

Management



Certified Data Centre  
Management Professional

BTEC Level 5  
Professional Award



Customer Focused ▶▶▶  
Quality Driven ▶▶▶▶▶

The **Global Leader** in **Technical Education**  
for the **Digital Infrastructure Industry**

## Certified Data Centre Management Professional (CDCMP®)

### Program Objectives

Upon completion successful learners will have an unrivalled understanding of how to effectively manage a data centre environment to optimise its effectiveness in a more efficient manner whilst meeting the operation demands of the business.

### Learner Profile

The program is designed for individuals wishing to enhance their ability to effectively manage, control and improve the operational effectiveness of a data centre environment.

### Pre-Requisites

Experience of working within a data centre environment is essential.

### Program Duration

5 day class requiring pre-class reading of approximately 20 hours.

### Program Requirements

Learners are required to undertake pre-class reading and bring a laptop with internet connectivity to the class.

### Qualification

- ▶ Internationally and industry recognised BTEC Level 5 Professional Award Certified Data Centre Management Professional

### Certification

- ▶ Official Certified Data Centre Management Professional (CDCMP®) certification
- ▶ Use of CDCMP post nominal title
- ▶ Use of the CDCMP® logo

Certifications are a commitment to life-long learning and offer the perfect portal to ensure knowledge, skills and certification remain current and up-to-date. Each certification gained requires re-certifying every three years via an online learning management system.

### Additional Awards

- ▶ Continual Professional Development (CPDs)
- ▶ 7 IEEE Continual Education Units (CEUs)

## Certified Data Centre Management Professional (CDCMP®)

### Program Overview

**Learn best practice principles for achieving effective operational management of the complex technical environments of a data centre facility. Learn how to ensure that the business strategy is delivered through effective IT service management, maximising the operational capability of the data centre.**

The Certified Data Centre Management Professional (CDCMP®) program is a comprehensive program that explores and addresses the management of the complex, but complementary, elements of a data centre facility.

Starting with a solid grounding in the basic design principles, the program progresses to provide an in-depth overview of the physical infrastructure elements through to project management principles for the delivery of data centre projects. It also explores the efficient management of the sometimes conflicting operational and maintenance demands required in order to continuously deliver the business needs. Regulatory compliance, data centre strategies, audit demands and codes of practice are also thoroughly examined. Real-life case studies are used to demonstrate putting theory into practice.

The CDCMP® program is an essential tool for Data Centre Managers, Operations Managers, Facilities Managers and IT & Network Managers. Senior engineering personnel responsible for the strategic delivery of the business, operational and maintenance solutions will also find this program highly beneficial.

The CDCMP® is continually updated to reflect the current and key sector developments. It also takes into account the requirements of the current BS EN 50600 and TIA 942-B standards, industry best practice documentation and codes of conduct.

During the program learners will also have access to current standards for reference purposes.

“ The content of the program itself hit the mark exactly. This program provided a higher level of thinking and provided additional information that has empowered me to perform my new duties. I am very impressed by CNet Training and look forward to attending more training in the future. ”

DATA CENTRE MANAGER



Certificate no: 0959T2

# Certified Data Centre Management Professional (CDCMP®) Topics

## Core Unit

### What is a Data Centre?

- ▶ Data centre definition
- ▶ Data centre options
- ▶ Business demands
- ▶ Growth and demand challenges

### Understanding Basic Design Principles

- ▶ Identifying the business need
- ▶ Building a business case
- ▶ National and international standards
- ▶ Site and building considerations
- ▶ Tier levels
- ▶ Criticality and availability
- ▶ Determining data centre capacities

### Physical Infrastructure

- ▶ Power infrastructure
- ▶ Static and automatic transfer switches
- ▶ Measuring and monitoring

- ▶ Cooling infrastructure
- ▶ Cooling management options
- ▶ Cable infrastructure considerations
- ▶ IT systems and services
- ▶ Storage management
- ▶ IT security
- ▶ Access and security

### Implementing Data Centre Projects

- ▶ Business case
- ▶ The project cycle
- ▶ Prioritisation of activities
- ▶ Triple constraints
- ▶ Customer value
- ▶ Quantitative risk analysis
- ▶ Rolling wave planning
- ▶ Decomposition
- ▶ Change management
- ▶ Documentation

### Managing the Data Centre

- ▶ Regulations, standards, processes
- ▶ Service management frameworks
- ▶ Service life cycles
- ▶ OLA, SLA and KPIs
- ▶ Process and procedures:
  - ▶ Moves, adds, changes
  - ▶ Energy efficiency
  - ▶ System availability
  - ▶ Decommissioning
- ▶ Transformation programs
  - ▶ Consolidation
  - ▶ Virtualisation
  - ▶ Cloud computing
  - ▶ Relocation
- ▶ Data Centre facility management
  - ▶ Facility operations
  - ▶ Building Management Systems (BMS)
  - ▶ Fire safety compliance
  - ▶ Fire suppression

## Professional Unit

### Purpose

- ▶ The data centre stack
- ▶ The key constraints (power, cooling, space and IT connectivity)
- ▶ System availability
- ▶ Efficiency metrics
- ▶ Importance of commissioning
- ▶ Importance of capacity management
- ▶ Managing initial design principles

### Management of Processes

- ▶ Introduction to ITIL
- ▶ DCO & FM framework
- ▶ Key performance indicators (KPIs)
- ▶ RACI matrices

### Management of People

- ▶ Appreciation of different skill-sets
- ▶ Creating a multi-disciplinary team
- ▶ Constructing a data centre team

### Management of Plant

- ▶ Management of plant overview
- ▶ Power management
- ▶ IT environment management
- ▶ Cooling management

### Energy Efficiency

- ▶ Understanding what is attainable and prioritisation
- ▶ Efficiency demands
- ▶ Efficiency measures
- ▶ Validation of processes and procedures

### Management of Services

- ▶ Management of SLA's
- ▶ Data centre service management
- ▶ Automated tools
- ▶ Activity planning

### Business Strategy

- ▶ Data centre strategic context
- ▶ Strategic planning
- ▶ Drivers for the business and IT strategies
- ▶ The impact on the data centre
- ▶ Aligning IT with the business strategy

### IT Strategy

- ▶ The link between business and data centres
- ▶ IT strategy framework
- ▶ Portfolio management
- ▶ Execution plan

### Supporting Strategies

- ▶ Strategic planning processes and techniques
- ▶ Supporting strategy examples
  - ▶ Power continuity
  - ▶ Cooling continuity
  - ▶ Finance
  - ▶ Fire safety
  - ▶ Security and access control
  - ▶ Business continuity/disaster recover
  - ▶ Cleaning

### Legislation and Regulations

- ▶ Data protection
- ▶ General Data Protection Regulation (GDPR)
- ▶ Computer Misuse Act
- ▶ Freedom of Information Act
- ▶ Cloud service provider legislation
- ▶ Electricity regulations
- ▶ Electricity at work regulations, national electrical code
- ▶ Building and regulations
- ▶ Health and Safety
- ▶ Environmental legislation

### Codes of Practice

- ▶ EU code of conduct
- ▶ DoE DCEP (Data Centre Energy Practitioner)
  - Green Grid maturity model

### Standards and Accreditations

- ▶ National and international standards
- ▶ Accreditations
  - ▶ Uptime Institute
  - ▶ Certified Energy Efficient Data Centre Award (CEEDA)
  - ▶ Building Research Establishment Environmental Assessment Method (BREEAM)
  - ▶ Leadership in Energy and Environmental Design (LEED) ISO 50001 & 14001

### The Audit Process

- ▶ What is an audit?
- ▶ Defining the business requirement
- ▶ What should be audited?
- ▶ Audit outcomes
- ▶ Potential risk evaluation

### Auditing the Data Centre Physical Infrastructure

- ▶ Audit guidance
- ▶ Site specific activities
- ▶ Evaluating the key environments
- ▶ Commissioning
- ▶ Functional testing
- ▶ Trend analysis
- ▶ Recommended practices

### Performance Audits

- ▶ Current industry metrics
- ▶ Modelling calculations
- ▶ Bin analysis

### Environmental Audits

- ▶ The need to measure and monitor
- ▶ Site specific monitoring
- ▶ Energy use and monitoring

### Asset Management

- ▶ Areas of asset management
- ▶ Asset management strategy and life cycle
- ▶ Asset management tools

### Professional Program Review

There are a number of group and individual management based case studies throughout this program.