Questions and Answers from the Game Management System (GMS)

30/08/2021

Top 10 Questions this week!

1) **Will every individual club member/participant need to register separately?**
   Yes. At the heart of this change, is the golden record that the participant will be building over time. This doesn't currently exist within club systems largely as there are multiple providers. This means if a participant moves clubs, their involvement from club appearances to games umpired is lost over time. We also want to gather consents to the T&Cs and Codes of Conduct from each participant/ set of parents.

2) **Why do individuals have to register why can't the club bulk download?**
   Can a club bulk register members from existing lists?
   Can administrators not register members on their behalf?
   There is a legal requirement for individuals to provide their data directly to England Hockey, as opposed to the clubs doing it. Not only are they personally being informed of their data rights but they are also signing up to the England Hockey 'Respect' Code of Conduct. When an individual has provided their data to a club in the past, this was not done on the grounds of then sharing this information with England Hockey.

3) **Can you have more than 1 club admin?**
   Yes. England Hockey will be administrating the approval process for this and we will be working with the club to how many are needed based on its size and complexity. There will be a physical (as opposed to system) process for ensuring the number of Club Admin are proportional to ensure that access to data is managed.

4) **How do the two teams or umpires confirm result details on the match sheet i.e. what replaces the signatures we do on match sheets now. Who records the cards on the match sheet? The home team or umpire?**
For most games, the captains will complete the match information needed (results, scorers, cards) Umpires and MOs will need to check the GMS and advise teams if they are aware of any discrepancy. If this is not changed they must contact EH Competitions Department

5) **If we have multiple roles - how does that work with GMS? I am an umpire - so have an OMS login - will I use that automatically - or will I sign up separately and then link the 2 For multiple roles, you will sign up under the same login, but just have different roles allocated to your profile. Access levels will be set by the "highest" role within the system hierarchy. You can connect to different organisations as your roles change.**

6) **Does it matter if we don't put type of goal in?**
Dependent upon the level you play it, and the regulations associated with that "level", this information may not be mandatory. The standard league regulation states that – Goalscorers, Yellow & Red Cards, Injury report must be reported.

7) **How are juniors managed e.g., through purely parental registration for all U18s or is there a lower age limit as the CM providers has?**
Any young person under the age of 18 is considered a junior and will need parents/guardians to register their accounts. These junior accounts will be linked to the parents/guardian's one, as a point in principle to comply with Safeguarding Regulations. Once they turn 18, they can take direct control of their account.

8) **Can multiple siblings use the same parents email address?**
Yes, parents can add children to their account. Once they reach an age when they can manage their own account, they will need their own email address which will link to their player profile and player history.

9) **Do club level umpires need to register themselves in the same way as players do?**
Yes, club-based umpires (those that are not players) will be asked to register on the GMS and become a member of England Hockey Officiating (EHO). There are different subscription packages offered through the EHO, including a free option, so club level umpires can choose the subscription that includes the benefits that they wish to receive through their membership.

Players that umpire can also register as Officials and join EHO.

10) **Is the GMS smart phone friendly?**
Yes

Participant Registration

How will the sign-up work and how to monitor the system accordingly for the season?

Participants can access the sign-up page through the new Area or the EH website. This will direct them to the GMS page where they can register their name and email address. An email will be sent to their address to verify this and clicking on the link will take them back to the GMS site for them to continue adding details to their profile and also importantly signing up the T&Cs and Codes of Conduct. Once selecting the organisations and clubs, a notification will be sent to the Club Admin to approve or decline their request. Club Admins can see and manage the requests throughout the season. Participants can sign up at any time but will need to have an account so that they can be added to the official match sheet.

Will every individual club member/participant need to register separately?

Yes. At the heart of this change, is the golden record that the participant will be building over time. This doesn't currently exist within club systems largely as there are multiple providers. This means if a participant moves clubs, their involvement from club appearances to games umpired is lost over time. We also want to gather consents to the T&Cs and Codes of Conduct from each participant/ set of parents.

Will we need more than one log in if we are members of a league committee and also club admins or will one log in work for all of my roles?

You will have one log in that will allow you to hold different roles within the GMS system and it will look to tell you which role you are in whilst undertaking tasks e.g. you could be updating the notes section for a fixture as a Comp Admin (if that was your role) and moving to populating the match sheet as a Team Admin, all without logging out.

How are juniors managed e.g. through purely parental registration for all U18s or is there a lower age limit as the CM providers have?

Any young person under the age of 18 is considered a junior and will need parents/ guardians to register their accounts. These junior accounts will be linked to the parents/guardian's one, as a point in principle to comply with Safeguarding Regulations. Once they turn 18, they can take direct control of their account.

What is the assumption for minimum age for player registration?

There is no lower age limit. The main trigger for adding a young person to the system would be to add them to a match sheet. There would be one match sheet for a whole junior festival instead of individual games on the day. The important element is this data would form part of the person's participation in the sport over time capturing appearances through to young umpire activities for different clubs.

I'm sure you are considering GDPR issues?

All the personal details are ONLY under the control of individual participant. Personal data is only visible to those who need it to undertake specific tasks. Sensitive data that is collected is anonymised. All of this is being covered by a formal Data Protection legitimate interest assessment.

Will the system pick up when players turn 13 during the adult league system?

Yes, the date of birth is captured during registration and only the age is displayed to club and team admins where relevant. When specific trigger points are met, players can be added to the relevant club teams and added to match sheets. When a player turns 13, if they are looking to play in the adult leagues, the club admin can assign them to adult teams. This makes them visible to team admins who can add them to match sheets. For development badgers and vixens leagues where a small handful of adults play alongside the juniors, the

age banding can be set by the competition organiser as there is a minimum age. The player can be moved to these teams once they reach the required age.

Is a participant's email address a key data item in the registration process?
Yes. This is mainly used to identify individuals and help to reduce any duplicate records. It helps to drive the golden record about how people are participating within the sport.

Will clubs request their own access?
Clubs have previously provided some of the key contacts that they want involved. Club Admin access will be provided and the Club Committee will also receive details of who has access so that the right people can be involved.

Will a player register for a particular team or does the club do that?
A player will register and link themselves to particular clubs and organisations and the Club Admins can approve or decline the requests. Once they have been approved, the Club Admin will then assign them to one or more teams within the club.

When can players register in GMS?
From the 1st September onwards.

What online help / guidance will there be for: players (and parents for U18's) on using the system for registration, Area administrations and Clubs? Mindful that the SportLomo roll out had its 'user' challenges'.
There will be sign up guides and videos to assist participants and parents with the registration process. Training will be cascaded down through the Comp Admins, Club Admins and Team Admins so that they can help players and parents with registration as well. For the more complicated scenarios, there will be a support help function hosted by England Hockey where people can request help via email.

Can you confirm kit colour and hospitality etc?
Clubs have helpfully provided the kit colour information to us already when they provided details on their teams. This will be uploaded just before the start of the first fixtures. Hospitality information can be added to each home team fixture.

Will the essential player data be part of the Registration process? Is there a deadline for that to have happened?
Yes. The essential player data is part of the process. There will be additional support given to EHL clubs to help them support their players who have to provide some additional information.

Will everyone have access to all regional competition?
Access will be tailored to Area and the competitions you are responsible for. You may be able to view certain details within a specific Area you are assigned to but you won't be able to see another Areas details.

Will the Competition structure parameters and fixtures have been loaded for this season into the live environment? Will Comp Admins need to set up parameters for this season?
The competition structures and fixtures will have been loaded into the live environment with some default settings aligned to regulations so that Comp Admins won't need to change these details.

On the roles / responsibility matrix - it suggested that a Club Admin can create a team. I would suggest that this is Comp Admin - since the Area Leagues decide on who should be in competition.

The process will involve Club Admins requesting to add new teams which will be actioned by the Super Admin. The system is for the whole game including Juniors and not just limited to leagues. Clubs can only request to enter them into competitions within certain timeframes or annually. Leagues will create new Divisions for subsequent seasons based on previous season's final standings.

My daughter (aged 11) has an England Hockey Pathway profile, can this profile and login details be used for the GMS? Or is it a new profile?

Sadly, it will need to be a new profile, as our systems are not linked. We are reviewing how we can integrate our systems more effectively in future, and you can always use the same username and password as the existing system, but they will be set up as separate accounts.

Can multiple siblings use the same parents email address?

Yes, parents can add children to their account. Once they reach an age when they can manage their own account, they will need their own email address which will link to their player profile and player history.

Does sign up apply to juniors and down to which age? What role do parents have in that?
What about U18s? Parent email address, personal email, both? Also does the system handle parental permission

This system is geared up to manage parental permissions and safeguarding juniors data. Parents will firstly register their own account and then create profiles for their children. Parents have control of their details. If the juniors are participating in matches using GMS, they will need a profile.

GDPR-EH has heavily relied on "Legitimate Interest" as a processing condition rather than Consent based. LI is thew most flexible but also hardest to defend processing condition. Has EH spoken to the ICO for advice? Can EH make your Data Privacy Impact Assessment (as required under DPA (2018) and Legitimate Interest Assessment

Yes, we consulted with the ICO in 2018 when GDPR regulations first came into effect. We have our Impact Assessment available if anyone would like to view it.

Regarding GDPR, where will the data be stored? UK only?

Yes – the databases at the core of the GMS system will be held on servers that meet all existing data regulations around storage of data in line with the Data Protection Act 2018. All data is stored with the UK.

Why do individuals have to register why can't the club bulk download?
Can a club bulk register members from existing lists?
Can administrators not register members on their behalf?

There is a legal requirement for individuals to provide their data directly to England Hockey, as opposed to the clubs doing it. Not only are they personally being informed of their data rights but they are also signing up to the Respect Code of Conducts. When an individual has provided their data to a club in the past, this was not done on the grounds of then sharing this information with England Hockey.

Why was gender a mandatory field and appears to be requiring a binary choice? Not everyone is comfortable with supplying that data and it isn't inclusive to enforce the binary.
We need players participation gender for playing either Men's or Women's (or boys or girls hockey). Gender identity is different and it asked for under the personal profile.

Does the personal information ask for next of kin and medical issues?
Not within the minimum data requirements – but these can be added within the expanded user profile if you wish / a club wishes to ask its members to do so.

What do we say to players that are private and don't want to enter all the information needed into the player portal?
There is functionality to hide information that they don't want others to see. Some data is required for leagues and competitions to function and to ensure that players are agreeing to play within England Hockey's 'Respect' Code of Ethics.

Regarding needing to use a personal email to register on GMS. Volunteers are generally really busy and need to keep hockey stuff in a separate email address. How many emails will sent from GMS? Or is it purely for registration rather than ongoing comms?
The personal profile requires you to use your personal email as a unique identifier for GDPR reasons so there is an audit trail of who has used the GMS system for what purpose. You can enter a secondary email address for communications purposes.

For Players without internet access or the ability to use a computer-based system?
Players won't be required to interact with GMS on a daily basis so can register on another mobile phone or computer. Any player that cannot access via mobile phone or computer may need support to register can ask their club to gms.support@englandhockey.co.uk to help.

Will GMS replace the other logins under EH - Club Spark, EH Affiliation?
Not immediately as these are all separate systems, but we do intend to bring them all under one Single Sign On in future as part of one of the next phases of development

When approving players, do we have to allocate them to a team from the start of the season?
The first/second week in September we don't have a full book of players and changes are huge in terms of team selection in the first few weeks.
If when a player applies to join our club we then allocate a team, can this be edited or changed before the first league game
Squad allocations can be amended at any time, so there is no issue with adjusting allocations during the season.

What happens if not all players are signed up by the first league game?
Firstly sign up is a quick process that players can do on a mobile phone.
The league rules expect match sheets to be completed, clubs will be given support in the lead up to the first games and there is recognition from all that the new system will take time to embed and some grace is expected from league administrators over the first few weeks. If your club is concerned contact gms.support@englandhockey.co.uk.

Is it easy for players to be able to play for more than one club team, e.g. if they are developing to progress to a higher club team so will probably play for two club teams, within the league regulations?
GMS allows players to be part of multiple squads.

Dependent upon the "level" of the team, the league regulations provide flexibility to allow players to double-up to help support player development and to assist clubs with getting lower teams. Check out the Regulations here - https://www.englandhockey.co.uk/governance/about-england-hockey/8-areas

If we have multiple roles - how does that work with GMS? I am an umpire - so have an OMS login - will I use that automatically - or will I sign up separately and then link the 2 together?
If I register as an admin, can I choose player as well?
For multiple roles, you will sign up under the same login, but just have different roles allocated to your profile. Access levels will be set by the "highest" role within the system hierarchy

Are we able to change an email address once registered with an account?
Not by yourself – you will need to request to amend this via England Hockey by emailing gms.support@englandhockey.co.uk.

Why do you need our post codes and full date of birth?
Date of birth is required to ensure we can differentiate between U18s and Over 18s as well as eligibility to play in some competitions (e.g. juniors or Masters), plus also use it as a unique identifier (as your name alone cannot be); the Postcode is used to assist with functionality within the system so that your search results find your closest clubs and opportunities to play.

Will clubs have access to the contact details for our players?
Yes – as long as the player has made this information visible within their profile.

When will registration 'go live'?
All dates will be communicated with clubs next week (w/c 31st August); information will also be published on our social channels and on our website.

For the school championships do we also need to register for this?
Not for matches prior to January 1st 2021. EH will confirm whether this is required for the second half of the season nearer the Mid Season break.

Club/Team Admin

Can you have more than 1 club admin?
Yes – though as England Hockey have to approve the Club Admins, we will have a physical (as opposed to system) process for ensuring we are not releasing Club Admin access to too many people at any club, so that we can keep a control of data access.
England Hockey intends to manage the number of Club Administrators proportionally in line with the size of the club.

Can you add in Man of The Match features be great to get club reporting on this?
That is a great idea and one we will be looking to add in for a future phase. We welcome ideas and you can contribute at any time through the change request form.

What if as a Club Admin we don't know the squad that a player is in? Can the squad allocation bit be done at a later date?
Squad allocation and reallocation can be done at any time.

Does GMS send notification that there's a player awaiting approval? Or do we have to log in to see?
You will need to log in to see – we do not want Club Admin having to receive potentially 100s of emails from their players registering. We appreciate this would be different for smaller clubs, and this is certainly something we can look at configuring for future developments.

Is there a limit on the number of team admins per team? Or a Primary/Secondary, etc?
We have joint captains for one of our teams. Can they both sign up or is it limited to one captain per team? Will you be able to delegate the Captain role? Not all captains play every week
You can allocate two Team admins per team, and they are listed as Primary and Secondary contacts. Additionally, any Club Admin can complete the information as required for each team if a Team Admin cannot. Also Club Admins can change the Team Admins at any time.

Are mixed hockey clubs who play purely friendly games on Sundays required to complete GMS Registration?
If the competition you are playing in is using GMS to manage its fixtures and results, then yes.

How are you getting the information to populate the venue dropdown?
We already maintain a list of the pitch from across the Country, plus this system has been running for over 12 months already and hence lots of venue details are already held within the database. There are well over 1000 separate pitches stored currently so clubs should be able to find their venues. If EH needs to create a venue email gms.support@englandhockey.co.uk.

Will shirt number be a field in the individual player profile?
Yes, but not mandatory

Do match sheets need to be submitted prior to the games? And, can they be amended after a match if, for example, someone is ill and can't make it?
This depends on the competition so you'll need to check the appropriate regulations.
In the adult leagues they be required them up to 5 minutes before the game (before they are locked) and they can be then be edited afterwards with results and scorers etc.

Can you name a guest player?
No – they must be registered for your club; you cannot enter free text. However, a player can be linked to more than one club at any one time. The regulations of the competition will determine if players from other clubs are allowed.

Where do find a "match sheet"?
Against the Fixtures options within the GMS. You find the relevant fixture and then one of the sub-menus within that fixture is the Match Sheet screen. For Team Admin this will be a quick process as you will only be allocated to a relatively small number of teams and fixtures.

Where can you see Team Home & Away Colours?
This will be visible in the team record.

Does it matter if we don't put type of goal in?
This is dependent upon the level you play it, and the regulations associated with that "level", this information is not mandatory – nor would the "minute" of the event be either.
By being able to provide more information on matches the better we can make the data in the sport we can use that information to provide more interest in the sport at club level for players and teams.

Do EHL/NL team captains also need to submit the match sheet or will it be done by the match official?
There is no separate match sheet. The match data is the Team Sheets provided by the teams and their goal, card data.

Does this system also let players know they have been selected to play?
No, this is not currently a team selection system or club communication system.
Developments could be considered at future phases if clubs would like this functionality.

Are players required to be marked as paid up on the membership database to be shown for fixtures ? (ie do we have to duplicate our management of player payments, or is it only for those who are using it as a membership database?)
No – this is some optional functionality we added to match sheets if clubs wanted to use it. It's not a mandatory function.

Will team admins get chased within a certain time if they haven't put up a result or do clubs have to keep an eye on it?
Again this depends on the regulation of the competition.
In the adult leagues the time (outside England Hockey Leagues) this is 8pm on the day of the match. There is a log of submission times for results that league administrators will be able to access.

Is there an ability to enter emergency contact details into the system?
Yes

The system is collecting players email addresses and personal information will this be shared with third parties?
No – we will only share data as consented to, and in line with our Data Privacy Statement.

Do you not need to print the teamsheet out and present it at the game anymore?
There is no requirement to print off anything.

Will the GMS cover the national league this season?
Yes.

Will you need to directly contact the opposition to confirm the game (venue, pushback etc), like previously, or just go off the information on GMS?
Generally communication between clubs is a good thing for softer issues such as arrangements for arriving at venues or hospitality arrangements. GMS should ensure that information on start times and venues is available at all times.

Grade 1 EHL – You will need to directly contact the opposition to confirm the details of the game/

How do we 'manage' a player who may be trying hockey or seeing if club is right for them? - maybe only play one game in our lowest squad
You'll still need them to register on GMS as they will still be required to be on match sheets and to agree to the England Hockey 'Respect' Code of conduct and other policies. The registration process is quick for a player.

Fixtures/Venues

What would happen in the team being deleted has played fixtures already?
In this case, you wouldn't delete the team but you would make a points adjustment in the table. This would maintain the integrity of the data already captured but prevent notification for late match sheets etc.

How would you remove a team from the system but retain fixtures as team v BYE?
If a team is removed from a division it will automatically replace that team with a bye to maintain other fixtures. If there are 2 byes for a specific week, these would be hidden.

Can I set default results for walkovers and cancelled matches?
We are looking to integrate that functionality in Phase 2 to help with those situations.

Clubs want to change the time / location of a fixture - how does GMS support this and what does this scenario look like.
Clubs and teams will have access to their games to upload relevant information. There will be deadlines set by Areas for this. After these dates it will need to be done via league admin to confirm if a late change is permitted via regs.

Will all the venue data have been input ready for start of season?
EH will upload details of all pitches in England. In the event any are missing or details need to be updated they can be requested to gms.support@englandhockey.co.uk

What happens if a match is rescheduled due to flooded pitch for example?
This follows the relevant competition regulations. Participating teams (or Comp Admins) can postpone fixtures in GMS.

Who can add a pitch as a venue? Who is responsible for venue information? (Or who do we tell if there's something that needs editing?) How do we add extra pitches? Very occasionally we have to use local schools for fixtures but they are not our main pitches.
England Hockey will maintain the list of venues – if you need a venue added, then contact EH via gms.support@englandhockey.co.uk

Will the fixtures be pre-populated or do we need to add the fixtures?
Fixtures for adult leagues are all pre-populated with dates and teams – you will just need to update venue and times

Our club has no 'home' pitch at present so our 'home' games will be at different venues around our county, wherever we can find pitch time available. How is this going to work with you letting one venue to appear for each club?
The system does not restrict clubs to having one venue. A club can choose from any of the venues held within the system for their matches.

Do post codes show in Venues?
Yes, England Hockey will ensure that Post Code is included for every venue.

Venues - where a venue has multiple pitches will it be possible to specify which one via the drop down?
Yes, the individual pitch will have a name, as well as the physical location of the pitch

How would a fix sec go around rearranging fixtures when a game is postponed if we can't alter dates?
How do you put in a request for changing the date for a fixture?
Contact your Divisional Secretary and they will have access to amend dates for you (they can also bulk edit dates on which games are being played if needed).

If the fixtures are set for default on a Saturday but the home side is requesting to move to a Sunday can this be done by the club admin or will this need to be done by the divisional secretary?
In the adult league regulations this needs to be done in consultation with the Divisional Secretary. Therefore it is seen as a role for the Divisional Secretary to amend dates of fixtures; that may change over time, but for launch, clubs will not be able to change fixture dates.

How many roles can change fixtures? Only the one club admin?
Venues and Times can be updated by both Club Admin and Team Admin. Dates can only be amended by Divisional Secretaries.

Will Fixtures Sec be able to swap home/away games with agreement from both clubs?
Yes in consultation with the Divisional Secretary.
The fixtures have been planned to balance home and away games for clubs as much as possible so requests like this will create an imbalance in fixtures for clubs.

Most of our home games start at 430 (or later) we need to be able to put scores in into the evening after matches
Yes, you will be able to – the system will not prevent you entering scores at any point. The adult league regulations request results at grades outside of the England Hockey Leagues by 8pm on the day of the match.

Does the system run for badgers games too?
The system can be used for formal badgers competitions run by a Comp Admin.
In the first phase only club to club friendlies are not part of the functionality.

Will the system be used for the cup competitions and indoor?
Yes, Only schools competitions will not initially be on the system. BUCS 'Wednesday' competitions are also on a different system.

Links to Club Management Systems

What are the main differences?

Club Management System	Game Management System
For managing club membership	For administrating competitions
Focuses on membership, involvement in the club, availability	Focuses on participation in the game, pre- and post-match administration, discipline
Communication between club and their members	Communications between Club Admins, Comp Admins, Team and Match officials.
Payments are mostly members to their clubs	Payments are mostly between clubs, Areas, Leagues, officials
Run by commercial organisations for profit	Run by new Areas, Counties and EH not for profit

Does the GMS link to other platform such as Club Buzz etc?
It doesn't currently but we are considering it as part of the product development roadmap. Initially it would involve sharing fixtures and results with further investigation required to understand what other elements could be harmonised. It also relies on the different Club Management providers willing to connect with us.

A number of clubs use digital platforms for managing selection, membership subs and membership fees. Will the system do this?
Clubs do use a number of different club management systems and the main focus is to manage their relationships with their members. The Game Management System is about competitions and participation. It aims to automate things like the largely manual paper-based match forms and speed up delivering the results to websites.

Will there be a functionality for account password reset function online?
Yes, it will provide that as standard.

Will the registration data be available (export or API) to be used by clubs for instance in say Club Buzz, Pitchero etc or will they still need to additionally register their members as well? Will clubs be able to upload membership data from existing club systems e.g. Teamo or is registration a player's individual responsibility?
Not initially. There are aspirations to integrate in the future. We have to go directly to participants to sign up to the new GMS system for three key reasons:
- Data protection - we need to evidence where and when consent was provided to capture, process, store and cleanse individual's data – not all clubs and organisations have the consent to share data from their members with us.
- Minimising duplicate records – participants do participate in more than one environment so multiple duplicate participant records could be created with differing levels of information and quality. This process allows the participant to link to these.
- Data Quality – other sites do how a lot of player registration data, but data is only useful if it is regularly being updated, cleansed and archived. There is a huge risk as different organisations have different ways of doing things and we could inherit a significant amount of inaccurate and non-GDPR compliant information about people.

Will there be any capability for clubs to provide member data for validation to remove the need for duplication of registration details?
No and mainly for the reasons above. A positive element is that they only need to do this once, provided their account stays active.

We use our club website to collect subscriptions and match fees so if there is not full integration, we will have to move data back and forth, duplication always leads to errors. Will there be upload capability for team lists from our system to EH GMS? Or only download?
Certainly, clubs will be able to download 'who played' for the launch phase whilst we look at an early change in Phase 2 to offer a checklist to help show who has paid. Full integration is a significant development and is factor in the future product roadmap. For the Club Management System providers, it would involve commercial discussions. We do understand that there is some duplication of data, but this is massively better than the current incomplete jigsaw with most of the information in the control of commercial organisations.

What is the scope of system i.e. how much of the playing universe it covers?
There will be a phased approach to rolling out the system. At launch, it will cover formalised league hockey and knock out competitions for adults, juniors and masters. The second phase will cover informal friendlies and tournaments for clubs as well as the Player Pathway competitions. The third phase will incorporate schools. The only bit that remains excluded is weekday training sessions.

What privacy controls will it have i.e. what information is available to others and how is this managed?
The system will have in place three main controls to safeguard privacy:

- Administrative (policies, role-based access, reporting unauthorised changes, audit logs);
- Technical (system controls, authentication, firewalls), and
- Physical (intrusion detection, anti-virus detection).

It is important to know that the individual will have control over what information is kept private and what is displayed publicly, from contact details to photos. The role-based access matrix determines who needs what piece of information to do their role and limits who can create, read, update and delete (archive) information.

What levels will the biometric data picture recognition be applied to?
The different grades or levels of hockey that will need photos will be determined by the Competition Regulations. Only Grade 1 will have this as a requirement initially.

How will the system cope with starred players – i.e. players who are precluded from playing at a lower level or where clubs have more than one team in a division?
The system uses data to identify what teams the player has previously played for and using logic can determine anomalies e.g., dropped too far. This is reported for Comp Admins to see.

Are there plans for integrating with Pitch Hero - clubs selecting teams in that & being able to copy to the GMS? Is there a timeframe?
This is a significant piece of work which is much wider than just Pitchero. The first part involves agreeing a standardised data sharing model. The second more challenging part involves matching the data between the systems. Critical factors like data quality especially where different information is being used in the two systems and the age of the data. A still will begin in Phase 2 with Club Management Providers to understand the feasibility and cost benefit for all parties involved.

Player Transfers

Will the system provide a "player Transfer" system/control?
The system will require the departing club to approve or deny the request within a ten day window. They can only deny the request on legitimate grounds where the player still owes money, owes kit or is serving a suspension.

How will player transfer work, will previous Club, the new Club and league admins authorise movement of players?
It is important to understand that players can be members of more than one organisation. The league system will be set to only allow players to play for one club in a league competition, making them competition bound. They would need to transfer to another club to play league hockey for another club. The transfer request would be initiated through the player profile. A request would go to the old club asking them to either accept or decline the request (with good reason) within a maximum of ten days otherwise it will automatically go through. Once the request is approved, the new club will receive notification and they can select the player for league matches. There will be an appeal process for declined transfers and there will be fines for players and the club if this is used to unfairly.

Some junior players may represent one club for junior hockey and another for adult, is this situation managed?
The junior competitions are separate from the adult competition structures. Whilst a player can't play for two different adult league clubs or two junior league clubs where the competition regulations prevent this, they could play for a different junior club and a senior club.

Is blocking done automatically and when the blocking (outstanding fees) is sorted will the block be removed automatically?
These questions are worth explaining in one of the future GMS updates. It has been simplified and it does limit participants leaving clubs owing money, kit or serving a suspension. However, there are a multitude of scenarios that is worth walking through for players who could legitimately take part in hockey in different clubs or environments which is worth covering.

How does binding players work with players from other teams playing in Development Teams?
Binding is within a whole competition group, eg League Hockey (EHL and 8 Area Leagues in total), EH Junior Champs, EH Masters Champs. If the Development division is within a competition group like the Area leagues that would be by default set to competition bind, then they would be breaching competition regulations if they played for another club in the same competition league or structure. If the Development team is outside of the structure, they could play essentially for a league team in a specific club and play for another club in the Development league.

"Players are bound" check box should be set to "yes" so that administrator has to click to unbind players, rather than the other way.
All formal league structures will default to ensure players are competition bound and will require an Administrator to change this.

What happens for players that belong to multiple clubs? Masters cup compared to Saturday leagues

This is allowed and players can be members of multiple clubs. Some competition regulations will not allow players to compete for multiple clubs (e.g. playing for different clubs in the league – unless a player is moving clubs)

Competition Regulations and Fair Selection

Given that this system is only going to be as good as the data entered and people are not always as diligent as would be desirable, what sanctions will be applied if data is not entered?

Certain mandatory information is required for the different grades of competition which are determined by the Competition Regulations. For example, someone playing in the EHL would be required to have completed their profile and add a photo. If this is not completed in their profile, they can't be added to the match sheet. Other instances might include not completing a match report within the deadline or missing information where the system will provide a reminder and then flag this to the Comp Admin to investigate and will make a judgement if fines can be applied according to the regulations.

When making fixtures on match dates, if a match is postponed and not re-scheduled for a slip date, say played on a Wednesday evening, does the system identify a league week? Would a Wednesday evening match be part of the previous weekend or the forthcoming weekend?

There may be exceptional circumstances to not use the slip dates, but the system won't automatically identify when the match can be played. This would be done with the knowledge of the Comp Admin who would be able to look into the details of the match if there was an issue to review if there were fair selection breaches.

When will the league rules be available? - a lot of this information doesn't have context to understand 'real world' implications of e.g. match sheet rules in the lower reaches of the pyramid, team selection can be 'on the day' fluid, especially relating to keepers. (John Thompson) Can we share the league rules as they stand with everyone and the sanctions as well so that everyone gains a full understanding?

The Competition Rules and Regulations are being discussed with key stakeholders and will be due out shortly.

Will the system catch players that play in one league for a university team for example and another league when they travel home. These may be different leagues in different areas.

The system does allow for competition binding so that players can't play for more than one club in the same competition group. It would still allow a player to guest for other clubs in competitions that do not have competition restrictions.

How does the blocking/eligibility approach trans players?

The age and gender are main factors in determining which players can appear in club teams and match sheets. Where participants need support to change this or apply for dispensation, a manual workaround will be offered, and the Super Admin can make the relevant changes.

What about starred players – can't play for a team because that club has two teams in the same division?

Player eligibility is covered off in the Competition Regulations.

How do we deal with teams having to use the doubling up system in order to get a team out to play?

The Competition Regulations will determine which grades can and can't double up players. There is more flexibility for the lower-level divisions. The system will provide reporting to highlight which players have played more than once that on a competition day in specific competition groups and the teams that they played for. It will be up to the League Admin to follow up and determine if there has been a breach of the competition regulations and take appropriate action.

Are penalty point deductions processed and/or fines issued automatically from CMS?
In the short term, this isn't automatic. Reporting will be provided to the Competition Admins after games highlighting anomalies so that they can investigate and use their discretion (although a standard tariff is being agreed). They can apply penalty point deductions and notes as needed e.g. team fielded ineligible player deducted points and fined. Fines can be initiated by League Admins as well.

Can we adjust minimum age by division?
It is possible. However, the minimum date for adult hockey will default to age 13 and age 15 for Premier Division to align with EH policy. There is more flexibility for Junior and Masters Comp Admins to adjust this but it would still need to align to competition rules and regulations.

Will the Grades 2-5 match submission deadline change from a specific time after the game to a set time e.g. currently 20.00pm on day after the match?
The developer has taken this on board and is looking to make this change ahead of the start of the fixtures.

The danger with teams completing their own cards is they "spread" the cards for someone to avoid a suspension, an umpire viewing the sheet (at lower levels) will probably only count the number of cards, not look at the who.
Team Admins will be responsible for completing the match details. All of these will be visible and be able to be viewed by the umpires, match officials and opposition team who can challenge the details. Penalty for falsifying information will be picked up within regulations and individuals involved may face a disrepute charge.

What / how will GMS work regarding fines / penalties - we saw points deduction - what if there is a tariff? Roles suggest that Comp Admin raise invoice - how is payment working?
There is no automatic generation of fines. Reports will show when info is late or missing. League admin can deduct points and Areas will have discretion to apply fines for non compliant teams and players.

Will the various setup inputs which are defined within the regulations (latest time for match card completion, for example) be entered into the system centrally to ensure consistency across the 8 areas.
Yes.

Just looking for confirmation that Competition Admin is not needed for County Cup Comps?
Yes, if you want to run competition through GMS you will need Comp Admin permissions.

How will leagues be able to police players/clubs abusing number of games a player plays on a single day?
As electronic match sheets are a requirement and players have individual records then it will be possible to see where players are doubling up. The adult league regulations allow for some doubling up in the lowest teams to allow matches to be played but the match sheets aim to ensure this is more consistently managed.

Match Sheets

Is there an expectation under the new Area structure leagues that team sheets will be needed from the start? This will be new to many teams from the old "South Region".
Yes. A core principle of the AGM governance that clubs asked for was a harmonised approach. There will be things that different Areas and clubs may have to adapt to. It is also important to remember that the match sheets will also benefit the players, umpires, coaches, match officials by capturing their appearances and involvement building their golden records.

Any help collecting fees and running reports of outstanding sums saves a lot of work, will the system be able to do this?
We are keen to get this incorporated as one of the early changes after launch to help with what can be a time-consuming task for captains or team admins.

What process will be there for club admins if an error has been made on an entry and submitted for match results etc - will it be audited?
The system will notify the Comp Admin where match results submitted by match officials and captains don't match. They can follow up with those who submitted the information to find out what the record should reflect and make the changes themselves. All of this is captured in the audit trails which captures who made changes and when.

How do the two teams or umpires confirm result details on the match sheet i.e. what replaces the signatures we do on match sheets now. Who records the cards on the match sheet? The home team or umpire?
For most games, the captains will complete the match information needed (results, scorers, cards) with both umpires verifying this. Some of the details of this will vary for the different competition grades, for example the technical officials will confirm the final results and cards for grade 1 matches.

If no app - is there confidence the web version will be usable on phones on match day to record all the details post game when both teams / umpires together?
The match sheets are being configured to be mobile responsive. We are testing the match forms on different screen sizes and operating platforms (iOS, Android, etc).

Can the team admins be contacted from within GMS if a match sheet/result is missing on the day?
Yes. They will receive a notification and the Comp Admin can email them as well.

What is the "sign off" flow for match sheet - at what point do the competition tables get updated? Should both teams and umpires sign off sheet?
After the game, both team captains will enter in the match score. If both results agree, the league tables will be updated. They will have the opportunity to add further details to the match sheets (goal scorers, cards, injuries) and submit this ahead of the regulation deadlines. The umpires and match officials will have access to the match details to check and challenge if anything is incorrect. If there are any details that are missing or don't align, this can be raised with the Comp Admin who can investigate and adjust the information as necessary. All data entry and edits have a data audit.

If a match sheet is missing, how will GMS help identify this and communicate with the relevant club - what would this scenario look like?
The system will flag that a match sheet is missing and who should have completed this and a notification will be available to the Comp Admin and Club Admin.

Does the card show to the opposition? Not sure I'd want an opposition to know that a player is on 3 yellow cards.
The disciplinary history for players will only be visible to the Club Admin and the Team Admin of their specific club. This information will not be visible to the opposition teams. However cards picked up in the game will be part of the match sheet and will be visible to the umpires, match officials and opposition team admin.

In roles / responsibility table - there is a notation 'V' - what does this signify?
This is view or read functionality only.

Is this the only system we use now... have we finally got rid of posting the match sheet?
Yes. No more soggy match sheets pitch side.

What did the initials stand for when entering goal scoring? FG PS
Field Goal (FG) / Penalty Corner (PC) / Penalty Stroke (PS) / Red Card (RC) / Yellow Card (YC) / Green Card (GC)

Do you need league cards anymore for the match day?
No

Can players be selected on more than team sheet on the same day?
Yes, though league regulations for the competition they are in and the level they are playing will determine whether this is actually allowed or not. Reporting is available to the Comp Admins to highlight where this is happening so that they can identify if there are any issues.

Can the players on the team sheet be changed post-match? e.g. a player didn't turn up for the match so shouldn't be included on the team sheet.
You will be able to select whether the player didn't take part using a tick box. More importantly, the ones that did play will update the player record to show how many appearances they have made during the season.

Will the system remember shirt numbers for future fixtures?
This is possible and to help Team Admins and captains, previous week's team sheets can be used to populate this week's fixtures bringing the shirt numbers as well.

Is there provision in the players profile to add their squad number so that the squad number information simply auto fills?
Players will be able to add their shirt numbers to their player profile for that club. This information will pull through to the match sheet. It can be overridden by the Team Admin in case that player has forgotten their shirt and had to borrow another number.

Officiating

Will match sheet include a way of inputting the umpire's data?
All umpires / technical officials will be registered on the GMS via the England Hockey Officiating club. This will allow clubs to add Officials' details onto match sheets, as well as give feedback on performances for specific grades.

You mentioned officials using this system but only spoke about umpires. What about those Technical Officials amongst us. Will this replace Altius RT for example?
For league hockey, the GMS will be used for all leagues, thus taking away the requirement of using Altius RT for the EHL Premier Divisions. We will continue to use Altius RT for the finals of EH Competitions as we currently do.

Will the cards verify against OMS?
Umpires will be asked to input the match information on the match sheet only, thus removing a level of administration from previous seasons on the OMS. This information will be verified by both umpires and both team captains after every match.

Will the system be smart enough with players to recognise if umpires are umpiring at two places at the same time?
The system produces issue reports if umpires are appearing in two different games at the same time. This will provide relevant administrators alerts where conflicts arise and they can investigate.

What lessons have been learnt from the OMS System regarding the development, implementation and maintenance/enhancement processes that are being applied to the GMS System? Will these be applied retrospectively to the OMS System?
The inception and launch of the OMS were vastly different to the approach taken with the new GMS. The main lessons learnt:
- The governance of the game is supporting the game working in "one way" and the system is being designed to complement the way of working for the whole game. This is different than the OMS launch as we will have one way of working for the game, not individual associations trying to use a system differently.
- Due to the importance of this project, England Hockey has a dedicated, full time project manager and has devoted other resource internally for this project.
- The Maintenance / Enhancement process will be applied to the full database, as the OMS will be moved across to the GMS, so we are working off one platform. Outstanding enhancements requested from the OMS will be absorbed into the master development plan for the GMS and will be actioned over phase 2 and 3 of the overall project.

Do cards have to be recorded for all levels of fixtures?
Yes, we will be asking for this information at the end of each fixture.

Will there be a section on the team/Results sheet to provide umpire feedback?
Yes, as part of the post-match form you are asked to complete for the league, team captains can provide feedback on the umpire's performance.

Will we be able to give umpire feedback on this system as we were required to do in Whostheumpire?
Team Admins can provide feedback on umpiring performance as part of the post-match reporting.

Completing a match sheet - are you expecting umpires to write down the time goals are scored and the scorer? If not, how would you remember all those details at the end of a match?
We are working on the assumption that teams usually know which players have scored during a match. The times of goals are not essential but included so teams can provide more info on their game if they wish. If officials can support by recording some of the details that is helpful.

What do local league umpires have to do to confirm games/cards etc?
Where umpires are appointed we encourage communication between umpires and Team Admins around any necessary details after the match. The Team Admins submit the match sheets.

What is replacing the local umpiring associations? Has this been officially announced yet?
Through the "Structure Fit for the Future" member resolution passed by the members of England Hockey, each Area Company will have their own Area Officiating Committee, which will be responsible for the appointment and development of umpires, umpire "support" and technical officials within their Area.

To support the development to individual officials, a national membership organisation, called "England Hockey Officiating" (EHO) will be launching from the beginning of September. The aim of this nationally run body is that the leads from each Area Officiating Committee can come together and deliver a membership proposal that is run by officials, for officials, for the benefit of the game.

Details on how to enrol with EHO will be made available through the England Hockey Website shortly.

Will a team and umpire see the team list of the opposition before a match? Important to check players not playing under false names
Yes, both teams and umpires will be able to see team sheets for each fixture once submitted. If discrepancies exist, or individuals ask for potential discrepancies to be investigated, these will be raised to and managed by the relevant competition organiser.

Are umpires for the higher leagues populated by the umpire managers?
Yes, each Area Officiating Committee will have the responsibility to appoint umpires to the higher-level matches. The appointments will be visible in GMS. Within each Area Officiating Committee, there will be individuals responsible for managing the performance and development of the umpires they are appointing.

For EHL matches, this responsibility is retained by the NPUA.

How does the umpiring selection element work for league levels where there is no central allocation?
Each Area Officiating Committee will be contacting league teams in their Area to confirm which divisions will receive Area Appointed Umpires. Below this level, clubs will be asked (as currently happens) to provide umpires for their matches in line with the Adult League Regulations.

Do umpires have to be appointed before the game for lower league games?
Team Admins can add club umpires to the match sheets in the same way they add players. They would need to be recorded on the match sheet ahead of the game.

What if we are playing in a league where we have unqualified umpires?
The competition regulations have different requirements for what is needed at the different grade of the game. Clearly the top level competition divisions will have stipulations about what level is needed to umpire games. The lowest grade 5 does allow for someone to umpire a match who might not hold an England Hockey umpiring accreditation. However, if someone did umpire a game who did not meet the requirements for that specific grade, the relevant Area League Committee would investigate and determine the prescribed warnings / fines for these incidents.

Websites

Will there be a website for each new region?
There are 8 new Area sites being developed. The Area sites will be branded and will also have a similar look and feel to the England Hockey site as they can use the same API (data connection) from the system and template pages. These can still be administered by Areas so that all the relevant information and new articles can be added. Competitions fixtures, tables and results will be available in the relevant Area websites. Clubs information will be independent as there are a few clubs who cover more than one Area. Interim websites have been set up for please visit - https://www.englandhockey.co.uk/governance/about-england-hockey/8-areas

Will there be any more websites for sub areas?
Not for launch. There are things that the Sub Areas/ Counties manage that could sit in the new Area website e.g. Junior fixtures and results, Masters, etc. We will be looking to provide a widget or feed in Phase 2 that allows the Sub Area websites to display fixtures and results.

Will clubs be signing into their region website? Therefore no access to the "national website"?
There are two parts to this: a system layer and a presentation layer.
System layer – Clubs can access the GMS log in page through a button on the Area or England Hockey page. All key changes can be made in the GMS system which will update the websites e.g. change of venue, updated start time.
Presentation layer - The club and team details within league tables, fixtures and results whether on the England Hockey part or the Area parts of the website will all be hyperlinked. This will take them to a club profile or team profile which displays some of the information specific to the teams. This means you can get a club view even if teams play in different Areas.

Will our regional websites still be required? The one in Yorkshire is well used.
The Yorkshire website could continue as a County one. The Area will have a new website and the Counties (Sub Areas) could use a section of that or look to use the widget that will be developed in phase 2.

Is there an API for integrating the fixture times & venues from GMS on a club's website?
There won't be one immediately available although this is something we will be looking to quickly introduce in the next phase of development.

Is there an app for pitch side use?
No – but the system works on mobiles, so there is no real need for a separate App as a priority.

Is the GMS smart phone friendly?
Yes

Project Management

Will there be 'pre-go live' use by club admins to ensure members can elect to join the right clubs? When will the CMS access be available to the regional system admin people like myself to get pre-season experience?
We are aiming to onboard the Competition and Club Admins in advance of the system becoming public. Training will be provided through online meetings, user guides and video training. The right access levels provided so that they are ready for when participants request access to join the club.

Will the system facilitate sub areas e.g. that is if Midlands for instance wished to delegate governance responsibility to a sub area for one or more functions, would that work?
The system is structured hierarchically so that rights can be delegated and removed. In this instance, an Area or Sub Area can delegate rights to other admins to manage one or more division. Juniors, for example, could be easily managed by Sub Areas or counties. Obviously Adult Leagues are going to be run from Area level, but some junior hockey activity will be run by Counties (Sub Areas) by agreement with Areas.

Is there any slippage in delivering things on time so far? Are we on schedule for next season?
There have been some slippages in the earlier stages of the project and we have made some time up. The project progress, risks and issues are being monitored on a weekly basis and plans are always being adjusted to add more resource, deprioritise non-essential items and bringing in external support to assist. We are still on track to deliver the system in late July in advance for the participants to sign up for the new season.

What contingency do we have if the GMS system is not ready to go live in time for players/teams to register for the start of the season?
The functionality regarding fixtures, results, tables works. We are working to ensure the match sheets ready for the start of the season, rather than a backup at the moment.

Does the system produce a weekly report? Missing results/information etc.
Yes see above

Have the run through session participants seen what a live user will see? Is this how someone will log on and view the system?
For Club Admins, Team Admins and Comp Admin, this will be the view for launch with a more specific menu on the left-hand side. It is in the development roadmap to make these parts of the system more user friendly and intuitive.

Are you keeping a log of which clubs have attended training so that we can chase up clubs?
We will be capturing details of who has signed up and attended the different training particularly so that we can prompt clubs to get the right training.

What reports are available from Day 1?
Reports will be available to highlight relevant activity such as missing fixture information, missing match sheets, any others required by regulations to manage the league. We aim to be in place for start of league season.

Who will be able to view what data?
Club Admin can see all of teams info - fixtures, players. Opposition contacts Team admin can see their fixtures, players (assigned to them by club admin), opposition contacts Future Developments

Has anyone produced a transition plan and is there a contingency plan?
The transition plans are incorporated within the launch plan of the system which will start to be rolled out in July. There are contingency plans associated with all the key aspects of the project.

Will there be a GMS application for mobile phones?
There are aspirations to develop an application within the product roadmap. With so many people using mobile phones, we are planning to launch with mobile responsive pages.

How will future enhancements be funded in the short/medium/long term? Will the areas be charged for it like they were Fixtures Live?
The development of the new system will be funded by England Hockey. There will be a charge for Areas and the extent to which the system is enhanced will be agreed with the Areas and County (Sub Area) Standing Committees as we progress forward. England Hockey recognises its responsibility to lead in this Area and will take the vast majority of the risk.

Can we brand specific divisions within leagues if sponsors want to get involved in local hockey i.e. South Central area divisions sponsored by XX.
Yes, it is possible to change the name of leagues and divisions each season to reflect sponsors rights for launch. There are areas we need to consider in Phase 2 around the look and feel of incorporating sponsors logos.

Will CMS be able to cope with all BUCS midweek, Schools competitions, Schools friendlies, JAC competitions fixtures in season 2021/22?
We are aiming to incorporate schools and Player Pathway competitions as part of the 2022/23 season.

Can we confirm that GMS is coming in for Juniors this coming season? I've had 2 questions already as the EH Email today suggested only for Adult and Masters.
Juniors will be on the system for the new season. They will be added on a phased programme and there is a workaround to ensure the T1 and T2 data is included for the first fixtures in late September.

Does the system cope with triangulars?
This is a future development aspect. There is a workaround to produce the fixtures manually and then upload them into the system.

Can you have a score draw and no score draw tab?
We will look to add this feature in Phase 2.

Future Developments

Has anyone produced a transition plan and is there a contingency plan?
The transition plans are incorporated within the launch plan of the system which will start to be rolled out in July. There are contingency plans associated with all the key aspects of the project.

Will there be a GMS application for mobile phones?
There are aspirations to develop an application within the product roadmap. With so many people using mobile phones, we are planning to launch with mobile responsive pages.

How will future enhancements be funded in the short/medium/long term? Will the areas be charged for it like they were Fixtures Live?
The development of the new system will be funded by England Hockey. There will be a charge for Areas and the extent to which the system is enhanced will be agreed with the Areas and County (Sub Area) Standing Committees as we progress forward. England Hockey recognises its responsibility to lead in this Area and will take the vast majority of the risk.

Can we brand specific divisions within leagues if sponsors want to get involved in local hockey i.e. South Central area divisions sponsored by XX.
Yes, it is possible to change the name of leagues and divisions each season to reflect sponsors rights for launch. There are areas we need to consider in Phase 2 around the look and feel of incorporating sponsors logos.

Will CMS be able to cope with all BUCS midweek, Schools competitions, Schools friendlies, JAC competitions fixtures in season 2021/22?
We are aiming to incorporate schools and Player Pathway competitions as part of the 2022/23 season.

MISCELLANEOUS

What is GMS?
Information on GMS can be found on the below webpages:
Participants - https://www.englandhockey.co.uk/competitions-and-events/game-management-system
Competition Admin - https://www.englandhockey.co.uk/deliver/gms

Is there any additional cost for clubs to use GMS?
No

Are you going to be creating additional video guides talking Teams Admins through how to interact with various elements of the GMS?
We will be producing a range of short videos, user guides and presentations to assist with all user training.

Are all of the support documents / videos available in accessible formats?
We will be supplying a range of supporting documents, videos and user manuals.

Where will the video be posted?
Videos will be available after the session on the following webpage - https://www.englandhockey.co.uk/competitions-and-events/game-management-system