

INTERNATIONAL WORKSHOP AGREEMENT

**IWA
17**

First edition
2014-12-15

Information and operations security and integrity requirements for lottery and gaming organizations

*Informations et exigences d'intégrité et de sécurité relatives aux
opérations pour la loterie et l'organisation de jeux*

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Reference number
IWA 17:2014(E)

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Published in Switzerland

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information

International Workshop Agreement IWA 17 was approved at a workshop organized by the World Lottery Association (WLA), in association with the Association française de normalisation (AFNOR), and held in Zurich, Switzerland, in September 2014.

International Workshop Agreement IWA 17 is based on WLA-SCS:2012, *WLA Security Control Standard — Lottery and Gaming Security and Integrity Standard for Operations*.

Introduction

This International Workshop Agreement defines a security, integrity and risk management standard for use by the lottery and gaming sector and is intended to be the focal point for the sector on security and integrity issues. It is intended to assist lottery and gaming organizers around the world towards attaining a level of control in line with generally accepted practices and to make possible an increased reliance on the integrity of lottery operations.

This International Workshop Agreement describes a security management process that is aligned both with internationally recognized standards and with a common security baseline for specific aspects relating to lottery and gaming organizers, which represents good practice. It comprises a comprehensive set of requirements, controls and standards for lottery and gaming organizers, including conformity with all requirements stated in ISO/IEC 27001 for information security management systems (ISMS).

This International Workshop Agreement can also be considered as the foundation for building trust relationships with other lottery and gaming organizers, stakeholders and regulators for the purpose of conducting lottery and gaming operations or multi-jurisdictional games, and can be of substantial assistance to management by providing an independent review to build increased confidence in the security of a lottery. Compliance with this International Workshop Agreement allows a lottery and gaming organizer to ensure the integrity, availability and confidentiality of services and information vital to their secure operation.

The adoption of this International Workshop Agreement is a strategic decision for a lottery and gaming organizer. The design and implementation of the organization's Security and Integrity management systems are influenced by their specific needs, objectives, risks and security requirements, the processes employed and the size and structure of the organization. These factors and their supporting systems are expected to change over time and it is to be expected that a management system implementation will be scaled in accordance with the needs of the organization, e.g. a simple situation requires a simple Security and Integrity management system.

Compliance with this International Workshop Agreement can be used by interested internal and external parties to evaluate the security and integrity of a lottery and gaming organization.

This International Workshop Agreement is aligned with ISO/IEC 27001 and ISO 9001 to allow for consistent and integrated implementation and operation with related management system standards.

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Information and operations security and integrity requirements for lottery and gaming organizations

1 Scope

This International Workshop Agreement covers all types of lottery and gaming organizations, including commercial enterprises, government agencies and non-profit organizations. This International Workshop Agreement specifies the requirements for establishing, implementing, operating, monitoring, reviewing, maintaining and improving a documented security and integrity system within the context of the organization's overall risks. It specifies the requirements for the implementation of security and integrity controls applicable to the needs of individual organizations, so that the security and integrity management systems can be designed to ensure the selection of adequate and proportionate security and integrity controls that protect assets and give confidence to interested parties.

The requirements set out in this International Workshop Agreement are generic and are intended to be applicable to all organizations, regardless of type, size and nature.

NOTE 1 If an organization already has an operational business process management system (e.g. in relation with ISO 9001 or ISO 14001), in most cases it is advisable to satisfy the requirements of this International Workshop Agreement within the existing management system.

NOTE 2 Lottery and gaming organizers adopting this International Workshop Agreement are responsible for its correct application.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 27001, *Information technology — Security techniques — Information security management systems — Requirements*

3 Overview

The main objective of the security and integrity approach for lottery and gaming organizations is to ensure adequate operation as well as to provide confidence.

Confidence in a lottery operation is key to retaining players and other stakeholders. Lottery and gaming organizers, therefore, need to develop and maintain a visible and documented security and integrity environment.

This International Workshop Agreement describes the requirements, control objectives and controls that are seen as best practice. A lottery and gaming organizer shall operate an information security management system that implements all requirements stated in ISO/IEC 27001, as well as the mandatory requirements and controls of this International Workshop Agreement.

This International Workshop Agreement incorporates baseline requirements and controls within the lottery and gaming organizer's overall security, integrity and risk management process, avoiding overlaps with more general security frameworks. It provides lottery and gaming security and integrity professionals with a process whereby they can formally manage, update and continuously improve their controls. Lottery and gaming organizers, therefore, need to develop and maintain a visible and documented security environment.

In addition to general security and integrity management requirements contained in this International Workshop Agreement, [Annexes A](#) and [B](#) specify the minimum controls necessary for the effective management of security and integrity in a lottery and gaming organization.

4 General security and integrity management requirements

4.1 Information Security Management System (ISMS)

The organization shall operate an Information Security Management System (ISMS) that satisfies the requirements stated in ISO/IEC 27001.

4.2 Scope of the ISMS

The scope of the organization's ISMS shall include all lottery and gaming related activities of its operation, including all related assets and information systems. The scope may only exclude operations of the organization that are not related to the lottery and gaming activities. Those operations excluded shall be fully identified and the causes for exclusion justified in detail. General organizational functions (e.g. human resources, planning, finance) needed to produce the lottery and gaming operations are within the scope.

4.3 Statement of applicability

The organization's ISMS statement of applicability shall explicitly include all controls in [Annexes A](#) and [B](#). No control shall be excluded, but some of the controls in [Annex B](#) may be non-applicable. Claims of non-applicability shall be justified in detail.

Excluding any of the requirements specified in this clause (Clause 4), as well as any control in [Annexes A](#) and [B](#), is not acceptable when an organization claims conformity to this International Workshop Agreement.

Any non-applicability of controls of [Annex B](#) found to be necessary needs to be formally justified and evidence needs to be provided that the non-applicability has been accepted by accountable people of the organization. Where any controls are non-applicable, claims of conformity to this International Workshop Agreement are not acceptable unless such exclusions do not affect the organization's ability and/or responsibility to provide security and integrity that meets the requirements as determined by a risk assessment and applicable statutory or regulatory requirements.

5 General security and integrity control objectives and controls

The organization shall implement the 21 general controls described in [Tables A.1](#) to [A.6](#).

6 Lottery and gaming specific security and integrity control objectives and controls

The organization shall implement the 90 lottery and gaming specific controls described in [Tables B.1](#) to [B.7](#), if applicable.

Annex A (normative)

General security and integrity control objectives and controls

The control objectives and controls listed in [Tables A.1](#) to [A.6](#) are mandatory controls under this International Workshop Agreement. They have been derived from ISO/IEC 27001 and extend beyond the requirements of ISO/IEC 27001. The lists in [Tables A.1](#) to [A.6](#) are not exhaustive and a lottery organization may consider that additional control objectives and controls are necessary.

Table A.1 — Organization of security

G.1 Organization of security		
G.1.1 Allocation of security responsibilities		
Objective: To ensure that security function responsibilities are effectively implemented.		
Type of control		Control
G.1.1.1	Security forum	A security forum or other organizational structure comprised of senior managers shall be formally established to monitor and review the ISMS to ensure its continuing suitability, adequacy and effectiveness, maintain formal minutes of meetings and convene at least every six months.
G.1.1.2	Security function	A security function shall exist that will be responsible to draft and implement security strategies and action plans. It shall be involved in and review all processes regarding security aspects of the organization, including, but not be limited to, the protection of information, communications, physical infra-structure and game processes.
G.1.1.3	Security function reporting	The security function shall report to no lower than executive level management and not reside within or report to the IT function.
G.1.1.4	Security function position	It shall have the competences and be sufficiently empowered, and shall have access to, all necessary resources within the organization to enable the adequate assessment, management and reduction of risk.
G.1.1.5	Security function responsibility	The head of the security function shall be a full member of the security forum and be responsible for recommending security policies and changes.

Table A.2 — Human resource security

G.2 Human resource security		
G.2.1 Implementation of a code of conduct		
Objective: To ensure that a suitable code of conduct is effectively implemented.		
Type of control		Control
G.2.1.1	Code of conduct	A code of conduct shall be issued to all personnel when initially employed. All personnel shall formally acknowledge acceptance of this code.
G.2.1.2	Adherence and disciplinary action	The code of conduct shall include statements that all policies and procedures are adhered to and that infringement or other breaches of the code could lead to disciplinary action.
G.2.1.3	Conflict of interest	The code of conduct shall include statements that employees are required to declare conflicts of interest on employment as and when they occur. Specific examples of conflict of interest shall be cited within the code.
G.2.1.4	Policy on hospitality or gifts	The code of conduct shall include an anti-graft policy also including hospitality and gifts provided by or given to persons or entities with which the organization transacts business.

Table A.3 — Physical and environmental security

G.3 Physical and environmental security		
G.3.1 Secure areas		
Objective: To ensure that access to production gaming data centres or other systems areas important for the gaming operations are adequately secured.		
Type of control		Control
G.3.1.1	Physical entry controls	Physical access to production gaming system data centres, computer rooms, network operations centres and other defined critical areas shall have a two-factor authentication process. Single-factor electronic access control methods are acceptable if the area is staffed at all times.

Table A.4 — Access control to gaming systems

G.4 Access control to gaming systems		
G.4.1 Remote user access management		
Objective: To ensure authorized remote user access and to prevent unauthorized access to gaming systems		
Type of control		Control
G.4.1.1	Remote user access to gaming systems	A procedure for strictly controlled remote access shall be established.
G.4.1.2	Remote user access functions	The range of functions available to the user shall be defined in conjunction with the process owner, the IT function and the security function.
G.4.1.3	Remote user access logging	All actions performed through remote user access shall be logged and these logs shall be regularly reviewed.

Table A.5 — Information systems maintenance

G.5 Information systems maintenance		
G.5.1 Cryptographic controls		
Objective: To protect the confidentiality, authenticity and integrity of important gaming, lottery and customer related information by cryptographic means.		
Type of control		Control
G.5.1.1	Cryptographic controls for data on portable systems	Encryption shall be applied for non-public organization data on portable computer systems (laptops, USB devices, etc.).
G.5.1.2	Cryptographic controls for networks	Encryption shall be applied for sensitive information passed over networks, which risk analysis has shown to have an inadequate level of protection, including validation or other important gaming information, electronic mail, etc.
G.5.1.3	Cryptographic controls for storage	Integrity measures shall be applied for the storage of winning information ticket data and validation information.
G.5.1.4	Cryptographic controls for validation numbers	Encryption shall be applied for instant ticket validation numbers.
G.5.1.5	Cryptographic controls for payment orders	Encryption shall be applied for financial transactions between the organization and a banking institution.
G.5.2 System testing		
Objective: To maintain the security, confidentiality and integrity of test data.		
G.5.2.1	Test methodology policy and data	The test methodology policy shall include provisions to prevent the use of data created in a live production system for the current draw period and to prevent the use of player personal information.

Table A.6 — Business continuity management

G.6 Business continuity management		
G.6.1 Press media handling and availability		
Objective: To ensure the protection of organization image and reputation and to counteract interruptions to business activities.		
Type of control		Control
G.6.1.1	Press media and personnel handling	The business continuity plan shall include plans to handle the media and personnel during crisis situations.
G.6.1.2	Shareholder or board approval	The organization shall ensure that the board or shareholders of the organization agree to the decided availability requirements.

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Annex B (normative)

Lottery and gaming specific security and integrity control objectives and controls

The control objectives and controls listed in [Tables B.1](#) to [B.7](#) are mandatory unless not applicable to the operations of a lottery and gaming organization. The lists are not exhaustive and a lottery and gaming organization may consider that additional control objectives and controls are necessary.

Table B.1 — Instant tickets

L.1 Instant tickets		
L.1.1 Instant game design		
Objective: To ensure that game designs meet legal and regulatory requirements and are authorized at the appropriate level before going into production.		
Type of control	Control	
L.1.1.1	Documented instant ticket procedures	Formal procedures shall be established covering the design, development, production and release of instant games.
L.1.1.2	Game design approval	Final game design shall be formally approved through a process involving the security function.
L.1.1.3	Supplier selection	Printers/suppliers of instant tickets shall be subject to a selection and approval process. The approval process shall involve the security function.
L.1.1.4	Security requirements	Specific security requirements relating to the game and the physical instant ticket shall be documented and formally included as part of the contract with the supplier/printer.
L.1.1.5	Quality control	Quality control requirements for printing instant tickets shall be documented and form part of the contract with the supplier/printer.
L.1.1.6	Policy on audits and laboratory testing	A policy shall be established describing the required audits and laboratory testing of game design and ticket printing.
L.1.2 Instant ticket printing		
Objective: To ensure that instant tickets comply with the organization's security standards for production and printing.		
L.1.2.1	Instant ticket printing requirements	The organization shall provide the printer/supplier with a detailed game specification and detailed security requirements.
L.1.2.2	Printing quality assurance	Security requirements shall include a requirement for the supplier/printer's internal quality assurance function.
L.1.2.3	Encrypted validation numbers	Security requirements shall include validation numbers that employ encryption techniques.
L.1.2.4	Encrypted validation and winner files	Security requirements shall include validation files and winner information to be stored using encryption techniques.
L.1.2.5	Ticket verification	Checks of random samples of ticket packs for each game shall be carried out to ensure that games conform to the tolerances set out in the organization's specification.
L.1.2.6	Acceptance testing of data	Security requirements shall include that after the first print run and before launch, inventory and validation data is provided to the appointed organization's security or quality assurance function for acceptance testing.
L.1.3 Shipment of instant tickets		
Objective: To ensure the secure transportation of instant tickets from the printer/supplier to the organization.		
L.1.3.1	Shipping manifest	Shipping requirements shall specify that a complete shipping manifest shall be sent to the organization before a consignment is dispatched.
L.1.3.2	Transportation method	The organization shall ensure that the shipment process in accordance with an agreed (either through a direct agreement or through an agreement with the supplier) method of transportation that is not to be varied without the authority of the organization.
L.1.3.3	Sealed transport containers	Shipping containers shall be sealed and seal numbers recorded on manifests.

Table B.1 (continued)

L.1.4 Storage and distribution of instant tickets		
Objective: To ensure that instant tickets are stored and distributed in a secure manner.		
L.1.4.1	Storage facility audits	A procedure shall be established to provide for authorized personnel to inspect instant ticket storage facilities at least annually.
L.1.4.2	Ticket transport verification	Each consignment of instant tickets shall be formally verified on arrival.
L.1.4.3	Ticket verification procedure	An arrival verification procedure shall ensure that seal numbers are correct and that the security of the container has been maintained.
L.1.4.4	Ticket verification outcome	The verification outcome shall be documented and in case of non-conformities and/or irregularities action shall be taken to determine whether the security of a consignment has been compromised.
L.1.4.5	Instant ticket control system	A control system shall be in place to account for packs of instant tickets from the time they arrive at the organization's storage facilities to the time they arrive at the retailer.
L.1.5 Retailer security – instant tickets		
Objective: To ensure that retailers conform to the security requirements applicable to the receipt, storage and sale of instant tickets.		
L.1.5.1	Instant ticket receipt by retailers	The organization shall require retailers, either via contract or other means, to validate the integrity of packages of instant tickets on receipt and to confirm that they have received a particular consignment of tickets.
L.1.5.2	Receipt confirmation	Upon receipt confirmation, the tickets shall be formally recorded as having been issued to that retailer.
L.1.5.3	Retailer instructions	The organization shall provide retailers with instructions regarding prize claim pay-out, ticket validation, instant ticket handling and storage, reporting of security issues and the handling of lost and stolen tickets.
L.1.5.4	Retailer security training	The organization shall provide and document training for retailers to enable them to meet the security requirements for handling instant tickets.
L.1.6 Instant game closures		
Objective: To ensure that security control and audit requirements are maintained when an instant game is closed.		
L.1.6.1	Game closure procedure	The organization shall establish a game closure procedure to be used in the closing of an instant game.
L.1.6.2	Retailer information	The method and timing of informing retailers of a game closure and the collection of unused tickets shall be established and documented.
L.1.6.3	Balance of ticket stock	A procedure to be used to balance game tickets held in storage and by retailers shall be established.
L.1.6.4	Stock audit check	Requirements for audit checks of instant ticket stock shall be established and documented.
L.1.6.5	Authorized parties	Parties authorized to close a game and/or destroy tickets shall be formally defined.
L.1.6.6	Ticket destruction	The method and control of ticket destruction shall be established.

Table B.2 — Lottery draws

L.2 Lottery draws		
L.2.1 Lottery draw management		
Objective: To ensure that draws are conducted at times required by regulation and in accordance with the rules of the applicable lottery game.		
Type of control		Control
L.2.1.1	Draw event	A policy shall be established to ensure that lottery draws are conducted as a planned and controlled event and in accordance with a clear working instruction.
L.2.1.2	Draw working instructions	The organization shall publish a working instruction prior to any draw including special instructions with respect to the draw.
L.2.1.3	Draw team members	The working instruction shall include the composition of a draw team including their contact telephone numbers.
L.2.1.4	Draw team duties	The working instruction shall include the duties of the identified members of the draw team.
L.2.1.5	Reserve draw team	The working instruction shall nominate persons as reserves and detail how the reserve team are deployed.
L.2.1.6	Draw timing	The working instruction shall include the detailed timings of the draw operation from the opening of the draw location to the closing of that location.
L.2.1.7	Draw observers	The working instruction shall include details of any requirement under the lottery rules for independent observers to be present during a draw.
L.2.2 Conduct of the draw		
Objective: To ensure that the conduct of draws is within regulatory requirements and the rules of the applicable lottery game.		
L.2.2.1	Draw procedure	The organization shall establish a detailed draw procedure to ensure that all draw functions are conducted in compliance with the rules of the applicable lottery game and regulatory requirements.
L.2.2.2	Draw step-by-step guide	The draw procedure shall include a step-by-step guide of the draw process.
L.2.2.3	Draw location	The draw procedure shall include the definition of the draw location.
L.2.2.4	Draw attendance and responsibilities	The draw procedure shall include a definition of the attendance at the draw and the responsibilities and actions of all participants.
L.2.2.5	Draw supervision	The draw procedure shall define the policy regarding the attendance of an (independent) compliance officer or an auditor.
L.2.2.6	Draw operation security	The draw procedure shall include adequate security measures for the draw operation and all equipment used during the draw process.
L.2.2.7	Draw emergency	The draw procedure shall include actions in the event of an emergency occurring at any time during the course of the draw.
L.2.3 Physical drawing appliances and ball sets		
Objective: To ensure that physical draw appliances and ball sets meet agreed security requirements and/or regulatory specifications.		
L.2.3.1	Inspection procedure	A procedure for the inspection of draw appliances and ball sets on delivery and thereafter in consultation with an independent authority (to ensure compliance with technical specifications and standards) on a regular basis shall be established.
L.2.3.2	Regular inspection and maintenance	Inspections and maintenance of the draw appliances shall be carried out and documented at least annually to retain the specified standards throughout the machine's working life.
L.2.3.3	Compatible ball sets	The organization shall establish a procedure that provides for the use of ball sets manufactured to those measurements and weight tolerances compatible with the drawing machine to be used.
L.2.3.4	Replacement draw appliance	The organization shall establish a procedure that provides for the availability of a substitute draw appliance and ball set(s) for use in the event of mechanical problems or failure of any kind, if drawings are broadcast live.
L.2.3.5	Draw appliance and ball set handling, storage and movement	The organization shall establish a procedure that provides for the secure storage, movement and handling of draw appliances and ball sets.

Table B.3 — Retailer security

L.3 Retailer security		
L.3.1 Recruitment and set-up		
Objective: To ensure that only approved people, operating in approved locations, are accepted as retailers to sell the organization's products on and off-line.		
Type of control		Control
L.3.1.1	Retailer contract	Retailers shall be engaged under the terms of an agreed contract.
L.3.2 Retailer operations		
Objective: To ensure that retailer operations, whether on or off-line, conform to the organization's security requirements.		
L.3.2.1	Retailer security	To enable retailers to conform to organizational security requirements, the organization shall specify a security environment the retailer is required to operate.
L.3.3 Gaming terminal security		
Objective: To ensure the adequacy of gaming terminal security.		
L.3.3.1	Transaction security	The data traffic between the gaming terminals and the central computer gaming system shall be protected.
L.3.3.2	Terminal security testing	Thorough testing of terminal security functionality shall be performed prior to production environment use. This testing shall include provisions that the correct version of software is in place.
L.3.3.3	Self-service terminal security	Self-service terminals shall have security mechanisms in place to protect game integrity.

Table B.4 — Prize money protection

L.4 Prize money protection		
L.4.1 Validation and pay-out of prizes		
Objective: To ensure that the organization has the necessary controls in place for validation and payment of prizes.		
Type of control		Control
L.4.1.1	Validity of winning information	The organization shall implement procedures to ensure the validity of winning transactions, claims and/or tickets.
L.4.1.2	Validation processes	The organization shall define and document validation processes for different prize levels and types of game.
L.4.1.3	Prize pay-out	The organization shall establish a process for payment or transfer of prizes.
L.4.2 Unclaimed prize money		
Objective: To secure unclaimed prize money before and after the end of the prize claim period.		
L.4.2.1	Unique ticket reference number	Provisions shall be made in the on-line production system for each ticket issued to have a unique reference number.
L.4.2.2	Procedure for the protection of unclaimed prize money	The organization shall establish a procedure specifically related to the protection of unclaimed prize money and data files containing information relating to the pay-out status of each game, the specific transactions yet to be claimed and the validation files.
L.4.2.3	Prize pay-out period and auditing	The procedure shall cover the entire prize pay-out period as well as the auditing of the final transfers upon game settlement.
L.4.2.4	Pay-out rules and inquiries	The procedure shall confirm the rules covering ticket validity time, pay-out on lost and defaced tickets, inquiries into the validity of claims and late or last minute pay-outs.
L.4.2.5	Unclaimed prize information access control	The procedure shall confirm that access control be strict and limited to that required in respect of records of unclaimed prizes.
L.4.2.6	Access reporting	The procedure shall confirm a reporting process in case of unauthorized access attempts to the unclaimed prize information.
L.4.2.7	Escalation process	The procedure shall confirm an escalation process for any incident or suspicious activity.
L.4.2.8	Audits of access log information	The procedure shall confirm that unclaimed prize money is secured.
L.4.2.9	Audit trails	The procedure shall confirm audit trails are able to identify unusual patterns of late pay-outs.

Table B.5 — Sales staff and customer services

L.5 Sales staff and customer services		
L.5.1 Staff working outside organization premises		
Objective: To ensure that sales representatives and technicians working outside of lottery premises are receiving an adequate level of protection.		
Type of control		Control
L.5.1.1	Staff working outside of organization premises	A policy shall be established to ensure that staff working outside lottery premises are receiving and implementing an adequate level of protection.
L.5.2 Customer service areas		
Objective: To ensure that the customer service and prize claim areas are receiving an adequate level of protection.		
L.5.2.1	Staff working in sensitive areas with public access	A policy shall be established to ensure that staff working in sensitive areas with public access are receiving an adequate level of protection.

Table B.6 — Internet sales and interactive services

L.6 Internet sales and interactive services		
L.6.1 Internet gaming systems		
Objective: In order to protect the Internet gaming system and player information, the confidentiality, integrity and availability of Internet gaming systems shall be maintained.		
Type of control		Control
L.6.1.1	Layered systems architecture	The organization shall provide a layered approach within the Internet gaming systems architecture to ensure secure storage and processing of information.
L.6.1.2	Active and passive attacks	Appropriate measures shall be in place to minimize the success and/or impact of common active and passive attacks.
L.6.1.3	Network segregation	Production databases containing player or transaction data shall reside on networks separated from the servers hosting the web pages.
L.6.1.4	Session information	Session cookies shall always be created in memory, be random and removed after the user's session has ended.
L.6.1.5	Identify points of ingress and egress	All entry and exit points to internet systems shall be identified, managed and controlled.
L.6.2 Player account		
Objective: To combat fraud and money laundering.		
L.6.2.1	Player identification	There shall be a formal process for identification of players.
L.6.2.2	Multiple player accounts	There shall be an established procedure for the use of multiple player accounts whenever this does not exist only one account per player shall be allowed.
L.6.2.3	Excluding players	There shall be an established procedure for excluding players.
L.6.3 Game design and approval		
Objective: To ensure that the game design meets legal and regulatory requirements and are authorized at the appropriate level before going live.		
L.6.3.1	Documented internet game procedures	Established rules shall cover design and development. In addition, game rules shall be accessible by players.
L.6.3.2	Game approval	Final game design shall be formally approved through a process involving the security function.

Table B.7 — Sports betting

L.7 Sports betting		
L.7.1 Selecting the offer		
Objective: To ensure integrity of the betting offer.		
Type of control	Control	
L.7.1.1	Authorized events list	A list shall be maintained of authorized sporting event types offered for betting.
L.7.1.2	Authorized betting types list	Maintain a list of authorized betting types for each sport offered.
L.7.1.3	Authorized betting options list	Maintain a list of betting types per game type.
L.7.1.4	Betting offering information	Maintain and make publicly available: - the terms of the betting offer; - the principles of how events are selected, how odds are set and revised based on published information and ethical rules and criteria.
L.7.2 Events and Odds management		
Objective: To assure the integrity of events and their corresponding odds.		
L.7.2.1	Selection of events	A procedure to select events based on the authorized events list shall be established to assure the integrity of the offering.
L.7.2.2	Setting and updating the odds	There shall be established procedures for setting and updating the odds and/or blocking events, taking into account market forces. The procedures shall be based on respect of integrity, responsible gaming and ensuring transparency.
L.7.3 Resulting handling		
Objective: To ensure reliance on reliable results.		
L.7.3.1	Results for completed events	There shall be a policy for the confirmation of results based on approved sources, before publicly announcing results and declaring winners.
L.7.4 Monitoring for fraud and money laundering		
Objective: To ensure actions to minimize the risk of fraud and/or money laundering.		
L.7.4.1	Odds monitoring	A procedure shall be established to monitor all changes to odds and/or blocking throughout a sports event.
L.7.4.2	Market monitoring	A procedure shall be established to monitor the market and detect events and/or odds irregularities.
L.7.4.3	Customer transaction monitoring	There shall be procedures in place to detect betting irregularities. In case of detection a process shall be in place to notify the regulatory authority and if necessary the relevant sport governing body.
L.7.5 Live betting		
Objective: To ensure the propriety of the offering of bets during game time.		
L.7.5.1	Event integrity monitoring	There shall be established procedures to assure and document the integrity of the live bet offering.
L.7.5.2	Results handling in live offerings	There shall be established procedures to assure and document the integrity of results during the live bet offering. Indicative areas for consideration are time delay, sources for results, reversal of results, etc.