Kód kurzu: H61L1S

ITIL 4 Specialist: Acquiring and Managing Cloud Services explores the procurement, implementation, and ongoing evaluation of cloud services and technologies to ensure they provide value. The course explores the concept of the cloud services user journey, which aligns key ITIL concepts such as Guiding Principles and the Service Value Chain to provide a holistic view and understanding of the entire procurement lifecycle. This course also considers the fundamental aspects of cloud computing to better prepare students to acquire and manage their cloud services with both efficiency and success. Managing cloud services is complex and difficult. There are countless cloud services in the market, and an even greater number of ways in which those services can be implemented. Those tasked with acquiring and managing cloud services must acquire a new set of skills and knowledge—not only about cloud services themselves, but how to manage new operating models, redefine supplier relationships, adapt new ways to work, and change how customers engage with IT.

Pre koho je kurz určený

This course is ideal for consumers of cloud services who are tasked with finding the best way for their organizations to meet its objectives using technology and for people

who are tasked with managing cloud services to meet its organization objectives. It is about acquiring and managing cloud services as part of an overall strategy to stay relevant in a rapidly changing world. This course considers the fundamental aspects of cloud computing to better prepare students to acquire and manage their cloud services with both efficiency and success.

Čo Vás naučíme

After completing this course, you should be able to:
- Analyze available solutions and potential benefits using a vendor-neutral approach
- Effectively identify, select, and deliver optimized cloud services
- Facilitate value co-creation through successful cloud services procurement and integration whilst applying the ITIL 4 framework
- Adopt a customer-focused end-to-end cloud procurement user journey

Požadované vstupné znalosti

There are no prerequisites for this training, but we recommend that you obtain the ITIL 4 Foundation certification prior to attending.

Additional study time outside of the classroom will be required to prepare for the certification exam.

Certifications and related exams

This course prepares you for the ITIL® 4 Specialist: Acquiring and Managing Cloud Services certification.

Osnova kurzu

Module 1: Introduction
- Cloud fundamentals
- Types of cloud solutions
- Cloud services models
- Benefits and challenges of using cloud services

Module 2: Explore: Can the Organization Benefit From Cloud?
- Cloud services strategies
- Understanding cloud services costs
- Understanding cloud services risks
- Key cloud strategy elements

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Module 3: Engage: Meeting a Cloud Service Provider
- Types of cloud service providers
- Impact of cloud services on existing customers
- Requirements of moving to the cloud
- Conducting a cloud readiness assessment

Module 4: Offer: Selecting the Right Services and Service Provider
- Calculating ROI in moving to the cloud
- Defining and communicating the business case for cloud services
- Typical areas of conflict and uncertainty

Module 5: Agree: Negotiating and Planning
- Cloud service agreements
- Shared responsibility model
- Roles and responsibilities map

Module 6: Onboard (and Offboard): Moving to the
- General cloud onboarding steps
- Planning for cloud onboarding
- Preparing users for new cloud services
- Offboarding customers and users
- Moving from in-house to cloud solutions
- Avoiding vendor lock-in

Module 7: Co-Create: Enabling Value
- Operating model components
- The dynamics of cloud service consumption
- Managing cloud service quality

Module 8: Realize: Measuring and Improving
- VUCA and the value co-creation map
- Continual improvement model for the cloud
- Executing the cloud adoption roadmap