

The Bureau

An RYG Analysis

Platform: PC (Windows 7 only)
DRM: Steamworks (Steam)
Digital Distributor: PHYSICAL COPY ONLY!

Developer: 2K Marin
Publisher: 2K Games / Take-Two Games

RYG's VERDICT

63%

BARGAIN BIN MATERIAL

64% and below

1. Product Info

Looking at how much information is provided on The Bureau on its website prior and on release.

- ✓ The Bureau released simultaneously with its console version
- ✓ The Bureau released globally on 23 August 2013
- ✓ Base game and day-one DLCs sold as one package
- ✓ Minimum and recommended specs provided
- ✓ Advised Steamworks (Steam) DRM was to be used for The Bureau
- ✓ Advised how Steam DRM would activate the game through The Bureau
- ✓ Manual and Readme provided with The Bureau
- ✓ EULA and Privacy Policy fully accessible on steampowered.com & [2K games](#)
- ✓ All game-related information can be found on steampowered.com

- ✗ Available only on Windows
- ✗ No demo

2. Privacy Policy

Note: 1,507 words found within [Steam's Privacy Policy](#).

See Also: Relevant Sections:
[Collection of Information, Personally Identifiable Information and Use of Personally Identifiable Information.](#)

Looking at Steam's Privacy Policy through Valve (Steam)

- ✓ Privacy Policy found on steampowered.com
- ✓ Policy applies to Steam Client, Steamworks DRM and The Bureau
- ✓ Easy to read, understand and is worded with clear consistency
- ✓ Users visibly notified of any changes made to the Policy
- ✓ "Personally-identifiable" and "non-personally identifiable" info are defined
- ✓ Policy specifies what's are collected before and during gameplay
- ✓ Info is stored in the US
- ✓ Data centres are 100% safe and secure
- ✓ Info is used solely for improving Steam's services only!
- ✓ Visible opt-in / opt-out process
- ✓ Users can access and modify their user account
- ✓ Users can modify their user account
- ✓ Users can validate the info they've provided

Note: Privacy Policy was retrieved October 2013; Effective Date of Steam's Privacy Policy prior to this evaluation was August 2012.

3a. EULA (GAME)

Note: 3,290 words found in The Bureau's EULA.

Note: Steam's Subscriber's Agreement (EULA / TOS) is evaluated as a separate section 3b. EULA (STEAM)

Note: Limited warranties, waivers of liability and indemnity are commonly found within many software EULAs and TOSs

3b. EULA (STEAM)

Note: 6,286 Words found in Steam's EULA.

- ✓ Can request to have their data removed
- ✓ Can review and query changes made to the Privacy Policy
- ✗ Third parties not identified
- ✗ Users have limited control over their Steam account
- ✗ Users must accept ALL changes to the Policy before playing The Bureau

Looking at The Bureau's EULA from 2K Games / Take-Two Interactive.

- ✓ EULA / TOS is found on **2K games**
- ✓ EULA / TOS covers The Bureau and Steam DRM
- ✓ Can replace damaged copies with a free, replacement copy
- ✓ Terms and conditions for Steam DRM are clearly defined
- ✓ Users can initiate legal action if the arbitration process fails
- ✓ Users can criticise or provide criticism about the game without reprisals
- ✗ Difficult to read, understand and is inconsistently worded
- ✗ Drafted to only abide by the laws of the US in the state of NY
- ✗ Users not visibly notified of any changes made to the EULA / TOS
- ✗ Can't review and query changes made to the EULA / TOS
- ✗ License to play the game only provided
- ✗ No refunds or exchanges for purchased games
- ✗ Circumvention of Steam DRM prohibited
- ✗ Back-ups aren't permitted
- ✗ The Bureau's source code isn't to be modified or reverse-engineered
- ✗ Not permitted to create "mods"
- ✗ Monitoring services / software are required to play The Bureau
- ✗ Warranties waived (excluding physical merchantability warranties)
- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Termination process dictated by 2K Games.

Looking at Steam Subscriber's Agreement through Steam.

- ✓ EULA / TOS is found on steampowered.com
- ✓ EULA / TOS covers Steam DRM
- ✓ Terms and conditions for Steam DRM are clearly defined
- ✓ Can back-up copies of Steam Client
- ✓ Permitted to create free "mods" of Valve's Source Code Engine
- ✓ Won't blacklist specific background services or software
- ✓ Termination process is clear and transparent
- ✗ Difficult to read and understand
- ✗ Drafted to only abide by the laws of US in the state of California
- ✗ Users not visibly notified of any changes made to the EULA / TOS
- ✗ Can't review and query changes made to the EULA / TOS
- ✗ Circumvention of Steam DRM prohibited
- ✗ Monitoring services / software are required to use Steam

See Also: Section 12, *Dispute Resolution / Binding Arbitration / Class Action Waiver*

4. Setup / Install

Note: First-time users should expect a ~1.7Gb update after installing The Bureau.

Note: Installing games through Steam to a different folder and drive can be done by altering the Steam shortcut to add “-dev” (via. [RPS](#))

5. Updates / Patching

Note: There is a ~1.7Mb update that will occur straight after the installation of The Bureau.

6. DRM & Activation

Note: It is recommended that (new) users should install and update Steam first before installing The Bureau.

Note: The Bureau will only be connected to the following servers: Valve (Highwinds Networks, Telia.Net, Kaia Networks, QWest Communications, Limelight Networks, Level 3 Communications, Comcast & WA Internet Exchange).

See Also: How to play The Bureau in [offline mode](#).

- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Arbitration process isn't freely-provided and requested by Valve
- ✗ Legal action is waived

Looking at how The Bureau is installed on Windows PCs only.

- ✓ Custom installation options are provided
- ✓ All files are installed within folders designated by users
- ✓ Steam DRM files installed within folders designated by users
- ✓ Currently-executing background services won't interfere with installation
- ✓ Error-free installation
- ✓ Installation completed within 30 minutes

- ✗ No installation logs of files and registry keys

Looking at how The Bureau is patched prior and after gameplay.

- ✓ No other DRM files or registry keys are installed
- ✓ Users can be advised of game patch's availability via. [steampowered.com](#)

- ✗ Automatic updates are mandatory
- ✗ Day-one patch required
- ✗ Requires ALL patches to play The Bureau
- ✗ Patches only installed via. automatic updates
- ✗ Details of patches not provided
- ✗ No installation logs of files and registry keys
- ✗ Rollback option not provided
- ✗ No plans to sunset Steam DRM

Looking at Steamworks (Steam) DRM in relation to The Bureau and its effects on Windows PCs only.

- ✓ Won't interfere with currently-executing background services or software
- ✓ Firewall and AV settings aren't modified or required to be modified
- ✓ Users are aware and advised on how The Bureau will be activated
- ✓ Username, password and email are only required
- ✓ Unlimited online activations to any one PC
- ✓ Can play single-player game offline
- ✓ Only Steam DRM is implemented
- ✓ Unlimited hardware activations
- ✓ Unlimited installations
- ✓ Support and troubleshooting process provided
- ✓ Activation is simple and hassle-free

- ✗ No instructions provided on the activation process

7. Gameplay Experience

See Also: [PCGamingWiki's page on The Bureau](#), which includes a range of customisation / tweaks.

Note: (Local) savegame files are found under the \Program Files (x86)\Steam\userdata\<unique Steam ID>\65930\ folders.

Note: Configuration files are found under the \Program Files\Steam\steamapps\common\The Bureau\XGame\Config\ folder.

- ✗ Can't verify the safety and reliability of the activation process
- ✗ A non-transferrable user account is required
- ✗ Game is locked to specific account after activation

Looking at the gameplay aspects of The Bureau and how it interacts with PC Windows.

- ✓ Can play on minimum specs
 - ✓ Can play a backup copy of the game
 - ✓ Disc not required for gameplay
 - ✓ Suitable options to modify video settings
 - ✓ Can customise controls
 - ✓ Can play with console controller
 - ✓ Can play in windowed mode
 - ✓ Can play offline
 - ✓ Won't "phone home"
 - ✓ Can play without connectivity issues on an ADSL connection
 - ✓ Can play error-free for more than 5hrs
 - ✓ Won't interfere with services and background software
 - ✓ Will resume at the last checkpoint
 - ✓ Can modify savegame and/or ini file
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- ✗ Can only play on one PC at a time per game / account
 - ✗ DRM and monitoring services will operate during and after gameplay

8. PC Cleanup

Looking at whether The Bureau will modify certain PC settings without users permission / consent.

- ✓ PC clean after scanning for viruses
- ✓ PC clean after scanning for malware and spyware
- ✓ PC clean after scanning for rootkits
- ✓ HOSTS wasn't modified
- ✓ Played The Bureau without major errors
- ✓ Start-up settings remain unaltered
- ✓ No DRM / monitoring services running in the background after shutting down
- ✓ System configuration files remain unaltered

9. Removal Uninstall

Note: Steam does offer an option to **manually remove all Steam-related files**. It does work and will remove any remaining files and keys after uninstallation of The Bureau.

Looking at how clean, efficient and effective the removal process is for The Bureau (How much legacy material is there after the removal of The Bureau?)

- ✓ Will need to uninstall the game via. Control Panel
 - ✓ Knowledgebase provided at Steam to remove all Steam files and registry keys
 - ✓ Knowledgebase in removing game + DRM files is easy to understand
-
- ✗ Some registry keys related to The Bureau remain

10. Customer Support

Looking at the customer support side of *The Bureau* through Steam.

- ✓ Customer service / support found in one place at steampowered.com
- ✓ steampowered.com is easy to use and navigate
- ✓ Searching on steampowered.com is direct and quick
- ✓ Info is easy to read and understand

RYG's VERDICT

63%

BARGAIN BIN MATERIAL

64% and below

SHOWS PROMISE & POTENTIAL

Between 65% and 84%

WORTH SUPPORTING

85% and above

*Users should have enough confidence in installing and playing *The Bureau* knowing it won't behave differently from what a Steam-distributed game should behave. That is, a compact installation, semi-easy to remove files and keys and no other DRM files in between. Beyond that there are enough PC-centric settings and customisations to allow users the chance to play a squad-based, tactical shooter (than an XCOM-type) game.*



Colophon

This analysis of *The Bureau* was compiled by Lisa and Martin Pham. Typeface used is ITC Stone Sans. RYG thanks Anna Henriksson, **Josh Bush**, **Ethan Lee**, **Adam Ames** and **David Hatch** for their insights and suggestions in the design of this analysis. *The Bureau* was bought with RYG funds through EB Games.

Disclaimer

These analyses are only a guide and represent RYG's perspective into *The Bureau* as a product. We believe everyone should perform their own research and reach their own conclusions. This is one view of many. Again, we thank you for taking the time to read our analysis of *The Bureau* and hope you continue to support our work.

RYG is a user research and design studio for video game developers and publishers. Our focus is planning and designing games with a gamers'-first mentality through user and product research. RYG is led by a husband-and-wife team of Lisa and Martin Pham. RYG is operated in the heart of Sydney.

RYG Analysis: *The Bureau*
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PRYG3-00082-01
06 October 2013