Course Title: ITIL® 4 Specialist: Acquiring & Managing Cloud Services (AMCS)	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS) Certificate	

Course Syllabus

Our ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS) training course will cover the following topics:

1. Understand the role of cloud services in an organisation

2. Know how to define an organisation’s requirements for adopting, and readiness to adopt, cloud solutions

3. Know how to identify the types of cloud services and understand their applicability to an organisation's context

4. Understand how cloud services are selected and procured in the 'offer' step of the customer journey

5. Know how to onboard and offboard cloud services

6. Know how to manage the use of cloud services

7. Know how to evaluate and improve a cloud strategy

Course Overview

The ITIL® 4 Extension Modules extend the main ITIL® 4 framework and provide organisations with the guidance to address and harness the challenges and opportunities presented by emerging technologies and themes that impact their operations.

Our three-day ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS) training course explores the concept of the ‘cloud services user journey’ which aligns key ITIL® concepts such as guiding principles and the service value chain to provide a holistic view and understanding of the entire procurement lifecycle.

Course Learning Outcomes

Our ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS) training course will help you to:

- Analyse available solutions and potential benefits using a vendor-neutral approach
- Effectively Identify, select and deliver optimised cloud services
- Facilitate value co-creation through successful cloud services procurement and integration whilst applying the ITIL® 4 Framework.
- Adopt a customer-focused end-to-end cloud procurement user journey.

Audience

Our ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS) training course will allow you to learn about ITIL® concepts, develop an understanding of relevant ITIL® 4 guidance and enable career development opportunities in Cloud Services.

Our ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS) training course is suitable for:

- C-Suite Executives
- Aspiring Executives
- Cloud Architects
- Cloud Consultants
- Procurement Managers
- Bid Managers
- Service Management Professionals
- PPM Professionals

Entry-Level Requirements

There are no entry-level requirements for our ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS) training course.

The relevant key concepts from the ITIL® 4 Framework will be covered as part of the module, making it accessible to anyone interested in gaining critical skills in this area.

Recommended Reading

There is no recommended reading associated with our ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS) training course.

What's Included

Our ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS) training course includes the following materials:

- Pre-reading
- A Full Course Manual
- Quizzes
- Exercises
- ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS) Exam Voucher

Exam Information

ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS) Examination:

- Questions: 40
- Format: Multiple-Choice
- Duration: 90 Minutes
- Pass Mark: 28 / 40 (70%)
- Materials Allowed: None - Closed Book

Read the PeopleCert Official Guidance for Windows Devices and MacOS Devices for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

From 01 January 2023: All PeopleCert certifications will need to be renewed after three years. You can do this by retaking the examination before the renewal date, collecting professional development points via MyAXELOS or taking further certifications before the renewal date. If you make the decision to not renew your certification, you will not be removed from the Successful Candidate Register (SCR). You will remain on the Successful Candidate Register (SCR), however it will be flagged that your certification is not up to date.

What's Next

After our ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS) training course, you should consider taking the other ITIL® 4 modules:

- ITIL® 4 Specialist Create, Deliver & Support (CDS)
- ITIL® 4 Specialist Drive Stakeholder Value (DSV)
- ITIL® 4 Specialist High Velocity IT (HVIT)
- ITIL® 4 Strategist Direct Plan & Improve (DPI)
- ITIL® 4 Leader Digital & IT Strategy (DITS)
- ITIL® 4 Managing Professional (MP)
- ITIL® 4 Strategic Leader (SL)
- ITIL® 4 Specialist Sustainability In Digital & IT (SDIT)
- ITIL® 4 Specialist Business Relationship Management (BRM)
- ITIL® 4 Specialist IT Asset Management (ITAM)

Additional Information

The ITIL® 4 Extension Modules are the latest additions to the ITIL® 4 Framework:

- ITIL® 4 Specialist Acquiring & Managing Cloud Services (AMCS)
- ITIL® 4 Specialist Sustainability In Digital & IT (SDIT)

Using the ITIL® 4 Framework, this module provides vendor-neutral, user-centric guidance on developing a practical understanding of how cloud procurement and technology can integrate with and support broader business strategy and functions.