



## Division Review - Actions

<b>Division:</b>	Private Sector		
<b>Division Director:</b>	Stephen Long		
<b>Date of this review:</b>	26 <sup>th</sup> March 2012	<b>Date of last review:</b>	20 <sup>th</sup> February 2012
<b>Attendees:</b>	Ella Bennett; Gavin Bounds; Steve Clayton; Amanda Craib; Maz Kostuch; Stephen Long; Paul Patterson; Gareth Pugh; Duncan Tait		
<b>Copies:</b>	Business Assurance; Paul Brown; Pete Jeram		
Action No.	Actions from last review	Actionee	Due Date
Feb-01	<p>Prepare for Rod Vawdrey to be signatory to POL HP&amp;BB contract when he is here in UK</p> <p><b>Update 22/03: email from S Long – Duncan Tait had dinner with Paula Vennells and Alice Perkins. Contract not ready for signature.</b></p>	SL/MK	27 <sup>th</sup> February
Feb-02	<p>Look into the HPC deal loss that was not anticipated</p> <p><b>Update 22/03: email from S Long – Deal lose to Savvis due to better technical solution and price.</b></p>	SL	Before next review
Feb-03	<p>SL to speak to Joel O'Halloran about plans to run Ford out of UK&amp;I. Ensure FAI can resource it if it goes to them.</p> <p><b>Update 22/03: email from S Long – Account is not ready to be transferred to us as yet.</b></p>	SL	Before next review
Feb-04	<p>Do a Deep Dive on Boots eMar opportunity. Ensure it is a real opportunity on which we should be spending bid budget</p> <p><b>Update 23/03: email from P Patterson – Complete</b></p>	PP	Within 1 week <b>Closed</b>
Feb-05	DT to speak to Alex Carney (Boots) on Thursday 23 <sup>rd</sup> Feb to contribute to Boots e-Mar scrutiny	DT	23 <sup>rd</sup> Feb
Feb-06	<p>Ensure that all of the opportunities that are or will go into the Pipeline are properly qualified as a result of PP and SL working together. Present back to DT.</p> <p><b>Update 23/03: email from P Patterson – weekly major pursuit sheet issued. Weekly deal updates used to test/shape. H1 pipeline being tested with SL.</b></p> <p><b>Update 22/03: email from S Long – Ongoing. Will present back to DT at next review</b></p>	PP/SL	Within 2 weeks
Feb-07	Update PSD Risk chart with Centrica in this pack and the CGC pack	MK/AC	Today <b>Closed</b>
Feb-09	<p>Qualify the deal list (for this quarter) and bring back for review in two weeks (at same time as the rest of the pipeline)</p> <p><b>Update 23/03: complete</b></p> <p><b>Update 22/03: email from S Long - Ongoing</b></p>	PP/SL	Within 2 weeks <b>Closed</b>
Feb-10	Qualify the revenue list and review within PSD only	SL	Before next review <b>Closed</b>



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Feb-11	Proceed speedily with appointments <i>Update 22/03: email from S Long - Complete</i>	SL	Before next review <b>Closed</b>
Action No.	Actions from last review	Actionee	Due Date
Jan-01	GP to provide detail behind this statement "G4S TUPE: Originally 80 people in scope, now only 9 through our challenge of the Getronics in scope list. Remaining 9 all have roles identified in Fujitsu post-transfer" <i>Update 25/01/12 Maz Kostuch - in summary the 80 was at best a punt from Getronics on the staff involved with the G4S estate. The 9 heads we are looking at are all fulltime and key resources which we and G4S have agreed are the right names. If your concern was are we getting the right resources to support the solution then infrastructure wise much of what we now operate is newly built so we have the skills and knowledge. In the network space we have secured within the 9 heads specifically one guy who has been key to helping us resolve many of the integration issues. Applications support is with G4S so these skills and responsibility reside with them.</i>	GP	ASAP <b>Closed</b>
Jan-02	Focus on building next year's pipeline and getting to £650m TCV this year <i>Update 17/02: email from SL – Completed – TCV this year will be approximately £600m now RBSI has slipped to next year</i>	SL	Now <b>Closed</b>
Jan-03	Do not compromise forward business by giving up indexation rights <i>Update 17/02: email from SL – Completed – Indexation rights will be preserved</i>	SL	Before April <b>Closed</b>
Jan-04	PMO piece on Ford is the issue. SC wants to review	GP	ASAP
Action No.	Actions from last review	Actionee	Due Date
Dec-01	Dorian, Steve, John and PP to speak directly to Sales and Account people to ensure they put opportunities into SFDC	PP	From now
Dec-02	RT to speak to Dave Ibbotson about pushing BP/IBM (£6m) harder <i>Update 17/02: email from SL - No chance for BP/IBM this year</i>	SL	ASAP
Action No.	Outstanding Actions – From Previous Reviews	Actionee	Due Date
Nov-01	Identify where in solution design and costing in bids the costs for security were missed in both G4S and Centrica. <i>Update 30/11: email from M Kostuch - in both cases the original solution was to manage alerts via a manual log. The security team have now advised that they need to use a tool to trap and manage the alerts which has created additional cost in terms of licences and implementation.</i>	MK	Next Review



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Due Date	Action Description	Actionee	Next Review
Nov-05	Come back with firm numbers on all PSD Programmes – full cost to completion vs CAR. <i>Update 09/12: email from G Pugh – in progress. Will be available w/c 12/12</i>	GP	Next Review <i>Ongoing</i>
Oct-02	Need to understand and obtain a cross region view of what we need to do to drive the cost of delivery down to hit good margins. Neeed to feed this into the Service Line Exec's to establish a programme to address the cost challenges which we have seen in some recent bids we have lost.	JS	ASAP
Oct-05	We need to ensure we have a standard methodology, toolset and processes for our project and programme management. This must not get lost as we start to split the P&PM community across multiple service lines/ring fenced accounts. Needs to be built into the workstream plan. <i>Update: 15/11: A review with PSD and GBD was held 15th November where what is currently available was shared and actions agreed as part of the continual road to improve what we will mandate in the future.</i> <i>Update 24/10: Email from P Jeram - we do have standard methodology, we need to ensure it is more visible, simple to find and follow, and mandated through the service lines. Community ownership definition is part of the transition and needed to be defined/agreed. We will arrange a review with the GBD/PSD PM owners Rob and Maz, to share what exists and take input on where usage can be simplified.</i> <i>Update 24/10: Email from S Clayton – Finance staff are being asked to perform support tasks that should be performed by the PM Community. I am recruiting a Head of Project and Contract Accounting this quarter to set up the new Centre of Excellence. I suggest Chris B, Pete J, Maz K work with Rob and Amanda to agree scope and set a standard financial management approach for all UK&amp;I progs and projects.</i>	PJ	As appropriate <i>Ongoing</i>
Jul-04	Develop Retail and Retail Banking strategies in order to defend and grow across markets. <i>Update 17/02: email from SL - Strategies drafted – to be reviewed and updated when new CE's for each sector are in place. Expected early Q1 12.</i>	SL	Update at next review <i>Ongoing</i>
Action No.	Closed Actions – From Previous Reviews	Actionee	Due Date
Nov-02	Come back with revised OPPL forecast. <i>Update 09/12: email from G Pugh – closed – in revised BU pack 9/12</i>	GP	Within 1 week <i>Closed</i>
Nov-03	Come back with improved pipeline forecast. <i>Update 09/12: email from G Pugh – closed – in revised BU pack 9/12</i>	GP	Within 1 week <i>Closed</i>
Nov-04	Come back with improved revenue forecast. <i>Update 09/12: email from G Pugh – closed – in revised BU pack 9/12</i>	GP	Within 1 week <i>Closed</i>
Oct-01	Orders forecast for Q3 is £235m. Please provide monthly split to Steve Clayton.	GP	NOW <i>Closed</i>
Oct-03	Pipeline by account still needs more work. A more thorough picture to be presented at the next review.	RT	Next Review <i>Closed</i>



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Oct-04	Provide a view of any deals we could pull forward into this FY.	RT	Next Review Closed
Septb-05	Debt – how do we get Tesco and Birds Eye back under control? <b>Update 19/10: email from Gareth Pugh – BEIG now current – Tesco still ongoing</b>	GP	Next Review Closed
Septb-06	Tesco – can we look at the stocking policy jointly with TSD? <b>Update 19/10: email from Gareth Pugh – Ongoing</b>	GP	Next Review Closed
Septb-04	RBS savings (£2.7M) – review the plan at a more granular detail eg the what/who/when. <b>Update 19/10: email from Gareth Pugh – Deep Dive review scheduled for 04/11</b>	GP	Next Review Closed
Septa-01	RT meeting with Shell on 17 <sup>th</sup> September. Likely outcome is mutual exit. RT to agree the position with DT and SC. <b>Update 21/09: Outstanding – discussions with customer ongoing; next update expected in 2 weeks time</b>	RT	Following the 17 <sup>th</sup> Sept Closed
Septa-03	Meeting this afternoon (5 <sup>th</sup> September) re Apps. Document a plan following the meeting and then track against it. <b>Update 21/09: Plan being prepared following Apps meeting with RT</b> <b>Update 30/09: Ongoing</b>	RT	Within 2 weeks Closed
Septa-06	Need to drive more Technology sales through existing accounts. Need to work it into our governance e.g. view of technology pipeline and closure plans. To be discussed on the DT Friday call. <b>Update 21/09: Ongoing – TSD Pipeline in 22nd Sept pack</b> <b>Update 30/09: Ongoing</b>	RT	ASAP Closed
Septa-08	H3G – can we confirm that they are actually authorised to do the deal as they are reluctant for us to go to the parent for guarantee against their weak balance sheet. <b>Update 21/09: Ongoing – still not closed</b>	PP	ASAP Closed
Jul-02	Review role and need for Gold Team in the new organisation.	GB	Update at next review Closed
Jul-05	Cover off Apps, Sales & Pipeline and NSD sales and pipeline. <b>Update 19/10: email from Gareth Pugh – Ongoing</b>	GP	Next Review Closed
Jul-07	Ensure that someone from TSD works with PSD to establish product targets in each Account. <b>Update 19/8: Jeremy Gifford has set up a meeting in early September with Adam Tanner/Yvonne Bailey to agree appropriate product target for PSD accounts. Will share with BUD's when this is done and track with monthly actual report, per May09 action.</b>	RT	ASAP Closed
June-06	Track effect of new controls on expenditure to enable reporting on progress. <b>Update 26/7 – Work commenced with UK/I Finance team to identify key criteria to measure. Will then engage with "Arundel" team to start measuring progress</b>	GP	For next review Closed



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May-04	<p>Identify what is happening with the next wave of RBS VCS programme.</p> <p><i>Update 29/06: Low business follow through on planned deployments is impacting roll-out. Business engagement team is being strengthened to focus on building more robust roll-out plans with completion of all user vetting before inclusion in plan.</i></p> <p><b>Status 8/7: Total migrations to date are approximately 2,000. A commitment has been given to Tony Stennett and Mike Errington that a further 4,000 will be migrated in July and 9,500 in August. Plans have been developed and agreed with the Bank to change the approach to migrations, this will begin to show an impact from next week.</b></p> <p><b>A separate workstream has been established to address and engage on commercial issues a ToR has been established for this. Fujitsu is putting forward a robust defence of its commercial position and will be challenging the bank regarding obligations and dependencies it has failed to deliver that contribute to the disappointing migrations numbers.</b></p> <p><b>Additional check points have been set up to review number of migrations and commercial position - 3 times weekly.</b></p>	RT	For next review <b>Closed</b>
May-10	<p>Provide analysis of Ford Account at next review.</p> <p><b>Update 29/06: Ford Strategy review planned for Mid July</b></p>	RT	At next review <b>Closed</b>
Apr-22	<p>Identify what could we bring back in-house so that we sweat our assets rather than giving work to suppliers?</p> <p><i>Update 24/05: In progress</i></p> <p><b>Update 01/09: Options for in-sourcing courier work identified but subject to new T's and C's</b></p> <p><b>Update 18/10: Email received from Maz Kostuch – Andy Payne has reviewed the work we outsource and, until we build a lower cost in-house capability, this is not an option. Plans to bring this on stream are now before the Executive team and, subject to approval, will present opportunities next calendar year.</b></p>	Andy Payne/RT /MK	Within a month <b>Closed</b>

Please direct any queries or updates to Business.Assurance

GRO