



quanta | Training

&

Sanctuary



ACCREDITED TRAINING ORGANIZATION

PeopleCert ON BEHALF OF AXELOS

About Sanctuary

Sanctuary is a leading social housing and care provider that own and manage approximately 120,000 homes across England and Scotland. As a not-for-profit organisation, Sanctuary's revenues are invested back into realising their social purpose. Social housing lies at the core of what they do, and they believe that secure, good quality accommodation can be the foundation that enables people to achieve their goals in life.



A critical component of Sanctuary's commitment to delivering their social purpose lies in the continued cultivation of highly trained, effective and efficient teams. A proficient team is essential not only for the effective management of their extensive housing portfolio, but also for ensuring that the benefits of their not-for-profit initiatives reach those in need. By investing in continuous training and development, Sanctuary strengthens its capacity to provide exceptional care and support, reinforcing their commitment to creating positive societal impact through the delivery of housing and care services.

Challenges and Objectives

Sanctuary's Technology department needed a full sense of what their IT service capability was. There was a challenge in assessing the value of work and its impact when formally rolled out across the various Sanctuary businesses. There was a recognition that a service focused operating model was required to achieve a greater level of maturity for IT Service Management within Sanctuary.

Quanta had previously supported and provided training on ITIL® 3 within Sanctuary's Technology department, and ITIL® remains the 'de facto' framework used by the Technology teams to help them deliver much of their work. However the ITIL® 4 framework offered something new.

David Lyall, Business Architect within Technology Strategy and Planning, explained that "the big challenge was to navigate the switch of focus within the operating model to a focus on the outcomes that Sanctuary needed to realise, as opposed to focussing largely on the delivery of the technology itself.

"The ITIL v4 framework has helped enable the department to cultivate a holistic understanding of the department's work in terms of the services that we offer and specialist practices that are needed to manage and maintain them".



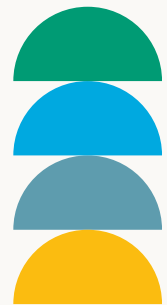
Key Focus Areas

- What is the total sum of the work carried out?
- How is work done?
- How is it understood?
- How is the work justified?
- How is it approved?
- How is the work governed?

David played a key role in analysing Sanctuary's operating model and advocating for the continued investment in ITIL®. Understanding the whole portfolio of work, making all aspects of work transparent and ensuring compliance with Sanctuary's governance structures makes use of principles that are well defined within ITIL®.

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David Lyall



"We have been able to articulate these points with greater clarity as a result of ITIL® 4 Foundation training" David explained. "Throughout the Technology department, there were teams with varying levels of maturity when it comes to adherence to ITIL® best practice, but there was nothing which brought everything together from an ITSM perspective."

"ITIL® 4 should become a vessel to instill best practice principles right the way across the department, but some areas will be easier to improve than others. ITIL® has prompted us to create working groups which can collaborate closer together with an adopted common terminology.

This has enabled formalisation of approach and greater understanding across teams within the department which in turn has enabled a greater level of collaboration and focus on value. It is giving us the opportunity to shine a light on areas where we were constantly tripping ourselves up."

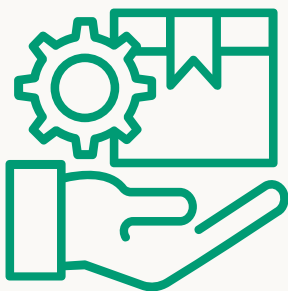


How Quanta Helped

Seeking a solution, Sanctuary embarked on an ITIL® transformation journey to reshape their working practices and enhance overall service delivery. Quanta met with David to define an appropriate programme of learning that would support their business objectives.

To achieve this, Quanta delivered a programme of ITIL® training which reached every member of Sanctuary's Technology department. It was comprised of 12 deliveries of the ITIL® 4 Awareness course, a closed ITIL® 4 Foundation course and 8 runs of the Apollo 13 IT Service Management Simulation.

The ITIL® Awareness Seminar was delivered to Sanctuary Technology teams who needed a broad understanding of ITSM principles and how ITIL® 4 supports them. The intention was to raise their understanding of what ITSM is, what some of its key terminology is and how it can support creation of value across the organisation.



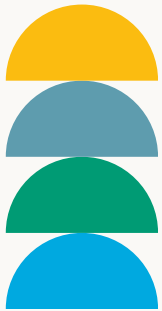
ITIL® 4 Foundation was targeted at people who were identified as owners of the 34 ITIL® practices. These were individuals that would go on to have greater responsibility for design and adoption of ITIL®-based value streams within Sanctuary, and who would have responsibility for maturing their practices whilst collaborating through working groups. As a closed course there was the opportunity to really think about how best practice could be applied within the Sanctuary context.

The Apollo 13 Business Simulation was targeted at operational teams. It sought to embed the learning and principles of IT Service Management in an experiential learning environment. Delegates taking part in an Apollo 13 simulation took on the responsibilities of Mission Control in Houston. Their mission: bring the crippled spacecraft and its crew safely home.



By not being a pure IT environment delegates realised the importance of ITSM principles and were encouraged to apply core best practice themes, create their own processes, and manage the realisation of the mission goals ('value') without being able to drop back into old habits and standard IT tropes.

Impact of the Programme



“Getting serious about knowledge management and problem management will reap benefits over time. ITIL® has given us a kind of language and framework to consider all aspects together. The foundation course emerged as a highlight, laying the groundwork for a successful transformation”.

David Lyall

ITIL® brought tangible improvements to Sanctuary's knowledge management, problem management and major incident management practices. David acknowledged that in particular, "Getting serious about knowledge management and problem management will reap benefits over time. ITIL® has given us a kind of language and framework to consider all aspects together. The foundation course emerged as a highlight, laying the groundwork for a successful transformation".

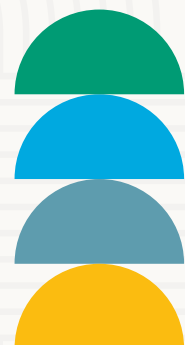
The impact of ITIL® on Sanctuary's business objectives are yet to be fully realised but those early improvements in knowledge management, problem management and major incident management have highlighted potential similar routes for improvements elsewhere. There remains a number of challenges in realising the purpose of the service configuration management practice. These challenges will be addressed in future ITIL® consultancy.

Working with Quanta

Sanctuary chose Quanta based on positive past experiences and a strong existing relationship. Where there were alterations required to aspects of delivery, our ITIL® 4 Master, Adam White-Bower, provided ongoing support and course corrections to ensure the program's success. David praised Quanta's ongoing support, saying, "After every session, Adam was contacting me to raise any issues or opportunities for refinements for future delivery."

“There was a recognition that Quanta’s role extends beyond training, we’re now utilising Quanta for ITIL® consultancy services to further mature our more problematic ITIL® practices”.

David Lyall



The next steps for Sanctuary involve determining how to use their remaining training days with Quanta, reviewing the spread of practice owners, creating more working groups, and addressing gaps in areas like configuration management.

David adds "There was a recognition that Quanta's role extends beyond training, we're now utilising Quanta for ITIL® consultancy services to further mature our more problematic ITIL® practices".

In conclusion, Sanctuary's ITIL® transformation journey, supported by Quanta, has resulted in improved processes, a common language, and greater collaboration around ITSM best practices. With ongoing support and a commitment to continuous improvement, Sanctuary is well-positioned for future challenges in an ever-evolving IT landscape.

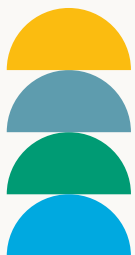


Considering ITIL®? Talk to the Master!

By implementing ITIL®'s practices, organisations can improve collaboration and communication, mitigate risks, make informed decisions based on data-driven insights, and foster a culture of continuous improvement.

Quanta is a PeopleCert on behalf of Axelos accredited training organisation. Quanta's IT Service Management Lead Trainer, Adam White-Bower is a certified Axelos Global Best Practice ITIL® 4 Master. ITIL® 4 Master is the highest ITIL® Certification. Adam has mastered the theory of ITIL® principles, methods and techniques and has been dedicated to delivering transformative ITIL® training to UK businesses for over a decade.

To speak with Adam about ITIL® Implementation, training or consultancy within your organisation, get in touch!



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