TEKNOLOGISK INSTITUT

Kursus	
3 dage	**DKK 16.999**
Nr. 90020 P	ekskl. moms

Dato	Sted
15-05-2024	Virtuelt kursus
11-09-2024	Taastrup
16-09-2024	Virtuelt kursus
06-11-2024	Virtuelt kursus

Certified Data Centre Facilities Operations Manager (CDFOM®)

Få en dybdegående viden om styringen af et datacenters opgaver. På kurset får du bl.a. indblik i kapacitetsplanlægning, de seneste grønne initiativer, hvordan du korrekt kommissionerer og de-kommissionerer udstyr, overholdelse af sikkerhedsstandarder og lovmæssige krav. Derudover har kurset fokus på leverandørstyring, håndtering af hændelser/krisestyring, samt hvordan du sikrer en enkel og effektiv operation. Kurset afholdes på engelsk.

Sådan styrer du et datacenter sikkert og effektivt

Styringen af et datacenters faciliteter er i dag en krævende og kompleks opgave, som ofte undervurderes.

En effektiv styring af driften gør hele forskellen, da selv et datacenter, der er designet til det højeste redundansniveau i henhold til ANSI/TIA-942-standarden, stadig kan opleve mange uplanlagte nedetidshændelser på grund af dårlig planlægning, drift, vedligeholdelse og administrationsprocesser.

CDFOM® -kurset (Certified Data Center Facilities Operations Manager) er et tre-dages kursus, der gør det muligt for datacenterledere at få indgående kendskab til styring af datacenterdriften fra planlægning til overvågning og rapportering.

Kurset afsluttes med en international certificering i CDFOM Certified Data Centre Facilities Operations Manager.

Deltagerprofil

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Kurset er for dig som har en lederrolle på et datacenter som fx Data Center Facilities Manager eller Datacenter Operations Manager og som varetager det daglige ledelsesansvar for at sikre en effektiv og optimal drift.

Forudsætninger

Du forventes at have erfaring med det daglige arbejde i et datacenter, og det anbefales, at du har deltaget på kurset CDCP® og bestået certificeringen før du deltager på kurset.

Udbytte

- Implement and monitor safety- and security practices
- Identify a suitable maintenance program for the data center facility and its equipment
- Select the appropriate policies and procedures required for data center operations
- Monitor the data center availability, capacity and capability
- Set-up and implement an environmental sustainability program
- Select an appropriate back-up site to support organizational resilience
- Identify and respond to risk in the data center
- Select and manage vendors and measure their performance

Det får du på arrangementet

- Certificering/eksamen
- Erfaren underviser
- Fuld forplejning
- Gratis parkering
- Materiale på engelsk
- Undervisning på engelsk
- Certificeret underviser
- Certificeret træningsorganisation

Indhold

Service Level Management

- Service Level Management
- Needs analysis
- Capability assessment
- Service portfolio
- Service catalogue
- Service Level Agreements (SLAs)
- Availability measurement
- Data points in SLA
- Service reporting
- Complaint procedure
- Customer satisfaction measurement
- Service Improvement Process (SIP)
- SLA content

The Data Center Organization

- Operational issues
- Organization chart
- Roles and responsibilities
- Skills matrix
- Contingency / backup roles
- Shift management
- Performance management

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- Career development
- Training and assessment
- Job rotation
- Succession planning
- Disciplinary program

Managing Safety & Statutory Requirements

- Safety policies and regulations
- Occupational Health and Safety (OH&S)
- Safety awareness training
- Permit to Work (PTW)
- Lock-out / Tag-out
- Personal Protective Equipment (PPE)
- Testing and tagging of equipment
- Emergency preparedness and response
- Reporting of safety issues
- Reviews / internal audit / external audit

Managing Physical Security

- Security policies and procedures
- Security standards and guidelines
- Security staff
- Security awareness
- Security incident management
- Disciplinary program
- Reviews, internal and external audits

Facilities Management

- Maintenance policies and procedures
- Various maintenance programs
- Outsourcing of maintenance activities
- Maintenance contract options
- Warranty
- Maintenance schedule
- Service situations
- Spart part management
- Contamination control

Data Center Operations

- Policies and procedures for data center operations
- Service operations and the daily data center operations

Monitoring / Reporting / Control

- Monitoring requirements
- Escalation procedures
- Reporting
- Trend analysis
- Reviews

Project Management

- Project management
- Project organization
- Project manager

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- Project phases

Environment Sustainability

- The importance of sustainability
- Sustainability policies
- Environmental management
- Power efficiency indicators -
- Waste management -
- Water management
- ICT utilisation management
- Environmental performance measurements
- Renewable energy factor (REF)

Organizational Resilience

- Business continuity
- Data center facility options
- Business Impact Analysis
- Type of facility
- Human resources
- Facility, equipment and consumables

Governance, Risk and Compliance

- Management commitment
- Coordination, collaboration and integration
- Compliance
- Risk management
- Document management
- Financial management
- Vendor management
- Asset management

Form

Kurset afsluttes med en international certificering i **CDFOM Certified Data Centre Facilities Operations Manager**. Kurset afholdes på engelsk.

Virtuelt kursus

Du kan vælge at deltage på dette kursus virtuelt med en live underviser sammen med kursister fra hele verden via din egen computer. Eksamen kan tages som en online eksamen senest 7 dage efter kursets afholdelse.

Online kursus TOD

Dette kursus kan også tages som "Training On Demand" som er EPI's online version af kurset. Kontakt os for flere informationer.

Certificering

- Spørgsmål: 60 spørgsmål
- Tid: 1½ time
- Format: closed book og multiple choice baseret

Du skal have en score på 45/60 for at bestå.

Efter bestået af eksamen modtager du det internationalt godkendte og anderkendte 'Certified Data Centre Facilities Operations Manager' certifikat (CDFOM). Eksamen er inkluderet i prisen.

CDFOM-certificeringen er internationalt akkrediteret af EXIN.

CDFOM-certificeringen er gyldig i 3 år, herefter skal den re-certificeres.



UNDERVISER

Simon

Simon is a French and Dutch national and a veteran of the internet industri. He has more than 20 years' experience working at ISPs, suppliers, Data centres and hard-and-software vendors as a management consultant for a wide range of organizations. Simon is a Certified EPI Instructor for CDCP, CDCS, and CDFOM. He has conducted trainings in Europe, South Africa and Ethiopia for EPI and has always been given a good feedback from the course attendees.

Har du faglige spørgsmål så kontakt



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