



# Professional Cloud Service Manager Certification Training

## What is the CCC Professional Cloud Service Manager certification?

The Professional Cloud Service Manager (PCSM) certification from the Cloud Credential Council (CCC) is the first course in the world focused on IT Service Management for Cloud Computing. This certification is globally known as the standard of achievement for service management professionals involved with cloud-based solutions. Organisations that employ PCSMs will have experts on board that can help maximize the business opportunities that cloud is creating.

## Why get certified?

CCC's PCSM designation is a globally recognized certification for Service Management professionals. Being PCSM-certified showcases your service management experience in a cloud environment, relevant skills and knowledge, and demonstrates you are capable to manage the various stakeholders within the enterprise.

## Cloud Service Manager is aligned to ITIL

- Provides advice on how to adapt ITIL processes for Cloud Computing
- Introduces new approaches not provided by ITIL
- PCSM was designed to complement and work with organisation's adoption of ITIL and ITSM
- Course syllabus, content, eBook and white paper written by ITIL Master

## Course Description

In an increasingly interconnected and complex IT environment, IT management is under pressure to deliver more agile IT services and adapt to change. Organisations are adopting strategies that include cloud computing in order to meet these challenges and offer repeatable, flexible and scalable services. Service Management professionals are challenged to help organisations optimally ensure measurable service delivery and management in cloud environments.

The Cloud Service Manager course enables participants to design and deliver cloud services. This training is delivered as a 3-day 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 Cloud Service Manager course prepares candidates for the Professional Cloud Service Manager (PCSM) exam provided by the Cloud Credential Council. The Cloud Service Manager course is endorsed, recognized and supported by several key technology vendors and Standards bodies.

## GuruTeam is the first Cloud Credential Council Accredited Training Partner in Ireland

We offer a range of role-based, vendor-neutral, business focused Cloud certification courses in Ireland, the UK and Europe.

[www.GuruTeamIRL.com](http://www.GuruTeamIRL.com)

### Upcoming course dates:

See SCHEDULE at [GuruTeamIRL.com](http://GuruTeamIRL.com)  
or call Neasa on +353(0)1 4029423.  
Courses available in Ireland, UK  
and Europe, both on and off-site.

## Learning Objectives:

At the end of this Cloud Service Manager course, participants will gain competencies in, and be able to:

- Recall cloud service management terminology, definitions, and concepts.
- Explain basic terminology related to cloud service management.
- Analyze an organisation'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 organisation.
- Identify strategies to reduce risk and remove issues associated with the adoption of cloud computing and cloud-based services.
- Analyse 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.
- Analyse effective demand management across cloud-based service models.
- Illustrate the benefits, risks and issues of Dev-Ops within an IT organisation.
- Select appropriate structures for designing, deploying, and running cloud-based services within traditional IT organisations.
- 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 organisation.

## Duration

3 days

## Target Audience

The Cloud Service Manager 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

## Course Prerequisites

There are no formal prerequisites. However it is recommended that participants are conversant with cloud concepts and vocabulary.

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.

## Suggested Follow on Courses

Information on recommended follow-on training courses, including approved technology certification, is available from the GuruTeam website and the Cloud Credential website ([www.cloudcredential.org](http://www.cloudcredential.org)).

## About the Exam

The Cloud Service Manager Certification is the most recognized and well-respected professional certification provided by the Cloud Credential Council (CCC). Professional certifications are awarded to candidates who have completed an approved certification-training program.

**Exam Format:** Web based, Closed Book

**Question:** 25 scenario-based questions

**Pass score:** 65%

**Duration:** 75 minutes. For non-native speakers an additional 15 minutes is available

**Proctoring:** Live or webcam

## Course Content

### Day 1

Course Introduction  
Cloud Service Management Fundamentals  
Cloud Service Management Roles  
Cloud Service Strategy

### Day 2

Cloud Service Design, Deployment and Migration  
Cloud Service Management

### Day 3

Cloud Service Economics  
Cloud Service Governance  
Showing the Value of Cloud Services to the Business  
Popular Service Management Frameworks  
Certification Exam Preparation

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PROFESSIONAL  
CLOUD  
SERVICE MANAGER

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