



Payment Card Industry Data Security Standards (PCIDSS)

customer service, initiative,
teamwork, leadership, respect



GLEN EIRA
CITY COUNCIL

BENTLEIGH
BENTLEIGH EAST
BRIGHTON EAST

CARNEGIE
CAULFIELD
ELSTERNWICK

GARDENVALE
GLEN HUNTLY
MCKINNON

MURRUMBEENA
ORMOND
ST KILDA EAST

What is PCIDSS?

- A set of standards
 - Implemented by the card schemes
 - To manage the risks of internal/external data breaches
 - Who does it apply to?
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Why PCIDSS?

Global economic crime

- Remains a persistent threat to organisations
 - More than one in 10 organisations in Australia report financial losses of more than \$1 million
 - Around 60% expect an increase in cybercrime
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Cyber security at Glen Eira

- Councils are under constant attack
 - Glen Eira — 650,000 blocks in one week
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Credit card fraud



Why Glen Eira?

- What triggered PCIDSS at Glen Eira?
 - Risks
 - Four levels
 - More than six million transactions p.a.
 - 1 million — six million transactions p.a.
 - 20,000 — one million transactions p.a.
 - All others
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What did we do?

- Engaged an external organisation
- Readiness review
- General training — what is PCIDSS?
- Review of IT
- Critical areas



What did we find?

- Insecure payment portals
- Email — eliminate payment info via email
- Core system reviews
- Redesigning and routing of forms
- Cleaning up old data
- Off-site storage of archived records



Rollout

- “Quickvault”
- Consistent forms for credit card payments
- All mail with credit card payments to customer service
- Annual training
- Lock-boxes for security of physical devices
- Quarterly scans



What will we achieve?

- Glen Eira's overall goal is to become PCI compliant.
 - Standardised processes and reduce costs, in addition to making Council more secure.
 - Streamlining and centralisation of payment acceptance practices.
 - Raise awareness of data security.
 - Reduce risk associated with data security.
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Questions

