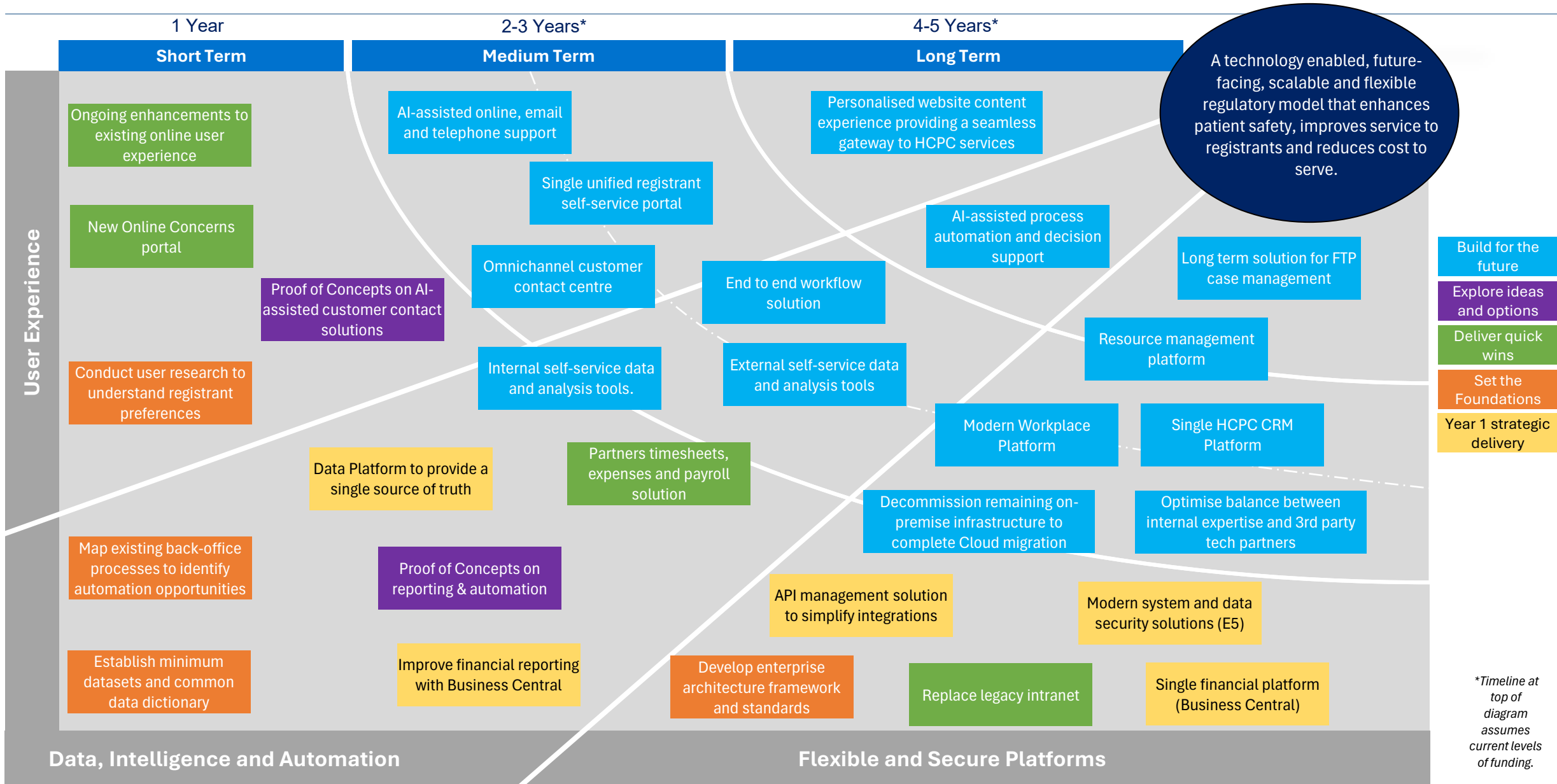


Technology Roadmap Delivery Update

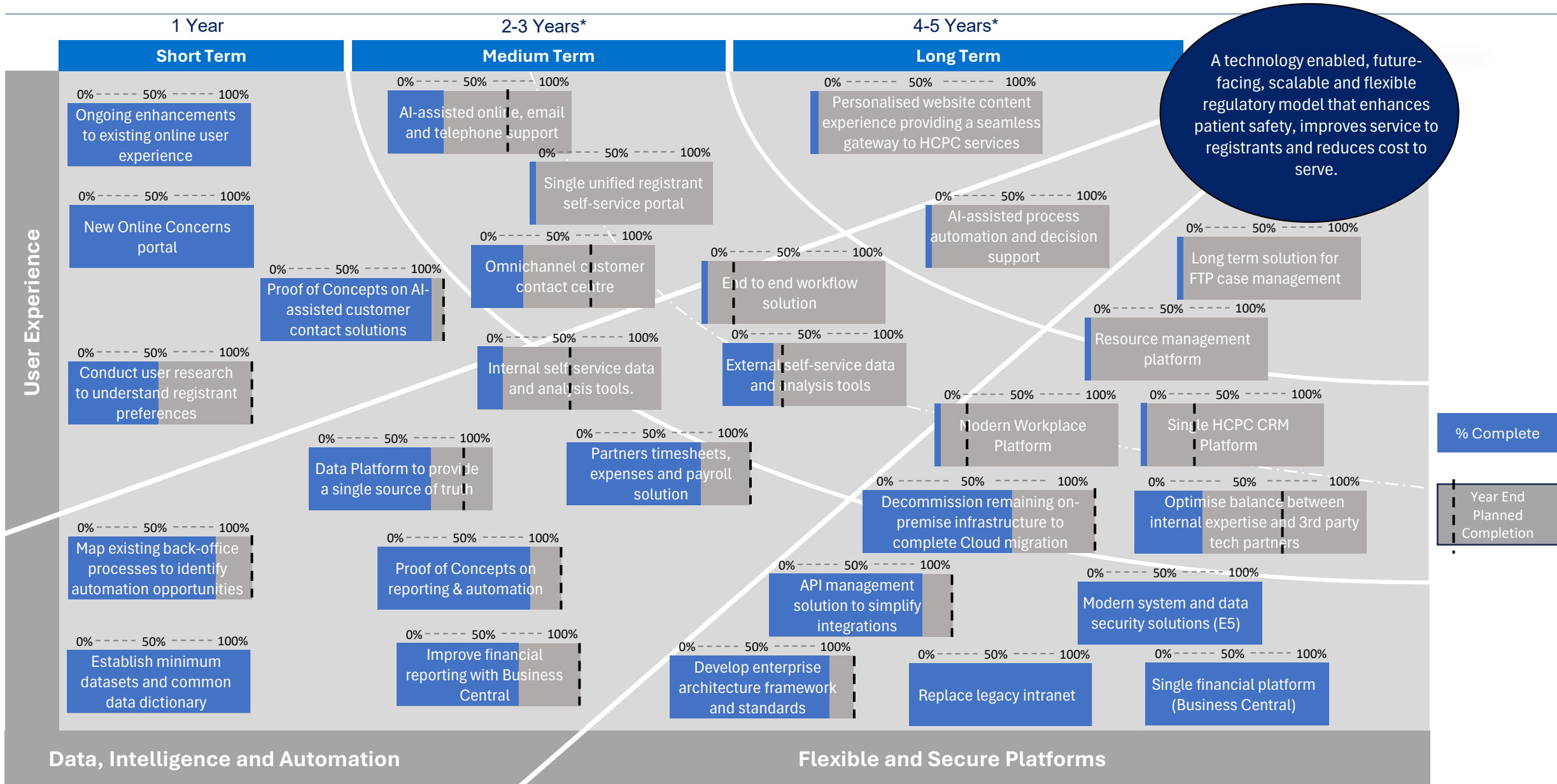
PRC – 13 November 2025

1) Overview of the technology roadmap and progress

High Level Technology Roadmap



FY 2025-26 Midyear Progress

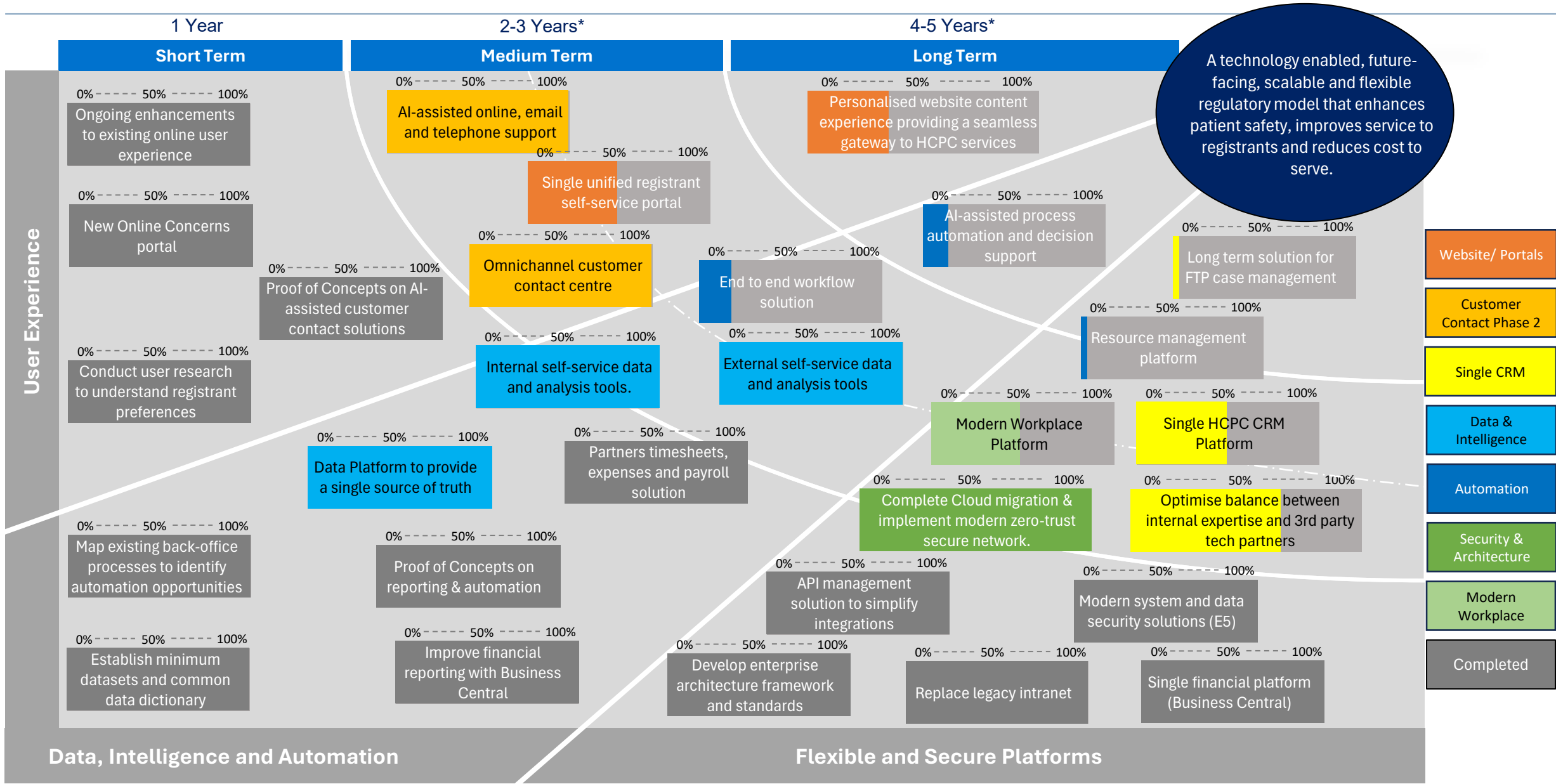


Technology Roadmap Milestones: September 2025

Programme	Key Milestones	Progress	Risk	Comment
Website and Portals	Upgrade website platform	G	L	Project now underway with contracts in place and on target to complete this financial year.
	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 proof of concept (PoC)	G	M	Scope of PoC provisionally agreed, will be further developed once website upgrade work underway.
CRM	Create foundational CRM	A	M	Resourcing options for CRM architectural review being evaluated.
	Agree resource model for CRM and portal delivery	G	L	Will be informed by CRM architectural review.
Customer Contact	Replace telephony and call handling systems with future-proof solution	G	M	Work progressing well and remains on track for a pre-Christmas go live. Risk rating reflects impact rather than likelihood of any substantial delays.
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	R/A	M	Commencement of the FTP data model build was delayed due to non-project work. Mitigation plans are being put in place to seek to recoup lost time – new plan under review.
	Implement initial self-service reporting and analytical tools	G	M	PoC to be undertaken to help define requirements and approach.
	Improved financial reporting	G	L	“Workday” reporting module is being implemented which will be integrated with Business Central for financial reporting.
Automation	Review long term AI and automation solution options	G	L	To be assessed as part of CRM architectural review.
	Develop internal workflow and automation capability	G	M	Automation Developer now in post and being trained up. Risk status reflects the complexity of existing workflows within FTP.
	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	G	M	Investment case approved. Specialist procurement partner appointed. Requirements being reviewed to identify the best route to market. Internal work to migrate file server into the cloud is progressing.
	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	A	M	Second discovery exercise undertaken which has identified a proportionate use case, short of a full SharePoint migration. Next steps now being assessed.
	Implement Partner payroll solution	G	L	Payroll system now live (first payroll in November) monitoring in place, 98% of partner contracts are complete. Payroll validation underway. Partner enrolment in new payroll system underway.

2) 2026-27 Tech Roadmap Priorities

Financial Year 2026-27 Priorities



Questions and discussion