

## **Nominet's board of directors met on 6 July 2004 and 24 August 2004.**

The July meeting was a short meeting held the evening before the Annual General Meeting. It dealt with the monthly accounts, the performance statistics and general pre-AGM planning.

In addition to the monthly accounts and performance reports, the following main items were addressed at the August meeting.

### **Board changes**

The board passed a sincere vote of thanks to Steve Dyer for his four years service and contributions as a non-executive director. The board also warmly welcomed Gordon Dick as a new non-executive director.

The board re-confirmed Alex Bligh as the chair of the Remuneration Committee. Alex will serve with the three other non-executive directors, Fay Howard, Jonathan Robinson and Gordon Dick, to deal with company-wide pay policy and targets and for the personal targets and performance assessments for the executive chairman and managing director.

[www.nominet.org.uk/ReferenceDocuments/RemunerationCommittee-TermsOfReference/](http://www.nominet.org.uk/ReferenceDocuments/RemunerationCommittee-TermsOfReference/)

The board re-confirmed Fay Howard as chair of the Audit Committee. Fay will serve with Alex Bligh, Lesley Cowley and Willie Black, with the support of Frances Williams, Nominet's Director of Finance, to review the findings and recommendations of the company's external auditors and to keep the company's risk register under regular review.

[www.nominet.org.uk/ReferenceDocuments/AuditCommittee-TermsOfReference/](http://www.nominet.org.uk/ReferenceDocuments/AuditCommittee-TermsOfReference/)

Lastly, the board appointed Alex Bligh and Gordon Dick as its representatives to the PAB.

The above appointments will be reviewed early in 2005 when the annual remuneration and audit cycles have been completed.

### **Progress on the way ahead**

The board was pleased to receive progress reports on Nominet's technical excellence, service excellence and online services programmes. These were discussed at the AGM in July, summaries of which are to be found at:

[www.nominet.org.uk/content/files/NominetNews18Pdf.pdf](http://www.nominet.org.uk/content/files/NominetNews18Pdf.pdf)

Nominet staff continue to participate in IETF work on Secure DNS (DNSSEC), possible WHOIS replacements and possible anti-spam mechanisms. It is planned that test-bed facilities for DNSSEC and EPP, a more direct means for tag holders to communicate directly with the register, should be available for members' testing by Q1 2005.

The restructuring of the support staff into two main departments: one dealing with registrant support and the other with members' and tag holders' support, is now complete. Resources are now being put into further training of staff to empower them to deal with a wider range of issues and to provide a "one-stop-shop" for callers. An important element is to reach a better understanding of our customer base and we will be carrying out a research programme later this year.

A large amount of “behind the scenes” work continues on the plan to bring more services online 24 hours a day, 7 days a week. The plan for restructuring of the underlying database is well underway. This is required to support the new online services. Member and tag holder input will be sought on the new services during the development and testing cycles.

### **Consultations on the Dispute Resolution Service and Registration Terms & Conditions**

The board considered the results of both the above consultations and the recommendations from Emily Taylor, Nominet’s Head of Legal services. The board agreed to a set of final changes and the new replacement texts will be forwarded to the PAB for their October meeting.

### **Operational Reports**

There were 2,840 active members and 3,650 active tags as at 1 July 2004. During June, 10 new members were added and 15 members resigned. The number of new registrations in June was 89,963 and 77,197 renewals were invoiced.

There were 2,820 active members and 3,662 active tags as at 1 August 2004. During July, 10 new members were added and 30 members resigned. The number of new registrations in July was 95,073 and 71,475 renewals were invoiced.

Dr W Black  
Chairman