

## **2026 Progress Update**



**2025 - 2028**

The ICT Strategy 2025-28 was approved at the February 2025 Authority meeting and is published online alongside the suite of Corporate Plans and Policies: [Corporate Plans](#). This document provides an annual update on progress for the period April 2025 to March 2026.

The following chart provides a summary of the status of the action plan after year one of the three-year Strategy.



A detailed review of the Strategy including progress updates is set out in the following table.

Ref	Strategic Action	Timescale		Progress
		From	To	
<b><i>Maintain and develop our ICT Infrastructure to meet current and future organisational needs</i></b>				
ICT1-A	Deliver improvements and upgrades to the Authority's ICT infrastructure		Ongoing throughout the strategy period	On schedule.
ICT1-B	Procure and implement a next generation ICT helpdesk system	01/11/2025	28/02/2026	Completed.
ICT1-C	Develop a fully revised and updated Business Continuity Strategy for ICT related functions	01/01/2025	30/06/2025	Completed.
ICT1-D	Deploy the Microsoft 365 E5 stack (compliance and security tools) to maximise return on investment and to reduce associated costs.		Ongoing throughout the strategy period	On schedule.
<b><i>Using technology to support innovation and digital inclusion in how customers can access our services</i></b>				
ICT2-A	Deliver improvements to the scheme member online portal ( <i>MyPension</i> ) by simplifying registration, improving security, and increasing functionality.	01/04/2025	30/06/2025	Completed.
ICT2-B	Deliver improvements to the employer online portal ( <i>EmployerHub</i> ) by increasing functionality and reporting.	01/05/2025	31/07/2025	Completed.
ICT2-C	Review the existing technology in the Oakwell House Events Room and implement upgrades to facilitate hybrid meetings and improved broadcasting of Authority meetings.	01/04/2025	30/04/2026	Ahead of schedule. Review undertaken and upgrade work now scheduled for April 2026.

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ICT2-D	Support the implementation of the Pensions Dashboard to required timescales.	01/04/2025	31/10/2026	Timescale amended: previously to be completed by 30/06/2026 – now to be completed by 30/04/2026. On schedule. Original Strategy included a deadline of 31/10/2025 for connecting, which has been completed. New timescale to of 31/10/2026 is to support the remaining implementation tasks; aligns with the Corporate Strategy 2026-2029.
<b><i>Using technology to deliver efficient business processes</i></b>				
ICT3-A	Continue the implementation of Power BI to provide more accessible management information and reporting across the organisation.	Ongoing throughout the strategy period		On schedule.
ICT3-B	Support the implementation of an integrated HR, Staff Payroll and Time and Attendance system.	01/04/2025	31/07/2026	Delayed due to resourcing. Timescale amended: previously to be completed by 31/12/2025 – now to be completed by 31/07/2026.
ICT3-C	Ensure the contract for the Pensions Administration software system is managed effectively and that procurement activity and decisions are undertaken in good time ahead of the end of the existing contract.	01/07/2025	30/09/2026	On schedule. The contract is being proactively managed through relationship management arrangements with the supplier. To ensure service continuity and allow sufficient time for future procurement activity, the contract has

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ICT3-D	Support the development of the Pensions Administration software system and investigate the utilisation of Automation tools to achieve maximum efficiencies.	01/04/2025	30/04/2026	recently been extended by a further 12 months to February 2028.
ICT3-E	Investigate the future possibility of how Artificial Intelligence (AI) tools might be used by the organisation – including assessment of potential benefits as well as the need for additional and robust governance and controls requirements.	01/07/2026	31/03/2027	Ahead of schedule. Timescale amended: previously to be completed by 30/09/2026 – now to be completed by 30/04/2026. Delayed pending the completion of action ICT4-D on data security aspects of Information Governance. Timescale amended: previously 01/04/2025 to 31/12/2025 - now 01/07/2026 to 31/03/2027.

#### *Keeping our data safe and secure*

ICT4-A	Maintain and continually strengthen our cyber security defences – including as part of this, developing and implementing an updated, internal-facing Cyber Security Strategy.	Ongoing throughout the strategy period – with the Cyber Security Strategy in place by September 2025.	On schedule. The Cyber Security Strategy has been approved. An annual update for Authority and LPB members on this area is being introduced from July 2026.
ICT4-B	Ensure that our cyber and information security capabilities are thoroughly embedded and tested – through activities including (but not limited to) annual IT Health Checks, ensuring continued Cyber Essentials Plus accreditation, specialist training and CPD for	Ongoing throughout the strategy period	On schedule.

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	all IT staff, promotion of user awareness through regular and frequent training and exercises.			
ICT4-C	Demonstrate compliance with the TPR General Code of Practice in relation to Maintenance of IT Systems and Cyber Controls	01/04/2025	30/09/2026	Delayed due to resourcing. Whilst we are largely compliant, there remains an action required to embed a process of ongoing assessment of the security and controls of third-party providers to supplement the robust process already in place when procuring new providers. Timescale amended: previously to be completed by 31/08/2025 – now to be completed by 30/09/2026.
ICT4-D	Support the work to improve data security aspects of Information Governance including the update and implementation of revised data classification, retention, encryption and minimisation policies and procedures.	01/02/2026	30/06/2026 and ongoing thereafter	Delayed due to resourcing. Work is now in progress in close collaboration with the Governance team as part of their wider information governance project. Timescale amended: previously 01/02/2025 to 31/03/2026 - now 01/02/2026 to 30/06/2026.
ICT4-E	Continue the rolling programme of review of all ICT Policies to ensure these are current, sufficient, and fit for purpose.	01/10/2024	30/04/2026 and ongoing thereafter	Delayed due to resourcing. Work is in progress with several new policies drafted and due to be reviewed for approval by SMT.

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		From	To	
				Timescale amended: previously to be completed by 31/10/2025 – now to be completed by 30/04/2026.

### Document Control Details

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