

## ***GTECH Obtains NASPL Standards Initiative Certification for Quality Assurance Best Practices***

The NASPL Standards Initiative (NSI) Certification/Verification Authority certified GTECH's submissions on March 20, 2009 as conforming to the NSI Quality Assurance Best Practice in the Requirements Definition and Product Development Process.

The NSI is a collaborative development effort within the lottery industry. As part of this initiative, technical standards and best practices were developed by participants from lotteries, vendors, and retail associations. A certification program was also established for vendors and lotteries to demonstrate commitment and compliance to these standards and best practices. The NSI certification is awarded as a recognition that a company's business practices and technologies conform to the applicable requirements.

The GTECH team spent a considerable amount of time and effort educating themselves on implementing the NASPL Quality Assurance Best Practice. The team consisted of GTECH employees from multiple different disciplines and included Michael Dameron, Norman Brown, Stephen Clement, Jim Davis, Elizabeth Hill, Angela Ramon, Phyllis Mendoza, Andy Haley, Gary Stoner and Cheryl D'Abreu. The group mapped the NASPL Q/A Best Practice against GTECH's current CMMI Maturity Level 4 framework for Service Delivery. CMMI is a rigorous process improvement approach

to assessing an organization's software development process to allow it to be compared against industry standards, and help the organization refine and improve upon that process. Because of the existing CMMI certified framework, GTECH was able to adapt it to accommodate the NSI Best Practice.

Adhering to this combined framework, GTECH service delivery teams submitted two projects as demonstration to the NSI Certification/Verification Authority. Along with providing respective samples of GTECH software service activity for maintenance and enhancements that represented the business practice area that was certified, these projects were chosen because both projects corresponded to previously verified efforts of NASPL Member Lotteries. Having vendors and lotteries committed to a common

set of standards and Best Practices benefits the entire industry by promoting interoperability and improving quality and efficiencies associated with the delivering, operation and maintenance of lottery environments.

The Open Group is a vendor-neutral and technology-neutral consortium and served as the NSI Certification Authority. Commenting on GTECH's certification Allen Brown, President and CEO of The Open Group stated that "GTECH's accomplishment in achieving certification is a testament to its commitment to quality in their lottery products and services. I am very pleased to see that the NASPL Standards Initiative Certification Program is raising the bar on quality practices throughout the lottery industry, and GTECH's



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certification is yet another step toward achieving greater interoperability and collaboration between lotteries and vendors."

"GTECH has supported the NSI effort from the beginning," said NASPL Executive Director David Gale. "Along with NASPL and its members, GTECH participated by assisting in the funding effort while also supplying knowledge via participation in the development and review of all the standards and best practices. The organization took the last and most important step remaining, certification."

Currently, two vendor organizations are certified and four NASPL member lottery jurisdictions are verified under the NSI umbrella. As an on-going effort, NASPL is educating

and assisting other lottery and vendor organizations in the implementation of its NSI Best Practices and technical Standards.

For More information on NSI visit: [www.opengroup.org/naspl](http://www.opengroup.org/naspl)



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