

Case Study: Version 1 – ITIL® 4 Strategist Training Success Story

theknowledgeacademy



Dean Greer

Business Transformation Lead

Version 1

Why?

Dean Greer, a Business Transformation Lead at Version 1, **wanted to improve his understanding of effective practices in IT operations** and support his career progression. He aimed to strengthen his ability to lead organisational change and deliver meaningful transformation outcomes.

Solution

Dean chose **The Knowledge Academy** to complete the ITIL® 4 Strategist: Direct, Plan and Improve training, based on his positive previous experience with another training course.

He appreciated the clear teaching style, practical discussions, and the focus on both exam preparation and real workplace application. The course provided practical insights into planning, improvement, and governance in IT operations.

Experience

Dean described the training experience as **very good** and rated the course content **10 out of 10**. He shared that the trainer exceeded expectations and highlighted the structured training delivery, which made the training more engaging. Dean also described the booking experience as easy, and scheduling sessions as quick and hassle-free.

Outcome

The training **enhanced Dean's understanding of industry-standard approaches to IT operations**. It also strengthened his ability to enhance and optimise internal IT systems and processes across his organisation.

Results

- **Quality of Course Content:** 10/10
- **Trainer Feedback:** Exceeded expectations
- **Booking Experience:** Easy and hassle-free

Client Testimonial



Dean Greer

Business Transformation Lead, Version 1



“The training was well-structured, and the combination of exam-focused content and real-world discussions was very valuable. The interactive sessions and practical scenarios made a real difference to my learning and helped me achieve the ITIL certification. I would highly recommend The Knowledge Academy for its quality training and effective learning approach.”