# Certified Data Centre Management Professional

**Duration: 7 Days** **Course Code: CDCMP**

## Overview:

Learn best practice principles for achieving effective operational management of the complex technical environments of a data centre facility. Learn how to ensure that the business strategy is delivered through effective IT service management, maximising the operational capability of the data centre.

The Certified Data Centre Management Professional (CDCMP®) program is a comprehensive program that explores and addresses the management of the complex, but complementary, elements of a data centre facility.
Starting with a solid grounding in the basic design principles, the program progresses to provide an in-depth overview of the physical infrastructure elements through to project management principles for the delivery of data centre projects. It also explores the efficient management of the sometimes conflicting operational and maintenance demands required in order to continuously deliver the business needs. Regulatory compliance, data centre strategies, audit demands and codes of practice are also thoroughly examined. Real-life case studies are used to demonstrate putting theory into practice.
The CDCMP® program is an essential tool for Data Centre Managers, Operations Managers, Facilities Managers and IT & Network Managers. Senior engineering personnel responsible for the strategic delivery of the business, operational and maintenance solutions will also find this program highly beneficial.
The CDCMP® is continually updated to reflect the current and key sector developments. It also takes into account the requirements of the current BS EN 50600 and TIA 942-B standards, industry best practice documentation and codes of conduct.
During the program learners will also have access to current standards for reference purposes.

## Target Audience:

The program is designed for individuals wishing to enhance their ability to effectively manage, control and improve the operational effectiveness of a data centre environment.

## Objectives:

- Upon completion successful learners will have an unrivalled understanding of how to effectively manage a data centre environment to optimise its effectiveness in a more efficient manner whilst meeting the operation demands of the business.

## Prerequisites:

Experience of working within a data centre environment is essential.

## Content:

Core Unit:

What is a Data Centre?

Data centre definition

Data centre options

Business demands

Growth and demand challenges

Understanding Basic Design Principles

Identifying the business need

Building a business case

National and international standards

Site and building considerations

Tier levels

Criticality and availability

Determining data centre capacities

Physical Infrastructure

Power infrastructure

Static and automatic transfer switches

Measuring and monitoring

Cooling infrastructure

Cooling management options

Cable infrastructure considerations

IT systems and services

Fire safety compliance

Fire suppression

Professional Unit:

Purpose

The data centre stack

The key constraints (power, cooling, space and IT connectivity)

System availability

Efficiency metrics

Importance of commissioning

Importance of capacity management

Managing initial design principles

Management of Processes

Introduction to ITIL

DCO ; FM framework

Key performance indicators (KPIs)

RACI matrices

Management of People

Appreciation of different skill-sets

Creating a multi-disciplinary team

Constructing a data centre team

Management of Plant

Fire safety

Security and access control

Business continuity/disaster recover

Cleaning

Legislation and Regulations

Data protection

General Data Protection Regulation (GDPR)

Computer Misuse Act

Freedom of Information Act

Cloud service provider legislation

Electricity regulations

Electricity at work regulations, national electrical code

Building and regulations

Health and Safety

Environmental legislation

Codes of Practice

EU code of conduct

DoE DCEP (Data Centre Energy Practitioner) - Green Grid maturity model

Standards and Accreditations

National and international standards

AccreditationsuuUptime Institute

Storage management

IT security

Access and security

Implementing Data Centre Projects

Business case

The project cycle

Prioritisation of activities

Triple constraints

Customer value

Quantative risk analysis

Rolling wave planning

Decomposition

Change management

Documentation

Managing the Data Centre

Regulations, standards, processes

Service management frameworks

Service life cycles

OLA, SLA and KPIs

Process and procedures:uuMoves, adds, changes

Energy efficiency

Management of plant overview

Power management

IT environment management

Cooling management

Energy Efficiency

Understanding what is attainable and prioritisation

Efficiency demands

Efficiency measures

Validation of processes and procedures

Management of Services

Management of SLA's

Data centre service management

Automated tools

Activity planning

Business Strategy

Data centre strategic context

Strategic planning

Drivers for the business and IT strategies

The impact on the data centre

Aligning IT with the business strategy

IT Strategy

The link between business and data centres

Certified Energy Efficient Data Centre Award (CEEDA)

Building Research Establishment Environmental Assessment Method (BREEAM)

Leadership in Energy and Environmental Design (LEED) ISO 50001 ; 14001

The Audit Process

What is an audit?

Defining the business requirement

What should be audited?

Audit outcomes

Potential risk evaluation

Auditing the Data Centre Physical Infrastructure

Audit guidance

Site specific activities

Evaluating the key environments

Commissioning

Functional testing

Trend analysis

Recommended practices

Performance Audits

Current industry metrics

Modelling calculations

System availability

Decommissioning

Transformation programsuuConsolidation

Virtualisation

Cloud computing

Relocation

Data Centre facility managementuuFacility operations

Building Management Systems (BMS)

IT strategy framework

Portfolio management

Execution plan

Supporting Strategies

Strategic planning processes and techniques

Supporting strategy examplesuuPower continuity

Cooling continuity

Finance

Bin analysis

Environmental Audits

The need to measure and monitor

Site specific monitoring

Energy use and monitoring

Asset Management

Areas of asset management

Asset management strategy and life cycle

Asset management tools

## Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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