


FITSI Member Handbook



Member Handbook
Outlining the
FITSI Member
Benefits

Version 1.0

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1. Overview

Congratulations on joining the Federal IT Security Institute(FITSI). FITSI was founded in 2009 to provide a means for validating candidates skill sets as they apply to the Federal IT Guidelines. FITSI has around 1,000 members across 50 states as well as overseas and we are pleased you are a part of this exciting group.

In this Handbook, you will find pertinent information regarding your FITSI Membership.

The most up to date Member Handbook can be downloaded from <http://www.fitsi.org/documents>.

2. FITSI Memberships

FITSI offers two types of memberships: Associate Memberships and Certified Memberships. The Associate Membership is for individuals that do not currently hold a FITSI certification but still wish to be an integral part of the organization. The Associate members can take advantage of a number of discounts. The Certified Membership is a membership category for individuals who hold a current FITSI certification and are also Associate Members.

This document is focuses mainly on Associate Member benefits which will be referred to as Member Benefits in the remainder of this document. Certified Members should refer to the Certification Holder Handbook to learn more about requirements for Certification Holders.

3. Membership Benefits

A. Ongoing Requirements

Your FITSI Membership is good for one year. Associate members must be in good standing regarding the Annual Maintenance Fee (AMF). Failure to pay the Annual Maintenance fee will result in revocation of membership.

Members must adhere to the FITSI Code of Ethics, detailed later in this Member Handbook.

B. The Member Portal

As a FITSI associate member, you will now have access to the FITSI private portal. You should have created your credential when you signed up for membership at the FITSI.ORG website, but you can contact FITSI and have your credentials emailed to you. The login information will be electronically sent to the email address that was entered at registration. If you fail to remember your credentials at any time, please send an email to contactus@fitsi.org with the words PORTAL LOGIN in the subject area. You will need to provide the following information:

- Full Name
- Address used for registration
- FITSI ID (found on your FITSI ID card)

Once you have your portal login information, you can access the FITSI private portal via the login link at the bottom of www.fitsi.org. The login screen will look like this:

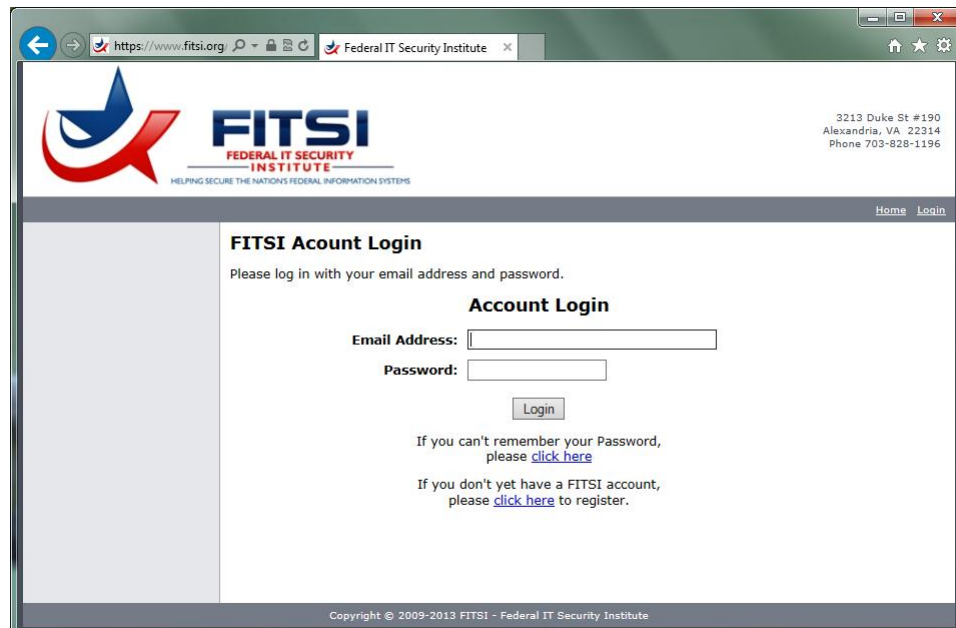


Figure 1: The FITSI Portal Login Screen

Under the “Member Services” tab, Members can complete a host of Member Services items.

Under the “Member Directory” tab, members can access the most current listing of FITSI Professionals. If you choose not to have your information published in this directory, please go to “My Profile” tab and indicate what information you do not want in the FITSI directory.

FITSI may, from time to time, employ a third party vendor to provide information to the FITSI base. In this event, FITSI will only authorize the vendor a one time use privilege regarding personal data.

No member of FITSI may solicit for, or use the official directory of FITSI for any commercial purposes. This is in direct violation of the FITSI Privacy Policy. Failure to follow these directives will result in a revocation of membership. FITSI Privacy Policy can be found at <http://www.fitsi.org/documents>.

Individuals who feel personal information has been misused by an individual should contact FITSI Corporate Offices immediately. Contact information for FITSI can be found at the end of this Member Handbook.

C. Request for Duplicates

A Member may request additional copies of his or her Membership ID card. There is a fee per duplicate requested. Please see the *FITSI Fee Schedule* at <http://www.fitsi.org/documents> for the most up to date information. Requests for duplicates will be fulfilled within 30 calendar days of receipt.

D. FITSI Code of Ethics

All FITSI Members must adhere and subscribe to the following Code of Ethics:

- Endeavor to protect the nation's citizens, information systems, information, processes and facilities.
- Maintain a high level of personal integrity in any and all transactions with customers, stakeholders, colleagues and acquaintances.
- Maintain the confidentiality of all sensitive information (i.e., Personally Identifiable Information) such that it does not create unnecessary risk for people and organizations.
- Refuse to engage in intentional activities that affect the availability of any and all IT systems and processes; both personally and professionally.
- Promote research and sharing of ideas and information that are worthy of such action. Give back to the community by adding value when possible.
- Refuse to foster FUD (Fear, Uncertainty and Doubt) in any and all interactions with both personal and professional relationships.
- Avoid conflicts of interest and recuse oneself when appropriate.
- Mentor and teach whenever possible.

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- Be truthful in all information provided to FITSI to obtain membership or certification.
 - Uphold professionalism while participating in a certification exam. Member agrees that no outside help was used to pass a certification.
 - Protect the content of all FITSI exam material. Members agree not to share, distribute or sell any FITSI exam information.

Violations of any of these Code of Ethics can be grounds for revocation of an individual's Membership in FITSI.

FITSI can only be as good as its representative base. If you believe a FITSI Certification holder is not abiding by the Code of Ethics, you may file a complaint to the FITSI Corporate Office. Individuals may file a complaint against a certified individual at any time. FITSI will take all necessary measures to ensure anonymity of the complainant, but cannot guarantee it. The complaint shall be reviewed by the Certification Director to ascertain if the criteria for acceptance of a complaint are met. The acceptance criteria are as follows:

1. Complainant must have personal knowledge of the alleged violation or misbehavior and must be in a position to supply relevant and reliable documentation.
2. Complainant must demonstrate by documentation and factual evidence that the complaint involves an issue directly related to the certification standards or FITSI Code of Ethics. Matters of personal nature not related to the criteria will not be considered.

Complaints can be submitted by filling out the Appeals and Complaint Application found at <http://www.fitsi.org/documents>. Full instructions are found within this application package.

E. Renewing an Existing Membership

The FITSI Membership is valid for 1 year. Persons holding a FITSI Membership that is up for renewal may opt to renew the membership.

Candidates must meet the following requirements to be eligible for renewal.

1. Member must be current with the AMF.
2. Renewal candidates must not be in violation of any part of the FITSI Code of Ethics or have an active complaint filed in his or her name.

Renewal candidates who fail to meet the requirements specified here may not be eligible to extend their membership. This decision shall be the responsibility of the Membership Committee after all extenuating circumstances have been reviewed.

Within 30 days of the Membership anniversary date, the member will receive an electronic email notice stating that their membership is about to expire. This email will

outline the steps necessary to renew the Membership. If you fail to receive this renewal email within 30 calendar days of your membership expiration date (found on your FITSI Member ID card), send an email to contactus@fitsi.org with the words “Membership Renewal” in the subject line. Please include the following information in the email:

- Your Name as it appears on your FITSI ID card
- Your FITSI ID number (found on your FITSI ID card)
- An email address where you can be contacted

You will receive an email with instructions on renewing your Member FITSI membership within 30 calendar days.

F. Resignation or Termination of FITSI Membership

Those who wish for their Membership to expire or terminate should send an email to contactus@fitsi.org with the words “Cancel membership” in the subject line. Please include the following information:

- Your Name as it appears on your FITSI ID card
- Your FITSI ID number (found on your FITSI ID card)
- An email address where you can be contacted
- A brief explanation of why you wish to cancel your FITSI membership

Any FITSI Member may resign by filing a written resignation with the FITSI Corporate Offices. Resignation shall not relieve a member of unpaid dues, or other charges previously accrued. There shall be no prorated refund of any fees paid. Any member resigning or terminating their membership may be required to return his or her FITSI ID card.

4. Forms

Following are all forms and/or contact information for FITSI members.

The latest version of the forms can be found at <http://www.fitsi.org/documents>

5. FITSI Contact Information

FITSI Corporate web site address:

www.FITSI.org

FITSI Corporate Contact Information:

FITSI

Federal IT Security Institute

3213 Duke St.

Suite 190

Alexandria, VA 22314

Phone: 703-828-1196

Fax: 703-754-8215

Web site: www.FITSI.org

Email: contactus@FITSI.org