



IT STRATEGIC REVIEW TASK FORCE

SUMMARY OF MEETING ON OCTOBER 13th, 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.

Most of the targeted workstreams established and populated with direct end-users are now reaching the final stages of their work, with the workstream on Stabling having produced a final log and summary of outstanding issues, and with the workstreams on Entries, Substitutions and Withdrawals, and on Timetabling, Balloting and Waitlist Management, close to conclusion. The completion of workstreams remains the primary focus of the Task Force, with consideration of how these outcomes will drive, and be reflected in, the contents of the Phase 1 report also discussed at the fifth meeting on October 13.

The following is a summary of that meeting.

DISCUSSION

1. Di Brunsden as Chair thanked everyone for all the work done over the past couple of weeks, and for their continuing time and attention.
2. Much progress has been made, as reflected in the table of workstream status sent out with the meeting materials. The Stabling workstream has completed its work, and we are moving rapidly towards completion of the other workstreams, with a final push over the course of this week to bring as many as possible to conclusion.
3. As discussed during the previous meeting, as each workstream completes its work, it will produce a final log of issues and a one-page summary, following the same format as the final Stabling log and summary. These final logs and summaries will not be separately published on the BE website, but they will form the basis for the content of the Phase 1 report.
4. The Project Plan has been updated to extend the Review's timeframe by a week, to accommodate people's focus on the cluster of events that have taken place recently. This means that we will be working to complete all the workstreams and produce the Phase 1 report during the next three weeks, with drafts being circulated by email to the Task Force between meetings with the aim of reviewing and approving it by November 3.

5. A number of Business Process Points gathered to date by some of the workstreams have been identified, and the intention is to list these as an appendix to the Phase 1 report for consideration.

6. The Chair reiterated the objectives of Phase 1 as focused on fact-finding: to assess and reach consensus on the issues presented by the current IT system. These facts will be reported to the BE board in the Phase 1 report and will form the foundation upon which any recommendations resulting from the Phase 2 work are built.

7. As discussed at the previous meeting, one of the matters relating to the Review which arose during the course of its work concerns the use of information on sold, exported, deceased and retired horses in the BE database, where issues have occurred with owners receiving information about deceased horses, most recently with the super ballot programme.

- A proposed policy was drafted for how this information should be handled within the BE systems, and was circulated to the Task Force (after sign-off had been received from the chairs of EHOA, ERA and BEOA) for review and comments, without any comments having been received to date.
- All members of the Task force approved the policy with the exception of the BE team who asked for further time to review.
- To close out this matter, BE members will complete their review and provide any comments as soon as possible.

8. Wendy McGowan reported that plans to roll out the new Refund Functionality had been suspended pending further work following feedback from testing with end-users. She is targeting production early next week of a full business process design for this functionality, to be shared with end users

9. Jude Matthews reported that an updated list and timetabling of IT deliverables will be produced following a meeting this week with the IT and Exec team.

REPORTS FROM WORKSTREAMS

Stabling – A final log and summary of issues as agreed with BE was presented for formal approval by the Task Force.

- Having been identified as a precedent for evidencing the outcomes of each workstream as the basis for the Phase 1 report, discussion ensued on the use of the summary, the importance of reading this in conjunction with the log of issues, whether the summary should identify what is working vs, what is not, and the determination of the status of issues as “critical”.
- Bearing in mind that the stabling functionality simply doesn’t work, it was agreed that this discussion should be pursued offline between the Chair, Terry Miller and Louise Jack.

Entries, Substitutions and Withdrawals – Elaine Tragett reported that good progress has been made on agreeing the outstanding issues with BE, with a session scheduled later that day to complete this process and produce an agreed final log and summary of issues.

Timetabling, Balloting and Waitlist Management –It was reported that this too is proceeding towards completion, with the outstanding issues to be discussed with BE later that day.

Financial Reconciliation – Jenny Young has been working on Keysoe and to date no significant issues have been reported.

- The Chair will follow up and an update will be circulated ASAP, along with the status of the short paper summarising outcomes.
- Wendy noted that a new financial report has been produced which includes reconciliation of refunds against entry fees; this will be distributed following end-user signoff

Membership and Registration – Michelle Maidment reported that the log of issues sent with the meeting materials has been updated following a meeting of the workstream

- All of the logged issues are known to BE
- The workstream wants to establish the timeframe for fixing these
- A key outstanding issue is the inability to register ownership of a horse by a syndicate, which currently must be done manually by BE

Scoring and Results – the Chair referred to the log of issues sent out with the meeting materials, which is pending BE review and comment

Tactical Architecture – the Chair referred to the two documents circulated with the agenda

- These have been updated to reflect a meeting last week and consensus on the majority of points.

- Another meeting of the workstream is scheduled for later this week, aiming to finalise these documents and a summary of architectural options.

IT Running Costs Analysis – Terry reported that good progress has been made following a meeting last week

- The preliminary view is that maintaining the current structure and mitigating the key people and system risks would require a sustainable staffing model of 6 people plus a manager. Along with the costs beyond May 2021 for EventingScores, this would mean increasing the annual IT budget to approximately £600k.
- Work is continuing to finalise the workstream conclusions

Sectioning and Times – it was reported that Jen Caley is working on an initial list of issues

Reporting and General Administration – It was reported that the Chair and Terry will meet with Debbie Pritchard this week to go through an initial list provided by Debbie.

NEXT MEETING: November 3rd 2020