CCC Professional Cloud Service Manager («PCSM»)

Hybrid cloud service models combined with solutions provided by classic IT are the future ITSM recipe for success. That's why it's a must for every service management expert to be able to deal with them professionally.

Duration: 3 days
Price: 3'200.–
Course documents: Accredited learner manual (in english language)

Content

1. Cloud Service Management Fundamentals
   - History of Cloud Computing
   - Basics of Cloud Service Management
   - Service Perspectives (User, Business, IT)
   - Relationship with IT Service Management (ITSM)
   - Cloud Service and Support Models
2. Cloud Service Management Roles
   - Cloud Management Roles
   - Service Management Roles
   - Organizational Roles
3. Cloud Service Strategy
   - Cloud Strategy Fundamentals
   - Key Drivers for Adoption
   - Risk Management Overview
4. Cloud Service Design, Deployment, and Migration
   - Basics of Cloud Service Design
   - Dealing with Legacy Systems, Services, and Applications
   - Benchmarking of Cloud Services
   - Cloud Service Capacity Planning
   - Deployment and migration of cloud services
   - Online cloud marketplace for XaaS offerings
5. Cloud Service Management
   - Cloud Service Management Perspective
   - Cloud Service Level Management and Service Assurance
   - DevOps in a hybrid IT and Cloud Computing Environment
   - Managing Cloud Service Configurations
   - Change Management for Cloud Computing Environments
   - Reacting to Demand for Cloud Services
6. Cloud Service Economics
   - Pricing Models for Cloud Services
   - Procurement of Cloud Based Services
   - Cloud Service Charging
   - Cloud Cost Models
7. Cloud Service Governance
   - Basic Governance Definitions
   - Cloud Governance Framework
   - Cloud Governance Considerations
8. Showing the Value of Cloud Services
   - Understanding the Value of Cloud Services
   - Linking the Value of Cloud Services to Strategy
   - Measuring the Value of Cloud Services

9. Popular Service Management Frameworks
  ○ Best-Practice Frameworks
  ○ ISO Standards
  ○ Governance Frameworks
  ○ Cloud Standards

Key Learnings

- Recall cloud service management terminology, definitions, and concepts
- Analyze an organization's strategic assets and capabilities to successfully design, deploy, and run cloud services
- Identify and explain important roles involved in cloud service management
- Identify strategies to reduce risk and remove issues associated with the adoption of cloud computing and cloud-based services
- Select appropriate structures for designing, deploying, and running cloud-based services within traditional IT organizations
- Model cloud service management principles into ICT operations and IT service management
- Predict the complexities involved in designing, deploying, and running cloud services
- Compare and contrast the differences between cloud service management and traditional IT service management

Target audience

The Cloud Service Manager course will be of interest to IT Managers and CIOs, Service Managers (with or without an ITIL background), Service Management Professionals, Cloud Strategy and Management Consultants, Service Architects and Pre-Sales Consultants.

Requirements

It is recommended that participants have achieved the Cloud Technology Associate certification (or its equivalent) from the Cloud Credential Council. Participants further benefit from a strong background in IT service management who have one or more ITIL certifications or practical experience in applying ITIL and IT service management best practices.

- CCC Cloud Technology Associate («CCCTA»)

Certification

The exam is available in English only.

Exam format: Web based, closed-book, Questions: 25 multiple choice questions, Pass score: 65%, Exam duration: 75 minutes (15 minutes extra for non-native English speakers)

You will receive a voucher for an online exam via email. You can book the exam directly in the online portal of the exam provider.

Additional information

This course will be delivered by our partner IT preneurs.

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-ccc-professional-cloud-service-manager