



Advancing Data Center  
and IT Infrastructure  
Professionals



EDUCATIONAL PARTNER

# CE 1000: Essential Knowledge for Critical Environments (CETa)



eLearning  
2 day instructor led  
Blended Learning

## Critical Environments Professional Development Program

Resilience.  
Education.  
Credentialing.



The International Consortium  
For Organizational Resilience

# Essential Knowledge for Critical Environments

**Audience:** As the first in the series, CE 1000 is designed for those newer to working in the critical environment or those in information technology management seeking to understand the critical environment facility.

The focus of CE 1000 is on creating a base set of knowledge for those working in critical environments such as data centers, call centers, research and development, hospitals, clean rooms, banking/trading floors, broadcasting sites, and manufacturing facilities. Includes practical activities that focus on problem solving to bridge theory with learning that can be applied immediately on the job.



## 8 Lessons / Competency Areas

### 1000.1 The Evolution of Critical Environments—Philosophy & Lessons Learned

1. The importance of critical environments
2. Understanding uptime and downtime - scheduled vs. unscheduled
3. Maintenance Goals
4. The importance of the Engineering Staff

### 1000.2 Building a Critical Environment—Starting Logic

1. Terminology used in the CE
2. Location and design considerations
3. Understanding building code compliance, governing agencies, & regulatory entities
4. Redundancy vs. Efficiency as it applies to energy conservation

### 1000.3 Infrastructure & Uptime Tiering

1. Review of Uptime Institute's Tiering Structure
2. Reviewing & reacting to infrastructure issues
3. The role of the engineering staff

### 1000.4 Measuring & Reporting for Successful Capacity Planning

1. Capacity planning for power, cooling, space, controls, and security
2. Growth prediction and the collection of data and trending
3. Reporting methods, reviewing reports, and capacity reports
4. Capacity & design—designing for upgrades

### 1000.5 Procedures—What Should You Have?

1. Common procedures
2. Creating procedures
3. Document management & process improvement
4. Disaster recovery procedures—managing risk

### 1000.6 Maintenance of Critical Infrastructure

1. Maintenance of the critical environment and equipment
2. Computerized maintenance management system (CMMS)
3. Inventory control
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
2. Access Controls & Lighting
3. Receiving & Logistics

## Credentials

The Critical Environments Technician Associate (CETa) certification exam is included in CE 1000 instructor led and elearning courses.

The CETa certification exam can be challenged online.

Certificates of learning are issued upon completion of the exam for each competency area .

Exams are a combination of multiple choice and practical-based problem solving.

# Operating in the Mission-Critical Environment

## Aligning Mission-Critical Environments Education & Credentialing Programs to the Workplace

Recognized globally for its vendor-neutral, standards-based education programs, ICOR's certification competency areas align to specific jobs or job areas in the critical environment workplace.

**ICOR courses meet your learning style.** Take the full course or individual competency areas. Learn from an instructor or on your own via elearning or self-study course books. Interactive activity-based curriculum.



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