



BRITISH EVENTING

IT STEERING COMMITTEE

SUMMARY OF MEETING ON FEBRUARY 23, 2021

Background

Following the recommendation of Phase 1 of the IT Programme Strategy Review, the IT Steering Committee has been established as a committee of the BE Board with the stated aim “to ensure that all further work to develop and maintain the current IT systems, and consideration of any short-, medium- and long-term IT strategy, is carried out in an efficient and cost-effective manner in alignment with the strategic objectives of BE and to support the delivery of sport.”

The Committee is the body responsible for, among other things, overseeing progress to address the Critical issues and the other recommendations from Phase 1; change management; implementation of the IT roadmap once this is developed by the Task Force; and the relationship with Eventingscores including transfer of waitlist and balloting functions.

The Committee is meeting every two weeks for the foreseeable future, with a primary focus on identifying critical issues, setting priorities and monitoring timeframes for completion of work and, where necessary, contingency plans in preparation for the start of the season.

The following is a summary of the meeting on February 23.

Discussion

1. Change Management Reporting

- The Chair noted that following the presentation of the Committee’s first monthly report to the BE Board that morning, the Board asked for assurance that the IT systems will be ready for the start of the season
- The Committee will continue to use the new Critical Issues Dashboard it has developed, to help the IT team and management provide the clearest possible picture to the Committee and the Board of where things stand, including contingency plans for any critical issues still outstanding beyond stated deadlines
- It has also been agreed that BE should send a communication to all members before the season starts, to set expectations as to the

remaining issues with the IT system and explain how problems should be reported by users

- This communication should identify the role of the new IT User Group
- It should identify how to get one-off emergency help by contacting BE's Head Office; the CEO will pursue setting up a separate email address for that purpose
- It should include information about the training programme for entries secretaries

Critical issues Dashboard

- The Committee then focused its attention on the new Critical Issues Dashboard, which covers the key deliverables for the agreed priorities, taking into account the issues identified by the Task Force in Phase 1 and other issues identified by BE
- After extensive and detailed discussion, the order of priorities for completing work on system functionalities was agreed as follows, based on the issues that must be addressed by the start of the season:
 - Youth Programme
 - Balloting
 - Start Fees
 - Financial Reporting
 - Bulk Refunds
 - Stabling
 - Validations
 - VAT Receipts
 - APIs for Equiratings
 - Area Festivals
- The team was asked to work from these agreed priorities and to provide a complete and concrete updated Dashboard, including contingency plans if changes cannot be delivered before their drop-dead dates, before the next Committee meeting

Transfer of Balloting to Eventing Scores

- Miranda Collett reported that the Balloting function transferred to Eventingscores is essentially ready to go live, with end-to-end user testing being completed and with BE's IT team now having finished review of Miranda's documentation of relevant system changes to implement the transfer
- The Committee again discussed the need to communicate before the start of the season to event organisers and the wider membership how balloting and other functions will work in Eventingscores
 - A draft has been produced but will await information on pending rule changes relating to prioritisation of entries before being circulated to the Committee for review

- The generic explanation of the balloting process set forth in a “Frequently Asked Questions” format is being reviewed by Olivia Szajna before publication to the membership

IT User Group

- Jenny Levett reported that the Group held its kick-off meeting on Friday February 19
- A process for capturing new issues has been developed based on establishing two channels for reporting, one to BE through the current case system, and the other to a separate email address; there will then be a triage stage to determine the issues to be considered by the Group for prioritisation
- The process will be piloted with adjustments as warranted
- The draft Change Management Policy will incorporate the IT User Group process before circulation to the Committee for review and approval

2. Status of Negotiations with Eventingscores

- The CEO reported that a first draft of the contract has now been produced and she will be discussing it with Miranda later that day
- The Committee will continue to monitor progress and looks forward to reviewing the agreed terms at the earliest possible moment, for purposes of recommending approval to the Board

3. IT Budget

- Wendy McGowan went through the extract from the January management accounts and updated forecast relating to IT, noting that as previously reported amounts have been reallocated from the salary of the new developer, who has not yet started work, to paying a contractor; and also noting the BHS costs have been adjusted upwards because the contemplated office move has not yet occurred
- Elaine Tragett briefly summarised her initial thoughts on the budgeted costs associated with network and website hosting, commenting on certain aspects that would warrant further exploration of competitive alternatives, although bearing in mind that BE’s longer-term strategy would first need to be identified
- It was agreed that Wendy and Elaine will work together to develop a briefing note on next steps for consideration by the Committee at its next meeting

4. IT Recruitment

The developer recruited to start work in January has not yet returned to the UK as expected, and has not been responding to calls; Wendy

McGowan and the CEO will take steps to address matters if the situation does not change during the next fortnight.

5. Training

The Committee reviewing a training schedule for entries secretaries on EARS and Eventingscores prepared by Sarah Hadley and Miranda Collett

- This will initially be delivered during March to those with events in March and April, encouraging those likely to be involved with elite/training events to attend, and picking up those with May events during April
- Subsequent training sessions will be organised for those with events later in the year
- Wendy McGowan noted that the Training Manual is being updated
- Invitations to attend the initial training sessions will now go out to the first group

6. Report from Task Force

The Chair reported that since the previous Committee meeting, the Task Force has focused on completing the Vision workshops and the Vision report

- The most recent workshops covered Stats and Analysis, with Equiratings; and Safety and Course Analysis with the team from XC App, Jonathan Clissold and Stuart Buntine
- A draft summary of the Vision work to date is being reviewed by the Task Force with the aim of publishing it to the membership later this week
- The next workshop will cover CRM/Marketplace/Spectator Engagement

7. Marketing, Communications and Commercial

Olivia Szajna explained the changes being implemented in the publication of Eventing Life magazine following the conclusion of a tender process for a new agency focused on moving to more digital content

- The terms provide that this will occur without cost to BE based on a guaranteed minimum fee, where the agency takes the risk of achieving advertising revenue, with a potential revenue share if the advertising revenues exceed the guarantee.
- The digital content will remain freely available on the website for the next 12 months to build traffic and the confidence of advertisers, with plans to put it behind a membership log-in as a membership benefit after that time
- Content is currently being sought from event organisers and should be sought from other stakeholders (riders via the Rider Working Groups, and the EHOA)

Next Meeting
March 9, 2021