DCPRO
DEVELOPMENT

Critical Operations Professional
3 DAYS   ⏱21

SPECIALIST LEVEL COURSE

Covering everything from the re-evaluation of business criticality and Tier levels to critical operations procedures, this advanced level course encourages students to discuss their real-world experiences within the classroom.

Learning Outcomes

Upon successful completion, students will be able to:

- Undertake a business needs assessment for a data center. Identify availability requirements and appropriate Tier classification and understand some techniques of demand forecasting

- Discuss data center finance terms, budgets and financial analysis and reporting requirements

- Recognize the human factors relating to downtime incidents and the impact of downtime on their business

- Correctly manage risk, identifying the benefits, methodologies and techniques of comprehensive risk management

- Identify the impact of electrical and mechanical operations on the critical operations of a data center and safe working practices

- Differentiate between data center cooling systems, efficient operating parameters, new efficiency metrics, and their operational impacts

- Identify the operational impacts of moves, adds, changes and the logistical support of these activities

- Understand the operational impact of a rapidly increasing amount of building and systems data reporting

and the dangers of incorrect alarm prioritization and processing

- Identify the minimum operations requirements of ancillary services such as fire and security systems and the building fabric maintenance, cleaning and estate management and third party maintenance contracts

- Recognize the basic data center statutory inspections, registers and maintenance records and documentation required.

5 reasons to choose our courses:

1	2	3	4	5
Courses aligned to international standards	Expert instructors with over 10 years experience	Interactive learning experience	Blended learning solutions (classroom and online)	Specialist career progression tracks for advanced learning

Who should attend?

Any person involved in the management of mission critical IT and telecoms infrastructure, or those involved in design consultancy, including:

- M&E Operational Management
- Data Center Manager
- Business Unit/Client Manager
- Construction Project Manager

Price - $2850 | €2150 | £1750

Professional Development Hrs	21
Exam	1 hour, open book
Pre-requisites	Recommended 1-2 yrs verifiable experience in a data center/computer room environment
Suggested progression	Energy & Cost Management + online courses

DCD GROUP

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Course Content

"Overall it was very good. I'm recommending this course to my peers in the industry."
DAVID MORLEY,
Engineer CITEC

Business Requirements
- Types of data center
- Business needs assessment
- Demand forecasting
- Tier classifications
- Availability requirements

Data Center Finance
- Budget classifications
- Total cost of ownership
- Data center budgets
- Accruals and estimated liabilities
- Financial statements and reporting

Downtime, Human Factors and Staffing
- Downtime impact and causes
- Human factors
- Organizational structures and staffing
- Summaries

Incidents, Failures, Scenarios and Managing Risk
- Risk management and assessment methods
- Methodologies
- Risk assessment checklist

Mechanical and Electrical Infrastructure Operations
- Critical operations
- Maintenance
- Safe systems of work
- Interdependencies
- Critical plant switching operations

Cooling Systems, Energy Management and Savings
- Introduction to cooling operations
- Impact on cooling design and operations
- New operating parameters
- New efficiency metrics
- Why energy savings?
- EU code of conduct
- Energy management and savings

IT Equipment, Telecommunications and Cabling and Change Management
- Mechanical and electrical (M&E) operations
- IT infrastructure moves, adds and changes (MAC)
- Organisational change
- Supplier change
- Service provider change

Ancillary Services and Building and Facilities Management
- BMS definitions and protocols
- Integrated systems: BMS/BAS/DCIM
- Reporting systems and requirements

Maintenance Contracts
- Compliance and applicable standards
- Ancillary services and facility maintenance

Records and Contracts
- Maintenance contracts
- Different types of contract
- Scope of services
- Statutory registers and records

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