

# Professional Cloud Service Manager Certification

Syllabus

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## 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

## Exam Details

Professional Cloud Service Manager Certification Exam	
Exam Type	Scenario Based, Complex Multiple Choice
No. of Questions	25
Duration	75 minutes
Additional Time Provisions	15 minutes additional time for candidates who speak English as a second language.
Prerequisite	There are no prerequisites. It is recommended that participants have achieved the Cloud Technology Associate certification (or its equivalent) and that participants are conversant in cloud concepts and vocabulary. Participants further benefit from a strong background in IT service management, who have completed one or more ITIL certifications or who have practical experience in IT service management best-practices.
Supervised (Proctored)	Yes (Web/Live)
Open Book	No
Pass Score	65%
Delivery	Online

## Cloud Credential Council

The Cloud Credential Council (CCC) is an international member-based organization mandated to drive cloud readiness through effective competence development. The CCC has established critical cloud certifications for key IT roles in order to cultivate cloud-ready IT professionals. The certification scheme was developed after several years research investment in over 20 roles led by industry experts in conjunction with the leading technology vendors in the cloud computing arena.