

A GLOBAL RESOURCE

FOR CONSTANT LEARNING
AND CONSTANT CHANGE

GLI[®] GAMING
LABORATORIES
INTERNATIONAL[®]

GLI
UNIVERSITY[®]



TABLE OF CONTENTS



**Your Pathway
to Success**

**Education
and Training
Modules**

**Constant
Learning**

**Topical
Courses**



YOUR PATHWAY TO SUCCESS



Our Training Will Keep You Current and Credible

Welcome to GLI University®, the gaming industry's premier academic and professional training resource for regulators, suppliers, and operators of all experience and knowledge levels. Our courses, taught by globally recognized experts, are specifically designed to help you keep as up-to-date as possible on new technologies and other topics critical to a myriad of daily job functions. Beyond the core curriculum found in these pages, GLI University stages annual Regulators Roundtables and conducts regulator seminars and regional training tailored to your individual needs. Also, GLI University is a proud nominee of "The Educational Development Program of the Year in the Land-based Casino Sector" award from Totally Gaming Awards.





GLI University Staff are Recognized Global Experts

Learn from the best in the business. GLI University instructors are recognized worldwide as leaders and subject-matter experts in their respective fields. Individually, each GLI instructor is a skilled specialist in their area of expertise. In addition to their roles at GLI and in GLI University, our instructors are some of the most sought-after speakers throughout the global gaming speaking circuit.



Flexible Training Options

GLI University offers comprehensive online courses and has permanent campuses at several of our global locations. We can even bring our world-class expertise right to your doorstep by staging a customized GLI University training event at your facility. Please talk to one of our experts for help finding the best setting for your needs.





Global Regulators Roundtables Inform and Inspire

Be a dynamic part of gaming's global conversation. Our world-famous Regulators Roundtables are unique, one-of-a-kind, admission-free events that gather together the largest number of regulators in the world at one time. Regulators come from a wide range of jurisdictions for in-depth presentations and discussions about new technologies and their potential impact on the gaming industry today and years from now.

GLI University stages Roundtables in Europe, North America, Latin America, and the Caribbean, drawing attendees of all levels, including tribal council members, gaming commission staff, CEOs, CIOs, CTOs, compliance directors, IT directors, lottery directors, security directors, and slot directors.



Regional Seminars Bring GLI's Wealth of Knowledge Close to Home

In addition to the acclaimed Roundtable series, GLI University regularly produces online and regional training sessions designed to specifically address a jurisdiction's unique needs.

In these thought-provoking seminars, our instructors help attendees understand the newest technologies and their specific impact on the particular region and/or jurisdiction.

"THE FUTURE OF GAMING TECHNOLOGY IS CHANGING

FASTER THAN ANYONE COULD
HAVE PREDICTED. GLI UNIVERSITY
IS A LEADER IN THE INDUSTRY
AND UNIQUELY QUALIFIED TO
MEET THESE CHALLENGES.

THEY'RE PREPARING THE
REGULATORS OF TODAY FOR THE
PROBLEMS OF TOMORROW."

— VICTOR ROCHA
Editor and Publisher,
Pechanga.net

EXPERIENCE

**“WE CAN CUSTOMIZE
A TRAINING PROGRAM THAT
FITS YOUR SPECIFIC NEEDS.”**

EDUCATION AND TRAINING MODULES

**FOR OVER 30 YEARS, GLI HAS BEEN
THE WORLD LEADER IN GAMING
DEVICE TESTING AND CERTIFICATION.**

We bring that same unparalleled global expertise to your training, where our experts' knowledge sets you on a path for continued growth and success. To be the best, come learn with the best.

CONSTANT LEARNING



2 HRS

Card Shufflers

You already know that card shufflers are an essential part of any table games area; however, you might not be aware of the regulations, technology, and math involved behind these ubiquitous devices. Based on the GLI-29 Standard for Card Shufflers and Dealer Shoes, this course gives attendees a greater understanding of functionality, types, output styles, randomness, regulatory environments, capabilities, and types of certification involved.



6 HRS

Class II Gaming Systems Advanced

This course will introduce Class II gaming terminology, system architecture, win patterns and probabilities, the GLI testing process, and core topics related to the regulation of Class II gaming systems. We will examine the history of Class II gaming and provide tribal gaming regulators and operators necessary information to fully understand, implement and regulate Class II gaming systems. Participants will receive a thorough analysis of critical legislation, case law, and policy discussions that have paved the way for today's Class II gaming environment. The discussion will include the development and evolution of Class II gaming technical standards and internal controls.



2 HRS

Class II Gaming Systems Overview

Attendees will gain an introductory knowledge of Class II gaming terminology, system architecture, win patterns and probabilities, the GLI testing process, and core topics related to the regulation of Class II gaming systems. This course explains key industry terminology and delves into how the games operate. The course also offers a summary overview of the Class II math model. Special focus is placed on system architecture, and necessary components and accessories.

CONSTANT LEARNING



2 HRS

Client Server System Technology Overview

Attendees will receive an introduction to Client Server System (CSS) technology and address elements of CSS. This includes client terminals and central system, the evolution of storage media, Game Program Library, and access to the library. You'll also learn about file transfer functions, program storage media, downloading of game programs, and server and security requirements. This course also discusses primary differences between local storage media, player terminal-based gaming and client-server gaming environments.



2 HRS

Promotional / Bonusing

This course presents promotional and bonusing technologies, beginning with a comprehensive overview of each system, explaining the similarities and differences in the technology and the intent of each product. The module also explains the requirements for configuration, award audit trails, metering, awards, central system security, and audit trails.



2 HRS

iGaming Fundamentals

iGaming Fundamentals is an introduction to iGaming designed to provide an understanding of the underlying components of iGaming offerings as well as introducing the core topics related to the regulation of iGaming operations. This module covers four critical components of regulated iGaming: publicly accessible internet; licensing regime; secure funds transfer; and gaming software.

This course provides an overview of the current state of the iGaming industry and how stakeholders have approached the challenges of regulating iGaming products. The course also presents delivery of RNG-based games, the role of third-party services in providing geolocation information, identity verification, and payment processing services. The regulatory framework and a review of iGaming technical standards will also be covered.

CONSTANT LEARNING



8 HRS

iGaming Advanced

This course is an in-depth discussion of iGaming designed to provide an advanced understanding of the core topics related to the regulation of iGaming operations. This is an intensive course with detailed coverage of a wide range of critically important topics including: evolution of the industry; overview of the current state of the industry; a high-level examination of differing jurisdictional approaches; system architectures used to deliver RNG-based games, peer-to-peer games, live dealer games, sports betting and mobile games. The course will also examine third-party services including geolocation, identity verification and payment processing; regulatory frameworks; testing processes; technical standards; business processes; internal controls; AML compliance; responsible gaming regulations; system security and vulnerabilities; and continuous compliance process needs and strategies.



4 HRS

Math, Advanced

We will build on the math curriculum covered in Slots 101. This module provides a more advanced understanding of gaming device concepts including randomness, probability, return to player (RTP), and volatility - all critical areas to ensure a compliant gaming venue and to identify problematic machines. This course also covers the differing math models between games of chance, games of strategy, and games of dexterity. Special focus is placed on the impact of progressive configurations on math calculations. Coursework also covers electronic meter categories and culminates in a practical application of machine audit calculations.



2 HRS

Online Accounting Systems

Attendees will develop a basic understanding of online monitoring and central control systems that continuously monitor each electronic gaming device (EGD) in the casino environment. This module explains system components such as meters, interface components, data collection mechanisms and databases, and the communication protocol used to communicate with each gaming device to retrieve the various pieces of information.

Also covered are significant tasks, as well as monitoring and control systems that provide features such as logging, searching, and reporting of events; a collection of individual gaming device financial and meter data; reconciliation of meter data against hard and soft meter readings, and systems security. Verification procedures will be covered, as well as the importance of on-site inspections to verify those systems.

CONSTANT LEARNING



2 HRS

Skill-Based Gaming

Join us for a general introduction to skill-based gaming concepts. To truly grasp these concepts, it is important to understand the evolution of gaming devices and technology integration that shaped skill-based regulations. Over the past four decades, policymakers have created a robust framework of controls that, while protecting the public interest, also support innovation and opportunities for increased gaming revenue. Regulators are now confronted with the next generation of technology often described as a “new” or “hybrid” type of game, and some may question whether regulatory overhauls and statutory changes are warranted. A closer look reveals that many of these innovations share characteristics that are similar to games that have already been in operation for many years, and existing game approval processes are supportive of such changes when coupled with transparency in what makes these games tick. This class will cover the core concepts of skill-based games, including return-to-player consideration, jurisdictional odds calculation methods, the impact of player interaction devices, game recall methodologies, and post-install monitoring plans. The session will culminate with a discussion focused on regulating and controlling this emerging technology.

CONSTANT LEARNING



2 HRS

Progressive Systems

Join us as we take an in-depth look at casino progressive systems, including progressive standards for both internal and external progressive games and systems. The course defines what a progressive is relative to gaming devices in a standalone environment, as well as linked progressives using specialized computer systems. Our experts will also address local-area progressives that operate in single, local, or wide-area progressive systems and random-event progressives. Attendees will learn how to verify correct configurations of progressive amounts or percentages, as well as proper procedures on how to audit systems and ensure compliance with progressive rules, regulations, and technical standards.



2 HRS

Forensics Procedures

Attendees will gain a greater understanding of how forensic testing is used to determine if a particular event was an abnormal occurrence outside the normal operating and compliance parameters. This module covers steps to determine if the event warrants a forensic examination and the steps to protect the hardware, software, and other pertinent information. You'll learn about procedures for sending all pertinent hardware, software, and report information to GLI for examination. Coursework explains the forensic procedures, service agreement, scope of testing, and expected results. The training demonstrates how forensic examinations are a priority and are handled as such to prevent further risk to players, casino, gaming agencies, and other interested parties; especially when player disputes are involved.



8 HRS

Slot Basics (Slots 101)

Slot Basics (Slots 101) covers the entire technical testing process related to regulating electronic gaming equipment in the industry. The course includes an overview of the regulatory environment including legislative action, establishing a regulatory structure, drafting regulations, and adopting equipment technical standards. Attendees will gain a thorough understanding of device components. We will explore gaming device security, gaming program content protection, and how integrity (KOBETRON) signatures and other signature-verification tools are used to ensure the integrity of the gaming software. All new, full-range verification tools are also discussed.

CONSTANT LEARNING



2 HRS

Wireless Technologies

This module presents proposed uses of wireless technology in the gaming environment and provides a basic understanding of wireless capabilities and protocols frequently used in the gaming industry. While offering great convenience to players and casinos, wireless technology introduces additional security concerns not realized in a traditional wired environment. This module explores the security and the identification of critical functions that can be accomplished through this technology. Various uses of wireless technology will be explored, including wireless handheld gaming devices, mobile gaming, and wireless redemption systems.





GREATER BUSINESS

**“IT’S AN OPPORTUNITY
TO ADD VALUE**

TO YOUR POSITION, YOUR
COMPANY, AND YOUR
CUSTOMERS.”



TOPICAL COURSES



2 HRS

Esports

Esports is an emergent industry that is taking the world by storm. As the industry has matured, it has garnered the attention of the gaming industry as a new avenue of sports betting. In this course, the world of Esports will be explained, briefly covering the history of the industry as well as popular trends, events, financial statistics, regulation and—of course—gambling. In addition, potential risks/concerns such as match-fixing, money-laundering, and legislation will be examined. This course will dispel the complexity surrounding this new industry, and explain why Esports are a game-changer.



2 HRS

Cashless Technologies Basics EFT / AFT / TITO

Our experts will present the basic technologies involved with wagering and redemption functions of gaming devices in a “cashless” environment. This course explains system and cashless transaction system components. You’ll also learn about the interaction of EFT, AFT, and TITO functions with gaming devices, cashless computer systems, and other related operations such as configuration, transaction audit trails, and metering requirements. Additional topics include the central system related to security, system audit trails, financial, accounting, casino wallet funding, and player reports that are used to ensure technology accountability.



2 HRS

Kiosk Technology and Functionality

Attendees will learn valuable information on gaming terminal kiosks that perform functions on casino floors and in sports betting parlors; including redeeming ticket vouchers/coupons, breaking currency bills, redeeming promotional points, player registration, placing bets, and displaying marketing information to customers. This course explains kiosk hardware and software components, player interaction functions, and the communication with the validation file on the back-office system that confirms the various transactions the kiosk is capable of handling. We will also cover hardware and software requirements that include the kiosk and the system, as well as associated equipment, communication protocols, metering, and verification functions.

TOPICAL COURSES



2 HRS

Cybersecurity & Network Risk

This course focuses on the basics of information security, network risk, penetration points, security policy, and asset management and control relating to regulating electronic equipment in the gaming industry. As the number of reported network hacking incidents increases rapidly, this course will help to determine if your IT networks and systems are secure and provides insights on how to reduce your risk. This course explores the risks of unauthorized access to your systems; providing a practical approach to control, security policy, incident management, and key network risks.



2 DAYS

Event Wagering

Sports betting is one of the oldest and one of the most popular forms of gambling in the world. Whether in a sports book or online, sports betting popularity and access continues to grow. This course will review the essential elements every regulator and casino operator must know to successfully oversee compliance in this field. Topics include the many types of betting; moving the line/ setting prices; reports, accounting, and auditing; live feeds; current regulatory requirements; and the potential for money laundering in this cash-intensive field. We'll even discuss unusual outcomes – historical and potential.





GLI[®] GAMING
LABORATORIES
INTERNATIONAL[®]

GLI
UNIVERSITY[®]



gaminglabs.com

©Gaming Laboratories International 2020 | All rights reserved.