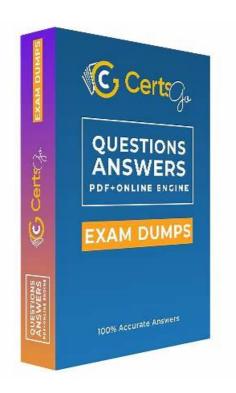
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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q57-Q62):

NEW QUESTION #57

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

Answer: C

Explanation:

This scenario reflects a classic misalignment between the Service Level Agreement (SLA) that the data center guarantees to customers and the Underpinning 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 #58

What is the main objective of the security incident management process?

- A. To address security breaches and potential weaknesses
- B. To test emergency response plans
- C. To comply with ISO 27001
- D. To verify whether the correct individuals are assigned as security guard

Answer: A

Explanation:

Security incident management is a core function in maintaining physical security integrity within the data center environment. The main purpose of this process is torespond to, manage, and eliminate security breaches and vulnerabilities that could compromise facility protection, customer assets, or sensitive operational areas. According to EPI's security governance principles, a security incident may include unauthorized access attempts, misuse of credentials, badge anomalies, tailgating, tampering, suspicious activities, or procedural violations.

The security incident management process ensures that such events are logged, assessed, investigated, escalated, and resolved in a timely and structured manner. It also identifies root causes and potential systemic weaknesses that must be corrected to prevent recurrence. This includes reviewing procedures, improving physical controls, reinforcing training, and implementing corrective or preventive measures.

Option A is unrelated; guard assignment is part of staffing, not incident management. Option C refers to testing emergency plans, which is part of preparedness and exercises. Option D refers to compliance activities, but compliance is not the objective of incident management-it is are sult.

Therefore, the correct answer is B - addressing breaches and weaknesses.

NEW QUESTION # 59

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

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

Answer: B

NEW QUESTION #60

What is the main reason for (senior) management to be scheduled into the 'on-duty' roster?

- A. It provides management hands-on experience solving incidents.
- B. It involves management when incidents are escalating
- C. It provides management better insights with the number of incidents occurring
- D. It assists management in optimally reviewing monitoring thresholds

Answer: B

Explanation:

Senior management is included in the duty roster to support escalation procedures.

In EPI's operational model:

- * Managers are not part of routine monitoring or incident handling.
- * Their role is to intervene only when an incident escalates beyond operational authority, such as major outages, SLA-impacting events, or high-risk situations.
- * Management provides decision-making, authorization, and resource allocation during escalations.

Why other options are incorrect:

- * A: Managers should not gain "hands-on" experience during incidents.
- * B: Incident reporting already provides insights; no roster needed.
- * D: Monitoring thresholds are reviewed separately, not via duty rosters.

Thus, Cis correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Management is involved in the escalation layer, not daily operations.
- * Duty rosters ensure proper escalation handling and governance.

NEW QUESTION #61

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. Only when the total weight per person does not exceed the maximum allowed by local regulations
- C. Yes
- D. No.

Answer: D

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 conditionsnot to physically participate in the hazardous task.

Key safety principles include:

* Independence of the Safety FunctionThe 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 ResponsibilitiesBy physically engaging in the task, the Safety Manager becomes distracted and loses supervisory visibility, which introduces risk to the entire operation.
- * Competency and Authorization RequirementsPersonnel 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 isnotpart of the operational lifting team unless specifically assigned beforehand, which is not the case here.

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

Therefore, the Safety Managermust notstep in to replace or supplement labor resources.

Correct answer: A - No.

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

- * 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 #62

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