



Announcing E20-920 Cloud Services Expert Exam for Cloud Architects Exam Retirement

The **E20-920 exam** that supports the Expert - Cloud Architect, Cloud Services Version 2.0 certification **will retire on June 03, 2021**. This exam will be replaced by the new **DEE-2T13** aligning to the 'Expert – Cloud Architect, Cloud Services' certification **available as of June 04, 2021**.

How will this impact me?

If you have taken the *Cloud Services Planning and Design* course before 5/21/21, please plan to take the **E20-920** exam before **June 04, 2021**.

- [View the E20-920 exam description and practice test »](#)
- [View the DEE-2TT3 exam description and practice test »](#) (*Exam open for pre-registration now*)

Your earned credential 'Expert - Cloud Architect, Cloud Services Version 2.0' will expire in three years from the date of earning and the future credentials will be non-versioned carrying the same three validity period.

Expert - Cloud Architect, Cloud Services Version 2.0

Certification Description



[Proven Professional Website](#)

[Education Services Community](#)

Certification Overview

This course provides technical professionals with the knowledge and ability to successfully plan and design for cloud services within an ITaaS environment. This course highlights the benefits, risks, and considerations of design choices and emphasizes the importance of gathering the proper requirements in the design process. This course uses an “open” approach focusing on core concepts, principles, and technologies. Additionally, students are provided with an opportunity to practice these new skills during a collaborative cloud services design project. This course aligns with the expert level of the EMC Cloud Architect Certification.

Certification Requirements

To complete the requirements for this certification you must:

1. Achieve one of the following Associate level certifications:
 - Associate - Information Storage and Management Version 2.0
 - Associate - Information Storage and Management Version 3.0
 - Associate - Information Storage and Management Version 4.0
 - Associate - Cloud Infrastructure and Services 1.0
 - Associate - Cloud Infrastructure and Services 2.0
 - Associate - Cloud Infrastructure and Services 3.0
2. Achieve the following Specialist level certification:
 - Specialist - Cloud Architect, Cloud Infrastructure Version 2.0 (DCS-CA)
 - Specialist - Cloud Architect, Cloud Infrastructure Version 3.0 (DCS-CA)
3. Pass the following Expert exam on or after January 22, 2016:
 - [E20-920 Cloud Services Expert Exam for Cloud Architects](#)

Note: These details reflect certification requirements as of **January 22, 2016**.

The Proven Professional Program periodically updates certification requirements. *Please check the [Proven Professional CertTracker](#) website regularly for the latest information and for other options to meet the Associate level requirement.

Dell Inc.
Hopkinton
Massachusetts
01748-9103
1-508-435-1000
In North America
1-866-464-7381

Other Certification Recommendations

Once you have achieved this Certification you may be interested in:

- [Master – Enterprise Architect](#)

E20-920 Cloud Services Expert Exam for Cloud Architects

Exam Description



Duration

90 Minutes
(60 Questions)

Pass Score: 60

Practice Test

Exam - [E20-920](#)

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Overview

This exam is a qualifying exam for the **Expert - Cloud Architect, Cloud Services Version 2.0** track.

This exam focuses on knowledge and skills necessary to plan and design robust cloud services in a cloud and ITaaS environment. It tests the ability of technology professionals to design services which transform business operations and cloud environments, incorporating the governance, organizational, financial, and technology aspects as well as the management and operation of cloud services.

Dell Technologies provides free practice tests to assess your knowledge in preparation for the exam. Practice tests allow you to become familiar with the topics and question types you will find on the proctored exam. Your results on a practice test offer one indication of how prepared you are for the proctored exam and can highlight topics on which you need to study and train further. A passing score on the practice test does not guarantee a passing score on the certification exam.

Exam Topics

Topics likely to be covered on this exam include:

IT Transformation and Cloud Services (10%)

- Describe the nature and features of various industry IT transformation models used to create business value
- Describe features of the ITaaS transformation model and why it is being adopted (drivers, benefits)
- Describe nature of the cloud services and how they tie into the four ITaaS Focus areas (governance, finance, organization, and technology), as well as planning and design considerations for creating an environment for building and delivering cloud services

Technology Planning (30%)

- Identify innovative practices, tools, and technologies (e.g., DevOps, Microservices, open source) that influence the creation of cloud native applications and cloud services; Contrast these with traditional application development
- Describe workload considerations, analysis, and right sourcing as well as assessment of current applications profiles and existing services
- Identify backend technology processes and tools that might aid in delivering cloud services as well as the significance, and benefits, of measuring and reporting for cloud services
- Identify characteristics of, and considerations for, orchestration and automation and their important role in moving from traditional IT capabilities to delivering cloud services
- Describe the nature and use of Service Catalogs and Service Templates

and the tie-in to Orchestration

Governance Planning, Security, and Trust (18%)

- Describe the nature of, and key considerations pertaining to, governance for cloud services
- Describe the nature of, and key considerations pertaining to, risk management for cloud services
- Describe the nature of, and key considerations pertaining to, compliance and auditing for cloud services
- Describe the nature of, and key considerations pertaining to, security and trust with cloud services

Financial Planning (10%)

- Describe financial goals and considerations in support of cloud services; understand the terms CAPEX, OPEX, ROI, and Cost to serve
- Describe considerations for service funding as well as details for service costing and pricing
- Describe the nature and use of Chargeback and Showback financial information

Organizational Planning (10%)

- Characterize the challenges (e.g., legacy tools, culture, service maturity level) typically faced by organizations that plan to deliver cloud services
- Describe the considerations (e.g., alignment, cross functional teams, DevOps) for organizations that are transitioning to cloud services within an ITaaS model
- Describe the organizational roles, responsibilities, and competencies required for deploying cloud based services; identifying skills and gaps; developing related training

Service Creation and Management (15%)

- Describe the strategy and related considerations for overall service design, taking into consideration various deployment models
- Describe key components of service creation, including: template, offering, contract, and orchestration
- Describe key components of service operations and management including: visibility and control, management, reporting and alerting, termination of services

Emerging Trends in Cloud Services (7%)

- Identify emerging trends in technology that are reshaping social behaviors, businesses, including a movement towards a more digital world
- Describe emerging transformation of cloud services delivery resulting from converged infrastructure and operations engineering, with emphasis on how IT can deliver business value through the leveraging of modern applications and software defined approaches

The percentages after each topic above reflects the approximate distribution of the total question set across the exam.

Recommended Training

The following curriculum is recommended for candidates preparing to take this exam.



Please complete one of the following courses

Course Title	Course Number	Mode	Available
Cloud Services Planning and Design	MR-1CP-ETCSPD	ILT	1/22/16
Cloud Services Planning and Design - Video ILT Stream	MR-1TP-ETCSPD-109	Video ILT-Stream	12/28/15

Note: These exam description details reflect contents as of **January 22, 2016**.

The Proven Professional Program periodically updates exams to reflect technical currency and relevance. Please check the Proven Professional website regularly for the latest information.

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