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EXIN CDFOM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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"> • Environmental Sustainability: Focuses on minimizing environmental impact through power efficiency, waste management, and renewable energy integration.
Topic 5	<ul style="list-style-type: none"> • Facilities Management: Covers infrastructure maintenance including maintenance programs, outsourcing, contracts, scheduling, spare parts, and contamination control.

EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q13-Q18):

NEW QUESTION # 13

A new Service Level Agreement is being proposed for which the data center operations manager must give her approval. Which document - or information - will she consider consulting first?

- A. Resumes of staff
- B. Job descriptions
- C. Training program overview
- **D. Skills matrix**

Answer: D

Explanation:

When approving a new SLA (Service Level Agreement), the operations manager must verify that the organization has the capability and resources to meet the service commitments defined in the SLA. Part of this verification is ensuring that the current staff mix and competency levels match the required service levels. The skills matrix provides a structured overview of staff roles, skill levels, competencies, and gap analysis.

* The skills matrix allows the manager to assess whether the team is capable of fulfilling the new service commitments before the SLA goes live.

* Job descriptions (option B) define roles and responsibilities but do not show competency levels or gaps.

* Training program overview (option A) shows what training exists but doesn't directly show who can deliver the service now.

* Resumes of staff (option D) are ad hoc and individual, not efficient for overall capability assessment.

Thus, option C - Skills matrix is the best first reference.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

* Capability assessment in SLM includes reviewing skills matrices to verify workforce capability.

* Before approving SLAs, organizations must ensure operational readiness and resource competence.

NEW QUESTION # 14

What is the main reason for (senior) management to be scheduled into the 'on-duty' roster?

- A. It provides management hands-on experience solving incidents.
- **B. It involves management when incidents are escalating**
- C. It provides management better insights with the number of incidents occurring
- D. It assists management in optimally reviewing monitoring thresholds

Answer: B

Explanation:

Senior management is included in the duty roster to support escalation procedures.

In EPI's operational model:

* Managers are not part of routine monitoring or incident handling.

* Their role is to intervene only when an incident escalates beyond operational authority, such as major outages, SLA-impacting events, or high-risk situations.

* Management provides decision-making, authorization, and resource allocation during escalations.

Why other options are incorrect:

* A: Managers should not gain "hands-on" experience during incidents.

* B: Incident reporting already provides insights; no roster needed.

- * D: Monitoring thresholds are reviewed separately, not via duty rosters.
- Thus, C is correct.
- EPI DCFOM-Aligned Reference Concepts (Paraphrased)
- * Management is involved in the escalation layer, not daily operations.
 - * Duty rosters ensure proper escalation handling and governance.

NEW QUESTION # 15

In document management, what is the objective of the publication process?

- A. To comply with the document management system requirements
- B. To create a document following the rules of the document management system
- C. To ensure the correct version is available in all required locations
- D. To archive documents for easy retrieval

Answer: C

Explanation:

The publication process in document management ensures that:

- * The correct, approved version of a document is released.
- * It is distributed to all required locations (physical or digital).
- * Outdated versions are removed from circulation.
- * Staff always use the correct operating procedures and guidelines.

Why other options are incorrect:

- * A: Compliance is a by-product, not the objective.
- * B: Creation happens before publication.
- * D: Archiving is part of the document retirement process, not publication.

Thus, C is the correct answer.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Publication ensures the latest controlled documents are available where needed.
- * Document control prevents use of outdated or incorrect procedures.

NEW QUESTION # 16

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

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
- * 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 # 17

During lock-out/tag-out, which of the below is the most recommended procedure?

- A. Operator locking out the equipment and the safety manager removing the lock-out
- **B. Operator locking out the equipment and the same operator removing the lock-out**
- C. Operator locking out the equipment and the facilities manager removing the lock-out
- D. Operator locking out the equipment and another operator removing the lock-out

Answer: B

Explanation:

In the EPI Facilities Operations Manager body of knowledge, the Lock-Out/Tag-Out (LOTO) procedure is a mandatory safety control to ensure that electrical or mechanical equipment cannot be energized while work is being performed. A core principle emphasized in EPI safety training is:

"The person who applies the lock must be the same person who removes it." This aligns with international best practices for occupational health and safety, where LOTO ensures that the individual performing maintenance or repair has full control of the energy isolation device.

Why this is required:

* **Personal Safety Responsibility** The lock identifies the technician directly working on the equipment.

Only they can confirm whether work is complete and the area is safe for re-energizing.

* **Risk Prevention** If someone else removes the lock (another operator, safety manager, or facilities manager), they may incorrectly assume that the equipment is ready to be restored, which can lead to severe injury or fatality.

* **Compliance With EPI Safety Guidelines** EPI emphasizes the principle of "single-person control" over hazardous energy. No supervisor or colleague may remove another technician's lock unless a formal, documented emergency override procedure is followed - which is not considered standard practice.

* **Clear Accountability Chain** LOTO prevents ambiguity or miscommunication. The technician who placed the lock is the only one with full knowledge of the work status and hazards involved.

Why other options are incorrect:

* A, B, and C violate the fundamental LOTO rule because they involve someone other than the applying operator removing the lock.

* Oversight personnel (safety manager, facilities manager) monitor and audit the process, but they should not remove another person's lock except under rare, emergency, escalation-approved situations.

EPI DCFOM-Aligned Reference Concepts

* LOTO must ensure the isolation device is locked and tagged by the person performing the work.

* Only the same individual may remove their own lock.

* Removal by another party is only permitted under controlled, documented emergency protocols.

* The process prevents accidental energization and protects worker safety.

NEW QUESTION # 18

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