

# Case Study: International Baccalaureate Organization – ITIL® ITAM Training Success Story

theknowledgeacademy



## Ashley Smith

Workplace Services Support Manager  
International Baccalaureate Organization

### Why?

Ashley Smith, a Workplace Services Support Manager at the International Baccalaureate Organization, **wanted to establish better asset management processes** within the organisation. Ashley aimed to develop a more streamlined and controlled approach to managing assets.

### Solution

Ashley chose **The Knowledge Academy** to complete the ITIL® 4 Specialist: IT Asset Management training to further develop knowledge following the ITIL Foundation course. The training provided structured insights into asset management practices and their real-world application.

### Experience

Ashley described the training as **very good** and rated the course content **9 out of 10**. Ashley shared that the trainer met expectations and delivered the sessions in a clear and easy-to-understand manner. Ashley also highlighted the booking process as very easy and straightforward.

### Outcome

The training **strengthened Ashley's approach to improved asset management practices** within the organisation. It also helped ensure processes align with stakeholder expectations and operational needs.

### Results

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

### Client Testimonial



## Ashley Smith

Workplace Services Support Manager, International  
Baccalaureate Organization



“The training was very good and well-structured. It helped enhance my asset management processes while ensuring they meet stakeholder expectations. I would recommend The Knowledge Academy for its smooth engagement and high-quality training experience.”