

Metso

Metso is a global supplier of technology and services to customers in the process industries, including mining, construction, pulp and paper, power and oil and gas employing about 30,000 professionals based in over 50 countries delivering sustainability and profitability to their customers worldwide. They provide solutions and services that improve the productivity, usability and quality of their customers' production processes.

An engaging and detailed training for ITIL® Foundation for employees of Metso India (Gurgaon) was conducted in early 2012. The members of the organization belonged to internal servicing departments and ITIL processes at a practical level were already in use more or less. However, awareness in terms of ITIL jargons was not there.

The training was imparted keeping in mind the expectations of the employees towards helping them to understand where they stand in their respective departments, how they impact each other and what can they better in their organization by following best practices guidelines. Every delegate proactively provided valuable input placing him/her under the appropriate roles and responsibilities based on the RACI model (Authority matrix) and highlighted what each of them does in their departments and how they can improve further following ITIL concepts as a part of role-play exercise. The training helped them to link the theoretical explanations with the practical day-to-day execution of their work and the overall benefit which they now knew how ITIL framework provides.

Supplier management was another process which refined their understanding of how it works as one of the best practices. During the session, the members were able to frame a real-time project mapping in respect to each process and function of ITIL which clearly showed that they now understand it at a better level.