High Level Implementation Roadmap

| June 2020 | Sept 2020 | 2021 | 2025 |

Detailed Design & initial build

Launch of New Website

Initial Operating Capability (IOC)

Interim Operating Model

Final Operating Capability (FOC)

Launch — New Website functionality launched evolving over time informed by the outputs of Service Design of BCC's services

Launch — Customer Function capabilities and capacity evolving over time from IOC to FOC as more services are on-boarded