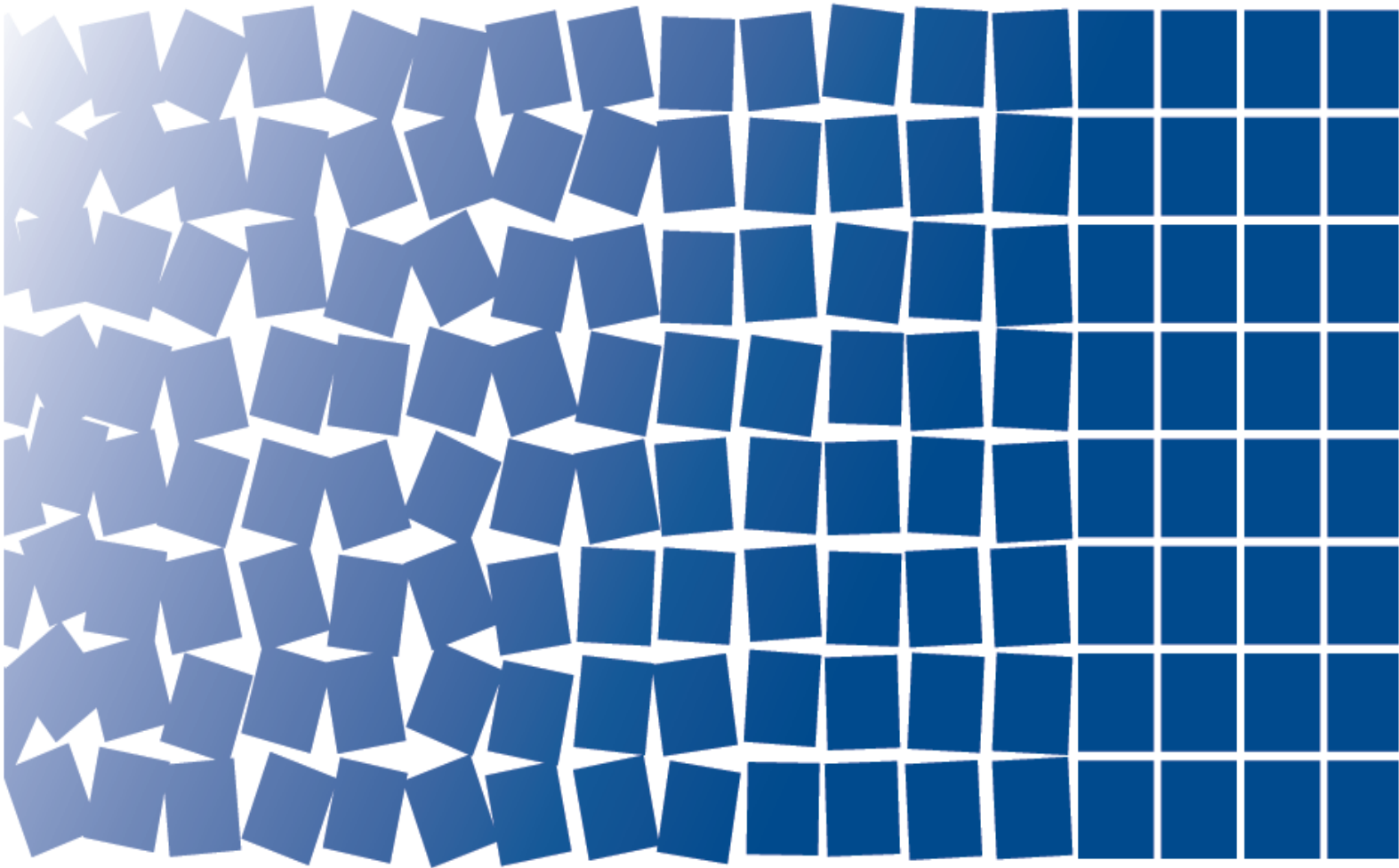


# **BRITISH COLUMBIA LOTTERY CORPORATION OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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**PROVINCE OF BRITISH  
COLUMBIA**

**INFORMATION ACCESS  
OPERATIONS**

**BRITISH COLUMBIA LOTTERY  
CORPORATION  
OPERATIONAL  
RECORDS  
CLASSIFICATION  
SYSTEM**



**Province of  
British Columbia**

**Information Access  
Operations**

BC lottery corporation operational records classification system:

ISBN 978-0-7726-6589-8



## RECORDS RETENTION AND DISPOSITION AUTHORITY

**This is a recommendation to authorize an operational records classification and scheduling system.**

**Title** British Columbia Lottery Corporation Operational Records Classification System

British Columbia Lottery Corporation

**Description and Purpose:**

The *British Columbia Lottery Corporation ORCS* covers all operational records created, received, and maintained by the British Columbia Lottery Corporation (BCLC). This *ORCS* does not cover the records of gaming service providers that are contracted to provide gaming services on behalf of BCLC.

The records covered by this *ORCS* document developing, conducting, managing, operating, and marketing gambling products that include lottery games, casino table games, slot machines, bingo, web-based games, and off-track betting on horse races in BC. While BCLC provides some of the games itself (lottery kiosks and web-based gaming on PlayNow.com), most are available through independent gaming service providers in retail outlets (stores and liquor establishments where lottery products are sold) and gaming facilities (casinos, community gaming centres, and bingo halls), with some participation by charitable organizations. In addition, some lottery games are operated in cooperation with other Canadian provinces via the Interprovincial Lottery Corporation. All gaming operations are subject to detailed regulations and other policies, and to close scrutiny and audits within BCLC and from independent auditors and government. BCLC works in close cooperation with the Gaming Policy and Enforcement Branch, Ministry of Social Development.

For more information, see attached schedule.

**Date range:** 1984 onward

**Physical format of records:** see attached schedule

**Annual accumulation:** 19.2 cubic meters

**Recommended retention and disposition:** scheduled in accord with attached *ORCS*.

**THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:**

Maggie Salvati January 20, 2011  
Records Officer Date  
[Signature] Jan 21, 2011  
CFO & VP Finance & Corporate Services Date  
[Signature] Jan 21, 2011  
President & CEO Date

**THE PUBLIC DOCUMENTS COMMITTEE CONCURS:**  
[Signature] 31 MAR 2011  
Chair, PDC Date

**THE SELECT STANDING COMMITTEE ON PUBLIC ACCOUNTS APPROVES THE RECOMMENDATION OF THE PUBLIC DOCUMENTS COMMITTEE:**

NOV 02 2011  
Date

**APPROVED BY RESOLUTION OF THE LEGISLATIVE ASSEMBLY:**

MAY 31 2012  
Date

**OTHER STATUTORY APPROVALS:**

\_\_\_\_\_  
Signature  
Title:

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature  
Title:

\_\_\_\_\_  
Date

CONTACT: Maggie Salviati, Records Officer, 250-852-5269

**RECORDS MANAGEMENT APPRAISAL:**

This appraisal documents the recommendation for active and semi-active retention periods.

These records are created and received under the authority of the *Financial Information Act* (RSBC 1996, c. 140), the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165), the *Gaming Control Act* (SBC 2002, c. 14), the federal *Criminal Code* (RSC 1985, c. C-46), the federal *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* (SC 2000, c. 17), and subsequent legislation governing the operational responsibilities and functions of the creating agency.

Functional duplicates and microfilmed records are indicated under appropriate classification headings.

The retention and final disposition guidelines specified in the attached *Operational Records Classification System* meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.

The retention and final disposition guidelines have been established in consultation with the Records Officer and staff and managers of all branches conducting operational functions in the creating agency.

  
Records Analyst

January 20th, 2011  
Date

**ARCHIVAL APPRAISAL:**

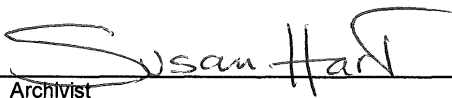
This appraisal documents the recommendations for final disposition.

The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the *ORCS*, as well as in the Executive Summary.

Record series or groups of records that will be retained in their entirety are indicated by "Full Retention."


Record series or groups of records which will be retained in part are indicated by "Selective Retention." Selective retention means that portions of the record series will be retained by means of recognized archival selection criteria. For the meaning of selective retention with respect to a specific record series, see the attached schedule.

The definitions of both selective and full retention provide that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.

  
Archivist

January 20th, 2011  
Date

The undersigned endorses the appraisal recommendations:

  
Manager, Policy, Appraisal and Storage,  
Records Management Operations, Information Access Operations

January 20, 2011  
Date

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

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### BRITISH COLUMBIA LOTTERY CORPORATION OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

#### EXECUTIVE SUMMARY

This *Operational Records Classification System (ORCS)* establishes a classification system and retention and disposition schedule for the operational records created and used by the British Columbia Lottery Corporation (BCLC) in accordance with the *Financial Information Act* (RSBC 1996, c. 140), the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165), the *Gaming Control Act* (SBC 2002, c. 14), the federal *Criminal Code* (RSC 1985, c. C-46), the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* (SC 2000, c. 17), and other legislation relevant to agencies, boards and commissions.

These records document developing, conducting, managing, operating, and marketing gambling products that include lottery games, casino table games, slot machines, bingo, web-based games, and off-track betting on horse races in BC. While BCLC provides some of the games itself (lottery kiosks and web-based gaming on PlayNow.com), most are available through independent gaming service providers in retail outlets (stores and liquor establishments where lottery products are sold) and gaming facilities (casinos, community gaming centres [CGCs], and bingo halls), with some participation by charitable organizations. In addition, some lottery games are operated in cooperation with other Canadian provinces via the Interprovincial Lottery Corporation. All gaming operations are subject to detailed regulations and other policies, and to close scrutiny and audits within BCLC and from independent auditors and government. BCLC works in close cooperation with the Gaming Policy and Enforcement Branch, Ministry of Social Development.

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. Archivists from Records Management Operations, Ministry of Citizens' Services, have reviewed the final dispositions to ensure that records having enduring evidential and historical values are preserved.

This *ORCS* covers records created and received since BCLC was established on October 25, 1984. Prior to this time, the functions covered by this *ORCS* were not carried out by the BC Government.

The following summary describes the types of records covered by this *ORCS* and identifies their retention periods and final dispositions. In this summary, record types are linked to the *ORCS* by primary and secondary numbers. Please consult the *ORCS* manual for further information.

(continued on next page)

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A = Active	CY = Calendar Year	SO = Superseded or Obsolete
SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
PIB = Personal Information Bank	w = week    m = month	FR = Full Retention
PUR = Public Use Records	y = year	FOI = Freedom of Information/Privacy
OPR = Office of Primary Responsibility		VR = Vital Records

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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		<u>A</u>	<u>SA</u>	<u>FD</u>
1)	<b><u>POLICY AND PROCEDURES</u></b>			
	-00 Policy and procedures (under every primary)	SO	5y	FR
	90220-02 Incentive conditions for lottery retailers – approved	SO+2y	5y	FR
	90220-06 Lottery retailer information binder	SO	nil	SR
	90520-02 BCLC directives and guides for gaming providers and players	SO+2y	5y	FR
	90520-03 BCLC policy manuals for gaming providers	SO+2y	5y	SR
	90520-05 Interprovincial Lottery Corporation (ILC) rules and regulations	SO	nil	FR
	90520-06 Internal policy for BCLC (approved)	SO	nil	FR
	90720-02 Game conditions	SO	nil	FR

Throughout this *ORCS*, the government archives will retain all policy and procedure files, including directives, rules, regulations, and conditions for games and promotional incentives, created by offices having primary responsibility for policy and procedure development and approval, mainly the Policy and Planning Department. These records have significant evidential value for documenting the governance of BCLC, gaming providers, and gambling activities in the province.

While most policy records are fully retained, the comprehensive policy manuals for gaming providers and the lottery retailer information binder will be selectively retained, as these are updated on a regular basis with mostly minor, incremental changes. For these manuals, it is adequate to retain periodic snapshots.

2)	<b><u>HIGH-LEVEL DESCRIPTIVE REPORTS</u></b>			
	90050-02 BCLC annual service plan report	SO	nil	FR
	90050-08 Executive communications	SO	10y	FR
	90300-07 Our Player reports to YAK (employee intranet site)	SO	nil	FR
	90700-10 Lottery Division Townhall meeting files	SO	nil	FR

The government archives will fully retain high-level descriptive reports because they provide summary documentation of the entire range of functions and activities at BCLC, with emphasis on sales, marketing, new gaming products, and associated research. They provide high-level summaries of the history of BCLC’s organization, initiatives, programs and finances over time, and also provide key documentation of the history of public gaming in the province. They also concisely document the priorities, goals, and leadership of BCLC over time.

Most of these reports are retained only for as long as they are needed for reference purposes. However, executive communications (e.g., messages to all staff from the Chief Executive Officer (CEO) and vice

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presidents) are retained for 10 years as is required for all executive records (see Special Schedule 102906).

3) KEY COMMUNICATIONS DOCUMENTS

90050-10	Public affairs calendar	SO	nil	FR
90050-20	BCLC publications	SO	nil	FR
90300-03	Corporate research reports tracking spreadsheet	CY+2y	5y	FR
90720-15	Web-based game tutorials and demonstrations	SO	nil	FR
90800-05	Community Engagement Program reports	SO	nil	FR
90900-02	Sponsorships and events tracking spreadsheet	CY	nil	FR

The government archives will fully retain key communications documents because they provide comprehensive information in condensed form about many of BCLC's activities and products. These include

- Tracking documents that provide useful summaries of corporate events, campaigns, research, sponsorships, and other activities (90050-10, 90300-03, and 90900-02)
- Periodicals and pamphlets, designed for gaming providers and players, that describe games, promotions, and programs (90050-12)
- Web-based game tutorials and demonstrations that document how the internet gambling games work (90720-15)
- Community Engagement Program reports that document interactions between BCLC and community groups (90800-05)

4) GAMING FACILITY FLOOR LAYOUT PLANS

90150-40	Gaming facility floor layout plans retained for reference	SO	nil	FR
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The government archives will fully retain these records because they document the history of the arrangement of games and gaming equipment in each gaming facility in the province over time.

5) BCLC GOVERNANCE DOCUMENTATION

90500-03	BCLC Board summary of resolutions	SO	10y	FR
90500-20	Board meeting packages	SO	10y	FR
90500-30	Board committee records	SO	10y	FR
90500-40	Executive committee records	SO	10y	FR
90500-45	Executive-sponsored committee records	SO	10y	FR

The government archives will fully retain these records because they document high level decision-making within BCLC over time, and also contain summary reports that document BCLC's issues, actions, decisions and structure.

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		<u>A</u>	<u>SA</u>	<u>FD</u>
6)	<u>LOTTERY PRIZE CLAIM CASE FILES (OVER 1 MILLION)</u> 90620-20 Lottery prize claim case files (over 1 million)	FY+1y	6y	FR
	The government archives will fully retain these records because they document major lottery winners. These files document prize amounts, winner profiles, investigations to verify legitimate winners, and media attention. There are approximately 5 such files each calendar year.			
7)	<u>MARKETING MATERIALS FOR TELEVISION AND WEB PAGES</u> 90730-10 Marketing materials for television and web pages	CY+1y	nil	FR
	The government archives will fully retain these records because they document the marketing of BCLC and gaming, as well as promotion of responsible gambling practices in the province.			
8)	<u>RESPONSIBLE GAMBLING TRAINING FOR STAFF</u> 90800-02 Appropriate Response Training (ART) curriculum materials	SO+2y	nil	FR
	The government archives will fully retain these records because they document a program designed to address problem gambling.			
9)	<u>RECORDS RETAINED TEN YEARS AND THEN DESTROYED – EXECUTIVE RECORDS</u>			
	90210-10 Variance approvals for gaming service providers	SO	10y	DE
	90300-05 Market assessments for executive review	CY+5y	5y	DE
	90500-05 Executive dashboard	SO	10y	DE
	90500-25 Board member case files	SO	10y	DE

Throughout this *ORCS*, several secondaries have combined active and semi-active retention periods of ten years because they are created and/or maintained by executive offices, that is, by the CEO or a vice president. These must be retained for ten years in compliance with the Executive Records Schedule (Special Schedule 102906). The final dispositions are in accordance with selection criteria authorized by the Executive Records Schedule.

These records can be destroyed because they do not document significant actions or decisions; those are better documented in governance and policy documentation and in records scheduled under 102906.

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		<u>A</u>	<u>SA</u>	<u>FD</u>
10)	<u>RECORDS RETAINED TEN YEARS AND THEN DESTROYED –</u> <u>CORPORATE ASSETS</u>			
	90300-02 BCLC research and analysis reports	SO	10y	DE
	90510-03 GPEB certification of games	SO	10y	DE
	90710-25 Creative design product final versions – significant	SO	10y	DE
	90720-20 Game case files	SO	10y	DE

The records in this category are corporate assets that represent a considerable investment by BCLC in research and development, and need to be retained for a period after immediate needs have been extinguished, in order to ensure their availability for any further use before they are destroyed.

Note that documentation of certification of games by the government’s Gaming Policy and Enforcement Branch (GPEB) needs to be maintained for as long as the relevant game case file.

These records can be destroyed because they do not document significant actions or decisions; those are better documented in governance and policy documentation, high-level descriptive reports, and in key communications documents.

11) RECORDS RETAINED SEVEN YEARS

Throughout this *ORCS*, many secondaries have combined active and semi-active retention periods of seven years because they are needed for legal, fiscal, and/or audit purposes. BCLC is highly accountable for the manner in which it manages its finances, games, and gaming providers.

12)	<u>ELECTRONIC SYSTEMS, INCLUDING WEB SITES</u>	SO	nil	DE
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All electronic systems covered by this *ORCS* will be destroyed when no longer needed, that is, when the approved retention schedules covering the information on them have elapsed, or when the information has been made accessible elsewhere (in most cases, this entails migration to a new system or transfer to the BCLC Data Warehouse). Note that the data on the systems is scheduled under appropriate secondaries throughout the *ORCS*, and the systems are described in the Information System Overview (ISO) section. The ISO section also provides information about the electronic systems, inputs and outputs and routine back-ups. Notes under the relevant *ORCS* secondaries provide information about the classification and scheduling of the records.

(continued on next page)

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A      SA      FD

All documents presented on web sites covered by this *ORCS* are classified and filed under appropriate secondaries within this *ORCS*, *ARCS*, or another records schedule. All web pages are classified under the secondary that covers the site, and disposed of when discontinued in accordance with that secondary. Note that all web sites are described in the ISO Section.

### 13) ALL OTHER RECORDS

DE

All other records are destroyed at the end of their semi-active retention periods. The retention of these records varies depending on the nature of the records and the function performed, but does not exceed 6 years. The information these records contain is summarized elsewhere, or reflects policies and procedures adequately documented in records covered by the policy and procedures secondaries. Significant issues are documented in records which will be retained under the provisions of this *ORCS*, as well as in briefing notes to the ministry executive (*ARCS* secondary 280-03) and in executive records (Special Schedule 102906). These records have no enduring value to government at the end of their scheduled retention periods.

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# BRITISH COLUMBIA LOTTERY CORPORATION

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

### TABLE OF CONTENTS

EXECUTIVE SUMMARY

TABLE OF CONTENTS

INTRODUCTION

SECTION 1      90000 - 90999      BRITISH COLUMBIA LOTTERY CORPORATION

ISO SECTION		Simple Systems List
	DW	BCLC Data Warehouse
	Extranet	BCLC Extranet Web Site
	BCLC.com	BCLC.com Web Site
	BING	Bingo Game Management System
	CCGIS	Casino and Community Gaming Incident System
	CMS	Casino Management System
	CasinoLink	CasinoLink Slot Machine Game Management System
	CONNECT	CONNECT BCLC Service Delivery System <i>(see ISO Section for list of subsystems)</i>
	CRMS	Customer Relationship Management System <i>(see ISO Section for list of subsystems)</i>
	OLG	Online Lottery Gaming System
	OGAMS	Operational Gaming Audit Management System
	PlayNow	PlayNow System (Web Site and Databases) <i>(see ISO Section for list of subsystems)</i>
	PROG	Progressive Bingo Game System
	YAK	YAK (Your Access to Knowledge) Intranet Web Site

INDEX



## **OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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# **INTRODUCTION TO THE BRITISH COLUMBIA LOTTERY CORPORATION ORCS**

For further information, contact your Records Officer,  
Maggie Salviati, 250-852-5269

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 1. **General**

This introduction provides an overview of the functions and activities documented in records classified and scheduled under the *British Columbia Lottery Corporation Operational Records Classification System (BCLC ORCS)*.

For general information about the purpose, organization, and elements of *ORCS* in general, and of the *Administrative Records Classification System (ARCS)*, see the *ARCS and ORCS User Guide* available on BC Government's Records Management web site at [http://www.gov.bc.ca/citz/iao/records\\_mgmt/arcs\\_orcs/](http://www.gov.bc.ca/citz/iao/records_mgmt/arcs_orcs/). It is designed to help you understand, interpret and use *ARCS* and *ORCS*.

For special schedules that cover records that are not covered by *ARCS* and *ORCS*, see <http://www.lcs.gov.bc.ca/cimb/special/default.asp>.

For legislation, policies, and standards for managing records in the BC Government, see [http://www.gov.bc.ca/citz/iao/records\\_mgmt/policy\\_standards/](http://www.gov.bc.ca/citz/iao/records_mgmt/policy_standards/).

For tips, guides, and FAQs on related topics, see [http://www.gov.bc.ca/citz/iao/records\\_mgmt/guides/](http://www.gov.bc.ca/citz/iao/records_mgmt/guides/).

### 2. **Overview of this ORCS**

The operational records in this *ORCS* relate to the operations and services provided by your ministry or agency in carrying out the functions for which it is responsible according to statute, mandate, or policy.

This *ORCS* has the following parts:

- Executive Summary: provides
  - a copy of the signed records retention and disposal authority (ARS 008) form
  - a high-level overview of the *ORCS*
  - a register of amendments if any formal or administrative amendments have been approved
- Table of Contents
- Introduction (this section)
- Section 1 and any other numbered sections: provides classifications and schedules for the records covered by this *ORCS*; see part 3 below for further information
- Information System Overview Section:
  - descriptions of complex electronic systems and web sites
  - list of simple systems for which detailed descriptions are not required
- Index
- Appendices: may be added to provide codes, lists of ongoing accession numbers, filing procedures, and/or other information useful for classifying and managing the records



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### 3. The Functions and Activities Covered by this ORCS

Section Number	Primary Numbers	Section Title
Section 1	90000-90999	British Columbia Lottery Corporation

Covers the operational records of the British Columbia Lottery Corporation (BCLC), that is, records relating generally to developing, conducting, managing, operating, and marketing gambling products that include lottery games, casino table games, slot machines, bingo, web-based games, and off-track betting on horse races in BC, in accordance with the *Gaming Control Act* (SBC 2002, c. 14), the *Financial Information Act* (RSBC 1996, c. 140), the federal *Criminal Code* (RSC 1985, c. C-46), the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* (SC 2000, c. 17), and other legislation relevant to agencies, boards and commissions, and in close cooperation with the Gaming Policy and Enforcement Branch, Ministry of Social Development. While BCLC provides some of the games itself (lottery kiosks and web-based gaming on PlayNow.com), most are available through independent gaming service providers in retail outlets (stores and liquor establishments where lottery products are sold) and gaming facilities (casinos, community gaming centres [CGCs], and bingo halls). In addition, some lottery games are operated in cooperation with other Canadian provinces via the Interprovincial Lottery Corporation. All gaming operations are subject to detailed regulations and other policies, and to close scrutiny and audits within BCLC and from independent auditors and government.

BCLC offers these games on behalf of the BC Government for the purposes of public entertainment and income generation for public, charitable, and community programs. In addition, BCLC operates a responsible gambling program which includes “GameSense” (an awareness program), and provision of voluntary self-exclusion services, and community consultation sessions. In addition, BCLC provides corporate sponsorships to various community events and activities, ranging from events such as the World Masters Athletic Championships to the 2010 Olympic and Paralympic Winter Games.

BCLC also owns BC Lottotech International Inc., which it uses to purchase capital assets for lease to BCLC, subject to approval of the BCLC Board of Directors.

### 4. Legal Authority of this ORCS

Under provisions of the *Document Disposal Act* (RSBC 1996, c. 99), this ORCS was reviewed and endorsed by the following authorities:

- government archivists within Records Management Operations (Information Access Operations, Shared Services, Ministry of Citizens' Services)
- your executive
- the Public Documents Committee
- the Select Standing Committee on Public Accounts (commonly called the Public Accounts Committee)

## **OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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Upon approval by the Legislative Assembly, this ORCS becomes a legally binding document, i.e., it has statutory authority governing the retention and disposition of the records that it covers.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### SECTION 1

#### BRITISH COLUMBIA LOTTERY CORPORATION

#### PRIMARY NUMBERS

90000 - 90999

Section 1 covers the operational records of the British Columbia Lottery Corporation (BCLC), that is, records relating generally to developing, conducting, managing, operating, and marketing gambling products that include lottery games, casino table games, slot machines, bingo, web-based games, and off-track betting on horse races in BC, in accordance with the *Gaming Control Act* (SBC 2002, c. 14), the *Financial Information Act* (RSBC 1996, c. 140), the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165), the federal *Criminal Code* (RSC 1985, c. C-46), the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* (SC 2000, c. 17), and other legislation relevant to agencies, boards and commissions, and in close cooperation with the Gaming Policy and Enforcement Branch, Ministry of Social Development. While BCLC provides some of the games itself (lottery kiosks and web-based gaming on PlayNow.com), most are available through independent gaming service providers in retail outlets (stores and liquor establishments where lottery products are sold) and gaming facilities (casinos, community gaming centres [CGCs], and bingo halls). In addition, some lottery games are operated in cooperation with other Canadian provinces via the Interprovincial Lottery Corporation. All gaming operations are subject to detailed regulations and other policies, and to close scrutiny and audits within BCLC and from independent auditors and government.

BCLC offers these games on behalf of the BC Government for the purposes of public entertainment and income generation for public, charitable, and community programs. BCLC also operates a responsible gambling program that includes "GameSense" (an awareness program), and provision of voluntary self-exclusion services, and community consultation sessions. In addition, BCLC provides corporate sponsorships to various community events and activities, ranging from events such as the World Masters Athletic Championships to the 2010 Olympic and Paralympic Winter Games.

BCLC also owns BC Lottotech International Inc., which it uses to purchase capital assets for lease to BCLC, subject to approval of the BCLC Board of Directors.

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PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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A            SA            FD

### SECTION 1

#### 90000 - BRITISH COLUMBIA LOTTERY CORPORATION - 90999

#### TABLE OF CONTENTS

90000	BRITISH COLUMBIA LOTTERY CORPORATION – GENERAL
90050	COMMUNICATIONS
90100	GAME MANAGEMENT
90150	GAMING FACILITIES MANAGEMENT
90200	GAMING SERVICE PROVIDER MANAGEMENT – GENERAL
90210	– BINGO, CASINO, AND COMMUNITY GAMING CENTRES
90220	– LOTTERY RETAILERS
90300	GAMING RESEARCH
90350	GAMING REVENUE DATA COLLECTION AND RECONCILIATION
90450	GAMING SUPPLIES AND EQUIPMENT
90500	GOVERNANCE – GENERAL
90510	– GAMING POLICY AND ENFORCEMENT BRANCH
90520	– POLICY DEVELOPMENT
90600	PLAYER MANAGEMENT – GENERAL
90610	– LOTTERY TICKET SUBSCRIPTIONS
90620	– PRIZE PAYOUT
90700	PRODUCT DEVELOPMENT – GENERAL
90710	– CREATIVE DESIGN
90720	– GAMES
90730	– MARKETING AND PROMOTIONS
90800	RESPONSIBLE GAMING INITIATIVES
90850	SECURITY INVESTIGATIONS AND AUDITS
90900	SPONSORSHIPS AND EVENTS

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A            SA            FD

**90000 BRITISH COLUMBIA LOTTERY CORPORATION – GENERAL**

Records not shown elsewhere in the British Columbia Lottery Corporation Operational Records Classification System (BCLC ORCS) that relate generally to developing, conducting, managing, operating, and marketing gambling products that include lottery games, casino table games, slot machines, bingo, web-based games, and off-track betting on horse races in BC, in accordance with the *Gaming Control Act* (SBC 2002, c. 14), the *Financial Information Act* (RSBC 1996, c. 140), the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165), the federal *Criminal Code* (RSC 1985, c. C-46), the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* (SC 2000, c. 17), and other legislation relevant to agencies, boards and commissions and in close cooperation with the Gaming Policy and Enforcement Branch (GPEB), Ministry of Social Development.

While BCLC provides some of the games directly to the players itself via web-based gaming on PlayNow.com, others are available through gaming service providers in lottery kiosks, in retail outlets (stores and liquor establishments where lottery products are sold), and in gaming facilities (casinos, community gaming centres [CGCs], and bingo halls). Some lottery games are operated in cooperation with other Canadian provinces via the Interprovincial Lottery Corporation (ILC). All gaming operations are subject to detailed regulations and other policies, and to close scrutiny and audits within BCLC and from independent auditors and government.

BCLC offers these games on behalf of the BC Government for the purposes of public entertainment and income generation for public, charitable, and community programs. BCLC also operates a responsible gambling program that includes “GameSense” (an awareness program), provision of voluntary self-exclusion services, and community consultation sessions. In addition, BCLC provides corporate sponsorships to various community events and activities, ranging from events such as the World Masters Athletic Championships to the 2010 Olympic and Paralympic Winter Games.

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A SA FD

90000 BRITISH COLUMBIA LOTTERY CORPORATION – GENERAL (continued)

This primary also covers the BCLC Data Warehouse (DW). DW extracts and integrates data from a variety of BCLC databases in order to build a single, unified view of the performance of gaming activities in British Columbia.

Record types include correspondence, electronic data, photographs, reports, reference materials, spreadsheets, and other records as noted under relevant secondaries.

NOTE: Only records that cannot be classified in a more specific primary or secondary may be classified under this primary.

For a description of the BCLC Data Warehouse (DW), see the Information Systems Overview (ISO) Section.

For a description of Persons Database, see the ISO Section (Simple Systems List).

For Board records, see primary 90500.

For budget documentation, see ARCS secondary 1000-20.

For executive briefing notes, correspondence, and issues, see ARCS primary 280.

For final strategic and business plans, including the Corporate Social Responsibility Strategic Plan, see ARCS secondary 400-10.

For policy documentation, including rules and regulations, see primary 90520.

For projects and planning, see ARCS primary 400.

Unless otherwise specified below, the OPR (BCLC) will retain these records for:

CY+1y nil DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for:

SO nil DE

-00 Policy and procedures

- OPR

SO nil FR

- non-OPR

SO nil DE

FR = Throughout this ORCS, the government archives will fully retain policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value. Note that in practice, all BCLC's operational policy development files and final policies are classified under primary 90520.

(continued on next page)

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	<u>A</u>	<u>SA</u>	<u>FD</u>
90000 <u>BRITISH COLUMBIA LOTTERY CORPORATION – GENERAL</u> (continued)			
-01 General			
-03 BCLC Data Warehouse (DW) data (electronic data) (also known as Corporate Performance Management)	SO	7y	DE
NOTE: DW serves as a repository for corporate data and provides the ability to explore any data it contains. The system is mainly used for sales analysis and reporting, but also for analysis and reporting of other activities documented in BCLC operational systems.			
-04 BCLC photographs not classified elsewhere	SO	nil	DE
DE = Photographs that do not belong under a more specific classification will be destroyed when no longer needed. These records lack adequate contextual information and may have copyright issues. Many photographic images will be preserved in BCLC publications (secondary -20).			
PIB -06 Persons data on the Persons Database	SO	nil	DE
SO = when no longer needed to support relevant records in other BCLC systems			
FOI: The Persons Database contains information about individuals identified in BCLC systems, maintained together for data integrity purposes.			
DE = Data on the Persons Database must be deleted when the relevant records in related databases become inactive. Note that all of the relevant retention schedules for the data ensure that personal information is retained in accordance with the <i>Freedom of Information and Protection of Privacy Act</i> (RSBC 1996, c. 165).			
-10 Reference material/topical files (arrange by topic name) (covers copies of documents gathered from various sources that are used for informational purposes)	SO	nil	DE
(continued on next page)			

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		<u>A</u>	<u>SA</u>	<u>FD</u>
90000	<u>BRITISH COLUMBIA LOTTERY CORPORATION – GENERAL</u> (continued)			

-12	Routine and ad-hoc reports from operational systems	SO	nil	DE
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NOTE: Reports that document decisions or actions must be filed under the appropriate secondary for that function.

This secondary covers two main types of reports:

- reports that provide information about gaming operations, sales and marketing, and other operational matters (mainly from DW)
- reports routinely run to transfer data from one system or subsystem to another within BCLC, or to companies contracted to do work on BCLC's behalf (e.g., courier companies), including gaming revenue data for transfer to other systems

-15	Spreadsheets for tracking operational work	SO	nil	DE
-----	--	----	-----	----

NOTE: Only use this classification for information that is duplicated elsewhere and compiled or summarized in a spreadsheet as a convenient reference tool.

7y = Throughout this ORCS, many secondaries have combined active and semi-active retention periods of seven years after completing an initial phase (fiscal year, calendar year, or when superseded or obsolete). This is because they are needed for legal, fiscal, and/or audit purposes. BCLC is highly accountable for the manner in which it manages its finances, games, and gaming service providers.

DE = All electronic systems covered by this ORCS will be destroyed when no longer needed, that is, when the approved retention schedules covering the information on them have elapsed, or when the information has been made accessible elsewhere. In most cases, this entails migration to a new system or transfer to the BCLC Data Warehouse. Note that the data on the systems is scheduled under appropriate secondaries throughout the ORCS, and the systems are described in the ISO Section.

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A            SA            FD

### 90050 COMMUNICATIONS

Records relating generally to BCLC's communications with the general public, gaming service providers, vendors (including consultants), and with staff, concerning its activities and accomplishments, distributed mainly via the internet and printed publications.

Record types include calendars, correspondence, publications, reports, reference materials, and web pages.

For a description of the BCLC Extranet Web Site, see the Information Systems Overview (ISO) Section.

For a description of the BCLC.com web site, see the ISO Section.

For a description of the YAK intranet web site, see the ISO Section.

For BC Partnership for Responsible Gambling committee records, see *ARCS* secondary 200-20.

For executive briefing notes, correspondence, and issues, see *ARCS* primary 280.

For game conditions, see secondary 90720-02.

For game guides, see secondary 90520-02.

For GameSense program records, see primary 90800.

For lottery retailer information binder (also known as the Player First binder), see secondary 90220-06.

For marketing materials for television and web pages, see secondary 90730-10.

For messages for gaming service providers, see secondary 90200-08.

For Our Player reports presented on YAK, see secondary 90300-07.

For policy documentation, including rules and regulations, see primary 90520.

For projects and planning, including development of the annual service plan, business plan, and strategic plan, see *ARCS* primary 400.

For publication development files, see *ARCS* secondary 312-20.

For reports on major programs and initiatives (e.g., 2010 Olympic and Paralympic Winter Games Sponsorship Report, Benefits to British Columbia reports, Carbon Neutral Action Report, Multiculturalism Report), see primary 90500.

For research reports, see secondary 90300-02.

For statement of executive compensation reports posted on BCLC.com, see the *ARCS Supplement* (under development).

For web site management files, see *ARCS* secondary 340-40.

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	<u>A</u>	<u>SA</u>	<u>FD</u>
90050 <u>COMMUNICATIONS</u> (continued)			
Unless otherwise specified below, the OPR (Public Affairs) will retain these records for:	CY+1y	nil	DE
Except where <u>non-OPR retention periods</u> are identified below, all other offices will retain these records for:	<u>SO</u>	<u>nil</u>	<u>DE</u>
-00 Policy and procedures			
- OPR	SO	nil	FR
- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01 General	CY+1y	nil	DE
-02 BCLC annual service plan report (formerly known as the annual report)	SO	nil	FR
OPR = Strategic Planning and Policy Department			
FR = The government archives will fully retain BCLC annual service plan reports, and their predecessor annual reports, because they provide high-level summaries of the history of BCLC's organization, initiatives, programs, and finances over time, and also provide key documentation of the history of public gaming in the province.			
-04 BCLC Extranet Web Site	SO	nil	DE
OPR = each department is responsible for the web pages that it maintains			
SO = when the web site is altered, updated, redesigned, or closed			
NOTE: This web site is used to share information and enable collaboration with vendors, consultants, gaming service providers, the BCLC Board of Directors, and auditors. For more information see the ISO Section.			
-05 BCLC.com Web Site	SO	nil	DE
SO = when the web site is altered, updated, redesigned, or closed			
(continued on next page)			

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A            SA            FD

90050 COMMUNICATIONS (continued)

NOTE: This web site is used to provide information to the public and players about BCLC and its products and services. For more information see the ISO Section.

- |     |  |    |     |    |
|-----|--|----|-----|----|
| -08 | Executive communications<br>(covers messages posted to Executive Corner on YAK and electronic mail sent by executive to all staff) | SO | 10y | FR |
|-----|--|----|-----|----|

SO = when Corporate Communications has posted the message, and a copy has been forwarded to Records Management

10y = These records must be retained for ten years in compliance with the Executive Records Schedule (Special Schedule 102906). These records have been scheduled outside of the Executive Records Schedule because they are operational records that have been appraised for full retention.

FR = The government archives will fully retain executive communications because they concisely document the priorities, goals, and leadership of BCLC over time.

- |     |  |    |     |    |
|-----|--|----|-----|----|
| -10 | Public Affairs calendar<br>(arrange by calendar year)<br>(covers events, campaigns, and other activities taking place throughout the province) | SO | nil | FR |
|-----|--|----|-----|----|

FR = The government archives will retain one complete version of the Public Affairs calendar at the end of each year as this provides an annual overview of corporate events, campaigns and activities that is developed for the information of BCLC's executive, Board, and government contacts.

- |     |  |    |     |    |
|-----|--|----|-----|----|
| -15 | YAK (Your Access to Knowledge) intranet web site | SO | nil | DE |
|-----|--|----|-----|----|

OPR = each department is responsible for the web pages that it maintains

SO = when the web site is altered, updated, redesigned, or closed

(continued on next page)

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A            SA            FD

90050 COMMUNICATIONS (continued)

NOTE: YAK provides corporate information to all BCLC employees. For more information see the ISO Section.

-20	BCLC publications (arrange by title and then by date) (includes pamphlets, periodicals, and other printed works offered for public distribution) (covers both paper and online publications)	SO	nil	FR
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OPR = each department is responsible for its own publications

SO = when publication has been distributed or posted, two copies have been sent to Records Management, and when no longer needed for reference purposes

FR = The government archives will fully retain BCLC publications because they document the marketing of gaming in the province and communications provided to gaming service providers, local government, and the public; they also provide descriptions of games, jackpot amounts, responsible gambling messaging, and major winner stories.

NOTE: Periodicals covered by this secondary (published regularly or as-needed) include the following:

- Bar Tab (newsletter for hospitality network gaming service providers)
- CONNECT (GameSense program quarterly newsletter for patrons and staff of gaming facilities)
- Connector (BC Partnership for Responsible Gambling newsletter, aimed at local governments)
- Customer Service Tips
- GameSense Info Centres Updates
- GameSense Guides
- Jackpot (for casino players, no longer published)
- Luck Magazine (newsletter for lottery players)
- Lottoline (newsletter for lottery gaming service providers [retailers])
- Players e-Club Newsletter
- RSG (Retailer Sales Group) Retail Store News (newsletter for lottery kiosk operators)

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A            SA            FD

90050 COMMUNICATIONS (continued)

DE = All documents presented on web sites covered by this ORCS are classified and filed under appropriate secondaries within this ORCS, ARCS, or another records schedule. All web pages are classified under the secondary that covers the site, and disposed of when discontinued in accordance with that secondary. Note that all web sites are described in the ISO Section.

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A            SA            FD

90100 GAME MANAGEMENT

Records relating to the ongoing management of games and data on gaming systems, that is, on electronic systems used for purposes of managing game play and/or for tracking financial transactions relating to gaming.

While BCLC uses electronic systems to administer all types of games, most are not played directly on the systems. Players in most cases interact with gaming service providers and other players in order to participate, but not directly with an electronic system. The exception to this is the PlayNow System, which provides web-based gaming

Record types include correspondence, electronic data, forms, records of decision, reports, web-based games, web pages, and other types of records as indicated under relevant secondaries.

OPR: Most games are managed by relevant departments within the Lottery Gaming Division and the Casino and Community Gaming Division. Web-based games are managed by eBusiness within the Corporate Affairs Division.

For a description of Customer Relationship Management Subsystem Corporate Incidents Component (CRMS/INCI), see the Information Systems Overview (ISO) Section.

For descriptions of gaming systems, including the PlayNow System, see the Information Systems Overview (ISO) Section.

For PlayNow registrant inputs and case file data, see primary 90600.

For policy documentation relating to Gaming Systems Access Protocol (GSAP), see primary 90520.

For records of the GSAP Committee, see ARCS secondary 200-20.

Unless otherwise specified below, the BCLC OPR (offices responsible managing games) will retain these records for:

CY+1y    nil    DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for:

SO            nil            DE

-00 Policy and procedures

- OPR            SO            nil            FR

- non-OPR            SO            nil            DE

-01 General

(continued on next page)

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A            SA            FD

90100 GAME MANAGEMENT (continued)

-02 Gaming systems access protocol (GSAP) decisions (covers records of decisions about appropriate levels of access to gaming systems and equipment for BCLC and gaming service provider staff groups)            FY+2y    nil    DE

-03 Gaming systems data retained for audit purposes (electronic data)            FY+7y    nil    DE

NOTE: The gaming systems whose data is covered by this secondary include:

- Bingo Paper Management System data
- Casino Management System (CMS): covers data related to managing tables, gaming service provider staff, and slot machine sessions, but not data relating to financial transactions and BC Gold
- PROG Game Management System data
- Lottery History Database (CSI) data (see the ISO Section Simple Systems List)
- PlayNow System: covers data related to managing games but not data related to financial transactions and managing players

-04 Gaming systems data with short-term value (electronic data)            SO            nil    DE

SO = when financial data has been transferred to the appropriate database, and when no longer needed for verification or other purposes

NOTE: The gaming systems whose data is covered by this secondary include:

- Bingo Game Management System (BING)
- Online Lottery Gaming System (OLG)
- PlayNow System: information audit data only
- Slot machine game management system (CasinoLink)
- Integrated Voucher System (IVS)

-05 PlayNow.com Web Site            SO            nil    DE

SO = when the web site is altered, updated, redesigned, or closed

(continued on next page)

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A            SA            FD

90100 GAME MANAGEMENT (continued)

NOTE: This web site is part of the PlayNow System. PlayNow.com provides web-based games and information about how to play them. For more information see the ISO Section

-20	Game management case files (includes reports and working materials) (arrange by type of game) (electronic data on CRMS-INCI and related electronic and paper records)	FY+2y	5y	DE
-----	--	-------	----	----

NOTE: These files document the management of those games that require ongoing work beyond routine posting of jackpot amounts. These include:

- SportsFunder 50/50 games and Pacific Hold 'em Poker, for which it is necessary to track jackpot levels, seeding levels, free play coupons, game enhancements, and marketing messaging (OPR = Lottery Marketing)
- poker tournament files for tournaments conducted and managed by gaming service providers or BCLC; these document prize pool/payout structure and BCLC's approval of gaming service provider's table configuration plans (OPR = Casino Product Development)

-30	Table game case files (includes copies of agreements, correspondence, plans, promotional materials, rules of play, and working materials) (arrange by name of game and, if applicable, by tournament date)	SO+2y	5y	DE
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OPR = Casino Product Development

SO = when game is no longer in use

FOI: Information about tournament winners, prize breakdowns, blind and time structures, and marketing materials are all publicly available on BCLC.com.

(continued on next page)

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A            SA            FD

### 90100 GAME MANAGEMENT (continued)

NOTE: Table game case files contain the following records:

- copies of agreements to lease tables and games from vendors
- copies of rules of play for trial games
- correspondence relating to installation of the game
- GPEB certification for new table games
- promotional materials, including display and signage information
- purchase records for cards, chips, dice, and roulette balls (direct consumables)
- table games analysis documents
- table mix information
- tournament plans

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A            SA            FD

90150    GAMING FACILITIES MANAGEMENT

Records relating to setting standards, approving plans, determining locations and relocations, and managing projects involving changes to gaming facilities ("sites") used for bingo, casino and community gaming centres (CGCs). Types of gaming facilities include casinos, CGCs, bingos, and racetrack casinos ("racinos").

Decisions about where to locate new and moved facilities are made by BCLC, subject to authorization by the minister and approval of the host local government, in accordance with the terms of the *Gaming Control Act* (SBC 2002, c. 14). Once these decisions have been made, BCLC works closely with gaming service providers to ensure that the facility development projects and any subsequent change projects are in accordance with legislation, regulations, and policies established by government and BCLC. All types of changes are reviewed and approved to promote optimal results and to ensure that, among other things, surveillance and emergency planning requirements are met.

Record types include agendas, building and floor plans, business plans, correspondence, forms, minutes, photographs, reports, and other types of records as indicated under relevant secondaries.

For a description of the BCLC.com Web Site, see the Information System Overview (ISO) Section.

For a description of CasinoLink, see the ISO Section.

For a description of the Pedestrian Counter, see the ISO Section (Simple Systems List).

For accounts payable documentation relating to facility change projects, see ARCS secondary 920-20.

For as-built drawings, see ARCS secondary 510-02.

For Board and Executive Committee records, see primary 90500.

For gaming service provider audits and compliance reviews, see primary 90850.

For lottery kiosk management records, see primary 90220.

For negotiations relating to the establishment of new gaming facilities, see ARCS primary 280.

For policy documentation, see primary 90520.

Unless otherwise specified below, the BCLC OPR (Casino and CGC Facilities) will retain these records for:

CY+1y    nil    DE

(continued on next page)

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A            SA            FD

90150 GAMING FACILITIES MANAGEMENT (continued)

Except where non-OPR retention periods are identified below, all other offices will retain these records for:

			<u>SO</u>	<u>nil</u>	<u>DE</u>
-00	Policy and procedures	- OPR	SO	nil	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-05	Gaming Facilities Change Committee files (covers records of the committee that tracks and makes decisions about changes to products, services, and physical layouts of gaming facilities)		SO+2y	5y	DE

SO = when committee is no longer active and/or file has been closed for one year

DE = Records of the Gaming Facilities Change Committee can be destroyed when no longer needed because this committee concerns routine facilities projects that are adequately documented in Board and Executive Committee records (see primary 90500) and under the As-built drawings secondary 510-02 in ARCS, all of which are fully retained.

-20	Gaming facilities component plan approval case files (includes proposals, approval documents, camera charts, component plans, copies of service agreements, correspondence, contact lists, floor plans, in-house procedures, and maintenance schedules) (arranged by gaming facility name) (covers the emergency and surveillance component plans that BCLC requires from each facility)		SO+2y	5y	DE
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OPR = Operations Gaming Audit Department

SO = when the facility ceases to operate

-30	Gaming facility change project case files (includes correspondence, photographs, and working notes) (arrange by year and project)		SO+2y	5y	DE
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(continued on next page)

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A            SA            FD

90150 GAMING FACILITIES MANAGEMENT (continued)

SO = upon project completion or cancellation, and when no longer needed for reference purposes

DE = Gaming facility change project case files can be destroyed when no longer needed because they concern routine facilities projects that are adequately documented in Board and Executive Committee records (see primary 90500) and under the As-built drawings secondary in ARCS (see secondary 510-02), all of which are fully retained.

NOTE: Gaming facility change project case files document BCLC's role in approving, funding, planning, and implementing updates to casino, CGC, and bingo facilities, including:

- games removed from/added to sites, with dates and names of persons responsible
- site closure documentation of equipment and networks removed
- site construction and renovation documentation, including progress photos of all facilities projects
- slot machine signage design and cost proposals
- themes

-35	Gaming facility floor layout plan files (excluding files retained for reference) (includes floor plans) (arrange by gaming facility name and date) (covers plans that reflect updates made as a result of gaming facility change projects and for other reasons)	CY+2y	nil	DE
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NOTE: Gaming facility floor layout plans are created using computer-aided design (CAD) software. These are updated frequently, whenever there are changes to furniture locations, exits, cash cages, or camera locations.

-40	Gaming facility floor layout plan files retained for reference (includes floor plans) (arrange by gaming facility name and date)	SO	nil	FR
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A            SA            FD

90150 GAMING FACILITIES MANAGEMENT (continued)

(covers approximately one representative floor layout plan from each facility per year, selected by facilities staff for ongoing reference purposes)

FR = The government archives will fully retain gaming facility floor layout plans retained for reference because they document the history of the arrangement of games and gaming equipment in each gaming facility in the province over time.

-50	Municipal/regional district/First Nations approval of gaming facility location case files (arrange by date, community name, and then by type of facility) (includes business plans, building plans, bylaw amendments, copies of agreements, correspondence, checklists, market assessments, traffic studies, independent studies, minutes, public hearing documentation) (covers documentation of approvals for new or relocated gaming facilities)	SO+2y	5y	DE
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SO = when gaming facility ceases to operate, and when no longer needed for reference purposes

DE = Municipal/regional district/First Nations approval of gaming facility location case files can be destroyed when no longer needed because the approval process for gaming facility locations is adequately documented in policy documentation and executive records. The approval decisions happen within and between municipal, regional district, and First Nations governments; BCLC working level staff merely monitor the approval process and respond to the final decision.

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A            SA            FD

### 90200 GAMING SERVICE PROVIDER MANAGEMENT – GENERAL

Records that relate generally to BCLC's management of its relationship with all types of gaming service providers, including lottery retailers, casino operators, and bingo and community gaming centre (CGC) service providers. BCLC keeps track of each service provider and its staff for purposes of ensuring they are registered to provide gaming services, that they are following all appropriate laws, rules, and policies, and that all appropriate monies are remitted to BCLC and to game players. BCLC also provides current information about games and promotions to gaming service providers, and works with them to provide training to their staff.

Under provisions of the *Gaming Control Act* (SBC 2002, c. 14, s. 8.1), gaming service providers are required to manage their records according to regulations established by BCLC.

Record types include correspondence, forms, reports, and other types of records as indicated under relevant secondaries.

For a description of Casino and Community Gaming Incident and Risk Management System (CCGIS), see the Information System Overview (ISO) Section.

For a description of CONNECT, see the ISO Section.

For a description of Learning Management System (LMS), see the ISO Section (Simple Systems List).

For agreements with gaming service providers (also known as bingo, casino, CGC, multi-casino, and racetrack operating service agreements or BOSAs, COSAs, and CGCOSAs, MCOSAs, and RCOSAs) see ARCS secondary 1070-20.

For agreements with lottery retailers, see secondary 90220-40.

For audits and investigations of gaming service providers, see primary 90850.

For BCLC publications for gaming service providers, see secondary 90050-20.

For gaming supplies orders, see primary 90450.

For government registration of gaming workers, including lottery retailers, see primary 90510.

For high-level decisions about and discussions with gaming service providers, see ARCS primary 280 and other relevant secondaries

For lease agreements relating to RSG accounts, see ARCS secondary 525-50.

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A            SA            FD

90200 GAMING SERVICE PROVIDER MANAGEMENT – GENERAL (continued)

For routine correspondence with gaming service providers, see ARCS secondary 230-20.

For policies, procedures, and program guidelines, see primary 90520.

For security bulletins for gaming service providers, see secondary 90850-07.

For tracking spreadsheets, see secondary 90000-15.

For training materials for gaming service providers, see ARCS secondary 1735-05.

Unless otherwise specified below, the OPR (Lottery Gaming Division or Casino and Community Gaming Division) will retain these records for: CY+1y    nil    DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for:            SO            nil            DE

-00	Policy and procedures	- OPR	SO	nil	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>

-01    General

-02	Gaming service provider – general issues files (includes correspondence and spreadsheets) (covers issues identified by or about gaming service providers that relate to more than one gaming service provider)		SO+1y	nil	DE
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NOTE: Documentation of any actions taken relating to these issues must be filed elsewhere. Documentation relating to issues specific to certain gaming service providers must be filed on the relevant gaming service provider case file.

PIB	-04	Gaming service provider staff data (electronic data on CCGIS, and/or other relevant systems)	SO	7y	DE
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SO = when employee no longer works at the gaming facility and when any incidents, investigations, or other issues that relate to the employee have been resolved

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A                  SA                  FD

90200 GAMING SERVICE PROVIDER MANAGEMENT – GENERAL (continued)

-05 Gaming service provider training packages SO                  2y                  DE

DE = These records can be destroyed because the information provided in them is adequately documented in policy documentation and publications.

NOTE: This secondary covers the final version of instructor's/ facilitator's notes, presentation slides, handouts, and participant workbooks and manuals. The development of this material is covered by secondary -20.

-06 Inquiries about specific gaming service providers CY+1y                  nil                  DE  
(covers inquiries received from third parties, such as formal requests from retailer's auditors to confirm financial data, and the responses sent to them)  
(also known as confirmation letters)

-08 Messages for gaming service providers (routine) SO+1y                  nil                  DE  
(covers information bulletins and pamphlets for corporate accounts group [CAG] head offices, current point of sale [POS] marketing information, bonus program and retailer incentive flyers, other than those relating to security)

-20 Gaming service provider training development files SO                  2y                  DE  
(arrange by course name)

-25 Gaming service provider training implementation history files SO                  nil                  DE  
(includes correspondence, Powerpoint presentations, spreadsheets, and working materials)  
(arrange by course name)  
(covers documentation of delivery of training courses both in-person and online)

NOTE: As appropriate, BCLC tracks training sessions using CONNECT Subsystem Lottery Retailer Training and the Learning Management System.

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A            SA            FD

90210 GAMING SERVICE PROVIDER MANAGEMENT – BINGO, CASINO  
AND COMMUNITY GAMING CENTRES

Records relating to BCLC's management of its relationship with bingo, casino and community gaming centre (CGC) gaming service providers. These are the businesses that, under agreements with BCLC, are authorized to operate gaming facilities throughout the province, using gaming equipment provided by BCLC, complying with BCLC rules and regulations, and remitting payments for the use of this equipment and for a prescribed portion of the proceeds to BCLC.

BCLC maintains two case files concerning each bingo/casino/CGC gaming service provider: a main file that documents the provider's establishment and operations, including any special promotions and any issues and sanctions that occur over time, and a financial file that tracks the provider's finances and financial arrangements. Additional communications to gaming service providers are also provided via BCLC's web sites and publications, promotional messaging displayed at bingo sites, and BCLC field staff.

When gaming service providers wish to conduct a promotion, operate a special type of bingo game, or to depart from the regulations in some way, they request BCLC's approval for the bingo game or the variance, and BCLC tracks these decisions separately from the main files. Bingo charity events are authorized by government's Gaming Policy Enforcement Branch (GPEB), but BCLC also tracks these so as to authorize suppliers to print the required bingo paper.

Record types include correspondence, forms, reports, and other types of records as indicated under relevant secondaries.

For a description of Casino and Community Gaming Incident and Risk Management System (CCGIS), see the Information Systems Overview (ISO) Section.

For a description of Casino Management System, see the ISO Section.

For a description of CONNECT, see the ISO Section.

For a description of Progressive Bingo Game System (PROG), see the ISO Section.

For liquor license approval recommendations for service providers, see ARCS secondary 280-30.

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A            SA            FD

90210 GAMING SERVICE PROVIDER MANAGEMENT – BINGO, CASINO AND COMMUNITY GAMING CENTRES (continued)

For policy manuals for gaming service providers, see secondary 90520-03.

For publications, see secondary 90050-20.

For web sites used to communicate with gaming service providers, see primary 90050.

Unless otherwise specified below, the BCLC OPR (Casino and CGC Division) will retain these records for:

CY+1y    nil    DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for:

SO            nil            DE

-00	Policy and procedures	- OPR	SO	nil	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>

-01 General

-02	Approval of gaming service provider bingo game requests		SO+1y	nil	DE
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(arrange by gaming facility name and then by game schedule)

(also known as requests for game approval [RFGA])  
(covers approval by regional managers and BCLC Security of special bingo game requests by specific service providers, and documents the nature, rule, pattern, and duration of each game)

SO = when the game schedule has been changed

-03	Gaming event licenses reference file		CY+1y	nil	DE
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(covers reference copies of gaming event licenses class A, B, C and D)

NOTE: GPEB issues gaming event licenses for bingo charity events, and sends reference copies to BCLC. BCLC enters the information into CONNECT to provide authorization for the charity to order official bingo paper from a third party supplier.

OPR = Retailer Network Management

-04	Gaming service provider promotions approval tracking		CY+1y	nil	DE
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(also known as Promotion Explanation and Tracking [PET])

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A            SA            FD

90210 GAMING SERVICE PROVIDER MANAGEMENT – BINGO, CASINO AND COMMUNITY GAMING CENTRES (continued)

(covers regional managers' tracking of promotions initiated by gaming service providers, documenting approvals, costs, dates, and other details)

- |     |  |       |     |    |
|-----|--|-------|-----|----|
| -05 | Notifications for regional managers of BCLC field staff (includes correspondence, notices, reports, and copies of work orders)<br>(covers routine messages sent by BCLC staff at facilities to their managers, and by headquarters to regional managers) | CY+1y | nil | DE |
|-----|--|-------|-----|----|

NOTE: The relevant Casino Operations regional manager is responsible for verifying that any significant information has been documented elsewhere as appropriate (e.g., incidents are entered into CCGIS).

Notices included under this secondary include:

- signed NTIs (notices to implement) new BCLC policies (required to ensure they have been implemented within 30 days of coming into effect)
- notices of outstanding issues
- notifications of incidents entered into CCGIS
- reports of significant casino table losses generated from CMS

- |     |   |    |     |    |
|-----|---|----|-----|----|
| -06 | Promotional messaging for bingo sites (covers messages that appear on television monitors in bingo gaming facilities prior to games, regarding game changes, promotions, BCLC games and routine jackpot progress information) | SO | nil | DE |
|-----|---|----|-----|----|

- |     |  |    |     |    |
|-----|--|----|-----|----|
| -10 | Variance approvals for gaming service providers (arranged by gaming facility site name, and then by date of variance)<br>(covers requests by gaming service providers to depart from the usual regulations [e.g., permission to maintain a smaller security contingent at non-peak hours], formal replies providing or refusing authorization, and supporting documentation) | SO | 10y | DE |
|-----|--|----|-----|----|

(continued on next page)

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A            SA            FD

90210 GAMING SERVICE PROVIDER MANAGEMENT – BINGO, CASINO AND COMMUNITY GAMING CENTRES (continued)

OPR = Vice President, Casino Division

SO = until the variance is no longer in effect

10y = Because these records are maintained by a member of the BCLC executive, they must be retained for ten years in compliance with the Executive Records Schedule (Special Schedule 102906).

DE = Variance approvals can be destroyed because they are routine and for the most part minor in nature. This archival appraisal is in accordance with the selective retention provisions of the Executive Records Schedule (Special Schedule 102906).

-20	Bingo, casino and CGC gaming service provider financial case files (arranged by name)	FY+2y	5y	DE
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OPR = Casino and CGC Finance

NOTE: These files include the following documentation:

- auditor confirmations
- copies of casino operational service agreements
- financial statement analysis/business plans  
(quarterly financial and statistical returns and viability analysis (QFSR))
- found money tracking documents
- gaming bank roll (GBR) and GBR analysis records
- head office reviews
- letters of credit (LOC)
- gaming service providers audited financial statements
- ownership transfer documentation
- year end confirmation files

-30	Bingo, casino and CGC gaming service provider main case files (arrange by name of gaming facility) (also known as service provider files)	SO+2y	5y	DE
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A            SA            FD

90210 GAMING SERVICE PROVIDER MANAGEMENT – BINGO, CASINO  
AND COMMUNITY GAMING CENTRES (continued)

SO = when current gaming service provider for the gaming facility is no longer authorized to operate BCLC games and equipment

NOTE: Bingo, casino and CGC gaming service provider main case files provide documentation of service providers and the facilities/sites they manage, as well as documentation of slot machine tournaments. They include the following records:

- copies of relevant agreements and audits
- budgets
- contact lists
- correspondence
- GPEB sanction documentation
- inventories of equipment and signage
- marketing and promotions documentation
- minutes and agendas
- photographs
- presentation notes
- requests for approvals

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A SA FD

90220 GAMING SERVICE PROVIDER MANAGEMENT – LOTTERY RETAILERS

Records relating to BCLC’s management of its relationship with all types of lottery retailers and potential retailers, including both customer service (operated centrally via phone and computer), and sales management (operated by field staff known as territory managers [TMs], each responsible for a portfolio of retailers, making a regular round of visits and providing field intelligence, needs assessments, and direction for retailers).

A lottery retailer is anybody who has entered into an agreement with BCLC to sell BCLC’s products through one or more of the BCLC-owned lottery terminals that are linked to the Online Lottery Gaming (OLG) System.

BCLC customer service representatives maintain regular contact with lottery retailers for purposes of taking orders and troubleshooting.

Sales management work is organized into three channels, as follows:

- the Retail Sales Group (RSG) network: BCLC’s corporate chain of lottery kiosks positioned in shopping malls, grocery stores, and other high-traffic areas
- the retail network: the approximately 4500 retailers who sell lottery tickets as well as other retail items, including individual shop owners and multiple-location retail outlet owners (referred to as the corporate accounts group [CAG])
- the hospitality lottery network: establishments with liquor licenses that also sell lottery tickets, including pull tab tickets designed especially for them

The RSG program involves strategic site selection, kiosk development (including construction, renovation, and creative design), and negotiating and managing site leases. It also involves selecting, placing, and training independent contractors, as well as providing ongoing supervision of their work, setting and achieving sales revenue objectives, resolving network and other issues (troubleshooting), and ensuring compliance with legislation, regulations, and policy.

Before a retailer or retail employee can sell products using a lottery terminal, that individual must complete a training course, pass a certification test, and receive certification from BCLC. Retail staff

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**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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A            SA            FD

90220 GAMING SERVICE PROVIDER MANAGEMENT – LOTTERY  
RETAILERS (continued)

who do not comply with the regulations are subject to security investigations, and may receive progressive discipline and lose their certification.

Record types include correspondence, forms, reports, and other types of records as indicated under relevant secondaries.

For a description of CONNECT and its subsystems, see the Information System Overview (ISO) Section.

For a description of Customer Relationship Management Subsystem (CRMS) and its subsystems, see the ISO Section.

For a description of Integrated Financial System (IFS), see the ISO Section (Simple Systems List).

For a description of OLG, see the ISO Section.

For a description of BCLC Data Warehouse (DW), see the ISO Section.

For as-built drawings, see ARCS secondary 510-02.

For gaming service provider training development, implementation, and session documentation, see primary 90200.

For gaming supplies orders, see primary 90450.

For lease management records, see ARCS secondary 525-50.

For policies, procedures, and program guidelines, see primary 90520.

For retailer training exams and other administrative documentation relating to training, see ARCS primary 1735.

For routine and ad-hoc reports from operational systems, see secondary 90000-12.

For tracking spreadsheets, see secondary 90000-15.

Unless otherwise specified below, the BCLC OPR (Lottery Sales) will retain these records for:

CY+1y    nil    DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for:

SO            nil            DE

-00	Policy and procedures	- OPR	SO	nil	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-02	Incentive conditions for lottery retailers – approved (arrange by year and then by incentive name) (covers final approved versions of retailer incentive conditions)		SO+2y	5y	FR

(continued on next page)

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A            SA            FD

90220 GAMING SERVICE PROVIDER MANAGEMENT – LOTTERY  
RETAILERS (continued)

SO = when incentive is no longer in effect

FR = The government archives will fully retain approved incentive conditions for lottery retailers because they document the policy and procedures that govern specific rewards programs for gaming service providers.

-03 Lottery gaming service delivery data documented elsewhere (covers CONNECT data that is routinely transferred to other subsystems or systems)            SO            nil            DE

SO = when data has been transferred to the appropriate system or subsystem

PIB -04 Lottery retailer certification and training input data sheets (covers input documents for CONNECT Subsystem Lottery Retailer Training)            SO+1y            nil            DE

SO = when information has been input

PIB -05 Lottery retailer certification and training data (electronic data in CONNECT Subsystem Lottery Retailer Training)            SO+1y            nil            DE

SO = when individual has not worked for a lottery retailer for more than one year

NOTE: New lottery retail staff must complete online training available on the RTWA web site linked to the CONNECT Subsystem Lottery Retailer Training. Their training documentation is reviewed and certified by the relevant TM. The system retains only the retailer's certification status; the test data is not retained.

-06 Lottery retailer information binder (also known as the Player First binder) (includes correspondence, policies, and marketing documentation)            SO            nil            SR

(continued on next page)

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A            SA            FD

90220 GAMING SERVICE PROVIDER MANAGEMENT – LOTTERY  
RETAILERS (continued)

(covers the code of conduct, player protection, validation procedures, corporate security, collection of retailer information, responsible gambling, lottery game guides, training, and instant and pull tab information)

SO = when new documentation is distributed to replace or augment other information in the binder, and when a copy has been forwarded to Records Management

SR = The government archives will selectively retain the lottery retailer information binder (currently known as the Player First Binder) because it contains BCLC policy directives and marketing and promotional information for lottery gaming service providers.

Every year that ends in 0 or 5, a complete copy of the binder for that year must be sent to Records Management, which is responsible for preparing the records for transfer to the government archives.

-07	Sign-on and live ticket messaging (SANMESS) data (electronic data) (covers messages to lottery retailers and customers that print out from the OLG lottery terminals) (also known as retail store news or Altura messages)	SO	nil	DE
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SO = when data is overwritten (as happens daily)

PIB	-20	Bonus and incentive programs for retailers case files (includes correspondence, checklists, conditions, draw results documentation, financial statements, retailer information sheets, release forms, sample letters to winners, scoresheets, spreadsheets, winners lists, and working notes) (arrange by program and then, if appropriate, by retailer name) (covers bonus earning programs, incentive programs involving prizes, sellers' prize programs, suite/hosting programs, and disbursement of swag [i.e., free promotional material])	FY+2y	5y	DE
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A            SA            FD

90220 GAMING SERVICE PROVIDER MANAGEMENT – LOTTERY  
RETAILERS (continued)

(also known as retailer incentives and RSG bonus program)

PIB = These records document retailer names, addresses, earnings, rewards and prizes.

NOTE: When determining bonus and incentive rewards, sales staff use sales figures from DW and document decisions in CONNECT; accounting staff generate payments using IFS.

-25	Corporate accounts group (CAG) case files (arranged by retailer name/number) (includes correspondence, photographs, presentations, project documentation, retailer location lists, and lists of validation infractions.	SO+2y	5y	DE
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SO = when corporate account is closed

NOTE: CAG case files document the relationship between BCLC and the head offices for major accounts over time, including precedent-setting actions and decisions made by BCLC in relation to these accounts.

PIB	-30	Lottery retailer application files (non-RSG) (arranged by business name) (also known as “retailer wanna be” files) (covers Customer Service work orders, financial documentation, and Retailer Assessment forms)	SO+1y	nil	DE
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SO = when a lottery retailer master file has been established and formal retailer documentation received; or when application has been rejected or lain dormant for six months

NOTE: When a prospective lottery retailer CRMS applicant is successful, a Lottery retailer master file is established with entirely new documentation; the contents of the application files are destroyed.

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A            SA            FD

90220 GAMING SERVICE PROVIDER MANAGEMENT – LOTTERY  
RETAILERS (continued)

PIB	-40	Lottery retailer master files (arrange by retailer agreement number) (paper files and electronic data on CONNECT Masterfile) (covers the main files for all types of lottery retailers, including CAG files)	SO+2y	5y	DE
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OPR = Retailer Network Management

SO = at the end of the fiscal year in which a lottery retailer ceases to operate

NOTE: These files may include the following documentation:

- account profiles
- correspondence with TMs
- lottery retailer registration documentation (includes bank authorizations, registration forms; also known as retailer sign-up packages)
- photographs of retailer sites
- progressive discipline reports
- retailer letters (including retailer profitability tracking letters)
- security incident infraction documentation (also tracked on CRMS-INCI)
- security letters/letters of credit
- security warning letters
- termination and warning letters

PIB	-50	Potential RSG retailer case files (arranged by business name) (includes application forms, referral forms, and resumes)	SO+1y	nil	DE
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SO = when applicant becomes a retailer, application is denied, or application has become inactive

NOTE: Potential RSG retailers may be recruited by a TM or by an existing retailer, who completes a referral form and receives a reward if the applicant is successful. They

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A            SA            FD

90220 GAMING SERVICE PROVIDER MANAGEMENT – LOTTERY  
RETAILERS (continued)

complete application forms, which are placed on a waiting list for a kiosk in their area, either a new one that BCLC decides to open, or an existing one vacated by the previous retailer. Applications become inactive after two years if not renewed.

PIB	-60	Territory manager (TM) working notes case files (electronic data on CRMS and paper records) (covers retailer network activity update input documentation for CONNECT, "TM reports" [i.e., retailer performance reports prepared by TMs for retailers], and copies of retailer ticket return [buy back] documentation)	SO	nil	DE
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SO = when appropriate documentation has been forwarded to the Retailer master file, and/or when no longer needed for reference purposes

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A            SA            FD

### 90300 GAMING RESEARCH

Records relating to research concerning three broad areas: the state of the gaming business for the corporation as a whole and for its various parts and programs (e.g., Responsible Gaming); the marketing environment (i.e., player profiles, demographics, segmentation information); and games. Research on games may concern games that already exist or are under development, or may concern proposed new gaming equipment for use at gaming facilities.

Most research results in reports, generally statistical in nature, produced for use within the corporation or for the purpose of reporting to government. Some reports are routinely produced (e.g., sales performance reports, market scan reports, and key performance indicator reports), while others are produced only when needed or for a special one-time purpose.

Research surveys and reports are frequently undertaken or commissioned by BCLC, sometimes in conjunction with a partner (usually the Interprovincial Lottery Corporation [ILC] or a gaming corporation for another jurisdiction). Research may be undertaken or commissioned by the central department dedicated to that purpose, or by the department that regularly gathers and uses the relevant information (e.g., GameSense reports are developed by Responsible Gaming).

The process of commissioning reports is normally managed by the Research Department but may be requested by various departments. Significant reports may generate business cases and/or budget requests to executive and the Board.

Formal research projects are initiated by Master Service Agreements to which a statement of work (SOW) is attached. An SOW is a document that defines the scope, responsibilities, costs and deliverables. These projects are completed with the issuance of an official report of the project's research findings.

Corporate Research maintains copies of all its own research reports, as well as those produced by other departments and by the ILC and other jurisdictions. It uses this information to answer research inquiries from internal clients (other departments and management)

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A            SA            FD

90300 GAMING RESEARCH (continued)

and external clients (government, BCLC partners, and other jurisdictions). Some reports are presented on BCLC.com, YAK, or the executive dashboard in full or summarized form.

Record types include correspondence, forms, reports, and other types of records as indicated under relevant secondaries.

For a description of BCLC.com, see the Information System Overview (ISO) section.

For a description of PlayNow.com, see the ISO Section.

For a description of YAK, see the ISO Section.

For annual reports, see primary 90050-02.

For executive dashboard, see secondary 90500-05.

For gaming supplies and equipment, see primary 90450.

For reports for Board and executive review, see primary 90500.

For sales reports and quarterly PlayNow reports, see secondary 90000-12.

Unless otherwise specified below, the BCLC OPR (Corporate Research) will retain these records for:

CY+1y    nil    DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for:

SO            nil            DE

-00	Policy and procedures	- OPR	SO	nil	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-02	BCLC research and analysis reports (includes narrative reports and documentaries) (arrange by title of report) (covers reports conducted or commissioned by BCLC, sometimes in conjunction with the ILC or other partners)		SO	10y	DE

OPR = One copy of every final report must be sent to Corporate Research, no matter which department undertook or commissioned the research.

SO = when the research findings are deemed irrelevant for current and future needs of the corporation

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A            SA            FD

90300 GAMING RESEARCH (continued)

10y = allows time for research findings to be referenced, adapted and reused

DE = Research and analysis reports can be destroyed when no longer needed because significant reports are retained in Board records, and others are adequately summarized elsewhere (e.g., in Our Player reports).

NOTE: This secondary covers both ad-hoc and standard reports, including:

- demographic profiles (lottery marketing reports that help to efficiently target groups for brand advertising and promotion dollars using the Player Profiles Database)
- slot and table analyst reports (casino product development reports that analyse data on performance of products in use at gaming facilities in the province; these reports are forwarded to gaming service providers, Casino and CGC Division staff, and relevant executive)
- web analytics reports (eBusiness reports that measure and analyse web site traffic, and make recommendations to the marketing and web development teams)

-03	Corporate research reports tracking by fiscal year (covers spreadsheet that tracks all research reports commissioned or conducted by Corporate Research in a given fiscal year)	CY+2y	5y	FR
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FR = The government archives will retain one cumulative corporate research reports tracking spreadsheet for each fiscal year because this provides a comprehensive list of research conducted and commissioned by BCLC over time.

NOTE: Information tracked in the spreadsheet includes research categories (e.g., corporate, lottery, ILC), titles, types (e.g., poll, focus group, survey), methodology (online, telephone, onsite, mail), status (commissioned or internal) and supplier (e.g., Ipsos Reid).

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A            SA            FD

90300 GAMING RESEARCH (continued)

-05    Market assessments for executive review  
      (covers research commissioned to assist with gaming  
      facility location decisions)                    CY+5y    5y    DE

OPR = VP Casino and Community Gaming

10y = The combined active and semi-active retention period  
      complies with requirements of the Executive Records  
      Schedule (Special Schedule 102906).

DE = Market assessments for executive review can be  
      destroyed because they contain general demographic  
      information that is available elsewhere. The decisions  
      made about gaming facility locations are informed by  
      but not directly based on these assessments, and are  
      not documented here. This archival appraisal is in  
      accordance with the selective retention provisions of  
      the Executive Records Schedule (Special Schedule  
      102906).

-06    Other jurisdiction reports                    SO            nil    DE  
      (covers reports that were developed by other  
      jurisdictions with no BCLC involvement, that are held  
      for reference purposes)

-07    Our Player reports to YAK (excluding winner profiles)            SO            nil    FR  
      (includes narrative text, photographs, and audiovisual  
      materials)  
      (covers summaries of research on players prepared for  
      general distribution to BCLC staff on the YAK intranet  
      site by Corporate Communications)  
      (does not cover any reports about specific winners;  
      these can be classified under secondary 90100-05)

SO = when Corporate Communications has posted or sent  
      the message, and a copy has been forwarded to  
      Records Management

FR = The government archives will fully retain these Our  
      Player reports, as they provide high-level summaries of  
      research conducted or commissioned by BCLC  
      concerning the behaviour of

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A            SA            FD

90300 GAMING RESEARCH (continued)

gaming patrons. These reports are relevant to the history of gaming and also provide documentation of a significant investment in research by BCLC.

-20	Client research inquiry files (includes correspondence, research data, and tracking documents) (arrange by business unit [lottery, casino, or CGC], then by department, and then by requestor and date) (covers requests from other departments, senior management, government, and BCLC partners)	SO+2y	nil	DE
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SO = when no longer relevant for current research and reference purposes

NOTE: The research data in these files consists of data drawn from existing research and reports, reformatted to suit the needs of the client.

-30	Research working materials and data (includes statement of work and associated procurement documentation, correspondence, drafts, duplicates, fieldwork documentation, minutes, survey responses, testing documentation [market testing for new games] and other research data used to develop reports and recommendations, and working materials) (arrange by report title) (covers research conducted by BCLC and/or ILC, including work done using the Survey Monkey service)	SO	nil	DE
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OPR = the department that conducts the research and/or develops or commissions the report

SO = for Corporate Research, when related report is destroyed; for all other departments, when related report is completed and when no longer needed for reference purposes

FOI: Some of the research data may include personal information, however, most is held in anonymized form.

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A            SA            FD

**90350 GAMING REVENUE DATA COLLECTION AND RECONCILIATION**

Records relating to the collection and reconciliation of all types of gaming revenues, including horse racing betting fees remitted by racecourse/race meeting operators.

Record types include correspondence, forms, reports, and other types of records as indicated under relevant secondaries.

For a description of BCLC Data Warehouse (DW), see the Information System Overview (ISO) Section.

For a description of Bingo-CGC Invoicing system, see the ISO Section (Simple Systems List).

For a description of Casino Invoicing System (Cassie), see the ISO Section (Simple Systems List).

For a description of CONNECT, see the ISO Section.

For descriptions of gaming systems, see the ISO Section.

For annual service plan reports, see secondary 90050-02.

For financial management topical files, see ARCS secondary 900-04.

For gaming revenue data for transfer to other systems, see secondary 90000-12.

For reports generated from operational systems (including sales reports, reports of significant casino table losses, and quarterly PlayNow reports), see secondary 90000-12.

Unless otherwise specified below, the BCLC OPR (Gaming Finance) will retain these records for:

FY+1y      nil      DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for:

SO            nil            DE

-00	Policy and procedures	- OPR	<u>SO</u>	nil	FR
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		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
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-01	General				
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-02	Found money documentation		FY+7y	nil	DE
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(covers relevant data on CMS and pre-CMS cumulative reports)

OPR = Casino Operations (Casino Site Operations Manager)

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A            SA            FD

90350 GAMING REVENUE DATA COLLECTION AND RECONCILIATION  
(continued)

NOTE: Found money documentation tracks all money found at gaming facilities. Unclaimed money is used for quarterly balancing, and any remaining money is donated by the relevant gaming service provider to a charity approved by BCLC.

-03	Gaming revenue data collection and reconciliation records (electronic data and records, paper files)	FY+7y	nil	DE
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NOTE: Gaming revenue data is extracted from various gaming systems at BCLC and at gaming facilities, and recorded in the following systems:

- Bingo-CGC Invoicing System (also known as EB Sales): contains the data needed for invoicing community gaming centres (CGCs) and bingo halls
- Casino Invoicing System (Cassie): contains the data needed for invoicing casinos
- CONNECT: the financial data in various CONNECT subsystems is scheduled here
- PlayNow System: contains data on financial transactions resulting from PlayNow gaming

-05	Horse racing betting fee data collection and reconciliation records (covers working papers documenting the administration and distribution of horse racing fees)	FY+1y	6y	DE
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OPR = Budget and Treasury Department

NOTE: Horse racing fees are imposed on every person who places bets with a racecourse/race meeting operator in British Columbia, under the pari mutual system required under the *Gaming Control Act* (SBC 2002, c. 14, s. 16). The operator deducts the fee and submits it to BCLC. BCLC reports to the minister on the amount of fees collected in its annual service plan report.

-09	SportsFunder financial tracking working materials (covers documentation of revenues from scratch and win tickets relating to sports, a portion of which BCLC donates to amateur sports)	CY+1y	nil	DE
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SA = Semi-active	FY = Fiscal Year	DE = Destruction
FD = Final Disposition	NA = Not Applicable	SR = Selective Retention
FOI = Freedom of Information/Privacy	w = week m = month	FR = Full Retention
PIB = Personal Information Bank	y = year	OD = Other Disposition
OPR = Office of Primary Responsibility		VR = Vital Records

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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A            SA            FD

### 90450 GAMING SUPPLIES AND EQUIPMENT

Records relating to the production, maintenance, distribution, and return of gaming supplies and equipment that need to be managed on an operational basis (i.e., differently from those covered by ARCS Section 3), including lottery tickets, chips, and slot machines.

Ticket orders are received from retailers by customer service representatives, who enter them into the CONNECT BCLC Service Delivery System. Product distribution staff in the warehouse then use this data to generate work orders and arrange for product delivery.

Records relating to ticket supplies are routinely audited within BCLC and also by government's Gaming Policy Enforcement Branch (GPEB) to ensure that lottery tickets are being maintained in a secure manner.

Record types include correspondence, forms, reports, and other types of records as indicated under relevant secondaries.

For a description of CONNECT, see the Information System Overview (ISO) Section.

For approval of changes to gaming equipment by the Gaming Facilities Change Committee, see secondary 90150-05.

For audit and compliance review documentation, see primary 90850.

For equipment and supplies documentation managed according to ARCS, see ARCS Section 3.

For gaming service provider documentation, see primary block 90200-90220.

For inventory of lottery and pull-tab products consolidated inventory reports from CONNECT Subsystem Inventory of Lottery and Pull-tab Products, see ARCS secondary 920-20.

For prize payout claims on winning tickets, see primary 90620.

For promotions and other marketing product files, see primary 90730.

For proposals for signage and other promotional materials made by gaming service providers, see secondary 90150-30.

For research on gaming equipment for use in gaming facilities, see the primary 90300.

For server and network equipment maintenance, see ARCS Section 6.

For ticket returns from retailers (buy backs), see ARCS secondary 920-20.

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**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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	<u>A</u>	<u>SA</u>	<u>FD</u>
90450 <u>GAMING SUPPLIES AND EQUIPMENT</u> (continued)			
Unless otherwise specified below, the BCLC OPR (Lottery Gaming Division or Casino and Community Gaming Centres Division) will retain these records for:	CY+1y	nil	DE
Except where <u>non-OPR retention periods</u> are identified below, all other offices will retain these records for:	<u>SO</u>	<u>nil</u>	<u>DE</u>
-00 Policy and procedures	SO	nil	FR
-01 General	SO	nil	DE
-02 Gaming supplies inventories and logs needed for audits	FY+1y	6y	DE
OPR = varies; see NOTE below for details			
NOTE: This secondary covers the following specific reports, with OPRs noted:			
<ul style="list-style-type: none"><li>• chip movement inventories regarding movement of chips in and out of casinos for emergencies, poker tournaments, or other purposes (Operational Gaming Audits)</li><li>• inventory of coupons (Casino Operations – CSOM)</li><li>• merchandise prize inventory tracking (Lottery Finance: covers tracking of merchandise prizes associated with lottery gaming marketing initiatives)</li><li>• slot machine programmable read only memory (PROM) activity log (Casino Operations – CSOM)</li><li>• ticket inventory reconciliation reports and site-specific inventories of cash, chips, bingo paper serial numbers, and other gaming supplies taken at time of site opening, closure, ownership change, or new system startup (Casino and CGC Finance)</li></ul>			
-03 Inventory data relating to lottery and pull-tab products (electronic data on CONNECT Subsystem Inventory of Lottery and Pull-tab Products)	SO	nil	DE
SO = upon verification of data entry			
-05 Product delivery documentation (covers packing slips received with the product from suppliers)	FY+1y	6y	DE
(continued on next page)			

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**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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A                  SA                  FD

90450 GAMING SUPPLIES AND EQUIPMENT (continued)

	OPR = Product Distribution			
-06	Product maintenance data (covers data on the CONNECT Subsystem Product Maintenance)	SO	nil	DE
	SO = when product is discontinued and when no longer needed to maintain data integrity in CONNECT			
-10	Retailer order data for transfer to other systems (covers information about lottery supply orders from retailers that is stored on the CONNECT subsystems Order Entry (telephone sales), Order Processing, and Product Adjustment)	SO	nil	DE
	SO = when data is transferred to another system or subsystem			
-11	Retailer order documentation (covers worksheets and notes completed by customer service representatives concerning lottery supply orders from retailers)	SO	nil	DE
	OPR = Customer Sales Group			
	SO = when data has been entered into CONNECT			
-14	Ticket destruction documentation (covers ticket destruction certificates and CONNECT inventory adjustment documents)	FY+1y	7y	DE
	OPR = Lottery Finance			
	NOTE: After tickets have expired, unused tickets are destroyed at the warehouse that holds them, and the documentation is forwarded to Lottery Finance.			
-15	Ticket inventory – weekly status report (compiled based on three CONNECT reports for use as a reference tool during customer service calls)	SO	nil	DE
	OPR = Customer Sales Group			

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A            SA            FD

### 90500    GOVERNANCE – GENERAL

Records relating to the governance of the British Columbia Lottery Corporation (BCLC) by the Board Of Directors (Board) appointed by the Lieutenant Governor in Council to manage the corporation and delegate duties to BCLC employees as specified under the *Gaming Control Act* (SBC 2002, c. 14, s. 2), and by the Executive Committee, which consists of the Chief Executive Officer (CEO) and all the vice presidents (VPs).

The Board meets approximately six times per year, and at these meetings holds consultations with representatives from all divisions within the corporation to review management objectives, initiatives, activities, and financial statements. They also review Board governance policy and authorize the annual report. The Board operates in compliance with guidelines established by the Crown Agencies Resource Office (CARO) (i.e., develops the service plan and annual report in accordance with CARO guidelines).

The Executive Committee meets approximately 10-12 times per year concerning strategic decisions, performance of operational divisions, public relations issues, and various relevant topics.

Committees that report to the Board and executive also meet regularly, make some decisions themselves, and refer other decisions to the Board and executive as appropriate.

BCLC is a member of the Interprovincial Lottery Corporation (ILC), which is jointly owned by the five provincial lottery corporations of Canada. The ILC operates nationwide and regional lottery games, currently Lotto 6/49, Lotto Max, Millionaire Life, and Celebration (a special event lottery). Each provincial organization is responsible for marketing the national games within its own jurisdiction, and revenues are returned to each province in proportion to generated sales. The ILC establishes rules and regulations that apply to all provincial lottery corporations. The ILC Executive Committee, the BCLC Executive Committee, and the Board are the bodies that make decisions relating to BCLC's involvement with the ILC.

Record types include correspondence, agendas, minutes, policies and procedures, proposals, reports, statistics, strategic objectives, and other types of records as indicated under relevant secondaries.

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**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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A                      SA                      FD

90500 GOVERNANCE – GENERAL (continued)

- For a description of the BCLC Extranet Web Site, see the Information Systems Overview (ISO) Section.
- For administrative records relating to the Board (e.g., orientation guides and compensation documentation), see *ARCS*.
- For Board fees, honorariums, see *ARCS Supplement* (under development).
- For cooperation and liaison files, including those relating to the ILC and other lottery jurisdictions, see *ARCS* secondary 230-20.
- For correspondence of the Board and executive, see *ARCS* secondary 280.
- For final business and strategic plans, see *ARCS* primary 400-10.
- For GPEB audits of BCLC and gaming service providers, see *ARCS* primary 975.
- For Ombudsperson’s investigations and BCLC responses, see *ARCS* secondary 155-20.
- For policy, standards and directives, including terms of reference and ILC policies, see primary 90520.

Unless otherwise specified below, the BCLC OPR (Corporate Secretary) will retain these records for: CY+1y      nil      DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for: SO      nil      DE

-00	Policy and procedures	- OPR	SO	nil	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>

-01      General

-03	BCLC Board summary of resolutions (covers reference documentation covering all resolutions made by the Board over time)		SO	10y	FR
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FR = The government archives will fully retain the BCLC Board summary of resolutions as this provides a reference and access guide to Board decisions over time.

-05	Executive dashboard (covers an excel spreadsheet that contains key statistical information submitted from throughout the organization relating to corporate priorities, business		SO	10y	DE
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**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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A            SA            FD

90500 GOVERNANCE – GENERAL (continued)

health, financial figures, and public relations status reports)

OPR: Corporate Strategy and Marketing

DE = The executive dashboard can be destroyed when no longer needed because a complete copy of the current dashboard is submitted to each Executive Committee meeting, and fully retained under secondary 90500-40. This archival appraisal is in accordance with the selective retention provisions of the Executive Records Schedule (Special Schedule 102906).

-20 Board meeting packages SO 10y FR  
(includes agenda, minutes, reports, executive dashboard spreadsheet extracts, and other submissions)  
(covers records made available to the Board on the BCLC Extranet Web Site)

NOTE: Reports to the Board on operational activities consist of compilations of reports made by management of all relevant divisions. Those reports that are made verbally without accompanying written submissions are summarized in Board minutes.

PIB -25 Board member case files SO 10y DE  
(includes Order in Council appointments, biographies, and correspondence)  
(arrange by Board member name)

SO = when appointment is rescinded by Order in Council

DE = Board member case files can be destroyed when they become inactive because the role of Board members is adequately documented in policy documentation and other Board records. This archival appraisal is in accordance with the selective retention provisions of the Executive Records Schedule (Special Schedule 102906).

(continued on next page)

- |  |                     |                             |
|--|---------------------|-----------------------------|
| A = Active                             | CY = Calendar Year  | SO = Superseded or Obsolete |
| SA = Semi-active                       | FY = Fiscal Year    | DE = Destruction            |
| FD = Final Disposition                 | NA = Not Applicable | SR = Selective Retention    |
| FOI = Freedom of Information/Privacy   | w = week m = month  | FR = Full Retention         |
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| OPR = Office of Primary Responsibility |                     | VR = Vital Records          |

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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A            SA            FD

90500 GOVERNANCE – GENERAL (continued)

-30 Board committee records SO            10y    FR  
       (includes agendas, correspondence, minutes, reports, submissions, and related documents)  
       (covers ad-hoc and ongoing committees that report to the Board, consisting of members of the Board and other appropriate individuals)

NOTE: The Board has both Select Standing and ad-hoc committees including:

- Audit Committee
- Governance and Corporate Social Responsibility Committee
- Human Resources and Compensation Committee
- ad-hoc committees

-40 Executive Committee records SO            10y    FR  
       (includes minutes, reports, current executive dashboard spreadsheet, and other submissions)  
       (covers records made available to the Board on the BCLC Extranet Web Site)

-45 Executive-sponsored committee records SO            10y    FR

NOTE: The executive has both ongoing committees that oversee permanent functions within BCLC and ad-hoc committees that oversee major projects. They consist of executive sponsors and other relevant management-level staff, and include:

- Account-based Gaming Steering Committee
- ILC Executive Committee
- Pension Committee
- Prize Payout Steering Committee
- Social Gaming Platform Steering Committee
- other ad-hoc committees established as needed (e.g., 2010 Steering Committee, Richmond Relocation Committee, Records Management Project Steering Committee)

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A            SA            FD

90500 GOVERNANCE – GENERAL (continued)

10y = Throughout this primary, records must be retained for ten years in compliance with the Executive Records Schedule (Special Schedule 102906). These records have been classified here because they are operational records for which it was possible to make selection decisions based on selection criteria authorized in the Executive Records Schedule (Schedule 102906).

FR = The government archives will fully retain all types of governance case files covered by this primary (other than Board member case files) because these records document high level decision-making within BCLC over time, and also contain summary reports that document BCLC's issues, actions, decisions, and structure.

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FOI = Freedom of Information/Privacy  
PIB = Personal Information Bank  
OPR = Office of Primary Responsibility

CY = Calendar Year  
FY = Fiscal Year  
NA = Not Applicable  
w = week    m = month  
y = year

SO = Superseded or Obsolete  
DE = Destruction  
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A            SA            FD

90510 GOVERNANCE – GAMING POLICY AND ENFORCEMENT

Records relating to the governance role of Gaming Policy Enforcement Branch (GPEB), the BC Government branch responsible for gaming policy and enforcement, which involves approving and registering gaming service providers, workers, equipment, and games; distributing government’s gaming proceeds; funding and overseeing BC’s responsible gambling initiatives; investigating allegations of wrongdoing by gaming service providers or BCLC; and regulating gaming in BC.

GPEB registration of gaming service providers and gaming workers requires criminal records checks and other background checks, including credit history. GPEB may conduct investigations and audits prior to registration and also to monitor registrants. Gaming workers are issued identification cards which must be produced upon demand. BCLC’s role is to track registration status and ensure all appropriate BCLC staff registrations are kept up to date.

Record types include correspondence, forms, reports, and other types of records as indicated under relevant secondaries.

For a description of Customer Relationship Management Subsystem Corporate Incidents Component (CRMS-INCI), see the Information Systems Overview (ISO) Section.

For agreements, see ARCS primary 146.

For BCLC policy, standards and directives, see primary 90520.

For game case files, see secondary 90720-20.

For game conditions, see secondary 90720-02.

For gaming service provider case files, see primaries 90210-90220.

For general correspondence with GPEB, see ARCS secondary 230-20.

For GPEB policy, directives and standards, see secondary 90520-04.

For GPEB Section 86 reports, see secondary 90850-30.

For GPEB’s records of gaming worker and gaming service provider registrations, see the *Gaming ORCS* (schedule 179964).

For project and planning files, see ARCS primary 400.

For reference material/topical files, see secondary 90000-10.

For responsible gaming initiatives, see primary 90800.

For routine and ad-hoc reports from operational systems, including those sent to GPEB, see secondary 90000-12.

For security incident and investigations, see secondary 90850-30.

For the spreadsheet that tracks GPEB registration of lottery gaming service providers staff, see secondary 90000-15.

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		<u>A</u>	<u>SA</u>	<u>FD</u>
90510	<u>GOVERNANCE – GAMING POLICY AND ENFORCEMENT</u> (continued)			
	Unless otherwise specified below, the BCLC OPR (Lottery Gaming Division) will retain these records for:	CY+1y	nil	DE
	Except where <u>non-OPR retention periods</u> are identified below, all other offices will retain these records for:	<u>SO</u>	<u>nil</u>	<u>DE</u>
-00	Policy and procedures	SO	nil	FR
	- OPR			
	- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General			
-03	GPEB certification of games (covers certificates of technical integrity and game specification review approvals)	SO	10y	DE
	OPR = Lottery Security			
	SO = when related game case file is closed			
	10y = ensures that these records are retained for as long as the related game case files			
-05	Government (GPEB) registration of lottery retailers – liaison file (also known as GPEB registration correspondence) (covers correspondence, minutes, documentation of retailer infractions and progressive discipline, and other GPEB certification process records)	FY+2y	5y	DE
	NOTE: Lottery retailer infractions are investigated by BCLC security staff, and may result in progressive discipline. This is documented in detail in CRMS-INCI. Summary documentation of the infractions is also sent to GPEB; copies are kept in this file.			
PIB	-20 Government (GPEB) registration of BCLC staff (arrange by registration number) (includes application forms, employment confirmation letters, clearance certificates, records of fees, and GPEB registration cards)	SO+1y	nil	DE
	OPR = Human Resources			
	SO = when employee no longer works for BCLC			

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A            SA            FD

### 90520 GOVERNANCE – POLICY DEVELOPMENT

Records relating to the development of operational policies, procedures, standards, directives, and game conditions for use by BCLC staff, gaming service providers, vendors, and players of BCLC games. Policies support the work of BCLC staff and gaming service providers, and delineate internal requirements for games, game management, and gaming service provider management and oversight.

There are several policy categories based on who is required to use them and for what purpose. These are as follows:

- corporate policy for BCLC staff, including the Corporate Social Responsibility (CSR) Charter “Playing it Right”
- policy master manuals maintained on the BCLC Extranet Web Site for bingo and community gaming centres (CGCs) and casinos
- guidelines and directives for gaming service providers, including:
  - marketing guidelines
  - advertising guidelines
- guides for players, including:
  - game how-to-play guides
  - the PlayNow player agreement policy
  - odds of winning documentation
- lottery retailer policy and directives for inclusion in the lottery retailer information binder (also known as the Player First binder)
- Retail Sales Group (RSG) policy for use by BCLC field staff, lottery kiosk operators, and vendors (Standards Bar Manual, directives)
- rules and regulations available on BCLC.com respecting:
  - bingo games (including jackpot entitlement for individuals who are voluntarily self excluded or prohibited by BCLC from entering BC gaming facilities)
  - lotteries and gaming
- terms of reference, codes of conduct, and conflict of interest guidelines for governing bodies, committees, and key officials and staff

The master manuals mentioned above are voluminous online manuals that are amended on a quarterly basis. Notices to Implement (NTI) are circulated to gaming service providers before amendments are incorporated into these manuals.

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A            SA            FD

90520 GOVERNANCE – POLICY DEVELOPMENT (continued)

While BCLC is responsible for developing most of its own policy in compliance with the *Gaming Control Act* (SBC 2002, c. 14) and related legislation, BCLC and the gaming service providers also must comply with BC Government policy established by the Gaming Policy Enforcement Branch (GPEB) and with regulations established by the Interprovincial Lottery Corporation (ILC).

Record types include correspondence, forms, and draft and approved policies, standards and directives.

For committees, see ARCS secondary 200-20.

For a description of Extranet, see the Information Systems Overview (ISO) section.

For game conditions, see secondary 90720-02.

For information about GPEB, see primary 90510.

For Interprovincial Lottery Corporation (ILC) liaison records, see ARCS secondary 230-20.

For program planning, see ARCS secondary 400-20.

For lottery retailer information (Player First) binder, see secondary 90220-06.

For tracking spreadsheets, see secondary 90000-15.

Unless otherwise specified below, the BCLC OPR (Policy and Planning Department) will retain these records for:

CY+1y    nil    DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for:

SO            nil            DE

-00	Policy and procedures	- OPR	SO	nil	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>

-01 General

-02	BCLC directives and guides for gaming service providers and players (covers directives, guides, policies and standards that are not organized into manuals)		SO+2y	5y	FR
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SO = when the policy has been replaced or become obsolete

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A            SA            FD

90520 GOVERNANCE – POLICY DEVELOPMENT (continued)

FR = The government archives will fully retain BCLC directives and guides for gaming service providers and players because these have evidential value as policy documentation.

-03	BCLC policy manuals for gaming service providers (includes policies, notices to implement, and related correspondence and update documentation)	SO+2y	5y	SR
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SO = when regular update occurs (currently quarterly)

SR = The government archives will selectively retain BCLC policy manuals for gaming service providers because they provide evidence of the rules for operating gambling games in British Columbia.

Policy developers must forward one copy of the initial approved version of each policy manual to Records Management. Thereafter, one copy of each significant update must be sent to Records Management (approximately every three to four years).

-04	Government policy, directives and standards (covers policy documentation from GPEB, Crown Agencies Resource Office [CARO], and any other government agencies that set policy and directives that BCLC is required to follow)	SO	nil	DE
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-05	Interprovincial Lottery Corporation (ILC) rules and regulations	SO	nil	FR
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FR = The government archives will fully retain Interprovincial Lottery Corporation (ILC) rules and regulations because these govern many aspects of BCLC's lottery gaming operations, and as such have evidential value.

-06	Internal policy for BCLC (approved)	SO	nil	FR
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FR = The government archives will fully retain approved internal policy for BCLC because these records have evidential value.

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**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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A            SA            FD

90520 GOVERNANCE – POLICY DEVELOPMENT (continued)

NOTE: Use this secondary for policies approved under formal policy approval process established in 2008, as well as for official policies implemented prior to that time.

-20	BCLC policy, directives and standards development files (includes correspondence, drafts, requests for decision documents, and working materials) (covers development of both internal policies and policies for gaming service providers)	SO+2y	nil	DE
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SO = when the policy has been approved and distributed or become obsolete, and when no longer needed for reference purposes

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### 90600 PLAYER MANAGEMENT – GENERAL

Records relating generally to player services not documented elsewhere in this primary block.

Player management involves providing services to customers using all types of gaming products, also referred to as “players”, and for providing user help and support to gaming service providers to ensure ongoing access to games.

Customer service staff are contacted by players and gaming service providers mainly via a 1-800 telephone number that makes voice recordings of all calls; they also receive emails and other correspondence. Many of the calls are about issues with gaming equipment. If the issue cannot be resolved, a work order is created in the Customer Relationship Management Subsystem Customer Support System (CRMS-CSS) and dispatched to another department or a vendor for resolution. When the work order is completed, customer service staff are responsible for reviewing and closing the work order.

Players are able to sign up for a loyalty card known as the BC Gold club card, which enables them to earn points when playing slot machines that can be redeemed for cash, and to become eligible for various promotions. Players can apply for a BC Gold card at any casino or community gaming centre (CGC) with slot machines. BCLC marketing programs use statistics about BC Gold card usage to inform marketing and sales strategies.

Players of web-based games are required to register as PlayNow participants. They can do this online and are only required to mail in proof of identification if issues arise.

Players who have gambling problems may sign up for the Voluntary Self-Exclusion program, which enables them to voluntarily exclude themselves from all venues with slot machines, or commercial bingo halls, or from accessing BCLC's on-line gaming site, PlayNow.com for a pre-determined amount of time. A player can do this by meeting with a GameSense Advisor and/or a gaming service provider employee and signing a Voluntary Self-Exclusion agreement, or by completing a self-exclusion form on PlayNow.com. BCLC also exercises the authority to bar players from gaming facilities.

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A            SA            FD

90600 PLAYER MANAGEMENT – GENERAL (continued)

Record types include correspondence, forms, reports, and other types of records as indicated under relevant secondaries.

For a description of BCLC Extranet Web Site, see the Information Systems Overview (ISO) Section.

For a description of Casino and Community Gaming Incident and Risk Management System (CCGIS), see the ISO Section.

For a description of Casino Management System (CMS), see the ISO Section.

For a description of CRMS, see the ISO Section.

For a description of PlayNow System, see the ISO Section.

For access to information requests, see ARCS primaries 290-293.

For correspondence that requires executive response, see ARCS secondary 280-20.

For marketing program documentation, see primary 90730.

For official game case files, see secondary 90720-20.

For Player First manual, see secondary 90220-06.

For Player First reports, see secondary 90000-12.

For security audits, bulletins, and investigations, see primary 90850.

Unless otherwise specified below, the BCLC OPR (Customer Strategy and Marketing) will retain these records for:

CY+1y    nil    DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for:

SO            nil            DE

-00	Policy and procedures	- OPR	SO	nil	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-02	BC Gold member input documents (covers all types of documents entered into CMS in order to maintain BC Gold member case files, such as applications for BC Gold cards, club card points adjustments, and deceased patron information)		SO	1y	DE

SO = when information has been entered into CMS

-04	Customer support input documentation (includes correspondence, work orders, working notes, scanned documents, and phone conversation recordings [voice recordings for 1-800 number calls])		SO+1y	nil	DE
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A                      SA                      FD

90600 PLAYER MANAGEMENT – GENERAL (continued)

(covers inputs to CRMS entered by customer services representatives, including any PlayNow registration documentation that may be received)

SO = when information has been entered into CRMS

PIB: Before PlayNow registrations can be activated or cancelled, supporting documentation is sometimes required (for proof of residency, age, or death). This is scanned into CRMS and then the BCLC staff member responsible changes the player’s status in the PlayNow System. Documentation includes: proof of residency and age (copies of drivers license, passport, BC ID, remittance portion of credit card bills, utility and telephone bills), death certificates (required to close deceased registrants profiles), and registration cancellation requests.

NOTE: Most types of complaints and inquiries that relate to operational matters are classified here and entered into CRMS-CSS to serve there as customer support work order data (see secondary -05). This includes those received verbally in-person by gaming service providers and BCLC field staff and reported on by them, as well as emails, faxes, voice mail, and letters received by customer support staff.

Correspondence that needs to be classified elsewhere includes:

- FOI requests and routine requests for information
- correspondence requiring a response from the CEO or a vice president
- inquiries and complaints that generate security incident and investigation case files

NOTE: Customer support phone conversations using 1 800 numbers are routinely recorded. Any information from these conversations that leads to actions at BCLC is entered into CRMS-CSS.

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A            SA            FD

90600 PLAYER MANAGEMENT – GENERAL (continued)

PIB	-05	Customer support work order data (includes correspondence, working notes, photographs, audiovisual records) (covers incident reports, help desk alerts and exception reports, and service statistics) (electronic data on CRMS-CSS)	SO+7y	nil	DE
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OPR = Customer Support Centre

SO = upon resolution of incident or provision of help and support

PIB = Data includes names, email addresses, postal addresses, and other information relevant to the customer support issue.

PIB	-06	PlayNow registration supporting documentation data (includes scanned copies of proof of identification that are required when issues arise during or after registration) (electronic data on CRMS-CSS)	SO+1y	nil	DE
-----	-----	--	-------	-----	----

SO = when the information has been used to update the player status in the PlayNow System

PIB	-20	BC Gold members case files data (electronic data on CMS) (arrange by member name)	SO+7y	nil	DE
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SO = when player ceases to be a member

PIB: These case files contain member names, addresses, player points, point redemptions, and point adjustments.

PIB	-30	PlayNow registrants case files data (electronic data on the PlayNow Casino Gaming Platform [PlayNow/CAS]) (arrange by member name)	SO+1y	nil	DE
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A            SA            FD

90600 PLAYER MANAGEMENT – GENERAL (continued)

OPR = eGaming Integration and Certification

SO = when a player ceases to be a member, or ceases to be barred from membership (i.e., when the exclusion period ends)

PIB: These case files contain member information as follows:

- identifying information entered by the players when they register onlinegaming history information added automatically over time
- additional information added if issues arise, based on documentation sent by players and scanned in by customer services staff, and used to trigger activation or cancellation of the relevant PlayNow registration (for documentation of changes to player data, see PlayNow registration supporting documentation data [secondary -06]).

PIB	-35	Voluntary self exclusion and provincial barring case files (includes agreements, correspondence, invoices, photographs, Provincial Barring notifications, security bulletins for gaming providers, vehicle documentation, working notes) (arrange by surname) (also known as barring documents tracking files) (covers electronic data on CCGIS, electronic records, and paper records)	SO+2y	5y	DE
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OPR = Casino Security and Surveillance

SO = when individual is no longer excluded from entering gaming facilities under BCLC control

FOI: Persons who sign up for the voluntary self-exclusion program at casinos and community gaming centres complete forms providing personal information about themselves and sign voluntary self exclusion agreements. The gaming service provider staff and/or BCLC site staff who meet with these persons may also

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A            SA            FD

90600 PLAYER MANAGEMENT – GENERAL (continued)

create documentation (working notes). Some of this information may be posted to Extranet and distributed in security bulletins for the information of gaming service providers.

NOTE: Violations of the voluntary self-exclusion program are documented in gaming security incidents and investigations case files (secondary 90040-20) as well as in these files.

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A            SA            FD

90610 PLAYER MANAGEMENT – LOTTERY TICKET SUBSCRIPTIONS

Records relating to managing lottery ticket subscriptions services that allow individuals and groups to purchase tickets for a specified number of draws, with the option of using specified numbers.

Lottery ticket subscriptions can be established in three ways:

- entered into the Online Lottery Gaming System (OLG) terminals by customers or retailers
- mailed to the BCLC office and processed there
- entered by PlayNow registrants via PlayNow.com

While in-person subscriptions are activated immediately, mailed subscriptions are not activated until the necessary cheque or credit card information has been verified.

When appropriate, security checks are run for subscribers using the Customer Relationship Management Subsystem Corporate Incidents Component (CRMS-INCI).

Record types include correspondence, forms, reports, and other types of records as indicated under relevant secondaries.

For a description of CONNECT, see the Information Systems Overview (ISO) Section.

For a description of CRMS-INCI, see the ISO Section.

For a description of OLG, see the ISO Section.

For a description of PlayNow.com, see the ISO Section.

Unless otherwise specified below, the BCLC OPR (Player Services) will retain these records for:

CY+1y    nil    DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for:

SO            nil            DE

-00	Policy and procedures	- OPR	<u>SO</u>	nil	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-05	Subscriber documentation for input to CONNECT (includes correspondence, applications, financial information, and official documentation of name changes and deaths)		FY+1y	nil	DE

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A            SA            FD

90620 PLAYER MANAGEMENT – PRIZE PAYOUT

Records relating to the verification and processing of lottery game prize claims and the resulting prize payments to customers (also known as players or claimants).

Winning ticket claims processed by BCLC are verified in a series of steps. Staff enter winning ticket numbers into the CONNECT Subsystem Cheque Processing for Prize Payout (PP-OP). Staff then enter claimant information to determine if a claimant is a retailer, retailer associate, BCLC employee, BCLC employee associate, and/or a past winner. If the claimant falls into any of these categories, the ticket is placed on hold until an investigation is completed. Investigations normally involve an interview with the claimant.

Winnings from the PlayNow System are processed differently. The PlayNow System pays the money automatically to the player's PlayNow account. The player can then either spend the winnings on more games or withdraw the money to a bank account via electronic funds transfer. If the prize is over \$100,000 it must be paid via cheque.

Cheques are issued after claims have been verified using CONNECT. Those tickets which cannot be paid out for various reasons are documented and tracked.

Record types include cheque stubs, correspondence, forms, reports, spreadsheets, tickets, and other types of records as indicated under relevant secondaries.

For a description of CONNECT and its subsystems, see the Information Systems Overview (ISO) section.

For a description of Customer Relationship Management Subsystem Incident Management Subsystem (CRMS-INCI), see the ISO Section.

For a description of Online Lottery Gaming (OLG) System, see the ISO Section.

For annual service plan reports, see secondary 90050-02.

For appeals of claims without tickets, see secondary 90850-30.

For Commissioner of Oaths orders appointing staff to receive affidavits from prize winners, see *ARCS* secondary 370-20.

For merchandise prize inventory tracking documentation, see secondary 90450-02.

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A          SA          FD

90620 PLAYER MANAGEMENT – PRIZE PAYOUT (continued)

For prize payout data on the CONNECT Subsystem Cheque Processing for Prize Payout, see ARCS secondary 920-20.

Unless otherwise specified below, the BCLC OPR (Player Services) will retain these records for:

CY+1y    nil    DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for:

SO          nil          DE

-00	Policy and procedures	- OPR	<u>SO</u>	nil	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-05	Main log of all tickets received (also known as the mail log)		SO+1y	6y	DE

NOTE: This spreadsheet lists every mailed-in ticket claim and any counter claims (i.e., in-person claims made at the Kamloops office) not processed on the day received. Most of the tickets covered in other logs are also entered in the main log.

PIB	-06 Major winners log and reference files (covers documentation used to track major winners)		SO	nil	DE
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NOTE: This documentation is maintained for reference purposes, and includes winner names, claim dates, locations, games, prize amounts, cheque numbers, and related information.

-07	Ticket issues logs (covers spreadsheets used to track the resolution of a variety of issues relating to tickets)		FY+2y	nil	DE
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NOTE: This secondary covers the following logs:

- claims without tickets log
- subscriptions and questionable tickets log (the daily log of winning tickets from Vancouver); documents customer name, game type, ticket control number, and the seal number used to seal the bag)
- tickets on hold log (covering lost tickets and tickets that have incomplete validation information)

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A            SA            FD

90620 PLAYER MANAGEMENT – PRIZE PAYOUT (continued)

- tickets for destruction (covers unused tickets returned by retailers)
- tickets forwarded to Lottery Security (mainly defective scratch tickets)

-08	Ticket logs and reports retained for audit purposes (covers documentation of lottery tickets that won prizes, unpurchased tickets that would have won, and non-winning tickets that customers claimed as winners)	FY+1y	6y	DE
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NOTE: Ticket logs and reports retained for audit purposes include but are not limited to the following (differing OPR noted as appropriate):

- cancelled deleted winners reports
- disputed tickets log
- draw incident reports (OPR is Lottery Security; note that some reports contain personal information)
- high tier winner reports
- log of non-winning tickets
- log of resubmitted tickets
- promotional prize claims log
- reconciliation of retailer lottery wins (spreadsheet routinely sent to vice presidents of Lottery and Security, and to the Gaming Policy Enforcement Branch [GPEB])
- reports of retailers that sold winning tickets with incomplete validation

-10	Winning number draw data (electronic data on CONNECT Subsystem Draw Reporting)	FY+1y	6y	DE
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-11	Winning number draw reports (official) (covers auditor-signed reports that document the prize breakdowns and winners of every BCLC and Interprovincial Lottery Corporation draw over time)	SO	nil	DE
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SO = when the corporation ceases to function

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A            SA            FD

90620 PLAYER MANAGEMENT – PRIZE PAYOUT (continued)

PIB	-20	Lottery prize claim case files (over \$1 million) (includes cheque stub, winning ticket[s], forms, correspondence, envelope, legal documentation of ticket ownership [i.e., statutory declarations], photographs, and interview documentation) (arrange by winner name) (covers claims for lottery and promotional prize winners, and subscription prize claims)	FY+1y	6y	FR
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FR = Lottery prize claim case files (over \$1 million) will be fully retained as these document major lottery winners, including prize amounts, winner profiles and investigations to verify legitimate winners, and media attention.

NOTE: Ensure that digital winner photographs are transferred to the government archives at the same time as the relevant paper winner files, even if they are maintained separately (but under the same classification).

PIB	-30	Lottery prize claim case files (under \$1 million) (includes cheque stub, winning ticket[s], forms, correspondence, envelope, legal documentation of ticket ownership [i.e., statutory declarations], photographs, and interview documentation) (arrange by winner name) (covers claims for lottery and promotional prize winners, and subscription prize claims)	FY+1y	6y	DE
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DE: Lottery prize claim case files (under \$1 million) can be destroyed when no longer needed. Summary documentation about these is included in reports and publications that are fully retained, including *Luck Magazine*, where some of the winners are profiled.

NOTE: The following forms may be filed in both types of lottery prize claim files:

- Request for Prize Payment
- Security Checklist
- Statutory Declaration
- Ticket Authentication form

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A            SA            FD

90620 PLAYER MANAGEMENT – PRIZE PAYOUT (continued)

PIB	-40	Tickets claimed but not paid case files (arranged by type of claim and then by claimant name) (includes correspondence, copies of tickets, envelopes that the claims came in, supporting documentation, and work orders)	FY+7y	nil	DE
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PIB = contains personal information about customers and details of their claims

NOTE: Types of claims include:

- claims for which no cheque/prize was issued files (also known as correspondence claims)
- miscellaneous reasons for tickets not paid files (customer already paid by retailer, ticket left behind, lack of customer knowledge)
- no name files (tickets mailed in with no customer name or address information)
- non-winning claims and returned non-winning tickets
- returned prize cheques (undeliverable cheques with their envelopes and supporting documentation)

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A            SA            FD

90700 PRODUCT DEVELOPMENT – GENERAL

Records relating generally to the development and management of gaming and marketing products not shown elsewhere in this primary block.

Record types include correspondence, forms, reports, and other types of records as indicated under relevant secondaries.

For Gaming Policy and Enforcement Branch (GPEB) certifications, see primary 90510.

For spreadsheets that track GPEB certification approvals, see secondary 90000-14.

Unless otherwise specified below, the BCLC OPR (Casino and CGC Division and Lottery Gaming Division) will retain these records for:

CY+1y nil      DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for:

SO            nil            DE

-00	Policy and procedures	- OPR	<u>SO</u>	nil	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-10	Lottery Division Townhall meetings files (covers regular all-staff meetings)		SO	nil	FR

OPR = Lottery Division

NOTE: The quarterly Town Hall meetings review the performance of the Lottery Division, and preview upcoming product initiatives for territory managers and other lottery staff.

FR = The government archives will fully retain Lottery Division Townhall meetings files because they include detailed summaries of new games and marketing and promotions campaigns, including relevant audiovisual materials.

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A            SA            FD

**90710 PRODUCT DEVELOPMENT – CREATIVE DESIGN**

Records relating to the development, management, and tracking of requests for creative designs needed for gaming and marketing products. Requests are primarily for designs for games, advertisements, PowerPoint presentations, and associated graphic designs, animations, videos, and photographs.

Staff throughout BCLC request creative support services for their gaming and marketing concepts using an online form available on the Creative Services Request Management System (RMS). Products are then developed in-house by the department responsible for creative service, by a contracted outside agency, or by a combination of the two. The final versions of products are forwarded to and maintained by the requestors, who may also make further changes to them (especially in the case of PowerPoint presentations).

Most requests are assigned tracking numbers by RMS, and tracked until they are either completed in-house or assigned to an outside agency. The agency may thereafter work directly with the requestor, and this work is not tracked on RMS.

Record types include correspondence, electronic data, graphic designs (also referred to as “game assets”), animations, audiovisual records, digital photographs, negatives, photographic prints, PowerPoint presentations, print and point of sale [POS] materials, web graphics, flash production files, project code, photoshop documents, character files, and related records.

For a description of Creative Services Request Management System (RMS), see the Information Systems Overview (ISO) Section (Simple Systems List).

For audio-visual/graphics management, see ARCS primary 306.

For tracking spreadsheets, see secondary 90000-14.

Unless otherwise specified below, the BCLC OPR (Marketing Services) will retain these records for:

CY+1y    nil    DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for:

SO            nil            DE

-00	Policy and procedures	- OPR	<u>SO</u>	nil	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				

(continued on next page)

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A            SA            FD

90710 PRODUCT DEVELOPMENT – CREATIVE DESIGN (continued)

-03 Creative design product request services data (electronic data on the Creative Services Request Management System [RMS])            SO            nil            DE

SO = when relevant product files have been destroyed and when no longer needed for reference purposes

NOTE: RMS is used to reference, track, and report on Creative Services work. For additional information, see the ISO Section (Simple Systems List).

-20 Creative design product final versions – routine (arrange by request number)            SO            2y            DE

SO = when product is completed and forwarded to requestor

NOTE: Routine products are defined as those that are not needed for long-term reference by Creative Services.

VR -25 Creative design product final versions – significant (arrange by request number) (covers documentation relating to game core assets [i.e., game master files], precedent-setting products, master video files, production files, and other significant requests and products)            SO            10y            DE

SO = when product is completed and forwarded to requestor, or if it is a game, when the game is no longer in use

10y = allows time for products to be referenced, adapted and reused

DE = Final versions of significant creative design products can be destroyed because final images are sent to the requesting department, which is responsible for filing the main copy of each image under the appropriate classification. These records are maintained for reference and reuse in subsequent creative projects. Any copies that are used for new projects are retained in the appropriate files.

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A            SA            FD

90710 PRODUCT DEVELOPMENT – CREATIVE DESIGN (continued)

VR = Final versions of creative design products comprise a valuable corporate asset, the loss of which would damage the viability of gaming products. If the production version of a game is corrupted or needs updating, the game master file covered by this secondary is required. (The relevant vendor could supply new master files at considerable expense, but these will not match the final production version that BCLC developed.)

-30	Creative design product development files (arrange by request number)	SO	nil	DE
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SO = when product is completed and forwarded to requestor, the Creative Services copy of the product has been filed under the appropriate secondary, and when no longer needed for reference purposes

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A            SA            FD

### 90720 PRODUCT DEVELOPMENT – GAMES

Records relating to the development and management of gaming products.

There are various types of games, as follows:

- bingo games, played at community gaming centres (CGCs) and bingo halls
- lottery games that involve buying tickets from retailers, including
  - lotto brand “online” games (e.g., BC/49, Lotto 6/49, Lotto Max, Extra)
  - social brand or hospitality network games (e.g., Keno, Pacific Hold'em Poker, Sports Action, SportsFunder)
  - instant brand “offline” or “traditional” games (e.g., Scratch and Win, SportsFunder Pull tabs)
  - a variety of regional, national, and one-off games, including special event games
- off-track betting, played at CGCs
- slot machine games, played at casinos and CGCs
- table games played at casinos, including poker tournaments
- web-based gaming (eGaming), which is available via BCLC's PlayNow.com web site and in CGCs, and provides a variety of types of games, some identical or similar to the others described here but others different (e.g., interactive licensed brand games such as Battleship and Boggle)

Approximately 75-90 games are launched each year, mainly instant brand lottery games. Gaming and marketing products begin as concepts developed by various departments, and if these are approved to go forward, they enter the development phase, during which the creative design work may be contracted out. The game is not launched until:

- the game is complete and final (including final documentation of game specifications, game conditions, graphics, and any other documentation required for that type of game)
- the game is approved by management, Responsible Gaming, and the BC Government's Gaming Policy Enforcement Branch (GPEB)
- tickets (if the game involves these) have been produced by the contracted ticket printing company
- gaming systems have been loaded and updated as appropriate
- marketing and promotion plans and distribution schedules have been developed and distributed.

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A            SA            FD

90720 PRODUCT DEVELOPMENT – GAMES (continued)

Some lottery games are developed and managed in conjunction with the InterProvincial Lottery Corporation (ILC). These may proceed according to the above process, if BCLC takes the lead (e.g. Millionaire Life). However, lottery games that are developed by another jurisdiction involve mainly a review, feedback, and approval role for BCLC staff. This is reflected in the game case files.

Game conditions and instructions on how to play are routinely made available on PlayNow.com and BCLC.com.

OPR: Most games are developed by relevant departments within the Lottery Gaming Division and the Casino and Community Gaming Division. Web-based games are developed by eBusiness within the Corporate Affairs Division.

Record types include correspondence, reports, web sites, and other types of records as indicated under relevant secondaries.

For a description of BCLC Extranet Web Site, see the the Information System Overview (ISO) Section.

For a description of BCLC.com Web Site, see the ISO Section.

For a description of the PlayNow System, see the ISO Section.

For GPEB certification of games, see secondary 90510-03.

For marketing and promotion of games, see primary 90730.

For merchandise prize inventory tracking, see secondary 90450-02.

For research documentation, see primary 90300.

For responsible gaming initiatives, see primary 90800.

Unless otherwise specified below, the BCLC OPR (departments responsible for developing games) will retain these records for:

CY+1y    nil    DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for:

SO            nil            DE

-00	Policy and procedures	- OPR	SO	nil	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-02	Game conditions		SO	nil	FR

OPR = Legal Department

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A            SA            FD

90720 PRODUCT DEVELOPMENT – GAMES (continued)

SO = when conditions are updated or game is discontinued

FR = The government archives will fully retain game conditions because they comprise an essential part of the legal and policy framework within which games are managed.

-05 Log of ticket expiry dates and processes (published on BCLC.com and in Luck Magazine)            SO            nil            DE

-10 Ticket sample albums (arrange chronologically) (covers sample tickets for all games printed since 1983, showing front and back of each)            SO            nil            DE

SO = until lottery tickets are no longer sold by the corporation

NOTE: Ensure that samples of each ticket are also placed on the relevant game case file (2 packs).

-15 Web-based game tutorials and demonstrations (audiovisual materials)            SO            nil            FR

SO = when game is removed from the PlayNow System, and a copy is forwarded to Records Management

FR = The government archives will fully retain web-based game tutorials and demonstrations because they provide the best documentation available of the gaming experience for players of BCLC web-based games.

VR -20 Game case files (includes game specifications and other documentation appropriate to the type of game [see below for details]) (arrange by type of game, then by name or number assigned to the game) (covers documentation relating to game concepts, game development, and game production) (electronic and paper files, digital games stored on CD)            SO            10y            DE

(continued on next page)

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A            SA            FD

### 90720 PRODUCT DEVELOPMENT – GAMES (continued)

SO = when game concept/product has been abandoned or significantly updated, and when no longer needed for historical reference purposes (potentially, as long as BCLC continues to operate)

10y = allows time for the significant corporate resources invested in game product documentation to be referenced, adapted, and reused, and is consistent with the length of time that significant creative design products are retained

DE = Game case files can be destroyed because games are adequately documented elsewhere in records that will be fully retained (Board records, BCLC publications, game conditions, policy documentation, web-based game tutorials and demonstrations, and in presentations made to Townhall meetings).

FOI: These files contain proprietary information and sensitive prize structure information.

VR = Game case files are vital for the continuing viability of the games they relate to. The financial loss to the corporation if these files were destroyed, based on the number and value of the games under development and in use at any given time, would be considerable.

NOTE: Depending on the type of game, game case files may contain only a few documents (game specifications) or many documents (see list below). For administrative convenience, game case files can be subdivided into game concept files, game development files, and official game case files; this is especially appropriate for lottery games.

Game concept sub-files may contain:

- migration path diagrams
- process checklists
- product launch process maps
- project documentation
- stage gate information
- test plan documents

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A            SA            FD

### 90720 PRODUCT DEVELOPMENT – GAMES (continued)

Game development sub-files may contain:

- brand plans
- briefs (including communications and game briefs)
- budget documentation
- business cases
- checklists and/or process maps used to track work
- copies of legal documents (game licensing contracts and game conditions, trademark search results)
- Corporate Social Responsibility (CSR) approvals (Responsible Gaming approvals)
- correspondence
- distribution lists and feedback notes
- drafts
- game specifications and instructions
- graphic designs/artwork (game assets)
- information sheets
- minutes
- new game concept forms
- opportunity assessments (evaluation of the opportunity presented by a new game)
- presentation notes (for Town Hall presentations)
- prize structures (detailing odds of winning and payout percentage)
- product plans (proposed plan for future games)
- promotion and advertising documentation (copies – see secondary -40 for main file)
- schedules (including launch schedules)
- working materials

Official game sub-files may contain:

- copies of GPEB certification/approval documents
- copies of licensing contracts
- final signed communications briefs (marketing proposals signed by management)
- copy of final signed game conditions
- final signed graphic designs/artwork
- incentives for retailers
- instructional text for e-games
- post analysis checklists and documentation
- ticket samples for each game launched

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A            SA            FD

### 90730 PRODUCT DEVELOPMENT – MARKETING AND PROMOTIONS

Records relating to marketing and promotions activities undertaken by BCLC to encourage gaming and responsible gaming in the province, cultivate a strong customer base, identify potential new markets, prospect for new retailers, and build and maintain a corporate “brand” identity.

Marketing products are used to encourage potential customers to buy and use BCLC gaming products. Commonly referred to as “promotions”, these include direct marketing campaigns, contests, cash offers, and other advertising campaigns.

Marketing and promotion activities include managing the day to day operations of instant games and developing and managing programs to market and promote them.

There are several types of marketing communications:

- direct mail to PlayNow registrants and BC Gold club members (both email and paper-based mail)
- out of home advertising (signs on buses and bus shelters, rink boards, billboards, and on web sites)
- point of sale (POS) advertising in retailer outlets and bingo, casino, and community gaming centre (CGC) gaming facilities
- print advertising (in newspapers and other periodicals, both paper and online)
- radio advertising (mainly taking the form of sponsoring newscasts)
- television advertising
- web-based advertising on BCLC.com and PlayNow

OPR: Most marketing and promotions products are developed by Lottery Marketing, Casino and CGC Marketing, and Corporate Marketing. Web-based gaming marketing and promotions are developed by the eGaming Systems Group within the Information Technology Division.

Record types include correspondence, forms, reports, and other types of records as indicated under relevant secondaries.

For a description of CoolSigns, see the Information System Overview (ISO) Section (Simple Systems List).

For BCLC publications, see secondary 90050-20.

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A            SA            FD

90730 PRODUCT DEVELOPMENT – MARKETING AND PROMOTIONS  
(continued)

For corporate brand files and game logo development files, see ARCS secondary 345-35.

For descriptions of websites with marketing and promotions pages, see the ISO Section.

For final strategic marketing plans, see ARCS secondary 400-10.

For gaming and marketing product development, see primaries 90710 and 90720.

For lottery sales team lead meetings, see ARCS secondary 102-20.

For marketing guidelines, see primary 90520.

For promotions and other marketing product files, see primary 90730.

For publication development files, see ARCS secondary 312-20.

For routine and ad-hoc reports from operational systems (including sales reports), see secondary 90000-12.

Unless otherwise specified below, the BCLC OPR (departments responsible for marketing and promotions) will retain these records for:    CY+1y    nil    DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for:            SO            nil            DE

-00	Policy and procedures	- OPR	SO	nil	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>

-01    General

-02	BC Gold Players Club program file (covers mailing information, membership data, promotional materials, training documents)		SO+1y	nil	DE
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FOI:    files may contain some personal information about players

-03	Chances Community Gaming Web Site		SO	nil	DE
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SO =    when the web site is altered, updated, redesigned, or closed

NOTE: This web site provides public information about community gaming facilities and services, including pages about gaming service providers that they manage themselves. For more information see the ISO Section (Simple Systems List).

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A            SA            FD

90730 PRODUCT DEVELOPMENT – MARKETING AND PROMOTIONS

(continued)

OPR = Casino Marketing

SO = when no longer useful for marketing purposes

-30	Promotions and other marketing product case files (arrange by type and/or name of promotion or marketing product)	SO	nil	DE
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SO = when the promotional campaign or product is completed or no longer in use, and when no longer needed for reference purposes

DE = Promotions and marketing product case files can be destroyed because they are adequately documented in records that will be fully retained (Board records, BCLC publications, marketing product procedures checklists and other policy documentation, and presentations made to Townhall meetings).

FOI: Some case files contain survey results known as research intercepts. While most of these surveys are conducted by vendors and the documents received by BCLC do not contain any personal information, some of these files may contain some personal information.

NOTE: There are three main types of promotions for casino and CGC marketing projects:

- campaigns to attract new players
- direct mail promotions for BC Gold members
- player loyalty promotions for BC Gold members

Promotion and other marketing product files may contain the following types of documents:

- activation forms
- advertising copy (for print, radio, television, and the internet) and associated scripts, call sheets, storyboards, and talent documentation
- approval documents (sign-off documents): these are a necessary part of every file

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A            SA            FD

90730 PRODUCT DEVELOPMENT – MARKETING AND PROMOTIONS

(continued)

- brand promotion records
- “Coming Soon” flyers
- contest conditions and procedures
- correspondence
- creative designs
- reports from vendors that executed promotions
- information sheets for retailers
- information technology specifications
- internal summary and recommendations
- key messaging
- game development documentation (copies)
- marketing briefs/proposals, including agency briefs
- minutes
- news releases
- operation promotion strategy documents
- planograms
- plans for media, merchandizing, and retailer training
- point of sale [POS] advertising
- post-analysis evaluations
- question and answer sheets
- sales reports
- shipment lists
- surveys (known as research intercepts)
- wardrobe documentation
- web pages
- other working materials

-40	Strategic marketing plans and programs (arrange by title) (covers distribution management plans, special initiatives such as the Asian Relations initiative, and marketing projects relating to ongoing programs such as BC Gold Players Club and Responsible Gaming [GameSense])	SO+2y	nil	DE
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SO = when marketing plan or program is completed, concluded, or abandoned

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A            SA            FD

### 90800 RESPONSIBLE GAMING INITIATIVES

Records relating to initiatives and programs that encourage gaming in a responsible manner. These programs are informed by international best practices, current responsible/problem gambling research, and the British Columbia Partnership for Responsible Gambling. Partners include BCLC, the BC Government's Gaming Policy Enforcement Branch (GPEB), gaming service providers, and local governments.

GameSense is the title used for BCLC's main public program to promote responsible gaming. GameSense goals include

- increasing player knowledge of safe gambling practices, gambling risks and problems
- removing negative stigma of accessing responsible gambling information
- training gaming industry staff to encourage responsible gambling and respond appropriately to problem gambling

GameSense Information Centres have been located in all casinos and many of the community gaming centres (CGCs). These are identified with distinctive signage and provide learning resources in the form of pamphlets, self-serve interactive terminals (known as ReGie), and GameSense Advisors (GSAs); the GSAs are located only in casinos, not in CGCs.

GPEB contracts the GSAs but they are managed by BCLC. GSAs record data on their interactions with casino customers in the GSA Interaction Database.

Community engagement programs are part of the responsible gaming strategy (although managed separately), aimed at stimulating discussion about BCLC's role in communities. These currently take the form of a series of BCLC-hosted meetings with community leaders to discuss the contributions and impacts of gaming in their communities. Meetings can be initiated by community leaders or by BCLC.

Record types include correspondence, forms, reports, statistics, agendas, minutes, and other types of records as indicated under relevant secondaries.

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A            SA            FD

90800 RESPONSIBLE GAMING INITIATIVES (continued)

SO = when all relevant reports have been completed and published or forwarded to Corporate Research, and when no longer needed for statistical purposes or for reference and planning

FOI: This data includes demographic information but does not include any personal information.

-15	Public service messages (includes electronic messages) (covers information placed on ReGie terminals, CoolSigns, and web pages) (covers messages aimed at educating players and the general public about responsible gaming practices)	SO	nil	DE
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SO = when message is posted or published

-16	Responsible gaming messaging non-compliance reports (includes spreadsheets)	FY+2y	5y	DE
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NOTE: These spreadsheets track instances of gaming service providers' non-compliance with the requirement to use responsible gaming messaging on advertising and promotional marketing materials. They document the date of notification by GPEB, date of advertising, advertising medium, brand/gaming service provider, issue, and resolution. The spreadsheet is submitted biweekly to GPEB.

-20	Responsible gambling assessments of games and promotions (arranged by name of game or promotion) (includes correspondence, planograms, working materials, and final assessment reports) (covers corporate social responsibility [CSR] assessments, lottery compliance support planograms, and related documentation)	SO	nil	DE
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SO = when final assessment report has been forwarded to the game or marketing product developer, and when no longer needed for reference purposes

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A            SA            FD

90800 RESPONSIBLE GAMING INITIATIVES (continued)

NOTE: The final assessment reports are filed by the game or marketing product developer on the relevant gaming product development file.

-30	Responsible gaming program files (includes briefing books, brochures, communication plans, correspondence, copies of training materials, draft reports, FAQs, minutes, presentation notes, project planning documents, program evaluations, and posters) (arrange by program name)	SO+2y	nil	DE
-----	--	-------	-----	----

NOTE: Responsible gaming programs include:

- Community Engagement program (OPR is Public Affairs and Marketing Communications)
- Game Sense Information Centres (GSIC) program
- Voluntary Self-Exclusion (VSE) program (covers documentation of the VSE program and the related "ineligible win" regulation)

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A = Active  
SA = Semi-active  
FD = Final Disposition  
FOI = Freedom of Information/Privacy  
PIB = Personal Information Bank  
OPR = Office of Primary Responsibility

CY = Calendar Year  
FY = Fiscal Year  
NA = Not Applicable  
w = week m = month  
y = year

SO = Superseded or Obsolete  
DE = Destruction  
SR = Selective Retention  
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A            SA            FD

### 90850 SECURITY INVESTIGATIONS AND AUDITS

Records relating to audits, security investigations, and compliance reviews conducted by BCLC both within the corporation and upon gaming service providers, to ensure that all gaming business in the province is conducted in accordance with relevant legislation and regulations, as well as with policies, standards, and directives that are developed by BCLC and BC Government's Gaming Policy Enforcement Branch (GPEB).

Completed audit reports are routinely forwarded to GPEB and the gaming service provider.

All casinos and community gaming centres (CGCs) employ service provider security staff known as Gaming Security Officers (GSOs). These are not BCLC staff.

Record types include correspondence, forms, reports, and other types of records as indicated under relevant secondaries.

For a description of Bingo Game Management System (BING), see the Information System Overview (ISO) Section.

For a description of CCGIS Casino and Community Gaming Incident and Risk Management System, see the ISO Section.

For a description of Customer Relationship Management Subsystem Corporate Incidents Component (CRMS-INCI), see the ISO Section.

For a description of Incident Management System (IMS), see the ISO Section (Simple Systems List).

For a description of Online Lottery Gaming (OLG) System, see the ISO Section.

For a description of Operational Gaming Audit Management System (OGAMS), see the ISO Section.

For a description of SIR, see the ISO Section (Simple Systems List).

For Appropriate Response Training (ART) packages, see secondary 90800-02.

For audits conducted by contracted external auditors, see the *ARCS Supplement* (under development).

For audits conducted by government, and BCLC responses to them, see *ARCS* secondary 975-05.

For BC Gold club information, see primary 90600.

For corporate incident reports that are sent to executive, see *ARCS* primary 280..

(continued on next page)

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A            SA            FD

90850 SECURITY INVESTIGATIONS AND AUDITS (continued)

OPR = Lottery Security

SO = when all issues relating to relevant tickets are resolved and when no longer needed for reference purposes

-20	Gaming service provider audits and compliance reviews (arrange by type of audit, then by name or number of gaming service provider or facility, and then by year) (includes audit and compliance reports, supporting documentation [e.g., correspondence, gaming service provider logs, system reports, plans, variances], reference material, and working notes) (covers paper records, electronic records, and electronic data on the OGAMS System)	FY+1y	6y	DE
-----	---	-------	----	----

FOI: These records contain some personal information and sensitive business information.

NOTE: Types of audits and the departments that conduct them are as follows:

- Appropriate Response Training (ART) audit/compliance reviews: Responsible Gaming Department audits to ensure compliance of gaming service providers with staff training requirements
- BC Gold random bonus checking: Casino Operations conducts these random checks of bonus draws conducted by gaming service providers to ensure they are following the rules
- gaming audits of all types of gaming service providers: this is the main audit record series, which covers Operations Gaming Audit Department diverse and in-depth audits of gaming service providers to assess their level of compliance and investigate complaints when required
- gaming facility opening and closing audits: Operations Gaming Audit conducts these; records include fire alarm inspection certificates, master slot lists, and system inspection notes
- lottery ticket validation audits: conducted by Player Services Dept on tickets purchased/validated at casinos

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A            SA            FD

90850 SECURITY INVESTIGATIONS AND AUDITS (continued)

- lottery game draw audit records: Lottery Finance audits of winning number draw reports and draw exception reports generated by the OLG System
- poker tournament audits (pre-2009): Operations Gaming Audits used to conduct these but they are now monitored by Casino Operations
- Slot machine audits: Operations Gaming Audit Department audits to verify that BCLC-mandated options and settings (including payout percentages) have been applied

NOTE: These are hybrid files, that is, any one file may exist partly in electronic form (as data on a system and/or as electronic documents on a file share) and partly on paper.

Ensure that all components of these hybrid files are arranged in the same order, and can easily be referenced together. For administrative convenience, final reports may be placed in separate folders from the working materials.

PIB	-30	Security incident and investigation case files (includes reports, exhibits, and working materials) (arrange by year and then by registration number) (covers tracking and investigation of security incidents reported by or relating to players, gaming service provider staff, and BCLC staff) (electronic data on CCGIS, CRMS-INCI, SIR, and IMS, as well as electronic records and paper files)	SO+1y	6y	DE
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SO = when the report and any related investigation are completed

NOTE: The main files are maintained on the CRMS Subsystem CIC (corporate and lottery investigations) and on CCGIS (gaming facility investigations). Corporate and lottery investigations initiated prior to February 2010 are maintained on IMS.

(continued on next page)

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A            SA            FD

### 90850 SECURITY INVESTIGATIONS AND AUDITS (continued)

Investigative documentation and exhibits are retained in hardcopy and are also scanned or otherwise entered into the system. They include:

- correspondence
- copies of customer service work orders
- game play records (from BING and CasinoLink)
- investigators' notebooks
- medical documents
- occurrence reports from gaming service providers
- official statement documentation
- photographs
- video recordings, including closed circuit television (CCTV) recordings

Investigative reports are maintained online with the relevant case files. These are commonly referred to as site summaries and site issue summaries.

NOTE: "Live" tickets with issues are sent by retailers to Lottery Security for investigation. After the investigation concludes, they are forwarded to Player Services and processed as winning tickets or classified under secondary 90120-45 as tickets claimed but not paid case files.

NOTE: Three types of reports are routinely generated from these files for relevant government agencies in order to comply with relevant legislation. BCLC retains copies of these reports under this secondary.

The legal requirements for these reports are as follows:

- GPEB Section 86 reports: The *Gaming Control Act* (SBC 2002, c. 14, s. 86.1) specifies that the GPEB general manager can at any time request of BCLC "any information, records or things that the general manager considers relevant to an investigation or investigative audit under this Act". Section 86.2 states that BCLC must notify the general manager immediately of any conduct, activity or incident in relation to "a lottery scheme or horse racing". that constitutes an offence under the *Act* or the federal *Criminal Code* (RSC 1985, c. C-46). In practice,

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A            SA            FD

90850 SECURITY INVESTIGATIONS AND AUDITS (continued)

Section 86 reports are sent to GPEB to inform them of alleged fraud or ticket thefts, break and enters, robberies, any forgeries, any illegal gaming activities, and related matters.

- Proceeds of crime reports are made to the police in compliance with the *Criminal Code* (RSC 1985, c. C-46, s. 462.3-462.5), which states that no person may knowingly use, possess or transfer the proceeds of crime. Therefore, if any BCLC investigations discover evidence relating to possible proceeds of crime, BCLC reports it to the police.
- FINTRAC reports include reports of all suspicious financial transactions made at casinos (mainly involving large cash transactions). BCLC enters these directly into the Financial Transactions Report Analysis Centre of Canada (FINTRAC) database in compliance with the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* (SC 2000, c. 17). FINTRAC receives, analyses, assesses and discloses financial intelligence on suspected money-laundering, terrorist financing and threats to the security of Canada.

PIB	-35	Security incidents and investigations – supporting data relating to persons (electronic data on CRMS-INCI, SIR, and IMS)	SO	nil	DE
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SO = when all incident and investigation case files relating to the person (covered by secondary -30) have become inactive

FOI: This secondary covers supporting files relating to individuals. These are linked to the relevant incident case files and are integral to them. They document complainants, prize winners, gaming service providers (including progressive discipline documentation about retailers), players, participants in the Voluntary Self Exclusion program, and other individuals barred from gaming facilities.

(continued on next page)

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A            SA            FD

90850 SECURITY INVESTIGATIONS AND AUDITS (continued)

Documentation includes criminal records checks, financial records, medical documents, photographs, videos and investigators' research notes.

Particulars noted include nationality, date of birth, height, weight, address, drivers license, vehicle information, occupation, and activity in the casino. Where relevant, this information is shared with GPEB and law enforcement agencies.

-40    Gaming security investigators' and auditors' notebooks                      SO+1y    6y    DE  
          (arrange by investigator's name and then by date)

OPR = Operations Gaming Audit Department

SO = when notebook is filled

FOI: Investigators' notebooks contain sensitive and personal information.

NOTE: Investigators and auditors maintain notebooks that document their investigative work. Because these are organized by date rather than by case, it is not possible to file these with the relevant investigations. However, copies of relevant pages are scanned and added to the appropriate case file, when deemed appropriate by the investigator or auditor.

DE = Case files covered by this primary can all be destroyed because major issues are reported to the Board and the Executive Committee (see primary 90500) and where appropriate result in new policy documentation (see primary 90520).

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A            SA            FD

**90900 SPONSORSHIPS AND EVENTS**

Records relating to planning sponsorship projects and corporate events through all stages from creative concept to post-event evaluation, in compliance with sponsorship strategy guidelines, corporate brand positioning, and responsible gambling messaging. Sponsorships are usually event-oriented (e.g., 2010 Olympic and Paralympic Winter Games, Vancouver Symphony of Fire) and may be one-time or recurring. They usually involve working with local governments and community organizations, including non-profit organizations.

This primary also covers records of programs to actively engage BCLC staff, retailers, and gaming service providers in sponsorship projects and corporate events, such as the BC Casinos Charity Golf Tournament.

Record types include correspondence, forms, planning schedules, reports, copies of financial records, and other types of records as indicated under relevant secondaries.

For final internal strategic and business plans, see ARCS secondary 400-10.

For final reports of significant events and sponsorships, see secondary 90000-05 or 90500-40.

For original financial records, including contracts and invoices, see appropriate ARCS primary.

Unless otherwise specified below, the BCLC OPR (Creative Services) will retain these records for:

CY+1y    nil    DE

Except where non-OPR retention periods are identified below, all other offices will retain these records for:

SO            nil            DE

-00	Policy and procedures	- OPR	SO	nil	FR
		- <u>non-OPR</u>	<u>SO</u>	<u>nil</u>	<u>DE</u>
-01	General				
-02	Sponsorships and events tracking spreadsheet (covers information about dates, events, regions, costs, objectives [corporate sponsorships, product sponsorships, or employee community engagement], and details)		CY	nil	FR

(continued on next page)

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A            SA            FD

90900 SPONSORSHIPS AND EVENTS (continued)

FR = One cumulative sponsorships and events tracking spreadsheet will be retained each calendar year for the government archives because it provides a high-level summary listing of all BCLC sponsorships and events over time.

Each January, send a copy of the spreadsheet to Records Management.

-20	Sponsorship and event planning case files (arrange by name of project) (covers annual and special events such as the BC Casinos Charity Golf Tournament, Kamloops Music in the Park, Vancouver Symphony of Fire, the Port Alberni Hockey Challenge, and the 2010 Olympic and Paralympic Winter Games, as well as sponsorship of civic and government functions [i.e., conferences that the Public Affairs team sponsors as part of their municipal affairs efforts])	SO	2y	DE
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SO = when event is completed or cancelled, and when no longer needed for reference purposes

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### INFORMATION SYSTEM OVERVIEW SECTION

#### TABLE OF CONTENTS

<b>ISO TITLE</b>	<b>ACRONYMS</b>	<b>ISOS TITLE</b>	<b>PAGE</b>
Simple Systems List		This describes those smaller, simpler systems that do not require ISOs, and also some administrative systems	pp.3-13
BCLC Data Warehouse	DW		p.14
BCLC Extranet Web Site	Extranet		p. 15
BCLC.com Web Site	BCLC.com		p.17
Bingo Game Management System	BING		p.19
Casino and Community Gaming Incident System	CCGIS		p. 20
Casino Management System	CMS		p.21
CasinoLink Slot Machine Game Management System	CasinoLink		p.23
CONNECT BCLC Service Delivery System	CONNECT/		pp.25-50
	AR	Accounts Receivable	p.27
	CR	Application Code Repository	p.29
	OP-BG	Bulk Generation of Orders	p.30
	PP	Cheque Processing for Prize Payout	p.31
	DR	Draw Reporting	p.32
	GLI	General Ledger Interface	p.33
	AC	Instant Ticket Prize Liability Tracking	p.34
	OP-INV	Inventory of Lottery and Pull-tabs	p.35
	IN	Lottery Retailer Bonus and Incentive Payments	p.36
	MF	Lottery Retailer Master File (Masterfile)	p.37
	TS-OP	Lottery Retailer Order Entry	p.38
	OP	Lottery Retailer Order Processing	p.39
	HL	Lottery Retailer Sales Data Adjustment (Hotline)	p.40
	RR	Lottery Retailer Sales Reporting	p.41
	RTA	Lottery Retailer Training	p.42

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	OP-Series	Lottery Ticket and Pull-tab Number Tracking	Series	p.43
	MS	Mail Subscription		p.44
	MAP	Mapping Database		p.46
	PA	Product Adjustment		p.47
	OP-PROD	Product Maintenance for Instant Paper-Based Games		p.48
	RT	Returns		p.49
	OP-SP	Support Product Distribution		p.50
Customer Relationship Management System	CRMS			p.51
	/CSS	Consumer Services System		p.52
	/INCI	Incident Management Subsystem		p.54
Online Lottery Gaming System	OLG			p.56
Operational Gaming Audit Management System	OGAMS			p.59
PlayNow System (Web Site and Databases)	PlayNow			p.60
	/CAS	PlayNow Casino Gaming Platform		p.61
	/EVI	PlayNow Gaming Evidence Database		p.63
	/AUD	PlayNow Gaming Information Audit Subsystem		p.64
	/GAM	PlayNow Gaming Platform		p.65
	/PlayNow.com	PlayNow.com Web Site		p.67
Progressive Bingo Game System	PROG			p.69
YAK (Your Access to Knowledge) Intranet Web Site	YAK			p.71

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### **COMMON NOTES FOR ALL SYSTEMS**

#### **CLASSIFICATION OF ELECTRONIC SYSTEMS**

None of BCLC's electronic systems are classified in the *ORCS*. The electronic records maintained on these systems, and the inputs to and outputs from them, are listed under the appropriate ISO or in the Simple Systems List.

#### **SYSTEM SCHEDULING AND DISPOSITION**

All systems will be destroyed when all data has been migrated to a new system performing the same function, or when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere.

#### **OTHER RELATED RECORDS**

- For transitory data processing records, see Special Schedule 102902.
- For computer system backup records, see ARCS secondary 6820-05.
- For administrative records, see *ARCS* section 6 and other relevant primaries.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### SIMPLE SYSTEMS LIST

This inventory provides a comprehensive listing of all operational systems currently in use at BCLC, and also provides some information concerning systems used in the past, where relevant to understanding current systems and records.

#### RETENTION SCHEDULES

The data on the systems is classified under appropriate secondaries in the *ORCS* and in *Administrative Records Classification System (ARCS)*. The systems themselves are all scheduled as follows:

Active	SO =	The system becomes superseded and obsolete when all data on the system has been migrated to another system or documented elsewhere, or when the retention schedules for all the data have expired; see relevant classifications.
Semi-Active	nil =	There is no semi-active retention period assigned to systems.
Final Disposition	DE =	All electronic systems and web sites covered by this <i>ORCS</i> will be destroyed when no longer needed. For more information, see DE notes at the end of primaries 90000 and 90050.



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System Name	Office of Primary Responsibility	System Description and Classifications	Retention schedule for system data	Steward of the System
BCLC Data Warehouse (DW)		See DW ISO for details.		
BCLC Extranet Web Site		See Extranet ISO for details		
BCLC.com		See BCLC.com ISO for details		
Bingo – CGC Invoicing System	Community Gaming Finance	<p>The data on the system is classified as :</p> <p>90350-03 Gaming revenue data collection and reconciliation records</p> <p>Outputs from the system are scheduled under <i>ARCS</i>.</p> <p>This system uses data relating to sales, inventory, player points, slots, and prizes in order to invoice community gaming centres and bingo halls. Data is exchanged with other BCLC systems as appropriate. Invoices are sent to the gaming service providers.</p>	FY+7y nil DE	Gaming Systems Group (GSG)
Bingo Game Management System (BING)		See BING ISO for details		
BPMS Bingo Paper Management System	BCLC Finance	<p>Data on the system is covered by:</p> <p>90100-03 Gaming systems data retained for audit purposes</p> <p>Outputs from the system are scheduled as:</p> <p>90000-03 BCLC Data Warehouse (DW) data</p> <p>90720-20 Game case files</p> <p>90350-03 Gaming revenue data collection and reconciliation records</p> <p>90450-02 Gaming supplies inventories and logs needed for audits</p> <p>BPMS is a sales, scheduling, inventory and financial system for paper bingo games, that runs in conjunction with BING. Data is entered by gaming service provider staff and is adjusted as appropriate by BCLC staff. Data is transferred to the Bingo – CGC Invoicing System daily.</p>	FY+7y nil DE	GSG
Casino and Community Gaming Incident System (CCGI)		See CCGI ISO for details		

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System Name	Office of Primary Responsibility	System Description and Classifications	Retention schedule for system data	Steward of the System
Casino Inventory System (CIS)	Casino Technology Services	The data on the system is classified as: <i>ARCS 700-20</i> Equipment and supplies history files <i>ARCS 705-20</i> Asset inventory records CIS is an inventory database used to track maintenance of casino equipment such as slot machines and gaming equipment, and among other things documents part numbers.	SO+1y 2y DE  SO+3y nil DE	Casino Technology Services
Casino Invoicing System (Cassie)	Gaming Finance only	Data on the system is classified as: 90350-03 Gaming revenue data collection and reconciliation records The purpose of Cassie is to generate paper and electronic invoices for submission to casino gaming service providers on a regular basis. It also periodically generates journal entries and automatically submits them to the IFS General Ledger sub-system. Cassie draws information from other casino systems.	FY+7y nil DE	GSG
Casino Management System (CMS)		See CMS ISO for details		
CasinoLink Slot Machine Game Mgt System		See CasinoLink ISO for details		
Chances Community Gaming Web Site	CGC Marketing	The web site is classified as: 90730-03 Chances Community Gaming Web Site Inputs to the web site include records owned by gaming service providers and BCLC records. The latter are classified as: 90720-20 Game case files 90730-30 Promotions and other marketing product case files This web site provides a place where the public can access information about community gaming facilities and services, and where gaming service providers can update information about their facilities and services. Information mainly relates to locations, facilities (including photographs), schedules, upcoming events, and games available. Links are provided to BCLC.com, PlayNow.com, and	SO nil DE	CGC Marketing

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System Name	Office of Primary Responsibility	System Description and Classifications	Retention schedule for system data	Steward of the System
		other gaming service provider web sites. The website address is <a href="http://www.chances.ca/">http://www.chances.ca/</a> .		
<b>CONNECT BCLC Service Delivery</b>		See CONNECT ISO for details		CSG
<b>Contract Management System</b>	Procurement	Data on the system is classified as: <i>ARCS</i> 525-50 Leases - not centrally managed This database is used for the storage and retrieval of all BCLC contracts. The system contains key contract information, contracts, tracking numbers, and contract expiry dates. Contracts are stored separately on a shared drive that has restricted access, but can be accessed via hyperlinks. Contract documents include: <ul style="list-style-type: none"> <li>• award letters resulting from a bid process</li> <li>• business case/policy exceptions</li> <li>• legal name change documentation</li> <li>• vendor insurance and WorkSafe BC documentation, if applicable</li> </ul> Inputs and Outputs: Information is manually input and ad-hoc reports are generated upon demand. Standard reports relate to upcoming expiry dates and action dates (for procurement contracts), contacts, vendors, types of contracts, legal reviews, divisions, departments, embedded derivatives. Legal Department holds all original agreements with gaming service providers (also known as bingo, casino, CGC, multi-casino, and racetrack operating service agreements or BOSAs, COSAs, and CGCOSAs, MCOSAs, and RCOSAs). Retailer Network Management holds all the Lottery Agreements.	SO 7y DE	Procurement
<b>CoolSigns</b>	Casino and CGC Marketing	Data on the system is classified as: 90730-04 CoolSigns messaging data Message boards placed in casinos to communicate to players for purposes of marketing (e.g., winners [pictures, names, amounts], entertainment and events, lunch specials) and responsible gaming programs.	SO nil DE	GCG
<b>CORE System</b>		This is a historical system mentioned for reference purposes. CORE was predecessor to CCGIS (see ISO), retired approximately 2007.		

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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System Name	Office of Primary Responsibility	System Description and Classifications	Retention schedule for system data	Steward of the System
		Minor incidents did not get entered into CORE but site GCMS keep the reports on file in paper form.		
Creative Services Request Management System (RMS)	Creative Services	<p>The data on the system is classified as follows: 90710-03 Creative design product request services data</p> <p>RMS is used to track Creative Services work orders (marketing services requests). BCLC employees can make requests on this system via the Creative Services Web Site. The web site is considered to be part of the system and is scheduled under ARCS secondary 340-30.</p> <p>The system assigns and tracks job numbers. The working files are organized and referenced according to these job numbers (see secondary 90710-30). Information is routinely exported to an excel spreadsheet for reporting purposes. Information is retained on the system for reference purposes.</p> <p>This proprietary web-based request tracking system is maintained on an externally hosted website since 2005.</p>	SO nil DE	Creative Services
Customer Relationship Management System (CRMS)		<p>See CRMS ISO for details.</p> <p>The subsystems for CRMS are: CSS Customer INCI Incident Management Subsystem</p> <p>Note: function formerly provided by Service Desk Express (SDE).</p>		
Eclipse	Program Management Office (PMO)	<p>Data on the system is scheduled as: ARCS 400-20 Ministry/agency planning and performance files</p> <p>Used to track and document approvals of corporate projects.</p> <p>Eclipse is the PMO's departmental "official" repository for project documentation – all documentation kept as part of the project is retained in Eclipse. SharePoint is only used during project delivery for collaboration amongst the project delivery team.</p> <p>Approval of PMO project charters is signed off in this system.</p>	SO 2y DE	PMO
EGD Electronic Gaming Device Tracking	Casino Tech Services	Used to track slot machines when they are added, moved, removed or reconfigured. All the records created by this system reside on CasinoLink.		CSG
GSA Game	Responsible	The data on the system is classified as	SO nil DE	Corporate

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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System Name	Office of Primary Responsibility	System Description and Classifications	Retention schedule for system data	Steward of the System
Sense Advisors Interaction Database	Gaming	<p>90800-06 GameSense advisory interaction data</p> <p>The reports from the system are classified as follows:</p> <p>90000-12 Routine and ad-hoc reports from operational systems</p> <p>90500-20 Board meeting packages</p> <p>90300-02 BCLC research and analysis reports</p> <p>The GSA database stores information about interaction that Game Sense Advisors (GSAs) have with the public at casinos and CGCs.</p> <p>This documentation can be viewed online, in printed reports, and also in summary reports that the Responsible Gaming department generates from the system. Reports are also made available on BCLC.com. Standard reports relate to demographics, reasons, actions taken, and notes, as well as excel exports that can be mined to answer ad-hoc questions.</p>		Systems
Incident Management System (IMS)		IMS was a predecessor system for CRMS-INCI and OGAMS and still contains semi-active records.		
Integrated Financial System (IFS)	Finance Division and Human Resources Division	IFS is an administrative system that supports payroll, accounts payable, procurement, and financial reporting. See <i>ARCS</i> and <i>ARCS Supplement</i> (under development).		CSG
Integrated Voucher System (IVS)	Gaming Systems	<p>The data on this system is classified as:</p> <p>90100-04 Gaming systems data with short-term value</p> <p>IVS enables slot machines to print tickets (vouchers) instead of dispensing money when a customer cashes out. These tickets can be used to play other slot machines, and can also be exchanged for cash.</p> <p>IVS exchanges information with CasinoLink. See CasinoLink ISO for further information.</p> <p>Predecessor system: TITO.</p>	SO nil DE	GCG
LMS Learning Management System	Talent Management	<p>Also known as learn@bclc.</p> <p>The data on the system is classified under appropriate secondaries in <i>ARCS</i>.</p> <p>This is a proprietary system managed by an external company that is used to track employee training.</p>		Talent Mgt
Lottery History	Corporate	Also known as CSI – Central System Investigations	FY+7y nil DE	CSG

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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System Name	Office of Primary Responsibility	System Description and Classifications	Retention schedule for system data	Steward of the System
Database (CSI)	Systems Group	The data on CSI is scheduled as follows: 90100-03 Gaming systems data retained for audit purposes  This database is used to manage data from the Online Lottery Gaming (OLG) System for financial, audit, and prize payout purposes. This data is not stored in the OLG. CONNECT is used to transfer the data.		
OLG Online Lot-tery Gaming System		See OLG ISO for details		
Operational Gaming Audit Management System (OGAM)		See OGAM ISO for details.		
Pedestrian Counter	Gaming Systems Group	The data on this system is classified as: 102902 Special Schedule for Transitory Electronic Data Processing (EDP) Records  The outputs from the system are classified as: 90000-03 BCLC Data Warehouse ( DW) data  This system counts the number of people entering and leaving casinos.	SO nil DE	GSG
Persons Database	Corporate Systems Group	Data on this system is classified as: 90000-06 Persons data on the Persons Database  This system is used to help maintain the integrity of data relating to persons that is maintained in a variety of BCLC systems.	SO nil DE	CSG
Player Profiles Database (PPD)	Lottery Marketing	The data on this system is classified as : 90300-30 Research working materials and data  Reports from the system are classified as : 90300-02 BCLC research and analysis reports  This database stores documentation gathered by a vendor, which combines demographic non-personal data to help BCLC market its products to players and potential players.	SO nil DE	Lottery Marketing

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System Name	Office of Primary Responsibility	System Description and Classifications	Retention schedule for system data	Steward of the System
PlayNow System (Web Site and Databases)		See PlayNow ISO for details		
Progress Bingo Game System (PROG)		See PROG ISO for details		
Random Number Generator (RNG)	Lottery Security	<p>The numbers generated by this application are classified as:</p> <p>102901 Special Schedule for Transitory records <i>(covers Lottery Security copies)</i></p> <p>90620-11 Winning number draw reports (official) <i>(covers lottery and bingo game records held by Player Services)</i></p> <p>This is a secure tested random number generator that conducts draws in an unbiased random fashion after the perimeters for the specific draws are entered into it.</p>	<p>SO nil DE</p> <p>SO nil DE</p>	Lottery Security
Retailer Trainee Tracking System (RTWAA)		See CONNECT Subsystem Lottery Retailer Training ISOS for details.		
Retailer Web Application for Online Training and Certification (RTWA)		See CONNECT Subsystem Lottery Retailer Training ISOS for details.		
Sign-on and live ticket messaging (SANMESS)	Customer Service	<p>Records on the system are classified as follows:</p> <p>90220-07 Sign-on and live ticket messaging (SANMESS) data</p> <p>SANMESS is used to generate messages to be displayed on OLG Altura terminals for lottery retailers and players to view and print.</p> <p>SANMESS news messages provide retailers with a daily printout of the jackpot amounts for 6/49 and LottoMax, instructions on stocking or removing outdated tickets, and listings of newly available tickets that retailers can order.</p>	SO nil DE	Integrated Technology Services

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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System Name	Office of Primary Responsibility	System Description and Classifications	Retention schedule for system data	Steward of the System
		SANMESS live ticket messages are printed at the bottom of each ticket purchased using OLG terminals (e.g., "This week's jackpot is estimated to be \$15 million", "Remember to sign the back of your ticket").		
SIR		SIR was the predecessor of IMS, which has now been superseded by CRMS-INCI and OGAMS. SIR contains inactive records.		
Sports Menus	Lottery Gaming	<p>Data on the system is classified as:</p> <p>102902 Special Schedule for Transitory Electronic Data Processing (EDP) Records</p> <p>Outputs from the system are classified as:</p> <p>90100-04 Gaming systems data with short-term value</p> <p>90000-12 Routine and ad-hoc reports from operational systems</p> <p>90620-10 Winning number draw data</p> <p>Sports Menus enables the creating of sports menus for OLG.</p> <p>Sporting event information is received from a vendor or entered by BCLC staff, and sent to OLG and CONNECT.</p>	SO nil DE	CSG
Sports Results	Lottery Gaming	<p>Data on the system is classified as:</p> <p>102902 Special Schedule for Transitory Electronic Data Processing (EDP) Records</p> <p>Outputs from the system are classified as:</p> <p>90350-03 Gaming revenue data collection and reconciliation records</p> <p>90100-04 Gaming systems data with short-term value</p> <p>90620-20 Lottery prize claim case files over \$1 million</p> <p>90620-30 Lottery prize claim case files under \$1 million</p> <p>90000-12 Routine and ad-hoc reports from operational systems</p> <p>90620-10 Winning number draw data</p> <p>Sports Results receives sporting event odds and results from external vendors, and transfers this</p>	SO nil DE	CSG



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System Name	Office of Primary Responsibility	System Description and Classifications	Retention schedule for system data	Steward of the System
		information to OLG and CONNECT.		
Sports Statistics and Scores Web Site	eGaming	Data on the web site is classified as: 102902 Special Schedule for Transitory Electronic Data Processing (EDP) Records  This site provides information to players about upcoming and recent sporting events (supplied by a vendor), arranged on spreadsheets according to type of sport and then by team and date. BCLC.com and PlayNow.com both provide links to this site.	SO nil DE	CSG
Total Graphics Extranet Web Site for developing Chances pages	CGC Marketing	Data on the web site is classified as: 90730-03 Chances Community Gaming Web Site  Inputs to this web site are classified as: ARCS 285-20 Forms management files 90730-30 Promotions and other marketing product case files  This site is accessed by authorized gaming service providers for the purposes of using templates and developing pages (i.e., marketing materials) that will appear on the Chances web site.	SO nil DE	CGC Marketing
Voucher Redemption Terminal (VRT)	Gaming Systems Group	Data on this system is classified as 90100-04 Gaming systems data with short-term value  Outputs from the system are classified as: 90000-12 Routine and ad-hoc reports from operational systems  This system manages ticket redemptions at casinos and CGCs. VRT transactions are recorded in CasinoLink (see CasinoLink ISO).  Predecessor system: TITO.	SO nil DE	GSG
YAK Your Access to Knowledge intranet web site		See ISOW for details.		

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Information Technology Division  
Corporate Systems Group – Enterprise Applications

#### SYSTEM TITLE

**BCLC Data Warehouse (DW)**

#### PURPOSE

The purpose of DW is to provide statistical and other summary reports based on data from BCLC's operational systems. The system is used mainly for sales analysis and reporting.

#### INFORMATION CONTENT

DW contains sales and sales-related information gathered from all areas of BCLC.

#### INPUTS, PROCESSES, AND OUTPUTS

DW gathers data daily from all BCLC operational systems to provide reporting tools that support business unit and corporate needs. The consolidated sales information is used to produce a wide variety of standard and ad-hoc reports distributed throughout the organization, as well as to government and gaming service providers. Standard reports relate to retailer sales, scratch and win prizes, business unit weekly sales, and fiscal finances. Some information is made available on BCLC's web sites.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90000-03	BCLC Data Warehouse (DW) data	SO 7y DE

##### Inputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems ( <i>i.e., data transferred on a regular basis from all operational systems</i> )	SO nil DE

##### Outputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A WEB SITE

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation (BCLC)  
Corporate Affairs Division  
eBusiness Department

Developing, maintaining and updating each web page on the site is the responsibility of staff in the relevant department.

#### WEB SITE TITLE AND URL

**BCLC Extranet Web Site (Extranet)**

#### PURPOSE

The purpose of Extranet is to share and supply information with third party vendors, gaming service providers for casinos and community gaming centres, the BCLC Board of Directors, and auditors. Extranet is also used to author and publish all of the documentation regarding PlayNow.

#### INFORMATION CONTENT

Extranet is organized into sections that can only be accessed by the appropriate authorized users.

Extranet contains the following types of information:

- bank exchange rate interactive online form from Bank of Canada
- BCLC policy for gaming service providers
- Board minutes
- business continuity planning
- eGaming project documentation
- information bulletins for gaming service providers
- marketing promotions and initiatives documentation
- PlayNow production system documentation
- PlayNow interactive game documentation
- reference material
- Responsible Gaming program graphics, bars, and standards manual
- voluntary self-exclusion notices (includes photographs and personal information)

#### WEB SITE FEATURES

Features of Extranet include:

- site is arranged in sections that can only be accessed by authorized users
- links are provided to other lottery corporations, casinos, and community gaming centres

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### CLASSIFICATION AND SCHEDULING

Records are maintained on the web site until they are superseded or obsolete. For retention and disposition schedules covering these records, see relevant secondaries, which are listed below.

#### Web Site

Secondary No.	Secondary Title	Retention Schedule
90050-04	Extranet Web Site	SO nil DE

#### Records on the web site:

Secondary No.	Secondary Title	Retention Schedule
90520-03	BCLC policy manuals for gaming service providers	SO+2y 5y SR
90500-20	Board meeting packages	SO 10y FR
ARCS 275-30	Business continuity plans	SO+1y 5y DE
ARCS 230-20	Cooperation and liaison files	CY+2y nil DE
90710-30	Creative design product development files	SO nil DE
ARCS 400-40	Cross-government and administrative project files ( <i>for non-IT project and planning records</i> )	SO 2y DE
90720-20	Game case files	SO 10y DE
90100-20	Game management case files	FY+2y 5y DE
ARCS 975-40	Internal audit and review files ( <i>for Deloitte audit records</i> )	SO+1y 6y DE
ARCS 6450-80	IT application/system documentation – final versions	SO 2y SR
ARCS 6450-20	IT projects	SO 2y DE
90200-08	Messages for gaming service providers (routine)	SO+1y nil DE
90730-30	Promotions and other marketing product case files	SO nil DE
90000-10	Reference material/topical files	SO nil DE
90850-07	Security bulletins for gaming service providers	CY+1y nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A WEB SITE

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation (BCLC)  
Corporate Affairs Division  
eBusiness Development

#### WEB SITE TITLE AND URL

**BCLC.com Web Site** <http://www.bclc.com/>

#### PURPOSE

The purpose of the web site is to provide information about BCLC and its products and services.

#### INFORMATION CONTENT

BCLC.com contains information about the following:

- BCLC corporate structure, mission, and history
- employment opportunities
- gaming facilities
- gaming services
- instructions on how to participate in gaming and how to claim winning tickets and prizes
- links to gaming service provider web sites, and other relevant sites
- responsible gaming initiatives

#### WEB SITE FEATURES

Features of BCLC.com include:

- BCLC Careers Portal
- BCLC's Media Centre – contains press-ready photos
- frequently asked questions (FAQs) and answers
- how to play guides and/or tutorials for all games, along with rules, regulations, and conditions
- interactive map showing casino locations
- links to BCLC's web sites for game players, PlayNow.com and Chances.ca
- links to related web sites including BC Ombudsman, organizations/events that BCLC sponsors, GPEB, World Lottery Association (WLA), BC Partnership for Responsible Gambling, Canadian Partnership for Responsible Gambling, Betstopper.com, casino and CGC web sites
- Lottery, Casino and Bingo Game Odds section provides information about chances of winning
- news releases, information bulletins, pamphlets, and winners' stories
- search feature
- site map
- terms of use for the web site
- videos of lottery winning numbers being drawn entitled "watch the lottery draws"
- winning numbers listings, regularly updated

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### CLASSIFICATION AND SCHEDULING

Records are maintained on the web site until they are superseded or obsolete. For retention and disposition schedules covering these records, see relevant secondaries, which are listed below.

#### Web Site

Secondary No.	Secondary Title	Retention Schedule
90050-05	BCLC.com internet web site	SO nil DE

#### Records on the web site

Secondary No.	Secondary Title	Retention Schedule
90050-02	BCLC annual service plan reports	SO nil FR
90520-03	BCLC policy for gaming service providers and players	SO+2y 5y SR
90300-02	BCLC research and analysis reports	SO 10y DE
90500-25	Board member case files ( <i>biographies only</i> )	SO 10y DE
ARCS 200-20	Committee files ( <i>BC Partnership for Responsible Gambling</i> )	SO 7y SR
90800-05	Community Engagement Program files	SO nil FR
ARCS 285-20	Forms management files	SO+1y nil DE
ARCS 320-40	Inquiry response management materials	SO nil DE
90620-20	Lottery prize claim case files – over \$1 million	FY+1y 6y FR
90620-30	Lottery prize claim case files – under \$1 million	FY+1y 6y DE
90220-06	Lottery retailer information binder	SO nil SR
90200-08	Messages for gaming service providers (routine)	SO+1y nil DE
ARCS Supplement (under development)	News releases	
90720-20	Official game case files	SO 10y DE
ARCS 155-20	Ombudsman's investigations ( <i>covers Ombudsmans' reports and BCLC responses to them</i> )	SO 2y FR
90730-30	Promotions and other marketing product files	SO nil DE
90800-30	Responsible gaming program files	SO+2y nil DE
90900-20	Sponsorship and event planning case files	SO 2y DE
ARCS 1665-20	Staffing competition files	SO+2y nil DE
90620-11	Winning number draw reports (official)	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Casino and Community Gaming

#### SYSTEM TITLE

**Bingo Game Management System (BING)**

#### PURPOSE

The purpose of BING is to run 3 types of bingo games:

- emcee-called bingo games
- computer-called bingo games
- personal play on electronic touch-screen player terminals (covers bingo played against the computer independent of a bingo session and instant win games similar to scratch and win tickets)

#### INFORMATION CONTENT

The information contained on the system includes:

- bingo game information
- game history
- wagers and prizes
- gaming service provider employee data
- inventory of bingo paper entered into BING

#### INPUTS, PROCESSES, AND OUTPUTS

The numbers to be used in the bingo game are input to the BING system and displayed on equipment at gaming facilities. BING records games and game outcomes, including payouts and number of winners.

The data on the system is regularly downloaded to the Bingo-CGC Invoicing System (see Simple Systems List) and DW.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90100-04	Gaming systems data with short-term value.	SO nil DE

##### Inputs

Secondary No.	Secondary Title	Retention Schedule
90450-02	Gaming supplies inventories and logs needed for audits	FY+1y 6y DE

##### Outputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE
90350-03	Gaming revenue data collection and reconciliation records	FY+7y nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation (BCLC)  
Corporate Security and Compliance Division

#### SYSTEM TITLE

**Casino and Community Gaming Incident System (CCGIS)**

#### PURPOSE

CCGIS is used to manage security incidents that occur at casino and community gaming centre (CGC) facilities, and to track potential security issues.

#### INFORMATION CONTENT

CCGIS contains security activity and control records (mainly logs), incident and investigation working materials and reports, information about people relevant to investigations.

#### INPUTS, PROCESSES, AND OUTPUTS

Information is entered into the system at a gaming facility by appropriate BCLC staff for investigations and audit and compliance purposes.

Standard statistical reports are generated relating to administration, daily logs, gaming, license plate recognition, incidents, large cash transactions, lost and found, personnel, savings and losses, and persons of interest. There are also ad-hoc reports.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90200-04	Gaming service provider staff data on systems	SO 7y DE
90850-30	Security incident and investigation case files	SO+1y 6y DE
ARCS 470-03	Security activity and control records ( <i>covers security daily logs</i> )	CY+1y nil DE
102901	Special Schedule for Transitory Records ( <i>covers briefing logs</i> )	SO nil DE

##### Inputs

Secondary No.	Secondary Title	Retention Schedule
90600-04	Customer support input documentation	SO+1y nil DE

##### Outputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE
90600-35	Voluntary self exclusion and provincial barring case files	SO+2y 5y DE



## **OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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### **INFORMATION SYSTEM OVERVIEW**

#### **NAME OF CREATING AGENCY**

British Columbia Lottery Corporation (BCLC)  
Casino and Community Gaming

#### **SYSTEM TITLE**

**Casino Management System (CMS)**

#### **PURPOSE**

CMS is used as a hub to manage gaming transactions for casinos and community gaming centres (CGCs).

#### **INFORMATION CONTENT**

CMS documents the following:

- transactions that involve cash, game chips, and foreign currency assets
- player sessions
- slot machine jackpots and cancelled credits
- BC Gold players club member information and player point redemptions and adjustments
- casino table management (table drops and floats, head counts, table fills/credits, and table win/loss information, including large table losses)
- cash desk management
- gaming service provider staff

#### **INPUTS, PROCESSES, AND OUTPUTS**

Information is added and modified by gaming service provider staff and by the slot machines on the casino floor, via CasinoLink. Data is also adjusted as appropriate by BCLC staff.

BCLC financial staff access CMS for purposes of revenue data collection and reconciliation.

Standard reports and ad-hoc reports relating to managing games, finances, player services, inventory, and security are routinely produced. Some data is transferred daily to DW.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### CLASSIFICATION

#### Electronic Records

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90600-20	BC Gold members case files data	SO+7y nil DE
90350-03	Gaming revenue data collection and reconciliation records	FY+7y nil DE
90100-03	Gaming systems data retained for audit purposes	FY+7y nil DE

#### Inputs

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90600-02	BC Gold member input documents	SO 1y DE
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

#### Outputs

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90000-03	BCLC Data Warehouse (DW) data	SO 7y DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Casino and Community Gaming Division

#### SYSTEM TITLE

**CasinoLink Slot machine game management system (CasinoLink)**

#### PURPOSE

CasinoLink is responsible for managing slot machines (also known as electronic gaming devices or EGDs) in gaming facilities and providing information about them to BCLC systems as appropriate.

#### INFORMATION CONTENT

Contains information about the following:

- audit logs (system configuration changes, jackpot awards, alarms, and significant messages)
- EGD history (configuration, financial game-play meters)
- gaming facility site information (hours of operation, address, inventory of EGDs, promotional history)
- play history (game play details, player points earned and jackpots awarded).
- player information from CMS
- portal logs

#### INPUTS

Information is entered both manually and automatically, by gaming service provider staff and BCLC staff as appropriate.

#### PROCESSES

CasinoLink does the following tasks:

- awards BC Gold points for play on slot machines (EGDs), and interacts with Casino Management System (CMS) to document BC Gold accounts and point redemption
- communicates to players through a display located in each EGD
- controls progressive games (e.g., Race to Win, Carnival of Cash)
- facilitates communications between BCLC site servers and EDGs throughout the province
- records EGD meter financial and play information and reconciles this against cash counts entered the system
- relays jackpots triggered by EGDs to the gaming service provider “cage” for processing
- reports and records alarms from EGDs

CasinoLink works with the Integrated Voucher System (IVS – see Simple Systems List) to administer and process vouchers and also facilitates and records EGD additions, moves, removals or reconfiguration.

BCLC staff at facilities and headquarters use CasinoLink to ensure that cash from EGDs is properly accounted for.

#### OUTPUTS:

Data is routinely extracted to the BCLC Data Warehouse (DW) and standard reports are routinely generated from DW.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### CLASSIFICATION

#### Electronic Records

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90100-04	Gaming systems data with short-term value	SO nil DE

#### Inputs

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

#### Outputs

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90000-03	BCLC Data Warehouse (DW) data	SO 7y DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SYSTEM WITH SUBSYSTEMS

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation

#### SYSTEM TITLE

**CONNECT BCLC Service Delivery System**

#### SUBSYSTEM ACRONYMS AND TITLES

AR	Accounts Receivable
CR	Application Code Repository
OP-BG	Bulk Generation of Orders
PP	Cheque Processing for Prize Payout
DR	Draw Reporting
GLI	General Ledger Interface
AC	Instant Ticket Prize Liability Tracking
OP-INV	Inventory of Lottery and Pull-tab Products
IN	Lottery Retailer Bonus and Incentive Payments
MF	Lottery Retailer Master File (Masterfile)
OP-TS	Lottery Retailer Order Entry (Telephone Sales)
OP	Lottery Retailer Order Processing
HL	Lottery Retailer Sales Data Adjustment (Hotline)
RR	Lottery Retailer Sales Reporting
RTA	Lottery Retailer Training
OP-SERIES	Lottery Ticket and Pull-tab Series Number Tracking
MS	Mail Subscription (MS)
MAP	Mapping Database
PA	Product Adjustment (PA)
OP-PROD	Product Maintenance for instant paper-based games
RT	Returns
OP-SP	Support Product Distribution

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### PURPOSE

The purpose of CONNECT is to support lottery gaming service delivery for BCLC, through a set of subsystems that share common data and functions.

### INFORMATION CONTENT

CONNECT documents mail subscriptions, financial transactions, including prize, bonus, and incentive payments; tracks ticket draws, inventory, and distribution. CONNECT is the central repository for retailer information, and documents lottery retailer orders, sales reports, and training.

Data from all subsystems of CONNECT is transferred to DW on a daily basis.

For additional information see descriptions of sub-systems.

### CLASSIFICATION

See notes under subsystems.

### HISTORICAL NOTES

**Predecessor:** Reliance was replaced by CONNECT in 1991.

**Successor:** Starting in 2009, CONNECT is gradually being decommissioned and replaced by Customer Relationship Management System.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Finance and Corporate Services  
Lottery Finance

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

**Accounts Receivable (AR)**

#### PURPOSE

AR is a CONNECT subsystem that maintains payment information relating to each lottery retailer.

#### INFORMATION CONTENT

AR contains lottery retailer financial information, including:

- banking information
- credit limits
- credit notes on any incidents in the life of the retailer
- financial statements (detailed)
- order limits
- payment requests (detailed)
- security deposit amounts (if any have been required)

#### INPUTS, PROCESSES, AND OUTPUTS

AR accumulates payment requests from multiple CONNECT subsystems as well as the Online Lottery Gaming System (OLG), in order to maintain detailed data on each lottery retailer. AR transfers payment information to the OLG system for collection. AR also provides a CONNECT-based collection process for retailers who do not have an online terminal.

Key processes include regular batch processes to:

- transfer banking and other information to and from OLG
- receive invoice details for non-OLG transactions from other CONNECT subsystems
- generate on-line and off-line retailers financial statements
- generate reports to balance the Accounts Receivable statements
- create invoice files for corporate accounts

Data may also be input by users using online screens.

Standard and ad-hoc reports are generated for financial purposes.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### CLASSIFICATION

#### Electronic Records

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90350-03	Gaming revenue data collection and reconciliation records	FY+7y nil DE

#### Inputs

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

#### Outputs

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE
90350-03	Gaming revenue data collection and reconciliation records	FY+7y nil DE



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Information Technology Division  
Corporate Systems

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

**Application Code Repository (CR)**

#### PURPOSE

CR is used to maintain control of application code on CONNECT.

#### INFORMATION CONTENT

CR contains data about: program names, type of program, user classes, users, forms for reports, and execution queries.

#### INPUTS, PROCESSES, AND OUTPUTS

Application codes are loaded in by CONNECT support team staff. Reports are generated in response to online inquiries.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
ARCS 6450-80	IT application/system documentation – final versions	SO 2y SR

#### Inputs and Outputs

See appropriate secondaries in ARCS.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Lottery Gaming  
Product Distribution

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

**Bulk Generation of Orders (OP-BG)**

#### PURPOSE

Product distribution staff use OP-BG to mass-produce shipping labels.

#### INFORMATION CONTENT

OP-BG contains information about agreement numbers, package types, shipping dates, ship-to addresses, courier, and order numbers.

#### INPUTS, PROCESSES, AND OUTPUTS

Product distribution staff initiate batch processes using information from CONNECT Retailer Masterfile and Product subsystems. The shipping orders generated by this system appear on the same manifest as the shipments from the CONNECT Order Processing Subsystem. This allows for the consolidation of shipping costs.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
ARCS 375-02	Postal, courier and freight services	SO nil DE

##### Inputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

##### Outputs

Secondary No.	Secondary Title	Retention Schedule
ARCS 375-07	Postal mailing lists	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

**NAME OF CREATING AGENCY**

British Columbia Lottery Corporation  
Lottery Gaming  
Player Services

**SYSTEM TITLE**

CONNECT

**SUBSYSTEM TITLE**

**Cheque Processing for Prize Payout (PP)**

**PURPOSE**

PP is used to generate and track the status of prize claim, subscription, and elottery winner cheques.

**INFORMATION CONTENT**

PP contains cheque information.

**INPUTS, PROCESSES, AND OUTPUTS**

PP provides the following processes:

- generate prize claim cheques, including batch cheques for subscription and e-lottery winners
- maintain chequing information for tracking purposes
- reissue cheques
- cancel cheques
- void cheques
- report on cheques

PP regularly exchanges data with the Online Lottery Gaming System (OLG) , and also receives cheque tracking information from BCLC's bank.

**CLASSIFICATION****Electronic Records**

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
ARCS 925-20	Accounts payable files	FY+1y 6y DE

**Inputs**

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

**Outputs**

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90620-20	Lottery prize claim case files (over \$1 million)	FY+1y 6y FR
90620-30	Lottery prize claim case files (under \$1 million)	FY+1y 6y DE
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Lottery Gaming  
Player Services

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

Draw Reporting (DR)

#### PURPOSE

DR provides summarized information about lottery and sports game draw reporting from the Online Lottery Gaming System (OLG).

#### INFORMATION CONTENT

DR contains information about winning numbers, prize breakdowns, number winners, winning locations, and other related information.

#### INPUTS, PROCESSES, AND OUTPUTS

DR receives nightly batch updates from OLG and also sends updates to OLG. DR also receives data from the Sports Menus and Sports Results systems. Data in this subsystem is exchanged with other CONNECT subsystems as appropriate. DR also sends winning number information to BCLC.com.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90620-10	Winning number draw data	FY+1y 6y DE

##### Inputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from systems	SO nil DE

##### Outputs

Secondary No.	Secondary Title	Retention Schedule
90620-20	Lottery prize claim case files (over \$1 million)	FY+1y 6y FR
90620-30	Lottery prize claim case files (under \$1 million)	FY+1y 6y DE
90000-12	Routine and ad-hoc reports from systems	SO nil DE
90620-11	Winning number draw reports (official)	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

**NAME OF CREATING AGENCY**

British Columbia Lottery Corporation  
Finance and Corporate Services  
Lottery Finance

**SYSTEM TITLE**

CONNECT

**SUBSYSTEM TITLE**

**General Ledger Interface (GLI)**

**PURPOSE**

GLI gathers financial transaction data (journal entries) from throughout CONNECT and transfers it to the General Ledger maintained in IFS (see Simple Systems List).

**INFORMATION CONTENT**

GLI contains summarized financial transaction data for the current and previous month.

**INPUTS, PROCESSES, AND OUTPUTS**

The following CONNECT subsystems regularly provide data to update the GLI: Order Processing, Prize Payout, Returns, Product Adjustments. E-lottery data from PlayNow.com is also routinely transferred.

Balancing reports are run monthly to identify any discrepancies prior to creating a transport file for the General Ledger in IFS. The transport file is user initiated.

**CLASSIFICATION****Electronic Records**

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90220-03	Lottery gaming service delivery data documented elsewhere	SO nil DE

**Inputs and Outputs**

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Finance and Corporate Services  
Lottery Finance

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

Instant Ticket Prize Liability Tracking (AC)

#### PURPOSE

AC calculates paid and unpaid prizes of instant ticket games for purposes of determining financial liability.

#### INFORMATION CONTENT

AC contains documentation of theoretical, actual, and paid prizes for each instant win lottery product. AC also contains order information and number of winners.

#### INPUTS, PROCESSES, AND OUTPUTS

Data comes from user input, files transferred from the Online Lottery Gaming (OLG) System, and from CONNECT Subsystem Order Processing.

DW accesses data from this system when providing reports that estimate sales and retail based on validations. DW also uses AC to pass actual/available winners information to BCLC.com.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
ARCS 900-04	Financial management topical files	SO nil DE

##### Inputs and Outputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Lottery Gaming

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

Inventory of Lottery and Pull-tab Products (OP-INV)

#### PURPOSE

OP-INV maintains an inventory of lottery and pull-tab products for purposes of order entry and processing. The subsystem tracks these products in the warehouse, vault, picking stations, and at the ticket distributor's warehouse.

#### INFORMATION CONTENT

OP-INV contains information about product code, inventory location, quantity on order, on-hand, reserved for orders, and allocated to unshipped orders.

#### INPUTS, PROCESSES, AND OUTPUTS

Data is input by product distribution staff and inventory reports are automatically generated for viewing online or printing. Inventory tables are used by the Order Taking and Order Processing subsystems of CONNECT, and these in turn update the inventory tables as appropriate.

Various standard reports are produced, including the Consolidated Inventory (OP1620), inventory receipts (OP1700), adjustment (OP1710), and Vault Inventory (OP1640) reports.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90450-03	Inventory data relating to lottery and pull-tab products	SO nil DE

##### Inputs

Secondary No.	Secondary Title	Retention Schedule
90450-05	Product delivery documentation	FY+1y 6y DE

##### Outputs

Secondary No.	Secondary Title	Retention Schedule
ARCS 920-20	Financial account analysis and reconciliation files	FY+1y 6y DE
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

**NAME OF CREATING AGENCY**

British Columbia Lottery Corporation  
Lottery Gaming  
Lottery Sales Planning

**SYSTEM TITLE**

CONNECT

**SUBSYSTEM TITLE**

**Lottery Retailer Bonus and Incentive Payment (IN)**

**PURPOSE**

IN is used to generate payment requests to reward retailers for making sales or other incentive targets.

**INFORMATION CONTENT**

IN contains incentive date, retailer names, amount owing, and payment request tracking information.

**INPUTS, PROCESSES, AND OUTPUTS**

Lottery Finance staff create an entry for each incentive (called the incentive header record), and load agreement incentive payment amounts from a text file created by Lottery Sales Planning. IN sends payment requests to CONNECT Subsystem Accounts Receivable.

**CLASSIFICATION****Electronic Records**

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90220-03	Lottery gaming service delivery data documented elsewhere	SO nil DE

**Inputs**

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90220-20	Bonus and incentive programs for retailers case files	FY+2y 5y DE
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

**Outputs**

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
ARCS 925-20	Accounts payable files	FY+1y 6y DE



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Finance and Corporate Services  
Retailer Network Management

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

**Lottery Retailer Masterfile (MF)**

#### PURPOSE

MF is used to maintain information relating to agreements with lottery vendors (a type of gaming service provider). This is the basic data used by most CONNECT systems.

#### INFORMATION CONTENT

This sub-system contains information about lottery gaming service providers, their business operations, the lottery equipment they use, and the lottery products they sell.

#### INPUTS, PROCESSES, AND OUTPUTS

Data is mainly entered and maintained by the Retailer Network Management Department, and is automatically updated by other subsystems within CONNECT. Batch processes are run to transfer data to and from other systems and to produce reports, including batch processing to transfer information to other CONNECT subsystems as appropriate, to OLG, and to the vendor that distributes bingo paper for BCLC. Data is also transferred regularly from the vendor.

A number of standard reports are automatically generated and sent to the appropriate department, and ad hoc reports are also produced as needed.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90220-40	Lottery retailer master files	SO+2y 5y DE

##### Inputs

Secondary No.	Secondary Title	Retention Schedule
90220-40	Lottery retailer master files	SO+2y 5y DE

##### Outputs

Secondary No.	Secondary Title	Retention Schedule
90220-40	Lottery retailer master files	SO+2y 5y DE
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Lottery Gaming Division  
Distribution

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

**Lottery Retailer Order Entry (Telephone Sales) (TS-OP)**

#### PURPOSE

TS-OP manages customer sales staff daily call schedules, enforces business rules for product ordering and availability and for credit limits, and directs orders to appropriate distribution staff (for picking).

#### INFORMATION CONTENT

TS-OP contains dates, retailer, products and quantity ordered, order status, and shipping information.

#### INPUTS, PROCESSES, AND OUTPUTS

Data is input by customer sales staff based on regularly scheduled telephone meetings with lottery retailers, and output to the CONNECT Subsystem Order Processing.

TS-OP conducts integrity checks on orders (with reference to the CONNECT Subsystem Support Products Distribution) before placing them, and puts them on hold if necessary. Orders with holds must be approved by authorized staff before they go forward.

TS/OP generates standard call requests reports and ad-hoc call scheduled reports used for reference purposes during daily work. TS-OP data is also used to update other CONNECT subsystems.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90450-10	Retailer order data for transfer to other systems	SO nil DE

##### Inputs

Secondary No.	Secondary Title	Retention Schedule
90450-11	Retailer order documentation	SO nil DE
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

##### Outputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Lottery Gaming  
Distribution

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

Lottery Retailer Order Processing (OP)

#### PURPOSE

Product distribution staff use this system to process and track orders created by the Order Entry Subsystem and the Bulk Distribution Subsystem.

#### INFORMATION CONTENT

OP documents shipment date, quantity shipped, shipment packages and weight, manifest number, and serial number information for each book of lottery tickets or Pull-tab game shipped.

#### INPUTS, PROCESSES, AND OUTPUTS

Orders are automatically produced using input from the Order Entry and Bulk Distribution subsystems.

Orders are processed via user screen input. Key processes include nightly data transfers to CONNECT Accounts Receivable, General Ledger, and Sales Reporting subsystems.

Outputs include:

- invoicing data transferred to CONNECT Subsystem Accounts Receivable
- shipping labels
- shipping manifests
- an e-manifest file that is FTP'd to the courier company used for distributing tickets

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90450-10	Retailer order data for transfer to other systems	SO nil DE

##### Inputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

##### Outputs

Secondary No.	Secondary Title	Retention Schedule
ARCS 375-09	Postal/courier delivery slips	SO nil DE
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

**NAME OF CREATING AGENCY**

British Columbia Lottery Corporation  
Corporate Strategy and Marketing  
Customer Support Centre

**SYSTEM TITLE**

CONNECT

**SUBSYSTEM TITLE**

**Lottery Retailer Sales Data Adjustment (Hotline) (HL)**

**PURPOSE**

This system is used to enter adjustments to retailer sales data in CONNECT, for reasons such as paper jams, device errors, and unintended and void tickets.

**INFORMATION CONTENT**

HL documents retailer numbers, adjustment type and notes, the amount, date, and approval.

**INPUTS, PROCESSES, AND OUTPUTS**

Data is input from screens by Lottery Hotline staff. Data in this subsystem is exchanged with other CONNECT subsystems as appropriate. The Sales Reporting Subsystem retrieves information from HL to create account receivable payment requests and balancing and exception reports. This information can also be accessed via online inquiry screens and reports. A routine report is generated for accounting staff to review adjustments.

**CLASSIFICATION****Electronic Records**

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90220-03	Lottery gaming service delivery data documented elsewhere	SO nil DE

**Inputs**

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

**Outputs**

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90350-03	Gaming revenue data collection and reconciliation records	FY+7y nil DE
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Finance and Corporate Services  
Lottery Finance

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

Lottery Retailer Sales Reporting (RR)

#### PURPOSE

RR is used to provide reporting on current lottery retailer sales and validations.

#### INFORMATION CONTENT

Information includes retailer agreement registration numbers, sales terminal information, product codes, sales amounts, cancel amounts, buyback (returns) amounts, and validation amounts.

#### INPUTS, PROCESSES, AND OUTPUTS

RR receives data from other CONNECT subsystems as appropriate, and from OLG.

RR sends data to CONNECT Subsystem Accounts Receivable and to DW.

RR produces standard and ad-hoc user requested reports relating to retailers.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90220-03	Lottery gaming service delivery data documented elsewhere	SO nil DE

##### Inputs and Outputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Lottery Gaming  
Lottery Sales Planning

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

Lottery Retailer Training (RTA)

#### PURPOSE

The RTA is used to track onsite and web-based training for lottery retailers.

#### INFORMATION CONTENT

RTA includes course information, trainee names and addresses, trainers, and pass/fail status.

#### INPUTS, PROCESSES, AND OUTPUTS

Data is input from screens by users and output to CONNECT Subsystem Masterfile and to the RTWA Retailer Web Application for Online Training and Certification used for online training, as well as the RTWAA Retailer Trainee Tracking web site used for BCLC staff to maintain RTWA.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90220-05	Lottery retailer certification and training data	SO+1y nil DE

##### Inputs

Secondary No.	Secondary Title	Retention Schedule
90220-04	Lottery retailer certification and training data input sheets	SO+1y nil DE

##### Outputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Corporate Security and Compliance  
Lottery Security

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

**Lottery Ticket and Pull-tab Series Number Tracking (OP-Series)**

#### PURPOSE

This application is used to track where books of lottery tickets and pull-tab games were sold.

#### INFORMATION CONTENT

OP-Series contains ticket control numbers and information about the retailers that received those tickets for sale.

#### INPUTS, PROCESSES, AND OUTPUTS

When games are loaded to the Online Lottery Gaming System (OLG) System, OLG automatically loads reports of the relevant ticket numbers into OP-Series.

Retailer data in this subsystem is received from other CONNECT subsystems as appropriate.

BCLC staff uses this subsystem as needed for investigations relating to tickets, and may file output documents from OP-Series on the relevant files.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90850-08	Series number tracking data	CY+7y nil DE

##### Inputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

##### Outputs

Secondary No.	Secondary Title	Retention Schedule
90620-20	Lottery prize claim case files – over \$1 million	FY+1y 6y FR
90620-30	Lottery prize claim case files – under \$1 million	FY+1y 6y DE
90850-30	Security incident and investigation case files	SO+1y 6y DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Lottery Gaming  
Player Services

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

Mail Subscription (MS)

#### PURPOSE

MS allows players to subscribe to certain lottery games, and tracks winnings to enable BCLC to pay subscribers at the end of a subscription or when the winnings accumulate to a designated level.

#### INFORMATION CONTENT

Subscription information includes: the length of the subscription, the numbers being played, the winnings, and participant name and address information. MS does not contain banking or credit card information.

#### INPUTS, PROCESSES, AND OUTPUTS

Inputs:

- active agreement updates (transferred from CONNECT Subsystem Masterfile)
- BCLC staff enter registration and renewal information based on documents sent by the subscribers
- subscriber information confirmation provided by a third-party vendor
- new subscription updates (transferred from OLG)
- winning subscription information (transferred from OLG)

Outputs:

- daily, weekly, and monthly balancing and exception reports are automatically generated for staff responsible for managing subscriptions
- subscription registration forms, expiry and renewal notices are generated by MS



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### CLASSIFICATION

#### Electronic Records

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90610-20	Subscriber case file data	SO+7y nil DE

#### Inputs

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE
90610-05	Subscriber documentation for input to CONNECT	FY+1y nil DE

#### Outputs

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE
90610-10	Subscription documentation retained for audit purposes	FY+1y 6y DE
90610-12	Subscription documentation not processed	FY+2y nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Information Technology Division  
Corporate Systems Group

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

Mapping Database (MAP)

#### PURPOSE

MAP is used to map relationships between databases, database objects, programs, and users.

#### INFORMATION CONTENT

MAP documents the relationships between databases, database objects, programs, and users.

#### INPUTS, PROCESSES, AND OUTPUTS

This serves as a reference tool.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
ARCS 6820-20	Information system maintenance records	SO+2y nil DE

##### Outputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Finance and Corporate Services  
Lottery Finance

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

Product Adjustment (PA)

#### PURPOSE

PA is used to adjust billings to retailers as a result of changes to sales orders for traditional lottery and pull-tab products. Note that this system is not used for returns.

#### INFORMATION CONTENT

PA contains retailer names, adjustment number and date, related order number (if applicable), serial number of the game for Pull-Tab adjustments, and adjustment notes.

#### INPUTS, PROCESSES, AND OUTPUTS

Data is input from screens by users. Data in this subsystem is exchanged with other CONNECT subsystems as appropriate. Nightly reports are output to the Accounts Receivable and General Ledger Interface subsystems.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90450-10	Retailer order data for transfer to other systems	SO nil DE

##### Inputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE
102901	Special Schedule for Transitory Records	SO nil DE

##### Outputs

Secondary No.	Secondary Title	Retention Schedule
ARCS 920-20	Financial account analysis and reconciliation files	FY+1y 6y DE
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Lottery Gaming

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

**Product Maintenance for Instant Paper-Based Games (OP-Prod)**

#### PURPOSE

OP-Prod is used to maintain product information about paper-based gaming products (e.g., scratch and win and pull tabs) for purposes of sales and distribution.

#### INFORMATION CONTENT

OP-Prod information includes the product code, name, status, selling dates, price, classification of retailers who receive the product, and packaging information.

#### INPUTS, PROCESSES, AND OUTPUTS

Data is input by BCLC staff responsible for product distribution and lottery finance, and also received from other CONNECT subsystems. This information is transferred to and used by other CONNECT subsystems as appropriate, as well as OLG.

Standard reports are generated for sales and product distribution purposes, including Product Items Report and Product Prices Audit Report.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90450-06	Product maintenance data	SO nil DE

##### Inputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE
90720-20	Game case files	SO 10y DE

##### Outputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Lottery Gaming  
Distribution

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

Returns (RT)

#### PURPOSE

RT is used to process returns of lottery products, pull-tab products, and hotline envelopes.

#### INFORMATION CONTENT

RT contains retailer, return number and date, related order number (if applicable), serial number of the game for Pull-Tab returns, and return information. Also for each product RT documents the retailer stated quantity, the BCLC counted quantity, the quantity accepted, the quantity rejected, the rejection reason.

#### INPUTS, PROCESSES, AND OUTPUTS

Data is input from screens by product distribution staff. Data in this subsystem is exchanged with other CONNECT subsystems as appropriate.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90220-03	Lottery gaming service delivery data documented elsewhere	SO nil DE

##### Inputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

##### Outputs

Secondary No.	Secondary Title	Retention Schedule
ARCS 920-20	Financial account analysis and reconciliation files	FY+1y 6y DE
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SUBSYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Lottery Gaming

#### SYSTEM TITLE

CONNECT

#### SUBSYSTEM TITLE

Support Product Distribution (OP-SP)

#### PURPOSE

This subsystem is used to ensure that the appropriate types and quantities of support products are distributed to retailers.

#### INFORMATION CONTENT

Support product profiles for retailers, including products and quantities.

#### INPUTS, PROCESSES, AND OUTPUTS

Data is input by Lottery Gaming staff. Data is routinely received from other CONNECT subsystems as appropriate.

When product distribution staff are preparing retailer ticket orders, they do screen checks to see if there are support products due to go out; if so, they arrange to include them in the order, via the CONNECT Subsystem Order Processing.

Ad hoc reports are produced as needed, relating to distribution quantities and courier distribution routes.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90220-03	Lottery gaming service delivery data documented elsewhere	SO nil DE

##### Inputs and Outputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## **OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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### **INFORMATION SYSTEM OVERVIEW FOR A SYSTEM WITH LINKED SYSTEMS**

#### **NAME OF CREATING AGENCY**

British Columbia Lottery Corporation (BCLC)

#### **SYSTEM TITLE**

#### **Customer Relationship Management System (CRMS)**

**Historical note:** CRMS was first used in 2010, and components of it are gradually replacing a wide variety of operational systems at BCLC.

#### **SUBSYSTEM ACRONYMS AND TITLES**

CSS Customer Support Subsystem

INCI Incident Management Subsystem

#### **PURPOSE**

CRMS provides a technology platform for integrated workflow automation and replaces legacy systems currently being used for incident resolution, workflow management, contact management, security case file handling, and multi-channel communication.

#### **INFORMATION CONTENT**

Currently, CRMS supports customer service and security incident and investigation work.

## **OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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### **INFORMATION SYSTEM OVERVIEW FOR A LINKED SYSTEM**

#### **NAME OF CREATING AGENCY**

British Columbia Lottery Corporation  
Corporate Strategy and Marketing Division  
Customer Support Centre

#### **SYSTEM TITLE**

Customer Relationship Management System (CRMS)

#### **SUBSYSTEM TITLE**

**Customer Support Subsystem (CRMS-CSS)**

#### **PURPOSE**

CSS is used to log, track, and facilitate resolution of interactions with gaming service providers and the public. The system is used to generate statistics for trend reporting, customer history, to assist in dispute resolution, and provide the customer with feedback about BCLC business.

#### **INFORMATION CONTENT**

CSS contains information about incidents, work orders, and their resolution.

#### **INPUTS, PROCESSES, AND OUTPUTS**

The Customer Support Centre (CSC) receives customer inquiries, comments, and complaints through various channels. CSC agents document these in CSS, which assigns a unique tracking number. If a CSC agent does not immediately resolve the issue, a work order is generated and sent to the appropriate internal/external group (i.e., appropriate BCLC department or a vendor or service provider) for resolution.



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### CLASSIFICATION

#### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90600-05	Customer support work order data	SO+7y nil DE

#### Inputs

Secondary No.	Secondary Title	Retention Schedule
90600-04	Customer support input documentation	SO+1y nil DE
90600-05	Customer support work order data	SO+7y nil DE
90850-30	Security incident and investigation case files	SO+1y 6y DE
90220-60	Territory manager (TM) working notes case files	SO nil DE

#### Outputs

Secondary No.	Secondary Title	Retention Schedule
90620-20	Lottery prize claim case files – over \$1 million	FY+1y 6y FR
90620-30	Lottery prize claim case files – under \$1 million	FY+1y 6y DE
<i>ARCS Supplement</i> (under development)	Media relations files	
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE
90850-30	Security incident and investigation case files	SO+1y 6y DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A LINKED SYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation

#### SYSTEM TITLE

Customer Relationship Management System (CRMS)

#### SUBSYSTEM TITLE

**Incident Management Subsystem (CRMS-INCI)**

**Historical note:** CRMS (Customer Relationship Management System) became active in 2010, and most post-2007 data was transferred from the predecessor system IMS. However, some pre-2010 attachments and all pre-2007 files remain on IMS. The functions served are the same.

#### PURPOSE

CIC tracks security incidents that relate to BCLC staff, facilities, and lottery retailers. Incidents are identified by members of the public, staff, or lottery retailers.

#### INFORMATION CONTENT

The system contains information about the following:

- employee information
- followup documentation from BC Government's Gaming Policy Enforcement Branch (GPEB)
- investigators' comments
- player information (including interviews for files relating to lottery prize payout)
- reports (including Section 86 reports)
- retailer information
- ticket history outcomes

#### INPUTS, PROCESSES, AND OUTPUTS

Customer service staff enter information into CIC when an issue is brought to their attention by a member of the public, BCLC staff, or a lottery retailer. If the issue is identified as an incident, Lottery Security is notified, and has the ability to enter information and any pertinent documents into CIC.

In order for a file to be closed on the system, a report must be completed concerning the incident and its resolution. These reports are filed on the system and also forwarded as appropriate to management, GPEB, and/or other government agencies and media.

Some information is routinely forwarded to DW.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### CLASSIFICATION

#### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90850-30	Security incident and investigation case files	SO+1y 6y DE

#### Inputs

Secondary No.	Secondary Title	Retention Schedule
90600-04	Customer support input documentation	SO+1y nil DE
90600-05	Customer support work order data	SO+7y nil DE
90850-40	Gaming security investigators' and auditors' notebooks	SO+1y 6y DE
90850-30	Security incident and investigation case files	SO+1y 6y DE
90220-60	Territory manager (TM) working notes case files	SO nil DE

#### Outputs

Secondary No.	Secondary Title	Retention Schedule
90620-20	Lottery prize claim case files – over \$1 million	FY+1y 6y FR
90620-30	Lottery prize claim case files – under \$1 million	FY+1y 6y DE
<i>ARCS Supplement (under development)</i>	Media relations files	
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE
90850-30	Security incident and investigation case files	SO+1y 6y DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation (BCLC)  
Information Technology Division  
Operations and Master Control

#### SYSTEM TITLE

**Online Lottery Gaming System (OLG)**

#### PURPOSE

The purpose of this system is to manage sales, prize draw, and prize payout operations for all online lottery products, including:

- accepting and storing wagers
- cancelling tickets
- determining winners
- handling and processing draws
- sale of tickets at retail outlets
- tracking daily activity
- validating tickets

#### INFORMATION CONTENT

OLG contains information about the following:

- cancelled tickets
- draw numbers
- prize payout information (daily)
- promotional information
- retailer information
- retailer sales invoicing
- instant ticket validation files
- sign-on and news messaging for retailers and players
- sports menus
- tickets sold (including wagers)
- validation transactions from Altura terminals, Check A Ticket Terminal (CATT) and Self-Service Terminals (SST)
- winning numbers
- winning tickets

#### INPUTS, PROCESSES, AND OUTPUTS

OLG controls a network of over 4500 lottery terminals (terminals used by retailers to sell, cancel and validate lottery tickets, referred to as an Altura).

All transactions that occur are logged to a Transaction Master File (TMF) for processing. Processing includes liability reports, retailer invoice processing, processing of winning tickets, draw processing, and instant game processing. In addition, new ticket information is loaded to the game system, and expired products are removed from the system.

BCLC loads and updates games on OLG as needed.

## **OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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BCLC inputs messages for retailers and players using the Signon and News Messaging (SANMESS) system (see Simple Systems List), for viewing and printing on the lottery terminals.

Players purchase various types of tickets; for those games requiring number selection, numbers may be chosen by the player or generated by the computer. Cancellation for some products may occur when a ticket is issued but the purchase is not completed.

In-person requests for subscriptions are entered directly into OLG by retailers using the lottery terminals. BCLC Player Services staff enter mailed-in subscription information into CONNECT, which gets transferred to OLG for the draws.

Tickets that are purchased on PlayNow are passed to OLG.

OLG receives Interprovincial Lottery Corporation (ILC) file transfer reports relating to winning numbers and nationwide lottery games sales information.

Players can check winning and losing tickets by either having the retailer validate the ticket using the lottery terminal or by using an SST or CATT terminal if there is one.

OLG data is routinely transferred to the Lottery History Database (CSI – See Simple Systems List), where it is retained for financial and audit purposes.

Retailer outputs include:

- sales transaction reports (relating only to the retailer, such as invoices)
- sports menus
- tickets, including reissued tickets and exchange tickets
- validation slips
- winning number reports

BCLC outputs include over 200 standard reports that can be viewed via the web (web reports), including:

- daily activity snapshots
- draw reports
- high tier winners
- ILC game sales reports and shutdown reports relating to Lotto 6/49 and Lotto Max; these are forwarded to ILC via file transfer
- liability reports
- official winning number reports
- sales reports (various types – including sales and liability amounts)
- seeding reports
- validation purge reports

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### CLASSIFICATION

#### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90100-04	Gaming systems data with short-term value	SO nil DE

#### Inputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

#### Outputs

Secondary No.	Secondary Title	Retention Schedule
90050-05	BCLC.com internet web site	SO nil DE
90000-03	DW (BCLC Data Warehouse)	SO 7y DE
90100-03	Gaming systems data retained for audit purposes	FY+7y nil DE
90620-20	Lottery prize claim case files – over \$1 million	FY+1y 6y FR
90620-30	Lottery prize claim case files – under \$1 million	FY+1y 6y DE
90610-20	Subscriber case file data	SO+7y nil DE
90620-10	Winning number draw data	FY+1y 6y DE
90620-11	Winning number draw reports (official)	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation (BCLC)  
Corporate Security and Compliance Division  
Operations Gaming Audit

#### SYSTEM TITLE

##### Operational Gaming Audit System (OGAMS)

**Historical note:** OGAMS has been in use since 2008. Previous audit records were maintained partly in paper form and partly on IMS and SIR (see Simple Systems List).

#### PURPOSE

OGAMS is used to document operational gaming audits and produce reports of them.

#### INFORMATION CONTENT

OGAMS documents compliance audits.

#### INPUTS, PROCESSES, AND OUTPUTS

BCLC auditors conduct compliance audits using standard checklists (user manuals) that are in the system, and make detailed notes of issues that are identified directly into the system as the audit proceeds.

Auditors subsequently create final audit reports (sometimes referred to as site summaries). These can have attachments, many of which are reports from CasinoLink, Casino Management System, and CCGIS. All reports and attachments are stored in OGAMS. Reports can be regenerated anytime.

Audit reports, as well as statistical and summary reports may be requested by various BCLC staff.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90850-20	Gaming service provider audits and compliance reviews.	FY+1y 6y DE

##### Inputs

Secondary No.	Secondary Title	Retention Schedule
90850-40	Gaming security investigators' and auditors' notebooks	SO+1y 6y DE
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

##### Outputs

Secondary No.	Secondary Title	Retention Schedule
90850-20	Gaming service provider audits and compliance reviews	FY+1y 6y DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A SYSTEM WITH LINKED SYSTEMS

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation (BCLC)  
Information Technology Division  
eGaming Systems Group

#### SYSTEM TITLE

**PlayNow System (Web Site and Databases)**

#### SUBSYSTEM ACRONYMS AND TITLES

PlayNow.com	PlayNow.com Web Site
CAS	PlayNow Casino Gaming Platform
GAM	PlayNow Gaming Platform
EVI	PlayNow Gaming Evidence Database
AUD	PlayNow Gaming Information Audit Subsystem

#### PURPOSE

The purpose of PlayNow is to conduct, manage, and operate internet gambling. The PlayNow System maintains information about registered players, games, game purchases, prizes and other financial transactions.

#### INFORMATION CONTENT

The PlayNow System contains information about:

- players (names, addresses, bank accounts, gaming history)
- web-based games (bingo games, casino games [blackjack, virtual slot machine games, table games, peer-to-peer poker], lottery games, and Sports Action ticket games)
- gaming transactions

For production system documentation, see the BCLC Extranet Web Site.



## **OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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### **INFORMATION SYSTEM OVERVIEW FOR A LINKED SYSTEM**

#### **NAME OF CREATING AGENCY**

British Columbia Lottery Corporation (BCLC)  
Corporate Affairs Division  
eBusiness

#### **SYSTEM TITLE**

PlayNow System (Web Site and Databases)

#### **SUBSYSTEM TITLE**

**PlayNow/CAS    PlayNow Casino Gaming Platform**

#### **PURPOSE**

PlayNow/CAS manages internet casino games and associated gaming history information relating to individual players. It stores information about the casino-style games (i.e., slots, table games and interactive games). It also stores the players' profile and account information and the financial transactions related to the accounts.

#### **INFORMATION CONTENT**

The system contains information about:

- financial transactions
- game plays purchased by players, including win/loss and prize information
- games hosted on the PlayNow/CAS platform, including the game name and game parameters
- payments
- player profiles
- promotions
- system administration

#### **INPUTS, PROCESSES, AND OUTPUTS**

Some information is entered by users, either a player on the PlayNow.com web site or an administrator in PlayNow/CAS. Information is exchanged with other systems belonging to BCLC, vendors, and financial institutions as appropriate.

PlayNow/CAS data is routinely extracted and reviewed by PlayNow/AUD for information audit purposes.

PlayNow/CAS generates the following reports automatically:

- Cheques Payable Report – report of withdrawals to cheque
- Daily Status Report that summarizes all financial transactions in and out of the system
- EFT Payable Report – report of withdrawals to the players' bank accounts
- Game Sales Report – report of all sales by game
- Wins Report – report of all winnings

PlayNow/CAS generates the following reports upon request:

- Daily Registration Report
- Manual Adjustments Report – reports on adjustments to players' accounts
- promotion reports
- transaction reports – detailed reporting on individual transactions

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### CLASSIFICATION

#### Electronic Records

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90350-03	Gaming revenue data collection and reconciliation records	FY+7y nil DE
90100-03	Gaming systems data retained for audit purposes	FY+7y nil DE
90600-30	PlayNow registrants case file data	SO+1y nil DE

#### Inputs

All inputs are from external sources, so there are no relevant classifications.

#### Outputs

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A LINKED SYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation (BCLC)  
Corporate Affairs Division  
eBusiness

#### SYSTEM TITLE

PlayNow System (Web Site and Databases)

#### SUBSYSTEM TITLE

PlayNow/EVI    PlayNow Gaming Evidence Database

#### PURPOSE

PlayNow/EVI stores ticket and transaction data from PlayNow Subsystem PlayNow/GAM for audit purposes.

#### INFORMATION CONTENT

EVI contains ticket and transaction data.

#### INPUTS, PROCESSES, AND OUTPUTS

EVI stores an extra copy of data from PlayNow/GAM for information audit purposes.

#### CLASSIFICATION

##### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90350-03	Gaming revenue data collection and reconciliation records	FY+7y nil DE
90100-03	Gaming systems data retained for audit purposes	FY+7y nil DE
90600-30	PlayNow registrants case file data	SO+1y nil DE

##### Inputs and Outputs

Secondary No.	Secondary Title	Retention Schedule
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## **OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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### **INFORMATION SYSTEM OVERVIEW FOR A LINKED SYSTEM**

#### **NAME OF CREATING AGENCY**

British Columbia Lottery Corporation (BCLC)  
Corporate Affairs Division  
eBusiness

#### **SYSTEM TITLE**

PlayNow System (Web Site and Databases)

#### **SUBSYSTEM TITLE**

**PlayNow/AUD PlayNow Gaming Platform Information Audit**

#### **PURPOSE**

PlayNow/AUD is used to ensure that information in the PlayNow System is authentic and reliable.

#### **INFORMATION CONTENT**

AUD contains information extracted from the other PlayNow databases, as well as the Random Number Generators (RNG – see Simple Systems List).

#### **INPUTS, PROCESSES, AND OUTPUTS**

AUD extracts information from PlayNow/GAM, PlayNow/EVI, PlayNow/CAS, and the RNG, compares the information, and documents any discrepancies. Reports are produced for use by BCLC staff.

#### **CLASSIFICATION**

##### **Electronic Records**

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90100-04	Gaming systems data with short-term value	SO nil DE

##### **Inputs and Outputs**

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A LINKED SYSTEM

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation (BCLC)  
Corporate Affairs Division  
eBusiness

#### SYSTEM TITLE

PlayNow System (Web Site and Databases)

#### SUBSYSTEM TITLE

**PlayNow/GAM**      **PlayNow Gaming Platform**

#### PURPOSE

This subsystem is used to manage all non-casino games that are offered on PlayNow and associated gaming history information.

#### INFORMATION CONTENT

PlayNow/GAM contains the following:

- event information about sports and lottery games (for Sports Action, Keno, and Pacific Hold'em), including draw information, teams in each match, and match outcomes and scores
- financial transactions, such as who the transaction belongs to, the amount and date of the transaction and what kind of transaction it was
- games hosted on the PlayNow/GAM platform, including game names and game parameters
- multiple-draw pre-purchases set up by players
- payment transaction information
- player profile data
- records of players' chat messages and chat profile information
- system administration information
- tickets and game plays purchased by players

#### INPUTS, PROCESSES, AND OUTPUTS

This platform is managed by a vendor.

Some information is entered into PlayNow/GAM by users, either a player on the PlayNow.com web site, or an administrator in PlayNow/GAM. Information is routinely exchanged with PlayNow Subsystem PlayNow/CAS, the Online Lottery Gaming System (OLG), and other operational systems as appropriate.

PlayNow/GAM manages games, displays game info to players, enables tickets to be purchased and validated, enables awarding of prizes, and provides ticket information to players and administrators.

PlayNow/GAM data is routinely extracted by PlayNow subsystems EVI and AUD and reviewed by them for information audit purposes. PlayNow/GAM also provides outputs to DW.

This system interacts with other systems on a routine basis, as follows:

- receives game and draw/menu/event information from OLG as well as draw/menu results
- sends ticket selections to OLG and receives ticket information from it

## **OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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- receives win/loss/prize information for tickets from the OLG
- requests and receives funds for ticket/game purchases from the player's account on the PlayNow/CAS subsystem
- sends prizes and refunds to the player's account on the PlayNow/CAS system
- sends game and ticket information to DW for reporting purposes

Most reports are generated automatically and can also be run on an ad-hoc basis. They include:

- game administration reports for each game
- game sales report – report of all sales by game
- sales reports for each game
- wins report – report of all winnings

### **CLASSIFICATION**

#### **Electronic Records**

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90350-03	Gaming revenue data collection and reconciliation records	FY+7y nil DE
90100-03	Gaming systems data retained for audit purposes	FY+7y nil DE
90600-30	PlayNow registrants case file data	SO+1y nil DE

#### **Inputs and Outputs**

<b>Secondary No.</b>	<b>Secondary Title</b>	<b>Retention Schedule</b>
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A LINKED SYSTEM (WEB SITE)

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation (BCLC)  
Corporate Affairs Division  
eBusiness

#### SYSTEM TITLE

PlayNow System (Web Site and Databases)

#### WEB SITE TITLE AND URL

PlayNow.com Web Site <https://www.playnow.com/>

#### PURPOSE

PlayNow.com provides a platform for players to gamble on the internet.

#### INFORMATION CONTENT

PlayNow.com provides information about how to play games, how to register as a player, and also documents prize payout and gaming transactions. It also provides information about promotions, game conditions, and frequently asked questions.

The lottery games on the site are mainly populated from the Online Lottery Gaming System (see OLG ISO). Interactive and casino-style games are offered on the web site, as well as bingo.

The gaming transactions are stored in the PlayNow databases rather than on the web site.

#### WEB SITE FEATURES

Features of PlayNow.com include:

- GameSense reminders on screen
- How to play information and game demos
- interactive games
- links to BC Government's Gaming Policy Enforcement Branch (GPEB), BC Partnership for Responsible Gambling, BC Gambling Help Line, and Betstopper.ca (for restricting children's access)
- lottery games
- news: web site update information
- odds of winning facts guide
- online feedback form
- online registration form
- Player profile management, including forms for updating profile information, changing password, setting player's security questions and weekly transfer-in limit (i.e., a set financial transfer in limit pre-determined by the player), depositing funds to player's PlayNow account, withdrawing funds from PlayNow account and voluntarily self-excluding from playing on PlayNow
- Player's cash and token balances
- PlayNow promotions
- session log displaying the amount of time players have spent online

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### CLASSIFICATION AND SCHEDULING

Records are maintained on the web site until they are superseded or obsolete. For retention and disposition schedules covering these records, see relevant secondaries, which are listed below.

#### Web Site

Secondary No.	Secondary Title	Retention Schedule
90100-05	PlayNow.com (gaming web site)	SO nil DE

#### Records on the web site

Secondary No.	Secondary Title	Retention Schedule
ARCS 306-20	Audio-visual and graphics management	SO nil DE
90520-02	BCLC directives and guides for gaming service providers and players	SO+2y 5y FR
90520-03	BCLC policy manuals for gaming service providers	SO+2y 5y SR
90050-20	BCLC Publications	SO nil FR
90300-02	BCLC research and analysis reports	SO 10y DE
ARCS 200-20	Committee files ( <i>BC Partnership for Responsible Gambling</i> )	SO 7y SR
90710-20	Creative design product final versions – routine	SO 2y DE
90710-25	Creative design product final versions – significant	SO 10y DE
ARCS 285-20	Forms management files	SO+1y nil DE
90720-20	Game case files	SO 10y DE
90720-02	Game conditions	SO nil FR
ARCS 320-40	Inquiry response management materials	SO nil DE
90620-20	Lottery prize claim case files – over \$1 million	FY+1y 6y FR
90620-30	Lottery prize claim case files – under \$1 million	FY+1y 6y DE
90730-10	Marketing materials for television and web pages	CY+1y nil FR
90730-30	Promotions and other marketing product case files	SO nil DE
90800-15	Public service messages	SO nil DE
90800-30	Responsible gaming program files	SO+2y nil DE
90720-05	Ticket sample albums	SO nil DE
90600-35	Voluntary self exclusion and provincial barring case files	SO+2y 5y DE
90720-15	Web-based game tutorials and demonstrations	SO nil FR
90620-11	Winning number draw reports (official)	SO nil DE



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation  
Casino and Community Gaming

#### SYSTEM TITLE

**Progressive Bingo Game System (PROG)**

#### PURPOSE

PROG provides a province-wide progressive jackpot for players at participating gaming facilities across the province.

#### INFORMATION CONTENT

PROG contains information about the following:

- gaming service providers participating in the game (financial data and related information)
- PROG paper inventory (a record of all bingo paper that has been entered into the system)
- prizes validated within the PROG system
- record of every game played (including balls drawn)

#### INPUTS, PROCESSES, AND OUTPUTS

The two main inputs to PROG are the numbers from the balls drawn by the Random Number Generator (RNG – see Simple Systems List) and inventory (i.e., bingo paper serial numbers) registered by BCLC staff.

PROG is used to record progressive bingo games and to validate prizes.

Gaming service providers use terminals linked to PROG to view jackpot information updates, and to enter information about winning bingo papers. PROG then validates a match with the balls drawn by the RNG.

Outputs consist of reports generated after completion of games that document bingo paper inventory, prizing, and session summaries. Gaming service providers can download reports that relate to their facilities. Data is also sent to DW for reporting and analysis.

BCLC staff can view and print financial and inventory data for all the gaming facilities where PROG is played. Reports routinely generated are: Prize Summary, Sales Summary, Session Activity, Balance Sheets, Prize forms, and Inventory.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### CLASSIFICATION

#### Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90100-03	Gaming systems data retained for audit purposes	FY+7y nil DE

#### Inputs

Secondary No.	Secondary Title	Retention Schedule
90450-02	Gaming supplies inventories and logs needed for audits (covers bingo paper serial numbers registration)	FY+1y 6y DE

#### Outputs

Secondary No.	Secondary Title	Retention Schedule
90350-03	Gaming revenue data collection and reconciliation records	FY+7y nil DE
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### INFORMATION SYSTEM OVERVIEW FOR A WEB SITE

#### NAME OF CREATING AGENCY

British Columbia Lottery Corporation (BCLC)  
Corporate Affairs Division  
Corporate Communications and Planning Department

#### WEB SITE TITLE AND URL

**YAK (Your Access to Knowledge) Intranet Web Site**

#### PURPOSE

YAK provides corporate information to all BCLC employees.

#### INFORMATION CONTENT

This site contains policies, procedures, business planning, corporate information, draw results, sales reports, employee contact information, organizational charts, and information bulletins about current events, activities, and goals at BCLC, and also about its gaming service providers and players.

#### WEB SITE FEATURES

Features of this web site include:

- developing, maintaining and updating each web page on the site is the responsibility of staff in the relevant department
- executive corner (information bulletins from executive)
- feedback form and weekly quickpoll survey
- link to IT helpdesk services
- link to IFS that enables online time and leave reporting as well as travel and expense claims (i.e., web-based forms that link to the IFS system)
- link to the portal used for managing employee performance, that feeds information into a subsystem of IFS; data can only be accessed by the employee, their superior, and authorized Human Resources staff.
- online tool for running customized ad-hoc reports and viewing standard reports from the BCLC data warehouse DW
- sales gauges (i.e., graphs that present year-to-date sales statistics).
- videos and photographs of staff events and activities (e.g., staff carrying Olympic Torch)

#### CLASSIFICATION AND SCHEDULING

Records are maintained on the web site until they are superseded or obsolete. For retention and disposition schedules covering these records, see relevant secondaries, which are listed below.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### Web Site

Secondary No.	Secondary Title	Retention Schedule
90050-05	YAK (Your Access to Knowledge) intranet web site	SO nil DE

### Records on the web site

Secondary No.	Secondary Title	Retention Schedule
ARCS 100-30	Appointment and meeting scheduling records ( <i>calendars</i> )	SO nil DE
ARCS 160-20	Associations, clubs, societies – since 1997	SO nil DE
ARCS 195-45	B.C. central agency circulars/directives/manuals	SO nil DE
90050-02	BCLC publications ( <i>covers annual reports</i> )	SO nil FR
90300-02	BCLC research and analysis reports	SO 10y DE
90500-25	Board Member case files (biographies only)	SO 10y DE
ARCS Section 2	Buildings and properties ( <i>facility records</i> )	
90730-20	Casino and CGC winners marketing case files	SO+7y nil DE
ARCS 188-20	Charitable campaign files	FY+1y 6y DE
ARCS 200-20	Committee files	SO 7y SR
90710-20	Creative design product final versions – routine	SO 2y DE
90710-25	Creative design product final versions – significant	SO 10y DE
ARCS 400-40	Cross-government and administrative project files	SO 2y DE
90520-02	Directives and guides for gaming service providers and players	SO+2y 5y FR
90050-08	Executive Corner (Executive Communications)	SO 10y FR
ARCS 920-20	Financial account analysis and reconciliation files ( <i>covers social club financial files</i> )	FY+1y 6y DE
ARCS 285-20	Forms management files	SO+1y nil DE
90720-20	Game case file	SO 10y DE
90720-02	Game conditions	SO nil FR
See ARCS <i>Supplement</i> (under development)	Human Resources records	
90520-06	Internal policy for BCLC (approved)	SO nil FR
ARCS 6450-20	IT projects	SO 2y DE
90620-20	Lottery prize claim case files (over \$1 million)	FY+1y 6y FR
90620-30	Lottery prize claims case files (under \$1 million)	FY+1y 6y DE
ARCS 1560	Occupational Health, Safety, and Accidents records	

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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90300-07	Our Player Reports to YAK (excluding winner profiles)	SO nil FR
90520-03	Policy manual for gaming service providers	SO+2y 5y SR
90730-30	Promotions and other marketing product case files	SO nil DE
90800-30	Responsible gaming program files	SO+2y nil DE
90900-20	Sponsorship and event planning files	SO 2y DE
ARCS 102-20	Staff meetings ( <i>also covers internal and routine presentations and speeches presented at these</i> )	CY+2y nil DE
ARCS 324-40	Staff speeches and presentations	SO nil SR
90730-40	Strategic marketing plans and programs	SO+2y nil DE
ARCS 1735	Training and Development - Course Delivery files	
ARCS 1240-20	Travel authorization files	FY+1y 6y DE
90620-11	Winning number draw reports (official)	SO nil DE

NOTE: Each department is responsible for the content of the web pages that it maintains.



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### SUBJECT HEADINGS

### PRIMARY NUMBERS

## *BRITISH COLUMBIA LOTTERY CORPORATION*

### *OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)*

### INDEX

This index provides an alphabetical guide to *ORCS* subject headings and relevant primary number(s). It should enable the user to locate the primary number(s) in which documents relating to a specific subject or function may be classified. It should also aid the user in retrieving, by subject, documents which have been classified and filed.

Employees responsible for records classification should use this index as a means of access to the contents of *ORCS*. Once they have located what appear to be relevant index entries for a given subject, they should refer to the primary or primaries listed in order to determine which is the correct classification and also to determine the correct secondary. Often, the primary scope notes will clarify whether or not a document should be classified in a given primary. Primary scope notes should be read carefully as they delineate a primary's subject and content.

This index contains an alphabetical listing of:

- a) all keywords which appear in primary titles;
- b) all keywords which appear in secondary titles;
- c) keywords which appear in primary scope notes;
- d) keywords which appear in the Information System Overview section;
- e) common synonyms for indexed keywords; and
- f) common abbreviations.

#### Cross-references:

"See" references indicate that the subject heading sought is indexed under an alternate entry (a more appropriate keyword, a full or official name, etc.).

"See also" references are used when additional information can be found in another entry.

(continued on next page)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
- A -	
ADVERTISING GUIDELINES	90520
ANNUAL SERVICE PLAN REPORT	90050
APPROPRIATE RESPONSE TRAINING (ART)	90800
APPROVALS	
-bingo game change requests	90210
-board of Directors	90500
-GPEB certification of games	90510
-municipal/regional, First Nations approval of gaming	90150
-table configuration plans	90100
-variance approvals	90210
AUDITS AND COMPLIANCE REVIEWS	
-gaming audits	90850
-security investigations and audits	90850
-subscription documentation	90610
-ticket logs and reports	90620
-winning ticket draw reports	90620
- B -	
BCLC.COM	90050
BC GOLD MEMBER	90600
BC GOLD PLAYERS FILE	90730
BINGO GAME MANAGEMENT SYSTEM	90100
BINGO LICENSES	90210
BOARD COMMITTEE RECORDS	90500
BOARD MEETING PACKAGES	90500
BOARD MEMBER FILES	90500
BOARD SUMMARY OF RESOLUTIONS	90500
- C -	
CASINO AND CGC INCIDENT SYSTEM	90850
CASINO AND CGC WINNERS MARKETING CASE FILES	90730

(continued on next page)



**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
CASINO INVOICING SYSTEM	90350
CASINOLINK	90100
CASINO MANAGEMENT SYSTEM	90100
CERTIFICATION-RETAILER	90220
CLIENT RESEARCH INQUIRY FILES	90300
COMMUNITY ENGAGEMENT PROGRAM REPORTS	90800
CREATIVE DESIGN – FINAL VERSIONS	90710
CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM	
-consumer services incident management system	90600
-security incident and investigation case files	90850
CUSTOMER SUPPORT DOCUMENTATION	90600
- D -	
DATA WAREHOUSE	90000
DIRECTIVES AND GUIDES FOR GAMING SERVICES PROVIDERS	90520
DRAW REPORTS-OFFICIAL	90620
- E -	
EXECUTIVE COMMITTEE RECORDS	90500
EXECUTIVE COMMUNICATIONS	90050
EXECUTIVE DASHBOARD	90500
EXTRANET	90050
- F -	
FACIAL RECOGNITION PROGRAM	90850
FACILITIES	90150
-Casino and CGC Facilities Committee files	
-component plan approval	
-facility project files	

(continued on next page)

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
-floor plans	
FINANCIAL	90350
FLOOR PLANS	90150
FOUND MONEY	90350
- G -	
GAME CASE FILES	90720
GAME CONDITIONS	90720
GAME MANAGEMENT CASE FILES	90100
GAME SENSE GUIDES	90050
GAMING REVENUE	90350
GAMING SYSTEMS ACCESS PROTOCOL (GSAP)	90100
GAMING SERVICE PROVIDER	90220
-incentive	
-player first binder	
-retailer certification	
GOVERNANCE	90500
-board committee records	
-board meeting packages	
-board member files	
-board summary of resolutions	
-executive committee records	
GOVERNANCE - GAMING POLICY AND ENFORCEMENT	90500
-GPEB certification of games	
-GPEB registration of BCLC staff	
-GPEB registration of lottery retailers	
GOVERNANCE – POLICY DEVELOPMENT	90520
GPEB	90500
GRAND OPENING – CASINO AND CGC's	90000
- H -	
HORSE RACING DATA COLLECTION	90350

(continued on next page)

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
- I -	
INCENTIVES – RETAILER	90220
INTERNAL POLICY	90520
INVESTIGATORS' AND AUDITORS' NOTEBOOKS	90850
- J -	
- K -	
- L -	
LICENSES (Bingo)	90210
LOTTERY HISTORY DATABASE	90100
LOTTERY PRIZE CLAIM CASE FILES	90620
LOTTOLINE	90050
LUCK MAGAZINE	90050
- M -	
MARKET ASSESSMENTS	90300
MARKETING GUIDELINES	90520
MARKETING MATERIALS FOR TELEVISION AND WEB PAGES	90720
MESSAGING	
-Altura sign-on messaging	90220
-Cool Signs messaging data	90730
-promotional messaging for bingo sites	90210
-responsible gaming messaging	90800
MODEL AND TALENT IMAGE RELEASES	90730
- N -	
NOTEBOOKS (Investigators' and Auditors')	90850

(continued on next page)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
- O -	
ONLINE LOTTERY GAMING SYSTEM	90100
- P -	
PHOTOGRAPHS	90000
PLAYER FIRST BINDER	90220
PLAYER MANAGEMENT	90600
-BC Gold Club member	
-customer support documentation	
-PlayNow registration	
-voluntary self exclusions and provincial barring case files	
PLAYER MANAGEMENT – LOTTERY TICKET SUBSCRIPTIONS	90610
-subscriber input to CONNECT	
-subscription logs	
-subscriber file data	
PLAYER MANAGEMENT – PRIZE PAYOUT	90620
-lottery prize claim case files	
-ticket issues logs	
-winning number draw reports (official)	
-winning ticket draw data	
PLAYNOW.COM	90100
PLAYNOW REGISTRATION	90600
POLICY AND PROCEDURES	90520
POLICY MANUALS FOR GAMING SERVICE PROVIDERS	90520
PRIZE PAYOUT	90620
PRODUCT DEVELOPMENT	90700
-Townhall meeting files	
PRODUCT DEVELOPMENT – CREATIVE DESIGN	90710
-creative design final versions	
-Creative Services Request Management System (RMS)	
PRODUCT DEVELOPMENT – GAMES	90720
-game conditions	
-game case files	
-web-based game tutorials and demonstrations	

(continued on next page)

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
PRODUCT DEVELOPMENT – MARKETING AND PROMOTIONS	90730
-BC gold players file	
-casino and CGC winners marketing case files	
-marketing materials for television and web pages	
-model and talent image releases	
-promotions and other marketing product case files	
-strategic marketing plans and programs	
PROGRESSIVE BINGO GAME SYSTEM	90100
PROMOTIONS	
-lottery town hall	90700
-promotional messaging	90210
-responsible gaming assessment of promotions	90800
PROMOTIONS AND OTHER MARKETING PRODUCT CASE FILES	90730
PUBLIC SERVICE MESSAGES	90800
PUBLICATIONS	90050
-Game Sense Guides	
-Luck Magazine	
-Lottoline	
- Q -	
- R -	
REFERENCE MATERIAL/TOPICAL FILES	90000
REGISTRATIONS	
-GPEB registration	90510
-PlayNow registration	90600
REPORTS	
-ad-hoc and routine reports	90000
-board reports	90500
-executive reports	90500
-player reports in YAK	90300
-sales	90000
RESEARCH	90300
-research and analysis reports	
-research tracking	
RESPONSIBLE GAMING INITIATIVES	90800
-community engagement program reports	
-public service messages	
-responsible gaming program files	

(continued on next page)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
RETAILER FILES	90220
REVENUE DATA COLLECTION and RECONCILIATION RECORDS	90350
- S -	
SALES REPORTING	90000
SECURITY BULLETINS FOR GAMING SERVICE PROVIDERS	90850
SECURITY INCIDENT AND INVESTIGATIONS CASE FILES	90850
SECURITY INVESTIGATIONS AND AUDITS	90850
-audit and compliance reviews	
-casino, CGC, bingo, and lottery gaming audits	
-facial recognition program	
-investigators' and auditors' notebooks	
-security bulletins for gaming service providers	
-security incident and investigation case files	
-series number tracking data	
SERVICE PROVIDERS	90200
-financial files	90210
-main files	90210
SPONSORSHIP AND EVENTS	90900
SPORTSFUNDER FINANCIAL TRACKING	90350
STRATEGIC MARKETING PLANS AND PROGRAMS	90730
SUBSCRIBER FILE DATA	90610
SUBSCRIBER INPUT TO CONNECT	90610
SUBSCRIPTION LOGS	90610
SUPPLIES and EQUIPMENT	90450
- T -	
TERRITORY MANAGER FILES	90220
TICKET DESTRUCTION	90450
TICKET ISSUES LOGS	90620
TOWNHALL MEETING FILES	90700

(continued on next page)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
TRAINING (See Gaming)	90200
- U -	
- V -	
VARIANCE APPROVALS	90210
VIDEOS	
-corporate history	90000
-creative design product files	90710
-Town Hall	90700
VOLUNTARY SELF EXCLUSION and PROVINCIAL BARRING CASE FILES	90600
- W -	
WEB-BASED GAME TUTORIALS and DEMONSTRATIONS	90720
WINNING NUMBERS DRAW DATA (see Player Management - Prize Payout)	90620
- X -	
- Y -	
YAK (YOUR ACCESS TO KNOWLEDGE) INTRANET WEB SITE	90050
- Z -	