

Course Outline of Professional Cloud Service Manager (PCSM)

Table of Contents

What is the CCC Professional Cloud Service Manager Certification?

Who is this certification for?

Syllabus - Professional Cloud Service Manager

Module 1. Cloud Service Management Fundamentals

Module 2. Cloud Service Management Roles

Module 3. Cloud Service Strategy

Module 4. Cloud Service Design, Deployment and Migration

Module 5. Cloud Service Management

Module 6. Cloud Service Economics

Module 7. Cloud Service Governance

Module 8. Showing the Value of Cloud Services to the Business

Module 9: Popular Service Management Frameworks

Exam Details

Cloud Credential Council

What is the CCC Professional Cloud Service Manager Certification?

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 reliable, 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) certification enables participants to design and deliver cloud services. The certification provides a hands-on, practical approach to understanding how cloud computing and cloud-based services impact operations, and how to adapt existing processes to deliver better services. The PCSM takes these factors and ITIL® best practices into account to bridge service management gaps in cloud adoption.

Who is this certification for?

- 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

Syllabus - Professional Cloud Service Manager

Module 1. Cloud Service Management Fundamentals

- History of Cloud Computing
- Basics of Cloud Service Management
- Service Perspectives
- Relationship with IT Service Management (ITSM)
- Cloud Service and Support Models

Module 2. Cloud Service Management Roles

- Cloud Management Roles
- Service Management Roles
- Organizational Roles

Module 3. Cloud Service Strategy

- Cloud Strategy Fundamentals
- Key Drivers for Adoption
- Risk Management Overview

Module 4. Cloud Service Design, Deployment and Migration

- Basics of Cloud Service Design
- Dealing with Legacy Systems, Services and Applications
- Benchmarking of Cloud Services
- Cloud Service Capability Planning
- Cloud Service Deployment and Onboarding
- The Cloud Store

Module 5. Cloud Service Management

- Cloud Service Management Perspective
- Cloud Service Level Management & Service Assurance
- DevOps in a Cloud Environment
- Managing Cloud Service Configurations
- Change Management for Cloud Computing Environments
- Reacting to demand for Cloud Services

Module 6. Cloud Service Economics

- Pricing Models for Cloud Services
- Procurement of Cloud Based Services
- Cloud Service Charging

Module 7. Cloud Service Governance

- Basic Governance Definitions
- Cloud Governance Framework
- Cloud Governance Considerations

Module 8. Showing the Value of Cloud Services to the Business

- Understanding the Value of Cloud Services
- Linking the Value of Cloud Services to Strategy
- Measuring the Value of Cloud Services