# ITIL® 4 Specialist

## Acquiring & Managing Cloud Services Candidate Syllabus

AXELOS.com

# Contents

# 1    Introduction

The ITIL 4 Acquiring and Managing Cloud Services qualification is intended to provide candidates with best practice guidance on how to use the capabilities offered by the cloud to identify and pursue opportunities, manage risks, and achieve their desired business outcomes. It is also intended to provide the candidate with the practical skills and knowledge necessary to create, align and integrate key concepts of the ITIL framework to the cloud consumer journey.

The ITIL 4 Acquiring and Managing Cloud Services examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 Acquiring & Managing Cloud Services publication to align and integrate key elements of the ITIL framework such as the Guiding Principles and the Service Value Chain with a 'cloud services user journey'.

# 2    Exam Overview

| | | |
|---|---|---|
| Material allowed | None | This is a 'closed book' exam. The *ITIL 4: Acquiring and Managing Cloud Services* publication should be used for study, but is NOT permitted to be used in the exam. |
| Exam duration | 90 minutes | Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total. |
| Number of marks | 40 marks | There are 40 questions, each worth 1 mark. There is no negative marking. |
| Provisional Pass mark | 26 marks | You will need to get 26 questions correct (65%) to pass the exam. |
| Level of thinking | Bloom's levels 2 & 3 | "Bloom's level" describes the type of thinking needed to answer the question. For Bloom's 2 questions, you need to show understanding of the concepts, methods and principles of the Acquiring and Managing Cloud Services module. For Bloom's 3 questions, you need to demonstrate application of these concepts, methods and principles of the Acquiring and Managing Cloud Services module. |
| Question types | Standard classic, Negative, & List | The questions are all 'multiple choice'. For the 'standard classic' questions, you have a question and four answer options. 'Negative' questions are 'standard' questions in which the stem is negatively worded. For the 'list' questions, there is a list of four statements and you have to select two correct statements from the list. |

# 3   Question Types

Example 'standard' OTQ:

Which is a source of best practice?

    a)  Q

    b)  P

    c)  R

    d)  S

Example 'negative standard' OTQ:

Which is NOT a defined area of value?

    a)  Q

    b)  P

    c)  R

    d)  S

NOTE: Negative questions are only used as an exception, where part of the learning outcome is to know that something is not done or should not occur.

Please see the sample paper for an example of the exam format and content.

Example 'list' OTQ:

Which TWO statements about service asset and configuration management are CORRECT?

1.  It does Q

2.  It does P

3.  It does R

4.  It does S

    a)  1 and 2

    b)  2 and 3

    c)  3 and 4

    d)  1 and 4

NOTE: Two of the list items are correct. List style questions are never negative.

# 4    Acquiring & Managing Cloud Services Syllabus

The table below specifies the learning outcomes of the Acquiring & Managing Cloud Services qualification, and the assessment criteria used to assess a candidate's achievement of these learning outcomes, subsequent to a course of study.

Note: Principal book references are in parentheses. These refer to the section, but not the subsections within it. All tables that fall within the references of a particular assessment criterion/sub-criterion should be considered as within scope. Figures will be explicitly referenced.

The verb for each assessment criterion indicates the Bloom's level (BL): 'Describe'/'Explain', indicates Level 2 understanding/comprehension, and 'Know how to'/'Apply'/'Identify'/'Carry Out' indicates Level 3 application.

| Learning Outcome | Assessment Criteria | Bloom's Level | Marks |
|---|---|---|---|
| 1. Understand the role of cloud services in an organization | 1.1 Describe the characteristics of the cloud (1.1) | 2 | 1 |
| | 1.2 Describe the approaches to cloud adoption (2.3.2 - 2.3.2.3):<br><br>   a)  One-off (2.3.2.1)<br><br>   b)  Evolutionary (2.3.2.2)<br><br>   c)  Big bang (2.3.2.3) | 2 | 1 |
| | 1.3 Describe the key cloud deployment models and cloud service models (1.3 - 1.3.4)<br><br>   a)  Public (1.3.4)<br><br>   b)  Private (1.3.4)<br><br>   c)  Hybrid (1.3.4)<br><br>   d)  Software-as-a-Service (SaaS) (1.3.2)<br><br>   e)  Platform-as-a-Service (PaaS) (1.3.2)<br><br>   f)  Infrastructure-as-a-Service (IaaS) (1.3.2) | 2 | 2 |
| 2. Know how to define an organization's requirements for adopting, and readiness to adopt, cloud solutions | 2.1 Describe the structure and content of a business case for cloud (4.7.2) | 2 | 1 |
| | 2.2 Know how to define organization's requirements for cloud solutions (3.4 – 3.4.2.2, 3.4.4 – 3.4.4.6, 4.3) | 3 | 3 |
| | 2.3 Carry out an organizational readiness assessment for cloud adoption (3.6 - 3.6.1.5) | 3 | 2 |
| | 2.4 Know how to communicate a cloud business case (4.7.3) | 3 | 2 |

| Learning Outcome | Assessment Criteria | Bloom's Level | Marks |
|---|---|---|---|
| 3. Know how to identify the types of cloud services and understand their applicability to an organization's context | 3.1 Describe the types of cloud service providers (3.2.1):<br><br>a) Aggregate cloud service providers<br><br>b) Cloud service model specialist | 2 | 1 |
| | 3.2 Describe the key elements of a cloud strategy for a service consumer (Chapter 2 Table 2.10 Cloud strategy key elements and descriptions only) | 2 | 1 |
| | 3.3 Describe how cloud solutions affect the organization's services and agreements with customers (3.4.2 - 3.4.2.2) | 2 | 1 |
| | 3.4 Identify the available services that are relevant to the organization's context (3.7.5, 3.2.1) | 3 | 2 |
| 4. Understand how cloud services are selected and procured in the 'offer' step of the customer journey | 4.1 Describe the costs of using cloud services (2.5.2 - 2.5.2.5) | 2 | 1 |
| | 4.2 Describe the benefits and opportunities created by cloud services (1.4 – 1.4.1) | 2 | 1 |
| | 4.3 Describe the key risks and disbenefits of using cloud services (2.5.3 – 2.5.3.8):<br><br>a) Shifts in roles and responsibilities (2.5.3.1)<br><br>b) Unauthorized procurement of cloud services (2.5.3.2)<br><br>c) Security of cloud services (2.5.3.3) | 2 | 1 |
| | 4.4 Describe security and compliance considerations of using cloud services (6.3 - 6.3.6) | 2 | 1 |
| | 4.5 Describe the inputs and outputs of a return on investment (ROI) for cloud (4.6.1 - 4.6.1.5) | 2 | 1 |

| Learning Outcome | Assessment Criteria | Bloom's Level | Marks |
|---|---|---|---|
| 5. Know how to onboard and offboard cloud services | 5.1 Describe the key approaches for migrating to or from the cloud (6.2.1 - 6.2.3)<br><br>a) Moving from in-house to cloud solutions (6.2.1)<br><br>b) Migrating from one cloud service provider to another (6.2.2 – 6.2.2.1)<br><br>c) Migrating away from the cloud (6.2.3) | 2 | 2 |
| | 5.2 Know how to select an appropriate approach for migrating to or from the cloud (6.2.1, 6.2.2 – 6.2.2.1) | 3 | 2 |
| | 5.3 Carry out the activities of onboarding/offboarding cloud services (6.1 - 6.1.6):<br><br>a) Planning for onboarding (6.1.1)<br><br>b) Involving users in the onboarding plan (6.1.2)<br><br>c) Establishing communications channels (6.1.3)<br><br>d) Preparing users for the new service (6.1.4)<br><br>e) Elevating mutual capabilities (6.1, 6.1.5)<br><br>f) Offboarding customers and users (6.1.6) | 3 | 3 |
| | 5.4 Know how to modify an operating model to support migration to cloud services (7.2 – 7.2.2) | 3 | 1 |
| 6. Know how to manage the use of cloud services | 6.1 Describe the shared responsibility model (5.5 - 5.5.3) | 2 | 1 |
| | 6.2 Explain how to measure quality of consumed cloud services (7.6, 7.7) | 2 | 1 |
| | 6.3 Describe the tools, techniques, methods, and controls used to manage the use of cloud services (7.5 - 7.5.2) | 2 | 1 |
| | 6.4 Apply appropriate tools, techniques, methods, and controls to manage the use of cloud services in context (7.5 - 7.5.2) | 3 | 2 |
| 7. Know how to evaluate and improve a cloud strategy | 7.1 Explain adjustments for a cloud strategy to respond to VUCA challenges (8.3 - 8.3.2) | 2 | 2 |
| | 7.2 Apply the continual improvement model to an organization's cloud strategy (8.4 - 8.4.7) | 3 | 3 |

Internal Use (Level 2).