GLI 2020 North American Regulators Roundtable
AGENDA

Tuesday, March 3

5:00 p.m. – 7:00 p.m.

Early Conference Registration Open
Cohiba Ballroom 1-5

Wednesday, March 4 — Day 1 - INNOVATION

7:30 a.m. – 4:00 p.m.

Conference Registration and Information Desk Open
Cohiba Ballroom 1-5

7:30 a.m. – 9:00 a.m.

Continental Breakfast and Networking
Cohiba Ballroom 1-5

9:00 a.m. – 9:30 a.m.

Welcome and Opening Remarks – Illuminating Your Path
Cohiba Ballroom 1-5
James Maida, President & CEO, GLI

9:30 a.m. – 10:00 a.m.

Keynote Address: Bringing Innovation to Life
Cohiba Ballroom 1-5
Gabe Zichermann – Gamification and Artificial Intelligence (AI) Futurist

10:00 a.m. – 10:15 a.m.

Refreshment Break and Networking
Cohiba Ballroom 1-5

10:15 a.m. – 10:50 a.m.

Catch the Vision of 2020's 8 Top Gaming Innovations
Cohiba Ballroom 1-5
James Maida, President & CEO, GLI
Chad Kornett, Senior Director of Technical Compliance, GLI

Technology is changing the way we connect with the world, undoubtedly affecting the casino patron and evolving the gaming industry's approach to product development and controls. GLI's experts are continually researching this leading-edge technology to help bring it into sharper focus. They're creating technical standards and contributing knowledge that helps the regulatory community catch the vision of how this emerging technology will affect the future of gaming regulations. In this attendee-favorite annual session, we share some of these eye-opening insights in a rapid-fire discussion exploring the top eight technologies that are merging with gaming and their impact on regulatory controls.

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We'll illuminate new topics such as biometrics, advancements in player surveillance, and modern payments. We'll also review advancements in key areas such as mobile device integration, cloud-based servers, and sports wagering.

10:50 a.m. – 11:30 a.m.	**Envisioning Greater Added Value for Your Customers**

Cohiba Ballroom 1-5
Moderator: Christie Eickelman, Vice President of Global Marketing, GLI

In the ever-changing world of technology, the latest advancements are only as relevant as the next best thing coming down the line. With players living in today's digital world, how do you forecast your business model to remain competitive, compliant, and enhance the customer experience? This session will feature leaders from some of gaming's largest companies discussing how they evolve their business models for these new, must-have technologies as they courageously move forward to bring added value to their customers.

11:30 a.m. – 12:15 p.m.	**Cross-Market Regulation of Sports Betting –**

Change Management Insights & How the Process Works Best
Cohiba Ballroom 1-5
Moderator: Chris Kwon, Sports Betting / iGaming Client Services Representative
Speaker: Joe Carlon, Director of Engineering, Digital, GLI
Speaker: Rahul Agrawal, Vice President – Technology, PointsBet USA LLC
Speaker: Bea Carson, Chairwoman, Mississippi Choctaw Gaming Commission
Speaker: Dennis Mullen, Director of Sports Wagering & Paid Fantasy Sports, Indiana Gaming Commission

Imagine you've worked tirelessly to launch Sports Betting in your jurisdiction and are on "top of the world" with yesterday's successful go-live. Then, almost immediately, the requests for post go-live Sports Book updates, enhancements and new technologies start coming in fast and furious.

Ensuring responsible implementation of those change requests can be stressful for everyone involved – in particular the **Software Suppliers** *wanting to make the changes*, **Operators** *eager to implement them*, **Regulators** *needing to ensure they are done so in a responsible manner in accordance with legislative and jurisdictional requirements*, and the **Independent Testing Laboratory (ITL)** *responsible to test and audit them*.

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This is amplified when a single change request impacts an operator or supplier's Sports Betting deployment across multiple states they are active in; where a hold-up in one jurisdiction has a ripple effect in other jurisdictions, degrading product and performance success, end-user experience or, worse yet, even security.

The good news is that it need not be stressful! With best practice change management policies and procedures, mutually agreed-upon roles and responsibilities, and robust yet commercially pragmatic standards and enforcements in place, a recipe for successful on-going change management need not be a "pipe dream."

This session will provide insight into the what, why, who, when, and where for effective change management that need to be in place, in order to reduce post go-live change management friction between the aforementioned stakeholders. Hear multiple stakeholders' perspectives and understand GLI's expertise on the matter, so that the launch of Sports Betting in your jurisdiction can continue to be successfully implemented and/or expanded.

12:15 p.m. – 1:30 p.m.	**Networking Buffet Lunch** *Cohiba Ballroom 8-9*
1:00 p.m. – 4:30 p.m.	**Innovation Room**

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1:30 p.m. – 4:30 p.m.	**Concurrent Breakout Sessions** *Cohiba 11, Montecristo 1-2 and Montecristo 3-4*
1:30 p.m. – 2:15 p.m.	**Lessons Learned and the Future of Security in Regulated Gaming Environments**

Speaker: Melissa Aarskaug, Vice President of Business Development Bulletproof
Speaker: Gus Fritschie, Vice President, IT Security Solutions Development & Delivery – Bulletproof
Cohiba 11

From iGaming to sports betting, gaming is spreading at a rapid pace across the globe. Along with it comes numerous threats that must be seriously addressed. In this session, Bulletproof cybersecurity experts will discuss the future of cybersecurity in regulated gaming environments. We will look at emerging technologies and security risks that gaming operators must protect against. While many operators understand and focus on strengthening their security posture, it is often left to regulators to require the independent validation and verification of implemented security controls. We will focus on what regulators should be examining and requiring as it relates to security compliance. We will end with some "war stories" highlighting what we have seen over the past year.

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2:30 p.m. – 3:15 p.m.	**Beyond Penetration Testing** Cohiba 11 **Panelists Coming Soon!**

Panelists will explore the need to address a growing cyber-threat landscape while maximizing our resources and effectiveness. Key discussion topics include:

- The Cybersecurity Journey: How do we benchmark capability and process maturity? What are the new threats and challenges facing lotteries, both externally and within each state?

- Security Assessments: Why do organizations need security assessments? What occurs in a normal security assessment and what are the problems with typical security assessments?

- The Attack Perspective: What is the attack surface and why does it matter? What are adversarial simulations? How are they different and what value do they offer?

- Managing the Data: How do organizations handle their results and prioritize their actions? What metrics can be used to establish a common understanding of risk? What reporting issues do organizations face?

3:30 p.m. – 4:30 p.m.	**Hands-on Attack and Defense** Cohiba 11 **Panelists Coming Soon!**

Learn how to perform basic security tests and what defenses are available.

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The Path of New Gaming Technology:
Processes for Incubation, Development, Testing & Regulatory Approval
Times: (1:30 p.m. – 2:15 p.m.), (2:30 p.m. – 3:15 p.m.), (3:30 p.m. – 4:30 p.m.)
Speaker: Alan Scott, Gaming Technology Advisor, GLI

Embark on a journey through the testing life cycle of new technology in the gaming industry! In this session, you will receive an overview of innovative technologies being introduced to casino floors now and in the near future. Explore potential regulatory frameworks and operator controls necessary to support these advancements and dive into evolving industry norms such as alternative payment methods and game types from inception to deployment. The Future is here…What now?

Gray-Market Gaming Devices in the U.S.
Times: (1:30 p.m. – 2:15 p.m.) (3:30 p.m. – 4:30 p.m.)
Speaker: Andrew Baran, Senior Engineering Manager, GLI
Speaker: Blaine Preston, Client Services Representative, GLI
Montecristo 3-4

The regulated gaming industry in the U.S. has seen the rapid growth of gray-market gaming-device operations. Such devices operate with little to no regulatory oversight, taking away from the many benefits of the regulated gaming industry. This breakout session will focus on what steps regulators are taking to combat this overwhelming trend throughout the U.S. GLI will provide an overview and give examples from past and present, including options regulators have when pursuing legal action, and how some states are currently pursuing enforcement.

2:30 p.m. – 3:15 p.m.	**GSA Standards Update** *Speakers and Description Coming Soon!*
3:40 p.m. – 4:00 p.m.	**Refreshment Break and Networking** *Cohiba Ballroom Hallway*
6:00 p.m. – 9:00 p.m.	**Networking Cocktail Reception – Havana Room**

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Thursday, March 5	**Day 2 – SECURITY AND ITS IMPACT**

8:00 a.m. – 3:00 p.m.	**Conference Registration and Information Desk Open** *Cohiba Ballroom 1-5*
8:00 a.m. – 9:00 a.m.	**Continental Breakfast and Networking** *Cohiba Ballroom 1-5*
9:00 a.m. – 9:15 a.m.	**Welcome and Remarks** *Cohiba Ballroom 1-5* James Maida, President & CEO, GLI
9:15 a.m. – 11:00 a.m.	**Keynote Panel:** **The Expansion of Tribal Gaming in the United States** *Cohiba Ballroom 1-5* Moderator: Michael Capen, Director of Client Services Speaker: Ernie Stevens, Jr., Chairman, NIGA

2019 has seen many changes in the commercial casino industry with sales, mergers, and the opening of new markets through legislation and negotiations. With all of these come opportunities for tribes to continue to expand their gaming footprint. As more commercial casinos become available in 2020, tribes will have to see if expansion meets their long-term goals. What tribal nations bring to this process is their outstanding knowledge of gaming in opening and successfully running casinos. We've seen this in 2019 with communities embracing tribal proposals for new casinos in their localities. This panel will explore this expansion, the opportunities it brings tribal nations, and the impact it has on the communities where they own and operate these casinos.

10:00 a.m. – 10:15 a.m.	**Refreshment Break and Networking** *Cohiba Ballroom 1-5*

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10:15 a.m. – 11:00 a.m.	**Data Extraction for Consumer Surveillance:** **Implications for the Gaming Industry** *Cohiba Ballroom 1-5* Moderator: Kevin Mullally, Vice President Government Relations & General Counsel, GLI In this two-part TED-style session, our panel of experts will first discuss how companies such as Google, Facebook, and Amazon surreptitiously acquire consumers' data and how they use it to influence, control, and filter the information fed to them. Learn how data extractors work hard to evade consumer awareness to acquire new data about individuals, and those associated with them, and how this free raw natural resource is refined to predict and influence future behavior for profit. The second part of this session will be an "Experts Roundtable" consisting of gaming regulators, legal scholars, and authorities in the field.
11:00 a.m. – Noon	**Unconscious Bias in Regulation and Security** *Cohiba Ballroom 1-5* Speaker: Dr. Patty Coaley, Ph.D., Leadership Consultant, Guardian Quest "If you have a brain, you have a bias," says Femi Otitoju, founder of Challenge Consultancy. Unconscious biases (also known as implicit biases) are learned stereotypes that are automatic, unintentional, and outside of a person's awareness. Participants will be introduced to implicit bias and how it impacts behavior in the workplace, employee engagement, and team performance.
Noon	**Closing Remarks** *Cohiba Ballroom 1-5* Paul Magno, Executive Vice President & Co-Founder, GLI
Noon	**Boxed Lunch** *Cohiba Ballroom 8-9*

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Friday, March 6

9:00 a.m.   **Optional - GLI LV Lab Tours: Sign up at the Registration Desk**

Agenda Subject to Change