

CISO Services

The following CISO services are offered for enterprises either in support of an existing CISO or in support of top management without a CISO or equivalent individual in place. These services are fulfilled by well-seasoned senior level veterans of enterprise-scale security management who have advised executives on security decisions for major enterprises over a period of many years.

- **The CISO subscription service:**
 - **Scheduled telephone consultations:** Unlimited 30-minute telephone appointments to discuss specific issues between the CISO and one of our experts.
 - **A client-specified special research issue:** A 2-20 page white paper written on any relevant subject of the client's choice. Results may be turned into generic write-ups and provided to all service recipients.
 - **The CISO Toolkit Governance Guidebook:** This is a 150-page book that describes the management issues associated with being a successful CISO. It is updated annually with your subscription.
 - **The CISO Toolkit Metrics and Checklists Book:** This is a 150-page companion book to the governance guidebook that provides management metrics for the entire information security program for the enterprise. It includes ratings in all aspects of the program and gives comparison ratings for start-up programs, due diligence levels, average, excellent, and best programs in each area. It is also updated annually with your subscription.
 - **Security Decisions and Technology Briefing:** This is a two-part book of about 100 pages that includes a series of two-page decision support pieces and technology updates. The decision tool can be used to rapidly make specific decisions that come up for a CISO. Each decision includes a question, options, a decision, the basis for the different decisions, and a summary presented at one time for the CISO. The technology briefing provides a series of special topics focused on one area of technology that supports the CISO function. Each technology area includes a short executive overview, a series of technology options from different vendors described in terms of how they fulfill the CISO management requirements, a summary chart that can be used to make a first guess at a choice of solutions, and a separate series of 1-page advertisements from each vendor who chooses to be listed. Identified vendors have given special discounts for purchases made through our service. This is updated quarterly.
 - **3-day CISO course -OR- 3-day CISO meeting day:** This is a choice of either a 3-day course on how to be an effective CISO using the tools provided with the service or 3-days of structured meetings with a CISO group going over key issues and identifying challenges for the coming year. These are held quarterly with each licensee getting one meeting or course per year as part of their service.

- **Executive consulting services:** This service provides project-oriented consulting on a pre-planned firm fixed price or time and materials basis and is usually used for:
 - Information protection posture assessments, often in response to high-profile events, for a new CISO when entering the position, or in periodic reassessment to evaluate progress of the overall information protection program.
 - Medium-scale consulting efforts lasting 2-4 months with one or two full time equivalents used for things like strategic realignments, protection architecture reviews, support of large-scale changes to protection approaches, policy analysis and redesign, preparation for new regulatory requirements, or moving into new operating modes requiring a rethink of protection approaches.
 - Independent 2-4 week reviews and evaluations of key decisions by a trusted outside partner that cannot be adequately covered by quick discussions such as those provided in CISO Toolkit services efforts.
- **Special Services:** Urgent requests and retainer-based services are provided on a rate-for-time basis with prices and performance guarantees based on volume retained and response times to initial requests. Typical examples include:
 - When a client is building or rebuilding a program, when there is inadequate internal support or expertise, or when protection is poorly aligned with other business functions, special services retainers on a quarterly to annual basis for at least 10 days per quarter are used as as-needed expert support.
 - Special research issues like a global regulatory review of privacy laws relative to a specific set of questions, comparison of cryptographic solutions for a set of computers in specific sets of applications, or other 2-12 week efforts that are specific to the enterprise and require more effort than can be expended in an annual short research paper under the CISO Toolkit service are typical special service efforts.
 - Emergency assistance addressing critical audit findings or similar short time-frame issues involving special expertise and with strict deadlines.
- **CISO drop-in services:** These services act to bridge between the departure of one CISO and the arrival of the replacement, or to create and build up new enterprise security programs. They involve contracts for service periods of at least 6 months using combinations of experienced individuals and a qualified team leader to fulfill enterprise needs associated with a comprehensive information protection program appropriate to the need. Typically this will include an interim CISO or equivalent titled position and a set of niche experts to complement existing enterprise expertise. This team acts on a part time basis to create or enhance a comprehensive program, or on a bridging basis to replace a recently departed CISO while the search for a replacement is undertaken.

For information on any of these services, or to sign up for the CISO service, contact your sales representative for an appointment.