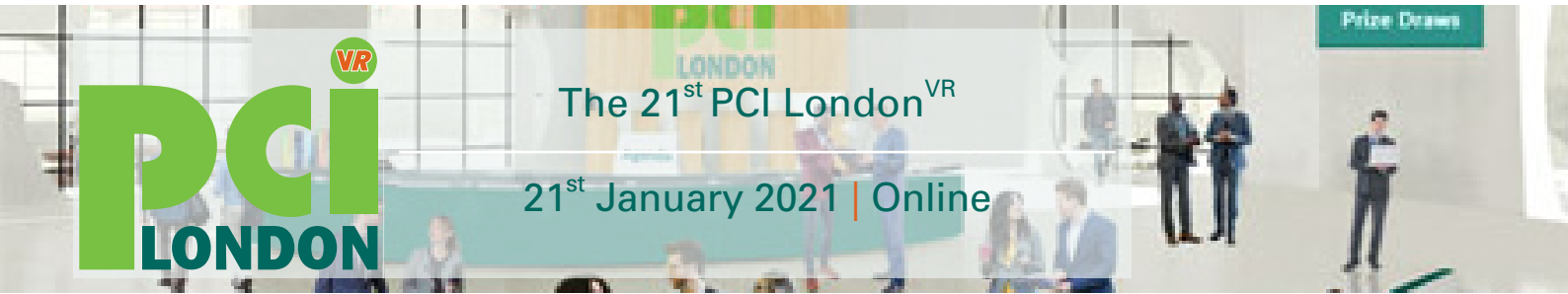


# Post event report



## Strategic Sponsors



## Education Seminar Sponsors



## Networking Sponsors



“ We have sponsored PCI London for several years at the in-person events. I was slightly apprehensive of the switch to digital; however, the team was extremely organised and effective with communication. The event platform was clean and easy to use, and deliverables were met compared to other virtual events we’ve done. Thank you to the PCI London team for bringing the community together effectively and congratulations on another successful event.”

**Marketing Communications Manager, SureCloud**  
(GRC and cybersecurity solutions provider)

“ I was pleased to be able to join the online version of PCI London. The user interface was excellent, I had no problems logging in and had immediate access to all of the content, such as the agenda and vendors. The sessions were easy to find and hit the usual high standard in terms of useful information, perspectives and presentations. With all organisations struggling, adapting or overcoming the challenges of the pandemic, (and in many cases all three), presenters engaged in ever-relevant information in terms of realising business, IT, PCI-DSS and GDPR standards at this time, which in itself added increased value and benefit to having this event. With the core benefits of the conference delivered in safety and removing a lengthy journey, I found that overall I was happy to have traded the usual facilities and atmosphere for it to have taken place.”

**Snr IT Risk Manager, Diligenta**

“ I was impressed by the virtual format of PCI London. I’ve attended a number of virtual conferences over the last year, however, this worked very well having all the content pre-recorded with the speakers available for live text-chat.”

**Head of Critical Asset Security, TUI group**

“ PCI London being online during a lockdown seems a more valuable experience than ever! The speakers, targeting lockdown or pandemic restrictions with regards to homeworking, PCI-DSS and GDPR brought not only a new focus to the sessions, but a valuable interaction with the industry in restricted times and in safety!”

**Anonymous**

Inside this report:

- Sponsors
- Key themes
- Who attended?
- Speakers
- Agenda
- Education Seminars



## Speakers

- Simon Brady,  
Managing Editor  
**AKJ Associates**

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- Scott Bridgen,  
GRC Consulting Director  
**OneTrust**

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- Ashley Burton,  
Head of Product  
**Eckoh**

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- Steve Dobson,  
Director – Information Security  
**ATCORE Technology Ltd**

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- John Elliott,  
Director, Industry Standards  
**Mastercard**

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- Geoff Forsyth,  
CISO  
**PCI Pal**

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- Stuart Golding,  
PCI Compliance Manager  
**Retail Organisations**

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- Johan Hagdahl,  
GCRS Director  
**SecureTrust**

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- Jeremy King,  
Regional Head for Europe  
**PCI Security Standards Council**

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- James Moncrieff, Information Security  
Transformation Strategist

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- Craig Moores,  
Risk Advisory Practice Director  
**SureCloud**

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- Laura Morgans,  
Information Security, Risk &  
Compliance Manager  
**Dr. Martens**

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- Paul Norris,  
Senior Sales Engineer  
**Tripwire**

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- Connie Penn,  
Card Payments and  
PCI DSS Subject Matter Expert  
**Kilrush Consultancy Ltd**

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- Iain Regan,  
Chief Revenue Officer  
**Semafone**

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- Veroniki Stamati,  
Information Security Lead  
**Skyscanner**

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- Graham Thompson,  
VP Sales & Marketing  
**DataDivider Inc**

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- Simon Turner,  
PCI DSS Advisory for Cloud Services  
and Contact Centres (QSA)  
**BT**

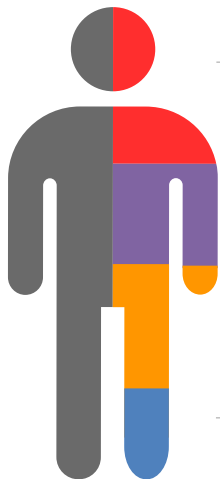
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- Frederik Weidemann,  
Chief Technical Evangelist  
**Onapsis Inc**

## Key themes

- Card-based fraud is evolving
- Taking a risk-based approach
- The problem of privacy
- Vulnerability management
- Getting e-Commerce right
- Innovations in detection and security
- PCI DSS in the Cloud
- Fixing the authentication control gap
- The view from the contact centre

## Who attended?



### Cyber-security

We have a 15-year track record of producing the events cyber-security professionals take seriously



### Risk Management

We attract senior risk officers with responsibility for information risk assessment and mitigation



### Fraud, Audit, Compliance

We provide the go-to events for fraud prevention and compliance owners at the world's key corporates



### Data Protection & privacy

We are a key venue for decision-makers with budget and purchasing authority

Agenda			
08:00	Login and networking		
08:50	Chairman's welcome		
09:00	<p><b>Security through control maturity and assurance in times of rapid change</b></p> <p><b>John Elliott</b>, Director, Industry Standards, Mastercard</p> <ul style="list-style-type: none"> <li>• Controls (and therefore compliance) deteriorate over time because of change and a lack of attention to regular tasks. This has been exacerbated by the rapid transformation many companies have gone through in the past 12 months</li> <li>• Criminals are not slow to take advantage of vulnerabilities – ‘do security later’ is a dangerous risk decision to take. In the current landscape, criminals are likely to ransomware your computer after they have stolen cardholder data. So, the threat goes beyond just data loss to suspension of business operations</li> <li>• One of the key advantages of assessments is that organisations ‘discover’ when a control is failing and can correct it, putting off assessments removes this independent view of your controls</li> <li>• What can be done? Shift the focus to the maturity of key controls: patching &amp; vulnerability management, log reviews</li> </ul>		
09:20	<p><b>Are multi-location customer service agents compounding your payment compliance headache?</b></p> <p><b>Ashley Burton</b>, Head of Product, Eckoh</p> <ul style="list-style-type: none"> <li>• As ‘change is the only constant in life’ your contact centre needs to keep operating in any scenario while maintaining compliance and payment security</li> <li>• The sudden change from solely on-premise contact centres to home-working agents has created a headache for those responsible for PCI DSS compliance and security. Managing compliance and security when agents are working from many locations needs a fresh approach</li> <li>• What started out as a tactical move is now a long-term strategy, so how are organisations enabling their contact centres to take payments securely from offices and home locations? Afterall, it’s crucial to maintaining customer service, reducing the risk of exposing sensitive data and keeping your business agile to cope with whatever the future brings</li> <li>• We’ll take a look at how organisations have managed their payment security in these scenarios and what it has meant to their business and customers</li> </ul>		
09:40	<p><b>Combating the evolving threat landscape and maintaining compliance with AI</b></p> <p><b>Scott Bridgen</b>, GRC Consulting Director, OneTrust</p> <ul style="list-style-type: none"> <li>• Understanding the obstacles to PCI DSS compliance in the current environment: remote employees, third-party and new technologies</li> <li>• Harmonising data privacy best practice and cybersecurity processes</li> <li>• The importance of building a risk methodology that scales</li> <li>• How to leverage AI to combat digital risk, and enable PCI DSS compliance</li> </ul>		
10:00	<p><b>PCI DSS: a vital baseline to enable growth at Dr. Martens</b></p> <p><b>Laura Morgans</b>, Information Security, Risk &amp; Compliance Manager, Dr. Martens</p> <ul style="list-style-type: none"> <li>• The closure of global high street retail stores and lockdowns during 2020 forced more consumer purchases online than ever before. At Dr. Martens, this meant the increasing focus on the mission-criticality of security &amp; compliance across e-commerce in the US, Europe and UK, not just to survive but to thrive</li> <li>• Find out how PCI DSS was not just a step in the right direction but a vital enabler for Dr. Martens online retail in 2020 and beyond</li> <li>• Dr. Martens opened new stores, integrated new technology, enabled more distribution centres, and achieved compliance for their website</li> <li>• The tools and strategies used to ensure payment security and remote audits continued throughout 2020</li> <li>• How Dr. Martens rapidly increased recruitment for Information Security, Risk &amp; Compliance roles to continue to build a global security and compliance team</li> </ul>		
10:20	<p><b>Education Seminars   Session 1</b></p> <table border="0"> <tr> <td> <p><b>Onapsis</b></p> <p><b>SAP security threat landscape 2021</b></p> <p><b>Frederik Weidemann</b>, Chief Technical Evangelist, Onapsis Inc</p> </td> <td> <p><b>PCI Pal</b></p> <p><b>New year, new normal. Five agenda items for CISOs as we start 2021</b></p> <p><b>Geoff Forsyth</b>, CISO, PCI Pal</p> </td> </tr> </table>	<p><b>Onapsis</b></p> <p><b>SAP security threat landscape 2021</b></p> <p><b>Frederik Weidemann</b>, Chief Technical Evangelist, Onapsis Inc</p>	<p><b>PCI Pal</b></p> <p><b>New year, new normal. Five agenda items for CISOs as we start 2021</b></p> <p><b>Geoff Forsyth</b>, CISO, PCI Pal</p>
<p><b>Onapsis</b></p> <p><b>SAP security threat landscape 2021</b></p> <p><b>Frederik Weidemann</b>, Chief Technical Evangelist, Onapsis Inc</p>	<p><b>PCI Pal</b></p> <p><b>New year, new normal. Five agenda items for CISOs as we start 2021</b></p> <p><b>Geoff Forsyth</b>, CISO, PCI Pal</p>		
10:50	Networking break		
11:20	<p><b>The compliance conundrum in the contact centre</b></p> <p><b>Simon Turner</b>, PCI DSS Advisory for Cloud Services and Contact Centres (QSA), BT</p> <ul style="list-style-type: none"> <li>• The criticality of the contact centre has increased in the pandemic age, and so have the threat levels. This has raised all forms of compliance to the level of ‘can’t fail’</li> <li>• Contact centres, like many businesses, have gone remote: what changes to technical controls are necessary to ensure card data integrity in a remote environment?</li> <li>• Keeping your agents compliant: education training and adopting technologies to devalue card data</li> <li>• How senior level accountability is the key to achieving compliance in the contact centre</li> </ul>		
11:40	<p><b>Keeping the omnichannels out of PCI DSS scope</b></p> <p><b>Graham Thompson</b>, VP Sales &amp; Marketing, DataDivider Inc</p> <ul style="list-style-type: none"> <li>• Omnichannels are expanding to take advantage of new technology such as BOTs and AI</li> <li>• It is still critical to keep channels of web, phone, chat, kiosk, face to face, social media and link payments out of PCI DSS scope</li> <li>• As sales channels expand to third-party product offerings how it is possible to keep payments on these third-party payment applications, on which the merchant has no control, out of PCI DSS scope</li> <li>• With the transition of the contact centre to home working how the security of privacy data can be maintained</li> </ul>		

## Agenda

<b>12:00</b>	<b>Software Security Framework (SSF): Beyond the Payment Application Data Security Standard (PA DSS)</b>	
	<p><b>Johan Hagdahl</b>, GCRS Director, SecureTrust</p> <p>In today's world of application security issues, breaches, and the continuous discovery of critical vulnerabilities in systems and functions once thought of as secure, the Software Security Framework is a necessary strategic change for application security. During this presentation we will take a look at the successor to the Payment Application Data Security Standard (PA DSS), namely the Software Security Framework (SSF). The presentation will include:</p> <ul style="list-style-type: none"> <li>• A high-level overview of the new framework</li> <li>• The PA DSS cutoff dates you should be aware of</li> <li>• Preparations you should make when planning the transition to the new secure framework for your applications</li> </ul>	
<b>12:20</b>	<b>Education Seminars   Session 2</b>	
	<p><b>SureCloud</b></p> <p><b>The benefits and considerations for outsourcing to achieve &amp; maintain PCI DSS compliance</b></p> <p><b>Craig Moores</b>, Risk Advisory Practice Director, SureCloud</p>	<p><b>Tripwire</b></p> <p><b>Three key challenges to achieving PCI compliance and how to resolve them</b></p> <p><b>Paul Norris</b>, Senior Sales Engineer, Tripwire</p>
<b>12:50</b>	Lunch and networking break	
<b>13:55</b>	<b>PCI SSC 2021 update</b>	
	<p><b>Jeremy King</b>, Regional Head for Europe, PCI Security Standards Council</p> <ul style="list-style-type: none"> <li>• Current status of the PCI DSS V4.0 and the release timescale</li> <li>• Updates on other PCI Standards: <ul style="list-style-type: none"> <li>◦ Software security framework</li> <li>◦ Point to point encryption</li> <li>◦ Mobile payments</li> </ul> </li> <li>• Remote assessments</li> </ul>	
<b>14:20</b>	<b>Securing and keeping your payments flowing in the age of remote working and omnichannel digital transformation</b>	
	<p><b>Iain Regan</b>, Chief Revenue Officer, Semafone</p> <ul style="list-style-type: none"> <li>• The market forces putting pressure on businesses across the globe and all verticals, in the wake of the COVID-19 pandemic</li> <li>• How embracing a remote working model has accelerated digital transformation as consumer behaviour increasingly goes omnichannel</li> <li>• The common challenges contact centres face with a remote and dispersed work force</li> <li>• Why secure, PCI DSS compliant digital payment collection should be an essential part of a successful omnichannel strategy; regardless of where your agents are based and must be incorporated into all aspects of customer engagement</li> <li>• How BT, Cirrus Response and Pancreatic Cancer UK have successfully kept their payments flowing and delivered great customer service in a time of rapid change</li> </ul>	
<b>14:40</b>	<b>EXECUTIVE PANEL DISCUSSION</b>	<b>PCI DSS compliance during disruption</b>
	<p>The COVID-19 pandemic has illustrated that 'going digital' is seriously concrete. It's taking orders or bookings for your product or service online or via mobile, accepting payments and providing refunds over the same channels and collecting data that sits in digital shops. At the same time, protecting data and ensuring continuous compliance in a remote environment has become a critical catalyst for organisations to enforce additional security controls, review internal policies and update incident response plans. So, in this year of disruption – what strategies have organisations implemented to ensure PCI compliance does not fall by the wayside?</p> <p><b>Connie Penn</b>, Card Payments and PCI DSS Subject Matter Expert, Kilrush Consultancy Ltd  <b>Veroniki Stamati</b>, Information Security Lead, Skyscanner  <b>Steve Dobson</b>, Director – Information Security, ATCORE Technology Ltd  <b>Stuart Golding</b>, PCI Compliance Manager, Retail Organisations</p>	
<b>15:10</b>	Networking break	
<b>15:40</b>	<b>Taking a business-aligned, risk-based approach to security and compliance</b>	
	<p><b>Fireside chat with: James Moncrieff</b>, Information Security Transformation Strategist</p> <ul style="list-style-type: none"> <li>• Using governance, risk management and business prioritisation by enterprise value chain to encourage security as a way of life aligned to business objectives</li> <li>• How implementing a risk-based approach to security can enable PCI DSS compliance</li> <li>• How can organisations genuinely progress from their 'tick-box mentality' to commit more fully to compliance?</li> </ul>	
<b>16:00</b>	<b>Losing control of the payments revolution</b>	
	<p><b>Simon Brady</b>, Managing Editor, AKJ Associates</p> <ul style="list-style-type: none"> <li>• COVID versus compliance: no contest?</li> <li>• Data and visibility in a world of platforms</li> <li>• What happens when banks lose out?</li> <li>• PCI DSS in an age of hyper-digitalisation</li> </ul>	
<b>16:30</b>	Networking	
<b>17:00</b>	Conference close	

<b>Education Seminars</b>	
<p><b>Onapsis</b></p> <p><b>SAP security threat landscape 2021</b></p> <p><b>Frederik Weidemann,</b> Chief Technical Evangelist, Onapsis Inc</p>	<p>In the past few years, 64% of organisations' ERP systems have been breached, according to a research study by IDC.</p> <p>Are you aware how attackers have breached, and can break into unprotected customer SAP landscapes?</p> <p><b>Attend this session to gain insights into:</b></p> <ul style="list-style-type: none"> <li>• What attacks on your SAP systems look like</li> <li>• What security challenges exist in SAP environments (e.g. S/4HANA)</li> <li>• Moving to the cloud with confidence – how to address security in hybrid landscapes</li> <li>• Ways to protect your organisation</li> </ul>
<p><b>PCI Pal</b></p> <p><b>New year, new normal. five agenda items for CISOs as we start 2021</b></p> <p><b>Geoff Forsyth,</b> CISO, PCI Pal</p>	<p>Join PCI Pal's CISO, Geoff Forsyth, as he discusses the key topics on his 'To Do List' right now.</p> <p><b>What you will learn:</b></p> <ul style="list-style-type: none"> <li>• The top five topics that CISOs should be thinking about as we enter 2021</li> <li>• Brexit and the ramifications for payment security now we are out of the EU. The Max Schrems II ruling and new SCCs</li> <li>• Compliance in the cloud – planning to move your IT infrastructure over to the public cloud this year? Some compliance guidance from Geoff as you start that journey</li> <li>• Remote working – a hot topic of 2020 that has accelerated the pace of change. What you need to know regarding securing payments from anywhere</li> <li>• PSD2 – 'Soft Declines', SCA Exemptions and 3DS2.2 Lots of buzzwords and deadline extension pushbacks. What is it all about and what do you need to do?</li> <li>• Preparing for PCI DSS 4.0. Security as a continuous process. Replacing compensating controls with a customised approach</li> </ul>
<p><b>SureCloud</b></p> <p><b>The benefits and considerations for outsourcing to achieve &amp; maintain PCI DSS compliance</b></p> <p><b>Craig Moores,</b> Risk Advisory Practice Director, SureCloud</p>	<p>Enforced remote working, the furlough scheme and more, have disrupted many business-as-usual activities, including achieving and maintaining regulatory compliance standards such as PCI DSS. Organisations are now taking more proactive steps to ensure they continue to manage compliance activities by outsourcing these programmes with offerings like 'compliance-as-a-service'.</p> <p><b>Join SureCloud's Risk Advisory Director and PCI DSS QSA, Craig Moores where he will explore:</b></p> <ul style="list-style-type: none"> <li>• The impact remote working has had on an organisation's ability to achieve and maintain PCI DSS compliance</li> <li>• How outsourcing PCI DSS compliance activities can provide tangible benefits</li> <li>• Leveraging tech-enabled services to manage compliance more effectively</li> <li>• Considerations for a robust PCI DSS compliance programme utilising managed services</li> </ul>
<p><b>Tripwire</b></p> <p><b>Three key challenges to achieving PCI compliance and how to resolve them</b></p> <p><b>Paul Norris,</b> Senior Sales Engineer, Tripwire</p>	<p>Despite the benefits, compliance with PCI is not without its challenges. This session will demonstrate how rather than a point-in-time approach to PCI compliance, how important it is that organisations take the approach of continuous compliance and leverage PCI not just for compliance purposes but actually as a means to improving overall security posture.</p> <p><b>This session will consider three key challenges:</b></p> <ul style="list-style-type: none"> <li>• Tedious audits and configuration drift</li> <li>• Demonstrating compliance</li> <li>• Using PCI compliance to increase your overall security posture</li> </ul>