Portland Regional Training Conference
April 14 – 16, 2020
ilani Casino Resort
1 Cowlitz Way, Ridgefield, WA 98642

	TIME	COURSES**	
Day One	8:30 9:00	Course Opening/Welcome	
	9:00 9:50	NIGC FAQ Panel*	
	10:00 12:00	Addressing Human Trafficking in Tribal Casinos from Service Provision to Policy, Procedure and Training*	
		Lunch (On Your Own)	
		Track 1	**Track 2**
	1:00 2:00	AUD-113 Regional Top 10 Findings	AUD-123 Player Promotions: A Fraud Case Study
	2:10 4:00	AUD-120 Critical Thinking: Internal Audit Training	CMP-117 Gamesmanship*
		Day Wrap Up, Q&A, Next Day Prep	
Day Two		**Audit Track**	**Compliance Track**
	09:00 10:50	AUD-111 Best Practices of Operations	CMP-118 TICS/SICS: Developing Your Controls*
	11:00 12:00		CMP-120 Essential Roles of the Compliance Officer
		Lunch (On Your Own)	
	1:00 1:50	AUD-124 Beyond the Gaming Perimeter: Shifting Focus*	CMP-120 Essential Roles of the Compliance Officer
	2:00 2:50		CMP-115 Surveillance: Going Beyond the MICS
	3:00 4:00	AUD-123 Player Promotions: A Fraud Case Study	
		Day Wrap Up, Q&A, Next Day Prep	
Day Three		**IT Track**	**Compliance Track**
	9:00 10:20	IT-116 Mobile Gaming & Auditing IT Systems	CMP-121 CJIS Fingerprint Requirements: Pathway to Compliance
	10:30 12:00	IT-119 Fundamentals of IT Regs & Gaming Technology	
		Lunch (On Your Own)	
	1:00 1:50	IT-117 Commission Preparation for GM Certification & Approval	CMP-121 CJIS Fingerprint Requirements: Pathway to Compliance
	2:00 4:00	IT-120 IT Threats Going Into 2020*	
		Day Wrap Up, Q&A, RTC Closeout	

* These course will be offered virtually and in-person.
**Course offerings are subject to change.

Course	Target Audience	Course Description
NIGC FAQ Panel	All	A panel discussion with members of the National Indian Gaming Commission staff from the Office of General Counsel, Regional office Compliance & Audit. The discussion will focus on current trends in Indian Gaming and regional issues. Attendees will have opportunity to pose regulatory questions specific to their operations or trends in Indian Gaming.
Addressing Human Trafficking in Tribal Casinos from Service Provision to Policy, Procedure and Training	All	This workshop will provide an overview and basic information on human trafficking and the innovative approach when addressing trafficking within tribal casinos. The workshop will conclude with a panel of experts from Cowlitz Indian Tribe Pathways to Healing program, Ilani, Public Safety, and the tribal administration discussing the challenges and successes of unique partnership building, policy and procedure development and training 1,500 employees on identifying signs of trafficking and providing person-centered responses.
AUD – 113: Regional Top 10 Findings	All	Presentation of the Top 10 most common, region specific, non-compliance findings as identified through annual AUP reports, internal audit reports and NIGC monitoring. This course will provide specific instructions and exercises focusing on the intent of the control as well as identification, development, and implementation of remedies for the findings. Attendees will obtain an increased understanding and ability to identify and remedy like findings at their gaming operations.
AUD – 120: Critical Thinking: Enhancing the Internal Audit	Tribal Gaming Regulators and Operations Personnel	This interactive course is designed to increase the understanding of skillsets needed to objectively look at a standard and apply critical thinking to ensure testing is being done to the highest of standards. The course is intended for experienced operations and regulatory compliance personnel already possessing a working understanding of the internal audit process.
AUD – 111: Best Practices of Operations	Tribal Gaming Regulators and Auditors	In this session, we will review gaming machine and table game fraud schemes. We will discuss the importance of controls that exceed the minimums and provide a level of protection to your operation. Discussions will revolve around what went wrong in each of the presented cases and how gaming operations were affected. Attendees will learn gaming machine and table game best practices to help mitigate risk.

AUD – 124: Beyond the Gaming Perimeter: Shifting Focus	Casino Operations, Internal Auditors, and Regulatory Compliance	Gaming operations must understand that risks exist in all areas, including the non-gaming areas. Are we monitoring these areas? In this session participants will explore what risks are in these areas and why we should be aware of such risks. Participants will learn what questions they should be asking when performing an analysis. We will also discuss how the MICS can be applied to some of these areas and what questions should be asked when analyzing reports.
CMP – 117: Gamesmanship	All	In the past three years, Gamesmanship courses have focused on management contracts, sole propriety interest and use of net revenue. With the changing and evolving nature of the gaming industry, this course returns to focus on management contracts, with an emphasis on sports wagering contracts. Attendees will review how the Indian Gaming Regulatory Act (IGRA), NIGC regulations, and gaming ordinances establish the authority to review contracts and agreements and how each TGRA can guard against Gamesmanship.
CMP- 118: TICS/SICS: Developing Your Controls	Tribal Gaming Regulators, Auditors and Operations Personnel of all levels	This course will discuss not only where/when elements of control are necessary, but best practices to develop an operational system of internal controls and tribal internal controls. This course should be attended by tribal gaming commissioners, regulatory staff, and operational supervisors who are responsible for developing policy and procedures.
CMP – 120: Essential Roles of the Compliance Officer	TGRA	This course is designed to help compliance staff, both experienced and new, gain additional insight into casino operations by evaluating TICS and SICS compliance with a focus on risk management. Participants will gain a better understanding of where to find various reports on the operations side and how to apply information from various departments i.e. revenue audit, surveillance, and internal audit in their day to day regulatory activities.
CMP – 115: Surveillance: Going Beyond the MICS	Surveillance staff, department managers, TGRA and other Compliance personnel	Over time, the functions and duties of the surveillance department have grown and changed. This course will go beyond the MICS requirements and look at how Surveillance interacts with gaming operations as a whole. The presentation will examine new trends, industry best practices, basic games protection, and the importance of system maintenance.

AUD – 123: Player Promotion: A Fraud Case Study	All	How many times have we said or heard not at my casino? Casino promotions is an industry multimillion-dollar investment to bring in and retain customers, but what happens when you combine a trusted casino employee, a criminal element, collusion, pressure, rationalization and opportunity? In this case we will go over a loss of over $800,000, which went on for over 2 years. Join us for a firsthand look and dive into a fraud case that will leave you asking yourself a lot of questions such as, "could this happen at our casino?"
IT – 116: Mobile Gaming: Auditing IT Systems	Tribal Gaming Regulators, Auditors, Operations, and IT personnel of all levels.	In this session participants will explore a brief history of Mobile Gaming within the Gaming Industry. Participants will learn the considerations involved in using mobile technology such as with sports betting. We will discuss geofencing, operational & security considerations, and methods for auditing these rapidly evolving technologies.
IT – 117: Commission Preparation for GM Certification & Approval	Tribal Gaming Regulators, Operations and Auditors of all levels.	In this course, gaming commissioners will learn how games and systems are certified through an Independent Testing Laboratory (ITL). Participants will learn methods of reviewing games prior to approval for play. Common issues and safe practices will be discussed as well. Participants will learn the difference between certification and approval.
IT – 119: Fundamentals of IT Regs. and Gaming Technology	Tribal Gaming Regulators, Operations personnel and IT personnel of all levels.	This course is designed to provide an introductory look at current industry statistics and common findings by region, as well as the importance of regulations along with principle Class II & III Gaming Networks.
IT – 120: IT Threats going into 2020	Regulatory and Operational managers and IT personnel of all levels.	This course focuses on current and trending threats to IT systems and security within the technology framework in casinos be they ransomware, social engineering, physical and logical security, or threats from within. This session will also provide information on what risks exist and how best to combat them from an individual user education standpoint and as part of a greater management strategy.

CMP – 121: CJIS Fingerprint Requirements: Pathway to Compliance	Tribal Gaming Commissioners, Licensing Staff, IT Staff & others with CHRI access, Tribal Local Security Officers (LASO).	This training is intended for tribal gaming commissions or other tribal agencies who submit fingerprints (electronic and hard card) through the NIGC and receive criminal history record information (CHRI) for non-criminal justice purposes (licensing) pursuant to authorizations allowed under federal law (25 U.S.C. § 2710(b)(2)(F), (c)(1)-(2), & (d)(1)(A)). Attendees will become familiar with the compliance requirements of the NIGC Fingerprint MOU, designation of Key Employees and Primary Management Officials, requirements of the FBI Criminal Justice Information Services (CJIS) Security Policy including processing and receiving CHRI, privacy, use, access, security, incident response, storage, destruction, outsourcing contracts, auditing and other required policies as well as the requirement for and role of the local area security officer (LASO).