Accredited Operations Specialist® (AOS)

Gain the knowledge and expertise to create and manage business critical data center operations to reduce risk and achieve uptime, performance, and efficiency.

Course Overview

If you're responsible for managing business-critical facilities, the Accredited Operations Specialist® (AOS) course provides a body of knowledge in every aspect of running an effective and sustainable data center — or portfolio of centers. Based on the principle that operations is the single greatest factor in sustaining uptime performance; training covers a broad range of topics including policies and procedures, staffing, business operations, maintenance, and risk management. Course participants learn to build and align their teams on the best practices to prevent and respond to data center incidents, operate efficiently, and achieve sustainable performance excellence.

AOS is an intensive 16 hour course and accreditation examination for data center managers and operators. Participants learn the concepts and criteria of developing and maintaining a comprehensive, world-class operations program to effectively manage high reliability data centers, from commissioning through the entire facility lifetime.

Why the Accredited Operations Specialist® (AOS)?

The AOS curriculum provides instruction on the Tier Standard: Operational Sustainability. Developed by Uptime Institute experts who have managed and operated some of the world's most elite data centers, AOS enables you to:

- Build and sustain effective operational behaviors
- Align operations to ever evolving business requirements
- Prioritize practices and understand risks to focus on those factors that will most improve facility performance
- Apply the Tier Standard to improve facility operations
- Learn methods to measure and track a facility's operational sustainability and efficiency
- Provide a consistent and proven set of standards, processes, and measurements across an entire data center portfolio
- Inspire a results oriented culture that achieves excellence
- Protect the investment in facility equipment and systems, increasing asset lifespan and ROI

Course Duration
The course is 16 hours instructor-led online learning or 3 days face-to-face training, of intensive instruction and hands-on exercises that cover the key concepts of critical facility operations. The curriculum covers the critical functional areas in operations and culminates in an examination.

Course Objectives
Participants learn the concepts and criteria of developing and maintaining a comprehensive, world-class operations program to effectively manage high reliability data centers, from commissioning through the entire facility lifetime. The AOS course will provide instruction to achieve a complete understanding of the concepts and criteria to develop a comprehensive world class management and operations program for a critical facility. The curriculum covers the critical functional areas in operations and culminates in an examination.

Learner Profile
The Uptime Institute's AOS is intended for critical facility operators. In order to align the entire support team on the application of the Uptime Institute Standards, outside experts that support the critical facilities are also welcome. Outside experts who will benefit from the AOS course are:
- Professional Operations Managers
- Data Center Facility Managers
- Project Managers
- Consultants
- Network Architects
- Enterprise Architects

Pre-requisites
This course is open to all professionals involved in data center facility management and operations as well as the broader community of vendors and consultants who focus on data center operations and does not require a licensed credential.

Certification
Participants who pass the final multiple-choice exam with a minimum score of 70% will receive the Accredited Operations Specialist® (AOS) certification, recognizing their ability to manage high-reliability data center operations. This certification is ideal for facility managers and operations professionals seeking to enhance their ability to implement industry best practices and improve uptime performance.

Accredited Operations Specialist® (AOS) Topics

Introduction
- Introduction to Management and Operations categories
- Review of the most common Management and Operations deficiencies

Concept of Operations Maintenance
- Differences between operations and maintenance
- Factors for deciding who operates and maintains your critical facilities

Staffing
- Staffing development process
- Staff qualifications
- Organizational structure impacts
- Defining roles and responsibilities for staff and support groups

Maintaining a Critical Facility
- Building a preventive maintenance program and annual schedule
- Maintenance management system requirements for tracking activities
- Vendor support
- Predictive maintenance
- Life-cycle planning
- Housekeeping

Operational Documentation
- Site policies
- Developing methods of procedure and other key documents

Training
- Developing a training program and schedule
- Vendor training requirements

Capacity Management
- Capacity and load management
- Determining critical capacities and forecasting when limits are reached

Commissioning
- How getting operation involved in commissioning leads to operations success
- Establishing behaviors early in the development process that will ensure long-term success

Building Characteristics
- Building characteristics impacts on operations

Site Location Risk
- Defining risks to operational activities posed by natural and man-made factors
- Evaluating site risks and determining advantages and disadvantages of multiple site locations

Means of Execution
- Understanding the dependencies of all the various categories when creating the Management and Operation program

TRAINING PARTNER

uptime® EDUCATION

DURATION	3 DAYS	MODE: ONLINE/F2F

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