

Certified Data Center Facilities Operations Manager (CDFOM) HK763S

In this course, students will gain knowledge of managing data center operations from planning to monitoring and reporting. It breaks down the complexity of managing a mission-critical data center facility into manageable and systematic processes.

HPE course number	HK763S
Course length	3 days
Delivery modes	ILT, VILT
View schedule, local pricing, and register	View now
View related courses	View now

Why HPE Education Services?

- IDC MarketScape leader 4 years running for IT education and training*
- Recognized by IDC for leading with global coverage, unmatched technical expertise, and targeted education consulting services*
- Key partnerships with industry leaders OpenStack®, VMware®, Linux®, Microsoft®, ITIL, PMI, CSA, and (ISC)²
- Complete continuum of training delivery options—self-paced eLearning, custom education consulting, traditional classroom, video on-demand instruction, live virtual instructor-led with hands-on lab, dedicated onsite training
- Simplified purchase option with HPE Training Credits

Audience

The primary audience for this course is an IT, facilities or data center operations professional working in and around the data center (representing both end-customers and or service provider/facilitators) and having responsibility to achieve and improve high availability and manageability of the data center.

Prerequisites

It is advisable for the participants to have some experience in data center operations although it is not required. It is highly recommended to attend the CDCP course (HK258S) before attending the CDFOM course.

Course objectives

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

- Set up a data center facilities operations team.
- Manage and motivate your facilities management team.

- Set up SLAs and manage them including liabilities, KPIs etc.
- Manage vendors and measure their performance.
- Manage physical security taking into account requirements of standards such as ANSI/TIA-942 etc.
- Manage safety and statutory requirements.
- Effectively and efficiently manage data center operations.
- Manage documents.
- Set up equipment lifecycle including testing.
- Define data center design limits, and set up and manage a proper capacity management plan.
- Commission and de-commission equipment.
- IT cable management.
- Manage the day-to-day data center operations.

Detailed course outline

The data center operations team	<ul style="list-style-type: none"> • Leadership criteria and attributes • How to set up an efficient and effective facility management operations team structure • Defining roles, responsibilities, and skill metrics • Key Performance Objectives (KPO) and appraisals • Job rotation, reward, promotion, and succession planning as strategies to grow and retain talent • Training and assessments • Shift management, scheduling, and roster planning
Vendor management	<ul style="list-style-type: none"> • Vendor selection and qualification • Managing risk and dealing with non-compliance, public liability, legal, escalation, and complaint procedures • Key considerations of a vendor agreement for services • Performance measurement and reporting
Facilities maintenance	<ul style="list-style-type: none"> • Maintenance options • Main considerations for maintenance agreements • The practicality in deciding between comprehensive/non-comprehensive maintenance regimes • Warranty pitfalls • Service reports alignments with maintenance agreements • Tiered maintenance considerations • Preventive, predictive, condition, and Reliability Centered Maintenance (RCM) • Managing onsite/offsite spares and how to determine which spares to keep onsite
Managing safety and statutory requirements	<ul style="list-style-type: none"> • Statutory and industry compliance/regulations • Emergency response and safety policies and procedures • PTW (Permit To Work) requirements and procedures • General rules and regulations for the data center • Ergonomic workspace • SOP's for power outage, fire, bomb threat etc.
Service Level Agreement (SLA) management	<ul style="list-style-type: none"> • Defining the data center design limitations • Defining measurement criteria and reporting • Alignment of business SLA with vendor SLA • Defining chance management procedure for installation and de-installation of new equipment • Reporting and escalation management
Managing physical security	<ul style="list-style-type: none"> • Guidelines from standards; ANSI/TIA-942, ISO/IEC-27001/02, SS507 • SOP (Standard Operating Procedures) in managing day-to-day security access control, such as: <ul style="list-style-type: none"> – Entry/Exit control and access management – Permit To Work (PTW) and contractor work in progress – Delivery of goods – Customer access • Effective patrols routing and how to ensure 24x7 vigilance • Handling external threats; Crisis/Emergency situations • Security incident management
Managing daily data center operations/Floor management	<ul style="list-style-type: none"> • ITSM/ITIL (IT service management) in the data center • Shift hand-over requirements and procedures • Asset and inventory management for hardware, software, spares, consumables, etc. • Floor management procedures and duties such as rack space allocations, management of installers • Pre-installation analysis for power, cooling, weight, EMF, fire protection, and other influencing factors • From truck to rack • Handling of incoming equipment • Inspection, unpacking, and security procedures • Staging procedure and requirements • Equipment movement into the computer room • Finishing up the installation • De-installation/Commissioning procedures

Course data sheet

Capacity management	<ul style="list-style-type: none">• Defining the design limits of the data center• Setting up thresholds, monitoring, and reporting• Business review and future capacity planning• Technical solutions aiding capacity planning such as Computational Fluid Dynamics (CFD), capacity, and configuration management solutions
Cable management	<ul style="list-style-type: none">• Overview of ANSI/TIA-942, ANSI/TIA-606 requirements• Cabling specification and labelling based on ANSI/TIA-606• In-rack power and network cabling• Labelling requirements• Cabling/Cable tray layout documentation
Data center cleaning and pest control	<ul style="list-style-type: none">• Types of pollution found in data centers such as H2S, air-particulates, etc.• Common causes of pollution in the data center• Standards, policies, and techniques to reduce and cleanup dust, pests, and other pollution and disturbances
Data center monitoring and automation	<ul style="list-style-type: none">• Data center monitoring requirements• Threshold setting and reporting requirements• Notification and escalation requirements• Automated 24 hours helpdesk ticketing systems• Incident and customer complaint management, and change management• Performance measurement and monitoring requirements such as fuel and water consumption, PUE/DCiE etc.
Managing documentations/Archives	<ul style="list-style-type: none">• Document management standards• Document management process requirements• Minimum and desired design documentation set• Operational management documents
Equipment lifecycle management	<ul style="list-style-type: none">• Policies and procedures governing lifecycle management• Asset management including software and firmware• Service situations• Review, triggers, and reporting• Test lifecycle

Mock exam

EXAM: Certified Data Center Facilities Operations Manager

Examination accredited by EXIN

Attendees will take a one and a half hour, 60 questions, closed book, and multiple choice based exam. The candidate requires a

minimum of 45 correct answers to pass the exam. Attendees passing the exam will be awarded the internationally accredited and recognized "Certified Data Center Facilities Operations Manager" certificate (CDFOM). The certification is valid for three years after which the student needs to re-certify.

Recommended next courses

CDCP Certified Data Center Professional (HK258S) builds upon knowledge gained in CDFOM, which exposes participants to the key components of the data center.

Learn more at hpe.com/ww/learndatacenter

Follow us:



© Copyright 2015–2016 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

Microsoft is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries. The OpenStack Word Mark is either a registered trademark/service mark or trademark/service mark of the OpenStack Foundation, in the United States and other countries and is used with the OpenStack Foundation's permission. We are not affiliated with, endorsed or sponsored by the OpenStack Foundation or the OpenStack community. Pivotal and Cloud Foundry are trademarks and/or registered trademarks of Pivotal Software, Inc. in the United States and/or other countries. Linux is the registered trademark of Linus Torvalds in the U.S. and other countries. VMware is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions.

EPI is the developer and intellectual property owner of this course.

c04570181, August 2016, Rev. 3