Certified Data Center Facilities Operations Manager (CDFOM)

Category: Infrastructure & IT Operations | **Vendor:** EPI

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

Managing the facilities of today's high-end and high-availability data centers is an extremely demanding and complex task which is often underestimated. There is often very little appreciation and understanding of the complexities of managing today's mission-critical data centers where downtime is not an option, especially since many of the data centers are operating at, or near, their design limits. Operations management at the facilities layer makes all the difference. Even a data center designed to the highest redundancy level as per the ANSI/TIA-942 standard could still experience many unscheduled downtime events due to poor planning, operations, maintenance and management processes.

About This Course

Managing the facilities of today's high-end and high-availability data centers is an extremely demanding and complex task which is often underestimated. There is often very little appreciation and understanding of the complexities of managing today's mission-critical data centers where downtime is not an option, especially since many of the data centers are operating at, or near, their design limits. Operations management at the facilities layer makes all the difference. Even a data center designed to the highest redundancy level as per the ANSI/TIA-942 standard could still experience many unscheduled downtime events due to poor planning, operations, maintenance and management processes.

Who Should Attend

The primary audience for this course is someone who works, or has ambition to work, in a leadership role in data center operations such as a data center facilities manager, data center operations manager, who has the responsibility to achieve and improve the high-availability and manageability of the data center operations.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

After completion of the course the participant will be able to:

Perform the 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 the data center availability, capacity and capability

Manage and implement basic data center projects

Set-up and implement an environmental sustainability program

Select an appropriate back-up 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

Detailed Course Outline

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

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

Managing Safety & 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

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

Facilities Management

- Maintenance policies and procedures
- Various maintenance programs
- Outsourcing of maintenance activities
- Maintenance contract options
- Warranty
- Maintenance schedule
- Service situations
- Spart part management
- Contamination control

Data Center Operations

- Policies and procedures for data center operations
- Service operations and the daily data center operations

Monitoring / Reporting / Control

- Monitoring requirements
- Escalation procedures
- Reporting
- Trend analysis
- Reviews

Project Management

- Project management
- Project organization
- Project manager
- Project phases

Environment Sustainability

- The importance of sustainability
- Sustainability policies
- Environmental management
- Power efficiency indicators -
- Waste management -
- Water management
- ICT utilisation management
- Environmental performance measurements
- Renewable energy factor (REF)

Organizational Resilience

- Business continuity
- Data center facility options
- Business Impact Analysis
- Type of facility
- Human resources
- Facility, equipment and consumables

Governance, Risk and Compliance

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

Additional Course Details

Nexus Humans Certified Data Centre Facilities Operations Manager (CDFOM) training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the Certified Data Centre Facilities Operations Manager (CDFOM) course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for Certified Data Center Facilities Operations Manager (CDFOM)?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 3-day Certified Data Center Facilities Operations Manager (CDFOM) course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Certified Data Center Facilities Operations Manager (CDFOM) training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Certified Data Center Facilities Operations Manager (CDFOM)?

Yes, we provide corporate training, dedicated training, and closed classes for Certified Data Center Facilities Operations Manager (CDFOM). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for Certified Data Center Facilities Operations Manager (CDFOM)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Certified Data Center Facilities Operations Manager (CDFOM) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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