



ISC2[™] Chapter

Playbook

Guidelines for Chapter Success
Version 1.0 June 2025

Connect

Educate

Inspire

Secure



CHAPTERS

ISC2 Chapter Playbook

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Intended Use of this Playbook

This playbook is a reference tool for chapter leaders. It brings together practical insights, tools, and successful approaches shared by leaders from across different chapters. The content is intended as guidance, not as a set of requirements. Chapters are encouraged to use and adapt the material to fit their structure, priorities, and local needs. It's meant to support and strengthen chapter leadership and operations.

Introduction

I. INTRODUCTION

ISC2 Overview

Who We Are

ISC2 is the world's leading member organization for cybersecurity professionals, driven by our vision of a safe and secure cyber world. Our more than 265,000 certified members, and associates, are a force for good, safeguarding the way we live. Our award-winning certifications – including cybersecurity's premier certification, the CISSP® – enable professionals to demonstrate their knowledge, skills and abilities at every stage of their careers. ISC2 strengthens the influence, diversity and vitality of the cybersecurity profession through advocacy, expertise and workforce empowerment that accelerates cyber safety and security in an interconnected world. Our charitable foundation, The Center for Cyber Safety and Education, helps create more access to cyber careers and educates those most vulnerable.

Our vision is clear: a safe and secure cyber world. ISC2 serves to educate, empower, embrace and engage our members through every step of their careers. We strengthen the influence, diversity and vitality of the field through advocacy, expertise and workforce empowerment that accelerates cyber safety and security in an interconnected world.

Chapter Program Overview

The ISC2 Chapter Program provides ISC2 members and cybersecurity professionals opportunities to share knowledge and exchange resources with peers, earn CPE credits and advance our vision of a safe and secure cyber world. We empower members to determine the focus, direction and goals for their chapter based on the interests and level of involvement of the entire chapter membership. Chapter structures can be simple or complex, depending on the mission and available time and resources.

Chapter Program Goals

- Strengthen connections among ISC2 and our members
- Enhance the ISC2 member experience and improve membership value
- Encourage non-ISC2 credentialed professionals to participate, learn and contribute
- Advocate for the cybersecurity profession
- Educate and empower local communities on cyber awareness and defense
- Mentor aspiring cybersecurity professionals
- Provide current and timely educational opportunities and professional resources
- Create a forum for cybersecurity professionals to collaborate on projects

Chapter Strategic Pillars

The ISC2 Chapter Program was established to provide cybersecurity professionals opportunities to engage in various events and activities to:

- **Connect** like-minded individuals with networking and career opportunities
- **Educate** members on the latest trends and technologies and prepare for ISC2 certification
- **Inspire** the next generation of cybersecurity professionals and future leaders
- **Secure** the local community by generating awareness and empowering individuals to secure critical assets

Under each focus area, chapters can offer various activities based on their goals and member interests:

CONNECT	EDUCATE	INSPIRE	SECURE
<ul style="list-style-type: none"> • Professional Networking • Career Development • Job Connections • Knowledge Exchange • Joint Opportunities • Social Outings • Fellowship 	<ul style="list-style-type: none"> • Industry Expert Presentations • Study Groups • Seminars/Workshops • Continuing Professional Education (CPE) Opportunities 	<ul style="list-style-type: none"> • Mentor Students • Special Interest Groups • Cybersecurity Awareness • Advocacy for the Profession • Leadership Development • Professional Development • Fundraising (Scholarships) 	<ul style="list-style-type: none"> • Teaching Others to be Safe Online (children and seniors) • Form Partnerships with Public and Private Sector • Collaborate on Cybersecurity Awareness Projects

Benefits of Chapter Membership

There are many benefits to being an ISC2 chapter member. Opportunities include:

- Develop leadership skills by serving as a chapter officer; speaking at chapter meetings and special events; and mentoring credential-seeking professionals
- Study with colleagues for ISC2 and advanced credentials
- Earn CPE credits by participating in professional activities
- Participate in co-sponsored events with industry associations
- Contribute to ISC2 initiatives by speaking at industry events and writing articles
- Participate in local community outreach and public service projects to educate people about cybersecurity

Board-Approved Chapter Strategy

At the Q4 2024 meeting, the board of directors approved the chapter strategy pursuant to the board's direction for closer affiliation between ISC2 and chapters. Affiliation means a closer connection, strengthening the ability of ISC2 to guide chapter activity without sacrificing chapter autonomy.

We envision a future where:

- Cybersecurity professionals value ISC2 chapter membership for professional development, networking and community
- Chapters play a leading role in coordinating volunteer activity and develop a pipeline of future leaders
- Chapters amplify the impact of ISC2 strategic initiatives
- Chapter leaders can be ambassadors for ISC2 and the profession

The strategy is organized into three pillars, which include a series of projects strengthening connections between ISC2 and chapters.

- **Sustainability** – ISC2 supports chapters to deliver high-quality, consistent member experience. Projects include:
 - Chapter Playbook
 - Chapter Technology
 - Legal Registration and Insurance
 - Chapter Relief Fund

- **Vitality** – ISC2 provides tools and support structures to help chapters and members flourish. Projects include:
 - Member Management System
 - Career Support
 - Mentoring for Chapter Leaders
 - Regional Management Committees
- **Impact** – ISC2 collaborates with chapters to amplify their impact in local cybersecurity ecosystems. Projects include:
 - Chapter Recognition
 - Community Impact (Center)
 - Funding for ISC2 Initiatives
 - Enhance Partnerships

Resource

- [Board-Approved Chapter Strategy](#)

Starting a Chapter

II. STARTING A CHAPTER

Application Phase

- **Application Submission**

When beginning the process to form a new ISC2 chapter, the applicant must follow the chartering process, which begins once a year with a two-month submission period.

Resources

- [Starting a Chartering Chapter](#)
- [Chartering Chapter Guidelines](#)
- [Chapter Application Submission Portal](#)

- **Approval Process**

Applications are thoroughly reviewed and assessed, focusing on the value and benefits a chapter brings to its local community and ISC2. The team looks for a strong, compelling purpose for chapter formation, including a concept plan that guides the mission, focus and structure of the proposed chapter. Each application is reviewed in a three-step process: verification, evaluation and final decision.

Chartering Phase

- **Chartering Group**

Applicants are assembled into regional chartering groups. At startup, information is shared among groups via virtual orientation. Then individuals are introduced to provide support throughout the chartering process. This helps develop relationships and facilitates support among ISC2 members going through the process at the same time.

- **Chapter Startup Kit**

Chartering groups receive a startup kit that includes:

- **ISC2 Official Chapter Handbook** – This publication covers policies and guidelines for managing an ISC2 chapter.
- **Chartering Chapter Logo** – This logo, available for use throughout the chartering process, is provided once the chapter receives its charter.
- **Chapter Application** – This application is completed during the startup meeting and includes signatures of members interested in joining the startup initiative. These individuals are considered charter members. Additional charter members may join throughout the chartering process until the chapter is official.
- **Marketing Templates** – A branded Word template and PowerPoint presentation files are provided for use throughout the chartering process.
- **Success Plan** – A template is provided to develop a plan for the chapter for implementation during the chartering phase of the application process.
- **Activity Status Reports** – A sample activity status report form is provided to report on chartering chapter progress.

- **Sample Chapter Bylaws** – A governance document is required to become an official ISC2 chapter. ISC2 provides a sample bylaws template but the chartering chapter may develop its own. This document must be submitted to ISC2 before completing the chartering process.
 - **Chapter Affiliation Agreement** – To become an official ISC2 chapter, all chartering groups must agree to abide by all regulations and requirements by signing this agreement.
 - **New Chapter Profile Sheet** – This document requests information to set up accounts in the ISC2 chapter system and ship the welcome kit.
 - **Chapter Group Hub** – Connect, communicate and collaborate with other chartering group members in the ISC2 Community.
- **Chartering Milestones**
Once applicants receive their chapter startup kit, they must complete several milestones throughout the chartering process. This probationary period is designed to ensure a solid foundation is built before receiving the official charter and confirm chapters are structured correctly. In addition, these activities will help the group build momentum and remain active. Chartering groups must complete the following milestones to become an official ISC2 Chapter:
 - Orientation
 - Startup Meeting and Application
 - Success Plan
 - Goal/Activity #1
 - Goal/Activity #2
 - Goal/Activity #3
 - Legal Documentation

Orientation

A virtual Chartering Chapter Orientation is held for approved applicants within a specific region to provide guidance and direction during chapter formation. ISC2 regional staff review rules and requirements for establishing a chapter and address other key areas of the ISC2 chartering chapter guidelines. They also review the chapter startup kit and provide tips and advice, and a Q&A session allows applicants to ask questions. Once the orientation is completed, applicants enter the date attended and provide an electronic signature in the ISC2 Chapter Application Portal.

After the orientation, ISC2 assigns a chapter mentor and sends a local outreach email.

- **Chapter Mentors** - A mentor will be assigned to each chartering chapter as a resource for advice and guidance throughout the chartering process. The mentor may be a current or former ISC2 chapter officer or an ISC2 chapter advisory committee member. This person will have previous chapter and/or leadership experience so they can share their experience and provide valuable insights.
- **Outreach Email** - ISC2 will send an email on behalf of the applicant to all ISC2 members in the local area to notify them of the new chapter and invite them to become a charter

member. Members will be instructed to contact the chartering chapter for details. Once 15 ISC2 members or more express interest, it is time to hold a startup meeting.

Startup Meeting

Once the applicant generates enough interest from local members to start the chapter, they will hold a startup meeting to discuss the mission and goals of the new chapter, elect officers and sign the application form.

- **Discuss the Mission and Goals:** Interested members determine the chapter's mission and goals, as well as the areas of focus, such as professional development, community service, networking and social activities. The applicant reviews the chapter concept plan with the group and discusses details pertaining to the proposed chapter name, geographical boundaries, meeting locations, frequency of meetings, membership fees (to charge or not to charge), legal status, communications, startup costs, etc.
- **Elect Officers:** Four positions are required to operate an ISC2 chapter: president, treasurer, secretary and membership chair. These positions are open to ISC2 credentialed members who do not hold a leadership position in a competing security organization. These chartering positions should be filled by four different ISC2 members when submitting the ISC2 chapter charter application.

Please note the following:

- The approved applicant serving as president during the chartering process will be the main point of contact with ISC2 until the chapter receives its charter.
- An ISC2 member or other security professional employed by entities that conflict, offer a service or are commercially motivated to promote alternative certifications/training may not serve as a chapter officer but may become a chapter member.
- A member from another security chapter organization may join as a member of an ISC2 chapter; however, an officer from another chapter organization cannot concurrently serve as an ISC2 chapter officer.

Chapter Success Plan

Next, approved applicants work with the team to develop a success plan and implement it over the next several months. It is based on the chapter concept plan previously submitted and the feedback from the startup meeting. ISC2 provides a template or you may develop your own plan. It should include three activities for your group to accomplish over the next five months.

Sample goals include:

- Host a member meeting
- Hold an industry expert presentation
- Hold a community service event
- Increase membership (%)
- Host a study group
- Develop a policies and procedures manual
- Complete legal documentation

Submit Progress Reports

As the group accomplishes each goal, progress reports should be submitted through the chapter application portal. Deadlines will be assigned for each goal and progress will be monitored in the system. All three goals must be accomplished by the end of the chartering period.

Complete Legal Documentation

To finalize the chartering process and receive your charter, the following items must be completed and submitted through the chapter application portal:

- **Chapter Affiliation Agreement**

This legally binding contract between the chapter and ISC2 outlines the relationship framework and terms and conditions for chapter operations. The nature of this agreement is to clearly detail the rights and responsibilities of both parties to ensure a solid and beneficial working relationship. *NOTE: As indicated in the agreement, an ISC2 chapter is not an agent or extension of ISC2 and may not be held as such at any time.*

All chapters must sign the agreement to become an official ISC2 chapter. A copy of the chapter's signed agreement is in the official chapter kit in the [chapter officer portal](#).

- **Chapter Bylaws/Governing Documents**

Each ISC2 chapter must have bylaws or other governing documents that comply with the terms set forth by the Chapter Affiliation Agreement. For the minimum requirements, refer to Exhibit A – ISC2 Chapter Governance Requirements in the agreement. This document outlines the rules by which the chapter operates, such as establishing member dues, types of meetings, election process, officer roles and how to resolve chapter conflict issues. Sample bylaws are provided to chartering chapters to use as a model in establishing its own bylaws. These exact bylaws are not required of every chapter and may not suffice for every jurisdiction; they are provided merely as a courtesy to serve as a sample.

An approved and updated copy of the bylaws or governance document must remain on file with ISC2. Any amendment, alteration or repeal to the bylaws should be notified to ISC2 within 30 calendar days of implementation, and the new bylaws must be resubmitted for the records.

- **Legal Registration**

Legal registration is the sole discretion and responsibility of the chapter. Chapters must ensure compliance with all tax, privacy and local/state and district/national laws applicable in their country. When registering as a legal entity, it must be in the name of the chapter. The chapter is considered independent of ISC2 and not controlled or managed by ISC2 in any way except for the restrictions imposed by ISC2 for the use of its mark and those stated in the chapter affiliation agreement. ISC2 will not provide legal advice or assistance on these matters. Therefore, ISC2 advises all members to seek legal advice in their local jurisdiction on questions regarding the establishment of a legal entity. If you decide to legally register the chapter with the state or country as a corporation, not-for-profit, limited liability, etc., submit a copy of the documentation to ISC2 once completed.

- **Code of Ethics**

All ISC2 chapter members must agree to the [ISC2 Code of Ethics](#) and are required to adhere to the highest standards of ethical behavior and act honestly and responsibly to protect the common good. ISC2 chapter members who intentionally or knowingly violate any provision of the code will be subject to action by a peer review panel, which may result in the revocation of certification. ISC2 chapter members are obligated to follow the ethics complaint procedure upon observing any action by an ISC2 chapter member that breaches the code. Failure to do so may be considered a breach of the code pursuant to canon IV.

- **Privacy Policy**

ISC2 established a privacy policy to demonstrate its firm commitment to the privacy of its members. According to this policy, ISC2 may not release member personal contact information for use of the chapter or any other organization. Under special circumstances, ISC2 will notify members on behalf of chapters, but chapters will not have access to a list of members for their own communications. Each chapter determines their own privacy policy for their members; however, the chapter is responsible for securing member personally identifiable information. Learn more about the [ISC2 Privacy Policy](#).

Leadership

Chapter Officers (Required Positions)

Four officer positions are required to operate an ISC2 chapter: president, treasurer, secretary and membership chair. These positions must be held by ISC2 members. Chapters may choose to add more positions to the chapter board. If a chapter chooses to have a vice president role, the individual must be an ISC2 member. Non-members are eligible to hold other optional positions, such as directors or committee chairs.

Officer Duties and Requirements

Chapters may define specific roles for each officer position; however, a basic job description for each one follows:

- **President** – Responsible for presiding over business meetings and ensuring rules and regulations are observed; appoints and serves as a member to committees; decides tie votes; and ensures officers faithfully perform their duties.

President duties may also include but are not limited to:

- Representing the chapter
- Signing legal documents
- Presiding at meetings
- Speaking for the organization
- Preparing agendas with the secretary
- Other duties assigned by the governing documents

- **Treasurer** – Responsible for keeping an accurate record of all chapter receipts and expenditures. The treasurer collects all dues and other monies, depositing them in a repository in the name of the chapter.

Treasurer duties may also include but are not limited to:

- Receiving and depositing dues in the club's bank account

- Providing dues receipts to members
 - Paying the bills that the club has voted to pay
 - Presenting reports at the meetings
 - Keeping records that allow a committee to audit the books at fiscal year end
 - Balancing and reconciling the checking account
- **Secretary** – Responsible for recording chapter proceedings; writes and conducts correspondence; and prepares reports due to ISC2.

Secretary duties may also include but are not limited to:

- Maintaining organization records, including committee reports, and keeping an up-to-date list of members
 - Notifying members of their election to office or appointment to committees and providing them with the proper documents
 - Notifying members of election or appointment as a delegate and providing them with credentials
 - Signing minutes and other certified acts of the organization, unless the bylaws specify differently
 - Maintaining the organization's official documents, including the bylaws, rules of order, standing rules correspondence and minutes; and keeping the bylaws or other governing documents up to date with changes made through the amendment process
 - Mailing meeting notices to members
 - Taking minutes at business and board meetings; handling correspondence; and preparing meeting agendas (unless the president prefers to do so)
 - Calling meetings to order if the president and vice president are absent and presiding until the assembly elects a temporary chairperson
 - Bringing the following to each meeting: agenda, minutes book, bylaws, rules, membership list, list of committees and their membership, records, ballots and other necessary supplies
- **Membership Chair** – Responsible for promoting the membership growth of the chapter and ensuring new and potential members can take part as easily and smoothly as possible. Also responsible for maintaining membership records to ensure they are accurate and up to date.

Membership Chair duties may also include but are not limited to:

- Promoting membership
- Maintaining active membership list
- Other duties as assigned in the bylaws

NOTE: If the chapter does not see a need for one of the required positions above, contact ISC2 for a waiver, providing an explanation for your request.

The following are required to serve as an ISC2 chapter officer:

- **Officers must hold an ISC2 credential.**
The positions of president, treasurer, secretary and membership chair must be held by ISC2 members. Non-members are eligible to hold other positions such as directors or committee chairs.

- **Officers may not concurrently serve as an officer of another chapter organization.**
ISC2 requires members developing and managing an ISC2 chapter to focus their efforts on making the chapter successful without distraction. The goal is for members to gain a different and unique experience by being a member of an ISC2 chapter and prevent the possibility of biases and preferences. ISC2 supports and encourages ISC2 chapters to work with chapters of other security organizations by producing joint/cobranding events, but requires the leadership be separate. *NOTE: This applies to the officer positions of president, treasurer, secretary and membership chair, as well as vice president, if applicable. This does not apply to directors and committee chairs.*
- **Officers may not have prior convictions of criminal activity or misconduct.**
ISC2 expects its certified members to be of the highest ethical and professional caliber. To that end, the organization has standards that candidates must acknowledge as part of being a leader of an ISC2 chapter. The following activities may impact your eligibility:
 - Convicted of a felony, a crime based on dishonesty (felony or misdemeanor involving lying) or a court martial in military service, or a felony charge now pending (excluding minor traffic violations and offenses prosecuted in juvenile court)
 - Being involved, or publicly identified, with criminal hackers or hacking
 - Revocation of a professional license, certification, membership or registration, or censure or discipline by any professional organization or government agency
 - Previously known by any other name, alias or pseudonym (excludes user identities or screen names and name changes due to marriage or adoption)

NOTE: ISC2 holds the right to audit the member's professional experience or request a criminal background check.

Additional Positions for Consideration

Other positions to consider for your chapter board include the following:

- **Vice President** – Many chapters create the position of vice president within the chapter's board. Typically, this is the first person in the presidential line of succession and ascends to the presidency if the president is removed for any reason. This position is not required but optional. If the chapter chooses to include this position, the individual must be an ISC2 member.
- **Past President** – Another role to consider in the long term is past president to help when transitioning new officers to the board. This position would typically provide advice as requested by the president, board of directors and other chapter leaders regarding past practices, general operations and other matters to assist in the smooth running of the chapter. The chapter may determine whether the position has voting rights.
- **Directors** – Many chapters appoint directors for key roles, such as education, sponsorship, community service and professional development. These positions may be held by individuals who do not hold an ISC2 credential.
- **Charter Member or Founding Member** – As an original member of the chartering chapter, all members on the final roster are considered charter members once a group

becomes an official chapter. ISC2 typically does not keep chapter member information on file, but it will log charter members. The chapter may choose to provide special recognition to members for this unique designation.

Officer Elections

ISC2 requires chapters to hold annual meetings to conduct chapter business and officer elections, if applicable. Elections must be held at least once every three years. ISC2 recommends rotating expirations of officer positions for continuity of leadership.

Chapters decide how to run the election process. Typically, elections are held during in-person meetings, but in some cases, chapters may choose to hold virtual elections. Participation in the voting process via Webex, teleconference or through an online portal is acceptable as long as it is provided for, or not excluded, in its local jurisdiction laws or chapter governing documents.

One way a chapter could structure the voting process is to allow members to vote over a period of time, such as two weeks. This could provide flexibility in the voting process for those who are away at the time of voting. However, the chapter must make sure any election process abides by the governing laws of its jurisdiction and governing documents. If the process does not follow the bylaws, there is high risk of chapter members claiming the results are void.

Refer to your chapter's bylaws for specifics on holding officer elections.

Official Phase

- **Official Chapter Welcome Kit**

ISC2 provides chapter welcome kits after becoming an official chapter. It includes caps, chapter pins, CISSP pins, pens, mugs, a table runner, a tabletop banner and a pop-up banner.

- **Chapter Orientation**

Once chartering chapters have completed their requirements, they must attend an orientation training facilitated by ISC2 chapter staff. The training includes the following:

- **Guidelines and Governance**
 - Mission, vision and value proposition
 - Leadership criteria
 - Code of Ethics canon
 - Governance documents
 - Minimum activity requirements
 - Regular chapter reporting
 - Privacy policy
 - Noncompete
 - Records upkeep
 - Branding guidelines
- **Program Updates**
 - Chapters2gether: 2025 Chapter Strategy
- **Chapter Resources**

- Chapter officer portal
 - Chapter stipend
 - Chapter tool kits
 - Chapter group hubs
- **Communication and Support**
 - Chapter leadership link
 - Member communications process
 - Communication preferences
 - CPE credit submission
- **Next Steps**
 - Official chapter letter sent to new chapter
 - Chapter officers granted access to chapter officer portal
 - Directory listing updated from chartering to official status
 - Official chapter logo request
 - Physical chapter kit distributed
 - Official chapter announcement eblast sent to ISC2 Community members
- **Chapter Official Announcement**

An email will be sent to all ISC2 members in the area, defined by the chapter's geographical boundaries, to announce the formation of the official chapter. A template is available to use or the chapter may provide the content. This email is also sent as an official communication to all members.
- **Chapter Stipend**

ISC2 offers chapters a yearly one-time stipend of U.S. \$500 to help cover startup costs, such as legal registration, bank account, website fees, venue rental, etc. These funds must be requested within three months of the chapter receiving its charter and are not available after the chapter has been official for more than six months.

Chapter stipends will be distributed in one of the two following ways, depending on whether the chapter is legally registered and holds a valid bank account. All chapter stipends need to be distributed by December 1.

1. Chapters legally registered with a valid bank account will receive the full stipend directly deposited to their bank account.
 - Chapters must fill out a Chapter Setup Survey
 - Chapters will be asked to submit a W-9 Form.
 - ISC2 accounts payable team will send a bank information request to the chapter email address on file after the survey information is submitted.
 - It will take approximately two weeks to process the transaction and for the funds to reach the chapter account once all the requirements have been submitted.

Chapters that are legally registered but do not have a bank account are eligible to receive the chapter stipend as reimbursement by following the process outlined below.

2. Chapters that are not legally registered or do not have a bank account need to submit reimbursement requests for expenses associated with approved activities. ISC2 will provide a reimbursement form for chapters to be reimbursed up to U.S. \$500. The chapter treasurer will be the official submitter for these reimbursement requests, with a signature from the chapter president. Both signatures are required for the reimbursement request to be processed, and original receipts from the merchant(s) for the purchase(s) must be included. Each is a one-time submission-of-reimbursement request, with accumulated expenses of up to U.S. \$500. No exceptions will be made to this policy unless specifically approved by ISC2 director of member engagement in writing. The reimbursement will be in the form of a check payable to the chapter treasurer or a direct bank transfer. All reimbursement requests must be submitted to ISC2 no later than December 1.

Resource

- [Form for Disbursements](#)

Application Expiration

If your chartering chapter is unable to meet the deadlines assigned by ISC2 or if your group becomes unresponsive, the application will expire, and the chartering process will be terminated. It is imperative that your chapter communicate any challenges or obstacles when completing milestones, as well as any changes to the chartering chapter and/or applicant contact information as soon as possible, to chapters@isc2.org. If the applicant is unable to fulfill the duties as president or can no longer proceed with the chartering process, the following options are available:

- Hold an election for another chartering member to fulfill the position as president. (*NOTE: The individual who fulfills this role will need to meet the same applicant requirements as identified earlier in this document.*)
- Expire the application if a replacement is not found or there is no interest in forming the chapter. If a chapter application has expired, the applicant cannot reapply until one full open enrollment period has passed.

Resource

- [CLS Recorded Session: Chapters 101](#)

Establishing Your Chapter

III. ESTABLISHING YOUR CHAPTER

Best Practices for Chapter Governance

As an official ISC2 chapter, the respective officers, directors and members are required to effectively manage the chapter's operations. To clarify expectations, ISC2 provides examples of chapter best practices in this section. In some instances, promoting and incorporating these best practices may change based on cultural or legal requirements of the country, state or territory of each chapter. The decision to follow these guidelines is uniquely the prerogative of the leadership of the chapter, based upon specific facts and circumstances. ISC2 recognizes some of these best practices may not work in every instance; however, when reviewing or auditing a chapter, ISC2 will use these as basis for rating a chapter's management.

All chapters approved by ISC2 shall be bound by the terms, conditions and restrictions in the following documents:

- ISC2 Chapter Affiliation Agreement
- ISC2 Chartering Chapter Guidelines (startup chapters)
- Chapter Bylaws (or other governance document)

All chapters must abide by the terms listed in these documents. ISC2 may update these documents at any time, and chapter presidents will be notified of the modifications. If selected for audit, ISC2 will review the policies and procedures of the chapters based upon these requirements and those of the proper jurisdiction.

- **Policy for Officer Removal**

Should ISC2 discover a violation, the chapter must set in place a policy whereby directors, officers or members may be removed.

As provided in the Chapter Affiliation Agreement, chapters must establish a process to elect and remove officers, directors and members. For purposes of this guide, "officers" are defined as the four required officers of the organization: president, secretary, treasurer and membership chair. "Directors" are any other chairs, co-chairs or leaders of chapter-specific committees. Combined, the officers and directors are known as the "Management Committee." "Members" are all other persons in the organization.

The management committee is required to observe the appropriate local laws, articles of incorporation and bylaws or other governing documents while performing its duties. This responsibility ensures the management committee will not be negligent in its actions. All members of the management committee will be held materially accountable to ensure proper performance. Failure to act in such a way will be grounds for dismissal, removal or termination from the chapter. Traditionally, an officer or director who is not performing satisfactory is prohibited from renomination. In extreme cases, removal of an officer or director before the expiration of a term is necessary. These cases must be gross violations of the established chapter processes and procedures. ISC2 recommends chapters establish a three-quarters majority, or supermajority, vote within its governing documents from the management committee or member base to remove members of the management

committee. This higher threshold ensures ISC2 that a vote to remove a chapter officer is more than a simple majority and is the agreement of the majority of its officers.

In some instances, an Officer/Director Removal Policy can be consolidated with an Officer/Director Turnover Policy. The practice of rolling off leaders will improve the independence, objectivity and professional skepticism of the chapter. This rolling off period can vary between one to three years.

Chapters may also elect to implement a staggered election. In this scenario, the management committee will be elected in rotations, whereby one-third or half of the committee is elected in one election year. This rotation allows for a level of consistency to remain year over year, while allowing new members to join the committee. In this case, members have limited terms of two or three years.

A chapter may also choose to cap a management committee member to a limited term, such as three years. Term limits ensure that the same leaders are not elected every year, providing other members the opportunity to become leaders in the organization.

- **Running Meetings – Authoritative Literature**

Properly managing chapter meetings is an operational function crucial to the efficient management of a chapter. ISC2 recommends that all chapters abide by an authoritative body consisting of standard practices and procedures for running meetings. ISC2 recommends chapters use the Robert's Rules of Order, or similar authoritative guidance, as the main authority for the function and management of member and annual meetings.

The benefit of authoritative guidance is that it provides a recognized set of guidelines for managing issues that may be resolved. Issues such as recognition of members; voting requirements; the function of officers and directors; and removal are discussed in great detail. When issues arise concerning the management of the chapter, having an agreed-upon authoritative source allows for easier resolution of obscure issues. Furthermore, most authoritative guidance is available to the public and easy to access.

- **Conflict of Interest**

Chapter members should refrain from promoting or advancing commercial and/or political agendas, including the promotion of any outside organization, to chapter members. Only organizations sponsoring chapter events and activities may be promoted during the sponsored event/activity, subject to guidelines set by the chapter.

Remember, the chapter is established to promote the ideas and interests of ISC2 rather than other organizations. Chapter members may not use their work status to influence the political agenda or structure of the organization. Members may not use their day-to-day business contacts to persuade or promote their interests in the chapter. While promotion and sponsorship with an outside organization is acceptable, chapter members may not use these connections for political gain inside the organization. Officers and directors must not exercise their authority for their own monetary gain or benefit or that of a third party. Chapter leaders shall place the interest of the chapter first.

- **Public Integrity of Chapters**

Officers and directors should pose the necessary questions and present opinions that promote appropriate discussion in a professional manner. In some cases, these discussions may have divergent opinions on the best path forward for the chapter. At no point should these disagreements leak to public media or outside member base. Leaks of chapter management issues show weakness and unprofessionalism. ISC2 will not tolerate such public disagreements. In all cases, chapter leaders should recognize the value of differing opinions and seek results that would be in the best interests of the chapter and its members. If chapter members are caught defaming other members or ISC2, actions taken may include suspension of chapter or removal of officers, directors or members. This includes evidence from social media outlets and other electronic systems.

- **Political Power Struggles**

ISC2 expects each chapter to run efficiently and professionally in accordance with the appropriate federal, state and local laws and other chapter governing documents. In all of these rules, it is important to remember that members control the organization through the voting process. The leaders of the organization come from the members through the election process and must understand the value of each officer and director.

Governing documents provide important checks and balances for the chapter. The leaders only hold the powers that the governing documents assign to them. Any actions the chapter leaders take that exceed the scope of the governing documents may be rescinded by the members.

Typically, a conflict with chapter leaders or members is a governance issue. Instead of working outside the leader's defined roles, the best method of resolution is to provide open communication identifying the chapter's processes. Openness and cooperation within the management committee provide better responses to problems and minimize troubles with power struggles.

- **Complaint Process**

ISC2 chapter officers are expected to behave in a professionally ethical manner. They are expected to make decisions to promote the best interests of the chapter vs. their personal interests. ISC2 recognizes it has a responsibility to maintain the integrity of chapters and ensure they are operating within the scope of the governing documents.

ISC2 has established an Official Chapter Complaint Process for individuals to follow when complaints are necessary. ISC2 does not expect, invite, solicit or encourage such complaints. The purpose of these procedures is to protect the reputation of ISC2 and the chapters, and to provide fairness and equality to chapter members.

If a complaint is necessary, please refer to the following guidelines:

- **Confidentiality** – ISC2 undertakes to keep the identity of the complainant and respondent in any complaint against a chapter confidential from the general public. While disclosure of the identity of the complainant will be avoided where possible, upon filing a complaint, the complainant implies consent to disclose their identity to the respondent where ISC2 or its agents deem it necessary for

due process. Actions of ISC2 may be published at its discretion. Parties are encouraged to maintain confidentiality to protect the chapter's reputation.

- **Specificity of Complaints** – The ISC2 Ethics Committee will consider only complaints that specify the actions of the chapter and the section of the chapter governing documents that have been violated. If you are unsure of the term violated, file the complaint to the best of your ability or contact legal@ISC2.org. ISC2 will review all evidence and make recommendations to the chapter. As complaints and responses are received, the committee will review both sides and render a recommendation to the chapter for a final decision.
- **Standing of Complainant** – Complaints will be accepted only from those who claim to be injured, or can show the chapter is being injured, by the alleged behavior. Evidence must be submitted proving that such actions have taken place. Factually empty cases will not be considered.
- **Form of Complaints** – All complaints must be in writing. The committee is not an investigative body and does not have investigative resources. Only information submitted in writing will be considered.
 - Complaints must be in the form of affidavits. The committee will not consider allegations in any other form. Download a [Chapter Complaint Affidavit Form](#).
 - Complaints should be sufficiently completed to enable ISC2 to reach an appropriate judgment. At a minimum, the affidavit should specify the respondent, the concerning behavior, the canon breached, the standing of the complainant and corroborating evidence.
 - ISC2 is not an investigative body and does not have the authority to compel testimony.
 - ISC2 may only consider evidence submitted voluntarily. There may be cases where this evidence is insufficient to support action. ISC2 can proceed only where a clear case is made. When no such case is made, ISC2 will close the complaint without prejudice to either party.
- **Committee Procedures** – When sufficient facts have been presented, ISC2 will review and tender a recommendation to the chapter.
- **Rights of Respondents** – Chapters, and the president or next highest officer, are entitled to timely notification of complaints. It is the intent of ISC2 to notify the respondent as soon as possible from the complaint's date of receipt. The respondent is entitled to see all complaints, evidence and other documents. The chapter will be given a specific amount of time to respond. As with the complaint, to be considered this information must be in the form of a sworn affidavit or in writing signed by two independent individuals. As in the law, silence implies consent. That is, to the extent that the respondent is silent, the committee may assume that the respondent does not dispute the allegations. The committee may grant necessary time extensions to the respondent upon request.

- **Disagreement on the Facts** – Where there is disagreement between parties over the alleged facts, ISC2 at its sole discretion may invite additional corroboration, exculpation, rebuttals and sur-rebuttals in an attempt to resolve the dispute. ISC2 is not under any obligation to make a finding where the facts remain in dispute between the parties. Where ISC2 is unable to reach a conclusion on the facts, the benefit of all doubt goes to the respondent. That is to say, where the respondent disputes the facts alleged, the burden of proof is on the complainant.
- **Findings and Recommendations** – ISC2 will submit findings and recommendations for action. In reaching its findings, the committee will consider published guidance given to the chapters. In reaching its recommendations, ISC2 will prefer the most limited and conservative action consistent with its findings.
- **Disciplinary Action** – ISC2 may enforce its recommendations against the chapter. Should any chapter fail to comply, ISC2 will take all actions reasonably necessary to ensure the changes are made, including but not limited to suspension of chapter status and removal of officers, directors or members.
- **Final Disposition** – Parties will be notified of the final disposition as soon as possible. All complaints should comply with the stated procedure and be mailed to the following address:

**Chapter Complaint
ISC2 Corporate
625 N. Washington St.
Alexandria, VA 22314**

Questions should be directed to: legal@isc2.org

- **Regulations Governing Use of Mark**
As per the section on Regulations Governing Use of Marks, when registering the domain name of your website, professional/social media site and creating a chapter email address, it **must** contain the word “**chapter**” or a variation of the word to differentiate the chapter from ISC2 Corporate. Otherwise, you will be asked to change the name or URL.

The required naming convention for all ISC2 chapter website URLs is:

[www.ISC2 chapter-\[location\].\[ext\]](http://www.ISC2chapter-[location].[ext])

[location]: Include the name of your chapter (full or abbreviated)

Example: [www.ISC2 chapter-switzerland.com](http://www.ISC2chapter-switzerland.com)

[ext]: Use the appropriate extension based on availability or location

Example: [www.ISC2 chapter-london.co.uk](http://www.ISC2chapter-london.co.uk)

NOTE: ISC2 recommends setting up a generic email address that is forwarded to all chapter officers to ensure timely responses to email inquiries received by members and prospects, such as info@ISC2chapter-newark.com.

Resource

- [CLS Recorded Session: Chapter Exists, But How Do You Run It?](#)

Chapter Membership

- **Definition of Membership**

A member of ISC2 is a professional who holds one or more of the following ISC2 credentials: CC, SSCP, CGRC, CSSLP, CCSP, CISSP, ISSAP, ISSEP, ISSMP. ISC2 chapters not only consist of ISC2 members but also individuals who have an interest in, or professional connection to, cyber, information, software and infrastructure security issues and related certification programs, as the chapter sees fit to permit within its membership base. However, the chapter must not knowingly allow the following as members:

- (a) Any person convicted of criminal activity or conduct that is considered contrary to community standards of justice, honesty or good morals in the past four years
- (b) Any person convicted at any time of any crime of violence, fraud, embezzlement, murder, rape or any form of computer-related crime
- (c) Any person decertified by ISC2 for ethics violations

The chapter may solicit members only within the geographic area as authorized in the signed affiliation agreement with ISC2, but it may consider membership inquiries received from individuals located outside of such area. ISC2 chapter members may choose to join more than one ISC2 chapter.

All chapter members must abide by the Membership in the chapter does not require membership in ISC2 and does not confer membership in ISC2 on any chapter member. The chapter must make it clear in all of its membership solicitations and outreach, including a statement on its website if one is maintained, that membership in ISC2 is separate from, and unrelated to, chapter membership.

- **Certification Verification**

To verify if someone holds an ISC2 certification and is a member in good standing, visit the [ISC2 Certification Verification](#) page on the ISC2 website. The member's first name, last name and ISC2 ID number are required for verification.

If the member is in good standing, you will receive information on the date they were certified and the certification expiration date for each credential held.

- **Membership Dues**

At its discretion, a chapter may choose to require dues to be paid by its members. If a chapter collects dues, it is solely responsible for the collection of the monies. ISC2 will not collect chapter member dues on behalf of the chapter.

Resource

- [CLS Recorded Session: Fostering Community Growth](#)

Chapter Operations and Administration

- **Annual Requirements**

- **Minimum Activity Requirements**

To ensure growth and future success, ISC2 chapters should provide regular activities to keep members engaged and interested. Planning reoccurring events

throughout the year will provide members with opportunities to attend and take an active role in the chapter. Not only does it help retain your existing membership but it also helps attract new members to your chapter.

Official ISC2 chapter activities should be held on a regular basis. At a minimum, three chapter member meetings or activities and four officer meetings should be held per calendar year. In addition, an annual meeting should be held to conduct chapter business and hold officer elections, if applicable. Elections must be held a minimum of every three years. The annual meeting may count toward one of the three chapter member meetings for the year. Failure to comply could result in the loss of the chapter's good standing.

- **Chapter in Good Standing Requirements:**
 - Annual reports are submitted in a timely manner
 - Updated bylaws or governance document are on file with ISC2
 - Annual minimum activity requirements are met:
 - Three chapter member meetings or activities
 - Four officer meetings
 - Annual meeting
 - Officer contact information is up to date with ISC2
 - Chapter websites, social media and professional online presences meet ISC2 branding guidelines and are active, accessible and secure, with current chapter officer, membership and activity information published
 - Inquiries are answered in a timely manner

Failure to comply with these requirements could result in the loss of tools and resources provided by ISC2. For serious violations, a re-election of officers or loss of charter may be necessary.

- **Annual Chapter Reports**

ISC2 chapters are required to submit an annual report to ISC2 no later than the last day of January each calendar year, reporting on the previous calendar year's activities. This information provides ISC2 with a better understanding of the chapter's structure and operations, as well as the activities, challenges and successes the chapter has experienced during the previous year. Through this report, ISC2 may determine areas of improvement or enhancement, as well as develop new programs and tools to assist in achieving chapter goals. ISC2 may request additional reports and/or surveys throughout the year.

- **Chapter Structure**

- **Legal Registration**

ISC2 chapters are considered independent of ISC2 and are not controlled or managed by ISC2 in any way, except for the restrictions around the use of the ISC2 mark and those outlined in the Chapter Affiliation Agreement. Chapters determine whether to legally register based on their structure and applicable tax, privacy and local/state or district/national laws in their country.

- **Chapter Bank Account**
While incorporation is not required to form a chapter, it may be required to apply for financial startup assistance from ISC2. Refer to your local legal requirements to establish an independent bank account. When opening a bank account, it should be in the name of the chapter and two officers should be assigned to it.
- **Chapter Insurance**
ISC2 does not provide or require chapters to obtain insurance; however, it is highly recommended to obtain general liability coverage to protect your chapter from claims for bodily injuries or property damage. Another option is to consider a policy that covers the board of directors within your chapter.
- **Chapter Finances/Chapter Stipends**
The following are potential funding sources available to ISC2 chapters:
 - **Chapter Stipend**
ISC2 offers a one-time stipend of U.S. \$500 to official ISC2 chapters to help cover startup costs, such as legal registration, bank account, website fees and venue rental. These funds must be requested within three months of the chapter receiving its charter and are not available after the chapter has been official for more than six months.
 - **Chapter Membership Dues**
At its discretion, a chapter may require dues to be paid by its members. If a chapter collects dues, it is solely responsible for the collection of the monies. ISC2 does not collect chapter member dues on behalf of the chapter.

Resource

- [CLS Recorded Session: Effective Financial Management](#)
- **Chapter Updates**
Chapters should notify ISC2 when any changes occur to the following:
 - Chapter bylaws (or other governance document)
 - Officer positions or officer contact information
 - Chapter contact information in the [ISC2 Chapter Directory](#)
 - Website URLs and professional, social or other online networking sites
 - Legal registration status (incorporated, nonprofit, etc.)

Please submit a [Change Request Form](#) within 30 days of the change to chapters@ISC2.org.

- **Continuing Professional Education Opportunities for Chapters**
Among the most valuable benefits an ISC2 chapter offers its members are opportunities to earn continuing professional education (CPE) credits. ISC2 Chapters are considered approved CPE submitters and submit credits to ISC2 on behalf of chapter members as a value-added benefit to their membership.

The most common ways chapter officers and members can earn CPE credits through their involvement with an ISC2 chapter are as follows:

- **Chapter Formation/Management**

Members who take a leadership role in forming or managing an ISC2 chapter are eligible to earn Group B CPE credits. This applies during the period of forming the chapter, as well as for the administrative services rendered for arranging and managing chapter meetings after receiving its charter. Only members who actively serve in forming/managing the chapter are eligible for credits. One CPE credit is earned per hour of work performed under the category Chapter Formation/Management (Group B) - Information Systems Security Professional Association.

NOTE: Chapter members (non-officers) who dedicate their time to planning and organizing meetings and activities for an official or chartering chapter are eligible to earn CPE credits under these categories.

- **Preparation for Presentations/Lecture/Training**

CPE credits are earned for the time spent preparing materials for a chapter presentation related to ISC2 CBK domain(s). The number of CPE credits a member can claim is based on the length of the presentation. Members can claim four Group A CPE credits for a one-hour presentation for the initial preparation of training materials under the category Preparation for Presentation/Lecture/Training (Not Work Related). The limit is eight CPE credits for a two-hour presentation. *NOTE: CPE credits are not earned for time spent presenting.*

- **Attending a Chapter Meeting**

Chapter members who are ISC2 members in good standing are eligible to earn Group A CPE credits for attending a presentation or meeting discussion related to the domains of an ISC2 CBK. One CPE credit is earned for each hour of attendance under the category Chapter Meeting (Group A) - Information Systems Security Professional Association. *NOTE: Social outings and non-security-related presentations are not eligible for CPE credits.*

- **Attending a Chapter Officer Meeting**

Chapter officers are eligible to earn Group B CPE credits for their participation in officer meetings with at least three or more officers in attendance. One CPE credit is earned for each hour of attendance under the CPE activity category Chapter Formation/Management (Group B) – Information Systems Security Professional Association.

Refer to the [ISC2 CPE Policies and Guidelines](#) for a full listing of eligible CPE opportunities.

- **Chapters as Official CPE Submitters**

ISC2 chapters are required to submit CPE credits earned by chapter members for chapter events specific to the domains of the ISC2 CBK. Chapter officers must maintain attendance records of members at these events for verification purposes since these credits are subject to audit. The [ISC2 Chapter Attendance and CPE Submission Report](#) should be completed and submitted to ISC2 on behalf of its members to record CPE credits for each individual member account by emailing cpes@ISC2.org.

Transition of Officers

Officer transitions provide the transfer of valuable knowledge and experience from outgoing officers to incoming officers. One of the most important aspects of this process is shadowing. Incoming officers should have approximately three months to shadow and learn from outgoing officers in order to understand what is expected of them to prepare for the following year.

Before the newly elected officers of your chapter officially assume their responsibilities, it is recommended that the former and new officers get together for a group transition meeting. Such a meeting provides continuity and continued growth for the chapter while allowing the new officers to learn from the experiences of the outgoing officers. Topics of discussion may include:

- Responsibilities of the position, including job description
- Access to applicable chapter accounts/systems
- Timetable for completion of annual duties
- Unfinished projects
- Important contacts and resource persons
- Mistakes that could have been avoided
- Advice for the new officer
- ISC2 Chapter Program resources

It is the responsibility of the outgoing chapter officers to update ISC2 with the names and contact information for all incoming chapter officers within 30 days of the change. Only a current or outgoing officer, not the newly elected officer, should complete a [Change Request Form](#) and submit it to chapters@ISC2.org.

The following is a list of specific information new officers should review from outgoing officers prior to taking office. The list is not intended to be exhaustive; please add specific information resources tailored to your chapter's needs:

- ISC2 Official Chapter Handbook
- ISC2 Chapter Affiliation Agreement
- Chapter Bylaws
- Access to any/all financial, email, web or other chapter related account types

Once an officer has completed their term, they no longer hold an active chapter title. Therefore, former chapter officers should not refer to themselves as a current officer after leaving their position; instead, "former" may be used in the title:

Examples: Founding and Former President, ISC2 San Jose Chapter
Former Secretary, ISC2 Cape Town Chapter

Resource

- [CLS Recorded Session: Building a Volunteer and Leadership Pipeline](#)

Communications and Promotions

- **ISC2 Communications with Chapters**

- **Main Point of Contacts**

ISC2 records and maintains contact information for the four required officers of each chapter. These positions include president, treasurer, secretary and membership chair. ISC2 will regularly communicate with chapter officers about program updates and organizational announcements. It is important to keep your contact information current to receive and respond to timely messages.

Each officer must have a unique email address on file with ISC2 for chapter correspondence, not a general chapter email address (ex. info@ISC2chapter.org). If no email address is provided for chapter communications, ISC2 will refer to the officer's primary email address in their member record. In addition, when an officer does not respond with their chapter email address, ISC2 will use the primary email.

- **Chapter Membership**

ISC2 does not collect or retain information on chapter members, except for the required chapter officer positions and charter members. ISC2 chapter officers should communicate important updates about ISC2 initiatives and programs to their chapter members. This information is typically communicated to officers through email, officer newsletters and/or regional updates.

- **Chapter Directory**

ISC2 maintains a chapter directory on its website to provide contact information for each chapter at www.ISC2.org/ch-directory.

Basic details include:

- **Name** – Name of the chapter
- **Location** – Central location of the chapter: city, state and/or country
- **Contact Name** – Specific officer's name or a general contact (ex., membership chair)
- **Email Address** – Specific or general email address the chapter checks frequently to provide timely responses
- **Website** – URL for the chapter's website or social media site

Please keep your directory contact information updated and respond to inquiries in a timely manner.

- **Communication Channels**

Some of the ways ISC2 communicates with chapter officers include:

- **Chapter Officer Newsletter**

ISC2 Chapter Connections is a monthly e-newsletter for chapter officers to learn about chapter program updates, new tools, new ISC2 initiatives, chapter success stories and any other relevant information. Distribution to primary officers of each chapter is typically the third Thursday of the month. Officers are encouraged

to share important details with their chapter board and chapter members (where applicable). Contact your regional chapter representative with news or updates about your chapter.

- **Chapter Leadership Series**

Chapter leadership meetings (CLMs) are planned each year. Officers have the opportunity to network, share ideas and exchange resources while building relationships with peers and ISC2 staff. These meetings are typically held in conjunction with large industry conferences in major regions around the globe or at ISC2 Security Congress. Check the CLM series schedule in the [chapter officer portal](#) for details.

- **Chapter Officer Webinar Channel**

ISC2 has a web platform dedicated to chapter officers to attend live or recorded webinars pertaining to program updates, association announcements and/or instructional videos. Live webinars (or info sessions) are held regionally throughout the year. Details on upcoming events are emailed to chapter officers and posted in the [chapter officer portal](#).

- **Chapter Program Promotion**

ISC2 recognizes and promotes chapter activities and accomplishments through a variety of ISC2 media channels:

- **ISC2 Insights**

[ISC2 Insights](#) provides ISC2 members a platform to share their knowledge and perspectives for the benefit of the information security community and the public at large. Various chapter activities and accomplishments are featured throughout the year.

- **Social Media Groups**

ISC2 established chapter groups on several social media sites, such as LinkedIn, Facebook and Twitter, to promote chapter activities around the globe. Many chapters have started groups on these sites as well.

- **Monthly ISC2 Member Newsletters**

ISC2 sends newsletters to its members on a regular basis. In the issues that pertain to face-to-face networking opportunities, the chapter program and various chapters are promoted. Check with your regional chapter representative for the schedule in your local area and to submit details about an upcoming chapter event.

- **ISC2 Member Emails**

ISC2 will send emails on the chapter's behalf when starting a chapter, as well as new chapter announcements. ISC2 will also send emails for special chapter events and anniversaries, but not regular chapter meetings (some exceptions apply). See the next section for details.

- **Email Communications Policy**

In accordance with the [Privacy Policy](#), the names and contact information for ISC2 members may not be released to third parties without their prior consent. To help chapters communicate with

these members, ISC2 will send messages on behalf of the chapter to members who reside within the geographical boundaries established by the chapter. This section provides a summary of ISC2 member email communication options available to ISC2 chapters.

There are two different classifications of messages ISC2 sends to members:

1. **Official** – Messages are sent to all members with information that is related to the relationship with ISC2 and/or member credential status, including new member benefits.
2. **Opt-In/Subscribed** – Messages are sent to ISC2 members who subscribed for Face-to-Face Networking under the contact preferences of their Member Profile.

ISC2 will send messages to members for the following purposes:

- **New Chapter Outreach**
ISC2 will notify ISC2 members in the local community (as defined by the geographical boundaries in the approved chapter petition) of a chapter forming in their area to encourage participation in chapter establishment. This message is sent as official communications to all ISC2 members.
- **Official Chapter Announcement**
An email message will be sent to all ISC2 members in the area defined by the chapter's geographical boundaries to announce the formation of an official chapter in the local area. A message template is available to use, or the chapter may provide the content. This message is also sent as official communications to all members.
- **Special Chapter Events/Announcements**
ISC2 will inform local ISC2 members about special events, annual meetings, workshops and activities held by the chapter to encourage local members to attend. These messages are sent to members who have not opted out of receiving member notices for face-to-face networking events in their member profile.

NOTE: Regular business meetings are not eligible. Some exceptions may apply.

Requests for email communications are considered upon request. Your regional chapter representative will work with you to prepare and schedule distribution. Please note the following when drafting and scheduling emails:

- **Distribution** – Chapter emails are distributed on Thursdays. Some exceptions may be made but will be based on availability in the communications schedule.
- **Notice** – Requests for email communications should be received no less than four weeks in advance of the event date. Chapter event announcements should be sent at least three weeks prior to the event date in order to have enough time to plan to attend. Requests for emails will not be approved within two weeks of any event date without extenuating circumstances. Emails will be scheduled for distribution based on availability in the schedule and the time it takes to create/edit the message.

- **Accuracy** – It is the chapter’s responsibility to ensure that all related event details are accurate. All event elements provided to ISC2 for distribution on behalf of the chapter must meet communications, naming and branding guidelines. The promoted event must adhere to the standards of ISC2 and its Code of Ethics. ISC2 reserves the right to reject email requests.
- **Call to Action** – Always include a call to action or contact information, such as contact [email] for details, register at [website], save the date at [email], etc.
- **Contact Information** – Your email announcement must include a chapter contact name, phone number and email address.
- **Attachments** – Attachments may not be included, only links are acceptable. Please verify all links work.

Contact your regional chapter representative for more details.

Resource

- [CLS Recorded Session: Engaging Member Communications](#)

Administration Resources

Below are useful links to help guide your chapter.

ISC2 Forms and Chapter Reports

- [ISC2 Chapter Change Request Form](#)
- [Chapter Email Communications Request Form](#)
- [CPE Submission Report Form](#)
- [2024 Annual Report Summary](#)

Recorded Sessions

- [CLS Recorded Session: Best Practices for Chapter Administration](#)
- [CLS Recorded Session: Empowering Chapter Leaders: Unleashing the Full Potential of ISC2 Chapter Resources and Support](#)
- [CLS Recorded Session: Building a Volunteer and Leadership Pipeline](#)

Growing Your Chapter

IV. GROWING YOUR CHAPTER

Growing Membership

ISC2 is dedicated to supporting chapters to become successful by increasing membership and promoting the cybersecurity profession worldwide.

- **Diverse Perspective and Innovative Ideas** – With a larger membership base, chapters gain access to a broader range of perspectives, experiences and ideas. This diversity can lead to innovative solutions and approaches when dealing with challenges or planning activities. Different backgrounds and viewpoints foster creative environments, where members can collaborate on unique initiatives. Increased membership brings fresh insights that can inspire novel strategies and projects.
- **Extensive Networking Opportunities** – A larger membership base provides more individuals for networking both within and beyond the chapter. This networking can lead to valuable connections with professionals, alumni and other chapters, enriching member career prospects and personal development. Networking with a diverse group of peers helps members hone the interpersonal, communication and leadership skills essential for success in future career endeavors.
- **Enhanced Chapter Capacity and Support** – More members provide a larger pool of talents, skills and resources available to chapters. This enables greater capacity to organize events, campaigns and initiatives throughout the year. A thriving and engaged membership fosters a sense of community and camaraderie within the chapter. This creates a supportive environment where members feel valued and motivated to contribute to the success of the chapter and the profession.
- **Amplified Impact and Influence** – A larger membership can elevate chapter visibility and reputation within the local community. This enhanced presence can attract more opportunities for partnerships, sponsorships and collaboration. With a stronger collective voice, chapters can advocate more effectively for initiatives that benefit members and the broader community. Increased membership amplifies the chapter's decision-making influence and policy-making processes.

Growing chapter membership goes beyond numbers; it enriches the overall experience for members, empowers the organization, and extends its reach and impact. By focusing on building a diverse and engaged membership base, chapters can unlock new potential, cultivate lasting relationships and make a meaningful impact within the ISC2 community and beyond.

Chapter Member Engagement and Retention

Member engagement and retention are crucial for organizations, especially in membership-based groups. Engaging chapter members fosters a sense of belonging and encourages them to stay involved, while retention strategies aim to keep chapter members committed for the long term. This is important for both chapter and organizational financial stability and the ability to fulfill its mission effectively.

Why is chapter member engagement important?

- **Increased Retention** – Engaged members are more likely to renew their membership, reducing churn and ensuring a more consistent member base.
- **Improved Financial Stability** – A stable membership base provides a reliable revenue stream, allowing for greater long-term planning and investment.
- **Enhanced Advocacy** – Engaged members are more likely to participate in advocacy efforts and support the organization's goals.
- **Increased Member Acquisition** – Happy and engaged members often act as advocates, attracting new members to the chapter.
- **Stronger Community** – Engaged chapter members build strong connections with each other and the organization, fostering a sense of belonging and loyalty.

What are key strategies for chapter member engagement and retention?

- **Focus on continuous engagement.** Member engagement should be ongoing process, not a one-time effort.
- **Provide a welcoming environment.** Make new chapter members feel valued and included from the moment they join.
- **Offer a variety of engagement opportunities.** Provide opportunities for members to get involved in different ways, such as through committees, events and online communities.
- **Solicit feedback and be responsive.** Regularly seek feedback from members and use it to improve their experience and tailor the chapter's activities to their needs.
- **Recognize and appreciate members.** Acknowledge member contributions and efforts, making them feel valued and appreciated.
- **Deliver clear value.** Demonstrate how membership benefits members personally and professionally, whether through networking, professional development or access to resources.
- **Foster a sense of belonging.** Create a community where members feel connected and supported.
- **Provide ongoing support and communication.** Keep members informed about chapter activities, successes and changes.
- **Make it easy to renew.** Ensure the renewal process is simple and convenient.

By implementing these strategies, chapters can create a more engaged and loyal membership, leading to improved retention rates and a stronger overall local community.

Resources

- [CLS Recorded Session: Membership Growth and Engagement](#)

Holding Events

To effectively hold chapter events, focus on strategic planning, engaging content and robust promotion. Start by identifying event goals, creating a compelling event description and using

diverse marketing channels. Consider member preferences, delegate tasks and track attendance to continuously improve future events.

Key Elements for Successful Chapter Events

- **Planning and Goals** – Define event objectives, target audiences and desired outcomes.
- **Event Description** – Craft a compelling description that highlights the benefits of attending and engages different audiences.
- **Marketing and Promotion** – Utilize various channels like email, social media and word-of-mouth to reach the target audience.
- **Event Content** – Tailor the event to member preferences and offer engaging activities like workshops, speakers or networking opportunities.
- **Delegation and Support** – Delegate responsibilities to chapter members based on their skills and provide support for successful execution.
- **Tracking and Evaluation** – Monitor attendance, gather feedback and conduct after-action reviews to improve future events.
- **Networking and Community Building** – Create opportunities for members to connect with each other and build relationships.

Tips for Improving Attendance and Engagement

- **Offer variety.** Mix up event formats to keep things fresh and engaging.
- **Segment your audience.** Tailor your marketing to different groups of members.
- **Highlight testimonials.** Share positive experiences from attendees.
- **Provide value.** Ensure events offer members tangible benefits, like professional development or networking opportunities.
- **Make it fun.** Incorporate elements that make events enjoyable and memorable.
- **Promote early and often.** Start promoting events well in advance to give members plenty of notice.
- **Use your network.** Encourage members to promote events within their own networks.

The dynamic nature of event planning requires a commitment to learning and growth, paired with adaptive strategies to stay ahead. Understanding unexpected challenges and using them as learning opportunities fuels innovation and growth. Organizations are encouraged to embrace change, optimize processes and leverage technology to enhance their event planning capabilities and achieve excellence.

Resources

- [ISC2 Speaker Request Form](#)

Sponsorship and Promotions

Chapter sponsorship recruitment involves finding and securing sponsors to support the chapter's activities and goals. This typically involves creating a sponsorship program, identifying potential

sponsors and pitching them on the benefits of partnering with the chapter. Sponsorships can provide financial resources, in-kind donations or other support that helps the chapter achieve its objectives.

To meet the chapter's mission and provide for members, your chapter needs to be comfortable with the idea of being a nonprofit that has money and spends it appropriately. You can't expect the revenue from dues as well as non-dues revenue — things like educational materials, meetings and events and even chapter swag — to provide the money you need to do the things your members expect.

A strong chapter sponsorship program can provide the support your chapter needs, financial and otherwise. It can help you cover costs, provide credibility and increase return on investment and let you do all those things you might miss out on otherwise, like:

- Pay for a well-respected speaker instead of relying solely on chapter volunteers to speak
- Hold events in an appropriate space, rather than a space that no longer fits your needs
- Use current audio-visual (equipment, instead of technology from the last century)

Here are some ways to bring in association chapter sponsors more quickly, without the financial and time commitment of annual sponsorships.

If not an annual sponsorship, then what?

Instead of looking for a sponsor for all your monthly meetings for the next year, or someone to sponsor all the food for each of those meetings, look for sponsors who might be interested in attaching their name to a smaller piece of your chapter. You could have different sponsors for:

- **A single event or part of an event.** We'll use your annual conference as an example, but this could work for any chapter meeting or event. There are many different pieces of that conference, from food to PowerPoint presentations, your quiet room, your virtual platform and even your registration table. Rather than looking for a single sponsor with a larger pool of money, consider sponsors for each activity or area. One organization could sponsor lunch, another dinner, and a third, afternoon snacks. Make a list — the opportunities are endless.
- **Your technology.** Finding organizations to sponsor your technology can help offset the cost of the systems you use and may even provide resources to upgrade. How about sponsors for your association chapter website, your email or your AV systems? You could also consider in-kind sponsorship. Need help running your AV equipment or help you with your website? Find a sponsor to give you the assistance you need, instead of dollars.
- **Your content.** Content sponsorships mean someone other than you and those in your primary audience see value in your content — and they're willing to pay to attach their name to it. Your association chapter blogs, newsletter, even entire sections of your website, like your job board, are perfect for sponsorship. And, maybe in exchange for financial sponsorship, a sponsor would also be interested in writing several blogs or articles or include a few job postings as part of their sponsorship package.

How to bring in association chapter sponsors.

Sponsorship doesn't have to be a hard sell. And you don't have to be a trained salesperson to find the right association chapter sponsors. Having a team, a plan and the flexibility to think outside the box can increase the success of your association chapter sponsorship program.

- **Do your research.** Rather than spamming every organization you can find with association chapter sponsorship opportunities, identify the kinds of organizations, individuals and other-non-profits that could be a good fit. Contact different types of organizations locally and even nationally, to learn about their sponsorship programs. Research events, websites, content, etc. like yours, or in areas adjacent to yours, and check out their sponsors. Maybe some of their sponsors would also be interested in your organization.
- **Use your website to sell your sponsorship program.** You'll want a sponsorship landing page dedicated to your sponsorship opportunities. In addition to describing some (but not all) of your sponsorship opportunities, it can help to include:
 - Logos and links to your current sponsors.
 - Your approach to sponsorship including how you clarify sponsors' needs and create sponsorship packages to meet their objectives.
 - Case studies, also called success stories. Show how some of your sponsors have met the objectives they set for their association chapter sponsorship. Ask sponsors for quotes, short summaries or even videos about their experiences.
 - Contact information. Make it easy for a potential sponsor to reach you.
- **Get Creative.** Look for sponsors who don't jump out right away as a good match. You might find great fits in organizations that are in industries or advocacy areas adjacent to yours, or those who look for the kinds of people you have in your organization, maybe to fill jobs or as subject matter experts. And look beyond money. There are organizations that can do things for your chapter to ultimately save your organization money. We mentioned technology in-kind sponsorship, but what about connecting with a local restaurant? Maybe you could use their space and they'd provide food, in exchange for your mention of their business.

Sponsors can help increase your organization's value and credibility, raise interest and ultimately attract more members. We've covered some easy ways to strengthen your association chapter sponsorship program. Has your chapter run any non-annual sponsorship programs that have worked well? We'd love to hear about it.

Sponsorship Recruitment Process

1. Define Sponsorship Goals and Needs

- **What do you need to accomplish?** Identify specific goals for the chapter, such as funding programs, events or scholarships.
- **What types of sponsorships do you need?** Determine if you need financial support, in-kind donations (like materials, equipment or services) or other resources.

- **What are the potential benefits for sponsors?** Consider how sponsorship can help businesses increase visibility, build relationships with potential clients and enhance brand image.

2. Create a Sponsorship Program

- **Define sponsorship levels.** Create a tiered system of sponsorship opportunities, each with different benefits and financial contributions.
- **Develop a sponsorship package.** Outline the benefits sponsors will receive for their contributions, such as logo placement, event recognition and opportunities to network with members.
- **Create a user-friendly online platform or website.** Make it easy for potential sponsors to learn about the sponsorship program, view benefits and submit applications.

3. Identify and Target Potential Sponsors

- **Research local businesses and organizations.** Identify companies whose values and target audiences align with the chapter's mission.
- **Look at existing sponsors of similar events or organizations.** Research whether there are companies who are already investing in related activities and reach out to them.
- **Connect with key contacts at potential sponsor businesses.** Build relationships with decision-makers who can help you secure sponsorships.

4. Pitch the Sponsorship Program

- **Create a compelling proposal or presentation.** Clearly explain the chapter's mission, goals and how sponsorship can benefit the sponsor.
- **Highlight the benefits of sponsorship.** Showcase how sponsorship can help the sponsor reach their target audience, build brand recognition and generate new business.
- **Be prepared to answer questions and address concerns.** Clearly explain the process of becoming a sponsor, the required commitments and the benefits they can expect.

5. Follow Up and Manage Sponsorship Relationships

- **Thank sponsors for their support.** Acknowledge their contributions and build strong relationships.
- **Provide regular updates on the chapter's progress.** Keep sponsors informed about how their investment is being used and its impacts.
- **Seek feedback and continuously improve the sponsorship program.** Make sure the sponsorship is effective and meets the needs of both the chapter and sponsor.

By following these steps, you can effectively recruit sponsors and secure the financial and other resources needed to support your ISC2 chapter's mission and goals.

Best Practices for Sponsorship Recruitment

Corporate sponsorship can help provide financial support for your chapter events and operations. Many corporations are interested in sponsoring ISC2 chapter activities due to the specialized audience they offer. Below are the requirements as it pertains to sponsors:

- ISC2 strives to provide high-quality educational content and materials from credible speakers and sponsors. All speakers and sponsors should be vetted for qualifications and ethical standards prior to ensure the high integrity and quality of the chapter's educational offerings.
- ISC2 is a vendor-neutral organization; therefore, no preference should be given to any vendor for sponsorships, presentations, etc.
- Chapters should advise sponsors and speakers to focus on the technical subject matter of their presentation at chapter events. No sales pitches allowed.
- Chapter members should refrain from promoting or advancing commercial and political agendas, including the promotion of any outside organization, to the chapter membership. Only organizations sponsoring chapter events and activities may be promoted during the sponsored event/activity and are subject to guidelines as established by the chapter.

Resources

- [CLS Recorded Session: Strategic Partnerships for ISC2 Chapters](#)
- [Chapter Group Hubs](#)
- [Technology Recommendations Toolkit](#)
- [CLS Recorded Session: Technology Resources for Chapters](#)

Elevating Your Chapter to Success

V. ELEVATING YOUR CHAPTER TO SUCCESS

Strategic Alliances

Strategic alliances for chapters, specifically within organizations, involve building and managing relationships between a chapter and its partners to achieve mutual goals. These alliances can be crucial for resource sharing, expanding reach and accessing expertise.

Key Aspects of Strategic Alliances for Chapters

- **Purpose** – Enhance the chapter's ability to achieve its strategic objectives.
- **Benefits** – Access to resources, expanded network, new expertise and increased visibility.
- **Types** – May include joint ventures, supplier relationships and equity/non-equity alliances.
- **Examples** – Chapters can partner with businesses to offer joint events, resource sharing or mutually beneficial programs.
- **Management** – Requires clear objectives, effective communication and strong collaboration among partners.

How to Build Successful Strategic Alliances for Chapters

- **Identify Strategic Goals** – Define what the chapter wants to achieve and how alliances can help.
- **Assess Current Partnerships** – Understand existing relationships and identify potential gaps.
- **Find the Right Partners** – Choose partners whose resources and goals complement the chapter's.
- **Structure the Alliance** – Determine the type of relationship (joint venture, supply agreement, etc.) and define responsibilities.
- **Manage the Relationship** – Maintain open communications, track progress and address challenges.

Developing Programs

- **Mentorship Program**

The Chapter Advisory Committee has been charged to date with mentoring chartering chapters and has also mentored chapters struggling to maintain good standing.

With the new creation of the Chapter Regional Management Committees, our goal is to elevate the chapter mentoring program, where experienced chapter leaders steward chartering chapters from the latter stages of their application through year one.

The mission of the ISC2 Chapter Regional Management Committees is to support chapter health, strengthen communications and participation in ISC2 strategic initiatives. Each committee will serve as a regional network for chapters, providing support and guidance in sustaining chapter operations, and stand as a source of valuable resources for their members. Their experience and expertise will help promote chapter leadership development and enhance the engagement, participation and experience of ISC2 chapter membership within local communities. The committee will work together with ISC2 on relevant organizational objectives, develop best practices, enhance communications and address common challenges.

Among their key initiatives is overseeing the mentorship program for new chapters and those requiring support. This includes:

- Assigning mentors and monitoring progress through structured review processes
- Ensuring effective onboarding for chartering chapters
- Supporting and guiding struggling chapters to remain in good standing and maintain and support their chapter operations and activities
- Support the development of annual plans and ensure progress for the year

The purpose of the chapter mentorship program is to support chapters in various stages of their journey to help them reach success. The mentorship program will be a key function of the Regional Management Committee.

Resources

- [CLS Recorded Session: Certification Study Groups and Mentoring](#)
- [Executing Robust Chapter Programs](#)

- **Chapter Volunteering**

ISC2 offers a variety of programs where chapters can get involved and, in some cases, earn CPE credits, including:

- **ISC2 Events** – ISC2 offers a series of one-day and multiple-day events hosted in major cities worldwide, available for members and non-members to attend. Chapters can participate as a sponsor or members can volunteer – either way, it's a valuable networking opportunity to recruit new members in the local area. Learn about upcoming ISC2 events [here](#).
- **ISC2 Security Congress** – ISC2 offers multi-day global event with multiple tracks and sessions. Various volunteer roles are available to chapter members in the local area to participate in the event. Learn more about Security Congress [here](#).
- **Editorial Opportunities** – ISC2 has a variety of communications outlets where you and your chapter can be featured, including the [ISC2 Insights](#), member newsletters, and social networks. Contact communications@ISC2.org for more details.
- **ISC2 Exams** – ISC2 holds exam development workshops throughout the year in different parts of the world. Workshops are open to all ISC2 members holding relevant credentials. ISC2 members may also volunteer to proctor exams. Both activities are opportunities to earning CPE credits. For more details about exam development, contact examdevelopment@ISC2.org.
- **Center Volunteer Opportunities** – The [Center for Cyber Safety and Education](#) is the 501(c)(3) charitable arm of ISC2 and it offers the following opportunities to volunteer:
 - **Scholarship Program** – a global scholarship program for women, undergraduates and graduate students. Throughout the year, volunteers are needed to serve on committees to review scholarships. Chapter leaders are invited to participate on review panels and are eligible to earn CPE credits. [Learn more](#).

- **Safe and Secure Online** – This program is offered as a medium to teach internet best practices to all ages. ISC2 chapters are encouraged to participate by educating their local schools about the program or presenting to audiences. [Learn more.](#)

Visit [ISC2 Volunteer Opportunities](#) for more information or contact your regional chapter representative at chapters@ISC2.org.

Resources

- [CLS Recorded Session: Developing Volunteer Leaders for Chapter Success](#)
- [CLS Recorded Session: Developing and Enhancing Robust Chapter Programs](#)

Creating Chapter Committees

Each chapter will find it beneficial to designate committees to assist the officers in the organizational and administrative aspects of running the chapter. In their areas of concern, these committees will consider objectives, discuss options, make recommendations and implement chapter decisions. Service on committees can also identify chapter members who have special skills that may make them officer candidates.

Chapters as Official Training Providers

ISC2 strengthens the influence, diversity and vitality of the field through advocacy, expertise and workforce empowerment that accelerates cyber safety and security in an interconnected world. This work cannot be achieved alone. ISC2 partners with leading training providers around the world to ensure cybersecurity professionals have access to training that fits their needs, location and schedule. All ISC2 Official Training Partners tout instructors who are verified security experts, authorized by ISC2 to deliver the most relevant courseware that aligns to the current exam outline.

Why Become an ISC2 Official Training Partner

ISC2 Official Training Partners benefit from business, technical and marketing support to drive new programs and revenue streams. Offerings include but are not limited to:

- Sales enablement tools
- Marketing tools and strategies
- Training and educational support
- Substantial savings

Organizations are invited to participate in the following ISC2 partner programs when they meet the eligibility requirements. ISC2 currently has more than 200 partners, extending the reach of our training globally. Chapters are offered the opportunity to serve as Official Training Partners by applying through ISC2.

As an Official Training Partner, chapters can gain access to resources that help scale programs and add value to their students. The return on investment includes:

- **Up-to-Date Content** – Reduce development costs by accessing the most up-to-date courseware for ISC2 certifications.
- **Sales Support** – Stay current with go-to-market support and ongoing training for your team.

- **Dedicated Resources** – Promote sales with branding and marketing tools, and access the latest resources from the ISC2 partner portal.
- **Valuable Connections** – Establish and support professional relationships with our global network of ISC2 Authorized Instructors.
- **Expanded Expertise** – Access cybersecurity continuing professional education, webinars and events.

Resource

- [Partner Application Form](#)

ISC2 Awards

ISC2 offers a variety of awards that recognize individuals for their outstanding contributions to cybersecurity and for making a difference, honoring their dedicated efforts and standards of excellence.

ISC2 Chapter Recognition Awards are presented within a specific region to official chapters that advance our vision of a safe and secure cyber world. The chapter must demonstrate a well-rounded offering of activities and services designed to benefit its members and affiliates. It must also contribute significantly to the profession and local community through the core focus areas of the ISC2 Chapter Program: Connect, Educate, Inspire and Secure.

Criteria

- **Connect**
 - What impact has your chapter had in connecting cybersecurity professionals in the local community?
 - Share examples of how your chapter increased connections with members and non-members in building relationships with affiliates. What value did it bring to members?
- **Educate**
 - What educational opportunities did your chapter provide on the latest developments and trends in cybersecurity?
 - How did you support non-members seeking ISC2 certifications?
 - What was the participation rate for meetings (ex., percentage of members attended, number of attendees)?
 - Did the participation rate increase from past years?
- **Inspire**
 - How did your chapter inspire the local cybersecurity community?
 - Share details about how you supported students and other individuals to enter the cybersecurity profession, develop leadership skills, give back to the community, etc. What was the outcome of these actions?
- **Secure**
 - What steps did your chapter take to advance the mission and vision of ISC2?
 - What did your chapter do to generate cyber safety awareness?
 - What was the outcome of these initiatives?

Supporting ISC2 Chapters

VI. SUPPORTING ISC2 CHAPTERS

As an ISC2 member, you stand at the forefront of tackling cybersecurity challenges, equipped with the certifications, knowledge and skills sought after by employers. You're an integral part of the world's largest non-profit cybersecurity professional association, representing certified, professionals in cyber, information, software and infrastructure security.

The value of ISC2 membership extends beyond this. Regardless of where you are in your cybersecurity career journey, ISC2 accompanies you every step of the way. ISC2 is dedicated to providing best in-class professional development programs, training, certificates, exclusive benefits and more to help you distinguish yourself from your peers, stay relevant and safeguard your crucial certifications.

At the core of it all is ISC2's unwavering commitment to advocating on your behalf. We strive to uphold the recognition and respect that both your credentials and ISC2 membership deserves.

At ISC2, our values drive everything we do in supporting cybersecurity professionals and the industry at large. Through our portfolio of products, services, benefits and offerings we provide, we engage our members and we provide value to their membership.

Chapter Relations Team

ISC2 has dedicated staff members who serve as regional points of contact to answer your questions and provide your chapter with guidance and support.

The ISC2 Chapter and Member Relations Specialist is responsible for the coordination and support of the ISC2 Chapter and Member Relations program by engaging members and other cybersecurity professionals to advance our vision of a safe and secure cyber world through local and online communities. This role aligns with the organization's strategic goals for enriching membership and growth through networking, knowledge sharing and leadership development opportunities to the global cybersecurity community. This position provides support and coordination for chapter and member relations throughout the organization.

They provide direct, substantive support and guidance on the formation and management of regional chapters by serving as a liaison between the members and ISC2 and generating ideas to support and cultivate efficiencies.

For questions or to obtain your representative's contact information, email chapters@isc2.org.

Chapter Tool Kits

In partnership with chapter leaders, ISC2 has compiled the following tool kits to help you manage your chapter operations.

- **Chapter Program Tool Kits**
 - Marketing and Creatives:
 - [Brand Guidelines](#)
 - [Chapter Promo Video](#)
 - [Technology Recommendations Tool Kit](#)
 - [Corporate Partnerships](#)

ISC2 Membership Resources

- [ISC2 Corporate Slide Deck](#)
- [ISC2 Chapter Annual Report](#)
- [ISC2 Certifications](#)
- [Certification Maintenance Handbook](#)
- [Member Benefits](#)
- [ISC2 Certificates](#)
- [Volunteer Opportunities](#)
- [Online Communities](#)
- [ISC2 Official Training Partners](#)

ISC2 Programs

- **One Million Certified in Cybersecurity Partner Program**
 - [Introduction and Overview](#)
 - [Partner Application Form](#)
 - [One Million Certified in Cybersecurity Video](#)
 - [CLS Recorded Session: Igniting Chapter Impact with 1MCC](#)
- **Academic Partnership Program**
 - [CLS Recorded Session: Deep Dive on Academic Partnerships](#)
- **Student/Early Career Initiatives**
 - **Learn from Experts**
 - [Student/Early-Career Webinars](#)
 - [Study Hub](#)
 - [Security Industry 101](#)
 - [CC Exam Ready Webinars](#)
 - **Connect with Employers**
 - [Cybersecurity Job Openings](#)
 - [Career Discussion Board](#)
 - **Navigate Your Journey**
 - [Student Pathways in Cybersecurity](#)
 - [Your Cybersecurity Career Blueprint eBook](#)
 - [Is a Career in Cybersecurity Right for You?](#)
 - [CC eTextbook](#)
 - [Cybersecurity Career Hacks for Newcomers](#)
 - [The Ultimate Guide to the CC](#)
 - [Test your Knowledge with CC Flash Cards](#)
 - [CC Exam Booklet](#)
 - **Expanding Your Network**
 - [Join an ISC2 Chapter](#)
 - [ISC2 Community](#)

- [ISC2 Security Congress](#)
- [ISC2 Events](#)
- [Early Career Discussion Board](#)
- [Certification Groups](#)
- **Building Your Skills**
 - [ISC2 Workshops](#)
 - [ISC2 Certificates](#)
 - [ISC2 Courses](#)
 - [CC Adaptive Learning Format](#)
- **Center Scholarships and Community Building - Students**
 - [Certification Scholarships](#)
 - [Undergraduate Scholarships](#)
 - [Graduate Scholarships](#)
- **Advocacy**
 - [CLS Recorded Session: ISC2 Global Advocacy](#)
- **Inclusion & Sustainability**
 - [CLS Recorded Session: How to Tackle the DEIB Issue Head on](#)
 - [Introduction](#)
 - [DEI Strategic Plan](#)
 - DEI Tool Kit
 - [80 Diversity & Inclusion Definitions You Should Know](#)
 - [How to be an LGBTQIA+ Ally](#)
 - [How to be a Neurodiversity Ally](#)
 - [How to Develop a Strategic Diversity Equity and Inclusion Plan](#)
 - [Defining and Shifting the DEI Business Case](#)
 - [How to Stay and Advance in Cybersecurity](#)
 - [Switching Roles in Cybersecurity](#)
 - [Student Pathways in Cybersecurity](#)
 - [How to get into Cybersecurity](#)
 - [Guide to Inclusive Language in Cybersecurity](#)
 - [Unconscious Bias Webinar Series \(Presented in partnership with Cyversity\)](#)

Intended Use of this Playbook

This playbook is a reference tool for chapter leaders. It brings together practical insights, tools, and successful approaches shared by leaders from across different chapters. The content is intended as guidance, not as a set of requirements. Chapters are encouraged to use and adapt the material to fit their structure, priorities, and local needs. It's meant to support and strengthen chapter leadership and operations.

ISC2 Chapter Playbook

About ISC2

ISC2 is the world's leading member organization for cybersecurity professionals, driven by our vision of a safe and secure cyber world. Our more than 265,000 certified members, and associates, are a force for good, safeguarding the way we live. Our award-winning certifications – including cybersecurity's premier certification, the CISSP® – enable professionals to demonstrate their knowledge, skills and abilities at every stage of their careers. ISC2 strengthens the influence, diversity and vitality of the cybersecurity profession through advocacy, expertise and workforce empowerment that accelerates cyber safety and security in an interconnected world.

Our charitable foundation, The Center for Cyber Safety and Education, helps create more access to cyber careers and educates those most vulnerable. Learn more, get involved or become an ISC2 Candidate to build your cyber career at [ISC2.org](https://www.isc2.org). Connect with us on X, Facebook and LinkedIn.



ISC2.org

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