# ES104OCM02095: Cloud Services Management

Course Code: ES104OCM02095
Duration: 5 days
Instructor-led Training (ILT) | Virtual Instructor-led Training (VILT)

## OVERVIEW

This course provides technical professionals the knowledge and skills necessary to plan and design for robust cloud services. The course focuses on the governance, organizational, financial, and technology aspects as well as the management and operation of cloud services. The key areas covered in this course are:

- Cloud Services Lifecycle and Management
- Workforce Transformation for Cloud Services
- Multi-Cloud Strategy for Cloud Services
- Cloud Services Operating Model
- Cloud-Native Application Development
- Business Resiliency for Cloud Services

## SKILLS COVERED

Upon successful completion of this course, participants should be able to:

- Provide an overview of cloud services planning and design
- Explain the cloud services lifecycle and its phases
- Explain financial planning related to cloud services
- Describe how to build a cloud-native organization
- Explain culture transformation goals
- Describe cloud roles and responsibilities
- Explain the role of governance planning in cloud environments
- Differentiate between hybrid and multi-cloud
- Explain multi-cloud integration challenges and best practices
- List the factors to consider while choosing a cloud service provider
- Describe the role of cloud service brokerage in a multi-cloud environment
- Explain the key security threats and solutions in a multi-cloud environment
- Explain the importance of a multi-cloud management platform
- Describe the differences between traditional and digital IT
- Explain a cloud operating model and how it is influenced by Agile and DevOps principles
- Describe the importance of a product-based cloud application development approach for cloud services
- Explain infrastructure as code and how it differs from traditional automation
- Explain the benefits of value stream mapping
- Identify the applications for modernization
- Explain the options to modernize applications
- Explain cloud-native strategy
- Describe the confluence of DevOps and application lifecycle
- Explain best practices to implement CI/CD, and version control system
- Describe the importance of containers, microservices, Container as a Service
- Explain cloud native platform deployment options
- Describe the evolution of business resiliency
- Explain resiliency maturity
- Explain business resiliency capabilities along with its considerations

**WHO SHOULD ATTEND?**

This course is intended for technical leaders such as cloud engineers, infrastructure administrators, or software developers as well as business leaders who need to manage cloud services. Typical learners would include:

- IT professionals looking to better understand cloud computing
- IT professionals responsible for architecting and managing cloud services
- Students and business professionals looking to pursue a career in cloud computing

**PREREQUISITES**

To successfully complete and gain the maximum benefits from this course, the learner should have the prerequisite knowledge provided in the Cloud Infrastructure and Services v3 course or similar work experience.

For students seeking the Proven Professional expert-level certification, the learners should also be familiar with the Cloud infrastructure Planning and Design v2 content as well as earn the related associate and specialist certifications.

**MODULES**

**Module 1: Planning and Design Considerations**

- Define goals and scope
- Perform assessment
- Design cloud services
- Communicate
- Deliverables

**Module 2: Lifecycle and Management Considerations**

- Service Lifecycle Overview
- Waterfall and Agile Methodologies
- Cloud Services Lifecycle Phases

**Module 3: Financial Planning**
**Module 4: Modern Cloud Approaches**

- Traditional cloud approach
- Modern cloud approach

**Module 5: Cultural Transformation**

- Mindset and Leadership
- Align IT with Business Objectives
- Cross-functional and collaborative teams
- Flexible workstyles and modern tools
- New cloud roles and responsibilities
- How to develop new cloud roles

**Module 6: Governance Planning**

- The need for governance
- Goals of governance
- Cloud governance
- Impact of service and deployment models

**Module 7: Risk Management for Cloud Services**

- Risk management framework
- Choosing a cloud service provider
- Cloud compliance standards

**Module 8: Security for Cloud Services**
**Module 9: Introduction to Multi-Cloud Strategy**

- Hybrid cloud vs. multi-cloud
- Benefits of multi-cloud
- Multi-cloud use cases

**Module 10: Multi-cloud Considerations and**

**Best Practices**

- Integration
- Workload mobility
- Interoperability
- Portability
- Selecting a service provider
- Service brokerages
- Security
- Multi-cloud management

**Module 11: Traditional IT versus Digital IT**

- Public cloud provider experience
- Build like a public cloud provider
- Define goals and scope

**Module 12: Agile**
**Module 13: DevOps**
**Module 14: CI/CD**
**Module 15: Product Development**
**Module 16: Product Development**
**Module 17: Infrastructure as Code**
**Module 18: Value Stream Mapping**

- Benefits
- Process Overview

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