



"I passed and passed well. Becoming ITIL® certified has raised profile of the department".

*Jeremy Mockford, Services Manager, Doncaster College*

Doncaster College is one of the largest colleges of its type in the UK. It offers courses from basic education to doctorate programmes and its range of higher education courses is the 13th largest of all further education colleges in the UK. The college provides education at four main centres in Doncaster and also delivers at another 35 centres located in the community. With increased investment in modern teaching and learning equipment and an ambitious investment programme to consolidate and improve accommodation and facilities, Doncaster College expects to achieve its vision of becoming a regional, national and international centre for adult further and higher education.

Doncaster College chose FGI to deliver ITIL Foundation training to its Service Managers:

- The training proposition stood out as the most cost effective
- FGI delegates achieve a higher than average pass rate.

Doncaster College received funding from the Jigsaw scheme in South Yorkshire, and as direct government funding is agreed on the basis of examination results, gaining ITIL certification was essential for the delegates

FGI delivered the training on-site, cutting out high travel and accommodation expenses



With ITIL being the de facto standard for IT Service Management, Doncaster College was keen to adopt the Best Practice ITIL framework as standard working practice and for its Service Managers to gain ITIL certification.

- Restructured Service Management department
- Profile of department raised and staff now receive professional recognition within the organisation
- ITIL Best Practices implemented with government backing
- Staff equipped with new skills with minimum time out of the office
- Further on-site ITIL courses planned with FGI

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