



## OTGRA SPRING 2023 CONFERENCE SESSIONS

WEDNESDAY, APRIL 19, 2023

Rev 3.16.2023

### GENERAL SESSION –BALLROOM 3-4

- **9:00 am Presentation of Colors, Welcome and Prayer**  
*Ashley Burnside, OTGRA Chairperson, Eastern Shawnee*
- **9:30 am OTGRA Business Meeting**
- **10:45 am Are You Ready for Ransomware?**  
*Renita DiStefano, President & CEO, Second Derivative LLC*

It's not a matter of IF; it's a matter of WHEN your tribe could be hit with ransomware. Having technical controls in place to thwart ransomware is no longer good enough. Understand the importance of having a prepared, and PRACTICED, Incident Response Plan as a regulator and the resources available to help you get one

- **1:30 pm Sports Betting “BASICS”**  
*Doug Parker – Finley & Cook, CPAs*

We are not trying to yell “BASICS” at anyone, but we really want to emphasize this session explores the very basics of sports betting. Sports betting is coming to Oklahoma at some point, probably sooner than later. Join this discussion to understand what it is, what you might expect if implemented, and what regulatory considerations should be given as it rolls out in our state.

### **BREAKOUT SESSIONS:**

#### COMMISSION TRACK – BALLROOM 1

- **2:45 pm Emergency Preparedness Plans (EPP)**  
*Eddie Ilko, Safety and Occupational Health Manager, NIGC*

In this session you will learn the importance of creating and practicing your Emergency Preparedness Plan (EPP), and who to include in your plan inside and outside your organization. Given the increase of natural and man-made disasters, preparedness has never been more critical to our tribal gaming industry. You will take away best practices and the recently released EPP template.

- **4:00 pm 2022 Problem Gambling Prevalence Study for Oklahoma and Where does Responsible Gambling belong in your Organizational Chart**  
*Wiley D. Harwell, D. Min., LPC, ICGC-II, BACC, Executive Director, OAPGG*

This session reviews the data collected from the 2022 Prevalence Study and how to address problem gambling with your organizational structure and develop policies for responsible gambling

#### AUDIT & INVESTIGATIONS TRACK – BALLROOM 2

- **2:45 pm Ethical Considerations for Regulators**  
*Steve Brewer, Training Manager, NIGC*

The wonderful world of gaming is full of shiny things and freebees ... or is it? In this course, we will dive into ethics and tools for navigating ethical situations. Daily, TGRA's and Commissioners may encounter situations where ethical decisions come into play. We will start the conversation on building an ethical culture within your department, and share real-life examples and lessons learned when encountering common ethical issues.

- **4:00 pm Critical Thinking: Enhancing the Internal Audit**  
*Gena Caviness, Supervisory Auditor, NIGC*

Looking to improve your skills? Then we have the course for you. This course increases your understanding of objective and critical thinking skills necessary to evaluate and test a standard to ensure testing is appropriate. The course is intended for experienced operations and regulatory compliance personnel with a working understanding of the internal audit process.

## WEDNESDAY, APRIL 19, 2023, con't

### COMPLIANCE, TECHNOLOGY & SURVEILLANCE – MEETING ROOM 1

- **2:45 pm Tribal Nation's Casinos & Resorts – The #1 Target for Cyberhackers**

*Brian Grayek, IT and Cybersecurity Director, REDW*

Tribal Nations and in particular, Gaming, Casino's, and Resorts are the target of cyberhackers, nation states and ransomware. Why have they been targeting Tribal Casino's? Because they are a complex network environment, with few cybersecurity controls, they are typically not protected by highly skilled, cybersecurity professionals, and they deal in lots of electronic money. Banks are no longer the targets, they have too much money and people to help them protect themselves. Now the bad guys have shifted their focus to easier and more "target rich" environments. We will discuss the complexities of the typical Tribal Casino and Resort operations, where the attackers target and why, then we'll give you real actions you can take NOW to start protecting your operations.

- **4:00 pm Security Operation Centers Explained – What it IS and What it ISN'T**

*Renita DiStefano, President & CEO, Second Derivative LLC*

So many tribal entities are moving toward a SOC in the cloud to establish 24 x 7 monitoring that is needed to protect tribal assets. Learn how to decouple the co-mingling of terminology between data sovereignty and data security. Demystify how security information events & monitoring (SIEM) systems work. Untangle the alphabet soup of XDR, MDR, EDR.

### LICENSING & INVESTIGATION – MEETING ROOM 2

- **2:45 pm How to Read and Interpret and Identity History Summary (IdHS) Response**

*Tamitra McClain, CJIS Auditor, NIGC*

Join CAU staff for an overview of how to read and interpret an Identity History Summary (IdHS) response from the FBI after conducting a fingerprint-based record check. Attendees will have the opportunity to participate in a discussion with CAU staff about criminal history record information (CHRI) and how to achieve compliance with NIGC regulations.

- **4:00 pm Identity Theft and Protection of Personal Data**

*Kathleen Worley-VP Licensing & Special Projects, Margarita Martinez-Holsten-Director of Compliance Licensing and Kristine Olofson-Licensing Supervisor, Aristocrat Technologies, Inc.*

This session was so well received at the Fall conference that we are bringing it back again. The heightened percentage of criminal actions involving cybersecurity and identity theft continues across all business facets. It is imperative that Regulators and Licensees implement improved and/or alternative processes to reduce the risk of unauthorized disclosure and/or access to personal information filed by Tribal casino and Vendor employees. This session will explore measures available to reduce the risk of theft of personal information supplied during the licensing process.

## THURSDAY, APRIL 20, 2023

### **BREAKOUT SESSIONS:**

#### COMMISSION TRACK – BALLROOM 1

- **9:00 am The Importance of Educating Tribal Gaming Employees in Corporate Social Responsibility Issues**

*Wendy Anderson, CEO and Andres Molina, Marketing Manager, RG24seven, Joseph Busby, Executive Director of Finance, Sycuan Casino and Thomas Ruck, Senior Advisor, Department of Homeland Security*

Educating gaming employees on Corporate Social Responsibility (CSR) issues is becoming increasingly important as we look to protect both employees and patrons, Tribes and Tribal operations, and the casino itself. In fact, many Tribes have already created regulations around the importance of CSR training for staff members. Corporate Social Responsibility training engages employees to show that the operation cares about them and environment in which they live and work. SCR training can also protect patrons as your staff learn to be aware of red flags and can escalate issues to management quickly and efficiently - money and even lives can be saved with just a little extra vigilance.

- **10:30 am Surveillance Operations**

*Joseph Busby, Executive Director of Finance, Sycuan Casino*

Overview of surveillance operations from a regulatory and casino operations viewpoint

- **11:45 am Lunch & Learn Round Table**

*Ashley Burnside, OTGRA Chairperson, Eastern Shawnee*

Open discussion concerning Commission topics.

## THURSDAY, 4/20/2023, con't

### AUDIT & INVESTIGATIONS TRACK – BALLROOM 2

- **9:00 am How'd We Do? Digesting Financial Statements**

*Doug Parker, Supervisor, Finley & Cook CPAs*

Financial statements can give you a glimpse of the current state of an operation; however, they can also tell you how you did for a specific period of time. Understanding which financial statement to look at and what you're supposed to be looking for can add clarity to understanding the successes of the operation. Join our panel discussion to understand the Statement of Revenue and Expenditures (aka Income Statement), how the elements of this report relate to other financial statements, and what trends you can look for to recognize potential regulatory issues.

### AUDIT & INVESTIGATIONS TRACK – BALLROOM 2, con't

- **10:30 am Getting the Most from Reviewing Casino Financials**

*Kevin Huddleston, Director of Gaming Operations, REDW*

This session will help the attendees better understand how to read and interpret casino financial reports. Attendees will gain knowledge of key financial terms and some industry benchmarks to apply when reviewing casino financials.

- **11:45 am Lunch & Learn Round Table**

*Crystal Houston, OTGRA Vice Chair, Chickasaw Nation*

Open discussion concerning Audit & Investigations topics.

### COMPLIANCE, TECHNOLOGY & SURVEILLANCE – MEETING ROOM 1

- **9:00 am Cyber Security Incident Response Plans**

*Jeran Cox, IT Auditor, NIGC*

It is not a matter of if, but when! A cyber-attack can happen at any moment in an operation – will you know what to do? Incident response plans are critical to overcome and limit the damage an incident can cause. This interactive course will challenge you to bring your critical thinking skills which will guide you in the development of an incident plan that you can take back to your facility.

- **10:30 am Digital Wallets: Past, Present and Future**

*Landon Stanfield, Director of Product Management, Everi*

Cashless and Digital wallets have been an area of interest since Covid-19. We will look at the enhancements made in the space since the initial operators have gone live, where the industry is to date, and what the future of digital wallets looks like as land-based casinos and online (iGaming, RGS, Sportsbook...) allow for a full omnichannel experience.

- **11:45 am Lunch & Learn Round Table**

*Terry Hale, Compliance Manager and OTGRA Sergeant at Arms, Seminole Nation Gaming Agency*

Open discussion concerning Compliance, Technology & Surveillance topics.

### LICENSING & INVESTIGATION – MEETING ROOM 2

- **9:00 am Vendor Licensing – Whatcha DOIN?**

*Jalene Wells, Gaming Commissioner and Kecia Nesvold, Licensing Supervisor*

This session will cover the regulations behind licensing of vendors, the processes that can be different by jurisdiction and explore some perspectives of the Regulator and the Vendor.

- **10:30 am New Ideas and Trends in Team Building**

*Julie Hakman, Founder, AmericanChecked, Inc.*

Motivating your team and finding new ways to engage with them is critical to maintaining a strong workforce. Join this interactive session to explore new ideas and techniques in team building. Discover what works and what doesn't in today's diverse workplace as you interact with your peers. Attendees will gain insight and understanding of the value team building truly brings to the organization. This hands-on session will give participants practical new ideas that can be implemented in their own workplace. And it might just be fun along the way.

- **11:45 am Lunch & Learn Round Table**

*Rene Smith, Office/Licensing Manager, Citizen Potawatomi Nation Gaming Commission*

Open discussion concerning Licensing & Investigations

## THURSDAY, 4/20/2023, con't

### **GENERAL SESSION – BALLROOM 3-4**

- **1:00 pm How to Leverage Security Technology to Protect Your Tribe**

*Tiger Taylor, Account Executive, Bulletproof, a GLI Company*

Digital attacks on the gaming industry are on the rise, increasing by 50% this time last year. With the cost of a data breach reaching an average of \$4.35M USD in 2022, securing your technology and information should be a top priority for Tribes and regulators. It's critical for tribal governments, gaming regulators, and commissions to gain a deeper understanding of the current cybersecurity challenges that tribal gaming and enterprise organizations are facing, and what modern technologies can be leveraged to mitigate risks and exposures. In today's climate, taking advantage of automation capabilities and the expertise a Managed Security Service Provider (MSSP) can offer is an effective solution to address these challenges and help organizations stay secure regardless of budgets and resources. Outcome: Gain a deeper understanding of what technology solutions are available to mitigate cyber risk and how Managed Security Services can help tribal gaming and enterprise organizations strengthen their security posture to reduce risks.

- **2:15 pm Diversity, Equality and Inclusion is More than a Gen Z Thing**

*Julie Hakman, Founder, AmericanChecked*

Today's rapidly changing workplace requires finding new ways to truly embrace diversity, equality and inclusion. Creating a diverse, equal, and inclusive workplace results in more productivity, less employee turnover and attracts talent. This inclusive culture is critical to engaging and maintaining good talent. It goes beyond policy setting, training programs and staff course. Building a Culture that cares come from the heart, treating ALL people with dignity and respect while breeding an authentic lace to co-exist, communicate and learn from one another.

- **3:15 pm Closing Comments, Door Prizes & Drawings**