

# Practical Data Centre Management

## Part 2- Managing the External Interface

*"Skills transfer suited to IT professionals"*

### Course Overview

While a data centre team can provide the best environment for the critical computing resources of an organisation, the interfaces to external teams and suppliers also need to be managed for consistent delivery of IT services.

Part 2 of our Data Centre Management training course is designed to help transfer practical knowledge and skills to teams and managers responsible for day to day running of data centre facilities. With many external groups involved as stakeholders in the delivery of IT services, balancing the communications and resources involved is not easy. There are differences in understanding, communication and priorities so our course helps ensure that delegates have a good, practical understanding of other disciplines and how they impact data centre operations.

Using a combination of case studies, exercises and structured training, delegates will become familiar with industry process frameworks, often outside of the immediate day job. The interaction with other delegates will highlight differences in approach and the extent of the delegates own personal knowledge base. This course builds on the Part 1 course to help data centre managers and technical staff when developing their internal best practices.

To ensure that delegates get the maximum learning benefit, we are flexible with the course content and will cover specific issues in depth as they arise. If the course is delivered in-house to an organisation, then it can be used to help develop consistent understanding across the various teams and parties involved in day to day data centre management.

### Course content

- Introduction & objectives
- Articulating data centre management issues
- Improving the interface to external teams
- Streamlining service provisioning
- Developing a business continuity and disaster recovery programme
- Capacity management
- Change management
- Management of incidents and faults
- Billing and charging
- ITIL and other management frameworks

### Course particulars

<b>Duration</b>	<b>Per Delegate Cost</b>
1 day	£450

#### Who should attend

Managers and technical teams covering; *facilities, change processes, projects, installations, networks, storage, architecture design, cabling, power.*

#### Prerequisites

Attending the Part 1 course is recommended

#### Location

Cirencester or London  
On-site courses by negotiation

### For course bookings and current schedule

Square Mile Systems Limited  
5 Butts Farm Courtyard, Poulton, Cirencester, Gloucestershire GL7 5HY  
Tel: +44(0)870 950 4651 Fax: +44(0)870 751 9268  
[www.squaremilesystems.com](http://www.squaremilesystems.com)

