



## **INFORMATION SYSTEMS STRATEGY**

### **OVERVIEW**

The Bowls England Committees will map IS solutions to the business requirements. Information Technology (IT) will be used and developed to augment any 'back-office' systems (administrative, IT and accounting processes) required to support the Headquarters and Counties' business systems.

Business enhancements will shortly be enabled by IT to implement a state of the art Website which, apart from a comprehensive News and Reference Information service, will include on-line shopping, competition entry and secure payment facilities.

Bowls England IT is designed to provide efficient processing and communication services through the deployment of an IT strategy based on a standard Microsoft technology framework.

### **Technology**

IT related projects - using any new affordable technology - will be central to the unification programme. The effective use of the website for a wide range of services including Competition results, Competition entries and merchandising will be explored to the full.

The internal use of IT will be centred around de Facto standard Operating Systems and Office or 'specific use' packaged Applications.

Any Application Development will be kept to an absolute minimum. Any new hardware or software under consideration, will be the subject of review by the Finance Committee prior to Invitations to Tender (ITT's) being distributed to potential Suppliers.

Full daily back-up processes are in place covering Server & Desktop Images/data recovery, with Off-site rotated storage of Network Accessible Storage (NAS) devices.

The Business Continuity Plan (BCP) and IT Disaster Recovery (ITDR) documentation is currently being developed.

### **Communications**

As many Clubs as possible will be encouraged to provide an Email address to enable them to receive information quickly and directly from Bowls England. This will achieve improved speed and accuracy of information flow and help to reduce the ever-increasing printing, packing and postage cost overheads.



Media management will be achieved using a specialised media service - to enable Bowls England to develop and maintain its 'press office' capability. UK media contacts will be kept current via a 'service' database 'Newsflash', which provides a 'live' directory of UK media contacts, covering newspapers, magazines, TV, radio and the web.

### **Process**

The Council and Executive Board will consider recommendations from:

- The Finance Committee, who will:
  1. Monitor the performance of IT related facilities already in place and – following discussion with the IT Manager – determine any changes or additional requirements necessary to achieve the desired performance level.
  2. Evaluate any additional or amended Systems, Software, Databases or Processes prior to any commitment being given to purchase/implement.
  
- The Member Services Committee, who will:
  3. Recommend the content and presentation of the Website
  4. Identify and formulate Member Communications to be distributed primarily via Email

### **CURRENT PRACTICE (as at 10<sup>th</sup> September 2008)**

#### ***Administration***

Workstations are password protected  
Server and router are password protected  
In-house control of software

#### ***Training***

Training is currently given as and when required, either internally or by external bodies as appropriate.

#### ***Support***

In-house control and Trionics Data Services are called in if required.

#### ***Security***

Network Router is firewall protected.  
Workstations are firewall protected with Windows Defender installed on all of them.  
E-mails are filtered by Postini before being delivered to the Bowls England network.