NATIONAL INDIAN GAMING COMMISSION

Fiscal Year 2018 Summary Performance Dashboard Report

Other Notable Items

- 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.

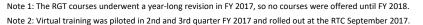
Commission Priorities:

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						
	FY 2017	FY 2018				
Measure	Actual	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	ı			
Consultations with Tribes on regulation changes	6	6	Δ	4		
Goal 5: Operational Excellance						
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	_			



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	=-

