

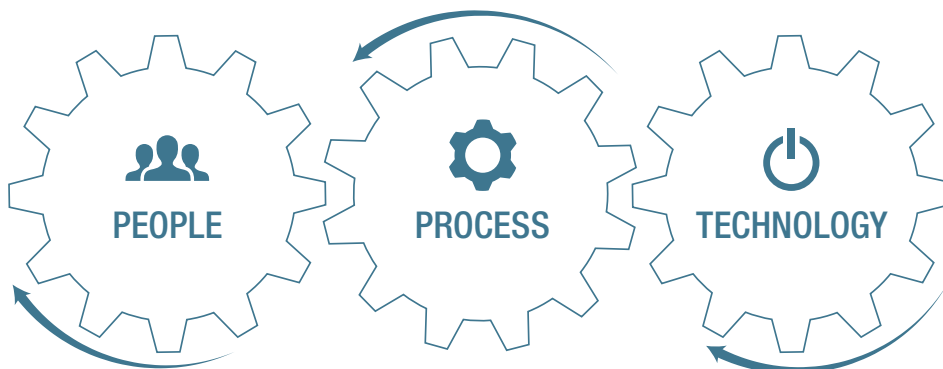
# ALIGNING PEOPLE, PROCESSES & TECHNOLOGY TO CREATE A WORLD-CLASS IT ORGANIZATION

## CHALLENGE: A Large Government Agency Responds to Poor Service Delivery and Over \$400 Million in Unaccountable IT Costs

Without a clear service catalog, organizations can experience poor service delivery and lack of asset management. This government agency was unable to account for over \$400 million in IT costs, and needed to quickly solve their issues of service delivery.

## SOLUTION: Customized Workforce Optimization

## KEY RESULTS



Learning Tree provided 200 agency employees with ITIL training relevant to their specific job role in the IT shop. Learning Tree's ITIL Expert then served as a project lead, helping the implementation team identify and produce agency-specific IT Service Management processes.

Master templates were developed to better account for costs and Service Level Agreements (SLAs).

A single IT Service Catalog was created with clear end-to-end service mappings for the entire enterprise.

### One Single Catalog Created

to replace the previous 13 separate catalogs

### Identified Key Services

within 5 Service Levels to support the creation of relevant SLAs

### Embedded Advisor

for 200 employees to guide the new service delivery framework

## Business Case for Your Organization

**More than 70% of organizations see less value from their ITSM investments than expected<sup>1</sup>.**

With the help of Learning Tree's ITIL Acceleration Workshops, this government agency created a service delivery structure that properly manages their assets and delivers value to their customers. Learning Tree can partner with your organization to ensure your service delivery goals are achieved by working side-by-side with your implementation team, so you can realize the full potential of your ITSM investments.

# HIGH-PERFORMANCE TRAINING & IMPLEMENTATION SOLUTIONS FROM LEARNING TREE

## DATA & SECURITY

Activity-Based Intelligence  
Big Data  
Business Intelligence  
Cyber Security  
Oracle  
SQL Server

## APPLICATION DEVELOPMENT

.NET / Visual Studio  
Agile & Scrum  
Apple Programming  
Java Programming  
Mobile App Development  
Python, Perl & C++  
Software Development  
Web Development

## BUSINESS MANAGEMENT

Business Analysis  
Communication Skills  
ITIL®, COBIT® & SFIA  
Leadership & Professional Development  
Microsoft Office  
Project Management  
SharePoint

## NETWORKING

Cisco  
Cloud Computing  
Networking & Virtualization

## APPLICATION OPERATING SYSTEMS

UNIX & Linux  
Windows Desktop  
Windows Systems

For over 40 years, Learning Tree has been a Proven Market Leader

### Trusted Partner for 60,000+ Organizations

serving national and multinational corporations, government agencies, education and non-profits

### 600+ Expert Advisors

serving our global customer footprint and averaging 20+ years of diverse real-world experience

### Demonstrated Past Performance

in offering end-to-end proven capabilities to provide all facets of Workforce Optimization resulting in improved organizational alignment



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