

# SecureTrust<sup>™</sup> Pandemic Support Services

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Many companies are struggling to maintain operations during the COVID-19 pandemic. The modifications to business operations needed to keep staff and customers safe require changes in operational activities and may have required changes in the way you accept and process payments or support credit card transactions.

While focused on the tactical activities needed to maintain business operations, and making changes to respond to the global pandemic, you may have created gaps in your business as usual Payment Card Industry (PCI) compliance activities. In order to safeguard your organization, SecureTrust recommends that companies review new operations and any changes that may impact PCI compliance.

If you understand the hazards and plan accordingly, remote work can be safe and secure.

## **Modifications and challenges in card processing due to the COVID-19 pandemic that could impact compliance**

- Change in devices or methods of collection of cardholder data.
- Device security for remote workforce personnel.
- Management of cardholder data by remote customer service representatives.
- Compliance with clean desk requirements and data destruction processes for remote workers.
- Security for remote locations.
- Management oversight of remote workforce and associated data protection activities.
- Risk assessment gaps due to changed processes and procedures.
- Point of Sale support of the cardholder data environment, including inventory support, maintenance, upgrades and patching.
- Increased outsourcing of support functions and management of newly introduced third party vendors.
- Key management with social distancing and location access limitations.
- Upkeep of penetration testing, segmentation testing and vulnerability scanning for remote locations.
- Documentation, network and dataflow diagram updates to reflect new processes and procedures.

SecureTrust recommends reviewing the changes that have been made to ensure that compliance imperatives have been addressed prior to your assessment. SecureTrust Qualified Security Assessors are ready to assist and to review changes in operational activities.