



December 16, 2019

TO : IGR Community

RE : Registration Platform – Status Update

What an incredible 36 hours it has been! In our continued efforts of keeping everyone apprised of all the developments regarding the technical challenges encountered with the Registration platform yesterday, please find detailed below our most up-to-date report on this dynamic situation. We will continue to provide updates as more information becomes available to us.

Update on Registration Platform – Present Status

Due to the sheer enthusiasm on the part of the IGR community, and, due to the incredible response rate to our low registration prices being greater than could ever have been anticipated, our digital registration platform was unable to cope. In short, the server was tackled by too many enthusiastic ruggers at once and had to take a knee!

The IGR movement has been growing at a formidable pace. The Bingham Cup Ottawa 2020 knew registration was going to be a challenge for the 10th edition of the Bingham Cup. Consequently and at significant costs, we retained a specialized service provider to build a robust custom digital platform solely for the tournament registration process. Despite all of our best efforts, technical difficulties were encountered. We acknowledge this. And in true polite Canadian fashion, we are sorry for the frustration it may have caused.

So What Happened?

This is what we know so far. Firstly, we broke a new record: within 28 minutes of registration going live, we recorded over 600 registrants in the various categories.

Within the first hour of going live, the system became overloaded on the payment processing end which caused lag and error messages. This caused a cascade effect, resulting in other attempts to register becoming unsuccessful or timing out earlier in the process.

Once the cause of the problem was identified, we immediately reached out to the IGR community and advised everyone who had attempted to register but were unable to complete their transaction, not to attempt to re-register. Unfortunately, despite being advised that a registration record had been created, individuals and club reps re-attempted to register, compounding the problem and preventing the system to recover. Within hours, there were more registration events than the total number of participants at the Amsterdam edition of the Bingham Cup.

By end of day, we were approaching over 2,500 registration events and our service providers recommendation was to take the system offline for 48 hours to execute our contingency plan and manually process the registration events that had enough data to do so.

Registration Facts and Figures – What we Know presently

In terms of facts and figures, this is what our preliminary assessment has determined:

- 2,547 total records in the database comprised of both bulk and individual registrations;
 - 81 confirmed registrations.
 - 2,446 incomplete registrations that have everything from just a club name up to all information except the payment. These will have to be handled manually.
- Today's optimizations and testing went well, with continued testing on Tuesday and at this time we are receiving a green light from our service provider that all will be ready for Wednesday, December 18.

Robust Redundancies to Ensure Fairness for Everyone

The Bingham Cup Ottawa 2020 benefits from significant project management knowledge and experience. We knew that registration would be challenging. We knew that despite all of our best efforts, there was the possibility that we would encounter technical difficulties. So we planned for it, ahead of going live. With the help of our third party digital service supplier, we built into the registration platform robust redundancies to ensure fairness for everyone.

What comes next is a bit technical but it's really important: Once such redundancy was the time-logging of every individual registration event and the creation of an individual registration record for each event. Even though individuals and group registrants experienced technical difficulties, your registration attempts were captured in our system

and time stamped. We have the digital record which is time-stamped for everyone who attempted to register but could not complete the registration process due to technical difficulties.

Our service provider is presently reviewing each registration record manually and sending out an email to each registrant, processing the registration records on a first recorded, first serve basis (and then purging subsequent duplicate records, if any). This is to ensure fairness to all who made the arrangements to take advantage of below-cost pricing at the opening of registration. So rest assured: even though you may not have been able to complete the registration process, your priority in the line to access the best price available has been and will be maintained and respected.

We Need Your Help

Firstly, we thank everyone for your patience, cooperation and understanding. Our team of volunteers has had very little sleep over the last 72 hours. Special thank you for those who have sent words of support and encouragement. It's appreciated.

Secondly, we need your help. Please and thank you for respecting this. As per our joint statement with IGR to all IGR club leaders sent prior to registration, we do not have the ability or resources to monitor all social media platforms, group chats, etc. and to then respond to individual questions. Please communicate with us via the email addresses published on the binghamcup.com website.

And finally: please be kind. Respect is a core value our great game, on and off the pitch, and therefore non-constructive and abrasive communications are not helpful. We agree that the situation is less than optimal. Our team of volunteers and our third party supplier are executing our pre-existing contingency plan to ensure fairness to those who wished to benefit from the below-cost pricing model we put in place to make attending the Bingham Cup Ottawa 2020 as affordable as possible. We are responding as quickly as we can to everyone and will continue to keep you updated.

With you,

Organizing Committee
Bingham Cup Ottawa 2020