

Case Study: Warner Music Italia – ITIL® 5 Foundation Training Success Story

theknowledgeacademy



Iside Galimberti

IT Manager
Warner Music Italia

Why?

Iside Galimberti, an IT Manager at Warner Music Italia, wanted to gain a clearer understanding of the organisation's operational directives and service management values. Her goal was to **improve knowledge of structured IT service management** approaches and support consistent operational practices.

Solution

Iside completed the ITIL® 5 Foundation training with **The Knowledge Academy** as part of a learning opportunity provided by Warner Music Group. The course covered IT service management principles, operational practices, and service improvement approaches.

Experience

Iside described the training as **valuable** and **useful for career growth** and rated the course content **10 out of 10**. She highlighted that the trainer exceeded expectations through a focused, supportive, and professional teaching approach.

Outcome

The training **strengthened Iside's understanding of IT service management practices** and provided practical approaches that can be applied within the organisation. She also plans to use the learned practices to support future operational activities.

Results

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

Client Testimonial



Iside Galimberti

IT Manager, Warner Music Italia



“The training was illuminating and highly useful for my career development. The trainer was competent, focused, kind, and very helpful throughout the sessions. Overall, it was a very positive learning experience, and I would highly recommend The Knowledge Academy for its quality training and professional delivery.”