Tytuł szkolenia: Certified Data Center Facilities Operations Manager (CDFOM®) Training with Exam

Kod szkolenia: HK763S

Wprowadzenie

This course provides data center managers with in-depth knowledge to manage data center operations— from planning to monitoring and reporting. This course breaks down the complexity of managing a mission-critical high-availability data center facility into manageable and systematic processes. The topics covered are based on international standards, as well as best practices from seasoned data center professionals. The CDFOM is an intensive course which brings tremendous value to participants by enabling them to improve the operations of their data center. The course is fully aligned with the Data Center Operations Standard (DCOS®). This course prepares students for the Certified Data Center Facilities Operations Manager (CDFOM) exam which is administered at the conclusion of the course.

Adresaci szkolenia

This course targets those who work, or have ambition to work, in a data center leadership role, including data center facilities managers and data center operations managers. This course is suitable for anyone who has the responsibility to achieve and improve the high availability and manageability of data center operations. HK763S 3 days ILT, VILT View now View now.

Prerequisites
- It is advisable for participants to have some experience in data center operations, although it is not required
- It is highly recommended to attend HU0D1S: Data Center Foundation Certificate (DCFC) or HK258S: Certified Data Center Professional (CDCP) before attending this course

Cel szkolenia

Upon completion of this course, the participant will be able to:

- Perform needs analysis translating business requirements to data center services
- Set-up and manage the data center operations team
- Implement and monitor safety and security practices
- Identify a suitable maintenance program for the data center facility and its equipment
- Select the appropriate policies and procedures required for data center operations
- Monitor data center availability, capacity and capability
- Manage and implement basic data center projects
- Set up and implement an environmental sustainability program
- Select an appropriate backup site to support organizational resilience
- Identify and respond to risk in the data center
- Manage and support the document life cycle
- Create a basic budget proposal
- Select and manage vendors and measure their performance
- Manage data center assets

Certifications and related examinations

- The Certified Data Center Facilities Operations Manager (CDFOM) exam is administered at the end of the course. The exam is a 90-minute closed book exam, with 60 multiple-choice questions. The candidate must have a minimum of 42 correct answers to pass the exam.
- Candidates who successfully pass the exam will receive the official 'Certified Data Center Facilities Operations Manager' certificate. The certification is valid for three years after which the student needs to re-certify

Czas i forma szkolenia

- 21 godzin (3 dni x 7 godzin), w tym wykłady i warsztaty praktyczne.

Plan szkolenia

1. Service Level Management
- Service Level Management
- Needs analysis
- Capability assessment
- Service portfolio
- Service catalogue
- Service Level Agreements (SLAs)
- Availability measurement
- Data points in SLA
- Service reporting
- Complaint procedure
- Customer satisfaction measurement
- Service Improvement Process (SIP)
- SLA content

2. The Data Center Organization
- Operational issues
- Organization chart
- Roles and responsibilities
- Skills matrix
- Contingency/backup roles
- Shift management

- Performance management
- Career development
- Training and assessment
- Job rotation
- Succession planning
- Disciplinary program

3. Managing Safety and Statutory Requirements
- Safety policies and regulations
- Occupational Health and Safety (OH&S)
- Safety awareness training
- Permit to Work (PTW)
- Lock-out/tag-out
- Personal Protective Equipment (PPE)
- Testing and tagging of equipment
- Emergency preparedness and response
- Reporting of safety issues
- Reviews/internal audit/external audit

4. Managing Physical Security
- Security policies and procedures
- Security standards and guidelines
- Security staff
- Security awareness
- Security incident management
- Disciplinary program
- Reviews, internal and external audits

5. Facilities Management
- Maintenance policies and procedures
- Various maintenance programs
- Outsourcing of maintenance activities
- Maintenance contract options
- Warranty
- Maintenance schedule
- Service situations
- Spare part management
- Contamination control

6. Data Center Operation
- Policies and procedures for data center operations
- Service operations and the daily data center operations

7. Monitoring/Reporting/Control
- Monitoring requirements
- Escalation procedures
- Reporting
- Trend analysis
- Reviews

8. Project Management
- Project management
- Project organization
- Project manager
- Project phases

9. Environment Sustainability
- The importance of sustainability
- Sustainability policies

- Environmental management
- Power efficiency indicators
- Waste management
- Water management
- ICT utilization management
- Environmental performance measurements
- Renewable energy factor (REF)

10. Organizational Resilience
- Business continuity
- Data center facility options
- Business impact analysis
- Type of facility
- Human resources
- Facility, equipment and consumables

11. Governance, Risk and Compliance
- Management commitment
- Coordination, collaboration and integration
- Compliance
- Risk management
- Document management
- Financial management
- Vendor management
- Asset management