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EXIN CDFOM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Facilities Management: Covers infrastructure maintenance including maintenance programs, outsourcing, contracts, scheduling, spare parts, and contamination control.
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">• Data Centre Operations: Focuses on daily operational activities and procedures supporting continuous facility functioning.
Topic 4	<ul style="list-style-type: none">• Monitoring• Reporting• Control: Addresses performance oversight through monitoring, escalation procedures, reporting, and trend analysis.
Topic 5	<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 6	<ul style="list-style-type: none">• Environmental Sustainability: Focuses on minimizing environmental impact through power efficiency, waste management, and renewable energy integration.
Topic 7	<ul style="list-style-type: none">• Organizational Resilience: Addresses business continuity, facility redundancy, Business Impact Analysis, and disaster recovery preparedness.
Topic 8	<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 9	<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 10	<ul style="list-style-type: none"> • Project Management: Covers project execution including management principles, organizational structures, and project phases.

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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q36-Q41):

NEW QUESTION # 36

A resource matrix is to be created.
What are the main considerations?

- A. Preferences of the staff member
- **B. Capacity and capability**
- C. Age and gender
- D. Cost efficiency and availability

Answer: B

Explanation:

A resource matrix in EPI's organizational framework identifies the resources required to deliver services and match them with the competencies of available staff. The primary considerations when creating a resource matrix are:

Capacity

- * How many personnel are needed?
- * Are there enough staff per shift?
- * Do staffing levels match service requirements, SLAs, and workload?

Capability

- * Do staff have the required skills and competencies?
- * Do they meet certification, technical, and operational requirements?
- * Are backup roles available?
- * Are personnel trained and fit for assigned tasks?

EPI emphasizes that resource planning must align skills + quantity to ensure operational continuity.

Why other options are incorrect:

- * A: Cost efficiency is secondary, and availability alone does not ensure capability.
- * C: Age and gender are irrelevant and inappropriate staffing considerations.
- * D: Personal preferences do not determine resource allocation.

Thus, capacity and capability are the correct considerations.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Resource matrices map staff capacity and capability to service requirements.
- * Ensures adequate coverage and competency for operations.

NEW QUESTION # 37

During inventory of assets it is identified that a number of items are in a different location compared to what is indicated on the inventory list.

What is the most likely root cause of this?

- A. Lack of finance
- B. Lack of asset management database capabilities
- C. Lack of staff training
- **D. Lack of procedures**

Answer: D

Explanation:

Accurate asset management relies heavily on clear, enforced procedures for:

- * Logging asset movement
- * Updating location records
- * Recording installations, removals, or relocations
- * Maintaining accurate configuration and asset databases

If assets are located in different places than recorded, the root cause is typically:

"Lack of procedures" or failure to follow them

Without proper procedures:

- * Staff may move items without documentation.
- * Asset updates may not be recorded.
- * Inventory lists become outdated.
- * Tracking and audit functions fail.

Why other options are incorrect:

- * A: Training is important but secondary; without procedures, training has no structure.
- * C: Most modern asset systems can track locations; the issue is usually process-related, not system capability.
- * D: Financial constraints do not cause incorrect asset locations.

Thus, B is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Asset management accuracy depends on well-defined and enforced procedures.
- * Incorrect asset locations typically indicate process failures, not financial or system issues.

NEW QUESTION # 38

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

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

Answer: D

NEW QUESTION # 39

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 # 40

The organization plans for implementing an information security management system (ISMS).
By doing so, what is the main objective?

- A. Preservation of confidentiality and format of organizational assets
- B. Preservation of customer agreements and records
- C. Preservation of an organizations' financial and organizational records
- **D. Preservation of confidentiality, integrity and availability of organizational assets**

Answer: D

Explanation:

An Information Security Management System (ISMS) is designed to protect information assets through structured controls, policies, and risk management practices.

EPI aligns with globally accepted security frameworks (e.g., ISO/IEC 27001), where the foundation of an ISMS is the CIA triad:

C - Confidentiality

Ensures information is accessible only to authorized persons.

I - Integrity

Ensures information is accurate, complete, protected from unauthorized modification.

A - Availability

Ensures information and systems are accessible when required.

Implementing an ISMS aims to safeguard these three fundamental information security objectives.

Why the other options are incorrect:

- * A- This focuses only on records retention, not information security as a whole.
- * B- Omits integrity and availability, which are essential ISMS elements.
- * D- Too narrow; ISMS covers all information assets, not just customer records.

Thus, the correct answer is C, which fully represents the CIA triad.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * ISMS is responsible for protecting confidentiality, integrity, and availability of all information assets.
- * The CIA triad forms the basis of information security objectives.

NEW QUESTION # 41

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