

quanta | Training



Sanctuary

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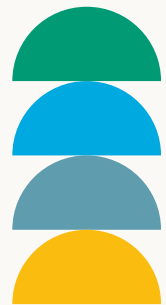
Key Focus Areas

- 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



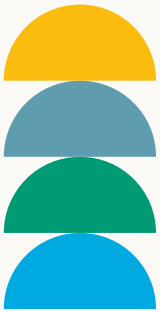
“We have been able to articulate these points with greater clarity as a result of ITIL® 4 Foundation training” David explained. “Throughout the Technology department, there were teams with varying levels of maturity when it comes to adherence to ITIL® best practice, but there was nothing which brought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



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".

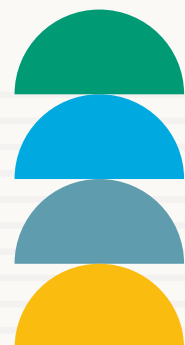
The impact of ITIL® on Sanctuary's business objectives are yet to be fully realised but those early improvements in knowledge management, problem management and major incident management have highlighted potential similar routes for improvements elsewhere. There remains a number of challenges in realising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

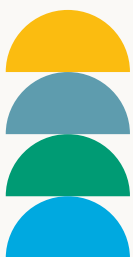
Considering ITIL®? Talk to the Master!

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 IITIL® 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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