



Participant Workbook
Portland R Conference
February 27 28 28



Dear Training Course Participant,

Over twenty five years ago Congress adopted the Indian Gaming Regulatory Act (IGRA) to provide statutory support for gaming by Indian tribes. The National Indian Gaming Commission (NIGC) was created by IGRA to partner with tribal regulators to regulate gaming activities conducted by sovereign Indian tribes on Indian lands. The mission of the NIGC is to fully realize IGRA's goals of: (1) promoting tribal economic development, self-sufficiency and strong tribal governments; (2) maintaining the integrity of the Indian gaming industry; and (3) ensuring that tribes are the primary beneficiaries of their gaming activities.

One of the primary ways the NIGC does this is by providing training and technical assistance to Indian tribes and their gaming regulators.

A properly trained and informed workforce is the most successful key to regulation and the assurance of compliance. Focused, targeted and responsive training and technical assistance programs provide a foundation that maintains the integrity and success of Indian gaming.

Through dedication and hard work, Indian gaming has experienced notable and successful growth thanks to the partnership of dedicated employee's, regulators and tribal governments and the NIGC. Our continued success depends on grabbing the growing momentum and "*Work Together for Success*", now and into the coming future.

With this backdrop in mind, we encourage you to take advantage of the NIGC training opportunities highlighted by this course. The Commission recognizes your work is essential to the success of Indian gaming and encourages you to use the tools you will receive and knowledge you will gain from this course to further regulatory excellence in Indian gaming.



Jonodev Osceola Chaudhuri
NIGC Chairman



Kathryn Isom-Clause
Associate Commissioner



E. Sequoyah Simermeyer
Associate Commissioner

Course Rationale

The National Indian Gaming Commission (NIGC) RGTCourse is designed to provide a common foundation of knowledge and skills to prepare Tribes to work together to effectively understand and meet requirements to ensure compliance and provide a successful basis for economic development.

NIGC Training is built around adult learning principles, with knowledge delivery for understanding and everywhere possible, application level exercises, workshops and opportunities to collaborate in or for each attendee to have an opportunity to achieve understanding, doing and getting feedback on results – and doing again! Working together and using the skills and knowledge applicable to improve processes as soon as they return to work.

The 6 key benefits to the NIGC Training Model:

1. Provides real focus on issues and concerns important to attendees for meeting compliance.
2. Builds a sense of shared experience and language around the tools and methodologies.
3. Develops an understanding of the trends and concerns impacting Tribes and Indian Country in gaming.
4. Provides a safe environment for query, experimentation and failure.
5. Encourages application and testing in a true problem solving focus.
6. Provides a venue to develop relationships that improve communication, commitment and productivity.

Course Descriptions



The National Indian Gaming Commission (NIGC) RGT course is designed to provide an advanced knowledge of skills to prepare all staff to work together to effectively understand and meet requirements. Gaming staff that have been working in the gaming industry are in need of training to stay current with advances in technology within the gaming environment. The NIGC RGT course creates a learning environment in which staff will have the opportunity to learn about and gain knowledge of the roles, responsibilities, hardships, and challenges that staff in every position, from commissioners to a variety of others in attendance encounter.

NIGC's targeted training will provide instruction in areas such as the verification of Class II gaming machines, the technical standards required to be in compliance, gaming forensics and auditing to 543.20. 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.

IT – 113 IT Basics

A learning block designed for tribal gaming regulators, operations and IT personnel that desire basic gaming and Information Technology knowledge. The objective of this lesson is to gain a basic understanding of Information Technology and gaming terminology, being able to differentiate between Class II and Class III gaming machines. You will gain an understanding of gaming and Information Technology at a beginning level to set a foundation for understanding the IT courses taught at the RGT.

IT – 110 Refining and Enhancing Your IT TICS

A learning block designed for tribal gaming regulators, operational and IT personnel. Due to the ever changing IT world this course will explore common technical concerns of gaming regulators. This course is intended as a prequel to the IT Auditing 543 and should help provide some reassurance regarding creating and maintaining IT TICS. Lastly it will explore techniques for reviewing, revisiting and improving IT TICS to better suit your operations.

IT – 109 Auditing 543

A learning block designed for tribal gaming regulators, operational and IT personnel. It will explore the 25 C.F.R. Part 543.20 Minimum Internal Control Standards for Class II Gaming. We will discuss during a typical IT audit commonly identified problem areas and how to apply relevant best practices for overcoming the recognized concerns. Utilizing real world examples we will highlight various MICS and emphasize common IT compliance issues.

IT – 112 System Verification & Game Authentication Tool

A learning block offered to tribal gaming regulators, operations and IT personnel. The course will focus on various systems verification tools and introduce attendees to game authentication method; i.e. G2S and SAS protocols and the benefits for regulators.

Course Descriptions



IT – 108 IT Threats for Casinos

A learning block offered to tribal gaming regulators, operations and IT personnel. The course will focus on current and trending threats to IT systems and security within the technology framework in Casinos. i.e. ransomware, social engineering, and denial of service Focusing on threats, vulnerabilities and processes, this block will provide real time information on what risks exist and how best to combat them.

IT – 107 Gaming Forensics

A learning block offered to tribal gaming regulators, operations and IT personnel. It will explore different types of forensics in today's industry for example; a typical scenario of gaming or associated equipment malfunctioning or performing an operation outside the range of that equipment's programmed abilities. The course will review various strategies, best practices, and other guidelines available for regulators and tribal gaming personnel in dealing with equipment malfunctions and thefts.

How to Get the Most Out of This Course

- ❖ **Take the right approach to learning.** To meet each attendee's needs, we provide a number of different learning tools. These include well-researched and professionally prepared materials and presentations by skilled and experienced subject matter experts. Although you'll have a preferred style of learning, we hope you'll take advantage of *all* the tools we offer.
- ❖ **Make a note of this.** This workbook and related materials will enable you to take notes, and have access to needed information. Instead of trying to take notes word-for-word, it is recommended that you list key points for later memory jogging. We will try and ensure you have as much information as you need to lessen the need for lengthy notes.
- ❖ **Don't hesitate, participate.** The course will be more interesting and productive when everyone participates. If you don't understand something, there is a good chance someone else does not either, so do everyone a favor and ask questions. Additionally, don't hesitate to answer our questions and share your relevant knowledge and experience with all of us.
- ❖ **Take a break.** Everyone has a limit to how much they can sit still and absorb. So use the break, network, share ideas, and get some fresh air. You can help keep us running smoothly by coming back on time.
- ❖ **Join in with the group.** Stay enthusiastic and involved.
- ❖ **Attendance.** You must fully attend the course, and where applicable, pass a final exam for full credit and to receive a training certificate. Please do your best to be on time for class and try to be here for the entire course.
- ❖ **Cell phones, PDA's and iPad's.** In an effort to minimize disruptions to class, please turn off all cell phones and PDA's. If they are your only emergency contact, please set them to vibrate. iPad's may be used, but should be for note taking.

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

Course Structure

The Regulating Training Course is a 2 day course developed to provide an encompassing event surrounding current, trending and critical knowledge areas in Indian gaming. Providing full staff learning opportunities, as well as focus area learning tracks, the course is designed to give tribal gaming regulators and operations personnel, commissions and staff a wide variety of subject needs to meet concerns and relevant areas of interest in Indian gaming.

Each instruction topic is focused around identified concern areas, new content and regulations and a variety of mechanisms for change, improvement and compliance for success. Each block focuses on 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. Final learning will be measured through exercise completion and observation.

Regulating Gaming Technology Agenda



		PORTLAND REGIONAL GAMING TECHNOLOGY February 27 th – 28 th , 2018 Snoqualmie Casino 37500 SE North Bend Way Snoqualmie, WA 98065
	START TIME	
Day One	08:30	Course Opening/Welcome
	09:00	IT-113 IT Basics
	10:45	Break
	11:00	IT-110 Refining and Enhancing your IT TICS
	12:00	<i>Lunch (On your own)</i>
	1:00	IT-110 Refining and Enhancing your IT TICS
	1:45	Break
	2:00	IT-109 Auditing 543
	3:15	Break
	3:30	IT-109 Auditing 543
	4:30	Q&A
		DAY TWO
Day Two	8:30	IT-112 System Verifications & Authentication
	9:30	Break
	9:45	IT-112 System Verifications & Authentication
	10:45	Break
	11:00	IT-108 IT Threats
	12:00	<i>Lunch (On your own)</i>
	1:00	IT-108 IT Threats
	2:00	Break
	2:15	IT-108 IT Threats
	3:15	Break
	3:00	IT-107 Gaming Forensics
4:30	Course Close	

