BRITISH EVENTING

IT STRATEGIC REVIEW TASK FORCE
SUMMARY OF MEETING ON SEPTEMBER 16, 2020

BACKGROUND

The IT Strategic Review Task Force has continued to move forward with the first step of its work: to immediately and directly canvass organisers, entries secretaries, entries agents, riders, owners and scorers in an open and transparent way to establish the true situation with regard to the effectiveness of the software combined with the supporting functional processes and the training of users.

The targeted workstreams that have been established and populated with direct end-users are now well underway in carrying out this work, and their progress was the primary focus of the third meeting of the Task Force on September 16.

The following is a summary of that meeting.

DISCUSSION

1. Di Brunsden as Chair reiterated her thanks to everyone for all the work to date, with progress already made towards the objectives of having all the IT issues in one place, with good communication amongst the key stakeholders and a consensus achieved for next steps.
2. The next workstreams to start work will be Scoring and Results; Sectioning and Times; and Tactical Architecture, and in each case the teams will start off with a core set of issues already identified by stakeholders
3. Given the current absence of a project manager on BE's IT team, the Chair asked the Task Force to begin considering the need for immediate recruitment of a project manager, as a critical step in reaching the best possible resolution of the various systems issues and something which would be beneficial to start now rather than waiting until the Task Force's completion of Phase 2 of its work. There was consensus as to the key aspects to be taken into account:

- More resources are needed
- The ability to obtain these is budget dependent
- A project manager would also need to provide additional skills beyond simply project management

- The need to support the current team members who are working very hard under continuing pressure must also be considered

It was agreed that the Task Force should keep this under active consideration, with the Tactical Architecture workstream to make specific recommendations based on its review.

4. The Chair noted some further developments in the ways of working based on the experience of Entries, Substitutions and Withdrawals as the pilot workstream:

- All the workstreams should seek to gather and record evidence of the issues being presented, referenced back to each item wherever possible
- The members of BE staff on each workstream should socialise issues being identified within their own networks at BE as work progresses, so that matters relating to training or the subject of imminent fixes are identified as soon as possible

5. The Chair also reiterated one of the core principles established at the outset of the Task Force: that end-users must be involved from the earliest possible stage in developing new functionality or rolling out new applications

- It was agreed that the glitches in data and delivery which detracted from the excellent benefits provided by the Equiratings competition statistics programme could have been avoided by earlier consultation and piloting with the rider working groups, and this will be part of future initiatives of this nature
- Likewise, early engagement with end-users in development of functionality, coupled with comprehensive testing, are key elements of user acceptance which would greatly assist in the speed and smoothness of roll-out, such as the Refund Functionality

6. The importance of ongoing engagement with the key stakeholders, to keep them up to speed and solicit additional feedback as work progresses was reiterated, with the stakeholder representatives taking responsibility for primary communication:

- Martyn Johnson and Simon Bates have already begun communicating with the event organisers
- The Chair and Terry Miller are in contact with the EHOA
- Elaine Tragett and Rebecca Markillie are the channels of communication with the ERA

7. The benefits of identifying "quick wins" as work progresses were highlighted, and the Chair asked everyone to stay alert to issues than can be resolved without significant time, expense or effort.

8. Reports from Workstreams

- **Entries, Substitutions and Withdrawals** – Elaine Tragett reported that they have been working through the updates to the spreadsheet provided by BE. BE confirmed that more updates are on their way. Discussions will take place to agree which issues have either already been fixed or relate to training issues. Elaine will then review with all the workstream members with the aim of finalising the list before the next meeting.
- **Financial Reconciliation** – On behalf of Jenny Young, the Chair reported that she has completed reconciliation of the Bicton numbers and these have been agreed with BE, with some immaterial errors and omissions; however, although the amount to be paid to the event organiser by BE has been reconciled, the amount BE has received has not yet been reconciled with what it has paid out. The process currently is a manual one supported by spreadsheets, with withdrawals and refunds requiring a significant amount of time. The next step is to reconcile Tweseldown.
- **Stabling** – It was reported that the list is close to final, pending updates from BE. There is a consensus that the stabling function in EARS does not work, with event organisers using their own systems to manage stabling for the remainder of the season, but Simon Bates noted that one "quick win" before next season would be to focus on having the mandatory on-site stabling at 4L events part of the entry process.
- **Timetabling, Balloting and Waitlist Management** – on behalf of Tanya Adamson, the Chair reported that the workstream is underway. An initial list of issues has been compiled from various existing sources that to date include Wendy Evans, Ann Allen, Miranda Collett and the EHOA. The next step will be to circulate this list to all the workstream members, this will be done today. Once further input is obtained a conference call will be held during week beginning 21st September to finalise the list.

DECISIONS

The Task Force approved the population of workstreams as previously presented and published, subject to ongoing review as work progresses

The Task Force approved version 2 of the Project Plan, reflecting minor changes from the version previously presented and published, subject to ongoing review as work progresses.

Next Meeting: September 29