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EXIN CDFOM Exam Syllabus Topics:

| Topic | Details |
|---------|--|
| Topic 1 | <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 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"> Governance, Risk and Compliance: Covers management framework including compliance, risk management, document control, financial management, and vendor oversight. |
| Topic 4 | <ul style="list-style-type: none"> Managing Physical Security: Deals with facility protection through security policies, staff management, incident handling, and security audits. |
| Topic 5 | <ul style="list-style-type: none"> Data Centre Operations: Focuses on daily operational activities and procedures supporting continuous facility functioning. |
| Topic 6 | <ul style="list-style-type: none"> Project Management: Covers project execution including management principles, organizational structures, and project phases. |
| Topic 7 | <ul style="list-style-type: none"> Facilities Management: Covers infrastructure maintenance including maintenance programs, outsourcing, contracts, scheduling, spare parts, and contamination control. |
| Topic 8 | <ul style="list-style-type: none"> Monitoring Reporting Control: Addresses performance oversight through monitoring, escalation procedures, reporting, and trend analysis. |

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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q17-Q22):

NEW QUESTION # 17

The data center organization has all its services prepared and wishes to announce the outcome to its customers so that they can place their order.

What document - or information - will it share?

- A. Business continuity plan
- B. Needs analysis report
- C. Service portfolio
- **D. Service catalog**

Answer: D

Explanation:

EPI distinguishes between:

- * Service Portfolio# internal document used for service design, planning, assessment
- * Service Catalog# customer-facing document listing available services

The service catalog provides customers with:

- * Service descriptions
 - * Service options
 - * Ordering information
 - * Terms and conditions
 - * SLA details
 - * Pricing models (where applicable)
- It is specifically designed to allow customers to select and order services.

Why other options are incorrect:

- * A: Service portfolio is internal only.
- * B: BCP is unrelated to service ordering.
- * C: Needs analysis is internal planning documentation.

Thus, Dis correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * The service catalog contains all customer-orderable services.
- * It is the primary communication tool for customer consumption.

NEW QUESTION # 18

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. Government owned
- C. Company owned
- D. Co-location

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 # 19

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

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

Answer: C

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 GrowthA Career Development Program provides:

- * targeted training
- * competency building
- * job rotation
- * professional certification pathways
- * mentorship and development planning
- * Identification of Future LeadersThrough career development planning, individuals are tracked, evaluated, and groomed for future responsibilities.
- * Internal Capability StrengtheningSuccession planning focuses on internal development first, before external hiring options.

Why the other options are not correct:

- * B. Disciplinary programUsed for performance or behavioral issues; it does not contribute to succession planning.
- * C. Relationship with managerWhile helpful, it is not a formal tool for succession planning and is not an EPI-recognized structural process.
- * D. External recruitmentThis is a remedy when internal succession strength is insufficient-not a tool for optimizing succession planning.

Thus,A - Career development programis the correct choice.

EPI DCFOM-Aligned Reference Concepts (Paraphrased, Not Verbatim)

- * 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 # 20

The needs analysis has been completed and the data center organization is tasked with the capability assessment.

Which of the below is a mandatory activity as part of the capability assessment?

- A. Determine the availability requirements
- B. Create inventory of skills, knowledge and capacity
- C. Identify applicable safety requirements
- D. Review the security needs

Answer: B

Explanation:

A capability assessment evaluates whether the data center organization is capable of delivering the defined services.

The mandatory activity is to:

Create an inventory of skills, knowledge, and capacity of the workforce and resources.

This includes:

- * Current staff technical skills
- * Certifications
- * Experience
- * Availability (capacity)
- * Backup and contingency roles
- * Alignment with service demands and SLAs

Why other options are incorrect:

- * A: Security needs are part of service requirements, not capability assessment.
- * C: Availability requirements are determined during needs analysis, not capability assessment.
- * D: Safety requirements belong to statutory and compliance analysis, not capability assessment.

Thus, B is the correct answer.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Capability assessment requires determining skills, competencies, and available capacity.
- * Ensures the organization can meet defined services and SLAs.

NEW QUESTION # 21

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

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

Answer: A

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 # 22

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