ITIL® 4 Specialist: Acquiring & Managing Cloud Services

Course code: H61L1S

This course explores the procurement, implementation, and ongoing evaluation of cloud services and technologies to ensure they provide value. It covers 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 covers the fundamental aspects of cloud computing to better prepare students to acquire and efficiently and successfully manage cloud services.

Who is the course for

This course is ideal for anyone who needs to understand how to acquire and manage cloud services in their organization.

What we teach you

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

Required skills

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.

Course outline

Module 1: The Role of Cloud Services in an Organization

- Describe the characteristics of the cloud
- Describe the approaches to cloud adoption
- One-off
- Evolutionary
- Big bang
- Describe the key cloud deployment models and cloud service models
- Public
- Private
- Hybrid
- Software-as-a-Service (SaaS)
- Platform-as-a-Service (PaaS)
- Infrastructure-as-a-Service (IaaS)

Module 2: How to Define Organizational Requirements for Adopting, and Readiness to Adopt, Cloud Solutions

- Describe the structure and content of a business case for cloud
- Know how to define organization's requirements for cloud solutions
- Carry out an organizational readiness assessment for cloud adoption
- Know how to communicate a cloud business case

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Module 3: Types of Cloud Services and How to Use Them

- Describe the types of cloud service providers
- Aggregate cloud service providers
- Cloud service model specialist
- Describe the key elements of a cloud strategy for a service consumer
- Describe how cloud solutions affect the organization's services and agreements with customers
- Identify the available services that are relevant to the organization's context

Module 4: How Cloud Services are Selected and Procured in the "Offer" Step of the Customer Journey

- Describe the costs of using cloud services
- Describe the benefits and opportunities created by cloud services
- Describe the key risks and disbenefits of using cloud services
- Shifts in roles and responsibilities
- Unauthorized procurement of cloud services
- Security of cloud services
- Describe security and compliance considerations of using cloud services
- Describe the inputs and outputs of a return on investment (ROI) for cloud

Module 5: How to Onboard and Offboard Cloud Services

- Describe the key approaches for migrating to or from the cloud
- Moving from in-house to cloud solutions
- Migrating from one cloud service provider to another
- Migrating away from the cloud
- Know how to select an appropriate approach for migrating to or from the cloud
- Carry out the activities of onboarding/offboarding cloud services
- Planning for onboarding
- Involving users in the onboarding plan
- Establishing communications channels
- Preparing users for the new service
- Elevating mutual capabilities
- Offboarding customers and users
- Know how to modify an operating model to support migration to cloud services

Module 6: How to Manage the Use of Cloud Services

- Describe the shared responsibility model
- Explain how to measure quality of consumed cloud services
- Describe the tools, techniques, methods, and controls used to manage the use of cloud services
- Apply appropriate tools, techniques, methods, and controls to manage the use of cloud services in context

Module 7: How to Evaluate and Improve a Cloud Strategy

- Explain adjustments for a cloud strategy to respond to VUCA challenges
- Apply the continual improvement model to an organization's cloud strategy

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