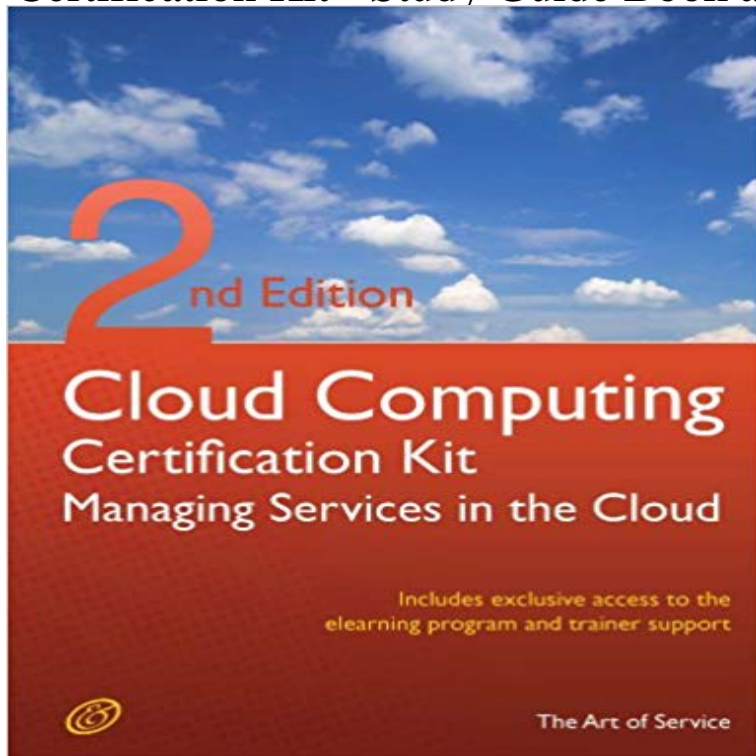


# Cloud Computing: Managing Services in the Cloud Complete Certification Kit - Study Guide Book and Online Course - Second Edition



The first edition of this book and its accompanying eLearning course is regarded as a classic in its field. Now, in an expanded and updated version of The Art of Services book, the authors once again present a step-by-step guide to getting your Managing Services in the Cloud Certificate. Head in the clouds? You're certainly not alone! The opportunities provided by various forms of Cloud Computing have allowed for significant growth within an industry that continues to mature and develop at a rapid pace. So with the change in computing and IT Service delivery comes a whole new series of qualifications and certification. The Cloud Computing Certification Scheme has been created to support the IT Professional who needs to be a niche generalist, capable of migrating all forms of IT services to the cloud. The primary goal of this book and course is to provide the quality education and support materials needed to enable the understanding and management of Cloud Computing in a wide-range of contexts. This comprehensive book is designed to complement the in-depth eLearning Managing Services in the Cloud program. The interactive eLearning course uses a combination of narrated Flash presentations, exercises and a sample exam which will ultimately prepare you for the Managing Services in the Cloud certification exam. While the Cloud Computing Specialist programs focused on the technical capabilities required for managing a cloud environment, this program focuses on the overall implementation and ongoing management issues involved in the adoption of cloud computing. This includes:

- \* Identifying the benefits and risks from both a business and technical perspective
- \* Managing the cultural change involved with the adoption of cloud computing
- \* Developing the business case for cloud computing
- \* Strategic and tactical Service Management

processes that improve the outcomes of cloud computing.

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