

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

Assessment Evidence Collection Techniques Workshop

Goals:

- **Facilitate Knowledge Sharing:** Encourage participants to share their experiences, success stories, and lessons learned related to evidence collection in payment security assessments. Promote the exchange of practical insights and real-world examples from diverse organizations within the payment card industry.
- **Identify Best Practices:** Collaboratively identify and document best practices for effective evidence collection. Highlight innovative approaches and techniques that have proven successful in various contexts.
- **Discuss Common Challenges:** Explore common challenges and obstacles encountered during the evidence collection process. Foster a supportive environment where participants can openly discuss difficulties and seek advice from peers.
- **Develop Strategies for Improvement:** Brainstorm and discuss strategies to overcome challenges and enhance evidence collection methods. Focus on actionable steps that can be implemented within participants' organizations to drive improvements.
- **Promote Industry-wide Improvement:** Encourage a collective effort towards raising the standards of evidence collection across the payment card industry. Discuss how individual and organizational efforts can contribute to broader industry advancements.
- **Create Actionable Takeaways:** Ensure participants leave the workshop with clear, actionable insights and steps they can implement in their organizations. Summarize key points and best practices discussed during the workshop for future reference.

Facilitator:

Target Corporation – Tony James

Recorder(s):

Aimee Cary, Cait Cavanagh, Alex D'Angelo, Kristin Mahoney, Morgan Simmons

Objective:

To share and discuss ideas, experiences, success stories, and lessons learned in assessment evidence collection. Participants will identify best practices, common challenges, and strategies for driving industry-wide improvement.

The workshop aims to enhance the collective knowledge and capabilities of participants, ultimately contributing to more robust and effective evidence collection techniques within the payment card industry.

Identify Best Practices:

Each group to discuss and identify 3-5 best practices for evidence collection

Identify Challenges & Strategies:

- What are the most common challenges in evidence collection?
- What strategies have been effective in overcoming these challenges?
- How can organizations drive industry-wide improvement in evidence collection techniques?

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)