# Certified Data Centre Management Professional (CDCMP®) Training

Duration: **5 Day**

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Develop the advanced knowledge, skills and management capability required to operate complex data centre environments effectively, improve efficiency and align the facility with the continuing strategic needs of the business.

The five-day Certified Data Centre Management Professional (CDCMP®) is a comprehensive program that examines the functionality of the major elements within a data centre facility, together with the relationships and dependencies between them. Particular emphasis is placed on maintaining reliability, security, data integrity and continuous service availability.

The program begins with a strong foundation in core data centre design principles before progressing into the main elements of physical infrastructure. It then explores the project management methodologies required to plan and deliver complex data centre projects.

A significant part of the program focuses on balancing the often competing operational and maintenance requirements of the facility. Learners examine how technical operations, planned maintenance and wider business expectations can be managed together without compromising continuity or performance.

Regulatory compliance, data centre strategy and audit requirements are also examined in detail. Real-world case studies are used throughout the program to demonstrate how management principles can be applied to practical data centre situations.

Certified CDCMP® professionals are expected to understand the compliance requirements that affect data centre operations, including relevant national and international regulations, codes and standards. Learners also have an opportunity during the program to review current industry standards.

Following completion of the program, learners are encouraged to continue their professional development. Progression through The Global Digital Infrastructure Education Framework supports further recognised certifications and qualifications and provides a structured pathway for career development across the network infrastructure and data centre sectors.

## Prerequisites

Previous experience working within a data centre environment is essential. Ideally, learners should have around two years of experience in a technical IT or operations-based role.

If you would like to discuss your existing experience or suitability for the program, please contact us.

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## What You Will Learn

Successful learners will develop advanced knowledge of how to manage a data centre environment efficiently and effectively while supporting the strategic and operational requirements of the business.

The program enables learners to consider technical infrastructure, operations, people, processes, services, energy efficiency, strategy and audit requirements through an integrated management approach.

## Training Outline

### What is a Data Centre?

- Defining a data centre
- Understanding different data centre options
- Business requirements
- Challenges associated with growth and demand

### Understanding Basic Design Principles

- Identifying the business need
- Developing a business case
- National and international standards
- Site and building considerations
- Tier levels
- Criticality and availability
- Determining data centre capacity requirements

### Physical Infrastructure

- Power infrastructure
- Static and automatic transfer switches
- Measurement and monitoring
- Cooling infrastructure
- Cooling management options
- Cable infrastructure considerations
- IT systems and services
- Storage management
- IT security
- Access and physical security

### Implementing Data Centre Projects

- Business case development
- The project lifecycle
- Prioritisation of activities
- The triple constraints
- Customer value
- Quantitative risk analysis

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- Rolling wave planning
- Decomposition
- Change management
- Project documentation

### Managing the Data Centre

- Regulations, standards and processes
- Service management frameworks
- Service lifecycles
- OLA, SLA and KPI management
- Processes and procedures
- Moves, Adds and Changes (MACs)
- Energy efficiency
- System availability
- Decommissioning
- Transformation programs
- Consolidation
- Virtualisation
- Cloud computing
- Relocation
- Data Centre Facility Management
- Facility operations
- Building Management Systems (BMS)
- Fire safety compliance
- Fire suppression systems

### Purpose and Operational Structure

- The data centre stack
- Key constraints: power, cooling, space and IT connectivity
- System availability
- Efficiency metrics
- Importance of commissioning
- Importance of capacity management
- Managing original design principles

### Management of Processes

- Introduction to ITIL
- DCO and FM frameworks
- Key Performance Indicators (KPIs)
- RACI matrices

### Management of People

- Understanding different skill sets
- Creating a multidisciplinary team
- Structuring an effective data centre team

### Management of Plant

- Overview of plant management

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- Power management
- IT environment management
- Cooling management

### Energy Efficiency

- Understanding achievable efficiency levels and setting priorities
- Efficiency requirements
- Efficiency measures
- Validating processes and procedures

### Management of Services

- SLA management
- Data centre service management
- Automated tools
- Activity planning

### Business Strategy

- Data centre strategic context
- Strategic planning
- Drivers behind business and IT strategies
- Understanding their impact on the data centre
- Aligning IT strategy with business objectives

### IT Strategy

- The relationship between the business and the data centre
- IT strategy framework
- Portfolio management
- Execution planning
- Supporting strategies
- Strategic planning processes and techniques
- Examples of supporting strategies
- Power continuity
- Cooling continuity
- Finance
- Fire safety
- Security and access control
- Business continuity and disaster recovery
- Cleaning operations

### Legislation and Regulations

- Data protection
- General Data Protection Regulation (GDPR)
- Computer Misuse Act
- Freedom of Information Act
- Cloud service provider legislation
- Electricity regulations
- Electricity at work regulations and national electrical codes
- Building legislation and regulations

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- Health and safety
- Environmental legislation

### Codes of Practice

- EU Code of Conduct
- DoE DCEP – Data Centre Energy Practitioner
- Green Grid Maturity Model

### Standards and Accreditations

- National and international standards
- Accreditations
- Uptime Institute
- Certified Energy Efficient Data Centre Award (CEEDA)
- Building Research Establishment Environmental Assessment Method (BREEAM)
- Leadership in Energy and Environmental Design (LEED)
- ISO 50001
- ISO 14001

### The Audit Process

- Understanding what an audit is
- Defining the business requirement
- Determining what should be audited
- Understanding audit outcomes
- Evaluating potential risks

### Auditing the Data Centre Physical Infrastructure

- Audit guidance
- Site-specific activities
- Evaluating key data centre environments
- Commissioning
- Functional testing
- Trend analysis
- Recommended practices

### Performance Audits

- Current industry metrics
- Modelling calculations
- Bin analysis

### Environmental Audits

- The importance of measuring and monitoring
- Site-specific monitoring
- Energy use and monitoring

### Asset Management

- Key areas of asset management

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- Asset management strategy and lifecycle
- Asset management tools

## Case Studies

A range of individual and group management-based case studies are incorporated throughout the program, enabling learners to apply technical, operational and strategic management principles to realistic data centre scenarios.