

ITIL 4 Specialist: Acquiring & Managing Cloud Services

Introduction to Cloud Services

- Overview of cloud computing and its benefits
- Understanding the different cloud service models
- Key concepts and principles related to cloud services

Cloud Service Strategy

- Developing a cloud service strategy that aligns with business goals and objectives
- Defining cloud service requirements and identifying suitable cloud service providers
- Evaluating the risks and benefits of using cloud services

Cloud Service Design and Development

- Designing and developing cloud services that meet business and customer requirements
- Best practices for designing and developing resilient and scalable cloud services
- Ensuring compliance with relevant regulations and standards

Cloud Service Operations

- Managing the day-to-day operations of cloud services
- Best practices for monitoring, managing, and optimizing cloud services
- Ensuring service availability, performance, and security

Cloud Service Improvement

- Continuously improving cloud services to meet changing business needs
- Best practices for identifying and addressing service issues and defects
- Optimizing service delivery processes and workflows

Cloud Service Transition and Retirement

- Planning for the transition of cloud services into production
- Best practices for testing, validating, and verifying cloud services
- Retiring cloud services when they are no longer needed

Conclusion and Next Steps

- Recap of key concepts and principles related to acquiring and managing cloud services
- Importance of continuous improvement and ongoing learning
- Next steps for organizations and individuals interested in adopting and managing cloud services