# Remote Gaming Certification Standard

Draft Maltese standard (with potential EU wide application?)

# Why?

- The Maltese Remote Gaming regulations allow operators to begin trading under a provisional licence or letter of intent pending certification within agreed period.
- Up to now, there has been a problem defining the certification process and who may conduct certification.  This new standard will address both issues.

# Why cont…

- Need to obtain same level of detail from all certifiers; certifications to conform to one style with objective requirements.
- Will allow LGA to delegate certification (non-core activity) to free up staff for compliance monitoring, complaint handling and data analysis.
- To meet demand arising from popularity of Malta as Remote Gaming jurisdiction.

# Where the Standard fits

- The new standard will apply to all LGA licensees, sooner or later.

- It will check and record the technical, financial and managerial aspects of each licensee's remote gaming operation – even where outsourcing has been employed.

- The gaming servers will be physically checked and sealed.  Data archives and traffic data will be made available to LGA.

# References/Provenance

- ISO-17799 "IT - code of practice for Information security management" = detailed international standard defining Industry Best Practice; recently revised and re-issued (June 2005). Basis of previous certification questionnaire.

- ISO-27001 (was BS 7799) = IT Security techniques; international management standard at Final Draft; certifiable (but still less than 2,000 companies have got BS 7799 globally and very expensive to obtain).

# PDCA lifecycle

- Management standards recognise the need to evolve procedures in the light of experience and environmental change.

- This is formalised in Plan:Do:Check:Act cycle (see ISO-9001 and ISO-27001 management standards).

- Same concept will apply to and through the new MSA standard. Compliance is not defined by a ONE-OFF audit.

# Related sources

- eCOGRA Generally Accepted Practices for online casinos; approved January 2005 (available online; free download)
- Gaming Laboratories International GLI-19 Internet Gambling Environments "standard" for approvals (available online; free download)
- Others – Information Security Forum (members only), CoBIT, TST, etc…

# Collective Wisdom…

- All sources acknowledge the difficulty with remote gaming testing due to distribution of controls/staff and rapid development lifecycle relevant to this industry.

- Debates over output testing v. source code testing miss the point; issue is testing the systems management and protection of data.

- Ongoing compliance audits are essential to protect players' interests and Malta's reputation.

# Status of Draft Standard

- First cut document ready for review by Technical Committee tomorrow.

- Final draft document will be available for review by interested parties next month.

- Reviewed draft document will be passed to EU for information and circulation soon.

- Final draft will become responsibility of MSA to publish – ETA is Q1 of 2006

# Drafting Process

- Technical committee representatives from:
- **MSA** (Malta Standards Authority)
- **NAB** (National Accreditation Body)
- **LGA** (Lotteries and Gaming Authority)
- **MRGC** (Malta Remote Gaming Council)
- **CoC** Malta (Chamber of Commerce)
- **ISACA** - Malta Chapter (Information Systems Audit and Control Association)

# Updates

- After the standard is complete, it will enter an update cycle immediately.
- Those involved with the original Technical Committee may be invited to participate in updates. Others may join the process.
- Aim will be for annual updates (this is much more frequent than most standards!)
- Comments welcome – by email please…

# The End (for now)

- LGA Compliance contact:

- Eur Ing Melody Morgan-Busher

- Email: [melody.m-b@lga.org.mt](mailto:melody.m-b@lga.org.mt)

- THANK YOU