

March 12, 2021

Trent Wotherspoon, Chair  
Standing Committee on Public Accounts  
c/o Kathy Burianyk, Committee Clerk  
2405 Legislative Drive  
Room 7, Legislative Building  
REGINA SK S4S 0B3

Dear Trent Wotherspoon:

At the meeting of the Public Accounts Committee held on February 8, 2021, the President and CEO of the Saskatchewan Liquor and Gaming Authority (SLGA) agreed to provide the following information:

**1. 2018 Report – SLGA - Managing Projects with Significant IT Components - Vol 2, Chapter 42. With respect to the status of the four projects in progress as of August 31, 2018.**

Projects in progress at August 31, 2018:

- ServiceNow Phase 2 project was completed in September 2018;
- Business Intelligence project was completed in April 2019;
- Amanda Upgrade project was completed in June 2019; and
- Retail Point of Sale (POS) System Replacement was completed in May 2020.

These projects were completed within the estimated \$5.5M budget.

**2. 2020 Report - SLGA and SIGA – Vol 2, Chapter 13 – 4.3 – SIGA Review of User Access Completed. In 2011 it was recommended that Saskatchewan Indian Gaming Authority (SIGA) perform regular reviews of its computer application user accounts. In the 2018 Report it states that SIGA plans to complete user access reviews for its financial system and casino management system in 2018-19. Comment on any challenges implementing this over the years.**

- In July 2018, SIGA took over the management of the Casino Operating System from Western Canada Lottery Corporation after demonstrating it had built enough capacity to effectively manage the gaming systems. In the time leading up to the takeover of system management, SIGA had to build the necessary capacity and skills within the company including ensuring the continuous monitoring of user accesses.
- Over the last fifteen years SIGA has experienced substantial growth in its operations. It has completed many large scale capital projects over this time including but not

limited to the opening of four new casinos (Dakota Dunes, Painted Hand, Living Sky and Gold Horse), the expansion of the Gold Eagle and Northern Lights casinos and the purchase of a new Casino Management System. While SIGA was very successful in implementing these capital projects they did struggle at times with resource availability which resulted in some prioritizing of tasks. Unfortunately, the limited Information Technology resources resulted in some shortfalls in the area of user access controls. SIGA does understand the risks associated with user access to its major IT systems and has since put processes and resources in place to complete regular reviews of user access in their major IT systems.

**3. 2018 Report – SLGA - Vol 2, Chapter 16, 5.3 – Policies and Procedures for Responding to IT Security Incidents Complete. Ms. Young asked who the service provider is monitoring security incidents:**

- SLGA partnered with Security Resource Group (SRG) to provide data security technology and services. Since this was implemented, no major security incidences have occurred.

**4. 2019 Report – SLGA - Vol 1 - Chapter 36 - Regulating Commercial Permittee’s on-table sale of liquor. Ms. Young asked what impact COVID has had on compliance or non-compliance.**

- On March 23, 2020, a Public Health Order was issued that mandated the closure of on-table service for bars and restaurants. On June 8, 2020, these establishments were able to re-open, and have continued to be able to remain open, with health order restrictions. Between March 23, 2020 and June 8, 2020, SLGA Inspection Services conducted telephone consultations with permittees to ensure their understanding of the current order and answer any questions. In person pre-permit inspections at facilities and establishments that were ready to open, when the health order was lifted, were still occurring. Inspection services resumed normal inspection activities mid-June 2020 and has not noted any material trends in non-compliance when compared to the pre-pandemic environment.

Sincerely,



Susan E. Ross  
President and CEO, SLGA