(ISC)²®

Volunteer Handbook

(ISC)² Volunteer Handbook

Welcome Message

Dear (ISC)² Volunteers,

Welcome to the (ISC)² Volunteer Program. We thank you for your commitment and service to (ISC)². Our success as an organization is due to dedicated volunteers like you who reflect the diverse interest of (ISC)² and the global community of cybersecurity and information security professionals.

Serving as an (ISC)² volunteer is a rewarding experience that provides the opportunity to share ideas and expertise, work with colleagues outside of a traditional work environment, interact with industry experts and make an impact in the local and cybersecurity community. The larger the pool of volunteers, the greater the variety of perspectives and ideas that benefit the organization. Our volunteer base is diverse in composition, which brings a broad perspective, a wealth of ideas and a depth of understanding of member interests to the job.

(ISC)² offers a variety of ways for our members to get involved, from short-term volunteer projects to committees, councils and board services. With every new volunteer, (ISC)² grows more energized, diverse, inclusive and better equipped to reach our common goals.

This Volunteer Handbook is designed to provide you with important information necessary to carry out your roles and responsibilities.

We hope that your volunteer service will be as rewarding to you as it is beneficial to (ISC)². We thank you for your willingness to serve and your continued commitment and dedication to our community.

Sincerely,

The (ISC)² Member Engagement Team

Our Vision
Inspire a Safe and Secure Cyber World

About (ISC)²

The International Information System Security Certification Consortium, Inc., or (ISC)², is an international nonprofit membership association focused on inspiring a safe and secure cyber world. Best known for the acclaimed Certified Information Systems Security Professional (CISSP®) certification, (ISC)² offers a portfolio of credentials that are part of a holistic, pragmatic approach to security. Our membership, more than 160,000 strong, is made up of certified cyber, information, software and infrastructure security professionals who are making a difference and helping to advance the industry. Our vision is supported by our commitment to educate and reach the general public through our charitable foundation – The Center for Cyber Safety and Education™. For more information on (ISC)², visit www.isc2.org, follow us on Twitter or connect with us on Facebook and LinkedIn.

(ISC)² is headquartered in Clearwater, Florida, and has offices in Alexandria, VA; London and Hong Kong. Our members come from all over the globe, representing 174 countries in North America, South America, Europe and Asia.

The (ISC)² portfolio of cybersecurity certifications includes the CISSP® mentioned above, as well as eight (8) other certifications and specialized concentrations, including:

- Certified Cloud Security Professional (CCSP®)
- Systems Security Certified Practitioner (SSCP®)
- Certified Authorization Professional (CAP®)
- Healthcare Information Security and Privacy Practitioner (HCISPP®)
- Certified Secure Software Lifecycle Professional (CSSLP®)
- Information Systems Security Architecture Professional (CISSP-ISSAP®)
- Information Systems Security Engineering Professional (CISSP-ISSEP®)
- Information Systems Security Management Professional (CISSP-ISSMP®)

Currently, membership in (ISC)² is obtained once a certification is earned. Certification requires at least one (1) year — though most often five (5) years — of relevant work experience, the

successful completion of a rigorous examination process exclusively administered by Pearson VUE worldwide, the endorsement of a current member in good standing and agreement to uphold the (ISC)² Code of Ethics. Continuing education, annual maintenance fees (i.e., membership dues) and recertification (three-year cycle for each certification held) are integral parts of the membership experience. Prior to sitting for the exam, most candidates undertake an extensive review of the related Common Body of Knowledge (CBK) through official education offered by (ISC)², one of our Official Training Partners (OTP), unofficial training solutions and/or self-study resources.

Strategic Priorities

Aligning Strategy for Success Today and Tomorrow

We recognize that our core, growing the ranks of certified cybersecurity professionals and supporting existing members, is vitally important to (ISC)². However, we believe there is so much more we can do together as a global association to lead and influence real change and progress in the industry and the professionals who work within it. The desire and passion to identify those opportunities for future success was the driving force behind our Strategy Plan. In Q4 2020, exciting "What if?" conversations quickly evolved into strategic and operational frameworks that support our four strategic priorities:

Amplify the Core	**Promote Global Competence**	**Advocate for members and the profession**	**Enhance the Experience**
Implement sustainable business model that amplifies the core and ensures (ISC)² expertise meets global marketplace demands	Deliver comprehensive and innovative products, services and experiences to help stakeholders stay relevant and engage in lifelong learning	Advance (ISC)² as the leading global cybersecurity professional association	Enhance the (ISC)² experience for members, the greater cybersecurity community and stakeholders

The strategic priorities of Amplify the Core, Promote Global Competence, Advocate for Members and the Profession, and Enhance the Experience encompass a wide array of initiatives that will strengthen our association's global presence and build on our unmatched legacy of excellence. Each pillar of our strategy represents a long-term commitment to our future. In 2021, we made considerable progress developing forward-looking initiatives to support these strategic priorities as well as aligning our operations to do the same.

Volunteer Engagement Philosophy

The Volunteer Program is integral to the mission and goals of (ISC)². The program will reinforce and strengthen the strategic connection and importance of volunteer work on the mission and strategic focus of the organization. Our goal is to create a solid unified volunteer program to enhance the (ISC)² volunteer experience for members, the greater cybersecurity community and stakeholders and to recognize and highlight their positive impact and contributions to their local and professional communities.

The program is centered around the following values and principles:

- Volunteerism is integral to advancing (ISC)² as the leading global cybersecurity professional association.

- Volunteers serve as an essential contributor to key (ISC)² programs and services.

- Volunteering provides a sense of reward and belonging to (ISC)² thus providing value to being a member.

- Volunteers will be trained and fully supported to successfully accomplish projects.

- Volunteers will be recognized for their efforts.

Volunteer Engagement Strategic Plan

Forging a Strategic Identity

An organization-wide strategic identity and plan for (ISC)² volunteers are critical for the program's success and sustainability. To build an organization-wide focus it is clear that the program's identity must be recognized as integral to the (ISC)² mission and must clearly communicate the important connection between the mission and strategic focus of the organization.

Vision

To inspire a safe and secure cyber world through (ISC)² volunteer opportunities.

Objective

To create a solid unified volunteer program to enhance the (ISC)² experience for members and the greater cybersecurity community and stakeholders to make a positive impact on their local and professional community.

Goals

These are the key goals for the (ISC)² Volunteer Program:

- Create standards and benchmarks for existing volunteer opportunities and activities of the organization.

- Integrate the volunteer program across all (ISC)² programs and initiatives.

- Develop a system to track volunteer contributions and outcomes and provide a path for advancing within the organization.

- Develop an awards and recognition system for volunteers.

Benefits of Volunteering

There are a variety of reasons to volunteer with (ISC)², including the following:

- **Earn Continuing Professional (CPE) credits.** Earn valuable CPE credits through contributing your time and participating in various professional activities.

- **Develop valuable leadership skills**. Develop new skills and provide valuable, practical experience. Working in volunteer settings will help you learn strategic thinking, change management and conflict resolution skills which will help develop or enhance your leadership potential.

- **Gain a sense of self-accomplishment and confidence**. Boost your self-confidence, self-esteem and life satisfaction by doing good for others and the community. Volunteering provides a natural sense of self-accomplishment.

- **Expand your network of cybersecurity professionals**. Make new connections with other professionals in the field. Expand your existing community of friends and colleagues with different backgrounds and insights

- **Give back to the profession and local community**. Volunteering provides an excellent opportunity to positively affect change or support a cause that you are passionate about. Getting involved offers you the chance to provide specific knowledge or expertise that can really make a difference to an individual or community.

Volunteers from the 2019 (ISC)² Security Congress in Orlando, Florida at the Walt Disney World Swan & Dolphin Resort

Classification of Volunteer Opportunities

Currently, (ISC)² offers a variety of volunteer opportunities to members and non-members to become involved with the organization or local community. This section provides a summary of these opportunities through the various (ISC)² programs or teams.

- **Certifications**
  - Participating in an exam development workshop

- **Community Service**
  - Giving cybersecurity awareness presentations (Safe and Secure Online)
  - Translating cybersecurity awareness presentations into local languages (Safe and Secure Online)
  - Serving as a scholarship review panelist
  - Developing or contributing content for cybersecurity awareness projects
  - Serving on the Board of Trustees

- **Global Community**
  - Judging submissions for the Global Achievement Awards
  - Judging submissions for the (ISC)² Board Awards
  - Judging submissions for the Regional Chapter Awards

- **Global and Local Events**
  - Serving as a speaker at an (ISC)² event
  - Serving on an Event Volunteer Program Committee
  - Reviewing session submissions for (ISC)² Security Congress

- **Knowledge Sharing & Content**
  - Participating in a research study, focus groups and surveys
  - Developing or contributing content for the (ISC)² Blog

- **Leadership**
  - Serving on the (ISC)² Board of Directors
  - Serving an officer of an (ISC)² Chapter
  - Serving as a Chapter Advisory Committee member

Time Commitment

(ISC)² offers a variety of ways for our members to become involved, from short-term volunteer projects to committee, council, and board services. Below is a diagram to indicate the time commitment for each volunteer category.
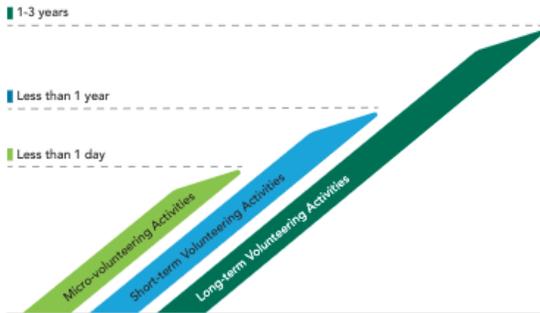
Volunteer Opportunities

(ISC)² is built on the strengths of our members and your volunteer efforts across the organization and in our communities. We encourage you to deepen your engagement by getting involved, whether short-term or long-term, in-person or remotely, to build awareness and appreciation of our global mission, goals, programs and activities. Give back, connect with your peers and help grow the diversity of our leadership pipeline.

Micro Volunteering

Make a difference in a short period of time that works with your busy schedule. Requires less than a day's commitment.

- Knowledge Sharing and Content

Short-Term Volunteering

Engage in impactful outreach, including cybersecurity education and events. Requires less than a year's commitment.

- Certifications
- Center for Cyber Safety and Education Initiatives
- Global Community
- Knowledge Sharing and Content
- Leadership

Long-Term Volunteering

Participate in strategic initiatives that help move the cybersecurity community forward. Requires 1-3 years' commitment.

- Global Community
- Global and Local Events
- Knowledge Sharing and Content
- Leadership

Volunteer Roles and Responsibilities

Currently, (ISC)² offers a variety of volunteer opportunities to members and non-members to engage with the organization or local community. As a volunteer, you will be given an opportunity description outlining specific responsibilities associated with your volunteer role. (ISC)² provides a summary of these opportunities through the various (ISC)² programs or teams. Details on roles and responsibilities for each of the volunteer opportunities can be found on the (ISC)² website here or download a list of Volunteer Opportunities and Descriptions to learn more.

Read about the position(s), gain an understanding of the requirements and seek any necessary clarification from an (ISC)² staff liaison. Signing the Volunteer Agreement demonstrates that you are aware of the duties your position entails and agree to perform them to the best of your abilities once you've been selected for a volunteer position.

Center for Cyber Safety and Education

Certifications

Global Community

Global & Local Events

Knowledge Sharing & Content

Leadership

Recruitment and Selection Procedures

Application

Members and non-members of (ISC)² who are interested in making an impact and giving back to the cybersecurity community are eligible to be an (ISC)² volunteer. The larger the pool of volunteers, the greater the variety of perspectives and ideas that will benefit our organization. Our volunteer base will be of diverse composition to bring a broad perspective, wealth of ideas and depth of understanding of member interests.

Complete the following steps to get started volunteering:

Step 1: Update or create your profile and contact preferences:
- Log in to your member profile or create an account.
- Update your Profile to ensure your information is current.
- Update your Preferences to ensure you will receive communications about Volunteer Opportunities by selecting "Yes" for "News and Resources."

Step 2: Complete a Volunteer Interest Form:
- Indicate your areas of interests and your volunteer experiences, if applicable, so that, we can match you with the best available opportunity.

Step 3: Review and Sign Policy Documents:
Prior to approval for some volunteer positions, you will be required to review and sign one or more of the policy documents listed below. Become familiar with these documents prior to being accepted:
- Volunteer Agreement & Code of Conduct
- Conflict of Interest Policy
- Non-Disclosure Agreement

When volunteer positions become available, (ISC)² will contact you based on your qualifications, skills and availability. To inquire about your application or options available, contact the team at volunteer@isc2.org.

Recruitment

When volunteer positions become available, (ISC)² will contact you based on your qualifications, skills and availability. We will reach out to potential volunteers through our website, social media platforms, print publications, and others. We also encourage you to inform your colleagues and peers about these volunteer opportunities.

Selection and Acceptance

Please complete the Volunteer Interest Form and provide as much information about yourself, your interest, and your preferred volunteer activity, so we may align your interests, skills and expertise to the volunteer opportunity available. We will take into consideration important factors such as diversity of composition of a volunteer group, time commitment and other criteria for selection.

The staff liaison for the volunteer group/opportunity will be in contact with you as soon as you are invited for a volunteer position. You will be contacted via email with an invitation letter to serve. This invitation will include specific information on the volunteer role, i.e., charge and key initiatives, work plan, commitment expectations and term of service. You will be given a specific date to accept or decline the invitation.

Once you accept the invitation to serve, you will receive pertinent information regarding the volunteer role and a list of other volunteer members who will be serving with you.

You may contact volunteer@isc2.org for any questions regarding the program. (ISC)² staff will direct your query if more specific information is required pertaining to a particular volunteer opportunity.

Aspects of Volunteer Service

Volunteer Program Orientation Training

As a new volunteer, the (ISC)² program team will provide you with an orientation and necessary training required for your specific volunteer position. These meetings will provide the opportunity for new members to get acquainted with their volunteer role, and to get more invested in the organization.

Record Maintenance for CPE Credits

Keeping track of the time given by our volunteers is very important to us. Staff liaisons will be required to record hours for each individual volunteer and appropriate CPE credits will be provided/submitted to the volunteer's member account. Some volunteer activities may be more independent and may require volunteers to keep track of their own hours and self-submit these credits through the CPE portal.

Staff Partnership

There are a variety of volunteer opportunities within (ISC)² that are directly managed by the respective program owners or internal teams. As a volunteer, you will collaborate and partner with the program owner/staff liaison who will directly oversee your role within the volunteer activities and will be available to you for consultation and assistance.

Corrective Action

In appropriate situations, corrective action may be taken following an incident or evaluation. Examples of correction action include the requirement of additional training, re-assignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service.

The (ISC)² volunteer program calls for a range of supervisory strategies that are progressive in nature. When corrective actions are called for, the (ISC)² volunteer program staff liaisons will work with the senior management team in developing corrective action plans and, when necessary, carrying out a dismissal, which is an action of last resort.

Evaluation

(ISC)² volunteers will receive appropriate levels of guidance according to their tasks and will be given regular opportunities to receive and give feedback regarding their performance and experience in the achievement of their volunteer goals and objectives.

Many volunteer assignments require minimal guidance. However, those assignments that are more complex or involve higher risk to the organization require a higher degree of guidance and may require some supervision.

Volunteers will receive feedback on how they are doing. Standard, as well as informal dialogue regarding the volunteer work and performance provides an opportunity to commend and to thank volunteers for their efforts.

Volunteers will be given and will be encouraged to use mechanisms for providing input and feedback. Input from volunteers adds dimension to the planning and evaluation process and will be welcomed and solicited. Volunteers with ongoing responsibilities will be given an annual evaluation. This will help ensure that the activities and positions of (ISC)² volunteer opportunities are reflective of the interests and concerns of the membership and the greater member involvement.

Recognition & Rewards

We know that recognition must be an integral part of the program so that our volunteers feel valued and important. By identifying and addressing the specific needs of our volunteers and providing recognition for their work, it will aim to contribute to the productivity of our volunteers. Our volunteers are more likely to feel accomplished, fulfilled, and motivated to volunteer more. Our program will demonstrate dedication, support and concern through appropriate task assignments and performance recognition.

(ISC)² will recognize volunteers for their time and efforts throughout the year. This will begin upon joining, continue on a regular basis while in service and upon completion of the term of their service. These recognitions will be in the form of letters of welcome from the Board of Directors, thank you messages, acknowledgment in (ISC)² communications channels, special prizes and invitations to special events/receptions, support and resources from (ISC)² that will enable success and fulfillment in their volunteer service, to name a few. Incentive programs will also be considered as a fun way to engage and recognize volunteers as well.

Continuing Professional Education (CPE) Credits

According to the (ISC)² CPE Handbook, (ISC)² members and associates may render volunteer service to further a security-related mission. Under the category of Volunteer Service, members can earn Group A CPE credits by providing volunteer, non-compensated services to non-employer or non-client customer groups related to the credential domains. Examples of qualifying activities include:

• Performing board service for a professional security organization (not a chapter board).
• Participation in cyber, information, software, and infrastructure security professional association chapter meeting.

- Government, public sector, or other charitable organizations committees or working groups.
- Participation in security standards development for a recognized committee.
- Presenting or translating the (ISC)² Safe and Secure Online presentations.

Some volunteer activities are not directly related to the credential domains; therefore, these would be classified under Group B:

- Reviewing scholarship applications for the Center for Cyber Safety and Education.
- Managing the operations and administration of an (ISC)² Chapter.
- Participation on the Chapter Advisory Committee.

Ending Volunteer Service

- **Resignation and Leave of Absence:** Any volunteer position may conclude at the end of a particular term or project, event, or set time period; volunteers can also end their service with (ISC)² at any time. Because volunteers are very important to the programs and to (ISC)², we request that advance notice of their departure or resignation is provided, and if possible, a reason for their decision.

- **Termination:** Volunteers may be terminated from their position for a variety of reasons, including gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property, or misuse of equipment or materials, abuse or mistreatment of members or staff, failure to abide by (ISC)² policies and procedures, failure to meet standards of performance and failure to satisfactorily perform assigned duties.

- **Survey:** When you leave your position as an (ISC)² volunteer, or when the term of the volunteer activity ends, you will receive a survey. This is a great opportunity to provide any further comments about your experience and to provide potential ideas for improvements.

Volunteer Guidelines and Policies

Some of the (ISC)² volunteer opportunities, you will be required to review and sign one or more of the policy documents listed below. Review and become familiar with these documents prior to being accepted for an opportunity.

- **Volunteer Agreement / Code of Conduct**
  (ISC)² volunteers are critical to the success of the organization. (ISC)² established this code of conduct to state their intent to work continuously to improve the governance of the volunteers and leadership of (ISC)². They pledge to serve as ambassadors of the vision, mission and guiding principles of (ISC)². This requires them to be prepared and fully engaged at all times, behave with respect and civility in all discussions and debate, make decisions based on merit of issues, and act honestly, transparently and ethically. Volunteers will support the decisions of the Board and respect the confidentiality of members' opinions. They will be responsive to the governance structure and process, and partner with staff to advance the strategic plan.

- **Non-Disclosure Agreement**
  This non-disclosure agreement (NDA) is an agreement between (ISC)² and the volunteer that certain information will remain confidential. As such, an NDA binds a person who has signed it and prevents them from discussing any information included in the contract with any non-authorized party.

- **Conflict of Interest**
  This policy covers all individuals in significant decision-making capacities, including volunteers, committee members, task forces, working groups and others. The purpose is to assure that potential conflicts are adequately disclosed and that individuals are aware of when they should raise the question about the appropriateness of their participation in a particular activity or decision. It is envisioned that a volunteer beginning tenure in a position will complete the form and would therefore review and update as necessary.

- **Volunteer Travel and Expense Policy**
  There are some volunteer opportunities that may require you to travel. If this is the case, you will be reimbursed for travel expenses. This document reviews the policy for traveling and submitting expenses to (ISC)². Contact (ISC)² for details at volunteer@isc2.org.

Directory of (ISC)² Contacts

To find out more information about specific volunteer opportunities, contact our various teams listed below.

(ISC)² Blog	Blog@isc2.org
(ISC)² Board of Directors	BODelection@isc2.org
(ISC)² Chapters	Chapters@isc2.org
(ISC)² Events & Webinars	Events@isc2.org
(ISC)² Examination Development	ExamDevelopment@isc2.org
(ISC)² Global Achievement Awards	GlobalAwards@isc2.org
Center for Cyber Safety & Education	Center@isc2.org

For any general inquiries about the (ISC)² Volunteer Program, contact us at volunteer@isc2.org.