

Effective Command Center Management

A Practitioner Series Course Offering

Introduction:

The evolution of IT Operations from the old days of the “Computer Room” has seen profound changes in technology, responsibilities and support of corporate business.

The contemporary Command Center boasts continuous operation, 24 hours per day, 7 days per week, 365 days per year. In addition to this requirement, today’s Command Center supports a plethora of often widely disparate technologies ranging from high-end mainframe “big iron” processors through corporate midrange systems to office desktop products.

Today’s corporation is so dependent on its IT infrastructure that any interruption to service may critically impact the viability of the company. The effective management of the Command Center is therefore fundamental to the success of the company.

Managing the continuous availability of these disparate technologies requires an excellent understanding of both the technical and business issues involved as well as a high order of understanding of supervisory and professional development issues.

This course covers those areas with which a person needs to be competent to effectively manage the operations of a large-scale modern IT command Center. It is an excellent opportunity to gain insight and share ideas with other leading edge companies on relevant Command Center issues.

This course uses laboratory exercises to reinforce material taught.

Audience:

Any person responsible for managing the day-to-day activities of an IT Command Center, and performing long-term planning tasks associated with it. The course will be of particular benefit to newly promoted Command Center managers. It will also be of great benefit to Command Center Shift Supervisors and people managing groups who deal with the Command Center.

Objectives:

On completion of this course, the student should be able to:

- Demonstrate an understanding of the principles behind policies and procedures, to ensure the maintenance of a high level of service and availability.
 - Ensure that “best practices” are being utilized for Problem and Change Management
 - Describe the principles behind the management and motivation of staff.
 - Plan and implement an effective training program for Command Center staff.
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Prerequisites:

A good understanding of Command Center operations and day to day activities.

Duration:

This course is two days long.

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Topical Outline:

1. Overview of the mission of the Command Center
2. Operation of Corporate Systems
 - a. Corporate objectives, goals and policies
 - b. Maintenance and use of appropriate tools and facilities provided within the technical environment
 - c. Scheduling and issues of conflicting priorities
 - d. Provision and maintenance of operational documentation
 - e. Compliance in the Data Center
3. Principles behind Maintenance of Production, Development, and Test environments
 - a. Overview of Systems Development Methodology
 - b. Reasons for separation of environments
 - c. Ways of separating environments
 - d. Review of clients' environments
4. Maintenance of Equipment and the Physical Environment
 - a. Trends in Command Center design & organization
 - b. Power, Air-conditioning, and Fire
 - c. Equipment requirements
 - d. Physical security and safety
 - e. Asset management
5. Problem Management
 - a. Documentation of problems
 - b. Responsibility for investigation and signoff of problems
 - c. Use of tools during problem management
 - d. Principles and policies behind escalation of problems
 - e. Principles behind effective management of Bridge lines
6. Change Management
 - a. Principles behind change management
 - b. The players and their responsibilities
 - c. Client's change management policies and procedures
 - d. Use of client's change management tool/s
7. Relations with Customers and Management
 - a. Principles behind effective communication with customers and management
 - b. Use of simple English in verbal and written communication
8. Principles of Staff Management
 - a. Defining, setting, and measuring work tasks and objectives
 - b. Delegation of responsibilities to others
 - c. Defining, building, implementing, managing and measuring a program of education for Command Center staff