Szkolenie: HPE

Certified Data Center Facilities Operations Specialist (CDFOS®) Training with Exam

Cel szkolenia:

This course teaches participants the requirements for running the day-to-day operations of a mission critical data center. Participants gain all the required competencies to run daily operations, understand which processes should be in place, and know the critical elements of those processes, as well as how to execute them. The course fully aligns with the DCOS® (Data Center Operations Standard).

Course objectives

After completion of the course, the participant will be able to:

- Implement and support requirements for Service Level Management
- Practice safety aspects
- Maintain the security of the physical data center facility
- Coordinate and supervise data center facilities and equipment maintenance
- Provide service management for data center services
- Operate the data center making use of floor, capacity and equipment life cycle management
- Monitor and report on data center availability, capacity and capability
- Manage and implement basic data center projects
- Manage and support the document life cycle
- Improve the overall efficiency of the data center, contributing to cost saving operations

Audience

The primary audience for this course is anyone who works in and around IT, facilities or data center operations and needs to understand and improve the daily operations, including important processes such as lock-out/tag-out, the right process for installing/de-installing equipment, safety procedures, capacity management, and much more.

Plan szkolenia:

Compendium Centrum Edukacyjne Spółka z o.o.
ul. Tatarska 5, 30-103 Kraków, tel.: (12) 298 47 77
ul. Postępu 18B, 02-676 Warszawa, tel.: (22) 417 41 70
BNP Paribas Bank Polska S.A.
Oddział w Warszawie
Nr konta: PL 20 1600 1462 1853 6451 3000 0001

- Service Level Management
  - Service Level Management
  - Needs analysis
  - Capability assessment
  - Service portfolio and catalogue
  - Service Level Agreements
  - Reporting—complaint procedure
  - Customer satisfaction
  - Service Improvement Process (SIP)
- Safety and Crisis Management
  - Most common type of accidents and why they often happen
  - The roles and responsibilities of appointed safety staff
  - The importance of the OH&S or WHS manual
  - Calibration of measurement and test equipment
  - Proper lock-out/tag-out procedures
  - Emergency response plan requirement for various potential emergencies
  - The importance of Permit to Work
- Physical Security
  - Standard Operating Procedures (SOP) for security
  - Security risk assessment
  - Security zones
  - Physical inspections/security patrols
  - Delivery of goods/holding area
  - Entry control of individuals
  - Badges and key management
  - Security monitoring
  - Security incident reporting
- Facilities Maintenance
  - The importance of maintenance
  - Maintenance definitions
  - Maintenance Operations Procedures (MOP)
  - Service reports
  - Spare management
  - Tools
  - Housekeeping
- Data Center Operations

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    - Shift handover
    - Walk around duties
    - Service management
    - Release management
    - Configuration management
    - Floor management
    - Equipment life cycle management
- Monitoring/Reporting/Control
    - Monitoring requirements
    - Facilities monitoring matrix
    - Sensor/alarm point testing and calibration
    - Notification matrix
    - Escalation requirements
    - Reporting
- Project Management
    - Project management
    - Project organization
    - Project manager
    - Initiation
    - Planning
    - Execution
    - Monitor and control
    - Closing
    - Evaluation/lessons learnt
- Environmental Sustainability
    - The importance of sustainability
    - Environmental standards
    - Power efficiency indicators
    - Energy saving best practices
    - Water management
    - Sustainable energy usage
- Governance and Compliance
    - The importance of document management
    - The sub-processes of document management
    - Asset management
    - Requirements or asset recording

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Wymagania:

- It is advisable that participants have experience in data center operations, although it is not required.
- It is highly recommended to attend the DCFC/CDCP course before attending this course.

Poziom trudności



Certyfikaty:

Candidates who successfully pass the exam will receive the official ‘Certified Data Center Facilities Operations Specialist’ certificate. The certification is valid for three years after which the candidate needs to re-certify.

Prowadzący:

Authorized HPE Trainer.

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