ITIL Specialist: Acquiring & Managing Cloud Services

Training Course

Why Bakkah?

Bakkah is a leading company that owns two subsidiaries: **Consulting Company and Learning Company**. With a team of highly experienced and certified professionals, we will help you capitalize on opportunities driven by proven business practices.

We help you obtain professional certificates that will take your career to the next level. Our Learning products focus on building and boosting capabilities by offering the best and latest internationally accredited training courses in various fields, including: Project Management, Human Resource, Business Analysis, Information Technology, Quality Management, Supply Chain Management and Logistics.

We are keen to use and keep up with the latest global learning methods and processes. Since our training courses are flexible and aligned with the global changes, this will ensure an ongoing learning process and build high-quality capabilities.

Bakkah in Numbers

+80	+300	+600	+1,000	+20,000
Instructors	Clients	Client Engagements	Learning Sessions	Capabilities Built

Course Objective

The ITIL Specialist: Acquiring & Managing Cloud Services module is for anyone requiring vendor-neutral, user-centric guidance on developing a practical understanding of how cloud procurement and technology can integrate with and support broader business strategy and functions.

The course will help you to:

- Analyze available solutions and potential benefits using a vendor-neutral approach

- Effectively Identify, select and deliver optimized cloud services

- Facilitate value co-creation through successful cloud services procurement and integration whilst applying the ITIL 4 framework.

- Adopt a customer-focused end-to-end cloud procurement user journey.

Course Methodology

Online Training

- 5 Days – Online Training

- Exam Simulation

- Practice Test

- Group Activity (Break-out Session) after each lesson

- Access to additional References – Glossary/ Recommended Reading/ Syllabus

- Material language will be in English

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Targeted Audience

The ITIL Specialist: Acquiring & Managing Cloud Services module is for anyone requiring vendor-neutral, user-centric guidance on developing a practical understanding of how cloud procurement and technology can integrate with and support broader business strategy and functions.

Course Outline

Introduction

- The Origins of Cloud
- Types of Cloud Solution
- Deciding to User Cloud Services
- Governance of Cloud Services
- The Cloud Customer Journey
- The Value Co-creation Map for Cloud
- Cloud Adoption and Utilization Scenarios
- The Cloud Customer Journey

Engage: Meeting a Cloud Service Provider

- Understanding the CSP Landscape
- Defining Requirements for Cloud Services
- Typical Requirements
- Conducting a Cloud Readiness Assessment
- Steps in Conducting a Cloud Readiness Assessment
- Conducting a Cloud Readiness Assessment
- Engaging with Cloud Service Providers

Explore: Can the Organization Benefit From Cloud?

- Understanding the Cloud's Role in Strategy
- Cloud Strategic Positioning
- Explore: Can the Organization Benefit From Cloud?
- Cloud Strategic Positioning
- Understanding the Cloud's Role in Strategy
- Value: Outcomes, Costs, and Risks
- Risks
- Understanding the Cloud's Role in Strategy
- Formulating the Initial Cloud Strategy
- Understanding the Cloud's Role in Strategy
- The Differences Between Cloud Services and In-house solutions

Offer: Selecting the Right Services and Service Provider

- Overview
- Request for Proposal
- Determining the Return on Investment of the Proposed Cloud Services
- The Return on Investment Process
- Defining and Communicating a Business Case for Cloud Services

Agree: Negotiating & Planning

- Agree Step
- Agree: Negotiating & Planning
- Cloud Service Agreements
- Agree: Negotiating & Planning
- Shared Responsibility Model
- Overview
- Planning for Onboarding
- Migrating to Cloud as a Part of an Onboarding Initiative
- Security and Compliance Considerations

Co-Create : Enable Value

- Overview
- Operating Model Alignment
- The Value Co-creation Map for Cloud
- Applying the Value Co-creation Map
- Value Co-creation Drivers in Practice
- Managing the Optimization of Cloud Service Consumption
- Managing Cloud Service Quality

Onboard & Offboard: Moving to the Cloud

- Overview
- Planning for Onboarding
- Migrating to Cloud as a Part of an Onboarding Initiative
- Security and Compliance Considerations

Realize: Measuring & Improving

- Realize: Measuring & Improving
- VUCA and the Value Co-creation Map
- VUCA and the Five Drivers of Value Co-creation
- Continual Improvement and the Value Co-creation Map for Cloud

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