

ITIL® 4 Specialist: Acquiring & Managing Cloud Services - Inclusief Examen

Cursusduur: 3 Dagen Cursuscode: ITIL4AMC Trainingsmethode: Maatwerk

Beschrijving:

Deze 3-daagse ITIL® 4 Specialist: Acquiring & Managing Cloud Services training biedt een vendor-neutrale, gebruikersgerichte leidraad voor het ontwikkelen van een praktisch begrip van hoe cloud procurement en technologie kunnen integreren met en ondersteuning bieden aan bredere bedrijfsstrategie en -functies.

Deze cursus verkent het concept van het 'gebruikerstraject van clouddiensten', dat belangrijke ITIL-concepten zoals guiding principles en service value chain op elkaar afstemt om een holistische kijk op en begrip van de gehele inkoop lifecycle te bieden.

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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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Maatwerk

Global Knowledge biedt zowel standaard- als maatwerkcursussen die zijn afgestemd op uw wensen en die als besloten cursus op uw eigen locatie of onze locatie gevolgd kunnen worden.

Doelgroep:

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.

Doelstelling:

- 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

Vereiste kennis en vaardigheden:

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Examens en certificering

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

Cursusinhoud:

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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Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

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