## John Muir Health Achieves 100% ITIL Certification with Learn iT! Training

*Healthcare organization's IT service management initiative is expected to streamline operations and improve service*

"I believe our Learn iT! instructor's knowledge and teaching skill was what ultimately allowed everyone to pass the ITIL certification test the first time they took it." – Michael Berringer, ITS Training Manager, John Muir Health

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### Business Benefits Realized

- Achieved a 100-percent pass rate for all participants taking the ITIL certification test.
- Gained expert knowledge in IT customer service management and best practices.
- ITIL implementation is expected to generate time and cost savings and improve customer service.
- Expertise of the Learn iT! instructor reduced the need for out-of-class study.
- Based on the success of the training, ITIL certification for additional John Muir IT staff is scheduled.

### Dedication to Excellence

A commitment to high-quality patient care and a superior patient experience has led San Francisco Bay area healthcare provider John Muir Health to be consistently ranked among the best in the nation. This dedication to excellence runs throughout the organization – including the healthcare system's IT services department, which is tasked with the responsibility of ensuring every employee has the technology they need to perform their job successfully.

For John Muir Health's IT leadership, adopting the "gold standard" of IT service management – ITIL certification – was yet another way to realize their organization's commitment to excellence. Benefits of successful ITIL implementation typically include improved IT services, reduced costs, increased productivity and improved customer satisfaction. In order to harness these benefits, a requirement for all managers to obtain ITIL certification was established.

**Organization**
John Muir Health
**Location**
San Francisco Bay Area, California

**Industry**
Healthcare

**Organization Information**
- Operates two of the largest medical centers in Contra Costa County
- Offers complete impatient and outpatient care programs at its 73-bed Behavior Health Center
- Areas of specialty include general surgery, robotic surgery, weight-loss surgery, rehabilitation and critical care

**Solution**
ITIL Certification Training

### The Path to Certification

ITIL certification is only available through certified training providers, so the first step toward implementing the certification initiative was selecting a training partner. For John Muir Health IT Training Manager Michael Berringer, San Francisco-based training provider Learn iT! was the clear choice. "We had used Learn iT! for other training in the past and had been extremely impressed by the quality of the training they offer," he says.

With the help of Learn iT!, Berringer arranged for a three day, onsite ITIL boot camp for twenty staff members. The first two days of the course were training days, and on the third day attendees took the test with remote Prometric testing provided by Learn iT! From the start, the Learn iT! instructor and class format was extremely well received by the participants. And at the end of the boot camp, the results of the test spoke for themselves: 100-percent of participants had passed.

According to Berringer, the success of the class was directly linked to the quality of the Learn iT! instructor. "Though all our participants did some self-study prior to the course, I believe our Learn iT! instructor's knowledge and teaching skill was what ultimately allowed everyone to pass the test the first time they took it."

**A Positive Outlook**
With the ITIL training successfully completed, John Muir Health's IT leadership anticipates implementing the knowledge gained through the Learn iT! course will produce measureable benefits for the entire organization.  "We expect to reduce IT downtime, improve customer service returns and bring new IT products online even faster than before," says Berringer.

In addition, the success of the Learn iT! course has led John Muir Health to expand its requirement for ITIL certification to additional staff members.  To fulfill this requirement, the organization has already scheduled a future ITIL certification course through Learn iT!  "Working with Learn iT! has allowed our IT department to further two important core values of our organization – excellence and continuous improvement," says Berringer.