



BRITISH EVENTING

IT STEERING COMMITTEE SUMMARY OF MEETING ON 6 APRIL 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 6 April.

Discussion

1. Change Management Reporting

Report from BE IT Team

Wendy McGowan reported that there had been a new entries problem over the Easter weekend, due to the wrong class code being used for Area Festivals (similar to the issue experienced with the set-up of the Try and Train events). It was agreed that following a proper process for set-up and testing was imperative, to avoid similar issues recurring.

Critical Issues Log

The Chair then referred to the various updates included in the meeting materials, noting that in several instances the dates for completion of work on Critical Issues had been pushed out beyond the original deadlines

- It was explained that a number of BAU and ad hoc problems had delayed the developer's ability to focus on the Critical Issues
- On Finance Reports, it was reported that a round of discussions with Eventing Scores has been completed with changes fed back to the BE developer
- On Bulk Refunds, receipts for refunds are now in internal UAT; the results will be checked and then provided to external users for testing
- Various "cobwebs" have caused some issues in the communications environment; an overall completion date on this task is now estimated for mid-April, but as issues are fixed the items are being released
- Discussion ensued on the timeframe for fixing the stabling functionality; focusing only on the highest priority aspect of the spec will take 2 days of development and then 2 days of testing, and at the moment, the plan is to schedule this as the next priority, after finishing Financial Reports and VAT receipts.
- Entries open for Houghton on April 19 and the event organiser has been adamant that stabling functionality should be available from that date
- It was agreed that the development and testing work to provide the highest priority identified in the stabling spec should be prioritised over the work on Finance Reports and VAT receipts; the event organiser should be informed that this work is being prioritised, but it must be made clear that it's not complete functionality and that there are no guarantees about completion before April 19
- The agreed approach to the ongoing caching issue (where the ability to see the most up-to-date entries depends on logging in) is to have the BE team manually clear this at an agreed time each day, but this hasn't completely solved the problem in the way that having a mandatory prompt to log-in upon accessing the website would do.
- The Chair noted that the Committee should take time at its next meeting to have a broader discussion about the next set of priorities, and suggested that these should include validation; it was agreed that this is a big piece of work, with many permutations, and the spec will require careful writing

Status of Transfer of Waitlist Management and Balloting to Eventing Scores

Miranda Collett went through her updated status report, noting the following:

- Some glitches have been identified in scoring on the timekeeper's page; this was sorted last week for Portman
- Outline timetables shouldn't be changed in Salesforce, e.g., when a section is added for late entries; these can be changed within Eventing Scores
- She had quite a few support calls when events started up last week, particularly from those using Eventing Scores for the first time, but the number of calls have already started to reduce
- She is able to enhance the EHV form if this is something desired by BE

- Further work is being done to provide class day summaries and also to enhance identification of dressage days for competitors

IT User Group

Jenny Levett referred to the spreadsheet from the March 31 meeting, included in the meeting materials.

- There are no issues currently requiring escalation to the Committee
- The User Group is settling into its ways of working, and among other things is aiming to filter out any non-system one-off user issues; these tend to go directly to BE, and where the issue is persistent and/or indicating a system glitch, the BE members of the User Group will raise with the Group
- The general feeling is the Group is providing assurance to stakeholders that there's a place to go with issues to ensure that they're being captured and addressed

2. Review of Actions List

Other than items closed or covered during the course of the meeting, the following were addressed:

- "Basket-clearing" issue: following review of Wendy McGowan's paper and after discussion, the Committee recommended that the basket be cleared once a year at the time prices change for membership/registration/season tickets, and that management should communicate this to the membership on a timely basis
- Lead for development of league proposals: following discussion, it was agreed that the Sport Committee should lead on these proposals, ensuring that for purposes of Board review and decision, the Steering Committee is kept informed in order to address any IT impacts, and commercial considerations are also taken into account
- Communication to entries secretaries and wider membership about Eventing Scores functions/application of balloting rules: following consideration of a revised draft, it was agreed that publication should be held off pending communication of the change to the balloting priority rule recently approved by the Sport Committee; it was also agreed that the CEO will follow up to determine the status of publishing the printed copy of the rule book and the possibility of producing a printed booklet of dressage tests, for ease of reference by riders

3. Status of Negotiations with Eventing Scores

The CEO reported that the contract was close to finalising for purposes of presenting to the Committee for review; subject to agreement on proposed liability wording; the Chair reiterated that this remains as a Red item on the Risk Register for resolution as soon as possible, so that Eventing Scores can also finalise a support arrangement with Computer Conquest

4. IT Budget

Wendy McGowan reported that there had been no significant changes to the management accounts and forecast for the IT budget as of February month-end as previously presented to the Committee

- She highlighted that as a result of the new Drupal developer's unexpected resignation, and the absence of a replacement, amounts budgeted for his salary are being allocated to contractor fees, and she has also allocated a modest amount of funds from within the overall budget for expediting the Drupal upgrade work identified by the Committee as a priority
- Recruitment continues for a replacement; the candidate previously identified who could start immediately has accepted an offer elsewhere; feedback from the person who unexpectedly resigned has been helpful in managing the recruitment process going forward

5. Training

Sarah Hadley reported that another set of 4-week sessions are starting that evening, with some enhanced training on handling refunds

6. Report from Task Force

The Chair reported that since the previous Committee meeting:

- the Task Force has met for a demonstration of the Nominate system used widely in Australia, and will be meeting on Wednesday for a demonstration of the Horse Events system
- the Chair explained that the Phase 2 report will include a description of the key points of each of the systems considered by the Task Force; although not a formal assessment, this will include highlighting the pros and cons of each system

7. Sport Committee

Debbie Pritchard reported that the Sport Committee will be meeting the next day, with a focus on discussing strategy; she will keep the Committee posted on how this develops to ensure that the Committee's work is aligned with the strategic direction of the sport

8. Marketing, Communications and Commercial

Olivia Szajna reported that she was working on the "Tips" sheet to explain some of the system glitches to members; and that work on structuring and potentially commercialising performance metrics is also progressing

9. IT Risk Register

The Committee reviewed the updated Risk Register provided with the meeting materials:

- The Chair noted that there were a number of mitigating actions of a relatively technical nature requiring Committee focus to ensure that implementation was up to date (e.g., relating to cyber security and data protection); these would be put on the agenda for a future Committee meeting
- Jenny Levett observed that the item relating to the IT User Group should be updated to reflect that the User Group is carrying out its role of identifying and prioritising issues
- Wendy McGowan commented that the risk of third-party system developments not complying with applicable rules required ongoing focus, and that it was important to ensure that new functionality by Eventing Scores follows appropriate review and sign-off procedures, in particular where these might implicate application of any rules; visibility of developments is essential for any third-party systems seeking accreditation by BE
- In any case, it was agreed that Eventing Scores should issue Release Notes on changes to functionality

10. Decision

Revised Terms of Reference

The Committee approved the revised Terms of Reference, reflecting changes to membership (Head of IT being defined as the person with management responsibility for the IT team, currently Wendy McGowan) and quorum requirement (being either CEO or Head of IT), in the form attached

Next Meeting

20 April 2021