IGT University
COURSE CATALOG

FALL 2020



Technical Training Courses

Systems Training Courses

Professional Mentoring Services

Site Assessment Services

TECHNOLOGY TRAINING & SUPPORT SERVICES
10 Memorial Boulevard, Providence, RI 02903 USA

IGT™

Welcome to IGT University

IGT understands that proper machine service and maintenance is critical to a successful gaming operation. And we believe that helping our customers realize the full potential of our gaming systems heightens their competitive edge .

IGT University offers classes and certification programs to prepare those in the gaming industry for the challenges of today AND tomorrow. Welcome to our passion. Come join us at IGT University.

Sign Up for Individual Classes

Classes are offered in one or more of the following modes:

- **Online/On Demand:** Watch the self-paced class and take the online test.
- **Live Online:** Instructor-led classes using an Internet web instance.
- **In Person:** Classes held at an IGT training location or a site hosted by a customer.

Enroll in Technical Certification Programs

Machine maintenance and troubleshooting is at the very foundation of a successful slot operation. IGT offers certification programs that recognize this dynamic.

Current Technical Certifications Programs include:

- AVP Service and Troubleshooting – Specialist
- EGM/Electrical Troubleshooting and Player Tracking – Expert
  (Prerequisite: AVP Service and Troubleshooting Specialist certificate)

Register for Gaming Systems Certification Programs*

Current Gaming Systems Certification Programs include:

- IGT Advantage Accounting/Audit Operations – Specialist and Expert
- IGT Advantage Cage Operations – Specialist and Expert
- IGT Advantage Casino Marketing – Specialist and Expert
- IGT Advantage Pit Staff (Table Games) – Specialist and Expert
- IGT Advantage Players' Club Operations – Specialist and Expert
- IGT Advantage Security and Surveillance Operations – Specialist and Expert
- IGT Advantage Slot Floor Operations – Specialist and Expert
- IGT Advantage Systems Administration – Specialist and Expert

*Gaming Systems Certification Programs for verified IGT customers only.

Welcome to IGT University

Book a Custom Mentoring Program or Site Assessment

Operate your IGT Systems products to their greatest potential with:

- "Custom Mentoring Intensives"– Advanced topics designed to fine-tune your operation
- "Custom Mentoring Engagements"– Highly skilled IGT consultant delivering targeted learning tailored for your operation
- "Site Assessment" on page 22 – Two IGT subject matter experts are matched with your property to observe, interact, and assess your operation, and produce a completely customized Site Assessment Report.

Check Out the 2019 Courses and Services

- "Technical Training Courses" on page 4
- "Systems Training Courses" on page 7
- "Professional Mentoring Services" on page 19
- ""Site Assessment" on page 22

For More Information or to Enroll

Contact IGTUniversity@IGT.com to get started on your journey to higher learning.

TECHNICAL TRAINING COURSES

IGT Technical Training offers classes covering new and existing product lines for floor personnel, slot technicians, bench technicians, and regulators.

MT321: PREVENTIVE MAINTENANCE (1/2 DAY)

This class is for technicians desiring hands-on instruction on proper preventive maintenance procedures on IGT gaming machines. Procedures taught in this class, when performed regularly, significantly increases the functional life of gaming machines.

MT341: PRODIGI VU (1 DAY)

This class is designed to provide service technicians with a detailed overview of prodiGi Vu components, functionality, and operation. This includes how to operate and configure the prodiGi Vu and detailed descriptions of the individual components. Additional topics covered include installation, troubleshooting, and maintenance procedures. A written exam is administered at the end of the course to measure learned skills and knowledge.

MT345: VU SLANT (1 DAY)

This class is designed to provide service technicians with a detailed overview of Vu Slant components, functionality, and operation. This includes how to operate and configure the Vu Slant and detailed descriptions of the individual components. Additional topics covered include installation, troubleshooting, and maintenance procedures. A written exam is administered at the end of the course to measure learned skills and knowledge.

MT362: S3000 (1/2 DAY)

This class is designed to provide service technicians with a detailed overview of S3000 components, functionality, and operation. This includes how to operate and configure the S3000 and detailed descriptions of the individual components. Additional topics covered include installation, troubleshooting, and maintenance procedures. A written exam is administered at the end of the course to measure learned skills and knowledge.

MT363: CRYSTAL DUAL (1/2 DAY)

This class is designed to provide service technicians with a detailed overview of Crystal Dual components, its functionality and operation. This includes how to operate and configure the Crystal Dual and detailed descriptions of the individual components. The course includes installation, troubleshooting, and maintenance procedures (if needed, minor variances for the Crystal Dual 27" are also covered). A written exam is administered at the end of the course to measure learned skills and knowledge.

TECHNICAL TRAINING COURSES

MT364: AXXIS 23/23 (1/2 DAY)

This class is designed to provide Service Technicians with a detailed overview of AXXIS 23/23 components, its functionality and operation. This includes how to operate and configure the AXXIS 23/23 and detailed descriptions of the individual components. The course includes installation, troubleshooting, and maintenance procedures. A written exam is administered at the end of the course to measure learned skills and knowledge.

MT365: CRYSTAL SLANT (1/2 DAY)

This class is designed to provide service technicians with a detailed overview of Crystal Slant components, functionality, and operation. This includes how to operate and configure the Crystal Slant and detailed descriptions of the individual components. The course includes installation, troubleshooting, and maintenance procedures. A written exam is administered at the end of the course to measure learned skills and knowledge.

MT368: CRYSTAL CURVE (1/2 DAY)

This class is designed to provide service technicians with a detailed overview of Crystal Curve components, its functionality and operation. This includes how to operate and configure the Crystal Curve and detailed descriptions of the individual components. The course includes installation, troubleshooting, and maintenance procedures. A written exam is administered at the end of the course to measure learned skills and knowledge.

MT412: AVP SERVICE AND TROUBLESHOOTING (3 DAYS)

This class is designed to give technicians a solid understanding of each internal component inside the AVP machine and the accompanying theory of operation. Coursework includes explanations of the operation of all AVP machines. Students participate in hands-on exercises to develop the skills needed to identify, isolate, and replace machine assemblies and troubleshoot machine problems on the casino floor. They learn about safety, platforms, components, AVP electronics, displays, power distribution, software program installation, licensing, and ported/emulated software. Information resources, machine communications, bill acceptors, printers, reel strips, and PAR sheets are also discussed.

MT451: TROUBLESHOOTING TECHNIQUES (1/2 DAY)

Prerequisite: MT412 AVP Service and Troubleshooting

This class is designed to teach advanced troubleshooting skills. Technicians refine their techniques using proper steps to diagnose and repair specific problems in IGT machines. Additional coursework includes testing techniques, and a deeper understanding of power and communications functions, firmware, software, and service messages.

TECHNICAL TRAINING COURSES

MT512: ELECTRICAL TROUBLESHOOTING TECHNIQUES (1/2 DAY)

Prerequisite: MT412 AVP Service and Troubleshooting

A combination of lecture, discussion, and hands-on practice with a multi-meter and machine wiring diagrams is used in this class to diagnose machine problems.

MT645: IGT PROGRESSIVE CONTROLLER (IPC) (2 DAYS)

This class focuses on installation, setup, and maintenance of the IPC. Coursework includes IPC game features and capabilities, operations, and reports. Lectures, discussion, demonstration, and hands-on exercises are used to provide a solid understanding of the latest firmware and setup.

NG710: ADVANTAGE PLAYER TRACKING (2 DAYS)

This class is for technicians requiring an understanding of the hardware and software associated with the Advantage Bonus System (ABS). Coursework covers machine hardware, installation, configuration, and troubleshooting of the ABS components.

NG711: SBNEXGEN II AND UGA (1/2 DAY)

This class is designed for technicians requiring an understanding of the sb NexGen II and UGA hardware. Through lecture, demonstration, and hands-on practice, the technician will learn: the sb NexGen II's system compatibility; system and machine connectivity for the sb NexGen II hardware; connectivity for the different versions of the UGA hardware; installation and recommended placement of sb NexGen II and UGA in IGT machines; sb NexGen II diagnostic menus; and troubleshooting.

NG714: ADVANTAGE HARDWARE INSTALLATION & TROUBLESHOOTING*** (1 DAY)

This class is designed to provide Service Technicians with a detailed overview of the installation and troubleshooting processes for Advantage hardware. This includes how to configure the Advantage hardware, along with detailed descriptions of the individual components. Topics covered include installation, troubleshooting, and maintenance procedures. A written exam is administered at the end of the class to measure learned skills and knowledge.

*** This class covers currently-for-sale Advantage hardware only.

NG725: SBX IGT EGM MAINTENANCE (1 DAY)

Students learn to add AVP machines to an IGT sbX Floor Manager and Media Manager environment through a combination of lecture, discussion, and hands-on practice. Coursework also includes troubleshooting and an introduction to the sbX User Interface application.

SYSTEMS TRAINING COURSES

IGT Systems Training offers classes covering new and existing product lines for floor personnel, system administrators, back-of-house functions, regulators, and more.

Bonusing

AG104: IGT ADVANTAGE BONUSING CONFIGURATION (1 DAY)



This class provides an overview of the bonusing types and the steps required to configure and implement a bonus. Students learn how to add bonus groups, messages, and pools as well as more detailed information on how to set up individual bonus types such as Xtra Credit, PointPlay, Scheduled ReturnPlay, and others. On completion of this course, students are able to create and configure a bonus for implementation.

AG105: IGT ADVANTAGE INTELLIGENT BONUSING (IB) (1 DAY)



This class is designed to instruct students on creating and maintaining custom player bonuses on the system. Coursework includes system configuration for users, groups, and user permissions; and creation and configuration of bonuses such as Point Pursuit, Lucky Seat, and Message Blast.

AG142B: IGT ADVANTAGE BONUS OPERATIONS CLUB AND FLOOR STAFF (1/2 DAY)



This overview class prepares attendees to assist customers by explaining bonus functions, the NexGen display, and the customer interface.

SYSTEMS TRAINING COURSES

Cage & Table Accounting (CTA)

AG102: IGT ADVANTAGE CTA CONFIGURATION (1.5 DAYS)



This class is designed for information systems personnel and system administrators. It covers cage/credit and table games configuration (including the configuration of staff).

AG122: IGT ADVANTAGE CTA TABLE AUDIT OPERATIONS (1/2 DAY)



This class is designed for audit and finance personnel. It covers all the associated accounting functions for customer credit and table games. Course work also includes verifying inventory and drop, making adjustments, and the Accounting Period Workbook, as well as use of the Document Workbook to add manual documents.

AG130A: IGT ADVANTAGE CTA CAGE OPERATIONS (1 DAY)



This class takes an in-depth look at transactions, check cashing, markers, fills, credits and asset management.

AG130B: IGT ADVANTAGE CTA CREDIT OPERATIONS (1 DAY)



This class takes an in-depth look assigning credit line and the credit line management, as well as collections, credit, and deposit operations.

AG130C: IGT ADVANTAGE CTA BANKER OPERATIONS (1 DAY)



This class teaches students how to work in the Chip and Marker banks, void and transfer items, and deposit checks and markers. It also looks at the Manager functions and printing reports.

SYSTEMS TRAINING COURSES

EZ Pay System

EZ500: EZ PAY HARDWARE (1 DAY)



This class is designed for slot technicians, floor personnel, and supervisors. It covers the hardware of the EZ Pay system, (for example, ticket printers and bill validators) as well as establishing and troubleshooting communications between the system components.

EZ501: EZ PAY SYSTEM AND USER ADMINISTRATION (1 DAY)



This class is designed for information systems personnel and system administrators. It reviews the configuration and the maintenance of the EZ Pay system, including setting up user accounts, user roles, system menus, and security groups; enrolling gaming machines, workstations, and printers; troubleshooting the Advantage Monitor, and printing reports for system management.

EZ510: EZ PAY MARKETING OPERATIONS (1/2 DAY)



This class is designed for marketing personnel and covers the marketing functionalities of the EZ Pay system. Students learn to create promo tickets, as well as how to print promotional data reports.

EZ522: EZ PAY SOFT COUNT OPERATIONS (1/2 DAY)



This class is designed for soft count and audit personnel. It provides an overview of the EZ Pay system and its terminology. It also describes all necessary soft count and associated audit functions (for example, opening soft count session, using a ticket scanner, creating soft count batches and printing soft count reports). For properties with a two-wire system, this class also covers additional clerk validation terminal (CVT-Plus) accounting procedures.

EZ535: EZ PAY CASHIER OPERATIONS (1/2 DAY)



This class is designed for cage cashiers. It provides an overview of the EZ Pay system and its terminology. Students learn about opening, closing, and balancing an EZ Pay cashier session as well as validating tickets, hand pays, and jackpots. Students also learn how to create purchase tickets (where available), print cashier reports, and troubleshoot the system. Mag card/Smart card is discussed if students work in a location where either of those products are approved.

SYSTEMS TRAINING COURSES

EZ Pay System (CONTINUED)

EZ545: EZ PAY ACCOUNTING AND AUDITING (1 DAY)



This class is designed for accounting and audit personnel. It teaches students how to complete an entire accounting cycle using the EZ Pay system. Students also learn how to reconcile cashier sessions, print and analyze audit reports, and enter EZ Pay ticket data into system accounting sessions.

EZ546: EZ PAY ADVANCED ACCOUNTING FOR SUPERVISORS (1 DAY)



This class covers troubleshooting for the EZ Pay system. This class varies based on system type (EZ Pay One-Wire Solution versus EZ Pay Two-Wire Solution).

Floor Operations

AG125: IGT ADVANTAGE SCAN/DROP UTILITIES (1/2 DAY)



This class is designed for the casino count or drop team. However, it is also beneficial for accounting personnel. It covers the necessary functions of hard and soft drop, including using the handheld scanner, posting and importing count files, and performing manual drops. Where needed, Table Drop is also discussed.

AG141: IGT ADVANTAGE VISUAL SLOT PERFORMANCE TOOL (1 DAY)



This class is designed for marketing and slot managers, as well as system administrators. It offers a comprehensive look at the Visual Slot Performance Tool, which is used for real-time, graphical slot floor analysis. Students learn to process information about the events that are critical to successful floor operation. The class covers the three application modes (construction, data analysis, and event monitor) in detail.

AG142: IGT ADVANTAGE SLOT OPERATIONS FOR SUPERVISORS (MA AND FJP) (1/2 DAY)



This class is designed for select floor personnel, supervisors and surveillance. It provides an extensive look at using the Attendant Workstation, processing fills and jackpots, the Advantage Monitor, Floor Staff Workbook, and reports. It also covers pager management.

SYSTEMS TRAINING COURSES

Floor Operations (CONTINUED)

AG142A: IGT ADVANTAGE FILLS JACKPOTS FLOOR OPERATIONS (1/2 DAY)



This class is designed for floor attendants and their supervisors. It prepares attendees to process fills, jackpots, hand pays and W2Gs using the Fill/Jackpot (FJP) Workstation.

AG143: IGT ADVANTAGE MONITOR (1/2 DAY)



This class is designed for surveillance, slot managers, slot technical managers, and system administrators. It provides a comprehensive look at the Advantage Monitor, which is used to manage real-time slot floor events. Students learn to configure events for department specific needs, monitor real-time slot floor events, and generate history searches to help manage slot floor issues. Active Player Monitor and Random Rewards (random player selector) are also covered.

AG400: IGT ADVANTAGE ADVANCED SYSTEM ADMINISTRATION (2 DAYS)



This class provides a very high-level perspective for advanced configuration and maintenance of the IGT Advantage System. Course work includes the review of the IGT Advantage Bonusing network, including the Translator, Concentrator, Configuration Workstation, Bank Controllers, Bonus Engines, Bonus Servers, and EGM displays. It also covers basic operational procedures, such as basic backups, database and server maintenance.

SYSTEMS TRAINING COURSES

Machine Accounting (MA)

AG140: IGT ADVANTAGE SLOT FLOOR AND AUDIT CONFIGURATION (1 DAY)



This comprehensive class, designed for system administrators and covers information systems personnel, slot management and audit staff, discusses machine setup, users' rights and permissions, and floor staff setup.

AG145: IGT ADVANTAGE MACHINE ACCOUNTING (1 DAY)



This class, designed for audit and finance personnel, is a complete view of the IGT Advantage accounting processes and will train users to use the Audit Workbook, reconcile revenue, meters, and tickets and perform audit reporting.

AG146: IGT ADVANTAGE ADVANCED AUDIT FOR SUPERVISORS (1 DAY)



This class, covers identifying and troubleshooting common audit problems. Students learn to complete the machine change process, enter and troubleshooting manual meters, perform machine tests, and use the Maintenance Workbook. Identifying and correcting avariances for machine meters, hand pays,ticket drop, hard drop, and soft drop are also covered. Students learn which reports to use, how to balance the reports to other Advantage applications and EZ Pay, and what to do if the reports don't balance.

AG147: MDMG REPORTING (1/2 DAY)



This class is designed for slot technical or performance management, and covers paytable and denomination groups, configuration and analytical reports.

SYSTEMS TRAINING COURSES

Patron Management and Gift Points Manager

AG103: IGT ADVANTAGE PATRON MANAGEMENT CONFIGURATION (1.5 DAYS)



This class is designed for marketing management and system administrators. It reviews the configuration of Patron Management's various configurable parameters and user set-up.

AG110A: IGT ADVANTAGE PATRON MANAGEMENT FOR SUPERVISORS (1 DAY)



This class is designed for marketing, players' club, and/or tour and travel management or supervisors. It reviews the Advantage Monitor, Contact Workbook, and patron account adjustments. It also covers the Xtra Credit module and player reports.

AG110B: IGT ADVANTAGE PATRON MANAGEMENT MARKETING WORKBOOK (1 DAY)



This class is designed for marketing, promotions, and database managers. It reviews the development of promotions using the Marketing tools within the Patron Management application.

AG110C: IGT ADVANTAGE PATRON MANAGEMENT CHARTER WORKBOOK (1/2 DAY)



This class is designed for marketing and/or the tour and travel departments. It reviews the use of the Charter functions and reports for the purposes of developing effective charter group management.

AG110D: IGT ADVANTAGE PATRON MANAGEMENT TABLE GAMES (1/2 DAY)



This class is designed for table games employees. Students learn basic navigation of the Patron Management system, gain an understanding of the table audit functions, and learn about the Player Workbook tabs applicable to table games players.

AG111: IGT ADVANTAGE PATRON MANAGEMENT COMP ACCOUNTING WORKBOOK (1/2 DAY)



Students in this class learn basic navigation of the Patron Management system, gain an understanding of the functions available in the Comp Accounting Workbook such as creating and redeeming comps, and learn to generate pertinent reports.

AG112: IGT ADVANTAGE PATRON MANAGEMENT CLUB OPERATIONS (1/2 DAY)



This comprehensive class covers all club functions including patron enrollment card issuance and functions such as comps, coupon redemptions, and adjustments.

SYSTEMS TRAINING COURSES

Patron Management and Gift Points (CONTINUED)

AG114: IGT ADVANTAGE MARKETING WITH THE NEXGEN TOUCHSCREEN (1 DAY)



A class is designed for marketing and information systems personnel professionals. It provides an overview of the NexGen display and its terminology. It includes creating graphics for the NexGen and multimedia content, file organization, and downloading files from the Configuration Workstation to the casino floor.

AG115: GIFT POINTS MANAGER (1/2 DAY)



This unique bonus reward program allows operators to award customized gifts or Xtra Credits during specific time frames based on play. The class teaches students how to set up Gift Points programs and vendors, facilitate gift orders from start to finish, and run reports.

Rebates and Commissions (IRC)

AG131: IGT REBATES AND COMMISSIONS CONFIGURATION: INTEGRATED (1 DAY)



This class is designed for information systems personnel, system administrators and those who manage junkets. It reviews the Rebate and Commission configuration when integrated with the Advantage Suite or third-party vendors.

AG133: IGT REBATES AND COMMISSIONS END USER: INTEGRATED (1 DAY)



This class is designed for personnel who work and manage junkets. It reviews the day-to-day operations of junkets in a casino when integrated with the Advantage Suite or third-party vendors.

SYSTEMS TRAINING COURSES

Floor Manager and Media Manager

SBX100: SBX OVERVIEW PRESENTATION (1/2 DAY)



This overview presentation is designed for anyone working with the sbX system (for example, management, finance, slots and IT). The class provides a general overview of sbX. Topics covered include User Manager, Server Manager, Floor Manager, My Casino, Event Monitor, and Map Manager. (Based on the jurisdiction and/or property options, this class may also include an overview of Media Manager and Bonus Manager). Students learn to access the sbX system and how to navigate using the application controller. No test is given at the conclusion of this class.

SBX104: PLAYER TRACKING AND BONUS MANAGER (1/2 DAY)



This class is designed for IT, marketing personnel and slot personnel. It provides an in-depth overview of Bonus Manager and Player Tracking modules. Students get practical exposure in the Bonus Manager module to Lucky Coin, Point Play and Xtra Credit. They learn how to enroll machines into a bonus pool and setting options. In the Player Tracking modules, students learn about Player Configuration settings, Player Message Builder, and how to create Player Banner messages.

SBX110: SYSTEM ADMINISTRATION (1/2 DAY)



This class is designed for IT personnel. It provides an in-depth overview of User Manager and Server Manager. Students get practical exposure to the Users, Roles, Workstations and Sessions modules by enrolling users and workstations; creating, assigning, or copying roles (groups of permissions); and managing existing users and workstations. In the Server Manager module, students learn about Server Manager in the View Services.

SBX111A: FLOOR MANAGER (1 DAY)



This comprehensive class is designed for IT and Slot personnel. It provides an in-depth overview of Floor Manager. Students get practical exposure in Content Management, Theme Management, Operation Standards, and Device Configuration in Floor Manager. Students load, approve, deploy, and manage server-based themes and peripheral content.

SBX111B: MY CASINO (1/2 DAY)



This comprehensive class is designed for IT and Slot personnel. It provides an in-depth overview of My Casino. They get practical exposure in the following My Casino modules: Create a Job, Job Status, View Schedule, View Floor, Manage Groups, and Retire Devices. Students create jobs from one or more tasks, schedule and monitor jobs, create personal machine groups, manage group alerts, and retire machines.

SYSTEMS TRAINING COURSES

Floor Manager and Media Manager (CONTINUED)

SBX111C: EVENT MONITOR AND MAP DESIGNER (1/2 DAY)



This class is designed for IT and slot personnel. It provides an in-depth overview of Event Monitor and Map Designer. They receive practical exposure in the following Event Monitor modules: Profile, Configuration, Real Time, and History. Students add, modify, and delete event profiles, as well as view the history and real-time details of system events. Students learn to use the Map Designer module and gain practical experience by creating, editing, deleting, and managing casino floor maps.

SBX114: MEDIA MANAGER (1 DAY)



This comprehensive class is designed for IT, Slots and Marketing personnel. It provides an in-depth overview of the Media Manager module. Students receive practical exposure in the following Media Manager modules: Media Manager Events, Manage Library, Manage Plug-Ins, Ads, and Manage Media Displays. Students learn how to manage the different media displays, including the sbX Service Window and digital glass displays. In addition, students learn to manage the media library, import and approve media content (scenes and other graphical content), install and update plug-ins, and create and publish themes based on a set of rules. (Class availability is based on the jurisdiction and/or property options).

SBX200: SBX ANALYTICS (1/2 DAY)



This class is designed for slot operations and slot analysis personnel. It offers a complete view of the sbX Analytic pre-defined reports and pivot tables for use as a slot floor analysis tool. Using the sbX Analytics Cube, students learn to analyze slot play (to as finite as by-the-hour) by theme, paytable, and denomination. They also learn to generate custom pivot tables.

SYSTEMS TRAINING COURSES

Table Manager (TM)

TM101: TABLE MANAGER CONFIGURATION AND ADMINISTRATION (1.5 DAYS)



This comprehensive class is designed for information systems personnel. Coursework includes review of the Table Manager system configuration and interface with the host system. Students learn about configuring table games floor layout, employee profiles, user groups, user permissions, comps, and headcount parameters.

TM120: TABLE MANAGER PIT OPERATIONS (1 DAY)



This class is designed for table game supervisors. It covers floor operations of the Table Manager system in detail, including estimating chip inventories, fills and credits, as well as the input of player rating information. Students also learn about creating fills, credits, marker requests, viewing estimated current rack and need numbers, and interpreting common messages and system alerts.

TM125: TABLE MANAGER PIT MANAGEMENT (1 DAY)



This class is designed for table games managers, marketing, and security. It covers the various managerial sub-modules of the Table Manager system, including surveillance, marketing/host, headcount charts, and reports. Students also learn about table games management functions such as viewing player activity, viewing need figures (from either individual tables or the entire floor), and performing shift changes.

Tournament Manager (TR)

TR120: TOURNAMENT MANAGER CONFIGURATION (1/2 DAY)



This class offers an overview of the IGT Tournament Manager product. System administration functions that will be covered in this class includes: setting up users, defining permissions, system configuration, creating machine groups, and managing themes, video displays and the graphics library.

TR121: TOURNAMENT MANAGER (1/2 DAY)



This class features an overview of basic system functionality such as logging in, managing events, using the Real-Time Scoring feature, and searching for patrons within the system. Students also learn how to execute the Scores by Session report, the Scores by Phase report, and the Qualifiers report.

SYSTEMS TRAINING COURSES

Virtual Drawing Manager (VDM)

AG113: IGT VIRTUAL DRAWING MANAGER (1/2 DAY)



This class teaches students how to increase the efficiency of promotional drawings and give players the ability to use their entries how and when they want with Virtual Drawing Manager. Methods to automatically credit player accounts with drawing entries based on points earned, give players the ability to allocate their entries to multiple drawings using a self-service kiosk, and use overhead screens to broadcast drawings floor-wide are also part of the coursework covered in this class.

PROFESSIONAL MENTORING SERVICES

Looking for greater bottom-line productivity? Learn to operate your IGT Systems products to their greatest potential with IGT Professional Mentoring Services.

Custom Mentoring Intensives

Custom mentoring intensives (CMI) are:

- Perfect for operators seeking to fine-tune their operations
- Delivered on advanced topics
- Integrated with existing business practices
- Suitable for larger groups, typically up to twelve (12) students
- Individualized for your operation's needs (length based on need)

Custom Mentoring Engagements

IGT Custom Mentoring Engagements are designed to improve the way your particular operation utilizes the IGT Advantage systems. Engagements include detailed learning opportunities, specific troubleshooting, and expert recommendations for increased effectiveness.

IGT Custom Mentoring Engagements provide a highly skilled and experienced IGT consultant delivering a combination of targeted learning and knowledge transfer to your staff.

Employees who experience learning as part of an engagement:

- Master system capabilities for optimum operation to your business needs
- Learn troubleshooting techniques if issues arise
- Reduce support calls

A typical engagement may include:

- Initial Site Visit – for problem analysis and application training
- On-Going Remote Sessions – to address issues as they occur and to mentor on additional topics
- Final Site Visit – follow up to ensure knowledge retention

IGT Custom Mentoring Engagements are purchased for a set number of hours for use over a specified time period (90 days, 120 days, etc.).

IGT Professional Mentoring Services focuses on teaching your key staff practical solutions on your own systems. We help align system settings and business practices.

PROFESSIONAL MENTORING SERVICES

Custom Mentoring Intensives

CM800: USER PERMISSIONS AUDIT (2-5 DAYS)

This CMI provides an independent analysis of IGT Advantage, EZ Pay and Table Manager user permissions. User groups and permissions are checked for appropriateness, and recommendations are made relative to IGT best practices. This intensive can be performed remotely.

CM803: PLAYERS' CLUB REBRANDING (3-5 DAYS)

This CMI is designed to assist with all system aspects of a rebranding. It is a two-phase intensive focusing on the planning phase (covers options for rewarding player loyalty, cost/benefit/ROI, point and comp earning/spending) and player card tiers (implementation phase provides hands-on assistance with any transitions and associated system changes).

CM810: CUSTOM PATRON MANAGEMENT TROUBLESHOOTING (2-5 DAYS)

This CMI is designed to optimize the use of the Patron Management system. The myriad of Players' Club, Marketing, and Player Development options are explained and recommendations are made to best align the system with current business practices.

CM814: NEXGEN CONTENT TROUBLESHOOTING (2 DAYS)

This CMI focuses on existing NexGen content and its delivery to the gaming floor. It covers both the Content Manager and Configuration Workstation applications, emphasizing effective and clean content delivery.

CM820: MACHINE CHANGES (1-2 DAYS)

This CMI focuses on the entire process of adding, moving, converting, and retiring EGMs in the Advantage system. Processes are clarified for Slot Management, Slot Technicians, IT, and Revenue Audit. Common troubleshooting and data validation steps are explained, along with the reasons behind the entire process.

CM825: MACHINE ACCOUNTING REPORTS (1/2 DAY)

This CMI focuses on common report balancing from MA to EZ Pay, MA to Patron Management, and other common daily reports, especially those reports that were new to the 9.1 through 9.7 releases.

PROFESSIONAL MENTORING SERVICES

Custom Mentoring Intensives (CONTINUED)

CM830 CUSTOM ADVANTAGE APPLICATIONS FOR IT (2 DAYS)

This CMI is tailored for IT staff and focuses on common support and front-end tasks for the IGT Advantage system. Data flow, application installation, IT support functions, and typical user functions for all IGT applications are covered.

CM835: CUSTOM SURVEILLANCE/INVESTIGATION MENTORING (2-3 DAYS)

This CMI is designed to educated experienced Surveillance and Casino Management personnel about the various tools within the Advantage system. Machine events, player profiles and history, EZ Pay ticket tracking, and table games data are covered to provide a complete picture of patron activity.

CM840: COMPLIANCE/REGULATORY AGENCY MENTORING (2-3 DAYS)

This CMI is designed to educate casino regulators on the abilities and restrictions of IGT Advantage applications. It focuses on a specific jurisdiction's regulatory requirements and discusses IGT system tools that help meet those requirements.

CM845: REVENUE AUDIT TROUBLESHOOTING AND MENTORING (3-4 DAYS)

This CMI combines learning, troubleshooting, and procedural recommendations for Revenue Audit within the IGT Advantage and EZ Pay System. Current processes are analyzed for implementation of IGT Best Practices for all areas of the daily gaming audit.

CM846: CUSTOM GAMING ANALYST MENTORING (1-3 DAYS)

This CMI covers the full range of reporting and data analysis tools available within the IGT Advantage, EZ Pay, and Table Manager systems. It can be tailored to focus on financial, marketing, and/or play trending analysis.

SITE ASSESSMENT

A site assessment is designed to fine tune your IGT Advantage System settings with two objectives:

- To offer the best possible alignment of the system to your current business practices
- To identify areas of concern that may hinder productivity or results with an in-depth Site Assessment Report.

The assessment covers all areas related to your IGT Advantage System, such as:

- Revenue Audit
- Marketing and Players' Club
- Cage and Credit
- Slot Operations
- Table Games
- IT

Your property is matched with two IGT Subject Matter Experts (SMEs). They spend two full days on your property observing and interacting with your team. Their goal is to gain an overall understanding of the way in which your team uses the IGT system.

A short conference call is arranged before the visit to ensure we understand your expectations, meet your SMEs, and determine logistics. And a brief questionnaire offers your system users the chance to give direct input on their specific needs before the SMEs arrive.

Details addressed during the property visit may include:

- How much or how little of the system is used and why
- Investigation of your users' main pain points
- Your users' experience level with the product and potential training gaps
- How well the current system configuration matches your operational needs
- Interest in learning a new system feature, such as Player Rewards, Reports, etc.
- Your SMEs observing operational procedures and general business objectives related to system functionality and best practices

A Site Assessment Report is compiled by the IGT SMEs after the visit concludes. This report details the scope of the visit, discussion points, observations, and recommendations for changes to property procedures, additional training, or follow-up visits.

Key Contacts

Patty Phillips, TTSS Program Manager: Patty.Phillips@igt.com or (775) 448-8828

Michele Colapietro, Training Coordinator: Michele.Colapietro@igt.com or (775) 448-7773

TRAINING LOCATIONS

The majority of IGT training classes are scheduled at the IGT offices listed below. However, training is conducted at many of the IGT offices around the world, as well as custom onsite training.

Contact IGTUniversity@IGT.com for further information.

IGT LAS VEGAS

6355 South Buffalo Drive
Las Vegas, Nevada 89113-2133 USA

View Map Location



IGT RENO

9295 Prototype Drive
Reno, NV 89521-8996 USA

View Map Location



IGT ARGENTINA

Bouchard 4191
Optima Park Tower, 5to Piso
Munro, Buenos Aires, B1605BNA, Argentina
View Map Location



IGT NEW JERSEY

403 Westcoat Road
Egg Harbor Township, NJ 08234 USA

View Map Location



© 2020 IGT. All rights reserved.
Each and every use of an IGT trademark contained herein is intended to be protected and all rights are reserved. All other trademarks and registered trademarks are the property of their respective owners, without intent to infringe.

9-16-20