

Dear Chapter Leaders,

You may have heard about ISACA's "Digital First" initiative—an organization-wide digital transformation and modernization—in [ISACA Live videos](#) on LinkedIn and/or in recent [articles](#). We are preparing to take a huge step forward in that initiative: a transition to a new association management system. This system will help ISACA deliver more valuable, relevant, and personalized information to our members.

As part of this transition, the ISACA website will need to be taken offline for approximately six days in what we hope will be **mid-September**. The "site blackout" is **tentatively planned for 8-14 September**, and the certification exam blackout is planned from **8-13 September**. All members—and exam candidates who would be impacted—will receive ample notice should dates change. During that time:

- No one will be able to transact any business on the ISACA website, including taking or registering for a certification or certificate exam.
- Chapter websites that are hosted on the Engage platform will be unavailable. (Note: The entire Engage platform may be down for a day or two longer than ISACA.org.)
- You will not be able to access the Chapter Leader Portal. If you think you will need any reports, data, etc. from the Chapter Leader Portal, please **download them prior to 8 September!**

Starting tomorrow (11 August in Chicago), ISACA will be communicating this information to all members, certification holders, and registered website visitors. Regular reminders will be sent until the dates of the scheduled blackout. Communication will also be provided about changes to the ISACA website, including notice that all individuals will need to reauthenticate their ISACA profile. If the dates shift, you (as a chapter leader) will receive advance notice; if everything remains on track/as planned, the communications to members will serve as your updates going forward.

We are very excited about ISACA's move to a more modern, customer-focused and secure system. We look forward to having this very important foundation of our digital transformation and modernization in place so we can begin leveraging the leading-edge tools, systems and technologies that will allow us to better serve our professional community.

MOST IMPORTANTLY!

- 1) The ISACA Chapter Relations team will be here to help YOU every step of the way. If you need anything, have questions, concerns, etc., please send an email to chapters@isaca.org. Everyone on the Chapter Relations team receives messages sent to that email address and it helps ensure you receive the timeliest response.
- 2) The following pages contain some anticipated questions and answers we expect will arise. Please use that as a reference point, but always feel free to contact us with any questions you have.

Thank you in advance for your support. We look forward to this big step in our digital-first journey.

Sincerely,

Julia, Megan, Summer, Joanne, Rudy, and Giselle
The ISACA Chapter Relations Team

[Questions and Answers start on next page.]

Questions and Answers about ISACA's New Customer Management System (CMS)

Why is ISACA transitioning to a new customer management system (CMS)?

ISACA's current CMS has been in place for 20 years, and the level of customization over the years has made it impossible for ISACA to make additional critical updates. As a result, it has reached the end of its life. The new solution is more modern and functional, which will benefit ISACA members, website users, and ISACA staff.

Why will there be a planned outage?

Moving to an entirely new customer management system includes a major overhaul of financial, inventory management, e-commerce, and other capabilities, which necessitates several steps during the transition. The time allotted for the outage will help ensure the transition is as smooth as it can be, and that all integrations are successful.

What is the exact timing of the outage?

The outage is currently scheduled to start on 8 September at 11:00pm Chicago time (9 September at 4:00am UTC) and end on 13 September at 9:00am Chicago time (2:00pm UTC). Note: These dates and times are subject to change; however, members will receive ample notice if they shift.

What will the outage affect?

The ISACA website (including the chapter leader portal), learning management system, and the Engage platform will be completely unavailable during this time. This means any chapter sites hosted on Engage will be unavailable, as well. Please ensure you download any materials or information you need from these sources in advance of the outage. Candidates who are scheduled for exams within 30 days after the blackout will receive a special communication reminding them to access online study materials before they become temporarily unavailable during the outage.

What are some of the biggest member-facing changes?

- The "Log In" and "My Info" pages will look different.
- The renewal process on the website will look different.
- Registration will be simplified for ISACA Global events.
- The website will have a slightly different look, a new/streamlined checkout process, and better ways to search ISACA products.

Video tutorials related to all significant changes are scheduled to be available in early September.

How will chapters be impacted?

Like members, chapter leaders will be unable to access the ISACA website, including the Chapter Leader Portal, during the planned outage. Chapter websites that are hosted on Engage will also experience an outage.

How can members and chapter leaders contact ISACA during the outage?

Chapter leaders should email the ISACA Chapter Relations team at chapters@isaca.org. For time-sensitive matters, members and certification holders can contact ISACA's Customer Support Team via phone (+1.847.660.5505); however, those with questions are encouraged to first reference the variety of self-help options that will be available on the ISACA website in the form of frequently asked questions (FAQs), banner messages, and videos.