

Tytuł szkolenia: ITSM in the Cloud

Kod szkolenia: HL260S

Wprowadzenie

This course discusses cloud principles and specifically, how these cloud principles and ITSM practices complement and work together.

Adresaci szkolenia

- Cloud consumers (IT organizations looking to expand, include or provide cloud services to their organization), or Cloud Service Providers
- Customers who want to build confidence on ITSM in the cloud
- Technology and business professionals

Cel szkolenia

- Understand cloud basics: different types of cloud deployment models and service models, security aspects and risks associated with the cloud, as well as overall benefits, challenges and costs of cloud-based solutions
- Discuss key ITIL®-based processes to help organizations understand decisions that need to be made before creating an internal cloud or moving to an external cloud solution
- Be able to approach the cloud more responsibly, and have credible skills, knowledge and capabilities to ensure greater success for your organization

Czas i forma szkolenia

- 21 godzin (3 dni x 7 godzin), w tym wykłady i warsztaty praktyczne.

Plan szkolenia

Module 1: Service Management prior to the Cloud

Module 2: Private Clouds

Module 3: Public Clouds

Module 4: Hybrid Clouds