Course Catalog

PROFESSIONAL EDUCATION AND DEVELOPMENT

Offering Education and Training for Data Center and Enterprise Systems Professionals

Courses are delivered 100% online, instructor-led.
Study at your convenience.

http://idcp.marist.edu
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“I have been told twice this week by vendors that it’s rare that they work with Data Center Managers who have the knowledge that we have.” -Student Testimonial
About the IDCP

The Marist College Institute for Data Center Professionals (IDCP) was founded in 2004 with support and funding from the National Science Foundation. In partnership with professional, industry and governmental organizations, the IDCP has been providing individuals and corporate teams with skills-based education and credentialing supporting the data center and enterprise computing environments of the future.

Professionals working in the data center and enterprise computing realm are critical resources for the nation’s economic stability and national security, yet there is a significant skills shortage as experienced professionals are retiring from the workforce and traditional educational programs are not yet addressing this challenge.

The Institute for Data Center Professionals offers a variety of online certificate programs for the working professional. All courses offered through the IDCP utilize the Marist College Premier iLearn course management system delivering multimedia content. In addition, the Knowledge Center at Marist College provides students with a hands-on virtual laboratory environment.
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## CERTIFICATE PROGRAMS OVERVIEW

*Enterprise Systems Education*

### Systems Programming Track

#### z/OS Associate Certificate

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<thead>
<tr>
<th>Course</th>
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<tbody>
<tr>
<td>NCRT 110 or CMPT 315</td>
<td>Introduction to z/OS and Major Subsystems</td>
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<tr>
<td>NCRT 120 or CMPT 316</td>
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<td>NCRT 130 or CMPT 317</td>
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#### z/OS Professional Certificate

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<th>Course</th>
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<tr>
<td>NCRT 210 or CMPT 451</td>
<td>z/OS Advanced Topics</td>
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<tr>
<td>NCRT 220 or CMPT 452</td>
<td>z/OS Reliability, Availability, Serviceability and Problem Determination (RAS and PD)</td>
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<tr>
<td>NCRT 230 or CMPT 453</td>
<td>z/OS Emerging Technologies</td>
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#### z/OS Expert Certificate

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<th>Course</th>
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<tr>
<td>NCRT 320 or CMPT 454</td>
<td>z/OS Installation</td>
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<tr>
<td>NCRT 330 or CMPT 455</td>
<td>DB2 Fundamentals</td>
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<tr>
<td>NCRT 340 or CMPT 456</td>
<td>z/OS Performance Fundamentals</td>
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### Application Programming Tracks

#### COBOL Certificate

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<tr>
<td>NCRT 110 or CMPT 315</td>
<td>Introduction to z/OS and Major Subsystems</td>
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<tr>
<td>NCRT 420</td>
<td>Basic COBOL Programming</td>
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<td>NCRT 430</td>
<td>Advanced COBOL Programming</td>
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#### IMS Certificate

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<tr>
<td>NCRT 110 or CMPT 315</td>
<td>Introduction to z/OS and Major Subsystems</td>
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<tr>
<td>NCRT 520</td>
<td>IMS Fundamentals</td>
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<td>NCRT 530</td>
<td>IMS Application Programming</td>
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#### Assembler Certificate

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<td>NCRT 110 or CMPT 315</td>
<td>Introduction to z/OS and Major Subsystems</td>
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<tr>
<td>NCRT 620</td>
<td>Basic Assembler Language Programming</td>
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<tr>
<td>NCRT 630</td>
<td>Advanced Assembler Language Programming</td>
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#### DB2 Certificate

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<td>NCRT 830</td>
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CERTIFICATE PROGRAMS OVERVIEW

*Enterprise Unix Systems Certificate*

### AIX on Power Certificate Program

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<tr>
<th>Course Code</th>
<th>Course Name</th>
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<tr>
<td>NCRT P01</td>
<td>Introduction to AIX on Power</td>
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<tr>
<td>NCRT P02</td>
<td>Fundamentals of AIX Administration</td>
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### z/VM Education

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<th>Course Code</th>
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<tr>
<td>NCRT 901</td>
<td>Running Linux Systems in a z/VM Virtualized Environment</td>
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### Emerging Technologies

### Business Analytics Certificate Program - Graduate Level

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<th>Course Code</th>
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<tbody>
<tr>
<td>MSIS 537</td>
<td>Data Management</td>
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<tr>
<td>MSIS 545</td>
<td>Introduction to Data Analysis and Computational Statistics</td>
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<tr>
<td>MSIS 637</td>
<td>Decision Support Systems</td>
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<tr>
<td>MSIS 591</td>
<td>Data Mining and Predictive Analytics</td>
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“The zNetworking course was an eye opener for me. I had some basic knowledge but this course made everything so much clearer.”

-Student Testimonial
DATA CENTER TECHNOLOGIES PROGRAMS OVERVIEW

The Data Center Facilities Management Associate and Professional Certificate programs provide competency in critical infrastructure design, management, and problem-solving acumen. While learning relevant, job-related skills, participants earn undergraduate credits that can be applied toward a fully online bachelor’s degree at Marist College. The program provides participants with essential knowledge and skills in facilities management, infrastructure, power, cooling, data communication, project management and cloud computing.

**Associate Certificate in Data Center Facilities Management**

*Current requirements remain in effect for students currently enrolled*

- ITS 130  Information Technology and Systems Concepts - 3 credits
- CMPT 482  Introduction to Facilities Management- 3 credits
- CMPT 487  Advanced Facilities Management- 3 credits

**Professional Certificate in Data Center Facilities Management**

Requirements

Successful completion of the Associate Certificate in Data Center Facilities Management plus

- CMPT 306  Data Communication and Networks - 4 credits
- CMPT 309  Project Management - 3 credits
- CMPT 483  Cloud Infrastructure and Services - 4 credits

**Certified Data Center Professional Certificate**

Requirements

Successful completion of the Associate and Professional Data Center Facilities Management Certificates plus

- ORG 101  Managing Organizations - 3 credits
- ORG 203  Practical Applications of Accounting - 3 credits

“I did like that there was a strong component of ongoing evaluation through quiz scores rather than an emphasis on just one or two exams.”

-Student Testimonial
COURSE DESCRIPTIONS

Enterprise Systems

Systems Programming Track
Associate Certificate

NCRT 110 (non-credit) or CMPT 315 (4 credits)
Introduction to z/OS and Major Subsystems
This course introduces operating system and data processing concepts in the context of large system (or Enterprise) computing using a combination of active learning exercises and passive learning presentations. The course content covers modern hardware, operating system, and middleware functions and features. This includes hardware concepts such as virtualization, logical partitioning, multi-processing, and high performance I/O. The operating system concepts covered include memory management, workload management (batch and transactional), dispatching, job control language, security, networking and other operating system functions. A brief introduction to z/OS UNIX is included as well. The course concludes with an overview of key middleware (transaction and database managers as well as messaging software) and their contribution to an overall hardware / software configuration needed to process enterprise workloads.
Prerequisite: CMPT120 and CMPT220

NCRT 120 (non-credit) or CMPT 316 (credit)
z/OS Networking
The course is based on the IBM Redbook entitled “Introduction to the New Mainframe: Networking.” This course is not designed to prepare students to be a System z network administrator but it will enable students to discuss data center issues with network administrators as informed and active participants. The class is half theory and basic architecture, and half description of the business problem that is solved and the actual implementation. The class is 50% TCP/IP, 30% SNA, and 20% administration and operations.
Prerequisite: NCRT 110 or CMPT 315

NCRT 130 (non-credit) or CMPT 317 (credit)
z/OS Security
The course is based on the IBM Redbook entitled “Introduction to the New Mainframe: Security.” The class is structured to develop the student’s understanding of information security from a business implementation perspective. The basic concepts of security are explained, as well as how these concepts have been implemented on the System z hardware and the z/OS operating system and its components.
Prerequisite: Introduction to z/OS and Major Subsystems
Follows NCRT 120 or CMPT 316
Systems Programming Track
Professional Certificate

NCRT 210 (non-credit) or CMPT 451 (credit)

**z/OS Advanced Topics**

This course is designed to go into some detail on key technical areas of interest to personnel working with System z and z/OS. Several topics are extensions to basic materials covered in the Introduction to z/OS and Major Subsystems class while others cover new material. Topics covered include business continuity and disaster recovery, business intelligence and data warehousing, a look inside the coupling facility, z/OS installation overview, z/OS performance basics, global resource serialization and System z virtualization. Other topics such as an introduction to machine components and data representation cover material related to the System z architecture and reinforce and expand on concepts discussed in earlier classes.

**Prerequisite:** Completion of the z/OS Associate Certificate or Qualifying Examination

**Offered in Fall**

NCRT 220 (non-credit) or CMPT 452 (credit)

**z/OS Reliability, Availability, Serviceability and Problem Determination (RAS and PD)**

This course provides an overview of Reliability, Availability, and Serviceability (RAS) principles and their importance to the System z hardware and z/OS operating system. The course introduces the major characteristics of the different aspects of RAS, distinguishing serviceability and problem determination. It also covers the broad area of Reliability and Availability functions and the value that they bring to the System z installation, as well as the management processes required by an installation to ensure that the highest levels of Availability can be attained. The topics covered include an introduction to RAS concepts, general approaches for enabling a highly available environment, System z hardware and software availability features including parallel sysplex, z/OS reliability including program recovery environments, z/OS serviceability including storage dumps, logging, and tracing, z/OS messages, operational problem determination and an introduction to using IPCS to analyze storage dumps.

**Follows NCRT 210 or CMPT 451**

NCRT 230 (non-credit) or CMPT 453 (credit)

**z/OS Emerging Technologies**

This course provides an overview of technologies that are expected to have significant impact on large scale computing environments over the next several years. In some cases the technologies discussed are relatively new and in other cases they have been around in one form or another for some time. In either case, this course looks at these technologies from the perspective of the System z hardware and software and the value and uniqueness of these technologies when used on System z. The topics covered include service-oriented architecture, Web 2.0, WebSphere process server, WebSphere message broker, XML on System z, JAVA on System z, content manager, information integration, z/OS simplification, Rational Developer for System z, z/OS Healthchecker, z/OS System REXX and zLinux on System z.

**Follows NCRT 220 or CMPT 452**
Systems Programming Track
Expert Certificate

NCRT 320 (non-credit) or CMPT 454 (credit)

z/OS Installation
This course provides instruction on the use of SMP/E to perform z/OS installation and related activities. Practical exercises are used to build z/OS installation skills. The topics covered in this course include z/OS installation overview, SMP/E basic topics, SMP/E advanced topics, planning for z/OS, z/OS software offerings, ordering z/OS software, cloning, upgrading a z/OS product, z/OS migration, configuration and customization, z/OS deployment, ServerPac and best practices for maintenance.

Prerequisite: Completion of the z/OS Professional Certificate

NCRT 330 (non-credit) or CMPT 455 (credit)

DB2 Fundamentals
The DB2 Fundamentals class provides an introduction to the DB2 relational database system as implemented on z/OS. It introduces the major DB2 concepts, structures, functions and features and includes an introduction to DB2, DB2 concepts, system overview, system structures, database services, DB2 environment, attachment facilities, workload management, distributed data facility, SQL overview, DB2 interface, SQL journeys, database and application implementation, concurrency control, security, logging and recovery, startup and restart, commands, utilities and tools, system performance and fundamental query optimization.

Follows NCRT 320 or CMPT 454

NCRT 340 (non-credit) or CMPT 456 (credit)

z/OS Performance Fundamentals
The z/OS Performance Fundamentals class provides a practical approach to understanding z/OS performance concepts and techniques. The class includes an introduction to the discipline of z/OS performance fundamentals, formula fundamentals, resources that need to be performance- managed, managed workloads that will be using the managed resources, the discipline of computer performance measurement and monitoring, common methodologies used to conduct a performance analysis and review, processor performance fundamentals, processor storage (memory) and paging subsystem performance fundamentals, DASD I/O subsystem performance fundamentals, workload manager performance fundamentals, sysplex and parallel sysplex performance fundamentals and workload performance fundamentals.

Follows NCRT 330 or CMPT 455
Application Programming Track
COBOL Application Programming Certificate

NCRT 420 (non-credit)

Basic COBOL Programming
The basic COBOL application programming class provides the student an opportunity to exercise a number of programming techniques using the COBOL programming language. COBOL has been widely used to develop commercial applications and is still in wide use in a number of large organizations today. The class covers the use of structured programming techniques to develop COBOL programs, and the design coding and testing of COBOL programs. A number of programming projects will be assigned to give the student ample opportunity to design, code and test structured COBOL programs that use multidimensional arrays, I/O, math operations, searches and sorts.

Prerequisite: NCRT 110 or CMPT 315

NCRT 430 (non-credit)

Advanced COBOL Programming
This course will begin with a review of single dimensional array processing techniques before beginning multidimensional array processing techniques. File processing techniques including sorts, merges, and transaction processing will be covered. Structured Programming techniques and modularization including both internal and external subroutines will be taught and used in all programming projects. Finally interactive COBOL using CICS will be taught and used to develop an interactive user program. This course uses extensive programming projects to enable the student to practice what is being taught. These programming projects will be entered, compiled and executed on the Marist College z/OS mainframe computer using TSO.

Follows NCRT 420

Application Programming Track
IMS Application Programming Certificate

NCRT 520 (non-credit)

IMS Fundamentals
This course is designed to present an introduction to the basic facilities of IMS, how these facilities work together and how application programs interact with them. The course presents the IMS Database System, the IMS Transaction Manager, and their use in today’s modern enterprise systems. An introduction to IMS Parallel Sysplex and high availability will be provided.

Prerequisite: NCRT 110 or CMPT 315

NCRT 530 (non-credit)

IMS Application Programming
This course is designed to present the skills needed to write application programs that interface with the IMS Transaction Manager, and use DL/I to process IMS databases. Topics include DL/I Environment, Call Processing, Retrieval Calls, and Update Calls, programming techniques, advanced segment search arguments, system service calls, message processing programming, message format services and IMS Transaction Manager additional facilities.

Follows NCRT 520
Application Programming Track
Assembler Language Application Programming Certificate

NCRT 620 (non-credit)
**Basic Assembler Language Programming**
The class includes programming assignments that are introduced and assigned at various points in the course. The class provides usage of the zXDC program for debugging and stepping through the assembler program. Topics include number systems, machine components, language comparison, addressing main storage, linkage conventions, a walkthrough of a simple program and macro, condition code, comparisons, loops, characters, character string instructions, debugging, messages, bit manipulation, binary conversions, multiple CSECTs and addressing virtual storage.

**Prerequisite:** NCRT 110 or CMPT 315

NCRT 630 (non-credit)
**Advanced Assembler Language Programming**
A number of programming exercises will be used to allow the student to become proficient in z/OS assembler language programming techniques. In particular, this class will expose the student to and provide an opportunity to develop z/OS assembler code that uses tables, lists and linked lists, z/OS units of work such as TCB’s and multitasking, z/OS assembler techniques and services to provide high levels of availability, z/OS assembler instructions and techniques for serialization, z architecture instructions, z/OS multitasking using non-privileged system services, programs with multiple CSECTs and re-entrant code. The exercises used in the class will allow the student to continue to develop good practices for designing, coding and testing well structured and well -documented z/OS assembler code. In addition, the student will have the opportunity to practice debugging and reading existing z/OS assembler code. This approach is used to simulate a job assignment where z/OS assembler code is being used or modified, but new development may not be using z/OS assembler language.

Follows NCRT 620

Application Programming Track
DB2 Application Programming Certificate

NCRT 820 (non-credit)
**DB2 Fundamentals**
The DB2 Fundamentals class provides an introduction to the DB2 relational database system as implemented on z/OS. It introduces the major DB2 concepts, structures, functions and features and includes an introduction to DB2, concepts, system overview, structures, database services, DB2 environment, attachment facilities, workload management, distributed data facility, SQL overview, DB2 interface, SQL journeys, database implementation, application implementation, concurrency control, DB2 security, logging and recovery, startup and restart, DB2 commands, utilities and tools, system performance and fundamental query optimization.

**Prerequisite:** NCRT 110 or CMPT 315

NCRT 830 (non-credit)
**DB2 Application Programming**
This course presents the fundamental concepts and programming techniques required to access DB2 data through application programs. Students will learn to code programs with embedded SQL and to use a variety of attachment facilities to run those programs against DB2 for z/OS databases. The course includes many hands-on programming exercises which give students the opportunity to develop programming skills, learn good programming techniques and implement programming best practices while accessing DB2 data. Students taking this course should have a basic understanding of relational databases (preferably DB2 for z/OS) and a basic knowledge of SQL.

Follows NCRT 820
Enterprise UNIX Systems Certificate
AIX on Power Certificate

NCRT P01 (non-credit)
Introduction to AIX on Power

In this first AIX on Power course, students learn the fundamentals of the AIX operating system. The course provides a survey of the IBM Power platform as well as a hands-on exploration of essential AIX and UNIX tools and techniques. Topics include advantages and features of POWER platform, AIX documentation, Korn shell features and customization, POSIX commands and utilities, files systems and directory hierarchy, process monitoring and job control, Vi editor, text processing and filters, shell programming and scripting languages, common desktop environment and alternatives, and the similarities and differences between AIX and Linux.

No Unix/Linux experience is assumed, but any prior exposure will be helpful

NCRT P02 (non-credit)
Fundamentals of AIX Administration

The second course in the AIX on Power certificate program provides an examination of specific features and software used to install and maintain an AIX system along with common services. Students gain direct experience with a variety of administrative tasks and tools, with an emphasis on best practices. Students gain an appreciation for the advantages of the AIX/POWER platform. Topics include the System Management Interface Tool (SMIT), AIX installation and boot procedures, software packages, bundles and filesets, logical volume manager, enhanced journaled file system, backup/restore strategies, role-based access control, security files and printing subsystem.

Prerequisite: NCRT P01

z/VM Education

NCRT 901 (non-credit)
Running Linux Systems in a z/VM Virtualized Environment

In this course, you will be introduced to the concept of virtualization, z/VM administration, directory maintenance, storage administration, and system administrative tasks required to administer a healthy z/VM production system running Linux system guests.

"I have absolutely no regrets having taken this class. This class exceeded my expectations and prepared me for the courses to follow."

-Student Testimonial
Emerging Technologies

Business Analytics Certificate

The Marist Business Analytics certificate does not require a computer science or technology background and may be of strong interest to those students working in advertising and marketing, health care administration, business strategy, research, or finance. Individuals working in these employment sectors who wish to stay competitive in their field should do so by deepening their knowledge of Business Analytics. Students must have a bachelor’s degree to enter this graduate level program.

MSIS 537

Data Management

Data Management covers fundamentals of relational database design, with special focus on data modeling and the use of SQL for relational data query and manipulation. Students need to be proficient at modeling business data, manipulating data through standardized query languages such as SQL, and accessing data from standardized database interface protocols.

MSIS 545

Introduction to Data Analysis and Computational Statistics

Intro to Data Analysis and Computational Statistics covers key statistical methods used to analyze data in support of business decisions and provides a practical introduction to modern techniques for computational data analysis using open source tools such as the R system.

MSIS 637

Decision Support Systems

Decision Support Systems focuses on model driven and data driven decision making tools that help managers address structured and semi-structured decision making tasks; management science topics include mathematical programming, decision theory, risk analysis and stochastic simulation; data-driven tools such as online analytical processing, business performance monitoring and probabilistic expert systems are considered.

MSIS 591

Data Mining and Predictive Analytics

Data Mining and Predictive Analytics provides in-depth coverage of data mining, the discipline concerned with extracting /discovering hidden patterns in the data. Data processing (including data reduction), data mining applications in real world situations are extensively addressed throughout the course.

“It’s making a difference in my day to day activities as a system programmer. Because of the training, new tasks are less daunting and I’m more familiar with resources to assist me.”

-Student Testimonial
COURSE DESCRIPTIONS

Data Center Technologies

Associate Certificate in Data Center Facilities Management

ITS 130 (3 Credits)

**Information Technology and Systems Concepts**

This course establishes a foundation for the understanding of information systems in organizations. Applications and technologies are studied in relation to organizational objectives. The student studies different types of systems such as MIS, DSS, EIS and basic applications to a data center environment. The student studies an overview of technology including hardware, software, Internet, World Wide Web, e-Commerce, database and objects.

CMPT 482 (3 Credits)

**Introduction to Facilities Management**

This course introduces the student to all facets of data center facilities management including deployment, support, major site infrastructures (power, cooling, etc.), downtime windows, security, maintenance procedures and relationships (IT systems, processes, management). The majority of the course, however, concentrates on the physical aspects of data centers.

**Pre- or Co-requisite: ITS 130**

CMPT 487 (3 credits)

**Advanced Facilities Management**

This course provides a technical overview of critical infrastructure, including energy conservation equipment, generation and transmission equipment, electrical safety, facilities engineering, systems maintenance, energy security, UPS systems, power transfer switch systems, standby generators, and data center energy efficiency.

**Prerequisite: CMPT 482**

“The hands on work was challenging and I learned a lot from the labs. I feel my experiences in these classes will help me advance in my career.”

-Student Testimonial
Data Center Technologies

Professional Certificate in Data Center Facilities Management

Prerequisite: Successful completion of the Associate Certificate in Facilities Management plus:

CMPT 309 (3 credits)

Project Management
The Project Management class is designed to meet the needs of students and professionals who want to build or strengthen their skills in building high performance virtual teams, integrating project elements and achieving satisfactory deliverables. It combines the expertise of a seasoned project manager with the structured project management knowledge framework. The result is a focused and results oriented curriculum that provides systematic instructions on project management knowledge areas, processes, tools, best practices and lessons learned. The content of this course is consistent with the Project Management Body of Knowledge (PMBOK®) defined by the Project Management Institution (PMI). The instructor is an Executive Project Manager with the PMP® certification by PMI®.

CMPT 306 (4 credits)

Data Communication and Networks
This course examines the concepts and mechanisms of wired and wireless data-audio-, and video-transport systems. Network architecture, terminology, control, standards (OSI and TCP/IP models), and general topologies will be discussed. Current equipment and physical interconnections will be explored for a range of network services to support activities such as application development, distributed processing, operating information centers, and providing distance learning. Topics covered include an analysis of the problems and limitations imposed by the physical channel, wireless networks, comparative switching techniques, routing, congestion control, and higher-level protocols needed to complete the end-user to end-user connection.

CMPT 483 (4 credits)

Cloud Infrastructure and Services
This course examines the technical building blocks of Cloud Computing. This course examines the different type of service models, delivery models and characteristics that make up a typical cloud environment. The course will touch on the different cloud providers today including OpenStack and Amazon. This course will also cover the impacts that cloud has on security, networking and maintenance. The economics of the cloud and how they impact cloud services will be discussed.
Prerequisite: CMPT 306

Certified Data Center Professional Certificate

Prerequisite: Successful completion of the Data Center Facilities Management Associate and Professional Certificates plus

ORG 101 (3 credits)

Managing Organizations
This course provides an introduction to the management of organizations. Students will learn about organizational structures, history of management, and the tasks, roles and responsibilities of managers. Planning, organizing, directing and controlling the management process will be discussed. Critical and ethical decision making will be emphasized throughout the course.
Data Center Technologies
Certified Data Center Professional Certificate

ORG 203 (3 credits)
Practical Applications of Accounting
This course introduces students to the fundamental principles and concepts of financial accounting. There will also be exposure to the practical applications of cost and managerial accounting. Students will develop a basic understanding of business transactions, balance sheets and financial statements.

Greening of the Data Center

NCRT 710 (Non-Credit)
Greening of the Data Center
This course discusses methods to improve the environmental performance of the data center. It will focus primarily on the data center power and cooling facilities and ways to operate them in an energy-efficient manner. Students will be provided with a historical awareness of energy consumption in the IT industry and learn what metrics are used to assess energy-efficient deployment of IT equipment.
This class will include fundamental sessions on power and cooling systems in the data center. No prior experience in power and cooling is necessary but completion of ITS 482 or data center experience is highly recommended.

“The IDCP program helped me in my pursuit to become a better educated, more effective Data Center Manager. Earning the CDCP certification is a real mark of achievement and definitely assisted me throughout my career.” — Student Testimonial
General Information

Certificate Programs
Students must achieve a grade of C or above in each course within a certificate program in order to receive the IDCP certificate. The courses that comprise the IDCP certificates are 100% online, instructor-led and asynchronous allowing students across all time zones to participate and collaborate in a virtual classroom environment. Students should expect to devote a minimum of 10 to 15 hours per week as each course is comparable to a traditional undergraduate class.

Enrollment, Fees and Tuition
All students must complete an enrollment form when registering for a course or certificate program. Tuition is payable in full at the time of registration. Tuition varies depending on the specific course or program. Please visit http://idcp.marist.edu for more details. In some cases, programs may be offered at significant introductory discounts. There are additional discounts when multiple students enroll from a company.

Payment may be made by check or credit card. Checks should be made payable to Marist College and mailed to the address indicated on the enrollment form.
There are no additional registration fees. However, some courses do require textbooks. Textbooks may run $75 to $150 per course. Some courses do not require any textbook purchase as the materials are provided or downloadable.

Course Delivery
Students interact with the iLearn course management system asynchronously. All that is required is a high-speed Internet connection and an up-to-date workstation. Students do not have to be “present” at any specific time for class participation; therefore courses are accessible across all time zones and geographies.

Refunds
Refunds are issued according to specific policies governing non-credit or credit programs. For non-credit courses, tuition is non-refundable once the classes have started. For credit-bearing programs, refunds are provided in accordance with Marist College policies. A policy guide will be sent to all students enrolling in credit-bearing courses.

Cancellation Policy
Marist College and the Institute for Data Center Professionals reserve the right to cancel any course for which there is insufficient enrollment, restrict registration in a course, provide additional teaching assistants or change instructors if necessary. In the event of course cancellations or schedule changes, every effort will be made to notify registered students as quickly as possible.

Office Hours
Marist College Help Desk (for technical support)
Hours of operation during the fall and spring semesters (beginning the first day of classes):
Monday - Thursday 7:30a.m.-10:00p.m., Friday 7:30a.m.-5:00p.m.

Hours of operation during fall and spring semester breaks are:
Monday - Thursday 7:30a.m. - 7:00p.m., Friday - 7:30a.m. - 5:00p.m.

Hours of operation during the summer are:
Monday - Friday 8:00a.m. - 7:00p.m.
Institute for Data Center Professionals Administrative Offices
Monday- Friday 8:30a.m.-5:00p.m.