

Colorado Division of Gaming

GENERAL SYSTEM FIELD TRIAL PROCEDURES



COLORADO
Department of Revenue
Enforcement Division - Gaming

These procedures are a **general overview** of field trial requirements for application software, communication, network architecture and any interfacing system. Additionally, there is a **specific field trial document** that you will be required to follow.

1. The manufacturer must first submit the product to a Colorado certified laboratory for testing. Pursuant to its agreement with the certified laboratory, the manufacturer will have the product tested to ensure that it meets all of the Division's rules, regulations and Internal Control Minimum Procedures (ICMP). When the certified laboratory recommends approval, the Division of Gaming Technical Systems Group (TSG) will review the test results. If needed, TSG will require it to be subjected to a field trial. TSG will assign a Project Manager to oversee the field trial.
2. The manufacturer must find one casino in Black Hawk, Central City or Cripple Creek willing to participate in a field trial. The length of the field trial will be determined by the Division of Gaming.
3. Prior to, or in conjunction with, the initial installation of the associated product, the manufacturer shall provide training and technical support to the casino and Division of Gaming staff in regard to the installation, configuration, overall working knowledge and understanding of the product.
4. The manufacturer and/or the casino shall make available to the Division's Technical Systems Manager a minimum of 30 days prior to installation any product documentation to include:
 - a. sample reports
 - b. data flows
 - c. user release notes
 - d. manuals, (including but not limited to installation, operation, and user manuals)
 - e. a back-out plan detailing how to remove the test code and re-install the previous working version
 - f. software installation instructions
 - g. weekly status meeting schedule with the field trial casino's IT director and appropriate staff, a representative from the manufacturer (conference call or in person) and the Division
5. The product installed must be the same version tested and approved by the certified laboratory. The manufacturer cannot make any changes to source and/or object code, and it must be frozen during the field trial process. If problems discovered are considered significant, or if a problem affects the game outcome, the TSG Project Manager must be notified immediately and will determine the course of action, which will include, but may not be limited to:
 - a. directing the manufacturer to correct the problem while in active field trial

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- b. disabling the affected module until the manufacturer corrects the problem
 - c. extending or terminating the field trial
 - d. any other action the TSG Project Manager determines to be appropriate
6. Any changes made to the system during the field trial may require submission to the certified laboratory at the discretion of the TSG Project Manager. If the manufacturer needs to make changes during the field trial, the manufacturer must first receive written approval from the TSG Project Manager. If the certified laboratory approves changes, the changes must also be approved by the TSG Project Manager prior to installation.
7. A Field Trial Issues Log must be maintained as problems occur (a copy of the log is on the Division's website. The log must include issues from the system, controller, slot machines, accounting and IT departments. The log must be maintained as incidents occur, and forwarded to dor_cripplecreekcasinos@state.co.us or dor_ccbhcasinos@state.co.us at least weekly and upon request.
8. At the end of the field trial, as determined by the Division, the manufacturer must submit a request to the TSG Project Manager to be released from the field trial. The Division may require a limited field trial for each casino installation using different slot monitoring systems.
9. The Division may modify field trial procedures to meet changing conditions in the gaming market, including, but not limited to:
 - a. changing the number of slot machines involved in the field trial
 - b. terminating the field trial at any time
 - c. consideration of data from any relevant field trials conducted in other jurisdictions
 - d. at the discretion of the Division, additional tests may be required to be performed.
10. The Division may require a field trial for each casino installation using a different mix of slot machines or interfaces with different slot monitoring systems. The manufacturer will need to work with the TSG Project Manager to complete this additional testing.
11. The manufacturer must complete the Request for Field Trial form at least 30 days prior to the requested installation and submit it to the Division's email address dor_cripplecreekcasinos@state.co.us for casinos being requested for field trial from Cripple Creek or dor_ccbhcasinos@state.co.us for casinos being requested for field trial from Black Hawk or Central City.