



2010 PROGRAM OUTLINE

DAY 1: Monday, November 8

THE FUNDAMENTALS OF CCTV

1. 8:00am - 9:10am: Lights, Cameras, Action...

Vlado Damjanovski

Surveillance starts with cameras. In the first session of the program, you will learn the fundamentals of how surveillance cameras work and the importance of light, lenses and optics. This class gives non-technical people a better technical understanding of how television video signal is made and it discusses camera specifications, their meanings including resolution, signal/noise ratio, sensitivity and dynamic range. The instructor also discusses how chip sizes and optics influences angles of view and how to determine them.

2. 9:25am - 10:35am: Video Transmission & Processing

Vlado Damjanovski

There are different methods available for transmitting and switching video signals to a surveillance monitor room, be that analogue or digital. In this class the instructor discusses various transmission media available, the advantages and disadvantages of each, installation techniques and best practices for ensuring good quality signals. This class also gives you a basic understanding of how video is controlled, synchronized and accessed using switching and processing equipment.

3. 10:50am - 12:00pm: Video Recording

Vlado Damjanovski

The digital revolution has been arguably the most significant innovation in casino surveillance since video recording was introduced in the 1970's. Information on digital recording is often confusing and filtered through manufacturers and suppliers convinced their "mousetrap" has the bells & whistles. This class goes back to basics. The instructor will give you an overview of analog/digital conversion, explain why digital is better than analog, why we need to compress video, what GOP, CIF, 4CIF, D1, HD or Mega-pixel is, and discuss the advantages of the variety of video compression standards available today, including MPEG and the H series.

12:00pm - 1:00pm: Lunch

4. 1:00pm - 2:10pm: Getting the Best out of your System

Vlado Damjanovski

How do we get the most out of what we have? In this session our expert instructor gives his top 10 best practices for achieving quality CCTV images, design efficiency and ease of use. This class also examines some of the new technologies emerging in CCTV including IP, HD and 360-degree cameras and how they may be implemented to benefit casino surveillance operations.

5. 2:25pm - 3:35pm: Why is my CCTV System Broken?

Vlado Damjanovski

This interactive Q & A session focuses on common problems experienced with casino surveillance systems. Our CCTV expert will discuss problems he has encountered in system design over the years. The floor is open and we encourage students to ask questions pertaining to issues they have experience with their own systems. Why is the picture quality bad? Why is playback bad? What are the best storage solutions? Can we make the footprint smaller? What causes latency? Why do some of my cameras cut out?

6. 3:50pm - 5:00pm: Team Project Briefing

Students are assigned to teams and briefed on project objectives and deadline.



2010 PROGRAM OUTLINE

DAY 2: Tuesday, November 9

CCTV FOR CASINO GUYS

1. 8:00am - 9:10am: Writing a Specification/Selecting a Vendor *Dale Dodd*

So your casino is expanding or building a new property. You are responsible for making sure it gets a state of the art surveillance system. The instructor of this class has many years experience in casino opening project teams. He will share with you tips on how a specification for a CCTV system should be written to ensure you get what you want, comply with regulations and serve the best interests of your organization. You will learn about the bid and selection process including the evaluation criteria, contract negotiation, award techniques, dealing with suppliers and how to manage deliverables.

2. 9:25am - 10:35am: How to Design a Surveillance Monitor Room *Mike Waite*

In this class you will learn how to design and create a high performance monitor room environment. The instructor shows how to create a practical, comfortable and efficient console layout design and discusses the various monitor options such as CRT, LCD, plasma and projection. This class also explores the 4 E's of surveillance monitor room design: ergonomics, economics, energy-efficiency and eco-friendly and how to achieve your design within the boundaries of regulatory compliance and budget restraints.

3. 10:50am - 12:00pm: How to Design an Equipment Room *Mike Waite*

"Behind every great monitor room is a great equipment room." The equipment room is the "head end" of a surveillance operation. In this session you will learn the physical and technical considerations for a good equipment room design. The instructor will explain how to assess your system input/output requirements and discuss important design considerations like equipment rack dimensions, cabling, interfacing capacity, cooling and ventilation, fire suppression systems and secure access control.

12:00pm - 1:00pm: Lunch

4. 1:00pm - 2:10pm: How to Design a Camera Layout (Gaming) *Mike Waite*

This class is the first of two classes that focuses on designing and setting up a camera layout for a casino operation. The instructor bridges the gap between technical and operational requirements to help you better understand how to position cameras. In this class you will learn how to review architectural drawings and floor plans to design and install a camera layout for table and slot gaming areas and how to achieve the ideal camera coverage for the various games in your casino

5. 2:25pm - 3:35pm: How to Design a Camera Layout (Non-Gaming) *Mike Waite*

Following on from the previous class, we now examine how to get the best coverage in non-gaming areas of your operation. The instructor discusses the need for adequate asset protection, money trail and "liability" camera coverage and talks about some of the challenges with set-up and installation in the back of house areas.

6. 3:50pm - 5:00pm: Cosmopolitan Surveillance Room Tour.

A behind the scenes tour of the next major casino opening in Las Vegas. Note: The Cosmopolitan is scheduled to open in December 2010 and touring the "construction" site before opening will be contingent on the operator receiving handover from the general contractor.



2010 PROGRAM OUTLINE

DAY 3: Wednesday, November 10

PEOPLE AND OPERATIONS

1. 8:00am - 9:10am: The Four Pillars of Surveillance *Willy Allison*

This session explores the “Four Pillars of Surveillance”: People, Operations, Information & Communications. The instructor discusses 20 key areas important to the success of a surveillance department and how to identify surveillance operational strengths and weaknesses so that plans can be formulated for continuous improvement.

2. 9:25am - 10:35am: How to Write a Surveillance Manual *Darrin Hoke*

The Surveillance department must have a documented description of how duties are performed. This ensures everyone is on the same page. In this class you will learn what should be included in a Surveillance S.O.P Manual and offers advice on how to write and present the information so that it’s easily understood by all team members and is aligned with your casino organization’s goals, policies, standards and legal obligations.

3. 10:50am - 12:00pm: How to Prepare a Surveillance Budget *David Malbrough*

This class is Surveillance accounting 101. Every year the department manager must forecast how much money it will take to keep the department running efficiently. In this class the instructor will show you how to put an annual budget together and discuss the fundamental expenses involved with running a surveillance department from year to year, including assumptions and considerations on staffing, repairs and maintenance an ongoing training. The instructor will also discuss how to speak CFO language when it comes to putting your case forward for capital expenditure.

12:00pm - 1:00pm: Lunch

4. 1:00pm - 2:10pm: How to Recruit & Train “Top Guns” *Willy Allison*

Cameras don’t catch people. People catch people. The success of a surveillance operation can only be achieved by creating an environment of knowledgeable and motivated staff. This class explores best surveillance practices in recruitment, staff training & development and explores the question of where do you find good surveillance people and how do you train them to add value to the organization.

5. 2:25pm - 3:35pm: How to Build High Performance Teams *Willy Allison*

Very few people achieve positive, lasting change without ongoing follow-up. Unless they know at the end of the day (week or month) that someone is going to measure if they’re doing what they are supposed to be doing, most people fall prey to inertia. In this session the instructor shows how to implement a surveillance performance management system using a point rating scale that puts everyone on the same page and recognizes individual and team achievement.

6. 3:50pm - 5:00pm: Best Practices Roundtable

An open group discussion on Surveillance best practices.



2010 PROGRAM OUTLINE

DAY 4: Thursday, November 11

SERVICING YOUR CUSTOMERS

1. 8:00am - 9:10am: How to Effectively Monitor Table Games *Ron Buono*

Strong communication between the table games department and surveillance is paramount in protecting the casino against cheats, thieves and advantage players. This session looks at best practices and procedures for monitoring table games and providing customer service to table games management that establishes a professional work environment based on trust and respect.

2. 9:25am - 10:35am: How to Effectively Monitor Slots *Darrin Hoke*

How does one person effectively monitor thousands of slot machines? In this class the instructor takes you through best practices for effectively monitoring your slot operation both electronically and pro-actively using CCTV. He will discuss controls, procedures and practices that help trigger alerts and further investigation.

3. 10:50am - 12:00pm: How to Effectively Monitor the Cage *Darrin Hoke*

The casino cage is the heart of the casino. In this class the instructor discusses best practices for effective surveillance of the cage, count rooms and chip bank areas. Learn how cage reports can assist surveillance investigations and the detection of fraud and internal theft.

12:00pm - 1:00pm: Lunch

4. 1:00pm - 2:10pm: Casino-ology: How Casinos Make Money *Bill Zender*

Learn the fundamental mathematical principals behind table games. How does the casino make money? What sort of systems of accounting should be in place to provide essential management information for detecting abnormalities? The instructor is a renowned industry authority in casino math and game protection and this class is designed to give students a better understanding of interpreting and analyzing the numbers that count in table games.

5. 2:25pm - 3:35pm: Casino-ology: How Casinos Lose Money *Bill Zender*

When you get that call from the casino manager that the casino is losing money what do you do? As a surveillance manager you are often called upon to investigate significant casino table losses. This class explores possible causes for a drop in table game profitability and the instructor will give you his take on the Top 10 culprits that are eating away at table game profits today.

6. 3:50pm - 5:00pm: Aria City Center Surveillance Room Tour



2010 PROGRAM OUTLINE

DAY 5: Friday, November 12

FINDING YOUR SURVEILLANCE MOJO

1. 8:00am - 9:10am: Finding the Needle in the Haystack

Darrin Hoke

Taking data and turning it into business intelligence is the direction of the new-age casino surveillance operation. In this session the instructor discusses how we can incorporate internal surveillance reporting systems with various external reporting systems to create an “intelligence hub” for the casino. We examine the concept of “data mining” and the various information systems at our disposal that can assist in spotting trends and activity that could be harmful to the casino’s bottom-line.

2. 9:25am - 10:35am: Audit & Risk Based Surveillance

Darrin Hoke

Develop a basic understanding of the concepts behind audit & risk-based surveillance practices. Learn to implement a regular audit program within surveillance that lessens the chances of untoward activity slipping through the gaps and how to conduct a risk assessment on the potential issues and financial impact of new gaming projects or proposed operational changes.

3. 10:50am - 12:00pm: Game Protection 2010 and Beyond

Willy Allison

In this session the instructor presents his “Top 10 Surveillance Best Practices of 2010”. Learn how progressive casinos around the world are combating the threats of cheating, advantage play and theft by using new and innovative solutions & techniques.

12:00pm-1:00pm: Lunch

4. 1:00pm - 2:10pm: Project Presentations

5. 2:25pm - 3:35pm: Project Presentations

6. 3:50pm - 5:00pm: Program Conclusion & Wrap-up

7:00pm - 10:00pm: Graduation Reception - Venue TBA