WEEKLY PROBLEM LOG

Instructions

The licensees must maintain a system log that documents system upgrades, modifications, problems and all remote access. If the licensee utilizes the TITO module, a separate log must be maintained and completed by the various departments affected by ticketing, i.e., cage, accounting, slots, information technology, and slot drop/count. These logs must be filled out in their entirety for any system or TITO related issues encountered during the testing process. (*Please see Slot Monitoring Systems Section, of the ICMP for system log requirements and TITO Section, of the ICMP for TITO log requirements*).

During testing, on a weekly basis, the licensee must fill out, in its' entirety, the Division of Gaming's Weekly Problem Log. This will be an accumulation of the information contained in the various logs maintained by the casino. The Weekly Problem Log is located on the Division's website. The Weekly Problem Log is sent via email to the Division of Gaming office on a weekly basis beginning upon the installation of the system/module and until the submission of the Acknowledgement Letter to the Division of Gaming. During testing this log is emailed to the following email addresses: dor_CCBHCasinos@state.co.us for all Central City and Blackhawk casinos, and dor_CrippleCreekCasinos@state.co.us for all Cripple Creek Casinos.

After submitting the Acknowledgement Letter, the licensee must continue to maintain its system and TITO problem logs; however, the Weekly Problem Log no longer needs to be emailed to the Division. Subsequent to submitting the Acknowledgement Letter but prior to Division approval, the licensee must notify the Division of any significant issues immediately. Subsequent to Division approval, the licensee can then document all TITO related issues on the system problem log and no longer needs to maintain separate logs in the various areas of the casino affected by TITO.