DCPRO DEVELOPMENT

Data Center Technician Course

*3 DAYS 21

NEW PRACTITIONER LEVEL COURSE

Designed to help technical staff involved in the day-to-day operational activities of a data center understand the major requirements for operational excellence, the course will cover best practice in client installation, customer lifecycle and SLA management, facility monitoring and maintenance and important operational procedures.

DAY ONE:
- 01: Background & Definitions
- 02: Health & Safety and Project Planning

DAY TWO:
- 01: Security & Safety
- 02: Supporting Infrastructures

DAY THREE
- 03: Operational Process
- 04: IT Infrastructure

Learning Outcomes

Upon successful completion students will be able to:

- Explain how todays data centre has evolved from the original requirements for early computing technologies
- Be aware of the current and emerging standards and best practices relevant to the data center technician role
- Understand the Health & Safety requirements applicable to the data centre work place
- Fully describe the role that project planning has in the successful operation of the data centre
- Define best practice in measurement, monitoring and management of environmental reporting systems
- Recognise the interactions between different sub systems and the procedures and policies that should be applied
- Understand the environmental parameters impacting daily operation and client SLAs - power/air quality/temperature/humidity
- Apply the concept of risk assessment methodologies to different data center installation and change management scenarios
- Understand a customer's technical installation requirements (either internal or external in the case of a third party service provider)
- Explain the fundamentals of life safety systems as they apply to the data center environment
- Identify the key selection criteria for 3rd party maintenance companies
- Define the MAC process within a typical data center facility (moves add and changes)
- Define the methodologies for test and validation of latest technology fibre and copper cabling infrastructure
- Apply best practice considerations for space planning and system configurations
- Understand the role of the data center within both a business and a technology context

IT | DESIGN | OPERATIONS | NETWORK

Key: Procedure Technical

5 reasons to choose our courses:

1 Courses aligned to international standards

2 Expert instructors with over 10 years' experience

3 Interactive learning experience

4 Blended learning solutions (classroom and online)

5 Specialist career progression tracks for advanced learning

Who should attend?

Any individual directly or indirectly involved in the day-to-day operational activities of a colocation facility or enterprise data center.

- Datacenter Service Manager
- Datacenter Technician
- Telecommunications Engineers
- Data Center Facilities Technician
- Customer Service Manager
- Field Sales Engineer
- Field Service Engineer

Professional Development Hrs	21
Exam	2x30mins course work
Pre-requisites	None
Suggested Progression	Energy Efficiency/ Business Continuity

Price - SGD 2500 +GST

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Course Content

Data Centre Evolution
- Development of technologies
- Relevant protocols
- Environmental requirement changes

Industry bodies
- Standards development organisations
- Government departments
- Industry groups

Key definitions
- Important terminology
- Understanding industry specific acronyms
- Defining Metrics

Data Centre types
- CoLo
- MSP
- Enterprise

Current standards
- Build standards
- Operational Standards
- Security Standards

Health & Safety
- RAMS
- Risk Matrix creation
- H&S Policies

Life Safety systems
- LOTO
- SSoW
- PPE

Data Centre security
- Physical
- Electronic
- Policies and Procedures

Raised access floor
- Installation best practices
- Loading recommendations
- Maintenance requirements

Cooling Systems
- Cooling concepts
- Air flow management
- Future cooling strategies & technologies

Electrical Systems
- Electrical distribution
- Installation practices
- Power quality & management

Project planning
- Project phases
- Stakeholder management
- Developing a project plan

Moves Adds & Changes
- Change control process
- Documentation
- Implementation

System maintenance
- Scheduling
- Risk factors
- Procedures

Racks & Enclosures
- Specifications
- Installation & Layout
- Future technologies

Cabling Infrastructure
- Technology overview (copper v fibre)
- Installation practices
- Testing

IT Technologies
- Existing technology types
- Installation requirements
- Emerging technology and impact
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