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IT-ISAC Launches Special Interest Group for Critical Software as a Service Providers

Group aims to increase customer trust in participating organizations and the broader SaaS industry.

WASHINGTON, DC (5 April 2022) - The Information-Technology Information Sharing and Analysis Center has launched a Special Interest Group (SIG) for Critical Software as a Service (CSaaS) providers. The Critical SaaS SIG will serve as a forum for CSaaS companies to collaborate on a collective defense strategy to improve the security and operational resiliency of their services and share intelligence information with the industry at large. It aims to increase the level of trust that customers can place in their organizations and the SaaS sector.

What began as a discussion between ServiceNow, Zscaler, Guidewire, and Okta about how to solve shared security challenges in Critical SaaS, has grown to include seven founding companies including Oracle SaaS, Workday, and MongoDB. Leveraging expert guidance from Charles Blauner, a founder of both the FS-ISAC and FSARC, the group has set out to accomplish a set of shared goals; instill a sense of trust throughout the SaaS ecosystem, establish consistent defense protocols, and bolster security mechanisms across the SaaS space.

"This is a fantastic opportunity for Critical SaaS vendors to leverage and multiply their individual and already substantial investments in security to better protect their customers, many of whom are shared between the participating companies," said James Dolph, Chief Information Security Officer, Guidewire. "We hope that the result is deeper levels of customer trust and greater resilience across the sector."

"Critical SaaS providers provide essential services that a vast array of critical infrastructure operators rely on for core operations," said the SIG's chair, Jeffrey DiMuro, Deputy CISO, ServiceNow. "While Critical SaaS providers may compete in the marketplace, we share a common goal of advancing security in the industry. Transparent information exchange is a critical piece to this initiative. SaaS customers will benefit from a shared framework, which in turn, instills confidence and trust throughout the ecosystem."

"There has been an increase in supply chain attacks as threat actors continue to evolve their tactics targeting a large number of organizations globally," said Deepen Desai, Chief Information Security Officer, Zscaler. "As this trend continues to grow, Critical SaaS providers will have to work together along with government agencies to improve security standards and foster timely intelligence sharing for better security outcomes."

"Today we face increasingly sophisticated threat actors that target entire industry segments," said Marc Rogers, VP of Cybersecurity Strategy, Okta. "It's become abundantly clear from

handling these incidents that we are stronger together. Not only do the members of the CSaaS SIG share the same risks individually, but we share the same risks across our common customers. By leveraging our combined resources and working with government partners, we can ensure greater security for the whole Internet, and just as importantly, greater trust for those that depend on our services."

"The formation of the Critical SaaS SIG will provide value not only to the SIG members themselves but to the IT-ISAC membership as a whole," said Mary Ann Davidson, IT-ISAC President and Chief Security Officer, Oracle. "The intelligence and analysis developed within the SIG will also be leveraged by SIG members so that they can protect their companies and their customers."

The CSaaS SIG is the IT-ISAC's sixth special interest group, joining the Elections Industry, Food and Agriculture, Insider Threat, Security Intelligence, and Physical Security Special Interest Groups.

Scott Algeier, IT-ISAC Executive Director, added, "The IT-ISAC Special Interest Group model provides smaller, trusted forums for members to address common security challenges. The Critical SaaS SIG will enable Critical SaaS providers to address common security challenges that are unique to them, while also providing access to the full suite of IT-ISAC member benefits."

To learn more about the CSaaS SIG, please visit www.it-isac.org.

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About IT-ISAC:

Founded in 2000, the Information Technology-Information Sharing and Analysis Center (IT-ISAC) is a nonprofit organization that serves as a force multiplier through member collaboration and the sharing of relevant, actionable cyber threat information, effective security policies, and practices for the benefit of all. The IT-ISAC global membership base consists of leading companies from three critical infrastructure sectors—IT, food and agriculture, elections—and leading Critical SaaS providers who collaborate through a dedicated Special Interest Group.

For more information, visit: www.it-isac.org.