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CFM Exam Study Guide Questions and Answers 100% Pass

What are the three most common types of flooding? ✓✓Riverine, Coastal, and Shallow Flooding

Which type of flooding has accounted for the most flood-related deaths? ✓✓Flash Flooding

A curve or turn in a river channel? ✓✓Meander

What is the major cause in coastal flooding? ✓✓Storm Surge

What causes a tsunami? ✓✓Underwater earthquakes or volcanoes

List the five types of special flood hazards covered in FEMA 480. ✓✓1. Closed Basin Lakes

2. Uncertain flow paths

3. Dam breaks

4. Ice jams

5. Mudflows

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IFMA CFM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Sustainability: This section evaluates the skills of the target audience in managing sustainability initiatives. It covers energy management, water management, materials and consumables management, waste management, and workplace site management to promote environmentally responsible practices within facilities.

Topic 2	<ul style="list-style-type: none"> • Occupancy and Human Factors: This section measures the skills of Facility Managers and covers the workplace environment, occupant services, and occupant health, safety, and security. Understanding these factors is essential for creating a conducive and safe work environment for all occupants. Operations and Maintenance: This domain assesses the capabilities of Operations Managers in managing buildings, systems, infrastructure, and grounds. It includes overseeing furniture, fixtures, and equipment, ensuring physical safety and security, and implementing effective operations and maintenance processes. Knowledge of work management support systems and handling renewals and renovations is also critical.
Topic 3	<ul style="list-style-type: none"> • Communication: This domain assesses the abilities of Risk Managers in planning, delivering, and evaluating communication strategies within facility management. Effective communication is vital for ensuring that all stakeholders are informed and engaged.
Topic 4	<ul style="list-style-type: none"> • Project Management: This section focuses on the planning and design phases of projects. It includes execution and delivery processes along with evaluation techniques to ensure successful project outcomes within facility management contexts.
Topic 5	<ul style="list-style-type: none"> • Leadership and Strategy: This domain focuses on the competencies of Facility Managers in strategic planning and alignment with organizational demands. It covers policies, procedures, compliance issues, individual and team management, leadership qualities, relationship management, change management, corporate social responsibility, and understanding external factors affecting facility management.
Topic 6	<ul style="list-style-type: none"> • Finance and Business: This section measures the skills of Financial Managers in operational and capital budgeting processes. It includes evidence-based decision-making processes, procurement strategies, contracting practices, financial analysis, and reporting to ensure sound financial management within facilities.
Topic 7	<ul style="list-style-type: none"> • Risk Management: This section measures the skills of Risk Managers in planning for risk management. It includes emergency preparedness, response, recovery strategies, facility resilience, and business continuity planning to mitigate potential risks associated with facility operations.

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IFMA Certified Facility Manager Sample Questions (Q91-Q96):

NEW QUESTION # 91

How can you prevent power issues in a training room dependent on Power over Ethernet (PoE) switches?

- **A. Uninterruptible power supply**
- B. Redundant power over Ethernet switches
- C. Load shedding
- D. Capacity management

Answer: A

NEW QUESTION # 92

You are part of a team developing a plan for the layout of a 500-acre planned community. The plan shows roads, utilities, and different types of buildings within the development community. This plan will be provided to government entities for permitting. What is this set of specifications called?

- **A. A planned community sustainability plan.**
- B. An architectural context diagram (ACD).

- C. A real estate development tactical plan.
- **D. A real estate master plan.**

Answer: D

Explanation:

A real estate master plan is a long-term planning document that provides a conceptual layout to guide future growth and development. It includes considerations for infrastructure, zoning, transportation, and land use.

Local governments and planning agencies typically require a master plan before issuing permits. This plan aligns with strategic facilities management and ensures sustainable development by integrating urban planning principles.

NEW QUESTION # 93

What is the FIRST priority when allocating facility management resources?

- **A. Criticality**
- B. Customer satisfaction
- C. Urgency
- D. Dollar value

Answer: A

Explanation:

Criticality is the first priority when allocating facility management resources to ensure business continuity and operational stability.

The IFMA Operations and Maintenance competency states that resource allocation should be based on system criticality and impact on core functions.

* Option D (Criticality) is correct because resources must first be allocated to the most essential systems (e.g., life safety, security, HVAC).

* Option A (Urgency) is important but should be considered within the context of criticality.

* Option B (Dollar Value) is a financial consideration but should not dictate priority over critical systems.

* Option C (Customer Satisfaction) is important but secondary to operational and safety priorities.

Prioritizing critical systems reduces downtime, maintains compliance, and ensures safety.

NEW QUESTION # 94

What tool can a facility manager use to convince a superior that the current cost, services, and staffing levels are comparable to a similar industry?

- A. Life cycle cost analysis
- **B. Benchmarking**
- C. Scenario analysis

Answer: B

Explanation:

Benchmarking (Option B) is the best tool for comparing facility management costs, services, and staffing levels with industry standards.

Why Option B is Correct?

* Benchmarking analyzes FM operations against peer organizations to assess efficiency and effectiveness.

* It provides data-driven justification for maintaining or adjusting budgets and staffing levels.

* IFMA's Finance & Business Core Competency emphasizes benchmarking as a key performance evaluation tool.

Why Other Options Are Incorrect?

* Option A (Life cycle cost analysis): Evaluates long-term asset costs, but does not compare FM performance to industry standards.

* Option C (Scenario analysis): Examines hypothetical situations but does not compare real-world industry benchmarks.

NEW QUESTION # 95

What is the requirement for special protected circuits outlets?

- A. Must be powered by a separate circuit breaker
- B. Are never "required" but are a good idea wherever children might have access

- C. Are required outside and anywhere near a water source

Answer: C

Explanation:

Special protected circuit outlets (Option C) are required in outdoor areas and near water sources to prevent electrical hazards.

Why Option C is Correct?

* Ground Fault Circuit Interrupter (GFCI) outlets are mandatory in wet areas such as bathrooms, kitchens, and outdoor spaces to prevent electrical shock.

* National Electrical Code (NEC) regulations require GFCIs for safety in high-risk locations.

* IFMA's Operations & Maintenance Core Competency states that facility managers must ensure electrical safety compliance.

Why Other Options Are Incorrect?

* Option A (Separate circuit breaker): Not required for special protected circuits; GFCIs can be installed on existing circuits.

* Option B (Good idea for child safety): They are required in certain areas, not just a good practice.

NEW QUESTION # 96

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