



[Working with you
to deliver solutions]

CASE STUDY

Sector Skills Development Agency

With Keystrokes’ support, the Sector Skills Development Agency implemented a significant change to the way they manage and share vital business information.

Background:

The Sector Skills Development Agency (SSDA) is responsible for funding, supporting and monitoring the network of Sector Skills Councils (SSCs) across the UK. A knowledge-based organisation, the Agency recognised that they needed to seek more effective ways of working with and managing information. They developed an innovative new Corporate Fileplan for sharing information and enabling easier collaboration. As well as a technical change, this represented a significant cultural and behavioural change for the organisation. The support of staff would be essential to the achieving the business objectives.

“The success of the initiative is a direct result of the engagement of all agency staff”

Solution:

Following a tender process in 2005, the SSDA selected Keystrokes to plan, design, develop and deliver effective learning and development to support their staff through the change. The variety of activities and learning resources included:

- A series of communications to deliver key messages and make staff aware of the background to and reasons for the changes.
- Classroom courses for standard users – to introduce and reinforce the new file plan and equip users to make a smooth transition to the new working practices.
- Super-users’ classroom courses and coaching – to equip them for their role in championing the changes and supporting other users.
- Supporting reference documents and quick reference guides – in hard copy and via the Intranet.
- Floor-walking support and surgery sessions to deal with issues and specific queries.

“Workplace support reinforced new skills and ensured that new ways of working became embedded”

Benefits:

- A high level of workplace user acceptance and support.
- Super-Users built internal capabilities and have been adopted by the Agency as an ongoing support for new starters.
- Staff have a sense of ownership and enthusiasm for the change and an appetite for further improvement.

The project has resulted in the engagement of all staff in the task of improving the way the Agency manages information, exploits its technology and works together to deliver successful outcomes.

