

Nevada Department of Wildlife

Early and Unauthorized Release of the 2008 Big Game Draw Results:
 Department Findings and Recommendations
STATUS OF DEPARTMENT ACTIONS

This document addresses Department actions associated with events resulting in the early and unauthorized release of big game draw results in June of 2008. This is the last of two reports to be presented to the Nevada Board of Wildlife Commission. The first report was presented to the Commission during the September 2008 meeting.

The Chief of Operations was to provide an informational report to Commission at February 6 & 7, 2009 meeting advising of status of Director-approved actions. However, this item was deferred to a later meeting. As such, this item will be presented at the **March 27 & 28, 2008** Commission meeting. All procedural and programmatic actions identified here, which impact the draw process directly, and which gain approval by the director, must be accomplished in time to support the Big Game Draw of 2009.

RECOMMENDATION / FINDING (*)	DESCRIPTION	COMMENTS and/or DIRECTOR'S INTENT	PARTICIPANTS FOR RESOLUTION	DEPARTMENT and/or SCI RESOLUTION	EST COST	DEADLINE APPROVE/ DISAPPROVE	STATUS	Director's Position
SG #1	Notifying the public within 48 hours of the completion of the draw by posting results on the internet, saving 10 to 14 days.	Based on staff assessment, and if the impact is minimal, this recommendation will be implemented. Actual adjusted timeframe of public notification (i.e., 48, 72, 96 hours) subject to staff recommendations.	Ops Division Con Ed Division SCI	This needs to be addressed as a contract amendment by the License office. SCI to document the post-draw validation tests and provide estimated completion date. DISCLAIMER MUST BE ADDRESSED regarding confirmation of payment.	Per SCI, \$14,000 for one-time programming and \$.05 per application (which could be approx \$7,500 per year).	Dec 2008	Con Ed, SCI and Ops Division agree--even with a disclaimer, we anticipate complaints from applicants who were "told" via the 48 hour notification that they drew a tag but may then be advised at a later date that they rejected (credit card problem, etc). Ops Division will recommend approval. This 48-hour time frame is considered an "interim" release date.	Approved Dec 11, 2008

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SG#2	Hold the draw as soon as the quotas are set, saving 10 to 14 days.	This recommendation will need further discussion with the Game Division and SCI to evaluate whether time can be saved without compromising the accuracy of the process. Group needs to determine mutually agreeable number of days to make this happen.	Ops Division Con Ed Division SCI Game Division Game Division	<p>In an ideal situation, the follow scenario would apply:</p> <p>Day 1: During first work day following the commission meeting, Director's staff meets to confirm quotas set by commission.</p> <p>Day 2: Game Division forwards final quotas to License Office for assessment and forwarding to SCI.</p> <p>Day 3: SCI inputs quotas into Hunter Choice File.</p> <p>Day 4 & 5: SCI sends Seasons Report to License Office for validation (seasons, quotas, unit groups, and questionnaire text), required edits and final approval. NDOW makes final validation of Seasons and Reject Reports. At this point, NDOW has completed all department pre-draw actions.</p>	NA. Procedural only.	Dec 2008	<p>Game Division and Con Ed support an earlier draw if attainable.</p> <p>License Office position: Barring <u>no obstacles</u>, NDOW can be ready to support draw in 5 – 9 work days after the commission meeting which sets the quotas.</p> <p>Keep in mind that when setting up the Draw date, much attention is given to SCI's invitation to the public to attend the Draw event. If the goal is to set the draw date much earlier than previously accomplished, invitations to the public may not be able to be made with plenty of planning time for the attendees.</p> <p>Ops Division will recommend for approval.</p>	<p>Approved Dec 11, 2008, setting the goal deadline as "10 working day."</p> <p>Note: the establishment of the interim announcement of the public release of 48 hours mitigates the concerns presented in SG#2.</p>

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SG#3	Do not wait for brochures (Hunt Book).	The Department, in coordination with SCI, will evaluate further to see where time could be gained while still providing adequate public service.	Ops Division Con Ed Division	<p>Brochure could be available earlier for inclusion with tag mail out if quotas were not included (post quotas on the web).</p> <p>Con Ed agreed that we could print the Hunt Book earlier and distribute it earlier, <u>if quotas are not included in the publication.</u> We would post the quotas to the website, send out a press release to advise sportsmen of that quota information is available on the website, but the quotas would not be in the tables in the Hunt Book any longer.</p>	NA	Dec 2008	Ops Division will recommend to the Director to no longer include quotas in the Hunt Book.	<p>Approved Dec 11, 2008. Quotas will no longer be included in the Hunt Book, thus better ensuring tags are in the hands of sportsmen sooner.</p> <p>Note: the establishment of the interim announcement of the public release of draw results information within 48 hours of the draw mitigates concerns presented in SG#3.</p>

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SG#4	Do not wait for all credit cards to be processed prior to announcement draw results.	If implemented, the Department and the Commission will have to be prepared for many more appeal situations. This recommendation will need further evaluation to ensure that the change would not create more problems than it is fixing.	Ops Division SCI	Relates to posting of draw results (see SG#1). DISCLAIMER MUST BE ADDRESSED regarding confirmation of payment.	NA.	Dec 2008	With implementation of SG#1 above (48 hour posting of results for public review), this recommendation would not need to be implemented. Ops Division will recommend to the Director to <u>NOT</u> implement this recommendation.	Disapproved, Dec 11, 2008. With the implementation of the interim public release of draw results info within 48 hours of the draw, any concerns about delayed announcement due to credit card processing is mitigated.
SG#5	Do not print tags before results are released.	As with the recommendation to change the credit card processing, implementing this recommendation will require further evaluation.	Ops Division SCI	Relates to posting of draw results (see SG#1).	NA	Dec 2008	With implementation of SG#1 above (48 hour public posting of results), this recommendation would not need to be implemented. Ops Division will recommend to <u>NOT</u> implement this recommendation.	Disapproved, Dec 11, 2008. With the implementation of the interim public release of

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								draw results info within 48 hours of the draw, any concerns about delayed announcement of draw results due to credit card processing is mitigated.
SG#6	Do not notify applicants by mail if they applied online.	Of the 48,262 web applicants in the big game draw, 12,776 did not provide an email address. It is also likely if applicants where compelled to provide an address, we would receive additional fictitious email addresses. This recommendation will be evaluated further.	Ops Division SCI	Evaluation reveals current mailing process should be retained as is. Other info for clients is provided via the results letter (client breakout of funding distribution, errors, etc) which would be unavailable if current process was eliminated.	NA	Dec 2008	Ops Division will recommend to the Director to <u>NOT</u> implement this recommendation.	Disapproved, Dec 11, 2008.

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SG#7	Make application and notification by internet only.	This requires further discussion between the Department, CWABs and Commission.	Ops Division Con Ed Division SCI	Director requests this be further evaluated when on-line applications reach higher usage rates— consider 97-98%. Presently at 93%. Director may need to reconsider threshold if % increase slows.	NA	Dec 2008	Staff will recommend to the Director that transition to all applications be made via the <u>internet ONLY</u> by the 2010 draw. This would apply to ALL draws.	Disapproved Dec 11, 2008. The Director also disapproved the recommendation that the 2010 big game draw be set for the transition of the draw to internet only. However, the Director requested a cost/benefit analysis of such a transition. Results of which to be presented at a future Commission meeting with the intent of determining if/when internet-only draws will commence.

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SG#8	A comprehensive internal review of employee procedures to protect the identity of sportsmen's personal/confidential data and to prevent identity theft.	Director called for extensive evaluation of department and SCI evaluation.	NA	NA	NA	August 2008	Previously accomplished and results presented at the September 2008 Commission meeting.	NA
1	Department employee access to AHS.	Allow only those employees with a bona fide need to retain authorization to use Citrix and AHS.	Ops Division Director	Deputy director access terminated. All other existing access approved for performance of official duties.	NA	August 2008	Previously accomplished and results presented at the September 2008 Commission meeting.	NA
2	Logging of system activity.	Update of information in the system is logged, but access of sensitive information is not. In addition to the Citrix logs which simply identify communication access to the Citrix server, there is an Activity Log built into the AHS. Per the contract, this log records	Ops Division SCI	The system should be modified to log several significant events including login and logout, access of detail client records, access of detail application records, access of credit card information, and printing of client profiles. This will require a programming estimate from SCI.	\$27,000	Dec 2008	Don Sefton indicated that 125 AHS reports and 7 detail screens will require logging. Total hours: 200 hours of programming, 100 hours of quality assurance, and 20 hours of training & documentation. Ops Division will recommend Director's approval.	Approved Dec 11, 2008. However, because this issue has no direct bearing on the draw results, and noting the complexity of the program-

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		changes to data (client updates, etc.), who initiated the change and when. The log doesn't record access of data in a read-only fashion nor printing of reports.		Programming efforts anticipated to be complex. SCI to provide a price quote for implementation.				ming actions, this programming effort is expected to be accomplished incrementally in CY2009.
3	Levels of protection for AHS information	The potential for damage from release of information is far greater than simply the draw results that were released. While the information released damaged NDOW's credibility with the public and cast an unneeded "pall" over the draw, in reality, the early release was temporal in nature. That is, the information released was only drawing results that would have become public within a matter of	Ops Division SCI	There are four levels of sensitivity: PUBLIC: Info that could be deemed "Public" (the lowest level) as it is available and sold on public lists. Includes names of applicants, addresses of applicants and the hunts applied for and result of the application. TEMPORARILY SENSITIVE: At this level is info that will ultimately become "Public" but which is "temporally sensitive." Draw results are the primary example. Draw results will	NA	Dec 2008	This is procedural and <u>not</u> a programmatic fix. These descriptions need to be incorporated into the department's "Acknowledgement" document. Ops Division will make recommendation for Director's approval.	Approved Dec 11, 2008.

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		<p>days, hence the damage was one of timing only. There was no release of sensitive personal information such as Social Security Numbers, Dates of Birth, Driver's Licenses, email addresses, Credit Cards, etc.</p> <p>The Director supports this recommendation and will request a more extensive evaluation of the programmatic restriction within the AHS and implement a system that assures confidentiality at the appropriate levels.</p>		<p>ultimately become public but are sensitive temporally in that the results aren't released before specific dates. CONFIDENTIAL: At this level is info that can be deemed "Confidential." Typically this information isn't provided by NDOW to outsiders but is used routinely internally in the performance of duties. This information is generally available by other means if you know someone's name and address. Examples include phone numbers, email addresses, etc. SENSITIVE: unauthorized release of this info would represent risk to the individual either in terms of identity theft or credit card fraud. Examples of this information include Date of Birth, SSAN and Credit Card info.</p>				

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4	Use Generic Logins	There are some "generic" Department logins to the Citrix and the AHS. Examples include Fallon and Ely logins. These were originally developed to allow access for Department employees who were traveling to other offices to assist in the conduct of business in those offices, or who remotely provided assistance for activities in those offices. Such logins provide a quick an easy solution to the problem but obscure who performed the actual work and could open the door for abuse of access to information.	Ops Division SCI	Delete or inactivate the generic logins and do not allow or create generic logins in the future. Because of the availability of staff at these locations, generic logins are not required and have been deleted.	NA	August 2008	Previously accomplished and results presented at the September 2008 Commission meeting.	NA

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5	Auto logins with stored passwords for Citrix	It is possible to "store" a password on a machine and automate the login to Citrix. When this is done, the user can click on the icon for Citrix and not have to provide a User ID or Password. The problem with using this feature is that it provides access to anyone who has access to the machine. That is, if the machine user is away from their desk, another person can come up, click on the icon and gain access.	Ops Division	Citrix users have been directed to not use this feature when accessing Citrix. This requirement will also be included in the newly established "APPLICATION HUNTS SYSTEM RELEASE OF DRAW RESULTS ACKNOWLEDGEMENT".	NA	Dec 2008	This is procedural and <u>not</u> a programmatic fix. This instruction needs to be incorporated into the department's "Acknowledgement" document. Ops Division will make recommendation for Director's approval.	Approved Dec 11, 2008.
6	Employee visibility to draw results prior to public release date.	On an individual client basis, draw results information is visible to authorized users of Citrix at the conclusion of the draw, even though the draw results have not been made public. This	Ops Division SCI	We evaluated whether or not a "black-out period" should be put in place for Citrix users from the morning of the big game draw to the day the department determines to be the public release date	NA	Dec 2008	With the implementation of Sg#1 above (48 hour posting of results for public review), this recommendation would need to be put in place for only the first 48 hours from the draw date.	Approved Dec 11, 2008. This black out period will be established from the time of the draw until

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		could lead to the accidental or intentional early release of draw results information.		(to the day the results are made public on the website (SG#1). Such a black-out period would ensure employees do not have access to draw results until the same time the results are made available to the public.			Ops Division will recommend to the Director that black out period only take place during first 48 hours or until that time that the results are posted on the web site.	the interim results are made public at the 48-hour timeframe.
7	Clean up of Commission Regulation references (CR07-01, "Main Draw Results")	CR07-01 states... The results of the main drawing will be provided by the third Friday in June. Info will not be given over the phone until the third Friday of June. The draw results will be available at the Wildlife Administrative Services Office, Department offices in Elko, Ely, Fallon, Las Vegas, Reno and Winnemucca and the web site www.huntnevada.com by the third Friday in June.	Ops Division	The Henderson office should be included in this regulation reference, as well as other minor administrative changes.	NA	Dec 2008	Commission Regulation changes to be available for February Commission.	Approved Dec 11, 2008.

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8	Responsibilities of Department employees	Some employees who have authorized Citrix and Application Hunt system (AHS) access are relatively new to the Department and did not fully understand their responsibility in protecting such information.	Ops Division	An "APPLICATION HUNTS SYSTEM RELEASE OF DRAW RESULTS ACKNOWLEDGEMENT" document was developed which explains the need for protecting the draw results information prior to the public release date, as well as stressing the requirement to protect an applicant's personal information. Further modification of the "acknowledgement" document is required.	NA	Dec 2008	Updated acknowledgement document to be re-signed by all employees with access to Citrix/AHS with director approval.	Approved Dec 11, 2008.
9	Another organization with access to draw results	Individuals besides those at NDOW and SCI have access to results information prior to the public release date. Specifically, a contracted organization, JLH, stuffs and mails results letters using automated equipment for mailing.	Ops Division SCI	JLH stuffers handle far more sensitive information (including bank statements, etc.) than the materials related to the draw. Accordingly, they have procedures in place to control handling of sensitive information. JLH could be asked to sign a non-disclosure	NA	NA	Commission response during September 2008 meeting was that this was not of concern. No further action warranted.	NA

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		Theoretically, it is possible for JLH employees to inspect printed letters prior to or during the stuffing process to obtain results. The risk is actually not as great as might be perceived due to the sequencing of the printed information.		agreement to provide assurance of no premature release of information. Alternatively, SCI could increase costs to NDOW for application processing by bring the stuffing process back in house by purchasing relatively expensive equipment required. As another alternative, the results letters could be delayed until after the public release of information on the web or even eliminated to obviate the time-sensitivity of the information.				
10	Access to draw results reports in paper format	SCI prepares 7 copies of the draw results reports for distribution to NDOW's regional counter staffs for public review by the release date. Prior to the public	Ops Division SCI	NDOW Director requested the following: If the mail-out and hand-delivery of draw results reports is to continue, the reports should not be mailed	For mailing of 6 report: Next-day delivery: \$1,500	Dec 2008		Approved Dec 11, 2008. Director determined that reports of draw results will be mailed

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		release date, one set of reports is hand-delivered to NDOW's Fallon office (due to convenience of geographic location), and the others are provided to the Application Hunt Office in Reno to be mailed-out to the other 6 regional office locations.		out until the day the draw results are made public. Additionally, the mail-out of reports should be made directly from SCI to the regional offices, and not sent to the License office as the middle-man. This would incur an additional cost to the Department. The Fallon report could continue to be dropped off at the Fallon office, but not until the public release date.				out to regional offices using "next-day delivery."
11	Accountability and securing of tag stock – Regional Offices	Accountability of tag stock at the regional offices is adequate and according to department policy and procedure; reconciliation processes within the AHS further ensure tag stock is controlled properly. With one exception, securing of tag stock is also	Ops Division	The cabinet was replaced.	NA	August 2008	Previously accomplished and results presented at the September 2008 Commission meeting.	NA

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		adequate, being locked either in a safe or lockable cabinet when not in use. One regional office has a locking cabinet which sometimes is faulty and therefore may be unreliable.						
12	Accountability and securing of tag stock – Application Hunt Office	As with Finding # 11 above, tag stock accountability in the License Office (which supports Land Owner Compensation, Elk Incentive and Heritage Tag sales), is controlled as required.	Ops Division	Although this office has extremely limited walk-in service and the office is locked and alarmed at night, its lockable cabinet was found to be faulty. Tag Stock for the License office is now maintained in a lockable file cabinet in a separate office.	NA	August 2008	Previously accomplished and results presented at the September 2008 Commission meeting.	NA
13	Inventory Program	The current AHS inventory program is tied to the hunt year. Once the year changes it is difficult to update any open inventory records to account for outstanding inventory. The	Ops Division SCI	The Department, in coordination with SCI, will examine a modification or enhancement within the AHS or the Nevada Wildlife Data System to improve the ability to resolve inventory issues.		TBD	Final action/decision on this issue is not tied to accomplished programmatic or procedural actions needed by the game application period in 2009. This item to be addressed internally at a future date.	Approved Dec 11, 2008, for internal evaluation between Department and SCI.

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		Inventory program does not have an inventory adjustment function for program supervisors to utilize to update agent inventory with statuses.						

End of Report

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