



## CERTIFIED DATA CENTRE FACILITIES OPERATIONS SPECIALIST

### Introduction

Data centre facilities operations management have proven to be the key differentiator between a data centre that is performing well or badly. The old believe that a fully redundant data centre facility will save the day is no longer true as many research outcomes have revealed that the majority of downtime is caused by the human factor. Policies, processes, procedures and work instructions should be carefully developed, ideally following relevant standards, to ensure an efficient and effective data centre operations which are also compliant to the required regulations.

The CDFOS® (Certified Data Centre Facilities Operations Specialist) course is a three-day course which will enable participants to fully understand the requirements of running the day-to-day operations of a mission critical data centre. Participants will gain all the required competences for running the daily operations, understand which processes should be in place, and the critical elements of those processes and how to execute them. The course is fully aligned with the DCOS® (Data Centre Operations Standard).

### Maintenance/Operations Training

CDFOS® is part of the Maintenance/Operations training track.



### Audience

The primary audience for this course is anyone who works in and around IT, facilities or data centre 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.

### Global Accreditation & Recognition



### Prerequisites

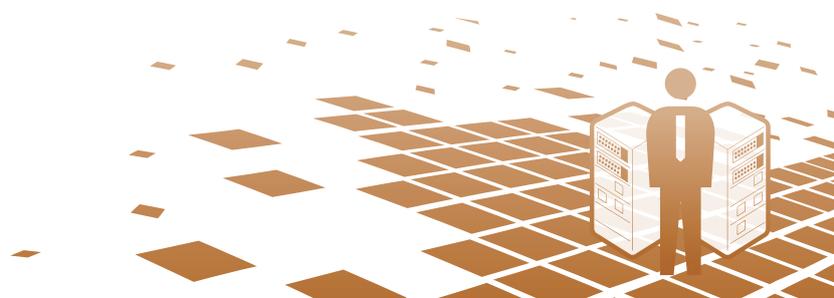
It is advisable for the participants to have some experience in data centre operations although it is not required. It is highly recommended to attend the DCFC®/CDCP® course before attending the CDFOS® course.

### Course Benefits ✓

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 centre facility
- ✓ Coordinate and supervise data centre facilities and equipment maintenance
- ✓ Provide service management for data centre services
- ✓ Operate the data centre making use of floor-, capacity and equipment life cycle management
- ✓ Monitor and report on data centre availability, capacity and capability
- ✓ Manage and implement basic data centre projects
- ✓ Manage and support the document life cycle
- ✓ Improve the overall efficiency of the data centre contributing to cost saving operations

- **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 Centre Operations**
  - 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 practises
  - Water management
  - Sustainable energy usage
- **Governance and Compliance**
  - The importance of document management
  - The six sub-processes of document management
  - Asset management
  - Requirements or asset recording



## Delivery Structure and Methods

The CDFOS® course is lectured by an EPI Certified Instructor using a combination of lectures and question-and-answer sessions to discuss participants' specific needs and challenges experienced in their own data centre environments. Participants are able to tap into the extensive experience of the trainer enabling them to validate and improve their own environments thus adding tremendous business value.

CDFOS® course is available in the following delivery methods:

- ILT – Instructor Led Training
- VILT – Virtual ILT
- TOD – Training On Demand

## Examination

The exam is a 90-minute closed book exam, with 60 multiple-choice questions. The candidate requires a minimum of 42 correct answers to pass the exam.

## Certification

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

## Global Accreditation & Recognition

The CDFOS® course is accredited by EXIN, which is a global, independent and not-for-profit accreditation and examination provider. EXIN's mission is to improve the quality of the IT and data centre sectors, the proficiency of IT and data centre professionals and the IT users, by means of accreditation of course material as well as independent examination and certification.

## Recommended Next Course

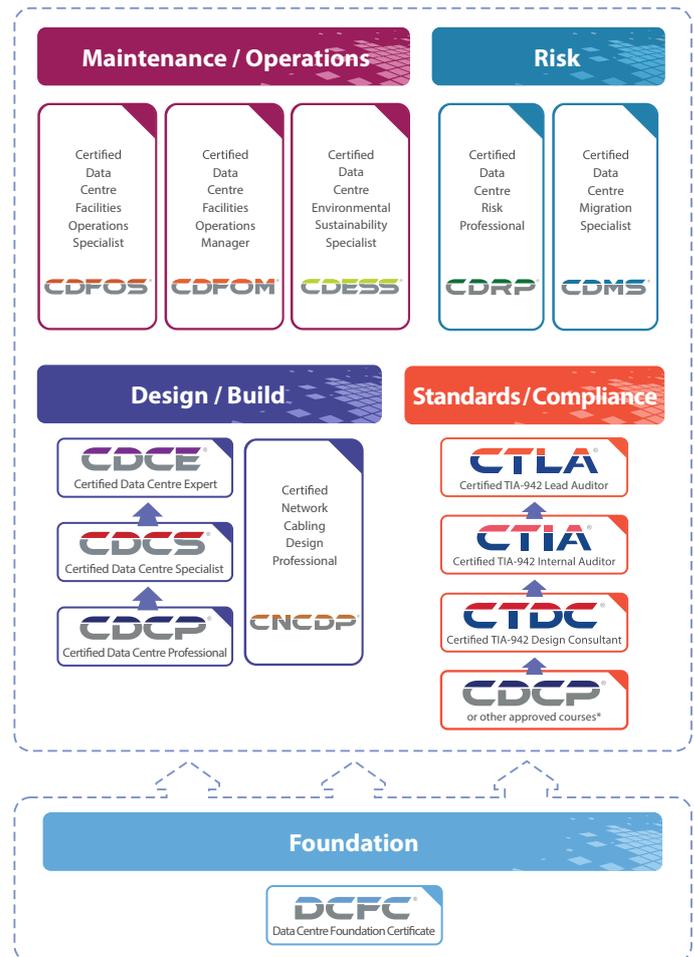
To further extend your skills, we recommend the CDESS® (Certified Data Centre Environmental Sustainability Specialist) and CDFOM® (Certified Data Centre Facilities Operations Manager)

## Course Schedule

Our courses are available in over 60 countries across all continents. For a comprehensive course schedule, visit the EPI corporate website at [www.epi-ap.com](http://www.epi-ap.com) or contact your local authorised reseller/partner.

## EPI Data Centre Training Framework®

The EPI Data Centre Training Framework® provides a structured course curriculum for individuals working in and around data centre facilities and data centre operational management. It addresses the various disciplines required to design and manage a high-availability, efficient data centre. EPI's data centre course curriculum is not only the first in the world, it is also by far the largest in the industry. Many companies have specified these courses as prerequisites for their staff working in and around the data centre and use them as part of their career planning initiatives. Recognized globally, these certifications add value to both companies and individuals.



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## The Company

EPI is a data centre specialist company of European origin operating world-wide in over 60 countries through direct operations and a large partner network. EPI offers an extensive range of data centre services on auditing, certification and training. EPI's focus is on mission-critical, high-availability environments. Established in 1987, EPI has developed an international reputation for delivering high quality technical expertise, with flexible and innovative services, techniques and methodologies.

All our services are aimed at helping our customers to:

- Increase **Availability** of their mission-critical infrastructure
- Improve **Efficiency, Effectiveness and Manageability**
- **Minimise risk** of business interruption

Our Clients share a common need to protect their valuable data, run their mission-critical infrastructure efficiently and to be protected on a 24 x 7 basis. By protecting the interests of our customers, EPI is committed to an intensive program of comprehensive services development backed by engineering and support excellence.

Quality Systems and Procedures have always been at the heart of every stage of our service delivery to ensure consistent and high quality services. We are known for our thoroughness, flexibility and responsiveness. We focus on providing services that fit each organization and each project with a drive to deliver quality on time, every time.

*Let us put our expertise to work for you!*

## Data Centre Services

### Audit & Certification

- Data Centre Standards
  - ANSI/TIA-942
  - EN 50600
  - DCOS®
  - ISO/IEC TS 22237
- Other International Standards
  - ISO 9001
  - ISO 14001
  - ISO 14644
  - ISO/IEC 20000-1
  - ISO 22301
  - ISO/IEC 27001
  - ISO/IEC 27701
  - ISO 37001
  - ISO 45001
  - ISO 46001
  - ISO 50001
  - PCI DSS
- Singapore Standards
  - SS 507
  - SS 564
  - SS 584
  - DTPM
  - CBPR
  - PRP

### Professional Training & Certifications

- Data Centre
  - DCFC®, CDCP®, CDCS®, CDCE®, CNCDP®, CDFOS®, CDFOM®, CDESS®, CDRP®, CDMS®, CTDC®, CTIA®, CTLA®
- IT
  - CITO®, CITM®, CITD®

### Non-Certification Training

- Digital Transformation

### Frameworks

- IT&DCF® - IT & Data Centre Framework
- DCCF® - Data Centre Competence Framework
- DCTF® - Data Centre Training Framework
- ITTF - IT Training Framework

### Standard

- DCOS® - Data Centre Operations Standard



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