

A man and a woman are smiling and looking at a laptop in a modern office setting. The man is holding the laptop, and the woman is pointing at the screen. They are both dressed in business-casual attire. The background shows a bright, open-plan office with large windows and modern lighting.

Annual Report

tuanz

TECH USERS ASSOCIATION

2021



OUR PURPOSE

To ensure
New Zealand
makes the most
of the digitally
connected world



Aotearoa's Digital Priorities 2021

Over the months of February and March of 2021, we interviewed 27 senior leaders in a number of Corporations and Government Departments on the topics of issues and priorities in both their businesses and across the digital sector in Aotearoa New Zealand. From our interviews we found that in 2021 there were six common priorities across the digital leaders.

Future of work – COVID-19 has forced organisations into a new way of working. Now we need digital technologies to help enable organisations to combine the benefits of working together in-person with the benefits of working from home. This requires a cultural shift too, working alongside other functions to ensure productivity doesn't drop.

Supporting digitalisation – Many organisations have prioritised addressing the technical debt of intergenerational platforms or legacy systems and unplanned cloud migrations. Migrating to the cloud, updating basic IT infrastructure, and controlling the costs around these activities is a key priority this year.

Cyber security – Enabling a secure hybrid workplace is a key priority and responding to an increased level of security threats that emerged in 2020. Digital leaders are looking at how they can increase their cyber security defences with technology.

Demand for digital skills – A lack of international talent and the local skills shortage is a concern for many leaders. With the increase of digitalisation of services and organisations migrating to the cloud, the demand is through the roof.

Getting the most from our data – Data collection, data analytics, data organisation and utilisation, automating the delivery of data – Getting the most out of their data, efficiently, is a big priority for leaders in 2021.

Access and inclusion for everyone – COVID-19 further highlighted the digital divide in New Zealand. With the increase in WFH to online learning, the demand for high-speed connectivity and data is higher than ever, and the inequality must be addressed.

Highlights



Rural Connectivity for the Future

On Wednesday 16th September and Thursday 17th September, we hosted the 2020 Rural Connectivity Symposium through an online format. The Covid-19 pandemic caused significant disruption for many events and plans for 2020 and with New Zealand experiencing a series of lockdowns at various alert levels across the country just three weeks out from the original date, we were forced to step back and move the event online.

Each year after the symposium, we release a communicate document based on the presentations and discussion held at the event.

This year this included the online sessions along with 5 follow on workshops across the country. This year we have found that the Communicate was longer and the actions that were identified are significant and focused on the longer term. We believe we have an opportunity to reset the dialogue around improving rural connectivity to provide real long term benefits to rural communities through ensuring the current programmes deliver on time. Outlined below are the five high level actions that we believe will make a difference and that we, and our partners, should advocate for.



Building on the work and investment to date, we support the call for a **10 year strategic, multilateral plan** for improving rural connectivity in NZ.



Our end goal should be to ensure that the **rural experience is at least equivalent to urban**, recognising the requirement for a multi-technology approach.



This will require a **change to the funding model** to a more transactional and end-user focused approach to ensure continued investment in network capacity, capability and offering enhancements such as free installs of CPE, as is the case in UFB.



This end-user focused approach should be supported by rolling out a **publicly available national connectivity register**, allowing users and providers with a view of the best form of connectivity available at their location, as well as providing real life experience reporting.



All of this will fail though if users are not aware of their options or the opportunities they are missing out on. We need a **concerted and planned awareness programme** delivered at the community level.

Chair's Report

Over the past year, TUANZ has invested significant time and resources into redefining its Purpose and Vision. This was important to ensure TUANZ remained relevant and viable long-term. The shift from telecommunications to technology was long overdue, and now that we are here, the future of TUANZ looks incredibly bright from a Board perspective.

TUANZ's Purpose is to ensure every New Zealander makes the most of the digitally connected world regardless of location, ethnicity, or income. We must close the digital divide so we can all succeed.

We like to set targets, so TUANZ's vision is to see New Zealand in the top 10 digital ready nations by 2030. We therefore need to broaden our reach and influence by advocating for all kiwi users of technology.

Our vision is a bold aspiration that will drive our work program over the next decade, but it also gives us something to measure ourselves against along the way.

We have developed a strategic action plan to bring focus to our work. For the next two years we will be focusing on three key objectives:

- Being the independent voice for all kiwi users of technology and continuing our long standing advocacy work with government and industry.
- Working to prepare New Zealanders for a digital future – this will include collaborating more with digital and technology partners to create a forum that encourages everyone to participate and succeed in the digital economy.
- Ensuring that TUANZ is operationally positioned to achieve its purpose by improving our back systems and member benefits.

We have also been working hard to develop new strategic partnerships which are aligned with the cornerstones of our strategy. Given our independence, industry relationships, and expertise, TUANZ have been engaged by

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government to lead the delivery of the Digital Boost Alliance program. This is a great example of how TUANZ, working with government and leading digital technology providers, is making a real difference for small kiwi business users.

Despite the challenges of COVID-19 lockdowns, TUANZ's events programmes are going from strength to strength. Actually, the COVID lockdown restrictions has had a silver lining as it has forced us to rethink and bring forward new ways of delivering great events and content for our valued members.

Looking ahead, TUANZ will continue to advocate on behalf of our members and all New Zealand technology users.

I would like to extend the Board's thanks to all of our members for their continued support, and to recognise our many strategic partners and friends who support the work we do.

Ngā mihi,



Tristan Ilich
TUANZ Board Chair

CEO's Report

Welcome to my CEO's report for the 34th year of TUANZ. This covers the period of the 1st April 2020 to 31st March 2021, which was my 6th year in the role of Chief Executive.

The biggest change to the association in this period was the change of name with the change from Telecommunications to Technology - making us the Technology Users Association of NZ Inc. We had flagged this proposed change at the 2019/2020 AGM and it was implemented and confirmed as a change to the Constitution at the Annual General Meeting on the 23rd September 2020.

Impact of Covid

It would be fair to say that 2020/21 was the year that we felt the full impact of the global pandemic that was (and still is) Covid19. At the beginning of the year we found ourselves in a situation where all events of over 100 were required to be cancelled and then soon after that on the 25th March we moved to Alert Level 4 and the whole nation was placed in self isolation.

At that time, based on the settings of each alert level, the Board met and agreed that all in person events for TUANZ would be cancelled or deferred until we were back at Alert Level 1. The main reasoning behind this is that the ability to network is one of the key reasons for members attending events and this was not going to be possible at any other level. New Zealand returned to level 1 on the 8th June but then Auckland was placed back into level 3, and the rest of the country to level 2 on the 14th August. It wasn't until the 7th October that all of New Zealand was back in Level 1. Auckland also had a short period at level 3 and 2 in mid February 2021.

All of this meant a significant impact on our in person events. We were unable to host two of our flagship events. The 2020 Rural Symposium was instead hosted as an online event over two afternoons on the 16th and 17th September, and the Digital Convergence event was shortened and hosted as part of the Annual General Meeting on

the following week (23rd September). We were fortunate to be able to host the Future Of Work Conferences in November which we expanded from Auckland and Wellington to include Hamilton and Christchurch.

There was also significant impact on our After5's and FLINT after work events, with us only being able to deliver 3 of these during the year compared to 29 events the year before. However we did make a significant move to hosting online events with us delivering 17 webinars over the year. The upside of this has meant an investment in relevant licenses and learnings that mean we can now deliver an event using the applicable delivery mechanism, and can bring in overseas speakers for online events. We also launched a series we called cxobytes which was a 30min interview style event with key digital leaders. This has since been renamed as techbytes.nz and continues as a monthly series.

"I would like to thank all our members whose ongoing loyalty to this organisation enables us to continue to speak out for all users of digital technology."

TUANZ Reports

We released two significant reports over the year. The first was the 2020 Rural Connectivity Symposium Communique. This report and the recommendations contained within it was based on both the online symposium and a number of smaller workshops undertaken across the country and online to capture participants' concerns, issues and ideas.

The second report was a new piece of work which we undertook in partnership with the Tech

Leaders Executive and supported by Vodafone NZ. Over the months of February and March of 2021, we interviewed 27 senior leaders in a number of Corporations and Government Departments on the topics of issues and priorities in both their businesses and across the digital sector in Aotearoa New Zealand. We intend to make this an annual report with the next one scheduled for March 2022.

Advocacy in 2020

While the Government's main focus in the year covered by this report was managing the response to the pandemic, along with a scheduled election in 2020, there was ongoing work mainly with Commerce Commission. These included the following:

Mobile Termination Access : Our position was strongly of the view that there was no grounds for the Commission to remove regulation in this important service. The Commission then decided to retain the current regulatory settings.

Telecommunications Disputes Resolution Service Review : We provided significant feedback on this review including our two major positions around making the service more independent from the industry, and expanding coverage of the scheme to all providers. This review is ongoing.

We also maintained a watching brief over the ongoing long term project on the regulation of pricing of the UFB networks to be implement in 2022 as well as being involved in workshops held to capture issues around the Commission's Retail Service Quality work.

Other areas of advocacy with the Government were in the area of Rural Connectivity and working with a new Minister post election - the Hon David Clark, Minister for the Digital Economy and Communications.

Financial Operations

The financial situation for TUANZ remains tight with a number of financial impacts from the pandemic.

These included a reduction in event sponsorship, a reduction in the number of partners for 2020/21, and a small number of member cancellations. On the expenditure side there was a reduction in travel and meetings. Overall though the operations were able to be managed through the period with a small reduction in gross operating revenue from \$366,949 to \$363,588. With the careful management of expedite the net result was able to be turned back to a small surplus of \$10,321 against a deficit in the previous year of \$20,477.

Final Thanks

I would like to finish with a number of thanks. First to our partners who continued to support us during 2020/21 especially Skills Consulting, Chorus, and InternetNZ, as well as Enable Networks who continue to support our flint programme in Christchurch.

I would like to personally thank the Board members for their ongoing commitment of time and effort in providing leadership of TUANZ. And finally I would like to thank all our members whose ongoing loyalty to their organisation enables us to continue to speak for all users of digital technology as we head into our 35th year making a positive change in New Zealand.

Ngā mihi,



Craig Young
TUANZ CEO





Auckland FLINT Conference



A New Look for NextGen

FLINT Programme

The FLINT programme used the disruption of Covid-19 to re-evaluate how we connect and engage with both our future leaders and our FLINT members. Several of our planned events took place by moving online to a webinar format, this allowed us to offer the event nationwide. We held six national online webinars on topics including negotiation, smart tech, strengthening your wellbeing, shifting to digital ways of working and navigating your career in a changing world. Members appreciated these online sessions as they provided practical, useful advice and insights.

FLINT held six in-person events between October 2020 and December 2020 including four successful half-day FLINT Future of Work conferences. This was the first year the annual event had been held in each of the four city centres. We received positive feedback from attendees of each conference with the opportunity to connect after a challenging year being much appreciated.

FLINT also launched the popular CxO bytes which was later renamed Techbytes. These have now been made available on YouTube and Spotify. The online format was particularly helpful when ensuring we continued to connect and support our FLINT leaders and members during a rapidly changing and uncertain time.

The FLINT Chairs



Phee Myburgh
AUCKLAND



Elizabeth Taylor
WELLINGTON



Gemma McKenzie
WAIKATO



Kaity Mitchell
CHRISTCHURCH

NextGen Programme

The NextGen programme ran two successful group programmes between May 2020 and February 2021. Our leaders continue to engage well with the online open learning format and bring forth their current leadership challenges to the group. Leaders appreciate the dedicated scheduled sessions where open conversations can take place and insights can be shared. The online format was particularly helpful during the 2020 lockdown period, as NextGen could continue to operate and reach leaders via Zoom, as it always has.

At the close of the reporting year, we had reached a further 22 leaders, bringing the total reach of NextGen since its launch in 2017 to 71 graduates of the programme. Next Gen has benefitted from some brand and logo design work, resulting in a clearer image and the opportunity to create certificates of completion for graduates.

A review of the NextGen programme was initiated in February 2021 and interviews with stakeholders and previous participants were scheduled through March and April. The Board received a paper with review findings and recommendations for changes in May 2021.

The NextGen Facilitator



Michelle Howie

Heading to 35 and Beyond

In 1986 the world was a very different place and digital technology was just beginning to have an impact on the New Zealand business sector. The provider of telecommunications services was the Government owned monopoly New Zealand Post, and it was against this background that TUANZ, the Telecommunications Users Association of New Zealand was formed.

The organisation had its genesis at a Computer Society meeting in September 1985 and it was set up very much as a User Group rather than an Industry Association. It held its first AGM on February 26, 1986, establishing a constitution for the association and its name, and on March 20th, 1987, TUANZ was officially incorporated.



Since then we've seen tremendous change but **TUANZ has been a constant keeping members connected and educated on the new tech and the issues of the day.** And as we head into our 35th year we've reshaped our focus to the broader space where technology, communications and broadcasting converge and we are now the association for the users of digital technology and connectivity.

We work hard to help members understand what is coming as well as the opportunities that are here and now. We want our members, and indeed all of Aotearoa to succeed in a growing digital economy.

We've a newly stated purpose and vision along with clear goals for the next few years, as we head past 35 years of positive change.

tuanz35 YEARS OF POSITIVE CHANGE

We can't do any of this without members - and we're incredibly thankful for all of you who have been loyal to your association over the last 35 years.

Over the next few years we're focused on **three clear objectives** which will guide all our actions and activity.



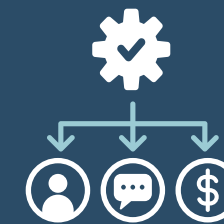
We are the independent voice for users navigating a complex digital world.

This means we will continue to advocate for all New Zealanders to have equal access to meaningful digital services and connectivity. Part of this includes speaking out to media and key stakeholders including the Government on key issues.



We prepare New Zealanders for the digital future.

TUANZ has always been a place where members can meet to learn and share about the digital future and we will continue to provide this forum. We'll share on new and emerging technologies such as 5G, AI and cyber security. We also remain committed to the development of the next generation of digital leaders.



We will ensure TUANZ is operationally positioned to achieve its purpose.

We know that we as an organization need to also improve our capabilities in an ever changing world. This includes implementing a sustainable membership model built in an integrated technology platform that streamlines our operations and provides opportunities for future services for members.

THANKING OUR LONGEST STANDING MEMBERS

ANZ Bank Since 1986	Westpac Since 1986	Bank of New Zealand Since 1987
Don Wallace <i>(Individual member)</i> Since 1987	University of Otago Since 1987	ASB Bank Since 1988
Transpower NZ Ltd Since 1988	Auckland Council Since 1989	Ericsson Comm Ltd Since 1989
NZ Fire & Emergency Since 1989	AUT Since 1990	Air New Zealand Since 1994

Staff & Board

STAFF

CEO

Craig Young
021 488 188
craig.young@tuanz.org.nz

MANAGER

Chantal Thomas

FINANCE MANAGER

Tracey Hoskins

TUANZ BOARD 2020/21

CHAIR

Tristian Ilich
TSquared, Auckland

DEPUTY CHAIR

Liz Gosling
AUT, Auckland

CONTACT OFFICER

Jenna Woolley
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Zoe Udy

FLINT, Wellington

Maxine Elliott

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Nise Williams

UFF, Hamilton

Wendy McGowan

Rural Women NZ, BOP

Vaughan Baker

MyRepublic, Singapore

Andy Edwards

Comms Learning, Canterbury

Who are we?

We're the group helping our members make sense of the digital future through sharing experiences and knowledge about using current and new technology. We're the only truly independent and representative voice for all users, both corporate and individual who know that connectivity is key to a growing digital economy.

For information about joining TUANZ, as an organisation or an individual, visit tuanz.org.nz/join-tuanz/

OUR VISION

**New Zealand
will be in the top
10 digital ready
nations by 2030**





Understanding the impact of autonomous
Local and National Government
Legislation
Digitalisation
Community

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tuanz
Helping New Zealand make
the most of the digital
world.

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Technology Users Association New Zealand

+64 4 815 8178 | office@tuanz.org.nz

PO Box 65503, Mairangi Bay, Northshore, Auckland 0754