

Development of papers on best practices

This paper was drafted in September 2006 as a discussion paper for the GREF Working Group on Technical Issues, to start a series of papers on best practices for technical issues. The definition on best practices was accepted in the Working Group. It was not felt to be necessary to develop a standard format yet for these papers. The paper has not been updated to reflect any changes since the first discussion in the Working Group. Papers that are available at the public area of GREF are: Approach to problem gambling – UK Lottery Commission and Best practices on advertising and marketing of gambling services.

The paper has been discussed and accepted in the 5th meeting of the GREF Working Group on Technical Issues on 23 October 2006, Barcelona, Spain, and has been endorsed at the annual meeting of GREF on 12 June 2009 in Tallinn, Estonia.

In the annual meeting of GREF in Rome, in one of the two break out sessions on Technical Issues it was suggested to have a series of papers on best practices for technical issues related to several topics. The meeting thought it a good idea to pursue this idea further.

In order to get a better understanding of what to achieve, it seems essential to agree on what we will understand on best practices in our working group.

Wikipedia for instance defines best practice as follows:

Best practice is a management idea which asserts that there is a technique, method, process, activity, incentive or reward that is more effective at delivering a particular outcome than any other technique, method, process, etc. The idea is that with proper processes, checks, and testing, a project can be rolled out and completed with fewer problems and unforeseen complications.

And a further remark states: The notion of 'best practices' does not commit people or companies to one inflexible, unchanging practice. Instead, best practices is a philosophical approach based around continuous learning and continual improvement.

Taking this into mind for our working group, we could agree on the definition, that best practice is a system or an approach that the working group thinks to be the best system or approach for a certain regulatory topic, because by the working group it is considered to be more effective than any other system or approach known to the working group.

My suggestion would be that the working group selects a number of topics of which the best practice will be described, in one or two pages at the most. We could discuss if we should choose for a certain standard format for these papers, and if so, what that format should be.

To start with, the following topics related to gaming via new media, and partly also for traditional ways of gaming, could be dealt with:

- player registration
- responsible gambling
- privacy protection
- payment possibilities
- monitoring of players
- netiquette
- disputes with players
- advertising

You are asked to consider other topics for these papers on best practices.

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