



Management Rep Handbook (FAQ)

Q. What are the responsibilities of the Management Representative?

A. The Management Representative has 3 main responsibilities. Those responsibilities are to:

1. Provide billing information and to ensure payment when invoices are sent
2. Maintain the institution's membership roster and to make timely adjustments to add and remove member representatives
3. Provide standing declaration for member representatives who are removed

Instructions on how to meet those responsibilities is given below. Should you have any questions that are not addressed here, feel free to contact MEMBERSHIP@REN-ISAC.NET.

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

A. Member representative nominations must be made by the Management Representative, and those nominations are made using your account on our registry. Here are the step-by-step instructions:

1. Visit our Registry at <https://registry.ren-isac.net>
2. Enter the credentials we have provided
 - your email address is your username
 - if you need a password reset, there is a link on this screen
3. Once logged in, you are viewing your institution's Home screen
4. Note the list of People at the bottom of the screen
5. To nominate someone, click the Plus sign at the right side
6. In addition to their identity, you'll also need to decide which community to place them in:
 - OPS (Security Operations): hands-on security protection responsibilities and/or involvement with incident response for the entire institution
 - GENERAL: 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
 - OFFICER: Executives with an information security responsibility

Once the nomination is submitted, the person will be required to fill out a profile and sign the Information Sharing Policy agreement. Once that is completed, the nomination will be forwarded to the community for a vetting period of at least 6 business days.

Q. How do I change my password on the REN-ISAC system?

A. Any active member can request a password reset by visiting our Registry at <https://registry.ren-isac.net> and choosing the “Forgot Password” link. A reset link will be sent to your email address. Should you continue to have difficulty logging in, you can contact our SOC at +1 317-274-7228 or by email at SOC@REN-ISAC.NET.

Reset requests made during normal business hours (US Eastern) will normally be acted upon with 15 minutes. Requests made off-hours will require additional response time. If you have a time-sensitive or critical need for reset, please call the number above.

Q. How does our institution change Management Representatives?

A. With our current system, there isn’t a way to do this on your own. All you need to do, though, is send a message to MEMBERSHIP@REN-ISAC.NET explaining the change and providing the full name, job title, and email address of the person taking the Management Rep role.

Q. When a Member Representative leaves our institution, what do I need to do?

A. It’s important to keep your roster up-to-date, so we’re glad you found the answer to this common question. Member representative nominations and deletions can be made via your account on our system.

1. Visit our Registry at <https://registry.ren-isac.net>
2. Enter the credentials we have provided
 - your email address is your username
 - if you need a password reset, there is a link on this screen
3. Once logged in, you are viewing your institution's Home screen
4. Note the list of People at the bottom of the screen
5. To delete someone, click the "delete" icon next to their record (it's shaped like a trash bin)

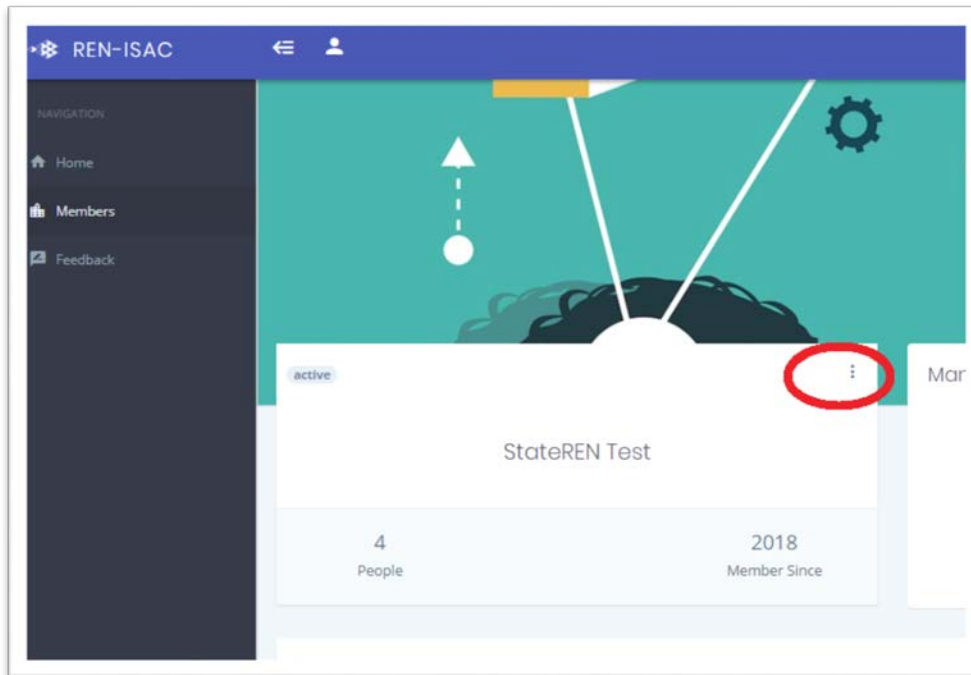
Performing this action will change their status to "deleted" but their record will still show up on your roster. Once in "deleted" status, the person's access to REN-ISAC resources is removed.

If the person had been an active Member Rep, let us know their standing upon departure. Just drop a message to MEMBERSHIP@REN-ISAC.NET to let us know. See below regarding “What is ‘standing’”.

Q. How can I verify or change my billing contact information?

A. We encourage you to verify your billing information at least once per year. Here’s how:

1. Visit our Registry at <https://registry.ren-isac.net>
2. Enter the credentials we have provided
 - your email address is your username
 - if you need a password reset, there is a link on this screen
3. Once logged in, you are viewing your institution's Home screen
4. Note the information about your institution on the left side of the screen. See screen shot below



5. To edit your billing information, click the 3 dots circled in the screen shot and then choose "Modify".
6. Once you've completed your changes, be sure to click the "Update Member" button at the bottom of the screen

Q. Who receives a copy of the invoice?

A. For current members, an invoice is sent via email each year in May or early June. It is sent to the Management Representative as a PDF, and a copy is sent to the other email address provided in the Billing Information discussed in the question above. One reason why we encourage you to provide a billing contact besides yourself is so that more than one person receives a copy of the invoice. It's much less likely to get lost.

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

A. 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.

Q. Who should I contact for billing questions?

A. We can be reached at BILLING@REN-ISAC.NET for billing-related questions.

Q. Why do you ask for “standing” when someone leaves REN-ISAC?

A. The short answer is that REN-ISAC is a trust community, and we ask on behalf of our community members who might have, or need to establish in the future, a working relationship with that person.

Now for the longer answer.... When a Member Rep leaves REN-ISAC we make an announcement to the membership, where we state whether the departure was in "good standing" or "undeclared standing". As mentioned above, this is important because members have extended trust to the person by virtue of participation in the community. We need to indicate if there's reason to reconsider, or to reestablish, that trust in a different context.

It should be noted that "undeclared standing" means the institution is unable to provide a declaration. The reason could be institutional policy, an unknown reason, or unresponsiveness to our requests for standing. 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.

We will make two attempts via email to get your declaration of someone's standing, over the course of at least two weeks. If we don't hear back from you by that time, we will use the "undeclared" standing in our announcement to the membership.

Q. What is “Enterprise Participation” that I’ve been hearing about?

A. The original membership guidelines for REN-ISAC were centered around defensive systems and response actions. In other words, eligible Member Reps were those who manage and configure firewalls, intrusion detection/prevention systems, vulnerability scanners, and other security systems. We also recognized incident response personnel as eligible for membership.

Unfortunately, this left out other types of security professionals, such as those involved with identity and access management, risk compliance, internal audit, ERP system admins, and even CIOs. Enterprise Participation (EP) is the shift REN-ISAC is making to include those additional security professionals. We are creating communities for like-minded technologists,

executives, and security and privacy wonks to talk, share information, swap war stories, and ultimately enhance their institutions' security postures.

The following is a short description of the new communities in REN-ISAC:

- OPS (Security Operations): Traditional REN-ISAC community -- hands-on security protection responsibilities and/or involvement with incident response for the entire institution

- GENERAL: 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

- OFFICER: Executives with an information security responsibility

For more information, visit: <https://www.ren-isac.net/ep/index.html>

Q. What is the “Registry” and what is the “Members Wiki”?

A. The Registry is our database of member institutions and representatives. We are continue to develop the Registry and will be adding new features in the coming months and years. Currently, it can be used to manage your membership information and roster of member representatives. The URL is <https://registry.ren-isac.net>

The Members Wiki is a Confluence site where our members can find information and resources that we don't want to (or cannot) make public. It is here you'll find support documentation, information about services, and other resources. Most pages in the Members Wiki can be commented upon, and you can subscribe to notifications to page changes (called Watching). The URL to the Members Wiki is: <https://members.ren-isac.net>