

PICKLEBALL AS OPERATING MODEL

PCI AT THE KITCHEN LINE

Pickleball rewards the same habits sustainable compliance programs need: know the boundaries, control the pace, communicate early, and stop trying to smash every ball.

SCOTT NORTON / PCI DSS QSA | JOHANSON GROUP, LLP

01

PICKLEBALL AND PCI OPERATIONS SHARE A PROBLEM: SIMPLE RULES BECOME DIFFICULT WHEN POSITION, TIMING, AND PARTNERSHIP GET REAL.

02

**KNOW THE KITCHEN. A BOUNDARY MATTERS
BECAUSE OF WHAT CROSSES IT AND WHO
CAN INFLUENCE WHAT SITS BEHIND IT.**

03

**OUT IS A CONCLUSION. THE TEAM STILL
NEEDS AN HONEST, SUPPORTABLE LINE CALL.**

**CALL THE MIDDLE BALL. SHARED
RESPONSIBILITY NEEDS A FIRST ACTOR,
HANDOFF, RECEIVER, AND RECORD.**

05

**STOP SMASHING EVERY CONTROL. FORCE
FROM POOR POSITION PRODUCES EXPENSIVE
UNFORCED ERRORS.**

06

**USE THE DINK: ONE DEPENDENCY MAPPED,
ONE POPULATION RECONCILED, ONE OWNER
NAMED, ONE REPEATABLE MOVE.**

07

**MAKE OBSERVATIONS SAFE TO REPORT
BEFORE THEY HARDEN INTO CONFIDENT
CONCLUSIONS.**

08

**KNOW THE BOUNDARY. CALL THE BALL.
CONTROL THE PACE. KEEP THE SCORE
HONEST.**

ONE MOVE TO MAKE NOW

Run a kitchen-line review on one shared control: draw the boundary, name every crossing, call the first responder, and identify the record that proves the handoff.

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