

.au Domain Administration
KPI Framework
Consultation Draft

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.aUDA
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Key Performance Indicator Framework

Consistent with auDA’s transparency and accountability principles, auDA has developed the following framework of Key Performance Indicators.

The objectives of the framework are to:

- outline how auDA will publicly report against its core functions under its new terms of endorsement
- better meet stakeholder expectations.

Reporting against auDA’s core functions in the new [Terms of Endorsement](#)

No.	Core Function - Terms of Endorsement	Reporting Measure	Target
1	Ensure stable, secure, and reliable operation of the .au domain space	Quarterly public operational reports	4
		Monthly DNS uptime/resolution metrics (on auDA website)	100%
2	Respond quickly to matters that compromise DNS security	Incident reports - with time to resolve	30 days
		3rd party review of incidents	Annual
3	Promote principles of competition, fair trading and consumer protection	Publication of consumer alerts periodically	Quarterly
		ACCC Review of major policy changes	100%
4	Operate as a fully self-funding and not-for-profit organization	Quarterly and annual financial reports	4
5	Actively participate in national and international fora	Trip reports (in quarterly reports)	4
6	Establish appropriate dispute resolution mechanisms	Quarterly auDRP metrics	4

No.	auDA Constitution	Reporting Measure	
7	Develop the Policy framework for the .au ccTLD	Quarterly policy updates	4
8	Manage the operation of critical technical functions	DNS uptime/resolution metrics (on auDA website)	100%
		EPP registration uptime/perf. Metrics (on auDA website)	100%
		WHOIS service update/perf. Metrics	100%
9	Establish complaints handling processes	Quarterly public operational reports (on auDA website)	4
		Survey of complainants and responders	1 p.a.

Reporting against requirements in new Terms Of Endorsement

No.	Requirement	Measure for Public Reporting
1	Effective Governance Arrangements for the .au namespace	Date Nomination Committee formed Number of Nomination Committee Meetings per annum Process for director recruitment undertaken Election by Associate Members for 4 directors Board Skills Matrix reviewed Board Charter reviewed Date New Board appointed Not-for-profit status confirmed Corporate Documents published after consultation Board performance reviewed annually Annual Compliance statement by chair
2	Facilitate effective stakeholder engagement	Annual Number of public consultations/focus groups Number of international fora attended Number of domestic fora attended Number of events for members Number of new members Date membership expansion plan published Date Stakeholder engagement plan published Annual Compliance statement by chair Annual stakeholder survey Number of ICANN processes involved in Timely payment of ICANN fees
3	Support accountability and transparency	Date Board minutes published Date Annual Report published Date Operating plan and budget published T&A Framework published and reviewed Date Strategic Plan published / reviewed Date T&A Framework published Annual Compliance statement by chair Board papers published in compliance with T&A Meeting Minutes published in compliance with T&A Public Comments published in compliance with T&A Conduct technical, T&A, Board effectiveness reviews Date Strategic Plan published Annual Compliance statement by chair
4	Engagement with the Australian Government	No. of satisfactory quarterly reports No. of Board meetings attended by senior officer Compliance with DOCA Review checkpoints
5	Support trust and confidence in .au	Number of security fora attended No. of satisfactory quarterly reports Achieve ISO 27001 certificate Achieve ISO 22301 certificate Date Enterprise Security Strategy published Deliver 2018-2019 Operating plan Deliver 2019-2020 Operating plan Independent review of security effectiveness