

Otomatica

DC Sustainable Operation Management

Training for Data Center Professionals

TRAINING CONTENT: DC Sustainable Operation Management (3 days)

Training Purpose

In the document titled “Tier Standard: Sustainable Operation”, the Uptime Institute clearly stated that a data center infrastructure complying with the “Tier Standard: Topology” that constitutes the basis of “Design -and- Facility” Certifications, does not guarantee Tier performance in the operation process. The Design and Facility Approval only determines the conditions in the operation process. Maintaining Tier performance under these conditions is directly related to the operation process itself. “Sustainable Operation” is therefore very important for the data center to continue its tasks successfully.

Provided that its sustainable operation management is established, a data center without the Uptime Institute’s design and facility certification may provide performance with higher business continuity than data centers holding the certificate.

The Design and Facility Standard compliance focuses on critical physical infrastructure performance while the Sustainable Operation Standard aims to create, develop and maintain the work culture of the Operation Team from the management to the lowest level based on this infrastructure throughout the facility lifecycle.

The value provided by the data center critical infrastructure management to its internal or external customers increases in parallel with its dependency on Information Technologies. If the quality of products and services provided by enterprises is highly dependent on the performance and continuity of the information technologies, the responsibility for critical infrastructure operation is elevated to a responsibility that directly impacts the “whole business continuity of the organization”. An incorrect action by a new member of the infrastructure operation team (10-30 people) is critical enough to impact the efficiency and effectiveness of the whole enterprise (tens of thousands of employees and up to millions of customers).

The main purpose of this training is to provide guidance to ensure that the whole DC operation team elevates their operations to the level of sustainable operation. The main theme of this training is to guarantee that returns on expenses such as staff, service agreements, fuel and resource consumptions, and consumables budgeted for data center operation are received as high business continuity and efficient operational capability. It helps prioritization for limited budgets.

Important Note: This training is not an alternative to the Uptime Institute trainings and is recommended. The program was created to be complementary and help fast implementation of correct practices on the site.

Training Scope and Gains:

The training is prepared as modules. Sustainable Operation Management aims to establish, develop and perfect more than a dozen managements and their interrelations.

This service process training aims to achieve the following for the participants:

- First, perceive the situation of their own facility in the sub processes,
- Then determine the infrastructure needs they have to develop for sustainable operation,
- and prepare a roadmap for DC Sustainable Operation including perfection.

The roadmap determined by each DC operation team for achieving Sustainable Operation will vary depending on their own operating conditions, and the development and perfecting efforts will naturally vary as well. The importance of sub processes for the operation will be discussed in each module in order to create the roadmaps in the correct order of priority.

As the sub processes are related to very different divisions of labor, the participating enterprises are recommended to participate with a core team that has full knowledge in various topics (administrative and technical). It is clear that such corporate participation will increase the speed and effectiveness of developing and perfecting the data center operation.

Who Should Participate?

The training was prepared for technical teams with data center technical managers, operation managers, operation engineers and specialist planning and operation technicians who perform;

- DC Management,
- Operation Management,
- Operational Planning,
- Operational Quality Control,
- Load and Capacity Management,

on the physical infrastructure of the currently operating Data Center.

Training Program:

The modules to be addressed interactively during the training are listed below. Each module except the Basic Module starts with control questions. These questions should be examined by the participants one day ahead and be assessed in terms of their DC operation.

In each module, after the requirements are presented for sustainable operation based on the basic principles, assistance will be provided to the participants to create their own roadmap.

1. Module: Basic Information
2. Module: Information Assets and Change Management
3. Module: Asset Management
4. Module: Agreement and Service Provider Management
5. Module: Preventive Maintenance Management
6. Module: Operation Management – PM Activities and Site Change Management
7. Module: Operation Management – Other Activities
8. Module: Operation Management – Configuration (Round) Management
9. Module: Staff Management
10. Module: Role and Competence Management – RACI
11. Module: Work and Shift Management
12. Module: Training Management
13. Module: Unscheduled Activities – Failure Management
14. Module: Operational Processes and Workflows
15. Module: Capacity and Load Management and Product Lifecycle Management
16. Module: Financial Processes
17. Module: Reference Library
18. Module: Policies, Standards, Rules