REN-ISAC
Management Rep Handbook v. 2.1

What are the responsibilities of the Management Representative?
The Management Representative has 3 main responsibilities:

1. Maintain the institution's membership roster and to make timely adjustments when adding and removing member representatives.
2. Provide billing information and to ensure payment when invoices are sent.
3. Act as a point of contact for REN-ISAC administration.

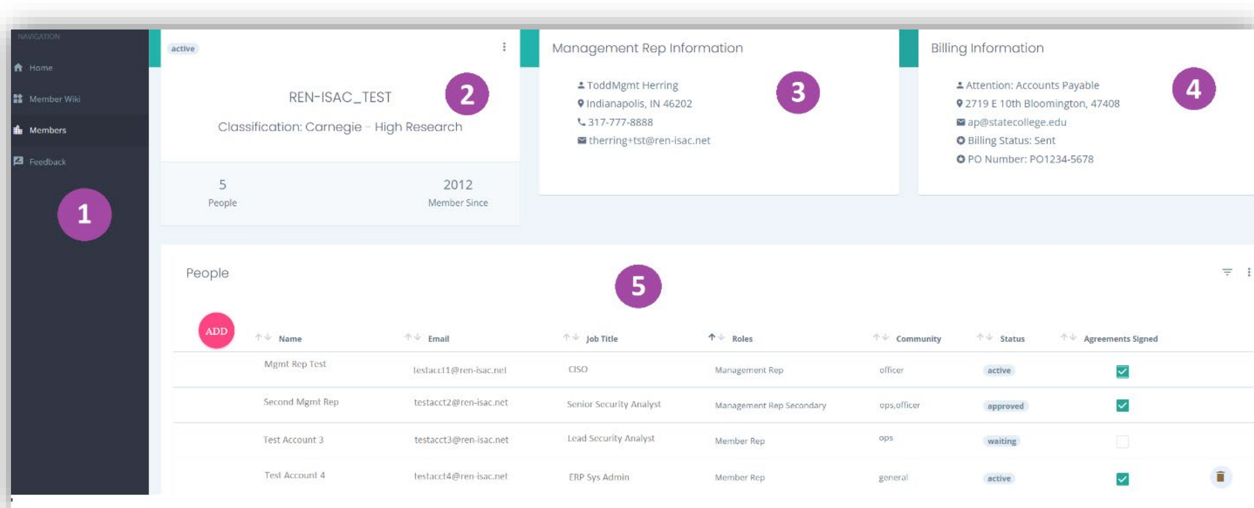
Instructions on how to meet those responsibilities are provided in this document. Should you have any questions that are not addressed here, feel free to [email us.]()

Section 1. Maintaining your REN-ISAC Roster

What am I looking at when I logon to the Registry?
When you first logon you are looking at the Home Screen. There are 5 sections described below, and each is labeled in Figure 1.

1. ***Navigation Pane***: allows you to look at the roster of other institutions, link to our Members Wiki, and more
2. ***Member Info Pane***: The name of your institution, how you are classified for billing, and more
3. ***Management Rep Pane***: Information about the primary Management Representative
4. ***Billing Information Pane***: Billing contact information, billing status, and PO number
5. ***Member Roster***: Shows active and deleted member reps, allows you to nominate and delete reps

Figure 1. The Home Screen



How do I add someone to my REN-ISAC membership roster?

Only a Management Representative can nominate a new member representative. Follow these instructions to make a nomination from our registry. Refer to Figure 1 for a visual representation.

1. Click here to visit our Registry.
2. Enter your email address as your username. If you need a password reset, click the "Forgot Password?" link on the log-in page.
3. Once logged in, you will see your institution's home screen, including a list of people at the bottom of the screen. To make a nomination, click the red ADD button on the left.
4. Add the new member's name and choose the appropriate community for them:
   a. OPS (Security Operations) – For individuals with hands-on security protection responsibilities and/or involvement with incident response for the entire institution.
   b. GENERAL – For practitioners whose operational security responsibilities are associated with specific enterprise applications; or, whose responsibilities aren't strictly "security operational," such as risk, compliance, and IAM; or, whose security responsibilities are not institution-wide.
   c. OFFICER – For executives with information security responsibilities.
5. Once submitted, the nominated person will need to fill out a profile and sign the Information Sharing Policy agreement.
6. The nomination will be forwarded to the community for a vetting period of six business days.

The importance of screen resolution

When visiting the Registry, you should set your browser's screen resolution to a setting that allows you to see the full width of the page. The best way to verify this is whether you see the Remove buttons at the far right of the home screen. The Remove button is a trash bin. See Figure 1 for an illustration.

What do I need to do when a Member Representative leaves our institution?

Member representative nominations and deletions can be made via your Registry account. It's important to keep your roster up to date, so follow these instructions to make changes:

1. Visit our Registry.
2. Enter your email address as your username. If you need a password reset, click the "Forgot Password?" link on the log-in page.
3. Once logged in, you will see your institution's home screen, including a list of people at the bottom of the screen.
4. To remove a member representative, click the Remove button (the trash bin icon) next to their record (its on the far right of the screen).
5. You will be prompted for the "standing" of the person you are deleting (see next section for an explanation)
6. The individual's status will change to "deleted," but their record will still show up on your roster. Once in "deleted" status, the person's access to REN-ISAC resources will be removed.

Why does REN-ISAC ask for "standing" when someone leaves REN-ISAC?
We ask on behalf of our community members because REN-ISAC is a trust community. When a Member Rep leaves REN-ISAC, we announce to the membership whether the departure was in "good standing" or "undeclared standing." As part of the trust community, members have extended trust to the person by virtue of their participation in REN-ISAC. When a member leaves REN-ISAC, we need to indicate if there is a reason to reconsider, or to re-establish, that trust in a different context.

Please note, "undeclared standing" means the institution is unable to provide a declaration either due to institutional policy, an unknown reason, or unresponsiveness to our requests. Undeclared standing is not itself a trust indicator; however, if members extended trust to the person by virtue of REN-ISAC membership, that trust may need to be re-established in another context.

Can I share the Management Representative responsibilities with someone?
Yes you can! In fact, we encourage it. To do so, send a request to MEMBERSHIP@REN-ISAC and let us know with whom you would like to share this responsibility. The person must be a member representative. If they aren't already, please nominate them (see eligibility information below).

Who is eligible to be nominated as a Member Representative?
Membership eligibility is extended to all full-time employees of a member institution who are involved with information security. For those that are devoted to information security, and who have hands-on responsibility for defensive systems and response actions there is a more action-focused community called Security Operations, or OPS. These are the folks who manage and configure firewalls, intrusion detection/prevention systems, vulnerability scanners, and other security systems, as well as those involved with incident response.

For other types of security professionals, such as those involved with identity and access management, risk compliance, internal audit, ERP system admins, we have the General community. Members of the General community share a mailing list with the OPS folks, where they can share recommendations, ideas, and much more.

For those executives who have some involvement with information security, we have the Officers community, which allows those executives to stay involved with what is happening at REN-ISAC without the large volume of email that the OPS and General communities generate.

How does our institution change Management Representatives?
Email REN-ISAC explaining the change and providing the full name, job title, and email address of the person taking over the Management Rep role.

Section 2. Billing Contact Information

How can I verify or change my billing contact information?
We encourage you to verify your billing information at least once a year. Here's how:

1. Visit our Registry.
2. Enter your email address as your username. If you need a password reset, click the “Forgot Password?” link on the log-in page.
3. Once logged in, you will see your institution's home screen. Information about your institution will be on the left side of the screen.
4. To edit your billing information, ***click the three dots*** circled in the screen shot below and then choose “Modify.”
5. 6. Once you’ve completed your changes, be sure to click the “Update Member” button

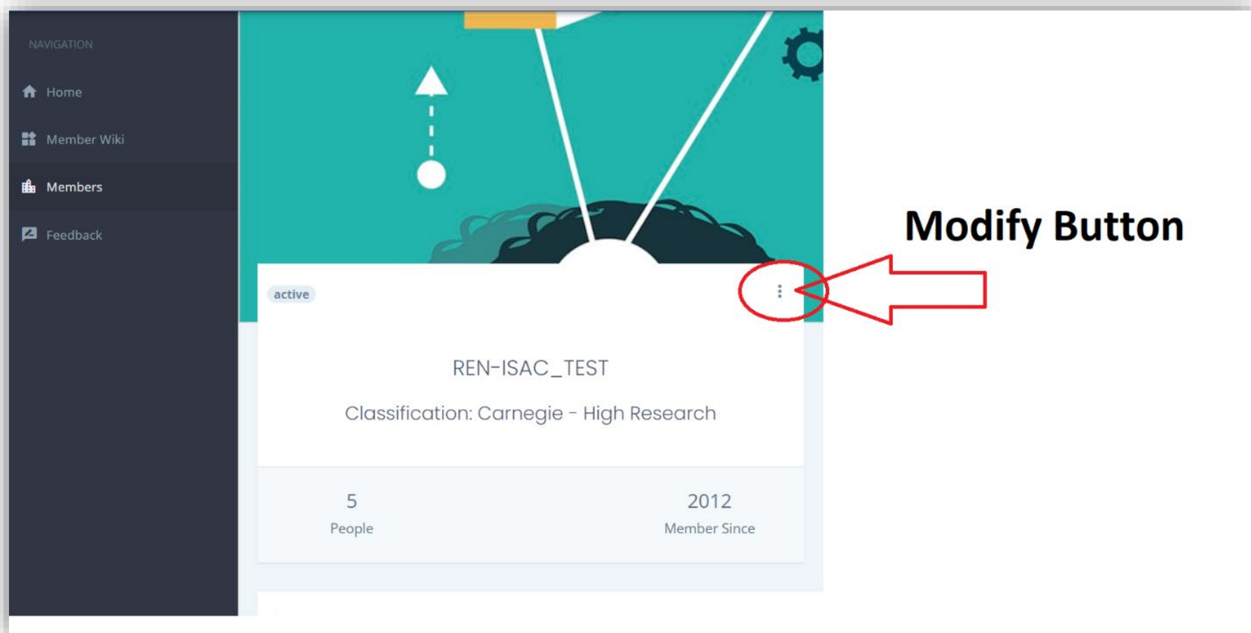


Figure 3. Finding the Modify button to change billing information

Who receives a copy of the billing invoice?

Current members will receive an invoice sometime in May or June each year. A PDF of the invoice is sent by email to the Management Representative. A copy is sent to the secondary email address listed in the Billing Information. We encourage all member institutions to provide a secondary billing contact besides the management representative.

Can I request an invoice at a different time of the year?

No, unfortunately the way our system works we cannot issue invoices outside of the May/June timeframe. The only exception to this is a new institution joining for the first time, when we issue an invoice after the institution is a full, active member.

What else can I do when editing the billing information?

You can add or update the PO number that will be used for your next invoice. This is not required, but it can be helpful if your organization requires the PO number to be included on the invoice. If we receive a PO number from your Accounts Payable department, we will update this for you.

Who do I contact for billing questions?
Email billing@ren-isac.net for billing-related questions.

Section 3. Being our point of contact

There are times when we may need to contact a decision-maker at your institution. As a Management Representative, you are expected to pay attention to email received from @REN-ISAC.NET addresses.

To help ensure you don't miss important information from us, here are some general guidelines:

1. Do not create rules based solely on "@REN-ISAC.NET"
2. Base your rules on the list address or subject line (see below)
3. Make a special exception for RI-ANNOUNCE
4. Be sure REN-ISAC email is whitelisted at your institution

Section 4. Other Information

What are the "Registry" and the "Members Wiki"?
The Registry is our database of member institutions and representatives. Currently, it can be used to manage your membership information and roster of member representatives. We are continuing to develop the Registry and will be adding new features in the coming months and years.

The Members Wiki is a Confluence site where REN-ISAC stores members-only information and resources. Members can find support documentation, information on services, and other resources. Members can subscribe or watch important pages, as well as leave comments or suggestions.

How do I request a password reset on the REN-ISAC system?
Active members can request a password reset by visiting our Registry and clicking the "Forgot Password" link. A reset link will be sent to your email address. Should you continue to have difficulty logging in, you can email our SOC or call 317-274-7228.

Reset requests made during normal business hours (US Eastern) will usually be answered within 15 minutes. Requests made during off-hours will require additional response time. If you have a time sensitive or critical need for a reset, please call 317-274-7228.