



BRITISH EVENTING

IT STEERING COMMITTEE

SUMMARY OF MEETING ON SEPTEMBER 28, 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 of the recommendations from Phase 2 of the IT Programme Strategy Review, the Committee is overseeing management’s implementation of a strategy to replace the IT system piece-by-piece with accredited third-party suppliers, with an interim project manager now in place.

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 28.

Discussion

1. General

The Chair introduced David Beck, who has been engaged on a contract basis as the interim IT project manager; and Martyn Johnson, who will serve as the event organiser representative on the Committee.

2. Review of Actions List

The Committee went through the outstanding Actions and focused on the following items:

- Access to BHS Server Room – The CEO reported that recent discussions have not moved things forward. However, David Beck outlined a longer-term proposed solution of moving critical BE IT functions into the cloud (e.g., AWS or Microsoft Azure), which would remove dependency on BHS servers; he will explore this as a matter of priority with a target of moving to the cloud by year end, although Elaine Tragett cautioned that this was ambitious; we may need to negotiate an interim extension to the BHS contract

- Validation “rule engine” spec – David reported that work is progressing with Miranda Collett and the IT team with a shared expectation that the work will be outsourced to a third party; the Chair asked for an outline plan to be produced within a week as time was already very tight and the possibility of implementing something before the start of next season could be slipping away
- Upgraded Cross Country App- Debbie Pritchard reported that budget has been identified to roll this out to officials and she is liaising with the Cross Country App team to deliver
- Approach to rules re: systems (e.g., balloting requirements) for national vs international events – we need to define what events must do in order to comply with BE’s event administration. The upcoming November meeting for 4* and 5* organisers will be an opportunity to discuss this, with an update to be presented at the next Committee meeting thereafter
- PCI Compliance – David reported that his review of the IT functions relevant to taking credit card payments did not appear to present system-related non-compliance issues, but there were several control points that needed to be addressed, such as taking card details over the phone. It was agreed that David will provide a more detailed report to close out the IT aspects of this issue, and the Chair will now raise it with the Finance Committee for action to enhance the relevant internal controls

3. Change Management Reporting

General

- David summarized his first week as interim project manager, focused on getting an overview of the team’s work and current priorities. As he is only providing us with 1 day a week, he hasn’t yet had an opportunity to develop updated reporting on progress. It was agreed that he would work with the Chair and Terry Miller to provide updated reporting as soon as possible for circulation by email to the Committee in the interim before the October meeting
- The Chair highlighted the need to progress with moving the function of outline timetabling into Eventing Scores, to join the rest of the event management functions. She asked Miranda and the IT team to work together on identifying what needed to be done and to report back at the next meeting

IT User Group

The following items have been raised by users:

- Problems with using the stabling function—this doesn’t seem to be widely reported, so more details will be sought from those experiencing problems
- Locked fields in schedules – it was agreed that the extent to which fields cannot be changed by entries secretaries merits review. There may be some additional training

that can assist with providing more flexibility. A group will be formed with Debbie, Miranda, the IT team and representative users to pursue how best to address

- Inability to see the upcoming Aston fixture on Apple devices – The IT team will seek to identify any bugs with Apple, meanwhile it was suggested that the Aston event organiser should be informed so that any gaps in communication could be addressed
- In response to a question about whether users reporting an IT issue receive notification when it's been closed, the IT team confirmed that this should happen, but would check

Report from BE IT Team

- The Committee reviewed the current IT team tasks list, noting the following
 - Time has been spent on various BAU matters including membership issues with renewals/inaccurate dates
 - Work to address the Worldpay security authorization issue is pending, must be completed by February 2022 and will require a big chunk of time, so consideration is being given to switching to another payment system, e.g., Stripe or Sage. Committee members reminded the team that a decision had been taken at the previous Committee meeting to stay with Worldpay pending further exploration of capacities presented by other systems. It was agreed that the CEO would follow up with David on this and present more information to the Committee before going forward
 - Recently, time has been spent trying to manage the limited data storage provided by Salesforce. The Chair asked for further information on this to be presented to the Committee as a matter of urgency to ensure that appropriate steps are being taken
- Discussion ensued on priorities for website development, to be identified as soon as possible so that the team's time can be allocated accordingly

Report from Miranda Collett on Eventing Scores

- She reported on the operation of Eventing Scores at Blenheim, noting that Eventing Scores outages were not due to lack of AWS capacity, but to the model used by Eventing Scores to access this; Miranda has already made changes to the model to alleviate this
- She is meeting with the team from Computer Conquest later this week to discuss their support going forward
- Movement-by-movement dressage scoring is not currently possible as the providers of the Ipad apps have not yet supplied a robust enough application. The approach for 2022 instead will focus on providing a complete set of movement-by-movement scores almost immediately after the test, through keying individual scores as soon as the paper test is received from the writers. The Committee noted that these

individual scores cannot be passed through the existing API between BE and Eventing Scores and so cannot be seen on the BE website

- She referred to her updated status report, and to her list of winter priorities

4. Matters for Approval and Updating

- The September 6 Meeting Note was approved as presented
- Debbie reported on Sport Committee matters with IT impact:
 - Novice Championships – the criteria have now been approved, so the special rules will need to be incorporated into the validation functionality
 - Rider Review
 - the Dauntsey pilot has been very well received, and we should now move forward with finding a more automated process which still allows for editing comments, looking at possible third-party solutions and potential funding for these
 - the Rider Working Groups have also asked if course descriptions could be updated, which would require consideration of the necessary changes in Salesforce. RWGs were asked to identify specific aspects of course descriptions which the BEOA chair could then pick up with event organisers, to be presented as an opportunity for organisers to promote their venues more accurately. After discussion, it was agreed that if possible, any such updates should be available without changing the Salesforce format; if this proved to be too difficult or time-consuming, we should focus instead on getting the rider review program well established during 2022
 - Prize Money Claim Form – this is being standardised for 2022 as a pdf. Committee members raised the possibility of having prize money operate as a refund of entry fees, but after discussion it was agreed that this posed several issues and shouldn't be pursued now
 - Escalation of issues to the Sport Committee – the approach of having Beccy Barrett send reminders to Rider Working Groups and stakeholder bodies including the Regional Users Groups and Youth Programme managers worked really well in advance of the recent Sport Committee meeting
- The updated Risk Register was presented; David suggested several items to add, including risks posed by any gaps in GDPR and Business Disruption processes
- The proposed IT budget for 2022 has not yet been finalised; it will be presented to the Committee for review once its alignment with the CEO's proposed strategy has been confirmed and David's views have been incorporated

Next Meeting: October 26, 2021