

RISKSOLV

Profitability through Efficiency

Event and Workforce Management Solution

**THE FIRST AND INCIDENT REPORTING MECHANISM AND DATABASE
FOR CASINO SECURITY ON THE CONTINENT**

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1. Introduction

1.1. Purpose/Scope

The purpose of this document is to provide a high-level overview of the RISKSOLV LT Event Management solution. It provides detail on how the product operates and what its main functions are.

This document is not a commitment on the part of RISKSOLV to implement this functionality. Such commitments will be made by means of formal contracts.

1.2. What is RISKSOLV LT?

The first and only electronic incident reporting mechanism and database for casino security on the continent. Successful Casinos, maybe more so than any other organization require fast, easy access to the right information at the right time due to its strict regulatory environment. The casino industry has reports, registers, procedures and other regulatory controls that make it extremely difficult for departments such as surveillance, slots and gaming security to focus on critical activities on a live and proactive basis. The aim with this software is to reduce costs, streamline business processes, improve customer service and service level agreements between the compliance departments in the Casino. RISKSOLV LT delivers a solution that allows Casinos to tap into critical information, required to improve legal compliance of not only gaming but also all other legal liabilities and it empowers them to plan and improve on operational efficiencies. RISKSOLV LT helps you to log incidents easier, more consistent and accurate to provide accurate and useful data in a much shorter period of time compared to doing it manually.

RISKSOLV LT will:

- Improve surveillance, gaming and security efficiency and cooperation
- Assist in more accurate budgeting
- Incident reporting linked to asset register
- Improved equipment management in surveillance
- Indicate productivity of surveillance and security staff
- Close to real time incident reporting of incidents to gaming management, executive management and gaming boards
- Detailed incident summaries and reports with the click of a button.
- Monitor service level agreements
- Measurement of countermeasure efficiency
- Track overview of audits inter and intra departmental
- Log training overview

The primary solutions found within the RISKSOLV LT Incident Management product range are the following:

1.2.1. RISKSOLV LT Event Manager

The RISKSOLV Event Manager is a basic risk reporting mechanism and database that allows for logging of events, analysis, correlating, tracking on a re-active basis, and assist in requesting dispatch of contractors or departments to activities that require immediate remedies such as VCR's, Cameras faults and other regulatory responses.

Event Manager includes additional features like:

- 1.2.1.1. Incident reporting to fit current business processes and compliance (not real time as with RISKSOLV)
- 1.2.1.2. Customizable real-time reports for analysis, forecasting, etc
- 1.2.1.3. Storage of photo/picture with incident
- 1.2.1.4. Charts relevant to reports.

1.3. RISKSOLV LT Architecture

RiskSolv LT is based on a 2-tiered architecture which features a Ms Access frontend linked to a Ms Access back-end database. The main reason for this design was cost, number of users and the availability of software.

1.4. RISKSOLV LT Overview

Although RISKSOLV LT offers limited access to non-RISKSOLV LT members the system requires every user to log on. After successful log-on each user will be assigned a specific user profile, which will determine which modules or which components of the solution can be accessed. On most graphical User Interfaces (GUIs) components not accessible under a specific user profile will be grayed out. A user's profile can be setup or amended by his or her supervisor or RISKSOLV LT Regional or National System Administrators.

1.4.1. RISKSOLV LT Event Manager

The RISKSOLV LT Event Manager is a management system primarily used for logging of risk related events and act as a risk database to assist with implementation of risk registers. The RISKSOLV LT Event Manager can operate as a complete stand-alone system, but if used in conjunction with the RISKSOLV Interface Controller offers a very powerful Event Management Solution with interfacing (automation) capabilities.

The system mainly consists of the following components:

1.4.1.1. New Events

New event log generates an automatic sequential number and allow for a specific event number such as an SR (security report) or SUR (surveillance report) Event Manager features a dynamic template for entering event details per technology/domain. The technology/domain and the event type determines the amount of data to be captured per event. For example: If the Slots department has been selected in the dropdown as the location of the event then Slots will have its own generic event types selected as required by legalities The flexible design of RISKSOLV LT allows for easy customization, which simply means that this template can be built around the specific requirements of each technology/domain within an organization.

Although the purpose of this document is to give an overview of the RISKSOLV LT Event Manager, it is important to know what information and what the purpose is of the information required to generate an event.

Information required to generate an event include the following:

Reporter

Username: The username of the person reporting the event is captured automatically

Event Detail

Event date and time (yyyy/mm/dd hh:mm:ss): This date normally indicates and must correlate with the date and time when the customer reported the fault or when a fault occurred or was registered on an Element Manager or Operations Support System.

Event Description: A detailed description of the event. For performance reasons this field is limited to 255 characters. Info required for this field will be determined by unit policy.

Sub-domain, All mandatory gaming departments have been listed individually as sub-domains as well as all departments within hospitality should that be required for total business event management

Equipment, Each sub domain has its own field of equipment I.e. if surveillance domain has been selected it will have only the equipment logged under the surveillance department

Equipment Nr, This field features a drop down list containing the serial/equipment numbers or names of all the equipment relevant to the selected domain. These can also contain EPROM Seal numbers.

Cause codes

Besides each event that is uniquely linked to a specific department each event type has a selected group of cause codes to allow for performance measurement or counter measurement selection.

Financial impact

A Loss value to the company, a loss value to the Guest, a Loss recovered value and a loss avoided value can be logged with each event to measure the impact of an event or to measure the performance of countermeasures and the department as a whole

Responsible Group

Responsible Centre: Each and every event is assigned to a centre or group within an organization.

Status

RISKSOLV LT allows those with the rights to log events to select whether the incident has been resolved or whether it is pending

1.4.1.2. References

Origin: This field indicates where the event originated from.

Origin Reference: The reference number supplied by the originating system/department.

Local Reference: Linked to local documents or reporting systems. A typical number entered here is the SR number.

Link Reference: During the analysis phase an event can be linked to another event, also referred to as the master or the root cause. A typical example will be a power outage, which will create a series of events linked to it.

1.4.1.3. **Clear description**

In addition to the clear codes RISKSOLV LT allows for a clear description column for more detail of for instance performance.

1.4.2. **Event Manager Admin**

RISKSOLV LT features an Administration module to maintain lookup tables. Only system administrators will be able to access this functionality and will be responsible for all reference data within the solution.

1.4.3. **Event Manager Reports**

Event Manager Reports can be divided into four main categories.

1.4.3.1.1. *Standard Reports*: RISKSOLV supplies a comprehensive set of predefined reports required for normal day-to-day operations with automatically generated charts for graphical display .

1.4.3.1.2. *Custom reports*: As part of the contract RISKSOLV can design, develop and include additional reports required by an organization. These reports normally are reports that form an integral part of the company's business processes.

1.5. **Why RISKSOLV?**

Although RISKSOLV comes with a complete set of tried and tested business processes and coded business rules, its flexible design allows for easy customization within any organization.

We are aware that NO off-the-shelf solution can offer all the functionality required by our clients. Our contracts therefore allows for an extensive amount of customization based on approved User Requirement Specifications (URS).