Certified Data Centre Technician Professional (CDCTP®) - 5 Days

Program Overview
Learn how to increase the operational capability and productivity of the Data Centre to continually meet the demands of the business.

The Certified Data Centre Technician Professional (CDCTP®) program is aimed at the numerous technicians across the spectrum of a mission critical Data Centre facility providing a holistic understanding of the key environments and their dependencies and inter-dependencies they have upon one another.

The program has been designed to address the need for a designation that allows individuals to demonstrate unrivalled levels of skill and knowledge and to assist them to become key operational assets in their organisation and Data Centre facility.

Ensuring zero downtime within the mission critical Data Centre environment involves having highly competent technicians on board that have unrivalled technical knowledge and skills regarding every environment of these mission critical facilities. Those with CDCTP® certification are increasingly seen as a vital component to the smooth running of any Data Centre operation and the program will give delegates the ability to identify, decipher, impact assess and remedy potential problems quickly, decisively and accurately. This program addresses the wide range of subjects relevant to the Data Centre technician including a detailed breakdown of the key operating environments (power, cooling, IT and supporting systems), the necessary operational policies, procedures and compliance based legislation, Standards (National & International) and codes of conduct, as well as detailed analysis of current measuring, monitoring and auditing techniques. This is a content rich program where the technical content is continually updated to reflect the key industry recognised developments covering installation, maintenance (routine and preventive planned) and decommissioning working practices. The CDCTP® also takes into account the requirements of the latest version of the EU Code of Conduct on Data Centres Energy Efficiency and TIA 942-A, industry best practice documentation.

CDCTP® Topics at a Glance

Core Unit
- Data Centre Fundamentals
- The Physical Infrastructure
- Working in the Data Centre
- Data Centre Maintenance

Professional Unit
- Advanced Power
- Advanced Cooling
- Compliance & Standards
- Audit Principles

“The CDCTP® program was excellent, got everything I wanted from the program. The instructor was very helpful and delivered the program excellently”

Data Centre Technician @ Oracle
Core Unit

Data Centre Fundamentals
- What is a Data Centre?
- Understanding the basic design requirements
- Building considerations
- Availability and resilience measures and practices
- Data Centre capacity planning

The Physical Infrastructure
- Physical infrastructure components
- Servers, software & services
- Storage infrastructure
- IT security
- Physical security & access control
- Power infrastructure
- Cooling infrastructure
- Overview of different cooling system technologies
- Supplemental cooling options
- Chilled water system

Working in the Data Centre
- Bridging the gap between IT & facilities
- Operational processes and procedures
- Data Centre monitoring
- Capacity management
- Asset management
- Management tools, administration
- Environmental health & safety
- Equipment configuration
- Change management
- Energy efficiency
- Life safety systems
- Business continuity/disaster recovery

Data Centre Maintenance
- Why do maintenance
- Preventative maintenance
- Predictive maintenance
- Reliability centred maintenance
- Condition-based maintenance
- Power system maintenance
- Generator preventive maintenance
- Cooling system maintenance
- Chiller preventive maintenance
- Cooling tower water treatment
- Fire protection system maintenance
- Control and monitoring system maintenance
- Data Centre cleaning

Professional Unit

Advanced Power
- Power infrastructure
- Service entry switchgear
- Transfer switch
- Emergency power source
- Uninterruptible Power Supply System (UPS)
- UPS batteries
- Power distribution in the Data Centre
- Back-up power infrastructures

Advanced Cooling
- Data Centre cooling infrastructure systems
- Cooling architectures
- Air cooling
- Economiser modes
- Liquid cooling
- Chilled water plant
- Cooling towers
- HVAC efficiency and Power Usage Effectiveness (PUE) relationship

Compliance and Standards
- Legislation - data related
- Legislation - non data related
- Standards - data related
- Standards - non data related
- Codes of conduct
- Business continuity/disaster recovery

Audit Principles
- Audit process
- Types of Data Centre audits
- Impact of operational procedures
- The scope of the measuring & monitoring
- Measurement methods
- Metrics
- Best practices