

# Call for Volunteers for the Pilot Holistic Review Team



## Application form

This call seeks individuals interested in serving as a volunteer review team member on the Pilot Holistic Review (PHR). The composition of the Review Team ideally will be balanced for diversity and skill. Candidates are asked to submit their application forms by **19 June 2024, 23:59 UTC**.

The contents of this application, excluding contact information, will be published and publically available on the [PHR wiki page](#). If including a Curriculum Vitae / Resume, remove any personal information submitted or please inform us if some of this information should be redacted from the public posting.

### **How to complete your application:**

1. This application is divided in 4 main sections:

- Acknowledgements
- Applicant information
- Skills, expertise, and desired attributes
- Motivation for serving on the review team

2. All sections need to be completed prior to submission of this application. If the given section does not apply to you, answer N/A.

3. In addition to completing this application, you may also submit a Curriculum Vitae / Resume via email to [reviews@icann.org](mailto:reviews@icann.org). *This step is optional and not required for the application process.*

4. Your application must be received by **19 June 2024, 23:59 UTC**.

I accept ICANN's electronic Terms of Service (<https://www.icann.org/privacy/tos>) and acknowledge that my personal data will be processed in accordance with the ICANN Privacy Policy (<https://www.icann.org/privacy/policy>). \*

Yes

No

I acknowledge that if I am selected to the Pilot Holistic Review Team, I will be expected to maintain an up-to-date statement of interest form and such statements of interest will be evaluated to confirm I do not have any conflicts of interest in participation. \*

I acknowledge.

#### Acknowledgement of time commitment

I acknowledge that the PHR is expected to last 14-months, I may be asked to attend calls every other week, lasting 60-90 minutes, and that independent work between calls is required.

#### Applicant Information

**Last Name:** \*

Chilufya Theresa

**First Name:** \*

Mulenga

**Email Address:** \*

[REDACTED]

**Gender (optional)**

- Female
- Male
- Transgender
- Non-binary

**Country: \***

Zambia

**Geographic region associated with the domicile of the volunteer \***

- Africa
- Asia/Australia/Pacific Islands
- Europe
- Latin America/Caribbean Islands
- North America

Please confirm the Advisory Committee/Supporting Organization with which you seek a nomination from to serve on the Pilot Holistic Review Team. \*

- ALAC
- GAC
- RSSAC
- SSAC
- ASO
- ccNSO
- GNSO

**1. Current vocation, employer and position: \***

Information Security Analyst, Next Solutions Risk and Assurance Limited

**2. Work performed in (1.) above and declaration of relationships with entities holding a \* financial (or declarable) interest in ICANN:**

As a key figure in safeguarding our company's digital infrastructure, I am responsible for monitoring the company's networks to detect any security breaches promptly. My role involves a thorough investigation of any potential or actual security incidents to understand the root cause and mitigate further risks.

I deploy and integrate sophisticated cybersecurity software applications designed to enhance our defense mechanisms against a variety of cyber attacks. This includes implementing extended detection and response (XDR) solutions that provide comprehensive protection by correlating data across multiple security layers, enabling rapid detection and response to threats.

To ensure the protection of our sensitive information, I utilize and maintain advanced security software, including firewalls and data encryption programs. These tools are critical in creating a secure environment, as they prevent unauthorized access and safeguard our data from potential breaches.

Regularly checking for vulnerabilities in our computer and network systems is a crucial part of my responsibilities. This involves conducting vulnerability assessments and penetration testing to identify and address security weaknesses before they can be exploited by malicious actors. By proactively managing these risks, I help maintain the integrity, confidentiality, and availability of our information systems, ensuring that our company remains resilient against the evolving landscape of cyber threats.

**3. Please identify any Working Groups or other chartered teams in which you are participating (include acronyms, if applicable): \***

1. Universal Acceptance Steering Group - Ambassador
2. Universal Acceptance technology working Group - Member

**3. How many years of ICANN experience do you have? \***

- Less than 3 years
- More than 3 years

#### 4. Education \*

- WorldQuant University | New Orleans, Louisiana 70170  
MSC in Financial Engineering | 03/2025

- Corporate Finance Institute | Vancouver, Vancouver  
Financial Modeling and Valuation Analyst | 07/2022

- European Open University | Hamburg, NY  
MBA, Master of Business Administration | 05/2022

- Eduonix Learning Solutions | Navi Mumbai, Maharashtra  
Data Science and Engineering Degree | 04/2022  
Graduated with an A+.

- Coursera Inc | Google  
Google IT Support/ Data Analytics Professional Certificate | 07/2021

- Mount Allison University | Galway  
Diploma in Information Technology Management | 10/2020

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## 5. Professional Certifications \*

- Young African Leaders Initiative Certificate in Advancing the Role in Politics, Peace and Security, and Economic Institutions-March 2023. Yali Network.
  
  - International Telecommunication Union certificate of completion in ITU Academy face-to-face training on Spectrum management for final-year degree female students in Africa in collaboration with the African Advanced Level Telecommunications Institute (AFRALTI) From 14 to 18 August 2023.
  
  - The Internet Numbers Registry For Africa (AFRINIC) certificate of completion in IPv6 Deep-Dive Masterclass August 31, 2023.
  
  - Engaged and Heard! UNICEF Training on Adolescent Participation and Civic Engagement, UNICEF, November 16, 2022.
  
  - Google Cloud Digital Leader Training Professional Certificate. Google Cloud, November 23, 2021.
  
  - Microsoft Security Operations Analyst Associate (SC-200). July 27, 2022. Microsoft Security Compliance and Identity Fundamentals (SC-900). August 28, 2022. Microsoft Certified Azure Fundamentals (AZ 900) December 24, 2021.
  
  - Microsoft Certified Azure AI Fundamentals (AI 900). January 24, 2022, Microsoft.
  
  - Huawei Certified ICT Associate Routing and Switching (HCIA) December 18, 2019, Huawei Certified ICT Associate Security (HCIA) August 28, 2021. Huawei Certified Specialist Associate Intelligent Collaboration (HCSA). Nov 30, 2023.
  
  - Huawei Certified Specialist Associate Storage (HCSA). Dec 10, 2023. Huawei Technologies. co.LTD.
  - Huawei Certified ICT Associate Wireless Local Area Network (WLAN). November 7th, 2022.
  - Cisco Certified Network Associate, CCNA. September 28, 2022. Networking Essentials October 17, 2021.
  - Cybersecurity Essentials, June 13, 2021. Cisco Networking Academy.
  
  - Introduction to Network Operations: UNIX/Linux, Networking, and DNS. May 6, 2019. Advanced Network Operations. July 25, 2022.
  - Mutually Agreed Norms for Routing Security (MANRS) June 1, 2021. Fundamentals of Designing and Deploying Computer Networks (DDCN) January 1, 2022. Internet Society Learning, Internet Society Foundation.
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## 6. English Knowledge \*

- Native Speaker
- Fluent
- Conversant
- Basic Knowledge

## 7. Skills, expertise, and desired attributes

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

- Performance assessment and audits of organizational effectiveness and governance
- Development of methodologies and guidelines for process improvement and measurement
- Data analysis informing fact-based findings and recommendations
- Familiarity with ICANN Reviews, and ICANN structures
- Knowledge of recognized frameworks for organizational excellence
- Principles of accountability applicable to organizations broadly similar to ICANN

With extensive experience in cybersecurity, I regularly perform audits and assessments to evaluate the effectiveness of our organizational governance. I have developed methodologies and guidelines for process improvement, focusing on enhancing our cybersecurity measures and overall network resilience. My role involves detailed data analysis to uncover insights and inform fact-based recommendations, ensuring our security strategies are data-driven and effective.

While I am not specifically familiar with ICANN Reviews or structures, my knowledge extends to recognized frameworks for organizational excellence such as ISO 27001 and NIST, which guide my approach to maintaining high standards of cybersecurity. Additionally, I understand the principles of accountability crucial for organizations akin to ICANN, ensuring transparency and responsibility in all security-related actions and decisions.

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

- Commitment and time to participate actively for the duration of the PHR
- Understanding of the ICANN multistakeholder model
- Analytical skills
- Team spirit, adaptability, consensus-seeking attitude - willingness to learn and contribute, capacity to reason objectively, putting aside personal opinions or preconceptions
- Good communication skills using multiple methods and tools

I am committed to actively participating for the entire duration of the PHR, dedicating the necessary time and effort to ensure its success. Although I have not worked directly with the ICANN multistakeholder model, I am eager to learn and understand its intricacies.

My role in cybersecurity requires strong analytical skills to assess threats, identify vulnerabilities, and develop effective mitigation strategies. I am adept at analyzing complex data and translating it into actionable insights.

I bring a team spirit and a consensus seeking attitude to my work, always striving to collaborate effectively with colleagues. I am adaptable and open to learning new concepts, continuously improving my knowledge and skills. I approach challenges with an objective mindset, setting aside personal opinions to reason logically and make informed decisions.

Good communication is a cornerstone of my role, and I am proficient in using various methods and tools to convey information clearly and effectively to diverse audiences.

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

- Commitment and time to participate actively for the duration of the PHR
- Understanding of the Multistakeholder community
- Team spirit, adaptability, consensus-seeking attitude
- Willingness to learn
- Readiness to contribute
- Capacity to reason objectively, putting aside personal opinions or preconceptions
- Analytical skills
- Good communication skills using multiple methods and tools

I am dedicated to fully participating in the PHR for its entire duration, ensuring active engagement and contribution. While I have not directly worked with a Multistakeholder community, I am keen to understand its dynamics and principles, bringing a readiness to learn and adapt.

I excel in teamwork, demonstrating a strong spirit of collaboration, adaptability, and a consensus-seeking attitude. My willingness to learn is evident in my continuous professional development and eagerness to acquire new knowledge. I am always prepared to contribute, leveraging my expertise to support the team and the project's goals.

Objectivity is a key trait I bring to my role, allowing me to reason logically and make decisions based on facts rather than personal biases. My analytical skills are well-honed, enabling me to dissect complex issues and derive actionable insights.

Effective communication is a strength of mine, and I am proficient in using various methods and tools to convey information clearly and persuasively to different audiences.

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## 9. Motivation for Serving on Review Team

*Please provide your interest in serving on the Review Team and what you will bring to the team if selected.* \*

I am highly interested in serving on the Pilot Holistic Review Team because I am passionate about contributing to the ongoing improvement and integrity of organizational processes, particularly in the realm of cybersecurity and governance. My background in monitoring and securing network systems, coupled with my experience in developing and implementing cybersecurity strategies, equips me with a unique perspective and a strong analytical foundation.

If selected, I will bring a commitment to excellence and a proactive approach to identifying and addressing potential vulnerabilities. My experience in performing assessments and audits of organizational effectiveness will be valuable in evaluating current practices and suggesting enhancements. I am skilled at developing methodologies and guidelines for process improvement, which can aid in refining the review processes and achieving measurable outcomes.

Additionally, my ability to analyze data and provide fact-based recommendations will ensure that our findings are grounded in solid evidence. I possess strong teamwork and communication skills, enabling effective collaboration and consensus-building within the team. My readiness to learn and adapt, along with my objective reasoning, will contribute to the team's balanced and comprehensive approach to the review.

Overall, my technical expertise, analytical abilities, and collaborative spirit make me well-suited to contribute meaningfully to the Pilot Holistic Review Team, driving its mission to enhance organizational excellence and accountability.

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