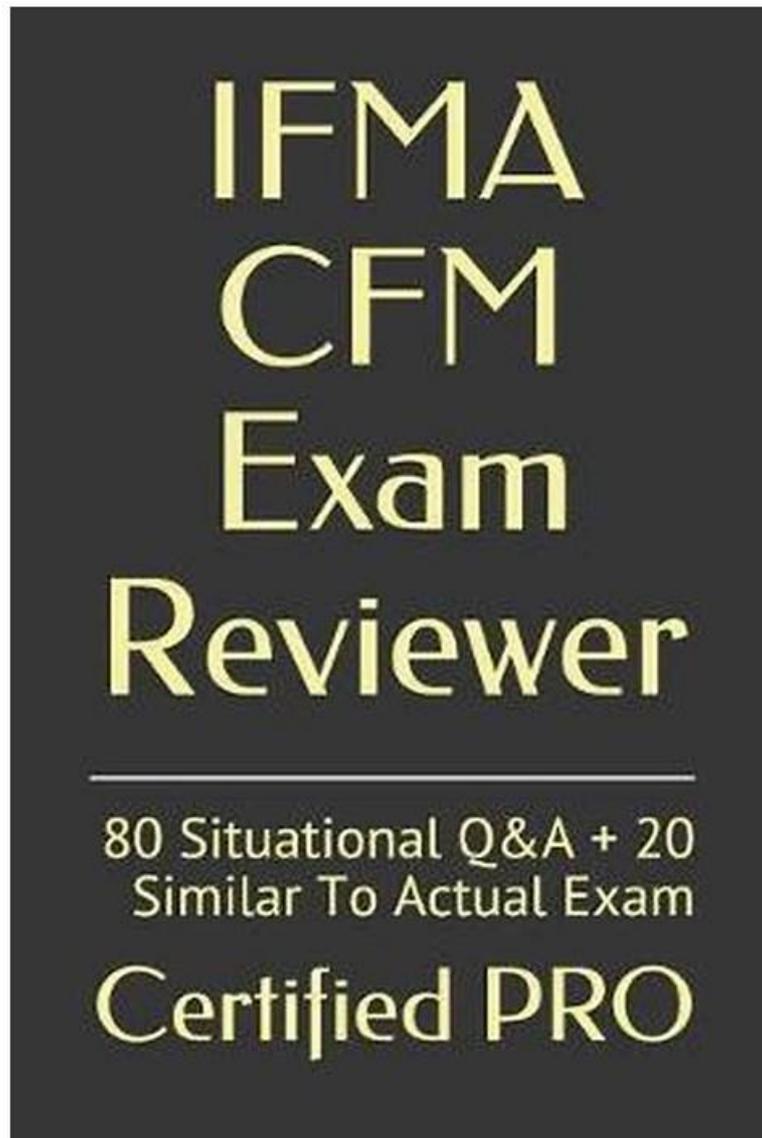


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IFMA CFM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Communication: This domain assesses the abilities of Risk Managers in planning, delivering, and evaluating communication strategies within facility management. Effective communication is vital for ensuring that all stakeholders are informed and engaged.

Topic 2	<ul style="list-style-type: none"> • Occupancy and Human Factors: This section measures the skills of Facility Managers and covers the workplace environment, occupant services, and occupant health, safety, and security. Understanding these factors is essential for creating a conducive and safe work environment for all occupants. Operations and Maintenance: This domain assesses the capabilities of Operations Managers in managing buildings, systems, infrastructure, and grounds. It includes overseeing furniture, fixtures, and equipment, ensuring physical safety and security, and implementing effective operations and maintenance processes. Knowledge of work management support systems and handling renewals and renovations is also critical.
Topic 3	<ul style="list-style-type: none"> • Finance and Business: This section measures the skills of Financial Managers in operational and capital budgeting processes. It includes evidence-based decision-making processes, procurement strategies, contracting practices, financial analysis, and reporting to ensure sound financial management within facilities.
Topic 4	<ul style="list-style-type: none"> • Leadership and Strategy: This domain focuses on the competencies of Facility Managers in strategic planning and alignment with organizational demands. It covers policies, procedures, compliance issues, individual and team management, leadership qualities, relationship management, change management, corporate social responsibility, and understanding external factors affecting facility management.
Topic 5	<ul style="list-style-type: none"> • Risk Management: This section measures the skills of Risk Managers in planning for risk management. It includes emergency preparedness, response, recovery strategies, facility resilience, and business continuity planning to mitigate potential risks associated with facility operations.
Topic 6	<ul style="list-style-type: none"> • Facility Information Management and Technology Management: This domain focuses on the skills of Information Technology Managers in data collection and information management. It includes information protection and cybersecurity, technology needs assessment and implementation, and maintenance and upgrades of technology systems to ensure efficient operations.
Topic 7	<ul style="list-style-type: none"> • Real Estate: This domain assesses the skills of the target audience in developing real estate strategies. It covers real estate assessment, acquisition, disposal processes, asset management, space management, major projects, and new construction to optimize facility use.

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IFMA Certified Facility Manager Sample Questions (Q114-Q119):

NEW QUESTION # 114

What key requirements should you make sure a contractor possesses when evaluating whether to award a contract?

- A. Required insurance and bonds; professional trade association membership; and, qualified, licensed and trained staff.
- B. Required insurance and bonds; well-maintained equipment; and, qualified, licensed and trained staff.
- **C. Capability and capacity to complete the project; required insurance and bonds; and, qualified, licensed and trained staff.**
- D. Capability and capacity to complete the project; supplemental insurance; and, qualified, licensed and trained staff.

Answer: C

Explanation:

When awarding a contract, the key evaluation criteria should include:

- * Capability and capacity- The contractor must have the expertise, workforce, and financial strength to complete the project.
- * Required insurance and bonds- Ensures financial protection against liabilities and project risks.
- * Qualified, licensed, and trained staff- Guarantees compliance with industry regulations and project quality standards.

This aligns with best practices in procurement and risk management for facility operations.

NEW QUESTION # 115

Both the facility and information technology managers are asked to assign staff to work together on a major project. Halfway through the project, the managers observe that the team is in a win-lose power struggle because of divergent views among team members. How should the facility and information technology managers initially intervene?

- A. Assign additional members from each department to foster more problem-solving
- **B. Reestablish meeting guidelines**
- C. Reassign project managers
- D. Assign new team members who have similar personalities

Answer: B

Explanation:

Reestablishing meeting guidelines (A) is the best way to address a win-lose power struggle, ensuring structured communication and conflict resolution.

- * Clearly defining roles and expectations prevents misunderstandings and fosters collaboration.
- * Reassigning project managers (B) can disrupt continuity and may not resolve underlying team conflicts.
- * Assigning members with similar personalities (C) can limit diverse problem-solving perspectives.
- * Adding more members (D) might increase complexity without addressing root causes.

NEW QUESTION # 116

What is a good reason to get the facilities engineers involved early in the planning of a new building design or major renovation?

- A. To ensure that all punch list items have been adequately addressed
- **B. To ensure that the design optimizes the operations and maintenance of the proposed building systems**
- C. To ensure that the as-built drawings are accurate
- D. To create operational and energy usage benchmarks at the beginning of the project

Answer: B

Explanation:

Involving facilities engineers early in planning ensures that the design optimizes operations and maintenance (C).

- * Early involvement allows engineers to recommend design choices that enhance energy efficiency, system reliability, and cost-effective maintenance.
- * As-built drawings (B) are important but do not influence initial design decisions.
- * Operational benchmarks (A) can be developed later once the building is in use.
- * Punch list items (D) are addressed during final construction stages, not in the initial planning.

NEW QUESTION # 117

You are part of a team developing a plan for the layout of a 500-acre planned community. The plan shows roads, utilities, and different types of buildings within the development community. This plan will be provided to government entities for permitting. What is this set of specifications called?

- A. A planned community sustainability plan.
- **B. A real estate master plan.**
- C. A real estate development tactical plan.
- D. An architectural context diagram (ACD).

Answer: B

Explanation:

A real estate master plan is a long-term planning document that provides a conceptual layout to guide future growth and development. It includes considerations for infrastructure, zoning, transportation, and land use.

Local governments and planning agencies typically require a master plan before issuing permits. This plan aligns with strategic facilities management and ensures sustainable development by integrating urban planning principles.

NEW QUESTION # 118

You provide integrated facility services for a client with multiple mixed-use sites. This includes all services except the client's core business. Your annual business review includes identifying the most cost-effective and productive ways to meet your client's needs. What is an effective way to track your client's needs?

- A. Direct facility staff to share feedback they receive while working around the sites
- B. Meet with client department heads and solicit their suggestions and observations about the services
- C. Meet with your client regularly to report results and identify emerging needs

Answer: C

Explanation:

To effectively track a client's needs in an integrated Facility Management (FM) service model, regular meetings with the client (Option B) are essential. This ensures alignment between FM services and business objectives while identifying emerging trends, cost-saving opportunities, and operational efficiencies.

Why Option B is Correct?

* Regular client meetings create a structured approach to reviewing service performance, discussing concerns, and forecasting future needs.

* It aligns with best practices in FM relationship management, ensuring proactive adjustments to service levels.

* As per IFMA's Leadership & Strategy competency, facility managers must continuously evaluate business requirements to ensure services contribute to operational success.

* Such meetings ensure data-driven decision-making through Key Performance Indicators (KPIs), benchmarks, and feedback reports.

Why Other Options Are Incorrect?

* Option A (Direct facility staff to share feedback): While feedback from operational staff is useful, it is not a structured, comprehensive method for tracking client needs. It lacks strategic depth and formal assessment.

* Option C (Meeting with client department heads): While valuable, meeting department heads only provides a limited scope of the client's overall needs. It does not offer a holistic overview of all service areas.

NEW QUESTION # 119

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