



# News Release

For Immediate Release

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## OLG's IT Systems Need Improved Security: Auditor General

(TORONTO) In her Office's first audit of the IT systems and cybersecurity of the Ontario Lottery and Gaming Corporation (OLG), Auditor General Bonnie Lysyk says that OLG could do more to better protect its IT systems.

"In an organization such as OLG, managing reputational risk is a mission-critical responsibility," Lysyk said after her Annual Report was tabled in the Legislative Assembly.

"With its IT systems being so essential to its day-to-day business operations, there are opportunities to strengthen OLG's cybersecurity practices to better protect its data from potential cyberattacks and wide-spread outages, and to safeguard customers' personal information," Lysyk added.

For instance, OLG does not regularly conduct proactive security testing for its lottery and Internet gaming (iGaming) lines of business to identify possible vulnerabilities.

OLG paid \$651 million over the past five years to 68 IT vendors that provide critical IT services to its lines of business. However, the Report said OLG's contracts with its vendors did not always include important elements such as defining system availability, outages and how long is acceptable to respond to and resolve incidents. In addition, OLG did not thoroughly review a vendor's performance when it renewed contracts.

The Report also noted that:

- OLG has not developed and tested a strategy to recover all its IT systems in the event of a power outage or large-scale cyberattack. It has a disaster-recovery plan for each line of its businesses, such as the casinos and iGaming, but not a comprehensive one that incorporates all IT systems if a wide-scale disaster occurs.
- The Report found that two casinos do not encrypt OLG customer data within their IT systems. In addition, personal information of OLG customers is encrypted to prevent outsiders from accessing it, but seven OLG employees have access to the information in an unencrypted form, which increases the risk of customers' information being read for inappropriate purposes.
- OLG has implemented 44 IT projects at a cost of \$232 million across various lines of business over the last five years, such as introducing the iGaming website PlayOLG, and the OLG Lottery Mobile App. It also has upgraded key IT systems at casinos. OLG implemented 33 of the IT projects within budget, but the remaining 11 projects had delays and cost overruns of over \$10 million.

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