



Improving Data Centre and Infrastructure Service Management.

Date: Cape Town: 17 November 2014 08h00-13h00
Johannesburg: 20 November 2014 08h00-13h00

This free half day seminar hosted by Asssys.doc shows how to document and present complex IT dependencies and impacts as part of infrastructure management processes. Fundamental to change and risk management are frameworks such as ITIL, 27001 and business continuity, where it's vital to know how your infrastructure works so you can assess the potential impact of planned changes or react to server outages. Our two speakers will cover best practices in the management of critical infrastructure combined with documentation and change workflow

In the last 10 years standards and accreditations for both facilities and staff have developed with rapidly changing technology, but not the management and control processes – making human error still the major cause of outages. To cope with increasing complexity of servers, networks and applications we'll show how to automate many of the information sets needed for effective management and their importance;

- Establishing a baseline of your infrastructure
- Current standards and accreditations for data centre design and build
- Managing inventory, connectivity and capacity effectively
- Integrating CMDB, DCIM and monitoring systems with systems mapping
- Integrating project, change and operational management processes
- Automating Visio network, service and application dependency diagrams
- Visio tips and tricks to reduce multi-diagram maintenance workload

Presenter:

Graham Finlay, Director, Asssys.doc

With 30 years experience in the Cabling industry and previously a co owner of two Cabling Companies, Graham has been involved in large cabling projects of Data Centres, Office Parks and multi-site networks from a planning, implementation and documentation perspective. With collective experience of over 60 years Graham and his team at Asssys.doc have identified a need for centralised documentation and planning within the ICT infrastructure environment in South Africa.

Guest Speakers

David Cuthbertson, Director, Square Mile Systems, AssetGen

With an extensive background in data centres, ITIL and infrastructure configuration management, David will cover infrastructure databases/CMDBs and Visio automation techniques. Showing how multiple spreadsheets can be replaced by database driven systems, his talk will cover standards, change impacts and implementation issues when documenting and mapping complex systems such as data centres and multi-site networks.

Lee Smith, Director, Dee Smith & Associates

Prior to joining Dee Smith & Associates in 2010, Lee worked for Standard Bank as the IT Infrastructure Manager for their South African data centres. He was on the design team of the first Tier IV Facility Certified data centre in the southern hemisphere. His division provides data centre services and training covering assessments, management processes and project support. Lee was the first person in Africa to obtain the Certified Data Centre Expert (CDCE) accreditation, subsequently becoming a licenced trainer for EPI's CDCP, CDCS, CDCE, CDRP, CITM and CDFOM courses. He is also an Uptime Institute Accredited Tier Designer (ATD) and was invited to be on the judging for their inaugural Brill Awards for Efficient IT during 2014.

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Venue and Registration Details

Improving Data Centre and Infrastructure Service Management.

The Venue – Cape Town

Protea Hotel
99 Jip De Jager Drive
Vineyards Office Estate
Tyger Valley



Date : 17 November 2014
Start Time: 07h30 for 08h00 Start
Finish: 13H00

The Venue – Johannesburg

Protea Hotel Samrand
95 Sterling Street
Midrand



Date : 20 November 2014
Start Time: 07h30 for 08h00 Start
Finish: 13H00

Please Tick Appropriate Box For Seminar you will be attending

There is no cost to attend, but places are limited, you will need to register by email to **admin@assys.co.za**, or telephone 021-951-1484.

Please send us the following details by email so we can confirm a place at the seminar.

Name :
Position :
Company :
Address :
Tel :
Email :

Cape Town Or Johannesburg Seminar