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
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

IT Environment Management
- Importance of capacity management
- Key performance indicators (KPIs)
- IT security
- Access and security
- IT systems and services
- Storage management
- Service management frameworks
- Service life cycles
- OLA, SLA and KPIs

Importance of Commissioning
- Importing the key environments
- What should be audited?
- Fire safety compliance
- System availability
- Efficiency demands

Functional Testing
- Building Management Systems (BMS)
- Fire safety compliance
- Fire suppression

Asset Management Tools
- Bin analysis
- Evaluating the key environments
- What is a Data Centre?
- What is a Data Centre?
- Building specific monitoring
- Business continuity/disaster recovery
- Identifying the business need
- Consolidation
- Virtualisation
- Cloud computing
- Relocation
- Data Centre facility management

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

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 recovery
- 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.