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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 9.30am on Monday 14<sup>th</sup> July, 2008**  
**Exec Room C**

<b>Present:</b>	Derek Ross	Deputy Chief Executive	<b>Chair</b>	DR
	Les Campbell	Finance Director		LC
	Christine Aitken	Head of Change Management		CAIT
	Peter Robertson	Head of ICT Development		PR
	Colin Clive	ICT Product Developments Manager		CC
	Stephen Neilson	Senior Accounting Manager		SN
	Ali Hewison	Customer Insight Manager		IS
	Michael Mullin	Procurement Manager		MM
	Cheryl Mulholland	Temporary Executive Secretary	<b>Minutes</b>	CM
	<b>Apologies:</b>	Ralph Seymour-Jackson	Chief Executive	
Martin Herbert		Customer Services Director		MH
Chris Andrew		Company Secretary		CA
Paul Smith		Head of Business Development		PS
Alan McLellan		Head of Business Services		AMcL
David Thomson		Head of Customer Contact		DT
Wallace Gray		ICT Director		WG
Iain Steel		Senior Procurement Manager		IS
Brian Morris		Programme Manager		
<b>Distribution:</b>	As Above			

### 1. Chairman's Opening Remarks

DR welcomed the group to the Product and Services Delivery Board and welcomed the new temporary Secretary CM. Apologies were noted from RSJ, MH, CA, PS, AMcL, DT, WG, IS and BM

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

#### 2.1 Minutes of Previous Meeting held on 17th June, 2008

The Minutes were noted and approved.

#### 2.2 Rolling Action Plan – 14<sup>th</sup> July, 2008

Refer to outstanding Action Plan.

### 3. Programme Reports

#### 3.1 08/09 Programme Report

CAIT presented the 08/09 Programme report summarising the key updates. CAIT informed the board of the highly successful delivery of the Repayment Portal and noted the only issue raised concerning the portal was the branding which was currently been dealt with. CAIT announced that the EMA Operational Portal had been successfully delivered on the 9<sup>th</sup> July 2008, 3 weeks prior to the baseline delivery date which in return helped the company gain the confidence of the Welsh and NI stakeholders going forward for 09/10.

CAIT drew the Boards attention to the Part Time and Postgrad releases that had been scheduled for September and October. She confirmed the work was continuing according to plan. DR noted that he was also pleased that the 08/09 baseline deliveries were going to plan. There was a discussion around the size of the 08/09 programme (double 07/08) and the resulting impact on Customer First. CA outlined how 09/10 for Customer First had been approached and the fact that the scope, prioritisation and planning had been agreed after the definition stage which was not ideal. For 10/11, also impacted by the 09/09 programme the approach has been different with the scope and design of the new service being agreed after it.

DR turned his attention to the budget for SFIP 08/09 where he highlighted that there had been an overspend. CAIT pointed out that this was primarily due to the Project Recharge where there had been difficulties profiling the budget as team plans were received prior to part time projects therefore estimates had to be made.

### 3.2 Customer First Programme Report

CA presented the Customer First report to the Board highlighting the key issues that had arisen over the previous month. She explained that the CRs and DirectGov changes had caused the launch date to be moved by two weeks to the 24<sup>th</sup> Sep although this would not create a problem as this was around the time when the UCAS Tracker would be available. She stated that the programme would also be going live without the Data Capture for IPS functionality. This would be delivered around mid October.

CAIT continued to summarise the 09/10 Programme stating that the Contact Centre Technologies delivery date had yet to be confirmed however she could confirm that it would not be March or April as previously stated. Scanning was coming along nicely and once more information had been received dates would be confirmed. Moving on CA stated that the HEI Course Database Service was now live and the procurement process for the purchase of the hardware for GSi link for the Identity and Passport Service Link was underway with the data capture requirements now in the plans which are expected to be delivered around the 29<sup>th</sup> October. The readiness completion tests (AY09/10) for June is almost completed with some outstanding requirements still to be delivered for the August assessment (the final stage).

CAIT continued on to discuss the achievability of the 10/11 Programme. She indicated that, after review, the technical and operational challenges of assessing multiple UCAS applications simultaneously were insurmountable in the time available and in any event may be more confusing for students. It was agreed that improvement should focus on making the on-line experience easier and DR suggested asking customers for their views on the different options during the 10/11 cycle. It was agreed that DR would meet with Marion Maddox to discuss this in more depth **ACTION (PSDB036) - DR**. CA pointed out that Marion Maddox would like to put a CF 10/11 Design scope paper to the Minister in advance of the Parliamentary recess to gain approval to progress with the build of the new service.

CAIT highlighted to the Board that at present there were some concerns regarding the impact of the proposed changes as a result of the requirement to fully converge all online content and transactions with DirectGov. She stated that work had commenced to assess the impact to ensure that scope is clearly defined and agreed.

CAIT concluded that the HMRC Data Sharing had been pushed forward to obtain costs and dates and that with regards to the programme risks there has been no change from the previous month.

SN went on to provide an update of the financial position of all projects. He suggested that the Customer First Programme should be included on the update but the Board informed him that the programme had its own update report. SN went on to focus on pending projects and drew the boards attention to the issue of additional funding not being approved for ICR Debt Sale work and that if projects were not approved timeously the company may not meet the KPI 11 targets for projects. CA suggested that it may be beneficial to look at costs at different stages of the lifecycle and it was agreed that SN & DR would meet to discuss this in more depth **ACTION(PSDB037) - SN & DR**. DR added that it may also be helpful if the project report and financial report were merged with SN suggesting that the Financial Report should be integrated into the Product & Services Delivery Board agenda. The

Board agreed that this should be implemented only in the short term and it was decided that this would commence at the next Board meeting. **ACTION (PSDB033) -SN**

**4. FOI Minutes**

The Minutes were noted and approved. No FOI amendments required.

**5. Key Messages for All Staff Communication**

No key messages for all staff communication were discussed.

**6. Any Other Business**

The recruitment of a new programme manager is moving forward and it was noted that there were no internal applicants at present.

**7. Date of next Meeting**

- Monday 11<sup>th</sup> August, 2008

Meeting Closed 11.10am

**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