



IT STEERING COMMITTEE SUMMARY OF MEETING ON APRIL 26, 2022

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 pending recruitment of a senior IT 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 April 26, 2022.

DISCUSSION

IT Management Accounts

Spend on IT remains under budget. This is partly due to timing of payments, but also reflects careful focus on identifying priorities and deferring other projects.

Recruitment of Senior IT Manager/Resourcing

It was reported that following completion of the recruitment process an offer has been made and accepted, with the new head of IT due to start on June 13. Her experience is in managing IT within complex environments, and the Committee asked that Wendy McGowan explore the availability of some structured Salesforce courses to enhance her knowledge in this area.

The Committee discussed plans to provide interim resourcing for the IT team to mitigate the risks of imminent departures, and the work being done by the Chair and the CEO to identify short-term and longer-term solutions. The proposed approach is to engage a third party software house to scope key development areas and to produce user-friendly materials setting out these areas and recommending how to address resourcing going forward.

Discussions with a software house are close to final, and the agreed terms will be presented to the BE Board for approval, with the same information to be provided to the Committee to ensure ongoing alignment. The Committee endorsed this approach.

Riders Working Group (RWG) Reviews of Website and Individual Email Notifications

The Chair thanked Elaine Tragett for pursuing discussions with the RWG, and asked her to summarise the results. Elaine highlighted the following points:

Website

1. There should be direct links to Eventing Scores from the BE website and these should be highlighted: having seamless access to Eventing Scores will improve the member's IT experience. A recent example is the "self-qualification" link on the BE homepage.
2. The Committee endorsed the concept of seamless integration as the right vision, and agreed that there should also be links on every event page directly to the Eventing Scores event site; and reverse links from Eventing Scores to BE to show results. BE style formats should consistently be used so that the pages look and feel the same.
3. We should pursue setting up BE-branded pages for riders and owners on Eventing Scores, using a bookmark or a button to say "email this to me". This could be linked to the BE database. For example, a URL from 'My BE' on the BE website could link to a riders page on Eventing Scores. Miranda Collett has produced drafts of an owners page (she has been working on this with the Chair) and more recently of a riders page, and she will send her drafts to the Committee members for comments
4. The BE Twitter feed on the BE homepage and the BE event page should be removed. The BE Facebook feed should only appear on the BE homepage.
5. It was noted that the detailed comments on the BE website from the RWG are on the agenda for discussion at the IT team meeting tomorrow. The Chair stressed that this is a wish list, and the aim is for the team to determine if there is anything on the RWG list we can do quickly and cheaply. Elaine said she had worked hard with the RWG to keep the list modest and focused on user-friendly aspects, little things that would make a big difference. It was noted that in some cases the requirements which RWG would like to change were set for the website at the outset, based on a previous understanding of what riders wanted or set by specific business limits such as the 5-fixture box for imminent events.
6. A discussion on caching ensued. It was explained that clearing the cache still needs to be done manually. Different browsers update at different times. It's cleaned several times during the day, but the event newsflash can get stuck. If the entries secretary changes text in the schedule for an event, sometimes it doesn't immediately update on the website; this is not due to caching as such but a different problem with the Salesforce/website integration. It can easily be rectified by the head office team once they are alerted to the issue.

Email communications

The Committee discussed the comments from the RWG, and concurred that the guiding principle should be self-help. It was agreed:

- The automatic individual email notification of entry received should continue, but stressing that Eventing Scores should be checked for all other information going forward

- For cancellations and moving of days, the event organiser should decide how best to communicate and accept responsibility for doing so, and should be allowed to manage this themselves
- Text messages for start times should be replaced with a text saying “your times are available on Eventing Scores”
- Text messages of an immediate nature re: cancellation or other last-minute changes should continue (it was noted that the cost of text messages is not significant)

Change of Payment Provider/Merchant ID

The Committee considered the most recent update on the situation.

- We are currently awaiting a new merchant ID from our payment system provider Worldpay, pending submission of information and another 3-4 weeks for processing by Worldpay
- During the past month, 16% of payments had to be processed manually through head office, with 80% of these due to the 3DS issues
- This has also meant that a similar percentage of refunds have had to be done manually
- Once a new merchant ID is obtained from Worldpay, the BE website will need to be down in order to deploy the new channel for Opayo/Cloud payments
- Members will continue to be reminded to call the office if their online payments are refused, and Wendy confirmed that the necessary resources to handle manual processing remain available.

REVIEW OF PRIORITIES

The Committee then reviewed the updated Priority Plan, with discussion focused on the following High priority items (other than those already discussed as above) where activity has taken place since the previous meeting. Agreed actions will be reflected by updating the Priority Plan.

Membership restructuring – The changes agreed by the CEO to allow Introductory and Standard memberships to cover all classes for ownership whilst maintaining the limitations in relation to use of PAYG have largely been implemented, with those relating to Standard and 2 Intermediates now requiring a final 5 days of development work and testing, with delivery on track for mid-May; and with manual workarounds in the interim.

Badminton entries – The API has been set up and the entries are ready to be entered, now requiring them to be scheduled. The work required to replicate the process for Blenheim and Burghley hasn’t yet been done, but it will put on the list for discussion at tomorrow’s IT team meeting.

Validation rules engine –The necessary APIs have now been set up, but these now need to be integrated back into Salesforce so they can be implemented through the website. A further meeting will be required in order to agree on the high-level design for further work.

Network and Firewall Changes to align with BHS requirements - The final test had to be rescheduled, meaning completion has moved from end of April to end of May.

Automating the process for production of rider reviews – The technology is now in place, and the next step is to select an event and manage the process, with the Committee to review after completion.

Salesforce Data usage – It was noted that BE's usage has moved above 100% of the agreed level, but this appears to be due to Salesforce having reduced the usage level in February upon renewal of the license. This will be pursued with Salesforce to ensure levels are appropriately set.

Penetration Testing – It was agreed that any decision to move forward on this should be signed off by the Committee before proceeding, including evaluation of the budget limitation. Elaine offered to assist with scoping the requirements and estimated cost.

PROJECT STACK/NEW INITIATIVES

The Chair and the CEO noted that work on the non-priority items in the Project Stack will be deferred for the moment, other than the changes necessary to implement some further initiatives, as follows:

- A new format entry level competition is being launched with details to be announced shortly. It is hopeful that this can be implemented for the second half of the season.
- The other new initiative is the implementation of a number of leagues for members – again details to be announced shortly.
- PAYG costs to members have now been cut by 50% (now requiring only one-time annual fees of £15 per member and £15 per horse, then only £10 per event). The Committee noted that all the IT work for this change had been completed successfully.

The IT team have been reviewing the further changes required, estimating that approximately 10 days will be required for development and testing, plus a contingency. Currently, completion of the work for the Standard and 2 Intermediate model has been considered the priority.

Following discussion, the Committee agreed on an adjustment to the immediate priorities, as follows:

Online payment authentication

New BE entry level competitions

Standard and 2 Intermediate model (this can be managed with a work around if necessary)

Badminton entries on the website

Validation rules engine

IT USER GROUP

There were no new issues raised from the User Group

EVENTING SCORES

Miranda Collett referred to her report included in the meeting materials, with no additional issues presented for discussion

Top 10 Priorities:

Changes to Payment System for New Security Authorisation Requirements

Changes to entry systems for new BE entry level competition

Completion of membership restructuring re: Standard and 2 Intermediate model

API for Badminton Entries interface

Validation Rules Engine

Complete all final steps of Network and Firewall Changes to Align with BHS

Pilot Automated Process for Rider Reviews

Penetration Testing

Multi-Factor Authentication for Salesforce and Office 365 Users

Equiratings API to Automate Reverse Qualifications Data

Next Meeting: June 14, 2022