RiskSolv

Profitability through Efficiency

Event and Workforce Manager

THE FIRST AND ONLY INCIDENT REPORTING SOLUTION FOR CASINO SECURITY ON THE CONTINENT

EXECUTIVE SUMMARY

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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 Event and Workforce 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?

RiskSolv is the first and only web-based electronic incident reporting solution for casino security on the continent. Due to its strict regulatory environment successful Casinos, maybe more so than any other organization, require fast and easy access to the right information at the right time. 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 and to improve customer service and service level agreements between compliance departments in the Casino. RiskSolv 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 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 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
- Near 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.
- Manage 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 Incident Management product range are the following:

1.2.1. EVENT MANAGER

The RiskSolv Event Manager is a comprehensive risk reporting mechanism and database that allows for logging of events, analysis, correlating, tracking and assisting 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 offers a total end-to-end Fault/Event Management Solution.

Event Manager features:

1.2.1.1. Incident reporting to fit current business processes and compliance
1.2.1.2. Electronic OB
1.2.1.3. Planned Maintenance Control to manage planned work/events
1.2.1.4. Access Control System
1.2.1.5. Service Level Agreement Management (SLA tracking)
1.2.1.6. Customizable real-time reports for analysis, forecasting, etc
1.2.1.7. Storage of photo/picture with incident

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1.2.1.8. Dynamic charting relevant to reports.

1.2.2. **RESOURCE MANAGER**

Resource Manager allows supervisors of different departments to manage Human Resources (Staff) and Other Resources (Assets) under their control.

1.2.3. **EXCLUSIONS**

Included in the product is a centralised Exclusion/Banning Solution. Details and photos of excluded persons can be uploaded to the system and it will be made available in real time.

1.2.4. **ADMINISTRATION MODULE**

RiskSolv offers a complete Administration Module to configure, update and maintain the solution.

1.2.5. **RiskSolv NOTIFIER**

The RiskSolv Notifier allows users to register for three different types of notifications to keep them up to date with events on the system. These notifcations include Email, SMS and Network Messages.

1.2.6. **REPORT MANAGER**

Report Manager offers real time and canned reports in the form of MS Excel spreadsheets, downloadable lists and dynamic charts.

1.2.7. **INTERFACE CONTROLLER**

The RiskSolv Interface Controller is a software component that enables automated interfacing with existing business and/or legacy systems.

1.3. **RiskSolv Architecture**

RISKSOLV is a web-based solution featuring a true three tiered client-server architecture. This architecture allows for the system to be fully scalable and reliable.

Our basic system architecture consists of two web servers serving the users (front end) that are linked to two database servers (back end) sharing resources on a central data storage area.

Each organisation has its own requirements with regards to the required hardware. QuickSolv will, upon knowing the scope of the project submit our recommendations for the required hardware and system architecture. In most cases existing infrastructure can be utilized.

1.4. **RiskSolv Overview**

Although RiskSolv offers limited access to non-members the system requires every user to log on for security and auditing purposes. 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. As with most Graphical User Interfaces (GUIs) components not accessible under a specific user profile will be grayed out.
User profiles can be setup or amended by supervisors or RiskSolv Regional or National System Administrators.

1.4.1. **RiskSolv Event Manager**

The RiskSolv Event Manager is a management system primarily used for logging risk related events and act as a risk database to assist with implementation of risk registers. The RiskSolv Event Manager can operate as a complete stand-alone system, but if used in conjunction with the

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RiskSolv Interface Controller offers a very powerful Event Management Solution with interfacing (automation) capabilities.

Event Manager 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 determine 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 allows for easy customization and each template can be built around the specific requirements of each technology/domain within an organisation.

Although the purpose of this document is to give a high level overview of the RiskSolv Event Manager, it is important to know what information is captured per event.

Information required to generate an event includes the following:

Reporter
Username: The username of the person reporting the event is captured automatically. Reporter details can be captured if the event is reported by external parties/clients, etc.

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, when the event 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. Information 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. The responsible centre will be responsible to manage the event end-to-end.

References
Origin: This field indicates where the event originated.
*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.

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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.

Clear Code
Upon clearing each event is linked to the relevant clear code (reason for the event/failure/fault, etc). This is specifically important for reporting purposes.

Clear description
In addition to the Clear Code RiskSolv allows for a detailed clear description.

1.4.1.2. **Electronic OB**

RiskSolv features an Electronic OB that is tightly integrated with the RiskSolv Event Manager. It offers ALL the benefits of the Event Manager with the main difference being the amount of data required to log a OB event.

OB events include:

Casino Open/Close
Key Out/In
Soft Count Start/Finish, and more

1.4.1.3. **Planned Maintenance & Access Control**

Although most logged events are trouble related the RiskSolv Event Manager also includes two Event Types that are not always trouble related. These Event Types are Planned Work/Work Orders (PLA) and Access (ACC).

Planned Maintenance offers a built-in business process for the complete and real time management of work orders. No work can be performed without approval and the required reference numbers.

Event Manager features an integrated Access control system for managing and tracking of access to buildings, departments, etc. No site can be accessed witout approval and the required reference numbers.

1.4.1.4. **Event Tracking**

The Event Tracking Screen allows for real time tracking of current events. It features an ordered list of events linked to a comprehensive criteria selection form. By setting userdefined criteria RISKSOLV users can focus on events within their own area of responsibility.

Linked to the specific user criteria, events can be grouped in two ways:

Bands: When logging an event it can be linked to one of four bands. An event can either be a Service Activation, Service Disruption, Equipment Fault or Routine.

Disruption: Disruption is a very basic but practical means of grouping events together. These groups are Major, Minor, Low or No Disruption.

Within these groups the priority of events are determined by the Severity. The severity value is determined by a complex calculation, which takes into account the impact submitted per event and the total outage time. Impact and Severity formulas are company specific.

The Event Tracking screen allows for easy access to event, user, centre and site details.

Events and Electronic OB entries can be separated with the click of a button.

1.4.1.5. **Event Browser**

The Event Browser allows users to access historical data for analysis and reporting

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purposes. It features a comprehensive criteria selection form to run customised queries on the production database.

1.4.1.6. **SLA Tracking**

RiskSolv features a complete Service Level Agreement (SLA) management component. This tool allows for the logging and tracking of events handed to external vendors, manufacturers or suppliers. The Service Level Agreement tool tracks four major events which include, Reply, Restore, Resolve and Clear. Timestamps at each stage can be cross-referenced with vendor contract attributes, which will enable accurate penalty (if any) calculations.

1.4.2. **RESOURCE MANAGER**

Resource Manager allows supervisors to manage data of all their resources, human and other resources.

1.4.3. **EXCLUSIONS**

RiskSolv Exclusions forms an Integral part of the RiskSolv Management solution. It offers an integrated database for storing details and photos of excluded persons. Persons can be excluded per site or on a national basis. Excluded Persons can be rolled out on a national level.

1.4.4. **ADMINISTRATION MODULE**

The RiskSolv Administration Module allows system administrators to configure and maintain the solution and all its reference and lookup tables in the RiskSolv database.
System Administrators, through the Administrator Module, can also support users on the system with some of their maintenance tasks.

1.4.5. **RiskSolv REPORTS**

RiskSolv offers a host of real-time and canned (historical) reports. These reports are aimed to support business in various ways:

For statistical and analytical purposes: Each and every action performed on the system gets timestamped. We can therefore generate typical reports like:

TOTAL EVENTS: Number of events per department, region, site (casino) or national
TOTAL IMPACT/SEVERITY: Financial and Analytical per department, region, site (casino) or national

Other examples include:
ATTA: Average Time To Attend (per department, region, site (casino) or national)
ATTR: Average Time To Repair (per department, region, site (casino) or national)

Performance Management purposes: Each and every action performed on the system gets timestamped and linked to the performer (user). Typical reports include:

Events per user, centre/department, region, etc

ATTA: Average Time To Attend per user
ATTR: Average Time To Repair per user

These reports are not only focused at performance issues. It will also identify training issues.

All of the above reports are available either in MS Excel, downloadable lists or dynamic charts. All our reports are designed to easily integrate with the existing suite of Microsoft products like Ms Excel, MS Word, Ms Excel, and more.

Auditing purposes: System Administrators can easily track actions performed on the system. No data on the system can be edited/cleared or deleted without being recorded in the database. With

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each user being responsible for the secrecy of his/her own password users can be held accountable for their actions as user details are captured with each and every action performed on the system.

RiskSolv Reports can be divided into five main categories.

    1.4.5.1.1. *Operational Reports:* RiskSolv offers a host of real time reports critical to operations. These reports are run in real time on the production system.

    1.4.5.1.2. *Standard Reports:* RiskSolv supplies a comprehensive set of predefined reports required for normal day-to-day operations. Dedicated server processes compile these reports at regular predefined intervals.

    1.4.5.1.3. *Dynamic Reports:* A major component in the RiskSolv solution is the Reporting Warehouse. It features a comprehensive list of predefined, but also customizable reports. A dynamic charting tool combined with quick exports to Microsoft Excel offers a powerful user-friendly reporting tool.

    1.4.5.1.4. *Offline Database:* RiskSolv supplies a daily dump of the RiskSolv production database onto another standalone server. Skilled users can link to this database, create and run their own personal queries by using Microsoft Access or Microsoft Excel to generate their own reports.

    1.4.5.1.5. *Custom reports*: As part of the contract RiskSolv will design, develop and include reports specific to the organization. Existing reports within the organisation will be integrated in the system.

1.4.6. **RiskSolv Notifier**

Depending on the availability of infrastructure or 3rd party services, RiskSolv can generate three different types of notifications, namely Email, SMS and Network Messages. Users can register for notifications and will receive notifications when, for example:

a specific action occurs on an event,
a specific report gets generated,
a specific threshold is breached, for example an event with a Loss to Company of over R 50 000-00, etc.

1.4.7. **Interface Controller**

The RISKSOLV Interface Controller ensures effortless transfer of data between the RiskSolv Event Management Systems and existing business/legacy systems.

Our Interfacing Mechanisms use industry standard XML messaging protocols that allows for seamless integration with other systems.

1.5. **RIskSolv Design Principles**

RiskSolv is based on a three-tiered architecture with clear separation among user Interface (MS Internet Explorer 4.0 or higher) Business Logic (COM +), data management (MS SQL Server 2000 or higher). The design and three-tiered architecture approach allows for:

    1.5.1.1. Flexibility – for adapting to changing requirements and environments
    1.5.1.2. Scalability – to allow the application to extend to all users, partners and customers
    1.5.1.3. Reliability – to ensure that the applications running your business are available when they are needed
    1.5.1.4. Security – to ensure that sensitive information does not pass into the wrong hands

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1.5.1.5. Manageability – to control the complexity of large scale applications

1.6. **Why RiskSolv?**

Not only does RiskSolv come with a complete set of tried and tested business processes and coded business rules, but its flexible design also allows for easy customization and integration 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).

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