

## ITIL<sup>®</sup> 4 Specialist: Acquiring & Managing Cloud Services - Including Exam

**Duration: 3 Days**    **Course Code: ITIL4AMC**    **Delivery Method: Virtual Learning**

### Overview:

This 3-day ITIL<sup>®</sup> 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.

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### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

### Target Audience:

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.

### Objectives:

- After you complete this course you will 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

### Prerequisites:

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### Testing and Certification

This class comes with an online proctored exam voucher. These will have a validity of 12 months. You will need to schedule and complete your exams within this time frame.

Details about exam:

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

ITIL 4 Specialist: Acquiring & Managing Cloud Services exam voucher incorporates the corresponding Digital Core Guidance (eBook). The Core Guidance eBook acts as a valuable source for candidates in their day-to-day work, long after their exam has finished.

**Certification:** ITIL 4 Specialist: Acquiring & Managing Cloud Service

## Content:

### 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

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## Further Information:

For More information, or to book your course, please call us on 0800/84.009

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[www.globalknowledge.com/en-be/](http://www.globalknowledge.com/en-be/)