



Licensee Relationship Management System Permissions Model

Malta Gaming Authority



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1 Introduction

The Malta Gaming Authority's (MGA/Authority) Licensee Relationship Management System (LRMS) serves as an electronic medium for the submission of online services as may be required by the Authority's prospective and current Licensees and Certificate Holders. The submission of these forms requires the person to have the necessary access and permissions to the Company which they shall be linked to.

The purpose of this document is to provide guidance on the changes which will be brought forward on **10 April 2023**, with the release of the overhauled LRMS Portal permissions and shall serve to be a point of reference for any LRMS Portal queries relating to the introduced changes.

2 The Improved Licensee Relationship Management System Security Model

The LRMS Portal permissions are a fundamental aspect of the day-to-day administration of entities. User access rights are controlled through these permissions. To date, the Company's trusted Power User was granted the option to provide (or revoke) any of the access roles to those individuals who have requested and were approved to access the Company's LRMS Portal. The current roles include:

- Power User
- Approver
- Contributor
- Read-Only

Going forward, as explained in this document, the Authority shall extend the current LRMS Portal permissions in a way that allows added flexibility to the user experience. The new permissions shall allow an approved person with different levels of access rights to different types of applications/reports. This is in contrast to the previous implementation where access was given to all information, applications and reports residing on the Company's LRMS Portal timeline.

The permission changes defined in this document shall only apply at the Company LRMS Portal level. The Personal LRMS Portal has its own permissions which shall remain unaffected.

2.1 The Overhauled Company Portfolio Permissions

The overhauled permissions are based on the foundations of the previous model, however, the permissions of; Approver, Contributor and Read-Only, have now each been broken into three different, new access groups. These groups, which are listed below are distinct from one another, and users will be able to have access rights (viewer, contributor, or approver) to one or many of the below groupings:

- Applications
- Financial Reports
- Operational & Compliance Reports

The below table illustrates the different categories and the current LRMS Portal applications or reports that shall be accessible per category.

Applications		Financial Reports	Operational & Compliance Reports
Audit Service Provider	Land based – Non Profit Lottery	Auditor Player Funds & Gaming Revenue	B2B Compliance Report
Declaration of Go-Live	Licence – Channel Surrender	Financial Statements	Incident Report
Licence Application	Licence – Licence Surrender	Industry Performance Return	Request for Dynamic Seal*
Recognition Notice	Licence – Voluntary Licence Suspension	Monthly Player Funds Report	Suspicious Betting Report
Recognition Notice Annual Maintenance	Operational – ADR Declaration	Return GR Generated by Maltese Players	Suspicious Betting RFIs & Alerts
Request for Involvement	Operational – Outsourcing Arrangements	Tax Report	
Corporate – Change in Approved Company Structure	Operational – Payment Methods		
Corporate – Changes to Corporate Licence Entities	Operational – Updated Policies and Procedures		
Corporate – Changes to Entity Details	Operational – Updated Terms and Conditions		
Land based – Commercial Communication Game	Technical – Changes to Domains/URLs		
Land based – Cruise Casino	Technical – Changes to Key Essential Components		
Land based – Junket Events	Technical – Changes in Game Type / Providers		
Land Based – Non Profit Bingo	Technical – New Games		

*This report does not create an LRMS Portal Timeline entry, and hence cannot be viewed after its submission.

The above table excludes those services which are no longer available for creation. However, such applications can still be accessed provided that the user has the necessary permissions.

To each of the groupings identified above, the user can be provided with either Viewer, Contributor or Approver rights. Hence a user can have different access rights per grouping, resulting in increased flexibility. This is in addition to the role of Access Rights Administrator which can also be provisioned.

The table below lists the LRMS Portal permissions which can be assigned to a user. A brief description highlighting the permissions granted is also provided.

Role Category	LRMS Portal Permissions	Description of Rights Provided
Administrator	Access Rights Administrator	Provides the rights to approve or reject user access requests, the ability to grant or remove user LRMS Portal Permissions, and the rights to revoke a user's access to the Company.
Applications	Viewer – Applications	Provides Read rights to all the Applications which are not considered of Financial or Operational & Compliance nature.
	Contributor – Applications	Provides Read and Write rights to all the Applications which are not considered of Financial or Operational & Compliance nature.
	Approver – Applications	Provides Read, Write and Submit rights to all the Applications which are not considered of Financial or Operational & Compliance nature.
Financial Reports	Viewer – Financial Reports	Provides Read rights to all Reports which are considered of Financial nature.
	Contributor – Financial Reports	Provides Read and Write rights to all Reports which are considered of Financial nature.
	Approver – Financial Reports	Provides Read, Write and Submit rights to all Reports which are considered of Financial nature.
Operational & Compliance Reports	Viewer – Operational & Compliance Reports	Provides Read rights to all Reports which are considered of Operational & Compliance nature.
	Contributor – Operational & Compliance Reports	Provides Read and Write rights to all Reports which are considered of Operational & Compliance nature.
	Approver – Operational & Compliance Reports	Provides Read, Write and Submit rights to all Reports which are considered of Operational & Compliance nature.

A user can be granted multiple LRMS Portal permissions, however, can only be provisioned with one level of access for each of the role categories indicated above.

2.2 Transitioning to the Overhauled LRMS Permissions

As of 10 April 2023, the Authority will require those users who have been previously entrusted with the administration (hence having the Power User Role, or Access Rights Administrator Permission following the deployment) of the Company's access rights to revisit and grant the updated permissions for all the users who should have access to the Company. This is necessary since the previous permission model will be made obsolete with immediate effect following the deployment of the upgraded model. During this process, it is also important to ensure that only users that are required to have portal access are actually assigned such permissions, based on the need-to-know principle.

Those users currently holding the role of Power User will be automatically migrated to the role of *Access Rights Administrator* thereby ensuring that permissions can be granted as necessary. However, all other access rights will be removed, and need to be reassigned by the Access Rights Administrator accordingly.

2.3 Granting & Revoking LRMS Permissions

The process for the granting and revoking of LRMS permissions will remain the same, with the only change being the introduction of additional permissions that supersede the current permissions. Such permissions still need to be assigned at user level by the Company's designated Access Rights Administrator.

The provisioning of permissions can be undertaken from the *Company Permissions* page, which has been retitled from *Manage Permissions*. Furthermore, the *Account Access* page has now been restricted to only those users holding the role of *Access Rights Administrator*.

2.4 Company Portfolio Timeline

Due to the changes enacted, the Company Portfolio timeline will now only list the results for the services to which the user has access. Therefore, if a person has been provided access solely to one of three online services groups (Applications, Financial Reports and Operational & Compliance Reports) the user's LRMS Portal timeline would only display results for those services to which he or she has access. In these instances, the Timeline Filter functionality will also reflect this and only services which the user has access to would be available to filter by.

Having access to solely the role of Access Rights Administrator will not provide visibility of the Company's timeline entries.

2.5 Creation of New Companies

Prospective Licensees or Certificate Holders have the possibility to create new Companies for the submission of applications. The procedure for the creation of a Company shall remain unchanged, and a Company can be created by accessing the *Portal Access* page in the LRMS Portal menu. The option to create a new Company will be available here.

On the creation of the Company, the user creating the company shall automatically be granted the permissions of; *Access Rights Administrator* and *Approver – Applications*. The rights provided by these roles can be observed in the tables provided above.

3 Conclusion

For any queries relating to the LRMS Portal, please do not hesitate to contact the Authority's Software Development Department at support.crm@mga.org.mt.