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Certified Data Centre Professional

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## EXIN CDFOM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Service Level Management: Covers creating and managing service agreements, including SLAs with measurable metrics, service reporting, customer satisfaction measurement, and continuous improvement processes.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Managing Safety &amp; Statutory Requirements: Focuses on workplace safety compliance, including safety policies, training, Permit to Work systems, PPE, emergency preparedness, and safety audits.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>The Data Centre Organization: Addresses organizational structure, roles and responsibilities, shift management, performance management, training, career development, and succession planning.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>Monitoring</li><li>Reporting</li><li>Control: Addresses performance oversight through monitoring, escalation procedures, reporting, and trend analysis.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>Data Centre Operations: Focuses on daily operational activities and procedures supporting continuous facility functioning.</li></ul>
Topic 6	<ul style="list-style-type: none"><li>Environmental Sustainability: Focuses on minimizing environmental impact through power efficiency, waste management, and renewable energy integration.</li></ul>
Topic 7	<ul style="list-style-type: none"><li>Governance, Risk and Compliance: Covers management framework including compliance, risk management, document control, financial management, and vendor oversight.</li></ul>

## EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q35-Q40):

### NEW QUESTION # 35

Management wants to receive a monthly report on data center cost breakdown per business unit without transferring the actual cost to the users.

Which model should you apply?

- A. Setback
- B. Pay back
- C. Chargeback
- D. Show back

### Answer: D

Explanation:

EPI's financial management guidance distinguishes between several internal cost transparency models.

Chargeback occurs when costs are formally billed to internal departments or customers. However, in this scenario, management wants visibility of cost distribution without making business units financially responsible. This aligns directly with the Show Back model. Show Back is a non-billing mechanism that reports how much each business unit would hypothetically be charged if costs were allocated proportionally. It improves cost awareness, encourages responsible consumption, and helps management understand operational cost drivers without generating friction associated with real billing. Show Back is commonly used in organizations where financial culture, policy constraints, or strategic choices prevent the use of formal chargeback.

Options A (Chargeback) does not meet the requirement because it transfers costs. Options C and D are not recognized cost transparency models within EPI or general IT financial management practices.

Therefore, the most suitable model for cost transparency without financial transfer is B - Show Back.

### NEW QUESTION # 36

What is the purpose of a weight factor in a Request for Proposal (RFP) evaluation matrix?

- A. To reflect the importance of the selection criteria
- B. To provide an overview of the number of employees working for the vendor
- C. To control the prices of the various offerings received
- D. To allow for full negotiation once vendors are shortlisted

**Answer: A**

Explanation:

In an RFP evaluation matrix, weight factors are applied to highlight the relative importance of each evaluation criterion.

Examples of weighted criteria include:

- \* Technical compliance
- \* Response time
- \* Cost
- \* Vendor capability
- \* Warranty terms
- \* SLA performance

The weight factor ensures that more critical criteria influence the final score more heavily, enabling an objective and structured vendor selection.

Why the other options are incorrect:

- \* A: Weighting does not control prices.
- \* C: Negotiation comes after scoring.
- \* D: Workforce size is not the purpose of weighting.

Thus, B is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- \* Weighted scoring ensures high-priority criteria significantly influence vendor selection.
- \* Supports objective and transparent procurement.

**NEW QUESTION # 37**

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 when the total weight per person does not exceed the maximum allowed by local regulations
- B. No
- C. Only if this does not create a security vulnerability
- D. Yes

**Answer: B**

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 conditions—not to physically participate in the hazardous task.

Key safety principles include:

- \* Independence of the Safety Function The 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 Responsibilities By physically engaging in the task, the Safety Manager becomes distracted and loses supervisory visibility, which introduces risk to the entire operation.
- \* Competency and Authorization Requirements Personnel 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 is not part of the operational lifting team unless specifically assigned beforehand, which is not the case here.

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

Therefore, the Safety Manager must not step 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 # 38

Welding works need to be conducted.

Is a Permit to Work (PTW) required and if so, what type of PTW?

- A. A PTW is required for cold work
- **B. A PTW is required for hot work**
- C. Welding is covered under standard maintenance work, a PTW is not required
- D. A PTW is required for energy work

**Answer: B**

Explanation:

EPI's Permit to Work (PTW) system categorizes work activities based on risk levels to ensure safe execution and hazard control within the data center.

Welding operations involve open flame, sparks, high heat, molten metal, and ignition sources, making them a high-risk activity.

In EPI safety doctrine, welding is explicitly classified under "Hot Work." Hot Work includes activities such as:

- \* Welding
- \* Cutting
- \* Grinding
- \* Brazing
- \* Soldering
- \* Flame use or spark-producing tools

Because of the fire ignition potential, a Hot Work Permit is mandatory before welding can begin.

The Hot Work PTW ensures:

- \* Fire watch personnel are assigned
- \* Fire suppression systems are prepared or temporarily disabled with compensating controls
- \* Surrounding area is inspected for combustible material
- \* Correct PPE is used
- \* Hot-work zoning, barriers, and extinguishers are in place
- \* Post-work monitoring is performed

Therefore, Option D (A PTW is required for hot work) is the correct and EPI-aligned answer.

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

- \* The PTW system ensures hazardous activities are controlled.
- \* Welding is classified as Hot Work.
- \* Hot Work requires a dedicated PTW with fire-risk mitigation and supervisory approval.

### NEW QUESTION # 39

Key Performance Objectives (KPOs) need to be defined.

What is a suitable time period for KPOs?

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

**Answer: D**

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 # 40

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