

Colorado Division of Gaming **Notice of Forensic Advisement**

The attached forensic form/procedures, quick reference guide, and slot machine/kiosk incident report documents are provided by the Colorado Division of Gaming to assist Colorado casino licensees in establishing general guidelines for conducting a forensic investigation in the field.

The attached documents are to be used strictly as a guide or tool to ensure that at least the minimum requirements are being met to prevent inadvertent destruction of essential evidence and information needed to conduct a complete and satisfactory forensic investigation and to minimize the mishandling of a forensic incident by reducing the number of personnel involved in the submission process.

Casinos should always defer to the State's contracted gaming lab, of which completed the testing and approval of the game software or component part in question, for the most up-to-date forensic procedures, documents, and information if there appears to be a conflict regarding the forensic guidance provided by the lab and that provided by the Division of Gaming.

The Colorado Division of Gaming maintains no liability regarding the forensic conduct by either Colorado casino licensees or the State's contracted gaming lab.

COLORADO DIVISION OF GAMING FORENSIC QUICK REFERENCE GUIDE

Normal vs. Abnormal operation: Gaming machines or devices are designed to function in a clear, concise, honest, fair and accurate manner. Any condition other than that manner is considered abnormal operation or a malfunction.

DETERMINE IF THE GAMING DEVICE IS IN A NORMAL OR ABNORMAL STATE.

- When a patron dispute or malfunction of a gaming device arises on the casino floor protect that gaming device from any further play.
- Determine from visual examination of the machine what appears to be normal and abnormal by comparing it to a “like” machine and make note of findings at that time (example: the award displayed does not match pay table).
- If the device appears to be in an abnormal state or you are not sure, go to the next step.

PROTECT THE SCENE

- Secure the area around the machine.
- Make sure no one alters the machine (press button, turn reset switch, etc).
- Place PTZ camera(s) on the machine and surrounding area.

PROTECT THE MACHINE

- Do not play the machine.
- Do not reset the machine.
- Do not power off the machine.
- Do not open the machine until directed by the Division of Gaming to do so.

CALL THE DIVISION OF GAMING

- Notify the Division immediately. Do not attempt any investigation on the machine until the Division arrives.
- If the Division determines that a forensic evaluation should be performed, it will contact both the lab and the casino with a written request to initiate the forensic process.
- The Division will coordinate the collection of all evidence required by the lab for its investigation.

GATHER COPIES OF PERTINENT REPORTS

- On-line system-machine event report, if applicable.
- Detailed casino incident report.
- Slot machine Device History Log (DHL)
- Machine access card
- PAR sheet
- Check for any recent variance issues.

GATHER VIDEO SURVEILLANCE MEDIA

- Be prepared to provide copies of surveillance coverage 20 minutes before and 20 minutes after the incident.

COLORADO DIVISION OF GAMING
FORENSIC INVESTIGATION SUBMISSION PROCEDURES

[The term “lab” refers to the applicable contracted test laboratory]

Pre-Submission Procedures

1. When a patron dispute involving a malfunction of a gaming machine or any incident regarding abnormal behavior of any gaming equipment arises at a licensed casino, the casino will protect the gaming machine from any further play.
2. The casino and/or Colorado Division of Gaming (Division) investigation staff will determine by visual examination of the gaming machine whether the machine appears to be providing normal or abnormal information, or is behaving in a normal or abnormal manner. This determination can be done by comparing the machine involved in the incident to adjacent machines and/or to similar machines of the same game platform.
3. Before conducting jackpot verification procedures or functionality tests, the casino will take a picture using a digital camera, if possible, of the gaming machine or will ensure that surveillance system coverage provides adequate visual recordings of the gaming machine involved in the incident. When possible, the recording should provide a clear view of the front of the machine to easily identify the machine involved in the incident. Information from the front view should include machine house number; denomination; reel settings; button panel view; any wager and credit amounts; error/tilt messages; lines played; bets per line; pay table menus; progressive/bonus amounts; candle light indications; and any other information from the machine that could be used in the investigation. It is recommended to also provide a visual recording of the patron at the device and any other persons that appear to be involved in the incident.
4. If the incident does not provide clear evidence of significant abnormal behavior, the casino will conduct jackpot award and/or machine functionality tests of the machine to determine if the jackpot is valid or to clear the malfunction. NOTE: The casino shall **not** remove the logic board of the machine until directed to do so by the lab or the Division.
5. If after conducting the procedures described above, and the situation is not resolved, then the casino will shut off the power to the machine and prepare to submit to the lab for examination all critical information regarding the machine and any associated equipment or attached systems. If a gaming device power shutdown is determined to be the appropriate course of action, the power to the device should remain off **[DO NOT CYCLE (power off then power back on) THE POWER OF THE GAMING DEVICE]**.
6. The casino and Division investigative staff will conduct interviews with patron(s), casino technicians, security staff, auditing staff and witnesses. Reports from these interviews will be included in the original Division report that referenced the incident. The Division, at its discretion, will provide to the lab any internal Division reports regarding the incident.

FORENSIC INVESTIGATION SUBMISSION PROCEDURES

7. The casino will obtain copies of all on-line system reports (internal and WAP) that would be applicable to the investigation, i.e., machine activity, jackpot notification, etc.
8. The casino will obtain surveillance media that would show activity of that machine and adjacent machines for at least 20 minutes before the incident and if applicable, 20 minutes after the incident.
9. The casino will be responsible for shutting off the machine's power and ensuring that the person opening the machine's main door is properly grounded to prevent electro-static discharge. The casino will ensure that **all** meter readings have been documented prior to shutting off the machine. If a gaming device power shutdown is determined to be the appropriate course of action, the power to the device should remain off (**DO NOT CYCLE (power off then power back on) THE POWER OF THE GAMING DEVICE**).

Submission Procedures

1. The Division's Field Operations section will review and evaluate each incident that Division and/or casino staff believes merits a forensic investigation. After the section's review/evaluation of a specific incident is concluded, it will determine whether the incident will be submitted to the lab for a forensic investigation. If a forensic evaluation is needed, the section will provide a written request to both the casino and the lab to initiate the forensic investigation. The only Division staff allowed the forensic investigation request to the lab and casino is the Field Operations Manager or designee.
2. After the lab and the casino receive written notification from the Division to initiate the forensic investigation, the lab and the casino will be required to make immediate arrangements to begin the forensic investigation process. The lab will provide instruction to the casino as to the proper procedures to make the forensic submission. The lab may send its own staff to the casino to package required forensic items, or Division staff will oversee the proper packaging with casino staff, as directed by the lab, and take custody of the packaged items. The contents will then be delivered by a representative of the lab or Division staff directly to the lab.
3. The casino will provide copies of all relevant reports, system reports and visual recording media noted in the Pre-Submission procedures. (Note: Do **not** remove any data storage media from the logic board). All required gaming equipment, documentation, and visual recording media will be packaged with proper packing material and delivered by a representative of the lab or Division staff to the specified lab location as instructed by the lab. Packaged items should be handled as if it were to be submitted in a court case. The chain of custody for the forensic evidence should always be properly maintained. Details of the forensic submission delivery and receipt must be documented by Division staff in the initial PSR case report.
4. The casino should document and retain all relevant information regarding any forensic package(s) sent to the lab.

FORENSIC INVESTIGATION SUBMISSION PROCEDURES

5. The Field Operations manager shall notify the appropriate staff to add the forensic submission to the agenda for the next monthly lab meeting between the Division and the lab to monitor the submission.

Submission Receiving Procedures

1. As soon as the forensic package(s) arrive at the specified lab, the package is delivered to the appropriate lab staff to be properly logged in and opened.
2. The lab has specific forensic examination procedures that are put in place by compliance and engineering staff for testing and evaluating the contents.
3. A final forensic investigation report is developed by the lab and forwarded to the Division's Field Operations Manager for review. In accordance with the current state contract with the lab, the Division will assign responsibility to the appropriate party or parties for payment of the forensic services provided by the lab. The responsibility for payment of forensic services will be assigned in a written memo from the Field Operations Manager to the lab within 30 days of the receipt by the Division of the forensic report. The responsible party assigned to pay for the forensic investigation will receive, from the lab, a copy of the investigation report.
4. Depending upon the findings of the forensic investigation, certain parts of the submission contents may be returned to the casino or the manufacturer; otherwise, it is retained as part of the forensic investigation file at the lab. If the forensic investigation was initiated due to a patron dispute, the submission contents must be secured and maintained as evidence, until the patron dispute has been resolved.