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EXIN CDFOM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Data Centre Operations: Focuses on daily operational activities and procedures supporting continuous facility functioning.
Topic 2	<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 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">• Environmental Sustainability: Focuses on minimizing environmental impact through power efficiency, waste management, and renewable energy integration.
Topic 5	<ul style="list-style-type: none">• Organizational Resilience: Addresses business continuity, facility redundancy, Business Impact Analysis, and disaster recovery preparedness.

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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q47-Q52):

NEW QUESTION # 47

Key Performance Objectives (KPOs) need to be defined.

What is a suitable time period for KPOs?

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

Answer: C

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, C 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 # 48

The data center is conducting a needs analysis.

Which of the below is an activity of the needs analysis?

- A. Identifying monitoring requirements
- B. Identifying the required headcount to operate the service
- C. Identifying the current usage for power and cooling
- D. Identifying the operating hours for the service

Answer: D

Explanation:

Needs Analysis determines what the customer or business requires from a service.

This includes:

- * Required service hours / operating hours
- * Availability expectations
- * Business functional requirements
- * Legal and compliance requirements
- * Physical infrastructure needs (power, cooling, space)
- * Performance and capacity needs

Identifying operating hours is a core part of defining service requirements.

Why other options are incorrect:

- * B: Current resource usage is part of infrastructure assessment, not needs analysis.
- * C: Staffing is part of capability assessment.
- * D: Monitoring requirements come after service definition and design.

Thus, A is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Needs analysis determines service operation hours, business needs, and requirements.
- * It precedes capability assessment and service design.

NEW QUESTION # 49

What is the main objective of the security incident management process?

- A. To address security breaches and potential weaknesses
- B. To comply with ISO 27001
- C. To test emergency response plans
- D. To verify whether the correct individuals are assigned as security guard

Answer: A

Explanation:

Security incident management is a core function in maintaining physical security integrity within the data center environment. The main purpose of this process is to respond to, manage, and eliminate security breaches and vulnerabilities that could compromise facility protection, customer assets, or sensitive operational areas. According to EPI's security governance principles, a security incident may include unauthorized access attempts, misuse of credentials, badge anomalies, tailgating, tampering, suspicious activities, or procedural violations.

The security incident management process ensures that such events are logged, assessed, investigated, escalated, and resolved in a timely and structured manner. It also identifies root causes and potential systemic weaknesses that must be corrected to prevent recurrence. This includes reviewing procedures, improving physical controls, reinforcing training, and implementing corrective or preventive measures.

Option A is unrelated; guard assignment is part of staffing, not incident management. Option C refers to testing emergency plans, which is part of preparedness and exercises. Option D refers to compliance activities, but compliance is not the objective of incident management—it is a result.

Therefore, the correct answer is B - addressing breaches and weaknesses.

NEW QUESTION # 50

A service requirements analysis has concluded that a vendor is required for the upcoming project.

Planning is tight and budget approval is not required.

What should you advise?

- A. Request RFIs to identify suitable vendors
- B. Select pre-approved vendors for conducting a RFP
- C. Postpone the project to avoid the planning becoming a risk factor
- D. Opt-out of RFP and appoint a suitable vendor

Answer: D

Explanation:

EPI's project management guidance emphasizes balancing governance, timeliness, and practicality. In a situation where planning is tight, project timelines are critical, and no budget approval process is required, conducting a full Request for Proposal (RFP) process may introduce unnecessary delays that could jeopardize the project schedule. The purpose of an RFP is to evaluate multiple vendors, compare pricing, and perform detailed assessments. However, this process can take weeks or months, which is unsuitable under tight deadlines.

Because the requirement is already clear and vendor evaluation has presumably been performed during earlier stages, the most efficient action is to appoint a suitable vendor directly and avoid the extended RFP cycle.

This is permissible when internal procurement policies allow expedited sourcing and the vendor is already known to be capable of meeting requirements.

Option A (RFI) extends timelines further and is typically used early in the vendor discovery phase. Option B still requires an RFP process. Option C postpones the project unnecessarily, contradicting the business need.

Thus, opting out of RFP and appointing a suitable vendor immediately is the best course of action in this time-critical scenario.

NEW QUESTION # 51

During inventory of assets it is identified that a number of items are in a different location compared to what is indicated on the inventory list.

What is the most likely root cause of this?

- A. Lack of asset management database capabilities

- B. Lack of staff training
- C. Lack of finance
- **D. Lack of procedures**

Answer: D

Explanation:

Accurate asset management relies heavily on clear, enforced procedures for:

- * Logging asset movement
- * Updating location records
- * Recording installations, removals, or relocations
- * Maintaining accurate configuration and asset databases

If assets are located in different places than recorded, the root cause is typically:

"Lack of procedures" or failure to follow them.

Without proper procedures:

- * Staff may move items without documentation.
- * Asset updates may not be recorded.
- * Inventory lists become outdated.
- * Tracking and audit functions fail.

Why other options are incorrect:

- * A: Training is important but secondary; without procedures, training has no structure.
- * C: Most modern asset systems can track locations; the issue is usually process-related, not system capability.
- * D: Financial constraints do not cause incorrect asset locations.

Thus, B is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Asset management accuracy depends on well-defined and enforced procedures.
- * Incorrect asset locations typically indicate process failures, not financial or system issues.

NEW QUESTION # 52

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