

# City and County of Denver

## Technology Services Program Management Office

### 2010 Project/Program Overview

#### **Payment Card Industry (PCI) Security Standards Compliance**

Customer Experience – The use and convenience of using credit cards to pay for various agency transactions. For instance: fees, permitting, licensing, parking, and others.

**Description:** The Department of Revenue and Technology Services of the City and County of Denver (the "City") is seeking to validate compliance against the Payment Card Industry (PCI) Data Security Standards. Trustwave (ATW) an authorized Compliance Validation Service has been engaged to assess and validate compliance and assist the City with maintaining yearly compliance. While Critigen has been engaged to coordinate and facilitate the efforts between Technology Services, Treasury, 11 City Agencies and Trustwave activities.

#### **Benefits & Opportunities:**

- Improve the Customer Experience when citizens and other constituents interact with the City
- Provide secure payment processing to citizens
- Reduce the cost associated with accepting Cash and ACH transaction
- Create more opportunities for generating revenue
- Risk avoidance of extremely large fines and fees

**Requesting Agency:** Treasury

**Type:** service improvement; network and system security improvements