

IT STEERING COMMITTEE

SUMMARY OF MEETING ON NOVEMBER 30, 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 November 30.

Discussion

1. Change Management Reporting

The Chair noted that from December 1 the role as interim Head of IT will be handed over to Jeremy Hyland, under the same contracting arrangement with Freeman Clarke.

The Committee then reviewed the updated Priority Plan. The Chair noted that setting and noting any adjustments to the live target and “drop dead” delivery dates are critical to monitoring progress and asked that this always be done going forward. Discussion then focused on the following items:

- **Implementing changes to the membership structure for the 2022 season** –this is currently the top priority, with a requirement to be live and tested before January 1 so that membership fees can be processed for the start of the new year. Currently, it appears that the back-up plan for manual intervention may be required in some cases. The Committee requested a detailed project plan covering all the things that need to be done, including member communications and testing, and this was undertaken by Jeremy for production by the following day.

- **Finishing the detailed spec for delivering a Validation rules engine, so that tenders can be sought from third parties to carry out the work** – Miranda Collett has set this up entirely from the 2021 rulebook, and now needs to confirm 2022 changes with Debbie Pritchard, including clarity on the special eligibility requirements for Area Festivals and Intermediate Masters. It was agreed that Debbie and her team should be able to provide enough information to supply a meaningful model to potential bidders, particularly bearing in mind that the ability to manage ongoing rule changes is an essential criteria. On that basis, December 31 was set as the target date for finishing a spec suitable to send to external bidders.
- **Implementation of a new HO telephone system that will fully support home working** – It was confirmed that the scope of work has now been agreed
- **Completing the work for agreed office-sharing arrangements with BHS** – a reasonable bid has been obtained which the Committee recommends accepting for the work relating to the BHS network and firewall
- **Automating the process for production of rider reviews** – It was explained that Survey Monkey could do this if enhanced, and a bid on the necessary enhancement has been requested
- **Implementing changes to the payment system to comply with new security authorisation requirements effective in February 2022** – this is on track along with moving the payment system to Sage Pay from Worldpay

The Committee also discussed the rogue generation of an email sent out to some members last week containing outdated information on membership discounts

- The team investigated this and determined that an automatic month-end prompt in Marketing Cloud had not been set to turn off on 31 October when the former Marketing person left BE
- The issue arose due to the very limited use of Marketing Cloud
- The issue has been addressed and it has been noted that handover notes concerning use of IT tools should be standard practice when staff depart.

Wendy Evans asked if the work to allow entries secretaries to release the automated confirmation emails as soon as sectioning is completed could be done before the start of the season. It was agreed that once the membership restructuring work is done, this will be re-visited for prioritising.

IT User Group

Jenny Levett reported that at the November 24 User Group meeting, one of the members had raised the issue of not receiving member communications, including the invitation to the AGM

Discussion ensued, and it became clear that there is not a good understanding of the various groupings of members, lapsed members and subscribers available for mass communications

- The Chair asked the team to explore this further and report back, so that the Committee can determine whether this issue should be escalated to the Priority Plan.

Eventing Scores

Miranda referred to her paper from the October meeting on proposals for migration of outline timetabling to Eventing Scores

- She will move forward with the identified alternative of providing this service to scorers upon set-up, and will get everything ready for the BE IT team to build the necessary API as soon as possible
- She will also coordinate this with the BE team

On her further work with Computer Conquest and other support arrangements:

- She has focused on working with them to build the necessary structure for high-volume traffic
- CC now has access to the source code, database and server
- She now needs to help them increase their knowledge of the system ready to take over as emergency back-up from the start of the next season
- She is also recruiting an additional admin/technical resource.

2. Matters for Updating

Working drafts of the IT budget for 2022, including three revenue scenarios that are being modelled, were included in the Committee materials. These include some numbers for 2021 IT spend to date and forecasted for the remainder of the year, but the numbers don't immediately reconcile to the previous management accounts and forecasts reviewed by the Committee (most recently as of July 31). The Committee once again emphasised the need to review timely and accurate IT accounts and proposed budgets, to properly carry out its responsibilities. It was agreed that the Chair and Jeremy would follow up with Wendy McGowan to immediately obtain the most recent monthly accounts, to resume the previous cycle of receiving monthly management accounts and forecasts in good time before Committee meetings, and to press for sight of concrete 2022 IT budget numbers as soon as possible

Top 10 Priority Plan Items

Implementing membership restructure changes for 2022 season

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

Complete work for network and firewall changes with BHS

Implement new head office telephone system to facilitate at-home working

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

Automate production of Rider Reviews

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

Continue to finalise details of Eventing Scores support arrangements with Computer Conquest

Next Meeting: January 25, 2022