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ITIL 4 Specialist: Acquiring & Managing Cloud Services (AMCS) - accredited training with exam

The ITIL®4 Extension Modules have been developed to enable organizations to maximize value from adopting the globally recognized ITIL®4 framework as part of the ITIL®4 certification scheme.

These certifications extend the main ITIL®4 framework and provide organizations with the guidance to address and harness the challenges and opportunities presented by emerging technologies and themes that impact their operations.
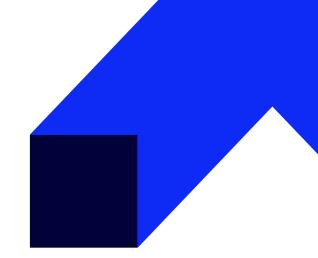
The Extension Modules also allow individuals to learn about ITIL® concepts, develop an understanding of relevant ITIL®4 guidance and enable career development opportunities in Cloud Services and Sustainability in Digital and IT.

ITIL® 4 OFFICIAL CERTIFICATION SCHEME

ITIL® 4 Foundation is a prerequisite for any ITIL® 4 certification, except for the extension modules ITIL® Acquiring and Managing Cloud Services, and ITIL® Sustainability in Digital and IT that do not have any prerequisite.

ITIL® 4 Managing Professional is awarded when the Create, Deliver and Support, the Driver Stakeholder Value, the High-velocity IT,and the Direct, Plan and Improve certifications are achieved.

ITIL® 4 Strategic Leader is awarded when the Digital and IT Strategy, and Direct, Plan and Improve certifications are achieved.

ITIL® 4 Practice Manager designation is awarded when the Create, Deliver and Support certification, and any ONE certification from the pre-bundled courses is achieved: Monitor, Support and Fulfil, Plan, Implement and Control, or Collaborate, Assure and Improve.

ITIL® 4 Master is the highest designation, awarded when the ITIL Practice Manager, Managing Professional, and Strategic Leader designations are all achieved.

Training recipients

The ITIL Specialist: Acquiring & Managing Cloud Services module is for anyone requiring 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, regardless of sector, industry, or cloud maturity.

Benefits

ITIL 4 Specialist: Acquiring & Managing Cloud Services enables professionals to:
- Analyze available solutions and potential benefits using a vendor-neutral approach
- Effectively identify, select, and deliver optimized 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.

Training program

- Cloud introduction
- Explore: Can the organization benefit from cloud?
- Engage: Meeting a cloud service provider
- Offer: Selecting the right services and service provider
- Agree: Negotiating and planning
- Onboard (and offboard): Moving to the cloud
- Co-create: Enabling value

- Realize: Measuring and improving
- Exam preparation

Expected preparation of the participant

It does not require prior preparation.

Training Includes

The training price includes:
- Accredited training materials
- Voucher for the PeopleCert ITIL AMCS online exam
- Authorized ITIL® 4 AMCS manual in the online version (as required by the vendor)

Additional options:
- Take2 re-sit exam repetition: PLN 200

Language

- Training: English
- Materials: English
- Exam: English

Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.

Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.

Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.

The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

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Examination description

- Exam duration: 90 minutes
- One choice test – 40 questions
- Candidates need to get 26 questions correct (65%) to pass the exam
- Closed book exam