

Case Study: CVS Health – RCA and ITIL® 4 Training Success Story

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Armoghan Shah

Infrastructure Manager (Problem Management)
CVS Health

Why?

Armoghan Shah, an Infrastructure Manager specialising in Problem Management at CVS Health, **wanted to deepen his expertise in Root Cause Analysis**. His aim was to strengthen his skills in RCA and ITIL® 4 Foundation so he could manage problems more effectively within his role.

Solution

Armoghan chose **The Knowledge Academy** due to its strong affiliation with Sigma Six and PeopleCert, which gave him confidence in the quality and credibility of the training. The **RCA and ITIL® 4 Foundation** training provided a structured approach to understanding problem management processes and service management best practices.

Experience

Armoghan described his training experience as **excellent**. He rated the course content **9 out of 10**, praising the trainer for exceeding expectations through clear guidance and strong subject knowledge. The booking experience was also **very good**, giving him confidence and ease throughout the process.

Outcome

The training **strengthened Armoghan's understanding of Root Cause Analysis** and ITIL® 4 processes. It equipped him with practical skills to analyse root causes more effectively, improve problem resolution, and perform with greater confidence in his role.

Results

- **Quality of Course Content:** 9/10
- **Trainer Feedback:** Exceeded expectations
- **Booking Experience:** Very good

Client Testimonial



Armoghan Shah

Infrastructure Manager (Problem Management), CVS Health



“The training was very good and made me more knowledgeable about the process. I would recommend The Knowledge Academy due to the flexibility and quality of the content.”