BRITISH EVENTING

IT STEERING COMMITTEE
SUMMARY OF MEETING ON MAY 4, 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.

The meeting on May 4 focused on recent issues with the IT system, based on reports from the IT User Group, BE's IT team and Miranda Collett on problems that have appeared.

The following is a summary of that meeting.

Discussion

1. **Change Management Reporting**

IT User Group

Jenny Levett referred to the spreadsheet from the April 28 meeting, included in the meeting materials. Several items were highlighted for discussion:

- The system issue permitting people to continue with entries whilst the horse validation process is being completed and thus bypassing the validation process has been identified and recorded by the BE IT team
    - There are a number of core issues already recorded with the validation function, some of which have already been addressed, and meanwhile the fix for this issue will be to prevent the user from continuing until the validation process is completed.
    - Although mindful that this presents a potential safety issue, the User Group members were prepared to assess this as a lower priority on the basis that the system also produces a validation report which can be used to check against entries.
    - But the Committee members pointed out that entries secretaries and scorers do not have permission to run the validation report
    - The work required to unblock access restrictions and/or produce the report automatically will also have to be scheduled and both the ability, and the time required to do this, cannot currently be assessed by BE; the Chair asked that this assessment be carried out by the next Committee meeting
    - It was agreed that in the interim entries secretaries should contact Debbie Pritchard just before times are published on the website, to receive a copy of the validation report
    - On that basis, the fix to disable the "continue" button during the validation process, unblock access restrictions or produce the report automatically will be put below the other current priorities
- The unavailability of the entries system on April 25 was because the validation function couldn't complete due to a 24-hour shut down of BE's Microsoft Azure Cloud connection; Wendy McGowan reported that the incident has been logged and a report prepared which she will provide to the User Group and the Committee
- Wendy Evans highlighted that there are restrictions on the ability to run the Finance Reports after 11 pm at night and asked if that could be changed, since often she is only able to focus on those items late at night. Wendy McGowan said that this was because of the timing of reports and the cut-offs with Worldpay. She agreed to look into whether this could be addressed by speaking with BE's Finance Team.

- Wendy Evans also asked what was happening with automation of email acceptance notifications; Wendy McGowan said this was still pending and meanwhile the requests to send emails to those accepted should continue to be sent to the BE Marketing email address so that BE can send out
- The late-night system slowdowns experienced by some entries secretaries are considered to be a function of a large number of entries and weak broadband coverage

    o Wendy McGowan observed that we all simply have to accept that more data makes the system longer to load
    o Miranda Collett commented that local broadband strength isn't an issue for Eventing Scores because of how she has built the server architecture; and that one reason for the slowness to the fact that BE's entries system fetches all the entries when queried, rather than, for example, just running a page at a time; this could be fixed, but would require quite a major rewrite of the system

Report from BE IT Team

The Chair referred to the reports provided with the Committee materials, and several items were then highlighted for discussion:

- As set out in the paper provided by Wendy McGowan, problems have arisen with the Drupal upgrade which is being carried out by the part-time contractor

    o The status of attempts to address these issues will be discussed at the IT team meeting on Wednesday, and it was agreed that the Committee would be posted on the outcome of that meeting
    o Assuming the meeting does not identify continuing major roadblocks to completing the upgrade, the Chair asked the team to provide a new estimate of the time required to complete the upgrade including its testing, for consideration by the Committee at its next meeting
    o The Committee asked the IT team to assess the risk of completing the upgrade before the end of the season vs. rolling back to the previous Drupal issue and starting the upgrade after the end of the season, and present their assessment to the Committee at its next meeting
    o Included in the IT team's risk assessment will be the level of assurances from the team that the implementation of the upgrade will not cause system problems, and also the existence of back-up plans should the upgrade be rolled out during the season and cause the system to shut down
    o In response to questions, Wendy McGowan said that there was no budget available to pay for any additional time from the part-time contractor beyond his current 2 days a week.

- It was reported that the delay in timetabling Aston International was due to an unrecognized 6-day event limit within the system, and a work-around has been put in place
- No specific cause has yet been identified for one rider's inability to get a large number of multiple entries accepted for payment by Worldpay; Wendy McGowan is looking into this and will report on the outcome to the IT User Group, unless this is identified as a problem with BE's IT system, in which case she will escalate it to the Committee

Critical Issues Log

The status of current priority items was highlighted:

- The new stabling report is in UAT by Wendy Evans and others; it was pointed out the report as structured has too much unnecessary detail and insufficient ability to determine the ongoing status of available stabling, and BE undertook to address this ASAP
- The Bulk Refunds functionality is in UAT after fixes to address identified bugs
- Fixes to the Finance Reports have been reformatted, also in UAT
- The plan is to deploy the functionality for all three of these at the same time, by May 7
- It was agreed that the Critical Issues identified by Phase 1 of the Task Force should be reviewed against the work done, to determine whether some of these issues can now be closed

Eventing Scores Status Report

Miranda's updated status report was taken as read, with no significant issues requiring attention

3. Status of Negotiations with Eventing Scores

It was reported that the CEO has received some further details for amendment from Miranda and expected to review and respond to these by the end of the week

The Committee remains focused on receiving the final agreed version for review and approval as soon as possible; until then, this remains as a Red item on the Risk Register.

4. IT Budget and Recruitment

Wendy McGowan reported that no viable candidates for the developer position have been identified and a new specialist recruitment firm has now been activated.

6. **Report from Task Force**

The Chair reported that at its meeting on April 29, the IT Task Force approved the draft Phase 2 Report, which is now being finalised for submission to the BE Board within the next couple of weeks. She referred the Committee members to the Report's recommendations, which were circulated with the Committee's meeting materials.

8. Other Matters

The draft communication to the BE membership on the application of balloting rule priorities in Eventing Scores was approved as presented, for publication forthwith

The Chair noted that the Board has asked for a view from the Committee on the approach to Out of Hours IT support, and she will circulate an email before the next Committee meetings with thoughts on this for consideration by the Committee

A draft of the "Hints and Tips" communication to members on troubleshooting system glitches has been forwarded to the IT User Group, to add additional detail

10. Decision

Communication to Membership on Application of Balloting Rule Priorities in Eventing Scores

The Committee approved as presented the communication to BE membership on the application of balloting rule priorities in Eventing Scores *(note, this was published on the BE website on May 7)*

Next Meeting

18 May 2021