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EXIN CDFOM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Facilities Management: Covers infrastructure maintenance including maintenance programs, outsourcing, contracts, scheduling, spare parts, and contamination control.
Topic 2	<ul style="list-style-type: none"> The Data Centre Organization: Addresses organizational structure, roles and responsibilities, shift management, performance management, training, career development, and succession planning.
Topic 3	<ul style="list-style-type: none"> Managing Physical Security: Deals with facility protection through security policies, staff management, incident handling, and security audits.
Topic 4	<ul style="list-style-type: none"> Managing Safety & Statutory Requirements: Focuses on workplace safety compliance, including safety policies, training, Permit to Work systems, PPE, emergency preparedness, and safety audits.

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"> Monitoring Reporting Control: Addresses performance oversight through monitoring, escalation procedures, reporting, and trend analysis.
Topic 7	<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 8	<ul style="list-style-type: none"> Project Management: Covers project execution including management principles, organizational structures, and project phases.
Topic 9	<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.

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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q50-Q55):

NEW QUESTION # 50

During lock-out/tag-out, which of the below is the most recommended procedure?

- A. Operator locking out the equipment and the safety manager removing the lock-out
- B. Operator locking out the equipment and another operator removing the lock-out
- C. Operator locking out the equipment and the same operator removing the lock-out
- D. Operator locking out the equipment and the facilities manager removing the lock-out

Answer: C

Explanation:

In the EPI Facilities Operations Manager body of knowledge, the Lock-Out/Tag-Out (LOTO) procedure is a mandatory safety control to ensure that electrical or mechanical equipment cannot be energized while work is being performed. A core principle emphasized in EPI safety training is:

"The person who applies the lock must be the same person who removes it." This aligns with international best practices for occupational health and safety, where LOTO ensures that the individual performing maintenance or repair has full control of the energy isolation device.

Why this is required:

* Personal Safety Responsibility The lock identifies the technician directly working on the equipment.

Only they can confirm whether work is complete and the area is safe for re-energizing.

* Risk Prevention If someone else removes the lock (another operator, safety manager, or facilities manager), they may incorrectly assume that the equipment is ready to be restored, which can lead to severe injury or fatality.

* Compliance With EPI Safety Guidelines EPI emphasizes the principle of "single-person control" over hazardous energy. No supervisor or colleague may remove another technician's lock unless a formal, documented emergency override procedure is followed - which is not considered standard practice.

* Clear Accountability Chain LOTO prevents ambiguity or miscommunication. The technician who placed the lock is the only one

with full knowledge of the work status and hazards involved.

Why other options are incorrect:

- * A, B, and C violate the fundamental LOTO rule because they involve someone other than the applying operator removing the lock.
 - * Oversight personnel (safety manager, facilities manager) monitor and audit the process, but they should not remove another person's lock except under rare, emergency, escalation-approved situations.
- EPI DCFOM-Aligned Reference Concepts
- * LOTO must ensure the isolation device is locked and tagged by the person performing the work.
 - * Only the same individual may remove their own lock.
 - * Removal by another party is only permitted under controlled, documented emergency protocols.
 - * The process prevents accidental energization and protects worker safety.

NEW QUESTION # 51

What is defined by the Recovery Time Objective (RTO)?

- A. The minimum level of service required to be operational again
- **B. The prioritized timeframes for resuming disrupted activities at a specified minimum acceptable capacity**
- C. The maximum age of the data to be restored in case of a disaster
- D. The time within which the impacts of not resuming activities would become unacceptable to the organization

Answer: B

Explanation:

In organizational resilience and business continuity planning, the Recovery Time Objective (RTO) is a core metric used to determine the acceptable downtime for each business function.

EPI defines RTO as the:

"Targeted duration within which disrupted services or processes must be restored to a minimum acceptable operational level after a disaster." Key points:

- * **Timeframe for Recovery** The RTO identifies how quickly a facility, system, or service must be restored before the outage causes unacceptable consequences.
- * **Minimum Service Capacity** The RTO refers to restoring operations at a minimum acceptable level, not full normal operations.
- * **Business Impact Analysis (BIA) Output** RTO is derived during BIA where criticality and dependencies of business processes are assessed and prioritized.
- * **Prioritization of Resources** RTO informs disaster recovery planning, resource allocation, and restoration sequencing.

Therefore, the correct definition matches:

D - "The prioritized timeframes for resuming disrupted activities at a specified minimum acceptable capacity." Why the other options are incorrect:

- * A describes the MTPD (Maximum Tolerable Period of Disruption).
- * B describes elements of the Minimum Business Continuity Objective (MBCO).
- * C describes the Recovery Point Objective (RPO).

EPI DCFOM-Aligned Reference Concepts

- * RTO defines the permitted downtime for a service.
- * RTO is linked to minimum acceptable capability after recovery.
- * RTO is determined through BIA.

NEW QUESTION # 52

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 (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 lifecycle in the EPI framework.

NEW QUESTION # 53

In what situation can an individual applying for a security job be exempted from a background screening?

- A. The individual is well-experienced in law enforcement.
- B. The individual has previously worked in a similar position
- C. **The individual must be screened with no exception.**
- D. The individual is holding a professional security training certificate

Answer: C

Explanation:

EPI's physical security framework requires mandatory background screening for all individuals assigned to security roles, regardless of:

- * previous experience
- * certifications
- * law enforcement background
- * length of employment

Security personnel have privileged access to sensitive areas and are responsible for enforcing access control, incident response, and compliance. Therefore:

- * No exemptions are permitted.
- * Prior experience or certification does not replace a formal background check.
- * Even previous law enforcement staff must undergo screening.

Thus, the correct answer is C.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Background screening is mandatory for all security personnel.
- * No exceptions are permitted, regardless of experience or qualifications.

NEW QUESTION # 54

Maintenance works need to be outsourced to a vendor. During the service requirement gap analysis, the data center manager concludes it is best to offload internal resources.

In which category has the gap been identified?

- A. Financial
- B. **Organizational**
- C. Practical
- D. Technical

Answer: B

Explanation:

A gap analysis aims to identify deficiencies between required capabilities and existing capabilities. When the data center manager determines that internal resources need to be offloaded, the issue relates to organizational capability—specifically staffing levels, workload capacity, skills distribution, or the ability to sustain operational commitments. Organizational gaps occur when internal staff cannot adequately perform the required tasks due to lack of time, insufficient headcount, absence of specialized expertise, limited shift coverage, or excessive workload. In such cases, outsourcing maintenance becomes a strategic approach to stabilize operations

and prevent burnout or operational risk.

This decision is not financial (Option A), because the trigger is resource relief, not budget constraints. It is not technical (Option C), which would relate to technical skills, tools, or system complexity. It is also not practical (Option D), which would indicate logistical or physical constraints. Instead, the need to offload workload is directly tied to internal organizational limitations. Thus, the correct category is Organizational.

NEW QUESTION # 55

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