



Treasury Institute for Higher Education

PCI DSS Virtual Workshop 2021

Agenda

All times Eastern (EDT)

Tuesday, June 15

10:00 – 10:30 AM Supporter Showcases – Group 1

10:30 – 11:00 AM Supporter Showcases – Group 2

11:00 – 11:15 AM Welcome and Opening Remarks

Ruth Harpool, CTP, AAP, APRP and Ron King PCI Workshop Co-Chairs, The Treasury Institute for Higher Education

11:15 AM – 12:30 PM World Tour of Payment

Skylar Webster, Director, Product Management, Western Union Business Solutions

Fasten your seat belt and join us for a trip around the world as we explore the various payment options and schemes around the world. In this session we will look at the different payment options for sending and receiving money. We will take a closer look at different payment methods, the trends, the costs and the opportunities and challenges of offering these payment methods to your students. You will gain a greater understanding for the complexity of international payments and the benefits of offering local payment choices for key corridors. We will highlight considerations for entering new markets and explore some of the newest modern currencies.

12:30 – 1:30 PM Lunch Break featuring Whose QSA Is It Anyway? at 12:45 – 1:15 PM

Hosted by: Kevin Mooney, CTP, Assistant Director of Cash Management, Cornell University & Ron King PCI Workshop Co-Chair, The Treasury Institute for Higher Education

Welcome to 'Whose QSA Is It Anyway?' where everything is PCI and the points don't matter! Join us for a credit card payment-related version of the popular improv show, featuring QSAs from our supporting firms. Feel free to submit questions for this session in advance, or you can ask them live or through the chat feature. This will be a fast-paced session, so join early and don't miss out!

Concurrent Sessions

1:30 – 2:30 PM PCI Foundations

Jon Allen, CISSP, EnCE, Associate Vice President, CIO & CISO, Baylor University and Ron King, PCI Workshop Co-Chair, The Treasury Institute for Higher Education

Need a PCI Data Security Standards pick-me-up? Then plan to attend this session. The speakers will provide a refresh of the current Payment Card Industry Data Security Standards, an update on current hot topics, and a discussion of recent or expected guidance documents.

1:30 – 2:30 PM PCI: Business as Usual at Carnegie Mellon University

Monique Polas, CTP, Carnegie Mellon University; **Laura Raderman**, CISSP, CISA, PMP, Carnegie Mellon University; **Josh Black**, CISSP, CISA, CCSFP, QSA, PA-QSA, **SecurityMetrics**

Carnegie Mellon University has been reporting Payment Card Industry (PCI) compliance to a merchant acquiring bank with a written attestation since 2015 and has been categorized as a level two merchant working with a Qualified Security Assessor (QSA) since 2016. This session will cover Carnegie Mellon University's PCI program maturation, focusing on efforts taken to limit scope and risk, establish stakeholder engagement and create a predictable reporting process, as well approaches to remediating emerging compliance challenges from both the perspective of the university and their QSA. Attendees will learn how Carnegie Mellon University has developed an established PCI program and the tools and techniques they leverage to maintain it.

2:30 – 2:45 PM Break

2:45 – 3:15 PM Supporter Showcases – Group 3

3:15 – 3:30 PM Break

Concurrent Sessions

3:30 – 4:30 PM PCI Training at the University of Colorado: You Can Do It Too!

Alexis Kelly, Assistant Treasurer, University of Colorado

At the University of Colorado, PCI training is managed in 3 ways, all developed in-house. Each department managing a merchant account is required to take annual training which begins CU's yearly PCI cycle compliance initiative, an online course is available through the university's secure portal, and the Treasurer's Office distributes a quarterly newsletter with updates from our acquiring bank and the campus security teams.

3:30 – 4:30 PM Annual PCI Pen Test - Conducting a Collaborative PCI Penetration Test in Higher Education

Tomomi Imamura, CISSP, GPEN, GWAPT, AWS CCP, Team Lead - Security Testing and Cyber Defense, Office of Cybersecurity, University of Wisconsin Madison

Although there are many 3rd party companies providing penetration testing service for PCI compliance, there are still the challenges of understanding how effectively testing is performed, properly interpreting the final report, and implementing the remediation recommendations. These challenges are common and possibly caused by 3rd party testers' insufficient knowledge of unique network topology and systems configuration, lack of access to target organization's subject matter experts, and incomplete visibility to internal network segmentations. University of Wisconsin - Madison has started conducting annual PCI penetration tests using their internal Cybersecurity staff who are qualified employees of the central IT division and has recently started gaining maturity due to their effective approach of planning, engagement, and testing. The audience will be able to learn their PCI penetration testing methodology and framework, tools and templates used, challenges and concerns of conducting a penetration testing against live production environment, benefit of using a 3rd party penetration tester vs. internal penetration testers as well as steps taken to produce a good final comprehensive report to assist the organization in its effort to improve security posture.

4:30 – 5:00 PM PCI Q&A/Information Exchange (Celebrating Walt Conway)

Hosted by: the Workshop Program Committee

This practitioner-only session is a perennially popular event which allows participants to discuss issues and questions in an open forum. This session will focus on PCI Topics.

Walt was one of those rare people who had the ability to take complex compliance issues and explain them in a way that we all understood. He was a huge fan of PCI processes but honest enough to point out it's flaws and inconsistencies, sometimes both with a special sense of humor. Walt took over as the PCI commentator at StoreFrontBackTalk in 2008 and was a highly respected, frequent collaborator and contributor in multiple PCI publications and blogs. Walt was also very generous with his time presenting on multiple occasions at Educause and NACUBO. For those of us with the good fortune to spend time with Walt and get to know him, he will always be remembered for the special person he was and the generous contributions he made to the PCI Workshop.

Wednesday, June 16

10:00 – 10:30 AM Supporter Showcases – Group 3

10:30 – 11:00 AM Supporter Showcases – Group 1

11:00 – 11:15 AM Day 2 Welcome & Housekeeping

Ruth Harpool, CTP, AAP, APRP and Ron King PCI Workshop Co-Chairs, The Treasury Institute for Higher Education

11:15 AM – 12:30 PM Disruption Abounds in Higher Ed Payments – Opportunities to Embrace New Technology and Be Prepared for the Future

Nik Batheja, Executive Director, Head of Commercial Banking Fintech Innovation, J.P. Morgan; James Lock, CTP, Managing Director, J.P. Morgan; and Nancy Votava, CTP, Executive Director, Higher Education Industry Solution Specialist, J.P. Morgan

The current technology paradigm is providing individuals and businesses the opportunity to reimagine how they live and work today, and this extends to higher education. Other than Media, no industry has felt this more than Financial Services and no area within Financial Services has been affected as much as payments. Organizations today can re-architect their payment operations thanks in large part to modern technology advances such as cloud computing and Application Programming Interfaces (APIs). Whether it's increasing the speed of global payments from days to seconds or eliminating the limitations of transaction settlement (from business days to 24/7) the digitization of payments has had a profound effect on the efficiency and experience companies provide to their customers and employees. The effect this disruption is having on the payment ecosystem extends far beyond just sending a payment. Some examples of this include using the data collected from payments to design an end-to-end payment system that automates not only payables but receivables as well.

Further, understanding how digital wallets, APIs, robotic process automation (RPA), machine learning (ML) and the like will help treasurers and payment leaders optimize their payment footprints will be critical to remaining ahead of the wave of change in higher education.

- Understand the fintech disruption in the payments space and what that means to treasurers
- Learn about how to differentiate between Iterative, Open, Disruptive, and Innovation at Scale and how to apply to your institution's financial modernization processes
- Gain greater clarity about how the payment landscape is evolving and what higher ed finance leaders should consider in their go-forward strategy.

12:30 – 1:30 PM Lunch Break featuring **Whose QSA Is It Anyway?** at **12:45 – 1:15 PM**

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Concurrent Sessions

1:30 – 2:30 PM How Community and Collaboration Help Maintain Compliance and Ease Our Anxiety!

Robbyn Lennon, Program Coordinator, Sr., Banking Merchant Services, The University of Arizona

We are all in this together! Attend this session to hear how collaborative engagement leads to the sharing of problems and concerns and provides access to ideas and solutions. Need more insight? Want to get involved? Then don't miss this session. We can't live long enough to learn and make our own mistakes!

1:30 – 2:30 PM Compliance Without Validation: The VISA TIP Program at the University of Washington

Kevin H. Doar, CIA, CISA, ISA, Director, Office of Merchant Services, University of Washington

Journey through the steps of moving a Level 2 public university from a decentralized PCI Compliance effort to qualifying for the VISA TIP Program (or not?!)

2:30 – 2:45 PM Break

2:45 – 3:15 PM Supporter Showcases – Group 2

3:15 – 3:30 PM Break

3:30 – 4:30 PM Innovating Through a Pandemic

Keith White, Chief Product & Technology Officer, Paciolan

At the start of 2020, the forecast for college sports and live events on campuses nationwide looked bright. Then the pandemic hit, and everything changed overnight. Join Keith White, Chief Technology and Product Officer at Paciolan, to hear how our industry responded. Keith will discuss how leveraging technology and data spawned a greater sense of innovation when it was truly needed to help College Athletics and Development offices get creative, generate revenue, and host live events. Despite obvious challenges, staying agile helped navigate through adversity which accelerated technology adoption and forged a new normal with fresh ideas and best practices that will remain post-pandemic.

4:30 – 5:00 PM Payment Compliance Q&A/Information Exchange (Celebrating Walt Conway)

Hosted by: the Workshop Program Committee

This practitioner-only session is a perennially popular program which allows participants to discuss issues and questions in an open forum. This session will focus on Payment Compliance.

Walt was one of those rare people who had the ability to take complex compliance issues and explain them in a way that we all understood. He was a huge fan of PCI processes but honest enough to point out its flaws and inconsistencies, sometimes both with a special sense of humor. Walt took over as the PCI commentator at StoreFrontBackTalk in 2008 and was a highly respected, frequent collaborator and contributor in multiple PCI publications and blogs. Walt was also very generous with his time presenting on multiple occasions at Educause and NACUBO. For those of us with the good fortune to spend time

with Walt and get to know him, he will always be remembered for the special person he was and the generous contributions he made to the PCI Workshop.

Thursday, June 17

10:00 – 10:30 AM Supporter Showcases – Group 2

10:30 – 11:00 AM Supporter Showcases – Group 3

11:00 – 11:15 AM Day 3 Welcome & Housekeeping

Ruth Harpool, CTP, AAP, APRP and **Ron King** PCI Workshop Co-Chairs, The Treasury Institute for Higher Education

11:15 AM – 12:30 PM Update from The PCI Security Standards Council

Emma Sutcliff, CISA, CISM, CISSP, SVP, Standards Officer, PCI Security Standards Council

Join this session to hear key insights from the PCI Security Standards Council, including the latest updates on PCI DSS version 4.0 and how the evolution of payment security and the threat landscape is shaping the future of the PCI standards.

12:30 – 1:30 PM Lunch Break featuring **Whose QSA Is It Anyway?** at **12:45 – 1:15 PM**

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Concurrent Sessions

1:30 – 2:30 PM Complexity vs Consolidation: Cornell's Journey Streamlining Compliance and Cost

Kevin Mooney, CTP, Assistant Director of Cash Management, Cornell University and **Bryan Jurewicz**, Chief Operations and Revenue Officer, Arrow Payments

Colleges and universities are struggling to increase school funds while keeping up with new payment methods and minimizing PCI complexity. Is the answer to reduce the number of merchant accounts and payment processes on campus, or do you deliver the solutions departments demand? What about fiscal responsibility and financial reconciliation? How can everything be managed with limited resources and budget constraints? Hear how Cornell University is balancing the challenges of PCI compliance with flexible payment systems across hundreds of merchant accounts with the goal of no SAQ Ds. Learn how to move from resource-constrained toward assessing department payment needs, comparing solutions, and streamlining PCI compliance in cost-effective ways.

1:30 – 2:30 PM Managing Third Party Service Providers

Preston DuBose, PCI ISA, Manager of E-commerce & Payment Security, Texas A&M University

With the quarantine-driven emphasis on touchless payments, many schools rapidly deployed solutions from new vendors or are planning on doing so soon. Unfortunately, not all vendors understand their security responsibilities, so it is up to you to establish the right expectations. This session will cover roles and responsibilities, the documentation you should ask for from vendors, required contractual language, and more.

2:30 – 2:45 PM Break

2:45 – 3:15 PM Supporter Showcases – Group 1

3:15 – 3:30 PM Break

Concurrent Sessions

3:30 – 4:30 PM How Do You Get the MOST Out of a PCI Assessment?

Marianne Colgrove, Interim Chief Information Officer, Reed College and **Judi Seguy**, PCIP, Director, Operations, CampusGuard

Not only has Reed College been continually attesting full PCI DSS compliance for over five years; they have also been able to advance their overall approach to security by protecting all forms of confidential and sensitive information. What began with a QSA and cybersecurity company helping the college achieve PCI DSS, triggered a chain reaction in other areas.

Learn the factors in Reed's success including:

- How to establish and empower a dedicated compliance and cybersecurity team
- Discovering the importance of a Qualified Security Assessor
- How to establish a relevant training program by listening to merchants
- Apply experience to establish a campus-wide philosophy of protecting all forms of PII

3:30 – 4:30 PM Understanding Your PCI Accountability and How to Best Protect Your Assets

Joan Perkins, Payment Systems Administrator, Gonzaga University and **Brian Blakley**, CISSP, CISM, CISA, CRISC, CDPSE, Certified CISO, Chief Information Security Officer, Transact

PCI DSS compliance and accountability is important to every college and university as a means to keep cardholder information safe and protect institutional investments. However, there are times when departmental needs to take payments may result in teams seeking one-off solutions that can mistakenly jeopardize the protections you put in place. In this session we will explore the checks you should have in place to ensure that your staff make decisions that help you remain in compliance for web and in-person transactions. We'll also review steps you can take to leverage integrated systems and partners to fulfill business cases.

4:30 – 5:00 PM Last Call Q&A/Information Exchange (Celebrating Walt Conway)

Hosted by: the Workshop Program Committee

This practitioner-only session is a perennially popular program which allows participants to discuss issues and questions in an open forum. This session will focus on any remaining topics the group wants to discuss.

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5:00 5:15 PM Closing Remarks

Ruth Harpool, CTP, AAP, APRP and **Ron King** PCI Workshop Co-Chairs, The Treasury Institute for Higher Education