FITSI Volunteer Handbook

Policies and Procedures for Volunteers of The Federal IT Security Institute (FITSI)

Version 2.0

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1. Introduction

Welcome to the Federal IT Security Institute (FITSI). As a FITSI volunteer, you will be held to our high standards. The policies and procedures in this manual outline our expectations for our volunteers. These expectations are clarified in the following pages.

Provided by FITSI, volunteers and those considering volunteering can obtain this *FITSI Volunteer Handbook* at http://www.fitsi.org/documents.html.

This Handbook may be forwarded to professional colleagues but must be kept in its original form.

2. Applicability

This Handbook applies to all FITSI volunteers as defined in Section 4.

The policies and procedures in this Handbook are the rules and instructions for all volunteers. These policies may be changed at any time with notice from your FITSI oversight manager. The *FITSI Volunteer Handbook* you received reflects the most current FITSI policies.

Please provide your FITSI oversight manager, in writing, with any questions regarding this Handbook.

3. Volunteering for FITSI

Thank you for volunteering at FITSI! Below are some important details regarding your engagement.

A. Volunteer Definition

FITSI defines a volunteer as an individual donating their time to assist FITSI in accomplishing a task or activity, or as a member of a committee, working group, or Board, without the expectation or anticipation of monetary payment or other consideration for their participation. FITSI volunteers help make a difference in the cybersecurity industry by assisting FITSI in important roles.

For purposes of time, a volunteer is defined as someone who donates at least 8+ hours of time to a FITSI activity without pay. Surveys conducted by FITSI (such as the Job Task Analysis survey) are not considered volunteer relationships, and the policies in this Handbook do not apply to those individuals.

B. Types of Activities for FITSI Volunteers

FITSI uses volunteers for a variety of purposes. FITSI commonly uses volunteers in the following roles.

- FITSI Board of Directors. The FITSI Board of Directors is the governing body of FITSI. The Board has authority for all affairs of FITSI. It may exercise all powers of FITSI as permitted by federal law, state law, the FITSI Articles of Incorporation, and the FITSI By-Laws.
- Committees.
    1. FITSI Appeals Committee. - The FITSI Appeals Committee is authorized to hear and make determinations on appeals and complaints submitted by FITSI members, Federal IT Security Professional (FITSP) Certification Candidates, FITSP Certification Applicants, or FITSP Certification Holders. Appeals Committee members are not permitted to serve in any capacity within FITSI that would create a conflict of interest for an appeal or complaint upon which they must render a decision. This capacity includes serving on the Board of Directors, other FITSI committees, or other FITSI operations. Committee members use the process documented in the *FITSI Appeals and Complaint Application Checklist Handbook* to review appeals and complaints.
    2. FITSI Certification Committee - The Certification Committee reviews all Certification Application Packages from Certification Applicants to determine if the Certification Applicant meets the FITSP Certification Program requirements. Committee members use the process documented in the *FITSI Certification Assessment Process Handbook* to review Certification Applicant Packages.
    3. FITSI Item-Writing Committee - The Item-Writing Committee is authorized to create, modify, and retire exam items from FITSP Certification Program examinations.

4. FITSI Scheme Committee - The FITSI Scheme Committee manages the FITSP certification scheme for all certification roles. The scheme represents the boundary of the FITSP Certification Program that Certification Candidates pursue when they pursue a FITSI certification.

- FITSI Working Groups. FITSI uses working groups to assist in specific projects. These working groups perform specific activities related to different organizational needs. Examples of working groups might include certification cut-score determination, educational content review, etc.
- FITSI Conference and Training Activities. FITSI conducts conferences and training activities from time to time and utilizes volunteers to plan and execute these events.

C. Limitations on Volunteering

To maintain consistency with FITSI's policy on Impartiality and Conflicts of Interest, FITSI allows individuals to serve in only one volunteer position at a time.

4. Recruiting

FITSI attempts to ensure a productive volunteer experience for both the volunteer and FITSI. FITSI follows a recruiting process to ensure volunteers possess the appropriate expertise to fulfill their volunteer duties successfully.

A. Types of Volunteers

FITSI engages FITSI General Volunteers, FITSI Certification Volunteers, and FITSI Expert Certification Volunteers.
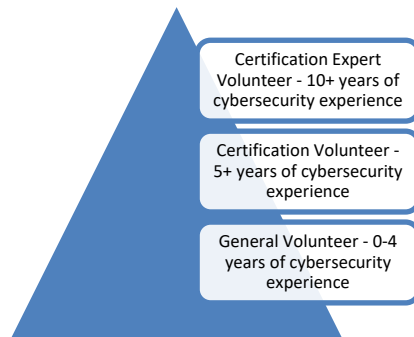

Figure 1: Types of FITSI Volunteers

- FITSI General Volunteers
  Activities not specifically connected to a FITSI certification program may be supported by FITSI General Volunteers, provided these volunteers sign a *FITSI Volunteer Agreement.*
    1. FITSI General Volunteers can perform or support the following activities:
        - FITSI Board of Directors
        - FITSI Conference and Training Activities
        - Other FITSI non-certification activities
    2. FITSI General Volunteers are not required to have previous cybersecurity experience.
- FITSI Certification Volunteers
  Volunteers who perform functions related to FITSI certification activities must meet additional criteria as defined in Section 4.B below. These volunteers must sign a *FITSI Volunteer Agreement* and submit a resume.
    1. FITSI Certification Volunteers can serve on the following committees:
        - FITSI Appeals Committee
        - FITSI Certification Committee
    2. FITSI Certification Volunteers are required to have 5+ years of cybersecurity experience.

- FITSI Expert Certification Volunteers
Volunteers performing specialized functions related to FITSI certification must meet additional criteria as defined in Section 4.B below. These volunteers must sign a *FITSI Volunteer Agreement* and submit a resume.
    1. FITSI Expert Certification Volunteers can serve on the following committees and groups:
        - FITSI Item Writing Committee
        - FITSI Scheme Committee
        - FITSI Certification Cut-Score Determination Working Group
    2. FITSI Expert Certification Volunteers are required to have 10+ years of cybersecurity experience.

B. Additional Criteria for Certification Volunteers and Certification Expert Volunteers

FITSI Certification Volunteers and FITSI Expert Certification Volunteers must meet additional criteria. The determination of meeting the required additional criteria is made as identified below in the Volunteer Onboarding section of this Handbook.

- Interested Parties
FITSI Certification Volunteers and FITSI Expert Certification Volunteers must meet the requirement of representing an "interested party." The definition of an interested party is taken directly from ISO 17024:2012. That definition is:

    "individual, group, or organization affected by the performance of a certified person or the certification body."

    FITSI has determined five key groups of stakeholders affected by the performance of a FITSI-certified person or by FITSI as a certification body. They are:

    - FITSI certified person
    - Organization or individual that could use the services of a FITSI-certified person
    - Employer or manager who could hire a FITSI-certified person
    - FITSI certification body membership
    - Governmental authority representation (civil service, foreign service, intelligence community, military, or DoD)

    FITSI Certification Volunteers and FITSI Expert Certification Volunteers must represent one of these stakeholder groups based on their employment, relationship, or association with FITSI.
- FITSI Certification Representation
FITSI Certification Volunteers and FITSI Expert Certification Volunteers must, based on their experience, represent one of the four FITSP certification roles. A volunteer is not required to hold the FITSI certification. However, based upon

their job or employment, each volunteer must be able to map to a FITSP-Auditor, FITSP-Designer, FITSP-Manager, or FITSP-Operator role.

C. FITSI's Definition of an Expert

In carrying out certain activities at FITSI, it is necessary to engage the assistance of appropriate experts. FITSI refers to experts as Subject Matter Experts (SMEs). FITSI uses the following definition to determine if an induvial meets the definition of an SME.

> An SME is a person who has mastery in a particular area or topic. This person must have 10+ years of experience in the cybersecurity industry. SMEs have practical job experience in the field and may understand the industry's inner workings, organization, or department from the bottom up.

FITSI Expert Certification Volunteers must meet the requirement of being identified as an "expert."

- Criteria for Using Expert Volunteers
  FITSI volunteers must be identified as an SME to participate in the following activities:
  1. Writing test items
  2. Reviewing test items for content accuracy
  3. Reviewing test items for quality and linkage to content standards
  4. Providing ratings used in establishing performance standards

5. Volunteer Onboarding

FITSI follows a formal process in onboarding volunteers.

A. Volunteer Agreement

The roles and responsibilities of FITSI volunteers, including but not limited to the Appeals Committee, Certification Committee, Item-Writing Committee, or Scheme Committee, are outlined in the *FITSI Policies and Procedures Handbook*. All volunteers must sign the *FITSI Volunteer Agreement*.

B. Cut Score Determination Group Agreement

All volunteers participating in a cut score working group must sign the *Cut Score Determination Group Agreement*.

C. Item Writing Committee Agreement

All volunteers on the Item Writing Committee must also sign the *Item Writing Committee Agreement.*

D. Term of Engagement

The *FITSI Volunteer Agreement* defines the term of engagement for the volunteer activity.

E. Volunteer Resume

Each volunteer must submit a current resume when volunteering with FITSI.

F. Degrees and Industry Credentials

At FITSI's request, each volunteer must submit electronic copies of their educational degrees or industry certifications and licenses.

G. FITSI Volunteer Onboarding Checklist

FITSI utilizes an onboarding checklist to ensure that the volunteer meets the Handbook's requirements. This checklist will be stored with a volunteer's other personal information, such as the signed *FITSI Volunteer Agreement* and resume. A sample of the *FITSI Volunteer Onboarding Checklist* is shown in Figure 2.

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FEDERAL IT SECURITY INSTITUTE
HELPING SECURE THE NATION'S FEDERAL INFORMATION SYSTEMS

Volunteer On Boarding Checklist

Volunteer Name: _____   Engagement Date: _____

Volunteer FITSI ID Number: _____

Level of Volunteer:

_____ FITSI General Volunteer _____ FITSI Certification Volunteer

_____ FITSI Expert Certification Volunteer

Current Resume on File: _____   Date Resume Reviewed: _____

Years of Cybersecurity Experience: _____

Certification Role Representing: Auditor: _____ Designer: _____ Manager: _____ Operator: _____

Interested Party: (select one)
    FITSI certified person _____   Use services of FITSI certified person _____

    Employer or manager of FITSI certified person _____   FITSI membership _____

    Government representation _____

Volunteer Agreement Signed: Yes: _____   No: _____

Cut Score Determination Group Agreement: Yes: _____   No: _____

Item Writing Committee Agreement: Yes: _____   No: _____

Activity Assigned to: _____

Reviewed by: _____   Review Date: _____

Notes:

_____
_____
_____

Figure 2: FITSI Volunteer On Boarding Checklist

6. Volunteer Policies

A. Impartiality Requirements
FITSI requires that all volunteers adhere to FITSI's Impartiality policy. This is documented in the *FITSI Code of Ethics Handbook* and is addressed in the *FITSI Volunteer Agreement*.

B. Conflicts of Interest
FITSI requires that all volunteers adhere to FITSI's Conflict of Interest policy. This is documented in the *FITSI Code of Ethics Handbook* and is addressed in the *FITSI Volunteer Agreement*.

C. Confidentiality
FITSI requires that all volunteers adhere to FITSI's Confidentiality policy. This is documented in the *FITSI Code of Ethics Handbook* and is addressed in the *FITSI Volunteer Agreement*.

D. Code of Ethics
Volunteer conduct is expected to reflect the high standards and values of FITSI. All volunteers must practice honesty, integrity, and impartiality in fulfilling their responsibilities to FITSI and comply with all applicable laws and regulations and the *FITSI Code of Ethics Handbook*.

The most up-to-date copy of the *FITSI Code of Ethics Handbook* can be found at http://www.fitsi.org/documents.html.

E. Performance and Management
FITSI requires that all volunteers perform their duties to the best of their abilities. FITSI will retain responsibility and management of the performance of all volunteers conducting activities supporting the organization. This support includes those volunteers involved in the FITSP certification processes. In cases where a volunteer fails to perform their duties in a timely and adequate manner, FITSI's management may replace those volunteers with additional personnel. When a volunteer has been provided access to a FITSI IT System, FITSI's management may suspend or permanently revoke access to the respective system.

7. Continuing Professional Education Units for FITSI Volunteers

Continuing Professional Education (CPE) units are obtained through the completion of activities that demonstrate the growth and development of skills related to one's profession. Serving as a FITSI Volunteer provides an opportunity to help make a difference in the cybersecurity industry by assisting FITSI in important roles and gaining CPE units. The potential number of CPEs granted by FITSI for volunteer activities is determined by the time and effort associated with specific activities.

A. Committees

1. Appeals Committee
   - Two CPE units for each appeal or complaint application reviewed
   - One CPE unit for each hour attending committee meetings
2. Certification Committee
   - One CPE unit for every three applications reviewed and adjudicated
   - One CPE unit for each hour attending committee meetings
3. Item Writing Committee
   - One CPE unit for each question developed
   - One CPE unit for each hour attending committee meetings
4. Scheme Committee
   - One CPE unit for each document reviewed and adjudicated related to the FITSI Certification Scheme
   - One CPE unit for each hour attending committee meetings

B. Working Groups

1. Cut-Score Determination
   - One CPE unit for each hour attending committee meetings
2. Job-Task Analysis
   - Two CPE units for each survey completed
3. Exam Item Beta Testing
   - One CPE unit for each hour of questions answered

8. Forms

The most current version of the forms referenced in this Handbook can be found in the FITSI Intranet Site document library. This site is located at http://intranet.fitsi.org.