



*Training Course:  
Certified Data Center Facilities Operations  
Manager*

*3 - 14 November 2024  
Sharm El-Sheikh (Egypt)  
Sheraton Sharm Hotel*

## Training Course: Certified Data Center Facilities Operations Manager

Training Course code: EN6093 From: 3 - 14 November 2024 Venue: Sharm El-Sheikh (Egypt) - Sheraton Sharm Hotel  
Training Course Fees: 6720 € Euro

### Introduction

This course is designed to expose participants to in-depth knowledge in managing data centre operation which includes the following key subject matters such as; capacity planning, latest green initiatives, how to properly commission and de-commission equipment, compliance to safety standards, statutory compliance and international standards, managing people.

Additionally vendor management, handling incident/crisis management as well the how to keep operations really simple, manageable, effective and efficient will receive full attention in this course.

### Who Should Attend

The primary audience for this course is an IT, Facilities or Data Centre Operations professional working in and around the data centre representing both end-customers and/or service provider/facilitators and having responsibility to achieve and improve hi-availability and manageability of the Data Centre, such as: Data centre managers, Operations / Floor / Facility managers, data centre engineers, network/system engineers/data centre sales/consultants.

### Course Objective of Data Centre Facilities Operations Manager

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

- Setup a data centre facilities operations team
- Manage and motivate your facilities management team
- Setup SLAs and manage them including liabilities, KPIs etc.
- Manage vendors and measure their performance
- Manage physical security taking into account requirements of standards such as ANSI/TIA-942 etc.
- Manage safety & statutory requirements
- Effectively and efficiently manage data centre operations
- Manage documents
- Setup equipment life cycle including testing
- Define data centre design limits and set-up and manage a proper capacity management plan
- Commission and decommission equipment
- IT cable management
- Manage the day-to-day data centre operations

### Course Outlines of Data Center Facilities Operations Manager

#### The Data Centre Operations Team

- Leadership criteria and attributes
- How to set-up up an efficient and effective facility management operations team structure
- Defining roles, responsibilities and skill metrics

- Key Performance Objectives KPO and appraisals
- Job rotation, reward, promotion and succession planning as strategies to grow and retain talent
- Training and assessments
- Shift management, scheduling and roster planning

#### Vendor Management

- Vendor selection and qualification
- Managing risk and dealing with non-compliance, public liability, legal, escalation and complaint procedures
- Key considerations of a vendor agreement for services
- Performance measurement and reporting

#### Facilities Maintenance

- Maintenance options
- Main considerations for maintenance agreements
- The practicality in deciding between comprehensive/noncomprehensive maintenance regimes
- Warranty pit falls
- Service reports alignments with maintenance agreements
- Tiered maintenance considerations
- Preventive, Predictive, Condition and Reliability Centred RCM based maintenance
- Managing on-site/on-sites spares and how to determine which spares to keep on-site

#### Managing Safety & Statutory Requirements

- Statutory and industry compliance/regulations
- Emergency response and safety policies and procedures
- PTW Permit To Work requirements and procedures
- General rules and regulations for the data centre
- Ergonomic workspace
- SOPs for power outage, fire, bomb threat etc.

#### Service Level Agreement SLA Management

- Defining the data centre design limitations
- Defining measurement criteria and reporting
- Alignment of business SLA with vendor SLA
- Defining change management procedure for installation and de-installation of new equipment
- Reporting and escalation management

#### Managing Physical Security

- Guidelines from standards; ANSI/TIA-942, ISO/IEC- 27001/02, SS507
- SOP Standard Operating Procedures in managing day to day security access control, such as;
  - Entry/exit control and access management
  - Permit-To-Work PTW and contractor work in progress
  - Delivery of goods
  - Customer access
  - Etc.
- Effective patrols routing and how to ensure 24x7 vigilance
- Handling external threats; crisis/emergency situations
- Security incident management

## Managing Daily Data Centre Operations/Floor Management

- ITSM/ITIL IT service management in the data centre
- Shift hand-over requirements and procedures
- Asset and inventory management for hardware, software, spares, consumables, etc.
- Floor management procedures and duties such as rack space allocations, management of installers
- Pre-installation analysis for power, cooling, weight, EMF, fire protection and other influencing factors
- From truck to rack
- Handling of incoming equipment
- Inspection, unpacking and security procedures
- Staging procedure and requirements
- Equipment movement into the computer room
- Finishing up the installation
- De-installation/commissioning procedures

## Capacity Management

- Defining the design limits of the data centre
- Setting up thresholds, monitoring and reporting
- Business review and future capacity planning
- Technical solutions aiding capacity planning such as Computational Fluid Dynamics CFD, capacity and configuration management solutions

## Cable Management

- Overview of ANSI/TIA-942, ANSI/TIA-606 requirements
- Cabling specification & labelling based on ANSI/TIA-606
- In-rack power and network cabling
- Labelling requirements
- Cabling/cable tray layout documentation

## Data Centre Cleaning and Pest Control

- Types of pollution found in data centres such as H<sub>2</sub>S, air-particulates etc.
- Common causes of pollution in the data centre
- Standards, policies and techniques to reduce and cleanup dust, pests and other pollution and disturbances

## Data Centre Monitoring and Automation

- Data centre monitoring requirements
- Threshold setting and reporting requirements
- Notification and escalation requirements
- Automated 24hrs helpdesk ticketing systems
- Incident and customer complaint management & change management
- Performance measurement and monitoring requirements such as fuel and water consumption, PUE/DCiE etc.

## Managing Documentations/Archives

- Document management standards
- Document management process requirements
- Minimum and desired design documentation set

- Operational management documents

#### Equipment Life-Cycle Management

- Policies and procedures governing life cycle management
- Asset management including software and firmware
- Service situations
- Review, triggers and reporting
- Test life cycle

## Registration form on the Training Course: Certified Data Center Facilities Operations Manager

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
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### Company Information

Company Name: .....  
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### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
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 Telephone / Mobile: .....  
 Personal E-Mail: .....  
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### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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### Easy Ways To Register

Telephone:  
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