



# CDCMP : Data Centre Management Training Course



**AGILE LEADERS**  
Training Center

25 Jan - 05 Feb 2027

مسقط

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## 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 10-day 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

## 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

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

## Day 2: Physical Infrastructure Essentials

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

## Day 3: Implementing Data Centre Projects

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

## Day 4: Managing Data Centre Operations

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

## Day 5: Facility & Plant Management

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

## Day 6: People & Process Management

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



## Day 7: Business & IT Strategy Alignment

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

## Day 8: Supporting Strategies & Risk Management

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

## Day 9: Legislation, Compliance & Standards

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

## Day 10: Auditing, Performance & Asset Management

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

## 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.

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 10 days, 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 10-day 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.



## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات النظم السيبراني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



## فئات الدورات التدريبية



دورات معتمدة بشهادة CPD



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
الهائية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية



دورات معتمدة من قبل هيئات دولية

## مدن التدريب



اسطنبول - تركيا



أموستردام - هولندا



أنقرة - تركيا



أثينا - اليونان



الرياض - المملكة العربية السعودية



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



باريس - فرنسا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



براغ - جمهورية التشيك



بانكوك - تايلاند



بالي - جمهورية إندونيسيا



باكو - أذربيجان

## مدن التدريب



جاكرتا - جمهورية اندونيسيا



تيليسي - جورجيا



بوكيت - تايلاند



برشلونة - اسبانيا



روما - ايطاليا



دبي - الامارات العربية المتحدة



جوهانسبرغ - جنوب افريقيا



جنيف - سويسرا



شهر الشيخ - مصر



سيول - كوريا الجنوبية



سان دييغو - الولايات المتحدة  
الامريكية



زنبار - تنزانيا



طوكيو - اليابان



طشقند - اوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة  
الامريكية

## مدن التدريب



كوالالمبور - ماليزيا



فيينا - النمسا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



ماربيا - اسبانيا



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



ميلان - إيطاليا



مونترال - سويسرا



مسقط - سلطنة عمان



مدريد - إسبانيا



نيس - فرنسا



نيروبي - كينيا



ميونخ - ألمانيا

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



**AGILE LEADERS**  
Training Center

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