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

World-wide accredited by EXIN

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

Course Syllabus

- **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

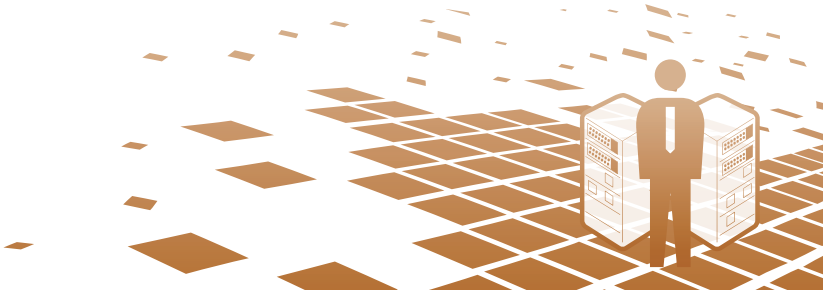
- **Data Centre Operations**
  - Shift handover
  - Walk around duties
  - Service management
  - Release management
  - Configuration management
  - Floor management
  - Equipment life cycle management

- **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 Instructor Led Training
- TOD – Training On Demand

Multilingual Delivery

To support professionals around the world this course is available in multiple languages. Details at www.epi-ap.com/cdfos

Examination

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

Certification

Participants 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

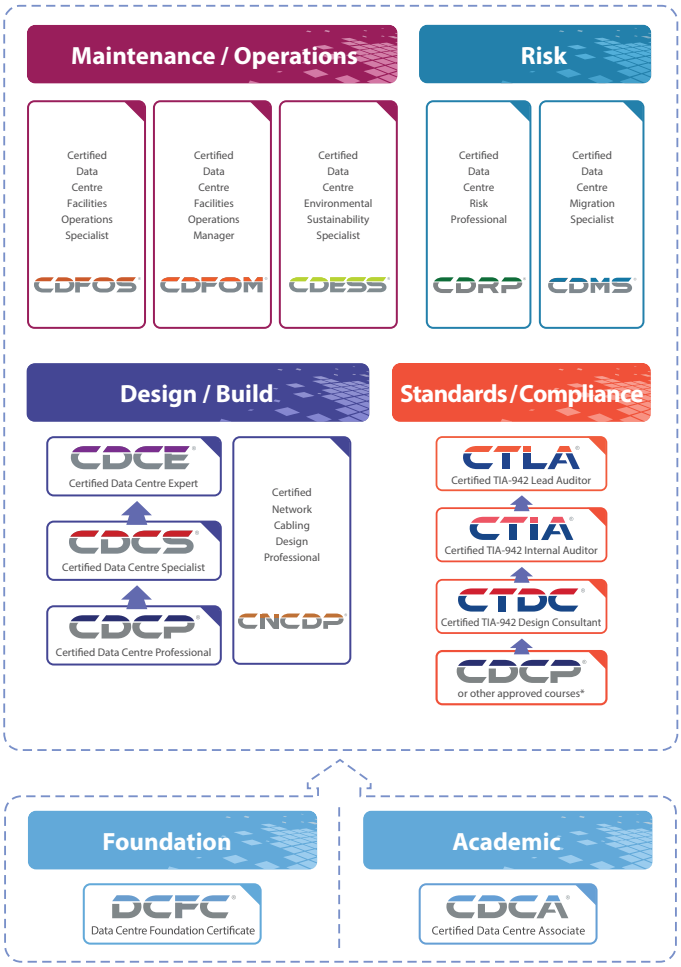
To further extend your skills, we recommend the CDESS® (Certified Data Centre Environmental Sustainability Specialist) and CDFOM® (Certified Data Centre Facilities Operations Manager)

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/schedule 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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TÜV NORD GROUP

The Company

EPI, part of TÜV NORD GROUP, is the leading global certification body for data centre facilities, operations, and professionals. With a track record spanning 40 years, EPI is recognised worldwide for its data centre technical expertise, leading innovations, and unwavering commitment to protect its customers' interests.

Originating from Europe, EPI serves customers in more than 60 countries and 130 cities through direct operations and a large partner network. Combining the strength of a global organisation with international experience and the responsiveness of local support, we provide customers with consistent, world-class services wherever they operate.

Technical Excellence and Innovation

EPI's singular focus on data centres has enabled us to assemble some of the industry's most respected specialists and thought leaders. Through continuous innovation, we have developed globally recognised frameworks, methodologies, standards, and certification programs that help organisations strengthen their facilities and operations, while equipping professionals to succeed in a dynamic industry.

Protecting Your Interests

Everything we do is guided by a simple mission: Protecting Your Interests. It is the principle that guides our actions, shapes our services, and defines the way we support our customers worldwide.

Helping Customers Succeed

Our services are designed to help customers:

- Improve the availability, resilience, and performance of their mission-critical infrastructure
- Reduce operational and business risk through strengthening governance and compliance
- Build skills and expertise that support long-term growth

Whether through audits, certifications, training, or advisory services, our goal remains the same:
Protecting Your Interests by helping you build and maintain reliable, resilient, high-performing data centre facilities and operations.

Data Centre Services

Audit & Certification

- Data Centre Standards
  - ANSI/TIA-942
  - DCOS®
  - EN 50600
  - ISO/IEC 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
- Other Standards
  - SS 507
  - SS 564
  - SS 584
  - DTPM
  - CBPR
  - PRP
  - SCRA
  - RMiT

Professional Training & Certifications

- Data Centre
  CDCA®, 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
- MDCS - Modular Data Centre Standard
- SCMDCS - Self-Contained Modular Data Centre Standard
- CRUR® - Computer Room Utilisation Ratio

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Authorised Reseller/Partner:

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