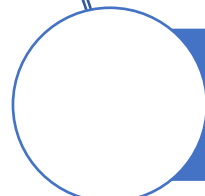
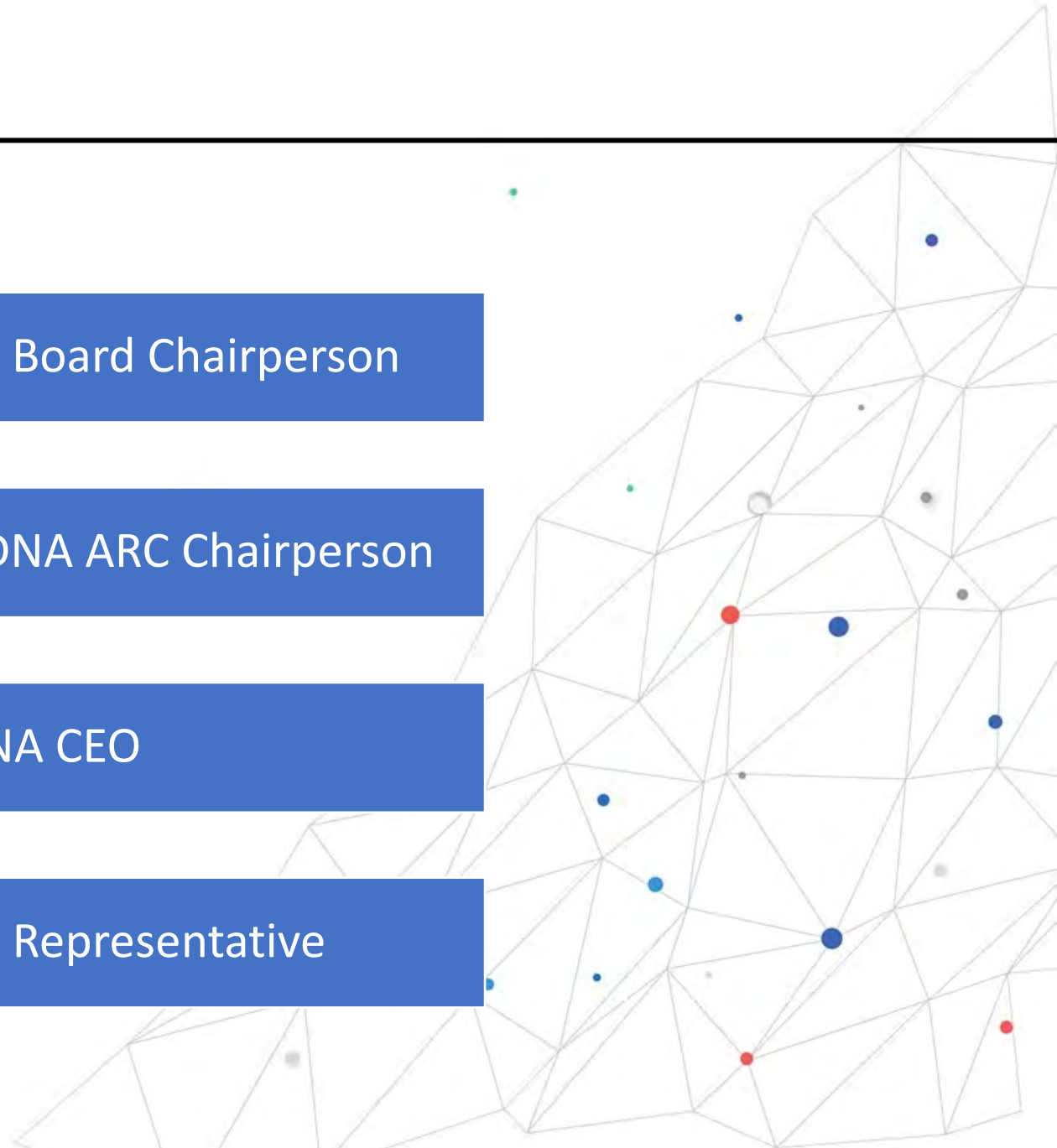




PRESENTERS

-  Ms. Palesa Legoze – ZADNA Board Chairperson
-  Mr. Nicholas Msibi – ZADNA ARC Chairperson
-  Mr. Molehe Wesi – ZADNA CEO
-  Mr. Justice Tembo – Finance Representative



Presentation Overview

01 Overview of ZADNA

02 Legislated Mandate

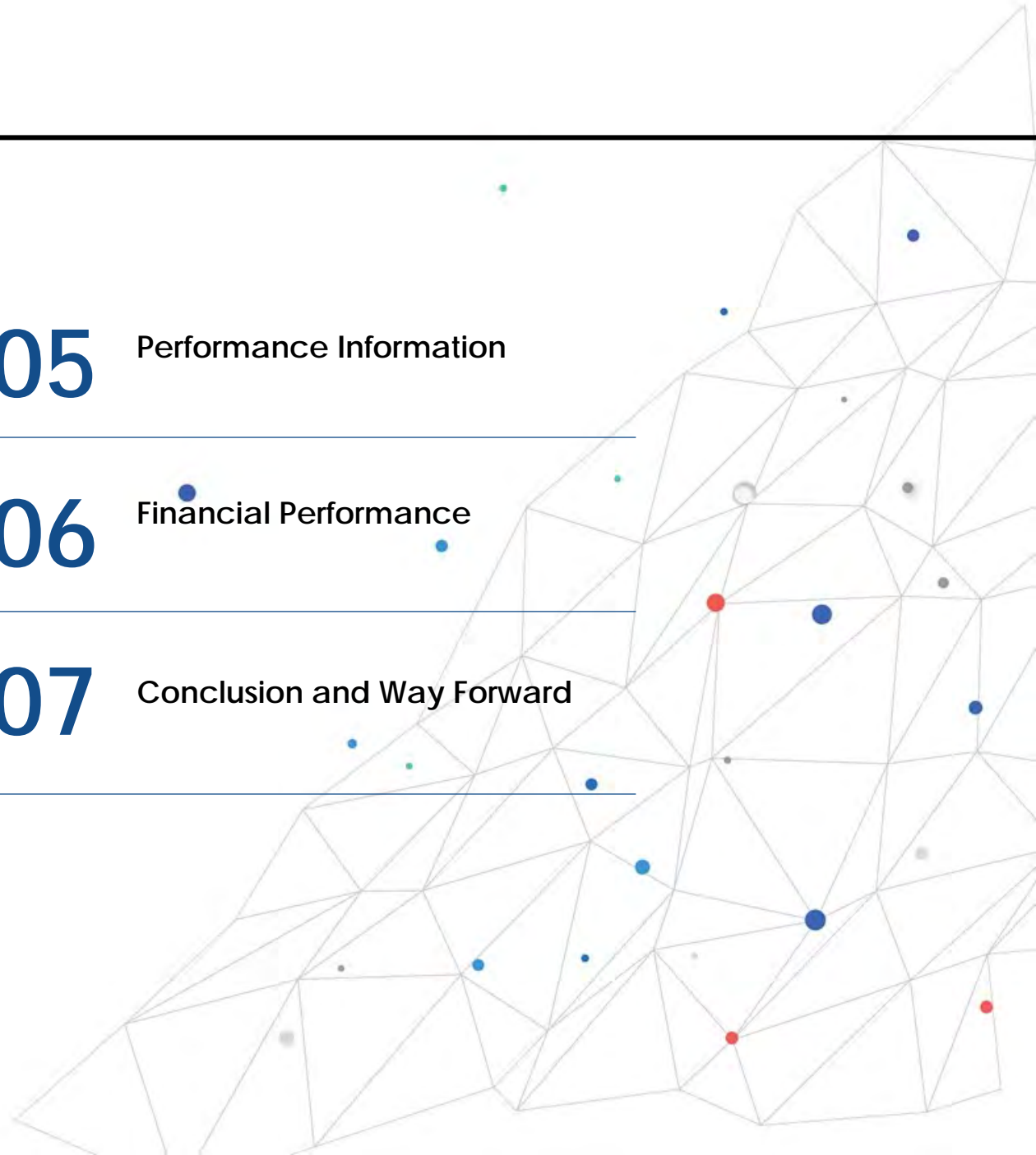
03 Strategic Overview

04 Highlights and Challenges

05 Performance Information

06 Financial Performance

07 Conclusion and Way Forward



Overview of ZADNA



Your online presence....
Our business



- The .za Domain Name Authority (ZADNA) is statutory regulator and manager of .ZA Namespace



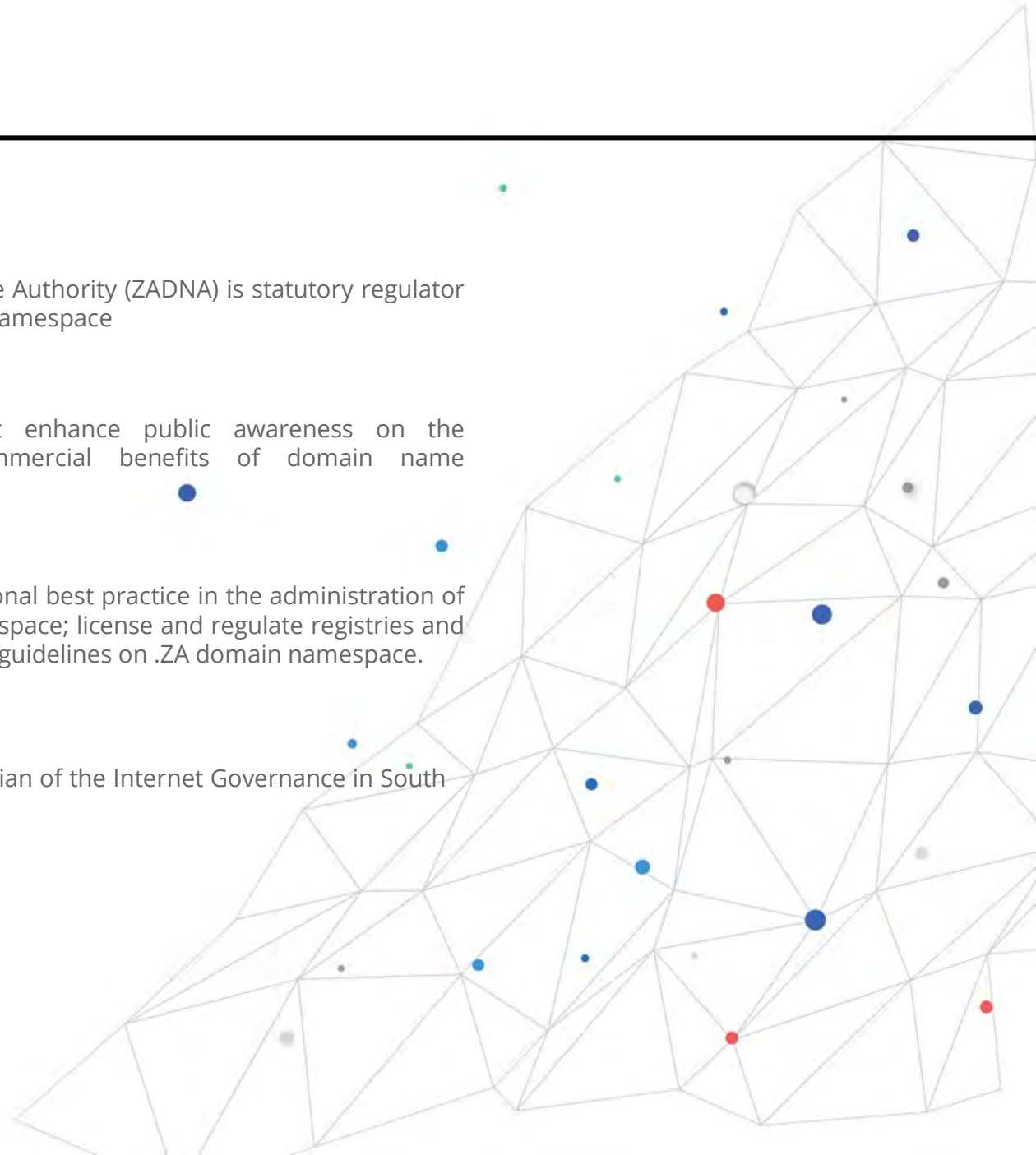
- The Authority must enhance public awareness on the economic and commercial benefits of domain name registration.



- Comply with international best practice in the administration of the .ZA domain name space; license and regulate registries and registrars and publish guidelines on .ZA domain namespace.



- ZADNA is the custodian of the Internet Governance in South Africa.



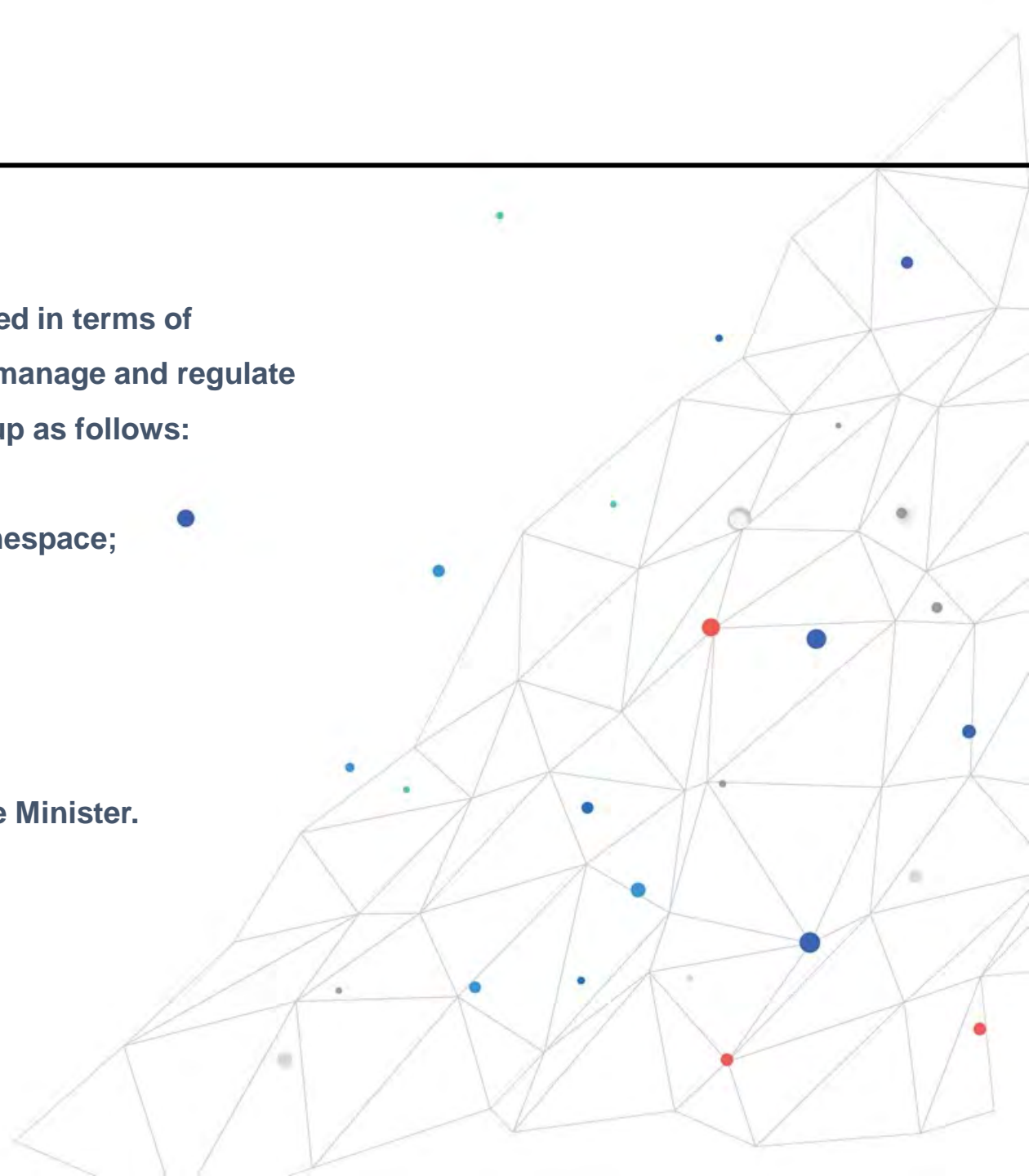
Legislated Mandate

ZADNA is a statutory, not-for-profit entity established in terms of Chapter X of the ECT Act 25 of 2002 to administer, manage and regulate the .ZA namespace. The mandate can be summed up as follows:

- a) Management and administration of the .ZA namespace;
- b) .ZA policy, licensing and regulation;
- c) Monitoring and compliance;
- d) Domain name awareness and education;
- e) Research and development; and
- f) Making relevant policy recommendations to the Minister.
- g) Alternate Dispute Resolution Regulations

Additional non-ECT Act Responsibilities

- i. dotCities
- ii. Internet Governance



Strategic Overview

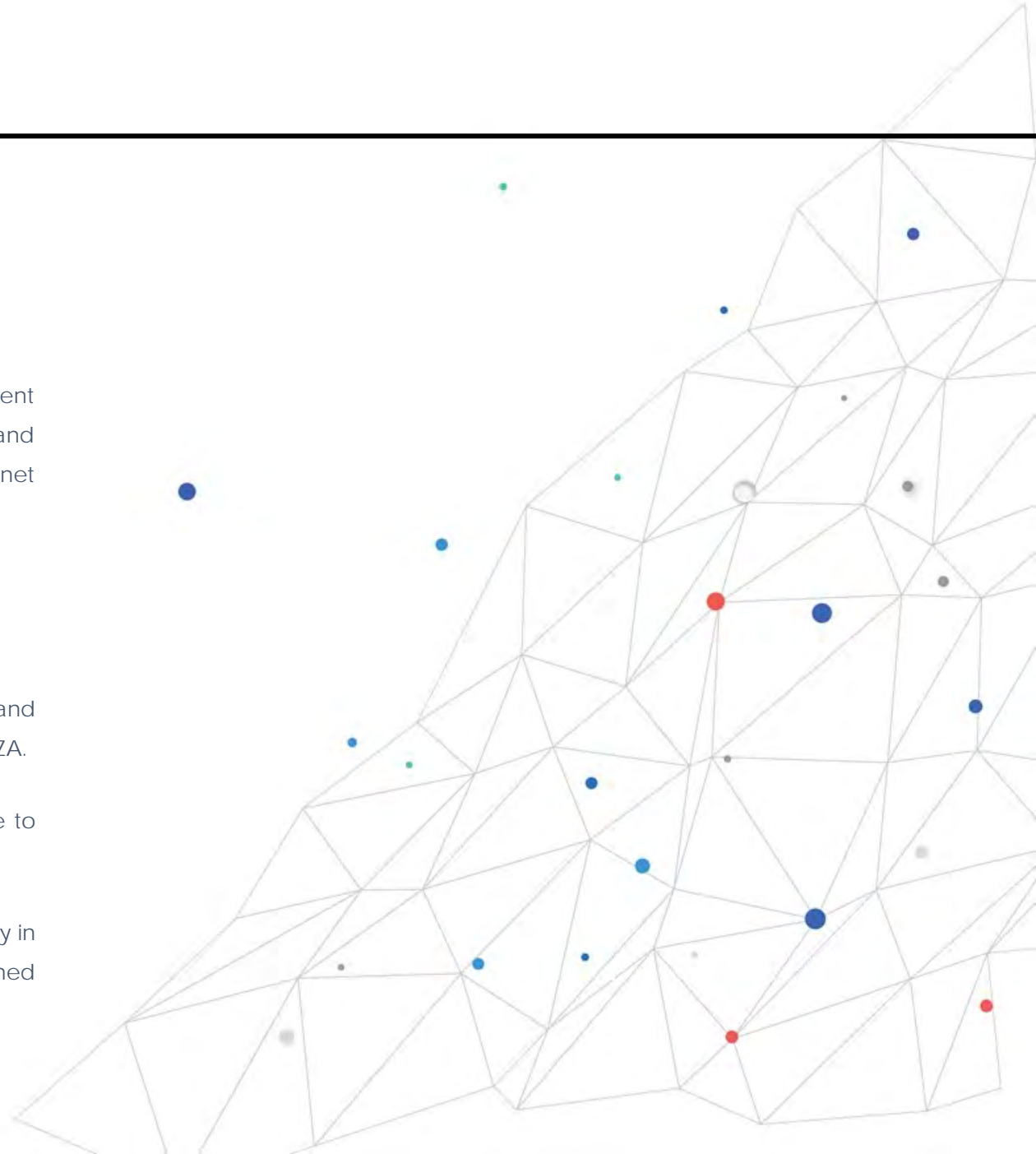
VISION – A world-class domain name regulator

OUR MISSION

- To implement an effective domain name regulatory and management framework that positions .ZA to be accessible, stable, secure, growing and competitive in serving South Africans and then the global Internet community.

OUR VALUES

- **Transparency** - ZADNA maintains active consultations with interested and affected parties in carrying out its mandate, in developing policies for .ZA.
- **Accountability** - ZADNA takes responsibility for its decisions and is able to objectively and fairly justifying its actions.
- **Inclusivity** - ZADNA ensures that its stakeholders can participate actively in its policy and regulatory processes and that none should feel constrained from making a meaningful contribution in such processes.
- **Integrity** - We act with integrity in all we do (doing what's right).





- Even with the challenges ZADNA was faced with the Authority managed a **90% achievement rate** of its annual targets;
- The 2020/2021 budget was based on the R12.00 per domain name fee and revenue of **R16 079 448.00**, was realized for the financial year.
- ZADNA obtained a **clean audit outcome** for the 2020/21 financial year;
- The .za namespace saw a significant growth of the commercial Second Level Domains where the space grew by 77 302 for the 2020/2021 financial year, with a **total number of 1 335 285**
- In 2020/2021 ZADNA continued to provide an **expeditious Alternative Decision Resolution** process and prompt decisions.
- In the year under review, **16 awareness campaigns** were concluded, complimented by **12 media coverages** and **15 registrar-reseller training programmes**.
- The ZADNA **IT infrastructure** used to manage .ZA SLDs, **functioned without any disastrous interruptions** during the year.
- The ZADNA's governance structures continued to function optimally and provided **visionary and principled oversight**.



- For the 2020/21 financial year, the Authority *missed an opportunity of achieving the annual target for the “Registry and registrar licensing framework” strategic goal;*
 - *A project was incepted in the latter part of the year to ensure that the Registry and registrar licensing framework goal is met.*
- There was a notable **gap with our stakeholder engagement and management.**
 - *However, more effort will be place on utilising budgeted engagements to advance stakeholder management and engagement; furthermore,*
- For the financial year ZADNA only had two reported case of COVID, and fortunately there were no fatalities.



PERFORMANCE INFORMATION

Policy and Regulation

ZA Domain Name Disputes

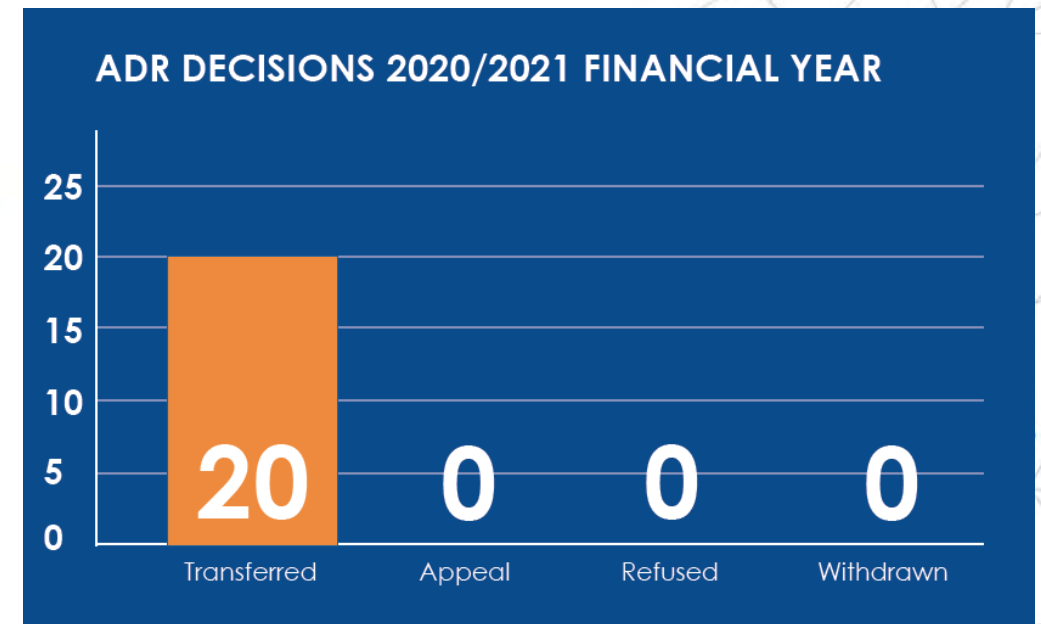
- A total of 20 disputes were lodged in 2020/2021 financial year. This effectively brings the number of resolved .za domain name disputes to three hundred and forty-eight (348) since May 2007.
 - The process also remains more expedited than the normal court process as it takes a maximum three months to have an ADR dispute settled and finalised.
 - The ADR costs are more competitive than court costs. A single adjudicator ADR dispute costs R10 000, while a three-panel adjudicator dispute costs R24 000.
 - Experience shows that the single adjudicator settlement is overwhelmingly, the most preferred option.

Internet Governance (IG)

- During the financial year under review, twelve (12) activities being conducted including a South African Internet Governance Forum for 2021

Registry Registrar Licensing Framework

- ZADNA initiated a Regulatory Framework Project in November 2020 to put in place Registry-Registrar Licensing Regulations to fulfil its mandate under section 68 of the Electronic Communications and Transactions Act 25 of 2002.



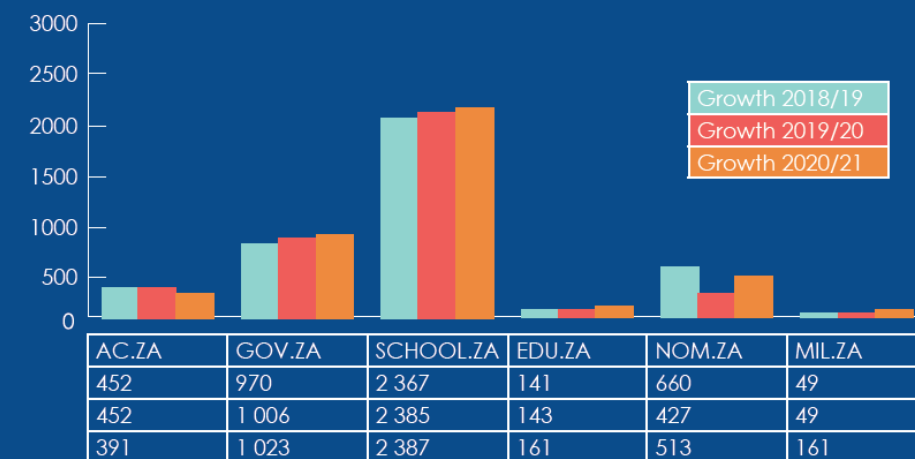
Commercial and Non-commercial SLDs performance

- The commercial namespace grew by 77 302 between the financial year 2019/2020 and 2020/2021 to a total 1 335 285.
 - This considerable growth could be attributed to COVID-19 restrictions that changed the working environment from being office-bound to mostly working from home.
- It is worth noting that between the financial year 2018/2019 and 2020/2021, the mil.za domain space grew from 49 to 161, while ac.za continued to decline due to the data clean-up done by TENET, the administrator.
- Nom.za also embarked on a domain name registration data clean-up, which resulted in the decline of registrations from the 2018/2019 financial year to 2019/2020. It was during this period that the SLD was transferred from Vox telecom to SITA.



Total .za 1 335 285

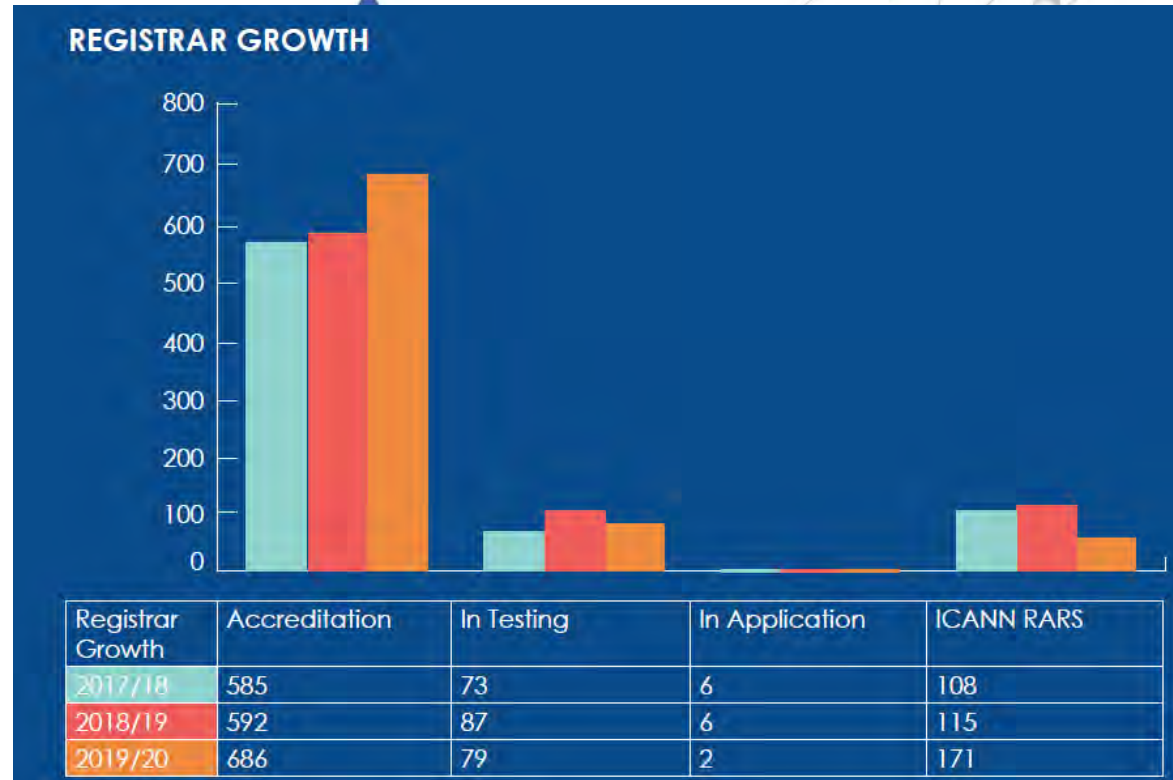
GROWTH OF NON-COMMERCIAL .ZA SLDs 2020/2021



.ZA Namespace Development

Registrar Market Expansion

- The number of accredited registrars grew from 592 to 686 – an increase of 94 accredited registrars, between the financial year 2019/2020 and 2020/2021.
- ZADNA has a registrar-reseller training programmes where upcoming SMMEs and entrepreneurs receive training on existing opportunities within the .za domain name industry.



.ZA Namespace Development

Nameserver infrastructure

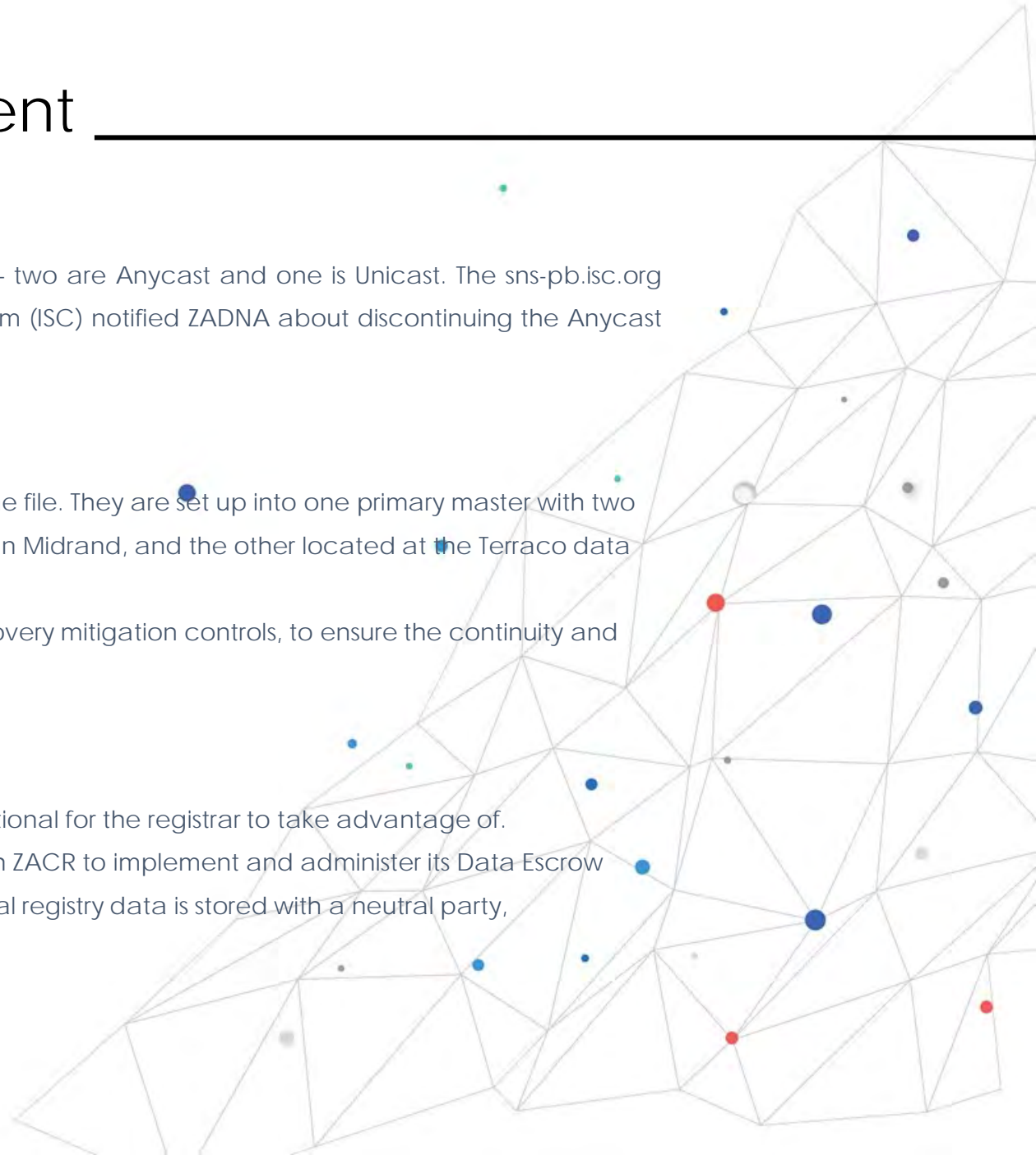
- The ZA Root Zone is now served with three secondary nameservers – two are Anycast and one is Unicast. The sns-pb.isc.org was removed from the root zone after the Internet Systems Consortium (ISC) notified ZADNA about discontinuing the Anycast nameserver's provision.

.ZA Zone Infrastructure

- ZADNA owns three physical servers running the .za primary master zone file. They are set up into one primary master with two failover servers, whereby one is located in the data centre at Xneelo in Midrand, and the other located at the Terraco data centre in Isando.
- The above setup is optimised for business continuity, and disaster recovery mitigation controls, to ensure the continuity and resilience of the zone.

ZADNA .za Security Issues

- The Registry lock feature was deployed on co.za SLDs and is fully functional for the registrar to take advantage of.
- ZADNA agreed with Denic Data Escrow service in August 2020 through ZACR to implement and administer its Data Escrow service. The Data escrow service provision ensures that the commercial registry data is stored with a neutral party,



08

Communications and Awareness

- To deliver on its constitutional mandate “enhance public awareness on the economic and commercial benefits of domain name registration”.
- For the year under review, ZADNA targeted to achieve nine (9) awareness campaigns and nine (9) media coverages.
- Although the country faced numerous challenges posed by Covid 19 at the beginning of this financial year, ZADNA managed to implement its deliverables and exceeded the set targets by achieving 16 awareness campaigns and 12 media coverages.



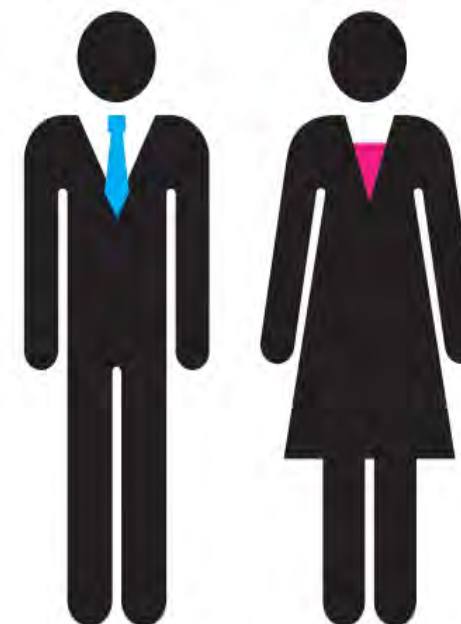
Human Resource

- **Workforce planning** – The total staff complement for 2020/2021 was 13, which consisted of seven permanent staff, two outsourced service providers in HR and Finance, and four interns. The total number of filled positions based on the approved structure was 19. The overall percentage vacancy rate at the end of the financial year was 31,58%.
- **Employee engagement** – ZADNA conducted quarterly Employee Engagement Surveys, the results of each survey aim to shape continuous improvement efforts related to attracting, developing, and retaining talent at ZADNA and present opportunities for process improvement going forward.
- **Organisational Development** – ZADNA embarked on an organisational review process, which resulted in the approval of a new organogram.
- **Performance Management System (PMS)** – As part of instilling a high-performance culture, ZADNA reviewed its existing performance management system in August 2020. Following its approval, the rollout of the new framework was implemented.
- **Employee wellness** – the Authority introduced a 24/7 Employee Assistance Programme, allowing staff to manage their wellness amidst COVID-19. Employees continue to receive support through the outsourced wellness service provider.

54%
Male

100%
African

31%
Management



46%
Female

100%
African

0%
Management

Performance against Strategic Objectives

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS
EMPOWERED COMMUNITIES	25 000 domain names registered	77 302 domains registered	
	9 awareness events conducted	5 completed awareness event and 11 completed awareness campaigns	
	9 Registrar reseller training conducted	15 Registrar and Reseller training were conducted	
	9 Media Coverage	12 Media Coverages conducted	
IMPROVED STAKEHOLDER ENGAGEMENT	2 strategic partnership agreement signed	2 Strategic partnership agreements were signed	
	10 Internet Governance engagements conducted	12 IG engagement activities were held	
RESEARCH AND BENCHMARK STUDIES CONDUCTED ON POLICIES THAT SUPPORT ZADNA GROWTH	2 Research and 1 Benchmark studies conducted	2 Research and 1 Benchmark studies conducted	
IMPLEMENTED REGISTRY AND REGISTRAR LICENSING FRAMEWORK	First draft Registry and registrar Licensing framework developed	Not Achieved	The target was not achieved because of the absence of the human resource constraints which have been resolved.
IMPROVED ORGANISATIONAL MANAGEMENT PRACTICES	Implemented Climate and Culture survey recommendation	5 surveys were conducted	
	80% of audit findings resolved	For the year under review, an accumulative 80% resolution rate was obtained by ZADNA	

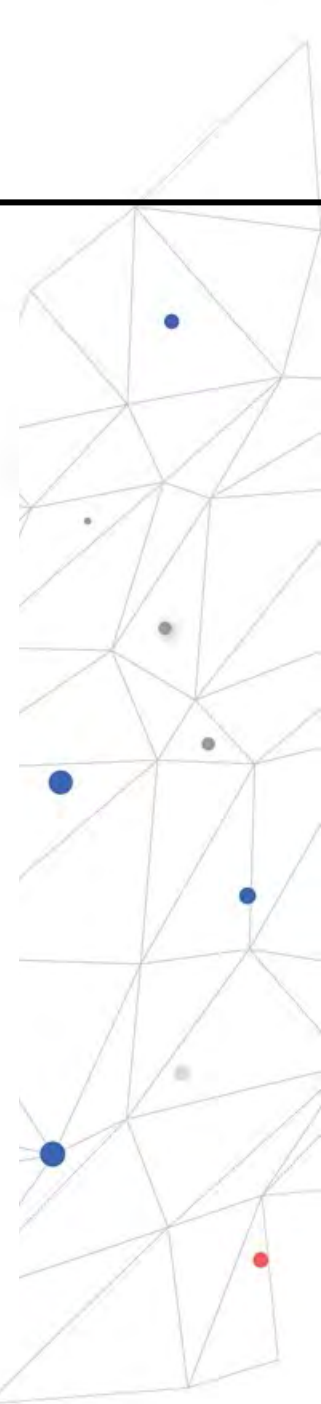


FINANCIAL PERFORMANCE

Financial Performance

STATEMENT OF FINANCIAL PERFORMANCE

Figures in Rand	Note(s)	For the Period Ending 31 March 2021	For the Period Ending 31 March 2020
		R	R
Revenue		16 079 448	14 926 000
Other Income		71 969	8 571
Investment Income		542 257	354 849
Total income		16 693 674	15 289 420
Operating Expenses		(11 221 200)	(12 755 596)
Operating Surplus		5 472 475	2 533 824
Surplus before taxation		5 472 475	2 533 824
Taxation		-	-
Total Comprehensive Surplus		5 472 475	2 533 824



Balance Sheet

Note(s)	As at 31st March 2021	As at 31st March 2020
Figures in Rand	R	R
Assets		
Non-current assets	363 190	6 205 756
Property, plant and equipment	363 190	434 498
ZACR Receivable	-	5 771 258
Current assets	26 208 181	16 548 597
Financial asset at amortised cost	2 000 000	4 000 000
Trade and other Receivables	8 131 194	7 155 349
Cash and cash equivalents	16 076 987	5 393 248
Total assets	26 571 372	22 754 353
Equity and Liabilities		
Equity and Liabilities	25 269 705	19 797 230
Accumulated Surplus	25 269 705	19 797 230
Liabilities		
Current Liabilities	1 301 667	2 957 122
Trade and other Payables	1 301 667	2 957 122
Total Equity and liabilities	26 571 372	22 754 353

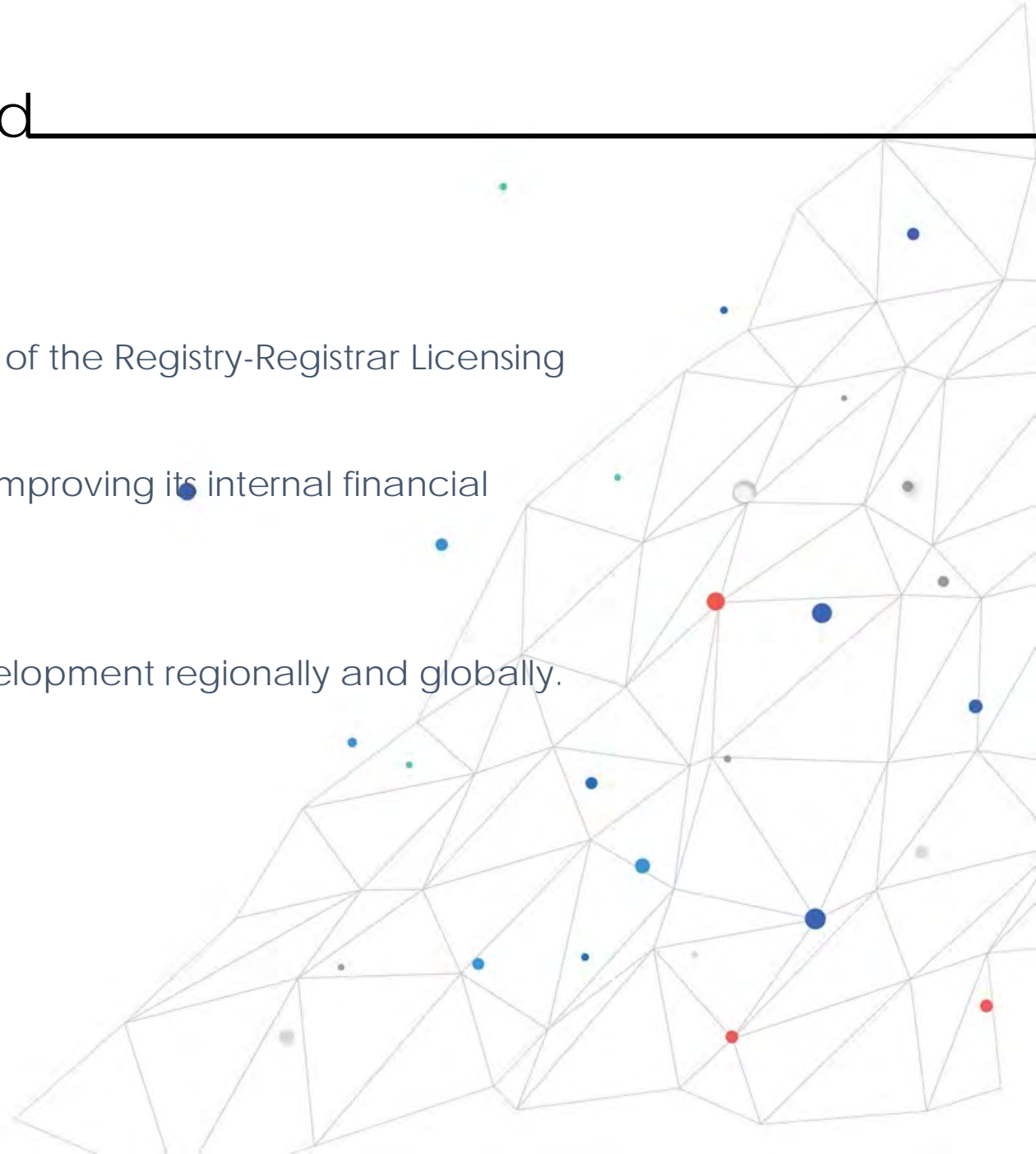




Conclusion and Way Forward

Conclusion and Way Forward

- ZADNA is working towards getting promulgation of the Registry-Registrar Licensing Regulations.
- ZADNA will continue working on sustaining and improving its internal financial control environment.
- Improve stakeholder engagement.
- Improve ZADNA participation in DNS policy development regionally and globally.





Thank you – Questions and Discussion