



BRITISH EVENTING

IT STEERING COMMITTEE

SUMMARY OF MEETING ON OCTOBER 26, 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 October 26.

Discussion

1. Change Management Reporting

The Chair made the following observations:

- The Priority List is the Committee’s master list to guide and oversee progress on the key issues, recognizing that the IT team must be able to determine the order in which matters are dealt with by juggling their limited resources and coping with unexpected and ongoing BAU matters
- She compared the Priority List with the User Group list, which captures user issues but does not identify them as priority items, and they should not appear on the Priority List, unless the Committee has determined that they warrant priority time and attention from the IT team.
- Once items are on the Priority List, the team should identify any blockers or questions on ordering within the list, so that the Committee can help unblock and re-prioritise as necessary

- The Committee is an oversight rather than management function; David and the CEO must deal with decisions required between Committee meetings. If necessary, the Committee will regularly remind people that decisions on IT matters must be referred either to the CEO for immediate action, or to the Committee
- It was agreed that basic criteria for decisions to prioritise IT work between Committee meetings should be developed, and a draft will be presented for review at the next Committee meeting
- It is David's responsibility to work with the IT team to update the Priority List with progress ahead of each Committee meeting
- The top 10 priorities identified by the Committee are listed below. It should be borne in mind that this does not necessarily indicate the order in which items will be addressed, and that delivery capability depends upon availability of the very limited development resources, which may need to be spend on BAU matters (those which must be addressed so that members are able to carry out registration and entry activities, and BE as an organisation is able to continue to operate)

The Committee then discussed each of the items on the updated Priority List, and agreed on next steps/revised timings where indicated. The following matters were highlighted:

- Validation spec – draft documentation is in progress with assistance from Miranda Collett in anticipation of seeking preliminary reviews of feasibility on a confidential basis from selected potential suppliers. The validation “rules” must be reviewed by Debbie Pritchard and her team and any business priorities (e.g., validation of entries for the Novice Masters series) must be determined. As part of this discussion it was agreed that the reverse qualification process currently run by Equiratings cannot be done in Salesforce, rather APIs must be built to bring the data back into Salesforce for use in the member and horses database: getting this data from Equiratings is a dependency for the full delivery of the validation engine. A spec must be written to cover database requirements, and Miranda will coordinate with Debbie to produce this
- Telephony change – The Committee could not see any rationale for BE to retain existing numbers (some of which belong to other parts of British Equestrian), and it was noted that this strategy had previously been agreed with BE management. As a result the Committee recommended moving forward with implementing Microsoft Teams telephony functionality ASAP on the basis of establishing new unique BE numbers. David Beck will circulate to the Committee a proposal from a third-party supplier that he is recommending for implementing the change
- Network and Firewall changes – The CEO continues to be in discussions with the BHS to attempt to resolve the issues on a basis acceptable to BE, with back-up plans also in play.

- 3DS Authentication - the change to Sage Pay from Worldpay is going forward following the CEO's decision to proceed with this, having evaluated the costs and benefits and based on the team's assessment that the effort to work with Worldpay to comply with the new authentication requirements by February 2022 would require more resources and potentially more ongoing cost than moving to Sage Pay
- Movement-by-movement dressage – Miranda reported that this is ready to go live in 2022 for every international event. The Committee agreed that we should aim to have this also in place for all national events at intermediate level and above in 2022. It was done at the most recent Bicton by keying in the marks, and this worked well – it's therefore available for events to use if they wish, and if they have the resources to key in. Discussion ensued about having the individual movement marks available for review on the BE website after the event results disappear from the Eventing Scores website, and it was agreed that Eventing Scores will send a URL link to BE, allowing people to click on the archived data within Eventing Scores.
- The Eventing Scores information on prize money is also available to entries secretaries by using the search button at the bottom of the Eventing Scores home page
- Miranda produced an immediate solution for retrieving information on the performance of individual horses by clicking on the BE logo on the expanded results page in Eventing Scores – this now takes the user to the horse's performance record in the BE website
- Outline timetabling – the Committee was asked to review Miranda's proposal so that this can move forward before the next meeting
- Support from Computer Conquest – Miranda was asked to provide more detail on the arrangements she has worked out; these must ensure that there is cover for times when she is unavailable

IT User Group

The Committee reviewed the items on the updated User Group spreadsheet, and agreed the following:

- Event schedule set up and review – the issues raised by the User Group fall into two main categories: too many fields are locked in Salesforce and cannot be changed by an entries secretary; and there is no ability to preview the event schedule before it goes live on the website. The Committee agreed that both issues should be added to the Priority List
- Stabling – It was explained that there is no easy way to see each-day totals. A stabling spec was developed by the Committee earlier this year, but it was agreed that not all elements would be implemented at that time; the existing spec will be reviewed to determine if the each-day total is included, if not this will be picked up as part of the Priority task. The Committee agreed that the Stabling work should be added to the Priority List

IT Team Task Update

David presented his analysis of how time currently is being spent by the IT team, including the significant percentage allocated to BAU. He is doing further work to assess and where possible improve the use of project management tools such as JIRA, aiming to manage the limited resources in the most efficient way.

2. Transition to Executive Committee

The Chair outlined plans to move the Committee's oversight responsibilities to an executive committee chaired by the CEO. There is no immediate date for the transition pending further discussion with the CEO. The Chair intends to remain responsible as a BE non-executive director for oversight at Board level to ensure that the roadmap for change approved by the Board in June continues to move forward.

3. Matters for Approval and Updating

- The proposed IT budget for 2022 has not yet been finalised as Board approval remains subject to Committee review and sign-off ; 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
- The Chair confirmed that the BE Board appointed David Beck and Martyn Johnson as Committee members at the Board's most recent meeting, and she asked that the Committee approve the revised Terms of Reference as presented, reflecting membership changes. She summarized key points of the Board's discussion concerning the Committee's work. She also highlighted the disclosure of the BE Chair's recent engagement by Salesforce, and the Board's concern to address conflicts of interest by taking mitigating steps, including ensuring that the BE Chair stands back from decision-making, or influencing any decisions, by BE management, its board and committees relating to Salesforce.

Decision

The Committee approved the revised Terms of Reference as attached.

Top 10 Priority List Items

Finalise spec for new validation engine for tender to third-party suppliers

Negotiate network and firewall changes with BHS/implement back-up plans

Replace telephone system with Microsoft Teams

Comply with new 3DS payment authentication laws and change from Worldpay to Sage Pay

Automate production of Rider Reviews

Implement Movement by Movement Dressage

Move Outline Timetabling to Eventing Scores

Adjust event schedule functionality to reduce locked fields and provide preview

Enhance Stabling functionality to provide each-day totals

Finalise details of Eventing Scores support arrangements with Computer Conquest

Next Meeting: November 30, 2021