Management

CDCMP®

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 Overview

Gain unparalleled knowledge, skills and competency to manage the complex technical environments of a data centre facility and the ability to optimise its effectiveness by driving efficiencies. Create a credible business strategy and apply strong leadership to maximise the operational capability of the data centre whilst continuing to meet the on-going demands of the business.

The five-day Certified Data Centre Management Professional (CDCMP®) is a comprehensive program that investigates the functionality of all elements of a data centre 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 centre projects.

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

A certified CDCMP® also considers the requirements for compliance, having a full understanding of national and international regulations, codes and standards. During the program, learners will be provided a valuable opportunity to access the latest industry standards.

Following this program, you are encouraged to continue your professional development by advancing your knowledge and skills to gain further official certifications and qualifications by progressing through The Global Digital Infrastructure Education Framework which maps education programs to career advancement throughout the network infrastructure and data centre sectors.

> "What a fantastic program, great material, great instructor and great in class network. It was good to meet other industry professionals and discuss data centre management practices."
>
> DATA CENTRE MANAGER

Certified Data Centre Management Professional (CDCMP®)

5 DAY PROGRAM

Program Duration
5 day class requiring pre-class study of approximately 20 hours.

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

Pre-requisites
Experience of working within a data centre environment is essential; preferably with two years experience in a technical IT or operations role. If you would like to discuss your experience or suitability for this program please contact us.

Program Requirements
Learners are required to undertake pre-class study, which is fully supported by an experienced and dedicated online Tutor. Learners are also required to have a webcam enabled laptop or suitable device with unrestricted wireless internet connectivity, the latest internet browser and suitable applications for reading/annotating PDFs and editing standard office documents.

Program Objectives
Upon completion, successful learners will have an unrivalled knowledge of how to effectively manage a data centre environment to optimise its effectiveness in a more efficient manner whilst meeting the strategic operational demands of the business.

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
- Use of the official Certified Data Centre Management Professional (CDCMP®) Digital Badge

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)

CDCMP® Benefits for Individuals

- The ability to develop a management strategy that aligns with the business operational requirements
- Recognises the need to develop a multi-disciplinary team supporting all operational functions of the data centre
- Can identify the processes within data centre operations that ensure consistent reliability, security and integrity of data and the availability of service.

CDCMP® Benefits for Businesses

- Establish confidence that the data centre manager is competent to strategically manage data centre processes and procedures through continual improvement planning to meet the operational demands of the business
- Confidence that the data centre manager can build a strong team to effectively deliver all operational requirements to ensure maximum service uptime
- Ensures that service levels agreements and key performance indicators are consistently met, to establish and improve customer satisfaction

Certified Data Centre Management Professional (CDCMP®) Topics

CDCMP®

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

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.