

Maltco news

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Providing secure and fair lottery games

The provision of secure and fair lottery games to citizens is a matter of social responsibility. As in many other industries, information security is a business enabler, contributing to the creation of a trusted brand name.

A properly planned and executed information security strategy, with the complete support of the board, provides a gaming operator with a solid framework that is planned for growth.

In an interview with MaltcoNews, Christos K. Dimitriadis, International President at ISACA and Group Director of Information Security at INTRALOT, emphasised that while technical security controls are important, what distinguishes a typical information security management system from an effective one is the ability to correlate several different aspects from technology and processes to organization and the human factor.

The need for information and cyber security frameworks is evident; cooperation within and between jurisdictions; cooperation between the public and private sectors and; the creation of appropriate cybersecurity skills and capabilities - have been identified as fundamental requirements in:

The Cybersecurity Strategy of the European Union

ENISA's work on National Cyber Security Strategies



Christos K. Dimitriadis, International President at ISACA and Group Director of Information Security at INTRALOT

“ The need for information and cyber security frameworks is evident ”

The Proposed EU Network and Information Security Directive

Mr. Dimitriadis, who has been a member of the Board of Directors for four terms, said that in order to contribute to the international community, ISACA, as a non-profit association of 140,000 professionals in 180 countries, created in 2014 a Cyber Security Program called CSX. CSX is a single resource for knowledge, tools, credentialing and training at every stage in a professional's career.

He said that working with other organizations, ISACA is helping to build a global cybersecurity workforce and is providing a way for organisations to assure that they are identifying, hiring and retaining employees with the most current, world-class skills.

ISACA has also published a number of information security and related frameworks like COBIT 5 for Information Security, COBIT 5 for Risk, while it provides guidelines, papers and resources for helping enterprises and individuals in multiple industries, in earning trust and giving value to information and information systems.



Commentary

Maltco...

Commitment to player trust

In the gaming industry, player and stakeholder trust, is the most important element of a successful operation. The games and the services offered have to be of the highest quality while at the same time secure and reliable, to earn and maintain the confidence and trust of the public. This has been the main mission of Maltco since the first day it commenced its operations back in 2004.

Last year Maltco achieved for the first time, two of the most important certifications in its history, the World Lottery Association (WLA) Security Control Standard certification along with the ISO/IEC 27001:2013 Certification. Today we are proud to announce that the company renewed its certifications following another audit conducted by independent and trustworthy international auditors. This renewal offers to Maltco, agents, players, authorities and all our stakeholders a concrete proof that we operate according to the highest possible and security standards.

To acquire and maintain such standards all personnel of Maltco constantly work hard, professionally and transparently to ensure that all our operations at head office, points of sale network and live draws studio are of world class. The entertainment of our players in a secure and responsible environment is at the center of attention of all our personnel. When players try their luck, playing our games, they can feel secure but also proud that Maltco, the National Lottery Operator of Malta, is internationally recognized and places among the top lotteries of the world for its quality procedures and security.

We remain committed to our players and the society to provide the most entertaining, secure and reliable games and services.

Georgios Kakouras
Operations Director - Maltco Lotteries Ltd



Security, Quality and Reliability

The importance to Maximum Security, Quality and Reliability



Maltco's Gaming Platform is supplied by Intralot who for many years has

been the leading supplier of integrated gaming and transaction processing systems to state-licensed gaming organisations worldwide.

Intralot implements security measures not only in its products but also has established all the necessary procedures that shields its products and services to ensure the two essential requirements in the lotteries sector; security and quality.

In order to guarantee security and reliability, both Intralot and Maltco are certified according to the World Lottery Association (WLA) Security Control Standard together with the ISO 27001:2013 for its Information Security

Management System (ISMS). Intralot was the first international vendor in the gaming sector to achieve these certifications, while Maltco is the first local gaming organisation in Malta to achieve such.

Moreover the Gaming Laboratories International (GLI) - an internationally renowned organisation for independent testing, inspection, certification and consultation services in the field of Gaming technology - approved Maltco Lotteries after carrying out a thorough examination and evaluation of Maltco's Lottery System including the new Lotostm O/S platform, the Photon Terminals, the Games, as well as the System and the company's associated policies and procedures.

High standards that asserts trust in the Maltco Lotteries' games

The comprehensive evaluation carried out by GLI includes amongst others: Test/Usage case analysis, Quality Assurance, System Monitoring, Incident Handling processes & procedures, Operational processes & procedures, Security Framework, Game Configuration procedures & parameters, Error handling & Hardware faults tolerance. The electronic Random Number Generators (RNGs) used for MALTCO games for Quick Keno, Bingo 75 and FastBingo games were also thoroughly analysed and evaluated against global lottery industry standards to ensure the random behaviour of game outcomes. Moreover, the Malta Gaming Authority regulates the operations of Maltco & approved the company's systems and operations.



Maltco Lotteries' Studio at PBS.

The Draws: LIVE and according to the international standards



A very important recognition of certification for the ISO/IEC 27001 and the WLA Security Control standards, is related to the LIVE Draw Studios of the company. Maltco Lotteries follow all the management procedures in compliance to the strictest gaming international standards of WLA.

Maltco has a contract with PBS for the airing of the three weekly LIVE draws broadcasted TVM. Each game has its allocated area inside the fully secured 180 SQM Studio which has been modernly converted with a fresh design including colourful and modern backdrops.

All three the draws, Super 5, The Grand Lottery and Lotto are aired LIVE at 19:45 just before TVM 20:00 News and are streamed LIVE on Maltco's

website www.maltco.com and PBS Website www.tvm.com.mt.

Each LIVE draw is organised and supervised by Maltco's Draw & Security Supervisor and monitored by an MGA Official, a Public Notary and 2 members of the public. Before each draw the balls are randomly weighed by the MGA Official, during the rehearsal, the machines and all Studio equipment are thoroughly tested with the participation of all involved personnel to ensure a perfect operation during the LIVE broadcast.

A crucially important step prior to the LIVE draw is the receipt of the CD containing all the games data of all the tickets played for that particular draw. This CD is handed over to the MGA Representative to ensure the integrity of each LIVE draw.

MGA's role in every single draw to ensure top security

The MGA Official will be present at all times before, during and after the draw procedures, witnessing and carrying out checks throughout. The drawn balls together with the draw result are always verified by the MGA Official and the Public Notary. After each draw, the balls are locked back in their respective case which has two separate locks and keys, kept separately by Maltco's Draw & Security Supervisor and the MGA Official and put back in the secure safe. It is important to highlight that no one, not even from Maltco, can access the balls without the presence of the MGA Official. Following all security measures, the respective studio is locked and all alarms are enabled to prevent any unauthorised access.

Reactions

The players trust our full commitment...

MaltcoNews spoke with some players asking how they see our commitment to enforce full security, reliability and transparency so that they can play with complete peace of mind.

These are some of their reactions:

■ I play Lotto, Super 5 and Grand Lottery almost every week because I truly believe that Maltco Lotteries is a serious company that has a successful story and in no way it is going to cheat us in any way because above all there is the company's reputation at stake. - Paul Pace

■ Through the years Maltco Lotteries invested in a new image and mentality, in new technology systems and in point of sales which are pleasant and attractive. All these lead me to believe that the company is not only doing well, but works to maintain its credibility and professionalism. - Matthew Borg

■ The fact that international organizations certify with top marks all the draws and the fact that every draw is held in front of MGA officials, representatives of the general public and also in front of a Public Notary can mean only good things in favour of this business. I have no doubt about Maltco Lotteries professionalism. - Maria Caruana

■ What fascinates me most is the latest technology in every shop (of Maltco) and also with the latest draw equipment. This reflects a huge investment and as a player, that shows that the company works hard to keep its' reputation in the gaming sector which in Malta is growing very fast. - John Psaila

■ Not having won for quite a while I was becoming suspicious and so I asked Maltco to attend to one of the Super 5 draws in person – without much further ado, the company accepted. After witnessing all the procedures, the Notary, the MGA guy, I confirmed that tampering with such games is impossible. Coincidentally I won a couple of times during the following months. Go figure! - Patrick Calleja

Meeting with...

Three times a week: The Scenario behind every draw



MaltcoNews met Stephan Magrin;
Maltco's Draw & Security Supervisor.

Mr Magrin joined Maltco Lotteries as a Draw Supervisor over eleven years ago, he is one of the fundamental key employees that formed part in setting up security systems, manners & procedures in all the company's departments as we know it today. During this period he secured over 1200 LIVE Draws.

"On my first visit to a LIVE draw, back when Maltco took over the only two draws from the Public Lotto Department, I immediately realised that there were a lot of changes that had to be adopted."

He said that the first essential change was the introduction of two new state-of-the-art draw machines equipped with the latest technology. These new draw machines were also PC driven and could display the drawn numbers automatically on a dedicated TV screen which was an innovation to LIVE draws.

Another change was the concept of the detailed procedure including the testing of the draw machines as a preventive measure and backup should anything go wrong during the LIVE draw. These new implemented measures secured the LIVE draws ever since. Mr. Magrin said that another major change was the studio where the LIVE draws took place. "Back in 2004 we used to transmit the draw from PBS's main studio, however this proved to be very inconvenient because the studio was not solely dedicated to Maltco Lotteries' draws.

To be more efficient Maltco negotiated an agreement and secured a dedicated studio which was setup only for the transmission of LIVE Draws. In these Studios Maltco carried out all draws for the following eight years. With ten years of knowledge and experience, in 2014 Maltco decided once again to upgrade to yet another Studio. This 180sqm dedicated and highly secured Studio has been freshly designed, equipped with modern technology,



Stephan Magrin, Draw & Security Supervisor, at his station during one of the weekly live draws.

“ a superb quality in broadcast and most of all exposure ”

and was manned with experienced staff contracted by PBS. With this latest move Maltco achieved a large studio facility with enough space to comfortably host all three draws, a superb quality in broadcast and most of all exposure on the national television station for all LIVE draws.

"We are all aware that nowadays the technology is evolving very quickly and the

Draw Machines that were introduced more than eleven years ago and were considered as state of the art then, were now considered as two vintage draw machines. So once again two brand new draw machines equipped with the latest software and hardware technology were acquired and introduced together with the launch of the new Studio".

Maltco has three weekly LIVE Draws using mechanical draw machines, the Phoenix Bingo are used for the Super 5 & Lotto Draws whilst the Topaz Machine is used for the Grand Lottery Draw.

Experiences...

Positive...

I am very proud to be one of Maltco's team members, and would like to take this opportunity to thank everyone that I have worked with throughout these years both internally and externally who helped making this an irreplaceable journey with the company.

Of happiness...

Occasionally we have people attending the Studio who are very sceptical of our draws. It is my great satisfaction to explain and actually show them in detail what is done prior and during the LIVE draw whilst answering any possible questions they might have to satisfy they doubts converting their once sceptic belief into a positive one.

Satisfaction...

This feeling is achieved at the end of each LIVE Draw when I know that once again Maltco games produced a good number of winners and possibly was a life changer to that fortunate player who will be actually living a dream by becoming very rich.