

## Professional Cloud Service Manager

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### Course Summary

#### Description

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.

The course materials include comprehensive reference materials that help participants continue the educational experience after the course. The PCSM course prepares candidates for the PCSM exam provided by the CCC. The PCSM course is endorsed, recognized and supported by several key technology vendors and Standards bodies

#### Objective

At the end of this course, you will 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.
- Compare and contrast cloud service management with traditional IT service management in the existing IT organization.

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### Course Summary (cont.)

#### Topics

- 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
- Popular Service Management Frameworks
- Exam Preparation Guide

#### Audience

The PCSM course will be of interest to:

- 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

#### 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 CCC. 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.

#### Duration

Three Days

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### Course Outline

- I. **Course Introduction**
  - A. Let's Get to Know Each Other
  - B. Overview
  - C. Course Learning Objectives
  - D. Course Agenda
  - E. Case Study
  - F. Activities
- II. **Cloud Service Management Fundamentals**
  - A. History of Cloud Computing
  - B. Basics of Cloud Service Management
  - C. Service Perspectives
  - D. Relationship with ITSM
  - E. Cloud Service and Support Models
- III. **Cloud Service Management Roles**
  - A. Cloud Management Roles
  - B. Service Management Roles
  - C. Organizational Roles
- IV. **Cloud Service Strategy**
  - A. Cloud Strategy Fundamentals
  - B. Key Drivers for Adoption
  - C. Risk Management Overview
- V. **Cloud Service Design, Deployment, and Migration**
  - A. Basics of Cloud Service Design
  - B. Dealing with Legacy Systems, Services, and Applications
  - C. Benchmarking of Cloud Services
  - D. Cloud Service Capacity Planning
  - E. Cloud Service Deployment and Migration
  - F. Cloud Marketplace
- VI. **Cloud Service Management**
  - A. Cloud Service Management Perspective
  - B. Cloud Service Level Management and Service Assurance
  - C. DevOps in a Hybrid IT and Cloud Computing Environment
  - D. Managing Cloud Service Configurations
- E. Change Management for Cloud Computing Environments
- F. Reacting to Demand for Cloud Services
- VII. **Cloud Service Economics**
  - A. Pricing Models for Cloud Services
  - B. Procurement of Cloud Based Services
  - C. Cloud Service Charging
  - D. Cloud Cost Models
- VIII. **Cloud Service Governance**
  - A. Basic Governance Definitions
  - B. Cloud Governance Framework
  - C. Cloud Governance Considerations
- IX. **Showing the Value of Cloud Services**
  - A. Understanding the Value of Cloud Services
  - B. Linking the Value of Cloud Services to Strategy
  - C. Measuring the Value of Cloud Services
- X. **Popular Service Management Frameworks**
  - A. Best-Practice Frameworks
  - B. ISO Standards
  - C. Governance Frameworks
  - D. Cloud Standards
- XI. **Exam Preparation Guide**