

CDCMP : Data Centre Management Training Course

25 October – 5 November 2027
Dubai

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Ref: 103600444_63487 **Date:** 25 October – 5 November 2027 **Location:** Dubai **Fees:** 8500 Euro

Course Overview:

The Certified Data Centre Management Professional CDCMP® Training & Certification is a globally recognized data centre management certification program designed to equip participants with the knowledge and skills needed to strategically manage complex technical environments. This 2-week intensive course provides a deep dive into data centre management training, blending theoretical frameworks with real-world case studies to ensure participants can confidently oversee data centre operations certification standards.

Throughout the course, learners will explore critical topics including data centre definition, data centre options, business demands, growth challenges, basic design principles, national standards, international standards, site and building considerations, tier levels, criticality, availability, and data centre capacities. Participants will gain expertise in managing power infrastructure, static and automatic transfer switches, cooling infrastructure, cable infrastructure, IT systems, IT services, storage management, IT security, and access security.

By completing this Pearson BTEC Level 5 Data Centre Award, participants will master business case development, project cycles, service management frameworks, ITIL practices, SLAs, KPIs, energy efficiency measures, virtualisation, cloud computing, relocation, building management systems, fire safety compliance, GDPR, ISO standards, and asset management strategies. The program emphasizes strategic planning, IT strategy, supporting strategies, compliance, auditing, and continual improvement to ensure maximum service uptime, efficiency metrics, commissioning, and customer satisfaction.

With a mix of classroom-based and remote options, this program offers unmatched flexibility while ensuring learners achieve CDCMP® certification, CPDs, IEEE CEUs, certification renewal insights, and re-certification readiness.

Target Audience:

- Data Centre Managers
- IT Operations Managers
- Facility Managers
- Infrastructure Engineers
- Project Managers in IT/Facilities
- Compliance & Risk Officers
- Energy Efficiency Consultants

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Targeted Organizational Departments:

- IT Operations & Infrastructure Departments data centre management certification, CDCMP, ITIL, KPIs, SLAs
- Facilities Management Teams building considerations, cooling, fire safety, BMS
- Risk, Compliance & Audit Departments ISO 50001, ISO 14001, GDPR, audit outcomes
- Business Strategy & Planning Units business case development, project cycle, strategic planning, IT strategy
- Energy & Sustainability Divisions energy efficiency, environmental legislation, Green Grid maturity model, CEEDA, BREEAM, LEED

Targeted Industries:

- Information Technology & Cloud Service Providers
- Telecommunications & Networking
- Banking & Financial Services critical data environments
- Healthcare & Pharmaceutical data protection, GDPR compliance
- Oil & Gas, Energy, and Utilities critical infrastructure reliability
- Government & Public Sector data centre legislation, security, compliance

Course Offerings:

By the end of this course, participants will be able to:

- Build a business case for data centre investments.
- Apply basic design principles, tier levels, and standards.
- Manage power, cooling, and IT infrastructure for availability.
- Implement service management frameworks with SLAs and KPIs.
- Conduct audits, risk evaluations, and compliance assessments.
- Drive transformation programs including consolidation, virtualisation, and cloud strategies.
- Ensure energy efficiency, commissioning, and capacity management.
- Oversee asset management lifecycle, documentation, and continual improvement.
- Align IT strategy with business objectives for resilience and sustainability.
- Earn the Pearson BTEC Level 5 Data Centre Award with CDCMP® certification.

Training Methodology:

The CDCMP® training course uses a dynamic mix of 80% theory and 20% case studies, ensuring both strategic understanding and hands-on application. Each module leverages real-world case studies, group work, interactive simulations, and role-play exercises to reflect the challenges of managing complex data centre options, growth challenges, and compliance frameworks.

Learners will analyze data centre stack constraints power, cooling, space, IT, perform business case development exercises, engage in risk assessments, and work through change management and project

cycles. Facilitators will guide participants in applying regulations, ITIL frameworks, service management lifecycles, and SLA/KPI monitoring.

Reflection & review sessions each day ensure that learners can consolidate knowledge and practice application. Online resources and digital checklists will support participants in auditing physical infrastructure, applying environmental legislation, validating processes, and ensuring continual improvement.

This methodology guarantees a balance of strategic planning, technical expertise, and compliance knowledge, positioning participants as leaders capable of driving data centre strategy, operations, and transformation programs.

Course Toolbox:

- Digital workbooks and reading materials
- Checklists for audit outcomes, compliance, KPIs, and SLAs
- Case study datasets for risk evaluation and capacity management
- Templates for business case development, project planning, and service management
- Reference guides to national standards, ISO 50001, ISO 14001, GDPR, CEEDA, BREEAM, LEED
- Access to Pearson BTEC Level 5 certification resources

Course Agenda:

Day 1: Foundations of Data Centre Management

- **Topic 1:** Data centre definition, options, and business demands
- **Topic 2:** Growth challenges, criticality, and availability
- **Topic 3:** Basic design principles and business need
- **Topic 4:** National and international standards
- **Topic 5:** Site and building considerations, tier levels, capacities
- **Reflection & Review:** Key concepts in foundational strategy

Day 2: Physical Infrastructure Essentials

- **Topic 1:** Power infrastructure, static & automatic transfer switches
- **Topic 2:** Measuring and monitoring critical systems
- **Topic 3:** Cooling infrastructure and management options
- **Topic 4:** Cable infrastructure considerations
- **Topic 5:** IT systems, IT services, storage management, IT security
- **Reflection & Review:** Reviewing physical infrastructure dependencies

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Day 3: Implementing Data Centre Projects

- **Topic 1:** Business case development and project cycle
- **Topic 2:** Prioritisation of activities and triple constraints
- **Topic 3:** Customer value and quantitative risk analysis
- **Topic 4:** Rolling wave planning and decomposition
- **Topic 5:** Change management and documentation
- **Reflection & Review:** Lessons from project implementation

Day 4: Managing Data Centre Operations

- **Topic 1:** Regulations, standards, and service management frameworks
- **Topic 2:** Service lifecycles, OLAs, SLAs, KPIs
- **Topic 3:** Moves, adds, changes, and energy efficiency
- **Topic 4:** System availability and decommissioning
- **Topic 5:** Transformation programs – consolidation, virtualisation, cloud, relocation
- **Reflection & Review:** Operational excellence and challenges

Day 5: Facility & Plant Management

- **Topic 1:** Facility operations and Building Management Systems BMS
- **Topic 2:** Fire safety compliance and suppression systems
- **Topic 3:** Data centre stack constraints power, cooling, space, IT
- **Topic 4:** Efficiency metrics, commissioning, and capacity management
- **Topic 5:** Plant management – power, IT environment, cooling
- **Reflection & Review:** Ensuring reliability and resilience

Day 6: People & Process Management

- **Topic 1:** ITIL introduction and key performance indicators
- **Topic 2:** RACI matrices and governance processes
- **Topic 3:** Skill sets for multidisciplinary teams
- **Topic 4:** Constructing and managing data centre teams
- **Topic 5:** Service management automation and activity planning
- **Reflection & Review:** Balancing people, process, and technology

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Day 7: Business & IT Strategy Alignment

- **Topic 1:** Data centre strategic context and planning
- **Topic 2:** Drivers for business and IT strategies
- **Topic 3:** Aligning IT with business strategy
- **Topic 4:** IT strategy framework and portfolio management
- **Topic 5:** Execution plans for business-aligned IT operations
- **Reflection & Review:** Strategy alignment in practice

Day 8: Supporting Strategies & Risk Management

- **Topic 1:** Power continuity and cooling continuity strategies
- **Topic 2:** Fire safety, access control, and physical security
- **Topic 3:** Business continuity and disaster recovery
- **Topic 4:** Financial and cost management considerations
- **Topic 5:** Cleaning, maintenance, and operational sustainability
- **Reflection & Review:** Building resilient support strategies

Day 9: Legislation, Compliance & Standards

- **Topic 1:** Data protection, GDPR, computer misuse, FOI acts
- **Topic 2:** Cloud service provider legislation and electricity regulations
- **Topic 3:** Health, safety, and environmental legislation
- **Topic 4:** Codes of practice: EU code of conduct, DoE DCEP, Green Grid maturity model
- **Topic 5:** Standards and accreditations – Uptime Institute, CEEDA, BREEAM, LEED, ISO 50001/14001
- **Reflection & Review:** Compliance in the global data centre environment

Day 10: Auditing, Performance & Asset Management

- **Topic 1:** Audit process – outcomes, risk evaluation, practices
- **Topic 2:** Auditing physical infrastructure and functional testing
- **Topic 3:** Performance audits – industry metrics, modelling, bin analysis
- **Topic 4:** Environmental audits – energy monitoring and validation
- **Topic 5:** Asset management strategy, lifecycle, and tools
- **Reflection & Review:** Driving continual improvement and certification renewal

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

Participants should have at least two years of experience in a technical IT or data centre operations role, along with familiarity in IT infrastructure or facilities management.

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How long is each day's session, and is there a total number of hours required for the entire course?

Each day is structured around 4–5 hours of instruction, including interactive activities and group exercises. The total course spans 2 weeks, approximately 40–50 hours.

What is the importance of auditing in data centre management?

Auditing provides insights into performance metrics, risk evaluation, compliance with standards, and continual improvement, ensuring that service uptime, efficiency, and customer satisfaction are consistently achieved.

How This Course is Different from Other CDCMP® Courses:

Unlike shorter or surface-level programs, this 2-week Certified Data Centre Management Professional CDCMP® Training & Certification offers a comprehensive, end-to-end exploration of the entire data centre ecosystem. Participants don't just learn technical processes; they gain a strategic management perspective that links business case development, IT strategy, operational excellence, compliance, and sustainability.

This course uniquely integrates global standards and frameworks GDPR, ISO 50001, ISO 14001, ITIL, CEEDA, BREEAM, LEED, Uptime Institute, Green Grid maturity model with hands-on case studies and audit exercises. It goes beyond technical infrastructure to cover people management, risk assessment, continual improvement planning, and business alignment strategies.

Participants earn the Pearson BTEC Level 5 Data Centre Award along with the prestigious CDCMP® certification, digital badge, and logo usage, backed by CPDs and IEEE CEUs. With a focus on lifelong learning, re-certification, and global best practices, this course ensures graduates remain at the forefront of data centre management certification and are capable of driving efficiency, resilience, and customer satisfaction in their organizations.