

Delivery Structure and Methods

The CDGM® course is lectured by an EPI Certified Instructor using a combination of lectures and question-and-answer sessions to discuss participants' specific needs and challenges experienced in their own data centre environments. Participants are able to tap into the extensive experience of the trainers enabling them to validate and improve their own assessment, thus adding tremendous business value.

CDGM® course is available in the following delivery methods:

- IET - Internal Lead Training
- VET – Virtual ET
- TSD – Training On Demand

The classes are available on public schedule as well as private group training.

Examination

Certificate exams are administered at the end of the course. The exam is a 90-minute closed book exam, with 60 multiple-choice questions. The candidate requires a minimum of 42 correct answers to pass the exam. Online exam results are known immediately and paper-based exam results will be known within one week.

Certification

Candidates who successfully pass the exam will receive the official Certified Data Centre Facilities Operations Manager® certificate. The certification is valid for three years after which the student needs to re-certify. More information is available on the EPI corporate website at www.epi-gp.com.

Global Accreditation & Recognition

The CDGM® course is accredited by EPI, which is a globally independent and not-for-profit accreditation and examination provider. EPO's mission is to improve the quality of the IT and data centre sectors, the proficiency of IT and data centre professionals and the IT users, by means of accreditation of course material as well as independent examination and certification.

Recommended Next Course

To further extend your skills on data centre governance, we recommend the CDGP® [Certified Data Centre Risk Professional] and CDMS® [Certified Data Centre Migration Specialist]. Visit EPI corporate website www.epi-gp.com.

Course Schedule

Our courses are available in over 60 countries across all continents. For a comprehensive course schedule, visit the EPI corporate website at www.epi-gp.com or contact your local authorised reseller/partner.

EPI IT & Data Centre Framework®

The EPI IT & Data Centre Framework® provides IT & Data Centre Investors/Owners/Operators with a framework addressing all disciplines of a structured and fully managed IT & Data Centre environment. The framework addresses not only the site selection, design and siting/offering of physical facilities but also includes the IT & Data Centre strategy, governance and all processes required to organise and operate an IT & Data Centre environment whilst meet the business requirements of its customers. For more information visit www.epi-gp.com.

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In modern society, everything is changing so fast with the development of technology. If you do not renew your knowledge and skills, you will be wiped out by others. Our CDFOM study materials also keep up with the society. After all, new technology has been applied in many fields. It is time to strengthen your skills. Our CDFOM Study Materials will help you master the most popular skills in the job market. Then you will have a greater chance to find a desirable job. Also, it doesn't matter whether you have basic knowledge about the CDFOM study materials.

EXIN CDFOM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> Data Centre Operations: Focuses on daily operational activities and procedures supporting continuous facility functioning.

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"> • Environmental Sustainability: Focuses on minimizing environmental impact through power efficiency, waste management, and renewable energy integration.
Topic 6	<ul style="list-style-type: none"> • Project Management: Covers project execution including management principles, organizational structures, and project phases.
Topic 7	<ul style="list-style-type: none"> • Facilities Management: Covers infrastructure maintenance including maintenance programs, outsourcing, contracts, scheduling, spare parts, and contamination control.
Topic 8	<ul style="list-style-type: none"> • Managing Physical Security: Deals with facility protection through security policies, staff management, incident handling, and security audits.

>> CDFOM Review Guide <<

EXIN CDFOM Clear Exam, CDFOM Reliable Test Test

Three different formats of CDFOM exam study material are available at TrainingDump. These formats include CDFOM dumps PDF files, desktop EXIN CDFOM practice exam software, and a web-based CDFOM practice test. Professionals have designed the product according to the most recent syllabus of the CDFOM test in mind. Let's find out the prominent features of these latest EXIN CDFOM exam questions format.

EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q36-Q41):

NEW QUESTION # 36

What is the outcome of a risk evaluation process?

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

Answer: C

Explanation:

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.

NEW QUESTION # 37

Urgent maintenance work is required. Data center maintenance engineers collect electrical portable equipment from the warehouse and a few items have loose-fitting electrical cabling. Further checks indicate that it is not possible to determine when the last equipment test took place.

What is the next best action to take place?

- A. Label the equipment as 'out of service' and schedule for testing
- B. Straight away use the equipment since the maintenance works are urgent
- C. Apply duct tape to fix the electrical cabling so that the equipment is ready for usage
- D. Dispose of the equipment immediately

Answer: A

Explanation:

Under EPI's safety and statutory requirements, all electrical portable equipment must:

- * Be routinely tested and tagged
- * Show proof of the last inspection
- * Be kept in safe working condition
- * Be removed from service immediately if found unsafe

Loose electrical cabling and missing testing history indicate unsafe equipment.

Equipment that fails visual inspection or lacks test records must be labeled "out of service" and sent for formal inspection/testing.

Why C is correct:

- * It follows the required "testing & tagging" compliance process.
- * It prevents the use of unsafe equipment.
- * It aligns with EPI's requirement to isolate defective equipment until verified safe.
- * It ensures proper record-keeping and re-certification.

Why the other options are incorrect:

- * A: Urgency does not override safety regulations.
- * B: Using duct tape is unsafe and violates electrical safety standards.
- * D: Disposal is not required unless testing confirms the item is beyond repair.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Unsafe or untested electrical equipment must be removed from service.
- * Testing & tagging is mandatory.
- * Safety takes precedence over urgency.

NEW QUESTION # 38

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

- A. Creation
- B. Destruction
- 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 (Paraphrased, Not Verbatim)

- * 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 life cycle in the EPI framework.

NEW QUESTION # 39

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 # 40

Training programs need to be selected.

Of the below, which is the first activity to start with?

- A. Review the skills matrix
- B. Create inventory of the services in the service catalog
- C. Compare prices of various training programs
- D. Contact training providers requesting for brochures

Answer: A

Explanation:

Training must be aligned with actual operational needs and competency gaps.

The skills matrix is the tool that provides:

- * Current skill levels of staff
- * Required skill levels per role
- * Identified gaps
- * Training needs based on operational requirements

Therefore, the first step is to review the skills matrix to determine what training is actually needed.

Why other options are incorrect:

- * A: Service catalog inventory is part of SLM, not training selection.
- * B: Contacting vendors is premature without knowing training needs.
- * D: Price comparison should occur later, after training needs are defined.

Thus, C is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Skills matrix is the foundation for determining training needs.
- * Training selection must be based on capability gaps, not brochures or pricing.

NEW QUESTION # 41

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