

# Case Study: Government of Yukon – ITIL® 4 Foundation Training Success Story

theknowledgeacademy | Yukon

**Paul Scholz**

Manager IT  
Government of Yukon

## Why?

Paul Scholz, Manager of IT at Government of Yukon, **wanted to strengthen his understanding of IT service management** as the organisation prepared to roll out a new service management system. He aimed to develop a solid understanding in ITIL® practices so he could better align with the new implementation.

## Solution

Paul undertook the ITIL® 4 Foundation training with **The Knowledge Academy**, which had been selected by his organisation as the official training provider. The training provided Paul with structured guidance on ITIL concepts, helping him understand key service management principles and methods for improving service delivery across teams.

## Experience

Paul described the training experience as **very good**. He rated the course **9 out of 10** and praised the instructor for being excellent, clear, and highly knowledgeable. He found the delivery style practical and engaging, helping him understand the concepts more effectively.

## Outcome

The training **strengthened Paul's knowledge of ITIL®**, enabling him to take a more informed role in shaping and supporting the rollout of his organisation's new service management system. It also helped him understand how structured service frameworks improve the quality of service delivery.

## Results

- **Quality of Course Content:** 9/10
- **Trainer Feedback:** Excellent
- **Booking Experience:** Managed smoothly by organisation

## Client Testimonial



**Paul Scholz** 

Manager IT, Government of Yukon



“The trainer was excellent and made the concepts easy to understand. I now have a much better understanding of ITIL and would recommend The Knowledge Academy for its clear and well-delivered training.”