

## Hampshire County Council

'focus solutions, exceptional results'



Hampshire  
County  
Council

"The training consultant's knowledge wasn't just book based, he gave examples from the real world."

Brian Neale, IT Training Co-ordinator, Hampshire County Council

As one of the largest local authorities in Britain, Hampshire County Council provides 1.25 million people with a wide range of vital services through 1,100 outlets. Over 32,000 staff deliver these services, such as education and social services, maintaining over 5,000 miles of road, managing the county's waste and keeping libraries, country parks and museums up-to-date. The Council also has 74 Councillors, who together represent the whole county. There are eight Council departments which either deliver services directly to the public or work behind the scenes to ensure these services are delivered in the best possible way.

Hampshire County Council chose FGI to deliver ITIL® Foundation training as they considered the offering to be Best Value, particularly the quality/price ratio and the knowledge of our staff. The feedback received from course delegates has been good, with high praise for the FGI trainer, in particular.



A recent culture change in the ICT department, prompted Hampshire County Council to look into ITIL training courses, in order to embed these Best Practices into the organisation.

- Further training courses planned with FGI
- Able to apply the ITIL framework to day-to-day work, as the course was not pure theory

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