awards night, recognises and supports Australia's communications ecosystem.

