BRITISH EVENTING

IT STEERING COMMITTEE
SUMMARY OF MEETING ON JULY 13, 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 13.

Discussion

1. **Change Management Reporting**

General

- Distinction between "Business As Usual" work and the identified priorities for change management
    - It was agreed that a good working definition of BAU covers all matters stopping members from being able to carry out registration and entry activities, or for BE as an organisation from being able to operate
    - The IT Priority Plan developed by the IT team is a good working list for identifying the agreed priorities for change management, and should now be the primary document for ongoing review by the Committee; the Chair asked Wendy McGowan to work with the team to ensure that it is kept up to date, noting that there were several items currently on it with long-past due dates
- System slowness – it was agreed that the IT User Group would be asked for any current experiences of slowness

- PCI Compliance – it was agreed that Wendy McGowan will provide an explanation to the Committee of how credit card payments are handled within the system and how this complies with applicable requirements
- Validation engine/business requirements - the Chair asked Wendy McGowan to work with the IT team to present a summary of the basic system architecture (including a diagram) and business requirements so that the Committee has a better understanding of the issues presented

IT User Group

Jenny Levett noted that no new specific issues had been raised by the Group at its most recent meeting; however, she highlighted a general concern as to the underlying stability of EARS when pulling through data from, or otherwise integrating with, third-party systems such as the FEI database, noting that this is directly connected to the integrity of the validation processes
- Wendy McGowan said that improvements have been made so that BE head office staff are now able to retrieve competition points from the FEI database so that these can be reflected in a horse's BE record
- This process requires manual commands, rather than being automated, but the staff can now do this on a periodic basis
- It was agreed that staff will carry out the updating process every Tuesday morning going forward
- Wendy also reported that there should no longer be any inaccuracies in any of the historic horse points data; it was agreed that Committee members should identify any remaining issues so that these can be addressed
- The production of the reverse qualification report remains a manual process, requiring compilation by the staff from individual event reports

Report from BE IT Team

The following items were discussed:

- The second part of the Drupal upgrade has completed testing and will be rolled out this week
- The fix for the BE80 day pass issue is in testing and should be going live by the end of the week
- Entries secretaries are not reporting any problems in obtaining the validation report within 24 hours of request to the head office team, so work to allow them to access this themselves is on hold, not a priority
- the Stabling function has had capacity issues addressed, but not the daily accounting function; it was agreed that this could wait until the off season
- Wendy McGowan confirmed that release notes/information are being provided to entries secretaries on all the fixes being deployed

- The BE IT team has been working on the issues with communications going to the right owners/riders/agents; at the moment, this means that only one agent, in a situation where there are multiple agents for a particular rider, would receive the communication, and there is no way to determine if that agent is the correct/current one; Jenny Levett will discuss with Wendy McGowan to determine if this is a significant issue
- The IT team believes that all the work to establish APIs with Equiratings has been done; the Chair will pursue confirmation from Equiratings

Report from Miranda Collett on Eventing Scores

In response to questions on day-before dressage, Miranda said that incorporating this feature into ES would be a big piece of work and there did not seem to be a need to prioritise it. It was agreed that she would speak with the IT team to identify more precisely what would be required to pick up this functionality from Salesforce

2. **Matters for Approval and Updating**

First-come, first-served model

Debbie Pritchard noted that she has prepared a paper on the first-come, first-served model which is being reviewed by Miranda Collett for IT implications

Sport Committee Initiatives

The Chair discussed the need to clarify how matters are elevated to the Sport Committee from the Committee, and from within the general membership, given that amongst other things currently no one from the Rider Working Groups is on the Sport Committee; should a User Group be set up, reporting into the Sport Committee (like the IT User Group, reporting into the Committee)? Debbie will pursue this with the Chair of the Sport Committee and report back

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

With respect to the immediate priority of recruiting an experienced project manager with the requisite skills, experience and knowledge of the sport, a draft job description, and associated costs, will be provided to the Committee for review at its July 27 meeting

4. Review of Actions List

The following items were reviewed:

- **Cost of IT use from BHS Office Share** – the Chair suggested that a small project team be set up to review the BHS contract, seeking to establish appropriate SLAs and to optimise telephony; it was agreed that to start things off, Wendy McGowan will circulate to the Chair and Elaine Tragett a paper she has prepared summarising the arrangement and various options for cost reductions within the constraints of the given structure
- **Rider Review Pilot** – the Chair reported that the plan for rolling out the pilots at Dauntsey and Burgham was on track well advanced with the set-up on Survey Monkey to coordinated with the BE Marketing team; after these pilots are completed and reviewed, decisions can be agreed on how to take this forward
- **Printed Booklet of Dressage Tests** – Debbie reported that this is now available on Amazon for purchase; the Rule Book would be set up the same way, although Committee members made the point that BE members should not have to pay anything extra to obtain the Rule Book
- **Basket-clearing approach and communication to members** –to implement the new summer day pass rate 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 their baskets pending payment. The annual basket-clear across all members which will be done at the end of the season is on track, and it was agreed that the same process should be followed with only members having anything in their baskets at that time directly informed by individual emails; however, a general communication to all members (e.g. as part of a Friday membership update) will be published in advance

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Next Meeting: 27 July 2021