

CDFOM最新試験 & CDFOM基礎訓練



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トピック	出題範囲
トピック 1	Environmental Sustainability: Focuses on minimizing environmental impact through power efficiency, waste management, and renewable energy integration.
トピック 2	- Monitoring - Reporting - Control: Addresses performance oversight through monitoring, escalation procedures, reporting, and trend analysis.
トピック 3	Data Centre Operations: Focuses on daily operational activities and procedures supporting continuous facility functioning.
トピック 4	Service Level Management: Covers creating and managing service agreements, including SLAs with measurable metrics, service reporting, customer satisfaction measurement, and continuous improvement processes.
トピック 5	Organizational Resilience: Addresses business continuity, facility redundancy, Business Impact Analysis, and disaster recovery preparedness.

>> CDFOM最新試験 <<

EXIN CDFOM基礎訓練 & CDFOM専門知識

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EXIN Certified Data Center Facilities Operations Manager 認定 CDFOM 試

驗問題 (Q48-Q53):

質問 # 48

Which process is not part of the 6-step document management life cycle?

- A. Destruction
- B. Creation
- C. Provisioning
- D. Publication

正解: C

解説:

EPI's document management methodology follows a 6-step structured life cycle for all controlled documentation used in a data center (e.g., SOPs, MOPs, EOPs, safety documents, policies, maintenance procedures).

The life cycle ensures all documents remain current, controlled, traceable, and properly retired.

The six recognized stages in the EPI-aligned document management life cycle are typically:

- * Creation- The document is drafted and developed.
- * Review- Subject matter experts verify technical correctness.
- * Approval- Authorized managers approve it for release.
- * Publication / Release- Document is issued for operational use under control.
- * Maintenance / Updates- Regular updates and version control.
- * Archival / Destruction- Retired versions are archived or securely destroyed.

Within this structure, "Provisioning" is not a recognized document life-cycle step in EPI's DCFOM framework.

Provisioning is a term used in IT or service management (e.g., server or user provisioning) but not in document control life cycles.

Therefore, Option C (Provisioning) is the correct answer.

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

- * Document management requires strict version control procedures.
- * The document life cycle includes creation, review, approval, publication, maintenance, and destruction / archival.
- * "Provisioning" is not part of the document lifecycle in the EPI framework.

質問 # 49

During what project phase do you need to start involving the stakeholders?

- A. Planning the project
- B. Executing the project
- C. Initiating the project
- D. Monitoring and control the project

正解: C

解説:

Stakeholder involvement must begin at the very start of the project lifecycle, during the Initiation Phase, because:

- * Stakeholders influence project scope, objectives, and constraints.
- * Their expectations and requirements must be captured early.
- * Stakeholder identification is a mandatory output of the initiation process.
- * Failing to involve them early leads to misalignment, rework, and scope conflicts.

EPI aligns with general project management principles that state:

"Stakeholder identification and engagement begins at project initiation and continues throughout the entire project." Why other options are incorrect:

- * B: Planning depends on stakeholder input already gathered.
- * C: Too late—execution requires validated stakeholder requirements.
- * D: Monitoring occurs after execution has begun.

Thus, A is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Stakeholders must be identified and engaged in the initiation phase.
- * Their input forms the foundation for scope definition and planning.

質問 # 50

Customer surveys and complaints provide input for

- A. Service portfolio
- **B. Service Improvement Process**
- C. Needs Analysis
- D. Capability assessment

正解: B

解説:

In Service Level Management (SLM), EPI highlights that customer feedback-such as surveys, complaints, and satisfaction assessments-is a core driver for the Service Improvement Process (SIP).

The SIP is designed to:

- * Identify weaknesses in services
- * Address dissatisfaction
- * Improve service delivery quality
- * Optimize process performance
- * Remove recurring issues

Customer surveys and complaints provide:

- * Direct feedback on service experience
- * Indicators of service quality gaps
- * Evidence of unmet expectations
- * Insights for corrective and preventive actions

These are the primary input sources for generating SIP actions.

Why the other options are not correct:

- * A. Needs Analysis- focuses on understanding customer requirements before service definition, not post-operational feedback.
- * C. Capability Assessment- evaluates internal service delivery capability, not customer perception.
- * D. Service Portfolio- defines available services, not improvements.

Therefore, Service Improvement Process is the correct selection.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * SIP is fueled by customer feedback such as complaints and surveys.
- * SLM uses feedback to drive improvements and maintain SLA quality.

質問 # 51

What is the outcome of a risk evaluation process?

- **A. The decision whether risk treatment needs to take place**
- B. The report advising the board of management to accept all identified risks
- C. The required budget treating the data center risk
- D. The list of all identified risks

正解: A

解説:

In the EPI framework for risk management, after the risk identification and risk analysis steps, the risk evaluation step determines whether the assessed risks are acceptable or require treatment based on the organization's risk appetite, criteria, and the potential impact. The evaluation leads to a decision on whether risk treatment needs to take place.

- * It is not simply compiling all risks (so option C is incorrect).
- * It is not exclusively about budgeting (so option D is incorrect) though budgeting follows treatment decisions.
- * It is not necessarily advising to accept all risks (so option B is incorrect) but rather it supports decision-making on treatment.
- * Therefore, option A is correct: the outcome is the decision whether to treat the risk.

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

- * Risk evaluation assesses identified and analysed risks against risk criteria to decide on acceptability or need for treatment.
- * The outcome is a documented decision-making step in the risk management process.

質問 # 52

Out of the below, which one is not part of the needs analysis?

- A. Business requirements
- **B. Commercial requirements**
- C. Legal requirements
- D. Physical infrastructure requirements

正解: B

解説:

A Needs Analysis is performed to understand what the customer or organization requires before defining or delivering services.

EPI describes Needs Analysis as capturing:

* Business Requirements What the organization must achieve operationally.

* Physical Infrastructure Requirements Requirements for power, cooling, space, connectivity, redundancy, capacity, etc.

* Legal Requirements Compliance obligations such as regulatory, contractual, jurisdictional, and statutory rules.

However, Commercial Requirements (pricing, costs, margins, commercial terms) are not part of the Needs Analysis.

These are considered during commercial evaluation, service portfolio development, or financial management, not in defining operational needs.

Thus, the correct answer is C - Commercial requirements.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

* Needs analysis focuses on business, infrastructure, and legal needs.

* Commercial factors are handled separately outside the needs analysis phase.

質問 # 53

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