

# From Best Practice to Mandate

The Rising Stakes of Data Protection in Australia

Jamie Wright  
Staff Solutions Engineer

**What is the real  
impact of security  
incidents?**



Josh [REDACTED] <[REDACTED]>  
to Jamie ▼

Aug 26, 2020, 4:59 PM

Hi Jamie,

Unfortunately I am emailing to report that the fraud claim was denied on three points:

- Your correct details have been entered in our system,
- The phone was delivered to your address, and
- You accepted delivery of the phone.



Josh [REDACTED]

to Jamie ▼

📎 Nov 23, 2020, 11:42 AM

Hi Jamie,

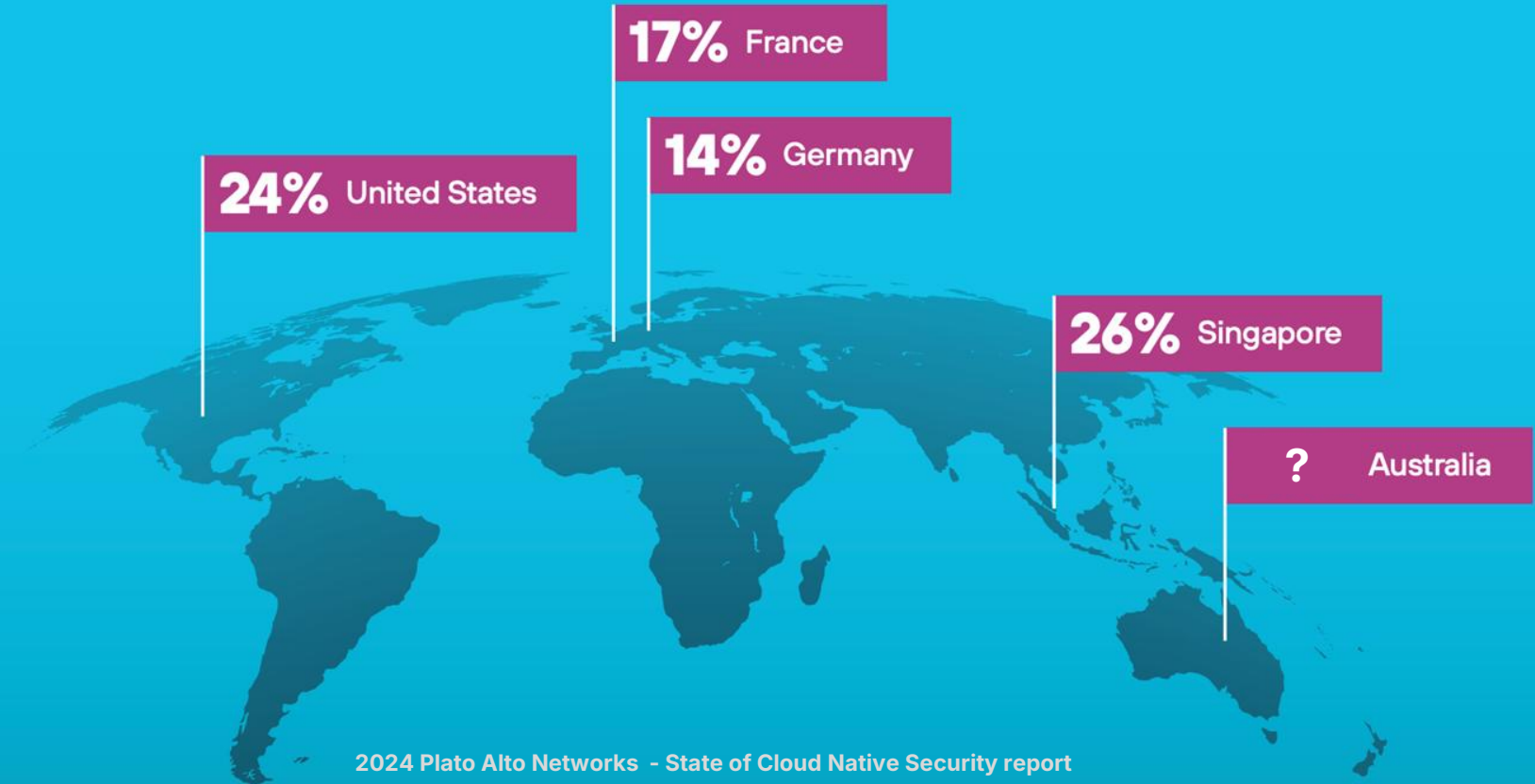
The fraud team have reversed their decision and approved your claim.  
Please find attached confirmation of the fraud for your records.

I sincerely apologise for the delay in resolving your case.  
If you need anything else, please don't hesitate to call or email.

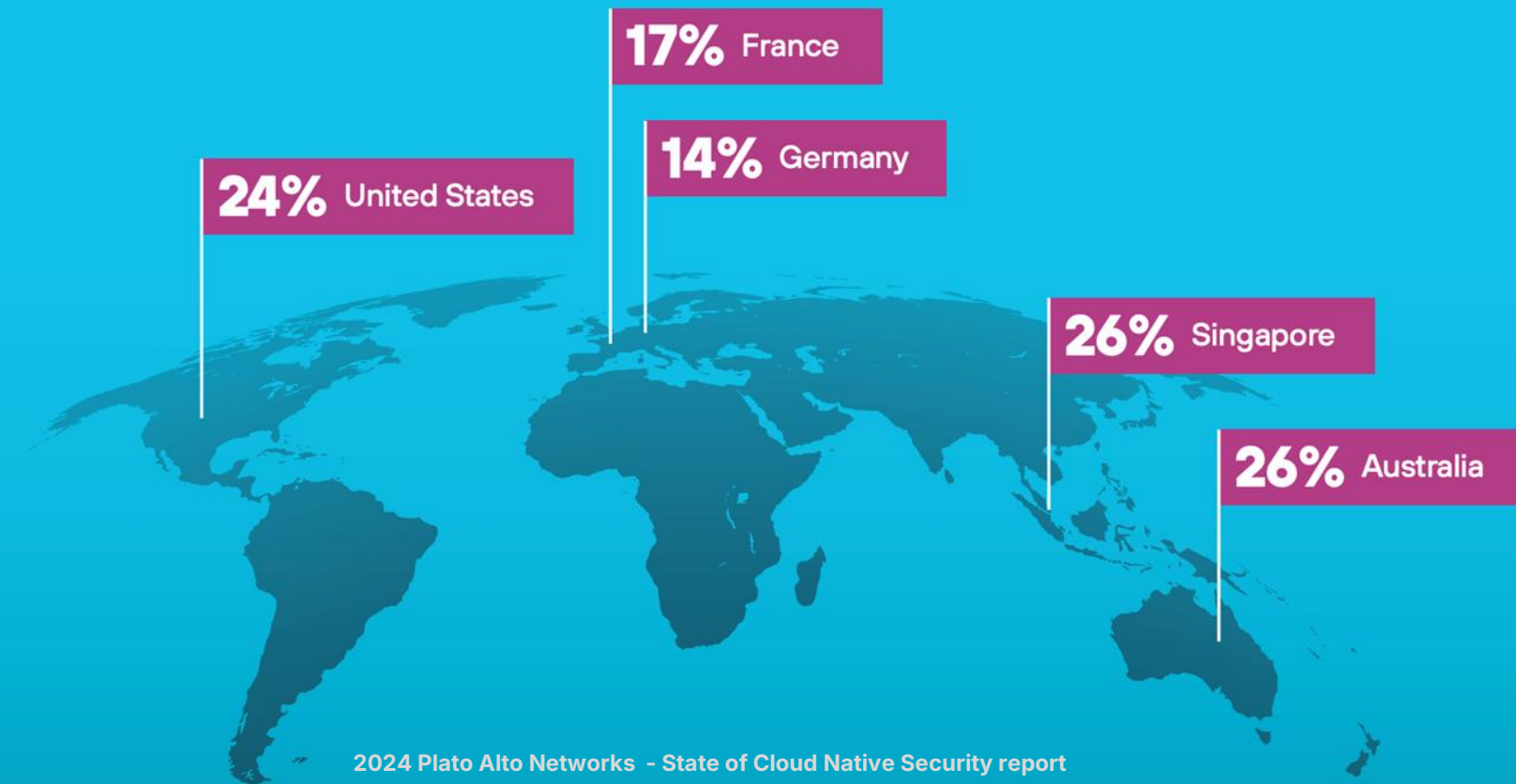
# Ask yourself, what motivates you to do your best work?



## Percentage of companies running 100% in the public cloud



## Percentage of companies running 100% in the public cloud



# Cloud Identity Statistics

1%

---

percentage of permissions  
used by identities <sup>[1]</sup>

80%

---

of workload identities are  
inactive, double the percentage  
reported in 2021 <sup>[1]</sup>

[1] 2023 Microsoft state of cloud permissions risks report





## Motivators For Regulations



### Reliability/Availability of systems

Modern applications are sometimes required to be available to consumers as close to 100% as possible.



### Confidentiality of Data

Personally Identifiable Information in the wrong hands can have massive downside effects on privacy, health or financial well being of consumers.



### Accuracy of Information

Systems like banking and health care need accuracy for the safety and well being of the consumer.



# To Protect and Prove

## 1 Controls

The objectives of the standard for the certification. E.g. Must encrypt data in transit. Preventative, Corrective, Detective.

## 3 Auditing

Prove that controls and processes are implemented to standards. E.g. Create documentation of architecture and logs of process working.

## 2 Processes

The implementation of the Controls. E.g. Create PKI certificates with Vault and distribute to applications via secure agents.

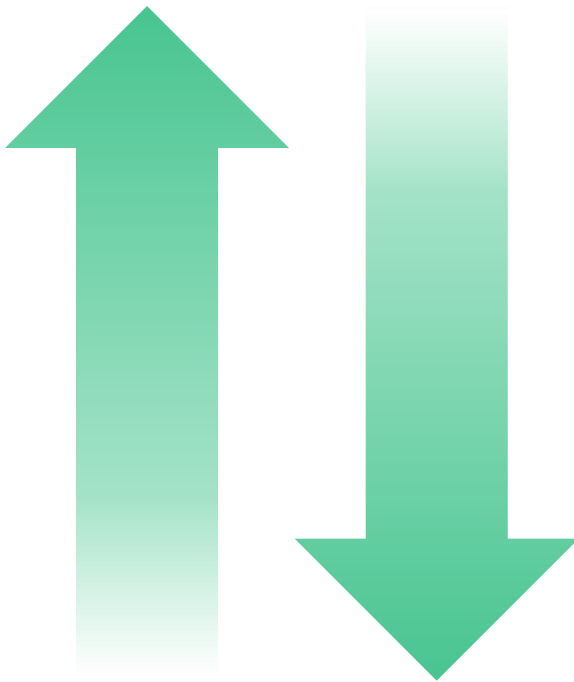
## 4 Reporting

Give auditors detailed information on conforming to standards through auditing mechanisms. E.g. Show access control lists, authentication procedures, system logs to prove Controls are being met.

# What motivates us to change?



- Profits
- Revenue
- Quality
- User Satisfaction
- Security
- Compliance
- Productivity
- Velocity
- Talent Retention

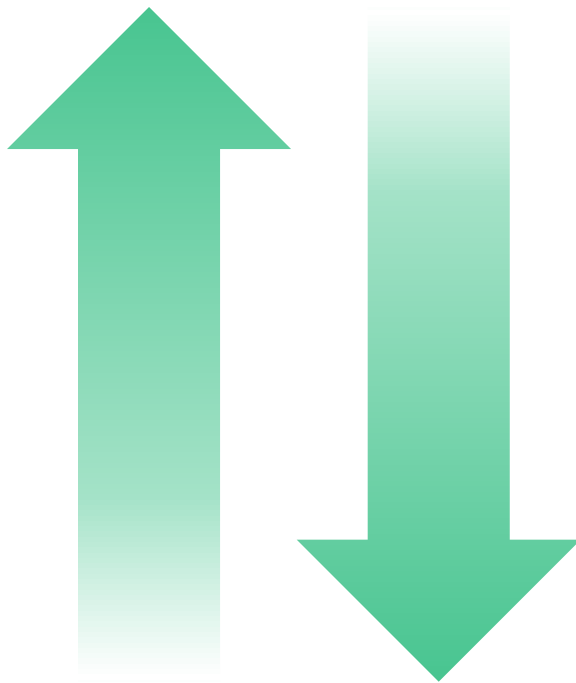


- Costs
- Risk
- Variance
- Error Rates
- Time to Market
- Toil

# What motivates us to change?



- Profits
- Revenue
- Quality
- User Satisfaction
- Security
- Compliance
- Productivity
- Velocity
- Talent Retention



- Costs
- Risk
- Variance
- Error Rates
- Time to Market
- Toil

# Best Practice to Mandate

New requirements in PCI-DSS v4.0. Effective 31st March 2025



# Best Practice to Mandate

New requirements in PCI-DSS v4.0. Effective 31st March 2025

## Least privilege

**7.2.5.1** All access by application and system accounts and related access privileges are reviewed as follows.

- The application/system access **remains appropriate** for the function being performed



# Best Practice to Mandate

New requirements in PCI-DSS v4.0. Effective 31st March 2025

## Least privilege

7.2.5.1 All access by application and system accounts and related access privileges are reviewed as follows.

- The application/system access **remains appropriate** for the function being performed

## Key inventory

4.2.1.1 An **inventory** of the entity's trusted keys and certificates used to protect PAN during transmission is maintained.



# Best Practice to Mandate

New requirements in PCI-DSS v4.0. Effective 31st March 2025

## Least privilege

7.2.5.1 All access by application and system accounts and related access privileges are reviewed as follows.

- The application/system access **remains appropriate** for the function being performed

## Key inventory

4.2.1.1 An **inventory** of the entity's trusted keys and certificates used to protect PAN during transmission is maintained.

## Field-level encryption

3.5.1.2 While disk or partition encryption may still be present on these types of devices, **it cannot be the only mechanism** used to protect PAN stored on those systems.

... for example, through truncation or a data-level encryption mechanism.

**Full disk encryption** helps to protect data in the event of physical loss of a disk and therefore its use is **appropriate only for removable electronic media** storage devices.

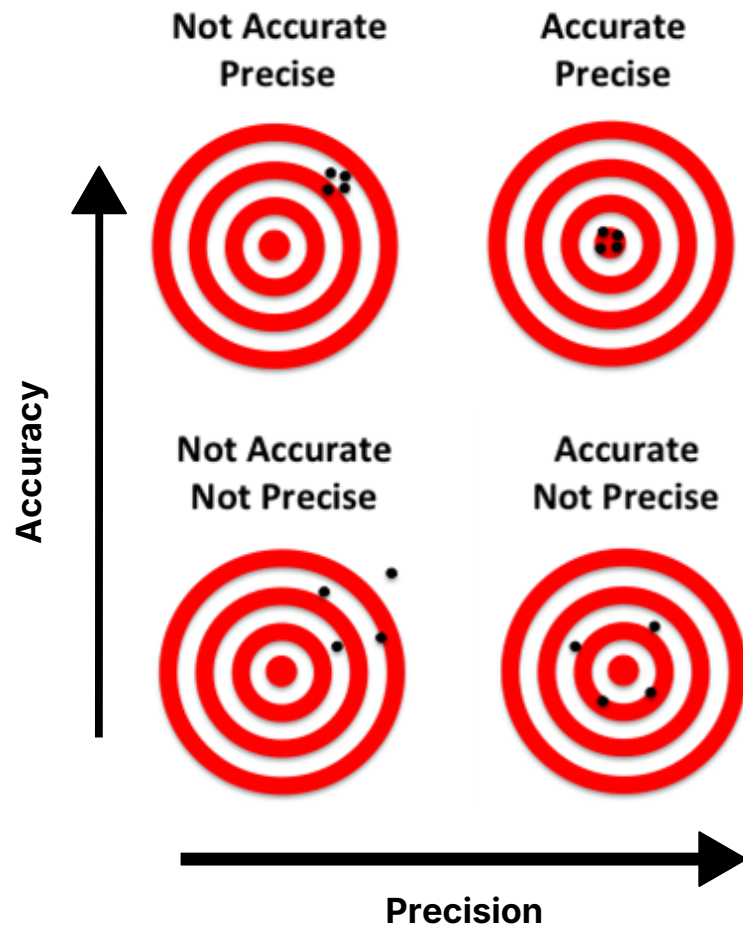




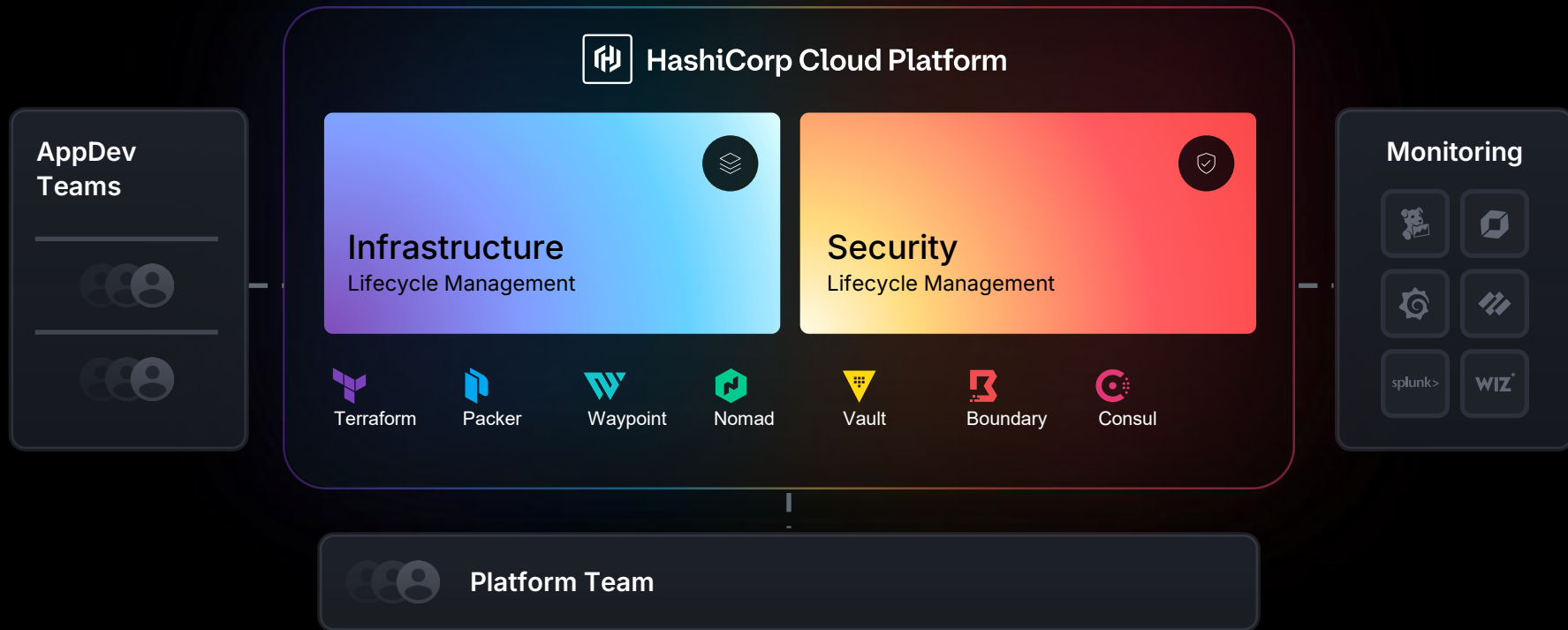
**Regulations are there to  
establish a minimum  
standard**

**Compliance to regulation  
is not the same thing  
as being secure**

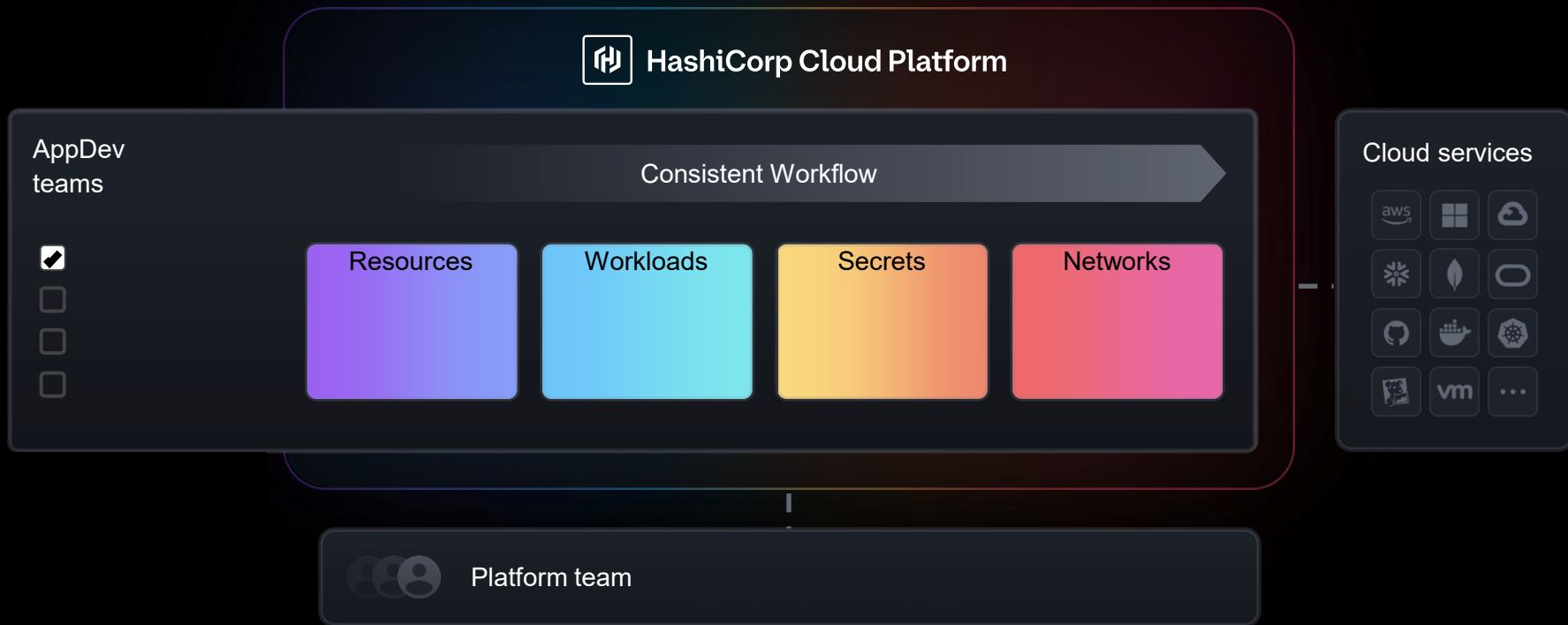
**Aim for being competitive,  
not just compliant.**



# Unified platform approach



# The Infrastructure Cloud





Do cloud right

