

# ITIL® 4 Specialist: Acquiring and Managing Cloud Services (ITIL® AMCS)



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# Online Course

# ITIL® 4 Specialist: Acquiring and Managing Cloud Services (ITIL® AMCS)

## Course Modules

### Understand the Role of Cloud Services in an Organisation

#### **1. Describe the Characteristics of the Cloud**

- What is the Cloud?

#### **2. Describe the Approaches to Cloud Adoption**

- Approaches to Migrating Existing Services
- One-Off Migrations
- Evolutionary Migrations
- Big-Bang Migrations

#### **3. Cloud Deployment Models and Cloud Service Models**

- Types of Cloud Solution
- Cloud Service Models
- Standard and Non-Standard Services
- Deployment Models



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## **Know How to Define an Organisation's Requirements for Adopting, and Readiness to Adopt, Cloud Solutions**

### **4.The Structure and Content of a Business Case for Cloud**

- Business Case Structure

### **5.How to Define Organisation's Requirements for Cloud Solns**

- Defining Requirements for Cloud Services
- Impact of Cloud Services on Existing Customers
- Typical Requirements

### **6.Carry Out an Orgnstnl Readiness Assessmt for Cloud Adoptn**

- Conducting a Cloud Readiness Assessment
- Steps in Conducting a Cloud Readiness Assessment
- Define the Assessment Scope
- Assess Current Resources
- Specify the Desired Scope of Cloud Services
- Assess Operational Readiness
- Produce an Assessment Report

### **7.Know How to Communicate a Cloud Business Case**

- Communicating a Business Case





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## **Identify the Types of Cloud Services and Understand Their Applicability to an Organisation's Context**

### **8. Describe the Types of Cloud Service Providers**

- Conducting a Cloud Readiness Assessment

### **9. The Key Elements of a Cloud Strategy for a Service Consumer**

- Formulating the Cloud Strategy

### **10. The Available Services that are Relevant to the Organisation**

- Researching What Services are Available
- Understanding the CSP Landscape

## **Understand How Cloud Services are Selected and Procured in the 'Offer' Step of the Customer Journey**

### **11. Describe the Costs of Using Cloud Services**

- Costs
- Exploring Cloud Services
- Onboarding and Offboarding
- Co-Creation
- Under- and Over-Utilisation
- Outages



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## **12. The Benefits and Opportunities Created by Cloud Services**

- Deciding to Use Cloud Services
- Benefits and Disbenefits of Using Cloud Services

## **13. The Key Risks and Disbenefits of Using Cloud Services**

- Risks
- Shifts in Roles and Responsibilities
- Unauthorised Procurement of Cloud Services
- Security of Cloud Services
- API Vulnerability
- Maintaining Separation Between Tenants
- Vendor Lock-in
- Third-Party Contracting
- Migration

## **14. Security & Compliance Considerations of Using Cloud Services**

- Security and Compliance Considerations
- Visibility
- Compliance
- Automation
- Conflict Between Development and Security Priorities
- Hybrid IT
- Role of Service Level Agreements with Onboarded Cloud Services





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## **15. Describe the Inputs and Outputs of a Return on Investment**

- Return on Investment Process
- Define the Purpose, Objectives, and Scope of the Assessment
- Collect Data
- Review and Analyse the Data
- Calculate and Report
- Decide

## **Know How to Onboard and Offboard Cloud Services**

## **16. The Key Approaches for Migrating to or from the Cloud**

- Moving from In-House to Cloud Solutions
- Migrating from One Cloud Service Provider to Another
- Migrating Away from the Cloud

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## **17. Carry Out the Activities of Onboarding/Offboarding Cloud**

- About the Onboard Step: General Considerations

## **18. Modify an Operating Model to Support Migration to Cloud**

- What Happens to an Operating Model When Moving to the Cloud?



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## **How to Manage the Use of Cloud Services**

### **19. Shared Responsibility Model**

- Shared Responsibility Model

### **20. How to Measure the Quality of Consumed Cloud Services**

- Managing Cloud Service Quality

### **21. Tools, Techniques, Methods, & Ctrls Used to Manage**

- Managing the Optimisation of Cloud Service Consumption

## **Know How to Evaluate and Improve a Cloud Strategy**

### **22. Adjustments for a Cloud Strategy to Respond to VUCA**

- VUCA and the Value Co-Creation Map

### **23. Continual Imprvmnt Model to an Organisation's Cloud**

- Continual Imprvmnt and the Value Co-Creation Map for Cloud

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