

# Maryland Lottery and Gaming Control Agency



Wes Moore, Governor • John Martin, Director

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TO: Maryland Lottery and Gaming Commission  
John Martin, Director

FROM: James Nielsen, Deputy Director/COO

DATE: August 19, 2025

SUBJECT: Report for the August 2025 Commission Meeting

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## **A. eLICENSING**

- Transition to UVS Infotech, our new eLicensing support provider began on July 1.
- MLGCA IT is developing a new environment where UVS can address issues before moving the fix to the production site.

## **B. INFORMATION TECHNOLOGY**

- IT continues working with the Department of Information Technology on syncing of directory services, which will assist with the implementation of the new statewide multi-factor authentication system scheduled to deploy in October.
- IT continues working on several projects, including finalizing the configuration for the new Help Desk system, implementing changes to improve operations and security of the headquarters wireless system, and working on internal audit requests.
- The CIO and ISO attended the Technology Expo at MACo this year and attended some information sessions regarding leveraging AI and improving security incident response.
- MLGCA Leadership and IT met with the new State Chief Information Officer to discuss upcoming initiatives. The CIO and ISO have been invited to participate in the Maryland Cybersecurity Coordinating Council sub-working group to review draft documents and provide feedback.
- IT is continuing to make progress in replacing computers that will not support Windows 11. Only about 30 computers remain to be replaced.
- The IT Security team has been working with the Gaming Division on reviewing Multi Factor Authentication options proposed by sports wagering operators for players.
- IT has been assisting with the transition of the eLicensing platform to a new support vendor.
- Quarter 3 of the Information Security Training is underway.

## **C. PROCUREMENT**

- Lottery Central Monitoring and Control System (LCMCS) #2024-01. Due to deficiencies identified in Intralot's proposal, the Procurement Officer sent notification to Intralot on August 1 that its Proposal is non-responsive. The confidential decision is available in the Commissions Confidential LCMCS Documents drive. Further information will be provided in the coming weeks.

- Veteran's ITLM contract. The contract expires in November 2025. A 26-month extension is before the Commission for review and approval today. This time is needed to complete a new procurement and conversion to a new system. The RFP will likely not be release until early to mid-2026.
- The current list of procurements includes:
  - Temporary Personnel contract – The Agency will utilize the State's Preferred Providers when temporary staffing is required. This will address most of our needs.
  - Play Station IFB – Staff is finalizing the IFB. Once approved, the IFB will be sent to DGS for review before publishing in eMMA.