



State of Arizona Accounting Manual

Topic 40 Revenues and Receipts
Section 17 **PCI Training Roles and
Personnel Identification**

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INTRODUCTION

SAAM 4016, *Payment Card Industry (PCI) Compliance*, advises agencies of the necessity to comply with directives issued by the Office of the State Treasurer (OST), the Secretary of State (SOS), or the Arizona Department of Administration (ADOA) with respect to PCI compliance. An aspect of PCI compliance is the annual training of those individuals who, in any way, deal with credit card or debit card processing. The training individuals are required to successfully complete depends upon the roles they play in payment card processing. The OST will annually publish a schedule of the required classes available through ADOA and TraCorp (a contractor engaged by the State for training and related services). This section of SAAM outlines the categories of personnel roles related to payment card processing and the training that will be required of the personnel fulfilling those roles.

POLICY

1. The following are the less technical categories of roles for which annual PCI training will be required:
 - 1.1. PCI Security Standards on the Phone and Online (PCI0001).
 - 1.1.1. This class must be successfully completed by employees who process, handle, or come into contact with credit card processing online or by phone.
 - 1.2. PCI Security Standards for Back Office (PCI0002).
 - 1.2.1. This class must be successfully completed by employees, supervisors, and managers that process, handle, or come into contact with credit cards or credit card processing in a back-office environment.
 - 1.3. PCI Security Standards for Managers (PCI0003).
 - 1.3.1. This class must be successfully completed by supervisors and/or managers who or whose employees process, handle or come into contact with credit cards or credit card processing.
 - 1.4. PCI Security Standards for IT (PCI0004).
 - 1.4.1. This class must be successfully completed by any Information Technology employee that is exposed to credit card data and/or has access to any system(s)

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or website(s) where credit data flows or a payment page is linked to a third-party processor and/or produces software that processes, stores or forwards payment card data.

- 1.5. PCI Standards at the Point of Sale (POS)(PCI0005).
 - 1.5.1. This class must be successfully completed by employees that process, handle or come into contact with credit cards or credit card processing by point of sale credit machine (terminal) either in person or in a card not present environment.
2. Agency heads or their delegates must:
 - 2.1. Maintain a list of those personnel in their agencies fulfilling the roles detailed above.
 - 2.2. When requested by the OST, provide the list of those personnel in their agencies fulfilling the roles detailed above.
 - 2.3. When scheduled by the OST and announced by the OST, the SOS, the ADOA, or TraCorp, ensure that those personnel in their agencies fulfilling the roles detailed above attend and complete the training appropriate to their role or roles.