

ITIL® 4 Specialist: Acquiring & Managing Cloud Services (AMCS)

Duration: 3 Days

COURSE DESCRIPTION

This 3-day ITIL® 4 Specialist: Acquiring & Managing Cloud Services training provides a vendor-neutral, user-centric guidance on developing a practical understanding of how cloud procurement and technology can integrate with and support broader business strategy and functions.

It 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.

COURSE OBJECTIVE

On completion of this course, the following learning outcomes will be achieved:

- 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

COURSE OUTLINE

- This course is structured around the ITIL customer journey.
- Practical guidance to help organizations navigate the steps of their cloud services journey.
- Provides vendor-agnostic best practice guidance that is not tailored to specific vendors and tools.
- Demonstrates how ITIL supports a clear and practical integration between cloud technology, cloud acquisition and broader business strategy and functions.

Cloud Basics

- Key components of ITIL4
- The role of cloud services in an organization
- Define requirements for adopting, and readiness to adopt, cloud solutions
- Types of cloud services and their applicability

Procuring and Onboarding

- Procuring cloud services in the 'offer' step
- Onboarding and offboarding cloud services

Cloud Strategy

- Managing the use of cloud services
- Evaluate and improve a cloud strategy

WHO SHOULD ATTEND

This course is aimed at anyone requiring vendor-neutral, user-centric guidance on developing a practical understanding of how cloud procurement and technology can integrate with and support broader business strategy and functions, regardless of sector, industry, or cloud maturity.

- Individuals continuing their journey in service management.
- ITSM managers and aspiring ITSM managers.
- ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery.

PRE-REQUISITES

- There are no formal pre-requisites for studying Acquiring & Managing Cloud Services.
- The relevant key concepts from the ITIL 4 framework will be covered as part of the module, making it accessible to anyone interested in gaining critical skills in this area.

Recommended prerequisites:

- ILFN4 - ITIL® 4 Foundation - Including Exam

CERTIFICATION

Participants of the course who successfully pass the certification examination will be awarded the ITIL Specialist: Acquiring & Managing Cloud Services certificate

EXAMINATION

- 40 questions
- Multiple choice
- 90 minutes' duration
- Closed book