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EXIN CDFOM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Governance, Risk and Compliance: Covers management framework including compliance, risk management, document control, financial management, and vendor oversight.

Topic 2	<ul style="list-style-type: none"> Facilities Management: Covers infrastructure maintenance including maintenance programs, outsourcing, contracts, scheduling, spare parts, and contamination control.
Topic 3	<ul style="list-style-type: none"> Project Management: Covers project execution including management principles, organizational structures, and project phases.
Topic 4	<ul style="list-style-type: none"> Monitoring Reporting Control: Addresses performance oversight through monitoring, escalation procedures, reporting, and trend analysis.
Topic 5	<ul style="list-style-type: none"> Organizational Resilience: Addresses business continuity, facility redundancy, Business Impact Analysis, and disaster recovery preparedness.
Topic 6	<ul style="list-style-type: none"> Managing Physical Security: Deals with facility protection through security policies, staff management, incident handling, and security audits.
Topic 7	<ul style="list-style-type: none"> Service Level Management: Covers creating and managing service agreements, including SLAs with measurable metrics, service reporting, customer satisfaction measurement, and continuous improvement processes.

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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q48-Q53):

NEW QUESTION # 48

Management wants to receive a monthly report on data center cost breakdown per business unit without transferring the actual cost to the users.

Which model should you apply?

- A. Chargeback
- B. Show back**
- C. Setback
- D. Pay back

Answer: B

Explanation:

EPI's financial management guidance distinguishes between several internal cost transparency models.

Chargeback occurs when costs are formally billed to internal departments or customers. However, in this scenario, management wants visibility of cost distribution without making business units financially responsible. This aligns directly with the Show Back model. Show Back is a non-billing mechanism that reports how much each business unit would hypothetically be charged if costs were allocated proportionally. It improves cost awareness, encourages responsible consumption, and helps management understand operational cost drivers without generating friction associated with real billing. Show Back is commonly used in organizations where financial culture, policy constraints, or strategic choices prevent the use of formal chargeback.

Options A (Chargeback) does not meet the requirement because it transfers costs. Options C and D are not recognized cost transparency models within EPI or general IT financial management practices.

Therefore, the most suitable model for cost transparency without financial transfer is B - Show Back.

NEW QUESTION # 49

Welding works need to be conducted.

Is a Permit to Work (PTW) required and if so, what type of PTW?

- A. A PTW is required for cold work
- B. A PTW is required for energy work
- C. Welding is covered under standard maintenance work, a PTW is not required
- D. A PTW is required for hot work

Answer: D

Explanation:

EPI's Permit to Work (PTW) system categorizes work activities based on risk levels to ensure safe execution and hazard control within the data center.

Welding operations involve open flame, sparks, high heat, molten metal, and ignition sources, making them a high-risk activity.

In EPI safety doctrine, welding is explicitly classified under "Hot Work." Hot Work includes activities such as:

- * Welding
- * Cutting
- * Grinding
- * Brazing
- * Soldering
- * Flame use or spark-producing tools

Because of the fire ignition potential, a Hot Work Permit is mandatory before welding can begin.

The Hot Work PTW ensures:

- * Fire watch personnel are assigned
- * Fire suppression systems are prepared or temporarily disabled with compensating controls
- * Surrounding area is inspected for combustible material
- * Correct PPE is used
- * Hot-work zoning, barriers, and extinguishers are in place
- * Post-work monitoring is performed

Therefore, Option D (A PTW is required for hot work) is the correct and EPI-aligned answer.

EPI DCFOM-Aligned Reference Concepts

- * The PTW system ensures hazardous activities are controlled.
- * Welding is classified as Hot Work.
- * Hot Work requires a dedicated PTW with fire-risk mitigation and supervisory approval.

NEW QUESTION # 50

Which process is not part of the 6-step document management life cycle?

- A. Destruction
- B. Creation
- C. Publication
- D. Provisioning

Answer: D

Explanation:

EPI's document management methodology follows a 6-step structured life cycle for all controlled documentation used in a data center (e.g., SOPs, MOPs, EOPs, safety documents, policies, maintenance procedures).

The life cycle ensures all documents remain current, controlled, traceable, and properly retired.

The six recognized stages in the EPI-aligned document management life cycle are typically:

- * Creation- The document is drafted and developed.
- * Review- Subject matter experts verify technical correctness.
- * Approval- Authorized managers approve it for release.
- * Publication / Release- Document is issued for operational use under control.
- * Maintenance / Updates- Regular updates and version control.
- * Archival / Destruction- Retired versions are archived or securely destroyed.

Within this structure, "Provisioning" is not a recognized document life-cycle step in EPI's DCFOM framework. Provisioning is a term used in IT or service management (e.g., server or user provisioning) but not in document control life cycles. Therefore, Option C (Provisioning) is the correct answer.

EPI DCFOM-Aligned Reference Concepts

- * Document management requires strict version control procedures.
- * The document life cycle includes creation, review, approval, publication, maintenance, and destruction/archival.
- * "Provisioning" is not part of the document lifecycle in the EPI framework.

NEW QUESTION # 51

Key Performance Objectives (KPOs) need to be defined.

What is a suitable time period for KPOs?

- A. Only weekly
- B. Weekly, monthly and yearly
- C. Only yearly
- D. Only monthly

Answer: B

Explanation:

KPOs are strategic and operational performance objectives that must support:

- * Daily operations
- * Weekly operational control
- * Monthly service reporting
- * Quarterly reviews
- * Annual strategic planning

EPI emphasizes that performance objectives must be measurable across multiple timeframes, depending on the operational layer:

- * Weekly# short-term operational checks
- * Monthly# service-level analysis and trend review
- * Yearly# strategic improvement and long-term performance planning

Therefore, weekly, monthly, and yearly intervals are all suitable for KPOs.

Thus, D is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Performance measurement occurs across multiple time horizons.
- * KPOs must be aligned to operational, tactical, and strategic levels.

NEW QUESTION # 52

Of the below, which can be used to optimize succession planning?

- A. External recruitment
- B. Relationship with manager
- C. Career development program
- D. Disciplinary program

Answer: C

Explanation:

Succession planning ensures organizational continuity by preparing internal staff to step into key roles when needed.

EPI's organizational management framework emphasizes:

- * Structured Skill GrowthA Career Development Program provides:
 - * targeted training
 - * competency building
 - * job rotation
 - * professional certification pathways
 - * mentorship and development planning
- * Identification of Future LeadersThrough career development planning, individuals are tracked, evaluated, and groomed for future responsibilities.
- * Internal Capability StrengtheningSuccession planning focuses on internal development first, before external hiring options.

Why the other options are not correct:

- * B. Disciplinary programUsed for performance or behavioral issues; it does not contribute to succession planning.
 - * C. Relationship with managerWhile helpful, it is not a formal tool for succession planning and is not an EPI-recognized structural process.
 - * D. External recruitmentThis is a remedy when internal succession strength is insufficient-not a tool for optimizing succession planning.

Thus, A - Career development programmes is the correct choice.

EPI DCFOM-Aligned Reference Concepts (Paraphrased, Not Verbatim)

- * Succession planning depends on structured skill development.
 - * Training, assessment, and career development form the foundation of succession pipelines.
 - * Job rotation and development programs are integral to organizational continuity.

NEW QUESTION # 53

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