Purpose

This presentation is a summary of the ABF Technology Strategy – 2018

The strategy document reviewed the current state of technology in bridge in Australia and made a number of recommendations which are presented here.

For details of the alternatives and why these recommendations are being made, refer to the main strategy document.
What We Have Now

**Face-to-face (Club or Congress)**

- Event Management
  - How you enter an event
  - Payments
    - How you pay

- Dealing Software
  - Behind the scenes

- Dealing Hardware
  - Behind the scenes

- Hand Records

- Director Scoring
  - What the director uses

- Table Scoring
  - Bridgemates

- Pre-Paid Systems
  - Recording MPs
  - Cashless, Discounts

- Websites
  - Club, State, ABF

- Results (Web)
  - e.g. Pianola

- Names
- Points/Names

**Online**

- Electronic Bridge
  - BBO, Fun Bridge

- Plenty of space over here

Club game or Event

- Results
  - Vugraphs for major events

- Pre-Paid Systems
  - Plenty of space over here

- Websites

- Director Scoring

- Table Scoring

- Payments

- Vugraphs

- Pre-Paid Systems
  - e.g. Pianola
What We Have Now

The current systems are loosely connected components, generally built as labours of love to address gaps, or in some cases as commercial products sold worldwide e.g. Bridgemates.

**Strengths**

- Very committed people
- Non-commercial approach
- World leading outcomes
- Highly diverse solutions

**Challenges**

- Very dependent upon individuals
- Fragmented technologies
- No strategy for online bridge
- Based upon older technologies
- Incomplete solution
<table>
<thead>
<tr>
<th>Risk</th>
<th>Description</th>
<th>Impact</th>
<th>Likelihood</th>
<th>Mitigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unsupported scoring software</td>
<td>The scoring software that is used currently is no longer supported and an alternative has to be found</td>
<td>Severe</td>
<td>Probable</td>
<td>Develop new software before this becomes an issue (within 5 years)</td>
</tr>
<tr>
<td>Data loss</td>
<td>Personal information is hacked</td>
<td>Significant</td>
<td>Low</td>
<td>Not currently an issue, as we hold very little personal information, however this may become a problem later</td>
</tr>
<tr>
<td>Payment gateway breach</td>
<td>A failure with technology causes credit card details to be exposed</td>
<td>Significant</td>
<td>Low</td>
<td>The gateways are supported by others and we hold no credit card details</td>
</tr>
<tr>
<td>Innovation drives existing players away</td>
<td>A resistance to change causes falling membership numbers</td>
<td>Significant</td>
<td>Possible</td>
<td>Manage change carefully and with member involvement</td>
</tr>
<tr>
<td>Lack of innovation drives existing players away</td>
<td>A failure to move with the times cause players to leave</td>
<td>Significant</td>
<td>Possible</td>
<td>Investigate new technologies and look for better ways to do things</td>
</tr>
<tr>
<td>Lack of innovation fails to attract new players</td>
<td>The lack of technology in bridge turns off new players</td>
<td>Significant</td>
<td>Low</td>
<td>People do not generally take up bridge because of the technology, but especially for teaching technology, if we can make it a good experience, they are more likely to continue to play</td>
</tr>
<tr>
<td>Technology projects fail to deliver</td>
<td>Projects are run, but fail to deliver what they should</td>
<td>Severe</td>
<td>Possible</td>
<td>Have robust management of projects and choose partners wisely</td>
</tr>
<tr>
<td>Dealing hardware manufacturers go out of business</td>
<td>We find ourselves unable to replace equipment</td>
<td>Severe</td>
<td>Minor</td>
<td>There are multiple manufacturers</td>
</tr>
<tr>
<td>Players move to online bridge and away from clubs</td>
<td>Membership drops as people move to playing more online</td>
<td>Significant</td>
<td>Low</td>
<td>This seems unlikely and at least they would still be playing bridge. Moving into using online bridge as a channel for the ABF will mitigate this</td>
</tr>
<tr>
<td>Clubs move away from the ABF</td>
<td>Clubs chose to reduce cost by not being members of the ABF</td>
<td>Severe</td>
<td>Possible</td>
<td>Ensure the ABF stays viable for clubs by offering better technology</td>
</tr>
</tbody>
</table>
Top 10 Recommendations

1. The ABF should **build their own technology** covering the entire technology stack with the exception of hardware and should provide this technology to clubs **for free**. The software should be Open Source.

2. The ABF should ensure that the **current developers of technology** are fully involved in the transition and that their contributions are properly acknowledged.

3. The ABF should establish a **helpdesk function for clubs** that covers not only technology problems, but other common club issues such as director rulings and movements.

4. The ABF should identify a **suitable IT partner** to build this technology and implement a program of works to **gradually** move all functionality into their new systems.

5. A **cautious approach** to this migration should be taken to **minimise risk**.

6. Priority should be placed on building an accurate, secure and self-managed **database of ABF member details**.

7. The ABF should provide an **electronic messaging service for congress players** to notify them of the draw and results automatically.

8. The ABF should cautiously explore **new technologies** such as tablets and on-table dealing systems.

9. The ABF should develop a strategy around **online bridge** that encompasses the player experiences that this offers.

10. An **IT Steering Committee** should be formed to oversee the direction of technology and ensure appropriate controls are in place.
Design Principles

• Web-based system – (almost) nothing to install
• Built gradually over time
• Highly secure – best web security
• Designed with input from the current technology providers
• Single programming language used
• ABF owned
• Project managed by an experienced bridge player
• Disaster recovery in place and tested
Possible Transition Plan (high level draft)

Don’t worry if this makes no sense to you, it won’t be accurate anyway. It is a chart of how we could deliver this stuff, going to the right is time. It is too early for this to be even close to accurate.

$150-200k  $200-300k  $140-180k
Further Considerations

The main focus is on core technologies, primarily around running and scoring events.

In addition it is recommended that:

• The ABF looks into a strategy for online bridge
• New technologies such as Love Bridge (tablets) and Bridge+More (a dealing machine per table) should be investigated
• End user computing such as laptops, printers and projectors should be considered to provide recommendations and support for directors