

Case Study: Google - ITIL® 5 Training Success Story

theknowledgeacademy



Pallavi Mohapatra

Staff Vendor Manager

Google

Why?

Pallavi Mohapatra, a Staff Vendor Manager at Google, **wanted to stay up to date with evolving IT Service Management practices** driven by the growing influence of AI. Her goal was to strengthen her expertise and respond effectively to changing technology and business expectations.

Solution

Pallavi chose **The Knowledge Academy** to complete the ITIL® 5 Foundation & ITIL® 5 Strategy Training, following positive feedback from her colleagues. The training offered practical insights into IT Service Management practices and delivered knowledge aligned with current industry requirements.

Experience

Pallavi described the training experience as **excellent** and rated the course content **10 out of 10**. She noted that the sessions provided clear explanations and supported her exam preparation effectively. She also highlighted the engaging delivery style and appreciated the easy and seamless booking experience.

Outcome

The training **strengthened Pallavi's understanding of modern ITSM practices** and supported her ability to stay aligned with evolving industry demands. It also enhanced her capability to improve process efficiency and apply these practices effectively in her role.

Results

- **Quality of Course Content:** 10/10
- **Trainer Feedback:** Exceeded expectations
- **Booking Experience:** Great

Client Testimonial



Pallavi Mohapatra

Staff Vendor Manager, Google



“The training was engaging and clearly delivered, making complex topics easier to understand. It prepared me well and enabled me to pass the exam with confidence. The booking process was straightforward, and I would highly recommend The Knowledge Academy for its practical and well-organised training.”