# CLOUD TECHNOLOGY ASSOCIATE

## Program Overview

The Cloud Technology Associate (CTA) course defines cloud computing and virtualization, and explains the benefits and applications. Technology is explained in a vendor neutral way. A lab activity is included which enables participants to understand the cloud in a practical manner. Besides, the course is contemporary with the inclusion of latest cloud technologies and applications.

## Objective

Candidates can expect to gain knowledge and understanding in the following upon successful completion of the education and examination components related to this certification.

- Identify the fundamental concepts of cloud computing and virtualization
- Including business benefits of cloud computing and virtualization.
- Identify the technical challenges and the mitigation measures involved in cloud computing and virtualization.
- Identify the characteristics of cloud applications.
- Identify the steps to successfully adopt cloud services.
- Understand cloud security and identify the risks involved in cloud computing as well as the risk mitigation measures.
- Understand the factors involved for implementation of different cloud models.

## Target Audience:

- Cloud Support Associates
- Technical consultant
- Junior cyber risk analyst
- Anyone in the cloud field

## Workshop Chronology

Day 1: 9:00am – 5:00pm
Day 2: 9:00am – 5:00pm
Day 3: 9:00am – 5:00pm
- *Exam will be on Day 3 for 1 hour (Closed Book)*
- *There is 40 Multiple Choice Questions*
- *65% is the Passing rate*

## BECOME A *SERVICE MANAGEMENT STRATEGIST*

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## Workshop Outline

**Course Introduction**
**Introduction to Cloud Services Model**
- Review Traditional Computing Challenges and Concerns
- Cloud Computing Concepts, History, and Definitions
- (Characteristics, Service Models, and Deployment Models)
- Activity: Cloud Services Values
- Cloud Computing Benefits and Challenges, Best and Least Suited Application Profiles and APIs
- Activity: Case Study Assignment
- Cloud Reference Architecture and Common Terminologies
- Activity: Comparison of On-Premise and Cloud-Based Cost Analysis

**Introduction to Virtualization: The Backbone Technology of Cloud Computing**
- Virtualization: Definition, Concepts, History, and
- Relationship to Cloud Computing
- Virtualization: Benefits, Challenges, Risks, and
- Suitability to Organizations
- Hypervisor: Role and Purpose in Virtualization and the Various Types of Hypervisor
- Virtualization: Terminologies/Features
- Activity: High Availability Calculation
- Virtualization: Different Types of Virtualization
- Activity: Demo: Create, Manage, and Access Virtual Resources in the Cloud

**Overview of Cloud Technologies and Applications**
- Bring Your Own Device (BYOD) and MDM + EMM
- Software Defined Networking (SDN)
- Network Functions Virtualization (NFV)
- Big Data Analytics, NoSQL, NewSQL, and Internet of Things (IoT)
- Activity: Comparison of RDBMS, NoSQL, and NewSQL
- Case Study Assignment

**Cloud Security, Risk, Compliance and Governance**
- Security, Risk, Compliance and Governance Definitions
- Impact of Cloud Essential Characteristics
- Activity: Impact of Cloud Essential Characteristics
- Impact of Cloud Service Models
- Impact of Cloud Deployment Models
- Activity: Impact of Cloud Deployment Models
- Best Practices and General Cloud Security
- Recommendations

**Preparing for Cloud Adoption**
- Cloud Strategy and Roadmap Preparation
- Solution Architectures: For Various Services,
- Deployment Models, and Organizational Capabilities
- Cloud Service Provider, SLA, and Cloud Migration

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- Activity: Cloud Adoption Strategy
- Activity: Case Study Assignment

**Cloud Service Management**

- CSM Overview: Definition, Architecture, Lifecycle, Actors
- CSM: Business Support
- CSM: Provisioning and Configuration
- CSM: Portability and Interoperability
- Cloud Management Platforms
- Activity: Identify Cloud Service Management Features of an Organization
- Activity: Case Study Assignment

**Exam Preparation/Mock Exam**

**Examination**

**Program Certified By:**

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## Trainer Profile

### GAJENDRA BALASINGHAM

Gajendra Balasingham is a PRINCE2/ ITIL Expert trainer who has been a project lead and project manager for various regional projects in Multi-national and local companies. He is an accomplished ITIL/ Project Consultant and trainer who graduated in Bachelor Degree in Computer Science from Coventry University U.K.

Gajen has trained more than 140 staff of DELL Cyberjaya/ Penang in Malaysia with a pass rate of 99% in ITIL Foundation V3 course. Gajen has diverse Industry knowledge in Telco, Logistics, Banking, IT Support service, Sales and Service desk. In his working career for past 15 years he has been actively involved in turn key projects in the range from 5 Million USD to 50 Million USD.

His training expertise is on providing a strong foundation and  understanding of the principles and processes of PRINCE2 project management framework and Agile techniques. He is adept at imparting Prince 2 principles and techniques to ensure students grasp the concepts  to apply in their day to day work projects as well as get the required certifications at end of the course.

He is also instrumental in designing Project Management courses for different  clientele such as students in Universities or working professionals such as Project Managers, Senior Sales Managers in Multi-national companies based on the burning need of practical application instead of text book concepts.