Annexure F

Responses to Registry Project Goals Template

The objective of the RFT is to select a Registry Operator to:

* + - 1. operate the .au critical infrastructure assets; and
      2. support auDA to:
         1. deliver on its Core Functions and Strategic Focus areas;
         2. build its Strategic Capabilities; and
         3. operate in a manner that aligns with its Values.

For reference, auDA's core functions are set out in its Terms of Endorsement from the Australian Government [here](https://assets.auda.org.au/a/2021-11/Terms%20of%20Endorsement%20for%20auDA%20(2021).pdf?VersionId=xq7v3.5kGRr.UnneJtHDhGUVaWJKc231) and auDA's corporate strategy is available [here](https://www.auda.org.au/about-auda/corporate-strategies-values-and-policies).

Tenderers should answer the following questions in the order set out below. If Tenderers elect not to use the response box below to respond to any or all of the questions, Tenderers should, in the document in which it provides its responses, include the relevant question as well as the Tenderer's response

**Registry Project Goals**

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| **Core Function:** *auDA is required to ensure the stable, secure and reliable operation of the .au domain, as part of Australia’s suite of critical infrastructure, as defined under the Security of Critical Infrastructure (SOCI) Act. The critical infrastructure assets overseen by auDA, and managed by way of contracted third parties, include the registry database, the Public WHOIS Service, and the .au top level and second level DNS name servers.*  Please describe how the Tenderer would support auDA to improve the stability, security and reliability of the operation of the .au domain. Please describe recent improvements (within the last 3 years) that the Tenderer has made to the operation of a top level domain (TLD) registry that have made a material improvement to the stability, security or reliable operation of a registry database, WHOIS service, or DNS name service. |
| **Response** |

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| **Core Function:** *auDA is required to administer a licensing regime for .au domain names based in multi-stakeholder processes that is transparent, responsive, accountable, accessible and efficient.*  Please describe how the Tenderer would support auDA to effectively administer the licensing regime for .au domain names. Please describe recent contributions (within the last 3 years) that the Tenderer has made to multi-stakeholder processes at an ICANN or TLD level that have led to, or will likely lead to, a material improvement in the rules associated with a TLD name space. |
| **Response** |

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| **Core Function:** *auDA is required to advocate for, and actively participate in, multi-stakeholder Internet governance processes both domestically and internationally.*  Please describe how the Tenderer would support auDA to actively participate in multi-stakeholder Internet governance processes both domestically and internationally. Please describe recent contributions (within the last 3 years) that the Tenderer has made to multi‑stakeholder processes at a domestic or international level that have led to, or will be likely to lead to, a material improvement in governance of the Internet, including rules governing use of the Internet at a domestic or international level. |
| **Response** |

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| **Strategic Focus Area: Trust** - *auDA seeks to deliver outcomes that promote and enhance the security and integrity of the .au ccTLD for the benefit of all Australians. As a result, auDA actively works to* ***drive down DNS abuse****.*  Please describe how the Tenderer would support auDA to drive down DNS abuse.  Please describe recent improvements (within the last 3 years) that the Tenderer has made to the operation of one or more TLD registries that have made a material improvement to the reduction of DNS abuse in that TLD. |
| **Response** |

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| **Strategic Focus Area: Trust** – *auDA seeks to deliver outcomes that promote and enhance the security and integrity of the .au ccTLD for the benefit of all Australians. As a result, auDA actively works to* ***drive up the integrity of the .au domain****.*  Please describe how the Tenderer would support auDA to drive up the integrity of the .au domain through better validation of registry data.  Please describe recent improvements (within the last 3 years) that the Tenderer has made to the operation of a TLD registry that have made a material improvement to the quality of registration data in that TLD (e.g. quality of name, postal address, email address, or phone numbers). |
| **Response** |

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| **Strategic Focus Area: Trust** *– auDA seeks to deliver outcomes that promote and enhance the security and integrity of the .au ccTLD for the benefit of all Australians. As a result, auDA actively works to* ***lead world's best practice in ccTLD security****.*  Please describe how the Tenderer would support auDA to improve the security of the .au ccTLD.  Please describe recent improvements (within the last 3 years) that the Tenderer has made to the operation of a TLD registry that have made a material improvement to the security of operations of that TLD, including interfaces with registrars. |
| **Response** |

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| **Strategic Focus Area: Innovation** - *auDA seeks to challenge its people every day to innovate and improve the .au ccTLD for Australia and to enable innovation by engaging with other stakeholders. As a result, auDA actively works to* ***improve the utility of the .au by providing a greater choice of .au domain names****.*  Please describe how the Tenderer would support auDA to improve the services available for the .au ccTLD to make it more useful to .au users.  Please describe recent improvements (within the last 3 years) that the Tenderer has made to the operation of a TLD registry that have made a material improvement to the utility of that TLD. These improvements could include new products and services developed for the registrars, registrants or users of that TLD. |
| **Response** |

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| **Strategic Focus Area: Innovation** – *auDA seeks to challenge itself to innovate and improve the .au ccTLD for Australia and to enable innovation by other stakeholders. As a result, auDA actively works to* ***produce leading insights from its data and community research****.*  Please describe how the Tenderer would support auDA to provide insights from the registry data.  Please describe recent insights (within the last 3 years) that the Tenderer has made from the analysis of operational data (including registrant data, WHOIS query data, or DNS data) of a TLD registry or the analysis of any surveys of users of the services of the TLD registry. |
| **Response** |

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| **Strategic Focus Area: Innovation** - *auDA seeks to challenge its people every day to innovate and improve the .au ccTLD for Australia and to enable innovation by engaging with other stakeholders. As a result, auDA actively works to* ***invest to enable innovation and research by others****.*  Please describe how the Tenderer would support auDA to invest to enable innovation and research by others.  Please describe any recent investments (within the last 3 years) that the Tenderer has made with third party individuals or organisations to create new services that may assist registrars, registrants or users of a TLD. |
| **Response** |

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| **Strategic Focus Area: Innovation** - *auDA seeks to challenge its people every day to innovate and improve the .au ccTLD for Australia and to enable innovation by engaging with other stakeholders.*  Please describe how the Tenderer's internal policies and practices lead to continuous improvement in registry operations.  Please describe recent examples (within the last 3 years) where the Tenderer's internal policies and practices have produced tangible improvements in operations. |
| **Response** |

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| **Strategic Focus Area: Innovation** - *auDA seeks to challenge its people every day to innovate and improve the .au ccTLD for Australia and to enable innovation by engaging with other stakeholders.*  Please describe how the Tenderer takes advantage of new innovations in registry technology that help to anticipate, deter and respond to new cyber threats.  Please describe recent examples (within the last 3 years) where the Tenderer has applied new technology in its operations. |
| **Response** |

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| **Strategic Focus Area: Multi-stakeholder engagement** – *auDA seeks to champion the multi-stakeholder model of Internet governance that underpins an open, free, secure and global Internet, enabling the .au ccTLD to create value for Australia. As a result, auDA actively works to* ***grow and diversify auDA's membership****.*  Please describe how the Tenderer would support auDA to grow and diversify its membership base.  Please describe recent contributions (within the last 3 years) that the Tenderer has made to growing membership or user communities within a TLD. |
| **Response** |

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| **Strategic Focus Area: Multi-stakeholder engagement** – *auDA seeks to champion the multi-stakeholder model of Internet governance that underpins an open, free, secure and global Internet, enabling the .au ccTLD to create value for Australia. As a result, auDA actively works to* ***increase auDA's influence in multi-stakeholder Internet Governance****.*  Please describe how the Tenderer would support auDA to increase its influence in multi-stakeholder Internet Governance.  Please describe recent contributions (within the last 3 years) that the Tenderer has made to multi‑stakeholder processes at a domestic or international level that have shown the benefits of a multi-stakeholder approach to solving Internet problems compared to more traditional multilateral or unilateral Government approaches to Internet regulation. |
| **Response** |

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| **Strategic Capability: People** – *auDA recognises its staff make the difference from driving auDA's vision to delivering auDA's value. auDA supports them in their ambition for excellence in their field of expertise – technical, policy, stakeholder engagement and compliance. auDA actively works to* ***build an organisation that is regarded as an employer of choice****.*  Please describe how the Tenderer would also support auDA to build an organisation that is regarded as an employer of choice. For example, the Tenderer could provide training services in areas of its expertise to help build the capabilities of auDA staff.  Please describe recent examples (within the last 3 years) where the Tenderer has assisted in developing the capability of the people within its or a third party organisation. |
| **Response** |

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| **Strategic Capability: People** – *auDA supports its staff in their ambition for excellence in their field of expertise so that they can engage and share that knowledge with stakeholders. In doing so, auDA actively works to* ***strengthen the trust and confidence auDA's stakeholders have in auDA****.*  Please describe how the Tenderer would support auDA to further strengthen stakeholder trust and confidence in auDA. For example, this could be through providing registrants with information, new services, or through other engagement activities.  Please describe recent examples (within the last 3 years) where the Tenderer has assisted its or a third party organisation to strengthen trust and confidence from its or a third party's stakeholders. |
| **Response** |

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| **Strategic Capability: Governance** - *auDA is committed to the highest standards of transparency and accountability in its activities. As a result, auDA continuously works to* ***strengthen transparency and accountability****.*  Please describe how the Tenderer would support auDA to further strengthen its transparency and accountability. For example, this could be through providing reporting on improvements to registry operations and delivering on commitments to make improvements to the registry.  Please describe recent examples (within the last 3 years) where the Tenderer has assisted in strengthening its or a third party organisation's accountability and transparency. |
| **Response** |

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| **Strategic Capability: Governance** - *auDA is committed to the highest standards of transparency and accountability in its activities. auDA actively* ***strives for excellence in its reporting****.*  Please describe how the Tenderer would support auDA to make improvements in its reporting in the context of the [*Integrated Reporting Framework*](https://www.integratedreporting.org/resource/international-ir-framework/) initiative from the International Financial Reporting Standards Foundation (**IFRS**).  Please describe recent examples (within the last 3 years) where the Tenderer has strengthened its corporate reporting or assisted in strengthening a third party organisation's corporate reporting. |
| **Response** |

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| **Value: Contribute: Locally & Globally** - *auDA seeks to serve all Australians and global Internet users.*  Please describe how the Tenderer would support auDA to further develop its culture to contribute local and globally.  Please describe recent examples (within the last 3 years) where the Tenderer has improved its culture, or assisted in improving a third party organisation's culture, of contributing to the domestic or global environment. |
| **Response** |

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| **Value: Better Together** – *auDA staff collaborate and work together as one auDA*.  Please describe how the Tenderer would support and work together with auDA to further develop its team work culture.  Please describe recent examples (within the last 3 years) where the Tenderer has improved its team work culture or assisted in improving a third party organisation's team work culture. |
| **Response** |

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| **Value: Strive for Excellence** – *auDA seeks to deliver value and deliver on time, every time.*  Please describe how the Tenderer would support and work together with auDA to further develop its culture for constant improvement and excellence in its delivery of all services.  Please describe the Tenderer's current approach to continual improvement and innovation and how the Tenderer adopts this mindset across its operations.  Please describe recent examples (within the last 3 years) where the Tenderer has improved its culture, or assisted in improving a third party organisation's culture, to focus on continuous improvement and excellence in service delivery. |
| **Response** |