DRAFT STAKEHOLDER JOURNEY MENTOR PILOT PROGRAM GUIDE

10-12 Weeks Out from Meeting * Pilot Program only

- Action to find Mentor candidates from all regions, multiple languages, varied backgrounds to offer wider selection of possible matches to new Mentees. Mentors to have both experience in their Community Group, time to perform role as Mentor and the positive attitude to be welcoming and foster participation.
- Development and Public Responsibility Department (DPRD) Staff sends first email of overall introduction to entire Mentor/Mentee group, include what to focus on for first 2-3 weeks (ICANN Constituency Travel, registration, visa etc.) and information about the Mentor Program that will begin in the upcoming weeks
- Mentors' Skype group created to share thoughts, ideas, challenges throughout the process

8 Weeks Out from Meeting * Pilot Program Only

- Additional email of introduction sent to Mentors, providing information on Program expectations, how to start the journey, what tools and resources are at their disposal, Development and Public Responsibility Department (DPRD) and Policy Staff roles, and how they can support the Pilot Program by taking careful notes throughout of what works and doesn't, encouraging Mentees to do the same
- Mentors send introductory email to Mentee(s) with background of Mentor and requesting Mentee information to understand individual expertise / level of experience in ICANN and with the chosen Community.   Determine how to approach Mentor process based on information gathered above (good first use of Mentor Skype for support, ideas)
- Create agreed upon "ground rules" of communication: method (Google Hangout, Skype, email etc.), expectation of time to be invested weekly etc.

6-7 Weeks Out and Up to the ICANN Meeting* Pilot Program only

- Mentors explain to Mentee(s) what ICANN can bring to them and what they are expected to bring to ICANN: volunteerism, knowledge, individual expertise, leadership skills, wide network and sustained relationships, opportunities to interact with all around the world, a true voice and participation in building the Internet

- Everyone should create an account in ICANN Learn if they haven't already done so as there are already courses here regarding ICANN Communities and through this process, DPRD encourages both Mentors and Mentees, along with Policy Staff, to suggest additional courses and volunteer to help build these courses

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- IF a Mentee is very new to ICANN, make sure to review ICANN's Mission and Basic Structure, ICANN's role in Internet Governance Ecosystem and how the Sector that an individual identifies with can relate to ICANN's Multistakeholder Model – then proceed to next step

- For those familiar with ICANN, its work and structure, can move into the specific Community, its structure, bylaws, methods of communication and work, how it operates and why, the ICANN topics that are of most importance and why, how to join anything from Mailing lists to Working Groups and how to function within those systems

KEYS TO SUCCESS

- Mentors and Mentees need to be "present" at all times, provide positive messaging and take the journey together. If there are any challenges, DPRD and Policy Staff are meant to support Mentor and Mentee on this path

- The more relationship building and preparation for what to expect in the chosen Community, in the conference calls and at the Meeting – the better this experience will be for both Mentor and Mentee. Mentor should make sure Mentee is on all calls, has access to Mentor during calls to ask questions leading up to ICANN Meeting and throughout the Meeting, be with Mentee at pre-set agreed upon sessions to guide

- Documentation from all involved: encourage Mentors, Mentees, Policy and DPRD Staff to keep a journal of the experience for post Meeting review, critique and evolution of Program moving forward

ICANN WEBSITE USEFUL LINKS:

Newcomer Information all on one page
https://www.icann.org/resources/pages/newcomers-2012-06-18-en

ICANN LEARN /Online Learning Platform (OLP) http://learn.icann.org/
*Before starting any courses on this site, everyone needs to create a user ID and Password. Individuals can move through at their own pace, come back to their Mentor with questions and feel free to "skip" areas that they may already be familiar with from previous experience.

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For those just starting out, Critical Things for All ICANNers is a good course to go through, which includes History of the Internet, Milestones, ICANN Accomplishments, DNS Basics, ICANN Mandate and Vision and ICANN Organization Structure.

Other courses:
The Beginner's Guide To ICANN
This course is designed for those with all levels of knowledge about ICANN. It contains a beginning level of information about ICANN but can be a useful refresher course or as a starter course for newcomers. The ICANN Learn staff will be updating this course on a regular basis so please feel free to recommend topics for future lessons to be added. Thanks for taking the course! View it at http://learn.icann.org/course/view

A Visual Guide To The Internet
This course is designed to be a simple way to quickly grasp how the Internet was started, how it runs, and who is behind the ongoing maintenance of the powerful service available around the world. Each lesson consists of an interesting and relevant chart as well as a brief explanation. View it at http://learn.icann.org/course/view

ICANN Learn Introduction to GNSO: http://learn.icann.org/courses/gnso

Core areas of ICANN:
- Security, Stability and Resiliency of the Internet – https://www.icann.org/en/about/staff/security

**DNS extra credit for Techies: http://www.dns.icann.org/

- Policy Support https://www.icann.org/policy

- Domain Name System (DNS) functions within ICANN, which include work with Registrars, Registries, IDN's, new gTLDs and Compliance http://www.icann.org/en/resources

ICANN Community Groups: http://www.icann.org/en/groups
https://www.icann.org/resources/pages/chart-2012-02-11-en: Current Org chart

Breaking down the Multi-stakeholder model
https://www.icann.org/resources/pages/groups-2012-02-06-en

 - Review of Supporting Organizations and Advisory Committees as an overview for all

1. Generic Names Supporting Organization / GNSO
http://gnso.icann.org/en/
a. Contracted Parties:
 - Registry / RySG

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· http://gnso.icann.org/en/gtld-registries/
· http://gtldregistries.org/
- Registrars / RrSG
· http://gnso.icann.org/en/about/stakeholders-constituencies/rrsg
· http://www.icannregistrars.org/
b. Non-Contracted Parties:
- Non-Commercial Stakeholder Group / NCSG:
http://gnso.icann.org/en/about/stakeholders-constituencies/ncsg
- Not For Profit Constituency / NPOC
http://gnso.icann.org/en/about/stakeholders-constituencies/ncsg/npoc
· http://www.npoc.org/
- Non Commercial Stakeholder Constituency / NCUC
http://gnso.icann.org/en/about/stakeholders-constituencies/ncsg/ncuc
· http://www.ncuc.org/ (now has its brochure in 8 languages)
- Commercial Stakeholder Group /CSG: http://gnso.icann.org/en/about/stakeholders-constituencies/csg
- Commercial Business User Constituency / CBUC
· http://gnso.icann.org/en/about/stakeholders-constituencies/csg/cbuc
· http://www.bizconst.org/
- Intellectual Property Constituency / IPC
  http://gnso.icann.org/en/about/stakeholders-constituencies/csg/ipc
· http://www.ipconstituency.org/
- Internet Service Provider Constituency / ISPC
· http://gnso.icann.org/en/about/stakeholders-constituencies/csg/isp
· http://www.ispcp.info/

2. Country Code Naming Support Organization / ccNSO
http://ccnso.icann.org/

3. Address Supporting Organization / ASO https://aso.icann.org

4. Government Advisory Committee / GAC
https://gacweb.icann.org/display/gacweb/Governmental+Advisory+Committee

5. Security and Stability Advisory Committee / SSAC
https://www.icann.org/resources/pages/ssac-2012-02-25-en

6. Root Server System Advisory Committee / RSSAC
https://www.icann.org/resources/pages/rssac-4c-2012-02-25-en

7. At Large Advisory Committee / ALAC
http://atlarge.icann.org/

**https://features.icann.org/events-near-you - ICANN Regional and Global Events

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ICANN COMMUNITY WIKI:
https://community.icann.org/category/gnso
https://community.icann.org/category/atlarge
https://community.icann.org/category/ccnso

https://community.icann.org/display/gsecomms/GSE+Communications - Speaker
Bureau handouts and more presentations

GLOSSARIES:
http://quizlet.com/latest
http://archive.icann.org/en/topics/new-gtlds/glossary-30aug11-en.pdf
http://www.icann.org/en/resources/idn/glossary
http://gnso.icann.org/en/ (ACRONYM HELPER ON WEBPAGE)