



Payment Card Industry Self-Assessment Questionnaire

How to Complete the Questionnaire

The questionnaire is divided into six sections. Each section focuses on a specific area of security, based on the requirements included in the PCI Data Security Standard. For any questions where N/A is marked, a brief explanation should be attached.

Questionnaire Reporting

The following must be included with the self-assessment questionnaire and system perimeter scan results:

Organization Information

CORPORATE NAME:	BookingCenter	DBA(S):	BookingCenter
CONTACT NAME:	Jeff Tweddale	TITLE:	President
PHONE:	+1-707-874-3922	E-MAIL:	jeff@BookingCenter.com
APPROXIMATE NUMBER OF TRANSACTIONS/ACCOUNTS HANDLED PER YEAR:			100,000

Please include a brief description of your business.

Please explain your business' role in the payment flow. How and in what capacity does your business store, process and/or transmit cardholder data?

BookingCenter endeavors to protect all credit cards. We constantly review and update our policies and procedures, and are certified as a partner with AuthorizeNet (the largest gateway provider in the USA) and the Vital/VisaNet gateway providers as secure.

As to the general reliability of the card encryption and storage approach we take, please know that BookingCenter hosts, maintains, backups and operates the entire booking operation from our two server locations in Santa Rosa, California and Sydney, Australia. We guarantee a 99.9% "up-time" from our secure network architecture, daily data backups, and firewall security to protect the integrity of our customers - and their customer's - data. Robust Linux servers, Oracle databases, and OMNIS data engines are run to assure enterprise-strength stability.

All credit cards from our Desktop products are authorized through our Authorize.Net gateway from BookingCenter in an SSL session, the most protective security protocol (256 bit encryption) established between computers on the Internet. All credit card details, authorizations, and transaction IDs are further encrypted in our Central Reservation System using Oracle encryption algorithms that can only be decrypted by BookingCenter technology. When the BookingCenter Desktop Property Management System receives the credit card data, it is sent encrypted over the Internet and stored in the customer's BookingCenter local datafile in 256-bit encryption using the OmBlowfish public/private key algorithm. This assures that if the BookingCenter datafile was to be 'stolen', the reader could not view any credit card data - only a registered version of BookingCenter licensed to the actual property can read/view this credit card data.

All credit cards within our MyPMS product are authorized through our **VirtualNet SSL** Vital/VisaNet gateway. There is a yearly certification procedure we are required to maintain, with details provided at: http://usa.visa.com/business/accepting_visops_risk_management/cisp_service_providers.html?it=il/bus



ness/accepting_visa/ops_risk_management/cisp.html|Service%20Providers. All credit card details, swipe info, authorizations, and transaction IDs are encrypted in an SSL session between our servers and the Vital/Visanet service. Credit cards are only presented to user's with login privileges to the 'Credit Card' screens in MyPMS. Once stored – either by key entry or swipe – the card no longer can be viewed in its entirety on a folio or through general use, only the last 4 digits and the expiration are displayed and printed.

Relating to online bookings, if a customer requires a "credit card deposit" as part of their Deposit Policy, BookingCenter does check to make sure that the credit card is a valid number (we can do this for Visa, MasterCard, American Express, and Discover only) before completing the online booking. Note, BookingCenter does not run a credit check on the guest nor does BookingCenter 'reserve' any funds from his/her account. This is a privilege reserved between the property and the guest. Only if there is an online Point of Sale relationship between our customer and BookingCenter does BookingCenter actually process an online booking using a credit card. When this occurs, the process has been described above and the deposit amount and policy is set by each property owner individually - BookingCenter simply transacts the purchase according to the policy described above and stores the credit card number, expiration, authorization, and transaction ID in an encrypted fashion.

We make every effort to inform our customers of 'best practices' in regards to security and do all in our power to keep data safe.

List all Third Party Service Providers

Processor:	Vital/VisaNet	Gateway:	Authorize.Net, Vital/VisaNet
Web Hosting	BookingCenter	Shopping Cart:	n/a
Co-Location:	PacificOnline (PON.net), Sonic.net	Other:	

List Point of Sale (POS) software/hardware in use:

Credit card swipers (usually IDT mag readers) and Epson POS ribbon or thermal printers



Rating the Assessment

After completing each section of the assessment, users should fill in the rating boxes as follows:

IN EACH SECTION IF...	THEN, THE SECTION RATING IS ...
ALL questions are answered with "yes" or "N/A"	Green - The merchant or service provider is compliant with the self-assessment portion of the PCI Data Security Standard. <i>Note: If "N/A" is marked, attach a brief explanation.</i>
ANY questions are answered with "no"	Red – The merchant or service provider is not considered compliant. To reach compliance, the risk(s) must be resolved and the self-assessment must be retaken to demonstrate compliance.

Section 1:	Green	Red	Section 4:	Green	Red
Section 2:	Green	Red	Section 5:	Green	Red
Section 3:	Green	Red	Section 6:	Green	Red
Overall Rating:				Green	Red

Glossary

A glossary of terms can be found on the CISP website:

http://usa.visa.com/download/business/accepting_visa/ops_risk_management/cisp_GlossaryofTerms.pdf



Build and Maintain a Secure Network

Requirement 1: Install and maintain a firewall configuration to protect data

DESCRIPTION		RESPONSE		
1.1	Are all router, switches, wireless access points, and firewall configurations secured and do they conform to documented security standards?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
1.2	If wireless technology is used, is the access to the network limited to authorized devices?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A
1.3	Do changes to the firewall need authorization and are the changes logged?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
1.4	Is a firewall used to protect the network and limit traffic to that which is required to conduct business?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
1.5	Are egress and ingress filters installed on all border routers to prevent impersonation with spoofed IP addresses?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
1.6	Is payment card account information stored in a database located on the internal network (not the DMZ) and protected by a firewall?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
1.7	If wireless technology is used, do perimeter firewalls exist between wireless networks and the payment card environment?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A
1.8	Does each mobile computer with direct connectivity to the Internet have a personal firewall and anti-virus software installed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A
1.9	Are Web servers located on a publicly reachable network segment separated from the internal network by a firewall (DMZ)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
1.10	Is the firewall configured to translate (hide) internal IP addresses, using network address translation (NAT)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

Build and Maintain a Secure Network

Requirement 2: Do not use vendor-supplied defaults for system passwords and other security parameters

	DESCRIPTION	RESPONSE		
2.1	Are vendor default security settings changed on production systems before taking the system into production?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
2.2	Are vendor default accounts and passwords disabled or changed on production systems before putting a system into production?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
2.3	If wireless technology is used, are vendor default settings changed (i.e. WEP keys, SSID, passwords, SNMP community strings, disabling SSID broadcasts)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A
2.4	If wireless technology is used, is Wi-Fi Protected Access (WPA) technology implemented for encryption and authentication when WPA-capable?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A
2.5	Are all production systems (servers and network components) hardened by removing all unnecessary services and protocols installed by the default configuration?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
2.6	Are secure, encrypted communications used for remote administration of production systems and applications?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

Protect Cardholder Data

Requirement 3: Protect stored data

	DESCRIPTION	RESPONSE	
3.1	Is sensitive cardholder data securely disposed of when no longer needed?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
3.2	Is it prohibited to store the full contents of any track from the magnetic stripe (on the back of the card, in a chip, etc.) in the database, log files, or point-of-sale products?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
3.3	Is it prohibited to store the card-validation code (three-digit value printed on the signature panel of a card) in the database, log files, or point-of-sale products?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
3.4	Are all but the last four digits of the account number masked when displaying cardholder data?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3.5	Are account numbers (in databases, logs, files, backup media, etc.) stored securely— for example, by means of encryption or truncation?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
3.6	Are account numbers sanitized before being logged in the audit log?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Requirement 4: Encrypt transmission of cardholder data and sensitive information across public networks

	DESCRIPTION	RESPONSE		
4.1	Are transmissions of sensitive cardholder data encrypted over public networks through the use of SSL or other industry acceptable methods?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
4.2	If SSL is used for transmission of sensitive cardholder data, is it using version 3.0 with 128-bit encryption?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
4.3	If wireless technology is used, is the communication encrypted using Wi-Fi Protected Access (WPA), VPN, SSL at 128-bit, or WEP?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A
4.4	If wireless technology is used, are WEP at 128-bit and additional encryption technologies in use, and are shared WEP keys rotated quarterly?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A
4.5	Is encryption used in the transmission of account numbers via e-mail?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A

Maintain a Vulnerability Management Program

Requirement 5: Use and regularly update anti-virus software

	DESCRIPTION	RESPONSE
5.1	Is there a virus scanner installed on all servers and on all workstations, and is the virus scanner regularly updated?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Requirement 6: Develop and maintain secure systems and applications

	DESCRIPTION	RESPONSE
6.1	Are development, testing, and production systems updated with the latest security-related patches released by the vendors?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6.2	Is the software and application development process based on an industry best practice and is information security included throughout the software development life cycle (SDLC) process?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
6.3	If production data is used for testing and development purposes, is sensitive cardholder data sanitized before usage?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A
6.4	Are all changes to the production environment and applications formally authorized, planned, and logged before being implemented?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6.5	Were the guidelines commonly accepted by the security community (such as Open Web Application Security Project group (www.owasp.org)) taken into account in the development of Web applications?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
6.6	When authenticating over the Internet, is the application designed to prevent malicious users from trying to determine existing user accounts?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
6.7	Is sensitive cardholder data stored in cookies secured or encrypted?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A
6.8	Are controls implemented on the server side to prevent SQL injection and other bypassing of client side-input controls?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

Implement Strong Access Control Measures

Requirement 7: Restrict access to data by business need-to-know

	DESCRIPTION	RESPONSE
7.1	Is access to payment card account numbers restricted for users on a need-to-know basis?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Requirement 8: Assign a unique ID to each person with computer access

	DESCRIPTION	RESPONSE
8.1	Are all users required to authenticate using, at a minimum, a unique username and password?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8.2	If employees, administrators, or third parties access the network remotely, is remote access software (such as PCAnywhere, dial-in, or VPN) configured with a unique username and password and with encryption and other security features turned on?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
8.3	Are all passwords on network devices and systems encrypted?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8.4	When an employee leaves the company, are that employee's user accounts and passwords immediately revoked?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8.5	Are all user accounts reviewed on a regular basis to ensure that malicious, out-of-date, or unknown accounts do not exist?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8.6	Are non-consumer accounts that are not used for a lengthy amount of time (inactive accounts) automatically disabled in the system after a pre-defined period?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
8.7	Are accounts used by vendors for remote maintenance enabled only during the time needed?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
8.8	Are group, shared, or generic accounts and passwords prohibited for non-consumer users?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
8.9	Are non-consumer users required to change their passwords on a pre-defined regular basis?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
8.10	Is there a password policy for non-consumer users that enforces the use of strong passwords and prevents the resubmission of previously used passwords?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8.11	Is there an account-lockout mechanism that blocks a malicious user from obtaining access to an account by multiple password retries or brute force?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Implement Strong Access Control Measures

Requirement 9: Restrict physical access to cardholder data

DESCRIPTION		RESPONSE		
9.1	Are there multiple physical security controls (such as badges, escorts, or mantraps) in place that would prevent unauthorized individuals from gaining access to the facility?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
9.2	If wireless technology is used, do you restrict access to wireless access points, wireless gateways, and wireless handheld devices?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A
9.3	Are equipment (such as servers, workstations, laptops, and hard drives) and media containing cardholder data physically protected against unauthorized access?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
9.4	Is all cardholder data printed on paper or received by fax protected against unauthorized access?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
9.5	Are procedures in place to handle secure distribution and disposal of backup media and other media containing sensitive cardholder data?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
9.6	Are all media devices that store cardholder data properly inventoried and securely stored?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
9.7	Is cardholder data deleted or destroyed before it is physically disposed (for example, by shredding papers or degaussing backup media)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

Regularly Monitor and Test Networks

Requirement 10: Track and monitor all access to network resources and cardholder data

DESCRIPTION		RESPONSE	
10.1	Is all access to cardholder data, including root/administration access, logged?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
10.2	Do access control logs contain successful and unsuccessful login attempts and access to audit logs?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
10.3	Are all critical system clocks and times synchronized, and do logs include date and time stamp?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
10.4	Are the firewall, router, wireless access points, and authentication server logs regularly reviewed for unauthorized traffic?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
10.5	Are audit logs regularly backed up, secured, and retained for at least three months online and one-year offline for all critical systems?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Requirement 11: Regularly test security systems and processes

DESCRIPTION		RESPONSE		
11.1	If wireless technology is used, is a wireless analyzer periodically run to identify all wireless devices?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> N/A
11.2	Is a vulnerability scan or penetration test performed on all Internet-facing applications and systems before they go into production?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
11.3	Is an intrusion detection or intrusion prevention system used on the network?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
11.4	Are security alerts from the intrusion detection or intrusion prevention system (IDS/IPS) continuously monitored, and are the latest IDS/IPS signatures installed?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

Maintain a policy that addresses information security

Requirement 12: Maintain a policy that addresses information security

DESCRIPTION		RESPONSE	
12.1	Are information security policies, including policies for access control, application and system development, operational, network and physical security, formally documented?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
12.2	Are information security policies and other relevant security information disseminated to all system users (including vendors, contractors, and business partners)?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
12.3	Are information security policies reviewed at least once a year and updated as needed?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
12.4	Have the roles and responsibilities for information security been clearly defined within the company?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
12.5	Is there an up-to-date information security awareness and training program in place for all system users?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
12.6	Are employees required to sign an agreement verifying they have read and understood the security policies and procedures?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
12.7	Is a background investigation (such as a credit- and criminal-record check, within the limits of local law) performed on all employees with access to account numbers?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
12.8	Are all third parties with access to sensitive cardholder data contractually obligated to comply with card association security standards?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
12.9	Is a security incident response plan formally documented and disseminated to the appropriate responsible parties?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
12.10	Are security incidents reported to the person responsible for security investigation?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
12.11	Is there an incident response team ready to be deployed in case of a cardholder data compromise?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No