

Norfolk County Council

'focus solutions, exceptional results'



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“FGI staff were more than helpful. I was more than happy with the relevancy of the training.”

David Jarrell, ICT Solutions Manager, Norfolk County Council

Norfolk County Council is Norfolk's largest employer, with over 24,000 employees. It is the fifth largest Local Authority in England and Wales, in terms of size, and provides a wide range of services. Norfolk County Council has also recently established an e-Service Directorate within its Chief Executives department to manage both the ICT elements of the e-Government initiative and the service transformation which will be necessary to take advantage of this technology and deliver customer benefits and service improvements.

Norfolk CC's ICT Solutions Manager attended an FGI ITIL® Seminar and found that FGI were very flexible with regards to training location and training delivery. FGI provided an on-site ITIL Foundation course for two Council teams.



A review of the County Council's ICT department by the Gartner organisation suggested that ITIL Best Practices be adopted.

- ICT department produced a well received Service Plan
- Staff feel that ITIL has given them a good understanding of Best Practice and that it is cohesive, so they can see how it all fits together
- FGI are assisting Norfolk County Council in developing their future ITIL training plans.

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