

IT CHANGE MANAGEMENT POLICY

Purpose

The IT Steering Committee has adopted this Policy for the purpose of establishing and maintaining a consistent approach to managing changes to BE's IT system.

Objectives

The objectives of the Policy are:

- to increase awareness and understanding of proposed IT changes across British Eventing
- to ensure that all changes are made in a way consistent with agreed priorities and cost-efficiency, and that minimises negative impact to services and users.

Scope

This Policy applies to all changes to architectures, tools and IT services provided by BE's IT system, whether done by BE in-house teams or wholly or partly outsourced to third parties.

Approach

To ensure appropriate planning and execution, management of all changes should follow a structured and consistent process, starting with assessment and prioritisation and ending with deployment. The process should encompass development of a full business process design, engagement and sign-off by key end-users, pilot and testing stages, and identification of any changes to the overall system environment resulting from deployment. Ongoing communication and documentation of all stages in the process are essential elements of compliance with the policy. The IT User Group, the BE IT team and other members of BE's Head Office team, third-party system providers and BE members and stakeholders all play vital roles in this process.

Overview of Process

The major elements of the process should include the following:

- **Identification, Evaluation and Prioritisation** - The IT User Group will take the lead in ensuring that new issues are identified and assessed, and in determining the priorities for those issues requiring change. The IT User Group will also identify key end-users to be involved in sign-off of the business process design and testing
- **Planning and Documentation** - Either BE's IT team or where applicable the third-party system provider will develop a full business process design within an overall plan of work encompassing sign-off, piloting and testing, a target deployment date, and post-implementation review to identify any glitches or potential enhancements

- **Documentation** – Either BE’s IT team or where applicable the third-party system provider will also ensure that all changes are documented by recording the relevant data in a standard format capable of generating ongoing status reports for monitoring progress, and which allows end-users to understand what was changed, the reason it was done and the process that was used to make a change. Formal release notes will accompany all major system releases to inform end-users of all changes.
- **Communication** – Where deemed necessary because of the nature of the change, BE’s Communications team will be responsible for providing notification to all relevant end-users who may be affected by work to announce start of work, deployment and completion of work, as relevant. Where applicable, third-party system providers will be responsible for providing the appropriate documentation for the BE’s Communication team to circulate in some cases this communication may go out to all BE members, for example when website operation is suspended for routine or specific function upgrades)
- **Oversight, Review and Escalation** - The IT Steering Committee will have oversight responsibility for change management, ensuring that all changes are consistent with BE’s strategy and the agreed IT budget. The IT Steering Committee will maintain regular review of progress and serve as a point of escalation for addressing delays, blockages or disputes.

Role, Composition and Operation of IT User Group

The IT User Group reports into the IT Steering Committee and supports its work by identifying, prioritising, and tracking resolution of, new operational issues experienced by end-users of BE’s IT system, either to close out or include in ongoing development pipeline work for the BE IT System.

The Group is an inclusive forum with its members including BE’s IT team and representatives from all the key end-user groups including event organisers, entries secretaries/scorers, entries agents, riders, owners, BE’s Head Office team, the on-site event team and as necessary third-party suppliers.

The Group receives information on new issues in two ways:

- When these are reported to BE through info@britisheventing.com and are recorded as “cases” by BE Head Office because they are not capable of immediate resolution or represent problems being experienced by a significant number of end-users
- When these are reported by its members to ITUserGroup@britisheventing.com based on contacts from their stakeholder organisations and other networks

The Group reviews the information it receives, identifies issues which require system changes, determines how these should be prioritised, and recommends end-users for involvement in development and sign-off of business process design and testing. The Group reports regularly to the IT Steering Committee and escalates matters to the Committee where necessary to resolve disputes or remove blockages,

Policy Approval, Amendments and Review

This Policy was approved by the IT Steering Committee on 1 April 2021. Any amendments to the Policy, and any significant exceptions to its application, must be approved by the IT Steering Committee.

The Policy will be subject to annual review by the Committee, to consider any interim amendments and to determine whether any other amendments are required.