

automate | capture | integrate



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## FORMVERSE BUSINESS CASE SERIES

AGCO Incident Reporting & Resolution Application

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# FORMVERSE

# Incident Reporting Application & Resolution Application

## Summary: FORMVERSE Enterprise Automation Platform Application

The Alcohol and Gaming Commission of Ontario (AGCO) regulates operations for 19 casinos in the Province of Ontario. Each time an incident occurs at one of the casinos, the casino operator needs to report it to the regulator. A variety of incidents that can happen may include theft, minors on the floor, fights, cheating, police activities, etc. Various departments inside the Regulator may participate on a single occurrence based on the type of incident and information reported on the form.

## Components of the Application

**Incident Occurrence and Regulatory Submission Form Overview:** A casino employee completes a simple questionnaire on AGCO's FV WebApp detailing the incident or filing. They select from a "drop down" list of 41 pre-populated categories and add details of the incident as required. The application is then automatically routed to the appropriate department for corrective action or notification. Some incidents or filings require only that the appropriate department be notified, while others require escalations with specific actions prescribed by the AGCO department.

## Incident Reports

- Gaming Related Suspicious Behavior
- Non-Gaming Related Suspicious Behavior
- Integrity of Gaming Systems and Supplies
- Unattended Children
- Interruption of Monitoring Activities
- Loss of Communication
- Prohibited Individuals Accessing and/or Playing
- Wide Area Progressive Jackpots
- Management Overrides
- Incident Reports – Non-Compliance
- Prize Bank – Change
- Gaming Machine Configuration Change

## Regulatory Submissions

- Gaming Machine Memory Cleared
- Removal of Progressive Awards
- Rescinding Offer of Employment Requiring Registration
- Employees with Gaming Registrations
- Suppliers
- Gaming Machine Upgrades
- Progressive Gaming Machines Removed
- Gaming Systems Installed
- Plan for Implementing Standards
- Operator Controlled Activities
- Approval of Rules of Play

## Incident Action & Report Forms

Each stakeholder has access to reports appropriate for their function. The three report types are:

### Casino Operator

- Can view all incidents/filings submitted by their staff

### AGCO Casino Manager

- Can view all incidents/filings submitted by their assigned casinos

### Managing SMEs

- Can view all incidents across the Province of Ontario

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