

A global investment bank builds consistent service desk capability across three regions.

A leading global investment bank needed to move beyond isolated training and build a coordinated Service Desk capability framework across the Americas, EMEA, and APAC. Learning Tree designed and delivered a structured, three-tier learning program that combined certification pathways, technical training, and follow-on coaching. The result: perfect learner satisfaction scores, approximately 172 improvement ideas generated, and a globally aligned service management framework.

From fragmented training to a coordinated global framework

Large financial institutions operating across multiple regions face a structural challenge that isolated training cannot solve. When Service Desk teams in the Americas, EMEA, and APAC operate without a shared service management language, inconsistency compounds. Confidence gaps widen. Operational improvement stalls at the team level rather than scaling across the organization.

This bank recognized that reality. Leadership set a clear mandate: build a coordinated, global capability framework for its Service Desk function, strengthen both service management knowledge and technical capability, and ensure that learning translated into measurable operational improvement rather than stopping at course completion.

Hitesh is a fantastic instructor. Good job in finding that resource.

— APAC IT Support Supervisor, Global Investment Bank

The program delivered exactly that. Learner satisfaction scores for ITIL® Foundation training reached a perfect 4.0 out of 4.0 across all major evaluation categories. Coaching workshops engaged approximately 43 colleagues and generated around 172 service improvement recommendations. **Three global regions now operate within one consistent capability framework.**

4.8 / 5 ★★★★★

ITIL® (Version 5) Foundation training evaluation scores across course quality, instructor effectiveness, content relevance, and practical application

172

Approx. improvement ideas generated through coaching workshops

43

Approx. colleagues engaged in coaching workshops

3

Global regions aligned through one capability framework

The challenge: consistency across geographically dispersed teams

The bank's Service Desk operated across three global regions, each with its own operational rhythms, time zone requirements, and local priorities. Standalone training courses had delivered individual learning outcomes, but they had not produced the coordinated capability framework the organization needed.

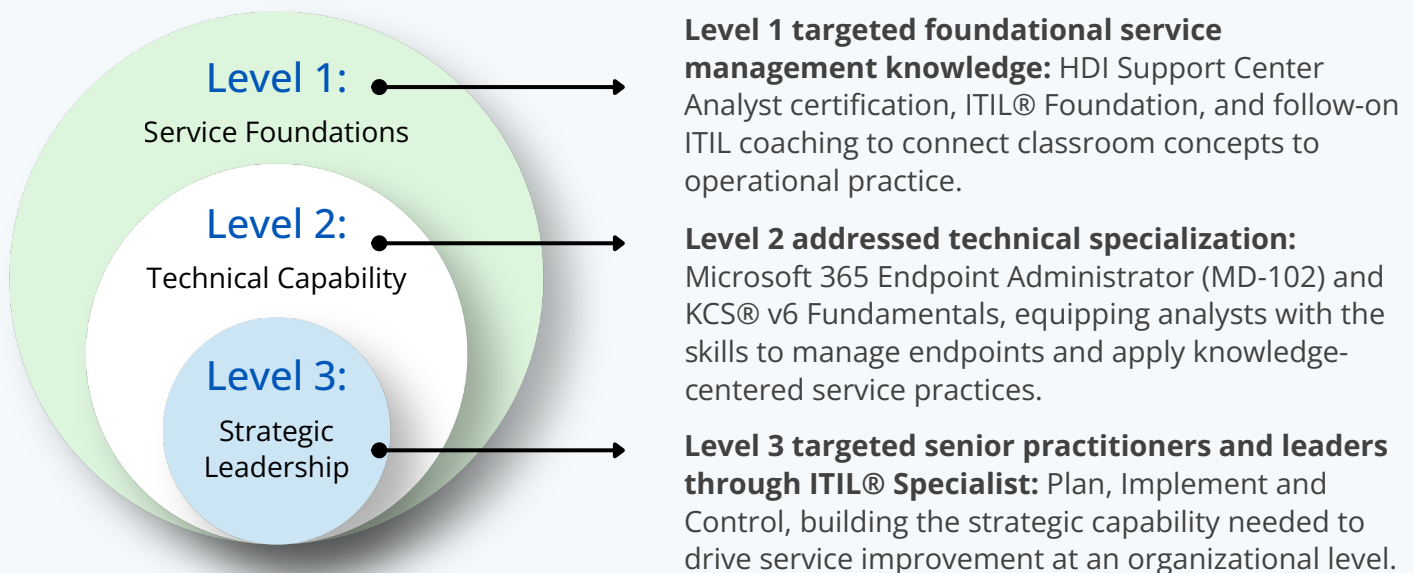
Several specific challenges required a structured response:

- Service desk teams lacked a shared service management language, making it difficult to drive consistent practices across regions.
- Strengthening both service management knowledge and technical capability simultaneously meant the program had to address multiple levels of the service desk function without disrupting day-to-day operations.
- Confidence and practical ownership varied across teams, limiting the organization's ability to scale improvement initiatives globally.
- Previous training had not translated reliably into operational improvement. The organization needed learning that produced a measurable roadmap for service transformation, not just course completions.

The conventional response to this problem is to deploy a series of off-the-shelf courses and measure completion rates. That approach produces training records. It does not produce capability frameworks. The bank needed something more deliberate.

The Learning Tree solution: a structured three-tier learning pathway delivered globally

Learning Tree designed a capability program built around three levels of responsibility within the Service Desk function. Each tier addressed a distinct audience and a distinct set of capability requirements.



Practical application was built into every stage. Labs, structured discussion, and six follow-on coaching workshops ensured that participants moved from understanding concepts to applying them in their actual operating environment.

The results: measurable outcomes across learning, confidence, and improvement

The program delivered consistently strong results across every evaluation dimension.

Measurable learning outcomes

ITIL® Foundation cohorts achieved 4.0 out of 4.0 ratings across all four major evaluation categories: overall course quality, instructor effectiveness, content relevance, and practical application. This result held across multiple cohort deliveries, confirming consistency rather than a single strong performance.

"The labs are very well structured, giving us hands-on experience and helping us understand the course material."

— Program participant*

Microsoft 365 Endpoint Administrator cohorts received strong feedback on structure, pacing, and hands-on labs. Participants specifically cited clear explanations and practical examples as factors that helped them connect technical content to their day-to-day responsibilities.

Area	Evidence	Why it matters
ITIL® (Version 5) Foundation	4.0/4.0 across all evaluation categories	Validated quality and consistency across cohorts
Instructor quality	Highest ratings across knowledge, questions, and engagement	Built confidence and trust with learners
MD-102 technical pathway	Strong feedback on structure, pacing, and practical labs	Helped learners connect technical topics to their roles
Coaching workshops	Approx. 172 improvement ideas from approx. 43 colleagues	Converted learning into an actionable roadmap

From classroom learning to operational improvement

The defining outcome of this program was the transition from learning to action. Six coaching workshops gave participants a structured space to challenge existing ways of working, identify improvement opportunities, and connect those opportunities to the organization's broader service management direction.

1. Capability	2. Confidence	3. Continuous Improvement
Structured pathway from foundation service management to technical specialization and leadership capability.	Instructor-led learning, practical labs and coaching helped learners build confidence and apply concepts to real work.	Coaching turned learning into approximately 172 improvement ideas that can be prioritized into a roadmap.

The workshops generated approximately 172 suggested improvements across the participating teams, creating a practical starting point for consolidation, prioritization, and roadmap development. Approximately 43 colleagues participated directly in this process.

*Client name and sensitive details anonymized. Internal metrics are presented in aggregate only.

The Learning Tree difference: capability programs that produce operational results

The organizations that build durable service management capability are not those that deploy the most training courses. They are those that connect structured learning to operational outcomes through deliberate design.

This program demonstrated that a three-tier pathway, delivered through globally aligned cohorts and reinforced through practical coaching, can produce both consistent learner outcomes and a tangible improvement roadmap across three global regions.

This is not incidental.

It is the result of a structured approach:



Strategic themes reinforced through the coaching included:

- Applying an Eliminate, Automate, and Elevate mindset so teams focus on higher-value activities.
- Maintaining momentum through idea conversion, progress measurement, and sustained team engagement.
- Designing and managing services with demand management in mind to reduce unnecessary demand and improve user experience.
- Automating repetitive processes to create more efficient service flows.

"Ian was an excellent instructor who demonstrated strong subject knowledge and communicated the material clearly and effectively."

— Program participant*

We're Built on Excellence, Impact & Innovation

For more than 50 years, Learning Tree has helped organizations build real-world capability through training that delivers measurable results. What sets this approach apart is a consistent focus on application: instructor-led training taught with practitioners who have direct industry experience, program design that moves from needs assessment through implementation, and role-based learning paths that build job-ready skills for complex operational environments.

The evidence from this engagement is specific. Perfect ITIL® Foundation evaluation scores. Approximately 172 improvement recommendations generated frontline. Three regions operating within one consistent capability framework.

Build the framework. Measure the outcomes. Scale what works.

Ready to build a globally consistent capability framework for your service desk?
Schedule a briefing with a Learning Tree program specialist.



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