

# Case Study: Jisc – ITIL® 4 Specialist Training Success Story

theknowledgeacademy

Jisc

## Ande Case

Lead Service Development Manager  
Jisc

## Why?

Ande Case, a Lead Service Development Manager at Jisc, **wanted to expand his knowledge and build new skills in problem-solving and project delivery.** His goal was to manage projects more effectively and improve performance across his responsibilities.

## Solution

Ande chose **The Knowledge Academy** to complete the ITIL® 4 Specialist: Create, Deliver and Support training, which was arranged by his organisation. The course provided structured insights into service management, including how services are effectively delivered and supported.

## Experience

Ande described the training as **excellent** and rated the course content **9 out of 10**. He appreciated the trainer's strong knowledge and ability to manage discussions effectively, even when exploring different perspectives.

## Outcome

The training **gave Ande new knowledge and skills** that he can use when managing new projects and exploring ways to improve services. It also strengthened his ability to support effective service development outcomes.

## Results

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

## Client Testimonial



### Ande Case

Lead Service Development Manager, Jisc



“The training was excellent and gave me valuable skills and knowledge to apply to future projects and improvement opportunities. The trainer demonstrated strong expertise and guided discussions effectively, helping me pass the exam and gain certification. I would recommend The Knowledge Academy for its quality training and flexible learning options.”