Deloitte.

Gaming Standards & Certification

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Agenda

- Introduction
- Certification Process
- Common Problem Areas
- Recommendations

Introduction

The Certification process is necessary to obtain a license to operate for a fixed term.

- The main objectives of certification are to confirm that:

  – The operator is operating in accordance with the control system

  – The operator is operating in accordance with the remote gaming regulations and any other licence condition/s; and

  – The operator is adequately protected against known information security risks.

Introduction

Certification applies to:

- All operators in possession of a Provisional Licence.

- All operators in possession of a Letter of Intent.

- Any operator who makes major changes to the Control system and/or Gaming system.

- Any operator subjected to a certification process at the direction of the LGA.

Introduction

Timing:

- After the operator has commenced operations, but

- Not later than six months from date of Letter of Intent.

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Certification Authorities

- Operator first establishes the Certification Authority it will use (LGA has list of approved CAs)

- Operator reaches agreement with Certification Authority on scope, timings, deliverables and fees (Approximate standard fee has been agreed for certification exercises)

- Operator and CA agree on course of action, who contact persons are, timings, etc and the process may begin.

- Where complexity requires additional work, or information is difficult to collect, additional fees may apply.

The Review

- The CA requires access to all documentation:

  - Control system, contracts;

  - Information Security Policies;

  - Terms & conditions, game rules;

  - Data Protection Notification;

  - Incidence Response;

  - User Management Procedures;

  - Disaster Recovery Plan (& BCP);

  - Money Laundering Procedures;

  - Change Management Procedures; and

  - Back up procedures.

- Not all classes of licenses or sizes of operators require all the above documentation.

The Review...contd

- The CA requires access to the system, a test account or accounts, some money to play with;

- information and communication with the people who know the system/s. Should be the Key Official, but....!!

- Forms 3 and/or Form 4 will need to be prepared and submitted.

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Common Problem Areas

- Control system? What and where is that? Emmm…..
- Documentation of policies and procedures – weak
- System Documentation – Scarce
- Disaster Recovery Plan – Weak documentation
- User lists, system access – Weak
- Overall Information Security (ISO17799) – requires improvement.
- Key Officials – Residency? Have System Access? Have documentation?

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Recommendations

- Key Officials should have copies of all documentation, be trained on system, adequate access rights, etc.

- Keep documented records of everything (don't tell me show me!!)

- Formal policies & procedures should be implemented in the highest risk areas for online gaming:
    1. Change Management
    2. Incident Response
    3. Disaster Recovery
    4. Unauthorised Access
    5. Malicious Code

- Look at certification not only as a means to get the licence but as an opportunity to improve your operation by reducing risks.

"Information Security
is a management
problem not a
technology one."

Devargas 1996

Conclusion

1. Certification Standard – MSA (W.I.P.)

2. Key Official responsibilities defined in New Regulations

3. You are all affected by certification or re-certification.

4. Security – Technical & Organisational Measures.

5. ISO17799 MSA Info Sec Standard (current benchmark)

THANK YOU