

Essential Knowledge for Critical Environments - Critical Environments Technician Associate (CETA) - CSILTIFM1000

Duration: 2 days

Live instructor led course covering content necessary to manage and operate a critical environment to avoid unplanned outages caused by equipment failure and human error.

Course audience is those new or those who currently work in critical environments such as data centers, call centers, research & development, university research, hospitals, clean rooms, banking trading floors/environments, broadcasting sites, and manufacturing facilities. Practical activities that focus on problem solving are included throughout the course.

TIFM 1000 focuses on creating a base set of knowledge for critical environments and includes a full range of topics:

1000.1 The Evolution of Critical Environments - Philosophy & Lessons Learned

1. The importance of critical environments
2. Understanding uptime and downtime – scheduled versus unscheduled
3. Expectations of failures and risk factors that affect the critical environment
4. Single points of failure

1000.2 Building a Critical Environment - Starting Logic

1. Building a critical environment / data center: starting logic
2. Location and design considerations
3. Understanding building code compliance, governing agencies, & regulatory entities
4. Insurance
5. Lines of business, growth expectations, and impacts
6. The REAL cost of budget cuts & other budget concerns
7. Energy efficiency – certifications and calculations
8. Redundancy versus efficiency as it applies to energy conservation

1000.3 Infrastructure - Uptime Tiering

1. Uptime Institute's Tiering Structure.
2. The role of the engineering staff

1000.4 Measuring & Reporting for Successful Capacity Planning

1. Capacity planning for power, cooling, space, controls, security
2. Growth prediction and the collection of data and trending
3. Reporting methods, reviewing reports, and capacity reports
4. How capacity relates to design – basics of designing for upgrades and associated costs for upgrading capacity

1000.5 Procedures - What Should You Have?

1. Procedures: Creating, QA, process improvement, document management, training, & DR plan.

1000.6 Maintenance of Critical Infrastructure

1. Maintenance of the critical environment and equipment
2. Computerized maintenance management system
3. Inventory control



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4. Managing completion of maintenance

1000.7 Individual Components of a Critical Environment

1. Equipment that supports the critical environment: Security, EPO, Chiller Plant, AHU, CRAC, CRU, Plumbing, BMS, ATS, ASTS, UPS, Batteries, PDU, Generators, Fire System, Hot & Cold Aisles, Power to Rack Space, IT Components, Networking, & Cable Management

1000.8 Critical Environments Aesthetics: What a Critical Environment Should Look Like

1. Cleanliness, Working Clearances, Access Controls, Lighting, Receiving & Logistics

Participants who successfully complete the practical exam are awarded the Critical Environments Technician Associate (CETA) Certification.