



LUFTHANSA GROUP

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Maintaining Security and Compliance When Insourcing Digital Workplaces



Security Research & Consulting GmbH

- Independent German assessor and consultancy company
- Covering many security topics

German Federal
Office for Information
Security (BSI)

EMVCo
DAkkS

GSMA
eIDAS

UK Finance
PNC

Penetration testing
Specifications

Software Development
Critical Infrastructures

Gematik
GBIC

ISO 27001
AusPayNet

Common Criteria
Banking Compliance

Testing tools
etc.

- Started with the predecessors of PCI DSS in 2003
- PCI DSS, ASV, 3DS, PIN, P2PE, SSF, CPP and Lab Services (PCI PTS, CPoC, SPoC)



Lufthansa Group in figures (2022)

101.8 m

Passengers



+117% vs. previous year



Group Adjusted EBIT excl.
restructuring charges (€)

1.5 bn

+€3.2 bn compared to
previous year

Consolidated net
income (€)

800 m

Group sales (€)

32.8 bn

+95% vs. previous year



Employees
(world-wide)

110,000

Lufthansa Technik -
Adjusted EBIT (€)

511 m

+41% vs. previous year



Seat load factor
again at

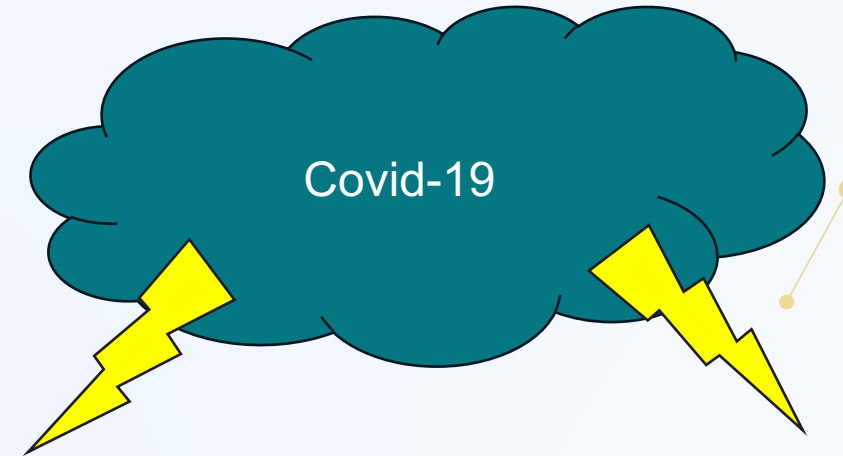
80%

+18 p.p. vs. previous year

52%
Employees in
Germany at
passenger airlines

General Project Conditions

Project for insourcing Digital Work Places



The internal DWP “provider” has no experience with PCI DSS

“High” effort to achieve PCI DSS compliance

Overall only a small number of “PCI workstations”

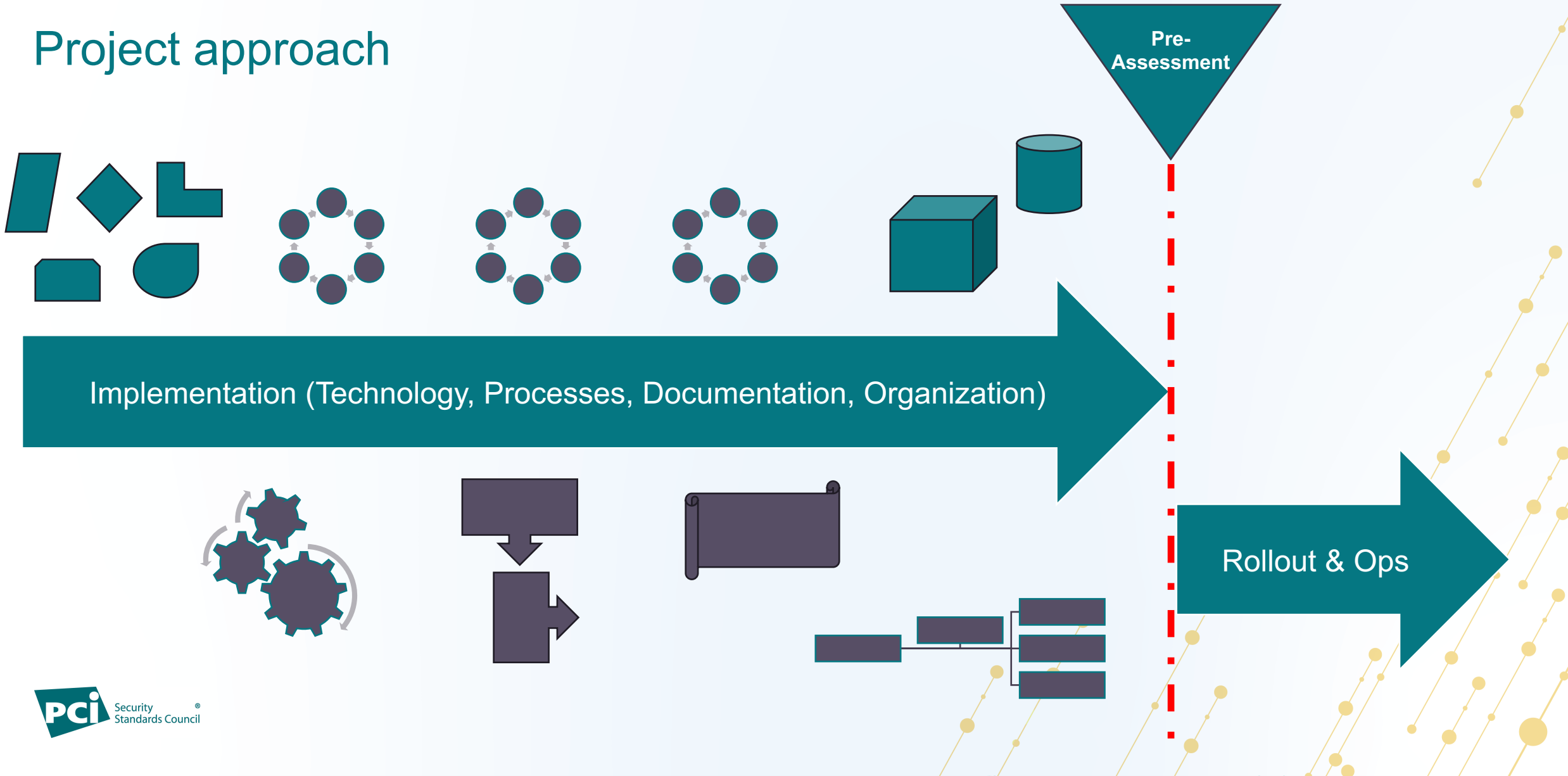
Starting Point

Evaluation Phase for PCI DSS started from the scratch



Thoroughness in Planning

Project approach



Implementation of Controls

Starting with the obvious

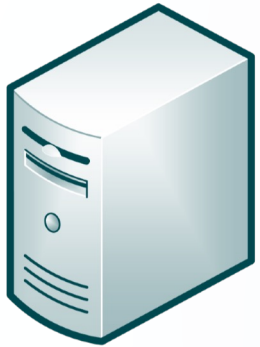
Setting up the workstation securely



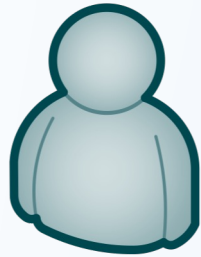
Are we ready?

Implementation of Controls

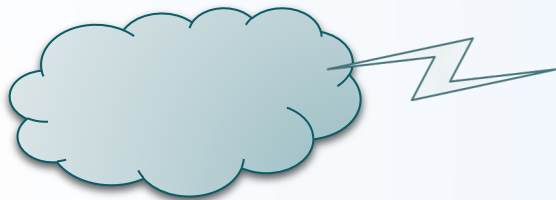
Additional initial efforts



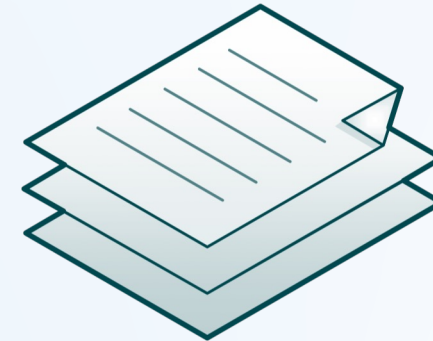
Backend Systems



Helpdesk Services



Network Connection / Restriction

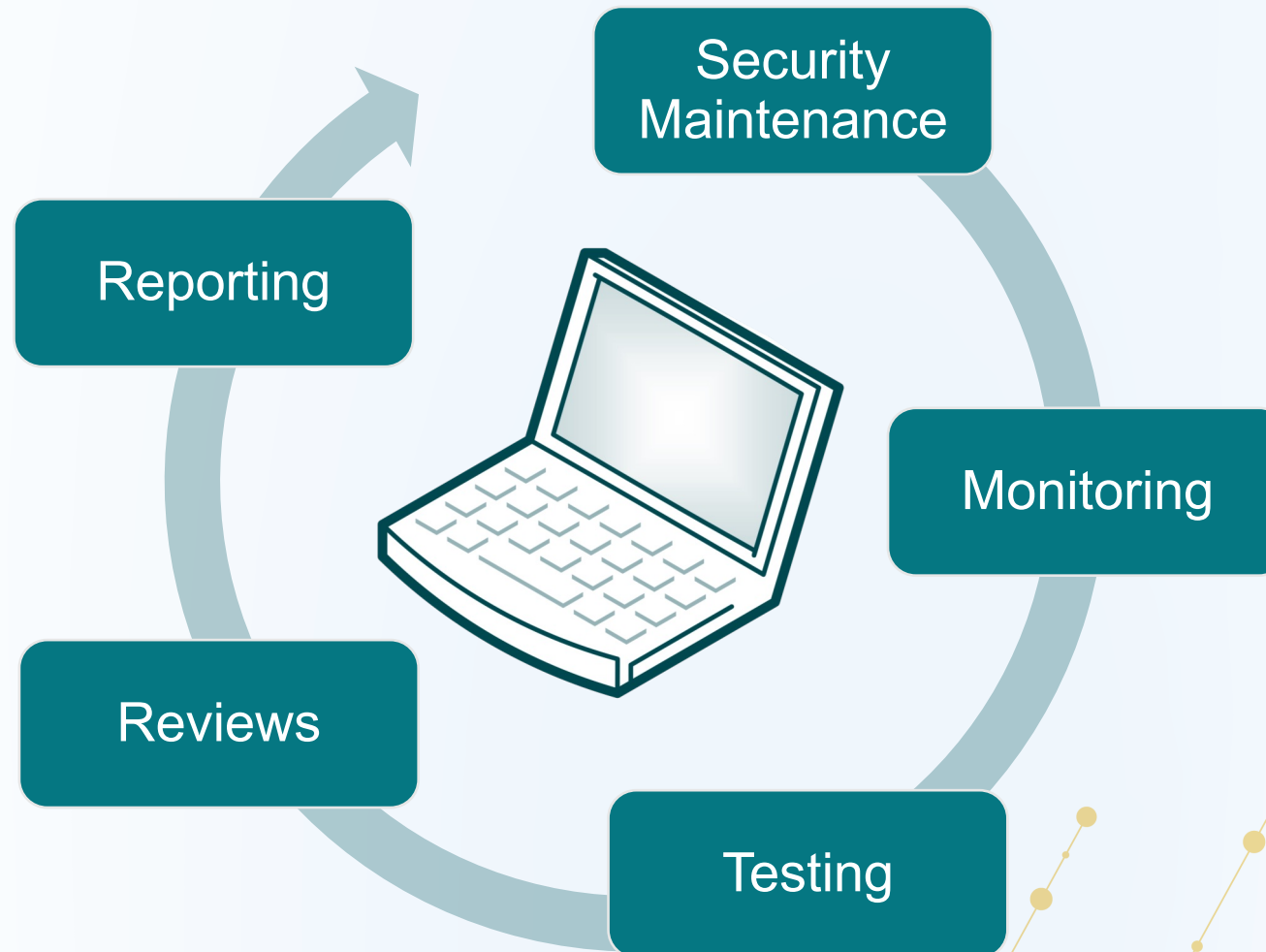


Configuration Standard

Are we ready now?

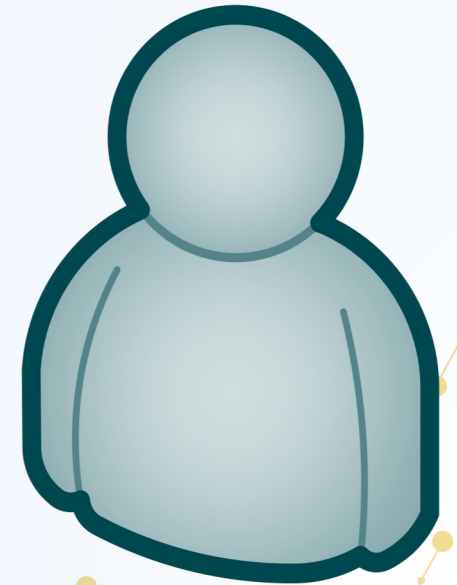
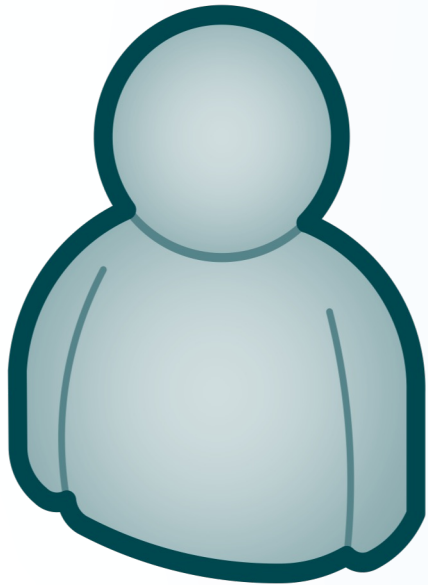
Implementation of Controls

Setting up regular and occasion-related procedures



Ensuring Ongoing Compliance

Establishment of Compliance Management





**“The Measure of Intelligence
is the Ability to Change.”**

Albert Einstein