



Anglia Ruskin
University

Delivering Quality Education for the Data Centre Industry

The World's First and Only Masters Degree in Data Centre Leadership and Management

Delivered via Distance Learning

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Introduction

Become part of the elite group of data centre professionals across the globe with the world's first Masters Degree in Data Centre Leadership and Management created by CNet Training and Anglia Ruskin University, Cambridge, UK.

Anglia Ruskin University has teamed up with CNet Training, the world's foremost Data Centre training and education organisation, to offer the world's first distance learning Masters Degree course for Data Centre professionals.

With offices in the UK, USA and Singapore, CNet Training has won multiple industry awards from across the globe. The company is an innovator and leader in Data Centre education and is the only dedicated Data Centre education provider in the world to award both industry recognised qualifications and official certifications.

CNet Training is well placed to work with Anglia Ruskin, having worked in over 35 countries and trained students from over 70 nationalities; totalling over 55,000 individuals since 1996. Well known and respected in the Data Centre arena, the company dominate the sector with high quality educational courses.

This collaboration takes CNet Training's already high level technical Data Centre educational courses to

professional business and managerial level with the ultimate Masters Degree for leaders and managers of Data Centres.

Based in Cambridge, UK, and winners of the Times Higher Entrepreneurial University of the Year Award, Anglia Ruskin University is internationally recognised for its expertise in work-based learning. Anglia Ruskin University is thrilled to be establishing their position in the Data Centre sector and be recognised as one of the first universities to actually acknowledge the need for such high level education within the sector.

The Masters Degree is delivered through online distance learning, fully supported by a team of academic and industry experts, who are available through online or telephone communication whenever appropriate. There is also a chance to participate in a three day "bootcamp", held each year in the historic city of Cambridge, UK – this is an optional activity and a great opportunity to get together with your tutors and fellow students, learn, make contacts and have fun.

CNet Training and Anglia Ruskin are proud to be leading the way in the Data Centre industry and to offer the world's first and only Masters Degree in Data Centre Leadership and Management.

A Recognised and Respected University and Masters Degree Course



Delivering Quality Education for the Data Centre Industry

Masters Degree in Data Centre Leadership and Management

3 Years Distance Learning

Anglia Ruskin University is an officially recognised University, see <https://www.gov.uk/check-a-university-is-officially-recognised/recognised-bodies>.

All their courses are accredited to meet the standards expected of Bachelors and Masters degrees in the UK and Internationally. Plus, the Masters Degree in Data Centre Leadership and Management was approved by an expert panel including specialists from the industry and UK universities.

Course Overview

Data Centres are complex facilities that are expected to deliver faultless service and financial results in a world of rapidly changing technologies, business pressures and environmental expectations.

In order to achieve this, Data Centres need highly capable leaders and managers – individuals who are capable of dealing with business complexity and technological change with the knowledge and skills to ensure their teams deliver against consistently challenging objectives.

The Masters Degree in Data Centre Leadership and Management is a unique course, which has been designed in collaboration with the industry to advance Data Centre professionals worldwide. No other university course offers Data Centre professionals this high level leadership and management education tailored to the data centre sector.

The course is the result of an in-depth consultation with the Data Centre industry and harnesses CNet Training's unique insight into Data Centre operations with Anglia Ruskin University's expertise in business leadership and management. Topics have been selected on the basis of feedback from the industry and Data Centre professionals who are themselves involved with delivering the course alongside specialist academics from Anglia Ruskin. The course is based around the students' professional work in order to ensure that the learning is relevant and can be applied to the workplace.

Delivery of the course is through distance learning, meaning that students can study at times that are convenient to them. They can also easily communicate with their tutors and each other wherever they are in the world.

Course at a Glance

This is a three year course, leading to a Master Degree (MA) qualification. Each year involves three modules.

Year 1 – PG Cert

- ▶ Data Centre Leadership
- ▶ Sustainable Design for High Capacity Data Centres
- ▶ Financial Management

Year 2 – PG Dip

- ▶ Data Centre Infrastructure Management, Security and Disaster Recovery
- ▶ HRM and Organisational Capability Development
- ▶ Decision Making in Critical Services

Year 3 - MA

- ▶ Contemporary Issues in Leadership and Management
- ▶ Research Methods for Business and Management
- ▶ Postgraduate Major Project

Course Content

Year 1

The first year of the course enables you to develop your expertise in three key themes that are at the heart of any business: leadership, sustainability and financial management. The course starts with an introduction to leadership in the Data Centre sector, exploring different approaches to leading in a complex and dynamic business. You will then go on to look at issues of sustainability and design, from the business management perspective. Leaders also need a sound understanding of money issues, so financial management is also included coupled with how financial considerations influence you as a leader.

Data Centre Leadership

- ▶ Evolution of leadership
- ▶ Complexity theory, dynamic organisational environments, strategic alignment in organisations, systems theory
- ▶ Emergent leadership theory in dynamic environments
- ▶ Internal business environment analysis and organisational dynamics
- ▶ Models of strategic analysis
- ▶ The role of leaders in fostering cultures of innovation, creativity and change capability in dynamic environments
- ▶ Change management

Sustainable Design for High Capacity Data Centres

- ▶ Modular Data Centre Design for reliability, scalability, efficiency, and sustainability.
- ▶ Management of "utility" operations like electricity, heating and cooling from a usage, efficiency and cost savings perspectives
- ▶ Environmental Monitoring Technologies
- ▶ Maximising system utilisation for best efficiency
- ▶ Continuous commissioning
- ▶ Use of Cloud Technology to minimise the impact of data centres on the environment

Financial Management

- ▶ Overview of the financial system
- ▶ Decision making and problem solving in theory and practice
- ▶ Financial objectives and strategies linked to general strategies and environmental circumstances
- ▶ Corporate governance issues
- ▶ Efficient/inefficient markets and behavioural finance
- ▶ Financial risk - types and coping mechanisms
- ▶ Relationship between financial risk and expected return
- ▶ Cost of capital: WACC and CAPM; Gearing
- ▶ Treasury management and control of working capital
- ▶ Investment appraisal

Year 2

The second year takes your expertise to the next level. You will start off by exploring key Data Centre issues of infrastructure management, security and disaster recovery, in particular looking from the perspective of the business. To be successful, a Data Centre business is dependent upon its people, so you will explore human resource management, organisational behaviour and strategies for maximising performance in teams. You will also develop your understanding of decision making, which is particularly important in critical services.

Data Centre Infrastructure Management, Security and Disaster Recovery

- ▶ Asset tracking ('Cradle to Grave')
- ▶ Change management
- ▶ Analysis of virtual/logical systems and how they interact with physical hardware
- ▶ Management & Resilience High Capacity Storage in complex data centres (especially related to disaster recovery scenarios)
- ▶ Consolidation of resources/locations
- ▶ Optimising physical infrastructure (including space management) to enable higher capacity
- ▶ Multi-layered monitoring
- ▶ Future strategic planning via modelling scenarios
- ▶ Physical security & data security
- ▶ Virtual Digital Security (especially in co-location environments)
- ▶ Identification of data centre infrastructure risks and vulnerabilities, mitigation techniques and recovery policies
- ▶ Governance relating to data protection, safe harbour and other compliance regimes.
- ▶ Evaluation metrics

HRM and Organisational Capability Development

- ▶ Managing human resources for optimal performance
- ▶ Organisational behaviour
- ▶ Developing and managing structures for continued capability growth
- ▶ Managing contractor arrangements and a contingent workforce
- ▶ Knowledge management

Decision Making in Critical Services

- ▶ Risk identification and mitigation

- ▶ Sense-making and management behaviour during critical incidents
- ▶ Response to critical incidents and first response management
- ▶ Managing consequence
- ▶ Managing human responses during times of crisis
- ▶ Managing and evaluating service level agreements (or similar)
- ▶ Critical infrastructure asset management

Year 3

The final year expands your horizons even further, giving you the chance to develop your thought leadership and address specific business issues. First, in the "Leadership and Management in Context" module, you will explore themes in the Data Centre sector and gain an in-depth understanding of issues that are important to you. Next, you will develop your research skills, giving you the expertise to frame, plan and deliver research – this will provide a platform for your academic studies and will also enable you to develop new, credible and robust knowledge in your business. Finally, you will put all of your learning into practice by developing and delivering a major project ("dissertation" or "thesis"). You can look at this as a piece of consultancy work which could address a live issue in your workplace, or be based on a theme in the Data Centre sector as a whole. Your major project will be one of the defining moments of your Masters Degree course and could open the door to further study or career development.

Leadership and Management in Context

- ▶ Leadership and CSR
- ▶ Technology advancements and implications
- ▶ Sustainability and environmental issues
- ▶ Globalisation and offshoring
- ▶ Standards and quality management
- ▶ Other topics as identified by industry partners

Research Methods & Post Graduate Major Project

- ▶ Intellectual and practical skills to frame, plan and deliver research
- ▶ Analysis and interpretation of data generated
- ▶ Bringing this into action through a major research project, based on your own interests and providing a culmination of your work on the Masters course.

Course Structure

This three-year course is based around supported online distance learning via the Virtual Learning Environment (VLE), providing flexibility and complete interaction every step of the way. Students will be supported by a team of specialist academic staff from Anglia Ruskin University's Lord Ashcroft International Business School and Department of Computing and Technology, along with industry specialists, all with the aim of creating an enriching learning experience. Each year there is an optional Bootcamp in Cambridge, UK for those that can attend.

The Masters Degree comprises three modules in years one and two, and two modules in year three. There is an assessment at the end of each module.

The course will be run over two trimesters each year:

- ▶ Term one: September – January
- ▶ Term two: February – May

On average, students commit the equivalent of approximately 10 hours of study to the course per week during trimester time, however this study can be taken at your own pace and undertaken at a convenient time for you (i.e. you could decide to dedicate a full week of study to the course at once). However, the deadlines that are given for your assessed work are strict and must be met.

Degree Bootcamp

The Bootcamp is an optional three-day workshop, which is held every year in the beautiful city of Cambridge, UK. All students from the course are invited to attend.

As well as helping to deepen your understanding of the issues raised on the course, the Bootcamp is also a great opportunity to meet the tutors and fellow students, share ideas, participate in panel discussions with industry experts. The Bootcamp is available at no extra cost, but students make their own travel and accommodation arrangements. Anglia Ruskin University will advise throughout.

How Will I Benefit From the Course?

- ▶ Gain an internationally recognised Masters Degree (MA) from Anglia Ruskin University
- ▶ Form part of the global elite group of data centre professionals who hold this unique and sought after qualification
- ▶ Develop the leadership and management capabilities that are needed at senior levels of successful businesses
- ▶ Make better informed decisions, create more effective strategies and make valuable contributions at a senior level
- ▶ Be able to develop leadership and management perspectives on technical issues
- ▶ Be better equipped to adapt to a changing environment and shape the organisations of the future
- ▶ Develop skills, knowledge and capabilities that are found in successful consultants

How is the Course Taught?

The Masters Degree in Data Centre Leadership and Management has been designed to enable you to manage your studies around your work and lives. You will be able to maximise the opportunities to communicate and interact with university staff and other students without being tied to attending college on specific days.

The course will be taught through Virtual Learning Environment (VLE). The VLE provides a secure environment for setting tasks, accessing learning resources and communicating between students and tutors. There will be a mix of reading, projects, video, message board discussions and other learning activities. In addition to the VLE, you can also communicate with tutors via telephone, skype and email.

One advantage of distance learning is that students have more flexibility to manage their time. Throughout the course they will be supported by Anglia Ruskin University's academic and support staff, with a team of dedicated distance learning facilitators on hand to give support where needed.

How Long Does the Course Take?

You can complete the Masters Degree in Data Centre Leadership and Management in three years.

However, you can also choose to do the course one year at a time, with the option to leave the course with a recognised university award at the end of each year. Although we do advocate undertaking all three years consecutively while the latest learning remains fresh in your mind.

How Much Time Will I Need to Spend on the Course?

Everyone approaches work differently and some people will take more time than others.

During the course you will be spending time researching and writing reports and assignments, contributing to online discussion, participating in tutorials and a variety of other activities. We estimate that, on average, students spend approximately 10 hours per week on these activities.

How is the Course Assessed?

As with any other qualification, you will be assessed. We design assessments that help support your learning and develop skills that you can use outside your university work. So you will be assessed using a range of activities, including written assignments, reports, reflective and interactive tasks. There are no formal examinations.

What Are the Entry Requirements?

This course has been designed for people in leadership and management positions within Data Centre facilities. Anglia Ruskin University will consider all applications individually, taking into account each applicant's experience and qualifications.

We encourage you to apply if you:

Work in a Data Centre facility and have either or both:

- ▶ Qualifications: A first or second class degree from a UK university, or equivalent from an overseas university
- OR
- ▶ Experience: At least two years at middle or senior management level

We welcome applications from people who don't hold the standard qualifications. If you do not have a degree, you will be considered if your skills and experience demonstrate that you can benefit from and contribute to the Degree.

Those applicants for whom English is not a first language will be expected to demonstrate a certificated level of proficiency of at least IELTS 6.5 or equivalent.

How Do I Apply?

In the first instance, we recommend that you contact Matt Hawkins at CNet Training. He can answer any questions you have. With regards to the application process you can apply online via the application link on www.anglia.ac.uk/dclm. This is a simple process that is designed to help Anglia Ruskin University ensure that the course is a good fit for you.

The online application form asks for some key personal data, including your qualifications and career history. You will also be requested to write a short personal statement, explaining your reasons for wanting to take the course. Finally, you'll be asked to provide a reference and to upload proof of ID and a copy of the certificate for your most recent qualification.

If you need assistance at any point of your application, Anglia Ruskin University would be available to help you.

Are There Any Other Requirements?

As a distance learning course, students will need a computer and Internet connection. The Virtual Learning Environment can be accessed via all the major operating systems for laptops, mobile phones, tablets etc.

What Other Skills Are Needed?

There are no other special skills needed other than self-belief, determination and a willingness to learn. Working for a Masters Degree is a big commitment, but one that you will benefit from for years to come.

What Books Are Required?

You are expected to find information from a variety of sources such as books, journal articles, reports etc. Most of these will be freely available online as e-books and digital documents through Anglia Ruskin University Library, although in some instances you may prefer to purchase a key course textbook. You will be advised of any recommended books well in advance, and tutors will point you towards relevant sources of information throughout the course.

How Does Anglia Ruskin University Support Students?

You will be guided throughout the course by Anglia Ruskin University's specialist academic staff and distance learning facilitators.

Learning materials will be supplied and help will be available to develop the skills required for university learning, Anglia Ruskin's Staff are available to answer any questions regarding teaching and learning issues as you progress through the course materials.

In addition to our specialist academics, the course has a Distance Learning Facilitator who monitors your progress and is the first point of contact for non-teaching issues. The Distance Learning Facilitator may also refer you to other services that we offer to support our students. For example, if you cannot finish a piece of work in time and need an extension; or if you need additional support due to dyslexia, your Distance Learning Facilitator may refer you to another specialist within Anglia Ruskin University.

How Can the Students Support Each Other Through the Course?

We have designed the course to encourage active participation and mutual support in order to maximise the learning opportunities across the group. Anglia Ruskin University's VLE provides an excellent platform for doing this through discussion boards, interactive forums and other mechanisms.

We have been struck by how much students on the course are supporting each other, despite working in different organisations and often in different time zones.

What Do Our Students Say?

"The effort and passion of the Anglia Ruskin team shine through." - Jamie Fogal

"The course is well organized and thoughtfully prepared. It is demanding and requires high level of self-discipline and persistence. In return, it offers deep insights in leadership, and inspires students to develop their leadership capabilities. It has been designed for the data centre industry and is great value for emerging leaders and their organizations." - Mladen Loncar, Data Centre Operations Manager, IBM

Who Do I Contact to Start the Application Process?

In the first instance contact Matt Hawkins at CNet Training:

- ▶ **Email:** mhawkins@cnet-training.com
- ▶ **Phone:** +44 (0)1284 767100

Matt will talk you through the requirements and will be able to answer any questions. He can also introduce you to the team at Anglia Ruskin University to start the process formally.



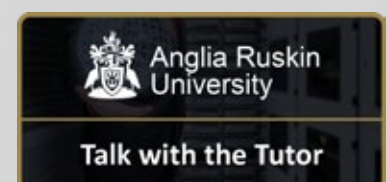
Talk with the Tutor

Your chance to speak with a member of the course team. You can ask about the course, the content, how we will support you and anything else you need to know before you start the Masters Degree.

To schedule your call, please visit: distancelearning.anglia.ac.uk/page.php/meet-your-tutor-154

You'll be asked to provide your contact details, and you'll receive an email confirmation of your call.

Your tutor will Skype you, so please provide the username you'd like to be contacted on.





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