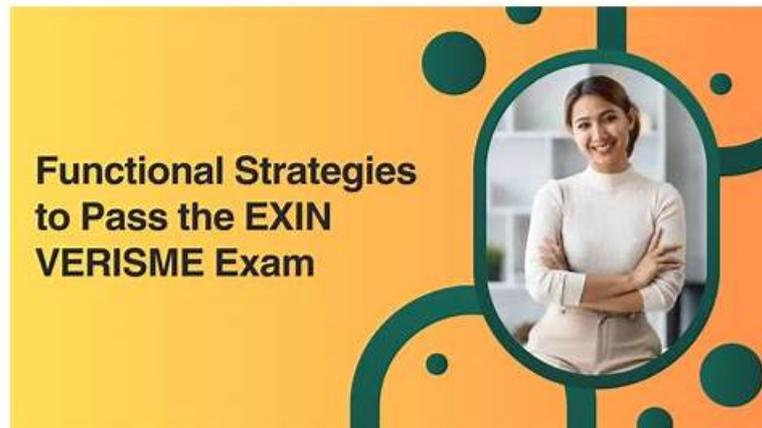# CDFOM Test Prep is Effective to Help You Get EXIN Certificate - Pass4suresVCE

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EXIN CDFOM Exam Syllabus Topics:

Topic	Details
Topic 1	- Monitoring - Reporting - Control: Addresses performance oversight through monitoring, escalation procedures, reporting, and trend analysis.
Topic 2	Service Level Management: Covers creating and managing service agreements, including SLAs with measurable metrics, service reporting, customer satisfaction measurement, and continuous improvement processes.
Topic 3	The Data Centre Organization: Addresses organizational structure, roles and responsibilities, shift management, performance management, training, career development, and succession planning.
Topic 4	Environmental Sustainability: Focuses on minimizing environmental impact through power efficiency, waste management, and renewable energy integration.
Topic 5	Managing Physical Security: Deals with facility protection through security policies, staff management, incident handling, and security audits.
Topic 6	Project Management: Covers project execution including management principles, organizational structures, and project phases.

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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q17-Q22):

NEW QUESTION # 17
Which action is most appropriate when the standard warranty does not meet the business requirements?

- A. Review with the service provider and - budget permitted - discuss a service contract to extend the services beyond the standard warranty coverage
- B. Purchase additional spare parts
- C. Write-off the investment and purchase new equipment
- D. Increase staff standby levels

Answer: A

Explanation:
Standard warranties often provide limited support focused on parts replacement with no guaranteed response time, no preventive maintenance, and no rapid onsite intervention. When business requirements demand higher availability, faster recovery times, or enhanced repair capabilities, the standard warranty is insufficient.
EPI's facilities management principles recommend upgrading to a service contract that offers extended or enhanced coverage. This may include guaranteed response times, onsite labor, preventive maintenance, full system checks, expedited parts replacement, and comprehensive support that aligns with business-critical uptime requirements.
Option B is correct because it provides a structured, contractual method to bridge gaps between operational needs and manufacturer baseline support. The contract can be tailored to specific risks, SLAs, and operational priorities.
Option A (increasing staff standby) does not solve the issue of vendor response or parts availability. Option C (writing off the asset) is unnecessary and financially unreasonable. Option D (purchasing spare parts) helps but does not provide labor response, diagnostics, or SLA-backed service delivery.
Thus, the most appropriate and effective action is to negotiate an extended service contract.

NEW QUESTION # 18
Out of the below, which one is not part of the needs analysis?

- A. Legal requirements
- B. Business requirements
- C. Physical infrastructure requirements
- D. Commercial requirements

Answer: D

Explanation:
A Needs Analysis is performed to understand what the customer or organization requires before defining or delivering services.
EPI describes Needs Analysis as capturing:
* Business Requirements What the organization must achieve operationally.
* Physical Infrastructure Requirements Requirements for power, cooling, space, connectivity, redundancy, capacity, etc.
* Legal Requirements Compliance obligations such as regulatory, contractual, jurisdictional, and statutory rules.
However, Commercial Requirements (pricing, costs, margins, commercial terms) are not part of the Needs Analysis.
These are considered during commercial evaluation, service portfolio development, or financial management, not in defining operational needs.
Thus, the correct answer is C - Commercial requirements.
EPI DCFOM-Aligned Reference Concepts (Paraphrased)
* Needs analysis focuses on business, infrastructure, and legal needs.
* Commercial factors are handled separately outside the needs analysis phase.

NEW QUESTION # 19
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. Incomplete shift hand-over

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

Answer: A

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 # 20
Of the below, which can be used to optimize succession planning?

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

Answer: B

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 Growth A Career Development Program provides:
* targeted training
* competency building
* job rotation
* professional certification pathways
* mentorship and development planning
* Identification of Future Leaders Through career development planning, individuals are tracked, evaluated, and groomed for future responsibilities.
* Internal Capability Strengthening Succession planning focuses on internal development first, before external hiring options.
Why the other options are not correct:
* B. Disciplinary program Used for performance or behavioral issues; it does not contribute to succession planning.
* C. Relationship with manager While helpful, it is not a formal tool for succession planning and is not an EPI-recognized structural process.
* D. External recruitment This is a remedy when internal succession strength is insufficient-not a tool for optimizing succession planning.
Thus, A - Career development program is the correct choice.
EPI DCFOM-Aligned Reference Concepts
* 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 # 21
Which, of the items below, is not part of operational cost (OPEX)?

- A. Replacing the fans and belts of an air-conditioner
- B. Cost of staffing
- C. Annual software license fees
- D. Acquisition of real estate

Answer: D

Explanation:
Operational Expenditure (OPEX) includes all ongoing costs required to operate and maintain the data center on a day-to-day basis. These costs are recurring and necessary to keep the facility functioning effectively.
Examples of OPEX include staffing costs, service contracts, maintenance materials, consumables, utilities, and recurring software licensing fees. Within EPI's Facilities Management guidance, maintenance activities- such as replacing fans, belts, filters, and other wear-and-tear components-are classic OPEX items because they occur during normal operational cycles, contribute to sustaining facility uptime, and repeat regularly over the equipment lifetime.
However, acquisition of real estate is a capital-intensive investment made once during facility development and falls under Capital Expenditure (CAPEX), not OPEX. CAPEX involves large, long-term investments such as land purchase, building construction, major equipment procurement, or infrastructure upgrades. These expenditures are depreciated over years and do not represent operational overhead.
Therefore, the only option not belonging to OPEX is C - Acquisition of real estate. Staffing, maintenance material replacement, and annual software licenses are standard OPEX items essential for continuous operation, service delivery, and compliance with operational practices.

NEW QUESTION # 22

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You don't have to install excessive plugins or software to attempt this EXIN CDFOM practice test. This version of CDFOM practice exam is supported by these operating systems: Windows, Mac, iOS, Linux, and Android. It is a customizable EXIN CDFOM Practice Exam. It means takers can change its duration and CDFOM practice test question numbers. The actual EXIN CDFOM exam environment that the practice exam creates is beneficial to counter Certified Data Center Facilities Operations Manager (CDFOM) exam anxiety.

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