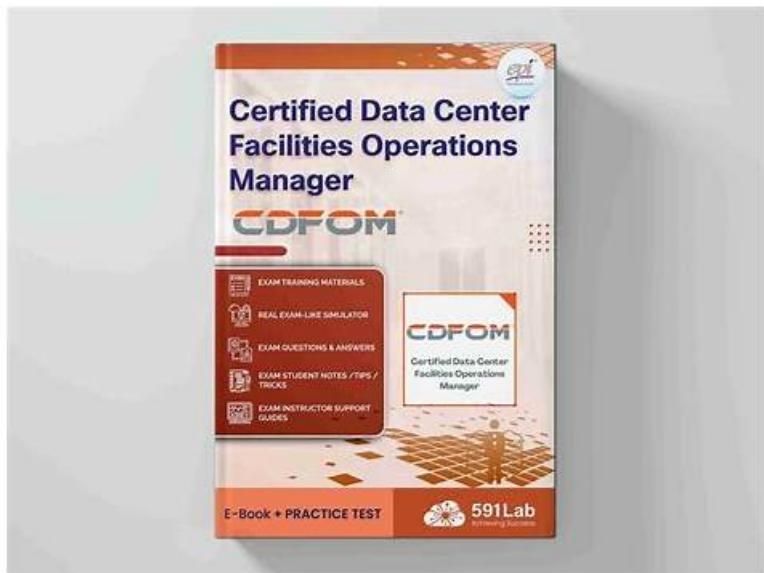# Pass Guaranteed 2026 EXIN CDFOM: Reliable Latest Certified Data Center Facilities Operations Manager Exam Test



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## EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q23-Q28):

**NEW QUESTION # 23**
Customers complain about support response times being too slow. After a check with the vendor about the agreed SLAs, it is concluded that no violation occurred.
What is the likely cause of the customers complaining?

- A. Customers involved receive standard support only and should upgrade to a premium support level
- B. There is not enough operations staff to respond to customer complaints
- C. Service Level Agreement reporting is unclear
- D. The Underpinning Contract with the vendor is not aligned with the customer Service Level Agreement

**Answer: D**

Explanation:
This scenario reflects a classic misalignment between theService Level Agreement (SLA)that the data center guarantees to customers and theUnderpinning Contract (UC)or vendor contract that supports those services.
EPI's Service Level Management model stresses that all contractual layers must be fully aligned: SLAs (customer-facing), OLAs (internal agreements), and UCs (vendor contracts). If the vendor meets its contractual requirements but customers still experience slow response times, it means the vendor contract is not strict enough to support the SLA commitments.
For example, the SLA may require a 15-minute response time, but the vendor contract may only require a 2- hour response. In such cases, the data center cannot meet customer expectations, even when all parties technically meet their agreements. This mismatch is common in outsourced environments when capability assessment and contract alignment are overlooked.
Option A describes insufficient staffing, which would directly affect operations but is not indicated in the scenario. Option C assumes customers chose the wrong support tier, which is not stated. Option D deals with reporting clarity, not response speed.
Thus,misaligned UCsare the most likely root cause.

## NEW QUESTION # 24
Which process is not part of the 6-step document management life cycle?

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

**Answer: D**

Explanation:
EPI's document management methodology follows a6-step structured life cyclefor 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.
Thesix recognized stagesin 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" isnota recognized document life-cycle stepin 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 # 25
In and around the data center, who is responsible for safety?

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

**Answer: C**

Explanation:
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 by all 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.

## NEW QUESTION # 26

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

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

**Answer: C**

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 # 27

The organization is preparing for business continuity.

Due to the current economic situation, management wants to spend as little money as possible on an alternative facility.

Which option should you propose?

- A. DR provider
- B. Company owned
- C. Co-location
- D. Government owned

**Answer: A**

Explanation:
EPI defines several facility options for Business Continuity:

* Company-owned facility# highest cost

* Co-location# moderate to high cost

* Government-owned facility# typically not a commercially viable or general-purpose BC option
* Disaster Recovery (DR) provider#lowest-costsolution for BC
ADR provideroffers:
* Shared or subscription-based DR facilities
* Lower capital investment
* Pay-as-you-use or retainer-based access
* Rapid availability without owning infrastructure
* Minimal financial burden for standby capacity
This aligns with management's goal:cheapest possible alternative facility.
Thus,D - DR provideris correct.
EPI DCFOM-Aligned Reference Concepts (Paraphrased)
* DR provider facilities are the most economical BC facility option.
* They provide shared resources and reduce capital expenditure.

## NEW QUESTION # 28
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Often candidates fail the CDFOM exam due to the fact that they do not know the tactics of attempting the Certified Data Center Facilities Operations Manager (CDFOM) exam in an ideal way. The decisive part is often effective time management. Some EXIN CDFOM Exam Questions demand more attention than others, which disturbs the time allotted to each topic. The best way to counter them is to use an updated CDFOM Dumps.

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