Cloud Credential Council - Professional Cloud Service Manager

Learn via: **Classroom / Virtual Classroom / Online**

Duration: **3 Day**

https://bilginc.com/en/training/cloud-credential-council-professional-cloud-service-manager-183-training/

Overview

In an increasingly interconnected and complex IT environment, IT management is under pressure to deliver more agile IT services and adapt to change. Organisations 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 organisations optimally ensure measurable service delivery and management in cloud environments.

The Professional Cloud Service Manager (PCSM) course enables participants to design and deliver cloud services. This training is delivered as a 3-day classroom or virtual classroom program. The course provides a hands-on, practical approach to understanding how cloud computing and cloud-based services impacts operational processes, and how to adapt existing processes to deliver better services.

The course materials include comprehensive reference materials that help participants continue the educational experience after the course. The PCSM course prepares candidates for the PCSM exam provided by the CCC. The PCSM course is endorsed, recognised and supported by several key technology vendors and Standards bodies.

Exam Description

The CCC Professional Cloud Service Manager is taken at the end of the final day of the course

- Delivery: Online
- Format: Closed book
- Proctoring: Web proctored / In-class proctored / Test Center
- Duration: 75 minutes, 15 additional time for non-native candidates
- # of questions: 25 multiple choice (1 mark per question)
- Pass Grade: 64% (16 correct answer)

Prerequisites

There are no formal prerequisites. However, it is recommended that participants are conversant with cloud concepts and vocabulary, and have achieved the Cloud Technology Associate certification (or its equivalent) from the CCC. Participants further benefit from a strong background in IT service management; who have one or more ITIL certifications or practical experience in applying ITIL and IT service management best practices.

Who Should Attend

The PCSM course will be of interest to:

- IT Managers and 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

What You Will Learn

- Recall cloud service management terminology, definitions, and concepts.
- Explain basic terminology related to cloud service management.
- Analyse an organisation's strategic assets and capabilities to successfully design, deploy, and run cloud services.
- Identify and explain important roles involved in cloud service management.
- Compare the relationship between cloud provider and cloud consumer.
- Differentiate between 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 organisation.
- Identify strategies to reduce risk and remove issues associated with the adoption of cloud computing and cloud-based services.
- Analyse the impact of demand and how to "right-size" cloud services at the design stage.
- Outline what a cloud marketplace is and differentiate between the consumer's and provider's perspective of a cloud marketplace.
- Analyse effective demand management across cloud-based service models.
- Illustrate the benefits, risks and issues of DevOps within an IT organisation.
- Select appropriate structures for designing, deploying, and running cloud-based services within traditional IT organisations.
- Outline the various pricing models for cloud services.
- Examine the challenges with purchasing cloud-based services.
- Diagram a hybrid IT cost model.
- Discover key governance requirements of cloud service provision.
- Model cloud service management principles into ICT operations and IT service management.
- Demonstrate how to link cloud value back to IT strategy.
- Name a number of popular and relevant IT frameworks and standards.
- Predict the complexities involved in designing, deploying, and running cloud services.
- Compare and contrast cloud service management with traditional IT service management in the existing IT organisation.

Outline

Module 1: Course Introduction

- Let's Get to Know Each Other
- Overview
- Course Learning Objectives
- Course Agenda
- Case Study
- Activities

Module 2: Cloud Service Management Fundamentals

- History of Cloud Computing
- Basics of Cloud Service Management
- Service Perspectives
- Relationship with ITSM
- Cloud Service and Support Models

Module 3: Cloud Service Management Roles

- Cloud Management Roles
- Service Management Roles
- Organisational Roles

Module 4: Cloud Service Strategy

- Cloud Strategy Fundamentals
- Key Drivers for Adoption
- Risk Management Overview

Module 5: Cloud Service Design, Deployment, and Migration

- Basics of Cloud Service Design
- Dealing with Legacy Systems, Services, and Applications
- Benchmarking of Cloud Services
- Cloud Service Capacity Planning
- Cloud Service Deployment and Migration
- Cloud Marketplace

Module 6: Cloud Service Management

- Cloud Service Management Perspective
- Cloud Service Level Management and Service Assurance
- DevOps in a Hybrid IT and Cloud Computing Environment

- Managing Cloud Service Configurations
- Change Management for Cloud Computing Environments
- Reacting to Demand for Cloud Services

Module 7: Cloud Service Economics

- Pricing Models for Cloud Services
- Procurement of Cloud Based Services
- Cloud Service Charging
- Cloud Cost Models

Module 8: Cloud Service Governance

- Basic Governance Definitions
- Cloud Governance Framework
- Cloud Governance Considerations

Module 9: Showing the Value of Cloud Services

- Understanding the Value of Cloud Services
- Linking the Value of Cloud Services to Strategy
- Measuring the Value of Cloud Services

Module 10: Popular Service Management Frameworks

- Best-Practice Frameworks
- ISO Standards
- Governance Frameworks
- Cloud Standards

Module 11: Exam Preparation Guide

Examination