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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q24-Q29):

NEW QUESTION # 24

The organization is implementing an information security management system (ISMS).
What is the common process model to follow?

- A. SMART
- **B. PDCA**
- C. ROI
- D. PCI-DSS

Answer: B

Explanation:

The ISMS framework (aligned with ISO 27001) follows the PDCA cycle:

P - Plan

D - Do

C - Check

A - Act

This model ensures:

- * Continuous improvement
- * Systematic risk management
- * Documented policies and controls
- * Regular audits and corrective actions

Why other options are incorrect:

- * A - SMART: For objective setting, not ISMS.
- * B - PCI-DSS: A security compliance standard, not a process model.
- * C - ROI: A financial metric, unrelated.

Thus, Dis correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * ISMS implementation is based on PDCA methodology.
- * Ensures continuous improvement of security controls.

NEW QUESTION # 25

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

- A. Publication
- B. Creation
- C. Destruction
- 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

- * 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 # 26

The needs analysis is completed, and services have been defined.

What makes a good service definition?

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

Answer: B

Explanation:

In the context of defining services (after needs analysis) in the EPI framework, a good service definition should be SMART- 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 a service 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 is B.

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.

NEW QUESTION # 27

Training programs need to be selected.

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

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

Answer: B

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 # 28

Maintenance needs to be outsourced; management demands a contract option with the lowest risk possible.

Which is the best option to choose?

- A. Exclusive
- B. Time and Material
- C. Basic/standard/non-comprehensive
- **D. Comprehensive**

Answer: D

Explanation:

Among maintenance contract models, the Lowest-Risk option is the:

Comprehensive Contract

A comprehensive maintenance contract includes:

- * Preventive maintenance
- * Corrective maintenance
- * Replacement parts

- * Labor costs
- * Priority response times
- * Faster repair and recovery
- * Predictable costs
- * Strong service guarantees
- * Higher reliability and lower operational risk

Why other options are incorrect:

- * A - Basic: Limited coverage; higher risk of delays.
 - * B - Time & Material: Highest financial and operational risk.
 - * D - Exclusive: Typically an enhanced premium model but not the primary "lowest risk" category in EPI's standard contract structure.
- Thus, C is correct.
- EPI DCFOM-Aligned Reference Concepts (Paraphrased)
- * A comprehensive contract provides the lowest operational risk for critical infrastructure.
 - * Offers full-service coverage and fastest response times.

NEW QUESTION # 29

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