Appendix 3

Roadmap for Admin Strategy 2022 - 2025

Timeline	Jan-21	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24

Existing Projects
- Complete Iconnect Roll out
- My Pension Online developments
- Regulatory Projects eg McCloud, Exit Payments
- Recruitment to vacant roles

Admin Strategy Implementation
- Service Plan & budget to Committee
- Develop Admin Strategy and take to Committee
- Consult & implement

Digital Transformation
- Review structure & recruit Digital Transformation Manager
- Implement new structure and recruit additional roles
- Gap analysis & specification for digital requirements
- Procurement process for new system
- New system implementation
- Revise Communications Strategy
- Ongoing communication & change management
- Staff training & development plan for digital transformation
- Implement Digital Office to better support staff
- Support & consultancy for members & employers
- Project Governance - set up Project Board
- Develop control framework & KPIs
- Integration with Banes Preparing for Future Project