



## Professional Cloud Service Manager

I.T. Alliance Service Management Training Solutions



I.T. Alliance has a track record in delivering quality, cost-effective training services. The Professional Cloud Service Manager course is the world's first course aimed at understanding how to manage cloud services. This course is a natural follow on to any ITIL certification and can be delivered both on-premise and off-premise.

|                        |                                    |
|------------------------|------------------------------------|
| <b>Course</b>          | Professional Cloud Service Manager |
| <b>Duration</b>        | 3 days                             |
| <b>Course Delivery</b> | Classroom / Group                  |
| <b>Materials</b>       | Unique book provided               |
| <b>Certificate</b>     | Paper and digital certificate      |

### Course Description

The Professional Cloud Service Manager (PCSM) certification is the first course in the world focused on IT Service Management for cloud computing. This certification is setting the global standard of achievement for service management professionals involved with cloud computing and cloud based solutions and services. Organisations who upskill their staff to the Professional Cloud Service Manager certification will have experts onboard that will help maximise the business opportunities that cloud computing is creating. The Professional Cloud Service Manager course is accredited by the Cloud Credential Council. The Cloud



Credential Council is the international industry representation body mandated to develop and drive alignment of standards training and certification for individuals in the cloud computing domain.

## Why Get Certified

The Professional Cloud Service Manager certification is unique to the industry. This course is vendor neutral, and unlike others, is focused on the management of cloud services, not the technology. The course provides delegates with relevant skills and knowledge required to manage cloud environments within today's world of hybrid IT.

## Unique Courseware and Book

The Professional Cloud Service Manager course provides each delegate with a detailed and comprehensive book. This book is unique to this course, it is currently the only single reference point for service management for the cloud and is only available to participants attending the course.

## Learning Objectives

At the end of this course, participants will be able to:

- 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 the cloud provider and cloud consumer
- Examine the challenges with purchasing cloud-based services
- Differentiate between potential risks and benefits of adopting a cloud strategy
- Illustrate the benefits of adopting cloud-based services within an organisation
- Analyse the impact of demand and how to 'right-size' cloud services
- Diagram a hybrid IT cost model
- Outline various pricing models for cloud services



## Target Audience

The Professional Cloud Service Manager course will be of interest to:

- IT Managers and CIOs
- Service Managers
- Service Management Professionals
- Cloud Strategy and Management Consultants
- Service Architects, Technical and Pre-Sales Consultants and IT Professionals
- IT and Cloud Service Providers

## Prerequisites

There are no formal prerequisites required. However it is recommended that participants are conversant with cloud concepts and vocabulary and have an operational understanding of IT service management.

## Course Content

- Course Introduction
- Cloud Service Management Fundamentals
- Cloud Service Management Roles
- Cloud Service Strategy
- Cloud Service Design, Deployment and Migration
- Cloud Service Management
- Cloud Service Economics
- Cloud Service Governance
- Showing the Value of Cloud Services to the Business
- Popular Service Management Frameworks
- Certification Exam Preparation

## Training Optimise

Training Optimise is a unique programme provided by I.T. Alliance. Official training is followed by mentoring and consulting services. Focus is placed on ensuring that the students and their organisation benefits from the learnings by applying the relevant practices to their work environments.

