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TO: Maryland Lottery and Gaming Commission
John Martin, Director

FROM: Craig Lindsey, Deputy Director & COO

DATE: November 12, 2025

SUBJECT: Report for the November 2025 Commission Meeting

A. eLICENSING

- UVS has been addressing issues as they occur and becoming more familiar with the eLicensing system.

B. INFORMATION TECHNOLOGY

- The IT department collaborated with other departments within the agency on the development of the Holiday Raffle game which launched November 3rd.
- The 4th quarter Information Security Awareness training is underway and is already at 74% complete for the agency. This quarter's campaign is well on the way to complete with 100% participation and will conclude in January. IT also met with the training vendor to plan an effective campaign for responsible AI usage in the near future.
- The agency is now at 94% complete for the rollout of Windows 11 to compatible devices. The IT team is near completion of the replacement of non-compatible equipment.
- The CIO and ISO continued to participate in the MD Cybersecurity Coordinating Council sub-working group. The final batch of security policies were reviewed.
- The CIO and ISO attended the Department of Information Technology (DoIT) AI Day event. The event included discussions on ways to incorporate AI into state workflows and the security measures in place to prevent data leakage.
- The IT team collaborated with casino partners to image and replace desktops that wouldn't support Windows 11 for one casino, and has scheduled the replacement of desktops at another casino for mid-November.
- MLGCA IT is collaborating with DoIT on the transition of the Microsoft Licensing to Microsoft 365, and enable features such as Office 365 and Teams.
- The IT group is working with other departments within the agency to discuss improvements to our asset management and procurement software.
- The IT team is participating in discussions regarding the replacement of the facility security and camera system.

C. PROCUREMENT

- SC&H will be auditing the raffle drawings commencing in November as part of the current contract.
- A team continues working on a procurement software tool we use (eQUIP) to identify needed improvements.
- The current list of procurements includes:
 - Playstation IFB – IFB was submitted to DGS for publication on October 7, 2025.
 - Instant Ticket RFP (2028) – We have begun working on the preliminary draft with two subject matter experts from the Product Department.