



IT STEERING COMMITTEE

SUMMARY OF MEETING ON SEPTEMBER 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 September 6.

Discussion

1. General

Cross Country App Upgrade – consideration is being given to whether this should be rolled out to the event officials currently using Cross Country App

Blenheim entries – Blenheim entries will be brought into the BE database through the API rather than keyed manually

Rules for use of systems by national and international events - for national events a starting assumption is that affiliated events must use BE accredited systems, but for International events we need to think through what the requirements are and how they could be implemented

International entries from non-BE members - currently these are only accepted from lifetime BE members (although lifetime membership is free in this case); should this be changed?

BHS Office Share/telephony

- Following discussion between the CEO, Wendy McGowan, the Chair and Elaine Tragett, and assisted by Elaine's expertise and preparation of comparative price criteria, their consensus is that MS Teams is the preferred telephony provider. MS Teams is a higher initial outlay but a cheaper ongoing cost
- To date, discussion with BHS on access to the server room has not produced an acceptable outcome. The BHS position is that all visits to the server room must be chaperoned, but it is not able to provide on-call services on weekends. Elaine expressed the view that this is not a sensible position, as in her experience the applicable cyber security requirements are satisfied by using separate locked cabinets for each organisation's kit. The CEO will escalate this with BEF; there is a November 30 deadline for resolution
- Elaine stated that her company, Voyager, will not be bidding for any of the work required to implement the new telephony, to avoid any potential or perceived conflict of interest

Rider Review Pilot

- The Chair noted that the format rolled out for Dauntsey and Burgham seems to work in terms of producing a good product, but the current production method is highly manual and not sustainable for wider-scale implementation. Phase 2, for purposes of moving beyond the pilot in 2022, is to turn this over to the BE IT team to make it a process rather than a manual exercise. It was agreed that incorporating rider comments is an essential component and as such there must be an editor; tools are now available to enable editing to be done more efficiently than with Survey Monkey
- This led to a general discussion about the desirability of commercialising BE data and marshalling it to provide more targeted customer relationship management, with Committee members expressing the view that management should continue to consider the benefits of recruiting someone with the expertise to do this

Fixing the Validation Process

- The Chair thanked the IT team for producing the paper included in the meeting materials
- She noted that this is a work in progress, and that in her view the process for fixing the validation functionality should be separated into several phases, beginning with the first phase of properly defining the specification. She proposed that the key principles in doing so should be to nail the business requirements and, because the validation functionality is a rules engine, to identify all the rules we need to cover. Once the spec is properly defined, a set of data structures can be developed as a framework encompassing what we need to cover now, with flexibility to adjust as rules change going forward
- She also proposed that an external solution should be considered
- Following discussion, the Committee agreed that the first phase of defining the spec should proceed in readiness for potentially putting out to tender the work to

implement. Miranda Collett volunteered to help produce the requirements document as she has rules engine experience. Wendy McGowan will ensure that the only code to be built and the only changes to be made to the data structures will be where the team is sure that this will be necessary even if the build of the engine is outsourced

- In response to questions about the stability of the current functionality, Wendy McGowan said that the system-generated validation report is reliable as far as we know, and that the BE IT team will fix any issues as and when they are identified. She confirmed that the previous ability to bypass the validation process when making entries has been removed, i.e., the relevant button has been deactivated

2. Change Management Reporting

IT User Group

- The ability for owners to see all their horses' entries is only possible after an event has sectioned, as actually we are not looking at entries but results records that have not been populated. Events are sectioning later and later, which is reducing the availability of visible entries. Entries agents can see the entries immediately as they are looking at entries not results. Wendy McGowan will look at whether adding owners to the 'MY BE' page so that they can also see all the entries for their own horses is feasible – this would be a great quick win.
- Further work will be done to define the applicable business requirements and system capabilities, including consideration of maintaining rider privacy over results
- Wendy McGowan will look at the problems with Members' QR code not being readable/being identified as invalid by event organisers
- There have been lots of calls to entries secretaries caused by members not being able to enter their dressage day preference. This may be a training issue about how the event is set up. Wendy McGowan will investigate to see if there is a quick win, bearing in mind that members would be very happy to have the option of choosing their dressage day(s) or specifying that they are happy with 'any' day
- There is a bug in the FEI interface which is causing the delay in the FEI points upload for non-UK international events. Wendy McGowan reconfirmed the commitment to regularly running the interface once a week (usually on a Tuesday)

Report from BE IT Team

- The Committee reviewed the updated Priority Plan and Team Task List as presented, with no specific issues being raised
- Wendy McGowan asked for guidance on moving away from Worldpay as the BE's payment system. She is concerned that other systems such as Stripe may mean that we could not have multiple entries for different events and therefore different payers in one basket and so would require each event to be entered and paid for separately. The Committee expressed the view that we should stay with Worldpay at

this time, pending further exploration and confirmation of capabilities provided by Stripe and other payment systems.

Report from Miranda Collett on Eventing Scores

- She reported on the operation of Eventing Scores at the Bicton 5*.
 - Overall, there was twice the load on the system compared to Bicton 4*
 - There was only one prolonged outage on XC day, due to an AWS back-up server issue
 - Computer Conquest helped resolve the AWS issue so all ran very well on Sunday
 - There was no impact on other events using Eventing Scores at that time.
- Movement-by-movement in car dressage scoring is going to be tested at Cornbury to provide additional testing for Blenheim. Wendy McGowan will look at whether movement-by-movement dressage scores can be pulled through into the BE database for another quick win; similar is true of the fence analysis. We will publicly launch the movement-by-movement dressage scoring to the members at Osberton; the Chair will speak to Beccy Barrett, BE's Head of Stakeholder Management and Communications, about promoting this

3. Matters for Approval and Updating

- The July 27 Meeting Note was approved as presented
- The Chair reported on the presentation of the Committee's report to the Board meeting of August 17, noting that it was well received with Board members expressing appreciation of the amount of work and progress since the Committee's establishment at the beginning of the year; although the operation of the IT system is not yet completely under control, we have a clear roadmap to guide us on moving forward
- On Training, Wendy Evans said that she and Miranda Collett will now work to get a one-pager guide in place over the offseason so that it is ready for training before the start of the next season
- Debbie Pritchard reported on Sport Committee matters with IT impact:
 - Intermediate Masters Pilot for 2022 – we should assume that a manual workaround for the current system limitations will be implemented; the specification for fixing the validation process should include as a general principle that pilots start with a manual workaround rather than commissioning system change
 - 80 T optionality –to allow entries secretaries to remove the T from the name of the class, it's estimated that 2 days of systems work will be required
 - The first-come, first-served model was trialled at Frickley but no precedent was set, because the event wasn't full

- FEI Rule changes including MER changes due to be ratified at the FEI meeting in November will need to be implemented in the system
 - ERQIs – no IT implications at the moment, but it would be desirable to include ERQIs in the entries process as the Irish system does; at the moment ERQIs are used only by BE officials. Discussion should continue whether ERQIs should be made publicly available. The Committee expressed a consensus that this work should be included in the validation spec along with CPRs. Equiratings could provide a dashboard to start off, but significant IT work will be required to make this part of the entries process.
 - Escalation of issues to the Sport Committee - Rider Working Groups and stakeholder bodies including the Regional Users Groups and Youth Programme managers should feed issues to Beccy Barrett. Debbie will liaise with Beccy to send out reminders to everyone in advance of each Sport Committee meeting, asking people to identify any issues for escalation
- The updated Risk Register was presented; the Chair noted that single person dependency for both Miranda and Adam still is a major issue, and she asked that mitigating steps (e.g., how Computer Conquest could provide backup) be explored at a future Committee meeting
- Wendy McGowan went through the IT budget as of July 31, explaining that the figures have been adjusted based on the anticipated start date for the new Head of IT and the fact that the cost for Eventing Scores did not increase until March. No Salesforce discount is likely to materialize so none is reflected in forecasts. The Committee concurred with the Chair's view that the IT budget should assume that the new Head of IT will need to be full-time at least at the outset, although this might be adjusted to accommodate a higher quality recruit wishing to work on a more flexible basis
- The Finance Committee will review the 2022 budget at its next meeting, scheduled to take place before the Committee's next meeting on September 28, so Wendy McGowan will circulate the proposed IT budget to the Committee by email to seek approval before presentation to the Finance Committee
- The position description for the Head of IT has been published on the BE website with an application deadline of September 15; several applications have already been received
- Pending recruitment of the new Head of IT, the Committee approved the CEO's recommendation to engage a specialist company on a contract basis to provide a resource for interim project management and to assist in recruiting the new Head. The IT team will report to the interim resource and he/she will report to the CEO, as will be the case with the permanent Head.

AOB

Wendy McGowan observed that with Helen West having stepped down as the Bicton event organiser upon appointment as CEO, there is no current event organiser on the Committee. The Committee's terms of reference provide that its members will include a representative of Event Organisers as recommended by Chair of BEOA. The Chair will consult with the chair of the BEOA to identify a suitable candidate.

DECISIONS

Approved CEO's recommendation to engage specialist company to provide interim project management resource

Approved recommendation to pursue obtaining telephony service from Microsoft Teams

Approved plan to produce a defined validation 'rules engine' specification suitable for tendering work to implement this to third parties; IT team to refrain from any building of code/data structures changes unless they are sure this is necessary even if the build of the engine is outsourced

Next Meeting: September 28, 2021