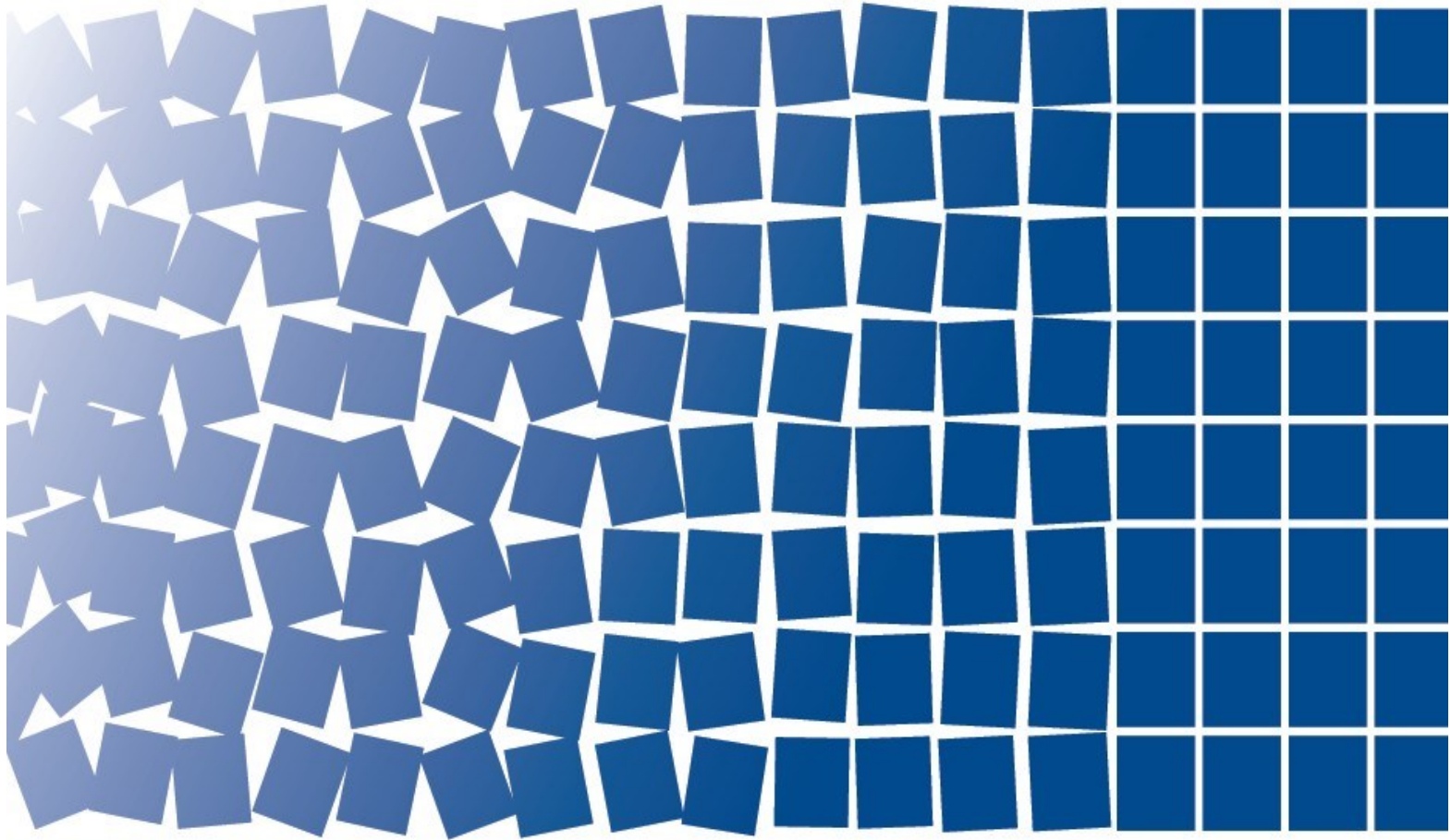


**BRITISH COLUMBIA
LOTTERY CORPORATION
OPERATIONAL RECORDS
CLASSIFICATION SYSTEM
AMENDMENT 1**



GOVERNMENT RECORDS SERVICE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

BRITISH COLUMBIA LOTTERY CORPORATION

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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APPENDIX A SUMMARY OF CHANGES

ORCS REGISTER OF AMENDMENTS

This register lists all approved changes made to the *British Columbia Lottery Corporation ORCS*, in ascending order (i.e., the most recent changes appear first).

For more information about the changes listed here, see the relevant section, primary, and/or secondary; the *ORCS* may also have an appendix that provides a more detailed summary of changes.

Original schedule approval date: 2012/05/31

Amendment Number	Amendment Type	Date Approved	Section/ Primary/ Secondary	Changes
195737	Formal	10/13/2023	90620-11	Updates secondary title and description. Updates retention period.

USEFUL INFORMATION

Key to Information Schedule Codes and Acronyms:

Information Schedule titles:	ARCS = <i>Administrative Records Classification System</i> ORCS = <i>Operational Records Classification System</i>
Office information:	OPR = Office of Primary Responsibility
Records life cycle:	A = Active SA = Semi-active FD = Final Disposition
Active and semi-active period codes:	CY = Calendar Year FY = Fiscal Year NA = Not Applicable SO = Superseded or Obsolete w = week m = month y = year
Final disposition categories:	DE = Destruction FR = Full Retention SR = Selective Retention OD = Other Disposition NA = Not Applicable
Special flags:	FOI = Freedom of Information/Protection of Privacy PIB = Personal Information Bank VR = Vital Records

The following links provide additional resources for managing your information:

- [ARCS and ORCS User Guide.](#)
- [Special schedules for records that are not covered by ARCS and ORCS.](#)
- [Legislation, policies, and standards for managing records in the BC Government.](#)
- [Tips, guides, and FAQs on related topics.](#)
- [Government Records Officer contact information.](#)

BRITISH COLUMBIA LOTTERY CORPORATION

Operational Records Classification System (ORCS)

Executive Summary for Amendment 1

Creating Agency

British Columbia Lottery Corporation

Amendment Change Summary

This amendment updates secondary 90620-11 Winning number draw reports (official).

Scope

The purpose of this amendment is to reduce the retention period for 90620-11 Winning number draw reports (official) and to describe the reports more accurately in the secondary title and description. The retention period has been changed from SO nil DE to CY+4y nil DE because stakeholders derive no value from retaining the physical draw reports until the SO trigger, when the corporation ceases to function. Winning number draw data is captured and maintained for seven years in electronic format under secondary 90620-10. This amendment increases retention period consistency across record formats and closes the gap between when the physical and electronic winning draw number records can be destroyed.

Additional changes to 90620-11 include a more accurate secondary title and description. The word “(official)” has been removed from the secondary title to reflect that winning draw numbers are confirmed in the electronic system and not in the physical draw reports. The term “Auditor-signed” has been removed from the secondary description to increase the accuracy of the description. Some draw reports may be signed by ILC, third-party auditors, BCLC contractors or employees, or not signed at all.

Notes on Application

The revisions to this *ORCS* are in effect from the approval date of this amendment and apply to all records that are in the custody and control of the corporation.

Standard Appraisal Considerations

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. The final dispositions have been reviewed to ensure that records having enduring evidential and informational values are preserved.

Specific Appraisal Considerations

All records in amendment classification are destroyed at the end of their retention periods.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

SUMMARY LIST OF NEW / AMENDED CLASSIFICATIONS

SECTION 1 – PLAYER MANAGEMENT – PRIZE PAYOUT

Classification	Classification Title	Retention
90620-11	Winning number draw reports	CY+4y nil DE

Endorsements

This schedule was developed in consultation with staff and managers who conduct the operational functions in the creating agency. It has also been reviewed by appropriate Government Records Service staff to ensure it meets scheduling and appraisal standards, and reflects sound record keeping practices.

Schedule Number: 141678

Schedule Developer: Sabrina Schoch, Archivist, May 8, 2023

Endorsed by Government Records Service: Mario Miniaci, June 8, 2023 Senior Director, Archival and Records Initiatives

The government body endorses this schedule and its implementation: Sarah Marshall, June 6, 2023 Director, Data and Information Governance
Legal, Compliance, Security
British Columbia Lottery Corporation

The Information Management Advisory Committee recommends this schedule for approval: Mary LaBoucane, Chair, August 3, 2023

Approved by the Chief Records Officer: Charmaine Lowe, October 13, 2023

END OF EXECUTIVE SUMMARY

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:




CFO & VP Finance & Corporate Services

January 20, 2011

Date

Jan 21, 2011

Date

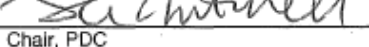


President & CEO

Jan 21, 2011

Date

THE PUBLIC DOCUMENTS COMMITTEE CONCURS:



Chair, PDC

31 MAR 2011

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 Salvati, Records Officer, 250-852-5269

RECORDS MANAGEMENT APPRAISAL:

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

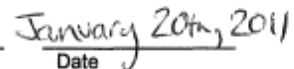
These records are created and received under the authority of the *Financial Information Act* (RSBC 1996, c. 140), the *Freedom of Information and Protection of Privacy Act* (RSBC 1996, c. 165), the *Gaming Control Act* (SBC 2002, c. 14), the federal *Criminal Code* (RSC 1985, c. C-46), the federal *Proceeds 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


Date January 20th, 2011

ARCHIVAL APPRAISAL:

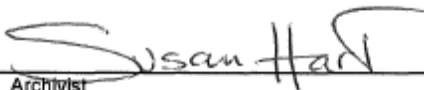
This appraisal documents the recommendations for final disposition.

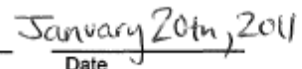
The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the *ORCS*, as well as in the Executive Summary.

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.

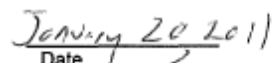
The definitions of both selective and full retention provide that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.


Archivist


Date January 20th, 2011

The undersigned endorses the appraisal recommendations:


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


Date January 20, 2011

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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.

		<u>A</u>	<u>SA</u>	<u>FD</u>
1)	<u>POLICY AND PROCEDURES</u>			
	-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

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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) HIGH-LEVEL DESCRIPTIVE REPORTS

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 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

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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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.

6) LOTTERY PRIZE CLAIM CASE FILES (OVER 1 MILLION)

90620-20	Lottery prize claim case files (over 1 million)	FY+1y	6y	FR
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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) MARKETING MATERIALS FOR TELEVISION AND WEB PAGES

90730-10	Marketing materials for television and web pages	CY+1y	nil	FR
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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) RESPONSIBLE GAMBLING TRAINING FOR STAFF

90800-02	Appropriate Response Training (ART) curriculum materials	SO+2y	nil	FR
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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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The government archives will fully retain these records because they document a program designed to address problem gambling.

9) RECORDS RETAINED TEN YEARS AND THEN DESTROYED – EXECUTIVE RECORDS

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.

10) RECORDS RETAINED TEN YEARS AND THEN DESTROYED – CORPORATE ASSETS

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

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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the manner in which it manages its finances, games, and gaming providers.

12) ELECTRONIC SYSTEMS, INCLUDING WEB SITES

SO

nil

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 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.

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.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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 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 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 World Masters Athletic Championships to the 2020 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.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

SECTION 1 TABLE OF CONTENTS BRITISH COLUMBIA LOTTERY CORPORATION

90000 - 90999

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90150	GAMING FACILITIES MANAGEMENT
90200	GAMING SERVICE PROVIDER MANAGEMENT - GENERAL
90210	GAMING SERVICE PROVIDER MANAGEMENT - BINGO, CASINO AND COMMUNITY GAMING CENTRES
90220	GAMING SERVICE PROVIDER MANAGEMENT - LOTTERY RETAILERS
90300	GAMING RESEARCH
90350	GAMING REVENUE DATA COLLECTION AND RECONCILIATION
90450	GAMING SUPPLIES AND EQUIPMENT
90500	GOVERNANCE - GENERAL
90510	GOVERNANCE - GAMING POLICY AND ENFORCEMENT
90520	GOVERNANCE - POLICY DEVELOPMENT
90600	PLAYER MANAGEMENT - GENERAL
90610	PLAYER MANAGEMENT - LOTTERY TICKET SUBSCRIPTIONS
90620	PLAYER MANAGEMENT - PRIZE PAYOUT
90700	PRODUCT DEVELOPMENT - GENERAL
90710	PRODUCT DEVELOPMENT - CREATIVE DESIGN
90720	PRODUCT DEVELOPMENT - GAMES
90730	PRODUCT DEVELOPMENT - MARKETING AND PROMOTIONS
90800	RESPONSIBLE GAMING INITIATIVES

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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90850 SECURITY INVESTIGATIONS AND AUDITS

90900 SPONSORSHIPS AND EVENTS

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90000 BRITISH COLUMBIA LOTTERY CORPORATION - GENERAL

Records not shown elsewhere in the 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 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 World Masters Athletic Championships to the 2020 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.

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 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.

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

For board records, see primary 90500.

For budget documentation, see [ARCS secondary 1000-20](#).

For executive briefing notes, correspondence, and issues see [ARCS secondary 280](#).

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

For operational policy, see secondary 90000-00.

For reference material/topical files, see [ARCS secondary 358-20](#).

The OPR is British Columbia Lottery Corporation unless otherwise noted below. See specific secondaries for OPR retention schedules.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90000	BRITISH COLUMBIA LOTTERY CORPORATION - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section) RETENTION STATEMENT Transfer to the government archives after policy is superseded or obsolete. SO: when the policy is superseded or obsolete FR: The government archives will fully retain final versions of operational policy documentation because these provide significant evidence of the governance of the functions and programs covered by this ORCS.	SO	nil	FR
-01	General RETENTION STATEMENT Destroy at the end of the second calendar year. NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant specific classifications.	CY+1y	nil	DE
-03	BCLC Data Warehouse (DW) data (covers electronic data) (also known as Corporate Performance Management) RETENTION STATEMENT BCLC data warehouse data may be destroyed seven years after superseded or obsolete. SO: when superseded or obsolete 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.	SO	7y	DE
-04	BCLC photographs not classified elsewhere RETENTION STATEMENT Destroy when superseded or obsolete.	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90000	BRITISH COLUMBIA LOTTERY CORPORATION - GENERAL	A	SA	FD
	SO: when superseded or obsolete			
	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 (90050-20).			
PIB	-06 Persons data on the Persons Database	SO	nil	DE
	RETENTION STATEMENT Destroy when no longer needed to support relevant records in other BCLC systems.			
	SO: when no longer needed to support relevant records in other BCLC systems			
	DE: Data on the Persons Database must be deleted when the relevant records in related databases become inactive.			
	NOTE: The Persons Database contains information about individuals identified in BCLC systems, maintained together for data integrity purposes. All of the relevant retention schedules for the data ensure that personal information is retained in accordance with the Freedom of Information and Protection of Privacy Act (RSBC 1996, c. 165) .			
	-10 Reference materials/topical files (covers copies of documents gathered from various sources that are used for informational purposes) (arrange by topic name)	SO	nil	DE
	RETENTION STATEMENT Destroy when superseded or obsolete.			
	SO: when superseded or obsolete			
	-12 Routine and ad-hoc reports from operational systems	SO	nil	DE
	RETENTION STATEMENT Destroy when superseded or obsolete.			
	SO: when superseded or obsolete			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90000	BRITISH COLUMBIA LOTTERY CORPORATION - GENERAL	A	SA	FD
	<p>NOTE: This secondary covers two main types of reports:</p> <ul style="list-style-type: none">• 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			
	<p>NOTE: Reports that document decisions or actions must be filed under the appropriate secondary for that function.</p>			
-15	Spreadsheets for tracking operational work	SO	nil	DE
	<p>RETENTION STATEMENT</p> <p>Destroy when no superseded or obsolete.</p> <p>SO: when superseded or obsolete</p> <p>7y: Throughout this <i>ORCS</i>, 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.</p> <p>DE: All electronic systems covered by this <i>ORCS</i> 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 <i>ORCS</i>, and the systems are described in the ISO section.</p> <p>NOTE: Only use this classification for information that is duplicated elsewhere and compiled or summarized in a spreadsheet as a convenient reference tool.</p>			

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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 System 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 20720-02.

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 services providers, see secondary 90200-08.

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

For operational policy, see secondary 90000-00.

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 reference material/topical files, see [ARCS secondary 358-20](#).

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.

For web site management files, see [ARCS secondary 340-40](#).

The OPR is British Columbia Lottery Corporation (Public Affairs) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90050	COMMUNICATIONS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	nil	FR
	RETENTION STATEMENT Transfer to the government archives after the policy is			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90050	COMMUNICATIONS	A	SA	FD
	superseded or obsolete.			
	SO: when the policy is superseded or obsolete			
-01	General	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
-02	BCLC annual service plan report	SO	nil	FR
	RETENTION STATEMENT Transfer to the government archives when superseded or obsolete.			
	SO: when superseded or obsolete			
	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.			
	OPR: Strategic Planning and Policy Department			
-04	BCLC Extranet web site	SO	nil	DE
	RETENTION STATEMENT Destroy when the web site is altered, updated, redesigned, or closed.			
	SO: when the web site is altered, updated, redesigned, or closed			
	OPR: each department is responsible for the web pages that it maintains			
	NOTE: The 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
	RETENTION STATEMENT Destroy when the web site is altered, updated, redesigned, or			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90050	COMMUNICATIONS	A	SA	FD
	closed.			
	SO: when the web site is altered, updated, redesigned, or closed			
	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 (covers messages posted to the Executive Corner on YAK and electronic mail sent by executive to all staff)	SO	10y	FR
	RETENTION STATEMENT Transfer to the government archives ten years after the Corporate Communication has posted the message, and a copy has been forwarded to Records Management.			
	SO: when the Corporate Communication 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 (covers events, campaigns, and other activities taking place throughout the province) (arrange by calendar year)	SO	nil	FR
	RETENTION STATEMENT Transfer to the government archives when superseded or obsolete.			
	SO: when superseded or obsolete			
	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			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90050	COMMUNICATIONS	A	SA	FD
	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
	RETENTION STATEMENT Destroy when the web site is altered, updated, redesigned, or closed.			
	SO: when the web site is altered, updated, redesigned, or closed			
	OPR: each department is responsible for the web pages that it maintains			
	NOTE: YAK provides corporate information to all BCLC employees. For more information see the ISO section.			
-20	BCLC publications (covers both paper and online publications) (includes pamphlets, periodicals, and other printed works offered for public distribution) (arrange by title and then by date)	SO	nil	FR
	RETENTION STATEMENT Transfer to the government archives when publication has been distributed or posted, two copies have been sent to Records Management, and when no longer needed for reference purposes.			
	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 gaming messaging, and major winner stories.			
	DE: All documents presented on web sites covered by this ORCS are classified and filed under appropriate secondaries within the ORCS, ARCS, or another record schedule. All web pages are classified under the secondary that covers the site, and disposed of			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90050 COMMUNICATIONS

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when discontinued in accordance with that secondary. Note that all web sites are described in the ISO section.

OPR: each department is responsible for its own publications

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 or 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)

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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.

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 ISO section.

For operational policy, see secondary 90000-00.

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

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

For records of the GSAP Committee, see [ARCS secondary 200-20](#).

The OPR is British Columbia Lottery Corporation (offices responsible for managing games) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90100	GAME MANAGEMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section) RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete. SO: when the policy is superseded or obsolete	SO	nil	FR
-01	General RETENTION STATEMENT Destroy at the end of the second calendar year.	CY+1y	nil	DE
-02	Gaming systems access protocol (GSAP) decisions	FY+2	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90100	GAME MANAGEMENT	A	SA	FD
	(covers records of decisions about appropriate levels of access to gaming systems and equipment for BCLC and gaming service provider staff groups) (electronic data)			
	RETENTION STATEMENT Destroy after the third fiscal year.			
-03	Gaming systems data retained for audit purposes (electronic data)	FY+7Y	nil	DE
	RETENTION STATEMENT Destroy at the end of the eighth fiscal year.			
	NOTE: The gaming systems whose data is covered by this secondary include: <ul style="list-style-type: none">• Bingo Paper Management System data• Casino Management System (CSM): 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 player			
-04	Gaming systems data with short-term value (electronic data)	SO	nil	DE
	RETENTION STATEMENT Destroy when financial data has been transferred to the appropriate database, and when no longer needed for verification or other purposes.			
	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 who data is covered by this secondary include: <ul style="list-style-type: none">• Bingo Game Management System (BING)• Online Lottery Gaming System (OLG)• PlayNow System: information audit data only• Slot machine game management system (CasinoLink)			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90100	GAME MANAGEMENT	A	SA	FD
	<ul style="list-style-type: none"> Integrated Voucher System (IVS) 			
-05	PlayNow.com Web Site RETENTION STATEMENT Destroy when the web site is altered, updated, redesigned, or closed. SO: when the web site is altered, updated, redesigned, or closed 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.	SO	nil	DE
-20	Game management case files (covers electronic data on CRMS-INCI and related electronic and paper records) (includes reports and working materials) (arrange by type of game) RETENTION STATEMENT Destroy at the end of the eighth fiscal year. NOTE: These files document the management of those games that require ongoing work beyond routine posting of jackpot amounts. These include: <ul style="list-style-type: none"> 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 poker tournament files for tournaments conducted and managed by gaming services providers or BCLC; these documents prize pool/payout structure and BCLC's approval of gaming services provider's table configuration plans 	FY+2Y	5y	DE
-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) RETENTION STATEMENT Destroy seven years after the game is no longer in use. SO: when game is no longer in use	SO+2Y	5y	DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90100 GAME MANAGEMENT

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OPR: Casino Product Development

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

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

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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 operational policy, see secondary 90000-00.

For policy documentation, see primary 90520.

For reference material/topical files, see [ARCS secondary 358-20](#).

The OPR is British Columbia Lottery Corporation (Casino and CGC Facilities) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90150	GAMING FACILITIES MANAGEMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	nil	FR
	RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete.			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90150	GAMING FACILITIES MANAGEMENT	A	SA	FD
	SO: when the policy is superseded or obsolete			
-01	General	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
-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
	RETENTION STATEMENT Destroy at the end of the fifth year after the committee is no longer active and/or the file has been closed for one year.			
	SO: when committee is no longer active and/or file has been closed for one year			
	DE: Records of the Gambling 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 (ARCS 510-02), all of which are fully retained.			
-20	Gaming facilities component plan approval case files (covers the emergency and surveillance component plans that BCLC requires from each facility) (includes proposals, approval documents, camera charts, component plans, copies of service agreements, correspondence, contact lists, floor plans, in-house procedures, and maintenance schedules) (arrange by gambling facility name)	SO+2Y	5y	DE
	RETENTION STATEMENT Destroy at the end of the seventh year after the facility ceases to operate.			
	SO: when the facility ceases to operate			
	OPR: Operations Gaming Audit Department			
-30	Gaming facility change project case files (includes correspondence, photographs, and working notes) (arrange by year and project)	SO+2Y	5y	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90150	GAMING FACILITIES MANAGEMENT	A	SA	FD
	<p>RETENTION STATEMENT</p> <p>Destroy at the end of the seventh calendar year after the project is completed or cancelled and when no longer needed for reference purposes.</p> <p>SO: upon project completion or cancellation, and when no longer needed for reference purposes</p> <p>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-build drawings secondary (ARCS 510-02), all of which are fully retained.</p> <p>NOTE: Gaming facility change project case files document BCLC's role in approving, funding, planning, and implementing updates to casinos, CGC, and bingo facilities, including:</p> <ul style="list-style-type: none">• 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	<p>Gaming facility floor layout plan files (excluding files retained for reference)</p> <p>(covers plans that reflect updates made as a result of gaming facility change projects and for other reasons)</p> <p>(includes floor plans)</p> <p>(arrange by gaming facility name and date)</p> <p>RETENTION STATEMENT</p> <p>Destroy at the end of the third calendar year.</p> <p>NOTE: Gaming facility floor layout plans are created using computer-aided design (CAD) software. These are updated frequently, wherever there are changes to furniture locations, exits, cash cages, or camera locations.</p>	CY+2Y	nil	DE
-40	<p>Gaming facility floor layout plan files retained for reference</p> <p>(covers approximately one representative floor layout plan)</p>	SO	nil	FR

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90150	GAMING FACILITIES MANAGEMENT	A	SA	FD
	<p>from each facility per year, selected by facilities staff for ongoing reference purposes) (includes floor plans) (arrange by gaming facility name and date)</p> <p>RETENTION STATEMENT Transfer to the government archives when superseded or obsolete.</p> <p>SO: when superseded or obsolete</p> <p>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.</p>			
-50	<p>Municipal/regional district/First Nations approval of gaming facility location case files (covers documentation of approvals for new or relocated gaming facilities) (includes business plans, building plans, bylaw amendments, copies of agreements, correspondence, checklists, market assessments, traffic studies, independent studies, minutes, public hearing documentation) (arrange by date, community name, and then by type of facility)</p> <p>RETENTION STATEMENT Destroy seven years after the gaming facility ceases to operate, and when no longer needed for reference purposes.</p> <p>SO: when gaming facility ceases to operate, and when no longer needed for reference purposes</p> <p>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.</p>	SO+2Y	5y	DE

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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 Casinos 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 of 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 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 an 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](#).

For operational policy, see secondary 90000-00.

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

For routine correspondence with gaming service providers, see [ARCS secondary 230-20](#).

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](#).

The OPR is British Columbia Lottery Corporation (Lottery Gaming Division or Casino and Community Gaming Division) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90200	GAMING SERVICE PROVIDER MANAGEMENT - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures	SO	nil	FR
	RETENTION STATEMENT			
	Transfer to the government archives after the policy is superseded or obsolete.			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90200	GAMING SERVICE PROVIDER MANAGEMENT - GENERAL	A	SA	FD
	SO: when the policy is superseded or obsolete			
-01	General	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
-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
	RETENTION STATEMENT Destroy when superseded or obsolete.			
	SO: when superseded or obsolete			
	NOTE: Documentation of any action 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 (covers electronic data on CCGIS, and/or other relevant systems)	SO	7y	DE
	RETENTION STATEMENT Destroy seven years after employee no longer works at the gaming facility and when any incidents, investigations, or other issues that relate to the employee have been resolved.			
	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			
-05	Gaming service provider training packages	SO	2y	DE
	RETENTION STATEMENT Destroy two years after superseded or obsolete.			
	SO: when superseded or obsolete			
	DE: These records can be destroyed because the information provided in theme is adequately documented in policy documentation and			

[Key to ARCS/ORCS Codes and Acronyms](#)

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90200	GAMING SERVICE PROVIDER MANAGEMENT - GENERAL	A	SA	FD
	publications.			
	NOTE: This secondary covers final version of instructor's/facilitator's notes, presentation slides handouts, and participant workbooks and manuals. The development of this material is covered in 90200-20.			
-06	Inquiries about specific gaming service providers (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)	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
-08	Messages for gaming service providers (routine) (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)	SO+1y	nil	DE
	RETENTION STATEMENT Destroy one year after superseded or obsolete.			
	SO: when superseded or obsolete			
-20	Gaming service provider training development files (arrange by course name)	SO	2y	DE
	RETENTION STATEMENT Destroy two years after superseded or obsolete.			
	SO: when superseded or obsolete			
-25	Gaming service provider training implementation history files (covers documentation of delivery of training courses both in-person and online) (includes correspondence, PowerPoint presentations, spreadsheets, and working materials) (arrange by course name)	SO	nil	DE
	RETENTION STATEMENT Destroy when superseded or obsolete.			
	SO: when superseded or obsolete			

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90200	GAMING SERVICE PROVIDER MANAGEMENT - GENERAL	A	SA	FD
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NOTE: As appropriate, BCLC tracks training sessions using CONNECT Subsystem Lottery Retailer Training and the Learning Management System.

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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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 the 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 variation, 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 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 and Community Gaming Incident and Risk Management System (CCGIS), see the Information System 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 Ingo Game System (PROG), see the ISO section.

For liquor license approval recommendations for service providers, see [ARCS secondary 280-30](#).

For operational policy, see secondary 90000-00.

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.

The OPR is British Columbia Lottery Corporation (Casino and CGC Division) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90210	GAMING SERVICE PROVIDER MANAGEMENT - BINGO, CASINO AND COMMUNITY GAMING CENTRES	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures	SO	nil	FR

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90210	GAMING SERVICE PROVIDER MANAGEMENT - BINGO, CASINO AND COMMUNITY GAMING CENTRES	A	SA	FD
	RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete. SO: when the policy is superseded or obsolete			
-01	General	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
-02	Approval of gaming service provider bingo game requests (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) (also known as requests for game approval [RFGA]) (arrange by gaming facility name and then game schedule)	SO+1y	nil	DE
	RETENTION STATEMENT Destroy one year after the game schedule has been changed. SO: when the game schedule has been changed			
-03	Gaming event licenses reference file (covers reference copies of gaming event licenses class A, B, C and D)	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year. OPR: Retailer Network Management 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 offer official bingo paper from a third party supplier.			
-04	Gaming service provider promotions approval tracking (covers regional managers' tracking of promotions initiated by gaming service providers, documenting approvals, costs, dates, and other details) (also known as Promotion Explanation and Tracking [PET])	CY+1y	nil	DE
	RETENTION STATEMENT			

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90210	GAMING SERVICE PROVIDER MANAGEMENT - BINGO, CASINO AND COMMUNITY GAMING CENTRES	A	SA	FD
	Destroy at the end of the second calendar year.			
-05	Notifications for regional managers' tracking of BCLC field staff (covers routine messages sent by BCLC staff at facilities to their managers, and by headquarters to regional managers) (includes correspondence, notices, reports, and copies for work orders) RETENTION STATEMENT Destroy at the end of the second calendar year. 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: <ul style="list-style-type: none"> 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 	CY+1y	nil	DE
-06	Promotional messaging for bingo sites (covers messages that appear in television monitors in bingo gaming facilities prior to games, regarding game changes, promotions, BCLC games and routine jackpot progress information) RETENTION STATEMENT Destroy when superseded or obsolete. SO: when superseded or obsolete	SO	nil	DE
-10	Variance approvals for gaming service providers (covers requests by gaming service providers to depart from the usual regulation [e.g., permission to maintain a smaller security contingent at non-peak hours], formal replies providing or refusing authorization, and supporting documentation) (arrange by gaming facility site name, and then by date of variance) RETENTION STATEMENT Destroy 10 years after the variance is no longer in effect.	SO	10y	DE

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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90210	GAMING SERVICE PROVIDER MANAGEMENT - BINGO, CASINO AND COMMUNITY GAMING CENTRES	A	SA	FD
	SO: when 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).			
	OPR: Vice President, Casino Division			
-20	Bingo, casino and CGC gaming service provider financial case files (arrange by name)	FY+2y	5y	DE
	RETENTION STATEMENT Destroy at the end of the eighth fiscal year.			
	OPR: Casino and CGC Finance			
	NOTE: These files include the following documentation: <ul style="list-style-type: none"> • auditor confirmations • copies of casino operational service agreements • financial statement and 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
	RETENTION STATEMENT			

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90210	GAMING SERVICE PROVIDER MANAGEMENT - BINGO, CASINO AND COMMUNITY GAMING CENTRES	A	SA	FD
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Destroy seven years after current gaming service provider for the gaming facility is no longer authorized to operate BCLC games and equipment.

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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END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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.

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

1. the Retail Sales Group (RSG) network: BCLC's corporate chain of lottery kiosks positioned in shopping malls, grocery stores, and other high-traffic areas
2. 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]
3. the hospitality lottery network: establishments with liquor licenses that also sell lottery tickets, including pull tab tickets designed especially for them

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

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

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 OLG, see the ISO section.

For a description of the 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 operational policy, see secondary 90000-00.

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

For reference material/topical files, see [ARCS secondary 358-20](#).

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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 90000-15.

The OPR is British Columbia Lottery Corporation (Lottery Sales) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90220	GAMING SERVICE PROVIDER MANAGEMENT - LOTTERY RETAILERS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section) RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete. SO: when the policy is superseded or obsolete	SO	nil	FR
-01	General RETENTION STATEMENT Destroy at the end of the second calendar year.	CY+1y	nil	DE
-02	Incentive conditions for lottery retailers - approved (covers final approved versions of retailer incentive conditions) (arrange by year and then by incentive name) RETENTION STATEMENT Transfer to the government archives seven years after the incentive is no longer in effect. 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.	SO+2y	5y	FR
-03	Lottery gaming service delivery data documented elsewhere (covers CONNECT data that is routinely transferred to other subsystems or systems) RETENTION STATEMENT Destroy when data has been transferred to the appropriate	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90220	GAMING SERVICE PROVIDER MANAGEMENT - LOTTERY RETAILERS	A	SA	FD
	system or subsystem.			
	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
	RETENTION STATEMENT Destroy one year after the information has been input.			
	SO: when information has been input			
PIB	-05 Lottery retailer certification and training data (covers electronic data in CONNECT Subsystem Lottery Retailer Training)	SO+1y	nil	DE
	RETENTION STATEMENT Destroy one year after individual has not worked for a lottery retailer for more than a year.			
	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) (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) (includes correspondence, policies, and marketing documentation)	SO	nil	SR
	RETENTION STATEMENT Records will be selectively retained when new documentation is distributed to replace or augment other information in the binder, and when a copy has been forwarded to Records Management.			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90220	GAMING SERVICE PROVIDER MANAGEMENT - LOTTERY RETAILERS	A	SA	FD
	<p>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</p> <p>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.</p>			
-07	<p>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) (also known as retail store news or Altura messages)</p> <p>RETENTION STATEMENT Destroy when data is overwritten (as happens daily).</p> <p>SO: when data is overwritten (as happens daily)</p>	SO	nil	DE
PIB	<p>-20 Bonus and incentive programs for retailers case files (covers bonus earning programs, incentive programs involving prizes, sellers' prize programs, suite/hosting programs, and disbursement of swag [i.e., free promotional material]) (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) (also known as retailer incentives as RSG bonus program)</p> <p>RETENTION STATEMENT Destroy at the end of the eighth fiscal year.</p> <p>PIB: These records document retailer names, addresses, earnings, rewards, and prizes</p> <p>NOTE: When determining bonus and incentive rewards, sales staff use sales figures from DW and document decisions in CONNECT; accounting staff generate</p>	FY+2y	5y	DE

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90220	GAMING SERVICE PROVIDER MANAGEMENT - LOTTERY RETAILERS	A	SA	FD
	payments using IFS.			
-25	Corporate accounts group (CAG) case files (includes correspondence, photographs, presentations, project documentation, retailer location lists, and lists of validation infractions) (arrange by retailer name/number) RETENTION STATEMENT Destroy at the end of the seventh year after corporate account is closed. 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.	SO+2y	5y	DE
PIB	-30 Lottery retailer application files (non-RSG) (covers Customer Service work orders, financial documentation, and Retailer Assessment forms) (arrange by business name) (also known as "retailer wanna be" files) RETENTION STATEMENT Destroy one year after 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. 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.	SO+1y	nil	DE
PIB	-40 Lottery retailer master files (covers the main files for all types of lottery retailers, including CAG files) (includes paper files and electronic data on CONNECT) (arrange by retailer agreement number)	SO+2y	5y	DE

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90220	GAMING SERVICE PROVIDER MANAGEMENT - LOTTERY RETAILERS	A	SA	FD
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RETENTION STATEMENT

Destroy at the end of the seventh fiscal year in which a lottery retailer ceases to operate.

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

OPR: Retailer Network Management

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 (includes application forms, referral forms, and resumes) (arrange by business name)	SO+1y	nil	DE
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RETENTION STATEMENT

Destroy one year after an applicant becomes a retailer, application is denied, or application has become inactive.

SO: after an 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 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.

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90220	GAMING SERVICE PROVIDER MANAGEMENT - LOTTERY RETAILERS		A	SA	FD
PIB	-60	Territory manager (TM) working notes case files (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) (electronic data on CRMS and paper records) RETENTION STATEMENT Destroy when appropriate documentation has been forwarded to the Retailer master file, and/or when no longer needed for reference purposes. SO: when appropriate documentation has been forwarded to the Retailer master file, and/or when no longer needed for reference purposes	SO	nil	DE

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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 the government. Some reports are routinely produced (e.g., sales performance 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 conjunctions 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) 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 90050-05.

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.

For operational policy, see secondary 90000-00.

For reference material/topical files, see [ARCS secondary 358-20](#).

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

The OPR is British Columbia Lottery Corporation (Corporate Research) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90300	GAMING RESEARCH	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	nil	FR
	RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete.			
	SO: when the policy is superseded or obsolete			
-01	General	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
-02	BCLC research and analysis reports (covers reports conducted or commissioned by BCLC, sometimes in conjunction with the ILC or other partners) (includes narrative reports and documentaries) (arrange by title of report)	SO	10y	DE
	RETENTION STATEMENT Destroy 10 years after the research findings are deemed irrelevant for current and future needs of the corporation.			
	SO: when the research findings are deemed irrelevant for current and future needs of the corporation			
	10y: The 10-year retention period 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).			
	OPR: One copy of every final report must be sent to Corporate Research, no matter which department undertook or commissioned the research			
	NOTE: This secondary covers both ad-hoc and standard reports, including:			

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90300	GAMING RESEARCH	A	SA	FD
	<ul style="list-style-type: none"> 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 analyze 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 analyze 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 fiscal year)	CY+2y	5y	FR
	RETENTION STATEMENT Transfer to the government archives at the end of the eighth calendar year. 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).			
-05	Market assessments for executive review (covers research commissioned to assist with gaming facility location decisions)	CY+5y	5y	DE
	RETENTION STATEMENT Destroy at the end of the 11th calendar year. 11y: 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			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90300	GAMING RESEARCH	A	SA	FD
	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).			
	OPR: VP Casino and Community Gaming			
-06	Other jurisdiction reports (covers reports that were developed by other jurisdictions with no BCLC involvement, that are held for reference purposes)	SO	nil	DE
	RETENTION STATEMENT Destroy when superseded or obsolete.			
	SO: when superseded or obsolete			
-07	Our Player reports to YAK (excluding winner profiles) (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) (includes narrative text, photographs, and audiovisual materials)	SO	nil	FR
	RETENTION STATEMENT Transfer to the government archives when Corporate Communications has posted or sent the message, and a copy has been forwarded to Records Management.			
	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 commission by BCLC concerning the behaviour of 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 (covers requests from other departments, senior management, government, and BCLC partners)	SO+2y	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90300	GAMING RESEARCH	A	SA	FD
	(includes correspondence, research data, and tracking documents) (arrange by business unit [lottery, casino, or CGC], then by department, and then by requestor and date) RETENTION STATEMENT Destroy two years after no longer relevant for current research and reference purposes. SO: when no longer relevant for current research and reference purposes NOTE: The research data in these files consist of data drawn from existing research and reports, reformatted to suit the needs of the client.			
-30	Research working materials and data (covers research conducted by BCLC and/or ILC, including work done using the Survey Monkey service) (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) RETENTION STATEMENT Destroy when Corporate Research related report is destroyed; for all other departments, when related report is completed and when no longer needed for reference purposes. SO: when Corporate Research related report is destroyed; for all other departments, when related report is completed and when no longer needed for reference purposes OPR: the department that conducts the research and/or develops or commissions the report NOTE: Some of the research data may include personal information, however, most is held in anonymized form.	SO	nil	DE

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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 annual service plan reports, see secondary 90050-02.

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

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

For a description of CONNECT, see the ISO section.

For financial management topical files, see [ARCS secondary 900-04](#).

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

For description of gaming systems, see the ISO section.

For operational policy, see secondary 90000-00.

For reference material/topical files, see [ARCS secondary 358-20](#).

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

The OPR is British Columbia Lottery Corporation (Gaming Finance) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90350	GAMING REVENUE DATA COLLECTION AND RECONCILIATION	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section) RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete. SO: when the policy is superseded or obsolete	SO	nil	FR
-01	General RETENTION STATEMENT Destroy at the end of the second fiscal year.	FY+1y	nil	DE
-02	Found money documentation (covers relevant data on CMS and pre-CMS cumulative reports) RETENTION STATEMENT	FY+7y	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90350	GAMING REVENUE DATA COLLECTION AND RECONCILIATION	A	SA	FD
	Destroy at the end of the eighth fiscal year.			
	OPR: Casino Operations (Casino Site Operations Manager)			
	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 reports (covers electronic data and records as well as paper files)	FY+7y	nil	DE
	RETENTION STATEMENT Destroy at the end of the eighth fiscal year.			
	NOTE: Gaming revenue data is extracted from various gaming systems at BCLC and at gaming facilities, and recorded in the following systems: <ul style="list-style-type: none"> • 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
	RETENTION STATEMENT Destroy at the end of the eighth fiscal year.			
	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			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90350	GAMING REVENUE DATA COLLECTION AND RECONCILIATION	A	SA	FD
	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
	RETENTION STATEMENT Destroy at the end of the second calendar year.			

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90450 GAMING SUPPLIES AND EQUIPMENT

Records relating to the production, maintenance, distribution, and return of gaming supplies and equipment that needed 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 approval of changes to gaming equipment by the Gaming Facilities Change Committee, see secondary 90150-05.

For audit and compliance review documentation, see primary 90150-05.

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

For equipment and supplies documentation managed according to , see [ARCS section 3](#).

For gaming service provider documentation, see primaries 90200 through 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 operational policy, see secondary 90000-00.

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 reference material/topical files, see [ARCS secondary 358-20](#).

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

For server and network equipment maintenance, see [ARCS section 6](#).

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

The OPR is British Columbia Lottery Corporation (Lottery Gaming Division or Casino and Community Gaming Centres Division) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90450	GAMING SUPPLIES AND EQUIPMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	nil	FR
	RETENTION STATEMENT Transfer to the government archives after the policy is			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90450	GAMING SUPPLIES AND EQUIPMENT	A	SA	FD
	superseded or obsolete.			
	SO: when the policy is superseded or obsolete			
-01	General	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
-02	Gaming supplies inventories and logs needed for audits	FY+1y	6y	DE
	RETENTION STATEMENT Destroy at the end of the eighth fiscal year.			
	OPR: varies; see NOTE below for more details			
	NOTE: This secondary covers the following specific reports, with OPRS noted: <ul style="list-style-type: none"> chip movement inventories regarding movement of chips in and out of casinos for emergencies, poker tournaments, or other purposes (Operational Gaming Audits) inventory of coupons (Casino Operations - CSOM) merchandise prize inventory tracking (Lottery Finance: covers tracking of merchandise prizes associated with lottery gaming marketing initiatives) slot machine programmable read only memory (PROM) activity log (Casino Operators - CSOM) 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) 			
-03	Inventory data relating to lottery and pull-tab products (covers electronic data on CONNECT Subsystem Inventory of Lottery and Pull-tab Products)	SO	nil	DE
	RETENTION STATEMENT Destroy upon verification of data entry.			
	SO: upon verification of data entry			
-05	Product delivery documentation (covers packing slips received with the product from suppliers)	FY+1y	6y	DE
	RETENTION STATEMENT			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90450	GAMING SUPPLIES AND EQUIPMENT	A	SA	FD
	Destroy at the end of the eighth fiscal year.			
	OPR: Product Distribution			
-06	Product maintenance data (covers data on the CONNECT Subsystem Product Maintenance)	SO	nil	DE
	RETENTION STATEMENT Destroy when product is discontinued and when no longer needed to maintain data integrity in CONNECT.			
	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
	RETENTION STATEMENT Destroy when data is transferred to another system or subsystem.			
	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
	RETENTION STATEMENT Destroy when data has been entered into CONNECT.			
	SO: when data has been entered into CONNECT			
	OPR: Customer Sales Group			
-14	Ticket destruction documentation (covers ticket destruction certificates and CONNECT inventory adjustment documents)	FY+1y	7y	DE
	RETENTION STATEMENT Destroy at the end of the ninth fiscal year.			
	OPR: Lottery Finance			
	NOTE: After tickets have expired, unused tickets are			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90450	GAMING SUPPLIES AND EQUIPMENT	A	SA	FD
	destroyed at the warehouse that holds them, and the documentation is forwarded to Lottery Finance.			
-15	Ticket inventory - weekly status report	SO	nil	DE
	RETENTION STATEMENT Destroy when superseded or obsolete.			
	SO: when superseded or obsolete			
	OPR: Customer Sales Group			
	NOTE: Compiled based on three CONNECT reports for use as a reference tool during customer service calls.			

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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, current 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.

For administrative records relating to the Board (e.g., orientation guides and compensation documentation), see [ARCS](#).

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

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 executives, see [ARCS primary 280](#).

For final business and strategic plans, see [ARCS secondary 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 operational policy, see secondary 90000-00.

For policy, standards and directives, including terms of reference and ILC policies, see primary 90520.

For reference material/topical files, see [ARCS secondary 358-20](#).

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

The OPR is British Columbia Lottery Corporation (Corporate Secretary) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90500	GOVERNANCE - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section) RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete. SO: when the policy is superseded or obsolete	SO	nil	FR
-01	General RETENTION STATEMENT Destroy at the end of the second calendar year.	CY+1y	nil	DE
-03	BCLC Board summary of resolutions (covers reference documentation covering all resolutions made by the Board over time) RETENTION STATEMENT Transfer to the government archives 10 years after superseded or obsolete. SO: when superseded or obsolete 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.	SO	10y	FR
-05	Executive dashboard (covers an excel spreadsheet that contains key statistical information submitted from throughout the organization relating to corporate priorities, business health, financial figures, and public relations status reports) RETENTION STATEMENT Destroy 10 years after information is superseded or obsolete. SO: when superseded or obsolete OPR: Corporate Strategy and Marketing	SO	10y	DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90500	GOVERNANCE - GENERAL	A	SA	FD
	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. The archival appraisal is in accordance with the selective retention provisions of the Executive Records Schedule (Special Scheduled 102906).			
	-20 Board meeting packages (covers records made available to the Board on the BCLC Extranet Web Site) (includes agenda, minutes, reports, executive dashboard spreadsheet extracts, and other submissions)	SO	10y	FR
	RETENTION STATEMENT Transfer to the government archives 10 years after superseded or obsolete.			
	SO: when superseded or obsolete			
	NOTE: Reports to the Board on operational activities consist of compilations of reports made by management of all relevant divisions. Those reports are made verbally without accompanying written submissions are summarized in Board minutes.			
PIB	-25 Board member case files (includes Order in Council appointments, biographies, and correspondence) (arrange by Board member name)	SO	10y	DE
	RETENTION STATEMENT Destroy 10 years after appointment is rescinded by Order in Council.			
	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 record. This archival appraisal is in accordance with the selective retention provisions of the Executive Records Schedule (Special Schedule 102906).			
	-30 Board committee records (covers ad-hoc and ongoing committees that report to the Board, consisting of members of the Board and other	SO	10y	FR

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90500	GOVERNANCE - GENERAL	A	SA	FD
	<p>appropriate individuals) (includes agenda, correspondence, minutes, reports, submissions, and related documents)</p> <p>RETENTION STATEMENT Transfer to the government archives 10 years after superseded or obsolete.</p> <p>SO: when superseded or obsolete</p> <p>NOTE: The board has both Select Standing and ad-hoc committees including:</p> <ul style="list-style-type: none"> • Audit Committee • Governance and Corporate Social Responsibility Committee • Human Resources and Compensation Committee • ad-hoc committees 			
-40	<p>Executive committee records (covers records made available to the Board on the BCLC Extranet Web Site) (includes minutes, reports, current executive dashboard spreadsheet, and other submissions)</p> <p>RETENTION STATEMENT Transfer to the government archives 10 years after superseded or obsolete.</p> <p>SO: when superseded or obsolete</p>	SO	10y	FR
-45	<p>Executive-sponsored committee records</p> <p>RETENTION STATEMENT Transfer to the government archives 10 years after superseded or obsolete.</p> <p>SO: when superseded or obsolete</p> <p>10y: Throughout this primary, records must be retained for 10 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 selective criteria authorized in the Executive Records Schedule (Schedule 102906).</p>	SO	10y	FR

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90500	GOVERNANCE - GENERAL	A	SA	FD
	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.			
	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: <ul style="list-style-type: none">• Account-based Gaming Steer 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)			

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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 their 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 through 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 operational policy, see secondary 90000-00.

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 provider staff, see secondary 90000-15.

The OPR is British Columbia Lottery Corporation (Lottery Gaming Division) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90510	GOVERNANCE - GAMING POLICY AND ENFORCEMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	nil	FR

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90510	GOVERNANCE - GAMING POLICY AND ENFORCEMENT	A	SA	FD
	RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete. SO: when the policy is superseded or obsolete			
-01	General	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
-03	GPEB certification of games (covers certificates of technical integrity and game specification review approvals)	SO	10y	DE
	RETENTION STATEMENT Destroy 10 years after related game case file is closed. SO: when related game case file is closed 10y: This retention ensures that these records are retained for as long as the related game case files. OPR: Lottery Security			
-05	Government (GPEB) registration of lottery retailers - liaison files (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
	RETENTION STATEMENT Destroy at the end of the eighth fiscal year. 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 (includes application forms, employment confirmation letters, clearance certificates, records of fees, and GPEB registration cards) (arrange by registration number)	SO+1y	nil	DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90510	GOVERNANCE - GAMING POLICY AND ENFORCEMENT	A	SA	FD
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RETENTION STATEMENT

Destroy one year after employee no longer works for BCLC.

SO: when employee no longer works for BCLC

OPR: Human Resources

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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 gamers, 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 cainos
- guideline and directives for gaming service providers, including marketing and advertising guidelines
- guides for players including game how-to-play guides, the PlayNow player agreement policy, and 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.

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

For operational policy, see secondary 90000-00.

For program planning, see [ARCS secondary 400-20](#).

For reference material/topical files, see [ARCS secondary 358-20](#).

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

For tracking spreadsheets, see secondary 90000-15.

The OPR is British Columbia Lottery Corporation (Policy and Planning Department) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90520	GOVERNANCE - POLICY DEVELOPMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section) RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete. SO: when the policy is superseded or obsolete	SO	nil	FR
-01	General RETENTION STATEMENT Destroy at the end of the second calendar year.	CY+1y	nil	DE
-02	BCLC directives and guides for gaming service providers and players (covers directives, guides, policies and standards that are not organized into manuals) RETENTION STATEMENT Transfer to the government archives seven years after the policy has been replaced or becomes obsolete. SO: when the policy has been replaced or becomes obsolete 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.	SO+2y	5y	FR
-03	BCLC policy manuals for gaming service providers (includes policies, notices to implement, and related correspondence and update documentation) RETENTION STATEMENT Transfer selected records to the government archives seven years after regular update occurs (currently quarterly). SO: when regular update occurs (currently quarterly)	SO+2y	5y	SR

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90520	GOVERNANCE - POLICY DEVELOPMENT	A	SA	FD
	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 Resources Office [CARO], and any other government agencies that set policy and directives that BCLC is required to follow)	SO	nil	DE
	RETENTION STATEMENT Destroy when superseded or obsolete.			
	SO: when superseded or obsolete			
-05	Interprovincial Lottery Corporation (ILC) rules and regulations	SO	nil	FR
	RETENTION STATEMENT Transfer to the government archives when superseded or obsolete.			
	SO: when superseded or obsolete			
	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
	RETENTION STATEMENT Transfer to the government archives when superseded or obsolete.			
	SO: when superseded or obsolete			
	FR: The government archives will fully retain approved internal policy for BCLC because these records have evidential value.			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90520	GOVERNANCE - POLICY DEVELOPMENT	A	SA	FD
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 (covers development of both internal policies and policies for gaming service providers) (includes correspondence, drafts, requests for decision documents, and working materials)	SO+2y	nil	DE
RETENTION STATEMENT Destroy two years after the policy has been approved and distributed or become obsolete, and when no longer needed for reference purposes.				
SO: when the policy has been approved and distributed or become obsolete, and when no longer needed for reference purposes				

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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.

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

For a description of the 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 primary 290](#), [primary 292](#), and [primary 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 operational policy, see secondary 90000-00.

For Player First manual, see secondary 90220-06.

For Player First reports, see secondary 90000-12.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

For reference material/topical files, see [ARCS secondary 358-20](#).

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

The OPR is British Columbia Lottery Corporation (Customer Strategy and Marketing) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90600	PLAYER MANAGEMENT - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section) RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete. SO: when the policy is superseded or obsolete	SO	nil	FR
-01	General RETENTION STATEMENT Destroy at the end of the second calendar year.	CY+1y	nil	DE
-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 decreased patron information) RETENTION STATEMENT Destroy one year after information has been entered into CMS. SO: when information has been entered into CMS	SO	1y	DE
PIB	-04 Customer support input documentation (covers inputs to CRMS entered by customer services representatives, including any PlayNow registration documents that may be received) (includes correspondence, work orders, working notes, scanned documents, and phone conversation recordings [voice recordings for 1-800 number calls]) RETENTION STATEMENT Destroy one year after information has been entered into CRMS. SO: when information has been entered into CRMS	SO+1y	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90600	PLAYER MANAGEMENT - GENERAL	A	SA	FD
	<p>NOTE: 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.</p> <p>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 90600-05). 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.</p> <p>NOTE: Correspondence that needs to be classified elsewhere includes:</p> <ul style="list-style-type: none">• 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 <p>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.</p>			
PIB	<p>-05 Customer support work order data (covers incident reports, help desk alerts and exception reports, and service statistics) (includes correspondence, working notes, photographs, audiovisual records) (electronic data on CRMS-CSS)</p> <p>RETENTION STATEMENT Destroy seven years after resolution of incident or provision of help and support.</p> <p>SO: upon resolution of incident or provision of help and support</p>	SO+7y	nil	DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90600	PLAYER MANAGEMENT - GENERAL	A	SA	FD
	<p>PIB: Data includes names, email addresses, postal addresses, and other information relevant to the customer support data.</p> <p>OPR: Customer Support Centre</p>			
PIB	<p>-06 PlayNow registration supporting documentation data (covers electronic data on CRMS-CSS) (includes scanned copies of proof of identification that are required when issues arise during or after registration)</p> <p>RETENTION STATEMENT Destroy one year after the information has been used to update the player status in the PlayNow System.</p> <p>SO: when the information has been used to update the player status in the PlayNow System</p>	SO+1y	nil	DE
PIB	<p>-20 BC Gold members case files data (includes electronic data on CMS) (arrange by member name)</p> <p>RETENTION STATEMENT Destroy seven years after player ceases to be a member.</p> <p>SO: when player ceases to be a member</p> <p>PIB: These case files contain member names, addresses, player points, point redemptions, and point adjustments.</p>	SO+7y	nil	DE
PIB	<p>-30 PlayNow registrants case files data (includes electronic data on the PlayNow Casino Gaming Platform [PlayNow/CAS]) (arrange by member name)</p> <p>RETENTION STATEMENT Destroy one year after player ceases to be a member, or ceases to be barred from membership (i.e., when the exclusion period ends).</p> <p>SO: when player ceases to be a member, or ceases to be barred from membership (i.e., when the exclusion period ends)</p> <p>PIB: These case files contain member information as follows:</p>	SO+1y	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90600	PLAYER MANAGEMENT - GENERAL	A	SA	FD
	<ul style="list-style-type: none"> identifying information entered by the players when they register online gaming history information added automatically over time additional information added if issues arise, based on documentation sent by players and scanned in by customer service 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 90600-06]) 			
	OPR: eGaming Integration and Certification			
PIB	-35 Voluntary self exclusion and provincial barring case files (covers electronic data on CCGIS, electronic records, and paper records) (includes agreements, correspondence, invoices, photographs, Provincial Barring notifications [also known as barring documents tracking files], security bulletins for gaming providers, vehicle documentation, working notes) (arrange by surname) (also known as barring tracking documents tracking files)	SO+2y	5y	DE
	RETENTION STATEMENT Destroy seven years after individual is no longer excluded from entering gaming facilities under BCLC control. SO: when individual is no longer excluded from entering gaming facilities under BCLC control OPR: Casino Security and Surveillance NOTE: 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 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.			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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 days, 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 BCLC office and processed there
- entered into 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 the 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.

For operational policy, see secondary 90000-00.

For reference material/topical files, see [ARCS secondary 358-20](#).

The OPR is British Columbia Lottery Corporation (Player Services) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90610	PLAYER MANAGEMENT - LOTTERY TICKET SUBSCRIPTIONS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	nil	FR
	RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete. SO: when the policy is superseded or obsolete			
-01	General	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90610	PLAYER MANAGEMENT - LOTTERY TICKET SUBSCRIPTIONS	A	SA	FD
-05	Subscriber documentation for input to CONNECT (includes correspondence, applications, financial information, and official documentation of name changes and deaths) (also known as daily source documents and subscriber account documentation changes)	FY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second fiscal year.			
-08	Subscription logs (covers daily ticket log [logs subscription requests forwarded from the Vancouver office to Kamloops for processing], log of requests for security checks on subscribers [lists correspondence sent to Lottery Security for checks] and subscription work log [used to track workload and generate the yearly subscription report])	FY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second fiscal year.			
-10	Subscription documentation retained for audit purposes (covers daily subscription report conciliations [ensures subscriptions have been entered into OLG] and subscription cancellation or replacement documentation [i.e., replacing cheques with credit card information])	FY+1y	6y	DE
	RETENTION STATEMENT Destroy at the end of the eighth fiscal year.			
-12	Subscription documentation not processed (covers subscription applications and renewals lacking information, signatures, portions of tickets, payments, as well as documentation mailed to subscribers and returned as undeliverable)	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
	2y: This period provides adequate time to find the subscriber or for the subscriber to follow up, in which case the documentation is reclassified to secondary 90610-05.			
PIB	-20 Subscriber case file data (covers electronic data on CONNECT Subsystem Mail Subscriptions [MS])	SO+7y	nil	DE
	RETENTION STATEMENT Destroy seven years after the subscriber ceases to subscribe.			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90610	PLAYER MANAGEMENT - LOTTERY TICKET SUBSCRIPTIONS	A	SA	FD
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SO: when subscriber ceases to subscribe

NOTE: The data includes players name and addresses. No banking or credit card information is maintained here.

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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 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 withdrawn 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. These 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.

For operational policy, see secondary 90000-00.

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

For reference material/topical files, see [ARCS secondary 358-20](#).

The OPR is British Columbia Lottery Corporation (Player Services) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90620	PLAYER MANAGEMENT - PRIZE PAYOUT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	nil	FR
	RETENTION STATEMENT Transfer to the government archives after the policy is			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90620	PLAYER MANAGEMENT - PRIZE PAYOUT	A	SA	FD
	superseded or obsolete.			
	SO: when the policy is superseded or obsolete			
-01	General	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
-05	Main log of all tickets received (also known as the mail log)	SO+1y	6y	DE
	RETENTION STATEMENT Destroy seven years after superseded or obsolete.			
	SO: when superseded or obsolete			
	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
	RETENTION STATEMENT Destroy when superseded or obsolete.			
	SO: when superseded or obsolete			
	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
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
	NOTE: This secondary covers the following logs: <ul style="list-style-type: none"> claims without ticket log subscriptions and questionable ticket log (the daily log of winning tickets from Vancouver); documents customer name, game type, ticket control number, 			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90620	PLAYER MANAGEMENT - PRIZE PAYOUT	A	SA	FD
	<p>and the seal number used to seal the bag)</p> <ul style="list-style-type: none"> • tickets on hold log (covering lost tickets and tickets and have incomplete validation information) • tickets for destruction (covers unused tickets returned by retailers) • tickets forwarded to Lottery Security (mainly defective scratch tickets) 			
-08	<p>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)</p> <p>RETENTION STATEMENT Destroy at the end of the eighth fiscal year.</p> <p>NOTE: Ticket logs and reports retained for audit purposes include but are not limited to the following (differing OPR noted as appropriate):</p> <ul style="list-style-type: none"> • cancelled deleted winner 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 	FY+1y	6y	DE
-10	<p>Winning number draw data (covers electronic data on CONNECT Subsystem Draw Reporting)</p> <p>RETENTION STATEMENT Destroy at the end of the eighth fiscal year.</p>	FY+1y	6y	DE
-11	<p>Winning number draw reports (covers reports that document the prize breakdowns and winners of every BCLC and Interprovincial Lottery Corporation draw over time)</p> <p>RETENTION STATEMENT</p>	CY+4y	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90620	PLAYER MANAGEMENT - PRIZE PAYOUT			A	SA	FD
Destroy at the end of the fifth calendar year.						
PIB	-20	Lottery prize claim case files (over \$1 million) (covers claims for lottery and promotional prize winners, and subscription prize claims) (includes cheque stubs, winning ticket[s], forms, correspondence, envelope, legal documentation of ticket ownership [i.e., statutory declarations], photographs, and interview documentation) (arrange by winner name) RETENTION STATEMENT Transfer to the government archives at the end of the eighth fiscal year. 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).	FY+1y	6y	FR	
PIB	-30	Lottery prize claim case files (under \$1 million) (covers claims for lottery and promotional prize winners, and subscription prize claims) (includes cheque stub[s], winning ticket[s], forms, correspondence, envelope, legal documentation of ticket ownership [i.e., statutory declarations], photographs, and interview documentation) (arrange by winner name) RETENTION STATEMENT Destroy at the end of the eighth fiscal year. 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 <i>Luck Magazine</i> , where some of the winners are profiled. NOTE: The following forms may be filed in both types of lottery prize claim files: <ul style="list-style-type: none">Requests for Prize Payment	FY+1y	6y	DE	

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90620	PLAYER MANAGEMENT - PRIZE PAYOUT	A	SA	FD
	<ul style="list-style-type: none">• Security Checklist• Statutory Declaration• Ticket Authorization form			
PIB	-40 Tickets claimed but not paid case files (includes correspondence, copies of tickets, envelopes that the claim came in, supporting documentation, and work orders) (arrange by type of claim and then by claimant name) RETENTION STATEMENT Destroy at the end of the eighth fiscal year. NOTE: Types of claims include: <ul style="list-style-type: none">• claims for which no cheque/prize was issued files (also known as correspondent 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) NOTE: Contains personal information about customers and details of their claims.	FY+7y	nil	DE

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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 operational policy, see secondary 90000-00.

For reference material/topical files, see [ARCS secondary 358-20](#).

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

The OPR is British Columbia Lottery Corporation (Casino and CGC Division and Lottery Gaming Division) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90700	PRODUCT DEVELOPMENT - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section) RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete. SO: when the policy is superseded or obsolete	SO	nil	FR
-01	General RETENTION STATEMENT Destroy at the end of the second calendar year.	CY+1y	nil	DE
-10	Lottery Division Townhall meetings files (covers regular all-staff meetings) RETENTION STATEMENT Transfer to the government archives when superseded or obsolete. SO: when superseded or obsolete 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.	SO	nil	FR

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90700	PRODUCT DEVELOPMENT - GENERAL
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SA

FD

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.

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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 service 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 requesters, 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 requester, and this work is not tracked by 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 operational policy, see secondary 90000-00.

For reference material/topical files, see [ARCS secondary 358-20](#).

For tracking spreadsheets, see secondary 90000-14.

The OPR is British Columbia Lottery Corporation (Marketing Services) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90710	PRODUCT DEVELOPMENT - CREATIVE DESIGN	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section)	SO	nil	FR
	RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete.			
	SO: when the policy is superseded or obsolete			
-01	General	CY+1y	nil	DE
	RETENTION STATEMENT			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90710	PRODUCT DEVELOPMENT - CREATIVE DESIGN	A	SA	FD
	Destroy at the end of the second calendar year.			
-03	Creative design product request services data (covers electronic data on the Creative Services Request Management System [RMS]) RETENTION STATEMENT Destroy when relevant product files have been destroyed and are no longer needed for reference purposes. SO: when relevant product files have been destroyed and are 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).	SO	nil	DE
-20	Creative design product final versions - routine (arrange by request number) RETENTION STATEMENT Destroy two years after product is completed and forwarded to requester. SO: when product is completed and forwarded to requester NOTE: Routine products are defined as those that are not needed for long-term reference by Creative Services.	SO	2y	DE
VR	-25 Creative design product final versions - significant (covers documentation relating to game core assets [i.e., game master files], precedent-setting products, mater video files, production files, and other significant requests and products) (arrange by request number) RETENTION STATEMENT Destroy 10 years after product is completed and forwarded to requester, or if it is a game, when the game is no longer in use. SO: when product is completed and forwarded to requester, 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	SO	10y	DE

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90710	PRODUCT DEVELOPMENT - CREATIVE DESIGN	A	SA	FD
	<p>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.</p> <p>VR: Final copies 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.)</p>			
-30	Creative design product development files (arrange by request number)	SO	nil	DE
	<p>RETENTION STATEMENT</p> <p>Destroy when product is completed and forwarded to requester, the Creative Services copy of the product as been filed under the appropriate secondary, and when no longer needed for reference purposes.</p> <p>SO: when product is completed and forwarded to requester, the Creative Services copy of the product as been filed under the appropriate secondary, and when no longer needed for reference purposes</p>			

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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
- off-track betting, played 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 licenses 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.

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.

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 correspondences, reports, web sites, and other types of records as indicated under relevant secondaries.

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

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

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

For a description 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 operational policy, see secondary 90000-00.
 For reference material/topical files, see [ARCS secondary 358-20](#).
 For research documentation, see primary 90300.
 For responsible gaming initiatives, see primary 90800.

The OPR is British Columbia Lottery Corporation (departments responsible for developing games) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90720	PRODUCT DEVELOPMENT - GAMES	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section) RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete. SO: when the policy is superseded or obsolete	SO	nil	FR
-01	General RETENTION STATEMENT Destroy at the end of the second calendar year.	CY+1y	nil	DE
-02	Game conditions RETENTION STATEMENT Transfer to the government archives when conditions are updated or game is discontinued. 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 legal and policy framework within which games are managed. OPR: Legal Department	SO	nil	FR
-05	Log of ticket expiry dates and processes	SO	nil	DE

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90720	PRODUCT DEVELOPMENT - GAMES	A	SA	FD
	<p>RETENTION STATEMENT</p> <p>Destroy when superseded or obsolete.</p> <p>SO: when superseded or obsolete</p> <p>NOTE: Log of ticket expiry dates and processes are published on BCLC.com and in <i>Luck Magazine</i>.</p>			
-10	<p>Ticket sample albums</p> <p>(covers sample tickets for all games since 1983, showing front and back of each)</p> <p>(arrange chronologically)</p> <p>RETENTION STATEMENT</p> <p>Destroy when lottery tickets are no longer sold by the corporation.</p> <p>SO: until lottery tickets are no longer sold by the corporation</p> <p>NOTE: Ensure that samples of each ticket are also placed on the relevant game case file (2 packs).</p>	SO	nil	DE
-15	<p>Web-based game tutorials and demonstration</p> <p>(includes audiovisual materials)</p> <p>RETENTION STATEMENT</p> <p>Transfer to the government archives after game is removed from the PlayNow System, and a copy is forwarded to Records Management.</p> <p>SO: when game is removed from the PlayNow System, and a copy is forwarded to Records Management</p> <p>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.</p>	SO	nil	FR
VR	<p>-20 Game case files</p> <p>(covers documentation relating to game concepts, game development, and game production)</p> <p>(includes game specifications and other documentation appropriate to the type of game [see below for details]; electronic and paper files, games stored on CD)</p> <p>(arrange by type of game, then by name or number assigned)</p>	SO	10y	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

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90720 PRODUCT DEVELOPMENT - GAMES

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to the game)

RETENTION STATEMENT

Destroy 10 years after 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).

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: This period of time allows 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 demonstration, and in presentations made to Townhall meetings).

VR: Game case files are vital for continuing viability of the games they relate to. The financial loss to the number and value of the games under development and in use at any given time, would be considerable.

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

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.

NOTE: Game concept sub-files may contain:

- migration path diagrams
- process checklists
- product launch process maps
- project documentation
- stage gate documentation

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90720	PRODUCT DEVELOPMENT - GAMES	A	SA	FD
	<ul style="list-style-type: none">test plan documents			
	<p>NOTE: Game development sub-files may contain:</p> <ul style="list-style-type: none">brand plansbriefs (including communications and game briefs)budget documentationbusiness caseschecklists and/or process maps used to track workcopies of legal documents (game licensing contracts and game conditions, trademark research results)Corporate Social Responsibility (CSR) approvals (Responsible Gaming approvals)correspondencedistribution lists and feedback notesdraftsgame specifications and instructionsgraphic designs/artwork (game assets)information sheetsminutesnew game concept formsopportunity 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 (processed plans for future games)promotion and advertising documentation (copies - see secondary 90730-40 for main file)schedules (including launch schedules)working materials			
	<p>NOTE: Official game sub-files may contain:</p> <ul style="list-style-type: none">copies of GPEB certification/approval documentscopies of licensing contractsfinal signed communication briefs (marketing proposals signed by management)copy of final signed game conditionsfinal signed graphic designs/artworkincentives for retailersinstructional text for e-gamespost analysis checklists and documentationticket samples for each game launched			

END OF PRIMARY

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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 (mainly taking the form of sponsoring newscasts)
- television advertising
- web-based advertising on BCLC.com and PlayNow

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 Systems Overview (IS) section (Simple Systems List).

For BCLC publications, see secondary 90050-20.

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 operational policy, see secondary 90000-00.

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

For publication development files, see [ARCS secondary 312-20](#).

For reference material/topical files, see [ARCS secondary 358-20](#).

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

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The OPR is British Columbia Lottery Corporation (departments responsible for marketing and promotions) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90730	PRODUCT DEVELOPMENT - MARKETING AND PROMOTIONS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section) RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete. SO: when the policy is superseded or obsolete	SO	nil	FR
-01	General RETENTION STATEMENT Destroy at the end of the second calendar year.	CY+1y	nil	DE
-02	BC Gold Players Club program file (covers mailing information, membership data, promotional materials and training documents) RETENTION STATEMENT Destroy one year after superseded or obsolete. SO: when superseded or obsolete NOTE: Files may contain some personal information about players.	SO+1y	nil	DE
-03	Chances Community Gaming Web Site RETENTION STATEMENT Destroy when the web site is altered, updated, redesigned, or closed. 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).	SO	nil	DE

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90730	PRODUCT DEVELOPMENT - MARKETING AND PROMOTIONS	A	SA	FD
-04	CoolSigns messaging data (covers marketing and promotions messages from BCLC and gaming service providers that are provided on electronic message boards in gaming facilities) (includes electronic data on CoolSigns) RETENTION STATEMENT Destroy when superseded or obsolete. SO: when superseded or obsolete	SO	nil	DE
-10	Marketing materials for television and web pages (covers marketing and promotion materials prepared for presentation on television [i.e., advertisements] publication on BCLC.com, Extranet, Chances.ca, PlayNow.com, and any other web sites and pages operated by BCLC [e.g., bcgoldtown.com]) (includes audiovisual material and web pages) RETENTION STATEMENT Transfer to the government archives at the end of the second calendar year. SO: when superseded or obsolete FR: The government archives will fully retain marketing materials for television and web pages because they document the marketing of BCLC and gaming, as well as promotion of responsible gaming practices in the province.	CY+1y	nil	FR
PIB	-11 Model and talent image releases (includes release forms and copies of photographs) RETENTION STATEMENT Destroy one year after all relevant images classified under appropriate secondaries have been destroyed. SO: when all relevant images classified under appropriate secondaries have been destroyed NOTE: This secondary covers records created in the course of photo shoots for corporate marketing projects such as GameSense, annual reports, and the BCLC.com Web Site (including official images of President and VPs). They consist of forms signed by staff, models, and other persons granting BCLC and the vendor permission to use photographic images of them for	SO+1y	nil	DE

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90730	PRODUCT DEVELOPMENT - MARKETING AND PROMOTIONS	A	SA	FD
	an unlimited time period.			
PIB	-20 Casino and CGC winners marketing case files (covers information gathered for marketing purposes about casino and CGC winners of large/significant cash amounts) (includes photographs and winner release forms) RETENTION STATEMENT Destroy seven years after no longer useful for marketing purposes. SO: when no longer useful for marketing purposes OPR: Casino Marketing	SO+7y	nil	DE
	-30 Promotions and other marketing product case files (arrange by type and/or name of promotion or marketing product) RETENTION STATEMENT Destroy when the promotional campaign or product is completed or no longer in use, and when no longer needed for reference purposes. 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. NOTE: 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 personal information. NOTE: There are three main types of promotions for casino and CGC marketing products: <ul style="list-style-type: none"> • campaigns to attract new players • direct mail promotions for BC Gold members • player loyalty promotions for BC Gold members NOTE: Promotion and other marketing product files may	SO	nil	DE

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90730	PRODUCT DEVELOPMENT - MARKETING AND PROMOTIONS	A	SA	FD
	<p>contain the following types of documents:</p> <ul style="list-style-type: none"> • 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 • 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 • planographs • 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	<p>Strategic marketing plans and programs (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]) (arrange by title)</p> <p>RETENTION STATEMENT Destroy two years after marketing plan or program is completed, concluded, or abandoned.</p>	SO+2y	nil	DE

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90730	PRODUCT DEVELOPMENT - MARKETING AND PROMOTIONS	A	SA	FD
<hr/>				
	SO: when marketing plan or program is completed, concluded, or abandoned			

END OF PRIMARY

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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 GSA 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.

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

For a description of CoolSigns, see the ISO section (Simple Systems List).

For a description of the GSA Interaction Database, see the ISO section (Simple Systems List).

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

For BC Partnership for Responsible Gambling committee records, see [ARCS secondary 200-20](#).

For GameSense publications (including Connect and GameSense Info Centres periodic updates), see secondary 90050-20.

For GameSense reports and statistics, see secondary 90300-02.

For gaming product development files, see primary 90700.

For gaming research report development, see primary 90300.

For GPEB documentation, see primary 90510.

For marketing publications, see primary 90730.

For operational policy, see secondary 90000-00.

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

For reference material/topical files, see [ARCS secondary 358-20](#).

For tracking spreadsheets, see secondary 90000-15.

For training development, evaluation, and implementation documentation, see [ARCS primary 1735](#).

For transitory input forms and other documents entered into the GSA Interaction Database, see Special Schedule 102902.

For voluntary self-exclusion/provincial barring case files, see secondary 90600-25.

The OPR is British Columbia Lottery Corporation (Responsible Gaming) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90800	RESPONSIBLE GAMING INITIATIVES	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section) RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete. SO: when the policy is superseded or obsolete	SO	nil	FR
-01	General RETENTION STATEMENT Destroy at the end of the second calendar year.	CY+1y	nil	DE
-02	Approval Response Training (ART) curriculum materials (covers curriculum materials used to train gaming service provider staff and BCLC staff in responsible gaming practices and techniques) (includes final versions of online training modules and PowerPoint presentations) RETENTION STATEMENT Transfer to the government archives two years after curriculum materials are updated or training program is discontinued. SO: when curriculum materials are updated or training program is discontinued FR: The government archives will fully retain Appropriate Response Training (ART) curriculum materials because these document a program designed to address problem gambling.	SO+2y	nil	FR

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90800	RESPONSIBLE GAMING INITIATIVES	A	SA	FD
	<p>NOTE: ART training takes three forms:</p> <ul style="list-style-type: none"> • training for frontline staff from casinos, CGCs and bingo halls (level 1, currently online) • a course for supervisors, managers, and gaming security officers (level 2, currently a 6-hour classroom-based course) • training for BCLC staff <p>NOTE: Registration for ART training is managed using the LMS system, and the online training is provided via the LMS portal.</p>			
-05	<p>Community Engagement Program reports</p> <p>RETENTION STATEMENT</p> <p>Transfer to the government archives after each report has been published on BCLC.com and a copy forwarded to Records Management.</p> <p>SO: when each report has been published on BCLC.com and a copy forwarded to Records Management</p> <p>FR: The government archives will fully retain Community Engagement Program reports because they document the relationship between BCLC and community leaders, community concerns about gambling, and the way BCLC presents itself to the public.</p> <p>OPR: Public Affairs and Marketing Communications</p>	SO	nil	FR
-06	<p>GameSense advisory interaction data</p> <p>(covers documentation of GSA interactions with casino customers)</p> <p>(includes electronic data on the GSA Interaction Database)</p> <p>RETENTION STATEMENT</p> <p>Destroy after 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.</p> <p>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</p>	SO	nil	DE

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90800	RESPONSIBLE GAMING INITIATIVES	A	SA	FD
	NOTE: This data includes demographic information but does not include any personal information.			
-15	Public service messages (covers information placed on ReGie terminals, CoolSigns, and web pages, and messages aimed at educating players and the general public about responsible gaming practices) (includes electronic messages) RETENTION STATEMENT Destroy after message is posted or published. SO: when message is posted or published	SO	nil	DE
-16	Responsible gaming messaging non-compliance reports (includes spreadsheets) RETENTION STATEMENT Destroy at the end of the eighth fiscal year. 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. The 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.	FY+2y	5y	DE
-20	Responsible gambling assessments of games and promotions (covers corporate social responsibility [CSR] assessments, lottery compliance support planograms, and related documentation) (includes correspondence, planograms, working materials, and final assessment reports) (arrange by name of game or promotion) RETENTION STATEMENT Destroy after final assessment report has been forwarded to the game or marketing product developer, and when no longer needed for reference purposes. SO: when final assessment report has been forwarded to the game or marketing product developer, and when no longer needed for reference purposes NOTE: The final assessment reports are filed by the game or marketing product developer on the relevant gaming	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90800	RESPONSIBLE GAMING INITIATIVES	A	SA	FD
	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) RETENTION STATEMENT Destroy two years after superseded or obsolete. SO: when superseded or obsolete NOTE: Responsible gaming programs include: <ul style="list-style-type: none">• 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)	SO+2y	nil	DE

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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 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 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](#).

For FINTRAC training reports, see secondary 90000-15.

For gaming facilities management information, see primary 90150.

For gaming service provider documentation, see primaries 90200 to 90220.

For gaming supplies and equipment (including slot machines) documentation that is routinely audited, see primary 90450.

For GPEB audits for BCLC and gaming service providers, see [ARCS primary 975](#).

For license plate recognition (LPR) statistical reports, see primary 90500.

For live tickets received from retailers regarding an issue or dispute, see primary 90620.

For Ombudsman's investigations and BCLC responses, see [ARCS secondary 155-20](#).

For operational policy, see secondary 90000-00.

For policy, standards and directives, see primary 90520.

For reference material/topical files, see [ARCS secondary 358-20](#).

For records of GPEB's governance role, see primary 90510.

For routine messages for gaming service provider incidents that become law enforcement issues, see secondary 90850-07.

For voluntary self exclusion/provincial barring case files, see secondary 90600-35.

For winning number draw reports, see secondary 90620-11.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

The OPR is British Columbia Lottery Corporation (Corporate Security and Compliance Division) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90850	SECURITY INVESTIGATIONS AND AUDITS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section) RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete. SO: when the policy is superseded or obsolete	SO	nil	FR
-01	General RETENTION STATEMENT Destroy at the end of the second calendar year.	CY+1y	nil	DE
-03	Facial recognition program (covers program planning records for use of facial recognition systems in BC casinos) RETENTION STATEMENT Destroy two years after facial recognition programs are no longer in use. SO: when facial recognition programs are no longer in use NOTE: Files contain sensitive business information and staff photographs.	SO+2y	nil	DE
-04	Identity (ID) check monthly statistics (covers statistics gathered by gaming service providers relating to underage, refused entry, and total number of identity checks conducted) RETENTION STATEMENT Destroy at the end of the eighth fiscal year. OPR: Casino Security	FY+1y	6y	DE
-06	Revenue capturing process review (covers casino net win reports, daily and weekly slot and table reviews, exception reports reviews, and integrity checks)	FY+1y	6y	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90850	SECURITY INVESTIGATIONS AND AUDITS	A	SA	FD
	(includes checklists, reports, spreadsheets and other working materials)			
	RETENTION STATEMENT Destroy at the end of the eighth fiscal year.			
	OPR: Casino and CGC Finance			
	NOTE: These records document the routine review of revenue capture by gaming service providers, including: <ul style="list-style-type: none">daily and weekly reviews of gaming service providers' slot and table revenue capturing process, based on reports generated from gaming systemsexception report reviews that document accounting audits of technical adjustments to gaming equipmentintegrity checks of financial reporting systems			
PIB	-07 Security bulletins for gaming service providers	CY+1y	nil	DE
	RETENTION STATEMENT Destroy at the end of the second calendar year.			
	SO: when all issues relating to relevant tickets are resolved and when no longer needed for references purposes			
	OPR: Casino Security and Surveillance			
	NOTE: These bulletins alert gaming service providers about persons of interest, including missing persons and those suspected of fraud or other law infringements. The information is provided by law enforcement agencies, and includes names, photographs, and other identifying information, instructions from police, and if relevant, a BCLC incident number (see secondary 90850-20).			
	-08 Series number tracking data	CY+7y	nil	DE
	(includes retail outlet where each book of tickets was sold) (covers electronic data on the CONNECT Subsystem Series Number Tracking)			
	RETENTION STATEMENT Destroy at the end of the eighth calendar year.			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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90850	SECURITY INVESTIGATIONS AND AUDITS	A	SA	FD
	SO: when all issues relating to relevant tickets are resolved and when no longer needed for reference purposes			
	OPR: Lottery Security			
-20	Gaming service provider audits and compliance reviews (covers paper records, electronic records, and electronic data on the OGAMS System) (includes audit and compliance reports, supporting documentation [e.g., correspondence, gaming service provider logs, system reports, plans, variances], reference material, and working notes) (arrange by type of audit, then by name or number of gaming service provider or facility, and then by year)	FY+1y	6y	DE
	RETENTION STATEMENT Destroy at the end of the eighth fiscal year.			
	NOTE: These records contain some personal information and sensitive business information.			
	NOTE: Types of audits and the departments that conduct them are as follows: <ul style="list-style-type: none"> • 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 • lottery ticket validation audits: conducted by Player Services Department on tickets purchased/validated at casinos • 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 			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90850	SECURITY INVESTIGATIONS AND AUDITS	A	SA	FD
	<ul style="list-style-type: none"> Slot machine audits: Operations Gaming Audit Department audits to verify that BCLC-mandated options and settings (including payout percentages) have been applied <p>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.</p>			
PIB	<p>-30 Security incident and investigation case files (covers tracking and investigation of security incidents reported by or relating to players, gaming service provider staff, and BCLC staff) (includes reports, exhibits, and working material, electronic data on CCGIS, CRMS-INCI, SIR, and IMS, as well as electronic records and paper files) (arrange by year and then by registration number)</p> <p>RETENTION STATEMENT Destroy seven years after the report and any related investigation are completed.</p> <p>SO: when the report and any related investigation are completed</p> <p>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. Investigative documentation and exhibits are retained in hardcopy and are also scanned or otherwise entered into the system. They include:</p> <ul style="list-style-type: none"> 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 	SO+1y	6y	DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90850	SECURITY INVESTIGATIONS AND AUDITS	A	SA	FD
	<p>NOTE: Investigative reports are maintained online with the relevant case files. These are commonly referred to as site summaries and site issue summaries.</p> <p>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.</p> <p>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.</p> <p>NOTE: The legal requirements for these reports are as follows:</p> <ul style="list-style-type: none">• 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, 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.• Financial Transactions Report Analysis Centre of Canada (FINTRAC) reports include reports of all suspicious financial transactions made at casinos (mainly involving large cash transactions). BCLC enters these directly into the FINTRAC database in compliance with the Proceeds of Crime (Money Laundering) and Terrorist Financing Act (SC 2000, c. 17). FINTRAC receives, analyses, assesses			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90850	SECURITY INVESTIGATIONS AND AUDITS	A	SA	FD
	and disclosed 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 (includes electronic data on CRMS-INCI, SIR, and IMS) RETENTION STATEMENT Destroy after all incident and investigation case files relating to the person (covered by secondary 90850-30) have become inactive. SO: when all incident and investigation case files relating to the person (covered by secondary 90850-30) have become inactive NOTE: 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. NOTE: Documentation includes criminal records checks, financial records, medical documents, photographs, videos and investigators' research notes. NOTE: 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.	SO	nil	DE
PIB	-40 Gaming security investigators' and auditors' notebooks (arrange by investigator's name and then by date) RETENTION STATEMENT Destroy seven years after the notebook is filled. SO: when notebook is filled DE: Case files covered by this primary can 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).	SO+1y	6y	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90850	SECURITY INVESTIGATIONS AND AUDITS	A	SA	FD
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OPR: Operations Gaming Audit Department

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.

NOTE: Investigator's notebooks contain sensitive and personal information.

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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 and 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 operational policy, see secondary 90000-00.

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

For reference material/topical files, see [ARCS secondary 358-20](#).

The OPR is British Columbia Lottery Corporation (Creative Services) unless otherwise noted below. See specific secondaries for OPR retention schedules.

90900	SPONSORSHIPS AND EVENTS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (covers final/approved versions of policies, procedures, standards, and guidelines pertaining to this section) RETENTION STATEMENT Transfer to the government archives after the policy is superseded or obsolete. SO: when the policy is superseded or obsolete	SO	nil	FR
-01	General RETENTION STATEMENT Destroy at the end of the second calendar year.	CY+1y	nil	DE
-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

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90900	SPONSORSHIPS AND EVENTS	A	SA	FD
	RETENTION STATEMENT Transfer to the government archives at the end of the calendar year.			
	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 (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) (arrange by name of project)	SO	2y	DE
	RETENTION STATEMENT Destroy two years after event is completed or cancelled, and when no longer needed for reference purposes.			
	SO: when event is completed or cancelled, and when no longer needed for reference purposes			

END OF PRIMARY

INFORMATION SYSTEM OVERVIEW SECTION

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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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.

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.

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
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 ARCS.</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		

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
Casino Inventory System (CIS)	Casino Technology Services	<p>The data on the system is classified as:</p> <p style="padding-left: 40px;">ARCS 700-20 Equipment and supplies history files</p> <p style="padding-left: 40px;">ARCS 705-20 Asset inventory records</p> <p>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.</p>	<p>SO+1y 2y DE</p> <p>SO+3y nil DE</p>	Casino Technology Services
Casino Invoicing System (Cassie)	Gaming Finance only	<p>Data on the system is classified as:</p> <p style="padding-left: 40px;">90350-03 Gaming revenue data collection and reconciliation records</p> <p>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.</p>	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	<p>The web site is classified as:</p> <p style="padding-left: 40px;">90730-03 Chances Community Gaming Web Site</p> <p>Inputs to the web site include records owned by gaming service providers and BCLC records. The latter are classified as:</p> <p style="padding-left: 40px;">90720-20 Game case files</p> <p style="padding-left: 40px;">90730-30 Promotions and other marketing product case files</p> <p>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.</p>	SO nil DE	CGC Marketing

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

System Name	Office of Primary Responsibility	System Description and Classifications	Retention schedule for system data	Steward of the System
		Links are provided to BCLC.com, PlayNow.com, and other gaming service provider websites.		
		The website address is http://www.chances.ca/ .		
CONNECT BCLC Service Delivery		See CONNECT ISO for details		CSG
Contract Management System	Procurement	<p>Data on the system is classified as:</p> <p>ARCS 525-50 Leases - not centrally managed</p> <p>This database is used for the storage and retrieval of all BCLC contracts.</p> <p>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.</p> <p>Contract documents include:</p> <ul style="list-style-type: none"> • award letters resulting from a bid process • business case/policy exceptions • legal name change documentation • vendor insurance and WorkSafe BC documentation, if applicable <p>Inputs and Outputs: Information is manually input and ad-hoc reports are generated upon demand.</p> <p>Standard reports relate to upcoming expiry dates and action dates (for procurement contracts), contacts, vendors, types of contracts, legal reviews, divisions, departments, embedded derivatives.</p> <p>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.</p>	SO 7y DE	Procurement
CoolSigns	Casino and CGC Marketing	<p>Data on the system is classified as:</p> <p>90730-04 CoolSigns messaging data</p> <p>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.</p>	SO nil DE	GCG

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

System Name	Office of Primary Responsibility	System Description and Classifications	Retention schedule for system data	Steward of the System
CORE System		<p>This is a historical system mentioned for reference purposes. CORE was predecessor to CCGIS (see ISO), retired approximately 2007.</p> <p>Minor incidents did not get entered into CORE but site GCMS keep the reports on file in paper form.</p>		
Creative Services Request Management System (RMS)	Creative Services	<p>The data on the system is classified as follows:</p> <p>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:</p> <p>CSS Customer</p> <p>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:</p> <p>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

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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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

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 ARCS and ARCS Supplement (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

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
LMS Learning Management System	Talent Management	Also known as learn@bclc. The data on the system is classified under appropriate secondaries in ARCS. This is a proprietorial system managed by an external company that is used to track employee training.		Talent Mgt
Lottery History Database (CSI)	Corporate Systems Group	Also known as CSI – Central System Investigations 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.	FY+7y nil DE	CSG
OLG Online Lottery 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	SO nil DE	Lottery Marketing

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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		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.		
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>CY+4y 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</p>	SO nil DE	Integrated Technology Services

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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		<p>outdated tickets, and listings of newly available tickets that retailers can order.</p> <p>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").</p>		
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 information to OLG and CONNECT.</p>	SO nil DE	CSG

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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Sports Statistics and Scores Web Site	eGaming	<p>Data on the web site is classified as:</p> <p>102902 Special Schedule for Transitory Electronic Data Processing (EDP) Records</p> <p>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.</p>	SO nil DE	CSG
Total Graphics Extranet Web Site for developing Chances pages	CGC Marketing	<p>Data on the web site is classified as:</p> <p>90730-03 Chances Community Gaming Web Site</p> <p>Inputs to this web site are classified as:</p> <p>ARCS 285-20 Forms management files</p> <p>90730-30 Promotions and other marketing product case files</p> <p>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.</p>	SO nil DE	CGC Marketing
Voucher Redemption Terminal (VRT)	Gaming Systems Group	<p>Data on this system is classified as</p> <p>90100-04 Gaming systems data with short-term value</p> <p>Outputs from the system are classified as:</p> <p>90000-12 Routine and ad-hoc reports from operational systems</p> <p>This system manages ticket redemptions at casinos and CGCs. VRT transactions are recorded in CasinoLink (see CasinoLink ISO).</p> <p>Predecessor system: TITO.</p>	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

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	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	CY+4y 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

[Key to ARCS/ORCS Codes and Acronyms](#)

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.

CLASSIFICATION

Electronic Records

Secondary No.	Secondary Title	Retention Schedule
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

Secondary No.	Secondary Title	Retention Schedule
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[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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90600-02	BC Gold member input documents	SO 1y DE
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

Outputs

Secondary No.	Secondary Title	Retention Schedule
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.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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OUTPUTS:

Data is routinely extracted to the BCLC Data Warehouse (DW) and standard reports are routinely generated from 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
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

Outputs

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

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

CLASSIFICATION

Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90350-03	Gaming revenue data collection and reconciliation records	FY+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
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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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**

Secondary No.	Secondary Title	Retention Schedule
ARCS 925-20	Accounts payable files	FY+1y 6y 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
90000-12	Routine and ad-hoc reports from operational systems	SO nil DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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	CY+4y nil DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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**

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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**

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
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

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

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90000-12

Routine and ad-hoc reports from operational systems

SO nil DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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**

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
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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

CLASSIFICATION

Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90610-20	Subscriber case file data	SO+7y nil DE

Inputs

Secondary No.	Secondary Title	Retention Schedule
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

Secondary No.	Secondary Title	Retention Schedule
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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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.

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
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[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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
- follow up 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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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
ARCS <i>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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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.

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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	CY+4y nil DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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.

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

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

- Manual Adjustments Report – reports on adjustments to players' accounts
- promotion reports
- transaction reports – detailed reporting on individual transactions

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

All inputs are from external sources, so there are no relevant classifications.

Outputs

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

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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

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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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
- 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

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

**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

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

- PlayNow promotions
- session log displaying the amount of time players have spent online

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

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

90720-15	Web-based game tutorials and demonstrations	SO nil FR
90620-11	Winning number draw reports	CY+4y nil DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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.

CLASSIFICATION

Electronic Records

Secondary No.	Secondary Title	Retention Schedule
90100-03	Gaming systems data retained for audit purposes	FY+7y nil DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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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

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

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 Supplement (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

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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90620-30	Lottery prize claims case files (under \$1 million)	FY+1y 6y DE
ARCS 1560	Occupational Health, Safety, and Accidents records	
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
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	CY+4y nil DE

NOTE: Each department is responsible for the content of the web pages that it maintains.

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.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#)

SUBJECT HEADINGS

PRIMARY NUMBERS

- 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 -

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
CASINO AND CGC INCIDENT SYSTEM	90850
CASINO AND CGC WINNERS MARKETING CASE FILES	90730
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 -

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
FACILITIES	90150
-Casino and CGC Facilities Committee Files	
-component plan approval	
-facility project files	
-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

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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SUBJECT HEADINGS

PRIMARY NUMBERS

- H -

HORSE RACING DATA COLLECTION

90350

- 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

90220

-Altura sign-on messaging

90730

-Cool Signs messaging data

90210

-promotional messaging for bingo sites

90800

-responsible gaming messaging

MODEL AND TALENT IMAGE RELEASES

90730

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
- N -	
NOTEBOOKS (Investigators' and Auditors')	90850
- 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)	

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
PRODUCT DEVELOPMENT – GAMES	90720
-game conditions	
-game case files	
-web-based game tutorials and demonstrations	
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	

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SUBJECT HEADINGS

PRIMARY NUMBERS

RETAILER FILES 90220

REVENUE DATA COLLECTION and RECONCILIATION RECORDS 90350

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

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TERRITORY MANAGER FILES 90220

TICKET DESTRUCTION 90450

TICKET ISSUES LOGS 90620

TOWNHALL MEETING FILES 90700

[Key to ARCS/ORCS Codes and Acronyms](#)

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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 -

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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APPENDIX A: Summary of Changes to the *British Columbia Lottery Corporation ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD
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This concordance table is intended as a general guide for transition between the old and new versions of this *ORCS*. The new classifications and retentions are to be applied to all relevant digital and physical operational records, both in the office and in storage. When converting old files to the new *ORCS*, you will need to check file contents to ensure that the recommended replacement secondary is appropriate for that [particular file](#).

90620-11	Winning number draw reports (official)	Title amended to remove the designation "(official)". Secondary description updated to remove the "auditor-signed" distinction and identify that these are paper draw reports. Retention period shortened from SO nil DE, where SO is when the corporation ceases to function.	Retention reduced from SO nil DE to CY+4y nil DE.
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