**Template-programme-blueprint-product-description by** Colin Bentley

**Blueprint**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Programme Name** |  | | | | |
| **SRO** |  | | | | |
| **Programme Manager** |  | | | | |
| **Author** |  | | | | |
| **Date** | dd/mm/yy | **Version** | 0.01 | **Status** | First draft |
| **Date** |  | **Version** |  | **Status** |  |
| **Date** |  | **Version** |  | **Status** |  |

**Purpose:** The purpose of the Blueprint is to provide a model of the capability that must be in place to support achievement of the Vision of a Programme. It provides the focus for delivering the changes to the enterprise that will meet continuing and evolving needs of its customers.

A Blueprint comprises three main sections:

* The current state of business operations
* Intermediate state(s) to be delivered by the tranches of the programme to enable the achievement of one or more intermediate benefits.
* Final state to be achieved by end of the last tranche.

## For programmes where partner, supplier and/or customer organisations will need to change then relevant elements of their business operations should be described in the Blueprint.

At the start of the programme the Blueprint will necessarily lack specific detail but will evolve and become more precise as the programme progresses.

The Blueprint should cover the following generic aspects, plus any more specific items as required.

# 1. Current state

## For each business area that might undergo change or be affected by the changes introduced by the programme a description of the current state in terms of:

* Services provided
* Performance levels and operating costs
* Business processes and functions
* Organisation structure - key skills, staffing levels, roles and relationships
* Working style, behaviours and culture
* Tools, technology, equipment, buildings, accommodation and other relevant aspects of the physical environment

|  |
| --- |
| * Information and data. |
| **2(i) Intermediate state at the end of Tranche 01** |
| For each business area that will undergo change as a result of this Tranche a description of:   * New/amended services the enterprise will offer at the end of this tranche (including performance levels and operating costs) * Business processes and functions of intermediate business model * Organisation structure - key skills, staffing levels, roles and relationships needed to support the intermediate future business * Working style, behaviours and culture required * Tools, technology, equipment, physical environment etc required for the intermediate business model * Information and data required for intermediate business operations |

# 2(ii) Intermediate state at the end of Tranche 02

For each business area that will undergo change as a result of this Tranche a description of:

* New/amended services the enterprise will offer at the end of this tranche (including performance levels and operating costs)
* Business processes and functions of intermediate business model
* Organisation structure - key skills, staffing levels, roles and relationships needed to support the intermediate future business
* Working style, behaviours and culture required
* Tools, technology, equipment, physical environment etc required for the intermediate business model
* Information and data required for intermediate business operations

# 3. Final future state at end of final Tranche.

* New/amended services the enterprise will offer (including performance levels and operating costs)
* Business processes and functions of the final business model
* Organisation structure - key skills, staffing levels, roles and relationships needed to support the future business
* Working style, behaviours and culture required
* Tools, technology, equipment, buildings, accommodation and other relevant aspects of the physical environment
* Information and data required by future business operations (and how existing information/data

will be changed)

**Product Description**

**Product name: Blueprint**

### What is it?

A model of the services, organisation, services, processes and technology capability required to support achievement of the Vision of a Programme of change. It provides the focus for delivering the changes to meet continuing and evolving needs of its customers.

### What does it comprise?

A Blueprint will comprise a number of sets of information about current and future business operations and capability:

The blueprint should describe business operations:

* Current state
* Intermediate state(s) to be delivered within tranches of the programme.
* Final state to be achieved by end of the last tranche.

For each of these states the Blueprint should cover the following generic aspects, plus any more specific items as appropriate:

**Processes**: What the business must be doing to support its purpose and meet the needs of its customers. There will probably be a combination of new and amended business processes and associated business products. Significant service performance requirements should also be defined. (eg throughput, response times, capacity, resilience)

**Organisation**: The shape of the organisation after reorganisation. This may include new/amended elements of the business management structure, culture, functions, roles, locations, teams, stakeholders, customers, suppliers, partners etc. Any changes to behaviours and culture should be identified.

**Information**: The data and information that the organisation will require in order to deliver to its customers

**Technology, Tools, Equipment, Facilities:** New/modified accommodation, infrastructure, IT, web facilities, call centre, help desk equipment……).

An example list of contents of each section could be:

* Services provided by the business
* Performance levels and operating costs
* Business processes and functions
* Organisation structure (key skills, staffing levels, roles and relationships needed to support the business)
* Working style, behaviours and culture
* Tools, technology, equipment, buildings, accommodation and other aspects of the physical environment required for the business
* Information and data required by business operations (and how existing information/data will be changed)

For programmes where partner, supplier and/or customer organisations will need to change then relevant elements of their business operations should be described in the Blueprint.

### Getting it right

For each future state of the Blueprint:

* Will it enable the Vision to be achieved?
* Is it appropriate to the requirements of the full range of actual/potential customers? eg:
  + Businesses
  + Members of the public
  + Internal stakeholders
  + Partner organisations
  + Government Departments and Agencies
  + Charities and other not for profit bodies
* Is the Blueprint
  + Achievable by your enterprise?
  + Realistic?
  + Relevant to the needs of customers?
  + Affordable?
  + Relevant to the mission and objectives of your enterprise?
* If necessary, is the model flexible enough to be modified in response to internal and external forces for change (e.g. political, economic, technological, social, legislative, environmental)?
* Is the Blueprint sufficiently innovative in terms of services, approaches to delivery, tools and technology?
* Will the innovations lead to significant benefits to the enterprise and its customers? eg:
  + to unleash suppressed potential
  + enable step changes in operational effectiveness and efficiency
  + to transform the enterprise to meet external drivers for change.
* Do key internal and external stakeholders recognise that the Blueprint will need to evolve/be refined/be changed during the life of the programme that is implementing it?
* Is there enough detail to be able to plan the changes necessary to achieve this state of the Blueprint and to design the dossier of projects and transformation

activities needed to implement it?

* Is there too much detail? Has the programme management team done design work which should be left until later and done by the teams of specialists working in projects?

### What is the Blueprint derived from?

The Blueprint for a programme should be derived from and should be consistent with:

* The Vision Statement for the programme
* The mission and objectives of the parent organisation
* The Programme Brief
* The Benefits the programme must deliver
* Documentation describing existing businesses models, technology, processes etc (for all organisations that will be changed as a result of the programme)
* Any internal and/or external standards/regulations that apply
* Outputs from such things as planning workshops, design studies, brainstorming and scenario planning events
* Comments/feedback/suggestions from actual and potential customers
* Research studies.

### Who is responsible for creating it?

The Programme Manager is responsible for ensuring that the Blueprint is created, signed off by senior stakeholders and updated as necessary as the programme progresses.

In practice much support will be needed from any corporate design authorities (eg corporate database administrator), business representatives (eg Business Change Managers), business analysts and technical specialists as each new version is created and quality checked.