2013

a turning point?

SIDN

Supervisory Board

The Supervisory Board (SB) supervises SIDN's Executive Director and supports him with advice. The main focuses of the Board's supervision and review activities are SIDN's business strategy and the associated risks, realisation of the organisation's objectives and the design and effectiveness of the internal risk management and control systems. The Supervisory Board has seven members, including its chair.

Changes in membership

Simon Hania, Corporate Privacy Officer at TomTom, was appointed to the Supervisory Board of SIDN and the Board of Governors of ENUM NL with effect from 1 April 2013. Mr Hania succeeded Fred Eisner, whose membership of the two boards ended on the same date. Simon Hania has previously sat on the boards of organisations such as AMS-IX, COIN and NLnet Labs. Michiel Westermann also retired from the Board with effect from 1 April. Like fellow retiree Fred Eisner, Mr Westermann had been a member of the Supervisory Board since its inception in 2005 and had completed the maximum number of constitutionally permitted terms of office. During their time on the board, both men made an important contribution to SIDN's development.

On 18 September, Paul Schnabel was also appointed to the Supervisory Board. Mr Schnabel had previously been CEO of the Social and Cultural Planning Office of the Netherlands, a crown-appointed member of the Social Economic Council and a professor at Utrecht University. In 2014, he will succeed Eddy Schuyer as Chairman of the Supervisory Board. The Supervisory Board is very pleased with the appointment of its new members and proud that SIDN has been able to secure the services of such prominent and respected administrators.

Decisions

At the Board's four meetings in 2012, the main topics addressed included plans for changing SIDN's pricing and billing system, two security incidents, the progress of the SIDN Labs research programme, cooperation with the Registrars' Association and the proposed creation of the SIDN Fund.

In addition, the following matters were approved and/or decided:

- Annual report and accounts for 2012
- Annual reports of the Supervisory Board, the Selection & Appointments Committee, the Audit Committee and the Security & Stability Committee in the context of corporate governance
- Annual plan and budget for 2013

Committees

The Audit Committee met twice in 2013 and considered matters such as the annual accounts for 2012, the prognoses and quarterly reports for 2013 and the interim annual audit. The Selection & Appointments Committee also met twice, interviewed candidate members and advised the Supervisory Board on the appointment of new members. The Security & Stability Committee met once, discussing matters such as the findings of the ISO27001 certification audit and the associated improvement recommendations.

Meetings

In March, the Supervisory Board travelled to Oxford to meet the Board and CEO of Nominet, the registry for .uk, as well as the Board and CEO of the Nominet Trust. In June, the Supervisory Board met SIDN's Staff Council. In early October, the Supervisory Board, SIDN's CEO and the Board of the Registrars' Association met to discuss the proposed creation of the SIDN Fund. The RA was asked for its advice on the Fund's form and

structure and the best way to involve registrars. Various recommendations made by the RA were subsequently taken into account in the further development of the Fund.

The Supervisory Board believes that the policies pursued by SIDN have been such that the quality of SIDN's services is assured and that the company is ready for the future.

Eddy Schuyer,
Chairman of the Supervisory Board

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Chairman of the Supervisory Board
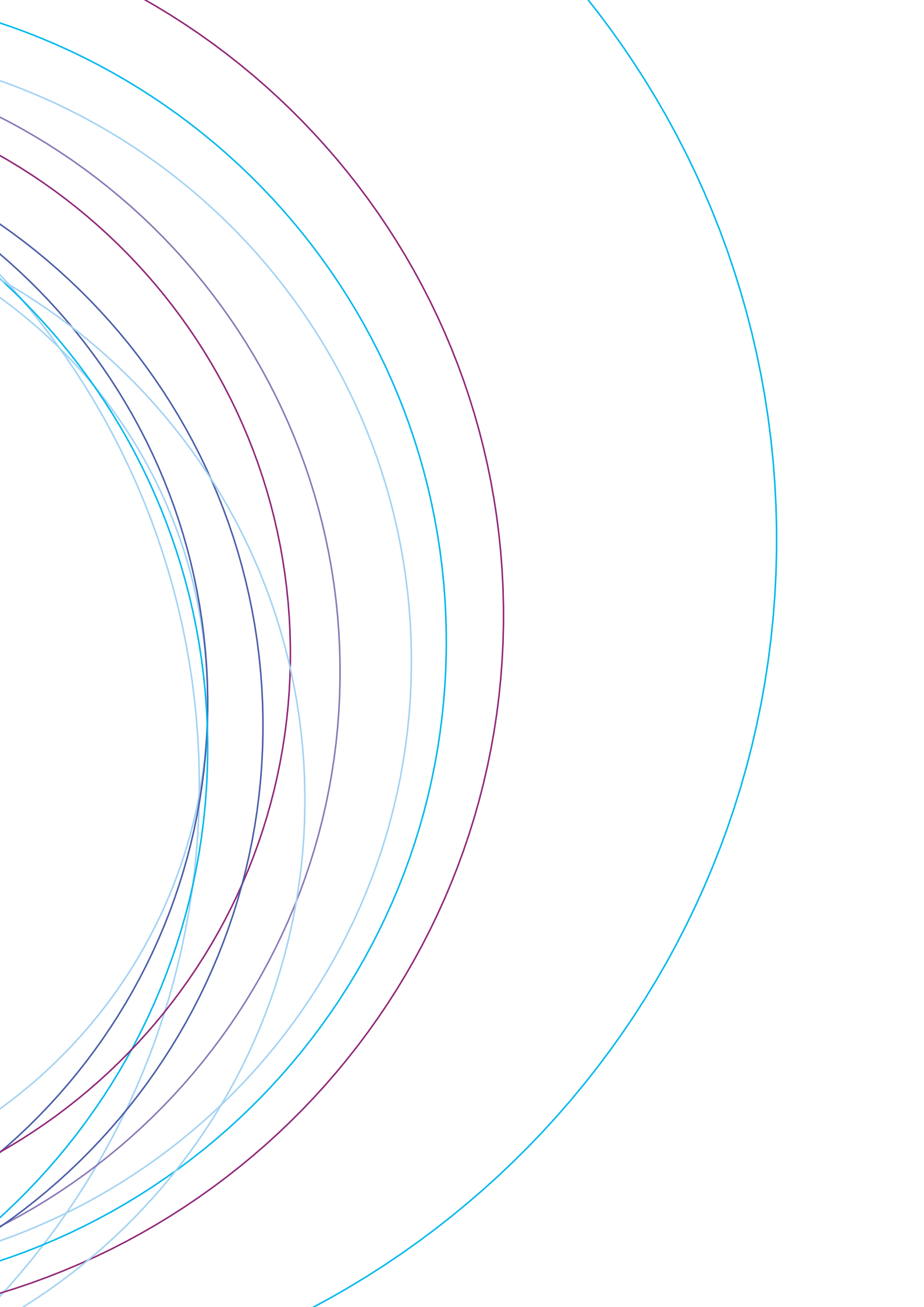
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2013:
a turning point?

Roelof Meijer
CEO, SIDN

01 Introduction

Snowden's disclosures may have triggered a change in the structure of the internet

The most significant internet news story of 2013 began in a hotel room in Hong Kong. From that room, ex-NSA officer Edward Snowden leaked tens of thousands of documents about the USA's surveillance and intelligence activities. For weeks on end, NSA programmes such as PRISM and Bullrun were front-page news. Snowden was nominated for the Nobel Peace Prize, named 'Guardian Person of the Year' and awarded the International Whistleblower Prize. His flight from the US authorities dominated the headlines and ended in Moscow.

Edward Snowden's disclosures had far-reaching consequences. US companies lost out on billions in earnings, as offended countries withdrew from major deals and confidence in (US) cloud services collapsed. Diplomats worked round the clock to limit the damage to America's image and citizens' rights activists began legal proceedings against the NSA. Various countries also increased investment in cyber defence, reducing the online freedom of their own people.

One undeniably positive outcome of Snowden's disclosures was the increased interest in internet privacy. Anonymous alternatives to Google, such as DuckDuckGo, gained ground. Internet giants Yahoo, Google and Facebook all announced new encryption techniques. The new European Data Protection Regulation prohibited the collection of metadata. And the Internet Engineering Task Force started upgrading its encryption standards.

Turning point in internet governance

As well as making the world stop and think about internet privacy, Edward Snowden's disclosures may have triggered a change in the governance and structure of the internet. In a vociferous response to unfolding events, Brazilian president Dilma Rousseff called for better protection for internet users in a speech at the

United Nations General Assembly. Rousseff also argued that it was time to replace the existing internet governance model, in which the US is ICANN's sole overseer, with a multilateral model under the UN umbrella. Brazil even threatened to partially break away from the world wide web and to develop its own encrypted e-mail system. The existing multistakeholder governance model had been under fire for some time, and the revelations about the NSA increased the pressure for change, while weakening the position of the US (the main champion of the status quo).

Consequently, the concept of an open internet with little government interference and no central control – the concept that has underpinned the success of the internet – came under threat. Indeed, the very future of the internet was put in doubt. The Montevideo Statement on the Future of Internet Cooperation issued by the 'I-star organisations' (ICANN, ISOC, IETF, IAB, the RIRs and W3C) accordingly called for evolution of the existing multistakeholder internet governance model. Once emotions had cooled a little, Brazil announced plans for a Global Multistakeholder Meeting on the Future of Internet Governance in April 2014, with the aim of facilitating the evolutionary process. It is quite possible that the developments will ultimately lead to a new – and hopefully even better – global internet governance model.

Turning point in cyber security

The NSA-affaire overshadowed the consternation caused by a series of major hacks. The US Federal Reserve, Facebook, Apple and Twitter were just a few of the large companies to be affected. In December, the details of 70 million Target customers were stolen. Meanwhile, DDoS attacks increased in both frequency and impact, as they became a vehicle for criminal activity, often involving the use of botnets. In the Netherlands, the targets included the customs service, the tax authorities, the national rail operator and various banks. The attack on Spamhaus, involving a bandwidth of at least 300 Gb/s, was the biggest ever recorded and even slowed down large parts of the internet for a short time. Partly in response to such incidents, there were numerous initiatives in 2013 to make the internet safer. The Radboud University introduced a study programme devoted to cyber security and Europe developed a new cyber security strategy. SIDN became the first registry in the world to introduce a local anycast service, helping to make .nl more secure against DDoS attacks. In collaboration with our partners in the Abuse Information Exchange, we also set up the AbuseHUB: a system that enables information about botnet infections to be shared quickly.

Turning point for the DNS

Almost unnoticed, a change described by ICANN as possibly the biggest in the history of the internet began in 2013. In November, ICANN added four new generic top-level domains (gTLDs) to the internet root, finally starting the long-expected rollout of hundreds of new extensions. The first four new gTLDs were all in non-Latin characters (Arabic, Cyrillic and Chinese). In the final month of the year, several dozen more new TLDs were added. In the next few years, they are likely to be followed by a further 1,300 or so additional gTLDs.

Turning point for video streaming and social media

The year was also a turning point for video streaming. Netflix made a global breakthrough, achieving a flying start in the Netherlands. House of Cards, a drama series created especially for Netflix, was the first web-only series to win an Emmy award.

Another significant event in 2013 was the disappearance of Hyves, finally succumbing to competitors such as Facebook. At the same time, numerous new social media emerged, including Vine – a platform that enables users to share video clips of up to six seconds. The new Snapchat service, on which posts are only temporarily visible, enjoyed a surge of popularity, as did the dating app Tinder. Instagram and LinkedIn introduced fresh advertising options. And 'selfie' became the Dutch Word of the Year.

Turning point for the economy

It appeared that 2013 would be the last year of one of the deepest economic crises the Netherlands has endured. Despite the difficult climate, internet companies generally continued to thrive, with more than ever being floated on the stock market. The most notable floatation was Twitter, whose initial public offering yielded 1.6 billion euros. E-commerce began to increase again – in Western Europe alone, 174 billion euros of business was done on line. The pattern of commerce was changing too, as more and more people made online purchases using a mobile device. However, as mobile internet use soared, PC sales fell more sharply than in any previous year. The world may have witnessed a monetary breakthrough as well, when the US senate declared the online currency Bitcoin a legal means of payment, pushing its price up to 900 dollar.

Turning point for the internet of things

Long predicted by futurologists and trend-watchers, the internet of things finally began to materialise in 2013. Google Glass was tested in the health care sector. Samsung brought out a 'smart watch', which can be used to make voice calls and browse the internet. And smart household appliances became commonplace. It is now nothing unusual to receive a message from your washing machine when its cycle is complete or to remotely control your vacuum cleaner from your mobile phone.

Meanwhile, the 3D printer made its breakthrough. Pop star Will.I.Am announced that he wanted to use 3D printers at his concerts. A US activist caused a commotion by creating a 'wiki weapon': a gun that anyone can print at home. And in Amsterdam plans were unveiled to print a complete house with the Netherlands' largest 3D printer.

Turning point 2013

In the history of the internet, certain years stand out. One was 1969, the year that ARPAnet, the internet's predecessor, came into being. Another was 1974, when the TCP/IP protocol entered use. And then there was 1990, the year of the world wide web's birth. Future generations may well look back on 2013 in a similar way. In the fields of privacy, internet governance, cyber security and new applications, the events of 2013 probably changed the internet for good. The first of a huge swathe of new gTLDs became active. The internet's transformation from a network of computers into a network of devices of every imaginable kind gained real momentum. And new online products and services appeared, which may change the world or may disappear without trace.

In the year ahead, SIDN will continue to monitor developments closely. We will also maintain our commitment to an internet that is open and accessible to all of the world's seven billion-plus people. An internet on which users are entitled to feel secure. While our role is not always very conspicuous, it is not infrequently central to developments. Whatever the future brings, we can say: we were there.

Roelof Meijer
CEO, SIDN

New products and services appeared, which may change the world or disappear without a trace

02 Developments with .nl

Lower growth

Growth in the number of domain names continued to slow in 2013. Net growth declined from 6.6 per cent to 5.3 per cent, a 13.7 per cent fall in the rate of expansion. The pattern was not restricted to .nl, but repeated in almost all country-code domains, especially in Western Europe, where the national domain is a well-established concept. Indeed, .nl out-performed most comparable top-level domains. Growth in .de (Germany) fell by 43.2 per cent, while the expansion of .uk (United Kingdom) was 44.6 per cent slower. The growth of .eu actually fell by 95.5 per cent, from 5.3 per cent in 2012 to 0.24 per cent in 2013.

Outside Western Europe, and particularly in the emerging economies, domain name growth remained higher. The national domains of the so-called BRICS countries expanded by more than 25 per cent in 2013, for example. The declining growth of the major West European country-code domains was due primarily to the poor economic conditions in 2012 and the first half of 2013. There is a strong link between levels of trade and demand for domain names. Furthermore, there is simply less scope for growth in Western Europe, because the number of registered domain names per head of the population is much higher than elsewhere. In the international context described, 2013 was a good year for .nl. Despite the reduced rate of growth, .nl's share of the Dutch domain name market rose to 73.5 per cent by the end of 2013. Over the course of the year, 971,304 new .nl domain names were registered, with the proportion of registrations made by private individuals increasing to more than 30 per cent.

SIDN expects growth to remain sluggish in 2014. The number of cancellations is rising (by 5.4 per cent in 2013), while the number of new registrations is declining.

Growth rat of the .nl-domein in 2013: 5,3%

The largest country-code domains

TLD	No. at end of 2013	Net Growth
.com	111,839,466	5,760,230
.tk	21,131,593	6,719,718
.de	15,592,379	308,692
.net	15,166,881	284,695
.cn	10,829,480	3,321,721
.uk	10,550,763	250,774
.org	10,366,672	261,096
.info	5,836,808	-1,313,893
.nl	5,388,364	272,712
.ru	4,918,923	660,453

Number of registrars December 2013: 1.570
Where are .nl registrars based

■ Netherlands 94%
■ Other countries 6%
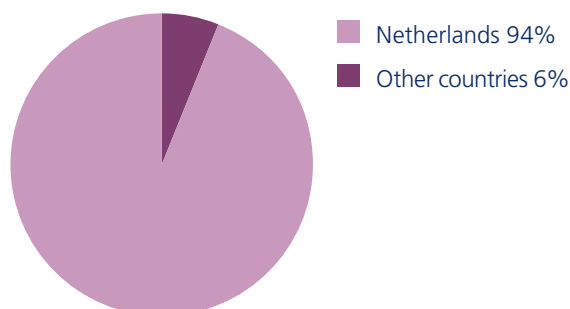
Share of .nl in the Dutch market

■ .nl 73,5%
■ .eu 6,8%
■ .com 14,1%
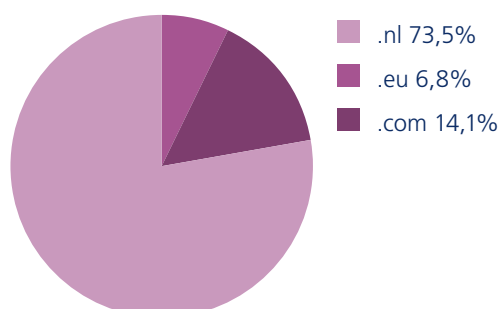
2013 study of trends in internet use

SIDN published the first edition of its research report Trends in Internet Use in 2012. The report contained an analysis of how apps, mobile devices and social media are influencing the demand for domain names. In 2013, we released an update to the original report, high-lighting the following developments:

- People generally prefer tablets to smartphones for accessing the internet, even though far more peo-ple have smartphones.
- 'Phablets' – smartphones with screens of 5 inches or more – are expected to become one of the most popular internet access devices.
- Most companies have already embraced socialmedia and expect little growth in their socialmedia use in the next few years.
- The trend towards the use of promotional and campaign websites to reach specific target groups is expected to continue; there is currently no evidence of domain names being displaced by social media.
- The number of private individuals registering do-main names continues to increase.
- The percentage of private individuals and businesses planning to register a domain name has halved.

Download the research report.

.nl domain leads the way on DNSSEC

DNSSEC (Domain Name System Security Extensions) is an extension to the DNS protocol. With DNSSEC in use, an internet user can't be redirected to a fake or mali-cious website despite entering the correct address of the site they want to visit. DNSSEC also facilitates the use of other security technologies, such as DANE and DKIM. SIDN has played a pioneering role with DNSSEC. The .nl zone was signed with DNSSEC in 2010 and

since 2012 registrars have been able to offer their clients DNSSEC protection on an automated basis. Automation is vital to the effectiveness of DNSSEC and has therefore been actively promoted by SIDN. In 2013, the number of DNSSEC-secured .nl domain names rose from 1.3 to 1.7 million. As a result, .nl has far more DNSSEC-secured names than any other country-code domain in the world. SIDN nevertheless believes that there is considerable scope for improvement and there-fore continues to invest in the acceptance, use and further development of DNSSEC.

Aantal DNSSEC beveiligde .nl-domeinnamen:

| | 2012: 1,3 miljoen | 2013: 1,7 miljoen |
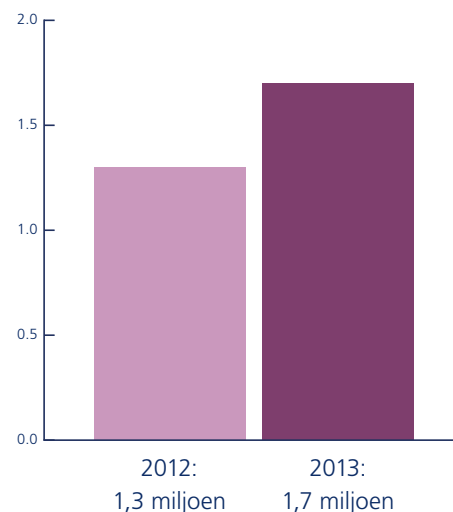
Secure transfer of DNSSEC-domain names

Until recently, DNSSEC had one major unresolved drawback. Transferring a DNSSEC-secured domain name from one registrar to another was a major headache. During a transfer, a domain name and the associated website could become unreachable or be left without protection for several hours. That situation was clearly undesirable, especially for businesses whose turnover is largely website-generated.

SIDN therefore devised a unique solution. 'Key relay' is a process that uses the registry as a medium for passing key material from the receiving registrar to the releasing registrar. Communication between the two registrars is via the channel that they already use for domain name registration and maintenance: SIDN's domain registration system. The solution is therefore easy to implement and has won general support from .nl registrars.

Being able to transfer a DNSSEC domain name securely removes a significant obstacle to the further rollout of DNSSEC. On the day that key relay was introduced to .nl, two registrars immediately put the mechanism to successful use.

Whois extended

The Whois is a service which anyone can use to look up information about existing domain names. Since November 2013, the .nl Whois has included information about the 'reseller' through whom a domain name may have been registered. The change makes it easier for registrants to see whom they are doing business with. The inclusion of reseller information had been requested by many registrars and was realised in close consultation with the Registrars' Association.

.nl Control: extra protection for domain names

In 2012, SIDN developed an add-on service called .nl Control, which is aimed at organisations that want extra control over their domain names, such as banks, government agencies and businesses with valuable brand names. Subscribers to the service are protected against the possibility of unauthorised updates to their registrations. So, for example, a name can't be transferred or cancelled, or its registrant changed, without specific authorisation. If a name is registered for .nl Control, update transactions are not processed automatically, but manually by SIDN after obtaining the registrant's explicit agreement. In 2013, SIDN extended the .nl Control service. Registrants can now also prevent unauthorised changes to name server IP addresses, known as glue records. The extension was introduced in response to the growing demand created by a number of security incidents involving .nl registrars. In August, for example, hackers modified a registrar's DNS data, with the result that thousands of domain names temporarily pointed to a website that was distributing malware.

Local anycast network

With DDoS attacks increasing in number and intensity, SIDN decided in 2013 that DNS anycast capability should also be installed at local third-party sites, such as at large ISPs and hosting firms. SIDN is the first registry to set up a local anycast network of this kind. Global anycast is a widely used technology for increasing the availability of servers. A number of servers share a single IP address, making routers 'think' that they are all the same server. Traffic then goes to the 'nearest' point, with the result that the total network load is distributed across the multiple instances of the server. Local anycast differs from global anycast insofar

SIDN is the first
registry that uses
a local anycast
network

as a number of local nodes are involved. Smart routing means that the nodes can only be approached locally. As a result, worldwide DDoS traffic cannot ever reach a local node, regardless of the traffic volume. The only DDoS traffic that can reach the node is locally generated traffic, which is much easier to control. Consequently, in the event of an attack that cannot be isolated because of its size, local anycast servers provide extra capacity, helping to fight off the assault.

SIDN's local anycast-technology is attractive mainly to large ISPs and hosting firms. If SIDN's servers come under attack, it affords them the best prospect of being able to reach a functional, fast-responding .nl name server. For smaller players, SIDN has created so-called 'shared nodes' – local anycast servers that are shared by several firms. One of the shared nodes is housed at AMS-IX. SIDN's local anycast set-up was devised and built in house.

Complaints & Appeals Board

The Complaints & Appeals Board for .nl domain names (C&AB) is an independent body that .nl registrars and registrants can turn to if they are unhappy with decisions of certain types made by SIDN. The C&AB considered four appeals in 2012: one more than the previous year. In two cases, the Board dismissed the appeals; the other two appeals were judged to be inadmissible. As well as considering appeals, the C&AB rules on complaints where the complainant believes the registration of a particular domain name to be inconsistent with public order or decency. No such complaints were received in 2013, however.

Dispute Resolution System for .nl Domain Names

The Dispute Resolution System for .nl Domain Names is intended to be a fast, straightforward and affordable

alternative to legal action. In 2012, sixty-five disputes were referred to the WIPO Arbitration and Mediation Center. Of those cases, twenty-six were decided, five are still under consideration and the rest were closed before the resolution procedure had been completed. Of the cases that were closed without an arbitration ruling, twelve were concluded by successful SIDN mediation and the others were withdrawn, because the parties reached and amicable solution or because the complainant chose not to proceed, for example. SIDN acted as mediator in a total of thirty-one disputes during 2013. WIPO decisions and other domain name jurisprudence are published on www.domjur.nl, a joint initiative by SIDN and Tilburg University.

Notice and Take Down Code

The Notice and Take Down Code gives internet service providers a framework for handling reports regarding unlawful of criminal website content. In 2013, SIDN received nine requests in connection with the code. In none of the cases concerned did SIDN consider it appropriate to render the domain name in question unreachable. SIDN took no action in the cases concerned because, for example, another party in the chain was taking action or because SIDN did not consider the content in question to be unmistakably unlawful or illegal. Given the potentially far-reaching implications of making a domain unreachable, SIDN cannot intervene in such circumstances.

03 Services

Decline in the number of registrars continues

SIDN administers the .nl domain, processes new registrations and updates to existing registrations, and ensures that registered .nl domain names function. Services to registrants are not delivered directly, but through intermediaries, known as registrars. Many registrars are providers of internet services, such as hosting or access, but they also include web designers, advertising agencies, trademark bureaus and others. Some large companies that register a lot of domain names for their own use or have a particular reason for not wanting to operate through an intermediary opt to become registrars as well, but do not offer domain name services to the public. In 2013, the number of registrars fell by a little over a hundred, to 1570.

Registrar satisfaction

As in previous years, SIDN organised a Registrar Satisfaction Survey in 2013. The findings indicated that satisfaction was higher than at any time since the surveys began. Registrars were particularly positive about core registration and update services. Respondents also rated SIDN favourably in comparison with other registries: most ccTLD registries were rated less satisfactory than SIDN. The survey results confirm that the efforts SIDN has made to raise the quality of its services to registrars are bearing fruit.

New pricing and billing system and insolvency procedure

Until last year, SIDN invoiced its registrars for registrations and updates on a quarterly basis. In 2013, however, a flexible one-month charge period and an economical one-year charge period were introduced, alongside the traditional three-month interval. In addition, SIDN went over to a system of calculating registr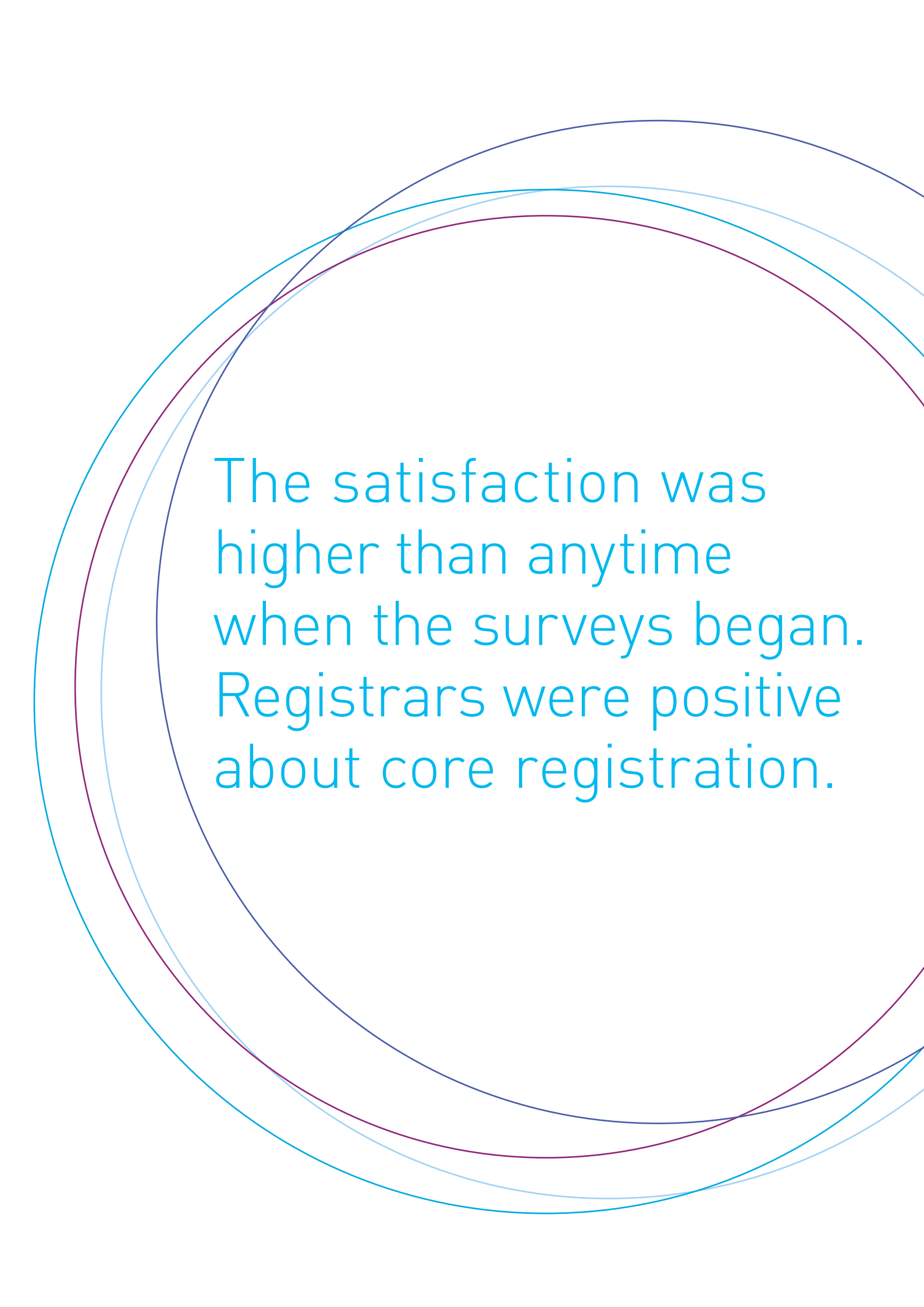y fees on a day-to-day basis, rather than a quarterly basis. The changes were made to bring fees into line with the various business models used by registrars. During 2013, preparations were also made to switch from quarterly invoicing to monthly invoicing, with effect from 1 January 2014. Meanwhile, in consultation with its registrars, SIDN developed a new procedure for dealing with registrant insolvencies, intended (amongst other things) to reduce the associated costs for registrars. Finally, the fee payable for reactivating a quarantined domain name was more than halved.

Cooperation with the Registrars' Association

The Registrars' Association (RA) liaises with SIDN on behalf of the registrar community. In 2013, as well as holding quarterly general meetings with the RA's Management Board, SIDN was in frequent contact with the RA's Technical Committee, Legal Committee, Operational Affairs Committee and Marketing Communication Committee. The main topics discussed were the pricing and billing system, the inclusion of reseller data in the Whois and the security of the .nl domain. The latter subject is expected to be the primary focus in 2014. Particularly in the early part of the year, there was sometimes friction between SIDN and the RA Board, but relations became more cordial as the year progressed. n 2013, SIDN covered all of the RA's costs with a grant of € 178,000.

Overall satisfaction level amongst registrars
2012   7.6
2013   7.8

The satisfaction was higher than anytime when the surveys began. Registrars were positive about core registration.

04 Research and Development

SIDN Labs is SIDN's R&D team. SIDN's research activities have three aims:

- To continue SIDN's development as a leading internet technology expertise centre
- To develop new techniques and systems for the further innovation of SIDN's services
- To facilitate external research that offers added value for .nl and for the Netherlands' international position

One of SIDN Labs' main focuses is further enhancement of the stability and security of the DNS. In that field, SIDN Labs often works in partnership with universities and commercial R&D teams.

WEIRDS for .nl

Each registry provides a Whois service, which can be used to look up information about existing domain names. The information provided usually consists of the name and address of the registrant and details of the registrar through whom the domain name is registered. However, the form in which the information is displayed or communicated is not standardised. The Internet Engineering Task Force (IETF) is therefore developing a new standard for Whois services, called WEIRDS. In 2013, SIDN Labs produced an application, which automatically converts output from the .nl Whois to the new standard. The application has been made available to all .nl registrars in pilot form.

AbuseHUB

The Abuse Information Exchange is a unique collaboration involving SIDN, eight Dutch internet service providers and SURFnet, supported by the Ministry of Economic Affairs and ECP. The Exchange was set up with a view to reducing botnet infections in the Netherlands, thereby increasing internet security. Botnets are networks of computers that, unknown to their owners,

have been infected with a virus or other malware, enabling someone else to control them. Botnets are widely used for sending spam and mounting DDoS attacks. With the assistance of software developer Ibuildings, in 2013 the Abuse Information Exchange created the AbuseHUB. The HUB is a system that collates, analyses and sorts botnet infection reports and sends the findings to affiliated organisations. Prompt, targeted action can then be taken to deal with infections, thus limiting the damage that botnets can do.

In 2013, SIDN Labs and the Exchange's other members actively contributed to specification of the technical requirements for the AbuseHUB. The HUB is operated by SIDN's production departments in conjunction with SURFnet.

Secure transfer of DNSSEC-domain names

SIDN has developed a unique solution for the secure transfer of domain names protected with DNSSEC. Known as 'key relay', the procedure has been submitted to the IETF as an 'internet draft' for extension of the Extensible Provisioning Protocol. Keyrelay will probably be adopted in 2014 as the international standard for the secure transfer of DNSSEC-protected domain names.

Domain Name Surveillance Service

In 2013, SIDN developed the prototype of a new service: the Domain Name Surveillance Service. The service is designed to identify cases of typosquatting: a form of abuse that involves the registration of a domain name that is similar to the name of a well-known domain. So digit.nl might be registered because of its similarity to digid.nl. Then, if an internet user makes a slip at the keyboard, they find themselves on the squatter's site, which may be set up to trick them

into disclosing personal details, for example. This form of phishing can cause a great deal of harm.

The Domain Name Surveillance Service automatically brings possible typosquats to the service user's attention, so that action can be taken. The service has been successfully piloted with a major financial service provider and will be made market-ready in 2014.

PI.Lab

The PI.Lab is a joint venture between SIDN, TNO, Radboud University Nijmegen and Tilburg University. It operates as an expertise centre, developing solutions to increase on-line privacy and aid the management of electronic identities. The PI.Lab is unique, because it addresses the technical, legal and socioeconomic aspects of privacy and identity on an integrated basis. Another feature that distinguishes the PI.Lab is the utilisation of acquired knowledge, through the provision of consultancy services to the public and private sectors, for example. One project that SIDN Labs was involved in during 2013 was the further development of IRMA ('I Reveal My Attributes'), a technology that can be used for age verification, for example. In 2014, SIDN will continue exploring IRMA, in order to work out the associated organisational network, for instance. There are also plans to organise a pilot project in collaboration with Radboud University Nijmegen and SURFnet.

In 2013 SIDN developed the prototype of a new service

05 Internal organisation

Personnel policy

SIDN wants to attract the best professionals and to enable its people to perform to their full potential. With those aims in mind, SIDN provides an inspiring working environment and ample opportunity for development. In 2013, SIDN therefore continued to invest heavily in personnel development through education and training. Courses in Dutch and in time management were organised, the courses in English were continued and programmes on ITIL and DNS were provided for groups of personnel. Numerous employees also took individual training courses. The organisation's workforce grew to eighty-two in 2013.

Employee satisfaction

In 2013, Effectory carried out a further employee satisfaction survey for SIDN. The registry's workers gave an overall satisfaction score of 7.8 out of ten, indicating a continued high level of approval.

New appraisal and remuneration system

SIDN's appraisal and remuneration system was revised in 2013 to make it more predictable and transparent for managers and their staff.

Rollout of the New World of Work

Reduced environmental impact, reduced costs, increased employee satisfaction and a better work-life balance: the New World of Work has many advantages. Although the main provisions needed for place- and time-independent working have been present at SIDN for years, new ways of working are not yet the norm within the business. In 2013, steps were taken to formulate a policy on this subject. Introduction of the policy on a small scale is due to start in 2014.

Development of the invoicing hub

In 2013, SIDN developed an invoicing hub: a flexible application for the invoicing of existing and future products and services. The system is linked to the domain registration system, but was developed as a discrete module. Modular development makes systems easier to maintain and manage.

Modification of the ICT infrastructure

SIDN's ICT infrastructure is accommodated at several locations, which are connected in a ring network. In order to increase system availability and reduce maintenance window frequency, a second ring network was realised in 2013. With two rings, maintenance work can be carried out on the network without interrupting services.

Because of the .nl domain's continued growth, extra capacity was needed. SIDN therefore decided to move all its hardware within two data centres. Although the relocation was a major undertaking, it was realised without any system downtime.

Extension of automated system monitoring

During the year, SIDN extended the automated monitoring of its ICT systems, so that more aspects of more systems can now be checked. The collected monitoring data and the system log data are now retained in a single system. As a result, it is now easy to review historical information and establish links between various system activities. That in turn means that undesirable activities and faults can be detected sooner.

Staff Council

The main subject considered by the Staff Council in 2013 was improvement of the appraisal and remuneration system. The Council was asked to approve two management proposals on the topic, as well as proposals regarding the business emergency plan and the approach plan developed by SIDN following a risk inventory. Finally, the Council was involved with the preparation of SIDN's annual plan and budget for 2014.

Support for community organisations

The internet plays a vital role in our economy and our society. However, the internet can realise its full potential only if it is open and accessible to all, if it reflects the global diversity in cultures, languages and scripts, if users feel secure, and if unrestricted access to information is the norm. SIDN therefore invests in the internet's technical and social development. By supporting a range of activities in the fields of internet governance, technology, security and sustainability, SIDN helps to move the internet forward.

Advertising Fraud Support Centre

The Advertising Fraud Support Centre is a national service for reporting fraud involving advertising contracts, ghost invoices and listings on websites and in internet directories.

Reporting Hotline for Internet Child Pornography

The Reporting Hotline for Internet Child Pornography works to tackle the distribution of child pornography on the internet. Supported by the Ministry of Justice and the European Commission, the foundation is the only organisation in the Netherlands active in this area, other than the police. SIDN is convinced that an effective approach to the problem of internet child pornography depends on cooperation between various parties, such as the national police, the government, children's rights organisations and internet service providers.

Internet Security Platform (ECP)

The Internet Security Platform is a collaboration between the Dutch government and various market players, intended to make a structural contribution to improving internet security for the internet user. Along with internet child pornography, key issues addressed include phishing and the balance between crime prevention and privacy.

Notice and Take Down Working Group

The Notice and Take Down Working Group comes under the umbrella of the Internet Security Platform. Its function is to administer the Notice and Take Down Code, which SIDN helped to get introduced.

Digibewust

Digibewust (literally 'Digitally Aware') promotes responsible use of the internet and digital media in the Netherlands. Digibewust is part of the Digivaardig & Digiveilig (Digital Skills & Digital Safety) programme, a joint initiative by the government, the business community and various community organisations. Supported by the Ministry of Economic Affairs, the European Commission and various businesses, it is operated by ECP, the platform for the information society.

Bits of Freedom

Bits of Freedom is an influential civil rights organisation that campaigns for freedom and privacy on the internet. Freedom and privacy are fundamental rights, and essential for development, technological innovation and the rule of law. Bits of Freedom fights for an internet that is open for everyone, where everyone can share digital information, and where private communication remains private. That goal is closely aligned with SIDN's mission.

Summer School on Internet Governance (SSIG)

The Summer School on Internet Governance teaches students and professionals all about the various aspects of internet governance and helps them to acquire insight into the global issues at play in this arena. SIDN supports the annual European Summer School on Internet Governance and the South American version, the South Summer School on Internet Governance. SIDN also regularly delivers lectures at the summer schools.

Anti-Phishing Working Group (APWG)

The APWG is an international organisation which unites more than two thousand companies, financial institutions, governments, investigative agencies, ISPs, institutions and other organisations in the fight against phishing activities. SIDN is a member of the APWG.

Internet Society Next Leaders Programme

The Next Generation Leadership Programme is an educational programme operated by ISOC, which prepares prospective leaders to address challenges in the fields of internet governance, technology and development. Programme participants are between twenty and forty years old and come from all around the world. Although some of them go on to perform key roles at organisations such as ICANN and IETF, the programme is explicitly intended to prepare people for roles at all levels, such as working in the local community or leading citizens' initiatives.

University of the Netherlands

Universities are for everyone, but lectures can only be attended by students. The University of the Netherlands makes inspiring lectures by prominent academics available on line, so that anyone in the Netherlands can hear them, free of charge. SIDN is one of this exceptional initiative's sponsors.

Internet Protection Lab

SIDN supports this joint initiative by various organisations to provide secure access to an uncensored internet, so that journalists, bloggers and activists around the world can continue to receive and distribute important information without the risk of being traced and persecuted.

My Child Online

The My Child Online Foundation is a research centre for young people and (digital) media. With support from SIDN, the Foundation ran a campaign in 2013 to highlight the problem of identity hacking, which affects a lot of children.

Creation of the SIDN Fund

In October, SIDN announced its intention to set up an independent fund with the aim of improving prosperity and welfare in the Netherlands by contributing to the internet's value to Dutch society and the Dutch economy. In pursuit of that aim, the Fund will provide financial support to projects that promote innovation, education, research, security and trust, application reach and constructive use of the internet in the Netherlands. The Fund's creation dovetails with SIDN's commitment to a single, global internet that is open and accessible to all. SIDN plans to provide the Fund with a starting capital of 5 million euros and an ongoing income. Registrars and other members of the Netherlands' internet

community will be actively involved in the development of the SIDN Fund in 2014.

Staff-led sponsorship

Every year, SIDN makes available € 500 for each member of staff, to be used in the sponsorship of a community project that the individual staff member feels an affinity with. In this way, SIDN develops ties with its workers' social settings. These small-scale local activities also help to create familiarity with the SIDN name in the region, which is valuable in the context of personnel recruitment.

Sustainability

Corporate social responsibility is a high priority for SIDN and consideration for the environment is an important part of operating responsibly. SIDN therefore does all it reasonably can to minimise its carbon footprint. SIDN's premises have been awarded an A+ environmental label: built using 'green' materials, they have numerous energy-saving features, including solar collectors, thermal storage and triple glazing. SIDN also pursues an environmentally responsible purchasing policy, buying from sustainable suppliers wherever possible.
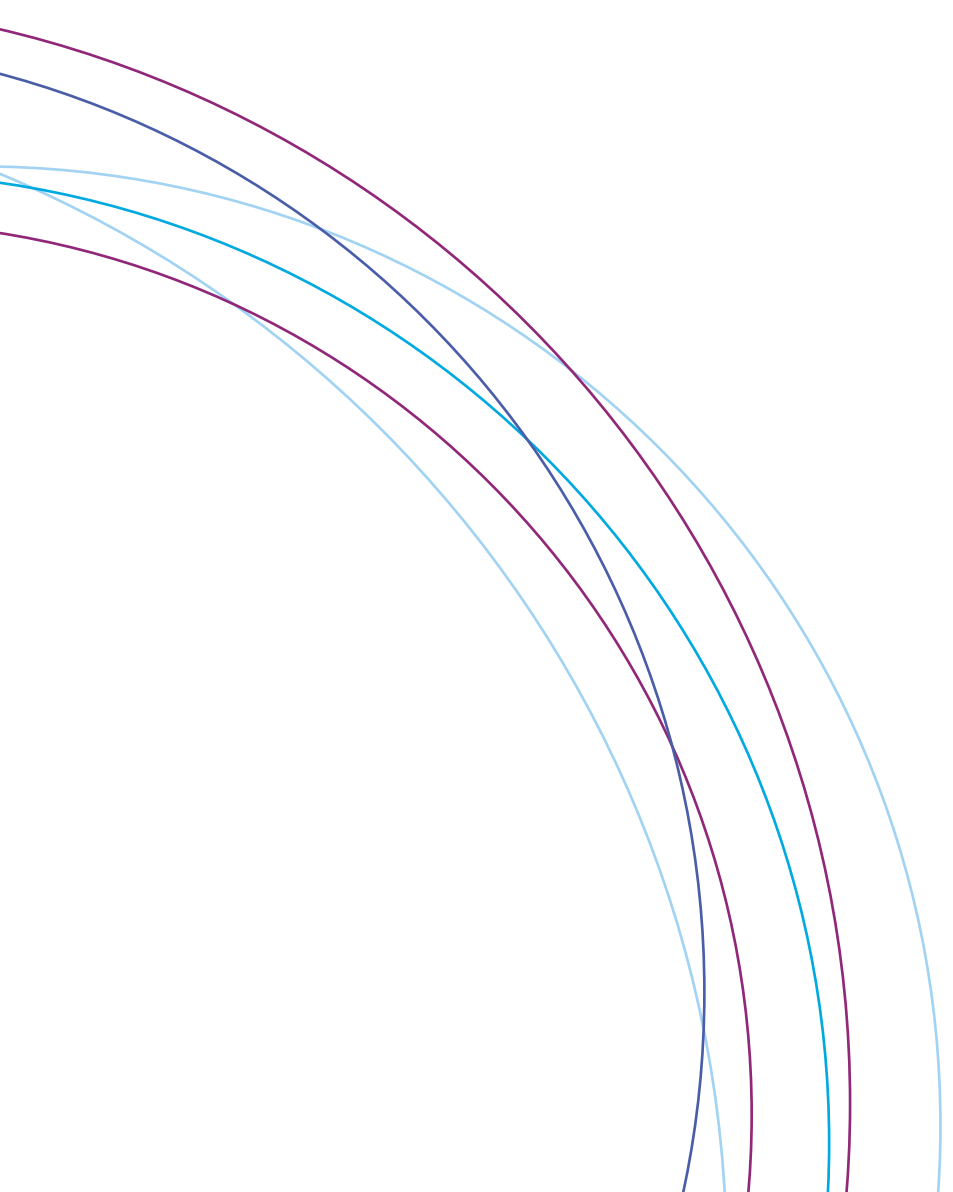
07 Other developments

New gTLDs

The possibility of introducing new generic top-level domains (gTLDs) has been under discussion for some years. In early 2012, ICANN began accepting applications to create new extensions. The process of applying to establish a new gTLD is complex, costly and time-consuming. SIDN has the knowledge and technical expertise to support applicants with that process. So, in 2012, SIDN assisted three new gTLD applications: for .amsterdam, .overheidnl and .politie. In the course of 2013, the Ministry of the Interior withdrew its application for .overheidnl. However, .amsterdam is expected to become operational in 2014, with SIDN acting as back-end registry service provider.

In preparation for that role, SIDN developed a new domain registration system in 2013 specifically for the .amsterdam gTLD. The system is derived from DRS5, which SIDN uses for the registration and maintenance of .nl domain names. During the year, all SIDN's internal processes were also adapted in readiness for the provision of registry services for top-level domains other than .nl.

Innovation programme

In the second half of 2012, SIDN began an intensive innovation programme, with a view to diversifying its activities. The aim of diversification is to assure the organisation's continuity and to increase SIDN's added value to the Dutch internet community. In 2013, the innovation programme yielded two business cases, one of which has since been developed into an operational service, the Domain Name Surveillance Service.

Preparation for a role in trust frameworks

A trust framework is a set of agreements designed to enable reliable identification and authentication on the internet. The development of trust frameworks is important for the maintenance of confidence in the internet. In 2013, SIDN participated in discussions in connection with various trust framework initiatives, including Qiy, TrustTester and IRMA ('I Reveal My Attributes'). Preparations were also made to enable SIDN to perform a supervisory role within a trust framework.

Three CENTR Award nominations

In 2013, CENTR (the Euro-centric association of registries for country-code domains) made a series of special achievement awards. SIDN was nominated in no less than three categories:

* Security Award
  for Bert ten Brinke, Security Officer at SIDN, for his work in the CENTR Security Working Group.
* R&D Award
  for SIDN Labs, for development of the EPP keyrelay to enable the secure transfer of DNSSEC-protected domain names.
* Marketing and Communication Award
  for SIDN's Marketing Department, for its promotion of DNSSEC.

Sponsorship of with ISPConnect

A strong, well-organised internet sector is important to the Dutch economy. In April 2013, SIDN therefore entered into a one-year sponsorship agreement with ISPConnect, the trade association for Dutch internet service providers. The sponsorship gives ISPConnect the opportunity to raise the standard of organisation within the sector and to represent the sector's interests more effectively to political decision-makers and others. The funding will also be used to support research in fields such as hosting. The ultimate aim is for ISPConnect to become an association of active members, capable of standing on its own feet.

CENTR Jamboree 2013

CENTR regularly organises themed workshops for member registries. The workshops focus on topics in fields such as marketing, legislation and regulations, R&D, administration and technology. Since 2012, CENTR has also put on an annual jamboree: a week-long gathering that includes a variety of workshops. In June, SIDN was host and principal sponsor of the second CENTR Jamboree, which took place at Amsterdam's Krasnapolsky Hotel.

Web server compromised

On Tuesday 9 July 2013, SIDN discovered a number of unauthorised files on one of its servers, indicating that the security of the company's (web) server environment had been compromised. Preventive action was imme-diately undertaken to protect the integrity of the .nl zone. The web interface for SIDN's Domain Registration System (DRS) was temporarily closed and publication of the .nl zone file – and thus the distribution of new and updated domain data on the internet – was post-poned. The registration of domain names via the DRS's automated EPP interface remained possible throughout

the incident. All services were fully restored on the morning of Wednesday 10 July.

Recertification

Originally secured in 2011, SIDN's ISO27001 certifica-tion was renewed in 2013. SIDN was particularly satis-fied that the annual audit revealed no points requiring improvement. ISO27001 is an information security quality standard. Certification serves to demonstrate that the availability, continuity, confidentiality and integrity of information are of a very high standard. SIDN was the first registry in the world to organise its operations in accordance with the standard and to be awarded an ISO27001 certificate.

FIRST membership

SIDN CSIRT is SIDN's Computer Security Incident Response Team. The team investigates and coordinates the response to all security incidents involving SIDN's ICT infrastructure. In 2013, SIDN's CSIRT joined FIRST, the global forum in which incident response and security teams share technical information and best practices. FIRST works to ensure that global security incidents are tackled in a coordinated manner.

Contributions to ICANN and CENTR

SIDN is a member of both ICANN and CENTR. ICANN (the Internet Corporation for Assigned Names and Numbers) is a non-profit organisation with responsibility for (amongst other things) the issue and assignment of new top-level domains and the distribution of IP addresses. CENTR is a Euro-centric association of registries for country-code domains, which acts as a forum for the discussion of domain name registration policy matters. In 2013, SIDN made a contribution of € 114,000 to ICANN and a contribution of € 46,000 to CENTR.

SIDN was the first registry in the world to organise its operations in accordance with the standard and awarded an ISO27001 certificate

08 Outlook

Expectations for the .nl domain

Economic recovery will be an important driver of demand for new domain names, both in the Netherlands and internationally. Trade volumes have traditionally been a good predictor of demand, and trade figures in the latter part of 2013 were positive, suggesting that the rate of new registrations may increase in 2014.

The position of .nl on the Dutch domain name market remains as strong as ever. Our national domain is easily the first choice for business users and private users alike, and it enjoys a positive market image. Nevertheless, .com is gradually becoming stronger. That is particularly evident where internationally active users are concerned, probably reflecting the increasingly international nature of e-commerce.

As the market changes, so does the approach adopted by registrars. Whereas in the past the emphasis has been on the acquisition of new registrants, the focus is shifting towards encouraging existing registrants to make more use of 'dormant' domain names – by creating a website, for example. SIDN expects this trend to gain momentum in the years ahead.

New extensions

SIDN is ready to provide registry services for top-level domains other than .nl. In October 2013, the first of the new wave of gTLDs were delegated by ICANN, and some of the domains in question are now available for registration. SIDN regards this development as an opportunity. We expect that the Dutch applications for .amsterdam and .politie will be approved in 2014, and that .amsterdam will become operational in the course of the year. SIDN is to act as registry service provider for .amsterdam and will also start providing a full registry service for the Aruban domain .aw in 2014. SIDN is negotiating with various other parties regarding the provision of registry services for further extensions as well.

The significance of the new gTLDs for .nl should not be underestimated. Generally speaking, the introduction of new gTLDs fuels interest in domain names. That has been the case on several previous occasions when new domains have launched on the Dutch market. However, the effect is not likely to be marked enough to significantly influence the overall growth of .nl.

New domains also affect the way that users perceive the market. It is therefore important that SIDN works to protect its own position and the image of .nl in the years ahead. The need for SIDN and the .nl registrars to communicate what .nl stands for and what the added value of a .nl domain name is has never been so great.

Research and development

In 2014, SIDN Labs will strive to further reinforce its R&D results and to intensify cooperation with its partners. To that end, SIDN Labs will participate in various European projects and joint projects with other Dutch institutes, such as the Delft University of Technology and the National Cyber Security Center (NCSC). Particular emphasis will be placed on research geared to the development of new DNS applications.

Trust frameworks

SIDN is participating in discussions with a view to the development of various trust frameworks, including IRMA, TrustTester and Qiy. In 2014, SIDN expects various practical steps to be taken towards the ultimate creation of a trust framework. SIDN anticipates that the development of trust networks will provide opportunities for organisations that are able to perform supervisory tasks.

ICT infrastructure and applications

In 2012, SIDN began separating a number of components of the domain registration system. Integrated processes, such as invoicing and client registration make changes to the domain registration system complex and time-consuming.

The invoicing hub developed in 2013 is the first product of the new strategy. The ultimate outcome should be a 'pure' registration system, plus a range of associated systems for invoicing, identification, authorisation and so on, which are easier to manage and maintain. The process of separating systems will continue in 2014 and the years thereafter. At the same time, SIDN is modifying its applications and physical infrastructure so the duration of maintenance windows can be substantially reduced. The effects of the changes are expected to start becoming apparent in the second half of 2014.

Domain Name Surveillance Service

In 2014, SIDN will be working with the Registrars' Association to further develop the Domain Name Surveillance Service. It is anticipated that the availability of product variants will make the service attractive to various target groups. The possibility of monitoring registrations under other top-level domains besides .nl will also be investigated.

Security

During the year ahead, SIDN will take various steps to methodically and structurally increase the security of the .nl domain. So, for example, a new identity and access management system will be implemented for the DRS and other systems. The new system will support enhancements such as two-factor authentication (as used for internet banking) and the creation of multiple log-in names for a single registrar account. A variety of measures will also be implemented with a view to providing the .nl domain with even better protection against DDoS attacks. Another security initiative planned for 2014 is an anti-phishing and anti-malware process that will enable such forms of internet criminality to be countered more effectively within the .nl domain. Finally, SIDN will introduce a secure software development lifecycle, ultimately resulting in a professional quality system for software development.

New website

In 2014, SIDN's website will be completely redesigned. The new site will be more user-friendly and will better reflect SIDN's broadening range of activities SIDN.

Internal

SIDN believes that its personnel should have a healthy work-life balance. With that in mind, in 2014 SIDN will pilot a New World of Work scheme. The pilot will involve changes to the company's office systems. The primary aim will be to optimise employee performance, implying the use of different equipment and applications, which may not in all cases lend themselves to central control.

Another feature of the pilot will be changes to the way personnel are supervised. Managers will be trained and coached to use the new methods. During the year ahead, SIDN will also install a new telecom system and make preparations for the introduction of a work-related expenses scheme in 2015.

09 Financial report

SIDN strengthened its financial position further in 2013. The net result for the year was € 2,580,000. The net result will be added to the general reserves, bringing the equity capital at the close of 2013 to € 27,428,000. The equity capital serves as a financial buffer, which helps to assure the organisation's continuity. The size of the financial buffer needed is related to the organisation's structural cost base. Because that cost base has risen over the years, as the organisation has grown and the quality and stability requirements placed upon it have become greater, so it has been necessary to increase the financial buffer. The net result was € 1,245,000 lower than that achieved in 2012.

The operating result for 2013 was € 3,214,000. That sum is € 1,732,000 lower than the corresponding figure for 2012 (€ 4,946,000). The reduction is attributable to lower net turnover and higher operating costs.

Net turnover in 2013 was € 18,762,000. As such, net turnover was € 381,000 lower than in 2012 (€ 19,143,000). That corresponds to a year-on-year decline of 2.0 per cent, whereas 2012's net turnover had been 10.2 per cent higher than the previous year. Net turnover fell mainly because, on 1 January 2013, SIDN switched to charging for newly registered domain names from the start of the next quarter, instead of from the quarter of registration. The associated loss of turnover was approximately € 717,000. At the end of 2013, there were roughly 5.4 million registered domain names, compared with 5.1 million at the end of 2012. The trend towards slower growth in the number of domain names remained evident in 2013: net growth in 2013 was 272,712, compared with 315,933 in 2012. SIDN expects that trend to continue in the years ahead. Due to the growth in the number of domain names,

the total value of the payment discounts and volume discounts given was also greater than in 2012, depressing net turnover by € 119,000. In order to promote the use of DNSSEC to secure domain names, SIDN has paid a rebate of € 0.07 per secured domain name since July 2012. By the close of 2013, approximately 1.7 million .nl domain names were secured with DNSSEC (31.1 per cent of all .nl domain names). Including the DNSSEC rebate for 2012 (€ 453,000, compared with € 197,000 for 2012), the total value of the discounts and rebates set off against the turnover (DNSSEC rebate, volume discount and payment discount) was € 2,011,000: a 23 per cent increase on the 2012 total of € 1,636,000. The number of registrars continued to fall, from 1,682 at the end of 2012 to 1,570 at the end of 2013. That too had a slight negative impact on net turnover.

While turnover fell, costs rose in 2013 by € 1,351,000 (9.5 per cent). Total expenditure in 2013 was € 15,548,000, compared with € 14,197,000 in 2012. The rise in expenditure in 2013 is attributable mainly to higher personnel costs (up by € 1,424,000). The higher personnel costs consisted of the cost of hiring temporary staff to cover for personnel on prolonged sick leave and for vacancies that could not be filled (€ 764,000), higher pension contributions and insurance premiums (up € 155,000), general salary increases (€ 113,000) and one-off outplacement costs (€ 105,000). Another factor was an increase in the average number of employees, from sixty-seven FTEs in 2012 to seventy-two FTEs in 2013.

Depreciation costs in 2013 were € 1,430,000 – slightly higher than in 2012 (€ 1,385,000).

Other operating costs were € 6,683,000 in 2013: a reduction of € 118,000 on 2012 (€ 6,801,000). The cost

reduction was due mainly to the fact that a number of one-off costs were incurred in 2012, including a provision of € 100,000 for two debentures and a provision of € 66,000 for dubious debts. In 2013, accommodation costs increased by € 58,000 on 2012, due to Real Estate Assessment Act charges for 2012 and 2013.

In 2013, SIDN invested a total of € 952,000, of which € 438,000 was spent on production systems and € 209,000 on office machinery. Out of the total capital expenditure sum, € 301,000 relates to ICT projects in progress. By the close of 2013, the total amount invested in those projects was € 799,000. The projects in question will enter use in the course of 2014.

Solvency increased further, from 88.2 per cent in 2012 to 90.7 per cent in 2013. In 2013, a positive cash flow of € 2,678,000 was generated.

Balance per 31 December 2013

	Ref.	31 December 2013 €	€	31 December 2012 €	€
Fixed assets					
Tangible fixed assets	4)				
Land and buildings		6,044,166		6,218,461	
Machinery and equipment		1,124,492		1,197,795	
Other fixed business assets		2,017,416		2,538,473	
Tangible fixed assets under development		798,640		507,836	
			9,984,714		10,462,565
Financial fixed assets	5)		0		0
Current assets					
Receivables					
Debtors	6)	91,787		68,686	
Taxes and social security contributions	7)	428,184		512,624	
Other receivables	8)	721,214		788,396	
			1,241,185		1,369,706
Liquid assets	9)		19,016,979		16,338,936
			30,242,878		**28,171,207**

Passiva per 31 December 2013

	Ref.	31 December 2013 €	€	31 December 2012 €	€
Equity capital	10)				
General reserve		24,847,979		21,022,626	
Annual result		2,580,445		3,825,353	
			27,428,424		24,847,979
Provisions			0		0
Short-term liabilities					
Liabilities to suppliers		1,018,389		1,326,316	
Taxes and social security contributions	11)	210,705		529,378	
Other liabilities	12)	1,585,360		1,467,534	
			2,814,454		3,323,228
			30,242,878		**28,171,207**

Profit-and-loss account of 2013

	Ref.	€	2013 €	€	2012 €
Net turnover	15)		18,762,078		19,142,975
Cost					
Wages and salaries	16)	6,028,012		4,758,722	
Pension charges		827,432		715,847	
Other social costs		578,489		535,358	
Depreciation of tangible fixed assets		1,430,159		1,385,159	
Other operating expenses	17)	6,683,499		6,801,385	
			15,547,591		14,196,471
Operating result			3,214,487		4,946,504
Financial income and expenditure			218,146		256,819
Result from ordinary operations before taxation			3,432,633		5,203,323
Taxes	18)		(852,188)		(1,377,970)
Net result			2,580,445		3,825,353

Cash flow per 2013

	2013		2012	
	€	€	€	€
Cash flow from operating activities				
Operating result		3,214,487		4,946,504
Adjustments for				
Depreciation of tangible fixed assets	1,430,159		1,385,159	
Movement in provisions	0		100,000	
		1,430,159		1,485,159
Movement in working capital				
Receivables	229,983		25,380	
Short-term liabilities	(193,139)		(21,504)	
		36,844		3,876
Operating cash flow		4,681,490		6,435,539
Interest received	193,007		303,051	
Corporation tax (paid) / received	(1,180,227)		(1,145,976)	
		(987,220)		(842,925)
Cash flow from operational activities		3,694,270		5,592,614
Cash flow from investment activities				
Investments in tangible fixed assets	(1,016,227)		(610,539)	
Long-term lending	0		0	
Cash flow from investment activities		(1,016,227)		(610,539)
Increase / (decrease) in funds		2,678,043		4,982,075
Movement in funds				
Funds as at 1 January		16,338,936		11,356,861
Increase / (decrease) in funds		2,678,043		4,982,075
Funds as at 31 December		19,016,979		16,338,936

This overview is unaudited. For the audited figures we refer to the financial statements of 2013 (only in Dutch).

10 Directors and officers

At 31 December 2013

Chief Executive Officer
Roelof Meijer

Management team
Cees Toet, ICT

Lilian van Mierlo, Registration & Service

Jeanette Horinga, Control & Support

Sieger Springer, Marketing Communication & New Business

Cristian Hesselman, SIDN Labs

Supervisory Board
Eddy Schuyer (Chair)

Paul Schnabel

Erik Huizer

Simon Hania

Peter van Schelven

Christiaan van der Valk

Willem van Waveren

Complaints & Appeals Board
Ary-Jan van der Meer (Chair)

Dick van Engelen

Ernst-Jan Louwers

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