



## Accredited Operations Professional (AOP)

*As an Accredited Operations Professional (AOP), you will be better equipped to design and operate world-class data centre operations than most of your peers.*

### Course Overview

IT environments are becoming increasingly complex. To manage them effectively, digital infrastructure managers, supervisors and senior executives need to have advanced knowledge to achieve business objectives across both the physical facility and critical IT systems. The AOP course is designed for Accredited Operations Specialist and Accredited Tier Specialist alumni that are looking to expand their knowledge and take their careers to the next level.

The AOP course teaches site and portfolio-level governance and management concepts, holistic portfolio management approach, and real-life application to meet business and availability objectives.

The AOP is a 16 hour remote course with an accreditation examination covering expanded operations and management strategies for data centres, as well as the translation of complex IT strategy into initiatives and programs to achieve business objectives. The curriculum teaches both principles and practical application. Course material is advanced and intended for facility managers, supervisors or senior executives.

The AOP course provides advanced instruction on the Tier Standard: Operational Sustainability and its application to facility management – especially those looking to meet complex business availability objectives.

### Why the Accredited Operations Professional (AOP)?

This course covers a comprehensive range of management topics including operations strategy, working with IT initiatives and planning for IT efficiency, bringing existing knowledge up-to-date with modern and innovative advanced applications. The benefits of earning the AOP credential include:

- ▶ Increased competitive advantage in the market; qualify for more challenging management environments with the recognition of AOP
- ▶ Improve efficiency and effectiveness in data centre operations
- ▶ Lead mixed IT environments with confidence, using your knowledge to optimize governance
- ▶ Create innovative initiatives and programs by expertly translating facility and IT strategy and objectives

### Leadership, Culture & Sustainability

- ▶ Leadership
- ▶ Organization
- ▶ Activities, roles, and job descriptions
- ▶ Creating a culture of excellence

### Initiatives at the Portfolio Level

- ▶ Portfolio training management
- ▶ Portfolio change management

### Deep-dive Initiative Part 1 – Improving IT Efficiency

- ▶ IT effectiveness, efficiency, and cost
- ▶ IT efficiency initiative – moving beyond PUE
- ▶ IT efficiency
- ▶ Case studies

### Deep-dive Initiative Part 2 – Selling the Efficient IT Initiative

- ▶ Costs of doing nothing
- ▶ Sample business case

### Translating Initiatives into Plans & Actions

- ▶ Efficient IT chargeback
- ▶ Key steps to planning and implementation
- ▶ Establishing a baseline
- ▶ Working session on chargeback

### Implementing Initiatives with KPIs

- ▶ Defining KPIs
- ▶ Defining effective KPIs
- ▶ KPIs for efficient IT initiatives

- ▶ KPIs for operations management

### Integrated Monitoring & Governance Initiatives

- ▶ DCIM as an integrated monitoring tool
- ▶ Applying FORCSS to DCIM acquisition

## Accredited Operations Professional (AOP) Topics

### Key Concepts of Operations Strategy

- ▶ Strategy vs. governance vs. management
- ▶ IT dependence
- ▶ Digital portfolios and IT environments
- ▶ Moving from governance to management

### Advanced Portfolio Operations Governance

- ▶ Organizational

objectives and commitments

- ▶ Organizational factors and limitations
- ▶ Environmental factors and limitations

### Portfolio Governance – Translating Strategy into Initiatives

- ▶ Assessing sites and environments
- ▶ Topology assessment
- ▶ Operational assessment