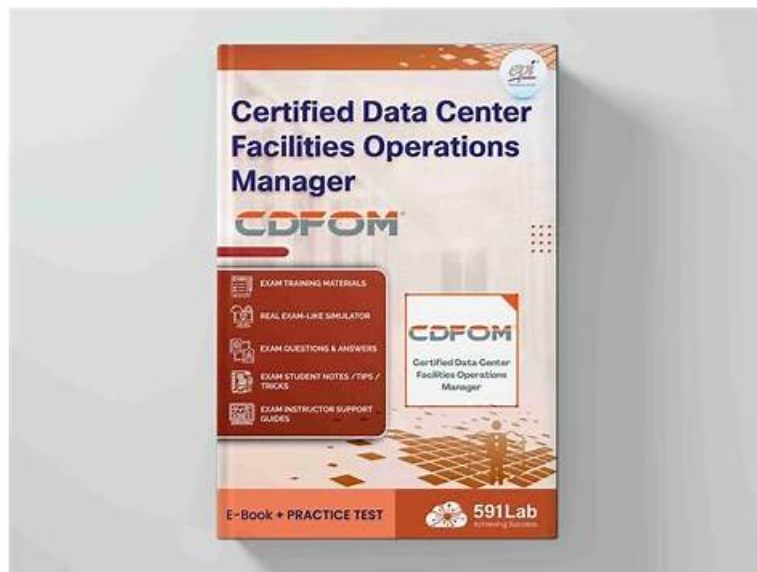


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EXIN CDFOM Exam Syllabus Topics:

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">• Environmental Sustainability: Focuses on minimizing environmental impact through power efficiency, waste management, and renewable energy integration.
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">• Managing Safety & Statutory Requirements: Focuses on workplace safety compliance, including safety policies, training, Permit to Work systems, PPE, emergency preparedness, and safety audits.
Topic 5	<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 (Q42-Q47):

NEW QUESTION # 42

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

NEW QUESTION # 43

What is the outcome of a risk evaluation process?

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

Answer: A

Explanation:

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

* 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.

NEW QUESTION # 44

Maintenance needs to be outsourced; management demands a contract option with the lowest risk possible.

Which is the best option to choose?

- A. Exclusive
- B. Basic/standard/non-comprehensive
- C. Time and Material
- **D. Comprehensive**

Answer: D

Explanation:

Among maintenance contract models, the Lowest-Risk option is the:

Comprehensive Contract

A comprehensive maintenance contract includes:

- * Preventive maintenance
- * Corrective maintenance
- * Replacement parts
- * Labor costs
- * Priority response times

- * Faster repair and recovery
- * Predictable costs
- * Strong service guarantees
- * Higher reliability and lower operational risk

Why other options are incorrect:

- * A - Basic: Limited coverage; higher risk of delays.
- * B - Time & Material: Highest financial and operational risk.
- * D - Exclusive: Typically an enhanced premium model but not the primary "lowest risk" category in EPI's standard contract structure.

Thus, C is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * A comprehensive contract provides the lowest operational risk for critical infrastructure.
- * Offers full-service coverage and fastest response times.

NEW QUESTION # 45

Several data center services in the service catalog charge the customer on the actual usage of those services.

What chargeback model is applied?

- A. Negotiated Flat Rate (NFR)
- **B. Measured Resource Usage (MRU)**
- C. Service Based Pricing (SBP)
- D. Tiered Flat Rate (TFR)

Answer: B

Explanation:

When customers are billed based on the actual consumption of services, this model is known as Measured Resource Usage (MRU).

MRU charges customers according to:

- * Actual power consumption
- * Actual cooling usage
- * Actual rack utilization
- * Actual bandwidth or cross-connect usage
- * Actual resource usage metrics

This model aligns with transparency, fairness, and resource accountability.

Why other options are incorrect:

- * A - SBP: Charges based on predefined service definitions, not usage.
- * B - NFR: A single negotiated flat fee, regardless of usage.
- * C - TFR: Flat fee bands or tiers, independent of precise usage.

Thus, D - MRU is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * MRU charges customers based on actual measured resource consumption.
- * Common in modern colocations to align costs with usage.

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

Answer: C

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

