

Building a Sustainable PCI Program



CAMPUSGUARD®

Presented by

Lawren Krone & Allison Zwaschka
Customer Relationship Managers
PCIP





Sustainability looks like

- Program Awareness
- Centralization & Collaboration
- Template & System Utilization
- Operational Maintenance



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Poll Question #1





Program Awareness

- Program Awareness = Understanding + Engagement
- Project vs. Journey
- The Who, What, and Why of your PCI Program





Program Awareness

- Organizational Silos = duplicated effort, delays, and inefficiencies
- Provide the “why” behind tasks
- Maintain visibility



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Poll Question #2



Centralization & Collaboration

Big C of Centralization

**Trifecta of Scope – People,
Process, Technology**

There's no "I" in Program

Payment Menus



Collaboration & Centralization

- Security & Compliance is a tree, and PCI DSS is a branch.
- If the staff or teams aren't centralized, is there an opportunity for a centralized plan or process?
- Leverage your organization's core processes and add PCI components

Incident Response

User Access

Training Enrollment

Single Source



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Poll Question #3





Template Utilization

- Templates = Standardization

Congrats! Here are your other duties as assigned

Example Use Cases:

- Third-Party Review
- Payment Menu
- New Merchant Onboarding
- Department Procedures



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Poll Question #4





Operational Maintenance

- Bottlenecks to Success & Pain Points
- Easy Wins
- Fill the Gaps with Outsourcing
- The Game of Resources – A Balancing Act



Considerations

**Fiscal Year End or
Semester Start**

IT Change Freeze

Task Avoidance

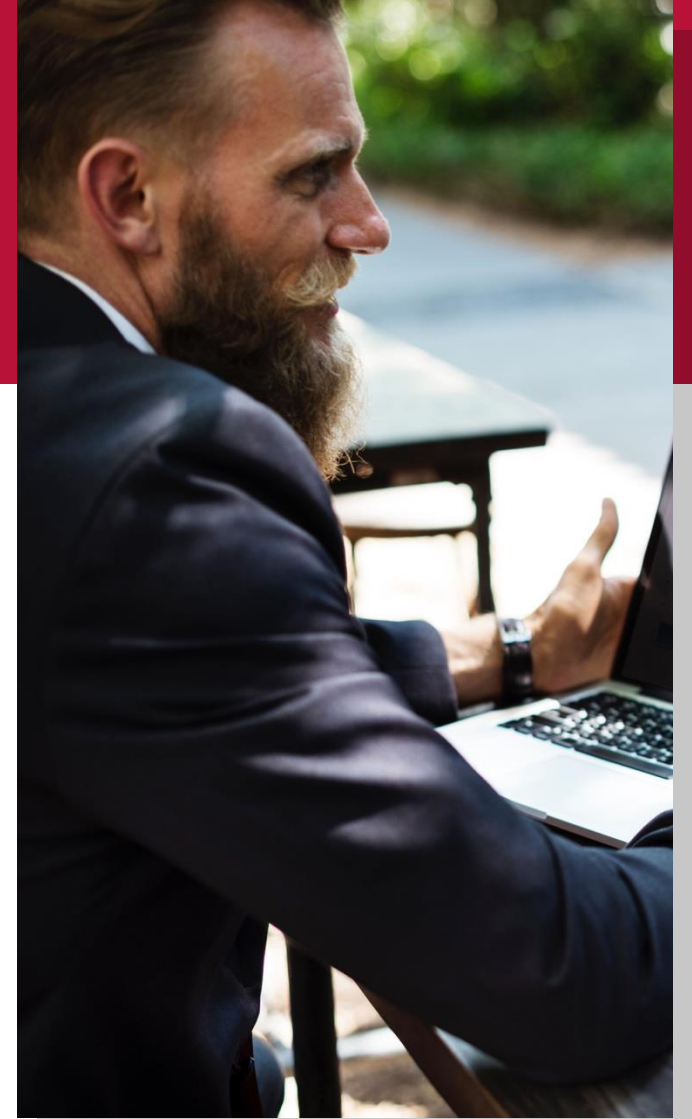
Tasks that Lag



Business Continuity

Factors for longevity:

- Is it documented and regularly updated?
- Who has access vs who needs access?
- Is it written to include all parties involved?
- Bounce back rate for staff changes



Recap

Awareness

Showcase program across organization levels to foster understanding & advocacy

Centralization

Cross-department alignment and buy-in is key

Templates

Create efficiency and reduce manual workload for you and your departments

Maintenance

Maintain routine structure to prevent last-minute scramble



Questions?



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