

PAC Status Update Template

February 8, 2021

Chapter 13, Saskatchewan Liquor and Gaming Authority and Saskatchewan Indian Gaming Authority, Provincial Audit Report Volume 2 of 2019

| Recommendation and Status at Time of Audit (Indicate whether new or outstanding) | Page | Current Status (implemented, partially implemented, not implemented) | Actions Taken to Implement Since PA Report | Planned Actions for Implementation | Timeline for Implementation |
|--|-------------|---|--|--|--|
| #1 - New – We recommend the Saskatchewan Liquor and Gaming Authority establish a written agreement with Saskatchewan Indian Gaming Authority indicating when it will receive the audit report on controls for the SIGA Casino Management System. | 93 & 94 | Partially implemented | On July 2, 2019 SLGA and SIGA signed an agreement indicating that SIGA would have a completed controls audit to SLGA no later than 40 days following each fiscal year end. | Transitioning of duties related to the SIGA casino operations from WCLC to SIGA took place and resulted in both WCLC and SIGA to have control of the casino management system during the review period. Confusion on who needed the controls audit lead to delays. | Partially implemented - Anticipating this will be implemented for the 2020/21 fiscal year-end audit. |

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| #2 - New – We recommend the Saskatchewan Indian and Gaming Authority monitor activities of its service provider that manages its Casino Management System | 94 | Partially implemented | Extensive discussion has taken place between SIGA, Scientific Games (SciGames) and Deloitte to determine acceptable monitoring activities. | SIGA creates a change request for all changes made to the system by Scientific Games or the Sasktel Data Center. The change request requires sign off from all parties related to the change. Weekly calls take place between SIGA and Scientific Games to discuss pending changes to the CMS that Scientific Games and or the Sasktel Data Center are working on. A monitoring tool, Bomgar, tracks all system access and notifies SIGA when Scientific Games or Sasktel has accessed the system. The system requires users to log in and tracks all changes by user id. SIGA and Scientific Games entered into a Subscription Services Agreement dated July 3, 2018 which details out the roles and responsibilities of each party. The agreement holds Scientific Games responsible for delivering their services with honesty and good faith in an efficient, professional, industry standard manner at all times. | Partially Implemented - Ongoing discussion will continue in order to understand what additional controls are required. |
| Outstanding – We recommended the Saskatchewan Indian Gaming Authority perform regular reviews of its computer application user accounts. (2010 Report – Volume 2, p. 260, Recommendation 2; Public Accounts Committee agreement January 20, 2011) | 94 | Implemented | SIGA has implemented a review schedule for all critical computer application systems to ensure timely user access reviews are performed. | | Implemented - Provincial Auditor Report Volume 2 of 2020. |

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| Outstanding – We recommended the Saskatchewan Liquor and Gaming Authority establish a written agreement with Saskatchewan Indian Gaming Authority indicating when it will receive the audit report on controls for the SIGA Casino Management System. (2019 Report – Volume 2, p. 94, Recommendation 1; Public Accounts Committee has not yet considered this recommendation as of November 2, 2020) | 85 | Partially implemented | 2020-21 controls audit has been scheduled to begin on February 8, 2021. COVID has resulted in a later than anticipated start of December 2020 but should still allow for completion prior to deadlines agreed to between SIGA and SLGA | Feb 8 2021 controls audit scheduled | Partially implemented - Anticipating this will be implemented for the 2020/21 fiscal year-end audit. |

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| <p>Outstanding – We recommended the Saskatchewan Indian and Gaming Authority monitor activities of its service provider that manages its Casino Management System. (2019 Report – Volume 2, p. 94, Recommendation 2; Public Accounts Committee has not yet considered this recommendation as of November 2, 2020)</p> | <p>85 & 86</p> | <p>Partially Implemented</p> | <p>Extensive discussion have taken place between SIGA, Scientific Games (SciGames) and Deloitte to determine acceptable monitoring activities.</p> | <p>SciGames is providing a complete list of staff that have access to the SaskTel Hosted Site. SIGA is able to compare that with the SciGames personal that have accessed the system. If the name is not on the list SIGA escalates with SciGames. All new SciGames staff that require access to SIGA’s hosted systems, must be first approved by SIGA via email.</p> <ul style="list-style-type: none"> • Access to review system change actions can be granted to SIGA to review what SciGames has done. SIGA has put processes in place to determine when such reviews should be performed. <p>SciGames provides a list of all system changes performed by them.</p> | <p>Partially Implemented - Ongoing discussion will continue in order to understand what additional controls are required.</p> |
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Chapter 15, Saskatchewan Indian Gaming Authority Inc., Provincial Audit Report Volume 2 of 2018

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| Outstanding – We recommended that Saskatchewan Indian Gaming Authority Inc. perform regular reviews of its computer application user accounts.(2010 Report – Volume2: Public Accounts Committee agreement January 20, 2011) | 85 | Implemented | SIGA has implemented a review schedule for all critical computer application systems to ensure timely user access reviews are performed. | | Implemented in 2019-20 |

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Chapter 16, Saskatchewan Liquor and Gaming Authority, Provincial Auditor Report, Volume 2 in 2018.

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| #1. New – We recommend that Saskatchewan Liquor and Gaming Authority management carry out detailed reviews of quarterly and year-end financial information to supporting documents (e.g. reconciliations, journal entries, financial reports). | 90 | Implemented | SLGA has taken steps to ensure the timeliness of detailed reviews and providing supporting documentation matching year-end financial information. | | Implemented Provincial Auditor Report Volume 2 of 2019 |

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Chapter 42, Saskatchewan Liquor and Gaming Authority – Managing Projects with Significant IT Components, Provincial Auditor Report Volume 2 in 2018¹

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|---|-------------|---|--|---|------------------------------------|
| Outstanding – We recommended Saskatchewan Liquor and Gaming Authority give staff guidance on determining required skills for projects with significant IT components.(2015 Report – Volume 2; Public Accounts Committee agreement September 15, 2016) | 284 | Implemented (2020 ² , vol. 2, ch. 39) | Developed a competency matrix that requires business units, in consultation with the Enterprise Project Management Office (EPMO), Financial Services and IT branches, and SLGA’s Project Planning Committee, to identify and assess the skills needed for a particular project at the time a business case is being prepared. The matrix also assists business units in determining whether those skills exist internally or should be sourced externally to ensure that the appropriate resources are assigned to a project. | Implementation complete | Completed |

¹ In 2018, the Provincial Auditor’s follow up audit found that, of the five original recommendations made in 2015, one recommendation was implemented, three were partially implemented and one was not implemented.

² The 2020 follow up audit concluded that SLGA has implemented all outstanding recommendations.

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| <p>Outstanding – We recommended, for projects with significant IT components, Saskatchewan Liquor and Gaming Authority give staff guidance on setting quality control requirements.(2015 Report – Volume2: Public Accounts Committee agreement September 15, 2016)</p> | 284 | Implemented (2020, vol. 2, ch. 39) | <p>The EPMO and IT branch work with Project Managers and business units to communicate expectations for quality control requirements.</p> <p>Many of SLGA’s projects are software/system upgrades where external vendors use established quality control standards. SLGA also employs internal Business Analysts to work with Project Managers to create test plans and set quality control requirements. For projects with IT components, testing coordination work is conducted with project participants to ensure that test plans are created and captured in the Microsoft Test Management system where progress can be tracked and communicated.</p> | Implementation complete | Completed |
| <p>Outstanding – We recommended Saskatchewan Liquor and Gaming Authority require formal review and approval of project status reports for projects with significant IT components.(2015 Report – Volume 2; Public Accounts Committee agreement September 15, 2016)</p> | 286 | Implemented (2020, vol. 2, ch. 39) | <p>All projects are now required to have monthly project Steering Committee meetings that are attended by the Executive Sponsor, Project Sponsor, IT, Financial Services branch, EPMO representatives and other project leads.</p> <p>Project Managers are required to prepare and present project status reports at the Steering Committee meetings, and to keep minutes as a means of formally documenting review and approval of a project’s status. Additionally, a summary of all status reports are presented to SLGA’s Portfolio Management Committee (PMC) on a quarterly basis.</p> | Implementation complete | Completed |
| <p>Outstanding – We recommended that Saskatchewan Liquor and Gaming Authority monitor whether its projects with significant IT components achieved objectives set out in approved business cases and periodically report to its Board and senior management.(2015 Report – Volume 2; Public Accounts Committee agreement September 15, 2016)</p> | 286 | Implemented (2020, vol. 2, ch. 39) | <p>The EPMO’s business case template now requires the business unit and Project Manager to document project objectives, anticipated outcomes, potential measures, and strategic alignment to SLGA’s corporate priorities.</p> <p>Once the project is underway, the status of the objectives, outcomes and related measures are reviewed at monthly Steering Committee meetings.</p> <p>The EPMO also provides an update on objectives at quarterly PMC meetings, and includes a summary on the achievement of objectives in its bi-annual report to SLGA’s Board of Directors.</p> | Implementation complete | Completed |

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Chapter 36, Regulating Commercial Permittees' On-Table Sale of Liquor, Provincial Auditor Report Volume 1 of 2019

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| <p>Outstanding - We recommended that Saskatchewan Liquor and Gaming Authority monitor that its staff complete, when planned, inspections of permitted establishments that sell liquor for on-premise consumption, and obtain reasons for delayed inspections. (2017 Report – Volume 1, p. 153, Recommendation 3; Public Accounts Committee agreement June 13, 2018)</p> | 330 | Partially Implemented | <p>If an inspector is unable to complete the report within ten days the inspector communicates this to management and the reason, verbally or through an email for approval. The process is not immediately recorded in software system because it is administratively inefficient as inspectors do not have access to system when they are in the field and extensions may not be received and approved in time.</p> <p>When management reviews the work in the system they check to make sure that the report was completed within 10 days. If not, they confirm that they received verbal or written notice and approved the delay and it is documented in the system. If no prior notice and approval management communicates expectations with inspector.</p> <p>A process was implemented in November 2020 where the Director reviews the prior month's statistics on a monthly basis and follows up with management with any concerns.</p> | Implementation for new matrix is scheduled for April 1, 2021 and is on track. | April 1, 2021. |

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| | | | <p>An IT project is underway for an enhanced matrix that will allow for better allocation of resources to complete inspections as planned. The new project will allow for better monitoring and insight into inspections. Metrics have also been revised for on-table service to more appropriately reflect the risk in these establishments for planning purposes.</p> | | |
| <p>Outstanding - We recommended that Saskatchewan Liquor and Gaming Authority formalize expected timeframes for completing liquor inspections and investigations and communicating sanctions to permittees who sell liquor for consumption at permitted establishments. (2017 Report – Volume 1, p. 153, Recommendation 2; Public Accounts Committee agreement June 13, 2018)</p> | 332 | Partially Implemented | <p>Timeframes have been formalized and staff have been made aware of them. The manual has been updated and will be rolled out to staff.</p> | <p>New manual will be provided to staff.</p> | <p>Prior to March 31, 2021.</p> |