

## Carmarthenshire County Council

'focus solutions, exceptional results'



"Very impressed. After the course you approach things in a different way".

Tina Hooper, Carmarthenshire County Council

Carmarthenshire County Council is one of the largest and most diverse employers in South West Wales. Over 9000 employees and 74 elected Council Members, working in a range of occupations and professions, provide services across a beautiful rural county with a population of around 170,000. The organisation is currently looking at innovative ways to develop these employees for the future and has made a commitment to up to date IT systems to ensure employees are able to provide services in the most efficient and effective way to customers.

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Carmarthenshire County Council found that FGI could offer favourable terms for their staff to attend the ITIL® Foundation course, and they were impressed by the knowledge and experience of the FGI Staff in finding the right solution for the Council.



The Council is conducting an investigation as to whether to adopt the ITIL framework as standard practice. In order to get a better idea of the benefits that ITIL certification could provide the organisation, several members of the IT department decided to attend an ITIL Foundation course.

The course delegates from the Council were very impressed by the FGI Service and found the ITIL training beneficial and the course location and facilities "fantastic". On their return to South Wales, the delegates found that they approached their work in a different way, due to their increased knowledge of the ITIL framework and Best Practices.

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