

## ICT Plan

Milestone	Delivery date
Microsoft Office 2013 rolled-out across the business	Delivered
Office365 rolled-out across the business	October 2017
Corporate Wi-Fi introduced	Delivered
Corporate mobile devices rolled-out within the office (VSH)	Delivered
Video conferencing and instant messaging capabilities enabled across the Commission	Delivered
Regulatory returns phase 1 delivered (in-house development)	November 2016
CRM phase 1 delivered (in-house development)	February 2017
New fees framework implemented (in-house development)	March 2017