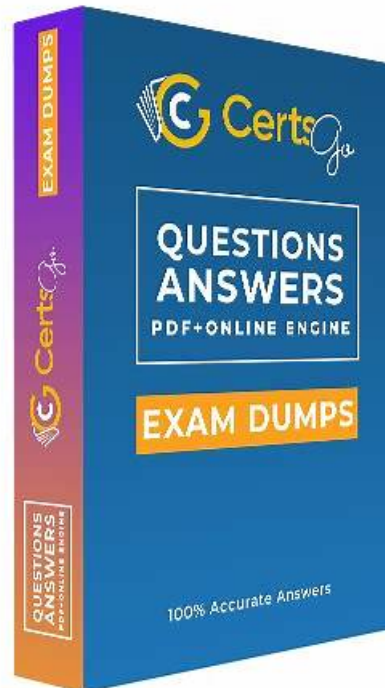# CDFOM PDF Dumps Files for Busy Professionals

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EXIN Certified Data Center Facilities Operations Manager Sample Questions (Q44-Q49):

NEW QUESTION # 44

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

Answer: B

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 # 45

The process of restoring normal service operation as quickly as possible and therefore minimizing the adverse impact on service levels committed to by the organization to its customers, is covered by?

- A. Incident management
- B. Capacity management
- C. Equipment life cycle management
- D. Change management

Answer: A

Explanation:

Incident Management's primary objective is:

"Restore normal service as quickly as possible and minimize business impact." This aligns precisely with the scenario described.

Why other options are incorrect:

* A: Change management governs planned changes, not restoration.

* B: Capacity management ensures sufficient resources, not incident recovery.

* D: Equipment lifecycle deals with long-term asset management.

Thus, C is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

* Incident management focuses on fast service restoration and minimizing impact.

* Central to service operations and SLA protection.

NEW QUESTION # 46

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

What chargeback model is applied?

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

- D. Tiered Flat Rate (TFR)

Answer: A

Explanation:
When customers are billed based on the actual consumption of services, this model is known asMeasured 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 - MRUis 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 # 47
Key Performance Objectives (KPOs) need to be defined.
What is a suitable time period for KPOs?

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

Answer: D

NEW QUESTION # 48
Which types of maintenance service offerings are commonly offered by vendors?

- A. Silver, Gold, Platinum
- B. Time & Material, Basic, Comprehensive
- C. Basic, Premium, Premium+
- D. Basic, Normal, Comprehensive

Answer: B

Explanation:
EPI describes threecommonly offered maintenance service levelsin the data center industry:
* Time & Material (T&M)
* Pay per visit, per hour, and per part
* No guaranteed response time
* Lowest cost, lowest priority
* Basic Contract
* Includes scheduled preventive maintenance
* Limited support for corrective issues
* Faster response than T&M but still limited
* Comprehensive Contract
* Includes preventive + corrective maintenance
* Parts + labor included
* Priority response times
* Best uptime protection
These are the standard, industry-recognized tiers reflected in EPI's training.

Why the other options are incorrect:

* AandBare marketing labels used in some industries but not standard for data center facility maintenance.
* Cis not an EPI-recognized offering.

Thus,Dis correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

* Standard vendor offerings include T&M, Basic, and Comprehensive contracts.
* Used widely for UPS, generators, cooling systems, and electrical infrastructure.

NEW QUESTION # 49

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