



## Large Global Management Consulting Firm – ITIL® Implementation



### CLIENT CHALLENGE:

Given the global and highly distributed nature of this firm, they recognised the need to improve their internal processes and capabilities to serve their consultant employees and ultimately their customers via improved service management of their IT. When Learning Tree became involved, the firm had decided to leverage the ITIL® framework for IT Service Management (ITSM) on a global basis. They were looking for a partner that could not only provide them training on ITIL®, but provide real-world feedback on the challenges and lessons learned in the implementation of IT across a distributed enterprise.

### OUR SOLUTION:

To meet these requirements, Learning Tree included standard ITIL® Foundation Training in a live private team training setting, including classroom training at the client’s sites, along with the use of Learning Tree’s AnyWare solution for remote attendees. Learning Tree augmented their standard training to provide a teaching environment for attendees to hear and react to real-world scenarios similar to what they would face on the job.

Hence in early 2018 Learning Tree was invited to bid on a request for proposal to implement the ITIL® Framework for their Information Services team around the globe.

#### Key elements of the RFP included:

- **Ability to deliver ITIL® Foundation training at various office locations** in North America, Europe, and Asia.
- While achieving ITIL® Foundation certification was important, **the primary goal was to provide a comprehensive understanding of ITIL® and how teams should apply the principles to improve service management for the firm.**

### The Learning Tree Differentiated Solution Included:

- **Pre-course meetings** with Subject Matter Experts (SMEs) and key client stakeholders within the organisation to create a client-specific case study to be tied in with the standard ITIL® training
- **A group of expert instructors** from around the globe to be a part of the project team
- **An extra day of facilitation** with each training day to cover the case study and provide additional coaching to the attendees
- **After-course coaching** for attendees to get extra assistance as they return to their organisation and attempt to implement what they learned on-the-job

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## The Results



Over approximately a year and a half, Learning Tree has run a total of 26 events for this client and trained about 600 employees in ITIL® Foundation. Of those that took the ITIL® Foundation Certification Exam, **an astounding 99% have passed the exam**. Our overall average Instructor score has been 3.93 (out of 4.00) and the average course score 3.79. Below are a few quotes from attendees:

“Great course, excellent instructor, really learned a lot and gained some helpful knowledge.”

“My expectations were low coming into the class as I thought the material would be dry but was pleasantly surprised and enjoyed the class.”

“Excellent instructor and enjoyed his delivery and presentation. Very engaged and learned a lot.”

“Hitesh was an excellent facilitator. He had a great grasp of the material and made it easy to get through the content. Approachable, prepared etc. Really one of the best I’ve seen so thank you.”

“Hitesh did a great job with this training class. His use of real-world examples to highlight concepts was extremely helpful. He was also a skilled presenter who clearly knew the materials well and it never felt like he was reading slides to us. He also timed breaks and learning time well.”

Beyond ITIL® Foundations, we are now working with the firm to identify key roles and individuals who will need additional ITIL® skills. We will have those individuals go through the ITIL® Lifecycle training to develop a set of ITIL® experts within the firm.

## Subject Matter Expert Insights

“It has been amazing to work with an organisation that is so dedicated to empowering their staff with this training. The amount of time, manpower, and energy it takes to make a change can be slow, but every event I have taught, you can tell that they are moving in the right direction.”



**Hitesh Patel**

CEO, Arsenal Investments LTD  
Service Management Instructor and Instructional Designer  
Learning Tree ITIL® Curriculum Dean and Author

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