# **Assessment Evidence: Enterprise**

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| **PSP CCP V1.5 ID** | **Qualifiers** | ***Conformance Criteria*** |
| **ENWM** |  | ***General requirements for enterprise-wide management that are applicable to all processes identified in the PCTF.*** |
| ENWM.01 | GEN | The entity under assessment MUST ensure that policies and plans are developed, documented, and disseminated within the organization that address at the enterprise level:   * Risk assessment; * Audit and accountability; * Security assessment; * Disaster or contingency planning; * Identification and authorization; * Systems and communication protection; * Incident response; * System and information integrity; * Information management and privacy protection; * System maintenance; * Technical access control (e.g. lockdown of operating systems, intrusion detection, password management, encryption, and network access management); and * Physical access to technology assets. |
| ENWM.02 | GEN | The entity under assessment MUST ensure that the formal operational policy and procedures, identified in ENWM.01, are reviewed and updated regularly on a fixed schedule appropriate to the context of the program/service being delivered.   Policies/plans may also require update on an ad hoc basis based on operational events or extraordinary need. |
| ENWM.03 | GEN | The entity under assessment MUST have active procedures that reflect the operational policy requirements for:   * Provision of notice, * Activity audit, * Information maintenance * Information protection * Information archiving and destruction, and * Provision of redress or dispute resolution. |
| ENWM.04 | GEN | The entity under assessment MUST specify its governance (e.g., mandate, authority, operating procedures, agreements) as it relates to the identification of entities and to the relationships between entities. |
| ENWM.05 | GEN | The entity under assessment MUST provide a description of the program or service, including:   1. The type and nature of the program or service; 2. The intended clients of the program or service; AND 3. The approximate size, characteristics, and composition of the client population. |
| ENWM.06 | GEN | The entity under assessment MUST ensure that personal information, organizational information, and relationship information are collected and managed under relevant law, regulation, and policy. |
| ENWM.07 | GEN | The entity under assessment MUST identify the authorized operational roles, access management processes, and modification processes pertaining to the collection and management of information. |
| ENWM.08 | GEN | The entity under assessment MUST have quality assurance processes (e.g., monitoring, measurement) in place to ensure consistent execution of operational tasks. Specifically, this pertains to operational activities such as:   * Front counter activities; * Back office activities such as information processing and adjudication; and, * Information maintenance and modification activities. |
| ENWM.09 | GEN | The entity under assessment MUST provide notice to entities providing identity evidence or relationship evidence that false or misleading statements may result in violation of the terms and conditions of the program or service. |
| ENWM.10 | GEN | The entity under assessment MAY rely on another entity to carry out program or service activities that are subject to these conformance criteria. In such cases, the entity under assessment MUST:   1. Confirm that a written agreement exists with that other entity; AND 2. Identify which atomic processes are carried out by the other entity; AND 3. Confirm that the conformance criteria within the agreement with the other entity carrying out those atomic processes are equivalent to those conformance criteria of the PSP-PCTF. |
| ENWM.11 | GEN | The entity under assessment MUST ensure that service providers to whom they have delegated service provision tasks adhere to applicable conformance criteria. |
| ENWM.12 | GEN | The entity under assessment MUST manage system components using its defined system development life cycle that incorporates security concerns. |
| ENWM.13 | GEN | The entity under assessment MUST have formal technology change management processes in place to evaluate and manage risk associated with technology evolution. |
| ENWM.14 | GEN | The entity under assessment MUST ensure that its personnel responsible for operations affecting personal information, organizational information, and relationship information have received privacy and security training. |
| ENWM.15 | GEN | The entity under assessment MUST uniquely identify and authenticate personnel or users, or processes acting on behalf of personnel or users, where authentication is appropriate. Shared accounts MUST not be used. |
| ENWM.16 | GEN | The entity under assessment MUST enforce access controls to ensure that only authorized personnel can update identity information or relationship information. |