

ITIL® 4 Specialist: Acquiring & Managing Cloud Services

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

Overview:

The ITIL Specialist: Acquiring & Managing Cloud Services module is for 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.

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.

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:

There are no mandatory pre-requisites for this course. However, we recommend that you attend the ITIL 4 Foundation course (ILFN4) or have equivalent knowledge.

Testing and Certification

- Online Proctored Exam.
- Closed book. Multiple choice questions.
- 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. It becomes available in the candidate's PeopleCert account, upon exam purchase.

Content:

- This course is structured around the ITIL customer journey.
- Practical guidance to help organisations 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.

Additional Information:

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Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

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