

# Iceberg PCI Program Manager Delivered through ServiceNow® (GRC)



Iceberg PCI Program Manager provides better capabilities for reporting and scoping for attainment and sustainment of PCI compliance. Enabling organizations to rapidly sustain PCI compliance and avoid costly penalties and fines. All the while having better reporting and archival for all stakeholders.

#### Key Benefits:

- Speed time to compliance
- Leverage existing platform infrastructure
- Reduce time of compiling reports
- Rapid and proper scoping



#### OVERVIEW

Attainment and Sustainment of the Payment Card Industry (PCI) Data Security Standard (DSS) compliance can be arduous and time consuming. Getting ready for an audit and ensuring that you have either collected everything that the auditors will require access to or know exactly where to get information or evidence at the time of the audit can be difficult. Most organizations still manage this data in spreadsheets or different tools across the organizations. And most organizations have no historical data repository of past collection. This manual approach cannot scale and keep up with sustainment needs. For larger Merchants, the impact of not complying is very costly. Additionally, a breach can tarnish a brand and negatively impact customer loyalty and revenue.

#### OUR SOLUTION

Iceberg PCI Program Manager (IPPM) enabled on ServiceNow GRC is an PCI Management solution that leverages your existing investment in ServiceNow. It allows organizations to rapidly organize, manage and store annual PCI Assessments by Internal Security Assessors (ISA) in collaboration with the (Quality Security Assessors) QSA. It provides continuous management and PCI compliance reporting through actionable remediation alerts. By readily providing complete visibility into corporate PCI Program compliance status the organization can provide accurate and detailed communication to all stakeholders.

Iceberg PCI Program Manager addresses the following challenges faced by larger Merchants:

- Allows for rapid and proper scoping of all Cardholder Data Environment (CDE) and subsequent validation that the scope has been correctly defined and documented (this accounts for at least 50% of the effort on an annual Assessment)
- Organized collection and storage of evidence, including version control, which is used to support control assessments (this is the second largest consumer of time)



- Manages the remediation activities to address any gaps, as well as the re-test of the associated controls when not in compliance
- Connects the ASV scan details with the internal Vulnerability Management Program while having traceable evidence that specific failed scan results are linked to Vulnerability Response activities and re-scan confirmations
- Accurately completes the annual assessment by\for the QSA with specific detail captured on 'how' the control was verified
- Centrally located program reporting using active information

## KEY FEATURES AND BENEFITS

Feature	Benefit
Clearly Identify Cardholder Data Environment (CDE)	Clearly identify the CDE accurately using the organizations Configuration Management Database (CMDB) or simple asset listings to define total possible CDE using bulk search functions. By integrating with the CMDB the CDE assets are better able to be tracked, managed and maintained for better accuracy.
CDE Bulk Scoping for time savings	Ability to bulk scope addresses the volume challenge most organizations have with the changing inventory of PCI assets. QSA can review scope from a single source of truth and make comments. Every Record of Decision (RoD) captured as a scoping record is stamped with the reviewers' name.
Random Sampling Support of CDE assets	By automating the random selection of CDE required for testing allows the organization to quickly reduce the effort involved for selecting and testing those assets. Random sampling builds trust in the assessment process. The feature also supports manual selection of assets for re-test after remediation.
Reduce Record Administration in PCI Controls	By leveraging the ServiceNow platform to support your PCI process, data creation and population is significantly reduced. New PCI assets will automatically generate assessable profiles and controls as soon as the new PCI asset is added to the CMDB.
Includes PCI Data Content for Acceleration	Includes an accelerator package, preloaded with the latest PCI DSS. Over 800 pre-built test cases extracted directly from the DSS and Report on Compliance (RoC) in order to have a consistent and repeatable method to test your controls.
Reduce Burden of Evidence Collection and Location	Evidence is collected and stored in a central secure repository for each CDE and can be shared across an organization's multiple CDEs. This reduces the audit burden and allows the collection of attributes completely aligned with the official RoC template

## ABOUT ICEBERG

Iceberg helps organizations plan, deploy and support successful implementations of Governance, Risk Management & Compliance (GRC) solutions. Iceberg's team of consultants, developers and subject matter experts offers a full lifecycle of services, including executive workshops, implementation and integration, and support services. We are also a value-added partner for North America's leading GRC software platforms.



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