



## **UTIA IT0312 – PAYMENT CARD INDUSTRY (PCI) SECURITY AWARENESS PROGRAM**

**Effective:** June 16, 2017

**Last Reviewed:** April 01, 2019

**Last Updated:** June 05, 2017

### **Objective:**

This program is designed for the University of Tennessee Institute of Agriculture (the Institute) to meet the Payment Card Industry Data Security Standard (PCI DSS) requirements for a formal security awareness program to make personnel aware of cardholder data security.

### **Scope:**

This program applies to all employees who process and/or transmit credit card, debit card, or eCommerce transactions on behalf of an Institute merchant.

### **Program:**

PCI DSS Requirement 12.6, and its sub-requirements require that merchants implement a formal security awareness program, making employees aware of the importance of cardholder data security. The security awareness program is a way to communicate with and educate all employees who process credit card payments. The security awareness program consists of multiple parts.

All merchant employees processing cardholder data must complete the security awareness training upon hire and at least annually. Should a merchant supervisor notice questionable employee practices when processing credit card payments, the supervisor should ask that employee to retake the training to ensure a proper understanding of the material.

The security awareness program must also provide multiple means of communicating awareness to merchant employees. Institute merchants will be sent security awareness flyers at least annually. The flyers should be posted in an area available to all employees and those employees should be asked to review the flyers upon hire and at least annually.

Lastly, the merchant must maintain internal security procedures. Each employee must review these procedures, as well as the [UTIA IT0311 – Payment Card Industry \(PCI\) Security Policy](#) and UT's PCI-related policies and procedures, upon hire and at least annually. All applicable employees must annually provide some form of written acknowledgement that they have read and understood these policies.

### Merchant

- All merchant employees who process cardholder data must complete security awareness training upon hire, and at least annually.
- All merchant employees must regularly review the Security Awareness Information found on the PCI section of the Institute's IT security website at <https://UTIAsecurity.tennessee.edu>.
- All merchant employees must acknowledge in writing, or at least electronically, that they have read and have an understanding of the merchant's internal policies and procedures, as well as all UT policies and procedures regarding PCI.

### Institute Chief Information Security Officer

- Provides annual PCI training to all merchant employees who process cardholder data.
- Maintains records of PCI training participation.
- Notifies Institute merchants of security alerts.
- Maintains UTIA\_PCI email group.
- Maintains the Institute's IT security website, which includes a section on PCI.

### Institute Chief Business Officer

- Sends security awareness flyers to UT merchants at least annually.

### **References:**

[UTIA Glossary of Information Technology Terms](#)

[UTIA IT0311 – Payment Card Industry \(PCI\) Security Policy](#)


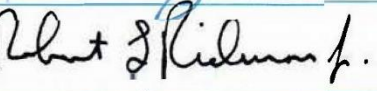
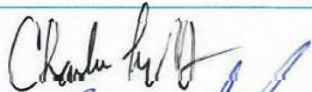
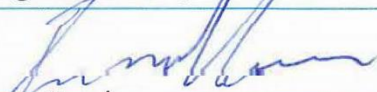
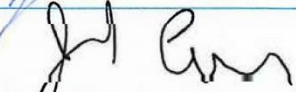
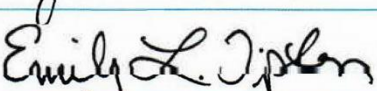
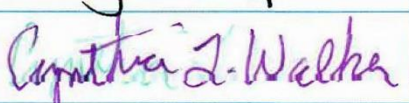
[UTIA Internal Credit/Debit Card Processing Procedures](#)

[UTIA Policy FI0311 – Credit Card Processing](#)

For more information, contact Sandy Lindsey, CISO, at (865) 974-7292, or email [sandy@tennessee.edu](mailto:sandy@tennessee.edu).

## Approval of Program

We approve UTIA IT0312 – *Payment Card Industry (PCI) Security Awareness Program* as described in this document.

Name	Title	Signature	Date
Sandra D. Lindsey	Chief Information Security Officer, UTIA		06/16/2017
Robert L. Ridenour, Jr.	Chief Information Officer, UTIA		6/16/2017
Charles Lambrecht	Computer Operations Manager, UTCVM		6/16/17
Brent Lamons	Director of Advising, Herbert College of Agriculture		6/14/17
Joel Lown	Coordinator, AgResearch		6/16/17
Emily Tipton	IT Coordinator, Extension		6/16/17
Cynthia Walker	IT Administrator, Plant Sciences		6-19-2017