

Cybersecurity Readiness Podcast Series

Episode 94: Guardians of Trust: The CISO's Strategic Role in Global Non-Profits

Host: [Dr. Dave Chatterjee, Duke University](#)

Guest: [Pam Lindemoen, Chief Security Officer and Vice President of Strategy, Retail & Hospitality Information Sharing and Analysis Center \(RH-ISAC\)](#)

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Summary Pitch

In this episode, Dr. Dave Chatterjee sits down with Pam Lindemoen, Chief Security Officer and Vice President of Strategy at the Retail & Hospitality Information Sharing and Analysis Center (RH-ISAC), to explore the CISO's evolving role in global nonprofit organizations. Moving beyond traditional corporate metrics of cost and compliance, Lindemoen reveals how cybersecurity leadership in the nonprofit sector is ultimately about preserving trust, protecting donor data, and sustaining mission-driven operations.

Drawing on three decades of experience across healthcare, finance, and retail, Lindemoen shares how RH-ISAC has become a collaborative force multiplier, enabling member companies to detect, respond, and adapt collectively to cyber threats. Through the Commitment-Preparedness-Discipline (CPD) framework, Dr. Chatterjee and Lindemoen illustrate how leadership, empathy, and shared intelligence drive resilience across the nonprofit ecosystem.

Discussion Highlights

- Cybersecurity with purpose: In nonprofit environments, security safeguards the mission, not the margin—protecting communities and sustaining global impact.

- The dual-role CISO: Balancing internal protection for RH-ISAC with enabling security across member organizations.
- Collaborative defense in action: How information sharing and cross-sector intelligence strengthen resilience.
- The trust equation: Why psychological safety and transparency are the foundation of successful information-sharing ecosystems.
- Sector specialization: How RH-ISAC tailors intelligence for consumer-facing industries like retail, hospitality, and gaming.
- From advisor to connector: Pam’s leadership evolution from advising CISOs to orchestrating collective defense.
- Case in point: A supply chain attack thwarted through real-time collaboration and actionable intelligence.
- Leadership traits that matter: Listening, adaptability, and emotional intelligence in community-driven security.
- Renewal through mission: How transitioning from for-profit roles to nonprofit leadership can restore purpose and energy.

Actionable Recommendations

- Make collaboration a strategic priority: Establish or join ISAC-like networks to strengthen sector-wide situational awareness.
- Institutionalize trust: Formalize governance, privacy safeguards, and transparency protocols that foster open intelligence sharing.
- Apply CPD in collective defense:
 - **Commitment** — Board-level endorsement of inter-organizational collaboration.
 - **Preparedness** — Build joint response protocols and cross-sector simulation exercises.
 - **Discipline** — Maintain continuous, high-quality information flows and feedback loops.
- Develop empathetic leadership: Prioritize listening, inclusion, and community-building as core CISO competencies.
- Redefine ROI: Evaluate success through shared risk reduction and collective mission resilience.

Time Stamps

- 00:49 — Dave introduces the topic and Pam Lindemoen’s professional journey.
- 02:49 — Career reflections: from IT foundations to cybersecurity leadership.
- 04:23 — Inside RH-ISAC: a trusted model for cross-industry collaboration.
- 07:06 — Navigating dual responsibilities—defending RH-ISAC and empowering members.
- 09:09 — Governance, trust, and relationship management in a global community.
- 12:27 — RH-ISAC’s differentiation and member-driven value.
- 14:00 — Leadership through listening and connection.
- 20:50 — Advice for CISOs exploring nonprofit leadership paths.
- 24:26 — Real-world example: supply chain attack mitigation through shared intelligence.
- 27:55 — Final reflections on collective trust, collaboration, and resilience.

Memorable Quotes

- “In the nonprofit world, cybersecurity is about protecting purpose—it’s how we preserve trust and enable service.” — Pam Lindemoen
- “Trust is our most valuable asset. Without it, collaboration fails before it starts.” — Pam Lindemoen
- “Threat actors collaborate—so must defenders. Shared intelligence is our greatest strength.” — Pam Lindemoen
- “Commitment, Preparedness, and Discipline transform collaboration into sustained resilience.” — Dr. Dave Chatterjee