

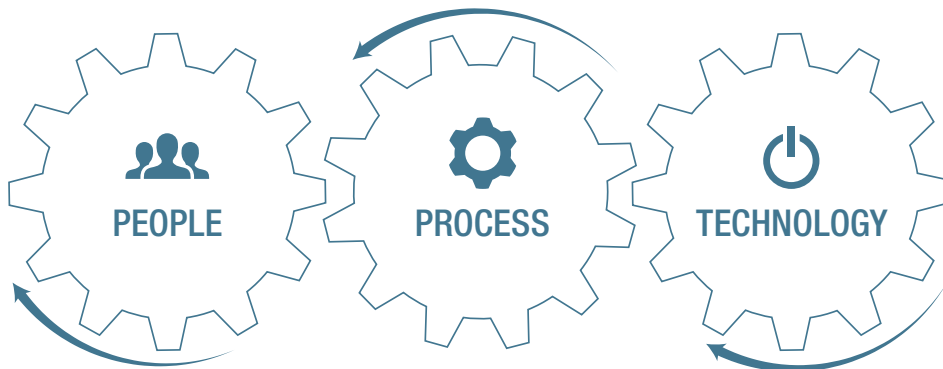
# ALIGNING PEOPLE, PROCESSES & TECHNOLOGY TO SUPPORT IT SERVICE MANAGEMENT TRANSFORMATION

## CHALLENGE: A Large Hospital is Committed to Standardizing IT Across the Platform

The organization is committed to becoming the top hospital system in the United States. They plan to reach this goal through aligning regional hospitals and merging service desk operations to improve customer satisfaction.

## SOLUTION: Baseline Training for IT Leaders

## KEY RESULTS



The hospital is investing in the development of over 150 of its IT leaders. By creating a baseline, they hope to deploy a top-to-bottom approach for implementing best practices.

The goal of the training is for IT leaders to help define the services provided, create repeatable processes, set expectations of service, and create a common vocabulary for the IT organization.

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.

**Over 150**  
IT leaders trained to help the organization become the top hospital system in the U.S.

## Improved IT Service Delivery

through aligning regional hospitals and merging service desk operations



Students rated on average a course grade of 3.57 on a 4-point scale

## Business Case for Your Organization

**A survey of 1,217 technology leaders shows 55% of CIOs having yet to tap on the capabilities of IT to deliver customer experience<sup>1</sup>**

Learning Tree is providing ITIL training for over 150 of the hospital's IT leadership team. Improved service management within the IT organization is a top priority for the hospital's CIO, and is expected to help the organization in its goal to become the top hospital system in the US. Learning Tree can partner with your organization to ensure your service delivery goals are achieved and be a resource in shaping your service management practice.

# 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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For 45 years, Learning Tree has been a trusted partner for the world's largest corporations in Financial Services, Healthcare, all levels of Government, Professional Services, Manufacturing, Education and Non-Profits.

### 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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