

Topic 4	<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 5	<ul style="list-style-type: none"> • Organizational Resilience: Addresses business continuity, facility redundancy, Business Impact Analysis, and disaster recovery preparedness.
Topic 6	<ul style="list-style-type: none"> • Managing Physical Security: Deals with facility protection through security policies, staff management, incident handling, and security audits.
Topic 7	<ul style="list-style-type: none"> • Data Centre Operations: Focuses on daily operational activities and procedures supporting continuous facility functioning.

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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q26-Q31):

NEW QUESTION # 26

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

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

Answer: A

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 # 27

To set up a framework for an effective environmental management system, which standard should be followed?

- A. LEED
- B. ISO 14001
- C. ISO 5001
- D. EU-COC

Answer: B

Explanation:

For environmental management systems (EMS), the internationally recognized and adopted standard is:

ISO 14001 - Environmental Management Systems

ISO 14001 provides a framework for:

- * Environmental policy
- * Environmental impact assessment
- * Sustainability objectives
- * Compliance obligations
- * Environmental performance monitoring
- * Continuous improvement

Why the other options are incorrect:

- * A - EU-COC: Energy efficiency best practices for data centers, not a full EMS.
- * B - ISO 50001: Energy management standard, focusing on energy efficiency only.
- * C - LEED: Building sustainability certification, not a management system.

Thus, Dis correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * ISO 14001 is the recognized standard for environmental management systems.
- * Supports sustainability, compliance, and environmental performance improvement.

NEW QUESTION # 28

The data center service provider has decided that maintenance of the data center facilities infrastructure will be outsourced. Is it still involved in the risk management process of data center maintenance?

- A. No, the selected maintenance service provider is responsible
- B. It depends on the knowledge and experience of the maintenance service provider
- C. No, since the data center service provider is not actively involved in the actual maintenance of the data center.
- D. Yes, since although risk can be shared, it cannot be transferred

Answer: D

Explanation:

EPI's governance and risk management principles clearly state:

- * When a data center outsources maintenance, operational work can be outsourced, but risk cannot be transferred.
- * Risk may be shared, mitigated, or reduced through contractual arrangements, but ownership remains with the data center service provider.
- * The data center operator is still responsible for ensuring compliance, operational continuity, and safety—even if another party performs the maintenance tasks.

Therefore:

- * The service provider must remain involved in risk evaluation, risk treatment, and ongoing monitoring.
- * Oversight responsibilities cannot be delegated.

Options C and D are incorrect because outsourcing the activity does not outsource risk accountability.

Option B is irrelevant because risk responsibility does not depend on provider expertise.

Thus, A is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Risk ownership remains with the organization even when maintenance is outsourced.
- * Outsourcing shares risk but does not transfer it.
- * The data center must maintain involvement in the risk management process.

NEW QUESTION # 29

Customers of the data center want to know how much of the data center's power comes from renewable sources. What should the data center service provider do to respond to these requests?

- A. Inform the customer that it is not possible to exactly determine how the power is generated
- B. Ignore the request since the source of power generation is not part of the SLA
- C. Request the power company to provide an estimate
- **D. Implement the Renewable Energy Factor (REF) and report accordingly**

Answer: D

Explanation:

Within EPI's Environmental Sustainability framework, the Renewable Energy Factor (REF) is the recommended metric for determining and reporting how much of a data center's consumed power originates from renewable energy sources. REF provides a standardized, transparent, and repeatable method for calculating the renewable component of the total energy supply. This is essential because power grids draw energy from mixed sources, and data centers must demonstrate sustainability performance accurately and consistently, especially when customers demand visibility into carbon-related metrics.

Implementing REF allows the data center to quantify renewable contributions from sources such as solar, wind, hydro, geothermal, or certified renewable energy certificates. It also enables customers to compare sustainability performance across providers, improving trust and supporting corporate environmental objectives. REF becomes part of the data center's transparency strategy, demonstrating commitment to responsible energy usage and aligning with global sustainability expectations.

Options A and B are insufficient and unprofessional; energy providers may give general data, but these are not standardized for reporting purposes. Option C is inappropriate because sustainability transparency is increasingly demanded even if not in the SLA. Therefore, implementing REF is the correct and industry-aligned response.

NEW QUESTION # 30

Of the below, which is a power efficiency indicator?

- A. uw
- **B. PUE**
- C. CPU
- D. nil, w

Answer: B

Explanation:

Power Usage Effectiveness (PUE) is the most widely recognized and adopted energy efficiency indicator for data centers globally and is emphasized heavily within the EPI sustainability framework. PUE measures how effectively a data center uses power and is calculated by dividing the Total Facility Power by the IT Equipment Power. The purpose of this indicator is to show how much of the energy consumed by the facility actually reaches IT equipment (servers, storage, network gear) versus how much is consumed by support infrastructure such as cooling, UPS losses, lighting, and building systems.

A lower PUE indicates a more efficient data center, with values approaching 1.0 representing ideal efficiency—where nearly all consumed power is being used for IT load. PUE is essential for benchmarking, energy-saving initiatives, identifying efficiency improvement opportunities, and measuring the success of infrastructure optimization projects. The other options listed—nil, w; CPU; and uw—are irrelevant to facility energy efficiency metrics. CPU relates to computing processors, not facility efficiency; the others are incorrect units or meaningless terms in this context.

Thus, PUE is the correct and industry-standard power efficiency indicator.

NEW QUESTION # 31

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