

Nottinghamshire County Council

'focus solutions, exceptional results'



"I have been on a lot of training courses recently and yours definitely stands out as the best."

Marcus Jamison, IT Service Desk Manager, Nottinghamshire County Council

Nottinghamshire County Council provides a wide range of key services to some 750,000 citizens of the County of Nottinghamshire. The aim of the County Council is to continuously improve services to its customers and to ensure that they are of a high quality and provide value for money. The County Council depends on its employees to deliver quality services and it is committed to the well being, training and development of the 23,000 people it employs, to help them achieve high performance. The Council is an "Investor in People".

Nottinghamshire County Council chose FGI to provide ITIL® Foundation training because of the competitive pricing of the course and the convenience of the course dates. Delegates found that the trainer was excellent and extremely knowledgeable – "he knew his stuff inside out" – and that the course materials provided were of a high standard. The fact that all the course delegates passed well is proof of the high quality of the course.



The Council decided to implement the ITIL framework as part of an on-going standards review. ITIL has been adopted as the governmental standard and Nottinghamshire County Council were keen to embrace Best Practice, especially with government backing.

✓Staff now feel that they have a much greater understanding of Best Practice Support and Delivery

✓Nottinghamshire County Council are hoping to run further ITIL training courses with FGI

✓The IT Service Managers Certificate is being proposed for certain staff members

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