

Applicant Information

First Name: Shah Zahidur

Last Name: Rahman

Gender: Male

Country of Residence: Bangladesh

Stakeholder Group/Constituency Affiliation: NCSG and NCUC

Questions

1. Current employer and position. Please describe the type of work you perform:

Currently working with Eyhost Ltd for the position of Head of Strategy and development and also voluntary working with APSIG- Asia Pacific School on Internet Governance, Executive Committee.

- **Research and study emerging technology trends and developments, key local and overseas developments and good practices/concerns relating to the area of webhosting, cloud VPS, IT services and Cybersecurity.**
- **Develop strategies, policies, and frameworks to drive pervasive adoption of digital and smart technologies throughout Bangladesh.**
- **help to Create a consensus from a wide spectrum of external and internal stakeholders; including public, industry, and other government agencies like ICT and BASIS.**
- **Manages the performance and resources of the unit through delegation of responsibility, setting stretch objectives and providing regular feedback on results at a unit level, promptly addressing areas of underperformance.**
- **Monitors and assesses the skills, capabilities and capacities of the team.**
- **Supports filling in key capability gaps of teams through capacity development**
- **Coaches, mentors and development for the team.**

2. Education:

- **Bachelor of Computer Science, 2006 from, American International University- Bangladesh (AIUB).**
- **Academic Management Development Program course on Crafting and executing Innovative Business Strategy, 2015 from Institute of Business Administration (IBA).**
- **Completed online UN-APCiCT- Academic Modules (ICT for Development (ICTD) Policy Process and Governance, An Overview of ICTs and Sustainable Development, Realizing Data-Driven Governances, e-Governance Application, Internet Governance, Network and Information Security and Privacy).**

3. Please identify any GNSO Working Groups and/or chartered teams in which you are participating:

I am a member of the Generic Names Supporting Organization's, Noncommercial Stakeholder Group (NCSG) and Non-commercial Users constituency (NCUC) since 2018. I regular participate NCSG monthly policy call, NCUC meeting's and take active discussion in mailing list.

4. Please describe any past involvement in the ICANN Fellowship Program, if applicable. For example, have you previously been a fellow or served as a program mentor?

first time selected ICANN66 fellowship but due to visa issue couldn't participate in-person since then I am regular attendee of ICANN meeting.

And then my official fellowships are ICANN72, ICANN74 and currently fellow ICANN76.

5. Please assess and explain how your knowledge, experience and expertise address the criteria listed below. Leave the response blank if not applicable to you.

- Active participant in GNSO structures and policy development processes with a track record of engagement

I am an internet governance practitioner who had track record related to discussion on data privacy and protection, human rights and cyber security awareness in different forum including national and regional IG forum. During the ICANN meeting participation taken active discussion related to GNSO PDP like the purpose of collecting, maintaining and providing access to generic TopLevel Domain (gTLD) registration data and considering importance and safeguards for the protecting of those data however during discussion have contributed my thoughts on rights protection mechanisms for both existing and new gTLDs, including, but not limited to the Uniform Dispute Resolution Policy (UDRP) and the Uniform Rapid Suspension Dispute Resolution Procedure (URS).

Now a day getting more learning on the GNSO rules for the registrants for the generic top-level domains (gTLDs).

- Previous experience serving as a mentor, teacher, or learning facilitator is a plus

Previously with APriGF, I had experience mentoring 4-5 mentees to formed a buddy group for session rapport, for the APriGF synthesis document to present. However, I had worked two years (2020 & 2021) In APriGF Fellowship committee, where had contributed developing guidelines for the mentors.

At our National SIG worked three years (2018-2020) in Fellowship committee and mentored around ten participants during event each year, because we didn't have separate mentor's team and FC itself taken these responsibilities for mentoring.

Since 2022, being an executive committee member of APSIG following mentoring process.

I have experience as a speaker, organizer, and attendee of different conferences and workshops on national, regional and global level that covered topics related to digital rights, Internet Governance, humanitarian and safeguards etc. In addition, I have experience in capacity bulging, and outreach & engagement work for ISOC, ICANN, APSIG and APriGF, and bdSIG and BIGF

- Strong written and verbal communication skills

I would rate my communication skills as an eight on a 10-point scale. I have taken many courses focused on written and oral communication, where I have learned how to effectively engage the audiences and appeal to their interests.

Through my professional working and voluntary working on different community engagement experience, I can demonstrate my written and verbal communication is good to connect the audience. I can offer mentoring techniques that are the traits and abilities that valuable for the mentees beside that it's important to build a trusting relationship with mentees. This requires a combination of interpersonal, leadership, and technical skills that I have. I am an active listener which grown my ability to hear and comprehend what other says, understand an individual's feelings to provide helpful feedback and guidance. On the other hand my clear and content focus communication skills and non-verbal techniques may help clarification better way forward, being mentor is to provide guidance, so it's essential to have abilities relating to leadership. I must display honesty, which helps build relationships with the mentees because honesty inspires trust. My Leadership skills such as decision-making, creativity, and honesty will be useful in encouraging for the mentees learn and grow. In addition, having strong interpersonal skills, such as dependability and empathy, helps mentees relate to each other, and the trust they build encourages them to listen to one another. Otherside, I can offer my assessment skills are important to monitor progress of mentees and determine how to help them further improvement, I never hesitate to asking questions which could be useful evaluation for their daily progress. Overall, I am self-motivated, who can motivate the team as well to learn new skill, create positivity and promote a healthy mindset. Last but not least, By demonstrating my ability to solve problems, I can help the mentees to develop themselves problem-solving skills.

- Project management and coordination skills

Answer: since 2006 I have started my professional career and have accomplished many projects, and coordination task. I had experience with different multinational organization and have gain different skills set which can be describe as follow:

Hard Skills:

Vendor management

Generating reports
MS Excel
PowerPoint
Requirements gathering
Working with cross-functional teams
Meeting preparation
Scheduling
Budgeting

Soft Skills:

Interpersonal skills
Written and verbal communication
Collaboration
Writing
Active listening
Time management
Critical thinking
Organization

- **Networking skills**

Though my first official fellowship engagement from ICANN72 but I'm used to participate ICANN meeting since long time. Being an ICANN community member, I know many expertise, professional and leader who are contributing and working for different working group and or constituency. However, I am flexible and comfortable to communicate with ICANN stuff and privileged to access board members, relevant to ICANN topics. During longer period with ICANN community, I have good communication and have grown relationship with several person such as Generic Name supporting organization delegates (GNSO), registries , register and non-commercial stakeholder group and their members, non-commercial and internet service provider constituency members. Also know the At-Large structure and RALO's member their affiliation and task, and ALAC leadership team and know how they guide At-large, I had also opportunity to know GAC committee works within ICANN and from our country delegates from BTRC to GAC. Similarly, I had opportunity to networking with RSSAC, SSAC, ccNSO and others withing ICANN.

Outside ICANN I have networking and communication with many other institutions such as Internet society, Internet Engineering task force, regional and global Internet Governance organization, IP Provider like APNIC, RIPE NCC, Diplo Foundation, research institute and many more. However other than ICANN fellowship I am also fellow alumni of APriGF, APSIG, vSIG, SSIG/ARGENSIG, IETF policy fellow, APAN, UN-ESCAP and currently Missionspubliques (we the Internet) Global Fellow, which experience given me opportunity to organizing workshop on different topic relegated to Internet governance, this skills can be elaborate to mentee how they can engage more on internet ecosystem. Overall, I have broader community engagement skills that might help in networking. Moreover, I hold leadership poison in Internet Governance area, such as I am executive committee member of APSIG and had played different role in APriGF- MSG, this will help.

6. Please assess and explain how your knowledge, experience & personality meet the desired attributes listed below. Leave the response blank if not applicable to you.

- Member of a GNSO Stakeholder Group and/or Constituency

Being a GNSO , Non Commercial Stakeholder Group and Non- Commercial User Constituency member since long time, I will be able to elaborate to mentees how Our work in this area often focuses on protecting privacy, freedom of expression, human rights, and due process in regards to Domain Name System policies they might interested to engage and whats are the roles and responsibilities for civil society, end user to make voice and give community input, public comments to make ICANN's enhancing accountability, transparency, and diversity. In addition will be able to give overview of How Domain Name System Policy Developed within the GNSO work. However, in generally I will be also able to share how can they involve in Policy Development Process Working Groups, what are the procedures for Joining the Working Group and what might be their responsibilities after Join a Working Group. Beside that, most of our conversations at the NCUC-level happen on the mailing list they must follow. I must also clarify them What are the positions of the NCUC? And where could they get involved according to their skills. Overall, I may able to share the objective of the GNSO is to ensure that the functionality of the gTLD is kept fair across the Internet. However, the GNSO also ensures that the gTLD is used to promote competition & innovation across the different types of supporting organization, as this will broaden its network over internet governance worldwide.

- Understanding of the ICANN's mission, structure, and multistakeholder model

Through my three times fellowship at ICANN participation, iCANN learn course completion and open discussion, I have clear view of ICANN mission, structure and multistakeholder bottom-up process, however apart from fellowship I am long time engage with ICANN participation, I understand The mission of the Internet Corporation for Assigned Names and Numbers ("ICANN") is to ensure the stable and secure operation of the Internet's unique identifier systems as described in this Section 1.1(a) (the "Mission").

The core understanding the structure of the ICANN is organized in three pillars. Community, Board of Directors (Board), and Staff. Comprised of stakeholder parties representing various interests, Community develops and influence policies through their input, discussion, and advocacy for their point of view. Board reviews the policy development outcomes and make final decisions whether to approve or reject them. Staff provide the Community administrative and substantive support in the policy development and ultimately implements Board approve policies. ICANN is composed of different Internet stakeholders from around the world and practices a consensus-based policy development, also known as a "bottom-up" model. ICANN governs on the principle of cooperation and collaboration with different Internet stakeholders worldwide to be able to effectively and efficiently carry-out its responsibility as the international Internet governing body.

ICANN follows a multistakeholder model comprise of individuals, non-commercial stakeholder groups, industry, and governments to play important roles forming a community-based, consensus-driven, policy-making approach. Board members are selected from across the community in a bottom-up approach. The Board is composed of 16 directors and 4 non-voting liaisons, from deferent geographic and diversity group. ICANN have Three Supporting Organizations, Address Supporting Organization (ASO), the Country Code Names Supporting Organization (ccNSO) and the Generic Names Supporting Organization (GNSO). This supporting organization develop and recommend policies concerning the Internet's technical management. and four advisory committee At-Large Advisory Committee (At-Large), DNS Root Server System Advisory Committee (RSSAC), Governmental Advisory Committee (GAC), and Security and Stability Advisory Committee (SSAC) formally give advice to the ICANN board.

- Willingness to devote the necessary time a resources prior to and during the ICANN meeting

Answer: Yes, I am willing to devote necessary time and resource prior to and during the ICAMM meeting for the fellows.

I know effective time management techniques, and principles in mind how to schedule calendar, and when to making call for group meeting considering different time zone to bring balance. Once I committed to devoting time, I also balance my work life and so it doesn't hamper my voluntary task. Prior and during ICANN meeting, I will schedule my mentorship task with high priority from my available time slot, That I can assure.

- Ability to create a supportive atmosphere for mentees by being open, accessible, and approachable

From my consecutive ICANN fellowship and even from professional and community engagement work, I have experienced different norms that may help to create positive atmosphere for this mentoring process. First of all, being a mentor I have to be trusted, seasoned advisor to supports mentees and guides them through my personal and/or professional journey. In this mentoring process my three consecutive fellowships might make them interesting and encouraging, and my professional and voluntary working with community also be supportive, however I will do so by getting to know my mentee, providing resources tailored to their specific needs, and brainstorming solutions to the challenges.

the most important thing during mentoring is the relationship, must be based on our mutual trust and respect. My focus would be understanding and supporting my mentee's career and/or developmental goals, for this I shall be open minded to articulate their goals share with me, to give appropriately guide. I want to realize them, mentoring relationships fairly long-term, ranging from before ICANN meeting to many months even years to the learning process, and the mentorship doesn't just benefit the mentee, it's a two-sided relationship.

I think reading bio not much enough to understand each mentee, and it's always not good to assume but to ask them friendly, connect them emotionally as well show them empathy during crisis moment. I also feel the importance of when to give them advice. However, it's necessary to

equip them with resourceful material for their grow. On the other hand never forget to Celebrate their achievements even its small.

- **Robust network within the ICANN community and ability to leverage and share that network**

The Fellows network within ICANN is very supportive and appreciated by everyone within ICANN community, staff and board members, so being a former fellow, I will take these opportunities to introduce my mentees for successful networking. ICANN is broader community but still I am familiar with many of the SO/AC and working group leaders and constituency etc members as well, from them I can take benefit of knowledge sharing for my mentees, even needed can request extra time for them to setup meeting and make personal collaboration if required. For my mentees specific needs to fill up, I may prepare in advance list of community member name propose they would like to meet, and give them contact details for further communication whenever possible. However, I am not limited can connect with some of registries, registrars, Internet Service Providers (ISPs), intellectual property advocates, commercial and business constituency members as well. I feel, successful networking through regular engagement and interaction with mentees and facilitating introductions for them with community leaders and members are most important.

- **Ability to present information in a manner that is simple and easy to understand**

I have the ability to create written content that is easy to read and not overly complex and like to use simple language in my writing during presenting information and including only specific and essential details for the audiences to get them interesting however my conciseness communication ability help complete information directly in a few words without sacrificing essential detail. On the other hands I speak sophisticatedly and use mixed with varying levels of friendliness and formality understanding my audiences' requirements. Also have ability to present information visually using PowerPoint, google slides and keynote, jam board, animation and audio-videos. In addition, I have experience conducting webinar.

- **Ability to establish weekly projects and deliverables for mentees using a clear and consistent learning approach**

From my previous experience mentoring process development with APriGF and mentoring in APSIG and National SIG, and from my ICANN fellowship experience I am able to make mentoring process project plan in three phases, first one is before the ICANN meeting makes webinar at least once a week up to 4-5 weeks session on different topics, including pre-meeting preparation for the mentees, secondly during the ICANN meeting guidance to participate mandatory session and recommendation of relevant document to go through from ICANN resource, and thirdly make them prepare for posting meeting task including report writing.

Once the team announce my first work to create a communication channel that can be accomplished through WhatsApp/skype and if necessary a small group mail to create and let my mentees give update time to time when we will have our group call/ webinar session and any other necessary information to share in regards to ICANN fellowship program, the webinar session slides I will share prior to the call so that can go through and have some preparation what's topics we're going to discuss in the call, this will help also in active discussion. I feel that will also help them brainstorming.

I well understood every member of the group have not same capacity, therefore prior to the ICANN meeting in the pre-meeting capacity development, I will start sharing from basics, with a clear, consistent approach to the learning process so that each mentee receives approximately the same preparation before the meeting.

I will follow-up with my mentees for their pre-meeting preparation, will encourage them to complete mandatory and optional ICANN learn courses for the new comer and for returning fellows if have in my team. Its important to for the mentees to have clear view of ICANN's work, like ICANN's mission: what ICANN does and doesn't do, introducing policy development process, some basics on Domain Name System operation, Security, Stability and Resiliency and ICANN's multistakeholder model. And a general overview of ICANN community. I am not an expert in all but will still try to share them what current interesting topics are in ICANN discussion, possibly I can share relevant resources link for them to support.

In addition, I will help them to prepare for their personal meeting agenda based on my mentees interest, and matching their goal. Will suggest them to participate at least 5/6 session during pre-meeting, and will suggest them additional session that are interested for then and time convenient.

However, I will emphasis them the importance to participate and active discission on the mandatory fellowship daily sessions assigned by ICANN Fellowship program, and to collaborate with other mentors or community members for advice on sectors outside their area of expertise specially for the new comers but not limited to encourage mentees to create an agenda that covers a range of subjects, including technical topics, policy development, and issues affecting the domain name industry. I will also follow-up and keeping track of the sessions they attended. Overall monitoring them to keep actively participation at the ICANN meeting.

On the other hand on-site, every day at specific time I will provide brief recap of each day session and evaluate their takeaway, I will also try to introduce my fellows with session leader so that they are much comfortable and not to hesitate themselves to share comments, involve in policy development work. Each day I will encourage each member to share summary of the sessions to brief me as well, that will further help them to be good rapporteur.

After the ICANN meeting, I will remind them to complete fellows individual post meeting survey where to include their expectations, meeting experiences, lessons learned, future plans, and feedback on mentors. If required I will be able to assist Fellows on post -Meeting Report writing.

7. Please explain your interest in serving as a mentor and what you will bring to the Fellowship Program if selected.

I must mention I am working 15+ years with the Internet and I have solid understanding of Internet ecosystem as well, Its governance.

However, each of my ICANN fellowship completed I was committed to involve in ICANN capacity development work, apart from participating ICANN policy development work and continuing participation in NCSG and NCUC. I think this is a good opportunity serving as a mentor in ICANN, I will be able to share my past experience with fellows that will definitely add value for them to understand exactly ICANN fellowship program purpose and their goal to align with ICANN works. On the other hand, mentorship is both way learning, from that I will also be beneficial. mentoring profoundly affects the well-being of individuals and teams, as well as increase productivity and success, I am not an expert in all subject but have adequate knowledge and expertise and community involvement through which I will able to connect fellows with the ICANN mission and their personal achievement related to domain name system policy development. The GNSO and other Stakeholder Groups and Constituencies, the Policy Development Process, and 'How to keep up-to-date with the GNSO and other, Policy Development Process (PDP). I will be able to provide handy overviews to the fellows and connect them to the currently underway work within the community.

I have track record of community engagement work from that experience I can assure, I will not only bring unique ideas that could motivate fellows participating ICANN meeting but also to confirm their continuity to the ICANN community joining them in different working group, take active part in ICANN policy development work and involve them to participate in public comments. However, I would make my fellows confidence high, through saucerful fellowship completion, and would like to encourage them for the ICANN different leadership positions and in the Internet governance world.