



# Certification Program Pre-Engagement Questionnaire



SPECIMEN

VISA PAYMENT SECURITY SERVICES  
ASIA PACIFIC



## 1 Introduction

A first step towards Visa Payment Security Services (VPSS) Certification is to complete this Pre-Engagement Questionnaire and return it to us. Information you provide will help us gain an understanding of the nature and extent of your organization's involvement in payment security. The questionnaire would also give us a sufficient data to evaluate the scope and complexity of the review.

Following receipt of your questionnaire, we will send you a proposal which would set forth key elements of the review including the scope of audit, project plan and quotation.

### Glossary of Terms and Abbreviations

Terms	Definition
PIN Processing	Process transactions for terminals (ATMs or POS) that accept PINs.
Authorization	A process where an Issuer, an Authorizing Processor, or Stand-In Processing approves a Transaction.
E-Commerce Merchant	A merchant who sell goods or services electronically over the Internet and other networks.
Internet Payment Service Providers (IPSP)	An online entity that contracts with an Acquirer/Processor to provide payment related services to Sponsored Merchants. The IPSP interfaces with an Acquirer/Processor on behalf of its Sponsored Merchants and must ensure that its Sponsored Merchants are contractually obligated to operate in accordance with Visa requirements.
Mobile Commerce (M-Commerce)	An acceptance channel where cardholder data is passed from cardholder to merchant using wireless devices such as mobile phones, Personal Digital Assistants (PDA), etc.
MOTO	Mail/Phone Order Transactions.
Retail Merchants	A Merchant that is not one of the following: Mail/Phone Order Merchant, E-Commerce or Recurring Services Merchant
Risk Management Service	Provides a service that evaluates and reports potentially fraudulent activity to or on behalf of members, merchants or other service providers.
Settlement	A process where funds are transferred between an issuer and an acquirer.
Sponsored Merchants	A merchant that contracts with a Payment Service Provider to obtain payment services.

Visa Payment Security Services  
 Risk Management, Asia Pacific  
 Visa International  
 30 Raffles Place  
 #10-00 Caltex House  
 Singapore 048622  
[www.visa-asia.com/vpss](http://www.visa-asia.com/vpss)  
 Email: [vpss@visa.com](mailto:vpss@visa.com)  
 Facsimile: (65) 6437 5801



## 2 Company Information

If this is a re-certification, please provide previous Certificate Number: \_\_\_\_\_

Company	
Company Name:	<i>JEFFERY TAY TECHNOLOGY SERVICES PTE LTD</i>
Address of Corporate Office:	<i>1 JEFFERY PLACE #40-00 JEFF PLAZA 1 S(123456)</i>
Country or Countries of Operation:	<i>SINGAPORE</i>
Number of Staff:	<i>20</i>
Number of years in operation:	<i>2</i>
Contact Information of Senior Manager responsible for Account Information Security and Data Security	
Name:	<i>JERRY TAY</i>
Title:	<i>CHIEF INFORMATION SECURITY OFFICER</i>
Telephone Number: (Include Country Code and Area Code)	<i>+65 61234567</i>
Facsimile Number: (Include Country Code and Area Code)	<i>+65 69876543</i>
Email Address:	<i>jerry.tay@jttz.com.sg</i>
Data Centre(s)*	
Address of Data Centre to be Reviewed:	<i>1 JEFFERY PLACE #40-00 JEFF PLAZA 1 S(123456)</i>
Address of Backup Data Centre:	<i>234 ABC AVE #05-00 JEFF BACKUP CENTRE S(765432)</i>

\*If you have more than one data centre, please attach each data centre's details in the above format on a separate sheet.



### 3 Processing Services

Transactions		If YES, state number of transactions per month
Transactions with PIN Processing	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Authorisation transactions processed or transmitted	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Settlement transactions processed or transmitted	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	500,000
Other transactions that include account and/or cardholder information (e.g. risk management services)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If YES, please state the service(s): _____ _____ _____	
Merchants whom you have a direct contractual relationship(s) with		If YES, state number of merchants*
Retail	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
E-commerce	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
MOTO	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
M-Commerce	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Sponsored merchants (via IPSPs)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	17
Other merchants	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If YES, please state merchant types: _____ _____ _____	
List of Members that you provide services to		
<i>ABC Bank of Singapore</i>		
_____		
_____		

Please refer to Glossary of Terms and Abbreviations.

\* Include merchants that operate in multiple acceptance channels (e.g. in both retail and e-commerce or M-Commerce). For example, Lovely Bookstore has one physical location in Auckland, New Zealand, they also has an e-commerce site on the Internet. Assuming that ABC Processor has contractual relationship only with merchant Lovely Bookstore for all their businesses, then by definition, "Number of Face-to-Face Merchant = 1", and "Number of E-Commerce Merchant = 1"



## 4 Processing Environment

### SERVERS –

Hardware or software **which accepts, processes, and stores cardholder data**. As software, a server is a program which provides some service to other programs. As hardware, a server provides some services for other computers connected to it via a network.

Application Server (Hardware)	Operating System	Software installed
<i>SUN E1000</i>	<i>SOLARIS 9 SPARC</i>	<i>IBM WEBSHERE APP SERVER</i>
Database Server (Hardware)	Operating System	Software installed
<i>SUN E1000</i>	<i>SOLARIS 9 SPARC</i>	<i>IBM DB2 UDB</i>
Web Server (Hardware)	Operating System	Software installed
<i>SUN V200</i>	<i>SOLARIS 9 SPARC</i>	<i>Apache HTTP Server</i>
Other(s)	Operating System	Software installed



**FIREWALL -**

List of firewall(s) vendor / product

*NOKIA CHECKPOINT FIREWALL-1*

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**REMOTE ACCESS**

Is remote access to host system available?  Yes  No

If yes, please provide authentication and access technique

*ADMINISTRATORS HAVE REMOTE ACCESS TO SERVERS OUTSIDE THE DATA CENTER. WE USE PUTTY TO ACCESS OUR SOLARIS BOX.*

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**WIRELESS TECHNOLOGY –**

Does your organization employ wireless technology?  Yes  No

If YES, please provide information on the wireless technology employed –

*Wireless technology is only deployed at the office network for the Managers with laptop. There is no wireless deployment in the data centre.*

**PROCESSING CHANNELS –**

Dial-up connection

Leased line

TCP/IP



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## 5 Information Security

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### TESTING –

Please indicate what type of security testing is currently performed.

**Vulnerability Scan?**  Yes  No

If YES, the scan is done by –

Internal Security Staff

Internal Scan

External Vendor

External Scan

If YES, what is the frequency of scan?

Weekly

Yearly

Monthly

Others

Quarterly

**Penetration Test?**  Yes  No

If YES, the scan is done by –

Internal Security Staff

External Vendor

If YES, what is the frequency of scan?

Weekly

Yearly

Monthly

Others

Quarterly



**CRYPTOGRAPHIC SYSTEM –**

Please supply information on Cryptographic Systems

Cryptographic System	Purpose
<i>THALES HSM7000</i>	<i>Manages keys for encrypting cardholder account number.</i>

**SECURITY CERTIFICATE**

Has your organization received certification against any international or national security standards (e.g. BS7799 / ISO17799)?

Yes     No

If YES, please provide details (i.e. standards; certificate number; expiry date; any exclusions etc)

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**POLICIES / MANUALS**

Does your organization currently have any policies, standards or manuals relating to information security?

Yes     No

If YES, please provide details (e.g. Information Security Policy, Email Policy, Business Continuity, Internet Security Policy)

*INTERNET POLICY*

*BUSINESS CONTINUITY POLICY*

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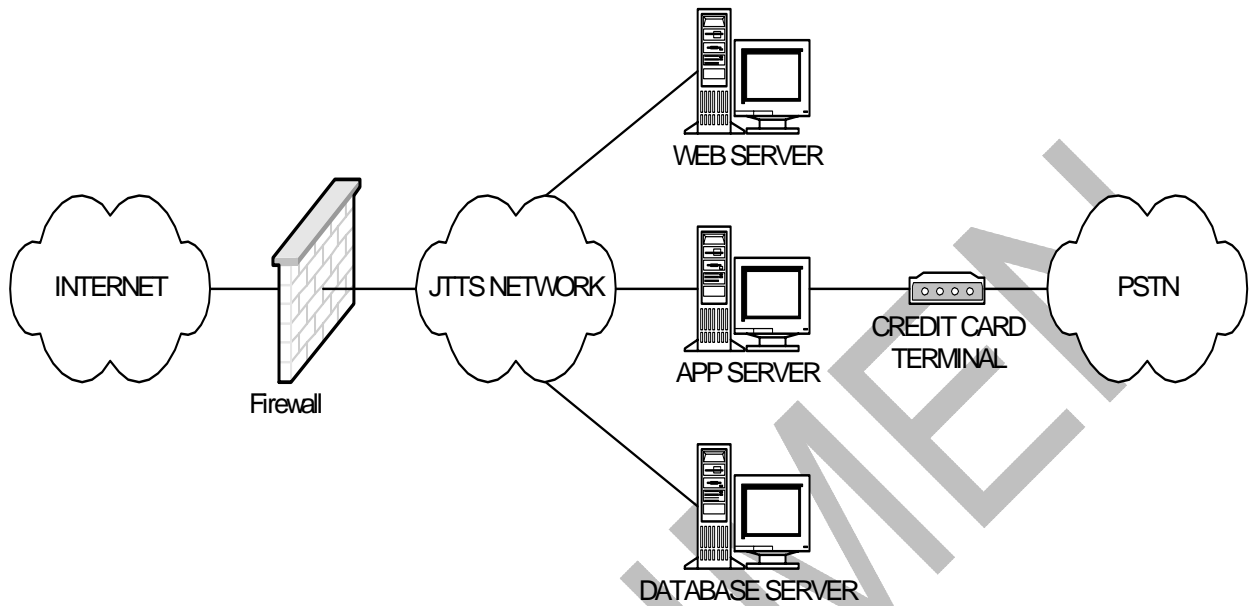
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**SYSTEM SCHEMATIC –**

Please attach a high-level network diagram of your processing network.



This questionnaire is authorized by:	
Name:	<i>JEFFERY TAY</i>
Title:	<i>CHIEF EXECUTIVE OFFICER</i>
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Email Address:	<i>jeffery@jtt.com</i>
Signature:	<i>Jeff TAY</i>