

## Counterpane Professional Services Case Study: Compliance and Security Framework

**Description of Client:** Bank performing credit card transactions.

**Description of Problem:** The customer contacted Counterpane for assistance defining their security framework based on their new PCI requirements. The customer was a large Visa clearing house for transactions, which they did on behalf of several bank's credit cards. The company was described as a 200 person company still run like a "mom and pop" shop with almost no formal process or IT security. The client wanted us to review their organization based on the PCI standards and provide them with a roadmap toward compliance prior to the official audit.

**Details of SOW:**

*Scope:* We defined a robust, sustainable information security practice that allowed the customer to implement the technical modifications, operational procedures and security policies to achieve and maintain PCI Level 1 compliance, and to prepare for STAR and PCI audits.

The outcome of the security assessment engagement was a report of findings, policies and procedures that:

- Created a roadmap for remediation of issues
- Designed a framework for IT to ensure compliance with PCI and STAR requirements
- Developed and modified the IT processes, policies and procedures needed to ensure a security methodology was put into production and made repeatable.
- Developed a training plan and required support material for the process, policies and procedures that allowed the customer to implement and maintain the new security framework.
- Trained the IT management team on how to train their staff in the implementation and production support of the security framework.

*Service types:* The general professional services types used in this engagement were from the following categories:

- Threat Assurance Services
- Due Diligence Services
- Compliance Services

*Number of assigned personnel:* Two

*Timeline to Delivery:* The customer had an aggressive timeline for the implementation of findings and wanted to ensure we maximized our efficiency during the discovery phase of the engagement. Counterpane scoped the engagement for four weeks, but was able to complete the work in three by working weekends.

**Findings:** Counterpane provided the organization with the following:

- Change control and configuration management
- An organic information security organization
- Understanding of their network topology
- Formal polices and procedures

**Recommendations:** Counterpane recommended the implementation of the security framework produced for the customer, with a third party review of controls annually.