



**Do you have a gap in your IT Security?**  
**Everybody still uses production data in testing?**

**Ian Clarke – EMEA Director**

**Solutions for Enterprise Modernisation**



# Agenda

- **Welcome & Introduction to Compuware**
- **What's in the press about Test Data Breaches**
- **Data Protection - points to consider**
- **Other regulations that include Data Privacy**
- **Compuware's Approach – reducing your risk!**

# Compuware Corporation

- We enable IT to develop, test and manage Mission Critical Applications, independent of platform, database or language.
- 32 years of delivering proven IT value through technology and services to the world's largest businesses
- 8,000+ employees
- 84 offices in 60 countries
- Financially rock-solid
- Our commitment: Real VALUE and ROI for *every single Kroner you spend*





# In the Press...

## Companies must protect outsourced data,

[News Archive](#) > [2006](#) > [July 2006](#) > [System tests routinely break privacy law, says report](#)

## System tests routinely break privacy law, says report

*Recent Gartner research on security breaches indicated that companies spent over **\$90 per customer record lost**, comprised of notification costs, credit reporting services, and legal fees. Gartner estimated that the cost of the encryption technology that would have **prevented these breaches** would be approximately **\$6 per customer record annually**.*

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### HSBC customers hit by Bangalore breach

£233,000 stolen from UK accounts...

By Andy McGuire

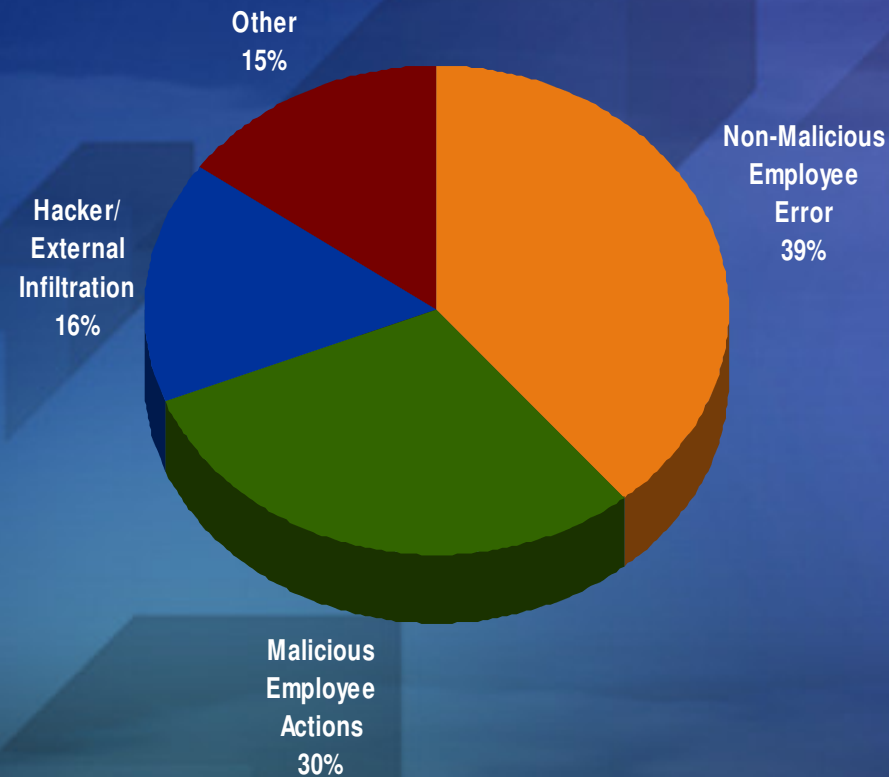


processing unit in  
from the

He declined to comment any further on the details of the breach but said all affected customers - reported to be around 20 in number - have been contacted and will be fully reimbursed for any losses.

The HSBC spokesman added: "We are taking data

# Most Common Data Security Loss



Ponemon Institute

“Data Security Tracking Study “

*“Gartner research found that 70 percent of security incidents incurring actual losses are inside jobs. This speaks to a growing industry-wide understanding that outside hackers are no longer the main threat to data security. “*

LabRat Magazine, May 2005

“Preventing Confidential Internal Data Leaks”

# EU Regulatory Compliance

**If you have covered the external risk, what about the internal risk of Data Privacy?**



## **Personal data shall be:**

- 1) Processed fairly and lawfully.
- 2) Shall not be further processed in any manner incompatible with that purpose.
- 3) Adequate, relevant for which they are processed.
- 4) Accurate and kept up to date.
- 5) Not kept for longer than is necessary.
- 6) Guaranteed subject access for review and correction
- 7) Protected against unauthorised processing of personal data and against accidental loss or destruction of, or damage to, personal data.
- 8) Not transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of protection

# Global Data Privacy in 2006

- **Sweden** was among the first countries in Europe to introduce data protection legislation, with the Data Act 1973. This act regulated the automated processing of files containing personal data.
- The **Norwegian** Personal Data Act, which came into force on 1 January 2001. The Act is EC-compatible, and in many respects it goes beyond the Directive, offering an even greater level of protection.
- **Denmark** - when the Act on Processing of Personal Data (Act no. 429 of 31 May 2000) entered into force on 1 July 2000, it marked the culmination of a lengthy and often fraught legislative process.

– **Payment Card Industry (PCI) Data Security Standard**

# Payment Card Industry Data Security Standard Requirements

Common standard of recommended security controls for protecting customer information. All members, merchants and service providers that store or process credit cards are subject to these data protection standards.



## 3<sup>rd</sup> Section: Maintain a Vulnerability Management Program

- Requirement #6 : Develop and maintain secure systems and applications
  - 6.3 Develop software applications based on **industry best practices** and include information security throughout the software development life cycle. Include the following:

**6.3.4:** Production data (real credit card numbers) are not used for testing or development



# Why Should Businesses Care?

- PCI v1.1 must be used by Jan. 1<sup>st</sup> 2007
- Penalties for non-compliance to PCI 1.1!
  - Restrictions on the merchant or permanent prohibition of the merchant's participation in credit card programs
  - No credit cards means no business for many
  - Starting October 1<sup>st</sup>: New fine structure that starts at \$10,000 per month and can go as high as \$100,000 per month!

# How are Companies Addressing this Issue?

- Signing non-disclosure agreements
- Restricting security access to sensitive/confidential data
- Applying minimal “de-identifying” rules
- Implementing a complete data disguise solution with processes and procedures

Low  
Effectiveness



High  
Effectiveness

# Data Privacy Results for Auditability

| Original Data       | Disguised Data      | Rule Applied |
|---------------------|---------------------|--------------|
| Mary Ward           | Jill Jones          | Translated   |
| 20-03-1962          | 18-04-1962          | Aged         |
| 104 Main Street     | 111 State Avenue    | Translated   |
| Flint, MI 48025     | Flint, MI 48025     | Unchanged    |
| 0047 456 876345     | 0046 431-81-6492    | Encrypted    |
| 4929 5730 5839 3037 | 4929 XXXX XXX9 3037 | Masked       |
| €300,000            | €126,877            | Encrypted    |
| null                | (810) 609-2873      | Generated    |

# The Process - Data Privacy Methodology

**Analyze – Understand each application's sensitive information**

**Design – Define strategies for disguising test data**

**Develop – Build the processes to disguise test data**

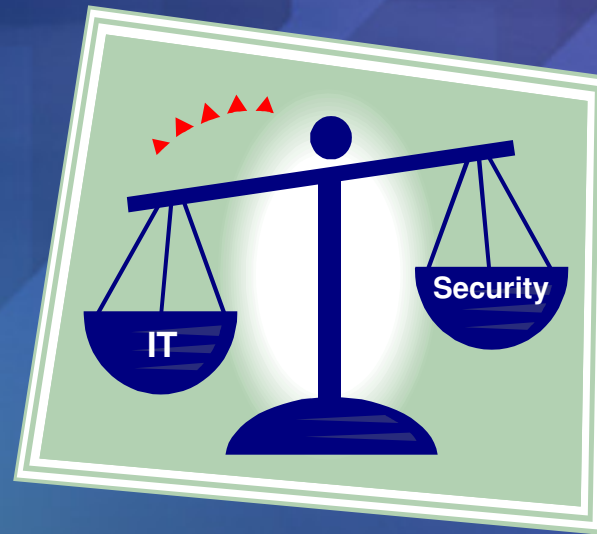
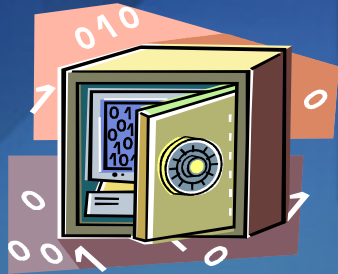
**Deliver – Deploy and maintain data protection processes**



# A Successful Solution Must Deliver:

- **Process & Expertise – Set up**
  - A clear strategy backed up by a methodology that serves as a roadmap or blueprint for an enterprise-wide data privacy initiative
  - The knowledge and experience to effectively manage the process and drive the technology to implement data privacy assurance in the application testing environment
- **Technology – Effective Delivery**
  - Tools that can deliver quality data that meets the integrity, consistency and usability demands of your data privacy requirements

# The Compuware Value Proposition



- Reduce Exposure & Risk
- Close the gap in IT Testing
- Provide documentation for audit



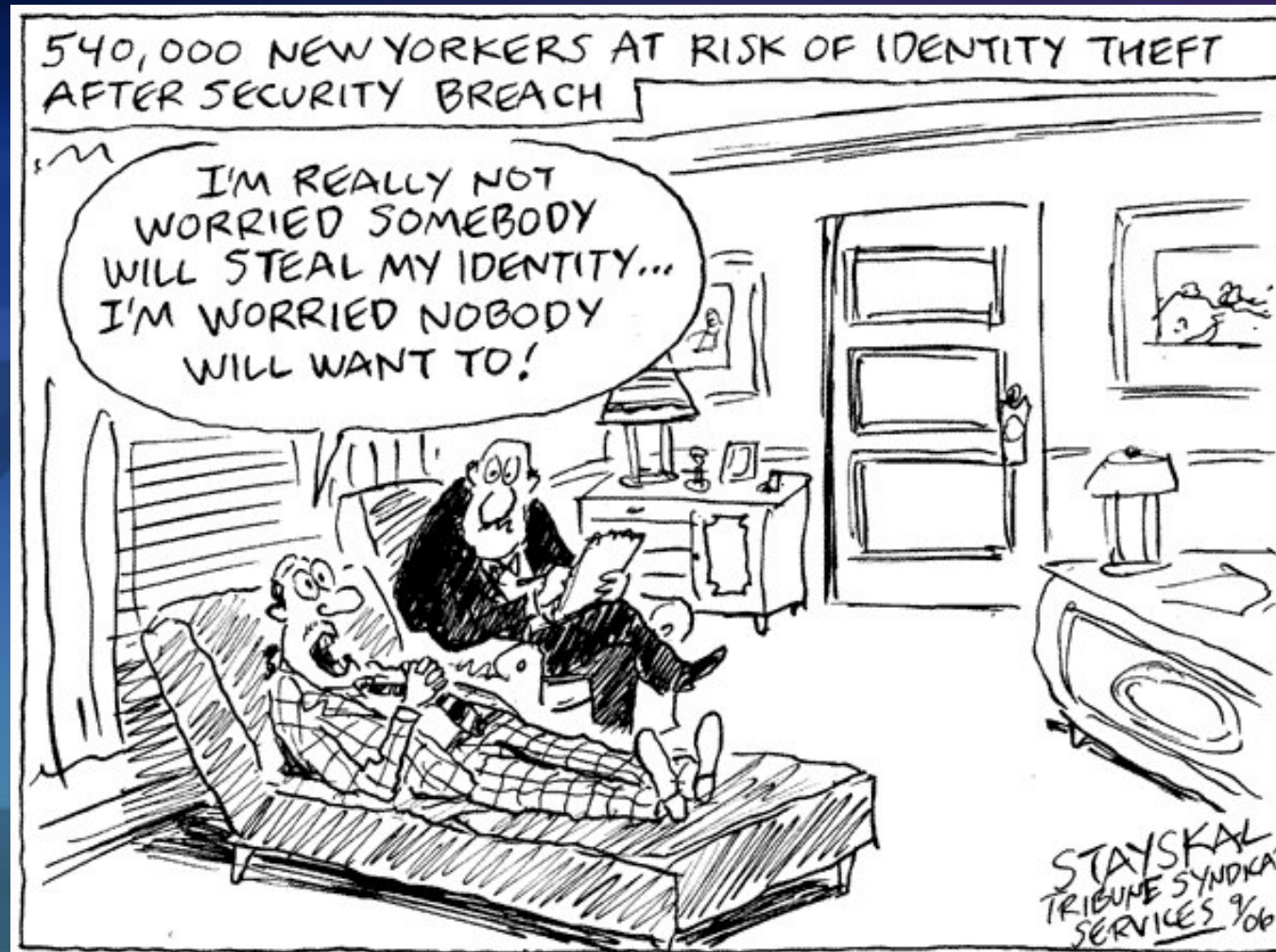
- IT Cost Reduction with protecting Data
- Automate and disguise IT extraction process
- Improve IT quality testing whilst complying



*Every company faces liability if its consumer data is inadequately secured... The search for consumer data and its uses doesn't stop at large production databases – it extends to application test data and Web applications."*

**Ian Clarke – EMEA Director**

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**Thank you**