

ITIL Specialist Acquiring & Managing Cloud Services

Training Course

› Why Bakkah?

Bakkah Learning is a leading company in the training field, with a team of carefully acquired experts in different spectrums of business to support learners in their journey to achieve professionalism and better opportunities in life.



CONTENT

- Designed by Experts
- Aligned with today's business world topics



PARTNERSHIPS

- Exclusive Partnerships with International Accreditation Bodies, like Axelos.



24/7 TECHNICAL SUPPORT

- Ready to answer your inquiries and handle your requests.



FLEXIBLE DELIVERY METHODS

- Live Online

About the Course

- The ITIL Specialist: Acquiring & Managing Cloud Services course, accredited by AXELOS, focuses on the effective acquisition and management of cloud services within organizations. This comprehensive training equips participants with knowledge of cloud service strategies, service integration and management, and best practices for acquiring and managing cloud services. Completion of this course provides valuable internationally recognized credentials and ensures high-quality training aligned with industry standards.

» Why Earn this Badge?



Who Needs this Course?

01 IT managers and leaders.

02 IT service managers.

03 IT architects.

04 IT procurement and vendor managers.

05 IT governance and compliance professionals.

06 Cloud service providers.



Course Objectives:



By the end of this course, you'll be able to:

- 01 Assess and select cloud service providers.
- 02 Integrate cloud services into IT service management.
- 03 Manage the lifecycle of cloud services.
- 04 Optimize costs and realize value in cloud service management.
- 05 Address security and compliance in cloud service adoption.
- 06 Leverage cloud services for business agility and innovation.
- 07 Align cloud services with organizational goals.
- 08 Monitor and measure the performance of cloud services.

□ Exam Details

Exam Format of ITIL Specialist: Acquiring & Managing Cloud Services:

- Objective testing
 - 40 questions, each worth 1 mark
 - 90 minutes
 - Closed book
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Certifications

There are two ways to gain your ITIL certification:

- Attend a training course with an accredited training organization, which will include the exam as part of the course
- Self-study using the core manual, then book an exam directly with Peoplecert.



Course Outlines

Introduction

- ✓ The Origins of Cloud
- ✓ Types of Cloud Solution
- ✓ Deciding to User Cloud Services
- ✓ Governance of Cloud Services
- ✓ The Cloud Customer Journey
- ✓ The Value Co-creation Map for Cloud
- ✓ Cloud Adoption and Utilization Scenarios
- ✓ The Cloud Customer Journey

Engage: Meeting a Cloud Service Provider

- ✓ Understanding the CSP Landscape
- ✓ Defining Requirements for Cloud Services
- ✓ Typical Requirements
- ✓ Conducting a Cloud Readiness Assessment
- ✓ Steps in Conducting a Cloud Readiness Assessment
- ✓ Conducting a Cloud Readiness Assessment
- ✓ Engaging with Cloud Service Providers

Explore: Can the Organization Benefit From Cloud?

- ✓ Understanding the Cloud's Role in Strategy
- ✓ Cloud Strategic Positioning
- ✓ Explore: Can the Organization Benefit From Cloud?
- ✓ Cloud Strategic Positioning
- ✓ Understanding the Cloud's Role in Strategy
- ✓ Value: Outcomes, Costs, and Risks
- ✓ Risks
- ✓ Understanding the Cloud's Role in Strategy
- ✓ Formulating the Initial Cloud Strategy
- ✓ Understanding the Cloud's Role in Strategy
- ✓ The Differences Between Cloud Services and In-house solutions

Course Outlines

Offer: Selecting the Right Services and Service Provider

- ✓ Overview
- ✓ Request for Proposal
- ✓ Determining the Return on Investment of the Proposed Cloud Services
- ✓ The Return on Investment Process
- ✓ Defining and Communicating a Business Case for Cloud Services

Agree: Negotiating & Planning

- ✓ Agree Step
- ✓ Agree: Negotiating & Planning
- ✓ Cloud Service Agreements
- ✓ Agree: Negotiating & Planning
- ✓ Shared Responsibility Model
- ✓ Overview
- ✓ Planning for Onboarding
- ✓ Migrating to Cloud as a Part of an Onboarding Initiative
- ✓ Security and Compliance Considerations

Co-Create : Enable Value

- ✓ Overview
- ✓ Operating Model Alignment
- ✓ The Value Co-creation Map for Cloud
- ✓ Applying the Value Co-creation Map
- ✓ Value Co-creation Drivers in Practice
- ✓ Managing the Optimization of Cloud Service Consumption
- ✓ Managing Cloud Service Quality

Course Outlines

Onboard & Offboard: Moving to the Cloud

- ✓ Overview
- ✓ Planning for Onboarding
- ✓ Migrating to Cloud as a Part of an Onboarding Initiative
- ✓ Security and Compliance Considerations

Realize: Measuring & Improving

- ✓ Realize: Measuring & Improving
- ✓ VUCA and the Value Co-creation Map
- ✓ VUCA and the Five Drivers of Value Co-creation
- ✓ Continual Improvement and the Value Co-creation Map for Cloud



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