



# BRITISH EVENTING

## IT STEERING COMMITTEE

SUMMARY OF MEETING ON JULY 6, 2021

### Background

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.”

Following approval by the BE Board on June 15 of the recommendations from Phase 2 of the IT Programme Strategy Review, the Committee will oversee management’s implementation of a strategy to replace the IT system piece-by-piece with accredited third-party suppliers, beginning with the recruitment of a project manager.

The Committee will continue to identify critical issues with the current system, setting priorities and monitoring timeframes for completion of work and, where necessary, contingency plans. The Committee meets regularly to receive reports from the IT User Group and BE’s IT team on issues identified by end-users.

The following is a summary of the Committee’s most recent meeting on July 6.

### Discussion

#### 1. Change Management Reporting

#### IT User Group

Jenny Levett referred to the updated spreadsheet included in the meeting materials

- Validation processes remain a focus of concern; Bev reported that Adam has begun work to identify the various elements requiring changes
- No new issues requiring escalation to the Committee have recently been raised; there is a User Group meeting scheduled for July 7
- We need to clarify work that falls within “Business as Usual” and work which should be identified as new and requiring prioritisation, in order to ensure that the priorities agreed with the Committee continue to be managed accordingly whilst recognizing that there will always be a need to address urgent needs and ongoing system administration; the Chair noted that this is being pursued with Wendy McGowan and will be addressed at the next meeting

- The Troubleshooting Guide (“tips and hints” for user self-help with system glitches) has been signed off by all IT User Group members (reflecting comments from Wendy McGowan) and will be forwarded to the BE Comms team for publication (*N.B., this was published on Thursday and also included in the weekly Friday email to members*)

### **Report from BE IT Team**

The Chair referred to the materials provided by the team and to the items listed in the agenda

- **As listed in the agenda:**
  - System slowness – as mentioned in Wendy McGowan’s report, a recent Salesforce issue has been identified and raised by the team, but general slowness issues merit further discussion
  - Bicton 5\* Event - use of BE entries system: to date no issues have been identified
  - In-car dressage scoring – Miranda Collett noted that she is hoping to have this in place for Eventing Scores for the Bicton 5\* event in September (to be tested at another event first); integration through APIs to existing systems is a possibility although dependent on costs
- **Reports from BE IT Team**
  - BE80 day pass purchase - the fixes for this issue are still in testing, with deployment anticipated for Thursday, assuming the few remaining bugs are dealt with
  - New payment authentication requirements are coming into effect in September, and some banks have begun to implement these already; the team asked how the necessary changes with Worldpay should be prioritised vs the final stabling fixes requiring 2 more days of work.
  - it was agreed that the stabling fixes remain the priority, however the number of issues with payment authentication will be monitored and the IT team will advise if the situation changes; meanwhile, the team was asked to identify how much time would be required for changes to the payment process, and in the meantime to organize a communication to members to explain the situation and ask them to contact head office if payments were causing any difficulties (*N.B., this communication went out on Wednesday*)
  - The second phase of the Drupal upgrade is in final testing in preparation for deployment, anticipated the next day, with the system being down for 2-3 hours to do this

- Equiratings APIs: confirming Performance Records operation –the team will check whether there are any remaining issues with this, and the Chair will also follow up directly with Equiratings
- Review of Critical issues with Balloting and Entries from Phase 1: following discussion, the following issues were addressed:
  - Due to balloting functions have been assumed by Eventing Scores, all Balloting Critical issues (other than the one relating to timetabling) are closed; it was noted that requests to change balloting rules should be presented to the Sport Committee
  - 2.1.1 (initial entry – inaccurate information through the payment process): as this has been resolved through the new start fee process, it is closed
  - 2.1.16 (payment - reconciliation of payments): as this has been resolved through the deployment of improved financial reports, it is closed
  - 2.1.45 (withdrawal process is very longwinded and error-prone); as this has been significantly improved with new bulk refund process, it is downgraded from Critical
  - 2.1.75 (entry set-up – validation doesn't work on amendments or substitutions); if no new example is provided within the next month, this will be closed

## **Eventing Scores Update**

Miranda Collett reported:

- calls for help and questions have been reducing and there have been no performance issues since she upgraded capacity during Bicton
- The transfer to AWS backup is proceeding with assistance from a BE member with specific expertise
- The contract with Computer Conquest has been signed, and work with them will begin in earnest after Bicton

## **2. Matters for Approval and Updating**

### **Risk Register**

The updated Risk Register (with changes marked) was taken as read, with the Chair noting that the issue of PCI compliance re: credit card payments would be highlighted to the Finance Committee so that resolution of this issue can be coordinated between the two committees

## **Training**

Wendy Evans suggested that additional short, focused sessions (possibly 1-1) should be scheduled for entries secretaries running only one event each year, alongside more experienced users, as the majority of issues tend to arise due to unfamiliarity with the IT system/Eventing Scores. It was agreed that Wendy and Miranda Collett will produce a laminated sheet of key points and will coordinate this with Sarah Hadley

## **Sport Committee Initiatives**

Debbie Pritchard has highlighted the Board's request to consider a first-come, first-served approach, which would entail a number of IT system changes. She is working through various issues and will ensure that this Committee is kept aware of developments so that the IT implications can be considered on a timely basis. This prompted discussion covering the following points:

- There are issues posed for entries agents who currently rely on balloting timeframes to help manage payments for large numbers of horses
- The withdrawal and substitution rules also need to be considered, by comparison with the ease of "selling slots" in unaffiliated events
- The entries structure generally needs review and the idea of club membership allowing a certain number of entries for a fixed fee should be reconsidered – there are still "hidden fees" elevating the expense of BE events
- It was agreed that the Chair would extract the relevant sections from the Vision work produced by the Task Force and circulate it to the Committee, and would also send this to the Chair of the Sport Committee, so that the factors identified by the Task Force could be taken into account in considering the first-come, first-served concept

## **3. Implementing Roadmap for Change – Next Steps**

The Chair reminded everyone of the Committee's role in overseeing the implementation of the short-term, medium-term and long-term roadmap for change as recommended by the Task Force and approved by the BE Board

- A detailed plan will be produced by the BE management team led by Helen West as CEO
- The immediate priority is to recruit an experienced project manager with the requisite skills, experience and knowledge of the sport
- Wendy McGowan has been asked to take this forward ASAP by running a formal recruitment process
- The Committee should ensure that the criteria for this position are appropriate; for example, knowledge of the sport should be identified as essential
- Going forward, progress in implementing the roadmap will be a standing agenda item at all future Committee meetings

#### 4. Review of Actions List

The following items were reviewed:

- **Resuming automatic issuance of email notifications of acceptance** –there is a possibility of starting testing on this by the end of July
- **Earlier pre-event provision to entries secretaries of the reverse qualification report** – Wendy Evans reported that this had been provided to her earlier during her most recent events, and that this was much appreciated
- **Rider Review Pilot** – the Chair referred to the outline circulated with the meeting materials. After discussion, it was agreed that this should be piloted as proposed, with the aim of reviewing and refining the results of the pilot for purposes of taking this forward:
  - It was clarified that reviewers will be anonymous, but their scores will be identified, so that comments can be put into perspective
  - Where riders have multiple horses at the event, only one email for each level will be sent
  - It was agreed that the event organisers for Dauntsey and Burgham would be approached to run the pilots
  - The Chair will inform stakeholders and the Chair of the Sport Committee
  - She will also speak with the BE marketing team to seek assistance in the set-up with Survey Monkey
- **Printed Booklet of Dressage Tests** – it was reported that the Amazon “print your own” solution was currently being tested with dressage tests, with results expected soon; if successful, the same approach will be pursued for the Rule Book
- **Teams competitions** – it was reported that there has been little take-up of this initiative and it is understood that members are due to be informed that the full pilot is being stopped for 2021; it was suggested that scheduling these for Sundays might improve take-up in future
- **Basket-clearing approach and communication to members** – due to implementing the new summer day pass of £10, all affected baskets were cleared, and the relevant members were informed of this by email in advance to avoid losing any entries in the basket pending payment. The annual basket-clear across all members which will be done at the end of the season is on track, including membership communication in advance of this

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**Next Meeting: 27 July 2021**