CLOUD SERVICE MANAGER

Course Code: 2014

In an increasingly interconnected and complex IT environment, IT management is under pressure to deliver more agile IT services and adapt to change. Organizations are adopting strategies that include cloud computing in order to meet these challenges and offer repeatable, flexible and scalable services. Service management professionals are challenged to help organizations optimally ensure measurable service delivery and management in cloud environments.This course enables you to design and deliver cloud services.

The course materials include comprehensive reference materials that help you continue the educational experience after the course. This course prepares you for the Professional Cloud Service Manager (PCSM) exam provided by the Cloud Credential Council. The Cloud Service Manager course is endorsed, recognized and supported by several key technology vendors and Standards bodies.

What You'll Learn

- Cloud service management terminology, definitions, and concepts
- Basic terminology related to cloud service management
- Analyze an organization's strategic assets and capabilities to successfully design, deploy, and run cloud services
- Important roles involved in cloud service management
- Relationship between cloud provider and cloud consumer
- Potential risks and benefits of adopting a cloud strategy
- Produce an initial cloud adoption strategy
- Illustrate the benefits and drive the adoption of cloud-based services within an organization
- Identify strategies to reduce risk and remove issues associated with the adoption of cloud computing and cloud-based services
- Analyze the impact of demand and how to "right-size" cloud services at the design stage
- What a cloud marketplace is and differentiate between the consumer's and provider's perspective of a cloud marketplace
- Effective demand management across cloud-based service models
- Benefits, risks and issues of DevOps within an IT organization
- Appropriate structures for designing, deploying, and running cloud-based services within traditional IT organizations

- Various pricing models for cloud services
- Challenges with purchasing cloud-based services
- A hybrid IT cost model
- key governance requirements of cloud service provision
- cloud service management principles into ICT operations and IT service management
- link cloud value back to IT strategy
- IT frameworks and standards
- Complexities involved in designing, deploying, and running cloud services
- Compare and contrast cloud service management with traditional IT service management in the existing IT organization

Who Needs to Attend

- IT managers
- CIOs
- Service managers (with or without an ITIL® background)
- Service management professionals
- Cloud strategy and management consultants
- Service architects, technical pre-sales consultants
- IT professionals

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