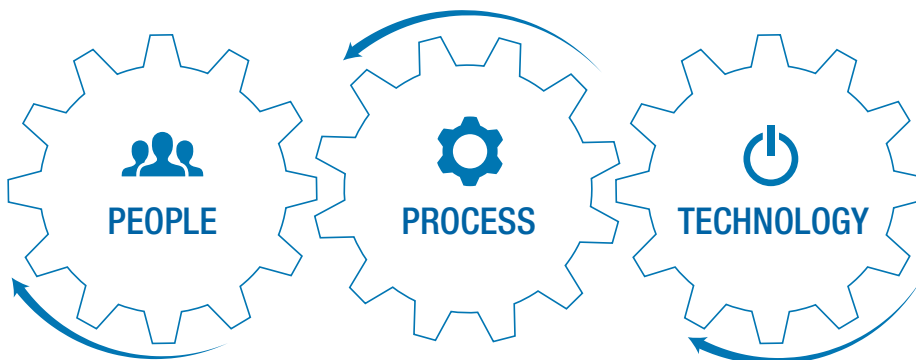# ALIGNING PEOPLE, PROCESSES & TECHNOLOGY TO SUPPORT A SERVICE MANAGEMENT BEST PRACTICES INITIATIVE

CHALLENGE: Improve Efficiencies and Alignment of the IT Organization With the Business

In 2014, a large mortgage loan company began an initiative to implement service management best practices throughout the organization, which included IT service management training to validate knowldge by student's earning their Foundation, Intermediate, and Expert level ITIL certifications.

SOLUTION: Customized ITIL Training Solutions

PEOPLE — **PROCESS** — **TECHNOLOGY**

The company's ITIL training is delivered via cohorts, focusing on Foundation, Intermediate, and Expert level modules.

The company chose Learning Tree to leverage their real-world experience for assisting clients to implement service management best practices.

The company has also benefited from Learning Tree's technology and web-based learning resources that help the students prepare and pass their certification exams.

KEY RESULTS

Over 400
employees trained to successfully implement service management best practices

Over 95%
of the employees have attained their ITIL certifications

★★★★
Students rated the course's relevance to course objectives an average of 3.79 on a 4-point scale

Business Case for Your Organization

92% of the 350 ITSM professionals surveyed by Axelos agree they need a much stronger strategic vision, aligned with the wider business[1]

Providing ITIL training to cohorts in the IT organization enables groups of employees to have a structured, consistent path to achieving their ITIL certifications. Learning Tree can work with your organization to provide training to help implement service management best practices.

1. Axelos

High-Performance Training & Implementation Solutions From Learning Tree

Technology Brands

Adobe	IBM	Oracle	SAP
AWS	Lean Six Sigma	Red Hat	VMware
Cisco	Microsoft	Salesforce	

IT & Management Training Topics

Agile & Scrum	Data Science & Big Data	Linux & UNIX	Networking
Apple Programming	DevOps	Microsoft Cloud Workshops	Power BI
Azure	FAC-P/PM	Microsoft Dynamics 365	Project Management
Business Analysis	ITIL®	Microsoft Office	Python
Business Intelligence	ITSM	Microsoft Windows Server and Windows 10	SharePoint
Cloud Computing	Java	Mobile App Development	Software Development
Communication Skills	Leadership & Professional Development	.NET / Visual Studio	SQL Server
Cyber Security			Web Development & Design

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500+ Expert Instructors – Real-World Practitioners

Serving our global footprint and averaging 15+ years of real-world consulting experience to deliver real-world results

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