

ITIL® 4 Specialist: Acquiring & Managing Cloud Services - Including Exam

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

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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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:

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:

■ 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 00 966 92000 9278

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