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
Speaker: James Maida, President & CEO, GLI

9:30 a.m. – 10:00 a.m.   **Keynote Address: Bringing Innovation to Life**
Cohiba Ballroom 1-5
Speaker: Gabe Zichermann, Gamification and Artificial Intelligence (AI) Futurist

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

10:10 a.m. – 10:50 a.m.   **Catch the Vision of 2020's 8 Top Gaming Innovations**
Cohiba Ballroom 1-5
Speaker: James Maida, President & CEO, GLI
Speaker: Chad Kornett, Senior Director of Engineering, 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.

GLI 2020 North American Regulators Roundtable
AGENDA

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. 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
Speaker: Melissa Riahei, President, SBTech U.S.
Speaker: Mili Dalmia, Vice President of Technology, Scientific Games

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: Bea Carson, Chairwoman, Mississippi Choctaw Gaming Commission
Speaker: Dennis Mullen, Director of Sports Wagering & Paid Fantasy Sports, Indiana Gaming Commission
Speaker: Brian Walker, Senior Vice President of Engineering, DraftKings

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*

GLI 2020 North American Regulators Roundtable
AGENDA

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*.

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** *Cohiba Ballroom 6 -7*
1:30 p.m. – 4:30 p.m.	**Concurrent Breakout Sessions** *Cohiba 10, Cohiba 11, and Montecristo 3-4*
1:30 p.m. – 2:15 p.m.	**Lessons Learned and the Future of Security in Regulated Gaming Environments** *Cohiba 11* Speaker: Melissa Aarskaug, Vice President of Business Development Bulletproof Speaker: Gus Fritschie, Vice President, IT Security Solutions Development & Delivery, Bulletproof

GLI 2020 North American Regulators Roundtable
AGENDA

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.

2:30 p.m. – 3:15 p.m.

Beyond Penetration Testing
Cohiba 11
Speaker: Gus Fritschie, Vice President, IT Security Solutions Development & Delivery, Bulletproof
Speaker: Robert Nitz, Director of Information Security, Multi-State Lottery Association
Speaker: Lance Harris, Senior Vice President/CISO, Everi
Speaker: John Forelli, IT Consultant
Speaker: Sean Mason, IT Auditor, NIGC

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?

GLI 2020 North American Regulators Roundtable
AGENDA

- 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?

2:30 p.m. – 3:15 p.m.	**Sports Betting and Internet Gaming Are Here or Will Be Soon:** **How Ready Are You?** *Cohiba 10* Speaker: Peter Wolff, Director of Technical Compliance, GLI Each passing day brings more and more Tribal, State Gaming, and Lottery markets into play in the Sports Wagering and Internet Gaming ecosystem. Once the final decision has been made and legislation passed, how ready are you and your team(s) to get up and running in time for the next major sporting event? This breakout session will cover the key areas that regulators need on their radar in terms of policy, rules, regulations, and internal/operational controls to meet their market's expectations quickly for both Sports Wagering (Retail and Mobile) and Internet Gaming. Technical topics, including Geolocation, Change Management and Integration Testing will be covered, along with industry-standard acronyms you will need to know such as RGS, KYC, and NRA. Additionally, you will gain insider knowledge of lessons learned on what works and what doesn't from markets already up and running. Don't be unprepared for the next big wave in gaming.
3:30 p.m. – 4:30 p.m*.*	**Hands-on Attack and Defense** *Cohiba 11* Speaker: Gus Fritschie, Vice President, IT Security Solutions Development & Delivery, Bulletproof Speaker: Corey Johnson, Senior Information Security Auditor – Bulletproof Learn how to perform basic security tests and what defenses are available.

GLI 2020 North American Regulators Roundtable
AGENDA

The Path of New Gaming Technology:
Processes for Incubation, Development, Testing & Regulatory Approval
Times: (1:30 p.m. – 2:15 p.m.), (3:30 p.m. – 4:30 p.m.)
Cohiba 10
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: Kevin Mullally, Vice President Government Relations & General Counsel, GLI
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.

GLI 2020 North American Regulators Roundtable
AGENDA

2:30 p.m. – 3:15 p.m.	**IGSA Standards Update** Speaker: Mark Pace, Managing Director, GSA Europe *Montecristo 3-4* The International Gaming Standards Association (IGSA) will address the regulatory community regarding our activities surrounding the Regulatory Reporting Interface (RRI) Standard and the Certification Database Interface (CDI) Standard. Mark Pace, GSA Europe's Managing Director will provide an update of our work with as a liaison organization to the Comité Européen de Normalisation's (CEN) Technical Committee TC456 and also how regulators have been using IGSA's Game Authentication Transfer (GAT) standard for years and what it can do to assist in effectively monitoring your jurisdiction.
3:15 p.m. – 3:30 p.m.	**Refreshment Break and Networking** *Cohiba Ballroom Hallway*
6:00 p.m. – 9:00 p.m.	**Networking Cocktail Reception – Havana Room**

GLI 2020 North American Regulators Roundtable
AGENDA

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
Speaker: James Maida, President & CEO, GLI

9:30 a.m. – 2:00 p.m. **Innovation Room**

9:15 a.m. – 10:00 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
Speaker: E. Sequoyah Simermeyer, Chairman, NIGC

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.

GLI 2020 North American Regulators Roundtable
AGENDA

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

10:15 a.m. – 11:15 a.m.   **Emerging Technology and Its Impact on Regulatory Policy**
Cohiba Ballroom 1-5
Moderator: Kevin Mullally, Vice President Government Relations & General Counsel, GLI
Speaker: Anthony Cabot, Professor, UNLV School of Law
Speaker: Marcus D. Fruchter, Administrator, Illinois Gaming Board
Speaker: Mark Lipparelli, Founder, Gioco Ventures; Chairman, Galaxy Gaming; and Former Chairman, Nevada Gaming Control Board

Our distinguished panel of industry-leading academic, legal, and technology experts will discuss how emerging technology is creating new categories of risk that regulators will need to address in the months and years ahead. We will explore how artificial intelligence, biometric, and data-collection technology can be used to encourage more responsible behavior, prevent and detect cheating and criminal activity, improve transparency, create a better gaming experience, and provide more data for performance measurement.

The panel will examine how the technology can be used to address AML/CFT enforcement, responsible gaming, cheating schemes, underage gambling, problem gambling, and match-fixing. The panel will also review how the technology has generated controversy and how regulators can take precautions to prevent unintended consequences.

Our panelists will also provide an overview of how technology is being used to create a new generation of unregulated, often illegal, gaming devices that are rapidly spreading throughout the U.S. and how they are eroding jurisdictional gaming policies.

Finally, the panel will discuss the growing array of alternative payment methods, the implications of this technology, and how regulations and risk-control procedures can be modernized to benefit consumers, operators, and regulators.

FINAL

GLI 2020 North American Regulators Roundtable
AGENDA

11:15 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* Speaker: Paul Magno, Executive Vice President & Co-Founder, GLI
Noon	**Boxed Lunch** *Cohiba Ballroom 8-9*

Friday, March 6

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

GLI 2020 North American Regulators Roundtable
AGENDA

INNOVATION ROOM
Cohiba Ballroom 6 – 7

Wednesday, March 4, 1:00 p.m. – 4:30 p.m.
Thursday, March 5, 9:30 a.m. – 2:00 p.m.

Back by popular demand, this year's Innovation Room, presented by GLI University, promises to inspire you with live demonstrations of the latest gaming technology, insightful knowledge from our subject-matter experts, and "hands-on" examples of GLI's groundbreaking products and services. "Innovation:" It's not just a word; it's in our DNA. Elevate your conference experience with an exciting glimpse into the future of gaming with these industry-leading Innovation Room presenters:

o **GameCo**
Presenters: Blaine Graboyes, CEO; Jared Torres, Head of Operations
GameCo LLC is a pioneering company uniting the experience of playing video games with the excitement of gambling by creating the world's first Video Game Gambling Machines (VGM™). Video Game Gambling combines the fun and interactivity of video games with the thrill and anticipation of gambling. With elements of both chance and skill, Video Game Gambling Machines (VGM™) allow players to gamble for real money while playing video games at casinos.

o **Kobetron**
On-Demand Demonstrations and Q&A on Tools by Kobetron, IRIS Online®, and IRIS Enterprise®
Presenter: David Elmore, Manager, Global Sales and Development
Do you have questions about software compliance and verification, or would you like to learn how to keep your gaming floor safe and secure? Be sure to stop by the Innovation Room where Kobetron experts will be happy to answer your software verification questions, as well as share insights about the latest trends and advancements in software authentication and security. Kobetron's team of experts are here to help you meet your goals and objectives. On-demand demonstrations of both IRIS Online® and Kobetron's flagship IRIS Enterprise® systems are a great way to learn about how you can take advantage of the industry's best

GLI 2020 North American Regulators Roundtable
AGENDA

tools for software compliance and how you can ensure the security and profitability of your gaming floor.

o **Marker Trax**
Presenter: Charlie Skinner, COO
Marker Trax is a patented casino advance line system that takes the risk out of issuing credit to the patron. Marker Trax's safe and secure cashless system increases play, prevents patrons from walking with the casino's money, identifies problem gambling, reduces cash on hand, reduces labor, and provides more expansive data and better customer service.

o **Next Gaming**
Presenters: Mike Darley, CEO; Margie Seitz, Account Executive
Where skill meets thrill! Next Gaming, located in Las Vegas, the heart of the gaming industry, designs and distributes the next generation of skill-based slot machines. With licensed classics from Atari, such as *Asteroids, Missile Command, Tempest,* and *Centipede;* plus *Bust-A-Move, Arkanoid,* and *Space Invaders* from Taito, the arcade gambling experience come to life while bridging all demographic segments.

o **Scientific Games**
SG Vision
Presenter: Jeffrey Allen, Senior Director, Product Management
Scientific Games' SG Vision Platform brings deep learning-based object recognition to the casino resort enabling new features and functionality aimed at enhancing the player experience, improving casino operational efficiency and expanding player protection. The technology is deployed across many of the player touchpoints across the casino resort including slot machines, kiosks and table games; to drive an integrated experience.

SG Connexus
Presenter: Murali Venkataraman, Senior Director, Software Engineering
Scientific Games' Connexus System is a Central Monitoring & Control System using innovative technologies that provide regulators and operators with superior capabilities in managing the video lottery and gaming environment along with future-focused features such as player messaging, game-mix optimization, and digital payments via a mobile unified wallet. Connexus' cutting-edge enterprise-wide monitoring tools

AGENDA

help to migrate legacy Video Lottery and Gaming products and enhance regulatory compliance and operational flexibility within a highly-scalable, configurable, and cloud-optimized environment.

- o **Synergy Blue**
  Presenters: Georg Washington, CEO; Andy Fisher, VP of Product Management
  Create fun you can bet on with Synergy Blue, the leading provider of entertainment gaming solutions; bringing arcade-style, skill-based games, platforms, and applications to the casino market.

  UNLV Center for Gaming Innovation:

  Bandido Poker
  Presenter: Gunnar Clovis
  A new video-poker style game where the player gets to steal a card from the dealer.

  Big Mo
  Presenter: Jon Lacenere
  A one-of-a-kind craps side bet that can produce huge payouts in just five rolls.

  Casino Monte
  Presenter: Steve Brody
  Inspired by the classic and notorious carnival game, players must choose the highest-value card out of three. Of course, they do get a peek first.