

Innovation & Expertise Upon History & Heritage



Casino Operations

REMOTE ACCESS VIOLATION INCIDENT REPORT

This form is used to document and investigate unauthorized activities related to remote access to the network.

| Date of Report: |
|--|
| Reported By: |
| Name: |
| Position: |
| Department: |
| Email: |
| Phone number: |
| Incident Details: |
| Date & Time of Incident: |
| Location (if applicable): |
| Individual(s) Involved: |
| Incident Description: |
| Brief Description of Unauthorized Activity Observed: |
| Detailed Description of Incident: |
| |
| Evidence Collected: |
| System Logs: Yes No |
| Screenshots: Yes No |
| Communication Records: Yes No |
| Other (Specify): |

| Immediate Actions Taken: |
|--|
| Access Revoked: Yes No Individual Notified: Yes No IT Security Team Alerted: Yes No Legal/Compliance Notified: Yes No Other (Specify): |
| Potential Impact: |
| |
| Recommended Next Steps: |
| |
| Final Review & Sign-Off: |
| Investigated By: |
| Date of Completion: |
| Approved By: |
| Signature: |

Remote Access Tool List



Virtual Private Networks (VPNs) – Secure Remote Access

- Cisco AnyConnect Enterprise-grade VPN with strong security features
- Palo Alto GlobalProtect Integrated with next-gen firewalls for advanced security
- Fortinet FortiClient Secure VPN with endpoint security integration
- **OpenVPN** Open-source VPN with customizable security options
- NordLayer Business-oriented VPN with cloud security features



Two-Factor Authentication (2FA) & Multi-Factor Authentication (MFA)

- **Duo Security (by Cisco)** User-friendly MFA with device health monitoring
- Microsoft Authenticator Integrated with Microsoft 365 for easy 2FA
- Google Authenticator Simple app-based authentication for various logins
- Okta Verify Cloud-based identity management and MFA
- RSA SecurID Enterprise MFA with hardware and software token options



Secure Remote Desktop & Access Management

- **TeamViewer Tensor** Secure remote access with enterprise-grade security
- AnyDesk Lightweight and fast remote desktop access tool
- **BeyondTrust Remote Support** Secure remote access with privileged access management
- **LogMeIn Pro** Encrypted remote access with file sharing and remote printing
- **Splashtop Business Access** Secure, fast remote access with device authentication



Endpoint Security & Monitoring Tools

- CrowdStrike Falcon Endpoint detection and response with real-time monitoring
- SentinelOne AI-powered endpoint security with automated response
- Microsoft Defender for Endpoint Integrated security monitoring for Windows systems
- **Symantec Endpoint Protection** Comprehensive endpoint security with remote management
- **Bitdefender GravityZone** Cloud-managed endpoint protection with strong threat detection

Remote Access Tool List



Privileged Access Management (PAM) & Identity Security

- CyberArk Enterprise-level privileged access management
- BeyondTrust Privileged Remote Access Secure remote access for privileged users
- Thycotic Secret Server (Delinea) Password vaulting and access control
- One Identity Safeguard Secure access control for privileged accounts



Network Access Control (NAC) & Zero Trust Solutions

- Zscaler Zero Trust Exchange Cloud-based zero trust network access (ZTNA)
- Cloudflare Zero Trust Secure remote work with application access control
- **Perimeter 81** Zero trust network security for remote workforces
- Tailscale WireGuard-based zero trust VPN for teams

F&C CPAs Resource Kit: Access Denied F889

AUTO GENERATED ACTIVITY LOG

Activity Log Sentry: Example Casino, Date: 09/01/24 - 09/30/24

| Duration | 23:58 | 23.58 | 23:58 | 23:58 | 23:58 | 23.58 | 23:58 | 23:58 | 23:58 | 23:58 | 23:58 | 23:58 | 23:58 | 23:58 | 23:58 | 23:58 | 23:58 | 23:58 | 23:58 | 23:58 |
|-------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| End Date | 09/30/24 11:59 pm | 09/29/24 11:59 pm | 09/28/24 11:59 pm | 09/27/24 11:59 pm | 09/26/24 11:59 pm | 09/25/24 11:59 pm | 09/24/24 11:59 pm | 09/23/24 11:59 pm | 09/22/24 11:59 pm | 09/21/24 11:59 pm | 09/20/24 11:59 pm | 09/19/24 11:59 pm | 09/18/24 11:59 pm | 09/17/24 11:59 pm | 09/16/24 11:59 pm | 09/15/24 11:59 pm | 09/14/24 11:59 pm | 09/13/24 11:59 pm | 09/12/24 11:59 pm | 09/11/24 11:59 pm |
| Begin Date | 09/30/24 12:01 am | 09/29/24 12:01 am | 09/28/24 12:01 am | 09/27/24 12:01 am | 09/26/24 12:01 am | 09/25/24 12:01 am | 09/24/24 12:01 am | 09/23/24 12:01 am | 09/22/24 12:01 am | 09/21/24 12:01 am | 09/20/24 12:01 am | 09/19/24 12:01 am | 09/18/24 12:01 am | 09/17/24 12:01 am | 09/16/24 12:01 am | 09/15/24 12:01 am | 09/14/24 12:01 am | 09/13/24 12:01 am | 09/12/24 12:01 am | 09/11/24 12:01 am |
| Work Performed | Health Monitoring for VGT |
| Reason For Access | Unattended(3388) |
| Authorized User | Health Monitor |
| Approver | John Doe | John Doe | John Doe | John Doe | Jone Doe | John Doe | Jone Doe | John Doe |
| Gate | VGT |
| Sentry | Example Casino |
| | 9671 78 | 9669 | 9667 03 | 9664 | 9662 | 9659 | 9656 69 | 9654 | 9651 89 | 9649 | 9646 36 | 9643 | 9640 98 | 9638 52 | 9636 07 | 9633 | 9631 | 9628 73 | 9626 28 | 9623 |

| | | REI | REMOTE A | 5SS LOG | | |
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| AUTHORIZATION | N NAME/COMPANY | Z | OUT | PURPOSE OF ENTRY FOR ACCESS | CHANGES MADE | ACCESS TIME |
| 7/8/2011 John Doe | Example Company | 944 | 948 | 948 Pull ACT Reports | None | 4m |
| 7/13/2011 John Doe | Example Company | 1136 | 1153 | 1153 Error Check APP-01 | None | 17m |
| 7/13/2011 John Doe | Example Company | 1000 | 1200 | 1200 Changed EWSM for Mail Traffic | Switch Configuration | 2h |
| 7/19/2011 John Doe | Example Company | 1620 | 1720 | 1720 Restore Service | Games online | 1h |
| 7/20/2011 John Doe | Example Company | 800 | 1100 | 1100 Pull ACT Reports | Switch Configuration | 3h |
| 7/26/2011 John Doe | Example Company | 1129 | 1134 | 1134 Check SDS Report Problem(Verden) | None | 5m |
| 7/26/2011 John Doe | Example Company | 2034 | 2150 | 2150 Theoretical Hold Reports | None | 1h16m |
| 8/2/2011 John Doe | Example Company | 1101 | 1210 | 1210 Hold Summary Report | None | 1h9m |
| 8/3/2011 John Doe | Example Company | 1210 | 1237 | 1237 Clear error on APP Server | None | 27m |
| 8/8/2011 John Doe | Example Company | 948 | 1130 | 1130 Pull ACT Reports | Error Cleared | 42m |
| 8/11/2011 John Doe | Example Company | 1045 | 1105 | 1105 Check Server APP-00 Status | None | 20m |
| 8/11/2011 John Doe | Example Company | 1115 | 1123 | 1123 Pull ACT Reports | None | 8m |
| 8/16/2011 John Doe | Example Company | 1118 | 1125 | 1125 Pull ACT Reports | None | 7m |
| 8/23/2011 John Doe | Example Company | 1006 | 1012 | 1012 Pull ACT Reports | None | em |
| 8/30/2011 John Doe | Example Company | 935 | 940 | 940 Slot Points error | None | Sm |
| 9/5/2011 John Doe | Example Company | 1140 | 1231 | 1231 Pull ACT Reports | Fixed Slot Rating for \$2 Slots | 51m |
| 9/15/2011 John Doe | Example Company | 1439 | 1455 | 1455 Pull ACT Reports | None | 16m |
| 9/19/2011 John Doe | Example Company | 1008 | 1014 | 1014 Pull Archive Files from Tape | None | 6m |
| 9/21/2011 John Doe | Example Company | 1113 | 1516 | 1516 eCash error | None/Failed | 4h3m |
| 9/22/2011 John Doe | Example Company | 820 | 825 | 825 Soft count upload error | Restart eCash | 5m |
| John Doe | Example Company | 1052 | 1225 | 1225 Pull ACT Reports | None | 1h38m |
| 9/26/2011 John Doe | Example Company | 938 | 952 | 952 MSG Build Problem | None | 14m |
| 9/26/2011 John Doe | Example Company | 1730 | 1815 | 1815 Check on CMP errors | None | 45m |
| John Doe | Example Company | 1330 | 1540 | 1540 Pull ACT Reports | None | 2h10m |
| John Doe | Example Company | 1448 | 1453 | 1453 Pull ACT Reports | None | 5m |
| 10/10/2011 John Doe | Example Company | 1131 | 1141 | 1141 Pull ACT Reports | None | 10m |
| 10/17/2011 John Doe | Example Company | 905 | 1002 | 1002 Pull ACT Reports | None | 1h |
| 10/24/2011 John Doe | Example Company | 1137 | 1151 | 1151 Pull ACT Reports | None | 14m |

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The Ghost in the Machine: Remote Access Control

Remote access is no longer just a convenience—it's a necessity. But with every connection comes risk. Tribal Gaming operations must navigate the challenge of securing vendor access while staying compliant with MICS 543.20(h), a regulation that, despite its mere 87 words, leaves room for complexity and confusion. This article explores the evolving landscape of remote access, the gaps in regulatory guidance, and how GhostSentry provides a purpose-built solution to take back control, mitigate risks, and protect your network.

Doug Parker *Business Consultant*



George Washington's second inaugural address – the shortest of any Presidential inauguration address – was 135 words. In 1998, Robin Williams won the Academy Award for Best Actor for his work in Good Will Hunting. His acceptance speech was 150 words. Taylor Swift's popular song Fortnight is a total of 199 words. Throughout history, people continue to find a way to say a lot even when using just a few words. It's an art!

The 87-Word Conundrum

The exception to this rule may be internal controls. Rarely, if ever, does the "less is more" philosophy apply with strong regulation. MICS 543.20(h) has a grand total of 87 words. If you are still reading this, you have read 112 words already – which means you have exceeded the total word count of the vital section of Information Technology *minimum* internal controls in our Tribal Gaming industry. Even in its simplicity, these 87 words continue to create challenges for both operations and vendors.

In fairness, these controls have not been updated in over 10 years. Technology is radically different than it was in 2012. The post-Covid world not only allows remote access, but it also often requires it. Regulating that access is challenging, to say the least.

For years, balancing the convenience of allowing vendors to remotely access equipment connected to the operation's network all while mitigating the risks and vulnerabilities that come with this technology has been a bit of a mystery. To complicate things further, the MICS offered up these 87 words to help "control" the risks but left enough ambiguity to create some chaos in the most appropriate way to log and monitor remote access.

"The challenge isn't just about compliance; it's about ensuring long-term security and resilience."

From Chaos to Control: The Solution Emerges

From this chaos, GhostSentry was born. At the heart of the regulations, the operation should be protecting their network. 15 years ago, remaining in compliance with these regulations often meant a pen and paper log or a fancy spreadsheet where the information of who was accessing your network was recorded. The risk of missing the logging of a remote session became as great as the risk of the remote session itself. GhostSentry eliminates these risks! In simplistic terms, it serves as a firewall to keep remote traffic out of your network without proper authorization and approval.

The complexity of the system allows for flexible access for users and ongoing access to vendor equipment on a case-by-case basis or on an ongoing basis when approved by management. GhostSentry was intentionally developed as a solution to effectively control remote access in the gaming industry. It is the only such solution in this industry!

Why It Matters: The Cost of Getting It Wrong

Data and information are as valuable as cash in the modern casino. In the past year alone, multiple casinos have suffered devastating cyber-attacks, bringing operations to a standstill. Any access point—including remote access—creates potential vulnerabilities that must be managed carefully. The challenge isn't just about compliance; it's about ensuring long-term security and resilience. GhostSentry was designed with this in mind, providing a streamlined way to control remote access, mitigate risk, and uphold the highest standards of regulatory compliance.

"In an industry where data is as valuable as cash, securing remote access isn't just a best practice—it's a business imperative. By refining security measures and leveraging the right technology, Tribal Gaming operations can take control of their networks and stay ahead of evolving cyber threats."

