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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">• Environmental Sustainability: Focuses on minimizing environmental impact through power efficiency, waste management, and renewable energy integration.
Topic 4	<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.
Topic 5	<ul style="list-style-type: none">• Managing Safety & Statutory Requirements: Focuses on workplace safety compliance, including safety policies, training, Permit to Work systems, PPE, emergency preparedness, and safety audits.

Topic 6	<ul style="list-style-type: none"> • Monitoring • Reporting • Control: Addresses performance oversight through monitoring, escalation procedures, reporting, and trend analysis.
Topic 7	<ul style="list-style-type: none"> • The Data Centre Organization: Addresses organizational structure, roles and responsibilities, shift management, performance management, training, career development, and succession planning.
Topic 8	<ul style="list-style-type: none"> • Organizational Resilience: Addresses business continuity, facility redundancy, Business Impact Analysis, and disaster recovery preparedness.

EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q34-Q39):

NEW QUESTION # 34

A new Service Level Agreement is being proposed for which the data center operations manager must give her approval. Which document - or information - will she consider consulting first?

- A. Job descriptions
- B. Training program overview
- C. Resumes of staff
- D. Skills matrix

Answer: D

Explanation:

When approving a new SLA (Service Level Agreement), the operations manager must verify that the organization has the capability and resources to meet the service commitments defined in the SLA. Part of this verification is ensuring that the current staff mix and competency levels match the required service levels. The skills matrix provides a structured overview of staff roles, skill levels, competencies, and gap analysis.

* The skills matrix allows the manager to assess whether the team is capable of fulfilling the new service commitments before the SLA goes live.

* Job descriptions (option B) define roles and responsibilities but do not show competency levels or gaps.

* Training program overview (option A) shows what training exists but doesn't directly show who can deliver the service now.

* Resumes of staff (option D) are ad hoc and individual, not efficient for overall capability assessment.

Thus, option C - Skills matrix is the best first reference.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

* Capability assessment in SLM includes reviewing skills matrices to verify workforce capability.

* Before approving SLAs, organizations must ensure operational readiness and resource competence.

NEW QUESTION # 35

The needs analysis has been completed and the data center organization is tasked with the capability assessment.

Which of the below is a mandatory activity as part of the capability assessment?

- A. Create inventory of skills, knowledge and capacity
- B. Determine the availability requirements
- C. Identify applicable safety requirements
- D. Review the security needs

Answer: A

Explanation:

A capability assessment evaluates whether the data center organization is capable of delivering the defined services.

The mandatory activity is to:

Create an inventory of skills, knowledge, and capacity of the workforce and resources.

This includes:

* Current staff technical skills

* Certifications

- * Experience
- * Availability (capacity)
- * Backup and contingency roles
- * Alignment with service demands and SLAs

Why other options are incorrect:

- * A: Security needs are part of service requirements, not capability assessment.
- * C: Availability requirements are determined during needs analysis, not capability assessment.
- * D: Safety requirements belong to statutory and compliance analysis, not capability assessment.

Thus, B is the correct answer.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Capability assessment requires determining skills, competencies, and available capacity.
- * Ensures the organization can meet defined services and SLAs.

NEW QUESTION # 36

When creating a compliance document register, which categories should at least be included?

- **A. Legal and service**
- B. Training and business culture
- C. Marketing and budget
- D. Staffing and training

Answer: A

Explanation:

A compliance document register ensures that the organization maintains oversight and traceability of all documents required to meet regulatory, legal, and service-related obligations. The register is essential for audits, governance, risk management, and operational continuity. According to EPI's GRC framework, the minimum categories that must be included are legal and service compliance documents.

Legal documents include regulatory requirements, statutory obligations, contracts, permits, safety regulations, environmental compliance mandates, and jurisdictional requirements. Service documents include SLAs, OLAs, underpinning contracts, service catalogs, and operational procedures required to fulfill service commitments. These categories represent the core compliance landscape affecting the organization's ability to operate legally and deliver services contractually.

Options B, C, and D list other organizational elements that may appear in broader documentation sets but are not fundamental compliance categories. Marketing, budgeting, staffing policies, and business culture documents do not constitute mandatory compliance obligations and are not required for inclusion in a compliance register.

Thus, the correct answer is A - Legal and service.

NEW QUESTION # 37

Customers complain that reported incidents are responded to at first but then seem to disappear after a while with the customer no longer receiving a proper follow-up.

What is the most likely cause of this?

- A. The service desk application is not configured to send automatic 'ticket closed' emails
- **B. Incomplete shift hand-over**
- C. The overall staff skill levels are insufficient to support the customer
- D. The data center does not have adequate contingency in the resource allocations

Answer: B

Explanation:

A common operational problem occurs when incidents are initially responded to but then lose attention.

EPI identifies incomplete shift handover as a major root cause because:

- * Incident ownership is not transferred correctly
- * Pending actions are not communicated
- * Operators on the next shift are unaware of unresolved incidents
- * Follow-up obligations are lost

This leads to customers receiving initial responses but no closure or updates.

Why other options are incorrect:

- * A: Even without auto-emails, incidents would still be followed up internally.

* B: Skill level issues affect resolution quality, not disappearance of tickets.

* D: Lack of contingency causes delays, not loss of tracking.

Thus, C is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

* Proper shift handover is essential to maintain service continuity.

* Incomplete handover leads to dropped incidents and SLA failures.

NEW QUESTION # 38

What is defined by the Recovery Time Objective (RTO)?

- A. The time within which the impacts of not resuming activities would become unacceptable to the organization
- B. The minimum level of service required to be operational again
- **C. The prioritized timeframes for resuming disrupted activities at a specified minimum acceptable capacity**
- D. The maximum age of the data to be restored in case of a disaster

Answer: C

NEW QUESTION # 39

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