2019 Payment Security Report

Fact sheet

Payment card industry data protection and compliance present daily challenges. Despite good intentions, more than half of companies are struggling to design, implement and maintain a sustainable data protection and compliance program (DPCP). The 2019 Verizon Payment Security Report (PSR) provides guidance to help organizations develop the visibility, control and predictability in compliance and performance that power proactive, rather than reactive, data protection.

The data and the tools to improve compliance

The only report of its kind, the PSR measures the strengths and weaknesses of the Payment Card Industry Data Security Standard (PCI DSS) and tracks the sustainability of compliance, as well as the challenges associated with implementing and maintaining the security controls required for PCI security compliance.

The report includes new tools, such as the Verizon 9-5-4 Compliance Program Performance Evaluation Framework, to help you move your compliance management to higher levels of assurance and predictability. This builds on the 2018 PSR to present an integrated framework to incrementally improve data protection and compliance capabilities by using maturity models as a guide.

Specifically, the 2019 PSR covers:

- The current global state of compliance—how organizations are maintaining (and not maintaining) PCI DSS compliance
- Important compliance program design considerations
- Insights into data breach correlation and incident preparedness
- Mobile payment security trends
- A PCI DSS compliance reference calendar

"The Verizon PSR provides attention and focus on the exact subjects, at the exact time of its need. It really helps us prioritize and focus on what matters most."

—CISO at a medical organization

The 9-5-4 Compliance Program Performance Evaluation is an integrated evaluation framework for sustainability and effectiveness that:

- Clearly defines the internal and external control environment
- Identifies and defines the controls needed to mitigate risks
- Identifies and defines the constraints that impact control performance and data protection effectiveness and sustainability
- Defines and communicates performance requirements and standards for the design and operation of the control environment

This integrated evaluation approach provides the benefits of:

Transparency
This approach provides full visibility into the value of compliance investments by tying processes, constraints and outcomes together.

Precision
This framework provides a detailed and exact focus on each of the core components to address specific constraints. It allows for precise tailoring of the controls and upfront measurement of control effectiveness.

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Scalability
This allows for the incremental development of maturity. Capability and process maturity can increase as the capacity and other resources become available.

Flexibility
The 9-5-4 Compliance Program Performance Evaluation Framework complements existing frameworks such as NIST CSF, COBIT and COSO. Organizations can measure control effectiveness and use this data to precisely tailor controls across the environment.

"The Verizon Payment Security Report is required reading for our entire program team, managers and all participants. It is a mandate by our Chairman of the Board."

– Compliance Manager at a financial services organization

Developing DPCP maturity

Organizations do not willfully and deliberately fail to design effective and sustainable control environments. Instead, it is often the result of a combination of factors—mostly a lack of resources (capacity), proficiency (capability and competence), or inadequacy of commitment and communication, i.e., the 5 Constraints of Organizational Proficiency (5 Cs). These deficiencies make it difficult for organizations to take the steps they need to mature their DPCPs.

Learning where your organization needs to focus, and how to make the necessary changes, is easier with our 9-5-4 Compliance Program Performance Evaluation Framework. You'll learn to:

Prioritize.

Security professionals with the right skill sets and experience should know how to prioritize program objectives. There will always be more issues than an organization can feasibly address. It is crucial to know what to focus on and how to prioritize.

Document detailed performance standards.

This process is essential to identify problems and define acceptable vs. unacceptable deviations from internal data protection and compliance performance standards.

Apply risk management techniques.

The root cause of issues is typically not a single component of the control environment. Applying a systematic evaluation with risk management techniques can help differentiate one-time events from recurring problems that are critical to remediate.

How we can help

We have one of the largest groups of PCI Qualified Security Assessors (QSAs) in the world, as ranked by the Payment Card Industry Security Standards Council (PCI SSC). We can help organizations maintain PCI compliance and reduce risk through a consistent, facilitative approach to securing payment card data. We have:

- Delivered PCI services in 61 countries
- Over 180 consultants in 30 countries
- Conducted more than 16,000 assessments since 2009
- Provided security consulting services since 1999 and PCI compliance services since 2003

Learn more:

For more information on improving payment security and moving your compliance management to new levels, contact your Verizon business specialist today or email paymentsecurity@verizon.com.

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