

Kannegieter College provides the most relevant and real life Data Centre courses available in Europe. The courses are led by Barry Elliott or Matt Flowerday, the well-known experts on Data Centres. Using their practical experience derived from auditing Data Centres and helping clients improve their operations management this 2-day course focuses on the best practices to keep the Data Centre operationally reliable, secure and efficient. Good operations management is equally as important as reliable design. Many Data Centres with highly resilient design fail because of poor operational practices. Make sure yours is not one of them by attending this course.



Who should take this course

- IT managers and directors
- Data centre managers and directors
- Facilities managers

Prerequisites

There are no formal prerequisites for the course but attendees should ideally be working in a data centre or computer room environment.

What will you learn?

This comprehensive Data Centre Operations Management Course will show you how to manage your data centre to improve reliability and security and maximise energy efficiency.

Many of the most common and catastrophic data centre failures are caused by the lack of simple procedures. We show you the critical “must have” processes that help you to avoid the common failures.

Course content

- Introduction to data centre operations management (DCOM)
 - Why we need DCOM
 - What good DCOM should involve
 - What standards define best practices for data centre design and management
- Accepting a new Data Centre
 - What documentation should be expected
 - Commissioning and acceptance testing
 - When the commissioning process should start
 - What acceptance testing should be carried out
 - What organisational preparation should be in place
- Operational Information and Parameters
 - The importance of keeping records of the data centre’s operational parameters
 - What operational parameters should be documented
- Operations management
 - House-keeping, checklists, PPM, service contracts
 - What maintenance should be carried out
 - What maintenance records should be kept
 - Monitoring, BMS and DCIM
 - Event Management

Course content

- Product Lifecycle Management
 - Timely renewal of infrastructure
 - Factors in deciding when to replace equipment
 - Recycling considerations after decommissioning
- Incident Management
 - How alarms should be communicated
 - How incidents should be recorded
 - The importance of a recovery plan
 - Key Performance Indicators for Incident Management
- Change Management
 - How to structure a change control process
 - The importance of risk assessment and fall back processes
 - The approval process and the need for permits to work
 - The relationship of change management with other management processes
 - Key Performance Indicators for Change Management
- Asset and Configuration management
 - What an asset register should contain
 - Maintaining documentation
 - Labelling and references
 - Intelligent Cabling Management systems
 - KPIs for Asset and Configuration Management
- Capacity management
 - Design, provisioned and actual capacity
 - How to monitor for Capacity Management
 - 'N' capacity of power and cooling systems
 - Floor loading calculations
 - How far ahead to forecast capacity requirements
 - Key Performance Indicators for Capacity Management
- Health and Safety management
 - The importance of having a Health and Safety Management policy
 - Health and Safety Risk Assessment
 - Hazards specific to a data centre
 - Key Performance Indicators for Health and Safety Management
- Availability Management
 - Why data centres fail
 - The consequences of a data centre failure
 - How failures can be prevented
 - Risk assessment
 - Disaster recovery
 - KPIs for Availability Management
- Security and Fire Management
 - Security risk assessment
 - Security standards appropriate to data centres
 - Operational security precautions to put in place
 - Visitor and staff management
 - Managing fire risk
 - How to develop a Fire Management strategy

Course content

- Energy and Resource Management
 - Energy Metrics including PUE and DCiE
 - EU Code of Conduct & Best Practice
 - Power and CO2 emissions relationships
 - How to make energy savings
 - Optimising airflow management
 - Reducing energy consumption and improve efficiency
 - 3-phase power balancing
 - Power factor improvement
 - KPIs for Energy and Resource Management
- Cost Management
 - Forecasting and management of cost
 - What to include in budgets and forecasts
 - Key Performance Indicators for Cost Management
- Customer Management
 - Obligations of the data centre operator
 - Obligations of the customer
 - Service Level Agreements
 - House Rules
 - Managing communications with customers
 - KPIs for Customer Management
- Supplier Management
 - Obligations of the data centre operator
 - Obligations of the supplier
 - Conformance monitoring
 - Equipment and materials management
- Data Centre Strategy
 - Aligning the data centre capabilities with the needs of its users and owners
 - The purpose of Key Performance Indicators (KPIs)
 - Using KPIs for continuous improvement

Get certified

If you complete this course and pass the exam you will be awarded a certificate and the right to use the DCOM logo and the DCOM designation after your name whilst your certificate is valid.

Praktische informatie



Kosten
€ 1430,-



Studieduur
2 dagen



Lestijd
09.00 - 17.00 uur



Lesplaatsen
Amersfoort of Brussel



Minimale groepsgrootte
6 personen

Bezoek onze website voor meer informatie over actuele cursusdata. Inschrijven kan via het online inschrijfformulier.

Cursus op maat

Kannegieter College kan deze cursus incompany verzorgen op elke gewenste locatie in Nederland of België.

Op al onze cursussen zijn de Algemene Leverings- en Betalingsvoorwaarden van Kannegieter BV van toepassing evenals de Algemene Voorwaarden van Kannegieter College.