

# Certified Data Center Facilities Operations Manager (CDFOM) HK763S

<b>HPE course number</b>	HK763S
<b>Course length</b>	3 days
<b>Delivery mode</b>	ILT, VILT
<b>View schedule, local pricing, and register</b>	<a href="#">View now</a>
<b>View related courses</b>	<a href="#">View now</a>

## Why HPE Education Services?

- IDC MarketScape leader 7 years running for IT education and training\*
- Recognized by IDC for leading with global coverage, unmatched technical expertise, and targeted education consulting services\*
- Key partnerships with industry leaders OpenStack®, VMware®, Linux®, Microsoft®, ITIL, PMI, CSA, and SUSE
- Complete continuum of training delivery options—self-paced eLearning, custom education consulting, traditional classroom, video on-demand instruction, live virtual instructor-led with hands-on lab, dedicated onsite training
- Simplified purchase option with HPE Training Credits

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.

## 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.

## Detailed course outline

<b>Service Level Management</b>	<ul style="list-style-type: none"> <li>• Service Level Management</li> <li>• Needs analysis</li> <li>• Capability assessment</li> <li>• Service portfolio</li> <li>• Service catalogue</li> <li>• Service Level Agreements (SLAs)</li> <li>• Availability measurement</li> </ul>	<ul style="list-style-type: none"> <li>• Data points in SLA</li> <li>• Service reporting</li> <li>• Complaint procedure</li> <li>• Customer satisfaction measurement</li> <li>• Service Improvement Process (SIP)</li> <li>• SLA content</li> </ul>
<b>The Data Center Organization</b>	<ul style="list-style-type: none"> <li>• Operational issues</li> <li>• Organization chart</li> <li>• Roles and responsibilities</li> <li>• Skills matrix</li> <li>• Contingency/backup roles</li> <li>• Shift management</li> </ul>	<ul style="list-style-type: none"> <li>• Performance management</li> <li>• Career development</li> <li>• Training and assessment</li> <li>• Job rotation</li> <li>• Succession planning</li> <li>• Disciplinary program</li> </ul>
<b>Managing Safety and Statutory Requirements</b>	<ul style="list-style-type: none"> <li>• Safety policies and regulations</li> <li>• Occupational Health and Safety (OH&amp;S)</li> <li>• Safety awareness training</li> <li>• Permit to Work (PTW)</li> <li>• Lock-out/tag-out</li> </ul>	<ul style="list-style-type: none"> <li>• Personal Protective Equipment (PPE)</li> <li>• Testing and tagging of equipment</li> <li>• Emergency preparedness and response</li> <li>• Reporting of safety issues</li> <li>• Reviews/internal audit/external audit</li> </ul>
<b>Managing Physical Security</b>	<ul style="list-style-type: none"> <li>• Security policies and procedures</li> <li>• Security standards and guidelines</li> <li>• Security staff</li> <li>• Security awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Security incident management</li> <li>• Disciplinary program</li> <li>• Reviews, internal and external audits</li> </ul>
<b>Facilities Management</b>	<ul style="list-style-type: none"> <li>• Maintenance policies and procedures</li> <li>• Various maintenance programs</li> <li>• Outsourcing of maintenance activities</li> <li>• Maintenance contract options</li> <li>• Warranty</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance schedule</li> <li>• Service situations</li> <li>• Spare part management</li> <li>• Contamination control</li> </ul>
<b>Data Center Operation</b>	<ul style="list-style-type: none"> <li>• Policies and procedures for data center operations</li> </ul>	<ul style="list-style-type: none"> <li>• Service operations and the daily data center operations</li> </ul>
<b>Monitoring/Reporting/Control</b>	<ul style="list-style-type: none"> <li>• Monitoring requirements</li> <li>• Escalation procedures</li> <li>• Reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Trend analysis</li> <li>• Reviews</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>• Project management</li> <li>• Project organization</li> </ul>	<ul style="list-style-type: none"> <li>• Project manager</li> <li>• Project phases</li> </ul>

<b>Environment Sustainability</b>	<ul style="list-style-type: none"> <li>• The importance of sustainability</li> <li>• Sustainability policies</li> <li>• Environmental management</li> <li>• Power efficiency indicators</li> <li>• Waste management</li> </ul>	<ul style="list-style-type: none"> <li>• Water management</li> <li>• ICT utilization management</li> <li>• Environmental performance measurements</li> <li>• Renewable energy factor (REF)</li> </ul>
<b>Organizational Resilience</b>	<ul style="list-style-type: none"> <li>• Business continuity</li> <li>• Data center facility options</li> <li>• Business impact analysis</li> </ul>	<ul style="list-style-type: none"> <li>• Type of facility</li> <li>• Human resources</li> <li>• Facility, equipment and consumables</li> </ul>
<b>Governance, Risk and Compliance</b>	<ul style="list-style-type: none"> <li>• Management commitment</li> <li>• Coordination, collaboration and integration</li> <li>• Compliance</li> <li>• Risk management</li> </ul>	<ul style="list-style-type: none"> <li>• Document management</li> <li>• Financial management</li> <li>• Vendor management</li> <li>• Asset management</li> </ul>

Learn more at  
[hpe.com/ww/learndatacenter](http://hpe.com/ww/learndatacenter)

**Follow us:**



© Copyright 2020 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

Microsoft is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries. The OpenStack Word Mark is either a registered trademark/service mark or trademark/service mark of the OpenStack Foundation, in the United States and other countries and is used with the OpenStack Foundation's permission. We are not affiliated with, endorsed or sponsored by the OpenStack Foundation or the OpenStack community. Pivotal and Cloud Foundry are trademarks and/or registered trademarks of Pivotal Software, Inc. in the United States and/or other countries. Linux is the registered trademark of Linus Torvalds in the U.S. and other countries. VMware is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions.

HK763S A.01, September 2020