

7 December 2009

## Squash New Zealand IT Platform - Update

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To the Squash Community

The platform has been in place for over 1 month now and we appreciate the assistance of everyone involved in the initial rollout. There have been a number of challenges faced and we have been busy identifying and rectifying these. The site has evolved and we appreciate all the feedback that has been received. Please continue to advise, as this is designed to meet the needs of the players and clubs.

Enhancements that have occurred since launch are:

1. Improved navigation from the home page to the grading list and player history.
2. Addition of squash Statistics with the assistance of [www.squashstats.co.nz](http://www.squashstats.co.nz). This will be further enhanced in the future.
3. We are initialising an advisory group to review the whole system. They will review all the feedback and suggestions received and also readdress the registration process as well as making other recommendations.
4. Membership reports are currently being reviewed and checked to meet Terms and conditions.
5. Addressed issues pertaining to the grading list results entry.

Below is the status on certain issues.

1. **What does "Held" mean?** If a result on the grading list shows held, it means the winner was over 300 points less than the loser meaning it need authorisation. We are currently addressing the process of authorisation and the level of points.
2. **Results not updated.** Currently we have solved the issues faced with result entry. At present the process of result entry remains the same as does adding players to the grading list. In the New Year, date to be confirmed, this will change to allow entry from club and district level. This will again speed up the process.
3. **When is the grading list updated?** Results are entered as they are received and a report is run each night to update the list. This updates drawmaster also.
4. **Spam Filters on email confirmation.** We are still attempting to work with Xtra to solve the issue of registration confirmations being sent to bulk junk mail. This has been the no 1 issue we have faced in registration (over 80% of enquiries) and has caused delays in logging in. **If you do not receive confirmation email after registering please email the support team.**
5. **User names and passwords.** All user names and passwords that were generated will work. A point to note is passwords include case sensitive letters and this has created confusion especially around the letters L and i and also O and the number 0. Please be aware of this.
6. **Club and district Administration rights.** Clubs need to have someone allocated with admin rights to access reports. Please advise if your club does not have these
7. **Player/Member not on list?** If a known member is not on the list or hasn't received a log on, please advise me and I will arrange.
8. **User Manuals.** Due to the large amount of changes made, these will be updated shortly and district and National manuals completed.

The focus of the last month has been to address the issues we faced initially with registration and to improve the initial functionality and navigation. This has meant other modules have been delayed in rolling out.

Updated below are revised dates.

## **Stage 1      10 February 2010**

### **4. Online Court Booking:**

- A booking system for clubs to use for internal members initially allowing clubs to manage court usage.
- A Trial version is available for clubs to access on request.

## **Stage 2:      10 February 2010**

### **1. Interclub:**

- Software developed to help district to operate Interclub competition and have the results, draws, and standings all online with results connecting to the grading list.
- Currently finalising with districts visits in New Year to perform training and in final stages of testing.

### **2. Tournament online entry:**

- Online tournament entry with online payment.
- Finalising testing and arranging for online payment mechanism to be initiated.

### **3. Challenge System:**

- Provides the ability for players to challenge for grading points.

### **4. Competition Management:**

- Tournament draws and management system linking to online entry and the grading list.
- Currently finalising development and will undergo testing following this.

## **Stage 3: 30 February 2009**

### **1. Access and Security**

- Ability for online access to clubs linked to the court booking system and allowing non members to access facilities as controlled by clubs.

Once again thank you for your assistance and please feel free to contact me. If you get any feedback from your members, please collate and pass onto me, this will assist us to meet the needs of the users.

Regards

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