

NATIONAL INDIAN GAMING COMMISSION
Fiscal Year 2018 Summary Performance Dashboard Report

Other Notable Items
1. The Commission created a Help Desk to provide faster customer service to NIGC employees related to IT issues and problems.
2. The Commission created an 8th Regional office in Rapid City, SD. This split the St. Paul, MN Regional office.
3. The Commission consulted on two regulations and issued Final Rulings on Part 514 and Part 547. The Commission also issued Mobile Gaming Wireless Standards.
4. The Commission increased its Virtual Training by updating its technology platform to reach more stakeholders.
5. The Commission provided guidance on the NIGC Class III Minimum Internal Control Standards and guidance on the 2008 Systems Annual Review.

Commission Priorities:
Consulting and relationship building with Tribal governments; Provide technical assistance and training; Continue regulatory review; and Review Agency internal operations.

Mission Statement:
To (1) promote tribal economic development, self-sufficiency, and strong tribal governments; (2) maintain the integrity of the Indian gaming industry; and (3) ensure that Tribes are the primary beneficiaries of their gaming activities.

Strategic Plan Performance Measures				
Measure	FY 2017 Actual	FY 2018 Actual	Status	Benchmark
Goal 1: Gamesmanship				
Training courses on gamesmanship	9	16	Δ	7
Training attendance for gamesmanship	No data	496	Δ	400
Site visits conducted	562	598	Δ	500
Confirmed gamesmanship violations	No data	4	◊	0
Gamesmanship violations remedied	No data	4	◊	0
Goal 2: Strong Workforce				
Training events held annually	49	55	Δ	42
Training attendance total	2664	8358	Δ	2000
Tribe satisfaction with training	91.90%	92.90%	Δ	85%
NIGC employee internal training events	11	11	Δ	6
NIGC employee challenges in FEVS (negative ratings 35%+)	0	0	Δ	0
Goal 3: Technology				
Engagements on technology and best practices	No data	55	Δ	50
Training courses on technology (See Note 1)	0	7	Δ	6
ITVA's conducted	17	12	Δ	12
NIGC internal IT issues resolved	No data	132	–	
NIGC internal network security patches done	No data	48	–	
Goal 4: Rural Outreach				
Training courses offered to small and rural (See Note 2)	1	16	Δ	6
Recommendations on regulations to Commission	0	1	–	
Consultations with Tribes on regulation changes	6	6	Δ	4
Goal 5: Operational Excellence				
Percent change on improving employee performance	+4%	+14%	Δ	+2%
Percent change on supporting employee work/life balance	+8%	-4%	◻	+2%
Percent NIGC annual budget timeframe target met	100%	100%	Δ	100%
Percent NIGC financial reports delivered on time	100%	100%	Δ	100%
Annually inform Tribes on NIGC resources (ex. GGR)	Reported	Reported	–	

Note 1: The RGT courses underwent a year-long revision in FY 2017, so no courses were offered until FY 2018.
 Note 2: Virtual training was piloted in 2nd and 3rd quarter FY 2017 and rolled out at the RTC September 2017.

Overall Note: The Benchmarks are based on data collections and analysis of Fiscal Year 2018 as the NIGC Strategic Plan covers FY 2018 - 2021. The Fiscal Year 2017 data is used for information purposes only.

Improving/Within Benchmark	= Δ	Unfavorable Trend	= ◻
Watch/At Risk	= ◊	No Benchmark	= –

