



Tottenham Hotspur: Scoring on incident and change controls for PCI DSS compliance with Numara FootPrints!

When Premier League football club Tottenham Hotspur needed incident and change management to cope with the demands of PCI DSS compliance for credit card data, it chose Numara FootPrints!

Background

Tottenham Hotspur is one of England's most famous football clubs. Commonly referred to as Spurs, the club's home stadium is White Hart Lane. Tottenham Hotspur was the first club in the 20th century to achieve the League and FA Cup Double, winning both competitions in the 1960–61 season. In 1963, Spurs became the first British club to win a major European trophy - the European Cup Winners' Cup. In the 1970s, it won the Football League Cup on two occasions and was the inaugural winner of the UEFA Cup in 1972. In the 1980s, Spurs won several trophies: the FA Cup twice, FA Community Shield and the UEFA Cup 1983–84. In the 1990s, they won the FA Cup and the Football League Cup, and in 2008 they beat Chelsea in the final of the Football League Cup.

The Club is currently planning to develop a new stadium on the current site as part of the Northumberland Development Project.

Moving up to Numara FootPrints

Tottenham Hotspur has been a Numara Software customer since 2003, diligently using Numara Track-It! to manage the 1,200 calls a year taken by its Help Desk, setting up automated processes for call management and the ability to log a call remotely. Some of these are low-grade calls, such as password resets, or problems with applications or calls about toner and printer.

Tottenham Hotspur IT and Telecommunications Manager Philip Rose takes up the story:

"Although from an IT point of view, we only have a small team of 4 staff, we expect that to increase over time with the development of the new stadium facilities. We deal with around 1,200 calls a year, or 100 calls a month covering around 250 full time staff."

IN BRIEF

Business Driver

Tottenham Hotspur needed to achieve PCI DSS compliance for credit card data.

Industry Sector

Leisure.

Why Numara Software?

ITIL V3-compatibility; incident and change management functionality to be able to cope with PCI DSS compliance mandates; asset management capability.

Business Benefits

Greater confidence within the IT department that the Club can cope with the requirements being placed on SMBs in the retail and leisure sector to safeguard the credit card details of their customers to meet the PCI Data Security Standard.

"We have been a Numara Track-It! user since 2003, and we decided to move to Numara FootPrints. Our driver was because we have to be PCI DSS compliant to safeguard our cardholder data, we have to implement change control and incident management to manage that. That benefit and its ITIL compatibility is a key element of Numara FootPrints. We have always had a good relationship with Numara Software and we wanted it to continue."

Philip Rose, IT and Telecommunications Manager,
Tottenham Hotspur Football Club

“Numara Track-It! has helped us automate the processes in which we interact with our users, enabling us to log every phone call and every request. This has made us more effective as a Help Desk.”

Tottenham Hotspur's five year use of Numara Track-It! has been a significant success, which is why a year ago in July 2008, faced with PCI DSS compliance demands, Tottenham Hotspur chose to upgrade its solution to Numara FootPrints.

Tracking Incidents and Managing Change with Numara FootPrints

Incident and Change Management are two of the most important processes typically deployed today by enterprise IT operations teams. And one of the strengths of Numara FootPrints is the control it gives customers when dealing with such changes to the organisation's systems environment.

The goal of Incident Management is to restore normal service operation as quickly as possible and minimise any adverse effect on business operations, thus ensuring that the best possible levels of service quality and availability are maintained. The main aims of Change Management are minimal disruption of services, reduction in back-out activities and economic utilisation of resources involved in the change.

Having these Incident and Change Management capabilities in place is an important driver for Tottenham Hotspur as the club evolves, because coupled with plans to develop a new stadium and with the continual need to retain its place in the competitive Premier League, as a small to medium-sized business, Tottenham Hotspur, like many other retailers, also has to keep up with demands to safeguard its data, particularly its credit card data.

Meeting the Demands of PCI DSS

With many of its sales for tickets and merchandise being made by credit card, Tottenham has found itself having to keep up with the demands of PCI DSS, a set of comprehensive requirements for enhancing payment account data security driven by the PCI Security Standards Council.

That means having effective processes in place to be able to safeguard cardholder data, and using its service desk solution to track and manage any security-driven changes and incidents to those processes.

Tottenham Hotspur processes more than 700,000 credit card transactions each year and the advent of a new stadium, taking the ground capacity from 36,000 to 58,500 spectators per match, is expected to drive up the number of credit card transactions significantly. Philip Rose explains:

“If it had not been for PCI-compliance, we'd have continued with Numara Track It!. PCI DSS imposes best practice banking standards on us as a business and some of these controls are quite stringent.”

Who are we?

Founded in 1991, Numara Software is a global provider of service desk management solutions. Its flagship products, Numara Asset Management Platform, Numara Track-It! and Numara FootPrints, support over 50,000 customer sites worldwide making it the leader in this market for small to mid-sized enterprises.

“The key tenet of PCI compliance is the protection of cardholder data and to be able to make security-driven changes to our requirements, we need to have Incident and Change Management capabilities in place. This is where Numara FootPrints helps, particularly as it is ITIL-compliant. PCI tells us what we can or cannot do with credit card data, where it should be held, and how it should be protected.”

Rose says using Numara FootPrints will enable the Club to keep on top of security and process changes within the football club to meet the rigours of PCI DSS.

The Importance of ITIL

The ITIL V3 service management framework processes supported by Numara FootPrints allow Tottenham Hotspur's incidents to be managed and resolved faster with configurable forms, sophisticated workflow and customer access, while for change management, Numara FootPrints automates unlimited approval workflows with full audit trail and secure e-mail approval, from the triggering of a change process to the change being implemented.

“If you have security issues, you have to be able to follow a pre determined and documented procedure for recording that information, and for making and tracking changes so any breach is limited and your systems are effectively maintained. This is where Numara FootPrints and its ITIL compatibility will help us automate our approval structure for both IT and business process changes to cope with PCI DSS compliance,” Says Philip Rose.

Monitoring its assets

A key benefit of Numara FootPrints is its IT asset management capability, and this has allowed Tottenham Hotspur to locate and monitor all the assets on its network, helping the football club's IT team understand where individual assets are being used, know how to uncover savings and choose when to optimise the use of existing hardware and software.

“Being able to monitor and track our IT environment through Numara FootPrints and know what our assets are across the organisation is vital for the football club and complements our requirements on the PCI DSS front,” Says Philip Rose.

