



Advancing Data Center  
and IT Infrastructure  
Professionals



EDUCATIONAL PARTNER

CE 1000:

# Essential Knowledge for Critical Environments (CEFA)



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 Introduction to the Critical Environment

1. The importance of critical environments
2. Understanding uptime and downtime—scheduled versus unscheduled
3. Risks to the CE
4. Single points of failure & planning

### 1000.2 Starting Logic of the Built Environment

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. Evaluating critical infrastructure
4. Evaluating reliability

### 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. Capacity reporting
4. Capacity & design—designing for upgrades

### 1000.5 Understanding Procedures

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

### 1000.6 Maintenance of Critical Infrastructure

1. Computerized maintenance management system (CMMS)
2. Inventory control
3. Maintenance types
4. Managing completion of maintenance

### 1000.7 Equipment in the CE

1. Equipment in the CE
2. Function of the equipment
3. Risks associated with operating equipment

### 1000.8 Cleaning, Access Control, Lighting, and More

1. Cleanliness & Working Clearances
2. Access Controls & Lighting
3. Areas of concern
4. Receiving & Logistics

### Credentials

The Critical Environment Facility Advisor (CEFA) certification exam is included in CE 1000 instructor led and eLearning courses.

The CEFA certification exam can be challenged online.

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.



Build-Resilience.org | TheICOR.org  
info@theicor.org | +1630.705.0910 Int'l  
1.866.765.8321 Toll Free North America