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EXIN CDFOM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Data Centre Operations: Focuses on daily operational activities and procedures supporting continuous facility functioning.
Topic 2	<ul style="list-style-type: none">• Monitoring• Reporting• Control: Addresses performance oversight through monitoring, escalation procedures, reporting, and trend analysis.
Topic 3	<ul style="list-style-type: none">• Managing Physical Security: Deals with facility protection through security policies, staff management, incident handling, and security audits.
Topic 4	<ul style="list-style-type: none">• Service Level Management: Covers creating and managing service agreements, including SLAs with measurable metrics, service reporting, customer satisfaction measurement, and continuous improvement processes.
Topic 5	<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 6	<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 7	<ul style="list-style-type: none">• Facilities Management: Covers infrastructure maintenance including maintenance programs, outsourcing, contracts, scheduling, spare parts, and contamination control.

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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q45-Q50):

NEW QUESTION # 45

The data center service provider has decided that maintenance of the data center facilities infrastructure will be outsourced. Is it still involved in the risk management process of data center maintenance?

- A. No, the selected maintenance service provider is responsible
- B. It depends on the knowledge and experience of the maintenance service provider
- **C. Yes, since although risk can be shared, it cannot be transferred**
- D. No, since the data center service provider is not actively involved in the actual maintenance of the data center.

Answer: C

Explanation:

EPI's governance and risk management principles clearly state:

- * When a data center outsources maintenance, operational work can be outsourced, but risk cannot be transferred.
- * Risk may be shared, mitigated, or reduced through contractual arrangements, but ownership remains with the data center service provider.
- * The data center operator is still responsible for ensuring compliance, operational continuity, and safety—even if another party performs the maintenance tasks.

Therefore:

- * The service provider must remain involved in risk evaluation, risk treatment, and ongoing monitoring.
- * Oversight responsibilities cannot be delegated.

Options C and D are incorrect because outsourcing the activity does not outsource risk accountability.

Option B is irrelevant because risk responsibility does not depend on provider expertise.

Thus, A is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Risk ownership remains with the organization even when maintenance is outsourced.
- * Outsourcing shares risk but does not transfer it.
- * The data center must maintain involvement in the risk management process.

NEW QUESTION # 46

Customers complain that reported incidents are responded to at first but then seem to disappear after a while with the customer no longer receiving a proper follow-up.

What is the most likely cause of this?

- **A. Incomplete shift hand-over**
- B. The overall staff skill levels are insufficient to support the customer
- C. The service desk application is not configured to send automatic 'ticket closed' emails
- D. The data center does not have adequate contingency in the resource allocations

Answer: A

Explanation:

A common operational problem occurs when incidents are initially responded to but then lose attention.

EPI identifies incomplete shift handover as a major root cause because:

- * Incident ownership is not transferred correctly
- * Pending actions are not communicated
- * Operators on the next shift are unaware of unresolved incidents
- * Follow-up obligations are lost

This leads to customers receiving initial responses but no closure or updates.

Why other options are incorrect:

- * A: Even without auto-emails, incidents would still be followed up internally.
- * B: Skill level issues affect resolution quality, not disappearance of tickets.
- * D: Lack of contingency causes delays, not loss of tracking.

Thus, C is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Proper shift handover is essential to maintain service continuity.
- * Incomplete handover leads to dropped incidents and SLA failures.

NEW QUESTION # 47

Customers of the data center want to know how much of the data center's power comes from renewable sources. What should the data center service provider do to respond to these requests?

- **A. Implement the Renewable Energy Factor (REF) and report accordingly**
- B. Ignore the request since the source of power generation is not part of the SLA
- C. Request the power company to provide an estimate
- D. Inform the customer that it is not possible to exactly determine how the power is generated

Answer: A

Explanation:

Within EPI's Environmental Sustainability framework, the Renewable Energy Factor (REF) is the recommended metric for determining and reporting how much of a data center's consumed power originates from renewable energy sources. REF provides a standardized, transparent, and repeatable method for calculating the renewable component of the total energy supply. This is essential because power grids draw energy from mixed sources, and data centers must demonstrate sustainability performance accurately and consistently, especially when customers demand visibility into carbon-related metrics.

Implementing REF allows the data center to quantify renewable contributions from sources such as solar, wind, hydro, geothermal, or certified renewable energy certificates. It also enables customers to compare sustainability performance across providers, improving trust and supporting corporate environmental objectives. REF becomes part of the data center's transparency strategy, demonstrating commitment to responsible energy usage and aligning with global sustainability expectations.

Options A and B are insufficient and unprofessional; energy providers may give general data, but these are not standardized for reporting purposes. Option C is inappropriate because sustainability transparency is increasingly demanded even if not in the SLA. Therefore, implementing REF is the correct and industry-aligned response.

NEW QUESTION # 48

Key Performance Objectives (KPOs) need to be defined.

What is a suitable time period for KPOs?

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

Answer: B

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 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 # 49

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

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

Answer: D

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 (Paraphrased, Not Verbatim)

- * RTO defines the permitted downtime for a service.
- * RTO is linked to minimum acceptable capability after recovery.
- * RTO is determined through BIA.

NEW QUESTION # 50

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