

Case Study: IRS – ITIL® 4 Foundation Training Success Story

theknowledgeacademy



Tanya Finney

Digital Transformation Program Manager
IRS

Why?

Tanya Finney, a Digital Transformation Program Manager transitioning from federal public service IT into healthcare IT, **wanted to strengthen her understanding of structured service management practices**. She aimed to gain the knowledge needed to support her shift into a new industry and career.

Solution

Tanya chose **The Knowledge Academy's** ITIL® 4 Foundation Certification because she **received a discounted rate**. This made it a cost-efficient choice while still offering high-quality learning, helping her confidently progress towards certification and a successful industry transition.

Experience

Tanya described her training experience as **really great**. She found the training highly informative and easy to follow, noting that the instructor made the content engaging, relatable, and interactive. She rated the course content **10 out of 10** and appreciated the instructor for delivering the sessions clearly, keeping her fully engaged throughout.

Outcome

The ITIL® 4 Foundation training has positioned Tanya strongly for her healthcare IT transition. The structured framework **strengthened her ability to interpret service processes, improve delivery practices**, and work confidently toward obtaining her certification.

Results

- **Quality of Course Content:** 10/10
- **Trainer Feedback:** Exceeded expectations
- **Booking Experience:** Good and flexible

Client Testimonial



Tanya Finney

Digital Transformation Program Manager



“The two-day training was excellent. The instructor was engaging, made the content interesting, and helped keep me fully involved throughout. The flexibility of the course format made my learning smooth, and I would definitely recommend The Knowledge Academy for the experience.”