

ITIL® 4 Specialist: Acquiring & Managing Cloud Services + exam

Duration: 3 Days Course Code: ITIL4AMC

Overview:

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.

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Target Audience:

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

Testing and Certification

■ closed book multiple choice question examination.

Content:

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

Further Information:

For More information, or to book your course, please call us on +91 40 23222555

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