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トピック	出題範囲
トピック1	• 監視 • レポート • 制御:監視、エスカレーション手順、レポート、傾向分析を通じてパフォーマンス監視に対処します。
トピック2	• 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、インシデント処理、セキュリティ監査を通じて施設の保護に対処します。
トピック3	• 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、ベンダー監視などの管理フレームワークをカバーします。

トピック4	• データ センター組織:組織構造、役割と責任、シフト管理、パフォーマンス管理、トレーニング、キャリア開発、後継者計画について説明します。
トピック5	• 安全性と法的要件の管理:安全ポリシー、トレーニング、作業許可システム、PPE、緊急事態への備え、安全性監査など、職場の安全性コンプライアンスに重点を置いています。
トピック6	• 環境の持続可能性:電力効率、廃棄物管理、再生可能エネルギーの統合を通じて環境への影響を最小限に抑えることに重点を置いています。
トピック7	• プロジェクト管理:管理原則、組織構造、プロジェクトフェーズを含むプロジェクト実行をカバーします。
トピック8	• サービス レベル管理:測定可能なメトリックを含む SLA、サービス レポート、顧客満足度の測定、継続的な改善プロセスなどのサービス契約の作成と管理について説明します。

>> CDFOM参考書内容 <<

試験の準備方法-実用的なCDFOM参考書内容試験-実際的なCDFOM日本語版参考資料

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EXIN Certified Data Center Facilities Operations Manager 認定 CDFOM 試験問題 (Q15-Q20):

質問＃15
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. Opt-out of RFP and appoint a suitable vendor
- C. Select pre-approved vendors for conducting a RFP
- D. Postpone the project to avoid the planning becoming a risk factor

正解：B

解説：
EPI's project management guidance emphasizes balancing governance, timeliness, and practicality. In a situation whereplanning 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 toappoint a suitable vendor directlyand 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 immediatelyis the best course of action in this time-critical scenario.

質問 #16

In and around the data center, who is responsible for safety?

- A. All staff
- B. The facilities manager
- C. The managing director
- D. The safety manager

正解： A

解説：

EPI's safety and statutory requirements training emphasizes thatsafety is a shared responsibilityacross the entire data center organization. While roles such as the safety manager and facilities manager provide leadership, guidance, oversight, audits, and enforcement of safety procedures, they alone cannot ensure a safe workplace. Every individual working in or around the data center-whether employees, contractors, vendors, or visitors-has the responsibility to follow safety procedures, report hazards, use required protective equipment, and stop unsafe activities.

This collective responsibility approach ensures that risks are recognized early, unsafe conditions are not ignored, and safety culture is embedded throughout daily operations. The safety manager establishes policies, training, audits, and compliance frameworks; the facilities manager ensures operational processes support safety; the managing director endorses governance and resources. However,frontline workers are the most exposed to hazards, making their behavior critical.

Option C is correct because EPI emphasizes that safety cannot be delegated solely to one role; it must be embraced byall staff, ensuring a consistent, safe working environment. Data centers operate high-voltage systems, heavy equipment, and complex mechanical infrastructure, making shared vigilance essential for preventing incidents and ensuring regulatory compliance.

質問 #17

The data center organization conducted a customer satisfaction survey and concluded that a very low number of customers participated.
What is the most likely cause?

- A. The survey was sent by postal mail instead of e-mail
- B. The survey had too many questions
- C. The survey did not have enough questions
- D. The survey was not sent on behalf of the data center manager

正解： B

解説：

Customer satisfaction surveys must be concise, relevant, and easy to complete. EPI's service improvement guidance emphasizes that survey fatigue occurs when surveys are overly long or contain too many detailed questions, causing customers to abandon them. The most common reason for low participation isexcessive number of questions, making the survey time-consuming or overwhelming. In modern service environments, customers expect short, focused surveys that can be completed quickly. Surveys with more than a handful of core questions often have dramatically reduced response rates.

Option A (not enough questions) would not reduce participation; shorter surveys typically perform better.

Option B (not sent by the data center manager) may influence perception but does not typically impact participation significantly.

Option D (postal mail) is outdated but still not as strong a factor as excessive survey length-especially because the question does not indicate this method was used.

Therefore, the most likely root cause for poor participation is thatthe survey had too many questions.

質問 #18

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 procedures
- B. Lack of asset management database capabilities
- C. Lack of finance
- D. Lack of staff training

正解： A

解説：
Accurate asset management relies heavily onclear, enforced proceduresfor:
* 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,Bis 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.

質問＃19
The needs analysis is completed, and services have been defined.
What makes a good service definition?

- A. It should have an underlying SLA
- B. It should follow PDCA
- C. It should meet the ROI
- D. It should be SMART.

正解：D

解説：
In the context of defining services (after needs analysis) in the EPI framework, a good service definition should beSMART- Specific, Measurable, Achievable, Relevant, Time-bound. This ensures that the service can be consistently delivered, measured, controlled, and improved.
* Specific: clearly defined service features and scope
* Measurable: metrics and KPIs are defined
* Achievable: realistic given resources and capabilities
* Relevant: aligns with business/customer needs
* Time-bound: has defined timelines for delivery and review
While following PDCA (Plan-Do-Check-Act) (option A) is good practice for continuous improvement, it is not what characterises aservice definition. Meeting ROI (option C) is business-case oriented, not a service definition criterion. Having an underlying SLA (option D) is related but not the core characteristic of a well- defined service itself.
Thus, the correct answer isB.
EPI DCFOM-Aligned Reference Concepts (Paraphrased)
* Service definitions should be clear, measurable, and aligned with business/customer needs.
* A SMART definition supports service design, delivery, monitoring, and improvement.

質問＃20
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