

Case Study: World Food Programme – ITIL® 4 Foundation Training Success Story

theknowledgeacademy



Jude Jakolo

IT Operations Associate

United Nations World Food Programme

Why?

Jude Jakolo, an IT Operations Associate at the World Food Programme, often faced challenges **aligning daily support activities with wider IT service management** practices, ensuring consistency in service delivery, and managing incidents and requests efficiently. To strengthen his understanding and enhance his support, Jude sought a solid foundation in structured IT service management best practices.

Solution

Jude chose **The Knowledge Academy** after it was highly recommended during an internal discussion within his company for employees planning to undertake ITIL® training. The **ITIL® 4 Foundation** course provided a clear, structured introduction to IT service management frameworks and best practices, helping him understand how ITIL® principles support effective service delivery.

Experience

Jude described his training experience as **highly insightful and valuable**. He rated the course **9 out of 10**, noting that the sessions were well-structured, engaging, and enriched with practical examples that made the concepts easy to understand.

Outcome

The training enhanced **Jude's ability to align IT services with organisational goals** and strengthened his overall understanding of service management. He now feels more confident in delivering consistent, efficient support and contributing effectively to IT service improvement initiatives.

Results

- **Quality of Course Content:** 9/10
- **Trainer Feedback:** Exceeded expectations
- **Booking Experience:** Smooth and quick

Client Testimonial



Jude Jakolo

IT Operations Associate, World Food Programme



“The ITIL® 4 Foundation training was insightful and practical. The instructor explained concepts clearly with real-world examples, making the learning engaging. I would definitely recommend The Knowledge Academy for its excellent training quality and knowledgeable instructors.”