

# CDFOM資料的中率、CDFOM日本語資格取得



## Introduction

Managing the facilities of today's high-end and high-availability data centres is an extremely demanding and complex task which is often underestimated. There is often very little appreciation and understanding of the complexities of managing today's mission-critical data centres where downtime is not an option, especially since many of the data centres are operating at, or near, their design limits. Operations management at the facilities layer makes all the difference. Even a data centre designed to the highest redundancy level as per the ANSI/TIA-942 standard could still experience many unscheduled downtime events due to poor planning, operations, maintenance and management processes.

The CDFOM® (Certified Data Centre Facilities Operations Manager) course is a three-day course which will enable data centre managers to gain in-depth knowledge of managing data centre operations from planning to monitoring and reporting. This course breaks down the complexity of managing a mission-critical high-availability data centre facility into manageable and systematic processes. Not only are the topics covered based on international standards, the course includes best-practices by seasoned data centre professionals with many years' experience managing global data centre facilities. The CDFOM® is an intensive course packed with a lot of information which brings tremendous value to the participants, enabling them to improve the operations of their data centre. The course is fully aligned with the DCOS® (Data Centre Operations Standard).

## Roadmap



## Audience

The primary audience for this course is someone who works, or has ambition to work, in a leadership role in data centre operations such as a data centre facilities manager, data centre operations manager, who has the responsibility to achieve and improve the high-availability and manageability of the data centre operations.

## Global Accreditation & Recognition



## Prerequisites

It is advisable for the participants to have some experience in data centre operations although it is not required. It is highly recommended to attend the DCFC®/CDCP® course before attending the CDFOM® course.

## Course Benefits

After completion of the course the participant will be able to:

- ☑ Perform the needs analysis translating business requirements to data centre services
- ☑ Set-up and manage the data centre operations team
- ☑ Implement and monitor safety- and security practices
- ☑ Identify a suitable maintenance program for the data centre facility and its equipment
- ☑ Select the appropriate policies and procedures required for data centre operations
- ☑ Monitor the data centre availability, capacity and capability
- ☑ Manage and implement basic data centre projects
- ☑ Set-up and implement an environmental sustainability program
- ☑ Select an appropriate back-up site to support organizational resilience
- ☑ Identify and respond to risk in the data centre
- ☑ Manage and support the document life cycle
- ☑ Create a basic budget proposal
- ☑ Select and manage vendors and measure their performance
- ☑ Manage data centre assets

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## EXIN CDFOM 認定試験の出題範囲:

トピック	出題範囲
トピック 1	<ul style="list-style-type: none"> <li>● ガバナンス、リスク、コンプライアンス: コンプライアンス、リスク管理、文書管理、財務管理、ベンダー監督を含む管理フレームワークを網羅しています。</li> </ul>
トピック 2	<ul style="list-style-type: none"> <li>● サービスレベル管理: 測定可能な指標を含むサービスレベル契約 (SLA) の作成と管理、サービスレポート作成、顧客満足度測定、継続的改善プロセスなどを対象とします。</li> </ul>
トピック 3	<ul style="list-style-type: none"> <li>● データセンター組織: 組織構造、役割と責任、シフト管理、業績管理、研修、キャリア開発、後継者育成計画について解説します。</li> </ul>

トピック 4	<ul style="list-style-type: none"> <li>施設管理：インフラ保守（保守プログラム、アウトソーシング、契約、スケジュール管理、スペアパーツ、汚染管理を含む）を網羅する。</li> </ul>
トピック 5	<ul style="list-style-type: none"> <li>データセンター運用：施設の継続的な稼働を支える日常的な運用活動と手順に重点を置く。</li> </ul>
トピック 6	<ul style="list-style-type: none"> <li>安全管理と法令遵守：職場の安全コンプライアンスに重点を置き、安全方針、研修、作業許可制度、個人用保護具（PPE）、緊急時対応、安全監査などを含まれます。</li> </ul>
トピック 7	<ul style="list-style-type: none"> <li>組織のレジリエンス：事業継続性、施設冗長性、事業影響度分析、災害復旧準備について取り上げます。</li> </ul>
トピック 8	<ul style="list-style-type: none"> <li>物理的セキュリティの管理：セキュリティポリシー、スタッフ管理、インシデント対応、セキュリティ監査を通じて施設の保護に取り組みます。</li> </ul>
トピック 9	<ul style="list-style-type: none"> <li>プロジェクト管理：プロジェクトの実行、管理原則、組織構造、プロジェクト段階などを網羅する。</li> </ul>
トピック 10	<ul style="list-style-type: none"> <li>監視 / 報告 / 管理：監視、エスカレーション手順、報告、傾向分析を通じてパフォーマンスの監視を行います。</li> </ul>

>> CDFOM資料的中率 <<

## 最新のCDFOM資料的中率試験-試験の準備方法-有効的なCDFOM日本語資格取得

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## EXIN Certified Data Center Facilities Operations Manager 認定 CDFOM 試験問題 (Q16-Q21):

### 質問 # 16

The process of restoring normal service operation as quickly as possible and therefore minimizing the adverse impact on service levels committed to by the organization to its customers, is covered by?

- A. Incident management
- B. Change management
- C. Equipment life cycle management
- D. Capacity management

正解: A

解説:

Incident Management's primary objective is:

"Restore normal service as quickly as possible and minimize business impact." This aligns precisely with the scenario described.

Why other options are incorrect:

- \* A: Change management governs planned changes, not restoration.
- \* B: Capacity management ensures sufficient resources, not incident recovery.
- \* D: Equipment lifecycle deals with long-term asset management.

Thus, C is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- \* Incident management focuses on fast service restoration and minimizing impact.
- \* Central to service operations and SLA protection.

### 質問 # 17

In what situation can an individual applying for a security job be exempted from a background screening?

- A. The individual is well-experienced in law enforcement.
- B. The individual is holding a professional security training certificate
- **C. The individual must be screened with no exception.**
- D. The individual has previously worked in a similar position

正解: C

解説:

EPI's physical security framework requires mandatory background screening for all individuals assigned to security roles, regardless of:

\* previous experience

\* certifications

\* law enforcement background

\* length of employment

Security personnel have privileged access to sensitive areas and are responsible for enforcing access control, incident response, and compliance. Therefore:

\* No exemptions are permitted.

\* Prior experience or certification does not replace a formal background check.

\* Even previous law enforcement staff must undergo screening.

Thus, the correct answer is C.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

\* Background screening is mandatory for all security personnel.

\* No exceptions are permitted, regardless of experience or qualifications.

### 質問 # 18

What is the outcome of a risk evaluation process?

- A. The list of all identified risks
- B. The report advising the board of management to accept all identified risks
- C. The required budget treating the data center risk
- **D. The decision whether risk treatment needs to take place**

正解: D

解説:

In the EPI framework for risk management, after the risk identification and risk analysis steps, the risk evaluation step determines whether the assessed risks are acceptable or require treatment based on the organization's risk appetite, criteria, and the potential impact. The evaluation leads to a decision on whether risk treatment needs to take place.

\* It is not simply compiling all risks (so option C is incorrect).

\* It is not exclusively about budgeting (so option D is incorrect) though budgeting follows treatment decisions.

\* It is not necessarily advising to accept all risks (so option B is incorrect) but rather it supports decision-making on treatment.

\* Therefore, option A is correct: the outcome is the decision whether to treat the risk.

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

\* Risk evaluation assesses identified and analysed risks against risk criteria to decide on acceptability or need for treatment.

\* The outcome is a documented decision-making step in the risk management process.

### 質問 # 19

The data center organization has all its services prepared and wishes to announce the outcome to its customers so that they can place their order.

What document - or information - will it share?

- A. Service portfolio
- B. Business continuity plan
- C. Needs analysis report
- **D. Service catalog**

正解: D

解説:

EPI distinguishes between:

- \* Service Portfolio# internal document used for service design, planning, assessment
- \* Service Catalog# customer-facing document listing available services

This service catalog provides customers with:

- \* Service descriptions
- \* Service options
- \* Ordering information
- \* Terms and conditions
- \* SLA details
- \* Pricing models (where applicable)

It is specifically designed to allow customers to select and order services.

Why other options are incorrect:

- \* A: Service portfolio is internal only.
- \* B: BCP is unrelated to service ordering.
- \* C: Needs analysis is internal planning documentation.

Thus, Dis correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- \* The service catalog contains all customer-orderable services.
- \* It is the primary communication tool for customer consumption.

## 質問 # 20

Key Performance Objectives (KPOs) need to be defined.

What is a suitable time period for KPOs?

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

正解: D

## 質問 # 21

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