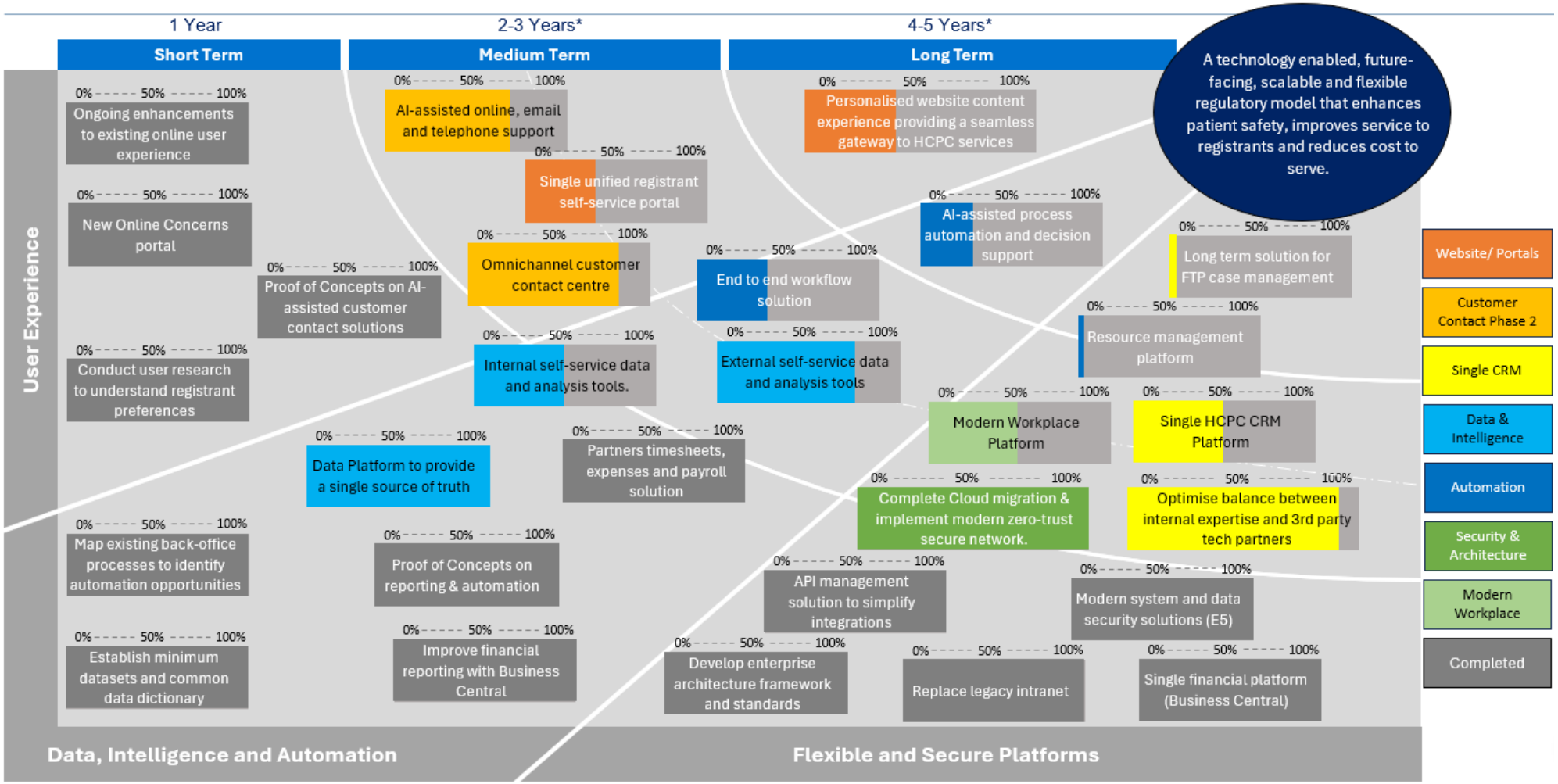
Technology Roadmap Delivery Update

People and Resources Committee

12 November 2026

FY 2026-27 Priorities (as agreed in March 2026)

hcpc health & care professions council



Technology Roadmap Milestones: November 2026
(reflecting impact of subsequent reprioritisation decisions)

Programme	Key Milestones	Progress	Risk	Comment
Website and Portals	Ongoing enhancements to existing online user experience	G	L	Continuous improvement of website and portals in accordance with business need, user feedback and security best practices.
	Web-based registrant experience PoC	On Hold	M	On hold in order to prioritise FTP customer service improvement project. Technical and resourcing learnings needed from PoC to inform next steps.
Customer Contact	Target Operating Model and business processes agreed	G	L	High level TOM and priorities for next phase agreed. Detailed business analysis work progressing.
	Technology solution design agreed	On Hold	M	On hold in order to prioritise FTP customer service improvement project.
Single CRM	Select strategic partner	G	M	Delayed due to internal resourcing constraints. Limited time remaining to complete process ahead of existing contract expiry dates. External procurement partner now taking forward.
	Health check / architectural review of Reg system	A	M	Commencement delayed due to procurement capacity constraints. Now underway.
	High level design and roadmap agreed	NS	M	Not started. Timescale likely to be impacted by procurement process delay.
Data and Intelligence	FTP Data Model validation	A	L	Validation work continues, using internal resources. Taking longer than anticipated but resolving a number of design & build issues.
	Reg Data Model build complete	On Hold	M	On hold in order to prioritise FTP customer service improvement project.
	Self Service reporting PoC	On Hold	M	On hold in order to prioritise FTP customer service improvement project. Technical and resourcing learnings needed from PoC to inform next steps on self service reporting, however this may be offset by input from FTP Operational Reporting partner.
	FTP Operational Reporting	G	M	Procurement process underway to select implementation partner. Risk status reflects known complexities of FTP operational data.
AI and Automation	Copilot governance and technical controls	G	L	Scope of Works drawn up for strategic partner to implement technical controls to enable safe use of Copilot for sensitive data. Use of AI Policy to be amended once complete.
	Undertake further AI-enabled Proof of Concepts and pilots	A	L	Ad hoc support to small-scale pilots continues. Due to funding constraints, proposal to establish an Innovation Team and Champions Network is not able to proceed as yet.
Security and Architecture	Decommission on-premise data centre and implement cloud-based network	G	M	Network Transformation Project progressing well. Timescale remains tight for decommissioning legacy network equipment before EOL. Mitigation plan being developed.
Modern Workplace	Establish options for enterprise secure document sharing	NS	L	Not started. AI technical controls will establish a baseline that can be built on to create a comprehensive solution, subject to funding and prioritisation.