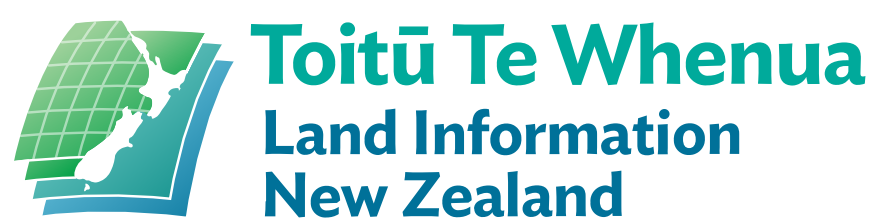


Case Study: Toitū Te Whenua Land Information New Zealand – ITIL® 4 Foundation Training Success Story

theknowledgeacademy



Ryan Cleverly

Geospatial Specialist

Toitū Te Whenua Land Information New Zealand

Why?

Ryan Cleverly, a Geospatial Specialist at Toitū Te Whenua Land Information New Zealand, recognised the **need to formalise his service management knowledge**. Having learned much of it on the job, he wanted a strong foundational understanding to align with industry standards and communicate effectively with other IT professionals.

Solution

Ryan undertook the **ITIL® 4 Foundation** certification training with **The Knowledge Academy**, organised by his employer. The course offered a structured overview of modern IT service management principles, frameworks, and best practices designed to build confidence and standardise understanding across teams.

Experience

Ryan described his experience as **excellent from start to finish**. He rated the course **10 out of 10**, praising the trainer for being engaging and the materials for being clear and well-structured. He felt fully supported throughout the training and confident about sitting for the exam.

Outcome

The training gave Ryan a **solid understanding of service management principles**, helping him communicate more effectively and confidently with other IT professionals. It also provided him with **strong foundational knowledge** to apply ITIL practices successfully in his role.

Results

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

Client Testimonial



Ryan Cleverly

Geospatial Specialist, Toitū Te Whenua Land Information
New Zealand



“The ITIL training was excellent and exceeded my expectations. The trainer was engaging, the materials were clear, and I now feel confident about the exam. It gave me a solid foundation in service management and great value for money.”