

From: (b)(6)

Sent: 10/7/2020 4:24:15 PM

To: Masterson, Matthew (b)(6) Scully, Brian
 (b)(6)
 (b)(6)
 (b)(6) @ciscureity.org; (b)(6) @stanford.edu; (b)(6) @stanford.edu; Snell, Allison
 (b)(6)
 (b)(6) @ciscureity.org; (b)(6)

Subject: Re: EIP-CIS Sync

Hello all,

Looking forward to our sync this afternoon. Here's a rough agenda:

1. Check-in - how is the inbound and outbound ticketing process going for everyone? What is going well that should be reinforced, and what needs improvement?
2. Solidifying SLA — elements include: inbound and outbound report turnaround time, frequency of reporting through ISAC channels, ticket tracking and updating practices
3. How can this process be made better for our SLTT stakeholders based on feedback?

See you soon,

(b)(6)

From: (b)(6)

Sent: Monday, October 5, 2020 12:52 PM

To: Masterson, Matthew (b)(6) Scully, Brian (b)(6)
 (b)(6) @ciscureity.org; (b)(6) @ciscureity.org; (b)(6) @stanford.edu; (b)(6) @stanford.edu>;
 (b)(6) @stanford.edu; (b)(6) @stanford.edu>; Snell, Allison (b)(6) @ciscureity.org
 (b)(6) @ciscureity.org; (b)(6)

Subject: EIP-CIS Sync

When: Wednesday, October 7, 2020 1:00 PM-1:45 PM.

Where:

Hi all,

The misinformation@ciscureity.org reporting system is now up and running, as is EIP's inbound and outbound tip system. This call is to discuss how this process has gone so far, and to nail down the EIP <> ISAC SLA moving forward.

Best,

(b)(6)

Join Microsoft Teams Meeting

(b)(6) United States, Washington DC (Toll)

Conference ID: (b)(6)