
S T U D E N T L O A N S  C O M P A N Y L I M I T E D

**Product and Services Development Board
Held at 9.30am on Friday 11th January 2008
Boardroom**

Present:	Derek Ross	Deputy Chief Executive	Chair	DR
	Wallace Gray	ICT Director		WG
	Christine Aitken	Head of Change Management		CAIT
	Donald Hume	Programme Manager		DH
	Alan McLellan	Head of Business Services		AMcL
	Paul Smith	Business Development Manager		PS
	Peter Robertson	Head of ICT Development		PR
	Colin Clive	ICT Product Developments Manager		CC
	Fraser Harris	ICT Technical Support Manager		FH
	Stephen Neilson	Senior Accounting Manager		SN
	Michael Mullin	Procurement Manager		MM
	Ralph Seymour-Jackson	Chief Executive		RSJ
	Chris Andrew	Company Secretary		CA
	Les Campbell	Finance Director		LC
	John Maynard	Corporate Assurance Manager		JM
		(item 5 only)		
		Martin Kerr	Quality Assurance Manager (item 5 only)	
	Stewart Traquair	Programme Management Analyst (item 4 only)		ST
	Stephen Dickson	ICT Services Development Manager		SD
	Graeme Duncan	Assistant to Company Secretary	Minutes	GD
Apologies:	Martin Herbert	Customer Services Director		MH
	David Thomson	Head of Customer Contact		DT

Distribution: FOI Website

1. Chairman's Opening Remarks

DR welcomed the group to the first Product and Services Development Board and provided a brief summary of its remit. He advised that the Terms of Reference for the Board would be discussed in more depth later in the meeting.

2. 08/09 Programme Report

DH provided a summary of the 08/09 Programme report and advised that although 08/09 was progressing well a phased release had been agreed in relation to overall dates. CAIT stated that she also felt 08/09 was progressing well but delivery and timescale issues should remain closely monitored. DR then referred to the report and requested an update on the Business Case's which were marked as 'delayed'. CAIT and CC provided updates on these issues and thereafter LC queried whether the delays could lead to an underspend in certain areas of the programme. A discussion then followed in relation to budgets and DR stated that the discussion highlighted the need to align financial information with the report for future meetings.

3. Customer First Programme Report

DH provided a summary of the Customer First Programme report and highlighted that all of the main factors appeared to be progressing well at this stage and although there were delivery challenges in terms of years 09/10 and 10/11, these were expected to be manageable. CAIT stated concerns that other project deliveries also needed to be achieved which would lead to 08/09 being a very busy year. DR agreed that 08/09 will be a busy time and advised that due to its phased delivery, 08/09 delivery would be happening only a few months before 09/10 was due to commence. CAIT advised that a large amount of time was spent on analysis for 08/09 and this would be looked at for future years. WG suggested that additional resources for 10/11 should be considered at this stage in order that these could be incorporated into the programme.

In conclusion DR requested that the finances for this FY be analysed in order to establish their effect on the 08/09 and 09/10 Customer First programmes and that the 10/11 programme schedule be discussed in the near future to allow a better understanding of the approach **Action PSDB001 – SN**.

Stewart Traquair joined the meeting.

4. Stakeholder Steering Group

DR referred the Board to the Stakeholder Steering Group agenda included in the meeting papers and asked whether Board members had any additional items they thought should fall under the remit of this steering group. PS advised that £400K had been estimated to incorporate Wales and Northern Ireland into the Customer First programme for 07/08 but DH confirmed he had checked this with DIUS and this was not additional money which was required to be found. SN agreed to clarify this matter for the next meeting **Action PSDB002 - SN**

DR raised the issue of how SLC were briefing Devolved Authorities on activities and progress and stated that he doubted the Stakeholder Steering Group provided the answer. CAIT queried whether the Steering Group should be forward looking and DR advised that a discussion was due to take place with them to clarify the issues which should be on the Group's agenda **Action PSDB003 – DR**.

Stewart Traquair left the meeting.

John Maynard and Martin Kerr joined the meeting.

5. Quality Summary Report

JM provided a summary of the Quality Summary report and advised that although the quality approach to 06/07 programme was satisfactory, the 07/08 approach had been much more effective. MK then advised on some of the benefits and processes in relation to quality assurance. DH stated that this process could be seen to be looking at the past and it was difficult to audit deliverables until after the event. DR advised that quality assurance in this case related to implementing a set of processes which would provide a better chance of quality delivery and JM added that quality could be analysed by looking at such aspects as gaps in resources. WG stated that he endorsed the report and the quality process but reminded the Board that it was important that the Company continued to develop at the same time as these types of reviews were being carried out.

Following further discussions, DR clarified that the Board wished to see a quarterly Quality Review report and also a quarterly Quality Compliance report which would provide details of what was not being done within each project **Action PSDB004 - GD**

John Maynard and Martin Kerr left the meeting.

6. Separation of Services Update

CC provided an update on the current ICT status of the Separation of Services work and highlighted that system tests were continuing and were planned to be completed on 16th January 2008. He further advised that defects were being identified and overtime was planned to address these defects as soon as possible.

7. Customer Portal/Repayment Portal

SD presented an update on the current ICT status of the end-to-end delivery stream for the secure customer/repayment portal and advised that the design and build of the portal was due to be complete on 21st February but this was dependant on the Payment Service Provider (BIBIT). He also advised that the BIBIT contract was due to be signed in September 2007 but was still outstanding and MM advised that there were conditions within the contract which were unacceptable. DR stated that the terms and conditions of the contract required to be resolved as soon as possible in order that this contract could be progressed.

DR then highlighted the key deliveries which were marked as 'not yet planned' and queried the likelihood of these targets being met. CC advised that a solution to the load issue problems which had been experienced with these deliverables was being progressed and it was agreed that reports on the progress of this issue should be submitted to the Operational Delivery Board. DR stated that the ICT representation on the Operational Delivery Board was currently under review.

8. Contact Centre Technologies Report

CC presented an update on the current ICT status of the contact centre technologies work which included Catalogue of Work (COW), Infrastructure, Tender for Products and Scanning. *

CC then informed that the progress of work on Scanning was much further behind than either Agent Desktop or CIM/IVR and resources were being analysed in relation to this issue. AMcL stated that space within the Bothwell Street building should also be considered when looking at additional resources. DR stated that the progress of Scanning was a concern and requested that a further update on this matter be submitted to the next meeting **Action PSDB005 – CC.**

9. Data Centre Move

FH provided a summary of the Data Centre Move report that provided details of the relocation of all core computing from Bothwell Street to a purpose built facility in Washington Street, Glasgow, which was expected to be complete within the next six months. DR queried what extra costs would be involved should this move be postponed due to unforeseen circumstances and FH advised that a delay would not be of concern to the business as the cost of the transfer was fixed. WG then advised that HP as the current supplier of the data centre equipment were being consulted to undertake the transfer as they provided underwriting for any repairs required as well as carrying out these repairs.

10. GSi Update

FH presented the update on the proposed installation of the GSi terminating link within Hillington Comms Room and advised that the budget for this operation was still being formulated and would be presented to the Board at a later date. DR acknowledged the progress made to date and stated that it was important that the Company looked at how this link could be used effectively once it had been created.

11. LA Portal 08/09 & 09/10

CC provided an update on the current ICT status of the Local Authority Portal 08/09 and 09/10 work and highlighted key points within each year. He advised that the biggest issue of 09/10 work concerned resource as two additional experienced staff were required for the SFD team in Quarter 1 of 2008 in order to achieve delivery and the only available resource was from Technical Services.

He stated that this may have an impact on future analysis work in the cross functional teams and this required further investigation.

12. Terms of Reference

DR referred to the draft Terms of Reference for the Board included in the meeting papers and asked whether Board members had any items which they felt should be discussed at this Board and to consider what the aim of the Board should be. WG stated that the information should be kept high-level and it was important to know what was happening with specific products and services over the following 12 months. DR advised that the Board should consider resource issues which were highlighted by members and attempt to find solutions and stated that a delivery schedule or business calendar showing important dates and timelines should be presented to this Board **Action PSDB006 –DR/WG.**

A discussion then followed on the process of annual cycles in relation to programme and AMcL stated that there appeared to be a move away from annual cycles and more overlapping of programmes now taking place. DR stated that a paper on Programme Structure should be presented to the next Board by DH with input from PR, CA and AMcL **Action PSDB007 – DH.** WG then suggested that information on stakeholder requirements could be submitted to a future meeting and stated that he thought the agenda should distance itself from being driven by ‘standing items’. RSJ agreed that stakeholder requirements were of significant importance and that the Board should be a genuine development Board with a forward outlook. It was then agreed that the TOR’s should be revisited to include this forward outlook **Action PSDB008 – DR/WG.**

13. Any Other Business

No other business was raised.

14. Date of Next Meeting

Wednesday, 6th February 2008

NB: Where asterisks appear these items have been excluded from the minutes before placing on the website as the subject under discussion falls within one or more of the exemptions contained in Part II of the Freedom of Information Act, 2000 and can be reasonably withheld.