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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q55-Q60):

NEW QUESTION # 55

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

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

Answer: A

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 (Paraphrased, Not Verbatim)

* 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 # 56

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

Answer: D

Explanation:

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 is excessive 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 that the survey had too many questions.

NEW QUESTION # 57

Who is accountable for the outcome of a project?

- A. The user/customer
- B. The project manager
- C. The business
- D. The supplier

Answer: C

Explanation:

In EPI's project management framework, responsibility and accountability are clearly defined. While the project manager is responsible for planning, coordinating, executing, monitoring, and controlling the project, accountability for the outcome rests with the business—the entity that sponsors the project. The business initiates the project, approves its objectives, allocates resources, provides governance, and ultimately benefits from or is impacted by the results. Therefore, success or failure of the project ties directly back to the business rather than the project manager or any other stakeholder.

The project manager has operational responsibility, but the business owns the strategic outcomes, investment risks, and long-term impact. The user/customer contributes requirements and feedback but is not accountable for overall delivery. The supplier delivers contracted components or services but does not own the full project lifecycle or outcome.

EPI emphasizes that accountability must reside with the sponsoring business to avoid gaps in ownership, unclear decision-making, and governance failures. This structure ensures that the project aligns fully with organizational objectives and that decisions support long-term value.

Thus, the correct answer is C - The business.

NEW QUESTION # 58

Heavy equipment needs to be moved to another side of the computer room so that the three (3) workers can continue their drilling and cutting off the wall for a new cable tray. Four (4) staff members are required to move the equipment so there is one extra staff member required to assist. The safety manager who is overseeing the works is asked to help moving the equipment.

Is the safety manager allowed to step in and assist with the move?

- A. Only if this does not create a security vulnerability
- B. No
- C. Yes
- D. Only when the total weight per person does not exceed the maximum allowed by local regulations

Answer: B

Explanation:

In EPI's safety and statutory requirements framework, the Safety Manager's role is strictly supervisory during ongoing work activities. They are responsible for monitoring, verifying compliance, ensuring safe practices, and intervening only to correct unsafe conditions—not to physically participate in the hazardous task.

Key safety principles include:

* Independence of the Safety Function The Safety Manager must remain impartial and fully observant.

If they participate directly in labor activities (such as lifting equipment), they can no longer maintain oversight of:

* ongoing safety compliance

* worker actions

* environmental hazards

* risk escalation

* Conflict of Responsibilities By physically engaging in the task, the Safety Manager becomes distracted and loses supervisory visibility, which introduces risk to the entire operation.

* Competency and Authorization Requirements Personnel assigned to physically move heavy equipment must:

* be authorized workers

* be trained in manual handling

* have been briefed for the specific PTW-controlled activity

The Safety Manager is not part of the operational lifting team unless specifically assigned beforehand, which is not the case here.

* EPI's Supervisory Separation Principle The safety oversight role must remain dedicated and unbroken during all hazardous or controlled work activities.

Therefore, the Safety Manager must not step in to replace or supplement labor resources.

Correct answer: A - No.

EPI DCFOM-Aligned Reference Concepts

* Safety oversight must remain independent and uninterrupted.

* Safety Manager responsibilities do not include participating in physical hazardous activities.

* Supervisory personnel cannot assume operational roles during high-risk work.

NEW QUESTION # 59

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

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

Answer: C

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.

These 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 # 60

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