Organizational Placement
Agency: Oregon State Lottery
Division: Director's Office
Program: Administration

Program Description
The Director’s Office is responsible for the overall administration of the Oregon Lottery to meet statutory mandates and ensure the mission of the Lottery. The director is appointed by, and reports to the governor. The director is the agency liaison for legislative matters. The Director’s Office is responsible for organizing and maintaining the annual business plan, tracking agency contacts with the Department of Justice, coordinating statutorily-held Commission meetings and Lottery Commission records. The director serves in the formal capacity of secretary to the Lottery Commission. Additionally, the director is an executive member of certain lottery industry organizations, participating in critical decision-making.

Program Records
001 Business Plan Records
   (a) Retain final document 6 years, destroy
   (b) Retain all other records 1 year after final document published, destroy

002 Lottery Organization Participation Records
   Retain 1 year, destroy

003 Lottery Funded Projects, 1985 - ongoing
   Retain permanently, transfer to State Archives after 20 years

004 Lottery Industry Surveys
   Retain 2 years, destroy

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015
Information Management Records - OAR 166-300-0030

Databases
None
Organizational Placement
Agency: Oregon State Lottery
Division: Director’s Office
Program: Oregon State Lottery Commission

Program Description
The Oregon State Lottery Commission consists of five members appointed by the governor and confirmed by the Oregon Senate to oversee the major operations and activities of the state Lottery. The main responsibilities of the Lottery Commission are to approve financial plans, oversee operations, and to ensure honesty, integrity, security and fairness within the Lottery.

Program Records
005 Lottery Commission Appeal and Review Records
   (a) Retain case files 50 years, destroy
   (b) Retain working files until case is closed, destroy
   (c) Retain audio recordings 5 years or until abstracted, destroy
006 Lottery Commission Formation and Organizational Records, 1985 - ongoing
   Retain permanently, transfer to State Archives after 10 years
007 Lottery Commission Meeting Minutes, 1985 - ongoing
   (a) Retain minutes, exhibits and agendas permanently, transfer to State Archives after 10 years
   (b) Retain audio recordings 1 year after abstracted, destroy
   (c) Retain all other records 5 years, destroy

State Agency General Records Retention Schedule Records
None

Databases
None
Oregon State Archives
Records Retention Schedule

Organizational Placement
Agency: Oregon State Lottery
Division: Director's Office
Program: Internal Audit

Program Description
Internal Audit is responsible for providing independent, objective assurance and consulting services designed to add value and improve operations at the Lottery. Internal Audit helps the organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.

Program Records
None

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015
Financial Records - OAR 166-300-0025

Databases
None
Organizational Placement

Agency: Oregon State Lottery
Division: Director’s Office
Program: Marketing Communications

Program Description
Marketing Communications is responsible for the development and distribution of materials regarding games, how Lottery profits benefit the state and outreach efforts to minimize the impact of problem gambling. These are designed to create and maintain public awareness of Lottery programs including new game promotions, current game promotions, Lottery beneficiaries and problem gambling resource awareness.

Program Records
008 Agency Informational Publications
   (a) Retain historical publications permanently, transfer to State Archives after 4 years
   (b) Retain informational brochures until superseded or obsolete, destroy
009 Certificate Authorizations
   Retain 2 years, destroy
010 Distribution Support Records
   Retain 6 years, destroy
011 Game Advertising and Promotional Records
   Retain 10 years, destroy
012 Merchandising Support Records
   Retain 6 years, destroy
013 Promotion Incentives Records
   Retain 6 years, destroy
014 Sales Analysis Reports
   Retain 6 years, destroy
015 Promotions Files
   Retain 2 years, destroy

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015

Databases
None
Organizational Placement
Agency: Oregon State Lottery
Division: Director's Office
Program: Public Affairs

Program Description
Public Affairs is responsible for maintaining media and public relations by acting as liaison between the Lottery and players, retailers, legislators and the general public. Public Affairs provides information on winning players and any crises situations that may arise. The section handles public records requests, and can be contacted through the Lottery’s website, which allows users to email questions, comments and complaints.

Program Records
016 Sports Action Lawsuit Records
   Retain permanently, transfer to State Archives after administrative need ends

State Agency General Records Retention Schedule Records
   Records may include but not limited to:
   Administrative Records - OAR 166-300-0015
   Information and Records Management Records - OAR 166-300-0030

Databases
None
Organizational Placement
Agency: Oregon State Lottery
Division: Director's Office
Program: Research and Analytics

Program Description
Research and Analytics is responsible for examining past and present trends in sales of Lottery products as well as helping to supply materials to forecast possible future trends in sales. The section is also tasked with influencing marketing strategies based on findings from primary or secondary marketing research or through the analysis of internal and/or external data. Results may be analyzed along with player profiles/demographics and retailer profiles/demographics, potential retailers, surveys, and local/national trends in sales and marketing statistics related to the Lottery and/or gaming.

Program Records
017 Research and Analytics Project Records
   (a) Retain final reports/data files and tabulations 20 years, destroy
   (b) Retain draft project development records 1 year after completion of project, destroy

018 Employee Surveys
   Retain 2 years, destroy

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015

Databases
None
Organizational Placement
Agency: Oregon State Lottery
Division: Director's Office
Program: Retail Contracts Administration

Program Description
Retail Contracts Administration is responsible for retailer adherence to contractual agreements and Oregon Administrative Rules and Oregon Revised Statutes. Decisions concerning selection of retail outlets and investigation of possible contractual and legal violations of the contract are controlled by Retail Contracts.

Program Records
019 Application Statistics Report
   Retain 2 years, destroy

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015

Databases
None
**Organizational Placement**

**Agency:** Oregon State Lottery  
**Division:** Director's Office  
**Program:** Rules and Policies

**Program Description**

Rules and Policies is responsible for the review, revision and consolidation of administrative rules governing Lottery games, business practices and relationships with players and retailers. Rules and Policies is responsible for the review, revision and consolidation of internal operating policies. Rules and Policies program reviews and tracks legislative matters affecting the Lottery.

**Program Records**

None

**State Agency General Records Retention Schedule Records**

*Records may include but not limited to:*

**Administrative Records - OAR 166-300-0015**

**Databases**

None
Organizational Placement
Agency: Oregon State Lottery
Division: Corporate Affairs
Section: Digital Marketing

Program Description
Utilizing both modern and traditional channels, the Digital Marketing department of the Oregon Lottery focuses on communications, advertisement and engagement with Oregonians concerning Lottery branding, products, and beneficiaries.

Program Records
062 My Lottery mobile and web user records
(a) User verification information: Retain until user verification is complete, destroy
(b) Personally identifiable user records: Retain until user remains in inactive status for 2 years OR user requests account deletion, destroy
(c) Anonymized user data: Retain for 10 years, destroy

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records (OAR 166-300-0015)

Databases
Digital Player SQL Database
Akamai
Preservation Database
Organizational Placement
Agency: Oregon State Lottery
Division: Sales and Retail Services
Program: Administration

Program Description
The Chief Sales and Retail Services Officer is responsible for the administration of business operations. Sales and Retail Services includes approximately eight internal office sections and six geographic areas throughout the state. The Chief Officer is responsible for the overall development and provision of ongoing sales and service programs for the Lottery’s contract retailers.

Program Records
020 Marketing and Sales Plans
    Retain 3 years, destroy
021 Media Scheduling and Authorization Records
    Retain 6 years, destroy

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015
Financial Records - OAR 166-300-0025

Databases
None
Organizational Placement
Agency: Oregon State Lottery
Division: Sales and Retail Services
Program: Product Development

Program Description
Product Development is responsible for creating, developing or procuring games for Lottery distribution. The program designs or selects, tests, and researches potential games to determine their effective sales potential with the general public. Product Development develops and refines Lottery products such as Video Lottery, instant and draw games.

Program Records
022 Payout Percentage Monitoring Records
  Retain 6 years, destroy
023 Lottery Game Development Records
  Retain 6 years, destroy
024 Video Lottery and On-Line Game Development Records
  (a) Retain Final Reports permanently, transfer to State Archives 2 years after game ends
  (b) Retain Working Papers 2 years after game ends, destroy
  (c) Retain Other Records 2 years after game ends, destroy
025 Monitor, Ticket, and Terminal Message Records
  Retain 1 year, destroy

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015

Databases
None
Organizational Placement

Agency: Oregon State Lottery
Division: Sales and Retail Services
Section: Retail Services

Program Description
Retail Services is responsible for the coordination and technical support of Video Lottery game terminal software and hardware, as well as the development of training, procedures and reference materials for such associated software and hardware.

Retail Services assists in the planning/coordination of meetings/training sessions for Lottery field staff. Retail Services is also responsible for researching, testing and training on various field programs, applications, hardware and equipment, and improved communication technology. Retail Services collects and analyzes performance data and prepares a number of evaluation reports on projects and inventory, by retailer, field staff, service area and types of equipment.

Retail Services is also the primary contact and communicator for the field and retailers, and is the liaison for field staff and the I.T. Department.

Program Records
026 Field Communication Devices Performance Status Reports
   Retain 1 year, destroy
027 Video Lottery Terminal Reports
   Retain 1 year, destroy

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015

Databases
None
Organizational Placement
Agency: Oregon State Lottery
Division: Sales and Retail Services
Section: Retail Services
Program: Customer Service

Program Description
Customer Services is responsible for maintaining relationships with retailers of Lottery games through communication, service and technical duties. Hotline operation, troubleshooting and complaint management are all duties performed by Customer Services, as well as the monitoring of Lottery game systems and security access to these terminals.

Program Records
028 Exception Logs
   Retain 4 years, destroy
029 Field Promotion Certificate/Coupon Records
   Retain 2 years, destroy
030 Logic Access Reports
   Retain 1 year, destroy
031 Passed Calls Statewide Reports
   Retain 1 year, destroy
032 Employee Hotline Records
   Retain 2 years, destroy
033 Pick 4 Monitor and Fax Verifications
   Retain 2 months, destroy
034 Problem Ticket Mail Logs
   Retain 1 year, destroy
035 Problem Ticket Reports
   (a) Denial of retailer credit: Retain 6 months, destroy
   (b) Approval of retailer credit: retain 3 months, destroy
036 Missing or Extra Tickets Records
   Retain 2 years, destroy
037 Security Overrides
   Retain 2 years, destroy
038 Top 10 Online and Top 10 Video Problem Records
   Retain 1 year, destroy
039 Weekly Percentage of Passed Calls
   Retain 1 year, destroy

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015
**Databases**

HDSS
Video Lottery Procedures
Online Game Procedures
Organizational Placement

Agency: Oregon State Lottery
Division: Sales and Retail Services
Section: Retail Services
Program: Video Support

Program Description

Video Support is responsible for ensuring that all Video Lottery game terminals are maintained in good working order. The program is also responsible for refurbishing used machines for return to their original gaming purposes. Video Support activities are conducted at the State Lottery facility and at machine locations.

Program Records

040  Reacceptance Records
     Retain 1 month, destroy
041  Terminal Authorization Logs
     Retain 1 month, destroy
042  VLT Events
     Retain 1 year, destroy

State Agency General Records Retention Schedule Records

Records may include but not limited to:

Administrative Records - OAR 166-300-0015

Databases

None
Organizational Placement
Agency: Oregon State Lottery
Division: Lottery Security

Program Description
Lottery Security is responsible for performing all investigative tasks required by the Lottery. These include background checks of employees (present and potential), retailers, and vendors. Security is also responsible for observing and monitoring Lottery drawings, assisting other law enforcement agencies in investigations concerning Lottery activities, and performing criminal investigations of anyone accused of criminal activity involving the Lottery, or its products, employees of the Lottery, or Lottery equipment and materials.

Program Records
043 Biennial Security Audit Records
Retain 10 years, destroy

044 Game Security Records
(a) Retain checklists, media faxes, drawing schedules, draw game documentation 2 years from date of drawing, destroy
(b) Retain drawing procedures until superseded, destroy
(c) Retain drawing video tapes and ticket stock serial number information 2 years, destroy
(d) Retain instant ticket documentation 2 years after game ends, destroy

045 Promotional Draw Entries
Retain 2 years, destroy

046 Retailer Contract and Investigation Records
Retain 15 years after termination of contract or denial of application, destroy

047 Service Complaint Records
Retain 2 years, destroy

048 Vendor Investigation Files
Retain 15 years after investigation closed, destroy

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015
Personnel Records - OAR 166-300-0040

Databases
None
Organizational Placement
Agency: Oregon State Lottery
Division: Support Services
Program: Administration

Program Description
Support Services Administration is responsible for the day-to-day internal operations of the Deputy Director’s Office of the Oregon State Lottery.

Program Records
None

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015

Databases
None
Organizational Placement
Agency: Oregon State Lottery
Division: Support Services
Program: Finance and Accounting

Program Description
The Finance and Accounting section is responsible for all financial income and disbursements made by the Lottery. Duties administered by Finance and Accounting are payroll, accounts receivable/payable, capital (fixed assets), and financial statements concerning Lottery operations.

Program Records
049 Annuity Payment Records
Retain 6 years after the annuity is paid in full, destroy

050 Department Activity Acknowledgement Report
Retain current and previous biennium, destroy

051 Instant Game Activity Verification Records
Retain 2 years, destroy

052 Internal Control System (ICS)/IGT Online Reports
Retain 2 years, destroy

053 Multi-State Lottery (MUSL) Draw Reports
Retain 4 years, destroy

054 Weekly Video Financial Activity Reports
Retain 2 years, destroy

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015
Facilities/Property Records - OAR 166-300-0020
Financial Records - OAR 166-300-0025
Payroll Records - OAR 166-300-0035

Databases
None
Organizational Placement
Agency: Oregon State Lottery
Division: Support Services
Section: Finance and Accounting
Program: Player Services

Program Description
Player Services is responsible for the verification of player claims and acts as the liaison between players and the Lottery. Player Services is responsible for the payment of prize winnings and annuity payments, managing player complaints and player claims investigations, and overseeing the operation of the Lottery Store. The Lottery Store acts as the initial liaison between the State Lottery and the general public. Prize winners are able to claim winnings, submit claims or disputes, and purchase Lottery games or merchandise.

Program Records
055 Division of Child Support (DCS) and DHS/OHA Overpayments Garnishment Records
   Retain 6 years, destroy
056 Mail-In Claim Records for Non-Winning Tickets
   Retain 2 years, destroy
057 Service Complaint Records
   Retain 2 years, destroy
058 Winner Claim Record
   Retain 6 years, destroy

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015
Financial Records - OAR 166-300-0025

Databases
None
Organizational Placement
Agency: Oregon State Lottery
Division: Support Services
Program: Human Resources and Staff Training & Development

Program Description
Human Resources is responsible for the Lottery’s overall administration of personnel functions, including: compensation and benefits, employee relations, Human Resource Information Systems, Safety Committee and Program, staff development and training, and staffing.

Program Records
None

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015
Facilities/Property Records – OAR 166-300-0020
Payroll Records - OAR 166-300-0035
Personnel Records - OAR 166-300-0040
Risk Management Records - OAR 166-300-0045

Databases
None
Organizational Placement
Schedule number: 2015-0002
Agency: Oregon State Lottery
Division: Support Services
Section: Information Technology

Program Description
The Lottery’s Information Technology (IT) department is responsible for the on-going operation of the Lottery’s critical gaming and business support networks, systems and applications in addition to planning and implementing enhancements that provide reliable, secure and effective technology architecture to support Lottery operations. IT manages 24/7 Data Center Operations to support the Lottery’s gaming and business operations. The primary data center is located at the Lottery’s Salem Administrative Offices. The backup data center is located in Bend, Oregon.

Program Records
None

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015
Facilities/Property Records - OAR 166-300-0020
Information and Records Management Records - OAR 166-300-0030

Databases
None
Organizational Placement

Agency: Oregon State Lottery
Division: Support Services
Section: Materials Management
Program: Distribution

Program Description
Distribution is responsible for facilitating the in- and out-flow of products and materials for the Lottery. The program is in control of shipping lottery tickets and supplies to retailers throughout the state, creating and filling orders from retailers, maintaining an accurate inventory of all warehouse materials and the inventory of all field representative vehicles, overseeing ticket returns from retailers, and maintaining the archival storage of lottery records.

Program Records
None

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015
Facilities/Property Records – OAR 166-300-0020
Personnel Records – OAR 166-300-0040

Databases
None
Organizational Placement

Agency: Oregon State Lottery
Division: Support Services
Section: Materials Management
Program: Facilities

Program Description
Facilities provides internal and external customers with cost-effective, timely, efficient and quality work products while adhering to safety and building standards to ensure a reliable, comfortable and safe environment. Facilities is also responsible for the Lottery’s Fleet Management program, including vehicle records and assignments.

Program Records
059  Facilities Fiscal Year Budget Planning Questionnaire
    Retain 3 years, destroy
060  Energy Usage/Reduction Records
    Retain 3 years, destroy
061  Master Material Safety Data Records
    Retain 30 years after last use, destroy

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015
Facilities/Property Records – OAR 166-300-0020
Information and Records Management Records - OAR 166-300-0030
Personnel Records – OAR 166-300-0040
Risk Management Records – OAR 166-300-0045

Databases
None
Organizational Placement
Agency: Oregon State Lottery
Division: Support Services
Section: Materials Management
Program: Procurement and Contracts

Program Description
Procurement and Contracts is responsible for making all purchases for the Lottery, establishing solicitations and administering the bidding process, maintaining contract and agreement records, and ensuring that purchasing requests are handled in a timely and legal manner.

Program Records
None

State Agency General Records Retention Schedule Records
Records may include but not limited to:
Administrative Records - OAR 166-300-0015
Financial Records - OAR 166-300-0025

Databases
None