

## **Service Description**

### PA-DSS Training

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# PA-DSS Training

SecureTrust™ is a division of Trustwave Holdings, Inc.

## SERVICE DESCRIPTION

SecureTrust's PA-DSS Training is a professional services engagement. The PA-DSS Training consists of general consulting designed to assist, train and guide organizations in review and examination of compliance solutions, policy, procedures, processes, technology and documentation for Client's compliance and security management programs. In specific, it aims to provide training in the PA-DSS program to stakeholders appointed by Client.

## BASE SERVICE FEATURES

SecureTrust's PA-DSS Training includes the following standard features:

### **SecureTrust Portal**

The SecureTrust Portal consists of, among other features, a Compliance Manager application to manage the engagement process as well as collect and securely store evidence, documentation, and final deliverables.

### **Global Compliance & Risk Services**

The Global Compliance and Risk Services (GCRS) team consists of, among others, the following key personnel and functions:

**Security Consultant** – An information security consultant and Payment Application Qualified Security Assessor (PA-QSA) is the primary resource for the fulfilment of the service and is responsible for scheduling and conducting training activities.

**Managing Consultant (MC)** – An MC provides guidance, project oversight and reporting quality assurance to the Security Consultant as well as serves Client as a secondary point of contact for escalations and queries.

**PA-DSS Training** – Consulting services to assist and guide Client in review and examination of compliance solutions, policy, processes and documentation. The Security Consultant will provide Client with guidance and recommendations for achieving and maintaining compliance with the PA-DSS, through providing training in the PA-DSS requirements and programs. The Security Consultant will maintain a strong balance of business acumen and technology knowledge, as well as considerable depth in information risk, security, and compliance management.

## DELIVERY AND IMPLEMENTATION

### Project Initiation

The GCRS team is assigned to facilitate delivery of the service which includes scheduling and conducting the remote kickoff meeting to define and agree to a high-level project plan consisting of milestone dates, key steps, estimates for duration, deliverables, resource requirements and escalation procedures.

### Consulting Engagement

SecureTrust's security consultant will work with Client to develop a PA-DSS training schedule by which the Client can achieve and maintain Client's PA-DSS training requirements. The information security consultant will help Client understand threats and potential impacts which are applicable to Client's line of business, and specific to Client's operations. PA-DSS training activities may include, but are not limited to the following:

- Help Client understand PA-DSS compliance and security requirements;
- Educate Client in the PA-DSS eligibility criteria;
- Train Client appointed personnel in the design and implementation of PA-DSS compliance and security controls;
- Advise Client of the process to maintain compliance with the PA-DSS
- Provide general consulting in application security controls related to the PA-DSS program.

### SECURETRUST RESPONSIBILITIES

- Establish and maintain contact with Client.
- Establish communication and escalation plans.
- Create a client account in the SecureTrust Portal.
- Define high-level project plan consisting of milestone dates, key steps, estimates for duration and resource requirements.
- Schedule and conduct kickoff and consulting meetings.

### CLIENT RESPONSIBILITIES

- Establish and maintain contact with SecureTrust.
- Establish communication and escalation plans.
- Agree to high-level project plan consisting of milestone dates, key steps, estimates for duration, deliverables and resource requirements.
- Accurately provide all necessary information including key stakeholders, applicable Client environment information and configuration requirements.
- Inform SecureTrust of all Client environment maintenance activity and changes that may impact the service.
- Accurately respond to requests from SecureTrust teams when establishing contact and collecting information.
- Provide complete and accurate details of the relevant environment and other business operations information.
- Make available resources capable of participating in consulting activities.
- Participate in and understand materials explained during calls, meetings, interviews, discussions, facilities inspection and controls analysis.

- Client acknowledges:
  - All security and feature updates for SecureTrust Portal software will be included in major version release upgrades.
  - The engagement consists of onsite and remote consulting.
  - SecureTrust may request evidence from Client's systems and processes as required to prove compliance with any specific requirements. Client agrees to provide all such evidence in a timely manner.
  - SecureTrust is not responsible for defining systems in scope or whether information provided by Client is accurate.
  - SecureTrust retains the right to reject or accept Client comments based on the facts and circumstances of the service.
  - SecureTrust will perform the service in the English language.
  - SecureTrust will not provide remediation services as part of the PA-DSS Training.
  - SecureTrust will not offer any legal guidance or counseling.
  - The quality and accuracy of the service is dependent on Client's provision of accurate information and access to Client systems and resources to SecureTrust.