



# 2020 – 2021 ISP<sup>®</sup> PROGRAM REVIEW

Dianne Raynor, ISP<sup>®</sup> Certification  
Committee Co-Chair

Tanya Matthews, ISP<sup>®</sup> Certification  
Committee Co-Chair





# AGENDA



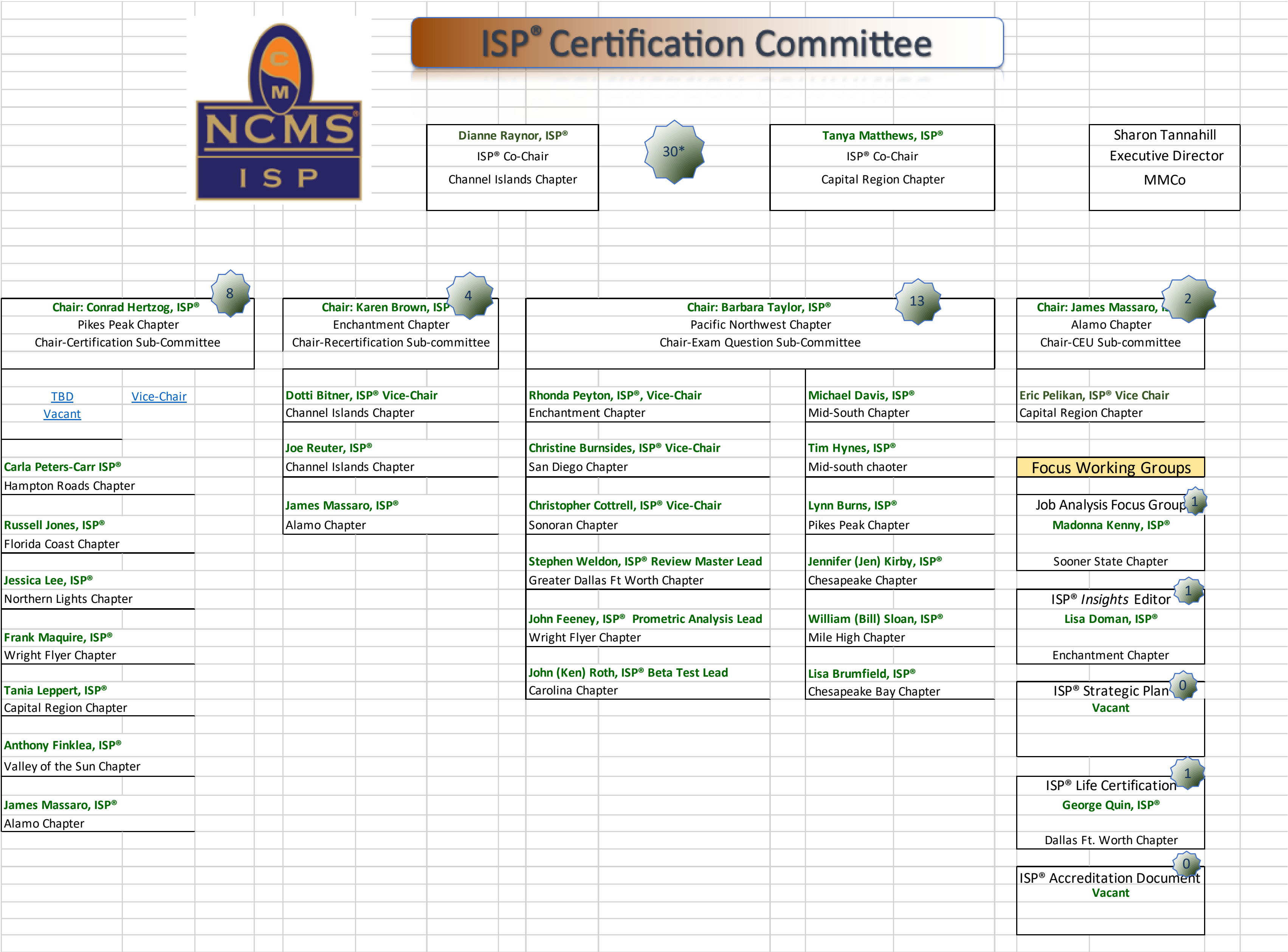
- |   |                        |    |                           |
|---|------------------------|----|---------------------------|
| 1 | Committee Organization | 6  | 2020 ISP® Award Recipient |
| 2 | ISP® Code of Ethics    | 7  | ANAB Accreditation        |
| 3 | Policy Changes         | 8  | Sub-Committee Updates     |
| 4 | Program Enhancements   | 9  | Looking Forward           |
| 5 | Accomplishments        | 10 | Volunteer Recruitment     |

# ISP® PROGRAM COMMITTEE

VISION: MAINTAIN AN EFFECTIVE  
AND VALUED PROFESSIONAL  
CERTIFICATION PROGRAM.

PURPOSE: (ISP® CERTIFICATION PROGRAM  
MANUAL)  
1. PROVIDE RECOGNITION OF THE  
PROFESSIONAL TRAINING AND  
QUALIFICATIONS OF EXPERIENCED  
PRACTITIONERS OF INDUSTRIAL AND  
GOVERNMENT SECURITY.

2. PROVIDE GUIDELINES FOR  
MAINTAINING UP-TO-DATE  
KNOWLEDGE WITHIN THE  
PROFESSION.



# CODE OF ETHICS

ISP®s and ISP® candidates must always demonstrate the highest levels of professional behavior and integrity, which includes, but is not limited to these characteristics:

- Act in an honest, forthright, and dependable manner.
- Follow and enforce all applicable security laws, regulations, orders, rules, policies, and procedures.
- Safeguard classified and proprietary information at all times.
- Place national security above all other work priorities.
- Maintain proficiency in the appropriate security fields.
- Assist fellow security professionals who are in need.
- Balance security needs with operational and research requirements.
- Refrain from negative actions such as starting rumors, making slanderous statements, and embarking on character assassination.

# POLICY CHANGE

## ISP® Lifetime Certification

Must have four continuous

ISP® recertifications.

Must be retired from the  
security industry.



# Program Enhancements

## Streamlined the Oversight Committee

Combined five sub-committees into four. By combining the two exam questions sub-committees into one provides a more efficient structure.

## Job Analysis Survey

Overhauled the five-year Job Analysis Survey. Created a functional-based survey that includes 20 general areas. The new survey filters the survey based on job and company status.

## ISP® On-line Community

Established a new on-line Community for questions, answers, and collaboration.





# 7/2020 – 6/2021

## ACCOMPLISHMENTS

- Completed Confidentiality and Conflict of Interest (CCOIs) for the New board year.
  - ISP® Committee
  - All ISP®s
  - All beta testers
- Maintained 380 active ISP®s.
- Obtained 2020-2021 program ANAB Accreditation.
- Completed the annual program review and presented to President Kaohi, ISP®.
- Completed a 100% review of all test questions for content validity.
- Conducted a beta test of questions revised for content changes due to policy changes and statistical problems (i.e., too easy, too difficult, not correlating to overall performance).
- Maintained the restricted roster of volunteers subject to the two-year restriction between the EPP, beta testers, and ISP® Exam Questions Sub-Committee participation.
- Completed the 2020 candidate survey and reviewed the responses.
- Created a new ISP® Certification Community for on-line collaboration and resources.
- Combined the two exam questions subcommittee into one entitled *Exam Questions Subcommittee* for streamlined operations.

# 7/2020 – 6/2021 ACCOMPLISHMENTS

## (CONTINUED)

- Published four *Insights* Newsletters.
- Presented the ISP® workshop December 20, 2020 and April 6, 2021 for over 220 attendees.
- Continued activities, reports, and assessments to assure a successful ANAB Accreditation.
- Designed a new ISP® Marketing Splash page published in the November/December 2020 *Bulletin*.
- Reviewed and condensed the five-year Job Analysis (JA).
- Created a new Lifetime ISP® Certification.
- 12 committee members and the Executive Director attended the Prometric virtual instructor – led *Item Writing Course*.
- Uploaded past issues of the *Insights* to the ISP® Certification Community.



TAKE YOUR CAREER TO THE NEXT LEVEL

Are you ready to take your career to the next level? You are a vital part of protecting industrial security, and your role is critical within your organization. Earning the ISP® certification enhances YOUR credibility as a security professional. Join the growing number of certified professionals by visiting <https://ncms-isp.org>

The certification is ANSI/ANAB accredited.

NCMS KMP FSO NCMS LIVE! EPP ISP®

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994 Old Eagle School Road, Suite 1019  
Wayne, PA 19087-1866  
(610) 971-4856



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# 7/2020 – 6/2021 ACCOMPLISHMENTS

## (CONTINUED)

Published four issues of the ISP® *Insight*: September 2020, December 2020, March 2021, and May 2021

ISP® Insights - The Newsletter for the NCMS, Inc. ISP® Community  
FOR ISP® DISTRIBUTION ONLY

## ISP® INSIGHTS NEWSLETTER

September 2020  
Volume 6 Issue 1

welcome you, Tanya, and thank you for your generous support to our Committee!

Industrial Security Professionals (ISP®) are a unique category of individual – who provide service to their communities, to their industries, and to each other. We are unstoppable, and we definitely have “heart.”

\*\*\*\*\*

*Chair's Corner*  
**Dianne Raynor ISP®, Co-Chair**  
and  
**Tanya Matthews ISP®, Co-Chair**  
*Certification Committee*  
2020 NCMS Board of Directors  
[isp\\_chair@classmgmt.com](mailto:isp_chair@classmgmt.com)

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*“Volunteers do not necessarily have the time; they just have the heart.”*  
Elizabeth Jarrett Andrew, Author

**From the Editor**

As we welcome our new ISP® Committee Co-Chair, Ms. Tanya Matthews, ISP®, we affectionately acknowledge our former Co-Chair, Ms. Carla Peters-Carr, ISP® who, for the past three years, gave of her time, experience and knowledge to our ISP® Committee in unison with Ms. Dianne Raynor, ISP®, Chair. Thank you, Carla, and best

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## ISP® INSIGHTS NEWSLETTER

Volume 6 Issue 2  
December 2020

**COVID...and beautiful music??  
Hear the Phoenix Chamber Choir**  
<https://enchantmentathamilton.org/20200601ForTheLongestTime.mp4>

**From the Editor**

We are finally closing out 2020 – almost. You could say that things happen for a reason, or you could say that sometimes we are challenged when we would prefer to be left alone. We have all embraced more technology than we otherwise would have – we have discovered

our (page 1)  
ge 1)  
(page 2)  
ISP® Certification to Lapse? (page 3)

1 ourselves the ability to endure separation from family and friends by giving support through words of encouragement and selfless listening.

within NCMS and our ISP® community, there are not enough words to express the appreciation to matched leadership and loyalty from NCMS. We didn't have to look far for quality security and response to general knowledge inquiries, and you know they were bountiful and NCMS was us. And to the ISP® Committee – our Chairs and our Subcommittee Chairs - thank you for is to learn, to achieve, and to be part of something very special – the ISP® community. As 2021 es, I believe we will do just fine. Thank you ISP®s, an NCMS treasured family!

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Welcome new ISP®s!



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## ISP® INSIGHTS NEWSLETTER

Volume 6 Issue 3  
March 2021

**Great Minds Discuss Ideas**  
“Quote to Remember” Eleanor Roosevelt  
**From the Editor**

ty Professionals (ISP®s) encompass some of the great minds of NCMS, Inc. by ie highest levels of professional and ethical behavior, with unquestionable integ Code of Ethics).

leaders, especially our President, Catherine E. Kaohi, ISP® and our Co-Chairs of Dianne M. Raynor, ISP® and Tanya C. Matthews, ISP®, work tirelessly to help us o the ever-changing aspects of our discipline. But our attentions cannot help but tress the challenges of our nation. We might see upsetting news on the televisio z unpleasant on the Internet, and in fact we know that some of our own members

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## ISP® INSIGHTS NEWSLETTER

Volume 6 Issue 4  
May 2021

**Q: What do competitive advantage, growth of knowledge and skills, and establishment of professional credibility have in common?**

**A: NCMS ISP® CERTIFICATION**  
**From the Editor**

“True friends never apart maybe in distance but never in heart.” Endearing quotes from Ms. Helen Keller are timeless and meaningful to all of us as we endure another year of uplifting our families and co-workers during this pandemic. Though we may be apart at our NCMS 2021 Virtual Annual Training Seminar, we are prepared to register and receive fabulous training as secured for NCMS members. Responsible for creating this training is the Seminar and Program Committee Chair, Ms. Darci Fisher, ISP®, and her committee members Trish Keller, ISP®, Sarah Turner, ISP®, Trish Brokenik, ISP®, Larry Mustonen, ISP®, Liz Fant, ISP®, Lynn Burns, ISP®, Shona Nietsche, ISP®, Kimberly Berglund, and Mary Seibert, and with oversight and support by Sharon Tannahill, Executive Director, and Cathe Kaohi, ISP®, our President and the Board of Directors. Don't miss this training – Security in the Palm of Your Hand, 57th Annual Virtual Training Seminar – June 8-10, 2021. See you there... in heart.



We welcome you to the ISP® Community and congratulate you for your hard work and this significant milestone.

Name	ISP® #	Chapter	Month/year
Christopher Bukowski	(Pending)	Capital Region Chapter	May 2021

Thanks to Lisa Doman, ISP®, our Editor!



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ISP® 2020-2021 Program Review



# 2021 JAMES N. HICKOK INDUSTRIAL SECURITY PROFESSIONAL® (ISP®) AWARD RECIPIENT



**Ms. PRISCILLA  
CRAWFORD, ISP®  
ISP® #008**

Ms. Priscilla Crawford, ISP® worked with her local chapter in Washington DC to promote the ISP® as well as mentoring individuals for the ISP® exam. This was the first phase of the Certification Program where everything was new and the Accreditation process was ongoing. Her efforts helped to increase the awareness of the ISP® Program and increase the number of ISP®s within the Washington DC area. She was an integral part of the foundation for the ISP® Certification. Priscilla is truly an ISP® Pioneer, being assigned ISP® Number 008. She is a key contributor to the foundation of the ISP® Certification Program. Her roots for the Program run deep! She was among the group who started researching a certification program for NCMS while serving on the NCMS Board of Directors. Dr. James Hickok was the lead for the Certification initiative and the Board of Directors assisted with the Certification development and implementation. The tasks included electives being introduced which included Counterintelligence & COMSEC which was not offered in other certifications.

NCMS grassroots wanted a certification program emphasizing what the Industrial Security Professional actually do. As a BoD member, Priscilla:

- Assisted with Beta Questions development.
- Helped order and setup the new ISP® booth.
- Worked with other organizations in the DC area on getting ISP® program acknowledged by other organizations. With it being a new certification, it was important that other organizations knew about it. That led to the ISP® booth and NCMS booth going on the road to several vendor shows hosted by the government.
- She provided input to the brochure that was developed for our informational handout at the ISP® booth and was well received at the seminars.
- Priscilla staffed the ISP® booth from onset of the program.
- She was a co-chair of the ISP® Certification. At this time, she was also marketing/publicity where she actively supported the new ISP® program.

The first public roll out of the ISP® Certification Program was at the 39th NCMS Annual National Training Seminar in Reno, NV (June 2004). It was at this session that Priscilla took the exam and became a certified ISP #008. She conducted the ISP® workshops at NCMS Annual Training Seminars for years 2007, 2008 and 2009. She also was an exam proctor for tests during three seminars.

Priscilla, though now retired, continues to promote the ISP® every chance she gets and encouraging individuals to be sure to look into the program if they are considering a career in industrial security. She has been a valuable asset to the ISP® Certification Program throughout the years and her contributions to the Program as substantial, far-reaching, and commendable.

**Congratulations Priscilla!**



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# PROGRAM ACCREDITATION



- Completed a thorough review of over 60 ISP® Program documents.
- Completed a thorough review of the ISP® Website for accuracy.
- Provided the Accreditation Committee with all ANAB-required documentation.
- Identified and corrected one non-conformance (C-2021-01) and one preventative action (P-2020-12).

# SUB-COMMITTEE UPDATES

1

Certification Sub-Committee

2

Recertification Sub-Committee

3

Exam Questions Sub-Committee

4

CEU Determination Sub-Committee



# CERTIFICATION SUB-COMMITTEE

## ACCOMPLISHMENTS

- Continued marketing the ISP® Program.
- Presented three *Why Become an ISP® NCMSLive* workshops.
  - December 10, 2020 with 142 attendees
  - March 11, 2021 to the Liberty Chapter with 31 attendees
  - April 6, 2021 with 80 attendees
- Answered questions from exam candidates regarding the program.



# RECERTIFICATION SUB-COMMITTEE

## ACCOMPLISHMENTS

- Updated the Recertification Handbook.
- Presented the NCMSLive workshop for recertifying and CEU determinations on October 19, 2020 with 46 attendees.
- Presented the ISP® *Recertification and CEU Presentation* during the Chapter Chair meeting scheduled June 3, 2021.
- Published two recertification and CEU articles in the ISP® *Insights*:
  - *Recertification CEUs Easier than Ever*
  - *Allowing the ISP® Recertification to Lapse*



# EXAM QUESTIONS SUB-COMMITTEE

## ACCOMPLISHMENTS

- Added three ISP® volunteers as Prometric Analysis Lead, Revision Master Lead, and Beta Test Lead.
- Added two new subject-matter expert volunteers to the Subcommittee.
- Shifted many of the Subcommittee's administrative work products to MMCo.
- Completed a review of the entire ISP® exam master bank of questions and made revisions as necessary.
- Revised all questions that were "On Hold" to see if these could be improved sufficiently to be brought back as useable questions.
- Completed the final version of the Prometric Analysis Report Review 2020 spreadsheet.
- Completed the beta test 2020-01 of 58 questions.
- Analyzed the beta test results and participant comments.
- Completed the ISP® Exam 2020 Beta Test Analysis spreadsheet, detailing which questions passed and which failed the beta test .
- Assisted in completing the ISP-6034 *Beta Test Checklist*.
- Completed the final version of the ISP® Exam Revision Master for 2020 document.
- Completed the ISP® Exam Update 2020 Summary spreadsheet.
- Completed the ISP® Exam Master for 2021, the ISP® Question Status as of 2021 spreadsheet, and the ISP® Question References 2021 spreadsheet.
- Provided comments to ISP-2014 *ISP® Examination, Construction, Maintenance, and Administrative Policy* document, to include eliminating spelled out common acronyms.
- Started the Prometric Analysis Report Review 2021 spreadsheet.
- Started the ISP® Exam Revision Master for 2021 and sent to all Subcommittee members for review and input.
- Attended the *NCMS Item Writing Course* presented by Prometric.

# CEU SUB-COMMITTEE ACCOMPLISHMENTS

- Presented *Navigating the Annotated NISPOM (TAN)* on December 15, 2020, March 1, 2021 (16 attendees), and March 15, 2021 (22 attendees).
- Provided approximately 60 chapter CEU requests with a 13% return rate requesting additional information.
- Provided continuous responses to CEU inquiries from both ISP® and non-ISP® individuals.
- Present the ISP® *Recertification and CEU Presentation* briefing during the Chapter Chair meeting scheduled June 3, 2021.



# LOOKING FORWARD

- Publish the five year JA Survey NCMS-Wide summer of 2021.
- Launch the new Lifetime ISP® Certification summer of 2021.
- Continue marketing with methods to increase the number of ISP® recipients.



# VOLUNTEERS

## *Are you volunteering?*

ISP®s support national and chapter committees in a wide variety of ways.  
We can match your passion to a great opportunity!  
You earn CEUs for your ISP® recertification and  
help build a stronger program!

**Make A Difference**



**We need you!!**

# FOR MORE INFORMATION

For more information or to  
contact the current committee  
members, click the ISP® graphic  
or paste <https://ncms-isp.org/>  
into your browser.





# THANK YOU!

THIS CONCLUDES THE  
JULY 2020 – JUNE 2021  
ISP® CERTIFICATION  
PROGRAM REVIEW

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