

# Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

---

**Dept/Agency: Florida Lottery**

**Prepared by: Randall E. O'Bar**

**Phone: 850.487.7718**

**Date Completed: November 19, 2009**

## 1. Lottery Gaming Systems

The GTECH Enterprise System (ES) is the On-line Gaming System provided under contract by GTECH Corporation. It performs the gaming functions for On-line and Scratch-Off games. This system interfaces with Scientific Games' Scratch systems and with Lottery Internal Control System.

This system contributes to the fulfillment of Florida Statute 24 – State Lotteries.

## 2. Lottery Internal Control Systems

The Internal Control System (ICS), provided by LAPIS, records and reprocesses On-line transactions to independently sum sales, cancel tickets, validate and pay claims for all On-line games. ICS is used to report the number of winners and prize liability for each On-line game drawing. It is also used to balance with the gaming vendor's reports on a daily basis.

This system contributes to the fulfillment of Florida Statute 24.105 – Powers and duties of department.

## 3. Advertising and promotion of lottery games

3a. Lottery Internet Web site update systems –

This is a collection of Oracle forms used by Lottery staff from the Games Administration and Communications units that allows for the maintenance of data used by the Florida Lottery's Internet. The Internet page accesses the data entered by these programs for display on the Internet page. These programs include Media Survey Report; Online Quick Poll Report and Administration, Amber Alert Update, Winning Number Entry/Approval, New Data Entry, Expiring Ticket Data Entry, Scratch-Off Game Data Entry and Verification, Promotion Data Entry/Approval, Raffle Tickets Remaining Data Entry, Raffle Winning Ticket Number Data Entry, EZmatch Promotion Winners Counts Data Entry and EZmatch Promotion Winners Counts by Prize.

# Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

---

## 3b. Florida Lottery Internet Web site

The Florida Lottery's Internet Web site was developed and is maintained by the Lottery's Software and Data Services unit. Key Lottery staff makes daily updates to the winning numbers information, news releases, and job opportunity announcements. The Lottery's Web site provides a multitude of information regarding the many On-line and instant games offered, upcoming promotions, information about past winners, how to play, etc. In addition, visitors to the Lottery's Web site may view past On-line game drawings and other video content.

## 3c. Merchandise Inventory Control System (MICS)

This system provides real-time inventory management, at Lottery headquarters and in the remote district offices, for Lottery merchandise that is used for retailer promotions and special events. MICS also provides inventory information reports.

## 3d. Lottery Graphics systems

These systems provide overall art design for the Lottery, including quality control for Scratch-Off ticket design, publications, promotional items, Web site support, Point-of-Sale materials and graphic presentations.

## 3e. Market research systems

The systems, Clarita's' imark and MapInfo, are used to conduct market research, which includes analysis of the demographic characteristics of the players of each lottery game and analysis of advertising, promotion, public relations, incentives, and other aspects of communications.

These systems contribute to the fulfillment of Florida Statute 24.105 – Powers and duties of department, Florida Statute 24.107 – Advertising and promotion of lottery games, and Florida Statute 24.1215 – Duty to inform public of lottery's significance to education.

## **4. Lottery Game and financial reporting**

### 4a. Lottery Extract, Transfer and Load (ETL) process

This collection of nightly jobs processes interface files transferred from the Lottery's On-line gaming vendor, GTECH. The files include retailer demographic information, retailer sales information, general ledger files, draw files, etc. These files are processed with the data loaded into various Lottery systems, including the data warehouse.

# Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

---

---

## 4b. Business Intelligence/WEBI

Business Intelligence is the Lottery's tool for ad hoc and canned reporting and analytics. It is comprised of a multitude of reports and provides information on combined sales, EFT, adjustments, sales goals, minimum sales, inventory, general ledger history, call tracking, and demographic information on the Lottery's retailers. Data is loaded from interface files provided by the Lottery's On-line vendor, GTECH. A web-based user front end, WEBI (Web Intelligence), accessed from the Lottery's Intranet, provides the ability to run and retrieve both canned and ad-hoc reports.

## 4c. Weekly Sales Report System

The Weekly Sales Report System has evolved to include thirteen reports providing a multitude of information on all products from life to date. There are a series of reports that summarize weekly sales by game for Scratch-Off and On-line, and that provide fiscal year comparisons. An automated process generates the reports weekly and the reports are available to Lottery staff via the Intranet.

These systems contribute to the fulfillment of Florida Statute 24.105 – Powers and duties of department.

<b>5. Division of Security; duties; security report</b>
---

## 5a. Lost/Stolen or Destroyed Incident System

This is an automated system that tracks lost, stolen, or destroyed tickets to enable the Division of Security to capture history for tickets in these conditions. This system keeps historical records of tickets, updates their status, and electronically mails reports and notices to appropriate management to monitor daily lost, stolen or destroyed ticket activity, and the retailer history associated with these tickets.

## 5b. Lottery identification System

This system provides for the maintenance of contact information (photo, address, emergency contact information, work unit, supervisor information, etc.) for Lottery staff, to be used in cases of the implementation of the Continuity of Operations (COOP) plan. It also provides reporting of Lottery staff by district or office section.

## 5c. Integrated Security System (ISS)

The ISS is the primary control mechanism for physical security. It includes card key access-control panels, passive monitoring sensors and monitoring cameras, as well as related operational procedures. The ISS, which is integrated statewide through a network, provides real-time monitoring of all Lottery facilities to enable instantaneous response to problems. The Lottery is also responsible for physical security of the

# Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

---

GTECH offices and data center because they co-exist with the Lottery at headquarters and the Orlando data center.

These systems contribute to the fulfillment of Florida Statute 24.108 – Division of Security; duties; security report.

## **6. Retailers of lottery**

### 6a. Corporate Account Reporting System (CARS)

The CARS system provides a menu-driven reporting capability that allows Lottery Sales Executives to better communicate with their corporate account contacts regarding how each of their individual stores is doing in sales for each Lottery product in comparison with their other stores across the state. It is a marketing tool that provides a mechanism for the Sales Executives to illustrate where the greatest opportunities exist for potential sales increases, and recommend strategies to realize those increases in sales.

### 6b. ADA Retailer Compliance System

The ADA Retailer Compliance System provides an automated tool by which the Lottery's Business Development unit may track retailers' compliance with the Americans with Disabilities Act (ADA). The ADA system allows for the management of specific retailer ADA issues through the use of Oracle forms interface. The ADA system provides for the maintenance of retailer ADA evaluation information, the printing of reminder letters at specified intervals, and for various types of reports to track retailer compliance with ADA.

### 6c. Territory Management System

This system allows districts to maintain route information for retailers and allows for the assignment of territories (routes) to Sales Representatives. In addition, it provides for the maintenance of Sale Representative sales goals data and provides the ability to move retailers to a different route and assign employees to specified routes. Retailer route data from this system is transferred nightly to GTECH for the maintenance of their retailer data. Also, data from the Territory Management System is transferred nightly to the Lottery's warehouse to allow reporting of sales goals information.

### 6d. Retailer Recruiting System

This system allows districts to maintain information on prospective retailers, including address information, contact, phone number, chain information, etc. Sales Representatives then follow up with the retailers to encourage them to complete the application process to become Lottery retailers.

# Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

---

## 6e. Retailer Contracting Support Process

This group of forms provides for the generation of retailer certificates, renewal application forms, and reprint functions in the support of the Retailer Contracting unit. A Retailer Contracting page is available on the Lottery's Intranet that allows access to 16 functions in support of retailer contracting activities. In addition, FDLE background check data for retailers is transferred to the fileserver daily for upload to FDLE's system for processing. Background check information for retailers is transferred to the Department of Revenue daily, with the resulting report retrieved from DOR and posted on the Lottery's Intranet.

These systems contribute to the fulfillment of Florida Statute 24.105 – Powers and duties of department and Florida Statute 24.112 – Retailers of lottery tickets.

## **7. Bank deposits and control of lottery transactions**

### 7a. Accounts Receivable System (ARS)

The Accounts Receivable System provides the Retailer Accounting Services unit with an automated tool by which all accounts receivables can be maintained and reported. The ARS system handles situations where Electronic Funds Transfer (EFT) returned items occur as a result of weekly bank sweeps against retailer accounts or when other exceptions take place, such as adjustments for lost/stolen books, partial returns, and other settlement debits/credits. The ARS system ensures retailers are notified of moneys owed and apprised of their account status in a timely fashion, ensures the timely recording of payments, forwards retailer adjustment information to the State Automated Management Accounting System (SAMAS), and provides accounts receivable information to the Financial Reporting unit for the purpose of generating financial statements.

### 7b. General Ledger Interface System

This system receives data files daily, weekly and monthly from Florida Accounting Information Resource Subsystem (FLAIR) for loading in the Lottery's Oracle databases. Financial Management uses WEBI to create reports against the data. In addition, an Oracle forms application allows the update of codes required by FLAIR. This system formats each game's prize liability, daily sales information, and adjustment information from the Accounts Receivable System into predefined record formats for transfer to FLAIR.

### 7c. IRS Tax Reporting

The 1099-Miscellaneous Reporting system is for reporting Lottery retailer commissions and bonuses to the IRS and produces 1099-MISC forms that get mailed to Lottery retailers. It interfaces with the Accounts Receivable System to retrieve and report on

# Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

retailer promotional payment information in addition to commissions. Also, the End of Year Tax Reporting system consists of automated processes for IRS reporting on W2G, Form 5754, and Form 1042S as required by the Federal Government.

These systems contribute to the fulfillment of Florida Statute 24.114 – Bank deposits and control of lottery transactions and Florida Statute 24.115 – Payment of prizes.

## **8. Payment of prizes**

### 8a. Prize Payment system

This Lottery mission-critical system provides the ability for headquarters and district office staff to validate instant, On-line, and promotional Lottery tickets, and issue checks for payment of winning tickets to players. Accessible by users with appropriate authority, this system communicates through a gateway to the Lottery's On-line vendor to retrieve Scratch-Off and On-line ticket validation information. The system verifies claims for winners of \$600 or greater through the State Owed Debt (SOD) database to look for a match on Social Security Number, name and birth date. If a match is found, the Lottery's Vendor Disbursements unit is notified and the debt is confirmed with the flagged agency to be current. The system provides for the creation and maintenance of claimant annuity information. Many reports both batch and online, are available including check reconciliation, auditing, district, public information requests, etc.

These systems contribute to the fulfillment of Florida Statute 24.115 – Payment of prizes and Florida Statute 24.1153 – Assignment of prizes in installments.

## **9. Allocation of revenues and expenditure of funds for public education**

### 9a. Educational Enhancement Trust Fund (EETF) Contribution Rates

This is an automated system that allows executive management staff to maintain information on the contribution rates specified by the Legislature for transfer to the Educational Enhancement Trust Fund.

This system contributes to the fulfillment of Florida Statute 24.121 – Allocation of revenues and expenditure of funds for public education.

## **10. Retailer and public services**

### 10a. Customer Service Tracking System

# Listing of Strategic IT Services

(FY 2010-11 Schedule IV-C

Worksheet SC-2)

---

The Customer Service Tracking System provides for the logging of detailed communication information from players, district offices, and retailers. Various types of incoming communications (telephone calls, e-mails, walk-ups and regular mail) are tracked by category and topic by the Customer Service unit. Canned reports are available to report calls by a specific category and topic. In addition, the system provides for a Citizen Services component, used by the Executive Office of the Secretary, to track responses to correspondence forwarded from the Governor's Office of Citizen Services.

## 10b. Call tracking system

The Call Tracking System provides for the logging of detailed call information, by category and topic for calls received in the Lottery's Games Administration unit from retailers, district office staff and players. In addition, the system provides a knowledge database to assist analysts in handling various issues, and in answering common questions. A message board is available for management to post alerts to staff of hot issues. Canned reports are available to report calls by specified category and topic. In addition, statistical reports are available which display information in various graphical formats.

This system contributes to the fulfillment of Florida Statute 24.105 – Powers and duties of department.

***(If agency has more than 10 Strategic IT Services, continue the listing of each additional service using established numbering sequence.)***