

Introduction

On November 9, 2015, the ISAO Standards Organization held its first public meeting. This forum produced excellent feedback from the participants who were able to attend. We are distributing this handout, which is based on similar questions asked at the first public meeting, to gather feedback from those who were not able to attend as well as more detailed information from earlier respondents. In addition, we are seeking existing documents and artifacts that can be used as templates for new ISAOs that are being established (e.g., charters, membership forms, non-disclosure agreements, briefing charts, etc).

The following questionnaire will identify focus areas that have been acknowledged previously by the information sharing community. In addition, there are bullets describing some of the areas of concern that have been communicated. Please answer the questions provided from your perspective (as an information sharing organization or as a potential member of an information sharing organization).

Thank you for engaging in this effort. We look forward to the community's support.

Please send this questionnaire and any available template documents you'd like to share to ISAO@lmi.org with the subject line: "*ISAO Best Practices Questionnaire*".

Threat Information

- Sharing (establishing norms; when to involve law enforcement)
- Receiving (contending with duplicate indicators)
- Verifying (establishing fast and effective methods)
- Analyzing (is this part of something bigger)
- Distributing (sanitizing considerations)
- Timely (establishing a threshold to be timely)
- Actionable (information members can act on)

What is the most significant challenge a new ISAO will face in regard to sharing threat information?

What are your most important best practices in this area?

ISAO membership

- Building membership (identify your core membership)
- Maintaining membership (organize meetings with like-minded organizations to build trust)
- Meeting the needs of the ISAO members
 - Large organizations
 - Small and medium-sized businesses

What will be the greatest hurdle for a new ISAO?

What are the barriers that prevented or discouraged some members from joining and what did you do to overcome it?

What best practices would you suggest?

Products

- Awareness Programs
- Mentoring
- Technical tools/toolkits
- Technical guidance and/or training
- Research and development
- Webcasts/Podcasts/Webinars
- Cyber threat indicators
- Cyber incident response capabilities
- Analytical support
- Threat intelligence information
- Best practices for new threats
- Exercises

For Information sharing organizations:

- **What products are most utilized and/or needed by your members?**

For those not in information sharing organizations:

- **What products would you want and why?**

Governance (system of rules, practices, processes)

- Governance structure (keeping it flexible)
- Traffic Light Protocol (sensitive information distribution)
- Insurance needs (liability protection)

In your experience, what governance issues are the most difficult to address and how did you overcome them (if you have)?

What best practices would you suggest?

Formal and/or Legal agreements

- MOUs, MOAs
- NDAs (used in establishing trust)
- Contracts
- Regulatory requirements (if applicable)

Areas to address

- Who owns the information
- How the information is used by members

What are the main formal or legal agreements that are needed in an information sharing organization?

Which agreements are needed first and why?

Trust and Privacy

- Building and maintaining membership trust
 - Secure member portal
 - Anonymization of member reporting
 - Managing perceptions (public/members) when working with the government
- Meeting privacy standards and regulations
 - Encryption methods for information distribution and storage
 - Redacting PII and health information

What practices have you implemented that resolved a trust issue? What was the issue and how did it solve the problem?

Identify a best practice for managing privacy requirements.

Other

What other recommendations would you add?