BRITISH EVENTING

IT STEERING COMMITTEE
SUMMARY OF MEETING ON 23 MARCH 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 23 March.

DISCUSSION

1. Change Management Reporting

Critical Issues Log

- 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 Log covering the deliverable priorities previously agreed by the Committee
- On Finance Reports, deployment has been delayed due to problems with the access to the test environment, with the new Go Live date scheduled for 31 March
- On Bulk Refunds, Wendy McGowan reported that the changes to the refund notification had taken more than anticipated, with fixing the identified bugs the next

priority; testers are finding the process straightforward, so the new Go Live date is scheduled for 27 March

- Given the implications for stability and security of the system, it was agreed that the Drupal upgrade described in the meeting materials must be prioritised over the Stabling functionaiity; Wendy McGowan will re-allocate existing IT budget to accommodate additional time by the contractor to do the upgrade
- The BE IT team has produced a number of queries on the Stabling specification, and it was agreed that a meeting would be scheduled later this week with the producers of the spec with the aim of resolving the queries as quickly as possible, in order to determine how long it will take to complete the work vs a projected Go Live date of 19 April (for Houghton)
- The issue with HC entries not being properly validated so as to allow underqualified riders to compete has been fixed

Transfer of Balloting and Waitlist Management to Eventing Scores

- Miranda Collett reported that the transferred functions are all operational as events begin to take place, and with scoring at Oasby having gone well
- Some full members have been incorrectly identified as associate members for balloting purposes and she is working with BE's IT team to check the API in order to fix this
- The Class Days functionality is not yet operational, pending BE now building this, as for any event with two days for the same class this has to be generated by Salesforce
- She is picking up a few glitches such as the waitlist getting lost between EARS and Eventing Scores
- She has produced an online EHV declaration form which is available for use by event organisers; it was noted that a different form is being used for Little Downham, and Wendy McGowan will pursue in order to agree on using consistent forms

IT User Group

In Jenny Levett's absence, the Chair referred to the spreadsheet in the meeting materials produced as an outcome from the Group's 17 March meeting, and to a new issue experienced at Oasby. The Committee agreed the following:

- The caching issue is Critical and should be addressed as a priority. As a short-term solution, Wendy Evans suggested that the BE IT team do an update during the course of each day, and this was accepted by Wendy McGowan, with the optimal timing to be agreed
- The other Critical issue is the Oasby one, being the failure to send out emails to notify riders of entry acceptance, which currently can only be done manually by BE staff. BE accepted that this needed to be addressed as a matter of urgency. Back-up staffing will be implemented to avoid a repetition. A proposed IT solution is to set up a tick to generate an automatic notification by Salesforce; however, this will require several weeks to progress, including further discussion and agreement with

entries secretaries and exploration of systems implication, within context of resource limitations and other priorities

- Dealing with the basket-clearing issue (where deferred purchases have been matched against outdated items previously placed in the basket) requires consideration of various options. The Committee consensus is that the right outcome is to allow items placed in a basket to stay there forever, until deleted by the purchaser, but given that the current IT system cannot distinguish between outdated items or set up any flags to revalidate before checking out, the best short-term solution is to agree a suitable time frame for automatic clearing of items in baskets. Wendy McGowan will present a proposal on possible timeframes for the Committee to consider

- The other items have been logged by the BE IT team for remediation and it was agreed they shouldn't be prioritised over the items identified on the current Critical Issues Log:
    - Work is being done to deal with the issue of horse substitution not properly   updating
    - The various owner/horse registration issues on the spreadsheet often arise where memberships haven't been kept up to date, particularly with every member of a syndicate/multiple ownership, and it was agreed that communication to members on these should be included in the "Tips" sheet on IT use being prepared by BE for publication ASAP to members
    - Similarly, the fact that entries differ depending on whether or not the viewer is logged in needs to be investigated, but the immediate solution will be to communicate to members and entries secretaries that they should log in to see the most up-to-date information.

2. Status of Negotiations with Eventing Scores

The CEO reported that she will be meeting with Miranda Collett that week to work through the outstanding details, and she continues to expect that a final draft will be available for review by the Committee within the very near future; the Chair reiterated that this remains as a Red item on the Risk Register for resolution as soon as possible, including finalisation by Eventing Scores of a support arrangement with a specialised software supplier.

3. IT Budget

Wendy McGowan referred to the management accounts for the IT budget and forecast as of February month-end presented to the Committee

- She highlighted that as a result of the new Drupal developer's unexpected resignation, amounts budgeted for his salary are being allocated to contractor fees
- She also noted that reductions in the cost of the Salesforce license are being explored

- She reported that she and Elaine Tragett will be meeting in early April to review potential alternatives presented by Elaine to certain items in the IT budget and to produce a briefing note for the Committee

4. IT Recruitment

Wendy McGowan reported that recruitment is underway for a replacement Drupal developer and a candidate has been identified who could start immediately; one possibility is to offer him a short-term contract to start out, converting if satisfactory to permanent employment

5. Training

Sarah Hadley referred to her update included in the meeting materials:

- The sessions have gone well, with good engagement and a thorough training process in Eventing Scores being provided by Miranda
- Invitations have gone out for sessions next month to all entries secretaries and scorers for the remaining events this season, with the possibility of refresher sessions later in the year for the events taking place then
- She noted that some attendees have asked whether there is a user manual for Eventing Scores; it was agreed that this would be pursued with Miranda, but Wendy Evans noted that in her view this wasn't a priority due to the simple, self-help approach of Eventing Scores and Miranda's availability for any questions

6. Report from Task Force

The Chair reported that since the previous Committee meeting, the Task Force has completed all the Vision workshops, and that a draft of the final Phase 2 report populated with the Vision summary and full Vision paper, has been circulated for review by the Task Force members

- The scoping paper and response proposal from Rider Working Group members for the pilot Rider Review has also been circulated to Task Force members for comments
- A revised Project Plan for completion of the remaining two stages of the Task Force during the course of the next few weeks is being prepared
- The Chair also reported on discussions with Alison Gill, the new chair of the Sport Committee, to acquaint her with the work of the Committee and the Task Force, highlighting the desire to align this work with an agreed strategy for sport. It was agreed that development of the strategy by the Sport Committee is a short-term priority but taking into account a proper consultative process incorporating some blue-sky thinking, a realistic target date for producing the strategy is June. The Chair will keep Alison updated on the work of the Task Force as the Phase 2 report is finalised.

7. Sport Committee

Debbie Pritchard reported that the following proposals with IT development implications had been put forth for consideration by the Sport Committee:

- A league based on the BD model, with Bronze, Silver, Gold and Rose levels
- An Intermediate Masters event
- A Rider Review/Survey

Helen West said that the Unaffiliated Market Working Group was also considering a proposal to implement day tickets with unrecorded results

Discussion ensued on the need to coordinate work on league proposals, as these seemed to be emanating from several different groups within BE and from stakeholders

- The Chair noted that the Task Force Vision workshops had highlighted the need for BE's IT to accommodate riders' desire for leagues, and how Equiratings could support this, but the development and consideration of specific proposals was not something either the Task Force or the Committee should lead on
- It was agreed that the Chair would explore this further with the BE Board to identify the appropriate body to lead on development of league proposals

8. Marketing, Communications and Commercial

Olivia Szajna joined the meeting to present a paper on league proposals and to join the discussion on coordinating the various groups involved in considering these. The recommendation set out in the paper was as follows:

- For 2021, do not introduce any new leagues, but focus on streamlining the league offering and removing those without a commercial partner, whilst maintaining and preparing the existing leagues (Top Horse, Top Rider, Under 21 Rider, Foundation & Grassroots Rider) for future growth
- Introduce new-look leagues in 2022, with commercial partners and a consistent narrative, including the potential introduction of virtual leagues such as Tri-Nation, Pro-Am, etc.

Bearing in mind that the development of league proposals is not a matter for the Committee to lead on, Committee members expressed the consensus that this approach appeared sensible from an IT perspective, given the limited resources available for any IT work required to develop or enhance league formats.

9. IT Risk Register

The Committee reviewed the updated Risk Register provided with the meeting materials, noting that as agreed at the previous meeting the risk of not allowing sufficient time to set up new event formats had been added, along with updated commentary, but that none of the ratings had changed.

10. AOB

As Wendy McGowan has now taken over responsibility for managing the IT Team, the Committee's Terms of Reference will be reviewed to verify, and if necessary amend to include, her membership of the Committee going forward.

11. Decision

Change Management Policy

The Committee approved the Change Management Policy as presented, in the form attached

NEXT MEETING

6 April 2021