

**FOREIGN & COMMONWEALTH OFFICE**

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## Embracing the information age to drive change

The FCO is using technology to help understand the complex global diplomatic environment and to drive change across a widely distributed operation. Business design is enabling it to communicate a rich picture of how it sees its business evolving over time.

Salamander has been engaged by the Foreign and Commonwealth office as part of the Future Firecrest technology enabled change programme. Salamander were retained to create and develop the management of change strategy and plan and create a business design that described how the Foreign Office will exploit to the technologies delivered as part of the programme. Using its Architecture Development Toolkit, Salamander worked with a broad cross section of users both in the UK and overseas to create a future-state business architecture or blueprint. This blueprint provided the foundation for identifying the major change impacts on Foreign Office staff and provided the means to develop change interventions designed to ease the burden of transition. The future-state operating model will become an essential vehicle for business design decision-making, ensuring that any programme related change considers the true impacts on users and recognises any impact on documented benefits.