

Chelmsford Borough Council

'focus solutions, exceptional results'



"Very professional. The FGI Trainers really knew their stuff".

Andrew Bland, ITS Customer Services Manager

Chelmsford Borough Council employs almost 1000 staff to help provide quality services to the local community and ensure a better future for local people. The Council operates a wide variety of departments providing professional and technical services and also support and administrative functions to assist in the provision of services. The Council works extremely closely with the local business and retail community and is pursuing a number of joint initiatives, including business advice training and support, to continue the revitalisation of the local area.

Chelmsford Borough Council approached FGI to provide ITIL® Foundation training because the convenient course location in London made it the most cost effective choice.

FGI has received very positive feedback from the course delegates who felt that the learning environment was good and that the FGI trainers "really knew their stuff".



The entire Borough Council is currently involved in implementing eGovernment initiatives, and one of the "big plans" for the year was to introduce the ITIL framework in the Service Management department.

- Service Management staff understand the ITIL framework and Best Practices
- Helpdesk staff feel that there is a greater awareness of what they are meant to be doing
- Gaining an understanding of the bigger picture has led to more structure to work
- Reduced "fire-fighting", as potential issues are now identified and dealt with in advance

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