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An Uptime Education Company

CLIENT STORY

Hamed Farg Moustafa Al-Glahum

*Certified Data Center Management Professional (CDCMP®)
and Accredited Operations Specialist (AOS)*

edaratgroup
TECHNOLOGY & CLOUD

Hamed Farg Moustafa Al-Glahum works for technology and cloud specialist, Edarat, in a dual role as Data Centre & Facilities Lead Consultant and Data Center Manager. Hamed selected the Certified Data Centre Management Professional (CDCMP®) and the Accredited Operations Specialist (AOS) technical education programs to gain the expertise he needed for his role.

Riyadh-based Edarat is a pioneering force in the Kingdom of Saudi Arabia's digital transformation. Edarat delivers comprehensive cloud solutions for businesses, encompassing Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), and private/hybrid cloud environments. Additionally, they offer data center engineering consulting services, leveraging their decades of IT expertise to design, build, and optimize critical infrastructure.

In Hamed's dual role as Data Center & Facilities Lead Consultant and Data Center Manager, he is entrusted with the stewardship of Edarat's mission-critical assets. He leads a multi-disciplinary team of seasoned professionals in the pursuit of operational excellence, overseeing the entire data center lifecycle. This includes meticulously validating designs, orchestrating complex tendering processes, ensuring seamless commissioning, and establishing robust operations and maintenance protocols.

As a data center manager, Hamed is also accountable for the day-to-day operations of Edarat's facilities, ensuring maximum uptime, optimizing energy efficiency, safeguarding critical systems, and fostering a culture of continuous improvement. Hamed has an unwavering commitment to deliver and maintain state-of-the-art data centers that not only adhere to but exceed global benchmarks, aligning seamlessly with industry best practices such as Uptime Institute's Tier Stands.

A Passion for Technology

Hamed built his career in the digital infrastructure industry on a robust foundation in electrical power and machines engineering from Zagazig University, Egypt. Following his studies, he was drawn to working at the epicenter of the digital revolution in data centers. Attracted by the interplay of engineering disciplines, the relentless pursuit of uptime, and the sheer scale of these modern marvels, Hamed quickly recognized the pivotal role of data centers in empowering businesses, governments, and individuals alike. Hamed has gained experience and skills over many years, as he explains here: "Over the years, I have meticulously honed my expertise through diverse roles in MEP engineering, project management, and data center operations, amassing a wealth of knowledge and experience that spans the entire spectrum of this complex and dynamic field."

Keeping up to date with the changes in the industry demands a relentless pursuit of knowledge, a proactive approach to embracing emerging technologies such as liquid cooling and high-density server deployments, and the agility to adapt to shifting industry trends.

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"Each day as a data center leader at Edarat presents a unique and exhilarating challenge that demands a combination of strategic decision-making, technical problem-solving, and operational oversight. My mornings often start with a comprehensive analysis of real-time operational data, scrutinizing key performance indicators such as power usage effectiveness (PUE), uptime metrics, and environmental conditions. I then engage in a series of collaborative meetings with cross-functional teams, fostering an environment of transparency, knowledge sharing, and collective problem-solving."

"These interactions encompass a wide range of topics, from optimizing cooling strategies and mitigating risk factors to exploring the potential of emerging technologies like artificial intelligence and machine learning for predictive maintenance. As a data center manager, I am also deeply involved in resource planning, budgeting, and capacity management, ensuring that our data centers are equipped to meet the evolving demands of our clients and the digital landscape at large."

Meeting Industry Challenges
In the ever-evolving world of data centers, Hamed sees each challenge as an opportunity for growth and innovation. Realizing that to remain at the forefront of this rapidly changing landscape, he needed to continually develop his professional knowledge, Hamed decided to undertake the both the Certified Data Centre Management Professional (CDCMP®) program offered by CNet Training and the Accredited Operations Specialist (AOS) program from Uptime Institute.

"My decision to pursue these certifications was driven by a multifaceted motivation," says Hamed. "Firstly, Edarat's commitment to excellence in the digital infrastructure sector requires its leaders to have a comprehensive understanding of the latest industry standards, best practices, and emerging trends. Secondly, as a data center manager, I recognized the value of continuous professional development in enhancing my knowledge and skills to better serve our clients and drive innovation within our facilities. Lastly, the CDCMP® and AOS certifications are globally recognized credentials, representing a benchmark of expertise in the data center industry. Attaining these certifications not only validated my existing knowledge but also positioned me as a thought leader and subject matter expert within our organization."

As a data center manager at Edarat, Hamed is constantly balancing the need for unwavering uptime with the growing urgency for sustainability, seeking innovative solutions that minimize environmental impact while maximizing operational efficiency. Technical education programs, such as the CDCMP® and AOS, enable learners to take time out of their day-to-day roles to learn innovative ways to approach these operational challenges, and return to their roles with the directly applicable knowledge and skills to devise effective solutions. "Keeping up to date with the changes in the industry demands a relentless pursuit of knowledge, a proactive approach to embracing emerging technologies such as liquid cooling and high-density server deployments, and the agility to adapt to shifting industry trends."

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"The programs combined comprehensive curricula, expert instructors, an interactive learning environment, and emphasis on practical application, to give learners a deeper understanding of the multifaceted challenges and opportunities inherent in data center management and operations. The education programs have enhanced my understanding of the interaction between design, construction, and operations, and provided a structured framework for ensuring uptime, efficiency, and adherence to industry standards. It has also equipped me with a comprehensive toolkit of strategies and best practices to optimize our facilities, mitigate risks, and ensure the highest level of service for our clients."

"The emphasis on sustainability and environmental responsibility was a pleasant surprise, as was the focus on risk management and proactive identification of potential vulnerabilities. Overall, the training has boosted my confidence, broadened my perspective, and deepened my understanding of data center management and operations. I am now better equipped to make informed decisions, lead with greater authority, and drive innovation."

Career Progression

Hamed possesses a passion for technology and its transformative potential and is excited to continue his professional journey in the digital infrastructure industry. He aims to continue lead Edarat to success in the data center industry and establish himself as a recognized thought leader and innovator. Recognizing that one of the biggest challenges facing the digital infrastructure industry is the talent shortage, Hamed also hopes to be able to draw on his experience to mentor the next generation of data center professionals.

Hamed concludes by saying, "These education programs have provided me with the knowledge, skills, and credibility to lead with confidence and make a significant impact in the data center industry. The networking opportunities have also been invaluable. I wholeheartedly recommend the CDCMP® and AOS programs to anyone aspiring to a career in data center management or seeking to advance their existing expertise. These programs offer a transformative educational experience and equip participants with the tools and confidence to make a meaningful impact in the digital infrastructure industry."

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Global Leading Technical Education for the **Digital Infrastructure Industry**

Program Information

Certified Data Centre Management Professional (CDCMP®)

The five-day Certified Data Centre Management Professional (CDCMP®) is a comprehensive program that investigates the functionality of all elements of a data center facility and the relationships and dependencies between them, with a focus on maintaining consistent reliability, security and integrity of data and the availability of service.

Opening with a solid grounding in the basic design principles, the program progresses to provide an overview of the physical infrastructure elements, through to an understanding of the project management methodology required to deliver complex data center projects.

It also explores the efficient management of the often conflicting operational and maintenance demands required of the data center plant to continuously deliver the business needs. The challenges of regulatory compliance, data center strategies and audit demands are also thoroughly examined. Real-life case studies are used to demonstrate putting theory into practice.

Accredited Operations Specialist (AOS)

If you're responsible for managing business critical facilities, the Accredited Operations Specialist (AOS) course provides a body of knowledge in every aspect of running an effective and sustainable data center — or portfolio of centers. Based on the principle that operations is the single greatest factor in sustaining uptime performance; training covers a broad range of topics including policies and procedures, staffing, business operations, maintenance, and risk management. Course participants learn to build and align their teams on the best practices to prevent and respond to data center incidents, operate efficiently, and achieve sustainable performance excellence.

AOS is an intensive 16-hour course and accreditation examination for data center managers and operators. Participants learn the concepts and criteria of developing and maintaining a comprehensive, world-class operations program to effectively manage high reliability data centers, from commissioning through the entire facility lifetime.

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