

GAME-CHANGER: MINNESOTA GAMBLING CONTROL BOARD'S DIGITAL TRANSFORMATION STORY

Overview:

The Minnesota Gambling Control Board regulates charitable gambling in the state by licensing organizations, manufacturers and distributors—and ensuring compliance with laws. In addition, the regulatory board oversees game approval, audits and financial reporting to ensure that net profits go towards charitable and community needs across the state.

Agency Transformation Phase: 2, Process Standardization

During Process Standardization, a regulatory agency defines the right way to perform the work, along with the correct digital tools to use. Staff follow vetted processes that use best practices and meet regulatory compliance.

Learn more: [Phase 2: Process Standardization](#)

Opportunities and Solutions

Offline Manual Processes

Opportunity: Many processes at the Minnesota Gambling Control Board happened manually, with applications and renewals submitted and reviewed on paper or by email. The process created inefficiencies, especially given the agency's complex regulatory oversight and the large number of permit and application types they managed.

Solution: To address these issues, the regulatory agency partnered with GL Solutions to fast-track modernization. They asked for a “web-first” approach, to bring every application, renewal and business process online. The digital transformation helps the agency streamline workflows and improve routing, enabling efficient tracking and processing of the large volume of application types. In addition, digitizing processes strengthens regulatory oversight and aligns the agency with industry standards.

Inconsistent Workflow Processes

Opportunity: A lack of defined and documented business processes presented another significant challenge for the Minnesota Gambling Control Board. Without clear instructions for performing their work, the staff struggled to consistently and efficiently use the system, especially as it evolved. The processes needed updating, as staff relied on internal, unwritten knowledge to perform their tasks.

Solution: The solution involved developing and implementing clearly defined processes, supported by comprehensive business process guides. These guides provide staff with step-by-step instructions on how to use the modernized licensing system, mapping out every major workflow, including applications, renewals, inspections and enforcement. These guides, integrated in the GL Suite application, reduce reliance on informal knowledge and ensure consistency across the agency. The new approach empowers the team at the Minnesota Gambling Control Board to make the most of the new digital tools and enables continuous process improvements across the agency.

Links:

[Regulatory Agency Modernization](#)
[Licensing and Permitting Solutions](#)
[Minnesota Gambling Control Board](#)