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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">• Data Centre Operations: Focuses on daily operational activities and procedures supporting continuous facility functioning.

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"> The Data Centre Organization: Addresses organizational structure, roles and responsibilities, shift management, performance management, training, career development, and succession planning.
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 (Q45-Q50):

NEW QUESTION # 45

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

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

Answer: B

Explanation:

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.

NEW QUESTION # 46

Training programs need to be selected.

Of the below, which is the first activity to start with?

- A. Contact training providers requesting for brochures
- **B. Review the skills matrix**
- C. Compare prices of various training programs
- D. Create inventory of the services in the service catalog

Answer: B

Explanation:

Training must be aligned with actual operational needs and competency gaps.

The skills matrix is the tool that provides:

- * Current skill levels of staff
- * Required skill levels per role
- * Identified gaps
- * Training needs based on operational requirements

Therefore, the first step is to review the skills matrix to determine what training is actually needed.

Why other options are incorrect:

- * A: Service catalog inventory is part of SLM, not training selection.
- * B: Contacting vendors is premature without knowing training needs.
- * D: Price comparison should occur later, after training needs are defined.

Thus, C is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Skills matrix is the foundation for determining training needs.
- * Training selection must be based on capability gaps, not brochures or pricing.

NEW QUESTION # 47

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

What chargeback model is applied?

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

Answer: D

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 # 48

During inventory of assets it is identified that a number of items are in a different location compared to what is indicated on the inventory list.

What is the most likely root cause of this?

- A. Lack of finance
- **B. Lack of procedures**
- C. Lack of staff training
- D. Lack of asset management database capabilities

Answer: B

Explanation:

Accurate asset management relies heavily on clear, enforced procedures for:

- * Logging asset movement
- * Updating location records
- * Recording installations, removals, or relocations
- * Maintaining accurate configuration and asset databases

If assets are located in different places than recorded, the root cause is typically:

"Lack of procedures" or failure to follow them

Without proper procedures:

- * Staff may move items without documentation.
- * Asset updates may not be recorded.
- * Inventory lists become outdated.
- * Tracking and audit functions fail.

Why other options are incorrect:

- * A: Training is important but secondary; without procedures, training has no structure.
- * C: Most modern asset systems can track locations; the issue is usually process-related, not system capability.
- * D: Financial constraints do not cause incorrect asset locations.

Thus, B is correct.

EPI DCFOM-Aligned Reference Concepts (Paraphrased)

- * Asset management accuracy depends on well-defined and enforced procedures.
- * Incorrect asset locations typically indicate process failures, not financial or system issues.

NEW QUESTION # 49

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 list of all identified risks
- D. The required budget treating the data center risk

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 # 50

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