ITIL® 4 SPECIALIST: ACQUIRING & MANAGING CLOUD SERVICES

Course Code: 821566

Discover how cloud technology can support broader business strategy and functions

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.

This course 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.
It will cover the procurement, implementation and ongoing evaluation of cloud services and technologies to ensure they provide value.

As part of this course, all candidates will receive an exam voucher for the ITIL Specialist: Acquiring & Managing Cloud Services exam through PeopleCert. As of February 1, 2022, all exams will be administered in an online proctored format only. Exams can be scheduled at www.peoplecert.org.

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What You'll Learn

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

Who Needs to Attend

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.

Prerequisites

There are no formal pre-requisites for studying Acquiring & Managing Cloud Services. The relevant key concepts from the ITIL 4 framework will be covered as part of the module, making it accessible to anyone interested in gaining critical skills in this area.

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CLASSROOM LIVE	$2,495 USD	3 Day

Classroom Live Outline

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

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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VIRTUAL CLASSROOM LIVE	$2,385 USD	3 Day

Virtual Classroom Live Outline

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- 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.

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Jan 19 - 21, 2026 | 8:30 AM - 4:30 PM EST

Apr 20 - 22, 2026 | 8:30 AM - 4:30 PM EDT

Aug 17 - 19, 2026 | 8:30 AM - 4:30 PM EDT

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PRIVATE GROUP TRAINING	3 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

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