

RH-ISAC Member-led Groups

The Retail & Hospitality Information Sharing and Analysis Center (RH-ISAC) is fortunate to have members volunteer their time and expertise to member-led groups that not only expand networks but also work to collectively engage on novel solutions, share best practices, or develop guidelines on current issues. As all RH-ISAC members are governed by the same agreement and follow the Traffic Light Protocol (TLP), the trust and sense of community already built through information sharing continues into these collaborative environments.

These member-led groups meet on a regular basis to develop internal-only and external-facing products that are approved by the RH-ISAC and the group prior to any release. At times, these products can also be used in presentation at RH-ISAC events.

The group structure is as follows:

Committees provide oversight in areas critical to RH-ISAC's success. The one criterion for committees is that there must be a board member liaison to chair the committee.

Special Interest Groups gather members that share a particular focus. Some may just be interested in holding calls for ongoing discussions around contemporary issues and best practices, while others may determine particular outcomes and deliverables desired and create working groups or task forces towards their development under the oversight of the special interest group.

Working Groups may be formed under the auspices of a committee, a special interest group or by members with common interests in coordination with RH-ISAC staff. All RH-ISAC working groups have a clearly defined scope, defined outcomes/objectives for the group, and a timeline for focused efforts towards those outcomes or deliverables.

Task Forces are identical in nature to working groups with the exception that

they are created for a very specific outcome/deliverable and are maintained for the purpose of that deliverable under a relatively short timeframe.

Deliverables

RH-ISAC member groups create internal-only and external-facing content. All external-facing content will be approved by RH-ISAC and the group prior to any release. Some past deliverables include:

- Franchise Cyber Security Models and Best Practices
- CISO Guide to the California Consumer Privacy Act (CCPA)
- The Anatomy of Account Take Over
- CISO Benchmark Report on Organizational Data

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Some of RH-ISAC's member-led groups include:

- CISO Working Group
- CISO Benchmarking Task Force
- Digital Fraud Working Group
- Gaming & Hospitality Special Interest Group
- Franchise Working Group
- Operational Technology Special Interest Group
- Pharmacy Retailers Special Interest Group
- Security Operations Working Group
- Third Party Risk Management Working Group

RH-ISAC Member-led Group FAQs

What's the time commitment involved in participating?

Time commitment varies based on the member-led group and group meetings. RH-ISAC is heavily involved with each member-led group, providing a designated RH-ISAC staff member to assist with administrative tasks, deliverables, and products. RH-ISAC member-led group

members are expected to participate regularly, contribute openly, and assist with deliverables in support of the goals and objectives of the group.

How often do working groups meet?

Groups meet on a regular basis as determined by the respective group chairs and RH-ISAC program lead. Groups are encouraged to attend RH-ISAC events for in-person collaboration to provide strategic guidance, industry context, and subject matter expertise. The groups will collectively determine the frequency of the meetings needed to meet the group objectives.

Who are the group chairs?

Leadership from the respective group chairs is vital to each group's effectiveness. Effective working group chairs have a clear understanding of the group's goals, objectives, and scope; should be able to commit the necessary time to their participation; be available to provide guidance on decisions needed; be willing to serve as the face and the voice of the working group in order to gain support from working group members, expand member participation, and providing key insights and leadership guidance which drives achievement of the working group objectives.

Can I create a new working group?

Yes! RH-ISAC is constantly identifying new member groups to meet member needs. New member groups are established based on RH-ISAC member requirements or formed from discussions at RH-ISAC hosted events. Contact Amy.Tate@rhisac.org if you'd like to start a new member-led group.

How do I join an RH-ISAC member-led group?

If you are interested in joining a member-led group or want to learn more about a specific member-led group, contact membership@rhisac.org or visit: www.rhisac.org/membership/working-groups/.