

Certified Data Center Facilities Operations Manager (CDFOM) HK763S

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Delivery mode	ILT, VILT	
Course length	3 days	
HPE course number	HK763S	

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This course provides data center managers with in-depth knowledge to manage data center operations— from planning to monitoring and reporting. This course breaks down the complexity of managing a mission-critical high-availability data center facility into manageable and systematic processes. The topics covered are based on international standards, as well as best practices from seasoned data center professionals. The CDFOM is an intensive course which brings tremendous value to participants by enabling them to improve the operations of their data center. The course is fully aligned with the Data Center Operations Standard (DCOS®). This course prepares students for the Certified Data Center Facilities Operations Manager (CDFOM) exam which is administered at the conclusion of the course.

Audience

This course targets those who work, or have ambition to work, in a data center leadership role, including data center facilities managers and data center operations managers. This course is suitable for anyone who has the responsibility to achieve and improve the high availability and manageability of data center operations.

Prerequisites

- It is advisable for participants to have some experience in data center operations, although it is not required.
- It is highly recommended to attend HU0D1S: Data Center Foundation Certificate (DCFC) or HK258S: Certified Data Center Professional (CDCP) before attending this course.

^{*}Realize Technology Value with Training, IDC Infographic 2037, Sponsored by Hewlett Packard Enterprise, 2019

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Course Objectives

Upon completion of this course, the participant will be able to:

- Perform 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 data center availability, capacity and capability
- Manage and implement basic data center projects
- Set up and implement an environmental sustainability program
- Select an appropriate backup 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

Certifications and related examinations

- The Certified Data Center Facilities Operations Manager (CDFOM) exam is administered at the end of the course. The exam is a 90-minute closed book exam, with 60 multiple-choice questions. The candidate must have a minimum of 42 correct answers to pass the exam.
- Candidates who successfully pass the exam will receive the official 'Certified Data Center Facilities Operations Manager' certificate. The certification is valid for three years after which the student needs to re-certify.

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Detailed course outline

Service Level Management	Service Level Management	Data points in SLA
	Needs analysis	Service reporting
	Capability assessment	Complaint procedure
	Service portfolio	Customer satisfaction measurement
	Service catalogue	Service Improvement Process (SIP)
	Service Level Agreements (SLAs)	SLA content
	Availability measurement	
The Data Center Organization	Operational issues	Performance management
	Organization chart	Career development
	Roles and responsibilities	Training and assessment
	Skills matrix	Job rotation
	Contingency/backup roles	Succession planning
	Shift management	Disciplinary program
Managing Safety and Statutory Requirements	Safety policies and regulations	Personal Protective Equipment (PPE)
	Occupational Health and Safety (OH&S)	Testing and tagging of equipment
	Safety awareness training	Emergency preparedness and response
	Permit to Work (PTW)	Reporting of safety issues
	Lock-out/tag-out	Reviews/internal audit/external audit
Managing Physical Security	Security policies and procedures	Security incident management
	Security standards and guidelines	Disciplinary program
	Security staff	Reviews, internal and external audits
	Security awareness	
Facilities Management	Maintenance policies and procedures	Maintenance schedule
	Various maintenance programs	Service situations
	Outsourcing of maintenance activities	Spare part management
	Maintenance contract options	Contamination control
	• Warranty	
Data Center Operation	Policies and procedures for data center operations	Service operations and the daily data center operations
Monitoring/Reporting/Control	Monitoring requirements	Trend analysis
	Escalation procedures	Reviews
	• Reporting	
Project Management	Project management	Project manager
	Project organization	Project phases

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Environment Sustainability	The importance of sustainability	Water management
	Sustainability policies	ICT utilization management
	Environmental management	Environmental performance measurements
	Power efficiency indicators	Renewable energy factor (REF)
	Waste management	
Organizational Resilience	Business continuity	Type of facility
	Data center facility options	Human resources
	Business impact analysis	Facility, equipment and consumables
Governance, Risk and Compliance	Management commitment	Document management
	Coordination, collaboration and integration	Financial management
	• Compliance	Vendor management
	Risk management	Asset management

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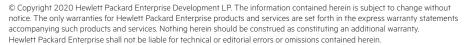
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