



IT Gaming

Mike Smith – Director of IT Gaming
Arkansas Lottery Commission Meeting
October 16, 2011

Outline

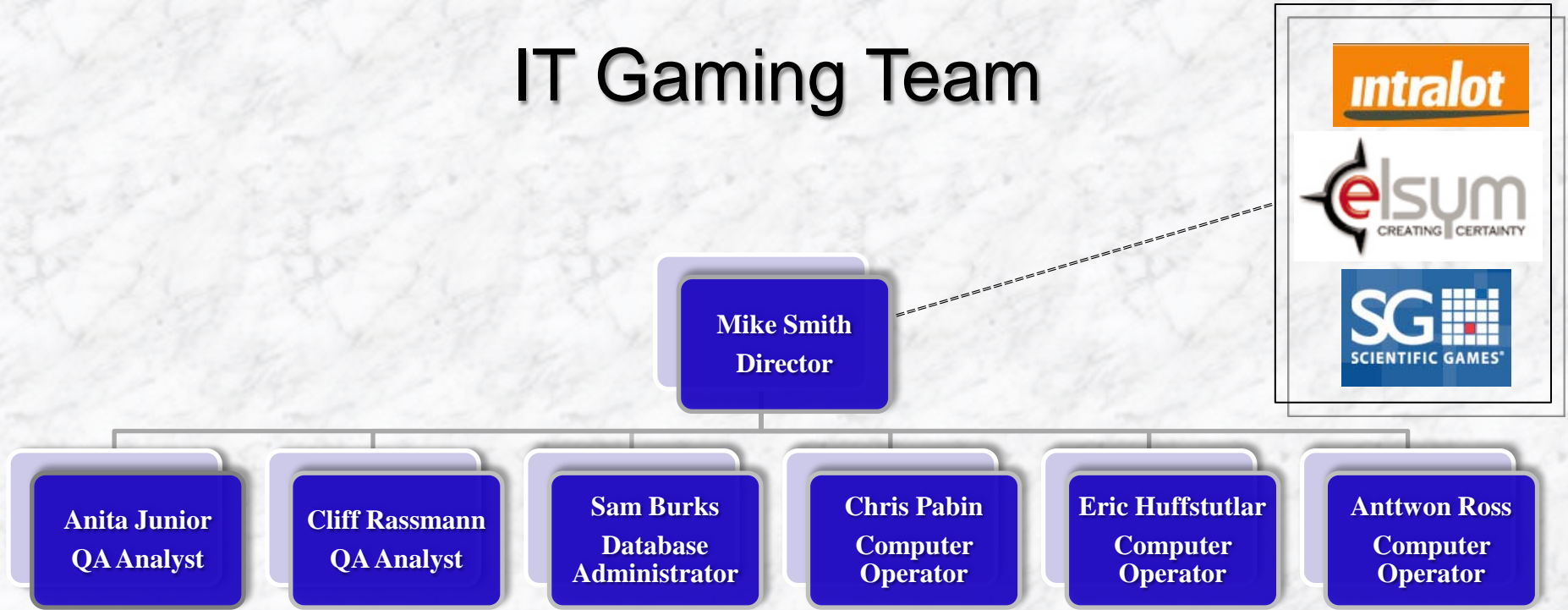


- IT Gaming Overview
 - IT Gaming Team
 - Main Functions
 - Software Releases
- Team Roles and Responsibilities
 - Quality Assurance
 - Database Administrator
 - Computer Operators
- General Support Functions
- Team Interaction
- Best Practices

IT Gaming Overview



IT Gaming Team



IT Gaming Overview



- ☑ Main Functions of IT Gaming
 - Plan and Coordinate Software Releases
 - Perform Quality Assurance testing
 - Test and Load Instant games
 - Operate Lottery Internal Control Systems (ICS)
 - Support end user's operations
 - Create draw interfaces and Facilitate file transfers
 - Provide ad-hoc reporting
 - Monitor and Control lottery gaming operations

IT Gaming Overview



- ☑ Software Releases:
 - Online Games
 - Instant Ticket Functionality
 - Promotions
 - Back Office System
 - Claim Management
 - Accounting Management
 - Instant Game Management System
 - Reports
 - Retailer Application Management
 - Retailer Maintenance
 - Terminal – Point of Sale
 - MicroLot
 - Ticket Vending Machines (TVMs)
 - Internal Control System (ICS)

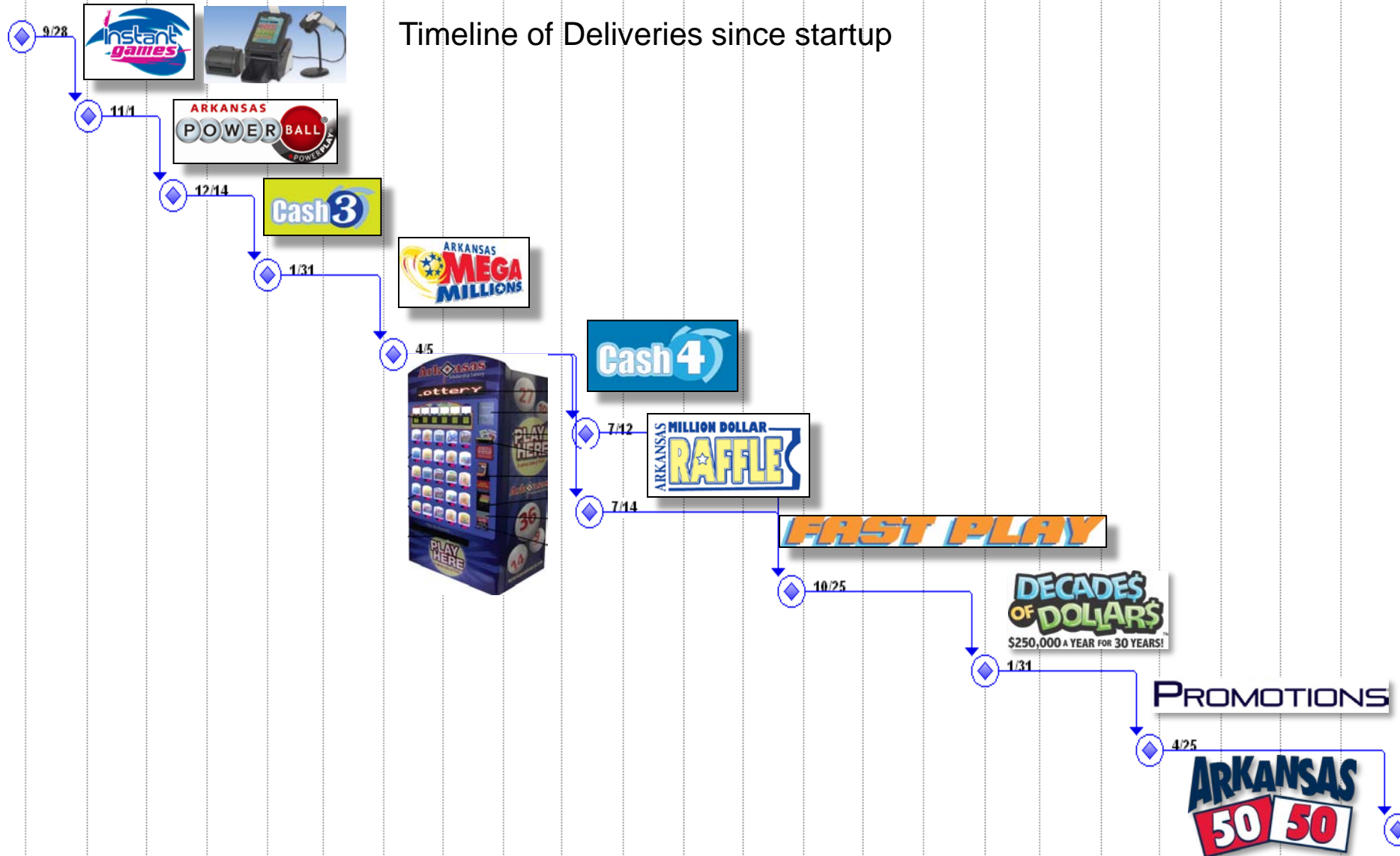


IT Gaming Overview



Sep '09 Oct '09 Nov '09 Dec '09 Jan '10 Feb '10 Mar '10 Apr '10 May '10 Jun '10 Jul '10 Aug '10 Sep '10 Oct '10 Nov '10 Dec '10 Jan '11 Feb '11 Mar '11 Apr '11 May '11 Jun '11 Jul '11 Aug '11

Timeline of Deliveries since startup



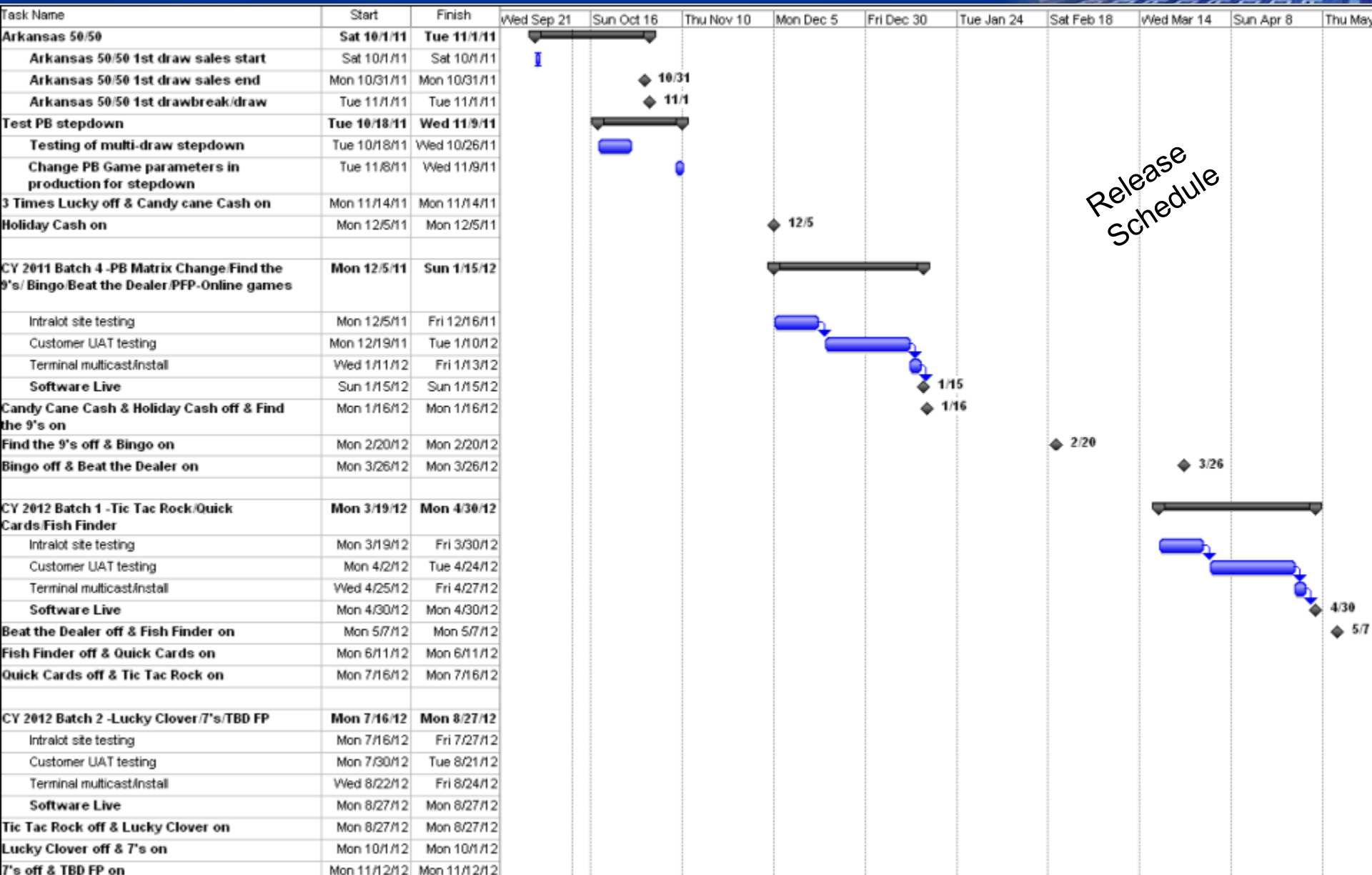
IT Gaming Overview



☑ Release Dates and Milestones

- Start and End dates for Release and Testing Activities
 - Intralot Site Testing
 - Lottery User Acceptance Testing
- Software Lockdown
- Terminal download
- Software Live in Production
- Start and End dates for Online Games

IT Gaming Overview



IT Gaming Overview



Release Life Cycle

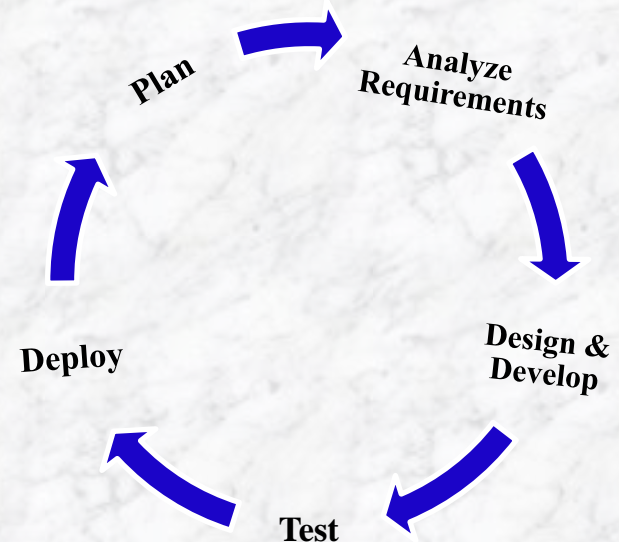


☑ Software Requirements Analysis and Project Planning

- Requirements Gathering
- Specification and Request for Software Services (RFSS)
- Schedule Deliveries
- Project Scope Statement

☑ Design, Development and Testing

- Software Design & Development
- Test Cases & Scripts Development
- Intralot Testing
- Lottery Acceptance Testing
- Production Deployment



IT Gaming Overview



Monitor & Control

□ Actual Release progress

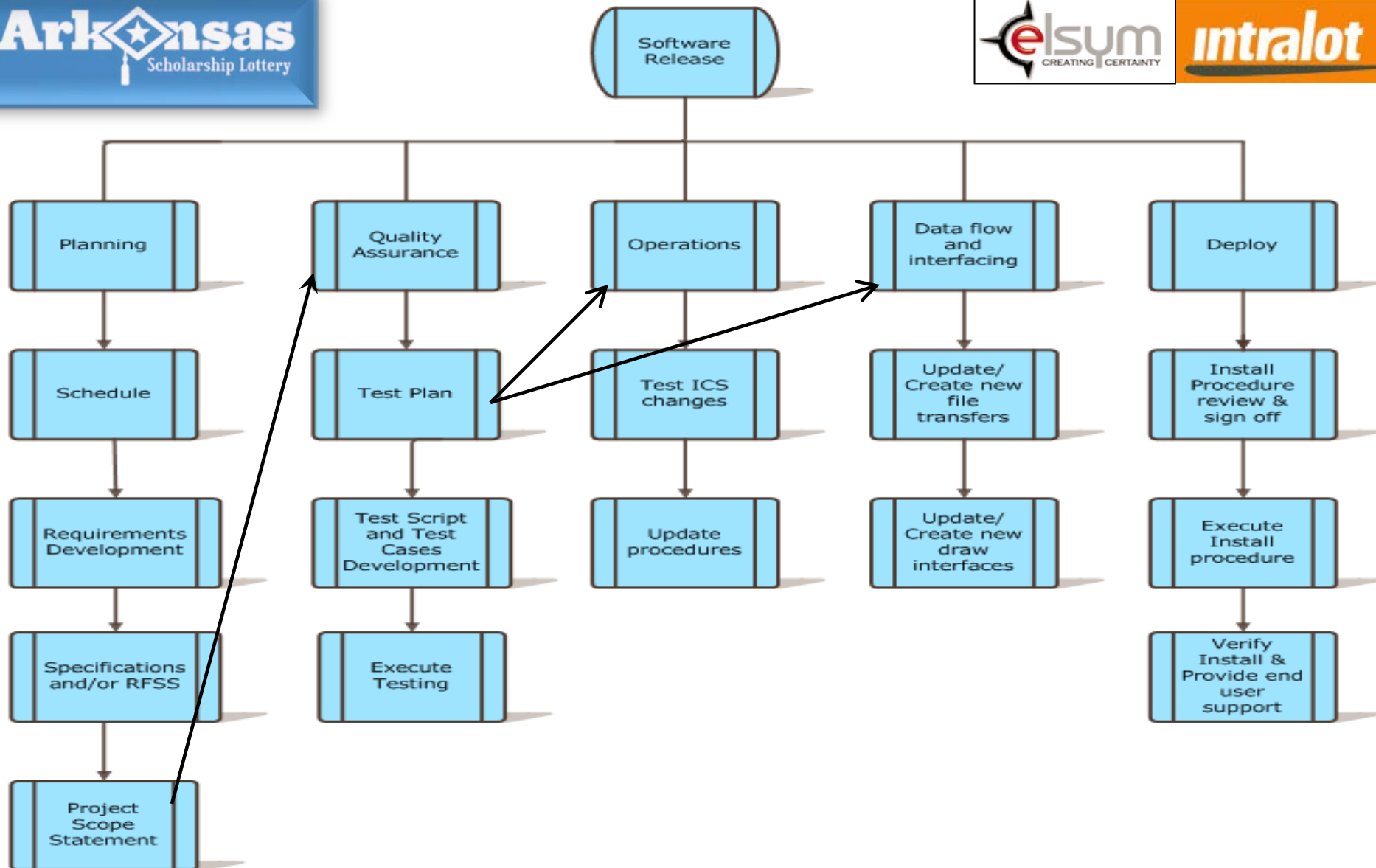
- ✓ Against Schedule
- ✓ Testing status
- ✓ Risk Management

□ Variances

- ✓ Addressed via: Action Items, Decisions, Risk Mitigation, Change Requests or Exception lists

□ Make Adjustments

Release Flow Summary



Quality Assurance Analysts



- ☑ Test and load Instant games to production monthly.
 - 116 games tested and loaded since startup.
- ☑ Execute Instant End of Game (EOG) procedure.
 - EOG procedure run for seventy-one (71) games.



Quality Assurance Analysts



- ☑ Create Test Plans for Software Releases
 - Approach
 - Test Deliverables
 - Entry/Exit Criteria
- ☑ Create Test Cases & Scripts for Software Releases
 - Test Cases for each requirement.
 - Scripts detail the tickets to be placed each day.

Quality Assurance Analysts



- ☑ Perform Testing of Software Releases
 - Shakedown Testing
 - System Test
 - Regression Test
- ☑ Track test progress
- ☑ Update scripts
- ☑ Support software releases to production
 - Verify release
 - End user training & demonstrations as needed



Database Administrator








- ☑ Write queries for end user reports.
 - Weekly Licensing reports
 - Weekly Security reports
 - Weekly Retailer Accounting query
 - Ad-hoc requests
 - Licensing
 - Product
 - Sales
- ☑ Develop and Maintain paper stock database for Security.

Database Administrator



✓ Create and Maintain User interfaces for draw data.

- Cash 3 
- Cash 4 
- Million Dollar Raffle 
- Arkansas 50/50 
- Decades of Dollars 

This is a screenshot of a web-based application window titled "CASH 3 DAY". It prompts the user to "Enter the 3 numbers in draw order." and "Enter the 3 numbers again in draw order." Each prompt is followed by three dropdown menus labeled "Ball 1", "Ball 2", and "Ball 3". The first set of dropdowns has values 1, 2, and 3 selected. Below the second set of dropdowns is a large empty text input field. At the bottom of the form are "Send" and "Close" buttons.

Arkansas Lottery Commission

This is a screenshot of a web-based application window titled "CASH 4 DAY". It prompts the user to "Enter the 4 numbers in draw order." and "Enter the 4 numbers again in draw order." Each prompt is followed by four dropdown menus labeled "Ball 1", "Ball 2", "Ball 3", and "Ball 4". The first set of dropdowns has values 1, 2, 3, and 4 selected. Below the second set of dropdowns is a large empty text input field. At the bottom of the form are "Send" and "Close" buttons.

Database Administrator



WINNING NUMBERS ▼

Jackpot!

ARKANSAS
**MEGA
MILLIONS**

\$22 MILLION
ESTIMATED ANNUITIZED
JACKPOT FOR
10/11/2011

ARKANSAS
**POWER
BALL**

\$86 MILLION
ESTIMATED ANNUITIZED
JACKPOT FOR
10/12/2011



Create and maintain scripts for data transfers

- ASL website – Jackpots, winning numbers, winner information, Instant games' prizes remaining, Retailer names and addresses.
- The Club website – winning numbers and jackpots.
- IWON – winning numbers phone line.

Tier	Prize Amount	Total Prizes in Game per Tier	Estimated Prizes Remaining per Tier	Total Prize Amount in Game per Tier	Estimated Prize Amount Remaining per Tier
	\$75,000	4	4	\$300,000	\$300,000
	\$1,000	124	118	\$124,000	\$118,000
	\$500	1,484	1,391	\$742,000	\$695,500
	\$100	4,222	3,921	\$422,200	\$392,100
	\$50	7,799	7,226	\$389,950	\$361,300
	\$30	10,927	10,154	\$327,810	\$304,620
	\$20	29,589	27,465	\$591,780	\$549,300
	\$15	31,184	29,000	\$467,760	\$435,000
	\$10	187,095	174,210	\$1,870,950	\$1,742,100
	\$5	249,467	232,693	\$1,247,335	\$1,163,465
Total Amount Remaining:					\$6,061,385

NEW LOTTERY APP FOR THE
iPhone® - DOWNLOAD NOW!
IT'S FREE!

ESTIMATED JACKPOT
\$10,470

DRAWING EVERY MONTH

MOTOR HARLEY-DAVIDSON CYCLES
SECOND-CHANCE PROMOTION

MONOPOLY
SECOND-CHANCE PROMOTION

WHEEL OF FORTUNE
SECOND-CHANCE PROMOTION

MEGA MILLIONS®
\$22 MILLION
ESTIMATED ANNUITIZED JACKPOT

POWERBALL®
\$86 MILLION
ESTIMATED ANNUITIZED JACKPOT

ARKANSAS POWERBALL 10/08/2011
3 27 35 37 45 31 x5

ARKANSAS MEGA MILLIONS 10/07/2011
5 15 19 22 38 10 x4

DECADES OF DOLLARS 10/06/2011
3 10 22 23 32 37

ARKANSAS 50 50 DRAWING NOV. 1




Cash 3 10/10/2011 Midday 4 2 3
10/09/2011 Evening 7 5 5

Cash 4 10/10/2011 Midday 2 7 6 0
10/09/2011 Evening 0 3 5 8


Computer Operators



☑ Perform Operations for multi-state drawings

- Powerball (Wednesdays & Saturdays) 
- Mega Millions (Tuesdays & Fridays) 
- Decades of Dollars (Mondays & Thursdays) 

☑ Draw balancing for in state games

- Cash 3 (Daily Midday & Evening, Sun Evening) 
- Cash 4 (Daily Midday & Evening, Sun Evening) 
- Million Dollar Raffle (Seasonal) 
- Arkansas 50/50 (Monthly) 

Computer Operators



- ☑ Balance and Send draw sales handles daily to multi-state consortiums.
- ☑ Monitor and Maintain Lottery ICS servers.
 - Ensure ICS balances to Intralot daily.
 - System by Game/Product
 - By Draw
 - By Retailer



Computer Operators



- ☑ Monitor computer room environment & equipment.
 - A/C alarms, temperature, humidity
 - Uninterrupted Power Supply system (UPS)
 - PCs and printers
- ☑ Monitor and verify data on ASL website.
- ☑ Maintain files, manuals, and procedures.



General Support



- ☑ End User Back Office Support
 - Reports
 - Applications
- ☑ Unscheduled Releases
 - Testing
 - Deployment verification
- ☑ Functionality Clarification
 - Point of Sale Terminals
 - Reports
 - Business Rules

The screenshot shows a web application titled "RETAILER LIST". On the left is a red sidebar menu with options: Accounting Management, Claim Management, Commission Management, IGMS, Monitoring System, Reports, Retailer Application Management, Retailer Maintenance, Terminal Maintenance, Winning Column, and RPT WIN. The main content area has a header with "Preview PDF EXCEL Continuous" and a "Chart: -- Select --" dropdown. Below this is a "Retailer ID:" field and a "Status: -- Select --" dropdown. A "Region:" dropdown is open, showing options: Select, Active, Denied, Inactive, Pending, Renewal, Revoked, and Terminated. Below the dropdowns are several report links: Claims Management, Financial Sales Reports, General Ledger Reports, Instant Game Load Reports, Instant Inventory Reports, Instant Management Reports, Liability (Online/Instant) Reports, Online Game Reports, and Retailer Accounting Reports. On the right is a red sidebar with user information: User: Smith Mike, Role: (blank), Time: 12/15/2010 10:17:31 AM. Below this are links for Home, Settings, Logout, Intraid, and User Bookmarks.

The screenshot shows a terminal interface for the Arkansas Lottery Commission. At the top, it displays a balance of \$ 0.00 and a code: 00000000 Dec 15 2010 04:18. Below this is a "STATUS READY" indicator. The main area is a grid of buttons for various lottery games: Cash 3, Cash 4, POWERBALL, MEGA MILLIONS, DECADES OF DOLLARS, ARKANSAS 50/50, Instant Games!, and FAST PLAY. Each game button has a "QUICK PICK" option and a "1draw/1play" or "5draw/5plays" option. On the right side, there are buttons for SIGN ON/OFF, WINNING #'S & JACKPOT, FINANCIAL REPORTS, PLAYS PREVIEW, MANUAL CASH, COUPONS, MESSAGES, UTILITIES, CANCEL, and HELP.

Team Interaction



Best Practices



- Batch Release Software Requests
- Requirements Validation
- Cross-Training
- Peer Reviews
- Proactive vs. Reactive
- Process Improvements
 - Lessons Learned



Questions

