Trustwave summary

Because the South Carolina Department of Revenue (Department) accepts credit cards online, the Payment Card Industry (PCI) and the card "brands" such as VISA require the agency to be vulnerability scanned at least quarterly by an Approved Scanning Vendor (ASV). Trustwave is an ASV and is the leading provider of on-demand data security and payment card industry (PCI) compliance management solutions to businesses and organizations throughout the world. Trustwave has helped thousands of organizations — ranging from Fortune 500 businesses and large financial institutions to small and medium-sized retailers—manage compliance and secure their network infrastructure, data communications and critical information assets. The Division of State Information Technology (DSIT) does not provide PCI compliance services so the Department engaged Trustwave to provide these services.

Other personally identifying information was protected by various hardware and software means such as firewalls, virus scanning and spam filters.

The Department has utilized Trustwave's services since 2005. Trustwave provides Compliance Validation Services (CVS) and Managed Intrusion Detection System (IDS) services which are designed to manage the overall PCI compliance process and aid in achieving compliance objectives, featuring:

- Remote Validation and PCI Self-Assessment Questionnaire (SAQ) Assistance for merchants and service providers
- External Vulnerability Scanning Service
- 24x7 Monitoring and Reporting
- Regular attack signature updates

The two most current Trustwave contracts – one for CVS services and one for IDS services, are each for five (5) year terms and have effective dates of 7/1/11 and 10/28/11, respectively. The Department is making available a number of the Trustwave contracts for review. Some details in the more recent contracts have been redacted as disclosure of this information poses a further risk to the integrity of Department computer systems. Nevertheless, the Department has sought to balance its security concerns with the legitimate needs of the public for information concerning Trustwave's services.