Managing Cloud
2-Day Master Class

What is the Managing Cloud 2-Day Master Class?

The Managing Cloud 2-Day Master Class is hands-on, practical and relevant. It is designed to upskill both IT and non-IT professionals in the fundamentals of cloud and cloud-based-services.

This Master Class focuses on answering the question 'What is Cloud?' This is achieved by understanding the basic fundamentals of cloud and putting these into a wider context for the organisations.

Initially, delegates are taken through The Cloud Challenge™. This is the first workshop, where delegates identify how little they actually know about the basics of cloud and their inability to put cloud into context.

Benefits of cloud are highlighted and then challenged from an organisation and consumer viewpoint. Several hands-on learning activities are conducted each day to put theory into real-life practice and keep delegates engaged, refreshed and excited throughout the two days.

What challenges does the Managing Cloud 2-Day Master Class address?

Today, most organisations are using some form of cloud services. Many organisations have moved to cloud expecting to achieve cost-savings, increase their agility and drive innovation. However, many organisations have not found the cost-savings, agility or innovation which they looked for and are now asking the question, why is this?

Numerous reasons for these challenges including;
- Lack of training and education
- Not knowing the value of cloud
- Inability to update bureaucratic processes to make them agile
- Wrong expectations from the start
- Organisations not knowing what they don't know.

This Cloud Master Class addresses these issues and pain points equipping delegates with appropriate skills and tools needed to address these challenges.

2-Day Master Class Description

This course is delivered as a 2-day classroom program.

This Master Class is unique in its design, delivery and contents. Organisations who upskill their people and talent with this Master Class will have experts on board that can help maximise the business opportunities that cloud continues to create. Challenges become opportunities. Opportunities deliver value.

More details overleaf

> " The course was an excellent insight into the Cloud Service Management world and equips me with tools to go back to my company and build upon it.
> *Jan '19*

Upcoming public course dates:
*See **SCHEDULE** at GuruTeamIRL.com or call Neasa on +353(0)1 4029423. Courses available in Ireland, UK, Scandinavia and Europe, both on and off-site.*

GURUTEAM
specialist ICT learning

CertNEXUS Authorized Training Partner · Linux Professional Institute APPROVED ACADEMIC PARTNER · THE LINUX FOUNDATION AUTHORIZED TRAINING PARTNER · DevOps INSTITUTE REGISTERED EDUCATION PARTNER · CompTIA AUTHORIZED PARTNER · CLOUD CREDENTIAL COUNCIL ACCREDITED PARTNER

Learning Objectives

At the end of this Managing Cloud 2-day Master Class, 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.
- **Analyse 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.
- Outline **what a cloud marketplace is** and differentiate between the **consumer's and provider's perspective** of a cloud marketplace.
- **Illustrate the benefits, risks and issues of Dev-Ops** within an IT organisation.
- Outline the **various pricing models** for cloud services.
- Examine the challenges with **purchasing cloud-based services**.
- **Model cloud service management principles into ICT operations and IT service management.**
- Demonstrate how to **link cloud value back to IT strategy**.
- 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.

Managing Cloud 2-Day Master Class is aligned to ITIL

- Provides advice on how to adapt ITIL processes for Cloud
- Introduces new approaches not provided by ITIL
- 2 Day Managing Cloud Master Class is designed to complement and work with an organisation's adoption of ITIL and ITSM
- Master Class syllabus, content, eBook and white paper written by ITIL Master

Target Audience

The 2-Day Cloud Master Class 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, or using, cloud services.

Participants further benefit from a background in IT service management; who may 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.

The Managing Cloud 2-Day Master Class can also be used to prepare candidates for the Professional Cloud Service Manager (PCSM) exam provided by the Cloud Credential Council. Additional self-learning is required prior to taking the PCSM exam, however the PCSM course book is provided. A PCSM exam voucher can be booked for an additional fee. The PCSM course is endorsed, recognised and supported by several key technology vendors and accreditation bodies.

Course Content

This course is delivered as a 2-day classroom program. The course provides a hands-on, practical approach incorporating case studies, workshops and classroom discussion. Delegates understand how cloud computing and cloud-based services impact operational processes, and how to adapt existing processes to deliver better services.

DAY 1
- Course Introduction
- The Cloud Challenge™
- Cloud Service Management Fundamentals
- Cloud Service Management Roles Cloud Service Strategy

DAY 2
- Cloud Service Design
- Service Catalogue for Cloud
- Cloud Service Level Agreements
- Practical Review of Service Management Processes and Practices

Register Your Interest *in joining a public course in a city near you.*

Upcoming public course dates:
See SCHEDULE at GuruTeamIRL.com or call Neasa on +353(0)1 4029423. Courses available in Ireland, UK, Scandinavia and Europe, both on and off-site.

Private Team Training
- *Fine-tune or re-design your course*
- *Delivered at your chosen location*
- *Optional hardware & software supplied*

Contact us to learn more…

Tel: +353 (0)1 402 9423
+353 (0)91 395 536
(Berlin) +49 30 408192291
Neasa Glynn: +353 (0)87 413 2432
Catherine Ascough: +353 (0)87 832 8545
Email: hello@GuruTeamIRL.com

Dublin
Harcourt Centre,
Block 4,
Harcourt Road,
Dublin 2,
Ireland.

Cork
NSC Campus,
Mahon
Cork,
Ireland.

Galway
Tara Rock 7,
Galway
Technology Park,
Parkmore,
Galway.

Belfast
Forsyth House,
Cromac Square,
Belfast
BT2 8LA,
Northern Ireland.

Berlin
GuruTeam,
Europaplatz 2,
10557 Berlin,
Germany.

All trademarks and copyrights acknowledged

GuruTeam-Limited **GuruTeamIreland** **GuruTeamIreland** **GuruteamIRL** *www.GuruTeamIRL.com*