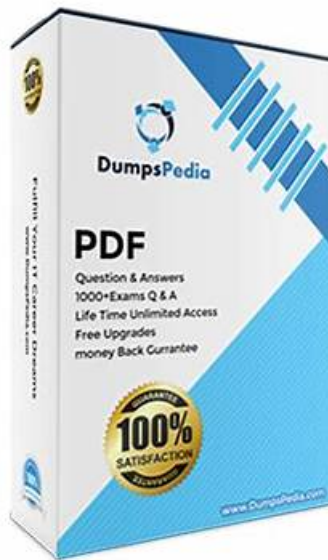


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EXIN Certified Data Center Facilities Operations Manager Sample

Questions (Q15-Q20):

NEW QUESTION # 15

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. Service catalog**
- C. Service portfolio
- D. Needs analysis report

Answer: B

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 # 16

To set up a framework for an effective environmental management system, which standard should be followed?

- A. ISO 5001
- **B. ISO 14001**
- C. LEED
- D. EU-COC

Answer: B

Explanation:

For environmental management systems (EMS), the internationally recognized and adopted standard is:

ISO 14001 - Environmental Management Systems

ISO 14001 provides a framework for:

- * Environmental policy
- * Environmental impact assessment
- * Sustainability objectives
- * Compliance obligations
- * Environmental performance monitoring
- * Continuous improvement

Why the other options are incorrect:

- * A - EU-COC: Energy efficiency best practices for data centers, not a full EMS.
- * B - ISO 50001: Energy management standard, focusing on energy efficiency only.
- * C - LEED: Building sustainability certification, not a management system.

Thus, Dis correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * ISO 14001 is the recognized standard for environmental management systems.
- * Supports sustainability, compliance, and environmental performance improvement.

NEW QUESTION # 17

Data center operators complain about receiving too many non-alarm conditions.
What is the best response?

- A. Upgrade the monitoring system software to the latest version
- **B. Conduct a review of alarm information**
- C. Retrain staff on how to monitor the data center equipment
- D. Instruct data center operators to ignore the non-alarm notifications

Answer: B

Explanation:

When operators receive excessive non-alarm notifications, this indicates that:

- * Thresholds are not well-configured
- * Events are misclassified
- * Alarm definitions are incorrect
- * Monitoring profiles require tuning

EPI's monitoring best practices state that the correct response is to:

Review alarm information and adjust definitions, thresholds, and filtering.

This ensures that:

- * Only relevant alarms reach operators
- * Noise is minimized
- * Operators maintain focus on true issues
- * SLA-related metrics are accurately monitored

Why other options are incorrect:

- * A: Training is secondary and will not fix incorrect alarm settings.
- * C: Ignoring notifications is dangerous and violates operational control.
- * D: Upgrading software may not resolve the underlying configuration problem.

Thus, B is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Monitoring systems must generate actionable alarms, not noise.
- * Alarm thresholds and event filters must be reviewed and optimized regularly.

NEW QUESTION # 18

Key Performance Objectives (KPOs) need to be defined.

What is a suitable time period for KPOs?

- A. Only yearly
- B. Only weekly
- **C. Weekly, monthly and yearly**
- D. Only monthly

Answer: C

Explanation:

KPOs are strategic and operational performance objectives that must support:

- * Daily operations
- * Weekly operational control
- * Monthly service reporting
- * Quarterly reviews
- * Annual strategic planning

EPI emphasizes that performance objectives must be measurable across multiple timeframes, depending on the operational layer:

- * Weekly# short-term operational checks
- * Monthly# service-level analysis and trend review
- * Yearly# strategic improvement and long-term performance planning

Therefore, weekly, monthly, and yearly intervals are all suitable for KPOs.

Thus, Dis is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Performance measurement occurs across multiple time horizons.
- * KPOs must be aligned to operational, tactical, and strategic levels.

NEW QUESTION # 19

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

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

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 Growth A Career Development Program provides:

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

Why the other options are not correct:

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

Thus, A - Career development program is 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

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