



*Training Course:  
Certified Data Center Facilities Operations  
Manager*

*27 June - 8 July 2027  
Sharm El-Sheikh (Egypt)  
Sheraton Sharm Hotel*

## Training Course: Certified Data Center Facilities Operations Manager

Training Course code: EN6093 From: 27 June - 8 July 2027 Venue: Sharm El-Sheikh (Egypt) - Sheraton Sharm Hotel  
Training Course Fees: 7820 € 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

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
- ☐ Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
Giza, Giza Governorate,  
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