CLOUD

TRAINING & CERTIFICATION

PEOPLE

BUSINESS PROCESSES

TECHNOLOGY

Global Knowledge ®

CONTENTS

We all recognise the Cloud is no longer the "new kid on the block". Almost all organisations are doing "something" in the Cloud and realise that Cloud Computing is the future. The Cloud offers scalability, easier management and a higher ROI, whilst also having a "pay-per-use" payment model. However, it is apparent that many organisations have difficulty in understanding the true benefits of the Cloud due to the lack of skills and changing roles within the organisation.

THE JOURNEY TO THE CLOUD

CLOUD IS MORE THAN JUST TECHNOLOGY

The Cloud is more than technology alone. It is transforming how organisations use and manage technology. The arrival of the Cloud has an immediate effect on business processes and governance, IT efficiency and the skill-set needed within the IT team. How does your organisation or you, as an individual manage these issues?

CLOUD MEANS CHANGE

Cloud means change and this change requires a specific approach. In addition to the Cloud solution itself, there are various issues you must deal with when you make the switch to the Cloud or are already working in the Cloud. We have outlined these issues for you and divided them into three sub-categories: Adoption, Career and Continuous Improvement.

PEOPLE   TECHNOLOGY   BUSINESS PROCESSES
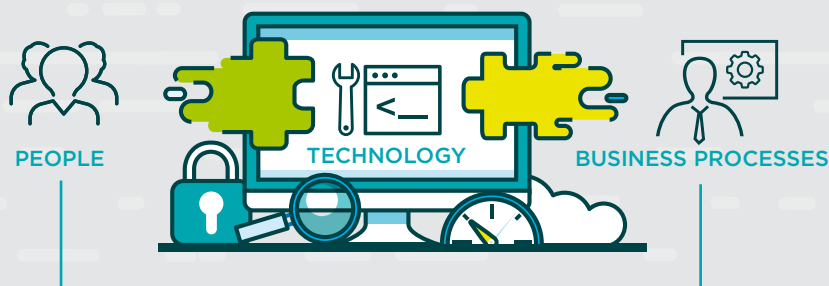
Adoption:
Why switch to the Cloud? What are the benefits? How do you get people to be enthusiastic about the new opportunities that a Cloud platform offers? What does migration to the Cloud entail?

Career:
What does the Cloud mean for your career? How do you make sure that your expertise meets new IT and business requirements? What new skills and roles are needed throughout the business to help organisations make more informed decision about IT?

Continuous improvement:
Cloud entails a new way of working and cooperating. How can you manage your solutions and projects in the most productive way? But also, how do you roll out your services in the Cloud?

CLOUD & ADOPTION

By now, everyone knows the benefits of the Cloud. You obtain almost infinite capacity, approached via the internet and with a pay-per-use model.
How quickly can you begin an experiment for a new service and roll it out to production? How much overcapacity do you have in-house? How secure is your infrastructure and can you easily improve the security in your current environment?
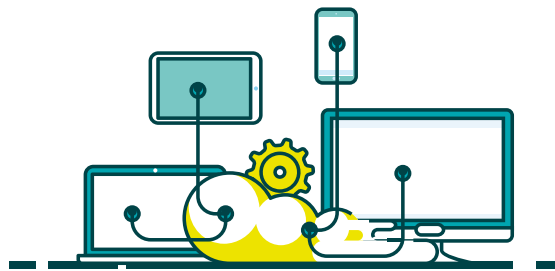
Many companies that have not yet made the step to the Cloud may have some challenges with their current infrastructure for which the Cloud can offer a solution.
Cloud services have been perfected to such an extent in recent years that there is only one reason left to not make the switch: fear. Sometimes it is a fear of a vendor lock-in, sometimes it is a fear of losing control over the services, sometimes it is a fear about job security, but usually it is the fear about the security, privacy and the unknown.

Whether you select a lift-and-shift approach or construct a completely new architecture, introducing the Cloud in the organisation will always be more than just technology. You can only be successful in beginning with or switching to the Cloud and delivering on the promises of the Cloud by looking at all aspects of the trinity of technology, skills and business processes.

TRAINING COURSES THAT RELATE TO THE CLOUD ADOPTION PROCESS

Course Code	Title
GK5850	Understanding the Cloud Business Application & Vendor Landscape
GO8324	Google Platform Essentials
M40369	Microsoft Cloud Fundamentals
GK1978	AWS Business Essentials
GK4501	AWS Technical Essentials
CTA	Cloud Technical Associate
CCSP	Certified Cloud Security Professional
SECCS	Masterclass Cloud Security
U61459G	IBM Cloud: Dream it. Build it.
GK3210	Cloud Computing Essentials

CLOUD & CAREER

The arrival of the Cloud brought many changes to the IT department. Cloud solutions are easier to roll out and require less direct management, as a result of which the IT department's tasks have shifted. In addition, the expectations from the business have changed with regard to the IT department. More speed and flexibility is expected. That means that a different way of working is required. As a result, the IT department has more of a coaching and advisory role in addition to technology.

A shift in the labor market is also apparent from the shortage of Cloud professionals. Well-trained personnel is scarce. It is therefore not surprising that Cloud Computing professionals are in the top 5 best paid IT positions worldwide.

WHAT STEPS CAN YOU TAKE?

It is apparent from research that certification is profitable. Certified professionals in Europe, the Middle East and Africa earn no less than 13% more than their non-certified colleagues. If you are not yet a certified Cloud professional, then there is a bright and rewarding future. Of course, we would like to help you to obtain the proper knowledge and certification.

SOURCE: Global Knowledge Skills & Salary Survey 2017

David
User Persona:
Cloud Architect

Sophie
User Persona:
Cloud Manager

COMMON JOB TITLES
Cloud Infrastructure Architect ■
Cloud Solutions Architect ■
Cloud Migration Architect ■
Cloud Technical Architect ■

COMMON JOB TITLES
■ Cloud Engineer
■ Systems Cloud Engineer
■ Cloud Operations Manage

MAIN CHALLENGES
Creating IT solutions that business requires ■
Directing application architecture and developer team ■

MAIN CHALLENGES
■ Requires understanding of conceptual, logical and physical architectures, technologies and platforms
■ Complexity of Cloud environments

MOTTO
"Success of the Cloud depends on the way the Cloud infrastructure is designed"

MOTTO
"Be able to manage more with fewer resources."

JOB ROLE
Responsible for overseeing an enterprises' Cloud computing approach

JOB ROLE
A multidisciplinary role responsible for mitigating and managing the company's Cloud capabilities

SKILLS
Information strategy ■
IT strategy and planning ■
Information systems coordination ■
Information security ■
Business strategy and planning ■
Enterprise and business architecture ■
Systems development ■
Systems / Network / Database / Service design ■
Availability / Service level management ■

SKILLS
■ Technical strategy and planning
■ Systems development
■ Installation and integration
■ Service design
■ Service transition
■ Service operation

TRAINING REQUIREMENTS
FOUNDATION:
Cloud Technology Associate (CTA) ■
Professional Cloud Solutions Architect (GKPCSA) ■

BUSINESS PLANNING:
Understanding the Cloud Business Application & ■
Vendor Landscape (GK5850) ■
Cloud Workload Planning (GK6033) ■

VENDOR PLANNING + IMPLEMENTATION & ROLLOUT:
Amazon Web Services (AWS) ■
Microsoft Azure ■
Google Cloud Platform ■
IBM Cloud ■
Red Hat ■
VMware Cloud Management ■
Cisco Cloud ■
Citrix Cloud ■

TRAINING REQUIREMENTS
FOUNDATION:
■ Business Analysis Essentials (GK2919)

BUSINESS PLANNING:
■ Business Analysis Essentials (GK2919)
■ IT Project Management
■ Vendor Management

VENDOR PLANNING + IMPLEMENTATION & ROLLOUT
■ Business Analysis Essentials (GK2919)
■ Project Management Fundamentals (GK2868)
■ Vendor Management
■ DevOps Fundamentals DASA (DEVOPS)
■ ITIL Service Lifecycle: Continual Service Improvement (ILLCCSI)
■ IT Project Management
■ DevOps Fundamentals DASA (DEVOPS)

OPTIMISE:
■ ITIL Service Lifecycle: Continual Service Improvement (ILLCCSI)
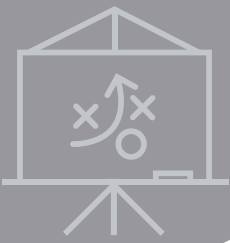
CONTINUOUS IMPROVEMENT

If the step towards the Cloud has been made, then of course you want to quickly adapt to changes. How can you manage your solutions and projects in the most productive way? How do you roll out your services quickly?

The use of, for example, DevOps and Scrum, can offer a solution to these issues. Although DevOps is not meant for the Cloud by definition, using DevOps makes working with the Cloud quite a bit easier. By using the right resources in the Cloud, such as Containers and Serverless Computing, testing and deployment can be accelerated.

Technologies such as Docker and Kubernetes (a tool to orchestrate large-scale deployment of containers) play an important role in AWS as well as Microsoft Azure and Google Cloud Platform. All of these changes require new skills. Skills regarding best practices for project management and management and skills that help you on a personal level to adjust properly to your new position.

Course Code	Title
GKPCSM	Professional Cloud Service Manager
GK6033	Cloud Workload Planning
GK2919	Business Analysis Essentials
GK2868	Project Management Fundamentals
DEVOPS	DevOps Fundamentals DASA + exam
DASADEV-P	DevOps Practitioner DASA + exam
SCRUM-M	SCRUM Master
SRUM-PO	SCRUM Product Owner
SSA	Soft Skills for Agile workers
LGRB	Lean Green Belt
PHOENIX	The Phoenix Project (DevOps Business Simulation)

By 2020...
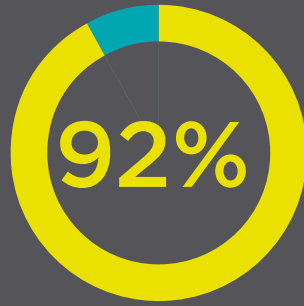
92% of workloads will be processed by the Cloud.

Source: Cisco Global Cloud Index: Forecast and Methodology, 2015–2020

CONCERNS ABOUT THE CLOUD

|	
DATA SECURITY	91%
PRIVACY	88%
LOSING CONTROL	82%

Source: Survey Netherlands & Cloud by Global Knowledge, 2017

LIVING IN THIS ERA OF CLOUD REQUIRES NEW SKILLS

Top skills implications:

1. Design & Architectural responsibilities
2. Migration of current environment & Integration of multi-Cloud environments
3. Management of Cloud providers
4. Securing the Cloud environment
5. Data Management & Analytics

Source: State of Cloud Readiness Study, Softchoice, 2016

Lack of resources and expertise continues to be a top concern
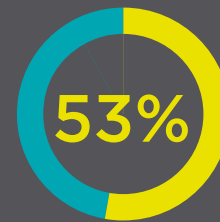
53% of IT leaders are struggling to find the necessary skills that support Cloud initiatives.

THE EVOLUTION OF EXISTING JOB ROLES

6 out of 10 Technical leaders plan to train existing staff to prepare for Cloud.

Source: Microsoft UK Cloud Skills Report, 2017

FEATURED CLOUD TRAINING COURSES

The overview below shows the most common training courses for the Cloud. The complete selection of training courses is located on our website www.globalknowledge.be.

Amazon Web Services (AWS)

GK1978	AWS Business Essentials
GK1979	DevOps Engineering on AWS
GK1980	Advanced Architecting on AWS
GK2375	AWS Certification Exam Readiness Workshop: AWS Certified Solutions Architect – Associate
GK3338	Security Operations on AWS
GK4181	AWS Certification Exam Readiness Workshop: AWS Certified Solutions Architect – Professional
GK4375	Data Warehousing on AWS
GK4501	AWS Technical Essentials
GK4502	Architecting on AWS
GK4503	Systems Operations on AWS
GK4504	Developing on AWS
GK4509	Big Data on AWS
GK4532	Migrating to AWS

Best Practices

GK2919	Business Analysis Essentials
GK2868	Project Management Fundamentals
SCRUM-M	SCRUM Master
SRUM-PO	SCRUM Product Owner
SSA	Soft Skills for Agile workers
LGRB	Lean Green Belt

Cloud Credential Council

CTA	Cloud Technology Associate
GKPCA	Professional Cloud Administrator
GKPCD	Professional Cloud Developer
GKPCS	Professional Cloud Security Manager
GKPCSA	Professional Cloud Solutions Architect
GKPCSM	Professional Cloud Service Manager

DevOps

DEVOPS	DEVOPS Fundamentals DASA + examen
DASADEV-P	DevOps Practitioner DASA + examen
GK1979	DevOps Engineering on AWS
DOTOACI	DevOps Tools on ACI
PHOENIX	The Phoenix Project (DevOps Business Simulation)

Google Cloud Platform

GO5973	Architecting with Google Cloud Platform: Infrastructure
GO5974	Architecting with Google Cloud Platform: Design and Process
GO5975	Data Engineering on Google Cloud Platform
GO6541	Google Cloud Platform Fundamentals for AWS Professionals
GO6589	From Data to Insights with Google Cloud (GCPBID)
GO6593	Developing Applications with Google Cloud Platform (GCPDEV)
GO6699	Build a Business Transformation Vision with Google Cloud
GO8324	Google Cloud Platform Fundamentals (CP100A)
GO8325	Google Cloud Platform Big Data And Machine Learning Fundamentals (CPB100)

IBM

CK100G	Migrating applications to the Cloud
GK3573	SoftLayer Network Implementation
GK5947	IBM Bluemix Infrastructure Fundamentals
GK5950	IBM Bluemix Infrastructure Solutions Design
QZM10G	IBM Cloud Manager with OpenStack
U61459G	IBM Cloud: Dream it. Build it.
WD102G	Developing REST APIs with Node.js for IBM Bluemix

Microsoft

M40369	Cloud Fundamentals
GKFB0365	Functioneel beheer Office365
GKMSWIOT	Workshop Internet of Things (IoT)
M10964	Cloud & Datacenter Monitoring with System Center Operations Manager (SCOM)
M10978	Introduction to Azure for Developers
M10979	Microsoft Azure Fundamentals
M10992	Integrating On-Premises Core Infrastructure with Microsoft Azure
M10993	Integrating On-Premises Identity Infrastructure with Microsoft Azure
M10996	Hybrid Cloud and Datacenter Monitoring with Operations Management Suite (OMS)
M20347	Enabling & Managing Office 365
M20535	Architecting Microsoft Azure Solutions
M20537	Configuring and Operating a Hybrid Cloud with Microsoft Azure Stack
M20703-2	Integrating MDM and Cloud Services with System Center Configuration Manager
M20773	Analyzing Big Data with Microsoft R
M20774	Perform Cloud Data Science with Azure Machine Learning
M20775	Performing Data Engineering on Microsoft HD Insight
M20776	Performing Big Data Engineering on Microsoft Cloud Services
M20778	Analyzing Data with PowerBI
M40390	Microsoft Azure for AWS Experts
M40441	Designing and Implementing Cloud Data Platform Solutions

DISCOVER OUR ONLINE AND CLASSROOM OPTIONS FOR THE TRAINING AND FLEXIBILITY THAT YOU ARE LOOKING FOR

You have various options in which to acquire Cloud knowledge at Global Knowledge. You can choose where, when and how you want to receive your training.

Choose from classroom or online, public or private, synchronous or asynchronous learning or a combination; we have a course that suits your needs and preferences.

Classroom training

The benefit of classroom training is that you interact with the trainer and fellow students. You learn with each other and from each other. In addition, you work with the latest equipment in a learning-friendly environment. In Belgium, classroom training courses are offered in Mechelen, Brussels and Ghent. In the Netherlands is Global Knowledge located in Nieuwegein, Amsterdam, Apeldoorn, Drachten, Eindhoven, Groningen, Maastricht, Rotterdam, Zoetermeer and Zwolle.

Virtual Class Room Live

Receive the same quality classroom training online. You will be able to interact with the trainer and delegates, at a location that suits you. You can participate in assignments and work together with fellow students via personal and group chats. You also get access to recordings of the training class in order to see what you missed or what you want to see again.

On-Demand

With On-Demand training, you decide when you want to take the training course and at your own speed. You get online access to authorised course material, training videos and hands-on activities in a learning environment that has been designed in such a way that it holds your attention. In addition, you get free 24/7 support from experts with all the training courses.

Customisation

Do you want to have a team, department or entire organisation trained? You can choose where, when and how you want learn. Select training at your own location, online, at our location or at a different location. The contents of the training classes and training materials can even be adjusted to your goals and requirements.

Blended Learning

Blended Learning offers you the option to follow a combined learning program. The program consists of a mixed form of online studying and classroom training. You can specify the combination and decide what mix works the best for you.

ABOUT GLOBAL KNOWLEDGE

Global Knowledge is a worldwide market leader in training courses for IT professionals. You learn from certified and experienced trainers and you always work with up-to-date authorised course material. In addition, we develop supplementary online learning materials and new training courses based on current trends and the needs of our clients.

EXAMS

When you want to obtain certification, then you can also take your exam(s) at Global Knowledge. You take exams in a comfortable space, with all facilities available. After all, we are an authorised test center for leaders in the testing industry such as Pearson Vue, Exin, APMG, PSI and PeopleCert.

NEED ADVICE?

If you have questions regarding a Cloud training course you are interested in, please call our toll free number 0800 84 009 or send an email to info@globalknowledge.be.