



## CERTIFIED DATA CENTRE FACILITIES OPERATIONS MANAGER

### Introduction

Managing the facilities of today's high-end and high-availability data centres 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 centres where downtime is not an option, especially since many of the data centres are operating at, or near, their design limits. Operations management at the facilities layer makes all the difference. Even a data centre 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.

The CDFOM<sup>®</sup> (Certified Data Centre Facilities Operations Manager) course is a three-day course which will enable data centre managers to gain in-depth knowledge of managing data centre operations from planning to monitoring and reporting. This course breaks down the complexity of managing a mission-critical high-availability data centre facility into manageable and systematic processes. Not only are the topics covered based on international standards, the course includes best-practises by seasoned data centre professionals with many years' experience managing global data centre facilities. The CDFOM<sup>®</sup> is an intensive course packed with a lot of information which brings tremendous value to the participants, enabling them to improve the operations of their data centre. The course is fully aligned with the DCOS<sup>®</sup> (Data Centre Operations Standard).

### Maintenance/Operations Training

CDFOM<sup>®</sup> is part of the Maintenance/Operations training track.



### Audience

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

### Global Accreditation & Recognition



### Prerequisites

It is advisable for the participants to have some experience in data centre operations although it is not required. It is highly recommended to attend the DCFC<sup>®</sup>/CDCP<sup>®</sup> course before attending the CDFOM<sup>®</sup> course.

### Course Benefits

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

- Perform the needs analysis translating business requirements to data centre services
- Set-up and manage the data centre operations team
- Implement and monitor safety- and security practices
- Identify a suitable maintenance program for the data centre facility and its equipment
- Select the appropriate policies and procedures required for data centre operations
- Monitor the data centre availability, capacity and capability
- Manage and implement basic data centre 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 centre
- Manage and support the document life cycle
- Create a basic budget proposal
- Select and manage vendors and measure their performance
- Manage data centre assets

- **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 Centre 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
  - Spare part management
  - Contamination control
- **Data Centre Operations**
  - Policies and procedures for data centre operations
  - Service operations and the daily data centre operations
- **Monitoring / Reporting / Control**
  - Monitoring requirements
  - Escalation procedures
  - Reporting
  - Trend analysis
  - Reviews
- **Project Management**
  - Project management
  - Project organization
  - Project manager
  - Project phases
- **Environmental 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 centre 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



## Delivery Structure and Methods

The CDFOM® course is lectured by an EPI Certified Instructor using a combination of lectures and question-and-answer sessions to discuss participants' specific needs and challenges experienced in their own data centre environments. Participants are able to tap into the extensive experience of the trainer enabling them to validate and improve their own environments thus adding tremendous business value.

CDFOM® course is available in the following delivery methods:

- ILT – Instructor Led Training
- VILT – Virtual ILT
- TOD – Training On Demand

## Examination

The exam is a 90-minute closed book exam, with 60 multiple-choice questions. The candidate requires a minimum of 42 correct answers to pass the exam.

## Certification

Candidates who successfully pass the exam will receive the official 'Certified Data Centre Facilities Operations Manager' certificate. The certification is valid for three years after which the student needs to re-certify.

## Global Accreditation & Recognition

The CDFOM® course is accredited by EXIN, which is a global, independent and not-for-profit accreditation and examination provider. EXIN's mission is to improve the quality of the IT and data centre sectors, the proficiency of IT and data centre professionals and the IT users, by means of accreditation of course material as well as independent examination and certification.

## Recommended Next Course

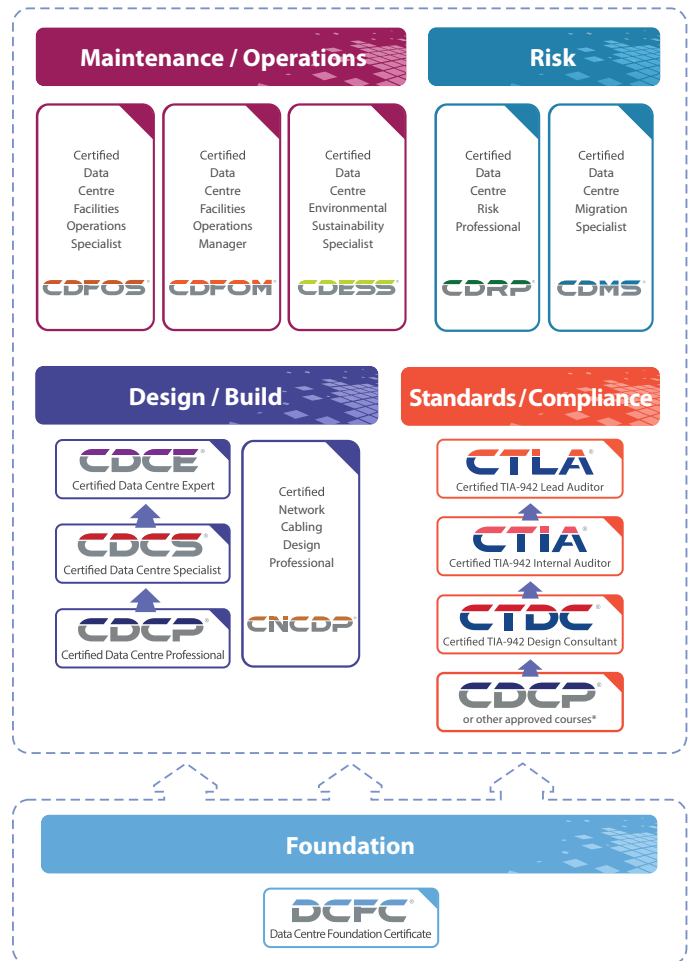
To further extend your skills on data centre governance, we recommend the CDESS® (Certified Data Centre Environmental Sustainability Specialist), CDRP® (Certified Data Centre Risk Professional) and CDMS® (Certified Data Centre Migration Specialist).

## Course Schedule

Our courses are available in over 60 countries across all continents. For a comprehensive course schedule, visit the EPI corporate website at [www.epi-ap.com](http://www.epi-ap.com) or contact your local authorised reseller/partner.

## EPI Data Centre Training Framework®

The EPI Data Centre Training Framework® provides a structured course curriculum for individuals working in and around data centre facilities and data centre operational management. It addresses the various disciplines required to design and manage a high-availability, efficient data centre. EPI's data centre course curriculum is not only the first in the world, it is also by far the largest in the industry. Many companies have specified these courses as prerequisites for their staff working in and around the data centre and use them as part of their career planning initiatives. Recognised globally, these certifications add value to both companies and individuals.



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## The Company

EPI is a data centre specialist company of European origin operating world-wide in over 60 countries through direct operations and a large partner network. EPI offers an extensive range of data centre services on auditing, certification and training. EPI's focus is on mission-critical, high-availability environments. Established in 1987, EPI has developed an international reputation for delivering high quality technical expertise, with flexible and innovative services, techniques and methodologies.

All our services are aimed at helping our customers to:

- Increase **Availability** of their mission-critical infrastructure
- Improve **Efficiency, Effectiveness and Manageability**
- **Minimise risk** of business interruption

Our Clients share a common need to protect their valuable data, run their mission-critical infrastructure efficiently and to be protected on a 24 x 7 basis. By protecting the interests of our customers, EPI is committed to an intensive program of comprehensive services development backed by engineering and support excellence.

Quality Systems and Procedures have always been at the heart of every stage of our service delivery to ensure consistent and high quality services. We are known for our thoroughness, flexibility and responsiveness. We focus on providing services that fit each organisation and each project with a drive to deliver quality on time, every time.

## Let us put our expertise to work for you!

## Data Centre Services

### Audit & Certification

- Data Centre Standards
  - ANSI/TIA-942
  - EN 50600
  - DCOS®
  - ISO/IEC TS 22237
- Other International Standards
  - ISO 9001
  - ISO 14001
  - ISO 14644
  - ISO/IEC 20000-1
  - ISO 22301
  - ISO/IEC 27001
  - ISO/IEC 27701
  - ISO 37001
  - ISO 45001
  - ISO 46001
  - ISO 50001
  - PCI DSS
- Singapore Standards
  - SS 507
  - SS 564
  - SS 584
  - DTPM
  - CBPR
  - PRP

### Professional Training & Certifications

- Data Centre
  - DCFC®, CDCP®, CDCS®, CDCE®, CNCDP®, CDFOS®, CDFOM®, CDESS®, CDRP®, CDMS®, CTDC®, CTIA®, CTLA®
- IT
  - CITO®, CITM®, CITD®
- Non-Certification Training**
  - Digital Transformation

### Frameworks

- IT&DCF® - IT & Data Centre Framework
- DCCF® - Data Centre Competence Framework
- DCTF® - Data Centre Training Framework
- ITTF - IT Training Framework

### Standard

- DCOS® - Data Centre Operations Standard



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Authorised Reseller/Partner:

**Network Training Center Co., Ltd. (NTC)**

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