Module Title	:	**Professional Cloud Service Manager**
Duration	:	**3 days**

Overview

Certificate: Cloud Credential Council Professional Cloud Service Manager (PCSM)

Duration: 3 days

Course Delivery: Classroom, Virtual Classroom, eBook

Accreditor: Cloud Credential Council

Language: English

Credits: None

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.

The Cloud Service Manager 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 Cloud Service Manager course prepares candidates 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.

Audience

The Cloud Service Manager course will be of interest to:

- IT Managers and CIOs
- Service Managers (with or without an ITIL background)

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Course Outline :: PCSM::

- Service Management Professionals

- Cloud Strategy and Management Consultants

- Service Architects, Technical Pre-Sales Consultants

- IT Professionals

Learning Objectives

At the end of this Cloud Service Manager course, participants will gain competencies in, and be able to:

- 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.

- 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.

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Course Outline :: PCSM::

- Compare and contrast cloud service management with traditional IT service management in the existing IT organization.

Course Logistics

- Classroom – U-shaped setup preferred
- Whiteboard, flipchart, and projector
- Participants – maximum of 16, no minimum requirement

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.

Course Material

Participants of the Cloud Service Manager course receive a copy of the classroom presentation material and the handbook.

About the Examination

The Cloud Service Manager Certification is the most recognized and well-respected professional certification provided by the Cloud Credential Council (CCC). Professional certifications are awarded to candidates who have completed an approved certification-training program.

Information on recommended follow-on training courses, including approved technology certification, is available from the Cloud Credential website (www.cloudcredential.org).

Technical Requirements

For eBooks:

- Internet is required only for downloading the eBook. The eBooks can be read offline.
- eBooks can be downloaded and read on the following devices Laptop, tablet, SmartPhone, eReader PDF Reader, recommended Adobe Reader.
- Instructions for download are available here.

About the Exam

- Exam Format: Web based, Closed Book
- No. of Questions: 25
- Pass score: 65%
- Duration: 75 minutes. For non-native speakers an additional 15 minutes is available.
- Proctoring: Live or webcam

Agenda

Day 1	Day 2	Day 3
Course Introduction	Cloud Service Design, Deployment and Migration	Cloud Service Economics
Cloud Service Management Fundamentals	Cloud Service Management (Part 1)	Cloud Service Governance
Cloud Service Management Roles	Cloud Service Management (Part 2)	Showing the Value of Cloud Services to the Business
Cloud Service Strategy		Popular Service Management Frameworks
		Certification Exam Preparation

Course Outline

MODULE 1: Course Introduction

MODULE 2: Cloud Service Management Fundamentals

2.1 History of Cloud Computing

2.2 Basics of Cloud Service Management

2.3 Service Perspectives

2.4 Relationship with IT Service Management (ITSM)

2.5 Cloud Service and Support Models

MODULE 3: Cloud Service Management Roles

3.1 Cloud Management Roles

3.2 Service Management Roles

3.3 Organizational Roles

MODULE 4: Cloud Service Strategy

4.1 Cloud Strategy Fundamentals

4.2 Key Drivers for Adoption

4.3 Risk Management Overview

MODULE 5: Cloud Service Design, Deployment, and Migration

5.1 Basics of Cloud Service Design

5.2 Dealing with Legacy Systems, Services, and Applications

5.3 Benchmarking of Cloud Services

5.4 Cloud Service Capacity Planning

5.5 Cloud Service Deployment and Migration

5.6 Cloud Marketplace

MODULE 6: Cloud Service Management

6.1 Cloud Service Management Perspective

6.2 Cloud Service Level Management and Service Assurance

6.3 DevOps in a hybrid IT and Cloud Computing Environment

6.4 Managing Cloud Service Configurations

6.5 Change Management for Cloud Computing Environments

6.6 Reacting to Demand for Cloud Services

MODULE 7: Cloud Service Economics

7.1 Pricing Models for Cloud Services

7.2 Procurement of Cloud Based Services

7.3 Cloud Service Charging

7.4 Cloud Cost Models

MODULE 8: Cloud Service Governance

8.1 Basic Governance Definitions

8.2 Cloud Governance Framework

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Course Outline :: PCSM::

8.3 Cloud Governance Considerations

MODULE 9: Showing the Value of Cloud Services

9.1 Understanding the Value of Cloud Services

9.2 Linking the Value of Cloud Services to Strategy

9.3 Measuring the Value of Cloud Services

MODULE 10: Popular Service Management Frameworks

10.1 Best-Practice Frameworks

10.2 ISO Standards

10.3 Governance Frameworks

10.4 Cloud Standards

MODULE 11: Exam Preparation Guide

Mock Exam