

WORKSHOP GUIDE

North America Community Meeting



Timing Guidance

Workshop (10:00 AM – 12:00 PM incl. 15 min. break)

10:00 – 10:15	Welcome & Instructions: Full group overview & send off
10:15 – 11:00	Workshop: Small groups pre-determined by signup
11:00 – 11:15	Networking Break
11:15 – 12:00	Full Group: Reporting of recommendations

Approaches for Monitoring Third Party Service Providers (TPSPs) Workshop

Goals:

- **Share Program Structures:** Encourage participants to describe the structure and key elements of their TPSP monitoring programs. Highlight variations in program design and execution across different organizations.
- **Detail Review Processes:** Discuss how participants conduct reviews of third-party service providers. Explore different methods, tools, and criteria used during these reviews.
- **Exchange Information Requests:** Share what specific information and documentation participants ask for from their third-party service providers. Identify commonalities and differences in information requirements.
- **Discuss Response Strategies:** Examine how participants respond to the information gathered from their third-party service providers. Discuss strategies for addressing non-compliance or inadequate responses.
- **Generate Innovative Solutions:** Brainstorm innovative solutions to improve the monitoring of third-party service providers. Encourage participants to think creatively and consider new approaches.
- **Create Actionable Takeaways:** Ensure participants leave the workshop with clear, actionable insights and steps they can implement in their organizations. Summarize key points, best practices, and agreed-upon action steps for future reference.

Facilitator

Toast, Inc. – Shane Hamilton

Recorder(s)

Patrick Shuman, Lynne Feldstein, Cathleen Levie, Samantha Silva

Objective:

To share and discuss ideas, experiences, success stories, and lessons learned related to monitoring TPSPs. Participants will identify best practices, common challenges, and strategies for driving industry-wide improvement.

This workshop aims to enhance participants' understanding and execution of TPSP monitoring programs, foster the development of innovative solutions, and create a collaborative environment for ongoing improvement.

Identify Best Practices:

- Each group to discuss best practices and challenges in monitoring TPSPs.

Identify Challenges & Strategies:

- What success stories can you share regarding TPSP monitoring?
- What lessons have you learned from challenges faced in monitoring TPSPs?
- How have these experiences shaped your current monitoring approach?

Identify Actions:

- **Organizations:** Identify action step they will take back to their organization.
- **PCI SSC:** Identify actions for PCI SSC (develop guidance, training module, addition to standard or qualification requirements)