



SPARTAN
Allied Services

Deliver Results - Create Value

ITIL[®] 4 Specialist: Acquiring and Managing Cloud Services

Program Outline

Program Overview

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.

Duration

3 Days

Learning Objectives

At the end of the course, the candidate must 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.

High-Level Outline

- The role of cloud services in an organization
 - Characteristics of the cloud
 - Approaches to cloud adoption
 - The key cloud deployment models and cloud service models
- Defining an organization's requirements for adopting, and readiness to adopt, cloud solutions
 - The structure and content of a business case for cloud
 - Defining an organization's requirements for cloud solutions
 - Carrying out an organizational readiness assessment for cloud adoption
 - Communicating a cloud business case
- Identifying the types of cloud services and understand their applicability to an organization's context
 - The types of cloud service providers
 - The key elements of a cloud strategy for a service consumer
 - How cloud solutions affect the organization's services and agreements with customers
 - Identifying the available services that are relevant to the organization's context
- Understanding how cloud services are selected and procured in the 'offer' step of the customer journey
 - The costs of using cloud services
 - The benefits and opportunities created by cloud services
 - The key risks and disbenefits of using cloud services Describe security and compliance considerations of using cloud services
 - The inputs and outputs of a return on investment (ROI) for cloud
- Onboarding and offboarding cloud services

- The key approaches for migrating to or from the cloud
- Selecting an appropriate approach for migrating to or from the cloud
- Carrying out the activities of onboarding/offboarding cloud services
- Modifying an operating model to support migration to cloud services

- How to manage the use of cloud services
 - The shared responsibility model
 - Measuring the quality of consumed cloud services
 - The tools, techniques, methods, and controls used to manage the use of cloud services
 - Applying appropriate tools, techniques, methods, and controls to manage the use of cloud services in context

- Evaluating and improving a cloud strategy
 - Explaining adjustments for a cloud strategy to respond to VUCA challenges
 - Applying the continual improvement model to an organization's cloud strategy

Why Choose SAS Management Inc.?

We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only AXELOS Consulting Partner in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications that are recognized globally.

We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting, but rather ensuring that these are the things that our clients really need. This is why SAS Management, Inc. is a training provider that seeks to understand the needs of the clients. Our goal is to CREATE VALUE for your organization.

Partners and Affiliates

