

Case Study: From Training to Implementation

Problem –

A client organisation engaged my employer to deliver the Masterclass training in ITIL Service Management. Myself, and one colleague, delivered this training to twelve candidates of the client. The training was delivered over a two-week period, as prescribed by the course curriculum.

The client then needed an action plan by which the service management processes would be designed, implemented, and control passed to their own staff for managing and maintaining.

Action –

Our performance and demonstration of subject expertise, plus our friendly, open manner in engaging with the candidates, impressed the client managers. They clearly received very positive feedback, and very positive candidate performance as a result of the training.

We had built a solid rapport with those staff that would be responsible for the new processes. With a high level of confidence in our capabilities, and willingness to provide ongoing support, we were engaged to project manage the implementation and handover of the new processes.

Result –

The client outcome was likewise significant. The project resulted in them delivering state-of-the-art service management on an equally advanced service tool. All processes were fully integrated. The client staff reached a level of independence and confidence to handle continual service improvement, at the end of the contracted engagement.

The resulting implementation contract was the largest contract my employer had signed to date. It represented a major growth in the consulting side of our organisation, which turned out to be very profitable.