

1           **Title 36 MARYLAND STATE LOTTERY AND GAMING CONTROL AGENCY**

2                           **Subtitle 04 VIDEO LOTTERY TERMINALS**

3                                   **Chapter 01 Video Lottery Technical Standards**

4           **Authority: State Government Article, §§ 9-1A-02 and 9-1A-04, Annotated Code of**  
5                                   **Maryland**

6   **.31 Remote Access.**

7       (A. – B. text unchanged)

8       C. A facility operator intending to authorize remote access to a video lottery system under this  
9 regulation shall include in its internal controls submitted for Commission approval under  
10 COMAR 36.03.10.05 a written system of access protocols which require:

11       (1) A unique system account for each employee of a manufacturer identified by the  
12 manufacturer as potentially required to perform technical support from a remote location;

13       (2) Use of a dedicated and secure communication facility;

14       (3) The facility operator to provide the Commission with notice of access within ~~2~~ **4** hours after  
15 a person remotely accesses a system;

16       (4) The facility operator to take affirmative steps, on a per access basis, to activate a  
17 manufacturer's access privileges;

18       (5) Imposition of limits on the ability of any individual authorized under this regulation to  
19 deliberately or inadvertently interfere with:

20       (a) The normal operation of the system; and

21       (b) Its data; and

22       (6) An access log:

23       (a) Maintained by both the:

24       (i) Manufacturer; and

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For May 23, 2019 Commission Meeting.

The proposed amendment would extend to four hours the time within which a facility operator must notify the Commission of remote access to a video lottery system.

- 1 (ii) Facility operator’s information technology department;
- 2 (b) Maintained in:
- 3 (i) A book with bound numbered pages that cannot be readily removed; or
- 4 (ii) An electronic format equipped with software that prevents modification of an entry after it
- 5 has been initially entered into the system; and
- 6 (c) Documenting the:
- 7 (i) Manufacturer version number of the system accessed;
- 8 (ii) Type of connection as leased line, dial in modem, or private WAN;
- 9 (iii) Name of the manufacturer employee remotely accessing the system;
- 10 (iv) Name of the information technology department employee activating the manufacturer's
- 11 access to the system;
- 12 (v) Date and time of the connection;
- 13 (vi) Duration of the connection;
- 14 (vii) Reason for the remote access including a description of the symptoms or malfunction
- 15 prompting the need for remote access to the system; and
- 16 (viii) Any action taken or further action required.
- 17 (D. – F. text unchanged)
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For May 23, 2019 Commission Meeting.

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*Revised May 14, 2019*