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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 2pm on Tuesday 13<sup>th</sup> January 2009  
Boardroom**

|                      |                       |                                  |                |      |
|----------------------|-----------------------|----------------------------------|----------------|------|
| <b>Present:</b>      | Derek Ross            | Deputy Chief Executive           | <b>Chair</b>   | DR   |
|                      | Wallace Gray          | ICT Director                     |                | WG   |
|                      | Christine Aitken      | Head of Change Management        |                | CAIT |
|                      | Peter Robertson       | Head of ICT Development          |                | PR   |
|                      | Paul Smith            | Head of Business Development     |                | PS   |
|                      | Tom Steedman          | Senior Customer Insight Manager  |                | TS   |
|                      | Stephen Neilson       | Senior Accounting Manager        |                | SN   |
|                      | Alan McAdam           | Programme Office Manger          |                | AMcC |
|                      | Colin Clive           | ICT Products Development Manager |                | CC   |
|                      | Cheryl Mulholland     | Senior Executive Assistant       | <b>Minutes</b> | CM   |
| <b>Apologies</b>     | Ralph Seymour-Jackson | Chief Executive                  |                | RSJ  |
|                      | Les Campbell          | Finance Director                 |                | LC   |
|                      | Martin Herbert        | Customer Services Director       |                | MH   |
|                      | Chris Andrew          | Company Secretary                |                | CA   |
|                      | Mark Cassidy          | Head of Programme Management     |                | MC   |
|                      | Alan McLellan         | Head of Business Services        |                | AMcL |
|                      | David Thomson         | Head of Customer Contact         |                | DT   |
|                      | Fraser Harris         | Technical Support Manager        |                | FH   |
| <b>Distribution:</b> | As Above.             |                                  |                |      |

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**1. Chairman's Opening Remarks**

DR welcomed the group to the Product and Services Development Board. He also welcomed Alan McAdam the new Programme Office Manager to the Board.

**2. Product & Services Development Board Minutes & Matters Arising**

**2.1 Minutes of Previous Meeting held on 10<sup>th</sup> October 2008**

The minutes were noted.

**2.2 Rolling Action Plan – 7<sup>th</sup> November 2008**

Refer to outstanding Action Plan.

**3. Programme Reports & Reviews**

**3.1 SLC Programme Report**

AMcA presented to the Board the SLC Programme Report, highlighting the key activities from the previous month.

**Customer First Programme**

AMcC noted that the current report status was Amber. The 09/10 release shows a Red status and this is primarily to due to the releases in April and for the remainder of the year. The Project Managers will be meeting with suppliers to agree the post 06/02 plan for the remaining 09/10 deliverables.

Focusing on IPS, AMcA stated that the status was Red as the Interm Solution CR was currently on hold and Infrastructure are awaiting the impact analysis of any reports that are produced before providing an impact assessment. DR confirmed that there are additional infrastructure requirements and delays in the software development. Meetings are taking place to address these issues.

Looking at the programme risks & issues, AMcA noted that issue 2, which surrounds 09/10 scanning, has now been closed however there is another issue arising regarding the environment which EMC are currently investigating. He went on to state that Risk 1, would now be considered as an Amber status rather than Red as the way forward has now been agreed for February & April and 10/11 have been looked at in greater detail. DR stated that he would meet with MC to discuss this risk further. **ACTION (PSDB055 ) DR/MC**

### **Non Customer First Programme**

AMcC noted that the current report status was Red however the forecast for the next report status is Amber. He highlighted that the FE 08/09, which has a Green status, should be closed at the next Project Board. The 08/09 SFIP shows a Red status and the Project Manager is currently working with Finance to look at authorising the movement of funds from 08/09 to 09/10 to deliver HE Analysis Phase 3a Payments and 3b Repayments due to an underspend in 08/09.

Looking at the programme risk & issues, AMcA noted that the dates had been confirmed regarding issue 1, which relates to FE 09/10. Moving on to issue 2, which surrounds the Bothwell Street Refresh, AMcA stated that communication for this would soon be made available on the intranet. He noted that he would enquire into the progress of this. **ACTION (PSDB056 ) – AMcA**

AMcA went on to state that the Risk 2 status had now changed from Amber to Green due to Phase 2 & 3 deliveries being confirmed.

### **Operational Programme**

AMcA noted that the current report status was Green. He explained that DIUS had now given the go ahead for the registration of default and they are now currently waiting for an implementation date to be confirmed. The only risk relating to the Operational Programme is expected to be closed by the 15<sup>th</sup> January.

### **Financials**

Focusing on the Customer First Financial Report, AMcC stated that the year to date Actual was £18,892,000 with a variance of £257,000. For the overall year the forecast is £27,765,000 which is a variance of £80,000 against the financial year budget. DR stressed his concern that there may be a significant underspend. SN stated that he felt that there would indeed be a further underspend however they would be revisiting all Project Managers to ascertain their full year forecasts as the previous forecasts did not materialise at levels which were stated.

He went on to state that the Non Customer First Financial Report showed that the year to date Actual is £3,296,000 with a variance of £844,000 against the year to date budget with a forecast of just over £6m.

### **Pipeline Projects**

AMcA stated that there had been 13 project removed from the table as these projects had now commenced.

### **3.2 Customer Insight & Customer Services Strategy**

TS presented to the Board the Customer Insight paper outlining the review activities during November and December 2008. Focusing on 2.1, TS stated that they were working alongside DIUS with regards to the balanced scorecard and that they were content with the Customer Satisfaction targets.

Looking at the First Contact Resolution (FCR) rate measurement, TS noted that FCR rate for November appeared to be low however this seemed to be standard in comparison with other Businesses at that time. He explained that further research was also ongoing on the customer's perception of resolution of their call in order to find ways to improve the service.

He continued to state that the testing of new brochure packs for prospective students had now been completed and the results were delivered on 7<sup>th</sup> November 2008. The brochures received generally a positive response. DR questioned whether changes were made to the brochures following the research. TS confirmed that they were using the feedback to make further improvements within the brochures.

### **3.3 Capacity Management Report**

SN presented to the Board the capacity management report, highlighting that the report was to provide visibility of the forecast recharge from each supplier area including an illustration of a respective comparison between the planned and actual changes. It would also provide an insight to the forecast recharge between November and the end of the financial year.

SN went on to state that there was a significant amount of work undertaken during FY08/09 between Finance and ICT to develop a robust end to end process from ICT grass roots resource planning through to resultant financial forecast of project recovery within the operating budget and project spend within the programme. The planning for ICT is split into three distinct areas and a monthly reconciliation will take place between the ICT resource planning and the financial forecast. It was agreed that SN would present a progress update to the April Board.

## **4. General**

### **4.1 Review of Feedback on Board Effectiveness Questionnaires**

The Board discussed in-depth the feedback within the questionnaires and DR agreed to speak with MC about the possibility of asking each Project Manager to attend the Board to give a forward looking 6 month view of what will be happening within their project. **ACTION (PSDB057) – DR/MC**

## **5. Any Other Business**

There was no other business.

## **6. FOI Minutes**

### **6.1 FOI Minutes – 7<sup>th</sup> November 2008**

These will be presented to the February Board.

Meeting Closed 2.45pm

**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.**

