## Appendix 3

Roadmap for Admin Strategy 2022 - 2025

Timeline	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24
Existing Projects	Complete Iconnect Roll out Website & My Pension Online developments in line with digital objectives Implementation of Heywood Insights Regulatory Projects eg McCloud, Exit Payments, Pensions Dashboard								
Admin Strategy Implementation	Service Plan & budget to Committee	Develop Admin Strategy and take to Committee				Consult & implement			
Implementation of New Operating Model	Set up temporary Digital Services Team & redefine workflows								
	Agree structure and review job descriptions			Consult & recruit into new p		Implement April 2023			
	Revise Communications Strategy In			ent Digital Office					
		New Office Accomm	odation						
	IT Systems Development								
	Channel shift to enable support and consultancy to members and employers								