



Improving Data Centre Operational Management

Management of data centres is about managing technology, people and processes with a focus on maintaining uptime. In our seminar we have brought together our partners and industry professionals to communicate their experience and knowledge of “best practices” in our normal informal style.

If you are experiencing challenges in any of the following data centre specific areas, then our event will be of interest:

- § Managing environmental capacity with less effort - space, rack, cooling, power
- § Streamlining install, move, add and change processes across multiple sites
- § Improving impact analysis at component, system, service and business levels
- § Linking data centre change controls with ITIL change management
- § Maintaining a CMDB (configuration management database) suited to data centre needs
- § Training and skills transfer for data centre teams
- § Identifying quick wins that save costs and/or improve resource management
- § Improving billing and charging models for data centre resources

BCS Offices, 22nd November 2007 9:30 for 10:00 am start 4pm finish

Avoiding the Overload of Excel and Visio

David Cuthbertson, Square Mile Systems

Understanding the components, capacity and complexity of a data centre is not easy. We will show how to reduce the number of disparate spreadsheets, diagrams and documents typically used by IT staff. Combining networks, servers, storage, cabling, and power into a common system normally exceeds the capability of MS office applications – so a dedicated system such as the AssetGen range is required.

Taking Control of the Data Centre

Neil Buckley, Paradigm-ITSM

Paradigm specialise in providing management support services to help organisations achieve consistent and reliable IT services, often when confidence has been lost in the current management team or structure. An experienced data centre manager for CW and Exodus prior to forming Paradigm, Neil will cover his typical approach, some examples and the common issues faced with having to achieve required service levels quickly.

Data Centre Management – The Hosting Perspective

Phil Lydford, e-shelter

With many organisations having to upgrade their data centres to meet the requirements of new technologies, high availability hosting centres are becoming increasingly popular as an alternative. Phil will describe how the hosting marketplace is changing and the impact on the management of shared environments.

Linking the ITIL CMDB to Data Centre Management

David Cuthbertson, Square Mile Systems

The data centre hosts the hardware infrastructure, but software and systems knowledge is often held externally across multiple teams, typically in a service desk CMDB. The ITIL management framework is ideal to ensure change is predictable and service disruption is minimised, but how do you link the data centre change controls with ITIL? Maybe it is easier to show how.

Skills Transfer and Training Certification for Data Centre Teams

Paul Rivett, CNET Training Services

CableNet Training launched their first data centre design courses in 2006 and has since expanded their range to cover technician and management perspectives. In his role as Operations Director for CNET, Paul will cover customer demands and the issues around certification of skills.

Please register using this page or by using the web site.

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Registration details:

22nd November 2007

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As places are limited to 30, you will need to register for this event by email (events@squaremilesystems.com), fax (08707 519268) or telephone (08709 504651).

Please fill in the following details so we can contact you with venue details.

Name :
Position :
Company :
Address :
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Tel :
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