

COMMONWEALTH OF PENNSYLVANIA

GAMING CONTROL BOARD

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IN RE: IGT'S PETITION FOR APPROVAL OF CERTAIN SLOT  
MACHINE-RELATED SOFTWARE

\* \* \* \* \*

PUBLIC HEARING

\* \* \* \* \*

BEFORE: WILLIAM H. RYAN, JR., CHAIRMAN  
Gregory C. Fajt, James B. Ginty,  
Keith R. McCall, Anthony C. Moscato,  
Gary A. Sojka, Kenneth I. Trujillo; Members  
Christopher Craig, Representing Robert  
McCord, State Treasurer  
Robert Coyne, Representing Daniel P.  
Meuser, Secretary of Revenue  
Matthew Meals, Representing George Greig,  
Secretary of Agriculture  
HEARING: Thursday, October 13, 2011  
LOCATION: Capitol East Wing, 8-A  
Harrisburg, PA 17120  
WITNESSES: Steve Kastner, Michael Cruz

Reporter: Cynthia Piro Simpson

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CHAIRMAN:

Our next hearing relates to IGT's  
Petition for Approval of certain slot machine-related  
software. Could I now have all persons who are non-  
attorneys who will be presenting evidence in this  
matter please stand and be sworn?

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WITNESSES SWORN EN MASSE

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OFF RECORD DISCUSSION

CHAIRMAN:

Also, as I previously mentioned, I would  
ask everyone who is going to speak to please spell  
your name for the benefit of the court reporter. IGT,  
you may begin.

ATTORNEY MICHAEL:

Mr. Chairman, members of the Board, my  
name is Guy Michael, M-I-C-H-A-E-L. Michael and  
Carroll on behalf of the Petitioner, IGT. With me is  
my co-Counsel, Pennsylvania Counsel, Dan Bricmont,  
B-R-I-C-M-O-N-T. Mr. Bricmont is here as our  
Pennsylvania Counsel. As you may know, we had  
Pennsylvania Counsel in our firm who handled this

1 matter. She, unfortunately, because of illness in the  
2 family, is unable to attend today, but Mr. Bricmont is  
3 here as Pennsylvania Counsel on her behalf.

4           Also with me today is Steve Kastner,  
5 K-A-S-T-N-E-R, from IGT, and we're prepared to make a  
6 presentation regarding the software approval. We  
7 appreciate the opportunity to be here before you with  
8 a presentation that we hope --- and we hope that you  
9 see the same way we do, will, if approved, add a great  
10 deal of excitement and new opportunities for gaming in  
11 the Commonwealth. And we are able to answer any  
12 questions that you may have after the presentation.  
13 Steve, go ahead.

14           MR. KASTNER:

15           Thank you. Good morning, Chairman and  
16 members of the Board. My name is Steve Kastner as Mr.  
17 Michael mentioned and I'm the Executive Director of  
18 Product Compliance for International Gaming  
19 Technology. I'm here today to support a new product  
20 of ours called sbX. And we believe it is consistent  
21 with and compliant with the recent revisions to  
22 Chapter 461a regarding server supported gaming.

23           Server supported gaming is consistent  
24 with general evolution of technology to components to  
25 their network within an operation. This evolution has

1 taken place while still maintaining controls and  
2 provisions for regulatory oversight that are  
3 consistent in the gaming industry.

4           sbX is still a young concept, but its  
5 several benefits have already become evident. Some of  
6 these that are of interest to regulators include rapid  
7 --- the ability to rapidly distribute program updates,  
8 to identify all the programs that are employed within  
9 an environment, to automatically, routinely verify  
10 those programs in use and to centralize logging of  
11 activity that takes place on the floor, such as  
12 program replacements and updates.

13           Prior to sbX, the state of the art for  
14 changing programs on the slot machine involved  
15 physically visiting the slot machine, taking it out of  
16 service, bringing the program out on some sort of  
17 storage media, as represented here on USB drive,  
18 taking the game out of service, attaching the storage  
19 component to the game, transferring the file,  
20 verifying the file, and then placing the game back  
21 into service. With sbX, all of the game change  
22 process is initiated through the system.

23           The change is scheduled by authorized  
24 personnel by selecting the machine and the program to  
25 be changed. At the appointed time, the change is

1 implemented by the system.

2           The system includes controls to ensure  
3 that the game is first in an idle state, and --- prior  
4 to effecting the change, as well as ensuring the  
5 integrity of the program before allowing the game to  
6 come back online. The various components of the  
7 server and the work stations are located throughout  
8 the property, as required by regulation.

9           The first section that they would  
10 download ---. I'm sorry, the downloadable components  
11 comprise one aspect of the product, and we'll see how  
12 the high speed network connection between the back  
13 office and the gaming device it presents additional  
14 opportunities for innovation within the operation.

15           Two such innovations that IGT have  
16 brought forward are our media manager and our service  
17 window. And what these parts provide is the framework  
18 for communicating with players directly on the same  
19 screen that the game is played.

20           These communications can be easily  
21 customized by the operation. They can provide their  
22 own look and feel as marked up here on the right-hand  
23 side of the screen. At minimum the service window and  
24 media manager can be used to present better tracking  
25 information, and then we have expectations that this

1 will be the platform for future renovation. We've  
2 also, in further change in our industry, we've changed  
3 and used --- began using Gaming Standards Association  
4 communications protocol versus proprietary protocols,  
5 so this is a somewhat open system.

6 We anticipate the download only version,  
7 as well as the fully integrated --- using service  
8 window and media manager. We expect both of them here  
9 in Pennsylvania.

10 I think that reflects the flexible or  
11 modular nature of the product, as well as the neat  
12 aspects of each operator. We look forward to our  
13 first installation of these products taking place in  
14 the entire region, including here in Pennsylvania, and  
15 I thank you very much for your consideration of sbX  
16 today.

17 ATTORNEY MICHAEL:

18 That's our presentation. We'll certainly  
19 listen to whatever anyone has to say.

20 CHAIRMAN:

21 Does the Office of Enforcement Counsel  
22 (OEC) have any questions for any of the witnesses?

23 ATTORNEY MILLER:

24 We just have a few questions, and then we  
25 have a witness to present.

1                   CHAIRMAN:

2                   Okay.

3                   ATTORNEY MILLER:

4                   I ask first of all, would you  
5 characterize this software as basically a delivery  
6 system that delivers games and other information from  
7 the server to the individual slots? Is that how you  
8 would characterize it?

9                   MR. KASTNER:

10                  Yes, I think that's a very good  
11 classification.

12                  ATTORNEY MILLER:

13                  It's just ---. It's sort of a logistical  
14 system; correct?

15                  MR. KASTNER:

16                  It is.

17                  ATTORNEY MILLER:

18                  Okay. Is it used in any other  
19 jurisdictions besides Pennsylvania? It's not used  
20 here yet, but is it --- have you been able to install  
21 this in any other jurisdictions?

22                  MR. KASTNER:

23                  Yes, we've had installations across 10  
24 countries, the majority of those being here in the  
25 United States, throughout the West and the Midwest.

1                   ATTORNEY MILLER:

2                   And what benefit does this have for the  
3 patrons, the person who actually plays the slot  
4 machine, who pushes those buttons? When the software  
5 is installed into the individual machines, what does  
6 it enable the patron to do, if anything?

7                   MR. KASTNER:

8                   The download component ---. Let me speak  
9 to that first separately.

10 OFF RECORD DISCUSSION

11                   MR. KASTNER:

12                   Sure. The download component is largely  
13 transparent to a customer. They do not see that, just  
14 as they would not see a conventional game change.  
15 What it does permit the operator to do is more readily  
16 deploy new content available. As we become --- as we  
17 make it available to them as a customer, they can then  
18 roll it out onto the floor in a quicker manner, so our  
19 newer games can be delivered out to a patron ---.

20 OFF RECORD DISCUSSION

21                   MR. KASTNER:

22                   Oh, I'm sorry. It allows our new games  
23 to be delivered to the customers' floor faster.

24                   ATTORNEY MILLER:

25                   I take it when you say new content,

1 you're speaking of the games themselves that are  
2 played within the physical machine; correct?

3 MR. KASTNER:

4 That's correct.

5 ATTORNEY MILLER:

6 So, you'll be able ---? My understanding  
7 is that with this software, you will be able to load  
8 an incredible amount of games and other things onto  
9 the server and then push those out to each machine to  
10 meet customer service.

11 MR. KASTNER:

12 Correct.

13 ATTORNEY MILLER:

14 Okay. That's all the questions I have.  
15 We do have Michael Cruz here, the Director of the  
16 Bureau of Gaming Laboratory Operations, and we would  
17 like him to testify regarding his findings upon  
18 testing the software.

19 CHAIRMAN:

20 All right. Before we do that, I would  
21 ask the Board if any members of the Board have any  
22 questions for IGT. Gary?

23 MR. SOJKA:

24 Thank you, Mr. Chairman. A few  
25 questions. One, you showed the diagram up there,

1 showing the movement of software and everything. That  
2 one, yes. Recognizing my limited technical capacity,  
3 I see a picture of what looks like a thumb drive.

4 MR. KASTNER:

5 Correct.

6 MR. SOJKA:

7 That picture must mean something. Does  
8 that suggest that the information for the game is in  
9 fact contained on a thumb drive?

10 MR. KASTNER:

11 Yes. In today's gaming environment and  
12 all. It's nothing new to IGT.

13 MR. SOJKA:

14 Right.

15 MR. KASTNER:

16 There is a cabinet, which is a machine  
17 or, essentially, a microprocessor computer. And the  
18 game --- and I referenced it as contents earlier ---  
19 is actually a program that is placed onto that and  
20 runs from ---.

21 MR. SOJKA:

22 That's the whole point. I'm glad that  
23 you answered that, because that ---. Therein lies my  
24 concerns. This Board and its industry has gone  
25 ballistic in the past about security and things like

1 keys. You know, we go crazy if somebody puts a key in  
2 the wrong slot in a drawer.

3           What kind of security can you provide  
4 with a thumb drive, all of which look exactly alike,  
5 and they contain all the information that controls  
6 everything that happens on that machine, which goes  
7 through our laboratory and we okay everything? What  
8 if somebody finds a way to put a counterfeit, if you  
9 will, thumb drive into a system. How do you stop  
10 that?

11           MR. KASTNER:

12           Sure. And I should mention the thumb  
13 drives are the current state of the art, and they're  
14 frustrating for everybody involved. They're just the  
15 largest ---. They're they native storage media.  
16 Games are released on EPROMs at one time, CDs, DVDs  
17 and now thumb drives, and we're trying to get rid of  
18 all of that and put a network in place that will  
19 greatly streamline all of that.

20           I can't speak to the specific controls of  
21 individual properties here in Pennsylvania. But as  
22 you know, the requirements are changing the game in  
23 the field. Even in today's market involve controls  
24 designed to prevent that, such as each of those  
25 programs is individually tested by the State lab.

1           There is actually an electronic signature  
2 that attests to the certainty of that game. And when  
3 the gaming program is transferred onto the device and  
4 before it's allowed to come back online, currently  
5 there's a physical witness that goes and checks and  
6 makes sure that the electronic code generated by the  
7 copy placed on the machine matches the code of the  
8 approved --- program that was approved by the lab.

9           MR. SOJKA:

10           That helps. And I guess if I have  
11 further questions, it would have to be with our own  
12 compliance people and our own lab people. I have one  
13 other unrelated issue, though.

14           It's a recurring theme for me, and that  
15 is you suggested that there's communication between  
16 the player in front of the machine and a central unit  
17 or, if you could, let me just use a different word,  
18 management. And that results in a kind of dialogue;  
19 am I correct? I mean a question might be posed to the  
20 player? They can answer it or they can suggest ---  
21 they can chose among options, something of that sort;  
22 right?

23           MR. KASTNER:

24           Certainly. And I think you mean --- what  
25 you're referring to here is after --- not

1 necessarily ---.

2 MR. SOJKA:

3 It's not part of the game. It's part of  
4 the customer service.

5 MR. KASTNER:

6 Absolutely. And that's been gaming in  
7 Pennsylvania for quite some time, as well as most  
8 gaming markets, through what's typically referred to  
9 as player tracking. And the innovation here is to  
10 move the player tracking panel from being a separate  
11 display and mount it external to the primary game  
12 screen, to be able to actually put it on the screen  
13 with the primary game content. So, if you'd look at  
14 the picture there, that little slip that's  
15 highlighted, blown up, that's the player tracking  
16 content that's inserted on the same screen.

17 MR. SOJKA:

18 Right. And again, my questions ---. I'm  
19 going to ask them of you, but my concerns may lie  
20 elsewhere, because our principle job on this Board is  
21 to protect the public. This technology creates a kind  
22 of dialogue or a kind of way for management or  
23 operators to gain information about players, which  
24 we're used to, player tracking.

25 And that's always presented to us as a

1 way of improving player satisfaction and making the  
2 whole experience more pleasant. It's customer  
3 service. But I think we both agree that those data  
4 also provide possibilities for learning other things  
5 about players that might be used to take some  
6 advantage of their personal foibles, something of that  
7 sort. Is it possible ---? Again, my concern is not  
8 with you, but I'm going to ask you, since you're the  
9 expert. Would it be possible in your opinion if you  
10 collected more data of that kind, having to do with  
11 customer preferences, things of that sort, that you  
12 could mine those data ---

13 MR. KASTNER:

14 Uh-huh (yes).

15 MR. SOJKA:

16 --- to find out things about the  
17 customer's personality that might make that person,  
18 for example, more vulnerable to a certain kind of  
19 advertising or more likely to take a larger risk,  
20 something of that sort? Could you comment on that?

21 MR. KASTNER:

22 Only in a limited capacity. I don't  
23 really have much marketing expertise, but I think all  
24 consumer marketing involves understanding who the  
25 customer is. And there's certainly data here that can

1 ---. In any casino environment, in any customer  
2 relationship, there's probably data that can be looked  
3 at, but I'm not familiar with how that process works.

4 MR. SOJKA:

5 Okay. Your business ends at that. You  
6 make the software available. What people do with it  
7 is someone else's job, and my concerns should be with  
8 them.

9 MR. KASTNER:

10 I believe so, yeah.

11 MR. SOJKA:

12 All right. Good. Thank you. That's  
13 very helpful.

14 CHAIRMAN:

15 Any other members of the Board have any  
16 questions? Mr. Coyne?

17 MR. COYNE:

18 No, thank you.

19 CHAIRMAN:

20 Mr. Meals?

21 MR. MEALS:

22 No.

23 CHAIRMAN:

24 Mr. Craig?

25 MR. CRAIG:

1 No, thank you.

2 CHAIRMAN:

3 OEC, do you have a presentation?

4 ATTORNEY MILLER:

5 We do, Mr. Chairman, members of the  
6 Board. At the table with me is Michael Cruz, Director  
7 of Gaming Laboratory Operations with the Pennsylvania  
8 Gaming Control Board, who has been previously sworn.

9 -----

10 MICHAEL CRUZ, HAVING BEEN PREVIOUSLY SWORN, TESTIFIED  
11 AS FOLLOWS:

12 -----

13 ATTORNEY MILLER:

14 And I would ask, Mr. Cruz, would you  
15 please state your name and spell it for the record,  
16 please?

17 MR. CRUZ:

18 Good morning. Michael Cruz, C-R-U-Z.

19 ATTORNEY MILLER:

20 Mr. Cruz, have you received the IGT  
21 software that's been discussed here today?

22 MR. CRUZ:

23 Yes.

24 ATTORNEY MILLER:

25 Have you tested it?

1                   MR. CRUZ:

2                   Yes.

3                   ATTORNEY MILLER:

4                   And how and where did you conduct the  
5 test of the software?

6                   MR. CRUZ:

7                   In our lab in Strawberry Square. We run  
8 through a number of tests on all software and hardware  
9 in the Commonwealth. And not going into minutia of  
10 exactly what we test, there's a couple things that are  
11 important to note that --- any technology.

12 OFF RECORD DISCUSSION

13                   MR. CRUZ:

14                   Well, the main technology that ---.  
15 Whatever new technology is introduced in Pennsylvania,  
16 we must make sure that it's compatible with our  
17 central control computer system, because that is the  
18 one way where the Commonwealth has control over all  
19 assets and all accounting of the revenue. So, the  
20 first thing that we do, we test for compatibility with  
21 our central system, and this sbX system does not  
22 affect in any way our central control computer system.

23                   In addition, in our lab we test it with  
24 conduction versions of all the internal accounting  
25 systems, the IGT Advantage accounting and player

1 tracking system, the Bally ACSC accounting and player  
2 tracking system. Also, the way this system is  
3 designed, the game content itself is previously  
4 approved content, so we don't have to retest all the  
5 individual games that we have previously tested.

6           What this system is is --- like we said,  
7 is a delivery and management system of that content.  
8 So, if we have 30 or 40 games that we previously  
9 approved, if this sbX system is approved, then that 30  
10 or 40 games that is compatible with the system is now  
11 also available to casinos to use and manage that  
12 content on these games. So, that's just a little bit  
13 of, you know, some of the tests that we run on any and  
14 all systems and games that come through Pennsylvania.

15           ATTORNEY MILLER:

16           Mr. Cruz, let me ask you this. In  
17 addition to being able to deliver different types of  
18 games to these --- to the slot machines themselves  
19 from a central server, can --- will the casinos or  
20 management be able to also change the win percentage  
21 of each game with the software from the central  
22 server?

23           MR. CRUZ:

24           Part of the management aspect of this  
25 system is that configurable options can now be changed

1 remotely. The way the model works now is not only is  
2 --- you know, you install the game at each individual  
3 asset, but you also set all options at each individual  
4 asset. What this system will now allow the operator  
5 to do is to not only download a content to dozens of  
6 games at a single time, but also set all options on  
7 those games from one central --- centralized location,  
8 which would include denomination, amount of lines  
9 available and also the available payback percentage.

10 ATTORNEY MILLER:

11 But before changing any win percentage on  
12 each machine, do we have regulations in place that  
13 safeguard how that's done and what type of notice we  
14 receive before the casinos can do that?

15 MR. CRUZ:

16 Yes. The allowable rate is anywhere  
17 between 85 and 100 percent, not inclusive of 100  
18 percent, and we have a lot of regulations and  
19 procedures that control the changing of these  
20 configurable options currently. And one of the things  
21 that this system now allows you to do is allow you to  
22 manage these remotely and also schedule changes into  
23 the future.

24 We promulgated server supported  
25 regulations a couple months ago. And we anticipated

1 these new scenarios, so one of the rules that we added  
2 in the regulations under server supported gaming is  
3 that any and all changes to any schedule or any games  
4 that are sbX compatible or any other server supported  
5 compatible must be given 72-hour notice to the lab, to  
6 Casino Compliance, that is, on the floor, also  
7 Department of Revenue, as well as the central system  
8 operator.

9                   So, technically, the casino can make  
10 changes a lot quicker to their floor. We still  
11 require them to give us proper notification so that  
12 we're all aware of what they're setting on the floor.  
13 So, it's similar to how we regulate them currently.

14                   ATTORNEY MILLER:

15                   The changing of the win percentage can be  
16 done now; is that correct?

17                   MR. CRUZ:

18                   That is correct.

19                   ATTORNEY MILLER:

20                   And they're still under the same notice  
21 requirements now as they would be under this software.  
22 The software just allows them to do it more quickly;  
23 is that right?

24                   MR. CRUZ:

25                   That's correct. The system allows them

1 to operate more efficiently, in essence.

2 ATTORNEY MILLER:

3 Now, have you gleaned from your testing  
4 whether there are any benefits to the Commonwealth or  
5 to your laboratory from this software with regard to  
6 monitoring the casinos and how they do business?

7 MR. CRUZ:

8 Yeah. There's actually quite a lot of  
9 benefit to the lab, to the Commonwealth in regards to  
10 Commissioner Sojka's position as far as how do we  
11 secure everything, because at the end of the day ---.  
12 We test it in the lab, but we need to secure it in the  
13 field.

14 What this system allows the lab to do  
15 that we can't do right now is that any and all changes  
16 to any games on the floor that are connected to the  
17 sbX system are now logged. There is a user that has  
18 to have rights to make these changes.

19 And if they do make changes --- say they  
20 violate that 72-hour notification --- we as the  
21 regulator will also have access to the system and we  
22 can verify if there were any changes made,  
23 unauthorized changes. And if there were, we have  
24 permanent logs of who did what and when. And we just  
25 print that out, and most likely, they'll be standing

1 --- sitting here before you under enforcement action  
2 in regards to that.

3           In addition, my field staff, we do  
4 inspections of these games on an ongoing basis to make  
5 sure that all these games are set properly, that all  
6 the configurable options are correct. Just for an  
7 example of the efficiency that we can get as a lab in  
8 our inspections of this, I talked to some of my field  
9 staff, and hypothetically, if a hundred games are  
10 inspected by my staff, it would take, give or take,  
11 three and a half to four hours for my staff to go  
12 around and, you know, inspect all those games for  
13 their options.

14           If those same 100 games were connected to  
15 this sbX or any other server supported system, we can  
16 do the same type of inspection in about 30 or 40  
17 minutes. And also, what is added to that is that we  
18 can do that inspection from an office, from our Casino  
19 Compliance Office from the IT room. We do not  
20 actually have to be on the floor. We can do  
21 inspections while people are playing the games.

22           This system allows us to be more  
23 proactive in our inspections. And in addition, we  
24 have our central system that checks the software, and  
25 the signature has to go back and forth, so that if

1 someone were to put an unauthorized software in a  
2 game, it would not be playable, because the signature  
3 would not match the signature that the lab released to  
4 the system.

5                   This adds another layer of security,  
6 because you can't even get that software down to that,  
7 to the asset, because it has to be installed on the  
8 server first, in which the regulator, my staff, has to  
9 actually approve that software at the server level in  
10 order for it to be pushed and deployed down to the  
11 asset. So, there's increasing layers of security that  
12 this technology adds to the regulatory body, as well  
13 as adding efficiency to our operations. So, from our  
14 standpoint, you know, it's definitely a win-win from  
15 our position.

16                   ATTORNEY MILLER:

17                   And when you conducted the tests of the  
18 software, did you conduct those tests in a realistic  
19 or a live gaming situation, using the same type of  
20 machines that are used in the casinos?

21                   MR. CRUZ:

22                   Yeah. Our lab ---. We have a production  
23 version of all systems and games, and when we hook it  
24 up in our lab, it's as close as you can get to  
25 actually running a casino or actually being on the

1 floor of a casino.

2 ATTORNEY MILLER:

3 And based on your experience and as the  
4 director of the gaming laboratory, is it your  
5 testimony that not only is the software compatible  
6 with our central control computer system, but that it  
7 is safe to use within the Commonwealth of  
8 Pennsylvania? Would that be your opinion?

9 MR. CRUZ:

10 Yes. Through our testing, we've found no  
11 issue with this sbX system and its supporting software  
12 and hardware, and the lab has no objection to its use.

13 ATTORNEY MILLER:

14 I have no further questions of Mr. Cruz,  
15 but I would invite the Board, if they have any, to ask  
16 him any questions at this point.

17 CHAIRMAN:

18 Thank you, Dale. IGT have any questions  
19 of Mr. Cruz?

20 ATTORNEY MICHAEL:

21 No, not at all. We couldn't have said it  
22 any better than Mr. Cruz.

23 CHAIRMAN:

24 Members of the Board have any questions  
25 of Mr. Cruz? Tony?

1                   MR. MOSCATO:

2                   Thank you, Mr. Chairman. Mr. Cruz, do  
3 you feel that this technology could result in a  
4 reduction of slot machine technicians at the casino?

5                   MR. CRUZ:

6                   It's a better question for the operator,  
7 but although you can do a lot of things remotely now,  
8 it still requires the game to be initially set up.  
9 So, initially, when you put these 100 games or you're  
10 converting 100 non-server based games to server-based  
11 games, somebody still has to go to each machine and  
12 set up its network options, just like you need to set  
13 up your network on your PC.

14                   Once you set it up, it works fine from  
15 there. So, it still needs some interactivity with a  
16 technician, so I mean it doesn't completely eliminate  
17 that aspect of the job.

18                   MR. MOSCATO:

19                   Thank you.

20                   CHAIRMAN:

21                   Anyone else on the Board? Mr. Coyne?

22                   MR. COYNE:

23                   I have none.

24                   CHAIRMAN:

25                   Mr. Meals?

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MR. MEALS:

No, thank you.

CHAIRMAN:

And Mr. Craig?

MR. CRAIG:

No, thank you.

CHAIRMAN:

Okay. Thank you all very much. This matter is now closed.

ATTORNEY MICHAEL:

We'd move the PowerPoint presentation into the record at this time.

CHAIRMAN:

So moved.

ATTORNEY MICHAEL:

Thank you.

ATTORNEY MILLER:

We have no objection.

\* \* \* \* \*

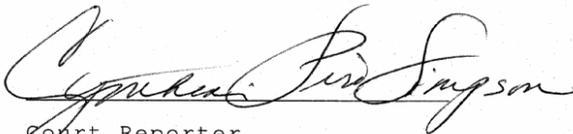
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CERTIFICATE

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I hereby certify that the foregoing proceedings, hearing held before Chairman Ryan, was reported by me on 10/13/2011 and that I Cynthia Piro Simpson read this transcript and that I attest that this transcript is a true and accurate record of the proceeding.



Court Reporter