



# ITSM in the Cloud HL260S

ITSM in the Cloud is a 3-day course that will discuss Cloud principles and specifically, how these Cloud principles and ITSM practices complement and work together.

## ITSM in the Cloud

**Price** Contact us for pricing

**Links to local schedules, pricing and registration** [US/Canada](#)  
[Mexico/Latin America](#)  
[Brazil](#)

**HP course #** HL260S

**Category** ITIL

**Duration** 3 days

## Audience

- Cloud Consumers (IT organizations looking to expand, include or provide Cloud Services to their own organization) or Cloud Service Providers
- Customers not confident on ITSM in the Cloud
- Technology and Business professionals

## Course objectives

- 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

Also included is the new HP Race to Results with Converged Cloud which is a highly-interactive and immersive business simulation that creates a holistic understanding and immediate realization of the benefits that cloud computing can offer:

- The simulation also enlightens attendees on some of the key considerations when choosing and implementing a cloud solution
- Experience real life business pressures and understand the performance, elasticity, and cost benefits offered via the utilization of private, public, hybrid cloud, and virtualization technology

## Benefits to you

- Better understanding of Cloud computing principles
- Better understanding of ITIL® based processes and best practices and how to apply them to Cloud based solutions
- Be able to approach the Cloud more responsibly and have credible skills, knowledge and capabilities to ensure greater success for your Organization

## Next steps

- ITIL® Foundation for IT Service Management (HF421S)
- Cloud Foundations (HK922S)
- Information Security Essentials (HL945S)

## Course outline

### Service Management and Cloud Computing Basics

#### Sourcing Strategy

#### Service Portfolio Management

#### Race to Results Cloud Simulation Round 1

#### Financial Management

#### Business Relationship Management

#### Identifying Customer Requirements – (Agile & DevOPs)

#### Service Transition

#### Service Catalogue

#### Service Level Management

#### Race to Results Cloud Simulation Round 2

#### Supplier Management

#### Capacity Management

#### Race to Results Cloud Simulation Round 3

#### Availability Management

#### IT Service Continuity Management

#### Security Management

#### Service Operation

Learn more at

[\*\*hpe.com/us/training/itil\*\*](https://hpe.com/us/training/itil)

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HL206S Ver A.00

c04725489 June 2015