
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 10th October 2008
Boardroom**

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

Distribution: As Above.

1. Chairman's Opening Remarks

DR welcomed the group to the Product and Services Development Board. He welcomed MC and congratulated him on his new position as Head of Programme Management.

2. Product & Services Development Board Minutes & Matters Arising

2.1 Minutes of Previous Meeting held on 12th September 2008

The minutes were noted and approved.

2.2 Rolling Action Plan – 10th October 2008

Refer to outstanding Action Plan.

3. Programme Reports & Reviews

3.1 Consolidated Programme Report

BM presented to the Board the consolidated programme report which is a combination of the Customer First report and the non Customer First report (08/09 & 09/10). He noted that the Non Customer First reports current programme status is green and this was an improvement from the previous months amber status. The financials variance showed a red status with an underspend which was attributable to the Project Recharge expenditure. DR

pointed out that the current programmes green status differed to the final result status on the report and BM responded that he would amend this to reflect a green status. **ACTION (PSDB044) – BM**

WG questioned whether the direct debit's for the FFHE were going ahead as planned. BM noted that they were and that he would incorporate them into the report. **ACTION(PSDB045) – BM** BM went on to state that all major deliverables had been delivered for FE 08/09 and that the stakeholders had provided good feedback at the Project Boards that were held.

He continued to look at the Customer First programme and noted that they were currently awaiting the go ahead from DIUS and ministers to go live. This is reflected in the programme status being amber as all work from SLC's perspective is on track. He went on to note that progress continues to be made on 10/11 although they will have to wait until the launch date of SFE to be announced to gauge what the potential impacts are in terms of delivering 10/11 in light of the 09/10 delay.

He highlighted that the overall financial budget variance is within tolerance. CC presented to the Board the ICT Development resource forecast chart. He noted that there were issues with timing and concerns that they were running out of time. DR added that figures had been provided for the potential costs for additional development, analysis and the operational impact resulting from the 09/10 delay and that a representative from finance would be required to discuss this further at the next Board. **ACTION (PSDB046) – SN**

DR requested that an update on the UCAS data link be presented to November Board. He explained that he would prefer the update to include what the experience has been like to date and what is going to be done to make sure it will be fixed for the 09/10. He noted that the programme office will be coordinating this. **ACTION(PSDB047) – MC/BM**

Looking closer at issue 2 on page 4, which looks at Electronic Acceptance (E-signatures) DR noted that a decision on the use of Electronic Acceptance was required. He went onto state that an options paper should be reviewed internally and produced in time to allow the Customer First Programme Board to make a decision on this in December and an update on the progress, in terms of where they are with this should be presented to the November Product & Services Development Board. **ACTION(PSDB048) – CAIT**

DR drew the Boards attention to the format of the combined report and stated that it appeared to be more of a review rather than focusing on what was coming up. He suggested that it would be useful to see what the activities of next 3 months were going to be rather than just the previous 3 months. **ACTION(PSDB049) – MC/BM**

3.2 Programme Risk Report

BM presented to the Board the Risk Management report. He noted that this was a newly created document for the members of the Board to review the content and feedback any additions or comments to himself or Graham Nichol. DR queried the risks within the report and highlighted that some appeared to be out of date. BM agreed with DR and stated that he would look to remove those that were out of date. **ACTION(PSDB050) - BM** The Board agreed that the most relevant and urgent risks would be presented to every Board and a full review of the report would be presented to the Board on every quarter.

3.3 Customer Insight & Customer Services Strategy Paper

TS present to the Board the Customer Insight report highlighting the key activities from the previous month. He noted that the new Customer Insight team, which had been formed for the last two months, have been gearing towards the formal capture of improvement actions, which will facilitate improvement to the customers experience with SLC. He noted that the model was proving to have a positive effect as they were gaining good feedback from customers.

Looking at section 3.4 which focuses on call reason analysis and First Contact Resolution (FCR) measurement he noted that they were currently looking to create a more in-depth report on the results of the major call drivers and this would be presented at the November Board.

3.4 ICT Technical Strategy and Architecture Group Term of Reference

CC presented to the Board the terms of reference for the operation of the ICT Technical Strategy and Architecture Group. He noted that the responsibility was given to the ICT Systems Development Manager for the continued development of the ICT Technical Strategy and Architecture. He noted that Working/Steering Groups would be established to set priorities and monitor progress and will comprise of individuals from Systems Development, Infrastructure, and business areas. Each month a report will be submitted to the Board for discussion and information and progress reports will be published on the Intranet for employees to access.

IS queried whether he should be involved in the group to represent the Procurement department. The group deliberated over whether his involvement would be required and it was agreed that IS and CC would meet to discuss this further. **ACTION (PSDB051) - CC/IS**. DR pointed out that further work should be done on the wording of the terms of reference and suggested that 'sourcing strategies' should be removed as a responsibility. CC agreed to make the necessary amendments and provide an update to the next Board. **ACTION (PSDB052) - CC**

4. FOI Minutes

4.1 FOI Minutes – 10th October 2008

The Minutes were noted and approved.

5. Any Other Business

FH stated that the Storage Area Network is going to be refurbished in the next 6 months and there is a recommendation going to the Finance & Governance Board. He highlighted that there were no detailed plans of implementation at present. He highlighted that he would provide an overview assessment of the impact to the next Board to look at the various options. **ACTION(PSDB053) – FH**

FH continued to state that there was a lack of power within the Company's computers/data centres and that he would be providing the Board with an overview of this and the possibility of relocating the centres into alternative accommodation at the November Board. **ACTION (PSDB054) -FH**

6. Date of next Meeting

- 7th November 2008

Meeting Closed 11.30am

NB: Where wording appears in Italics, these items will be excluded from the minutes when placed on the website. 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.

FOI Version