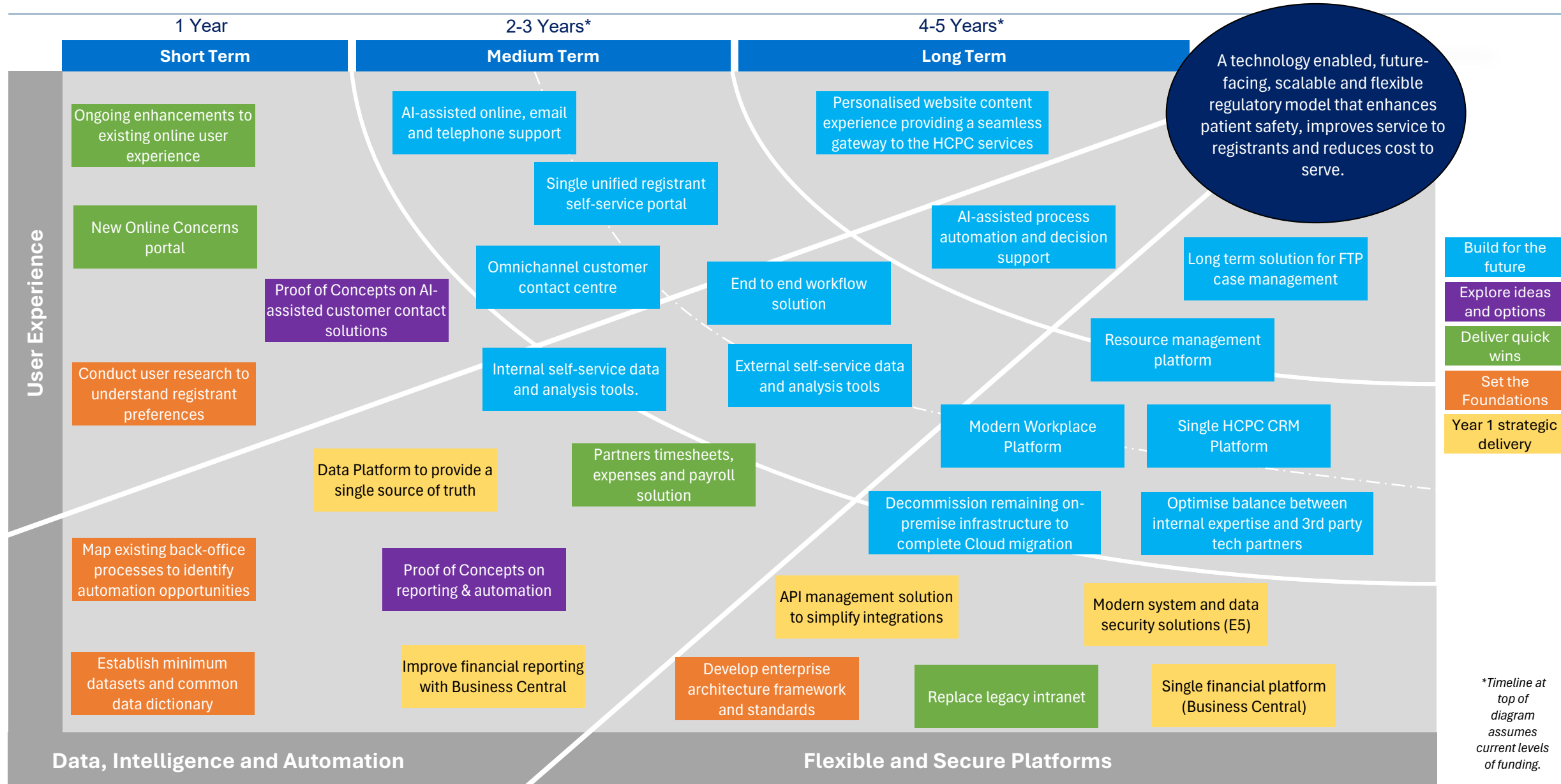


Technology Roadmap Delivery Update

PRC – 11 June 2026

High Level Technology Roadmap

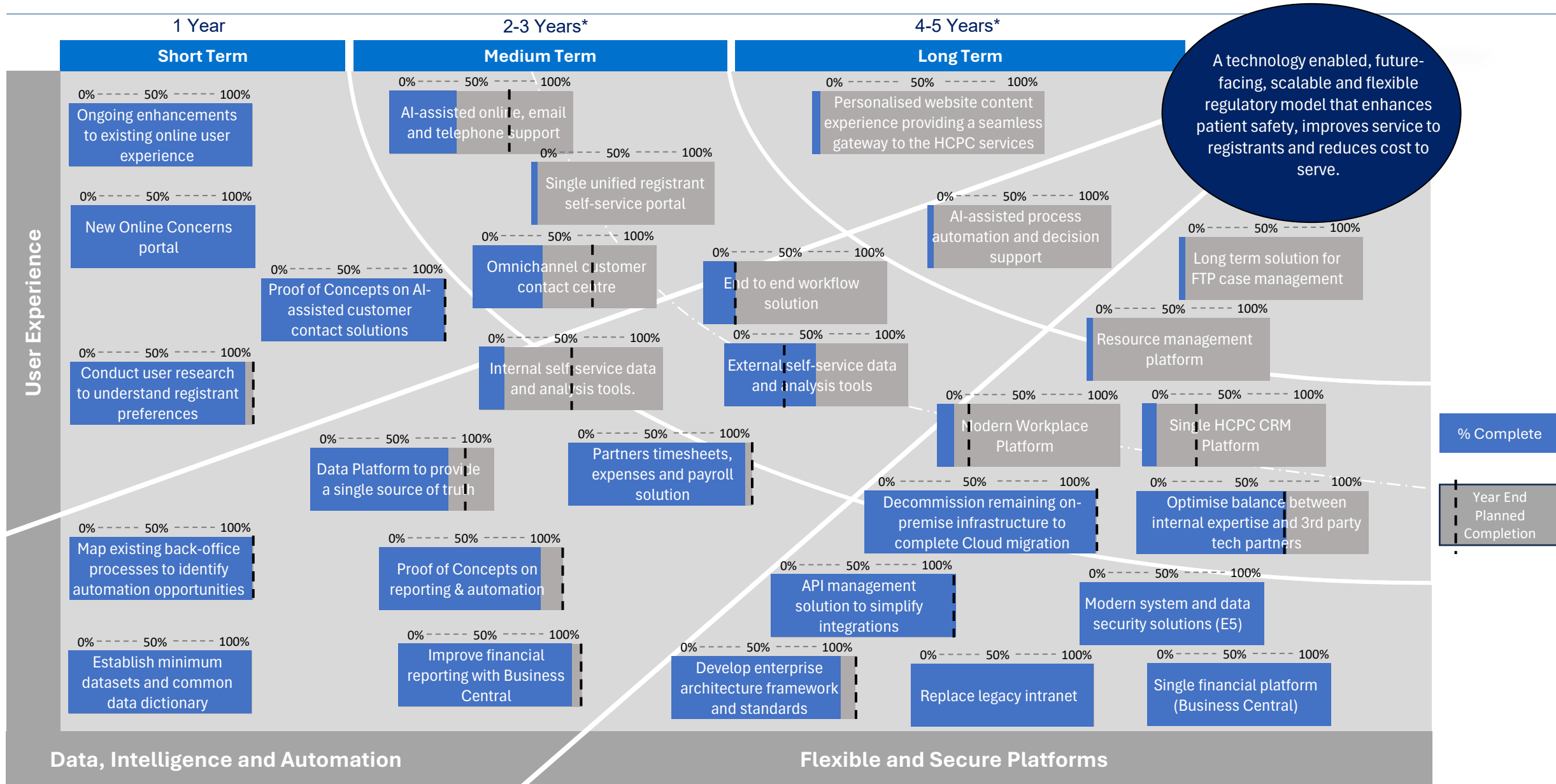


*Timeline at top of diagram assumes current levels of funding.

13. Technology Roadmap Milestones: April 2026

Programme	Key Milestones	Progress	Risk	Comment
Website and Portals	Upgrade website platform	C	C	Upgrade successfully went live in Feb 26.
	Ongoing enhancements to existing online user experience	G	L	Continuous improvement of website and portals in accordance with business need and user feedback.
	Web-based registrant experience PoC	Hold	M	PoC descope from current website project, to be taken forward as part of new Customer Experience project.
CRM	Create foundational CRM	A	M	Slippage due to resource impact of 2025 cyber attack. Phase 1 investment case approved in Feb 26. Procurement now underway to appoint supplier for architectural review.
	Agree resource model for CRM and portal delivery	C	C	High level resourcing model agreed, will move forward as a tender process during 2026-27.
Customer Contact	Replace telephony and call handling systems with future-proof solution	C	C	Legacy telephone system successfully replaced with new future-proof solution. Phase 2 requirements now being captured.
Data and Intelligence	Enhance minimum datasets and common data dictionary	C	C	Initial data dictionary complete. Ongoing process for updates now in place.
	Build "Gold" data models to facilitate self-service reporting and analysis	A	M	Work has been commissioned to complete FTP gold model build, and options to complete the Reg gold model design and build assessed. Revised project plan being prepared for ELT review.
	Implement initial self-service reporting and analytical tools	A	M	External Data Hub established. PoC to be undertaken to help define requirements for internal users, to be commenced once FTP data model build is complete.
	Improved financial reporting	G	L	"Workday" reporting module is being implemented for financial reporting in 2026-27.
Automation	Review long term AI and automation solution options	G	L	To be assessed as part of CRM architectural review and Customer Contact phase 2.
	Develop internal workflow and automation capability	C	C	Automation Developer now undertaking changes to FTP workflows inhouse, and automated regression testing capability is now being developed to support continuous improvement of existing systems.
	AI-based redaction PoC	C	C	PoC complete and decision made to procure the preferred solution for use by FTP and Information Governance.
Security and Architecture	Decommission on-premise data centre and implement cloud-based network	A	L	Migration of all remaining key systems and data into the Cloud now complete. Slippage on cloud-based network implementation due to procurement process. A preferred bidder has been appointed, and the contract is now being negotiated.
	Implement enterprise architecture framework	A	L	Framework not yet finalised – delayed due to conflicting priorities. Impact of delay is manageable.
Modern Workplace	Design modern data sharing and collaboration capabilities	Hold	M	Commencement of POC deferred due to other critical business priorities. Interim external filesharing solution has been implemented for FTP.
	Implement Partner payroll solution	C	C	Payroll system now live.

FY 2025-26 Year-End Progress



FY 2026-27 Priorities

