

## HEAR FROM YOUR PEERS



**Ram Patrachari**  
CIO/VP of IT Services,  
Viejas Enterprises

**QUESTION 1:** What percent of your resources and time are dedicated to government versus enterprise? Do you find that one takes priority over the other?

About 5 to 10% based on the projects under consideration. The priority is determined by the tasks and the criticality of the tasks that need to be accomplished.

**QUESTION 2:** What services do you share? How much cost do you estimate that you save by sharing these services rather than separating?

Security, TC Room, Data Center, Telecomm and Fiber infrastructure. The cost savings would be roughly about 25 to 30%.

**QUESTION 3:** What is the single biggest challenge of a combined/single IT structure?

The extra effort required to maintain the confidentiality, integrity and availability (CIA) of the applications and infrastructure.

## TIP OF THE MONTH FOR TRIBALHUB MEMBERS

### HOW SHOULD YOU BE MAXIMIZING YOUR MEMBERSHIP THIS MONTH?

Have you taken the time to access the exclusive industry information which is currently available to only TribalHub members? Check the TribalHub Industry Information portal to find:

- Technology products and solutions in use at other tribes
    - The number of casinos in your region
  - Decision makers at the tribal health center in your neighboring county
    - Specific vendor information
  - Information about organizations serving or representing tribes
- AND SO MUCH MORE!

It's a WEALTH of information at your fingertips! [CLICK HERE](#) to access the TribalHub Industry Information portal.

Don't blindly invest in costly training without seeing if TribalWise can help! TribalWise is now offering the perfect opportunity for you to provide your team with [Leadership Development Certification](#) or to participate in the [virtual ITIL Certificate Training](#) program. For more information on either these great training opportunities [CLICK HERE](#).

## KEEPING YOUR TRIBE SAFE



### KNOW THE RULES

Now that it's January, it's time to start working on tax-related reporting. Tribes and their various enterprises and activities are required to supply various returns to employees, vendors, and others who receive payments from them. Other returns must also be provided to the IRS. It can get complicated, but the key to success is to KNOW THE RULES.

- What information are you required to report?
  - Who are you required to report to?
  - What is the deadline for reporting?
- What requirements must you meet, based upon the type or quantity of return (will you need to submit on paper or electronically, or some combination thereof)?
  - Will entities need to be aggregated or reported separately under their own Tax ID Numbers (TINs)?
  - Will your software require updates to meet current requirements?

Avoiding issues with the IRS can be done if you take the time to KNOW THE RULES.



# INDUSTRY INSIGHTS

## Members Only Monthly Report

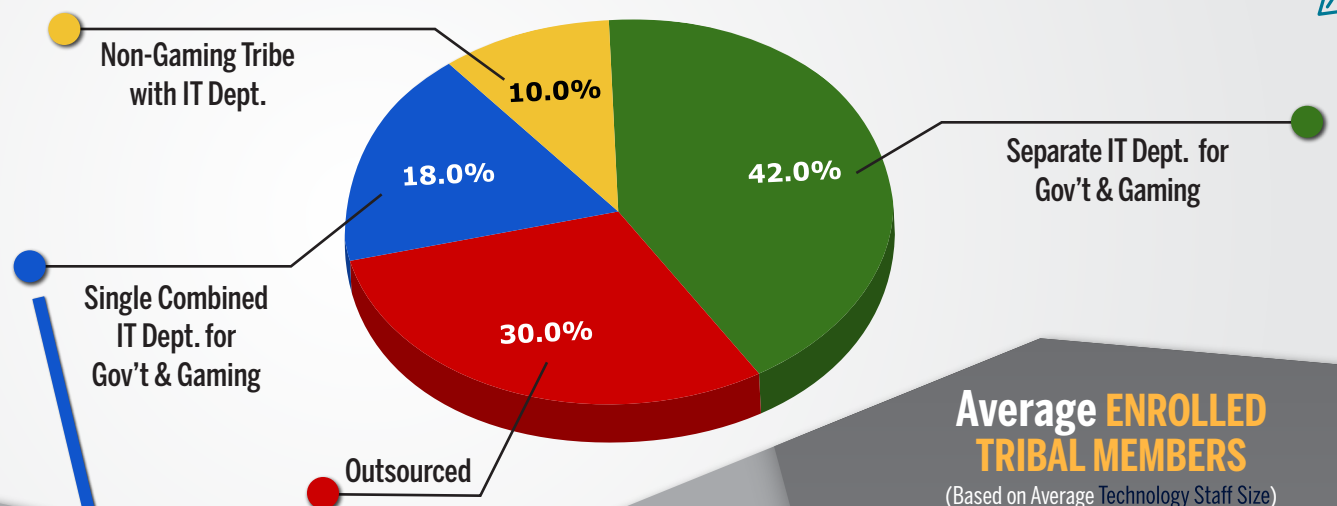
### How Tribes Structure & Staff Their Departments & Support Teams

#### INSIDER'S INSIGHT from TribalHub's Executive Officer, Mike Day

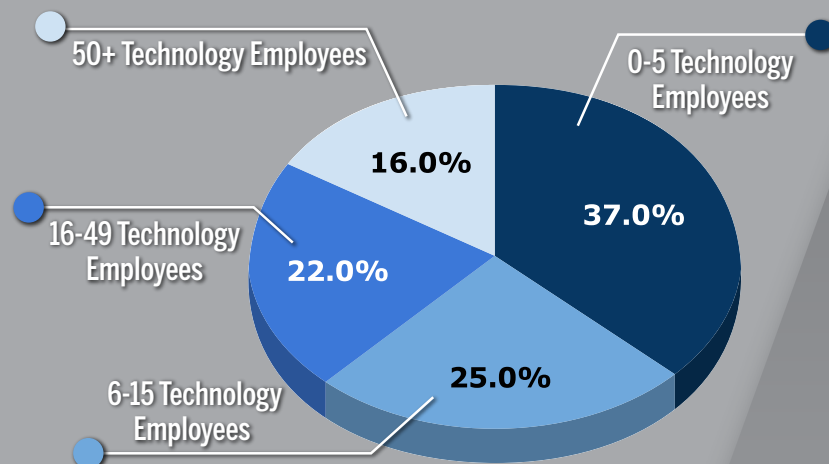


This month's Industry Insights is a further drill-down into how tribes structure and staff their departments and support teams based upon organization size. We use total enrolled tribal members and gaming slot machine totals as key sizing metrics. In the infographic below we take a closer look at organizations that have a single technology department that supports the organization's government, health, member services and enterprises (including gaming).

### Snapshot of Technology Department Structures



### Average STAFF SIZE of Tribal Technology Teams Who Have a Single Combined Technology Team for Both Gov't & Gaming



### Average ENROLLED TRIBAL MEMBERS

(Based on Average Technology Staff Size)

TECHNOLOGY EMPLOYEE SIZE	AVG. ENROLLED TRIBAL MEMBERS
0-5	2,300
6-15	1,400
16-49	18,000
50+	55,000

### Average AGGREGATED SLOT COUNT

(Based on Average Technology Staff Size)

IT STAFF SIZE	AGGREGATED SLOT COUNT
0-5	700
6-15	1,200
16-49	2,000
50+	6,000

{ All results are based on data and information collected from the TribalHub database. }

### What's the average staff size of tribal technology teams who have a single combined IT team for both government and gaming?

The data shows some of what you would expect to see, which is that the number of resources generally increases as organizations grow larger. Specific to casino gaming, the size of a technology team does generally increase in-line with the size of a tribes gaming enterprise. However, when looking at support for government, health and member services the size of the team supporting the organization is not driven solely by the number of enrolled tribal members, but more so by the scope of and the number of services that tribe provides to its membership. The disparity in resources is particularly apparent in tribes with under 3,000 tribal members, where the scope of services offered by those tribes to their members varies substantially. A key takeaway is that when used by itself, the number of enrolled tribal members is not necessarily indicative of the resources necessary to support the organization.

Properly sizing departments, support teams and services is an important part of running any effective organization. TribalHub gives you access to data to help you with that process. If you are interested in further assessments and organizational strategy, we are ready to help. You can reach our team at [contactus@tribalfocus.com](mailto:contactus@tribalfocus.com) with any questions or to begin this process.

Watch the member benefits demo video on TribalHub.com to review additional member benefits and be sure to check back here each month for quick tips on additional ways to take full advantage of your TribalHub membership!

