BRITISH EVENTING

I.T. STEERING COMMITTEE
SUMMARY OF MEETING ON MAY 18, 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 18 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 included in the meeting materials, and highlighted the following items:

- She reminded the Committee of the ongoing issue with entries able to bypass validation, and that the decision to set a lower priority for work to disable use of the "continue" button during the validation process had been based on the availability to entries secretaries of the system-generated validation report
    - However, the accuracy of the system-generated validation report depends on manual checking by BE head office, raising questions about whether this is sufficient to address the potential safety issues of having unqualified riders competing, especially when entries numbers are large and/or special rules apply as with Novice Masters or Area Festivals.
    - Currently, with Area Festivals all entries are allowed and then rechecked manually to determine whether any should be rejected, which as pointed out by Committee members runs the risk of human error and leads to the undesirable result that riders will only be told of rejection at the last minute after all the preparations for competition have been made.
    - Following discussion, it was agreed that the priorities now are to determine (a) whether there are any remaining bugs in the system-generated validation report and (b) how best to address the report's known limitations (absence of FEI MERS and the special qualifying rules for events such as championships, Area Festivals and Novice Masters), given that at the moment these limitations require a level of manual intervention which places heavy burdens on staff and runs the risk of human error.
    - Wendy McGowan stated that she was not aware of any remaining bugs; the Chair asked that the BE IT team review and confirm this as soon as possible, because if the system-generated validation report cannot be relied upon as a check against unqualified entries, the fix to eliminate the ability to bypass the validation process must be prioritised to be done immediately after the current Drupal upgrade work.
    - The Chair will schedule a separate session before the next meeting to focus on identifying the limitations of the validation report and to agree on the best approach to addressing them.

- On a related point, Wendy Evans noted that the current timing of issuing the reverse qualification report on the Monday or Tuesday before an event was too tight for purposes of completing sectioning and timetabling; Debbie Pritchard undertook to check whether this could be issued sooner.
- Jenny proposed that a communication be sent to all BE members reminding them of the User Group's operation and asking them to forward any issues to the members of the Group, and it was agreed that she should work with Alison Coleman on this

- The Group will also be working on developing the "hints and tips" troubleshooting guide to dealing with system glitches; it was mentioned that one of these glitches is the inability to exclude the start fee on an 80T day pass entry, which must be done by organising a refund through BE head office.

Report from BE IT Team

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

- Wendy McGowan reported that the Drupal upgrade now seemed to be back on track, with testing done by the head office team proceeding satisfactorily, and with release targeted for Tuesday May 25.
  - The Chair referred to the need for the IT team to (a) assess the risk of completing the upgrade before the end of the season vs. rolling back to the previous issue and starting the upgrade after the end of the season, and (b) recommend the right course of action to the Committee.
  - Wendy McGowan confirmed that based on the testing to date, the IT team's assessment is to recommend proceeding to release as soon as testing is completed; if further testing presents any reason to change this recommendation, she will inform the Committee immediately.
  - She confirmed that this recommendation includes assurances from the team that the release of the upgrade will not cause system problems, and that back-up plans and roll-back plans have been created if the release causes the system to shut down.
  - It was agreed that she would provide copies of these plans to the Committee before release of the upgrade.

- She also reported that the change management processes for the Finance Report (including a Debtors Report) and Bulk Refunds Report had been completed with deployment on May 7, with Release Notes provided to the entries secretaries.
- The revised Stabling Report was provided to the Houghton team on May 7; there are some remaining minor fixes to be actioned.
- With respect to the outages of the system on April 25 and May 12, and the problems with Worldpay on May 10, the Chair referred to the information in the BE reports, and asked that a final report on causes and mitigation be presented as the first item of business at the next Committee meeting.
- The Chair asked that the IT team develop a revised list of priorities for development work, for presentation to the Committee at its next meeting.

- For example, the entries process presents a number of critical issues and merits consideration of prioritising above any further work on Stabling
  - To date, nothing had been done on fixing the automated entries email notifications although this is currently top of the list after ongoing BAU work.
  - The BE IT team should also review the Phase 1 Critical Issues list, identify the items they believe should be closed, and present this to the Committee at its next meeting.
- The IT team is continuing to investigate the reasons for the slowness of the system after 11 pm, which may be due at least in part to SalesForce processes beyond the control of BE.
- In response to a question about the status of work on the connectivity with Equiratings (bearing in mind the recent announcement of a sponsor for issuance of Performance Records), the team reported their belief that the API is working as it should, although further work needs to be done on elimination codes and fence penalties.

Eventing Scores Update

Miranda Collett reported that there were no significant issues requiring the Committee's attention

- She will remind entries secretaries and scorers to get sectioning and times up on the BE website as soon as possible; if not available on the BE website, people should check Eventing Scores for the daily class entries
- Following agreement of the contract with BE (see below), she has hired an employee to deal with all the unaffiliated and Pony Club events, freeing her up to focus on BE events.

2. **Matters for Approval and Updating**

Contract with Eventing Scores

Having noted that the Committee is responsible for reviewing all third-party IT supply contracts and making recommendations on approval to the BE Board, the Chair explained that negotiation of the contract between BE and Eventing Scores began well before the establishment of the Committee and therefore should be treated a bit differently from future contracts. On the basis that the final version of the contract reflected agreement between Miranda Collett and the BE CEO, and that no comments or questions had been raised by Committee members since the contract was sent to them last week, Committee members agreed to recommend its formal approval by the BE Board.

Task Force

The Chair reported that the Task Force has signed off on its final Phase 2 report, with the next step being presentation of the report to the BE Board as soon as possible.

IT Budget

Wendy McGowan explained that the IT budget and forecast as of April 30 reflects a net increase of £10,000 resulting from the Board's recent decision to retain its office share arrangements with BHS and the resultant forecast of "worst case" payments which she hoped to reduce, but for which she had not previously budgeted on the assumption the BE would find other facilities.

- It was agreed that the contract terms covering costs for IT should be reviewed with the Committee before being finalised by the BE Board; the Chair will pursue this with the Board.
- Wendy is in the process of gathering relevant information on the structure of the BHS arrangement so that Elaine Tragett can assist in identifying possible cost reductions.

Recruitment

Wendy McGowan reported that a developer has been hired and is scheduled to start work on May 24, with the salary being within the current IT budget.

Training

Sarah Hadley is currently agreeing dates with Miranda Collett for catch-up sessions following the initial training roll-outs, with session for scorers targeted for May 24, with one and one for entries secretaries targeted for June 2.

Rider Review Pilot

The Chair will work with Elaine to ascertain the status of work on the rider review pilots and will report back to the Committee at the next meeting on taking this forward.

Printed Dressage Booklet

Debbie Pritchard undertook to pursue the possibility of creating a printed booklet of dressage tests for sale to members and to report back at the next meeting.

Teams Competitions

Wendy Evans asked about Teams competitions and how the IT system was supporting them
- Eventing Scores can manage everything that's required
- Alison Coleman will be asked to provide an update at the next meeting.

Decisions

Committee members recommended formal approval by the BE Board of the contract between Eventing Scores and BE as presented.

Next Meeting

1 June 2021