Certified Data Centre Professional – CDCP
Duration: 2 days

Course Description

CDCP (Certified Data Centre Professional) is the 1st level of a 3-level Data Centre Training and Certification Programme. Attendees will learn valuable lessons to enable a high-available, flexible, safe and efficient mission critical data centre environment for both new and existing sites, exposing attendees to the key components of the data centre, which will improve efficiency and provide cost savings. This course will also address how to setup and improve key aspects such as power, cooling, security, cabling, safety etc. to ensure a high-available data centre. It will also address key operations and maintenance aspects.

Audience

- System integrators involved in data centre IT operations activities, serving their own data centre or as owned by their customers

- Facilities management companies who manage building facilities in which a data centres are located

- Outsourcing providers whom manage their customers equipment of which some or all equipment is located within a data centre

- Hosting/IDC/Co-location sites which are responsible for running data centre IT operations for their customers' equipment

- Private persons who want to gain qualification in data centre IT operations management

- Personnel working in commercial companies who are responsible for data centre IT operations

- Commercial customer who have to maintain their own data centre

Prerequisites

While there are no specific prerequisites for the CDCP course, participants who have at least one/two year(s) of actual working experience in a data centre/facilities environment are best suited.

Delivery Structure

This is an instructor-led course that uses a combination of presentation lectures and question and answer sessions to discuss attendees' specific needs and issues experienced in their own environment. Attendees are able to tap on the trainer's extensive experience to solve practical problems in their current environment adding tremendous value.

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At Course Completion

After completing this course, you will be able to:

- Choose an optimum site for mission critical data centres based on current and future needs
- Describe all components important for high-availability in a data centre and how to effectively setup the data centre and manage it
- Name and apply the various industry standards
- Describe the various technologies for UPS, fire suppression, cooling, monitoring systems, cabling standards etc. and how to choose and apply them effectively to enhance the high-availability of the data centre at minimum cost
- Create a robust electrical distribution system to avoid costly downtime
- Enhance cooling capabilities and efficiency in the data centre by using techniques and technologies including new methodologies for high-power cooling requirements of the future
- Design a highly reliable and scalable network architecture and learn how to ensure installers use proper testing techniques
- Create effective maintenance contracts with equipment suppliers ensuring the best "bang for the buck"
- Setup effective data centre monitoring ensuring the right people get the right message
- Ensure proper security measures, both process and technical are in place safeguarding your companies precious information in the data centre
- Describe the various IT service management standards, best practices and processes and how to effectively use them leading to increased efficiency of operations whilst minimizing risk of downtime caused by change

Certification exams will be administered at the end of the last day of the course. The exam is a one-hour, 40 questions, closed book exam. Results of the exam pass/fail will be communicated to the attendee within two weeks after the examination. Attendees who pass the exam will receive the official "Certified Data Centre Professional" Certificate. The CDCP certificate is valid for 3 years, after which 1-day refresher and a 1-hour exam will be required to maintain the CDCP certification standing.

Course Outline

Day 1 Will Cover the Following Topics:

- The Data Center, its Importance & Causes for Downtime
- Data Center Standards and Best Practices
- Building Construction
- Raised Floor/Suspended Ceiling
- Power Infrastructure

- Electro Magnetic Fields

Day 2 Will Cover the Following Topics:

- Cooling Infrastructure
- Light Standards
- Designing a Scalable Network Infrastructure
- Fire Suppression
- Data Center Monitoring
- Operational Security and Safety Practices
- Labeling
- Documentation
- Cleaning
- MTBF/MTTR
- Maintenance Contracts/OLA
- IT Service Management