



DCOM

DCOM - Data Centre Operational Management Training

A 2-day training course to focus on the best practices for the management of a data centre or computer room

Using the practical experience derived by Capitoline from auditing and designing computer rooms and data centres comes this 2-day course that focuses on the best practices to keep the data centre operational at the level of resilience desired. Not only does a good data centre have to be designed and built to best practices but also operated and maintained throughout its working life.

Every two weeks, somewhere in the world, a major data centre suffers a major breakdown and loss of availability with an average downtime of 17 hours. In nearly every case these breakdowns are avoidable with better management practices and procedures in place. The course is derived from our practical experience as auditors for the Amsterdam Internet Exchange which is the largest internet exchange in the world, plus our experience of auditing large and small data centre customers both in the private and public sector in the UK, Ireland, Netherlands, UAE and Kuwait.

The course is based on best practices drawn from our own experience and relevant extracts from international engineering and business continuity standards such as

- TIA 942
- EU Code of Conduct on data centres
- ISO 27000 series
- Payment Card Industry security requirements
- BICSI 002
- The UpTime Institute
- NFPA 1600
- ASHRAE
- HMG Security Policy framework
- BS 25777
- EU—Disability Discrimination Directive

Feedback from delegates;

"The contents will help any Data Centre Manager in managing long & short term operations of their Data centres"

"Really enhanced the knowledge and help me improve my understanding of Disaster Recovery and Business Continuity"

"The course is very useful for anyone working in a server environment"

"It really opened up our eyes. Now we realise we had made many foolish implementations in our data centre. Thanks for all the information."

CAPITOLINE

DATA CENTRES AND IT INFRASTRUCTURE

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Course contents and objectives

- Introduction, including data centre failure analysis
- Housekeeping requirements
- Optimising equipment layouts
- Understanding the power flow through a data centre
- BMS and status monitoring including EU Code of Conduct requirements
- Policies and procedures to put in place to manage a data centre
- Essential maintenance plans
- Planning access routes
- Health and safety policies
- Physical Security policies

Who should attend

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

Prerequisites

There are no formal prerequisites for the course but attendees must be familiar with general IT and engineering practices

Qualification

- The course includes exercises and a final multiple choice test. Successful completion of the exercises and test leads to the Capitoline DCOM certification
- Capitoline data centre engineering certification—DCOM
- BICSI Continuing Education Credits
- CIBSE Continuing Professional Development certificate

The Data Centre Operational Management course (DCOM) is an excellent follow-on from our 3-day Data Centre Design (DCD) course.

DCD + DCOM = Data Centre Expert

The courses are available in the UK, Netherlands, Belgium, Dubai, Mumbai and Bangalore and are also available on your own premises by request.



Is this the right course for you?
Ask for our ISO 9000 hour-by-hour lesson plan for full details



AMS-IX
Official
auditor



DESIGN : AUDIT : TRAINING

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