BRITISH EVENTING

I.T. STEERING COMMITTEE
SUMMARY OF MEETING ON MARCH 9, 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 Eventing Scores 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 Committee is also focused on ensuring that members are updated on changes in BE's IT system, including information on the set-up of new events and programmes and any issues arising in their implementation.

The following is a summary of the meeting on March 9.

DISCUSSION

Change Management Reporting

Report on Elite Events, Try and Train Events, and Youth Programme

The Chair referred to a paper she had requested from BE Management included in the meeting materials:

- It was noted that the Youth Programme roll-out had been well-received, handling 1500 registrations; it was acknowledged that a proper end-user sign-off process had not been followed, and that this would be rectified in future.
- The set-up for the Try and Train events had been rushed out in response to the Board's desire to meet member appetite and was based on the Winter Series set-up, which was acknowledged to be a mistake (among other things, the Winter Series does not include dressage).
- There were also issues with the Elite events set-up, with the root cause being the inability of entries secretaries to check their event set-up before the event opens.
- The Committee asked the CEO to reiterate to the Board, and other Board committees and working groups, the need to advise the Committee of initiatives impacting IT, so that the Committee can ensure that set-ups are properly tested and entries secretaries are forewarned about potential issues.
- It was agreed that the risk of moving too quickly to set up events, and without the agreed coordination with the Committee, will be added to the IT Risk Register.

Critical Issues Dashboard

- The Committee went through the updates provided by the BE IT team, including their recent and upcoming work.
- Discussion focused on the updated Critical Issues spreadsheet covering the deliverable priorities agreed by the Committee at its previous meeting.
- The roll-out of the Youth Programme and the imminent Go-Live of the Start Fees functionality were noted.
- On the Start Fees functionality, it was noted that proper treatment of VAT remains important, and that there still seem to be issues with how the system shows this, given that it is supposed to show the start fee as inclusive of VAT; it was agreed that this would be pursued off-line with the IT team.
- The Chair reported that with the Stabling specification having been produced and sent to Wendy McGowan, the IT team should focus on determining the extent of development work required to implement this and should confirm as soon as possible whether this could be done by the end of April, to meet the timeframe for being able to offer stabling at events.
- Debbie Pritchard reported that the data required for Area Festivals has been identified by Miranda Collett, the rules have been finalised and are being double-

checked, and it is anticipated that this will be rolled-out by the end of next week, in advance of the Go-Live date of 20 March.

- The roll-out of Finance Reports was still on track for Go-Live on 16 March and of Bulk Refunds for Go-Live on 20 March.
- The Chair referred to the Release Notes for the most recent roll-outs; it was noted that to date these have only been supplied to BE head office, but after discussion it was agreed that although these are high-level in nature, they would be much appreciated by entries secretaries and scorers, and in future should be issued to them as well, incorporating references to the training manual, and copied to the Committee.
- The Chair asked that the IT team consider and provide a list of priority items for development work, for review and approval by the Committee at its next meeting; this list should include a scheduled Drupal upgrade anticipated to require a total of 6-7 days, on the understanding that the part-time contractor should carry this out.

Transfer of Balloting to Eventing Scores

- Miranda Collett reported that the Balloting function transferred to Eventing Scores is ready to go live for the first scheduled events beginning March 16.
- It was noted that the proposed communication before the start of the season to event organisers and the wider membership how balloting and other functions will work in Eventing Scores has been drafted subject to confirmation of rule changes by the Sport Committee.

IT User Group

- The Committee considered a summary and spreadsheet of issues prepared by Jenny Levett from the Group's first meeting on 3 March, and it was agreed that the Group was moving forward in line with the Committee's expectations and serving its intended purpose.
- Committee members were asked to provide comments on a draft Change Management Policy incorporating information about the IT User Group, which was included in the meeting materials, so that this could be approved at the next Committee meeting.

Status of Negotiations with Eventingscores

- The CEO reported that the draft of the contract has been discussed with Miranda Collett and subject to agreement on some service level metrics she is hopeful that a final draft will be available for review by the Committee within a week.
- The Chair noted that this should mean that Miranda can move forward to secure a support arrangement with a specialised software supplier.

IT BUDGET

Elaine Tragett reported that she has presented a summary of potential options in respect of certain items in the IT budget for consideration by Wendy McGowan, and she will be following up with Wendy to produce a briefing note on next steps for review by the Committee at its next meeting.

IT RECRUITMENT

The CEO reported that the new developer has now arrived and started work; and consideration will be given at the outset to deciding on the priorities to be addressed by him and by Adam. *NB It was subsequently reported that the new developer has resigned due to family issues, and recruitment efforts are again underway.*

TRAINING

Sarah Hadley presented an update on the first two training sessions for entries secretaries and scorers during the previous week, covering a refresher on EARS and an introduction to the new functionality of Eventing Scores.

- She noted some of the points raised in the sessions, including the approach to validation of late entries.
- She confirmed that she and Fiona Saxby participate in the weekly IT team meetings so are aware of pending IT releases for purposes of addressing these in training sessions.
- Committee members noted the importance of encouraging entries secretaries and scorers to participate in the training sessions: this is essential in order to become familiar with the IT systems including the functions now handled in Eventing Scores before their events open.

REPORT FROM TASK FORCE

The Chair reported that since the previous Committee meeting, the Task Force has completed another workshop, on CRM/Marketplace/Spectator Engagement and also considering the Owner/Breeder/Producer perspective, with the final workshop on Medical Support, Discipline and Event Incident Management scheduled for this Thursday.

- During the rest of March, the Task Force will focus on moving forward to complete its work covering stage 2 consideration of potential third-party suppliers, stage 3 development of the roadmap, and draft of its report to the BE Board.
- As one of the follow-ups from the workshop, Elaine Tragett and Martin Wright have been working on scoping a pilot rider review.
- Another follow-up is further exploration of developing more leagues, something which the Rider Working Groups are keen to pursue, with Equiratings expressing enthusiasm about potential sponsorship opportunities; in response to a comment from the CEO, the Chair confirmed that the Task Force is aware of some concerns voiced by the Event Riders Association about publication of performance data.

MARKETING, COMMUNICATIONS AND COMMERCIAL

Olivia Szajna joined the meeting and responded to questions concerning recent communications:

- She confirmed that there had been a positive reaction to the Technology Update on What Has Changed.
- She will revisit the presentation of the Try and Train events communications to give them more prominence on the website.
- She will also move forward with the agreed steps to highlight the Balloting FAQs on social media and will also publish a reference and a link on the website, given that the publication in the most recent members' update email was hard to spot because the link to the Eventing Life website was imposed on the rider graphic.
- At the next meeting she will present a paper with thoughts on the league proposals put forward by the Rider Working Groups.
- In response to questions concerning Team Challenges, she said that the set-up of a system that teams could use was being considered; the CEO commented that this will be pursued with the Regional Coordinators when they return from furlough later this month.
- In response to a question concerning the status of the 2021 Rulebook, the CEO reported that the Sport Committee would be considering this for approval at its meeting on Wednesday, with issuance anticipated immediately thereafter; the Committee reiterated previously expressed concerns about the Board's decision to put this behind a member log-in, making access difficult for non-members contributing to the sport such as judges, and likely to arouse negative reactions from the eventing community, to which the CEO replied that free associate memberships would be available for purposes of access.

IT RISK REGISTER

The Chair directed attention to the updated Risk Register included in the meeting materials, and discussion ensued on the items flagged as "Red"

- The CEO agreed that single-person dependency, and resources more generally within the IT team, continue to pose significant risk; the ability to address this is linked to budget constraints.
- The safety risk presented by validation issues is recognised; the CEO reported that there is a possible coding fix to deal with HC entries relating to riders who are under-qualified, which is being tested at the moment; however, this fix won't address over-qualified riders, FEI events or championships with special eligibility requirements.
- Committee members expressed a consensus that meeting the necessary qualifications for an event is first and foremost the responsibility of the rider.
- It was agreed that a message about validation should be communicated in two ways: from BE directly to riders, emphasising their responsibility and that meeting a MER

should be treated as a minimum; and from an IT perspective to event organisers highlighting that the absence of an automatic validation check means that special controls should be put in place to check entries.

- Debbie Pritchard reported that the pre-season communication from BE, just before the season opens, typically would include a message about the rider's responsibility, and the Committee asked that she ensure that a strong message is included this year.

AOB

The Committee discussed the various glitches in the use of the system identified through the IT User Group and members' own networks, presenting a list of minor problems which are not characterised as critical and are not expected to be the focus of system changes in the near future. These nevertheless cause anxiety and prompt calls by members to the Head Office. The Committee asked BE to draft a "Tips" sheet with guidance to members on how to address these glitches; this should be reviewed and approved by the Committee with the aim of publishing ASAP.

NEXT MEETING
March 23, 2021