



Cloud Service Manager

Class Code: CT-PCSM1

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

This course enables you to design and deliver cloud services. This training is delivered as a 3-day classroom or virtual classroom program. The course provides a 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 you continue the educational experience after the course. This course prepares you for the Professional Cloud Service Manager (PCSM) exam provided by the Cloud Credential Council. The Cloud Service Manager course is endorsed, recognized and supported by several key technology vendors and Standards bodies.

What You'll Learn

- Recall cloud service management terminology, definitions, and concepts.
- Explain basic terminology related to cloud service management.
- Analyze an organization'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 organization.
- Identify strategies to reduce risk and remove issues associated with the adoption of cloud computing and cloud-based services.
- Analyze 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.
- Analyze effective demand management across cloud-based service models.
- Illustrate the benefits, risks and issues of DevOps within an IT organization.
- Select appropriate structures for designing, deploying, and running cloud-based services within traditional IT organizations.
- 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.

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What You'll Learn (cont.)

- 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 organization.

Who Needs to Attend

- IT managers
- 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

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 Cloud Credential Council. 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.

Class Outline

1. Suppliers, Brokers, and Carrier Management

- Critical impacts of cloud computing on the service management role
- Consequences of multi-tenancy models on service provision

2. Cloud Service Strategy

- Subscription models and other unique financial features of cloud computing
- Impact of incorporating cloud elements into a mixed-enterprise service portfolio

3. Federated Cloud Service Desk

- The impact for consumer, provider and intermediary of operating a cloud service desk as part of a multi-layered end-to-end support function
- Impacts of federated cloud service desk management as it applies to SaaS, PaaS and IaaS deployment models

4. Cloud Asset Transition Management

- Key stages of the cloud asset management life cycle
- Sage patterns of assets in a given scenario



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5. Cloud Ecosystem Management

- Examine cloud computing as part of the wider global landscape so that you can incorporate the wider ecosystem perspective in your role
- Explains the wider impact of cloud computing models on global business and IT
- Governance requirements of service provision in a cloud environment (data, policy and purchasing)

6. Service Design, Project Management, Provisioning, Assurance, Reporting, Redefinition and Retirement, Capacity Planning, Deployment, and Chargeback

- Project management principles to managing virtualization of applications
- Service management process lifecycle stages with example scenarios
- Service delivery responses and strategies

7. Cloud Tiers and Service Management Availability

Availability tiers for the main defined cloud environments

Maintenance strategies for multi-tenancy clouds that are appropriate to multiple levels of service provision

8. Distributed and Federated SLA

- Key features of provider relationship management with different types of cloud SLAs
- Service strategies across a distributed cloud scenario to ensure consistent provision in accordance to SLAs

9. Cost of Quality, Acquisition, Transition, and Operation in Cloud

- Cost in a service transition and transformation situations
- Priorities at the key stages of the transition and transformation processes