

G-Cloud 14

PwC and G-Cloud: Knowledge,
Experience, Value

PCI / DSS Services
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Transforming Business using the Cloud

We have worked with many Central and Local Government clients to support the implementation of their business objectives using cloud technology. Enabling business and enterprise transformation using cloud is a complex, strategic consideration facing many private and public sector organisations.

Cloud technology and services have the potential to reduce cost, remove technology bottlenecks, and facilitate rapid business innovation. As a result, for most organisations globally, adopting cloud technology has become a question of “when and how” rather than “if”.

Opportunities for enterprises generally include a combination of one or more of the following:

- Implementing private and/or hybrid clouds for infrastructure and applications;
- Smarter use of public cloud infrastructure for optimising existing business functions;
- Using cloud for implementing new business services or digital operations; and,
- Reducing cost by moving to consumption based pricing models that only charge for the actual IT capacity and services used.

Migration or adoption of cloud must be properly choreographed for success. We understand the realities and the business and technical risks that should be fully considered, understood and mitigated before such a move. Critical considerations include:

- Alignment of business and technology objectives. This is essential to fully realise the targeted benefits of any cloud transformation or any refinement of existing cloud services. There can be a tendency to adopt cloud systems to fit current ways of working, rather than adopt and standardise processes where possible. The trade-offs between business, customer and technology requirements must be considered to make informed design decisions;
- Availability and reliability of services. The avoidance of operational downtime to mitigate in lost revenue, unnecessary operational cost or reputational damage that can disrupt a business' operations;
- Decentralised support structures. The need to tailor and revise the approach to operational security to cover the support structures employed by cloud service providers that will have a different risk profile for sensitive information.
- Data handling practices. Data classification and data-handling practices that reflect the data flow within a cloud environment must be understood and tailored accordingly to protect customer data.
- Data privacy. Compliance with GDPR to understand where and how information can be stored or processed. The cloud model enables data to bounce swiftly around the world by using available server capacity in various geographic locations, but this must be within the bounds of what is permissible. This is ever more of a concern as organisations review their front office, back office and out of office experiences.
- Future Technology Trends. Cloud applications are the stated direction of travel for the major application vendors, but any upgrade path must also cater for the future technology needs of the organisation and seek to minimise technical debt where possible.

A careful assessment of an organisation's needs and different cloud service provider's controls is required, enabling concerns to be addressed and the correct path to the cloud is selected.

As a trusted advisor PwC provides the framework, and the wealth of private and public sector experience, to consider the combination of Business, customer experience and Technology activities outlined above. There is no single answer that covers each and every client organisation; we tailor our frameworks to client circumstances to support clients:

- As a partner through the complete lifecycle of strategy through to execution; and,
- With point business issues encountered during implementation or running the business.

PCI / DSS Services

This section describes in more detail the service features and benefits included within this service definition document.

PCI / DSS Services

PwC can help you navigate your PCI DSS compliance requirements with a focus on pragmatic solutions. Our QSAs and PCIPs have experience in delivering PCI compliance programmes for some of the leading global organisations, providing you with the perfect partner to help you assess, achieve and maintain PCI DSS compliance.

PCI/DSS Service Features

- PCI Compliance Governance and Strategy
- PCI DSS Scope Identification, Definition and Reduction
- Payment Process and Cardholder Data Mapping
- PCI DSS Readiness Assessment
- PCI Remediation Support
- Managed PCI Compliance Services
- PCI DSS Compliance Programme Management
- CDE specific Penetration Testing Services

PCI/DSS Service Benefits

- Help gain and maintain trust of customers and regulatory authorities
- Help avoid scrutiny of customers and regulatory authorities
- Maintain compliance status to avoid fines and punitive actions regulators
- Successfully implemented holistic cardholder data security strategies
- Drive strategic change and deliver value
- UK wide delivery capability



Our view on the service features and benefits within this service definition document are presented below:

Defining the right approach to PCI DSS from a compliance and risk perspective is critical to both you and your customers. In order to assist you, we have developed the following services that we can provide in order to help you achieve compliance with the PCI DSS:

- We will work with your internal teams and stakeholders to identify and document the in-scope people, processes and technology supporting the transmission, storage and processing of CHD under the requirements of the PCI DSS. In particular;
- Identify opportunities to tactically and strategically de-scope your CHD environment (CDE) to reduce project complexity, costs and to lessen the burden of compliance.
- Conduct a gap analysis of your current environment against PCI DSS v4 to identify areas of compliance, partial compliance, non-compliance and non-applicability to aid the development of a remediation plan.
- Develop a compliance journey roadmap, based on the prioritised approach tool created by the PCI Council and our experience in assisting organisations to achieve compliance.
- Provide a strategic vision of future PCI DSS compliance to aid continual improvement activities. We develop bespoke solutions tailored to your systems and processes to complement your ongoing support requirements .
- Help your staff and stakeholders understand your PCI-DSS compliance obligations, the impacts of non-compliance, and how to strategically prioritise compliance efforts.
- Be on hand to assist you with all PCI related queries, placing you in the best position to obtain certification from a third party QSA.
- Partnering with you on payment transformation journeys to guide you each step of the way. From initial vision forming through to implementation and sustainable management.

PwC UK is a QSA company, but our services do not extend towards the formal sign-off of a Report on Compliance (ROC). We can, however, assist you in completing your AoC/RoC by designing controls, assisting you in the completion of your AoC/RoC and liaising with the third party QSA who will assess you.

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