

CASE STUDY

Internal Security Assessor (ISA) Training

THE COMPANY:

TIVIT

TIVIT Terceirização de Processos, Serv. e Tecnologia S/A

TIVIT is a Brazilian multinational of digital solutions with operations in ten Latin American countries. The company supports its clients in the evolution of their businesses through digital solutions divided into four lines of business: Digital Business, Cloud Solutions, Digital Payments and Technology Platforms.

THE PRACTITIONER:

Marcus F. Herrmann,
Information Security Specialist, 14 years in current position

Marcus is a seasoned IT professional with more than 30 years' experience in different areas and technological platforms, ranging from mainframes to mobile devices, working both in the financial and services industries. As an Information Security Specialist and having PCI Data Security Standard (PCI DSS) background, it is one of his roles to support both technical, governance and commercial areas on what is needed or acceptable for delivering services to customers that want to achieve PCI DSS compliance.



Why did you choose to take Internal Security Assessor (ISA) Training?

TIVIT has several customers in the payment card industry, and we work with them to support their PCI DSS compliance initiatives. We enrolled in ISA Training to help us with the continuous effort of keeping up with PCI DSS requirements.

How has ISA Training and certification benefited your company?

ISA Training has helped TIVIT in our own PCI DSS compliance efforts in working with Qualified Security Assessors (QSAs), and with this knowledge we've also been able to help our customers in dealing with QSAs. Many times, it can be difficult for a QSA to get the full picture of a company's security and compliance efforts and being trained as an ISA helps with making things clearer for both the QSA and the customer.

We've also been able to use learnings from ISA Training to help educate other staff within our company who impact compliance.

How has ISA Training helped your company better support its customers?

In addition to being able to help our customers better work with QSAs, ISA Training has given us a better understanding of our responsibility for securing cardholder data versus our customers' responsibilities. Since TIVIT customers have different scopes of service, PCI DSS requirements apply differently. With ISAs on staff, employees have confidence that they can find answers to their concerns when evaluating controls that are proposed or required by customers.

By joining both the PCI Council and the ISA program, TIVIT has been able to demonstrate to our customers our commitment to protecting their payment data, and this commitment continues year after year by our continuous involvement with the PCI Security Standards Council (PCI SSC).

What is one of the most useful takeaways from ISA Training for companies in Brazil?

Reviewing the most influential aspects of the training, one of the most important ones is the golden rule: if you do not need some information, do not use it or store it. This rule is also very useful in handling the recent privacy regulations in Europe and some Latin American countries.

What was the business case for investing in ISA Training?

Many of TIVIT's customers inquire about our company and professional certificates. Having certified ISAs on staff helps us demonstrate to our customers and future customers the quality of our staff and services.

In this way, it is good for business to be ISA certified.

Brazil Regional Engagement Board

The PCI SSC Brazil Regional Engagement Board (REB) represents the perspectives of PCI Participating Organizations and PCI constituents in Brazil, advising and providing feedback and guidance to the PCI SSC on standards and programs development and adoption in Brazil.

TIVIT is an active member of the [Brazil Regional Engagement Board](#), which represents perspectives of PCI Participating Organizations and PCI constituents in Brazil, advising and providing feedback and guidance to the PCI SSC on standards and programs development and adoption in Brazil.

**Maximize Knowledge.
Minimize Risk.**

For more information about our Internal Security Assessor (ISA) training - or any of our other PCI training and qualification courses, please call: +1-781-876-8855, Option 3 or visit: www.pcisecuritystandards.org/training.