



*Training Course:
Certified Data Center Facilities Operations
Manager*

*9 - 20 May 2027
Dubai (UAE)*

Training Course: Certified Data Center Facilities Operations Manager

Training Course code: EN6093 From: 9 - 20 May 2027 Venue: Dubai (UAE) - Training Course Fees: 9240 € Euro

Introduction

The **Certified Data Center Facilities Operations Manager** program is designed to provide participants with comprehensive knowledge and practical skills to manage **modern data centre operations** efficiently. The course covers:

- Capacity planning and optimization
- Green initiatives and sustainable operations
- Commissioning and decommissioning equipment
- Compliance with safety, statutory, and international standards
- Leadership and team management
- Vendor management and crisis/incident handling
- Streamlining operations to maximize efficiency and reliability

Participants will gain the expertise to **lead high-performing data centre operations**, enhance availability, and ensure operational excellence while maintaining safety, compliance, and sustainability.

Program Objectives

Upon completion of this program, participants will be able to:

1. Establish and manage an effective data centre operations team.
2. Implement and manage SLAs, KPIs, and vendor performance metrics.
3. Ensure compliance with safety, statutory, and international standards ANSI/TIA-942, ISO/IEC 27001/02, etc..
4. Oversee daily operations, including equipment lifecycle management, commissioning, and decommissioning.
5. Develop and manage capacity planning and cable management strategies.
6. Implement robust physical security and emergency response procedures.
7. Apply preventive, predictive, and reliability-centered maintenance strategies.
8. Monitor and automate data centre operations effectively.
9. Manage documentation, operational archives, and records.
10. Integrate sustainability and green initiatives into operational processes.

Target Audience

This program is designed for:

- Data Centre Managers

- Operations, Floor, or Facility Managers
- Data Centre Engineers, IT/Network/System Engineers
- IT Consultants and Sales Engineers
- Professionals responsible for **high availability, reliability, and operational efficiency** of data centres

Program Outline

Day 1: Data Centre Operations Team & Leadership

- Leadership criteria, attributes, and team structure
- Defining roles, responsibilities, and skill metrics
- KPI management, appraisals, and succession planning
- Training, assessments, shift scheduling, and roster planning

Day 2: Vendor Management & SLA Compliance

- Vendor selection, qualification, and risk management
- Managing compliance, escalation, and legal procedures
- Alignment of business and vendor SLAs

Day 3: Facilities Maintenance & Equipment Management

- Preventive, predictive, and reliability-centered maintenance RCM
- On-site spares and warranty management
- Service report alignment and maintenance planning

Day 4: Safety & Statutory Compliance

- Regulatory compliance and safety standards
- Emergency response and PTW Permit-To-Work procedures
- SOPs for power outage, fire, bomb threat, and ergonomics

Day 5: Physical Security Management

- Security standards ANSI/TIA-942, ISO/IEC 27001/02, SS507
- Access control, patrol planning, and incident management
- Crisis and emergency response handling

Day 6: Daily Operations & Floor Management

- ITSM/ITIL in the data centre
- Asset and inventory management for hardware, software, spares, and consumables
- Pre-installation analysis for power, cooling, weight, EMF, fire protection

Day 7: Equipment Lifecycle & Capacity Management

- Commissioning and decommissioning procedures
- Capacity planning, threshold setting, and reporting
- Technical solutions: CFD, configuration, and capacity management

Day 8: Cable & Infrastructure Management

- Cabling standards ANSI/TIA-606 and labeling
- In-rack power and network cabling
- Staging, installation, and equipment movement procedures

Day 9: Monitoring, Automation & Documentation

- Data centre monitoring and reporting
- Notification, escalation, and automated ticketing systems
- Document management standards and operational archives

Day 10: Strategic Operations & Sustainability

- Equipment and asset life-cycle management
- Integration of green initiatives and sustainability practices
- Performance review, reporting, and action planning
- Program wrap-up and participant assessment

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

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Full Name (Mr / Ms / Dr / Eng):
 Position:
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 Address:
 City / Country:

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):
 Position:
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 Personal E-Mail:
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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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