Course Overview

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 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.

Course Duration	CPE	Delivery Format
3 days	19.5	Virtual Classroom | Group Training

What You'll Learn

At the end of this course, you will be able to:
- 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.
- 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.

- Outline what a cloud marketplace is and differentiate between the consumer's and provider's perspective of a cloud marketplace.
- 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.
- Discover key governance requirements of cloud service provision.
- Demonstrate how to link cloud value back to IT strategy.
- Predict the complexities involved in designing, deploying, and running cloud services.

Who Needs To Attend

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