

# Executive summary

On July 15, 2010, the British Columbia Lottery Corporation (BCLC) launched the on-line gaming casino portion of its PlayNow.com site. That same day BCLC's customer service department received calls from customers reporting various concerns with the PlayNow.com site and their accounts. Some of these callers indicated that they could review another player's account information.

BCLC revoked public access to the site that same day and launched an internal investigation to identify and remediate the issue. BCLC determined the root cause was a "data crossover" caused by a configuration setting that was enabled within the computer server environment that, under certain conditions including high system loads, resulted in the incorrect assignment of stored user credentials to a user other than the rightful owner of the credential.

BCLC identified that the data crossover issue could be remediated by disabling the offending configuration setting. BCLC subsequently completed testing to confirm that the proposed change successfully remediated the issue.

Following BCLC's internal investigation of the issue, BCLC requested Deloitte to independently review the investigation into the root cause of the incident and the proposed remediation prior to the resumption of the on-line gaming services. Subsequently, the Gaming Policy and Enforcement Branch and the Office of the Information and Privacy Commissioner approved a statement of work detailing the objectives of the review.

Deloitte is confident that the root cause identified by BCLC did cause the data crossover issue and that the remediation plan developed and implemented by BCLC, effectively remediates the root cause. These conclusions are based on our evaluations as at August 7, 2010.