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

Are you planning to move to the cloud? In this seminar you will learn how to tap the potential of the cloud. You will be given a guideline with which you can build and implement your cloud strategy, as well as numerous valuable tips.

Duration: 3 days
Price: 3'600.–
Course documents: Official courseware (English) & official Axelos book (digital) incl. exam voucher

Content

1. Module: Introduction
   - What is the cloud?
   - Cloud services
   - Role of cloud in digital transformation
   - Sustainability objectives
   - Governance
2. Module: Can the organization benefit from the cloud?
   - Cloud's role in strategy
   - Cloud strategic positioning
   - Value: Outcomes, costs, and risks
   - Formulating the initial cloud strategy
3. Module: Cloud service provider
   - CSP landscape
   - Requirements
   - Cloud readiness assessement
   - Cloud strategy and cloud service requirements
4. Module: Selecting the right services and service provider
   - Desired minimum return on investment
   - Communicating requirements
   - Requesting and reviewing proposals
   - Defining and communicating a business case for cloud services
5. Module: Negotiating and planning
   - Value co-creation
   - Cloud service agreements
   - Share responsibility model
   - Charging models
6. Module: Onboard (and offboard): Moving to the cloud
   - General considerations
   - Migrating to the cloud
   - Security and compliance considerations
7. Module: Enabling value
   - Operating model alignment
   - Value co-creation drivers in practice
   - Managing the optimization of cloud service consumption
   - Managing cloud service quality
   - Cloud tools for value co-creation
8. Module: Measuring and improving
   - Maintaining operating model alignment
   - VUCA and the value cocreation map
   - Continual improvement

The course content/learning objectives are based on the official Axelos Syllabus.

Key Learnings

- Understanding the role of cloud services in an organization
- Knowing how to define an organization's requirements and readiness to adopt cloud solutions
- Knowing how to identify the types of cloud services and understand their applicability to an organization's context
- Understanding how cloud services are selected and procured
- Knowing how to onboard and offboard cloud services
- Knowing how to manage the use of cloud services
- Knowing how to evaluate and improve a cloud strategy

Methodology & didactics

2 weeks before the course you will receive the official book. The seminar requires an additional time commitment outside of class of at least 20 hours.

The course is composed of three days of interactive training consisting of presentation and group exercises. Please reserve evenings during the training for repetition and/or minor homework.

Target audience

This course is aimed at C-level (and aspiring C-level) as well as cloud architects and cloud consultants, procurement and Capture Manager considering procuring cloud services.

Individuals continuing their journey in service management, ITSM managers and aspiring ITSM managers, managers of all levels involved in shaping direction and strategy as well as existing ITIL qualification holders wishing to develop their knowledge.

Certification

You can book the exam in English or German. The courseware is in English and the official literature is in either English or German. In general, we recommend that you take the exam in the language of the official literature. When you register for the exam, you can choose the language of the exam and the language of the eBook.

You will receive a voucher for an online exam via email from PeopleCert a few days before the course begins. The exam voucher must be redeemed directly with PeopleCert, where you can register for an available exam date. The online exam is proctored by a PeopleCert proctor, which requires a device with a microphone and camera.

For more information about the exam, please visit the PeopleCert website here.

Format: 40 multiple-choice exam questions, duration: 1.5 hours, pass rate: 65%, closed book

«Take2» option:
This option allows you to retake the exam at a lower price if you do not pass. The retake exam takes place **online**. If required, you can book this option independently in your PeopleCert cadidate profile before booking the exam. You have up to 6 months from the date of the first exam to prepare and take the retake exam.

https://www.peoplecert.org/en/terms-of-service-and-privacy-policy – under this link you will find more information about the complaint management of our certification partner and your rights.

Additional information

Any questions?

We are happy to advise you on +41 44 447 21 21 or info@digicomp.ch. You can find detailed information about dates on www.digicomp.ch/courses-service-project-management/itil/course-itil-4-specialist-acquiring-managing-cloud-services