

Title 36 MARYLAND STATE LOTTERY AND GAMING CONTROL AGENCY

Subtitle 04 VIDEO LOTTERY TERMINALS

Chapter 01 Video Lottery Technical Standards

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

.31 Remote Access.

A. A manufacturer may not perform from a remote location analysis of, or technical support with regard to, a video lottery terminal without:

- (1) Submission of a written request to the Commission; and
- (2) The written approval of the Commission.

B. A manufacturer may perform from a remote location analysis of, or technical support with regard to, a facility operator's video lottery systems including, but not limited to, a:

- (1) Gaming ticket system;
- (2) Promotional play system;
- (3) Player tracking system;
- (4) External bonusing system;
- (5) Cashless funds transfer system; and
- (6) Wide area progressive system.

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

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

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This amendment would align this regulation with existing practices.

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- (2) Use of a dedicated and secure communication facility;
- (3) **The facility operator to provide the Commission with** ~~Prior~~ **prior** notice by the ~~manufacturer~~ of an intent to remotely access a system ~~to the~~:
 - ~~(a) Facility operator; and~~
 - ~~(b) Commission;~~
- (4) The facility operator to take affirmative steps, on a per access basis, to activate a manufacturer's access privileges;
- (5) Imposition of limits on the ability of any individual authorized under this regulation to deliberately or inadvertently interfere with:
 - (a) The normal operation of the system; and
 - (b) Its data; and
- (6) An access log:
 - (a) Maintained by both the:
 - (i) Manufacturer; and
 - (ii) Facility operator's information technology department;
 - (b) Maintained in:
 - (i) A book with bound numbered pages that cannot be readily removed; or
 - (ii) An electronic format equipped with software that prevents modification of an entry after it has been initially entered into the system; and
 - (c) Documenting the:
 - (i) Manufacturer version number of the system accessed;

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Revised June 14, 2017

- (ii) Type of connection as leased line, dial in modem, or private WAN;
- (iii) Name of the manufacturer employee remotely accessing the system;
- (iv) Name of the information technology department employee activating the manufacturer's access to the system;
- (v) Date and time of the connection;
- (vi) Duration of the connection;
- (vii) Reason for the remote access including a description of the symptoms or malfunction prompting the need for remote access to the system; and
- (viii) Any action taken or further action required.

D. A facility operator may not authorize a manufacturer to remotely access a video lottery system until its system access protocols are approved in writing by the Commission.

E. Any modification to a system required to be tested, certified, and approved by the Commission under Regulation .02E of this chapter shall be processed as:

- (1) An emergency modification under Regulation .07 of this chapter; or
- (2) A standard modification under Regulations .03C and .04C of this chapter.

F. If an employee of a manufacturer is no longer employed or authorized by a manufacturer to remotely access a system pursuant to this regulation, the manufacturer shall:

- (1) Immediately notify in writing:
 - (a) Any facility operator that has established a unique system account for that employee of the change in authorization; and
 - (b) The Commission; and
- (2) Verify with each facility operator notified of the change in authorization that the access privileges of the individual have been revoked.

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