

Assessment Evidence Collection Techniques Workshop Notes and Outcomes North America Community Meeting



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)

Assessment Evidence Collection Techniques Workshop – Boston Outputs

Moderator: Target Corporation – Tony James

Identify Best Practices:

- Preparation
 - Send requests (list) ahead of time so there is adequate time
 - Clear instructions and expectations
- Executive level buys in
 - Corporate priority
- Tools
 - AI
 - Compliance Automation
 - Evidence Repository
 - GRC
- Identify Stakeholders
 - Single point of contact for teams
 - Accountable managers
- Scope
 - CDE
 - Timing

Identify Challenges:

- People
 - Communication
 - Engagement
 - Time zones
 - Resourcing
- People
 - Turnover
 - WFH
 - Stakeholder
 - Identification
- Process
 - Antiquated technologies
 - Build trust when using AI
 - Evidence Collection
 - Manual
- Requirements
 - Changes
 - Clarity
 - Education of importance
- Scope
 - Prioritization

Identify Strategies:

- Communication
 - Collaboration
 - Embedded with teams early
 - QSA Alignment (translating into plain English)
 - Roles and Responsibilities defined
- Meetings
 - Kick-off
 - In-person
 - Lessons learned (continuously document)
 - Pre-Assessment
- Process
 - Internal
 - Proper planning
 - Training of internal and external stakeholders
 - Using ISAs
- Tools
 - Automation
 - Dashboards
 - Task list, Reminders, Storage

Identify Challenges & Strategies:

- Benchmarking
- Continuous Compliance
- Embed PCI Requirements in organization policies
- Education
 - Knowledge Sharing/ best practices

Proposed Actions (Organizations):

- Continuous Compliance
- Descoping
 - Implementation of P2PE
- Internal Workshops by Requirements
- Internal training and clear instructions
- Investigate Tools
- Training
 - Creating tailored tasks for responsible teams
 - Leadership

Proposed Actions (PCI SSC):

- Develop Guidance
 - Recommended and the use of automation tools
 - Industry Specific Guidelines
- Requirements by Role
- FAQs
 - Timeframes
- Standardize evidence collections requirements and provide actionable examples for common technologies.

Next Steps:

- EUCM Workshop outputs to be incorporated after October meeting
- PCI SSC and Executive Committee to review in November
- Board of Advisors to prioritize potential actions at December meeting
- PCI SSC will communicate resulting actions with PCI Community as part of 2025 engagement activities