



## NIGC TRAINING ANNOUNCEMENT

### Regulating Gaming Technology

**Cherokee Hard Rock Hotel & Casino – Tulsa, Oklahoma**

**October 1 - 3, 2013**

The National Indian Gaming Commission is pleased to announce a training opportunity for all gaming commissioners and staff, and operation managers and staff, at the **Cherokee Hard Rock Casino** in Tulsa, Oklahoma. All tribes in Oklahoma, Kansas and Texas are welcome to attend, as well as tribes from other regions. This three day training conference is co-hosted by the **Cherokee Nation Gaming Commission**. Courses will be presented by NIGC staff.

The Regulating Gaming Technology course will provide an understanding of various gaming technologies on the casino floor, and strategies to effectively regulate such technology.

The **Cherokee Hard Rock Casino** is located at 777 W. Cherokee Street, Catoosa, Oklahoma, 74015.

There is no fee for attending this NIGC training conference. *However, we do require that each attendee **pre-register** for the course via the attached registration form, which may be submitted electronically (via email) or faxed to (918) 581-7933, by **September 23, 2013**. Attendees are responsible for their own travel, lodging, meals, etc.*

For the convenience of the attendees, the **Cherokee Hard Rock Hotel and Casino** is offering a block of rooms at the special rate of \$80 per night, plus taxes.

You may make your hotel reservation by calling 1-800-760-6700, and mention “National Indian Gaming Commission” to get the special room rate, or via the internet at [www.HardRockCasinoTulsa.com](http://www.HardRockCasinoTulsa.com). Click Online Reservations located on the left side of the page, then click Group Reservation at the top of the page, then enter Attendee Code **NIGCOCT2013**. Enter remaining information as required.

**The cut-off date for the special room rate is September 8, 2013.**

For further information please contact Christie Jamison at the NIGC Tulsa Office at 918.581.7924.

Following is a summary of the training topics and agenda.

Day 1 (Tuesday October 1)

Welcome and Introduction  
Electronic Gaming Machines  
Workshop  
Class II Gaming Systems  
Workshop  
Review, Questions and Answers

Day 2 (Wednesday October 2)

Class II Gaming Technical Standards  
Workshop  
Associated Equipment  
Workshop  
Review, Questions and Answers

Day 3 (Thursday October 3)

Resources for Tribal Regulators  
Gaming Forensics  
Workshop

Schedule and topics are tentative and subject to change.

Courses will begin at 9:00 a.m. each day and conclude at approximately 5:00 p.m.  
Registration will begin at 8:30 a.m.



# Regulating Gaming Technology Course

---

## Design Plan

## Table of Contents

Table of Contents .....	2
Course Rationale .....	3
Course Description .....	5
Target Population .....	7
Participant Pre-Requisites.....	7
Course Structure.....	8
Course Agenda.....	9
Day One.....	9
Day Two .....	9
Day Three .....	10
Terminal Objectives .....	11
Evaluation Techniques .....	12
Level One Evaluation .....	12
Level Two Evaluation.....	12

## Course Rationale

Indian Country Casino Staff at every level and in every position come into contact with gaming machines. This course is developed to provide an understanding of various gaming technologies on the casino floor and strategies to effectively regulate such technology. From operations managers to floor staff, IT personnel to Surveillance and regulators, working at an Indian Casino means exposure to and interaction with a variety of machines and concerns. This course is designed for tribal gaming regulators and operations personnel. It will explore various components of EGMs and other regulatory subject matter such as Accounting/Event Meters, EGM Report Capabilities, PAR Sheet analysis, Random Number Generator, and many other topics. The course will examine the core components of a typical Class II gaming system, as well as highlight various types of Class II gaming technologies currently in use across various tribal gaming jurisdictions

The course will focus on the meaning and implementation of 25 C.F.R. Part 547, Class II technical standards. Particular attention will be paid to reviewing the technology submission and certification process, procedural requirements, and significant technical issues and requirements.

The course will focus on common devices that are part of the gaming floor but generally not considered gaming devices themselves. Equipment discussed will include computerized casino accounting systems, kiosks, bill acceptors, ticket printers, and others.

It will explore the general testing process of gaming and associated equipment, highlight common issues faced by gaming regulators, and share strategies on effectively regulating gaming technology.

It will explore various strategies, best practices, and other guidelines available for regulators and other tribal gaming personnel in dealing with equipment malfunctions and thefts.

Factors such as new technology, conflicting styles of management or communication, and failure to operate as a team can all compromise programmatic success. From understanding the components and processes of gaming machines to the regulatory compliance requirements, all staff require

standardized training on the fundamentals of regulatory gaming technology and the essentials of compliance with IGRA and NIGC regulations.

The National Indian Gaming Commission (NIGC) RGT Course is designed to provide a common foundation of knowledge of skills to prepare all staff to work together to effectively understand and meet requirements. Staff new to gaming machines are in need of intentional training on all aspects of the fundamentals of RGT, while current staff will benefit from the acquisition of standardized tools to augment their current work with systems and compliance requirements.

Additionally, the NIGC RGT Course creates a learning environment in which staff have the opportunity to learn about and gain appreciation for the roles, responsibilities, hardships, and contributions of staff in every position, from commissioners to a variety of others in attendance.

NIGC's targeted training will provide instruction in areas such as the history of casino games, the technical standards and requirements to be in compliance, and gaming forensics. Training will include an emphasis on compliance and professional development in all subjects. Improved staff capability and knowledge will directly impact both the staff member and their program organizational climate.

## **Course Description**

The Regulating Gaming Technology Course will provide instruction central to understanding the unique gaming machine technology structure and the importance of close monitoring and compliance in the success of the casino meeting requirements. The course is designed for novice and veteran staff. The course will offer instruction in the following content areas:

### **Electronic Gaming Machines**

A 3 hour block designed for tribal gaming regulators and operations personnel. It will explore various components of EGMs and other regulatory subject matter such as Accounting/Event Meters, EGM Report Capabilities, PAR Sheet analysis, Random Number Generator, and many other topics.

### **Class II Gaming Systems**

A 3 hour block designed for tribal gaming regulators and operations personnel. The course will examine the core components of a typical Class II gaming system, as well as highlight various types of Class II gaming technologies currently in use across various tribal gaming jurisdictions

### **Class II Technical Standards**

A 3 hour block offered to tribal gaming regulators and operations personnel. The course will focus on the meaning and implementation of 25 C.F.R. Part 547, Class II technical standards. Particular attention will be paid to reviewing the technology submission and certification process, procedural requirements, and significant technical issues and requirements.

### **Associated Equipment & Peripherals**

A 3 hour block offered to tribal gaming regulators and operations personnel. The course will focus on common devices that are part of the gaming floor but generally not considered gaming devices themselves. Equipment discussed will include computerized casino accounting systems, kiosks, bill acceptors, ticket printers, and others.

### **Resources for Tribal Gaming Regulatory Authorities**

A 4 hour block offered to tribal gaming regulators and operations personnel. It will explore the general testing process of gaming and associated equipment,

highlight common issues faced by gaming regulators, and share strategies on effectively regulating gaming technology

**Gaming Forensics**

A 4 hour block offered to tribal gaming regulators and operations personnel. It will explore various strategies, best practices, and other guidelines available for regulators and other tribal gaming personnel in dealing with equipment malfunctions and thefts.

## Target Population

The target population for this course is all Indian Casino staff.

## Participant Pre-Requisites

- Participants must be current Commissioners or other Indian Casino staff members, certified as needing the course by their supervisor.
- Participants must be self-directed and motivated to learn.
- Participants must have a willingness to share ideas and recognize their colleagues as having input which is crucial and important.

**Please note:** This course is conducted in English with instruction facilitated by verbal and written communications.

## Course Structure

The Regulating Gaming Technology Course is 3 day course developed to provide an understanding of various gaming technologies on the casino floor and strategies to effectively regulate such technology

Each instruction topic will incorporate control mechanisms, standards, discussion of various staff roles and responsibilities, focusing on similarities, differences, and opportunities for collaboration and sharing of practices and improvements. Most topic areas will pair an equal amount of time to facilitated lecture and action based learning.

The primary training methodologies will be interactive lecture, small group discussion, and case study. Action based learning will be facilitated through small groups and case study. The course will culminate with participants completing an evaluation to gauge learning.

## Course Agenda

### Day One

9:00 – 9:15	Welcome and Introduction
9:15 – 9:55	Introduction to NIGC, Overview, & Ice Breaker
10:00 – 10:50	Electronic Gaming Machines
10:50 – 11:00	Break
11:00 – 11:50	Electronic Gaming Machines
11:50 – 1:00	Lunch
1:00 – 1:50	Workshop 1
1:50 – 2:00	Break
2:00 – 2:50	Class II Gaming Systems
2:50 – 3:00	Break
3:00 – 3:50	Class II Gaming Systems
3:50 – 4:00	Break
4:00 – 4:30	Workshop 2
4:30 – 4:45	Review, Question and Answer

### Day Two

9:00 – 9:05	Welcome and Review
9:05 – 9:50	Class II Gaming Technical Standards
9:50 – 10:00	Break
10:00 – 10:50	Class II Gaming Technical Standards
10:50 – 11:00	Break
11:00 – 11:50	Class II Gaming Technical Standards
11:50 – 1:00	Lunch
1:00 – 1:50	Associated Equipment
1:50 – 2:00	Break
2:00 – 2:50	Associated Equipment
2:30 – 3:00	Break
3:00 – 3:50	Workshop 3
3:50 – 4:00	Break
4:00 – 4:30	Review, Question and Answer

**Day Three**

9:00 – 9:05	Welcome and Review
9:05 – 9:50	Resources for Tribal Regulators
9:50 – 10:00	Break
10:00 - 10:50	Resources for Tribal Regulators
10:50 – 11:00	Break
11:00 – 11:50	Gaming Forensics
11:50 – 1:00	Lunch
1:00 – 1:50	Gaming Forensics
1:50 – 2:00	Break
2:00 – 2:50	Gaming Forensics
2:50 – 3:00	Break
3:00 – 3:50	Workshop 4
3:40 – 4:00	Break
4:00 – 4:30	Level I & II Evaluation
4:30 – 4:45	Course Close

## Terminal Objectives

- **Execute** strategies to enhance staff understanding of Regulatory Gaming technologies
- **Demonstrate** an increased understanding of regulatory and compliance methods and systems with RGT

As measured by:

- **Increased** understanding of components, checks and compliance systems as evidenced by application
- **Increased** capability and knowledge to foresee issues and prevent or remediate them through risk assessment, management and action.

## **Evaluation Techniques**

### **Level One Evaluation**

Level one evaluation will occur prior to the participants leaving the classroom training. The last set of agenda items on the last day will include administration of the Level One survey.

### **Level Two Evaluation**

Level two evaluation will occur prior to the participants leaving the classroom training. The last set of agenda items on the last day will include administration of the Level Two assessment to gauge learning. The work will be evaluated as Pass/Fail and will provide structure for the level 3 evaluations in three months.